



Interurban Transit Partnership

Board Members

Mayor Gary Carey, Chair

Charis Austin
Mayor Katie Favale

Rick Baker
Steven Gilbert
Robert Postema

Mayor Rosalynn Bliss
Andy Guy
Terry Schweitzer

David Bilardello, Vice-Chair

Mayor Stephen Kepley
Jack Hoffman
Paul Troost

Tracie Coffman
Mayor Steve Maas

BOARD OF DIRECTORS MEETING

Wednesday, January 25, 2023 – 4:00 p.m.

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

AGENDA

	<u>PRESENTER</u>	<u>ACTION</u>
1. PUBLIC COMMENT		
2. REAPPOINTMENT OF CHAIRPERSON AND VICE CHAIRPERSON Mayor Carey, Chairperson Mr. Bilardello, Vice Chairperson NOTE: The following Directors' terms have expired on December 31, 2022, and have been reappointed by their respective City Clerks: Charis Austin Rick Baker David Bilardello Paul Troost Mayor Carey		Voice vote Voice vote Information
3. MINUTES REVIEW – December 7, 2022	Mayor Carey	Approval
4. CEO'S REPORT	Deb Prato	Information
5. ACTION ITEMS		
a. FY 2024 MDOT Grant Application	Kevin Wisselink	Approval
b. FY 2024 Specialized Services Grant Application	Kevin Wisselink	Approval
c. FY 2023 Federal Transit Administration (FTA) Grant Application	Kevin Wisselink	Approval
d. Mobile Column Lift Replacement	Steve Clapp	Approval
e. Ellsworth Rehabilitation Architectural & Engineering Services	Kevin Wisselink	Approval
f. Ellsworth HVAC and Plumbing Renovation	Deron Kippen	Approval
g. Accountable Executive for The Rapids PTASP	Steve Luther	Approval
h. Vehicle Accessibility Plan	Jason Prescott	Approval
i. Paratransit Bus Build	Steve Clapp	Approval
j. Title IV	Max Dillivan	Approval
6. PERFORMANCE REPORTS		
a. Paratransit Route Ridership	Jason Prescott	Information
1. December 2022		
2. On-Demand		
b. Fixed Route Ridership	Max Dillivan	Information
1. November 2022		

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

- 2. December 2022
- c. Finance Linda Medina Information
 - 1. Operating Statement – November 2022
 - 2. Professional Development and Travel Report
 - a. November 2022
 - 3. Grant Statement

7. **CHAIR’S REPORT** Mayor Carey Information

8. **ADJOURNMENT**
Next Meeting: February 22, 2023 Board Retreat



Interurban Transit Partnership

Board Members

Mayor Gary Carey, Chair

Charis Austin
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Jack Hoffman

Tracie Coffman
Mayor Steve
Maas

Paul Troost

BOARD OF DIRECTORS MEETING

December 7, 2022 – 4:00 p.m.

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

ATTENDANCE:

Board Members Present:

Terry Schweitzer, Rob Postema, Mayor Kepley, Paul Troost, Jack Hoffman, Mayor Maas, Andy Guy, Mayor Favale, Rick Baker, Mayor Bliss, Tracie Coffman

Board Members Absent:

Mayor Carey, Steven Gilbert, Charis Austin, David Bilardello

Staff Attendees:

Deb Prato, Kris Heald, Nathan Bigelow, Mike Wieringa, Deron Kippen, Steve Schipper, Steve Clapp, Nancy Groendal, Linda Medina, Adam Erber, Cassi Cooper, Amanda Moore, Nick Monoyios, James Nguyen, Kevin Wisselink, Max Dillivan, Kevin Wisselink

Other Attendees:

James White, Kent Vanderwood, Kevin Tracy

Mayor Kepley called the meeting to order at 4:01 p.m.

1. PUBLIC COMMENT

Mr. James White has been a customer for (4) years and this is his third time speaking to the Board. He appreciates the good job The Rapid is doing on text messaging. Also, he is happy about the new Route 33 coming to the Walker area. Mr. White asked the board to replace the trash container on 28th Street and Clyde Park, as there is litter all over out there.

2. MINUTES REVIEW – October 26, 2022

Mayor Kepley asked for changes or corrections to the meeting minutes from Oct 26, 2022. None were offered. Mr. Guy motioned to approve, and Mayor Favale supported it.

3. CEO'S REPORT

Ms. Prato started her report by thanking Mr. White for his public comments and compliments.

Ms. Prato continued her comments with the exciting news about opening the new Laker Line Park and Ride and she noted the ribbon cutting will be on Wednesday, December 14th at 10:00 a.m.

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

Ms. Prato noted we are concluding our mock triennial. There were some small findings, but nothing significant and we are well-positioned for the official triennial scheduled in February. Ms. Prato stated that The Rapid has added a new Route 33, which will be voted on today. There has been a lot of outreach with the businesses in Walker, and the overwhelming preference was to have a fixed route added for the area businesses.

The Rapid has launched a new partnership with Transit App. This app is real-time bus information and activity.

Ms. Prato noted that there is a resolution today for our Butterworth location. The reason for the increase was contaminated soil and asbestos removal.

Optibus is also on the agenda today. This will be a huge improvement in the planning, workforce administration, and time management.

Ms. Prato briefly noted that both our audit and mock triennial are winding down, and NTD is winding up. Transdev on the Paratransit side has not made the steady progress we had hoped for, but we continue to press our contractor for the services to improve.

Ms. Prato added that we had our second meeting with GRRC to establish an apprenticeship program and talent pool pipeline for maintenance and it went well, and they are keenly interested in this.

Ms. Prato stated that we have sixteen (16) new bus operators starting. One new tech is starting next week. The Rapid is seeing better numbers in applications and we are feeling better about how the talent is going.

Ms. Coffman asked regarding the apprenticeship for Maintenance if Michigan Works is engaged. Ms. Prato replied there were not at the meeting today, but it was discussed that they are a key stakeholder.

Mr. Schweitzer asked if Kent Skills Center is another resource.

Ms. Prato answered that we have not met with them yet, and Mr. Erber confirmed that statement.

Ms. Prato also added that we are in a mad dash to get good people as we are committed to retaining talent and creating career paths.

Mayor Kepley asked about the ribbon cutting for the new Park and Ride.

Ms. Prato answered on December 15, at 10:00 a.m.

4. ACTION ITEMS

a. Optibus Contract Award

Mr. Wisselink is requesting authorization from the ITP Board to enter into a five-year contract with Optibus for the installation of their fixed route scheduling and time and attendance software. The cost of the software over the first five years of the contract is \$1,055,660.

Mayor Kepley asked what happens in years 6,7 and 8.

Mr. Wisselink replied we would evaluate it as a team to see if we want to continue, and then after ten (10) years, we would have to do another RFP based on FTA rules.

Mr. Guy noticed a difference in cost between the top two high scorers and asked Mr. Wisselink to speak to those differences.

Mr. Wisselink replied that Giro, the other contractor, has a very robust system and works more with high-end clients while Optibus is more right-sized for our use with better accessibility to fit our program going forward.

Mayor Kepley entertained a motion to approve the resolution as presented. Mr. Baker motioned to approve, and Mr. Guy supported it. The resolution passed unanimously.

b. Contract Award for CNG Compressor

Mr. Wisselink is requesting authorization from the ITP Board to draw up a contract with Compression Fueling Services to install the additional compressor capacity for the ITP's CNG Fueling Station. The approval request is for a cost of \$282,512 which includes \$256,829 for labor and a 10% contingency.

Mr. Schweitzer inquired about retailing CNG.

Mr. Wisselink replied that approximately a year ago we did go out for a bid and no one was willing to take that on. Since then, we have had discussions with some of the people that chose not to bid and there is now a renewed interest and the possibility of bringing that back.

Mayor Kepley entertained a motion to approve the resolution as presented. Mr. Guy motioned to approve, and Mayor Bliss supported it. The resolution passed unanimously.

c. Purchase Security Camera on Buses

Mr. Wisselink is requesting authorization from the ITP Board to purchase and install onboard Seon vehicle camera systems on 116 fixed route buses for \$2,053,787. A resolution authorizing the CEO to award and execute an agreement with Safe Fleet is attached for Board Approval.

Mayor Kepley entertained a motion to approve the resolution as presented. Mayor Favale motioned to approve, and Mr. Postema supported it. The resolution passed unanimously.

d. Cost Increase for Butterworth Project (Contaminated soil/Asbestos)

Mr. Wisselink is requesting authorization from the ITP Board to spend an additional \$117,659 with McGraw Construction on the 700 Butterworth SW Project.

Mr. Baker asked

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

e. Implementation of Route 33 – Walker Industrial

Mr. Monoyios is requesting authorization from the ITP Board for approval of the creation of the new Route 33 in Walker. This route begins service on January 2, 2023.

Mr. Monoyios reiterated what Ms. Prato stated earlier, that this new route will be Monday through Friday 6:00 a.m. – 6 p.m. Mr. Monoyios also confirmed that we are keeping the On Demand zone exactly as it is with the overlapping of Route 33. Plus we are monitoring all the activity around the new route and optimizing the whole area. The significant outreach that was conducted indicated that this route was

Mayor Kepley asked before the COA, The Rapid worked with all the businesses to get on the same schedule with their shifts.

Mr. Erber replied that he and Mr. Frazier started promoting Rapid Connect in the Walker Industrial area. It started with a meeting with Spectrum Charter Communications where they gathered a group of approximately fourteen (14) of the surrounding businesses and all expressed concerns about the associates they are trying to attract. Overall, the businesses felt that a fixed route would serve them best.

Mr. Hoffman clarified that it was Spectrum Charter Communications and not Spectrum Health.

Ms. Prato gave kudos to both Mr. Erber and Mr. Frazier for all their hard work in getting this set up.

Mr. Erber added that they visited over forty (40) employers, and it has been very positive.

Mayor Bliss wishes Gary Carey was here.

Mayor Kepley entertained a motion to approve the resolution as presented. The resolution passed unanimously.

5. PERFORMANCE REPORTS

a. Paratransit Route Ridership October 2022

Mayor Kepley asked for comments. None were given.

b. On-Demand Ridership October 2022

Mayor Kepley asked for comments. None were given.

c. Fixed Route Ridership

Mayor Kepley asked for comments. None were given.

d. Financial Reports

Mayor Kepley asked for comments. None were given.

6. CHAIR'S REPORT

Mayor Kepley declined to make comments.

7. COMMITTEE REPORTS

a. Planning & Technology Committee

Mr. Schweitzer said it is good to note we spent time talking about TMP. The consultant we chose appeared before the committee and went through an exercise to establish the guiding principles for the project. Mr. Schweitzer also added that this is a good indication that it will be a holistic approach to involve as many stakeholders as possible.

Mr. Schweitzer added that they talked about the new Route 33, and an update on the Airport access study. The study was about getting people better routes and services and some recommendations include multi-modal and the prospect of an express bus service from the airport to the downtown area. The Committee also heard comments from both Mr. Monoyios and Ms. Prato on Rail Volution. They both agreed the conference was a great gathering of transit professionals.

