



Board Members

**Mayor Stephen Kepley, Chair**

Charis Austin  
Mayor Katie Favale

Rick Baker  
Steven Gilbert  
Robert Postema

Mayor Rosalynn Bliss  
Andy Guy  
Terry Schweitzer

**David Bilardello, Vice-Chair**

Mayor Gary Carey  
Jack Hoffman  
Paul Troost

Tracie Coffman  
Mayor Steve Maas

**BOARD OF DIRECTORS MEETING**

**Wednesday, February 24, 2021 – 4 p.m.**

**Virtual Meeting**

**AGENDA**

	<u>PRESENTER</u>	<u>ACTION</u>
<b>1. PUBLIC COMMENT</b>		
<b>2. MINUTES REVIEW – January 27, 2021</b>	Mayor Kepley	Approval
<b>3. ACTION ITEMS</b>		
a. Contract with Progressive AE for Architectural Services	Deron Kippen	Approval
b. Shelter Purchase Contract	Max Dillivan	Approval
c. Bids for Asset Engines	Steve Clapp	Approval
d. Consumers Advisory Committee Appointment	Jason Prescott	Approval
e. Record Retention Policy	Win Irwin	Approval
f. Conflict of Interest Policy	Win Irwin	Approval
g. Code of Conduct	Win Irwin	Approval
h. Draft Township Policy Proposal	Max Dillivan	Approval
<b>4. STAFF REPORTS</b>		
a. Paratransit Route Ridership	Jason Prescott	Information
1. December 2020		
2. Report Card: First Quarter FY 2021		
b. Fixed Route Ridership	Max Dillivan	Information
1. December 2020		
2. Report Card: First Quarter FY 2021		
c. Finance – December 2020	Linda Medina	Information
1. Operating Statement		
2. Professional Development and Travel Report		
3. Grant Statement		
<b>5. INFORMATION</b>		
a. Division United Update	Nick Monoyios	Information
<b>6. CEO’S REPORT</b>	Win Irwin	Information
<b>7. CHAIR’S REPORT</b>	Mayor Kepley	Information
<b>8. ADJOURNMENT</b>		

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



Board Members

**Mayor Stephen Kepley, Chair**

Charis Austin  
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Mayor Gary Carey  
Jack Hoffman  
Paul Troost

Tracie Coffman  
Mayor Steve Maas

**RAPID BOARD MEETING**

**Wednesday, January 27, 2021 – 2 p.m.**

**Virtual Meeting**

**ATTENDANCE:**

Board Members Present:

Charis Austin, Rick Baker, David Bilardello, Mayor Gary Carey, Tracie Coffman, Mayor Katie Favale, Stephen Gilbert, Andy Guy, Jack Hoffman, Mayor Stephen Kepley, Mayor Steve Maas, Jack Postema, Terry Schweitzer, Paul Troost

Board Members Absent:

Mayor Rosalynn Bliss

Staff Attendees:

Steve Clapp, Judy DeVries-Eppinga, Max Dillivan, Evie Dzomba, Whitney Ehresman, Peggy Galt, Bree Girard, Sarah Green, Nancy Groendal, Julie Ilbrink, Win Irwin, Deron Kippen, Bill Kirk, Linda Medina, Steve Luther, Nicky Monoyios, James Nguyen, Jason Prescott, Andy Prokopy, Steve Schipper, Brittany Schlacter, Marie Tubergen, Mike Wieringa, Kevin Wisselink

Other Attendees:

Dave Bulkowski, Steve Faber, Laurel Joseph, Justin Kimura, Josh Naramore, Grant Pecor, Deb Prato, Laura St. Louis, James White

Mayor Kepley called the meeting to order at 2:02 p.m.

Due to the virtual nature of the meeting, a quorum of attendees was established and confirmed.

**1. PUBLIC COMMENT**

Mr. Bulkowski, representing Disability Advocates, offered a public comment, thanking the team for the work they've done for the ADA Certification contract.

Mr. White offered a public comment, sharing concerns regarding the mask policy on the buses, snow removal at the bus stops, and trash removal at the bus stops. Mr. Schipper reviewed the mask policy states all passengers must wear a mask unless they have a medical condition that prevents them from doing so. Mr. Schipper stated he will connect with the city members regarding the trash removal. Mayor Kepley shared there are snow angels who volunteer to shovel the areas around the bus stops, and the hope would be able to do this at all stops.

## 2. ELECTION OF OFFICERS

Mayor Kepley expressed it was the time of year to nominate board members to the leadership positions. The Board discussed the importance of stability in leadership given the transition of a new CEO. Mr. Baker made the motion to continue with Mayor Kepley as chairperson and Mr. Bilardello as vice-chairperson. Mayor Favale supported the motion. A verbal roll call was taken to close the nomination. An additional verbal roll call was taken to confirm the motion of continuing with current leadership. The motion passed unanimously.

## 3. MINUTES – December 2, 2020 Board of Directors Meeting

Minutes from December 2, 2020 were distributed. Minutes were approved as submitted.

## 4. ACTION ITEMS

### a. FY 2021 Fixed Route Report Card Standards Change

Mr. Monoyios is requesting Board approval of the recommended FY 2021 Fixed Route Report Card Standards. He shared this item has been annually presented to the Rapid Board to assess key performance indicators to measure fixed-route service.

Ms. Coffman expressed her thanks to Mr. Monoyios for implementing the recommendations from the Planning and Technology Committee meetings to update and visually improve the graphs.

Mr. Guy motioned for the item to be approved. Ms. Coffman supported the motion. A verbal roll call for voting was taken; resolution passed unanimously.

### b. FY 2021 Paratransit Report Card Standards Change

Mr. Prescott is requesting Board approval of the recommended FY 2021 Paratransit Report Card Standards. He reviewed the changes that were proposed.

Mayor Carey motioned for the item to be approved. Mayor Favale supported the motion. A verbal roll call for voting was taken; resolution passed unanimously.

### c. FY 2020 Audit Approval

Ms. Medina is requesting Board approval of the Financial Statements and Single Audit Report for fiscal years ended September 30, 2020 and 2019. She expressed that the audit conducted by BDO was a success, with everything running smoothly. They found no material weaknesses significant deficiencies with the federal audit. Ms. Medina thanked her team for their hard work. Ms. Medina reviewed a few notable changes from 2020 to 2019.

Mayor Carey expressed his appreciation of the transparency on the reports. Mr. Bilardello shared he appreciated the presentation to be clear and readable. Mayor Favale echoed those statements, and expressed that as a new member of the Finance Committee, she appreciated the work that has been put into these reports.

Mr. Baker motioned for the item to be approved. Mayor Favale supported the motion. A verbal roll call for voting was taken; resolution passed unanimously.

**d. Advertising Policy**

Ms. Schlacter is requesting Board approval of a proposed advertising policy. The purpose of the policy is to establish the limited types of advertising permitted on The Rapid's transportation fleet, along with the procedure to be used when reviewing advertising requests.

Mr. Guy expressed his thanks for the work that was put into creating the policy. Mayor Kepley expressed his thanks for the sensitivity used in developing the guidelines.

Mr. Bilardello motioned for the item to be approved. Mr. Postema supported the motion. A verbal roll call for voting was taken; resolution passed unanimously.

**e. ADA Certification Contract**

Mr. Wisselink is requesting Board approval to enter in a five (5) year contract with Disability Advocates of Kent County (DAKC) for the provision of ADA paratransit eligibility reviewer services.

Mr. Guy motioned for the item to be approved. Ms. Coffman supported the motion. A verbal roll call for voting was taken; resolution passed unanimously.

**f. E-Fare Change and Standards**

Mr. Wisselink is requesting Board approval to take the proposed fare structure changes to the public for their input and comment. He noted the changes included 1) reduced, donation and discounted rate programs, 2) e-fare structure change, 3) negative balance elimination, and 4) adding shipping and handling fees for Wave cards ordered online and mailed to the customer. Mayor Kepley noted the resolution document verbiage will be changed to reflect approval of the request to go to the public.

Ms. Coffman asked if Mr. Wisselink would bring the public comments back to the Board for review before the changes are implemented. Mr. Wisselink agreed to report the findings to the Board. Mr. Schweitzer expressed his thanks for the work put into these proposed changes.

Mr. Schweitzer motioned for the item to be approved. Mayor Carey supported the motion. A verbal roll call for voting was taken; resolution passed unanimously.

**g. Consolidated Fare Policy**

Mr. Wisselink is requesting Board approval to implement a consolidated fare policy change. He noted the changes included 1) marketing, promotional, and courtesy fare program, 2) Wave card replacement, and 3) paper ticket phase out.

Mayor Kepley inquired about the length of time it is taking to phase out the paper tickets. Mr. Wisselink shared there are quite a few of paper tickets still out in circulation. The still work, however, there are no more being issued. Additionally, at the end of this year, they will do a buy-back program where companies can redeem their unused paper tickets.

Mr. Guy motioned for the item to be approved. Mayor Maas supported the motion. A verbal roll call for voting was taken; resolution passed unanimously.

**h. DASH Contract**

Mr. Monoyios is requesting Board approval to executive a service agreement with the city of Grand Rapids to provide DASH service in downtown Grand Rapids from February 1, 2021 to September 30, 2023. He stated the draft contract which was included in the Board packet was just approved by the city commission, and therefore will be fully approved as written.

Mr. Bilardello asked if Mayor Bliss was aware of this contract and was she in approval. Mr. Naramore stated that she is aware as it was brought before the commission meeting the previous evening.

Mayor Favale motioned for the item to be approved. Mr. Guy supported the motion. A verbal roll call for voting was taken; resolution passed unanimously.

**i. Chief Executive Officer Employment Agreement**

Mayor Kepley is asking Board approval of the Chief Executive Officer employment agreement. He expressed that work was done with Gregg Moser and Grant Pecor to prepare the document. He

Mr. Baker expressed his thanks for the work that was put into finding a great CEO. Mayor Kepley expressed his thanks to Mr. Irwin for his leadership in the interim CEO role.

Mr. Gilbert motioned for the item to be approved. Mr. Baker supported the motion. A verbal roll call for voting was taken; resolution passed unanimously.

**5. INFORMATIONAL ITEMS**

**a. Epic MRA Survey Results**

Ms. Schlacter shared the Epic MRA Survey results were included in the meeting packet for the Board to review. Mr. Guy asked for Ms. Schlacter to share the top three items they are focusing on. Ms. Schlacter shared they are seeing improved data in a positive safety rating. Mr. Kirk expressed they are seeing a trending improvement in job satisfaction, and are also noting areas where they can make improvements in public outreach.

**6. STAFF REPORTS – Questions**

**a. Paratransit Ridership – November 2020 and Annual Report FY 2020**

The reports were distributed and reviewed.

**b. Fixed Ridership – November 2020**

The reports were distributed and reviewed.

**c. Financial Reports**

The operating statement from November 2020, Professional Development and Travel Report from October 2020, and the Grant Statement from November 2020 were distributed and reviewed.

**7. CEO's REPORT**

Mr. Irwin shared contracts have been signed with three of the four townships. The last one remaining is Cascade.

Mr. Irwin shared they received an inquiry from the FTA regarding the Laker Line enhancements. They were provided with the shovel-ready portions of the project. Mr. Monoyios prepared the documentation re respond within the required timeframe.

Mr. Irwin stated the safety reports from Mr. Luther are looking good with fewer positive COVID cases.

Mr. Irwin expressed his desire and anticipation for Ms. Prato to begin her position as the new CEO. He looks forward to helping create a smooth transition.

**8. CHAIR'S REPORT**

Mayor Kepley shared he has been in communication with Mr. Irwin regarding policies and activities for the Board that need to be completed. He will be following up with the Board members with more information.

Mayor Kepley expressed thanks to the Board members for participating in the CEO search process. An announcement will be made once the contract is fully signed. Ms. Prato will also be asked to submit a quote to include in the press release.

**9. COMMITTEE REPORTS**

**a. Planning & Technology Committee – January 11, 2021**

The meeting minutes were distributed and reviewed.

**b. Present Performance & Service Committee – January 12, 2021**

The meeting minutes were distributed and reviewed.

**c. Finance Committee – January 20, 2021**

The meeting minutes were distributed and reviewed.

**10. CLOSED MEETING**

Mr. Bilardello made the motion to enter into a closed session. Mr. Guy supported the motion. A verbal roll call was taken; motion passed unanimously. The Board exited the meeting at 3:06 p.m.

The Board returned to the open meeting at 4:04 p.m.

Mayor Bliss made the motion to adjourn the meeting. Mayor Carey supported the motion.

**11. ADJOURNMENT**

The meeting was adjourned at 4:05 p.m.

The next meeting is scheduled for February 24, 2021.

Respectfully submitted,

  
\_\_\_\_\_  
Julie Ilbrink, Board Secretary

**Date:** February 17, 2021  
**To:** ITP Board  
**From:** Deron Kippen – Facilities Maintenance Manager  
**Subject:** CONTRACT WITH PROGRESSIVE AE FOR ARCHITECTURAL AND ENGINEERING SERVICES FOR RAPID FACILITIES BUILDING RECONSTRUCTION PROJECT

### **ACTION REQUESTED**

Authorization is requested from the ITP Board to execute a fixed fee contract with Progressive AE (PAE) in the amount of \$138,518, which includes a 10% contingency of \$12,593. PAE will complete the architectural and engineering services for the Rapid Facilities Building Reconstruction Project.

### **BACKGROUND**

The Rapid has been exploring reconstruction of its Facilities Maintenance Building for a number of years. The project was included in both the FY 2020 and FY 2021 Capital Improvement Plans, dedicating \$3.2 million to reconstruct the facilities maintenance administration building and rehabilitate other parts of the property at 700 Butterworth SW.

PAE has completed the schematic design and refined the building costs and determined a cost of \$3.2 million for the project. Staff intends for PAE to complete the engineering of the facility and additionally develop the solicitation to bring on a General Contractor. Approval for the Contractor will be brought to the Board at the appropriate time. Construction is schedule begin on later this year.

While all details of the project have not been finalized, the scope will include a facilities building approximately 5,000 square feet in size that will include office space, conference room, break space, a BRT maintenance area, and lockers rooms for the facilities technicians. The site will add some covered parking along the west and south east edges of the property along with salt dome storage on the south side of the property. This work will be a continuation of the planning work PAE has done previously. The goal is to complete construction of the project in the first half of calendar 2022.

### **PROCUREMENT**

PAE is The Rapid's on call firm for architectural and engineering projects. The Rapid asked PAE to provide a proposal for this project. To determine if the PAE proposal cost was fair and reasonable staff looked at typical architectural and engineering costs. Typically architecture and engineering costs fall in the range of 6-12%, with most of Progressive's work for The Rapid coming right in around 6% of the total project. PAE's actual cost for all their work on

this project comes in at 6.05% of the overall project, well within expected cost parameters for such work and therefore has been found to be a reasonable cost.

### **FUNDING**

The project is being funded by federal and state funds identified in the FY 2020 and FY 2021 Capital Improvement Plans. No local money is required.



**INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS**

**RESOLUTION No. 022421-1**

**Fiscal Year: 2020-2021**

Moved and supported to adopt the following resolution:

Approval to enter a contract with Progressive AE to complete the architectural and engineering services for The Rapid's Facilities Reconstruction Project in the amount of \$138,518, which includes a 10% contingency.

BE IT RESOLVED that the ITP CEO is hereby authorized to execute a contract with Progressive AE to complete the architectural and engineering services for The Rapid's Facilities Reconstruction Project in the amount of \$138,518, in accordance with the information presented to the ITP Board on February 24, 2021.

CERTIFICATE

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

\_\_\_\_\_  
Julie Ilbrink, Board Secretary

\_\_\_\_\_  
Date

**Date:** February 17, 2021  
**To:** ITP Board  
**From:** Deron Kippen – Facilities Maintenance Manager  
Maxwell Dillivan, AICP – Senior Planner  
**Subject:** SHELTER PURCHASE CONTRACT

### **ACTION REQUESTED**

Authorization is requested from the ITP Board to execute a five-year contract with Tolar Manufacturing Company, Inc. for the purchase of bus shelters. The first year of the contract identifies the purchase of eight (8) bus shelters at a cost of \$42,930. The Rapid has the option to buy up to an additional seventy-two (72) shelters.

### **BACKGROUND**

With the upcoming implementation of the Comprehensive Operations Analysis (COA) and desire to further enhance our passenger amenities, staff desires to have a multi-year shelter contract with one shelter manufacturer to meet these needs. Staff has worked to standardize the overall design of The Rapid’s shelters and intends to continue this design through this new contract.

Based on staff analysis, there is a need to purchase between sixty (60) and eighty (80) shelters over the course of the next five years, including an initial purchase of eight (8) shelters at the start of the contract. Future purchases will depend on implementation of the COA and funding availability.

### **PROCUREMENT**

A Request for Proposal (RFP) was developed to determine a solution to acquire and provide shelters for a variety of contexts and space constraints while pursuing competitive pricing. This allows staff to weigh performance factors as well as pricing. The RFP was solicited on the Michigan Intergovernmental Website (MITN), a digital bid platform that has a nationwide distribution as well as advertised on our website.

Three (3) proposal responses were received. The evaluation team for this RFP consisted of The Rapid’s Facilities Maintenance Manager, Facilities Supervisor, and Senior Planner.

The evaluation was based in order of priority: a.) uniqueness of design/aesthetic quality, b.) the price proposal, and c.) firm qualifications. Staff believes that Tolar Manufacturing offers the best overall value and meets the needs of the ITP in all other respects, receiving the

highest score in all three categories. Final scoring for the proposal is shown in the table on the following page.

<b>Bus Shelter Purchase</b>	
<b>Project # 2021-01</b>	<b>Final Score</b>
Tolar Manufacturing Company, Inc.	95
Brasco International	87
Duo-Gard Industries, Inc.	71

**FUNDING**

The shelters will be purchased utilizing federal and state dollars; no local funds will be used in this project.



**INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS**

**RESOLUTION No. 022421-2**

**Fiscal Year: 2020-2021**

Moved and supported to adopt the following resolution:

Approval to enter a contract with Tolar Manufacturing Company, Inc. for the purchase of bus shelters for the period of five (5) years. The first-year cost is estimated to be \$42,930.

BE IT RESOLVED that the ITP CEO is hereby authorized to execute a contract with Tolar Manufacturing Company, Inc. for the purchase of bus shelters for the period of five (5) years in accordance with the information presented to the ITP Board on February 24, 2021.

CERTIFICATE

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

\_\_\_\_\_  
Julie Ilbrink, Board Secretary

\_\_\_\_\_  
Date

**Date:** February 17, 2021  
**To:** ITP Board  
**From:** Steve Clapp, Fleet Maintenance Manager  
**Subject:** BIDS FOR ASSET ENGINES

**ACTION REQUESTED**

To secure costs for up to 15 replacement engines in 2021 and an additional 10 to 15 engines annually over the next four (4) years.

**BACKGROUND**

In FY2020 The RAPID conducted an invitation for bid (IFB) for bus asset engines. Direct Solicitations were sent directly to five firms that we had done business within the past. Only two bids were received. Cummins is the OEM (Original Equipment Manufacturer) and offered us dealer pricing. Projected costs savings for FY2020 was approximately \$50,000. Because all the other businesses contacted act as a distributor for Cummins Engines, Cummins proved most competitive. The FY2020 award was for a one (1) year term. Staff now intends to award this contract again to continue to realize the savings.

**PROCUREMENT**

This Procurement was done as a IFB for one (1) year with four (4) optional years. The IFB was solicited on the Michigan Intergovernmental Website (MITN), a digital bid platform that has nationwide distribution as well as advertised on The RAPID website.

Seven (7) firms viewed or downloaded the IFB. Only Cummins Inc. submitted a bid.

**EVALUATION SCORES**

Not Applicable

**CONTRACT TYPE**

Firm Fixed Price with price escalation

## **PRICE ANALYSIS**

We received a single bid from Cummins, Inc. The costs below reflect dealer pricing which Cummins extends to The Rapid. Incremental increases of 3.5% annually is based on 10 years of historical dealer prices from Cummins. Therefore, staff finds the cost of the Cummins proposal to be reasonable.

<b>Cummins Inc.</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
<b>Part Number</b>	<b>Quoted Price</b>				
DR27113RX	\$30,525.78	\$31,594.18	\$32,699.98	\$34,988.98	\$36,213.59
DR27130RX	\$32,184.00	\$33,310.44	\$34,476.31	\$35,682.98	\$36,931.88
DR27130RX	\$32,184.00	\$33,310.44	\$34,476.31	\$35,682.98	\$36,931.88
DR27133RX	\$32,184.00	\$33,310.44	\$34,476.31	\$35,682.98	\$36,931.88
DR27134RX	\$21,960.00	\$22,728.60	\$23,524.10	\$24,347.44	\$25,199.60
ISL G	\$48,247.20	\$49,935.85	\$51,683.60	\$53,492.53	\$55,364.77
ISL G	\$48,247.20	\$49,935.85	\$51,683.60	\$53,492.53	\$55,364.77
L9	\$54,072.00	\$55,964.52	\$57,923.28	\$59,950.59	\$62,048.86
L9	\$54,169.92	\$56,065.87	\$58,028.18	\$60,059.17	\$62,161.25
L9	\$59,938.56	\$62,036.41	\$64,207.68	\$66,454.95	\$68,780.87
L9	\$59,938.56	\$62,036.41	\$64,207.68	\$66,454.95	\$68,780.87
DR27127RX	\$34,737.12	\$35,952.92	\$37,211.28	\$38,513.67	\$39,861.65
ISL G	\$48,247.20	\$49,935.85	\$51,683.60	\$53,492.53	\$55,364.77
L9	\$54,072.00	\$55,964.52	\$57,923.28	\$59,950.59	\$62,048.86

## **DECISION**

Cummins Inc. is the only responsive and responsible bidder. Based on the FY2020 bid that was awarded to Cummins, cost savings of \$50,000 was achieved by going directly through Cummins and not a dealership, and staff anticipates this will continue moving forward. Cummins certifies that Buy America will be met.

## **FUNDING**

This award will be funded through Grant and State funds.



**INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS**

**RESOLUTION No. 022421-3**

**Fiscal Year: 2020-2021**

Moved and supported to adopt the following resolution:

Authorization is requested from the ITP Board to execute a contract with Cummins Inc. for one (1) year with four (4) option years for the purchase of bus engines. The first year of the contract identifies the purchase of fifteen (15) engines at an estimated cost of \$610,000. The Rapid has the option to buy up to 60 additional engines over remainder of the contract.

BE IT RESOLVED that the ITP CEO is hereby authorized to execute a contract with Cummins Inc. with a first-year value of \$610,707 in accordance with the information presented to the ITP Board on February 24, 2021.

CERTIFICATE

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

\_\_\_\_\_  
Julie Ilbrink, Board Secretary

\_\_\_\_\_  
Date

**Date:** January 28, 2021  
**To:** ITP Board  
**From:** Jason Prescott, Special Services Manager  
**Subject:** CONSUMERS ADVISORY COMMITTEE APPOINTMENT

**ACTION REQUESTED**

The Consumer Advisory Committee (CAC) recommends the appointment of Chet Crisher and Deb Atwood for terms of membership expiring on December 31, 2022.

**BACKGROUND**

The ITP Board maintains a Consumer Advisory Committee (CAC) to review and comment on public transit service plans and policies as they relate specifically to the needs and concerns of seniors and persons with disabilities. The by-laws of the CAC provide for between 10 and 12 members, of whom at least five must be senior or disabled consumers. The remaining members may be representatives of human service agencies serving seniors and/or persons with disabilities.

Chet Crisher serves as a volunteer with Disability Advocates of Kent County. Chet is a community member, advocate of transit and client of Go!Bus. Chet's desire to serve comes from his desire to represent the less abled community.

Deb Atwood is the Executive Director of Deaf and Hard of Hearing Services of Grand Rapids. Deb comes as a recommendation from current committee member Laura St. Louis of Disability Advocates of Kent County. Deb's desire to serve is driven by her passion for representing underserved communities.

At its meeting on January 19, 2021 CAC Committee members unanimously recommended the appointment of Mr. Crisher and Ms. Atwood to the CAC.



**Deb Atwood**  
16371 84<sup>th</sup> Ave, Rodney, MI 49342  
616.889.0591 (c)  
[datwood@deafhhs.org](mailto:datwood@deafhhs.org)

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**Experience**

**Deaf and Hard of Hearing Services**

**Executive Director**

Grand Rapids

June 2015 – present

- Maintains overall strategic and operational responsibility of staff, programs, expansion, and execution of its mission.
- Ensures ongoing local programmatic excellence, rigorous program evaluation, and consistent quality of finance and administration, fundraising, communications, and systems; recommends timelines and resources needed to achieve the strategic goals.
- Actively engage and energize volunteers, board members, event committees, partnering organizations, and funders.
- Report to, develop, maintain, and support a strong Board of Directors: serve as ex-officio of each committee, seek, and build board involvement with strategic direction for agency growth.
- Lead, coach, develop, and retain program directors and ensure effective systems to track scaling progress, and regularly evaluate program components, so as to measure successes that can be effectively communicated to the board, funders, and other constituents.
- Expand local revenue generating and fundraising activities to support existing program operations. Use external presence and relationships to garner new opportunities,
- Well versed in accommodations for Deaf, DeafBlind and Hard of Hearing.

**Business/Human Resources Manager**

Grand Rapids, MI

January 2006 – June 2015

- Administered and strategized in growth of 100% of budget, and ensured overall financial health of organization.
- Supervised staff, physical plant, marketing, and brand development.
- Developed and maintained relationships with vendors and community partners.
- Developed and directed KidSigns and Volunteer programs.
- Managed events and fundraisers.
- Well versed in accommodations for Deaf and Hard of Hearing.
- Broad experience with people with disabilities.
- Negotiated contracts and agreements with customers, vendors and financial institutions.
- Worked with Board of Directors on financial direction of agency.

**A & A Catering**

**Owner/CEO**

Grand Rapids, MI

May 1994 – December 2010

**Languages:** American Sign Language (conversational)

**References Available Upon Request**

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**INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS**

**RESOLUTION No. 022421-4**

**Fiscal Year: 2020-2021**

Moved and supported to adopt the following resolution:

Approval to appoint Chet Crisher and Deb Atwood as members of the ITP Consumers Advisory Committee for terms ending on December 31, 2022.

BE IT RESOLVED that the CEO is hereby authorized to submit and approve the confirmation on behalf of the ITP Board in accordance with the information presented to the ITP Board on February 24, 2021.

CERTIFICATE

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

\_\_\_\_\_  
Julie Ilbrink, Board Secretary

\_\_\_\_\_  
Date

**Date:** February 17, 2021  
**To:** ITP Board  
**From:** Win Irwin, Interim Chief Executive Officer  
Julie Ilbrink, Executive Administrator and Board Secretary  
**Subject:** RECORD RETENTION POLICY AND SUBMITTAL TO STATE OF MICHIGAN

**ACTION REQUESTED**

Approval is requested from the ITP Board to implement a Record Retention Policy establishing a procedure to maintain and dispose records and documents throughout the organization. After approval by the ITP Board, the summary document will be sent to the State of Michigan Department of Technology, Management and Budget for their review and approval.

**BACKGROUND**

The purpose of this policy is to establish a standard practice related to retention and storage of paper and digital records. These standards apply to the conversion of public records from paper or microfilm to digital images for the purpose of maintaining official records in a digital format. They do not apply to digital photography, digital publications, or convenience copies of records produced purely for the purpose of informational distribution, such as web publications and emails of publications.

This policy and summary identified all of the records that are maintained by The Rapid, and the schedule defines how long records need to be retained to satisfy administrative, fiscal, legal and historical requirements, and they specify if/when records can be destroyed.

Information contained in these documents was compiled from various transportation agencies, the State of Michigan Record Retention, area cities, and attorney input. The compiled documents were reviewed with every manager and department to ensure it is all-inclusive. After that review was completed, the documents were submitted to the attorneys at Foster Swift for their review. The documents presented to the ITP Board have been fully vetted.