Mr. Hoffman commented that our planning meeting was on the 7th and the election was on the 8th as we have different party members serving on this board and on our community's board this fits in with the planning as we are talking with AECOM one of the issues is what is the future of public transportation and where is the funding going to come from? If you look at the election results from a transportation perspective, Mr. Hoffman sees that we have an opportunity that will not come again for 100 years. Mr. Hoffman feels the present system is broken. We are running our transportation system based on a 72-year-old platform. He feels we should move to a user-fee type solution to fund our transportation issues. As a result of the 2022 election, the Governor has won on a program of changing the paradigm of transportation. His ask is to get behind the Governor.

Mayor Kepley agrees with Mr. Hoffman's comments.

Mayor Bliss is hopeful and agrees that this is the time to make changes. We can build a coalition and we can build a case. She feels there are open ears in Lansing to help as well.

b. Present Performance & Service Committee

Mr. Guy stated that the committee had considerable conversations about the new Route 33 and the Transdev transition. At the time there was some optimism, but we are still working through issues there. Also, there is some good activity around talent.

Ms. Prato added that we did share with the Present Performance Committee that MV left the fleet in bad shape. Currently, we are working as quickly as possible through some of the maintenance issues, and we have held their last payment. Transdev is bringing in extra technicians to help clean up the mess.

Mayor Kepley inquired about the onboarding validations of the Silver Line.

Ms. Prato answered the effort started two (2) weeks ago. We have changed signage, external messaging, and onboard messaging. We have had approximately a 25% decrease in ridership.

c. Finance Committee

Mayor Kepley stated that there was a lot of discussion on what to invest in the long term. Expenses are low and that is very positive.

8. ADJOURNMENT

The meeting was adjourned at 4:53 p.m.

The next meeting is scheduled for January 25, 2023

Respectfully submitted,



Kris Heald, Board Secretary



Interurban Transit Partnership

DATE: January 25, 2023
TO: The Rapid Board of Directors
FROM: Kevin Wisselink, Director- Procurement and Capital Planning
SUBJECT: FY 2024 MDOT GRANT APPLICATION

ACTION REQUESTED

Staff is requesting The Rapid Board approve the FY 2024 Michigan Department of Transportation (MDOT) grant application and authorize the CEO or her designee to execute a grant contract on behalf of The Rapid.

BACKGROUND

Each February, MDOT requires that transit agencies file a grant application for capital, operating, and planning assistance for the upcoming fiscal year. The MDOT application is the first grant application in the annual cycle. This draft application is for MDOT use in estimating funding for state budgeting purposes. A final application with project descriptions will be brought to the Board in late FY 2023 when applying for the federal grant application.

OPERATING ASSISTANCE

The Rapid is requesting \$29,252,875 in State operating assistance based on projected eligible expenses of \$58,505,750. Requested operating assistance is based on 50% of eligible operating expenses, the maximum amount eligible under Act 51, however, the actual state match is anticipated to be around 29.2%. Actual expenditures for FY 2024 will be determined through service and budget decisions made by the Board prior to October 1, 2023

CAPITAL ASSISTANCE – FTA Section 5307

Total capital assistance of \$17,131,222 with a state capital share of \$3,426,244 is requested based on a 20 percent match of the \$13,704,978 estimated federal apportionment of Section 5307 funds. The 20 percent match applies to all capital projects unless otherwise specified. All individual projects and splits are between Federal Transit Administration (FTA) and MDOT as listed in Attachment A. The Board can review and modify all capital and operating programs again in late fall when the federal grant application is filed. There is no local share required for the capital portion of this application.

PLANNING ASSISTANCE – FTA Section 5307

Total planning assistance of \$150,000 with a state share of \$30,000 is requested based on a 20 percent match of the \$120,000 federal planning funds listed in Attachment A. This amount is an

estimate; specific planning activities and a final budget will be developed and brought to the Board as a part of the annual Unified Planning Work Program (UPWP) prepared in the spring of 2023, at which time the application amounts can be amended.

CONGESTION MITIGATION, AIR QUALITY (CMAQ), AND CARBON REDUCTION PROGRAM

CMAQ and Carbon Reduction funds are used to assist with operating and capital costs associated with programs that reduce carbon monoxide, nitrates, and particulate emissions in the region. The Rapid is requesting a total of \$343,401 with a federal share of \$304,721 and a state share of \$38,680 in the following projects: \$193,401 for Clean Air Action days and \$150,000 (100% federal funding) for the Rideshare program. This amount is an estimate; specific CMAQ activities can be amended with a final budget when a call for projects is requested from the MPO in the spring of 2023.

CAPITAL ASSISTANCE – FTA Section 5339

Section 5339 is formula funds and may be used for bus and bus facility projects. A total request of \$1,646,684 with an 80% federal share of \$1,317,347 and a 20% state share of \$329,337.

CAPITAL ASSISTANCE – FTA Section 5337

Section 5337 is formula funds and may be used to provide capital assistance for maintenance, replacement, and rehabilitation projects of existing high-intensity fixed guideway and high-intensity motorbus systems to maintain a state of good repair. A total request of \$1,483,580 with an 80% federal share of \$1,186,864 and a 20% state share of \$296,716.

Attachment A
The Rapid
FY 2024 Capital Plan

Project Name	Total Federal	Federal Source	State Match	Funding Source	Total Cost
Section 5307					
ADA Vehicle Equipment	10,246	5307	2,561	CTF	12,807
Bus Mid Life	1,413,856	5307	353,464	CTF	1,767,320
Bus Tire Lease	11,015	5307	2,754	CTF	13,769
Capital Costs of Contracting	960,000	5307	240,000	CTF	1,200,000
Computer Hardware	160,000	5307	40,000	CTF	200,000
Computer Software	160,000	5307	40,000	CTF	200,000
Facility Equipment	40,000	5307	10,000	CTF	50,000
ITS	192,000	5307	48,000	CTF	240,000
Preventative Maintenance	2,000,000	5307	500,000	CTF	2,500,000
Program Administration	800,000	5307	200,000	CTF	1,000,000
Rehab Admin/Maintenance Facility	40,000	5307	10,000	CTF	50,000
Replacement 40' Buses	5,506,261	5307	1,376,565	CTF	6,882,826
Replacement Paratransit Vehicles	1,959,600	5307	489,900	CTF	2,449,500
Service Vehicles	44,000	5307	11,000	CTF	55,000
Shelters	160,000	5307	40,000		200,000
Shop Equipment	8,000	5307	2,000	CTF	10,000
Surveillance/Security Equipment	120,000	5307	30,000	CTF	150,000
Total Capital	\$13,584,978		\$3,396,244		\$16,981,222
Planning Funds	120,000	5307	30,000	CTF	150,000
Total (5307)	\$13,704,978		\$3,426,244		\$17,131,222
CMAQ/CRU					
Rideshare	150,000	CMAQ	0		150,000
Clean Air Action Days	154,721	CRU	38,680		193,401
Total (CMAQ)	\$304,721		\$38,680		\$343,401
Section 5339 Bus/Bus Facility					
Replacement 40' Buses	1,317,347	5339	329,337	CTF	1,646,684
Total (5339)	\$1,317,347		\$329,337		\$1,646,684
Section 5337 State of Good Repair					
Replacement 40' Buses	1,186,864	5337	296,716	CTF	1,483,580
Total (5337)	\$1,186,864		\$296,716		\$1,483,580

INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION NO. 012523-1

Fiscal Year 2023

RESOLUTION OF INTENT

THE APPROVED RESOLUTION OF INTENT TO APPLY FOR FINANCIAL ASSISTANCE FOR FISCAL YEAR 2024 UNDER ACT NO, 51 OF THE PUBLIC ACTS OF 1951, AS AMENDED.

WHEREAS, pursuant to Act No. 51 of the Public Act of 1951, as amended (Act 51), it is necessary for the Interurban Transit Partnership Board, established under Act 196, to provide a local transportation program for the state fiscal year 2024, therefore, apply for state financial assistance under provisions of Act 51; and

WHEREAS, it is necessary for the Interurban Transit Partnership Board to name an official for all public transportation matters, who is authorized to provide such information, as deemed necessary by the Commission of the department for its administration of Act 51; and

WHEREAS, it is necessary to certify that no changes in eligibility documentation have occurred during the past state fiscal year; and

WHEREAS, it is necessary for the Interurban Transit Partnership Board to comply with the Americans with Disabilities Act in the provision of all its services; and

WHEREAS, the performance indicators have been reviewed and approved by the governing body.

WHEREAS, the Interurban Transit Partnership Board will review and approve a balanced budget for fiscal year 2024; and

WHEREAS, the Interurban Transit Partnership Board has reviewed and approved the proposed balanced estimated budget for Section 5307 of \$13,704,978 in federal funds, matched with \$3,426,244 estimated state funds. Estimated Section 5339 budget of \$1,317,347 in federal funds, matched with \$329,337 estimated state funds. Estimated Section 5337 budget of \$1,186,864 in federal funds, matched with \$296,716 estimated state funds. Estimated CMAQ/CRU budget of \$304,721 in federal funds, matched with \$38,680 estimated state funds and \$58,505,750 total estimated eligible expenses.

NOW, THEREFORE, BE IT RESOLVED, that the Interurban Transit Partnership Board does hereby make its intentions known to provide public transportation services and to apply for state financial assistance with this annual plan, in accordance with Act 51: and

HEREBY, appoints the CEO or her designee, as the Transportation Coordinator for all public transportation matters and is authorized to provide such information as deemed necessary by the commission of the department for its administration of Act 51 of 2024; and

BE IT RESOLVED, that the CEO or her designee is hereby authorized to execute agreements, and contract extensions and to initiate any Transportation Improvement Program (TIP), Statewide Transportation Improvement Program (STIP), or Unified Planning Work Program (UPWP) amendments with the Michigan Department of Transportation on behalf of the Interurban Transit Partnership Board for capital, operating, planning, and marketing funds.

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.

ITP Board Secretary

Date



Interurban Transit Partnership

Date: January 25, 2023
To: The Rapid Board of Directors
From: Kevin Wisselink, Director- Procurement and Capital Planning
Subject: FY 2024 Specialized Services Grant Application

ACTION REQUESTED

Board approval is requested authorizing the submittal of the fiscal year 2024 Specialized Services operating assistance grant application to MDOT and subsequent execution of a contract with MDOT for third-party operating assistance with the four recipient agencies: Kent County Community Action of the County of Kent, Network 180, Hope Network and Senior Neighbors.

BACKGROUND

Each year The Rapid applies for Specialized Services operating assistance from the Michigan Department of Transportation (MDOT) for senior/disabled transportation in Kent County, which is beyond The Rapid's service area and/or hours of operation. The annual Specialized Service program is prepared by The Rapid in cooperation with the service provider agencies. The Rapid's role in this program is to provide coordination for the various providers to prevent any duplication of services. In fiscal years 2022 and 2023, The Rapid received a total of \$542,369, in Specialized Services operating funds as a pass-through grant. This funding level is determined by MDOT. It is anticipated that a total of \$542,369 will also be reinstated and awarded to The Rapid for the Specialized Services Operating Assistance Program for fiscal year 2024.

The Rapid has a Specialized Services Coordination Committee which meets to determine funding level distribution recommendations to The Rapid Board. The committee met in November 2022 to determine the distribution amounts for FY 2024. The committee also assists in the coordination of service to prevent duplication of service and to share information. All agencies listed in Attachment A are represented on the Coordination Committee.

The Rapid staff will present the FY 2024 Specialized Services Operating Assistance Grant Application to the Consumer Advisory Committee (CAC) at the January 2023 meeting.

INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION NO. 012523-2

Fiscal Year 2023

WHEREAS, The Interurban Transit Partnership Board is designated by the Michigan Department of Transportation as the applicant for the Specialized Services assistance program for fiscal year 2024; and

WHEREBY, The Interurban Transit Partnership Board does hereby make its intentions known to apply for State financial assistance for specialized transportation services during 2024; and,

HEREBY authorizes the CEO or her designee to execute grant agreements and amendments on behalf of the Interurban Transit Partnership Board with the Michigan Department of Transportation to aid in the provision of specialized transportation services for fiscal year 2024; and

HEREBY authorizes the CEO or her designee to execute third-party agreements with Kent County Community Action of the County of Kent, Hope Network, Network 180, and Senior Neighbors for 2024 Specialized Services Operating Assistance.

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.

ITP Board Secretary

Date

SPECIALIZED SERVICES OPERATING ASSISTANCE
Fiscal Year 2024

Agency	Description of Service	MDOT Funds
Kent County Community Action of the County of Kent	Service is provided Monday through Friday 8:00 am until 4:00 pm for seniors and persons with disabilities in Kent County primarily in rural and suburban areas where mass transit is unavailable or current services are insufficient based on current demands.	\$23,713
Network 180	Service is provided Monday-Friday 9 am-3 pm to and from community activities from Network 180 vocational and non-vocational programs for persons with disabilities and behavioral support needs.	\$249,057
Hope Network	Service is provided seven days a week, 24 hours a day for employment trips for persons who are disadvantaged or disabled throughout Kent County. Service is also provided seven days a week from 6:00 am to 6:00 pm for seniors and disabled for the Kent Community Transit program and for other senior programs throughout Kent County.	\$199,643
Senior Neighbors	Service is provided Monday through Friday from 7:00 am until 4:00 pm for Seniors in Kent County.	\$69,956
TOTAL		\$542,369



Interurban Transit Partnership

Date: January 25, 2023
To: The Rapid Board of Directors
From: Kevin Wisselink, Director of Grants and Capital Planning
Subject: FY 2023 FEDERAL TRANSIT ADMINISTRATION (FTA)
GRANT APPLICATION

ACTION REQUESTED

Staff is requesting The Rapid Board approve the FY 2023 Federal Transit Administration (FTA) grant application to allow the CEO or her designee to execute a grant contract on behalf of The Rapid Board.

BACKGROUND

Each year The Rapid presents an annual grant application for federal Section 5307 capital and planning assistance, Section 5339 formula capital funding, Section 5337 State of Good Repair and Congestion Mitigation and Air Quality (CMAQ)/Carbon Reduction (CRU) funds to the Rapid Board for approval. With Board approval, staff will start the submission process for these FY 2023 grants.

APPORTIONMENTS

The FY 2023 apportionments have not been released and are only an estimate. The following chart compares FY 2023 with the previous two years' apportionments:

Apportionment	FY 2021	FY 2022	FY 2023
Section 5307	\$10,049,582	\$12,898,653	\$13,436,253
Section 5339	\$1,053,602	\$1,009,753	\$1,317,347
Section 5337	-	1,186,864	\$1,186,864
CMAQ/CRU	\$606,207	\$1,010,661	\$706,207

The Michigan Department of Transportation (MDOT) will provide a 20% match for federal funds allocated on all capital and planning requests such as preventive maintenance, equipment, and planning projects. Attachment A provides a list of projects, identifying the funding source and the state match.

Section 5307 Federal Formula Funds:

Section 5307 program provides formula funding to urbanized areas with populations greater than 50,000. In areas with a population greater than 200,000, funds are used to support transit capital projects only. Staff recommends a capital program totaling \$16,795,316 with an 80% federal share of \$13,436,253 and a 20% state share of \$3,359,063 in matched funds.

United Planning Work Program (UPWP):

Planning funds total \$135,000 with an 80% federal share totaling \$108,000 and a 20% state share of \$27,000. These funds are for the planning projects in the UPWP approved by the ITP Board. The FY 2023 UPWP projects are as follows: Community Outreach \$60,000 and Short Range Transportation Plan \$75,000.

Section 5339 Bus and Bus Facility Formula Funds:

Section 5339 is a federal formula grant program to replace, rehabilitate and purchase buses, and bus-related equipment and to construct bus-related facilities. Staff recommends \$1,646,684 with an 80% federal share of \$1,317,347 and a 20% state share of \$329,337 in matched funds.

Congestion, Mitigation, Air Quality (CMAQ), and Carbon Reduction (CRU) Funds:

CMAQ and Carbon reduction funds are used to assist with operating and capital costs associated with programs that reduce carbon monoxide (CO), nitrates (NOx), and particulate emissions in the region. FY 2023 CMAQ/CRU requests include a federal share of \$706,207 in capital funds and a state match of \$130,000 totaling \$836,207. Operating funds for the Rideshare program are 100% federally funded at \$186,207.

Section 5337 State of Good Repair Funds:

Section 5337 is a federal grant program to provide capital assistance for maintenance, replacement, and rehabilitation projects of existing high-intensity fixed guideways and high-intensity motorbus systems to maintain a state of good repair. Staff recommends \$1,483,580 with an 80% federal share of \$1,186,864 and a 20% state share of \$296,716.

Attachment A
The Rapid
FY 2023 Capital Plan

Project Name	Total Federal	Federal Source	Total State	Total Cost
Section 5307				
ADA Vehicle Equipment	12,503	5307	3,126	15,629
Bus Simulator	345,040	5307	86,260	431,300
Mid-life Overhaul	1,709,107	5307	427,277	2,136,384
Capital Costs of Contracting	960,000	5307	240,000	1,200,000
Computer Hardware	357,200	5307	89,300	446,500
Computer Software	592,000	5307	148,000	740,000
Facility Equipment	43,200	5307	10,800	54,000
Facilities Building Renovation Ellsworth	2,018,404	5307	504,601	2,523,005
Intelligent Transportation System	360,000	5307	90,000	450,000
Preventive Maintenance	2,000,000	5307	500,000	2,500,000
Program Administration	800,000	5307	200,000	1,000,000
Rehab Admin/Maintenance Facility	40,000	5307	10,000	50,000
Replacement 40' Bus	1,224,334	5307	306,083	1,530,417
Replacement Paratransit Vehicles	1,858,465	5307	464,616	2,323,081
Service Vehicles	196,000	5307	49,000	245,000
Shelters	240,000	5307	60,000	300,000
Shop Equipment	12,000	5307	3,000	15,000
Surveillance/Security Equipment	560,000	5307	140,000	700,000
Total Capital	\$13,328,253		\$3,332,063	\$16,660,316
Planning Funds	108,000	5307	27,000	135,000
Total (5307)	\$13,436,253		\$3,359,063	\$16,795,316
CMAQ/CRU				
Replacement 40' Bus	340,559	CMAQ	85,140	425,699
Replacement 40' Bus	99,441	CRU	24,860	124,301
Rideshare	186,207	CMAQ	0	186,207
Clean Air Action Days	80,000	CRU	20,000	100,000
Total (CMAQ/CRU)	706,207		\$130,000	\$836,207
Section 5339 Bus/Bus Facility				
Replacement Bus	1,317,347	5339	329,337	1,646,684
Total (5339)	\$1,317,347		\$329,337	\$1,646,684
Section 5337 State of Good Repair				
Replacement BRT Bus	1,186,864	5337	296,716	1,483,580
Total (5337)	1,186,864		296,716	1,483,580

INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION NO. 012523-3

Fiscal Year 2023

Moved and supported to adopt the following resolution:

Resolution authorizing the filing of an application with the Department of Transportation, United States of America, for a grant under the Federal Transit Administration "Infrastructure Investment and Jobs Act".

WHEREAS, the Secretary of Transportation is authorized to make grants for a mass transportation program of projects and budget;

WHEREAS, the contract for financial assistance will impose certain obligations upon the applicant, including the provision by it of the local share of the project costs of the program; and

WHEREAS, it is required by the Department of Transportation, in accordance with the provisions of Title VI of the Civil Rights Act of 1964, as amended, that the applicant gives an assurance that it will comply with Title VI of the Civil Rights Act of 1964 and the Department of Transportation requirements thereunder; and

WHEREAS, it is the goal of the applicant that disadvantaged business enterprises be utilized to the fullest extent possible in connection with these projects, and that

disadvantaged businesses shall have the maximum construction contracts, supplies, equipment contracts, or consultant and other services.

NOW, THEREFORE, BE IT RESOLVED by the Interurban Transit Partnership Board;

1. That the CEO or her designee is authorized to execute and file an application on behalf of the Interurban Transit Partnership Board with the Department of Transportation.
2. That the CEO or her designee is authorized to execute and file assurances, or any other document required by the Department of Transportation effectuating the purpose of Title VI or the Civil Rights Act of 1964.
3. That the CEO or her designee is authorized to furnish additional information as the Department of Transportation may require in connection with the grant application.
4. That the CEO or her designee is authorized to set forth and execute a Disadvantaged Business Enterprise Program in connection with this grant application.

5. That the CEO or her designee is authorized to execute grant agreements on behalf of the Interurban Transit Partnership Board and the Michigan Department of Transportation for aid in the financing of transit assistance.

6. That the CEO or her designee is authorized to initiate any TIP, STIP, or UPWP amendments as required for the execution of this grant.

CERTIFICATE

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

Kris Heald, ITP Board Secretary

Date

Date: January 25, 2023
To: ITP Board
From: Steve Clapp, Director of Fleet Maintenance
Kevin Wisselink, Director of Procurement and Capital Planning
Subject: MOBILE COLUMN LIFT REPLACEMENT

ACTION REQUESTED

Authorization is requested by the ITP Board to enter into a contract with LiftNow for the delivery of twelve (12) Mahle mobile column lifts. The cost of each lift is \$11,115.66 for a total contract cost of \$133,388.

BACKGROUND

The current lifts in fleet maintenance include twelve ALM Corporation Model WE-18 mobile column lifts that have exceeded their useful life (ULB) and future use would cause additional unscheduled repair costs in addition to safety concerns. ITP needs to purchase twelve replacement mobile column lifts to ensure the safety of our fleet maintenance technicians while repairing buses and to minimize any downtime the lifts are unavailable because of the need to be repaired.

PROCUREMENT

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

A search was conducted for firms qualified to provide per specifications, delivery, setup, and training. Four (4) firms were qualified as responsible, responsive, and able to provide the lifts, setup, and training.

Firm name (Manufacturer)	Total Price
LiftNow (Mahle)	\$133,388
LiftNow (Omer)	\$132,047
Auto Wares (Challenger)	\$146,959
Paula F Price (Mahle)	\$158,000
Vehicle Service Group (Rotary)	\$179,051

After a review of the pricing and service support, LiftNow (Mahle) was selected as the lowest-cost responsive vendor. LiftNow (Omer) was the slightly lower bid, but ITP was not convinced the



capability currently exists to service these Omer lifts properly since their local vendor stated they currently do not have the parts and service support available for these lifts whereas the vendor for the Mahle lifts is able to provide the parts and service support, therefore we went with the Mahle option.