<b>POLICY NAME:</b>	Record Retention Policy	<b>POLICY NUMBER:</b>	AD2021-2
<b>POLICY OWNER/TITLE:</b>	Julie Ilbrink, Executive Administrator	<b>IMPLEMENTATION DATE:</b>	2/18/21
<b>APPROVED BY/TITLE:</b>	Win Irwin, Chief Executive Officer	<b>REVISION #:</b>	
<b># OF PAGES:</b>	15	<b>DATE OF REVISION:</b>	

- APPLICABLE TO:**
- Administration / General
  - Board of Directors
  - Communications / Mktg.
  - Facilities
  - Finance
  - Fleet
  - Grants
  - Human Resources
  - Information Technology
  - Operations
  - Planning
  - Purchasing
  - Safety
  - Security
  - Special Services
  - Transportation

**Purpose:**

The purpose of this policy is to establish a standard practice related to retention and storage of paper and digital records. These standards apply to the conversion of public records from paper or microfilm to digital images for the purpose of maintaining official records in a digital format. They do not apply to digital photography, digital publications, or convenience copies of records produced purely for the purpose of informational distribution, such as web publications and emails of publications.

**Policy Content:**

I. State of Michigan Records Management Regulations – Frequently Asked Questions

- Q. Is it legal to scan paper records and destroy the original after the digital image is created?
- A. Yes. If the paper records are scanned in compliance with the Standards for Capturing Digital Images from Paper or Microfilm (effective August 15, 2005), the paper can be destroyed and the digital images can be used as records. Compliance with these standards ensures an acceptable reproduction of the original that can be used in a court of law as evidence.
- Q. Do I have to keep paper records if the records have a long retention period?
- A. No. The standards do not require that paper or microfilm be used to retain records; however, computer technology changes quickly. Migrating paper records to digital images comes with the responsibility of making sure those records remain accessible throughout their life cycle, which may include migrating them to a different format at some point.

II. Document Preparation

- A. Remove all staples, paper clips or other fastening devices.
- B. Repair all torn or damaged documents
- C. Remove creases or folds for the pages so that no information is covered or lost.
- D. Identify any significant categories or subcategories of the collection prior to scanning.
- E. Identify and locate missing or misfiled documents.
- F. Arrange the documents in the order in which they are to be scanned.
- G. Record the scanned document onto a records retention spreadsheet.

### III. Digital Resolution Standards

- A. The minimum resolution level for standard business documents is 200 DPI/PPI.
- B. The use of a lower resolution level may be justified when it is determined through testing that the desired results of the capture process cannot meet the agency's business needs.
- C. Images shall exhibit a degree of legibility and readability comparable to the source document.
- D. A digitized record enhancement technique (i.e. crop, rotate) may be used, but may not alter the content that exists in an original record.
- E. Digitized records must be listed and/or indexed in order to facilitate end-user retrieval requirements. These indexes include but are not limited to databased, spreadsheet, full-text optical character recognition systems, document profiles, and file naming conventions.
- F. A sample set of source documents or records equivalent in characteristics to the source documents should be assembled for the purpose of evaluating scanner results against defined quality criteria prior to production.
- G. Quality assurance shall be conducted before the original documents are destroyed.
- H. Except for regular computer enhancement routines used to improve the legibility of a scanned record, an agency shall not use an imaging system that is capable of altering a public record as scanned. Recorded text or characters in original records shall not be edited.
- I. The Rapid may use any media suitable for the storage of digital images as identified in this policy. The documents shall be managed in a system which has an appropriate level of certainty for the recovery and security of the images and related index attributes.

### IV. Digital Record Retention and Disposal Schedule

#### A. Administration / General

- i. General Correspondence
  - 1. Description: General correspondence may exist in many formats including memos, letters, notes and electronic mail messages. It includes automated or manual tools that index and/or track when correspondence was received, the topic of correspondence, who responds to the correspondence, and when the correspondence is closed for further action. Correspondence about transient and non-substantive matters can be discarded when it is no longer of use for reference.
  - 2. Retention Period: Sent/Received PLUS 2 years.
- ii. Meeting Minutes and Supporting Reports – Internal Staff
  - 1. Description: Agendas, minutes and distribution materials related to staff meetings consisting of members entirely or primarily internal.
  - 2. Retention Period: Meeting is held PLUS 2 years.
- iii. Millage Records
  - 1. Description: Records that document efforts by The Rapid to generate revenue through millage increased. They may include ballot proposals, legal correspondence, tallies of previous votes, vote projections, publicity materials, and flyers. Related records include resolutions by the Board to request millage increases and legal opinions on the ballot proposal.
  - 2. Retention Period: Millage vote is certified PLUS 6 years.
- iv. Planners / Calendars
  - 1. Description: Electronic or manual planners and calendars used to track an individual staff member's work-related meetings, assignments, and tasks.
  - 2. Retention Period: Event takes place PLUS 2 years.

- v. Subject Content Files
  - 1. Description: Documents used to support administrative analysis, program and project planning, procedure development, and programmatic activities for a transit authority. Document types may include periodic activity reports (narrative and statistical), special reports, topical correspondence, research materials, project planning notes, organizational charts, agency descriptions, etc. Subject files do NOT include files related to individual program activities, human resources files, and accounting records.
  - 2. Retention Period: Topic is no longer of interest for ongoing administration PLUS 5 years.

### **B. Board of Directors / Executive Administrator**

- i. Annual Reports
  - 1. Description: Documentation of The Rapid's services and finances over the previous year. They are presented to the Board for review and approval. They may include ridership and productivity reports, audits, administrative, and financial reports
  - 2. Retention Period: Permanent
- ii. Board of Directors Bylaws
  - 1. Description: Bylaws state the purpose of The Rapid, establish the structure and responsibilities of the Board, and state how The Rapid will meet its regulatory requirements and achieve best practice standards. Bylaws are created and amended by the Board.
  - 2. Retention Period: Permanent
- iii. Management / Executive Leadership Reports
  - 1. Description: Reports prepared by the management and executive leadership team related to issues facing The Rapid. These reports may be narrative and statistical, and include information received from managers, directors and/or executive leadership.
  - 2. Retention Period: Creation of the report PLUS 7 years.
- iv. Meeting Minutes and Supporting Reports – Open Session
  - 1. Description: Agendas, minutes, documents and reports that are brought to the Board during the scheduled public meeting. This does not include meeting notices, bulletins, or documentation of meeting-related expenditures. Audio and video recordings can be destroyed once the minutes are approved.
  - 2. Retention Period: Permanent
- v. Meeting Minutes and Supporting Reports – Closed Session
  - 1. Description: Consist of minutes taken during a closed session, including any audio or visual recordings.
  - 2. Retention Period: Retain until meeting minutes approved by the Board Chairperson PLUS 1 year and 1 day.

vi. Policies, Procedures and Directives

1. Description: Policies may include statements on hours of operation, rules and regulations for the vehicles, human resources management, and other administrative matters. They may govern the use of patron cards, safety, and accidents. Personnel policies may include job descriptions and requirements, and policies about leave, appropriate behavior, evaluation, and benefits. Policies may also document how The Rapid will comply with statutory regulations, such as the Americans with Disabilities Act, the Freedom of Information Act, and laws governing employment, environmental health, fiscal accountability, and civil rights. This series does not include policies not reviewed by the Board.
2. Retention Period: Permanent

vii. Strategic Planning – Final approved plan

1. Description: This is the final version of a strategic plan approved by the Board.
2. Retention Period: Permanent

### C. Communications / Marketing

i. Freedom of Information Act (FOIA) Records

1. Description: Requests for information or public records of The Rapid. They may include requests for information, correspondence, a copy of the information released, and billing information.
2. Retention Period: Request is fulfilled PLUS 1 year.

ii. Publications and news service clippings

1. Description: Records that document efforts advertising programs and services to the general public and The Rapid users. These records may include press releases, brochures, newsletters, mailing lists, annual reports, news service clippings and other items published.
2. Retention Period: Of reference value.

### D. Facilities

i. Blueprints and Building Plans

1. Description: Blueprints and building plans give specific construction details for ITP-owned buildings, later improvements, asbestos abatement, or new construction. They are kept for on-going reference, maintenance or renovation.
2. Retention Period: Permanent.

### E. Finance

i. Accounts Payables / Receivables

1. Description: Accounts payable lists money owed by The Rapid and accounts receivable lists money owed to The Rapid from inception to resolution. Accounts payable may include purchase of equipment, supplies, insurance, contract services, performances, and obligations from standing orders not yet paid. Accounts receivable may include payments due to The Rapid from governmental entities or from grantors among others. These records may be generated manually or they may be maintained using electronic accounting software.
2. Retention Period: Fiscal year ends PLUS 7 years.

- ii. Bank Statements and Reconciliations
  - 1. Records of all transfers of money through a bank account. Each bank account held by The Rapid will provide a statement listing all deposits and withdrawals made during the previous calendar months. Attached to the statements is a reconciliation form used to compare drafts, transfers, withdrawals, and deposit records with those on the bank statement.
  - 2. Retention Period: Fiscal year ends PLUS 6 years.
- iii. Budget Documentation
  - 1. Description: Records used to prepare The Rapid's budget. Files may include planning materials such as current budget and financial reports, projections of revenue, expenses (materials, services, marketing, IT), and fixed costs and requests by each department for funding. The draft budget is to be sent to the Board for approval and may be kept with the Board meeting records.
  - 2. Retention Period: Final version is approved PLUS 5 years.
- iv. Cash Receipts / Petty Cash Vouchers
  - 1. Description:
    - a. Cash receipts: Cash register totals and online receipts tallied by the day or week. These receipts are entered into a cash receipts record that may separate receipts into various accounts for tickets or cards, or by fare rate.
    - b. Petty Cash Vouchers: Vouchers authorize expenditures from cash register drawers or petty cash boxes. Vouches are used to reconcile the daily cash count with the cash receipts.
  - 2. Retention Period: Fiscal year ends PLUS 7 years.
- v. Financial Reports – Annual Audit
  - 1. Description: Records that document The Rapid's financial condition and evaluate the accounting practices of the previous year via the audit. The annual financial report may include a balance sheet of assets and liabilities, an income and expense statement, and notes explaining any discrepancies. These records are presented to the Board for approval, and official copies are generally kept in the Board meeting packets. If the final copy is not kept in the Board packet, the copy maintained by the Finance staff should be kept permanently.
  - 2. Retention Period: Final version is submitted to the Board PLUS 10 years.
- vi. Financial Reports – Annual Budget
  - 1. Description: The budget forecasts income and allocates expenditures for the next fiscal year. Revenue sources may include passes and fares, grants, fees, fines, sales, and service provision. Expenditures may include payroll, facilities, vehicles, electronic equipment, supplies and other maintenance costs. These records are submitted to the Board for approval.
  - 2. Retention Period: Final version is approved PLUS 10 years.
- vii. Financial Reports – Monthly Financials
  - 1. Description: Statistical reports that list the income and expenses for The Rapid's operations. They may itemize income streams and expenses such as passes and fares, state aid, millage, investment income, cash receipts, fixed costs, payroll and purchases. These records may be created in electronic accounting systems and consist of balance sheets or profit/loss versus budget reports. A copy may be kept with the Board meeting records.
  - 2. Retention Period: Fiscal year ends PLUS 7 years.

- viii. Journal Entries / General Ledger / Balance Sheet / Deposit Slips / Cancelled Checks
  - 1. Description:
    - a. Journal Entries: Revenue and expenditures are entered into the journal from source documents such as cash receipts, invoices, deposit slips, and checks.
    - b. General Ledger: Journal entries arranged by account numbers in the general ledger.
    - c. Balance Sheet: Records all financial liabilities and assets of The Rapid, and may include income and expenses, and assets and liabilities in current accounts.
    - d. Deposit Slips: Records of money deposited in specific bank accounts.
    - e. Cancelled Checks: Records of payments made.
  - 2. Retention Period: Fiscal year ends PLUS 7 years.
- ix. Invoices / Purchase Orders / Sales Records
  - 1. Description:
    - a. Invoices: Documents that accompany the exchange of goods and services between customers and vendors. They may list the items and price of goods and services purchased or sold by The Rapid.
    - b. Purchase Orders: Orders of goods for the operation of The Rapid such as fleet maintenance and parts. Purchase orders are compared to invoices and are filed with packing slips and payment records.
    - c. Sales Records: Records sales, and may identify the item sold, price, and the name of the purchaser.
  - 2. Retention Period: Fiscal year ends PLUS 7 years.

### **F. Fleet / Vehicle Operations**

- i. Bus Preventative Maintenance Logs
  - 1. Description: Inspection checklists on all buses
  - 2. Retention Period: Bus is no longer owned PLUS 3 years.
- ii. CNG Tank Inspection Checklist
  - 1. Description: Inspection reports evaluating the parts of the Compressed Natural Gas (CNG) tanks on the vehicle.
  - 2. Retention Period: Bus is no longer owned PLUS 3 years.
- iii. Damage Estimate Reports
  - 1. Description: Estimate documents that are completed detailing the cost to repair damage to a vehicle.
  - 2. Retention Period: Bus is no longer owned PLUS 3 years.
- iv. Fleet and Facility Maintenance Employee Punch Cards / Maintenance Time Sheets
  - 1. Description: Cards that are put into the punch clock which indicate the employee's time in and time out.
  - 2. Retention Period: Until end of pay period PLUS 2 years.
- v. Grievances
  - 1. Description: Documents of employee grievances against the transit authority and the resolution of the grievance. It includes written grievances, correspondence, summary sheets, legal documents, and employee history information.
  - 2. Retention Period: Grievance is closed PLUS 7 years.

- vi. Inventory and Depreciation
  - 1. Description: A list of all major property, including vehicles and their book value. Records state transit authority property and depreciation schedules. Items remain on the inventory until their active life has elapsed.
  - 2. Retention Period: Fiscal year ends PLUS 7 years.
- vii. Pre-Trip Inspection Records
  - 1. Description: Daily checklists that operators complete before they drive their bus.
  - 2. Retention Period: Vehicle is no longer owned PLUS 3 years.
- viii. Tire Mileage Report for Leased Tires
  - 1. Description: Reports that indicate how many miles the bus has driven each month.
  - 2. Retention Period: Vehicle is no longer owned PLUS 3 years.
- ix. Twelve-Point Quality Service Checks / 10 Minute Inspection Lists
  - 1. Description: Inspection checklist for all buses.
  - 2. Retention Period: Vehicle is no longer owned PLUS 3 years.
- x. Road Roll Call Reports
  - 1. Description: Documents that indicate when and why a bus is pulled off the road.
  - 2. Retention Period: Vehicle is no longer owned PLUS 3 years.
- xi. Vehicle Files
  - 1. Description: Records of financial and maintenance information about individual vehicles in the transit authority fleet. The records are arranged according to vehicle and include the title and maintenance records. They may include insurance documents, and fuel/use records.
  - 2. Retention Period: Vehicle is no longer owned.
- xii. Work Orders
  - 1. Description: Documents of vehicle repairs, maintenance or any time a vehicle is touched.
  - 2. Retention Period: Vehicle is no longer owned PLUS 3 years.

### **G. Grants**

- i. Grant Files
  - 1. Description: Grants from MDOT and other transit-related agencies. May include planning session documents, meeting notes, grant application, contracts with builders, files from construction and final reports
  - 2. Retention Period: Grant expires PLUS any additional time required by the granting institution.

### **H. Human Resources**

- i. Employee Complaints
  - 1. Description: Investigations of complaints that are related to affirmative action, sexual harassment, labor practices, disability issues, etc.
  - 2. Retention Period: Complaint is closed PLUS 7 years.

- ii. Drug and Alcohol Random Test Results
  - 1. Description: Employers of individuals holding commercial drivers maintain records about their alcohol misuse and controlled substances use prevention programs. These records contain test results for alcohol or controlled substances, test refusals, driver evaluations and referrals, calibration documentation, test administration documents, calendar year summaries, etc.
  - 2. Retention Period: Report is created PLUS 5 years.
- iii. Employer Contributions to Retirement Accounts
  - 1. Description: Records used to calculate and document payments to employee retirement plans. Files may contain forms used to report gross wages and hours for each employee, the invoice for the employer contribution, and documentation of transferring funds.
  - 2. Retention Period: Fiscal year ends PLUS 7 years.
- iv. Disability / Leave Documents
  - 1. Description: Family Medical Leave Act (FMLA) and Short-Term Disability (STD) documents.
  - 2. Retention Period: Completion of leave PLUS 3 years. Any medical files in the Human Resources records must be kept for length of employment plus 30 years.
- v. I-9 Files
  - 1. Description: Federal Form I-9 includes verification by employers of identity and immigration status of all new employees
  - 2. Retention Period: Date of hire PLUS 3 years OR date of termination PLUS 1 year (use whichever is later).
- vi. Job Applications – Interviewed and Not Hired / Not Interviewed and Not Hired
  - 1. Description:
    - a. Interviewed and Not Hired: Files from individual applicants interviewed, but not hired, and may include resumes, applications and supporting documents.
    - b. Not Interviewed and Not Hired: Files from individual applicants not interviewed, and may include resumes, applications and supporting documents.
  - 2. Retention Period: Received PLUS 2 years.
- vii. Job Descriptions
  - 1. Description: Job classification systems and positions
  - 2. Retention Period: Superseded.
- viii. Payroll Deduction / Liability Records
  - 1. Description: Records that document payment of financial liabilities for monies withheld from employee wages. The records may include the quarterly form 941 to pay the Internal Revenue Service (IRS) for taxes withheld, coupons accompanying the quarterly transfer of state withholding taxes, unemployment wage detail reports and the quarterly report, and any records of charitable contributions deducted from payroll. It also includes documentation of employer contributions to employee insurance.
  - 2. Retention Period: Fiscal year ends PLUS 7 years.

- ix. Payroll Records
  - 1. Description: Documents of the gross pay and all deductions for each employee for every pay period. These records may list the hours worked, pay rate, all deductions (withholding taxes, FICA, Medicare, insurance premiums, charitable contributions, and retirement benefits), and any miscellaneous adjustments. These records are source documents for payroll summaries and may be required to calculate retirement benefits. A copy of these records is often included on the payroll check stub. These records may be created manually, in an electronic payroll system, or by a payroll service.
  - 2. Retention Period: Individual is no longer employed by The Rapid PLUS 40 years.
  
- x. Payroll Summaries
  - 1. Description: Payroll summaries tally the gross pay and all deductions for every employee by the month, year, or pay period. The records may be created manually by a payroll service, or using an electronic accounting system. They do not include employee names, but may organize information according to department or job status. Payroll summaries are source documents for monthly and annual financial reports.
  - 2. Retention Period: Fiscal year ends PLUS 7 years.
  
- xi. Personnel Files
  - 1. Description: Files maintained for each employee and contain records that document all human resource-related transactions that occurred during the employee's period of active employment. They are used to record employee performance and remuneration, maintain current contact information, and keep track of employee benefits (including retirement).
  - 2. Retention Period:
    - a. Application, Hiring, Position, Salary and Termination Documents: Individual is no longer employed by The Rapid PLUS 7 years.
    - b. Electronic Funds Transfer: Superseded, voided, or employment ends PLUS 1 year.
    - c. Health Plans: Superseded PLUS 1 year.
    - d. Retirement, Leave, and Life Insurance Records: Individual is no longer employed by The Rapid PLUS 40 years.
    - e. Union Membership – Superseded or employment ends.
    - f. Withholding Forms: Superseded PLUS 6 years.
  
- xii. Staff Work Schedules
  - 1. Description: Records that consist of schedules of employee hours. They may list the days of the month, the name of employees and hours of work.
  - 2. Retention Period: Pay period ends PLUS 2 years.
  
- xiii. Time and Attendance
  - 1. Description: Time cards, timesheets, etc are used to document the attendance and hours worked by date and time. The records may be signed by the employee. They are usually organized chronologically by pay period and then by name.
  - 2. Retention Period: Pay period ends PLUS 7 years.
  
- xiv. Vacation and Sick Leave Reports and Requests
  - 1. Description: Records used to determine the vacation and sick time available to each employee according to the hours worked in the pay period and document requests for time off.
  - 2. Retention Period: Fiscal year ends PLUS 7 years.

xv. W-2 Forms

1. Description: Documents of annual gross wages, federal, state, Medicare, and local taxes withheld to report income taxes. One copy is retained and duplicates of these forms are given to employees.
2. Retention Period: Fiscal year ends PLUS 6 years.

xviii. Workers Disability Compensation Files

1. Description: Claims made for workers disability compensation benefits and may consist of a copy of the report of the incident/injury made by the employee (original is sent to the insurer). A copy of all reports from the Occupational Health Center should be included. Litigation must be kept in a separate file.
2. Retention Period: Claim is settled PLUS 10 years.

### I. Information Technology

i. Electronic Equipment Inventory

1. Description: Inventory lists each computer, software license, and peripheral equipment used by The Rapid staff. The inventory may identify the model number, manufacturer, location, inventory numbers, date of purchase, peripherals, software licenses, IP addresses and allocations assigned to each device.
2. Retention Period: Equipment is no longer in use.

ii. Network Drop Map / Schematic

1. Description: Schematics that indicate how various computer terminals are connected. It often consists of a floor plan depicting the location of terminal access boxes and the network lines connecting them.
2. Retention Period: Superseded or obsolete.

iii. Software Guides

1. Description: Files consist of software and equipment installation, operation, and troubleshooting information.
2. Retention Period: Equipment or software is no longer in use.

iv. Web and Intranet Files

1. Description: Document The Rapid's intranet and internet sites. These files may include a site map, a list of content on the sites, and who is responsible for the content of the site.
2. Retention Period: Superseded.

v. Web Server and Routers

1. Description: Documents of equipment used for the maintenance of the website. The files may identify the date of purchase, serial and model numbers, the speed of connecting cables, and the capacity of the equipment.
2. Retention Period: Equipment is no longer in use.

### J. Operations

i. Vehicle Accident Reports / Claims

1. Description: Vehicle accident reports include details about any unexpected incidents on The Rapid premises or with their vehicles. It lists the location, witnesses, person injured, type of injury or property damage, and actions to prevent reoccurrence. The reports are reviewed and signed by administrators. These files may include related information, such as witness statements, medical information, legal counsel, or subsequent claims.
2. Retention Period: Claim is filed PLUS 7 years.

- ii. Insurance
  - 1. Description: Insurance policies that The Rapid has purchased or records of any claims against those policies. Policies may cover transit authority vehicles, bus operators, general liability, managers and executive leadership's liability, insurance against business interruption, and failure of information systems.
  - 2. Retention Period: Policy expires PLUS 6 years.
- iii. Leases – Real Property / Vehicles and Equipment
  - 1. Description:
    - a. Real Property: Leases for The Rapid's buildings or offices
    - b. Vehicles and Equipment: Leases for The Rapid's fleet vehicles or other large equipment
  - 2. Retention Period: Lease expires PLUS 6 years.
- iv. Licenses and Permits
  - 1. Description: Legally required permits and licenses for regular operation of the transit authority. It includes a sale and use tax license and any necessary building and elevator permits.
  - 2. Retention Period: License/permit expires PLUS 1 year.
- v. Litigation Files
  - 1. Description: Files that document any litigation to which the transit authority is a party. They may include depositions, transcripts, decisions, correspondence, data, exhibits, research materials, reports, press releases, media clippings, etc.
  - 2. Retention Period: Case is closed PLUS 5 years.
- vi. Operator Employee Records
  - 1. Description: Human Resource records specifically related to vehicle operators. These documents include but are not limited to:
    - a. Union grievances
    - b. Discipline
    - c. Time cards
    - d. Policy violations
    - e. Suspensions
    - f. Change of status forms
    - g. Seniority dates with union
    - h. Non-preventable accident documentation
  - 2. Retention Period: Term of employment PLUS 40 years.
- vii. Union Contract Negotiation Files
  - 1. Description: Negotiations and resulting contract with employee labor unions and is used for referral in subsequent negotiations. It may include salary and benefit schedules, ground rules, proposals and counter proposals, secondary negotiations, meeting minutes or notes, any agreements, draft contracts with changes, and the final contract.
  - 2. Retention Period: Contract expires PLUS 3 years.

### K. Planning

- i. Service Contracts
  - 1. Description: Contracts and service agreements for providing fixed route service for various agency and jurisdictional partners. These documents outline the operating and cost parameters of the provided service.
  - 2. Retention period: Contract expires PLUS 6 years.
- ii. Property Easements, Construction License Agreements, and Inter-local Agreements
  - 1. Description: Various infrastructure improvements and/or operational agreements within the public right-of-way that require legal easements, license, or inter-local agreements (i.e. BRT) for construction of transit amenities
  - 2. Retention Period: Permanent..

### L. Purchasing

- i. Asset Contracts
  - 1. Description: Original contracts that document equipment and asset purchases such as fleet vehicles and parts, elevators, miscellaneous equipment, wireless phones and electronic equipment. Contracts may be filed with supporting documents pertaining to the contract, and amendments to the contract.
  - 2. Retention Period: Asset is disposed PLUS 6 years.
- ii. Bids Not Awarded
  - 1. Description: Formal bid packets submitted in response to a request by The Rapid. When one provider is selected for goods and services, other formal bids are retained as evidence supporting the final choice and as reference.
  - 2. Retention Period: Bid is awarded to another vendor PLUS 7 years.
- iii. General Contracts
  - 1. Description: Original contracts that document agreements between transit authority and vendors of customers. Contract files also document professional service contracts and legal services. Contracts may be filed with supporting documents pertaining to the contract, and amendments to the contract.
  - 2. Retention Period: Contract expires PLUS 6 years.

### M. Safety

- i. Employee Injury Records – Exposure
  - 1. Description: Reports of accident or injury involving exposure to toxic substances or blood-borne pathogens. These files are maintained separately from the personnel file. These files may include incident reports, medical reports, responses by supervisors and management, insurance forms, applications for continuation of insurance, and any supporting medical documentation.
  - 2. Retention Period: Individual is no longer employed by The Rapid PLUS 30 years.
- ii. Inspection Reports
  - 1. Description: Government officials who have inspected The Rapid’s facilities generate these reports. Governmental regulations require regular inspections by fire and elevator inspectors. Inspection records from renovation projects asbestos abatement projects, and any legally mandated projects should include supporting documentation.
  - 2. Retention Period: Superseded or equipment/building is not owned by The Rapid.

- iii. Safety Audits and Inspections
  - 1. Description: Audits and inspections of the business site, equipment, vehicles, fire extinguishers, fire alarms, fire doors, etc.
  - 2. Retention Period: Completion of audit PLUS 5 years.
- iv. Safety Data Sheets
  - 1. Description: Safety Data Sheets (SDS) that include information on product manufacturer, composition, physical and chemical properties, identification of hazards, fire hazard, accidental release measures, handling and storage, first aid measures, toxicology, ecological information, disposal and transport considerations, and any regulatory information. These records are maintained where they are readily available by employees working with or near the materials.
  - 2. Retention Period: Hazardous material being used or stored in on The Rapid's property PLUS 30 years.
- v. Training Records
  - 1. Description: Documentation of any training conducted and completed or failed by vehicle operators.
  - 2. Retention Period: Length of employment PLUS 7 years.

### **N. Security**

- i. Compliant Log Data
  - 1. Description: Documents the tracking of incidents. They may include, but may not be limited to, incident numbers, date, time, names, location, and nature of incident.
  - 2. Retention Period: Calendar year ends PLUS 2 years.
- ii. Emergency Plans
  - 1. Description: Plans for responding to public health emergencies within a jurisdiction. They may include, but may not be limited to, plans, appendices, contact lists, supporting documentation, resources, and vaccination medication dispensing information (Medical counter measures).
  - 2. Retention Period: Superseded by a new version.
- iii. Facility Access Data
  - 1. Description: Documentation of employees who used a badge or key card to access a building or other type of facility. Data may include, but may not be limited to, location that was accessed, employee information, and date/time of access.
  - 2. Retention Period: Calendar year ends PLUS 2 years.
- iv. Incident Files – Non-Criminal
  - 1. Description: Documentation of non-criminal incidents. They are typically filed according to the incident number. They may include, but may not be limited to:
    - a. Fare evasion
    - b. Trespassing
    - c. Medicals
    - d. Deadly conduct
    - e. Lost/Found property
    - f. Assault
    - g. Fighting
    - h. Assists to public safety
  - 2. Retention Period: Incident file is closed PLUS 3 years.