FUNDING

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



INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 012523-4

Fiscal Year: 2022-2023

Moved and supported to adopt the following resolution:

Approval to enter a contract with LiftNow for \$133,388 for the purchase of 12 Mahle mobile column lifts.

BE IT RESOLVED that the ITP CEO is hereby authorized to execute a contract with LiftNow for \$133,388 for the purchase of 12 Mahle mobile column lifts in accordance with the information presented to the ITP Board on January 25, 2023.

CERTIFICATE

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

Kris Heald, Board Secretary

Date

Date: January 11, 2023
To: ITP Board
From: Kevin Wisselink, Director of Procurement and Capital Planning
Subject: PROJECT 2023-06: ELLSWORTH REHABILITATION ARCHITECTURAL AND ENGINEERING

ACTION REQUESTED

Authorization is requested from The ITP Board to enter into a contract with Progressive AE (PAE) in the amount of \$138,870 for Professional Planning, Architectural, and Engineering Services for 300 Ellsworth SW renovations.

BACKGROUND

The ITP administration building at 300 Ellsworth Ave SW has been utilized by ITP for 22 years and houses most of the ITP administrative staff. It has received no major rehabilitation work since that time. The HVAC system, roof, and exterior masonry all need work, and the administrative space needs upgrading.

The process to address this will begin with a contract for HVAC and plumbing work coming to the Board in January 2023. This work was designed and bid out earlier as there are very long lead times currently for these items. Additionally, A&E work has been done for creating an enhanced driver break room on the main floor of the Ellsworth building.

However, A&E work for the replacement of the roof, work on the outside masonry, and rehabilitation of the remainder of the administrative space all remain. Specific improvements include modifying the restrooms on both the first and second floors, break spaces, conference rooms, and interior finishes. This will bring the building into a state of good repair while enhancing the building to better provide a much-improved workspace for ITP employees.

PROCUREMENT

Based on ITP requirements, PAE put together a proposal to conduct the A&E work for the Ellsworth project. The proposal provided by PAE is consistent with the A&E Services contract ITP has with PAE. Staff analyzed the PAE proposal and found that A&E fees represent approximately 5.5% of the project construction costs. To determine if PAE's cost was fair and reasonable staff first looked at the historical range of A&E projects. Typically, architecture and engineering costs fall in the range of 6-10%. This request falls below that range, indicating that this is a fair and reasonable cost for this work. The actual construction authorization will come back to the Board once design development is complete.

FUNDING

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



INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 012523-5

Fiscal Year: 2022-2023

Moved and supported to adopt the following resolution:

Approval to enter a contract with Progressive AE for \$138,870 for Professional Planning, Architectural, and Engineering Services for 300 Ellsworth SW renovations.

BE IT RESOLVED that the ITP CEO is hereby authorized to execute a contract with Progressive AE for \$138,870 for Professional Planning, Architectural, and Engineering Services for 300 Ellsworth SW renovations in accordance with the information presented to the ITP Board on January 25, 2023.

CERTIFICATE

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

Kris Heald, Board Secretary

Date

Date: January 11, 2023
To: ITP Board
From: Kevin Wisselink, Director of Procurement and Capital Planning
Deron Kippen, Director of Facilities
Subject: PROJECT 2023-06A: ELLSWORTH HVAC AND PLUMBING RENOVATION

ACTION REQUESTED

Authorization is requested from the ITP Board to enter into a contract with DHE Plumbing and Mechanical in the amount of \$1,379,400 plus a 10% contingency of \$137,940, for a total project cost of \$ 1,517,340 for HVAC and plumbing renovations of the Ellsworth Administration Building.

BACKGROUND

The ITP administration building at 300 Ellsworth Ave SW has been utilized by ITP for 22 years and houses most of the ITP administrative staff. It has received no major rehabilitation work since that time. The HVAC system, roof, and exterior masonry all need work, and the administrative space needs upgrading. The HVAC system is particularly poor, with many of the rooms at Ellsworth either too hot or too cold as the current system cannot adjust to the building’s needs.

When evaluating the various components of the rehabilitation process, it was found that HVAC and plumbing renovations have a much longer lead time than other components of this renovation, meaning it was important to go out for bids for these items first. Therefore, the decision was made to go out to bid for these items ahead of the remainder of the project. The A&E work for the rehabilitation of the administrative space will be coming to the Board at their January 2022 meeting.

PROCUREMENT

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

Two (2) bids were received as follows:

Company	Bid
DHE	\$1,418,000
Mall City Mechanical	\$1,575,000

DHE was the least responsible bidder on the project. Progressive AE has considerable experience with DHE and they have consistently performed very well as a contractor. Through negotiations with DHE, their price was reduced to \$1,379,400, mainly related to how insulation is installed on the project.

Due to the long lead time to get some of the project components, work is slated to begin in the Fall of 2023 and be completed by early 2024.

FUNDING

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

INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 012523-6

Fiscal Year: 2022-2023

Moved and supported to adopt the following resolution:

Approval to enter a contract with DHE Plumbing and Mechanical for \$1,517,340 including a 10% contingency, for HVAC and plumbing renovations of the Ellsworth Administration Building.

BE IT RESOLVED that the ITP CEO is hereby authorized to execute a contract with DHE Plumbing and Mechanical for \$1,517,340 including a 10% contingency for HVAC and plumbing renovations of the Ellsworth Administration Building in accordance with the information presented to the ITP Board on January 25, 2023.

CERTIFICATE

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

Kris Heald, Board Secretary

Date



Date: January 9, 2023
To: ITP Board
From: Steve Luther, Director of Safety and Training
Subject: Appointment of the Accountable Executive for The Rapid's PTASP

ACTION REQUESTED

Appointment of Deb Prato, ITP Chief Executive Officer, as the Accountable Executive for its *Public Transit Agency Safety Plan (PTASP)*.

BACKGROUND

49 CFR § 673.23(d)(1) states: The transit agency must identify an Accountable Executive. The Accountable Executive is accountable for ensuring that the agency's SMS is effectively implemented throughout the agency's public transportation system. The Accountable Executive is accountable for ensuring action is taken, as necessary, to address substandard performance in the agency's SMS. The Accountable Executive may delegate specific responsibilities, but the ultimate accountability for the transit agency's safety performance cannot be delegated and always rests with the Accountable Executive.

This action is required when appointing an Accountable Executive for the first time or when changes in leadership occur.



INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 012523-7

Fiscal Year: 2022-2023

Moved and supported to adopt the following resolution:

BE IT RESOLVED that Deb Prato, ITP Chief Executive Officer, be appointed as the Accountable Executive for ITP's Public Transit Agency Safety Plan as described in CFR 49 § 673.23

CERTIFICATE

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

Kris Heald, Board Secretary

Date

Date: January 10, 2023
To: ITP Board
From: Jason Prescott, Director of Paratransit, ADA & Mobility Services
Subject: Vehicle Accessibility Plan

ACTION REQUESTED

Approval is requested from the ITP Board of the attached vehicle accessibility plan.

BACKGROUND

In 2005, MDOT had all transit agencies submit a new vehicle accessibility plan (VAP). These plans are a requirement for receiving state funding under the Michigan Public Act 51. Each year since 2005, agencies have submitted a VAP update TA form with their annual application. Since the plan is over 15 years old, MDOT has determined that a new plan needed to be created and will be done every 5 years.

The Act 51 requirement will be satisfied in between the years when plans will be revised by submitting the annual VAP update as part of the annual application. It is a requirement through MDOT that both the Consumer Advisory Committee review and approve the VAP as well as The Rapid's governing board.



INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 012523-8

Fiscal Year: 2022-2023

Moved and supported to adopt the following resolution:

Approval to provide MDOT with the vehicle accessibility plan as written, which will meet the requirement of Michigan Public Act 51 for the next 5 years.

BE IT RESOLVED that the ITP board has approved the vehicle accessibility plan with the information presented to the ITP Board on January 25, 2023.

CERTIFICATE

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

Kris Heald, Board Secretary

Date

**Accessibility Plan
ITP – The Rapid
300 Ellsworth Avenue SW
Grand Rapids, MI 49503**

Purpose

This accessibility plan is submitted in compliance with Section 10e(18) of the Michigan Transportation Fund Act (MCL 247.660e) (hereinafter “the Act”) and the official administrative rules for administration of Michigan’s Comprehensive Transportation Fund. The purpose of this accessibility plan is to describe the demand-response service provided by ITP - The Rapid to senior persons and individuals with disabilities. This accessibility plan demonstrates it is the policy of The Rapid to comply with the following requirements of Section 10e(18):

- A. That demand-response service is provided to persons 65 years of age or older and individuals with disabilities residing in The Rapid’s entire service area. (See attached map defining the service area.)
- B. That as a minimum, demand response service is provided to people 65 years of age or older and individuals with disabilities during the same hours as service is provided to all other people in The Rapid’s service area.
- C. That the average time required for demand response service to persons 65 years and older and individuals with disabilities, from the initiation of a service request to arrival at the destination, is equal to the average time period required for demand response service provided to all other persons in The Rapid’s service area.
- D. That The Rapid has established a Consumer Advisory Committee (CAC) with not less than 50 percent of its membership representing people 65 years of age or older and individuals with disabilities in The Rapid’s service area. At least one member (or 12 percent of membership) has been appointed jointly with the Area Agency on Aging.

All rules cited below refer to the official administrative rules for the administration of the Comprehensive Transportation Fund. These rules are found in the Michigan Administrative Code, beginning at Rule 241.4101, et seq.

Definition of Senior and Individual with a Disability - Rule 201 (2) (c)

As used in this Accessibility Plan:

(a) “individual with a disability” means an individual who has a physical or mental impairment that substantially limits one or more of the major life activities of such individual, a record of such impairment, or being regarded as having such an impairment. See Michigan Administrative Code Rule 247.4101(1)(m).

(b) “senior” means an individual 65 years of age or older.

Number of Senior and Individuals with Disabilities in Service Area - Rule 201 (2) (c)

The Rapid estimates that nearly 5,000 people fitting the above definitions are clients of The Rapid in the set service area.

Description of Plan Development Process and Consumer Advisory Committee Involvement - Rule 201(2) (e)

The Rapid developed this plan using the following process:

- a. The Rapid staff drafted a plan, incorporating all information required by R 247.4201 and R247.4202 of the Michigan Administrative Code
- b. A final draft plan was submitted to and approved by The Rapid's governing body on _____.