- v. Internal Criminal Investigations
  - 1. Description: If the employer has reasonable cause to believe that an employee is engaged in criminal activity which may result in loss or damage to the employer's property or disruption of the employer's business operation, and the employer is engaged in an investigation, then the employer may keep a separate file of information relating to the investigation.
  - 2. Retention Period: Completion of the investigation PLUS 4 years if disciplinary action is taken and a separate file is created; or destroy if no disciplinary action is warranted.
- vi. Officer Dailies
  - 1. Description: Documentation of Rapid fare enforcement and conduct of security staff's daily activities.
  - 2. Retention Period: Calendar year ends PLUS 3 years.
- vii. Rider / Customer Disciplinary Files
  - 1. Description: Documents of patrons who have received disciplinary action or prohibitory sanctions. They are organized by patron name, and the prohibitions on patron privileges. They may also contain correspondence with public safety or patron guardians.
  - 2. Retention Period: Date of last incident involving the patron PLUS 5 years.
- viii. Security Log
  - 1. Description: The log consists of reports regarding unusual incidents on transit authority property and vehicles. This log may include or refer to videotaped or eye witness accounts, descriptions of damage or injury, dates, times, and nature of the incidents, along with other pertinent information. Files may also address further investigations or court proceedings.
  - 2. Retention Period: Incident occurs PLUS 3 years.
- ix. Tickets / Citations
  - 1. Description: Documentation of fare evasion citations that are issued. They are filed by violator's name. They are used by the fare enforcement officer when reporting to court in response to the citation that was issued.
  - 2. Retention Period: Calendar year ends PLUS 3 years.
- x. Visitor Logs
  - 1. Description: Documentation of individuals who visited the facility who are not employees. They may include, but may not be limited to, sign in/out sheets or other records that contain the visitor's name and date/time of arrival and departure.
  - 2. Retention Period: Calendar year ends PLUS 2 years.

### **O. Special Services**

- i. Contracts
  - 1. Description: Contracts with network partners to facilitate paratransit transportation, ADA compliance, and software needs.
  - 2. Retention Period: Contract term completion PLUS 6 years.

### P. Transportation

- i. Electronic Media
  - 1. Description: Electronic photos and video records that pertain to incidents and accidents.
  - 2. Retention Period: Incident review is closed PLUS 7 years.
  
- ii. Customer Complaint Files
  - 1. Description: Original complaints from customers along with supporting investigation documents and reports.
  - 2. Retention Period: Incident review is closed PLUS 7 years.
  
- iii. Dispatch Daily Records
  - 1. Description: Dispatch' daily record of attendance, bus assignments, bus changes and miscellaneous transportation services.
  - 2. Retention Period: End of the day PLUS 7 years.
  
- iv. Road Supervisor Daily Records
  - 1. Description: Road Supervisor's daily record of services performed while on duty including but not limited to accident and incident investigations, customer interactions, and mechanical repairs.
  - 2. Retention Period: Incident review is closed PLUS 7 years.



<b>DOCUMENT NAME:</b>	Record Retention Summary	<b>POLICY NUMBER:</b>	AD2021-2
<b># OF PAGES:</b>	4	<b>DATE OF REVISION:</b>	2/17/21

**APPROVED BY BOARD OF DIRECTORS:**  
**FILED WITH STATE OF MICHIGAN:**

**Administration / General**

Description	Retention	PLUS
General correspondence	Sent/Received	2 years
Meeting minutes and supporting reports	Meeting	2 years
Millage records	Millage vote is certified	6 years
Planners / Calendars	Event takes place	2 years
Subject content files	Topic is no longer of interest for ongoing administration	5 years

**Board of Directors / Executive Administrator**

Description	Retention	PLUS
Annual reports	Permanent	
Board of Directors bylaws	Permanent	
Management / Executive leadership reports	Creation of report	7 years
Meeting minutes and supporting records	Minutes approves	1 year
Policies, Procedures and Directives	Permanent	
Strategic Planning	Permanent	

**Communications / Marketing**

Description	Retention	PLUS
Freedom of Information Act (FOIA) Records	Request is filled	1 year
Publications and new service clippings	Of reference value	

**Facilities**

Description	Retention	PLUS
Blueprints and building plans	Permanent	

**Finance**

Description	Retention	PLUS
Accounts payables / receivables	Fiscal year ends	7 years
Bank statements and reconciliations	Fiscal year ends	6 years
Budget documentation	Final version is approved	5 years
Cash receipts / petty cash vouchers	Fiscal year ends	7 years
Financial reports – annual audit	Final version is submitted to Board	10 years
Financial reports – annual budget	Final version is approved	10 years
Financial reports – monthly financials	Fiscal year ends	7 years
Journal entries / general ledger / balance sheet / deposit slips / cancelled checks	Fiscal year ends	7 years

### Fleet / Vehicle Operations

Description	Retention	PLUS
Bus preventative maintenance logs	Life of the bus including disposal	3 years
CNG tank inspection checklist	Life of the bus including disposal	3 years
Damage estimate reports	Life of the bus including disposal	3 years
Fleet and facility maintenance employee punch cards / maintenance time sheets	End of pay period	2 years
Grievances	Grievance is closed	2 years
Inventory and depreciation	Fiscal year ends	7 years
Pre-trip inspection reports	Life of the bus including disposal	3 years
Tire mileage report for leased tires	Life of the bus including disposal	3 years
Twelve-point quality service check / 10 minute inspection lists	Life of the bus including disposal	3 years
Road roll-call reports	Life of the bus including disposal	3 years
Vehicle files	Vehicle is no longer owned	
Work orders	Life of the bus including disposal	3 years

### Grants

Description	Retention	PLUS
Grant files	Grant expires	

### Human Resources

Description	Retention	PLUS
Complaints	Complaint is closed	7 years
Drug and alcohol random test results	Report is created	5 years
Employer contributions to retirement accounts	Fiscal year ends	7 years
Disability / Leave document	Completion of leave	3 years
I-9 files	Whichever is later: Date of hire Date of termination	3 years 1 year
Job applications	Received	2 years
Job descriptions	Superseded	
Payroll deduction / liability records	Fiscal year ends	7 years
Payroll records	Individual is no longer employed	40 years
Payroll summaries	Fiscal year ends	7 years
Personnel files		
Application, hiring, position, salary and termination documents	Individual is no longer employed	7 years
Electronic funds transfer	Superseded, voided or employment ends	
Health plans	Superseded	1 year
Retirement, leave and life insurance records	Individual is no longer employed	40 years
Union membership	Superseded or employment ends	
Withholding forms	Superseded	6 years
Staff work schedules	Pay period ends	2 years
Time and attendance	Pay period ends	7 years

Vacation and sick leave reports and requests	Fiscal year ends	7 years
W-2 forms	Fiscal year ends	6 years
Workers disability compensation files	Claim is settled	10 years

### Information Technology

Description	Retention	PLUS
Electronic equipment inventory	Equipment is no longer in use	
Network drop map / schematic	Superseded or obsolete	
Software guides	Equipment or software is no longer in use	
Web and intranet files	Superseded	
Web server and routers	Equipment is no longer in use	

### Operations

Description	Retention	PLUS
Accident reports / claims	Claim is filed	7 years
Insurance	Policy expires	6 years
Leases – real property / vehicles and equipment	Lease expires	6 years
Legal opinions	Permanent	
Licenses and permits	License / permit expires	1 year
Litigation files	Case is closed	5 years
Operator employee records	Term of employment	7 years
Union contract negotiation files	Contract expires	3 years

### Planning

Description	Retention	PLUS
Service contracts	Contract expires	
Property easements	Duration identified in document	
Construction license agreements	Duration identified in document	
Inter-Local agreement	Duration identified in document	

### Purchasing

Description	Retention	PLUS
Asset contracts	Asset is disposed	1 year
Bids not awarded	Bid is awarded to another vendor	7 years
General contracts	Contract expires	6 years

## Safety

Description	Retention	PLUS
Employee injury records – exposure	Individual is no longer employed	30 years
Inspection reports	Superseded or equipment/building no longer owned	
Safety Audits and Inspections	Completion of audit	5 years
Safety data sheets	Hazardous materials being used or stored	30 years
Training records	Length of employment	3 years

## Security

Description	Retention	PLUS
Complaint log data	Calendar year ends	2 years
Emergency plans	Superseded by a new version	
Facility access data	Calendar year ends	2 years
Incident files – Non-Criminal	Incident file is closed	3 years
Internal criminal investigations	Completion of investigation	4 years
Officer dailies	Calendar year ends	3 years
Rider / Customer disciplinary files	Date of last incident	5 years
Security log	Incident occurs	3 years
Tickets / Citation	Calendar year ends	3 years
Visitor logs	Calendar year ends	2 years

## Special Services

Description	Retention	PLUS
Contracts with network partners	Completion of Contract	1 year

## Transportation

Description	Retention	PLUS
Electronic Media	Incident review is complete	7 years
Customer Complaint Files	Incident review is complete	7 years
Dispatcher's Daily Records	End of the day	7 years
Road Supervisor Daily Records	Incident review is complete	7 years



**INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS**

**RESOLUTION No. 022421-5**

**Fiscal Year: 2020-2021**

Moved and supported to adopt the following resolution:

Approval of a Record Retention Policy establishing a procedure to maintain and dispose records and documents throughout the organization, and to submit the summary document to the State of Michigan for approval prior to implementation.

BE IT RESOLVED that the ITP CEO is hereby authorized to implement a Record Retention Policy in accordance with the information presented to the ITP Board on February 24, 2021.

CERTIFICATE

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

\_\_\_\_\_  
Julie Ilbrink, Board Secretary

\_\_\_\_\_  
Date

**Date:** February 17, 2021  
**To:** ITP Board  
**From:** Win Irwin, Interim Chief Executive Officer  
Julie Ilbrink, Executive Administrator and Board Secretary  
**Subject:** CONFLICT OF INTEREST POLICY

**ACTION REQUESTED**

Approval is requested from the ITP Board to implement a Conflict of Interest policy and signature document which will be completed by all Board members on an annual basis.

**BACKGROUND**

The purpose of this policy is to protect The Rapid's interest when the Board of Directors is contemplating entering into an transaction, agreement or contract that might benefit the private interest of a Board of Directors Director. All Directors have a responsibility to ensure the integrity of the decision-making process is free from personal conflict for themselves or immediate family.

Information in this document was compiled from various resources such as the City of Grand Rapids, Experience Grand Rapids, the Literacy Counsel of Grand Rapids. The document was submitted to the attorneys at Foster Swift for their review. The document now being presented to the ITP Board has been fully vetted.



<b>POLICY NAME:</b>	Conflict of Interest Policy/Statement	<b>POLICY NUMBER:</b>	AD2021-1
<b>POLICY OWNER/TITLE:</b>	Julie Ilbrink, Executive Administrator	<b>IMPLEMENTATION DATE:</b>	3/1/2021
<b>APPROVED BY/TITLE:</b>	Win Irwin, Chief Executive Officer	<b>REVISION #:</b>	
<b># OF PAGES:</b>	3	<b>DATE OF REVISION:</b>	

- APPLICABLE TO:**
- |  |   |   |
|--|---|---|
| <input type="checkbox"/> Administration / General      | <input type="checkbox"/> Grants                 | <input type="checkbox"/> Safety           |
| <input checked="" type="checkbox"/> Board of Directors | <input type="checkbox"/> Human Resources        | <input type="checkbox"/> Security         |
| <input type="checkbox"/> Communications / Mktg.        | <input type="checkbox"/> Information Technology | <input type="checkbox"/> Special Services |
| <input type="checkbox"/> Facilities                    | <input type="checkbox"/> Operations             | <input type="checkbox"/> Transportation   |
| <input type="checkbox"/> Finance                       | <input type="checkbox"/> Planning               |   |
| <input type="checkbox"/> Fleet                         | <input type="checkbox"/> Purchasing             |   |

**Purpose:**

The purpose of this policy is to protect The Rapid’s interest when the Board of Directors is contemplating entering into an transaction, agreement or contract that might benefit the private interest of a Board of Directors Director. All Directors have a responsibility to ensure the integrity of the decision-making process is free from personal conflict for themselves or immediate family.

**Policy Content:**

**I. Conflict of Interest**

A Director must not participate or vote in a matter in which the Director has a conflict of interest. A conflict of interest includes, but is not limited to, a matter pending before the Board of Directors in which:

- a. a Director has a direct pecuniary interest in the matter or in the outcome of the matter, if such interest would result in an incompatibility between the Director’s private interests and the Director’s fiduciary duties; or
- b. a person in the Director’s immediate family has a direct pecuniary interest in the matter or in the outcome of the matter if such interest would result in an incompatibility between the Director’s private interests and the Director’s fiduciary duties. “Immediate family” means a Director’s spouse, children, stepchildren, grandchildren, parents, stepparents, parents-in-law, or any individual living in the Director’s household.

**II. Gifts**

A Director must not solicit or accept a gift or a loan of money, goods, services, or other things of value which may tend or may reasonably appear to be intended to influence the manner in which the Director performs his or her duties.

### III. Appropriation of Opportunity

Except to the extent they would be available to others in similar circumstances, a Director must not use or attempt to use personnel resources, property, funds, opportunities, or information of The Rapid for private gain.

### IV. Expectation to Disclose Information of Value

Directors must disclose information that is of value and relevant to The Rapid's business affairs.

Directors must not disclose to anyone any confidential information before it is authorized for release to the general public or use confidential information for private gain.

### V. Serving on Boards of Other Organizations

- A. Board Directors may serve on boards of other organizations.
- B. A Board Director must abstain from participating in a discussion or voting on any matter involving an organizational board on which the Director serves, including any matter in which The Rapids and the other organizational board hold adverse or potentially adverse positions.