Consumer Advisory Committee Composition - Rule 202

The Rapid's Consumer Advisory Committee is currently comprised of 10 members, which meets or exceeds the required minimum of three members. In accordance with Rule 202, no member of the Consumer Advisory Committee is an employee, executive committee member, or governing board member of The Rapid. The Rapid ensures that at least 50 percent of its Consumer Advisory Committee membership represents people who are 65 years of age or older and people who have disabilities within the agency's defined service area. The Rapid further ensures that at least one member of its Consumer Advisory Committee (or one of every eight members, whichever is larger) is approved jointly with the area agency on aging. The Rapid further ensures that its Consumer Advisory Committee membership will include people who have diverse disabilities and seniors who are users of public transportation. The Rapid Consumer Advisory Committee is, at the time of adoption and submission of this plan, composed of the following members:

1. CAC Chairperson Name: Kristen Kelling _____

AFFILIATION

This Member is a:

(name of organization if any)

- Person with Disabilities
- Person 65 years and older
- Neither of the above groups
- Represents one of the above

- This member is:
- Jointly appointed by the area agency on aging
 - A user of public transportation
 - Neither of the above

2. Tim Steinmeier _____

Hope Network _____

NAME

AFFILIATION

This Member is a:

(name of organization if any)

- Person with Disabilities
- Person 65 years and older
- Neither of the above groups
- Represents one of the above

- This member is:
- Jointly appointed by the area agency on aging
 - A user of public transportation
 - Neither of the above

3. Randall Currey _____

NAME

AFFILIATION

This Member is a:

(name of organization if any)

- Person with Disabilities
- Person 65 years and older
- Neither of above groups
- Represents one of the above

- This member is:
- Jointly appointed by the area agency on aging
 - A user of public transportation
 - Neither of the above

7. Gail Mancewicz

NAME

This Member is a:

- Person with Disabilities
- Person 65 years and older
- Neither of above groups
- Represents one of the above

8. Jean Marek

NAME

This Member is a:

- Person with Disabilities
- Person 65 years and older
- Neither of above groups
- Represents one of the above

9. James White

NAME

This Member is a:

- Person with Disabilities
- Person 65 years and older
- Neither of above groups
- Represents one of the above

AFFILIATION

(name of organization if any)

This member is:

- Jointly appointed by the area agency on aging
- A user of public transportation
- Neither of the above
- Son utilizes Paratransit _____

AFFILIATION

(name of organization if any)

This member is:

- Jointly appointed by the area agency on aging
- A user of public transportation
- Neither of the above

AFFILIATION

(name of organization if any)

This member is:

- Jointly appointed by the area agency on aging
- A user of public transportation
- Neither of the above

10. Gerid Adams

Hearing loss of GR

NAME

AFFILIATION

This Member is a:

(name of organization if any)

Person with Disabilities

This member is:

Person 65 years and older

Jointly appointed by the area

Neither of above groups

agency on aging

Represents one of the above

A user of public transportation

Neither of the above

Present Vehicle Inventory – Rule 201 (2) (a)

The Rapid's demand response vehicle inventory presently in service is as follows:

Number of demand response vehicles presently in service = 62

Anticipated Vehicle Inventory – Rule 201 (2) (b)

The Rapid's anticipated demand response vehicle inventory is as follows:

Number of demand response vehicles in agency's anticipated fleet

Narrative Summary of Vehicles Requested – Rule 201 (2) (l)

As indicated above, the agency currently operates or plans to operate a total of 68 demand response vehicles. Of these vehicles, the total number that will be fully accessible to seniors and individuals with disabilities is 68 vehicles.

Fare Structure - Rule 201 (2) (d)

The Rapid's fare structure that is in use for seniors and individuals with disabilities for demand response service is as follows:

a: Go!Bus tickets for those with disabilities are listed at \$3.50 each. This is no more than twice the cost of The Rapid's fixed route system. The customer can purchase tickets in advance or use exact change on the vehicle.

b: Non-disabled seniors (65 years of age or older) ride at a fare of \$8.00 per trip.

Map and Narrative Description of Service Area – Rule 201 (2) (f)

For demand-response service, The Rapid's Go!Bus service area is wherever the fixed route service goes within $\frac{3}{4}$ of a mile.

Refer to the attached map depicting The Rapid's Go!Bus service area.

Service Schedule – Rule 201 (2) (g)

The Rapid's current service schedule, including hours of day and days per week for demand response service is as follows: Monday through Friday from 5:15 am until 11:00 pm, Saturday 5:15 am until 10:25 pm, Sunday 7:00 am until 7:00 pm. excluding holidays.

Schedules in Alternative Formats – Rule 201 (2) (h)

The Rapid can produce copies of its current service schedule in an alternative format upon request that can be utilized by persons who are blind or have other disabilities.

Vehicle Availability On Other Than Regular Service Hours and Days – Rule 201 (2) (i)

The Rapid does not make demand-response service vehicles available for use during hours or days other than regular service hours and days. The Rapid confirms that accessible transit vehicles are available for use by seniors and individuals with disabilities to the same extent as the general public.

Advance Requests for Demand Actuated Service – Rule 201 (2) (j)

The Rapid does require that seniors and people with disabilities must make an advance request to obtain demand response service. The required advance request time period is 24business hours.

Constraints on Capacity and Restrictions on Trip Purpose – Rule 201 (2) (k)

The Rapid provides service to all customers within the following constraints on capacity and restrictions on trip purpose: Vehicle can be filled to capacity (1-12 people depending on vehicle), subject to the agency's availability of drivers. There are no constraints on trip purpose.

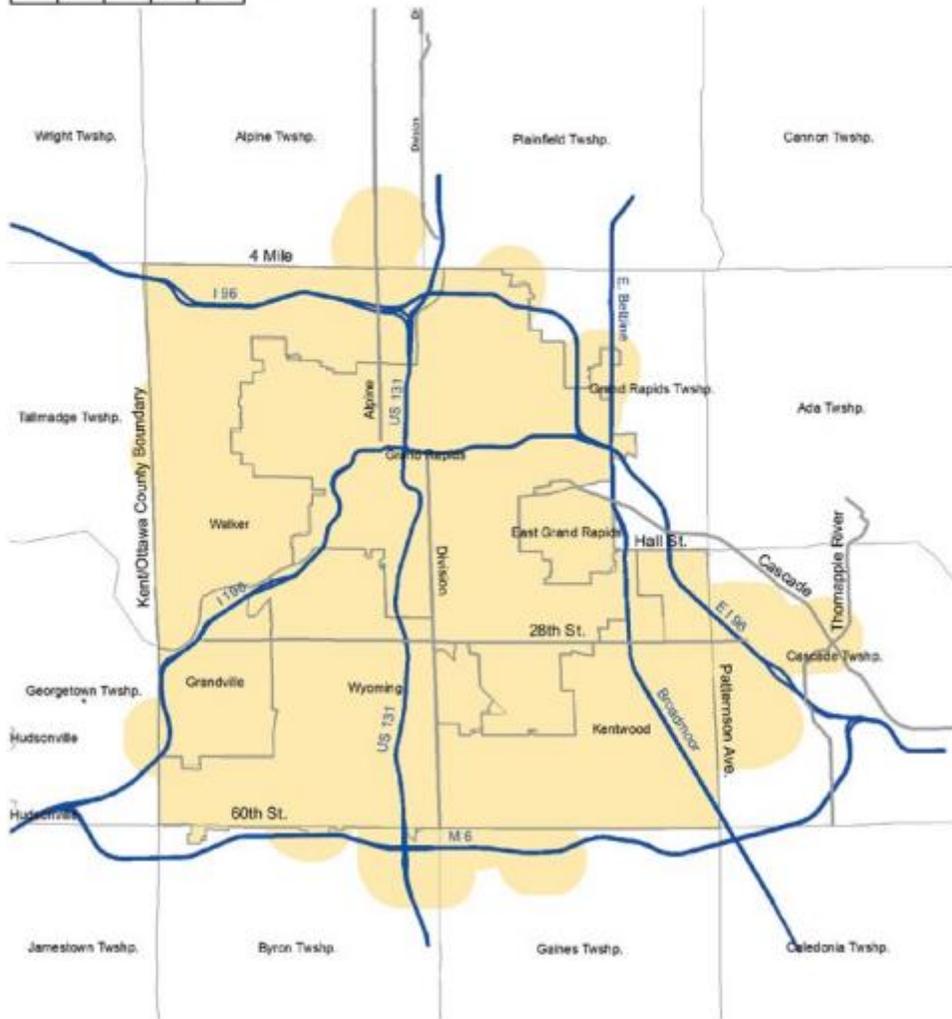
Comments on this Plan – Rule 201(2) (m)

The Rapid's Consumer Advisory Committee members made the following comments about this plan:

Agency Response to Local Advisory Council Comments on the Plan – Rule 201 (2) (n)

The Rapid made the following response to its Consumer Advisory Committee regarding the above comments:

GO!BUS SERVICE AREA



Date: January 25, 2023
To: ITP Board
From: Steve Clapp, Director of Fleet Maintenance
Kevin Wisselink, Director of Procurement and Capital Planning
Subject: PURCHASE OF TWENTY-TWO (22) REPLACEMENT PARATRANSIT VEHICLES 2023-24

ACTION REQUESTED

Authorization is requested from the ITP Board to enter into an agreement with Hoekstra Transportation, for the purchase of twenty-two (22) Ford E-450 paratransit vehicles at a total price not to exceed \$3,753,552 for the purpose of replacing existing paratransit vehicles that have met their useful life benchmark (ULB) of 7 yrs/200,000 miles. Staff is further requesting a contingency of up to \$66,000 to cover the possibility of increased vehicle costs incurred due to a possible delay in vehicle deliveries into the new model year because of supply chain issues that continue to plague the transit industry.

BACKGROUND

The replacement of vehicles is necessary as they meet or exceed their ULB in order to maintain a state good of repair, and to provide safe and reliable vehicles for our customers. The Ford E-Series chassis is modified for paratransit service through Forest River Inc. and can accommodate two (2) wheelchair placements and 12 ambulatory clients, or four (4) wheelchair placements and 6 ambulatory clients. The vehicles will have a side mounted ADA lift and bi-fold entry doors which will provide consistency with the rest of the fleet for our customers. The vehicles will be powered by propane engines and will have new video/audio equipment installed.

PROCUREMENT

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

Paratransit Bus Dealer	Price Per Bus	Total Price
Hoekstra Transportation	\$170,616	\$3,753,552
Coach & Equipment	\$179,859	\$3,956,898
Tesco	\$181,733	\$3,998,126

FUNDING

The project is being funded using federal and state funds. No local funds are required.

INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 012523-9

Fiscal Year: 2022-2023

Moved and supported to adopt the following resolution:

Approval to execute an agreement with Hoekstra Transportation for the purchase of twenty-two (22) Ford E-450 Paratransit Vehicles.

BE IT RESOLVED that the ITP CEO is hereby authorized to execute an agreement with Hoekstra Transportation for the purchase of twenty-two (22) Ford E-450 Paratransit Vehicles at a cost not to exceed \$3,753,552, plus up to \$66,000 contingency to cover the possibility of increased vehicle costs incurred due to a possible delay in vehicle deliveries into the new model year because of supply chain issues in accordance with the information presented to the ITP Board on January 25, 2023.

CERTIFICATE

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

Kris Heald, Board Secretary

Date



Interurban Transit Partnership

Date: January 25, 2023
To: ITP Board
From: Maxwell Dillivan, AICP – Senior Planner
Subject: AMENDMENTS TO THE 2020 TITLE VI PLAN

ACTION REQUESTED

Staff is requesting the Board to approve amendments to The Rapid’s 2020 Title VI Plan per review from the Federal Transit Administration (FTA).