### VI. Procedure for Disclosing Conflict of Interest

- A. Before participating in a decision, hearing, or casting a vote on a matter on which a Director may reasonably have a conflict of interest, the Director must disclose the potential conflict of interest to the Board.
- B. The Director who has disclosed a conflict of interest must disqualify himself or herself at the outset of the hearing or discussion and must not participate in the deliberations or decision. The Director must not attempt to exert his or her personal influence with respect to the matter, either at or outside the meeting. The presence of the Director at the meeting will not be counted in determining the presence of quorum for purposes of the vote on the matter presenting the conflict of interest. The Director's ineligibility to vote will be reflected in the minutes of the meeting.
- C. If the Director is an applicant submitting an application, contract, transaction, or any other matter to the Board, the Director may be present in the meeting room during discussion to make a presentation and answer questions.
- D. If a Director plans not to attend a meeting at which he or she has reason to believe that the Board will act on a matter in which the Director has a conflict of interest, he or she must disclose to the chair of the meeting all facts material to the conflict of interest. The chair will report the disclosure at the meeting, and the disclosure will be reflected in the minutes of the meeting.
- E. Failure to disclose a conflict of interest as defined by this Policy or any other violation of this Policy constitutes malfeasance in office which may result in disciplinary action including censure, reprimand, or removal.



The Rapid Board of Directors
Annual Conflict of Interest Disclosure Statement

In accordance with The Rapid's ITP Board of Directors Conflict of Interest Policy, I complete the following disclosure statement. The completion of this disclosure includes any conflicts with myself and/or Directors of my immediate family.

1. Employment and Relationships

Neither I nor any member of my immediate family are employed by (employee, independent contractor, consultant, or otherwise), or serve as a member of officer of, or have a material interest in (owner, partner, shareholder, or otherwise) any corporation of other entity which has done business over the past 12 months, or expects to do business in the future, with The Rapid or one of its affiliated organizations.

2. Gifts and/or Favors

Neither I nor any member of my immediate family have over the past 12 months received or been promised any gift or favor of substantial value from any business entity which does business, or seeks to do business, with The Rapid, or one of its affiliated organizations, in circumstances suggesting that the purpose of such gift or favor was to influence me in the award or continuation of such business.

3. Appropriation of Opportunity

Neither I nor any member of my immediate family will utilize an opportunity or advantage that belongs to The Rapid.

4. Disclosure of Conflicts

I agree to promptly notify the Board Chair and/or Vice-Chair if a conflict of interest arises at any point in time during my service as a Director on the Board of Directors. I agree to abstain from any discussion or approval process of a subject which can be classified as a personal or potential conflict of interest.

5. Affiliation Disclosure

In addition to being a Director on The Rapid's Board of Directors, listed below are the additional Boards of which I am a Director:

Four horizontal lines for listing additional boards of which the director is a member.

SIGNATURE:

By signing this document, I confirm, acknowledge and agree to adhere to The Rapid's conflict of interest policy.

Board Director Name (Printed)

Board Director Name (Signed)

Date



**INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS**

**RESOLUTION No. 022421-6**

**Fiscal Year: 2020-2021**

Moved and supported to adopt the following resolution:

Approval to implement a Conflict of Interest policy and signature document which will be completed by all Board members on an annual basis.

BE IT RESOLVED that the ITP CEO is hereby authorized to implement a Conflict of Interest Policy in accordance with the information presented to the ITP Board on February 24, 2021.

CERTIFICATE

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

\_\_\_\_\_  
Julie Ilbrink, Board Secretary

\_\_\_\_\_  
Date

**Date:** February 17, 2021  
**To:** ITP Board  
**From:** Win Irwin, Interim Chief Executive Officer  
Julie Ilbrink, Executive Administrator and Board Secretary  
**Subject:** CODE OF CONDUCT

**ACTION REQUESTED**

Approval is requested from the ITP Board to implement a Code of Conduct document which will be completed by all Board members on an annual basis.

**BACKGROUND**

The Board commits itself and its members to ethical, businesslike, and lawful conduct, including proper use of authority and appropriate decorum when acting as Board members.

Information in this document was compiled from various resources such as the City of Grand Rapids and other non-profit organizations. The document was submitted to the attorneys at Foster Swift for their review. The document now being presented to the ITP Board has been fully vetted.



**The Rapid Board of Directors  
Code of Conduct**

The Board commits itself and its members to ethical, businesslike, and lawful conduct, including proper use of authority and appropriate decorum when acting as Board members.

1. Directors must act in the best interest of The Rapid, without conflict or personal bias.
2. Directors must not represent their own personal views as those of the Rapid and must not speak on behalf of the Rapid or the board without express authorization.
3. Directors must conduct themselves in a professional and respectful manner. Directors must not intimidate or harass other Board members, staff, or members of the public.
4. Directors must maintain the confidentiality of information designated as confidential and must not disclose confidential information unless required by law or upon the direction of a Board majority.
5. Directors must properly prepare for Board meetings.

\_\_\_\_\_  
Board Member Name (Printed)

\_\_\_\_\_  
Board Member Name (Signed)

\_\_\_\_\_  
Date



**INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS**

**RESOLUTION No. 022421-7**

**Fiscal Year: 2020-2021**

Moved and supported to adopt the following resolution:

Approval to implement a Code of Conduct document which will be completed by all Board members on an annual basis.

BE IT RESOLVED that the ITP CEO is hereby authorized to implement a Code of Conduct in accordance with the information presented to the ITP Board on February 24, 2021.

CERTIFICATE

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

\_\_\_\_\_  
Julie Ilbrink, Board Secretary

\_\_\_\_\_  
Date

**Date:** February 18, 2021  
**To:** ITP Board  
**From:** Maxwell Dillivan, AICP, Senior Planner  
**Subject:** DRAFT TOWNSHIP SERVICE POLICY

**ACTION REQUESTED**

This policy paper establishes a formal process to review, evaluate, and determine a course of action for The Rapid staff, executive leadership, and the Board in considering proposed fixed route transit services outside of the ITP service area.

Staff is requesting the Board to adopt these recommendations.

**BACKGROUND**

Since the inception of the agency, fixed route services have been provided outside of the municipal boundaries of the six ITP member cities by way of a contractual arrangement with the entity receiving the service. These arrangements were developed upon an informal, unwritten policy that directs townships to fully financially support all services in their jurisdictions.

Over time, evolving travel demand and internal decisions contributed to a series of departures from the established policy and created a fragmented, inconsistent approach to fixed route service within townships. The *Township Service Discussion Primer* (dated February 10, 2021) provides a detailed examination of all current township service arrangements and highlights various structural inequities and disparities among these services. Further, effects stemming from the pandemic have disrupted funding and revenue streams causing several township partners to reconsider their levels of commitment to funding transit services. An updated township service policy will be valuable for future contract negotiations, finalizing the COA, and evaluating future potential township service expansions. Ultimately, the framework of this policy aims to provide the optimum value for the travel demands of our ITP member communities.

This proposed policy is driven by a staff developed evaluation process which will establish an equitable framework on proceeding with Township contracts.

**DRAFT POLICY LANGUAGE**

The proposed draft Township Service Policy is set forth for the Board's consideration and approval:

- A. *ITP will consider expansions of fixed route service outside of the jurisdictions of ITP-member communities pursuant to an evaluation of the merits of each proposed service expansion upon an established set of criteria as determined by ITP Planning Department staff. Criteria shall include financial capacity, operational capacity, ridership demand, an analysis of expected trip generators, and public input; all based on the benefit to ITP member communities, and support within current adopted planning documentation.*
- B. *ITP will not realign existing services or establish new services to locations outside of the jurisdictions of ITP-member communities unless an outside agency or entity financially contributes in-full toward the operations of such service if neither the operational nor financial capacity is available and the evaluation indicates a 'low' net benefit to ITP member communities*
- C. *ITP will consider exceptions to section B. in cases where it is determined that either operational and financial capacity is available and the proposed service expansion scores favorably indicating a net benefit to ITP member communities and passengers.*
  - a. *Where the evaluation score indicates a 'moderate' net benefit, Planning Department staff will recommend the ITP Board approves a cost-share agreement with the outside agency or entity. Cost-sharing in this instance shall mean a revenue hours charging model unless staff or Board members find an alternate model more suitable.*
  - b. *Where the evaluation score indicates a 'high' net benefit, Planning Department staff will recommend the ITP Board approves financially supporting the service expansion in-full.*
- D. *The ITP Board reserves the right to deny service outside of its member communities in all cases.*

## **EVALUATION PROCESS**

The process to consider and make determinations on proposed service expansions shall include a multi-step process in the sequential order as follows:

1. **Define proposal.** A proposed service expansion is clearly defined. This includes its operational characteristics (i.e., running time, number of vehicles to facilitate, schedule impacts, etc.) and financial characteristics (i.e., cost to operate the service). Service expansions may be requested by outside agencies/entities, brought forth by staff, or considered as part of an ITP Board-sanctioned long- or short-range planning effort.
2. **Conduct a capacity analysis.** ITP Planning and Finance staff will evaluate whether the proposed service expansion has both operational and financial capacity. Operational capacity is based on availability of existing services able to be extended due to superfluous layover, the availability of additional fixed route buses to meet any service level increases, and operator availability. Financial capacity is based on most-recent adopted plan's implementation steps or recommendations and available operational resources (decision to be rendered by ITP Executive Leadership).

3. **Evaluate proposal based on established criteria.** Planning Department staff will evaluate the proposed route extension against a series of criteria based on the benefit to ITP member communities. Each criterion will receive a score of low, moderate, or high based on a qualitative and quantitative assessment. The criteria list is as follows:
  - a. Existing Planning Support – Determine whether proposed extension is contained within the recommendations of the most recent Transit Master Plan (TMP), Short-Range Plan, Comprehensive Operational Analysis (COA), or other applicable planning studies. Proposed extensions recommended in adopted plans shall receive a higher score.
  - b. Trip Generators – An analysis of anticipated or known trip generators will be conducted and scored. Trip generators are land uses which are known to support increased ridership and include large format retailers, grocery stores, high-density residential developments, senior living facilities, concentrations of employment, retail and commercial clusters, medical facilities, educational institutions, and more. Proposed developments which serve more of these types of uses or serve notably important or large-scale transit-supportive uses receive a higher score.
  - c. Public Input – Requests from the public through contacting The Rapid’s Information Center or solicited as part of a recent planning effort will be evaluated and scored. Locations most requested for service expansion receive a higher score.
  - d. On-Board Surveys – For existing services, surveys will be conducted on routes within townships to determine trip origins and destinations. These surveys will be utilized to ascertain usage among six-city residents. Services in townships where the majority of riders are six-city residents receive a higher score.
  - e. Employee Location Data – For proposed new services, Planning staff will reach out to employers within proximity of the proposed route alignment to gain an understanding of how many employees come from the six cities. Instances where most employees come from the six cities receive a higher score.
4. **Determine Recommendation.** Once the evaluation is conducted, scores will be totaled and fall into three general categories (low, moderate, and high). Each of these categories dictate the recommendation Planning staff will put forth to The Rapid’s Executive Leadership. Executive Leadership will confirm final recommendation.
5. **Board Decision.** A recommendation with an overview of findings and scoring will be provided to the Board in order to facilitate a final decision

## **IMPLICATIONS**

Current contract negotiations with Cascade Township for Route 28 (for the May 2021 run-cut) service will be informed by the implementation of this Township Service Policy. Further, the COA Preferred Alternative (for final Board consideration in March 2021) and related Expansion Priorities have elements contained which rely on this proposed Township Service Policy.

Step 1

DEFINE PROPOSAL



Step 2

CAPACITY ANALYSIS

- » Operational Capacity
- » Financial Capacity

if determination of both is 'no' ...

DENY SERVICE OR CHARGE FULL COST

if determination of either is 'yes' ...



Step 3

EVALUATION CRITERIA

Benefit to six city communities

- » Existing Planning Support
- » Trip Generators
- » Public Input
- » On-Board Surveys (ex. services only)
- » Employee Location Data (if applicable)

if evaluation score is 'low' ...

DENY SERVICE OR CHARGE FULL COST

if evaluation score is 'moderate' ...

CHARGE REVENUE HOURS

if evaluation score is 'high' ...

FINANCIALLY SUPPORT IN-FULL



**INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS**

**RESOLUTION No. 022421-8**

**Fiscal Year: 2020-2021**

Moved and supported to adopt the following resolution:

Approval to establish a formal process to review, evaluate, and determine a course of action for The Rapid staff, executive leadership and the Board in considering proposed fixed route transit services outside of the ITP service area, and create a Township Services Policy.

BE IT RESOLVED that the ITP CEO is hereby authorized to prepare a Township Services Policy specific to fixed route transit services outside the ITP service area in accordance with the information presented to the ITP Board on February 24, 2021.

CERTIFICATE

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

\_\_\_\_\_  
Julie Ilbrink, Board Secretary

\_\_\_\_\_  
Date

**Date:** January 6, 2021  
**To:** ITP Board  
**From:** Jason Prescott, Special Services Manager  
**Subject:** DECEMBER 2020 PARATRANSIT REPORT

**Paratransit ridership information for December 2020, as compared to December 2019**

	2020	2019	% Change
Total Paratransit Ridership	12,630	27,537	-54.1%
ADA Ridership	10,128	21,671	-53.3%
Non-Disabled Senior (NDS) Ridership	28	99	-71.7%
PASS Ridership	260	572	-54.5%
Network 180	1,267	4,295	-70.5%
Cascade Township	301	698	-57%

**Ridership averages, as compared 2019**

	2020	2019	% Change
Weekday Ridership	465	952	-51.2%
Saturday Ridership	175	376	-53.5%
Sunday Ridership	113	348	-67.5%

**Other Performance Measures**

	2020	2019	% Change
On-Time Performance	99.32%	91.49%	8.6%
On-Time Drop-Off	97.71%	93.28%	4.7%
Average Cost Per Trip	\$35.76	\$25.37	41.0%

## December 2020 Paratransit Ridership and Operating Statistics

ADA	2020	2019	Change	% Change
Clients	915	1,713	(798)	-46.6%
Passenger Trips	10,128	21,671	(11,543)	-53.3%

### NDS

Clients	4	14	(10)	-71.4%
Passenger Trips	28	99	(71)	-71.7%

### PASS

Clients	15	28	(13)	-46.4%
Passenger Trips	260	572	(312)	-54.5%

### CONTRACTED

Clients	0	0	0	#DIV/0!
Passenger Trips	0	0	0	#DIV/0!