BACKGROUND

Federal Transit Administration regulations require public transportation providers to complete a Title VI Plan and documentation every three years. This plan outlines how The Rapid ensures that it equitably provides its services and does not discriminate based on race and income levels, as required by Title VI of the Civil Rights Act of 1964. In October 2020, the ITP Board unanimously approved the adoption of an update to The Rapid’s Title VI Plan. A copy of the document was issued to the FTA for assurance of compliance the following month. An assessment review from the FTA was delivered to Rapid staff in December 2022 as part of The Rapid’s Triennial Review preparations. The assessment review concerns and comments from the FTA must be addressed to ensure compliance with federal regulations and policies.

Items identified in the FTA’s review assessment are minor in nature and generally non-substantial. The amended Title VI Plan includes revisions to the document to address these issues. Revisions to the document include the following:

- *Board selections* – information was added detailing the process for how ITP board members are chosen,
- *Limited English Proficiency Four-Factor Analysis & Plan* – information regarding The Rapid’s available Language Line services, evaluation methods, and training materials was included,
- *Facility Site Equity Analysis* – confirmation of a ‘Categorical Exclusion’ The Rapid was granted by the FTA for an exemption from the required site equity analysis for 851 Freeman Avenue (Laker Line) facility was provided. An exemption was granted as no residents or businesses were displaced due to the construction of the facility,

- *Monitoring* – demographic data and service performance standards (contained in sections five and six of the amended plan) were updated with current information to demonstrate continued compliance,
- *SAFE Analysis* – confirmation that no service and/or fare equity analyses were required during the previous three years as a result of major service and/or fare level changes, including the implementation of the Wave card and pandemic-related service reductions, and
- *Title VI Notifications* – minor wording adjustments to digital and physical “Notification of Non-Discrimination” notices to ensure compliance

This approval ensures the 2020 Title VI Plan’s compliance with FTA requirements. The Plan will remain effective until January 31, 2024.



Interurban Transit Partnership

5j

INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 012523-10

Fiscal Year: 2022-2023

Moved and supported to adopt the following resolution:

Approval of The Rapid's update to the 2020 Title VI Plan.

BE IT RESOLVED that the ITP Board hereby approves The Rapid's updated 2020 Title VI documentation as required by the Federal Transit Administration, in accordance with the information presented to the Board on January 25, 2023.

CERTIFICATE

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

Kris Heald, Board Secretary

Date



U.S. Department
of Transportation
**Federal Transit
Administration**

REGION 5
Illinois, Ohio, Minnesota,
Wisconsin, Indiana, and
Michigan

200 West Adams St., Suite 320
Chicago, IL 60606

December 6, 2022

Maxwell Dillivan, Senior Planner
Interurban Transit Partnership, Recipient ID: 1210
300 ELLSWORTH SW
GRAND RAPIDS, MI 49503

Re: Triennial Title VI Program Update

Dear Maxwell Dillivan,

The Federal Transit Administration (FTA) has received and reviewed Interurban Transit Partnership's initial Title VI program submitted on 11/25/2020. This Title VI program will be effective February 1, 2021 - January 31, 2024. The Department of Transportation (DOT) requires recipients of DOT funds to demonstrate compliance with Title VI of the Civil Rights Act of 1964 through regular compliance reports. The Federal Transit Administration's (FTA) Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" sets forth the information that should be included in these updates, and requires they be submitted as Title VI programs every three years.

FTA's review of your Title VI program considered all elements required by the Department of Transportation regulations found at 49 CFR Part 21, as outlined in Circular 4702.1B. The Review Assessment attached to this letter identifies the specific areas reviewed, any concerns, and relevant reviewer comments. To assure you are implementing Title VI program requirements in accordance with the regulations, you must promptly address and correct any concerns identified with a "no" in the Review Assessment. Your program status is now *In Review - Returned to Grantee*. Your next triennial Title VI program submission is due to FTA on December 1, 2023. Please retain documentation as needed to demonstrate the corrections noted have been addressed. FTA typically verifies corrections have been made and implemented at the next oversight opportunity, but can request this information at any time.

Your Title VI program demonstrates your agency has the procedures and resources to ensure public transportation services are provided in a nondiscriminatory manner, as required by Title VI of the Civil Rights Act of 1964. FTA's review and concurrence on a Title VI program does not relieve recipients from the requirements and responsibilities outlined in Circular 4702.1B or of the DOT Title VI regulation at 49 CFR Part 21. You must properly implement your program to ensure nondiscriminatory service, including full and fair participation in public transportation decision-making, and meaningful access to transit-related programs and activities by persons with limited English proficiency. If you use contractors or have subrecipients, you must monitor their compliance with Title VI. You can find these monitoring responsibilities in Chapter 2,

Section 6 (Contractors) and Chapter 3, Section 12 (Subrecipients) in the FTA Title VI Circular. As a basic requirement for Title VI compliance, you must develop a language assistance plan (LAP). Your LAP must include a Four Factor Analysis—you can find information on this analysis in Chapter 3, Section 6 of the FTA Title VI Circular. If you believe that your agency only serves an English-speaking population, you still must complete a Four Factor Analysis to demonstrate this.

Prior to implementing any major service changes or any fare change, transit agencies operating more than 50 vehicles in large urbanized areas must complete an equity analysis, and submit it for board review and approval. You can find more information on Service and Fare Equity (SAFE) Analyses in Chapter 4, Section 7 of the FTA Title VI Circular. Large transit agencies must also collect and report demographic data, including data gathered through rider surveys, and monitor transit service relative to system-wide service standards and service policies. If you need technical assistance with your SAFE Analysis, please contact your Regional Civil Rights Officer.

FTA is committed to providing technical assistance to help correct your Title VI program and to implement your program consistent with the regulations and guidance. In order to preserve paper, we are issuing this letter electronically via email and it is attached to your profile in TrAMS. Please do not hesitate to contact me directly at 312-353-4025 or at marjorie.hughes@dot.gov if you have any questions.

Sincerely,

Marjorie Hughes/s/
Civil Rights Officer, Region 5

cc: Kelley Brookins, FTA Region 5, Regional Administrator
Monica McCallum, FTA Civil Rights, Director of Regional Operations

Title VI Program Review Assessment:

Items below identified as “YES” are included in the Title VI program review, and no changes are needed. Items identified as “NO” were not included or were insufficient and must be corrected. Carefully address all insufficient items, as indicated in this review letter, to ensure you are implementing your Title VI program in accordance with the regulations.

Chapter 3: GENERAL REQUIREMENTS AND GUIDELINES

Does the program submission include appropriate documentation demonstrating that the transit board of directors has approved the Title VI program? *Yes*

Public Notice

Does the submission include a copy of the public notice informing the public of the protections against discrimination afforded to them under Title VI? *Yes*

Is there a list of public locations where the notice is posted? *Yes*

Did you verify the notice is posted on the agency’s website and in public areas of the agency’s offices? *Yes*

Does the public notice include how to request additional information on your Title VI obligations? *Yes*

Does the public notice include how to file a complaint? *Yes*

Complaint Procedures

Did you include the (internal to the agency) procedures for investigating and tracking Title VI complaints filed against them? *Yes*

Did you include the instructions it gives to members of the public about how to file a Title VI discrimination complaint? *Yes*

Are the procedures for filing a Title VI discrimination complaint available on the agency website? *Yes*

Complaint Form

Does the program include a copy of the complaint form that specifies the three classes protected by Title VI (race, color, and national origin)? *Yes*

Is the complaint form available on the agency’s website? *Yes*

Did you include a list of any of the following that allege discrimination on the basis of race, color, or national origin: active investigations conducted by entities other than FTA; lawsuits; and/or complaints naming the recipient? *N/A - no complaints received*

Public Participation Plan

Did you include a Public Participation Plan that describes the proactive strategies, procedures, and desired outcomes of public participation activities? *Yes*

Does the Public Participation Plan include information on how the grantee considers the needs of, and engages minority and LEP populations in public participation activities? *Yes*

Did you summarize the public outreach and involvement activities undertaken in the last 3 years? *Yes*

Board Selections

Did you select members to transit-related, non-elected planning boards, advisory councils or committees? *No - Information on non-elected boards, etc. not included and must be updated.*

If you select members, did you provide a table with a racial breakdown of the membership of those boards, councils, or committees? *Not Included*

Did you describe how they encourage minorities to participate on these boards, councils, and committees? *Not Included*

Subrecipient

Does the program indicate if you have subrecipients? *No - No subrecipients*

If you have subrecipients, did you provide the monitoring procedures and/or efforts you use to ensure subrecipients comply with Title VI? *Not Included*

Did you describe the process used to provide assistance to subrecipients, when needed? *Not Included*

LEP Four-Factor Analysis & Plan

Did you include a Language Assistance Plan? *Yes*

Does the Language Assistance Plan include a Four-Factor Analysis that determines the appropriate level of LEP assistance and outreach efforts needed? *Yes*

Did your Language Assistance Plan NOT include something? *A description of how you monitor evaluate and update the language access plan., A description of how you train employees to provide timely and reasonable language assistance to LEP populations., A description of the vital documents that will be translated into the language(s) of frequently encountered LEP groups consistent with the Safe Harbor Provision.*

Facility Site Equity Analysis

Did you identify a site or location for a new facility (excluding bus shelters) or construct a facility during the period covered by your program? *Yes*

Did you complete and submit an equity analysis conducted during the planning stage for all projects requiring land acquisition and the displacement of persons from their residences and businesses? *No*

Did the site analysis include outreach to persons potentially impacted by the siting of facilities? *Not Included*

Did the site analysis compare the equity impacts of alternative locations prior to selecting the preferred site? *Not Included*

Did you give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts might result? *Not Included*

Did you determine that the location of the project will result in a disparate impact on the basis of race, color, or national origin? *Not Included*

Did you provide a substantial legitimate justification for the project location? To do so, you must demonstrate that either 1) no alternative locations are available, or 2) any alternative locations, if identified, would result in the same or more disparate impact on the basis of race, color, or national origin. *Not Included*

Chapter 4: FIXED ROUTE TRANSIT PROVIDER REQUIREMENTS

Service Standards

Did you include your service standards and policies for each specific fixed route mode of service you provide? *Yes*

Which service standards, if any, are NOT included? *No service standards were missing from the submission*

Service Policies

Are the current service policies included? *Yes*

Is there a description of how service policies are adopted to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin? *Yes*

Which service policies, if any, are NOT included? *None - All service policies are included*

Large Urbanized Fixed Route Requirements

Demographic Data

Are demographic and service profile maps and charts (demographic data) included? *Yes*

Is the demographic data current as of the most recent decennial census or American Community Survey? *Yes*

Does the program include a description of how demographic data is prepared prior to proposed service reductions or eliminations? *Yes*

Does the demographic data include a base map of the transit service area? *Yes*

Does the base map include overlays of the required data? *Yes*

Do the demographic maps appropriately identify areas where the minority population exceeds that of the service area as a whole? *Yes*

Do the demographic maps appropriately identify areas where the low-income population exceeds that of the service area as a whole? *Yes*

Ridership Surveys

Do you collect demographic ridership and travel patterns using customer surveys? *Yes*

Which requirements of the ridership and travel pattern surveys are NOT met, if any? *Not Included*