### RIDELINK

Clients	296	319	(23)	-7.2%
Passenger Trips	947	900	47	5.2%
Phone Calls	2,331	3,269		
Total Trips sched. thru Rapid call center	2,405	3,104		

### TOTALS

Clients	1,230	2,074	(844)	-40.7%
Passenger Trips	11,363	23,242	(11,879)	-51.1%
Average Weekday Ridership	465	952	(487)	-51.2%
Average Saturday Ridership	175	376	(201)	-53.5%
Average Sunday Ridership	113	348	(235)	-67.5%
All Ambulatory Passengers	6,908	15,243	(8,335)	-54.7%
All Wheelchair Passengers	4,455	7,999	(3,544)	-44.3%
No - Shows	360	663	(303)	-45.7%
Cancellations	3,963	6,891	(2,928)	-42.5%
<b>MV</b>				
Average Cost per Trip	\$35.76	\$25.37	\$10.39	41.0%
Riders per Hour	1.5	1.9	(0.4)	-21.1%
Accidents per 100,000 Miles	0.0	2.0	(2)	-100.0%

<b>Trip Denials</b>	0	1	-1	-100.0%
<b>NTD Travel Time (minutes)</b>	41	30	11	36.7%

### NETWORK 180

Passenger Trips	1,267	4,295	(3,028)	-70.5%
Average Weekday Ridership	60	215	(155)	-72.1%

<b>TOTAL PASSENGER TRIPS</b>	<b>12,630</b>	<b>27,537</b>	<b>(14,907)</b>	<b>-54.1%</b>
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### Paratransit Service Quality Statistics: network 180 Excluded

	2020	2019	% of Trips	2019 % Change
<b>Complaints</b>				
MV Complaints	3	17	0.0%	-82.4%

### On-Time Performance

On-Time Compliance - Pick-up	99.32%	91.49%	7.8%	8.6%
On-Time Compliance - Drop-off	97.71%	93.28%	4.4%	4.7%



**Date:** January 28, 2021  
**To:** ITP Board  
**From:** Jason Prescott – Special Services Manager  
**Subject:** REPORT CARD – FIRST QUARTER FY 2021 PARATRANSIT ROUTE

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

**Productivity** – Paratransit ridership for the 1<sup>st</sup> quarter (42,475) decreased by 39% compared to the same quarter of FY2020.

**Preventable Accidents**– There was .3 preventable accidents per 100,000 revenue miles for the first quarter FY2021.

**Customer Service** – There were .01 complaints per 1,000 passengers.

**Travel Time** – Average trip length was 38.6 minutes for the first quarter of FY21.

**Passengers per Hour** – 1<sup>st</sup> quarter service was provided to an average of 1.5 passengers per hour.

**On-Time Performance** – The paratransit vehicles were on-time for 98.86% of the trips.

**On-Time Appointment Drop-Off** – The paratransit vehicles dropped passengers off on time for appointments 97.17% of the time.

**Cost Per Trip** – Cost per paratransit trip averaged as \$33.93 for this quarter.

**Ratio to Fixed-Route bus** - For every one passenger who boarded a paratransit vehicle, 21 passengers boarded the fixed-route bus system.

A summary of the report card is attached.

# PARATRANSIT FY2021 REPORT CARD STANDARDS

	FY2021						FY2020					Green	Yellow	Red
	Standard	1st	2nd	3rd	4th	Annual	1st	2nd	3rd	4th	Annual			
<b>Productivity</b>														
<b>Total Paratransit Ridership</b>	N/A	42,475					69,508	60,696	18,394	41,928	190,526	N/A	N/A	N/A
<b>Passengers Per Hour</b>	≥2.0	1.5					1.9	2.0	1.6	1.6	1.8	≥ 2.0	< 2.0 and > 1.7	≤ 1.7
	Actual value - not percentage change													
<b>Preventable Accidents</b>														
<b>Preventable Accidents (per 100k miles)</b>	≤ 0.9	0.3					1.5	1.0	0.0	1.0	0.9	≤ 0.9	> 0.9 and < 1.5	≥ 1.5
	Actual value - not percentage change													
<b>Customer Service</b>														
<b>Complaints (per 100k passengers)</b>	≤ 0.9	0.01					1.1	1.0	0.01	0.01	0.53	≤ 0.9	> 0.9 and < 1.5	≥1.5
<b>Travel Time (minutes)</b>	≤ 30	38.6					30	31	29	37.3	31.82	≤ 30	> 30 and < 33	≥33
	Actual value - not percentage change													
<b>On-Time Performance</b>														
<b>Percentage of On-Time Trip</b>	≥ 95%	98.86%					93.66%	95.61%	98.06%	98.50%	96.46%	≥95%	< 95% and > 93%	≤ 93%
<b>Percentage of On-Time Drop-Offs</b>	≥ 95%	97.17%					94.02%	96.20%	97.20%	96.57%	96.00%	≥95%	< 95% and > 93%	≤ 93%
	Actual value - not percentage change													
<b>Cost Effectiveness</b>														
<b>Cost Per Passenger</b>	N/A	\$33.93					\$25.63	\$26.51	\$34.93	\$31.95	\$29.75	N/A	N/A	N/A
<b>Ratio of Paratransit to Fixed Route Ridership</b>	1:30	1:21					1:39	1:39	1:27	1:20	1:31	≥30	< 30 and > 27	≤ 27
	Actual value - not percentage change													

**Date:** February 16, 2021  
**To:** ITP Board  
**From:** Maxwell Dillivan, AICP – Senior Planner  
**Subject:** FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – December 2020

**OVERVIEW**

Ridership trends throughout December 2020 remained consistent compared to previous months.

**BACKGROUND INFORMATION**

**Monthly Ridership**

	<b>December 2020</b>	<b>December 2019</b>	<b>% Change</b>
Routes 1 – 44 ( <i>non-contracted regular fixed routes</i> )	206,044	567,012	↓ 63.7%
Contracted/Specialized Service ( <i>GVSU, DASH, etc.</i> )	34,341	168,521	↓ 79.6%
Demand-Response ( <i>Go!Bus, PASS</i> )	12,659	27,538	↓ 54.0%
<b>Total Monthly Ridership</b>	<b>253,004</b>	<b>763,071</b>	<b>↓ 66.8%</b>

**Daily Average Ridership**

	<b>December 2020</b>	<b>December 2019</b>	<b>% Change</b>
Weekday Total	9,508	31,191	↓ 69.5%
Weekday Evening	1,169	4,211	↓ 72.2%
Saturday	5,311	12,594	↓ 50.5%
Sunday	2,480	6,027	↓ 58.8%

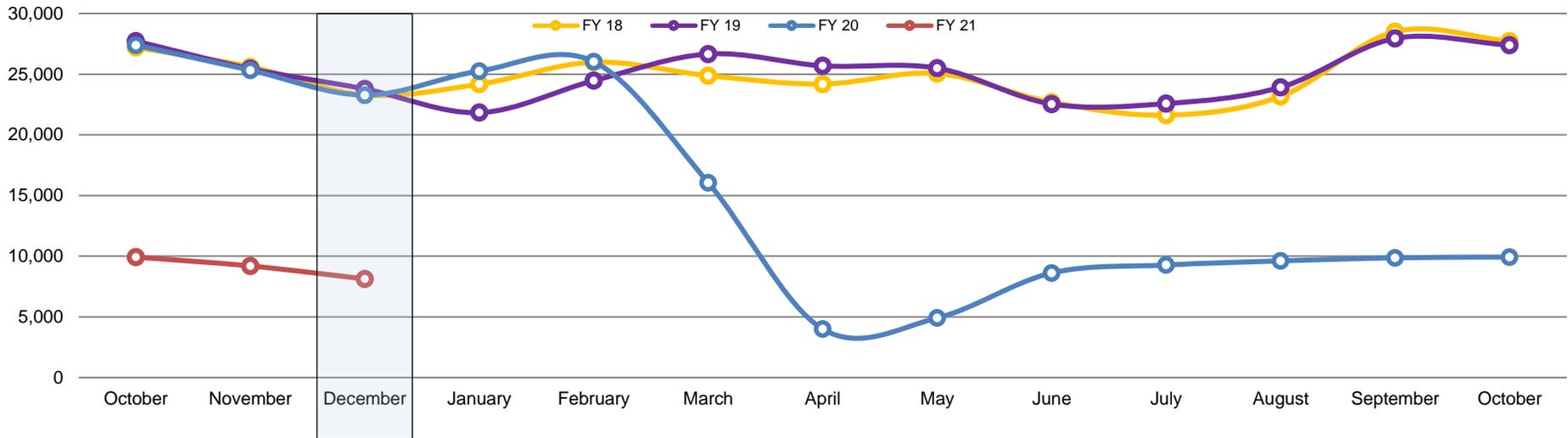
## Fiscal Year Ridership

	Fiscal Year 2021	Fiscal Year 2020	% Change
Routes 1 – 44 ( <i>non-contracted regular fixed routes</i> )	679,828	1,872,459	↓ 63.7%
Contracted/Specialized Service ( <i>GVSU, DASH, etc.</i> )	220,835	851,743	↓ 74.1%
Demand-Response ( <i>Go!Bus, PASS</i> )	42,578	86,559	↓ 50.8%
<b>Total Monthly Ridership YTD</b>	<b>943,241</b>	<b>2,810,761</b>	<b>↓ 66.4%</b>

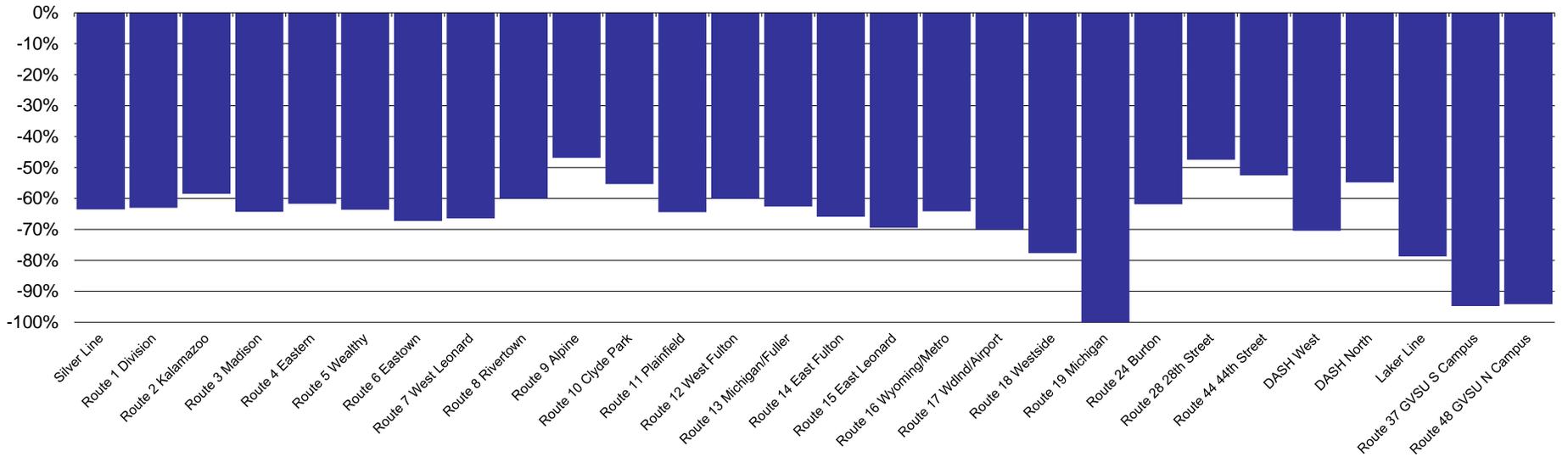
## Productivity Summary

	December 2020	December 2019	% Change
Average passengers per hour per route	7.6	18.7	↓ 59.1%
Average passengers per mile per route	0.58	1.43	↓ 59.7%
Average farebox recovery percent per route	7.6%	19.6%	↓ 61.3%
Average daily passengers	6,867	18,517	↓ 62.9%

### Monthly Weekday Average Ridership History



### Percent Change by Route: December 2020 compared to December 2019



**Date:** February 10, 2021  
**To:** ITP Board  
**From:** Maxwell Dillivan, AICP – Senior Planner  
**Subject:** REPORT CARD - FY 2021 FIRST QUARTER FIXED ROUTE

**BACKGROUND**

In keeping with the commitment of reporting system performance to the community, attached is the FY 2021 First Quarter Fixed Route Report Card (October 2020 through December 2020).

System-wide performance ridership and productivity measures for the quarter generally fell below established targets. As ridership on both regular and contracted services remains stagnant through the quarter, cost effectiveness measures have suffered as well. A few measures performed notably very well; on-time performance for the quarter exceeded the standard despite it being increased to 90% for this fiscal year, and preventable accidents remained low for the second straight quarter. Complaints received related to the pandemic (i.e., mask wearing and reduced service) continue to push the measure into the red category.

**REGULAR FIXED ROUTE SERVICE PERFORMANCE**

*(Regular fixed route service includes routes 1 – 18, 24, 28, 44, and Silver Line)*

**Productivity** – Fixed route ridership in this quarter (679,828) decreased 63.7% (-1,192,631) compared to the same quarter of FY 2020. This is below the standard of  $\geq 50\%$  and classifies in the **yellow** category.

**Cost Effectiveness** – Cost per passenger was \$12.74 in this quarter. This is \$4.33 above the standard of \$8.41 and classifies in the **red** category. In addition, there were 0.64 passengers per revenue mile in this quarter. This is 0.27 below the standard of 0.91 and classifies in the **yellow** category.