Monitoring

Do you include the results of monitoring service standards and policies? *Yes*

Which required transit monitoring methods are NOT included, if any? *Use of the minority transit route definition to implement this monitoring program., An assessment and comparison of the performance of each minority and non-minority route in the sample for each of the service standards and service policies., For cases where the observed service exceeds or fails to meet the standard or policy include an analysis of why the discrepancies exist and document the steps taken to reduce the potential effects., An assessment of the transit amenity policy to ensure equitable distribution of amenities throughout the system., A board resolution - copy of meeting minutes - or similar documentation as evidence of the board or governing entity or official's consideration awareness and approval of the monitoring results.*

SAFE Analysis

Did you include the written policies and procedures for your service and fare equity analyses process? *Yes*

What required service and fare equity analysis policies or procedures are missing, if any? *Definition and analysis of adverse effects related to major changes in transit service., Description of the dataset(s) the agency uses when conducting a service equity analysis, A copy of board meeting minutes or resolution demonstrating the board's consideration awareness - and approval of the major service change policy - disparate impact policy and disproportionate burden policy*

Did you identify any service and/or fare equity analyses from the last 3 years? *Yes*

Did you include the results of the service and/or fare equity analyses conducted in the last 3 years? *No - equity analysis results were not included but major service change or fare change has occurred*

If there were service and/or fare equity analyses conducted in the last 3 years, what required documentation is NOT included, if any? *If the service equity analysis results in a disparate impact additional documentation is included regarding the elimination of alternatives and a substantial legitimate justification for the change, Equity analysis consistent with guidance and Appendix K for each major service or fare change, If the fare equity analysis results in a disparate impact additional documentation is included regarding the elimination of alternatives and a substantial legitimate justification for the change, A board resolution copy of meeting minutes or similar documentation as evidence of the board or governing entity or official's consideration awareness and approval of the analysis*

FTA Reviewer Comments:

The Rapid must update its Title VI Program to address the deficiencies noted above and as follows:

Title VI Notice:

The Rapid's Title VI Notice includes classes that are not protected by Title VI (i.e., creed, income, gender, age, and disability). The Rapids must update its notice on its Title VI Program and on its website to remove the unprotected classes or change the title of its notice from "Notification of Your Rights Under Title VI" to "Notification of Non-discrimination" or something similarly more general. The Rapids includes instructions on who to contact for questions, however, The Rapid is advised to strengthen its compliance with the requirement to provide instructions on how to request additional information about its Title VI obligations, by specifically stating, "to request additional information about The Rapid's Title VI obligations, please contact..."

Language Assistance Plan:

The Rapid appears to combine elements of its Language Assistance Plan when describing the activities, data, and results of its four-factor analysis. The Rapid is advised to separate and address the elements of its Language Assistance Plan from its four-factor analysis description in future Title VI Program updates. This will help to ensure that all required Language Assistance Plan elements are addressed. The Rapid does not appear to address what documents it considers vital, how it monitors and updates its Language Assistance Plan, and although it states it trains employees, it does not describe how it does so.

Facility Site Equity Analysis:

The Rapid identified at least two facility construction projects (Freeman Ave. Light Maintenance and Storage, Butterworth Ave. Facilities Department Building), however, it does not appear a site equity analysis is included in the Title VI Program, for either project. Although the Freeman Ave. project received a categorical exclusion, it is unclear if the categorical exclusion addressed the site analysis requirements. The Rapid must update its program to confirm the Freeman Ave. categorical exclusion addressed the requirements and include the required site equity analyses for Butterworth Ave. project if it expands the footprint of the existing facility it is replacing.

Also, please visit the FTA Civil Rights webpage for more information:

<https://www.transit.dot.gov/title6>



**2020 TITLE VI DOCUMENTATION
FOR THE
FEDERAL TRANSIT ADMINISTRATION**

**Original Submission November 2020
Revised January 2023**

**Contact: Maxwell Dillivan, AICP
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SECTION I. INTRODUCTION

Title VI of the Civil Rights Act of 1964 ensures that “no person in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” The Rapid is fully committed to the Title VI Assurance policies set forth by the Department of Transportation. These objectives work to ensure that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin. It is critical for The Rapid to maintain compliance with FTA Title VI policies to qualify for Federal funding.

The Interurban Transit Partnership, known as The Rapid, is the public transportation provider for the metropolitan Grand Rapids region. It is organized and operates under Michigan Public Act 196 of 1986. The activities of The Rapid are overseen by a 15-member board of directors that represents the six municipalities in The Rapid’s service area: East Grand Rapids, Grand Rapids, Grandville, Kentwood, Walker, and Wyoming. The ITP board is comprised of individuals who are selected to serve as a member of the board by the mayors of each of the six member cities. Further, membership of all official sub-committees of ITP are chosen by the board.

SECTION II. DATA COLLECTION AND REPORTING REQUIREMENTS

A. Civil Rights Complaints

There are no active lawsuits naming the Interurban Transit Partnership-The Rapid that alleges discrimination on the basis of race, color, or national origin with respect to service or other transit benefits.

B. Pending Grant Applications

There will be three FY 2021 Applications when the federal apportionments are released. These include:

- Section 5307
- CMAQ
- Section 5339

C. Civil Rights Compliance Reviews

The FTA conducted a Triennial Review of The Rapid in September 2019 and found the agency was in compliance except for one (1) finding which involved providing Title VI Rights Notices displayed in Spanish at all locates the notices are places. This finding has since been addressed.

D. DOT Title VI Assurance

The Rapid is fully committed to the DOT's Title VI Assurance policies.

E. Title VI Submittal

The Rapid's 2017 Title VI report was submitted to the FTA in December 2017 and is set to expire in January 2021. The 2020 Title VI report, once approved by the FTA, will be valid from January 31, 2021 to January 31, 2024.

F. Construction Projects

The Rapid has worked on several construction projects since 2017:

- Construction of a Light Maintenance and Storage Facility at 851 Freeman Ave SW. This project was completed in August 2020. The facility was constructed to store, maintain, and refuel Laker Line vehicles for the Laker Line Bus Rapid Transit (BRT) service. The project received a Categorical Exclusion (CE) under NEPA in February 2017. A facility site equity analysis was determined to be unnecessary as the site was previously undeveloped (vacant) where no residents or businesses were displaced. The CE as authorized by the FTA cites

“impacts of the project are not expected to be high and adverse” and “issues with compliance with FTA Circular 4703.1 are not anticipated.”

- Construction of 20 bus rapid transit platforms along the Laker Line route alignment in tandem with the Laker Line BRT project.
- Reconstruction of the Facilities Department Building at 700 Butterworth Ave SW. This effort included the demolition of the existing structure on the site and the construction of a new office building and more adequate, covered parking areas for equipment and vehicles. Reconstruction of the Butterworth facility did not increase the footprint of the former facility which had existed on the site previously, and therefore, a facility site equity analysis was not required. This project concluded in the Fall of 2022.

SECTION III. TITLE VI NOTIFICATION AND MONITORING

A. Public Notification of Title VI Rights

The Rapid uses a number of methods to ensure the public knows its Title VI rights. The following information appears on The Rapid's webpage, is displayed at our Information Center, on the bus transfer station platforms, and on all Rapid buses:

Notification of Non-Discrimination

The Rapid fully complies with Title VI of the Civil Rights Act of 1964 and related statutes and regulations in all programs and activities. The Rapid operates without regard to race, color, national origin, creed, income, gender, age, and disability. Any person who believes him/herself, or any specific class of persons, to be subject to discrimination prohibited by Title VI may by him/herself or by representative file a written complaint with The Rapid. A complaint must be filed no later than 180 days after the date of the alleged discrimination and contain the following information:

- Name, address, and phone number of the Complainant
- Name, address, phone number and relationship of Representative to Complainant (if applicable)
- Basis of complaint (i.e., race, color, national origin)
- Date of alleged discriminatory act(s)
- Date complaint received by the MPO
- A statement of the complaint, including specific details, relevant facts and documentation.

To request additional information about The Rapid's Title VI obligations, please contact our Title VI Coordinator by mail or email:

Mail
Attn: Title VI Coordinator
Planning Department
300 Ellsworth SW
Grand Rapids, MI 49503

Email
titlevi@ridetherapid.org

B. Response to Title VI Complaints

The following is The Rapid's official policy for response to Title VI complaints:

If The Rapid receives a Title VI complaint as described in the Notification of Non-Discrimination, the following process will be followed:

Within fifteen (15) days, The Rapid shall confirm receipt of the complaint and inform the Complainant of the investigation process. Within sixty (60) days—should the complaint have merit—The Rapid shall commence an investigation of the allegation(s). The purpose of an investigation is to determine whether there is a reason to believe that a failure to comply with Title VI of the Civil Rights Act of 1964 has occurred. In addition, The Rapid will render a recommendation for action in a report of findings or resolution. Within ninety (90) days, The Rapid will notify the Complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the Complainant of his/her right to file a formal complaint with the Federal Transit Administration (FTA) Title VI Coordinator if they are dissatisfied with the final decision rendered by The Rapid. The Rapid maintains a log of all Title VI complaints received.

If a probable cause of a discriminatory practice based on race, color, or national origin is found to exist, The Rapid shall endeavor to eliminate said practice by means of a Remedial Action Plan. The Remedial Plan shall include: a list of all corrective actions accepted by the agency; a description of how the corrective action will be implemented; and a written assurance that the agency will implement the accepted corrective action in the manner discussed in the plan. Where attempts to resolve the complaint fail, the complainant shall be notified in writing of his or her right to submit the complaint to the Federal Transit Administration as cited in FTA C4702.1A.

C. Sub-Recipients and Title VI Monitoring

The Rapid has no sub-recipients under Title VI monitoring.

SECTION IV. PUBLIC OUTREACH AND LIMITED ENGLISH PROFICIENCY (LEP) OUTREACH

The DOT Guidance outlines four factors recipients should apply to the various kinds of contracts they have with the public to assess language needs and decide what reasonable steps they should take to ensure meaningful access for LEP persons:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee.
2. The frequency with which LEP individuals come in contact with the program.
3. The nature and importance of the program, activity, or service provided by the recipient to the LEP Community.
4. The resources available to The Rapid and overall cost.

This plan uses the recommended four-factor analysis of an individualized assessment considering the four factors outlined above. Each of the following factors is examined to determine the level and extent of language assistance measures required to sufficiently ensure meaningful access to The Rapid services and activities that may affect their quality of life.

For monitoring purposes, the Language Assistance Plan (LAP) as included in this section is reviewed and updated every three years concurrently with the update to the Title VI Plan. The LAP is reviewed for compliance with updated FTA rules and guidelines, to mirror internal Rapid policies and procedures, and to consider effectiveness of strategies.

A. Factor 1: The Proportion, Numbers and Distribution of LEP Persons

Census, State, and Local Population Data

The Rapid's primary service area includes the cities of East Grand Rapids, Grand Rapids, Grandville, Kentwood, Walker, and Wyoming which constitute nearly the entirety of the Grand Rapids Urbanized Area (UA). According to the American Community Survey, there are over 6,000 limited English-speaking households in the Grand Rapids area, or 2.7% of all households in the urbanized area. Given the metro region's recent history of highly-active faith-based refugee re-settlement service organizations, the Grand Rapids area includes a wide variety of distinct language groups originating from all over the world, especially within the City of Kentwood. Of these limited English-speaking households, Spanish-speaking households comprise almost half of Limited English Proficiency households in the service area. Further, all six member communities of The Rapid have Spanish as the largest LEP group. Several neighborhoods within the service area feature a majority-Spanish speaking population, including Southwest Grand Rapids near Grandville and Clyde Park avenues. The table below details the language groups spoken in The Rapid's primary service area.