***FY 2021 First Quarter Report Card – Regular Fixed Route Service***

<u>Category</u>		<u>1st Quarter Oct-Dec 2020</u>	<u>1st Quarter Oct-Dec 2019</u>	<u>Change</u>	<u>Standard</u>	<u>Difference</u>
	<b><u>Productivity</u></b>					
	<sup>1</sup> Total Fixed-Route Ridership	<b>679,828</b>	1,872,459	-1,192,631	$\geq$ <b>-50.0%</b>	-63.7%
	<b><u>Cost Effectiveness</u></b>					
	<sup>6</sup> Cost per Passenger	<b>\$12.74</b>	\$4.23	\$8.51	$\leq$ <b>\$8.41</b>	\$4.33
	<sup>7</sup> Passengers per Revenue Mile	<b>0.64</b>	1.54	-0.90	$\geq$ <b>0.91</b>	-0.27

## **CONTRACTED SERVICE REPORT**

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

**Productivity** – Contracted service ridership in this quarter (218,713) decreased 74.1% (-625,738) compared to the same quarter of FY 2020. This is below the standard of  $\geq 50\%$  and classifies in the **red** category.

**Cost Effectiveness** – Cost per passenger was \$8.74 in this quarter. This is \$3.05 above the standard of \$5.69 and classifies in the **red** category. In addition, there were 0.94 passengers per revenue mile in this quarter. This is 0.09 below the standard of 0.91 and classifies in the **yellow** category.

### ***FY 2021 First Quarter Report Card – Contracted Service***

<b><u>Category</u></b>		<b><u>1st Quarter Oct-Dec 2020</u></b>	<b><u>1st Quarter Oct-Dec 2019</u></b>	<b><u>Change</u></b>	<b><u>Standard</u></b>	<b><u>Difference</u></b>
	<b><u>Productivity</u></b>					
	<sup>1</sup> Total Fixed Route Ridership	<b>218,713</b>	844,451	-625,738	$\geq$ <b>-50.0%</b>	-74.1%
	<b><u>Cost Effectiveness</u></b>					
	<sup>6</sup> Cost per Passenger	<b>\$8.74</b>	\$2.83	\$5.91	$\leq$ <b>\$5.69</b>	\$3.05
	<sup>7</sup> Passengers per Revenue Mile	<b>0.94</b>	2.31	-1.38	$\geq$ <b>1.03</b>	-0.09

## **TOTAL SERVICE PERFORMANCE**

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

**Productivity** – Total ridership in this quarter (898,541) decreased 66.9% (-1,818,369) compared to the same quarter of FY 2020. This is 16.9% below the standard of  $\geq 50.0\%$  and classifies in the **red** category.

**Preventable Accidents** – There were 0.62 preventable accidents per 100,000 revenue miles in this quarter. This is 0.88 below the standard of 1.50 preventable accidents per 100,000 revenue miles and classifies in the **green** category.

**Customer Service** – There were 13.80 complaints per 100,000 passengers in this quarter. This is 6.05 above the standard of 7.75 and classifies in the **red** category. In addition, there were 1.34 commendations per 100,000 passengers. There is no standard for this category.

**On-Time Performance** – Routes operated on-time 94.6% of the time in this quarter. This is 4.6% above the on-time performance standard of 90.0%. As a result, this category classifies in the **green** category.

**Cost Effectiveness** – Cost per passenger was \$11.77 in this quarter. In addition, there were 1.72 passengers per revenue mile in this quarter. These performance measures do not have standards for total service.

**FY 2021 First Quarter Report Card – Total Services**

<u>Category</u>		<u>1st Quarter Oct-Dec 2020</u>	<u>1st Quarter Oct-Dec 2019</u>	<u>Change</u>	<u>Standard</u>	<u>Difference</u>
	<b><u>Productivity</u></b>					
	Total Fixed Route Ridership	<b>898,541</b>	2,716,910	-1,818,369	≥ <b>-50.0%</b>	-16.9%
	<b><u>Preventable Accidents</u></b>					
	Accidents per 100,000 Revenue Miles	<b>0.62</b>	1.20	-0.58	≤ <b>1.50</b>	-0.88
	<b><u>Customer Service</u></b>					
	Complaints per 100,000 Passengers	<b>13.80</b>	3.79	10.01	≤ <b>7.75</b>	6.05
	Commendations per 100,000 Passengers	<b>1.34</b>	0.26	1.08	<b>none</b>	n/a
	<b><u>On Time Performance</u></b>					
	Percentage of On-Time Buses	<b>94.6%</b>	83.8%	10.85%	≥ <b>90.0%</b>	4.6%
	<b><u>Cost Effectiveness</u></b>					
	Cost per Passenger	<b>\$11.77</b>	\$3.80	\$7.97	<b>n/a</b>	<b>n/a</b>
	Passengers per Revenue Mile	<b>0.70</b>	1.72	-1.03	<b>n/a</b>	<b>n/a</b>

## FY 2021 Report Card Standards

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

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

- <sup>1</sup> Total passengers carried on The Rapid line haul services (regular fixed and contracted services excluding GO!Bus and Vanpool).
- <sup>2</sup> Total number of preventable accidents per 100,000 miles. "Preventable" is defined as any accident involving a company vehicle that results in property damage and/or personal injury in which the employee failed to exercise every reasonable precaution to prevent the accident.
- <sup>3</sup> Registered complaints logged by customer service via social media, phone, mail, walk-in or by email regarding the fixed-route system. Late bus complaints due to the weather conditions and unfounded complaints are not included.
- <sup>4</sup> Registered commendations logged by customer service via social media, phone, mail, walk-in or by email regarding the fixed-route system.
- <sup>5</sup> This category is based on Avail GPS data that track all fixed-route buses. "On-time" is defined as departing from zero minutes before to five minutes after scheduled departure time.
- <sup>6</sup> Total line-haul operating expenses divided by total passengers carried. Capital expenses are 100% Federally and State funded and therefore are not included in operating expense calculations. Standards adjust quarterly based on averages from the previous year.
- <sup>7</sup> The number of passengers carried per revenue mile. "Revenue mileage" does not include miles traveled to/from the beginning/end of a route. Standards adjust quarterly based on averages from the previous year.
- <sup>8</sup> The percentage of revenue received from boardings divided by operating expenses. Farebox recovery will be reconciled and reported on an annual basis.
- <sup>9</sup> The percentage of contract revenue compared to total operating expenses. Contract revenue will be reconciled and reported on an annual basis.
- <sup>10</sup> The total amount of revenue received from both fares and contracted services. Total service revenue will be reconciled and reported on an annual basis.

**Date:** February 24, 2021  
**To:** ITP Board  
**From:** Linda Medina, Finance Manager  
**Subject:** OPERATING STATEMENT – DECEMBER 31, 2020

Attached are the financial reports through December 31, 2020 for general operating and grants.

FY 2021 YTD Operating Statement Analysis

Total revenue is over budget by 2.6% before CARES Act.

- Passenger Fares are 36.7% and Sales of Transportation Services are 36.5% under budget as ridership and fares are down 52% and 61% respectively compared to FY 2020.
- State Operating is 53.2.9% over budget due to the increase from the budgeted 20% to actual 31.6004%.
- Reimbursement for eligible operating expenses through the CARES Act has been requested in the amount of \$5,377,965.

Total expenses are under budget by 3%.

- Materials and Supplies are 11.3% under budget as the price per gallon for diesel fuel is lower than budgeted.
- Utilities, Insurance, and Miscellaneous is over budget by 51.5% due to the insurance budget being lower than the actual premiums. This variance will be addressed in the budget amendment,
- Purchase Transportation is 20% under budget as actual ridership is lower than anticipated. Ridership is down by 51% compared to FY 2020.

Included in the report is December's Professional Development and Travel Report for your review.

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

The Rapid  
 FY 2021 Operating Statement  
 Year to Date as of December 31, 2020

	YTD as of December 31		Variance		FY 2020 YTD Actual	Note - Annual FY 2021 Budget
	Budget	Actual	\$	%		
<b>Revenues and Operating Assistance</b>						
Passenger Fares	\$ 1,054,359	\$ 667,381	\$ (386,978)	-36.7%	\$ 1,502,601	\$ 4,872,880
<b>Sale of Transportation Services</b>						
CMH Contribution	209,190	71,353	(137,837)	-65.9%	183,630	836,760
Dash Contract	663,360	585,641	(77,719)	-11.7%	660,240	2,653,438
Grand Valley State University	1,345,596	764,012	(581,584)	-43.2%	861,629	4,236,285
Van Pool Transportation	16,000	5,035	(10,965)	-68.5%	19,136	96,000
Township Services	230,306	150,503	(79,803)	-34.7%	150,503	921,223
Other	118,814	63,407	(55,406)	-46.6%	130,383	475,255
Subtotal Sale of Transportation Services	2,583,265	1,639,951	(943,314)	-36.5%	2,135,014	9,218,961
State Operating	2,562,970	3,926,131	1,363,162	53.2%	4,000,568	9,547,265
Property Taxes	4,088,468	4,348,723	260,256	6.4%	4,147,246	16,353,871
Advertising & Miscellaneous	153,733	134,883	(18,850)	-12.3%	72,477	699,349
Subtotal Revenues and Operating Assistance	10,442,795	10,717,070	274,275	2.6%	11,857,906	40,692,326
Grant Operating Revenue (Cares Act)	1,761,000	5,377,965	3,616,965	100.0%	-	7,043,999
<b>Total Revenues and Operating Assistance</b>	<b>\$ 12,203,795</b>	<b>\$ 16,095,034</b>	<b>\$ 3,891,240</b>	<b>31.9%</b>	<b>\$ 11,857,906</b>	<b>\$ 47,736,325</b>
<b>Expenses</b>						
<b>Salaries and Wages</b>						
Administrative	\$ 1,449,711	\$ 1,345,934	\$ (103,777)	-7.2%	\$ 1,365,279	\$ 5,384,641
Operators	3,856,831	3,391,567	(465,264)	-12.1%	3,926,199	14,071,600
Maintenance	557,722	513,999	(43,723)	-7.8%	542,134	2,071,539
Subtotal Salaries and Wages	5,864,264	5,251,499	(612,765)	-10.4%	5,833,611	21,527,780
Benefits	2,487,542	2,379,851	(107,691)	-4.3%	2,299,886	8,778,120
Contractual Services	848,158	817,086	(31,072)	-3.7%	512,577	3,586,561
<b>Materials and Supplies</b>						
Fuel and Lubricants	351,719	286,223	(65,497)	-18.6%	566,305	1,725,633
Other	278,148	272,561	(5,587)	-2.0%	456,394	1,863,633
Subtotal Materials and Supplies	629,867	558,784	(71,083)	-11.3%	1,022,699	3,589,266
Utilities, Insurance, and Miscellaneous	1,440,051	2,181,297	741,246	51.5%	1,268,597	4,113,462
Purchased Transportation	1,544,966	1,235,909	(309,057)	-20.0%	1,974,021	6,141,136
Expenses Before Capitalized Operating	12,814,848	12,424,427	(390,421)	-3.0%	12,911,390	47,736,325
Capitalized Operating Expenses	-	-	-	0.0%	-	-
<b>Total Operating Expenses</b>	<b>\$ 12,814,848</b>	<b>\$ 12,424,427</b>	<b>\$ (390,421)</b>	<b>-3.0%</b>	<b>\$ 12,911,390</b>	<b>\$ 47,736,325</b>
Net Surplus/(Deficit) without CARES		\$ (1,707,357)			\$ (1,053,484)	
Net Surplus/(Deficit) with CARES		\$ 3,670,608				

PROFESSIONAL DEVELOPMENT & TRAVEL REPORT  
ALL EMPLOYEES  
DECEMBER 2020

AMOUNT	PURPOSE	EMPLOYEE (s)	LOCATION
\$ 935.00	Leadership Training Course	Various	N/A

\$ 935.00

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

Interurban Transit Partnership  
Grant Revenues & Expenditures  
Month Ended 12/31/20

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target 25%
1. Federal Grant Assistance	7,515,903	7,515,903	1,651,545	2,310,058	5,205,845	31%
2. State Grant Assistance	1,878,976	1,878,976	401,139	565,769	1,313,207	30%
3. Transfer In - Operating Budget	0	0	0	0	0	100%
4. Use of Restricted Net Assets	0	0	0	0	0	100%
5. Other Local	0	0	0	0	0	100%
6. Total Grant Revenue	9,394,879	9,394,879	2,052,684	2,875,827	6,519,052	31%
7. Administrative Salaries	20,800	20,800	1,418	4,713	16,087	23%
8. Driver Wages	0	0	0	0	0	100%
9. Temporary Wages	0	0	0	0	0	100%
10. Fringe Benefit Distribution	8,320	8,320	672	2,714	5,606	33%
11. Total Labor	29,120	29,120	2,090	7,427	21,693	26%
12. Tires & Tubes	241,104	241,104	20,163	20,163	220,941	8%
13. Office Supplies	0	0	0	0	0	100%
14. Printing	2,388	2,388	0	1,188	1,200	50%
15. Total Material & Supplies	243,492	243,492	20,163	21,351	222,141	9%
16. Purchased Transportation	740,000	740,000	58,334	175,000	565,000	24%
17. Specialized Services	542,368	542,368	63,344	63,344	479,024	12%
18. Total Purchased Transportation	1,282,368	1,282,368	121,678	238,344	1,044,024	19%
19. Dues & Subscriptions	20,753	20,753	0	0	20,753	0%
20. Professional Development	20,350	20,350	0	0	20,350	0%
21. Miscellaneous	0	0	0	0	0	100%
22. Total Other Expenses	41,103	41,103	0	0	41,103	0%
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	1,678,116	1,678,116	351,618	400,487	1,277,629	24%
28. Facilities	2,677,617	2,677,617	975,129	1,202,675	1,474,942	45%
29. Equipment	886,906	886,906	191,992	255,339	631,567	29%
30. Other	1,994,280	1,994,280	371,531	666,247	1,328,033	33%
31. Total Capital	7,236,919	7,236,919	1,890,270	2,524,748	4,712,171	35%
32. Planning Services	561,878	561,878	18,483	83,958	477,920	15%
33. Capitalized Operating	0	0	0	0	0	100%
34. Total Expenditures	9,394,880	9,394,880	2,052,684	2,875,828	6,519,052	31%

**Date:** February 10, 2021  
**To:** ITP Board  
**From:** Nick Monoyios, Planning Manager  
**Subject:** DIVISION UNITED (TOD STUDY) UPDATE

**PROJECT UPDATE**

Staff will provide a virtual presentation on the status of the Division United Transit Orientated Development (TOD) Study.