Table 1 - Detailed Household Language Spoken by Household Limited English Speaking Status (2018)

	Grand Rapids Urbanized Area	
	Households	Percent
Total Population	231,533	100.0%
English only	201,011	86.8%
Spanish	16,213	7.0%
Limited English-speaking household	2,983	1.3%
Not a limited English-speaking household	13,230	5.7%
French, Haitian, or Cajun	1,019	0.4%
Limited English-speaking household	119	0.1%
Not a limited English-speaking household	900	0.4%
German or other West Germanic languages	1,448	0.6%
Limited English-speaking household	87	0.0%
Not a limited English-speaking household	1,361	0.6%
Russian, Polish, or other Slavic languages	1,439	0.6%
Limited English-speaking household	69	0.0%
Not a limited English-speaking household	1,370	0.6%
Other Indo-European languages	2,051	0.9%
Limited English-speaking household	212	0.1%
Not a limited English-speaking household	1,839	0.8%
Korean	295	0.1%
Limited English-speaking household	169	0.1%
Not a limited English-speaking household	126	0.1%
Chinese (incl. Mandarin, Cantonese)	770	0.3%
Limited English-speaking household	148	0.1%
Not a limited English-speaking household	622	0.3%
Vietnamese	1,526	0.7%
Limited English-speaking household	827	0.4%
Not a limited English-speaking household	699	0.3%
Tagalog (incl. Filipino)	387	0.2%
Limited English-speaking household	42	0.0%
Not a limited English-speaking household	345	0.1%
Other Asian and Pacific Island languages	1,322	0.6%
Limited English-speaking household	572	0.2%
Not a limited English-speaking household	750	0.3%
Arabic	819	0.4%
Limited English-speaking household	0	0.0%
Not a limited English-speaking household	819	0.4%
Other and unspecified languages	3,233	1.4%
Limited English-speaking household	991	0.4%
Not a limited English-speaking household	2,242	1.0%
Total non-English-speaking households	30,522	13.2%

Limited English-speaking household	6,219	2.7%
Not a limited English-speaking household	24,303	10.5%

Source: 2018 American Community Survey 1-Year Estimates (Table B16002)

Overall, people with Limited English Proficiency make up 16.8% of our service area population, with Spanish-speaking people making up the most significant proportion of this population, representing 10.5% of the total population. Vietnamese speaking people make up 1.4% of the population (0.7% of households) and no other language group makes up more than 1% of the service area population.

Available data from the 2018 American Community Survey estimates indicates the number of people and households with Limited English Proficiency has increased slightly since 2015.

Table 2 - Summary of LEP population among The Rapid's Charter Member Communities (2018)

	E. Grand Rapids	Grand Rapids	Grandville	Kentwood	Walker	Wyoming
Population 5 years and over	10,867	183,087	14,736	47,689	23,077	69,747
Speak only English	95.8%	83.9%	92.8%	76.2%	94.8%	78.1%
Speak a language other than English	4.2%	16.1%	7.2%	23.8%	5.2%	21.9%
Spanish or Spanish Creole	1.4%	10.9%	5.4%	6.6%	2.3%	17.2%
Other Indo-European languages	2.3%	1.9%	0.8%	7.7%	1.3%	1.4%
Asian and Pacific Island languages	0.5%	1.6%	1.0%	6.6%	1.0%	3.1%
Other languages	0.1%	1.6%	0.0%	2.9%	0.6%	0.2%

Source: 2018 American Community Survey 5-Year Estimates (Table S1601)

B. Factor 2: Frequency of Contact with LEP Individuals

Experience with LEP Persons

The Rapid has offices accessible to the public and therefore accessible to LEP individuals. Additionally, the board meets monthly and will host public hearings or input meetings as needed, all of which are open to the public and could potentially involve LEP individuals. Given the amount of LEP individuals as displayed in Table 1 (above), the probability of The Rapid's employees to encounter an LEP individual is high.

Utilization of available services by LEP individuals varies. Translation and Travel Training services are implemented upon request. The Language Line is frequently used, mostly for Spanish translation, with somewhat frequent request for Arabic, Bosnian, and Vietnamese. For example, from October 1, 2018 through September 30, 2020 Language Line received 1,549 calls: 6 translations for Vietnamese, 1 for Swahili, 1 for Arabic, 2 for Somali, 7 for Kinyarwanda, 5 for Albanian, 5 for Farsi, 3 for Dari, 1 for Hebrew, and 1,518 for Spanish. Language Line is available for all callers to The Rapid,

and is used primarily by our Special Services department and the Information Center line.

C. Factor 3: The Nature and Importance of the Program, Activity, or Service to LEP

The Rapid provides two main services that are very important to people with Limited English Proficiency:

- Fixed Route bus service
- Door to door paratransit service

If limited English becomes a barrier to accessing these primary services, people will not have the mobility necessary to access what our community has to offer, including jobs, healthcare, shopping, recreation and social opportunities. Specific barriers that could arise because of limited English are:

- Difficulty reading and interpreting route schedules and maps
- Fare systems
- Rules for riding the bus and utilizing our other facilities
- Information on how to ride the systems
- Difficulties scheduling door-to-door paratransit service.
- Determining how to file complaints/suggestions/commendations

Community Organizations and Relationships

Historically, The Rapid (ITP) has worked closely with a variety of community organizations in our service area that work directly with Limited English Proficiency populations. Because these organizations provide critical services to LEP persons beyond transportation, their guidance is integral to the continuing improvement of our existing LEP services. We have implemented a number of their suggestions including holding bus trainings with translators and the Language Line. We will continue to dialogue with them to improve access for people with limited English proficiency.

Review of Programs, Activities, and Services

We have a fully integrated Language Line service in our call centers that can accommodate translations for up to 57 languages. Call center staff are trained to utilize the Language Line service in situations where English language proficiency is lacking. When newly-hired employees in the call center are brought on, they are given instructions of how and when to use the language line service. A copy of The Rapid's training manual for Language Line is included in Attachment 9. Usage of the Language Line service is evaluated by the Special Services Department on an on-going basis to monitor and evaluate effectiveness of the service. The Rapid also offers correspondence using Google Translate as needed. In addition, the Language Line service availability is highlighted on The Rapid's website in the Title VI section. All documents available on The Rapid's website and schedules may be translated to multiple languages using built-in browser settings. These documents include

timetables, planning documents, Title VI notices, etc. Further, all physical Title VI notifications are posted in English and Spanish.

The Rapid offers Bus 101 trainings and familiarizations as requested with agencies and schools working with LEP populations, as well as the Clinica Santa Maria (Mercy Health) social workers and outreach personnel and Hispanic Center to offer information and resources, including a ‘train the trainer’ familiarization trip. Travel Training utilizes on-going contracted translation services with The Hispanic Center of West Michigan.

Our Travel Training department also has an ongoing relationship with the KISD (Kent Intermediate School District’s) two locations in the city’s northeast end and in Wyoming to the southwest. These schools work with adult learners in ESL. This gives the LEP adult learners an overview of The Rapid’s service and intercity travel including Amtrak and the Indian Trails buses at this hub.

Interpreters are provided for our paratransit evaluation ‘In Person Assessments’. Availability of one-on-one Travel Training or group familiarization trips with interpreters for businesses and community partners.

In addition to transit familiarization trips, our existing services include one-on-one travel training with a Rapid staff member and a contracted translator, a “field-trip” program performed by request during which a translator and a Rapid staff member will take a group on an introductory/learning ride as requested by partner agencies and churches, and our Language Line service.

Our Communications department has all important service-impacting messages translated from English to Spanish, including recorded audio translation (for on-bus announcements) and translated written materials (examples include public hearing announcements, on-bus rules and conduct, and more). Additionally, our Communications department is prioritizing adding Spanish to new external facing campaigns and increasing ad buys with media outlets that have a primarily Spanish speaking audience.

All employees who are primarily in contact with the public (information center staff, paratransit call takers, and travel trainers) receive training about the availability of LEP services and how they are to utilize these services properly so that we may communicate with customers regardless of the language they speak.

D. Factor 4: Resources Available to The Rapid and Overall Costs

Inventory, Additional Needs, and Budget Analysis

The main costs associated with our current LEP services include our Language Line service and our contracted translation services. These services account for approximately \$14,300 worth of costs annually (\$13,800 for Language Line Services, \$500 for contracted services from the Hispanic Center of Western Michigan). In addition, our Travel Trainer/ADA Administrator (Sarah Green) is the main coordinator

of our various transit orientation programs. Their staff time contributes to the cost of providing LEP services. Our Communications department budgets \$5,000 (per year) for English to Spanish translation services (through Michelle Jokisch Polo).

E. Current Practices and Future LEP Activities

Community Organization and Information Review; Direct Consultation with LEP Persons

Our interactions with the various community organizations previously mentioned serve as the basis of our continuing adaptation of LEP services to best serve LEP persons. Many of our partnerships with these organizations are long standing, so our LEP services and programming reflect on-going input and review from our partners.

Currently, we do not have an official program in place to consult directly with the LEP persons we serve to gauge satisfaction with our current services or identify unmet needs. We will continue to consult with the West Michigan Hispanic Chamber of Commerce and other allies to find ways to increase the reach of our LEP services, as well as working to develop a method to solicit direct input and feedback from the LEP persons that we serve.

Depending on the results of these two efforts, we will identify new program needs and/or adjust current programming to reflect any deficiencies in service.

SECTION V. DEMOGRAPHIC DATA

A. Introduction to Demographic Data

The Rapid's service area includes a six-city region of southwest Kent County in which a variety of fixed-route and demand-response services such as GO!Bus are offered. The six cities forming the Interurban Transit Partnership comprise the majority of its service area, including route extensions into the townships of Alpine, Byron, Gaines, Cascade, and Plainfield. The service area also extends into Ottawa County's Allendale Township and Tallmadge Township as part of its contracted service with Grand Valley State University and northern Kent County to the cities of Cedar Springs and Big Rapids as part of its contracted service with Ferris State University. Please note that the population data used in this report includes the primary service area of The Rapid: the cities of East Grand Rapids, Grand Rapids, Grandville, Kentwood, Walker, and Wyoming (Kent County) and portions of the townships of Alpine, Byron, Gaines, Cascade, and Plainfield (Kent County).

B. Minority and Poverty Population by Route

Table 3 illustrates total population, minority population, and population in poverty by route within $\frac{1}{4}$ a mile of stops for each bus route within The Rapid's fixed route network. Nearly all Rapid fixed route services provide service to high poverty areas where 20% or more of the local population is at or below the federal poverty threshold. The primary exception to this are the two fixed routes which exclusively operate in industrial zones, Route 27 Airport Industrial and Route 33 Walker Industrial. Several routes, including routes 1, 2, 3, 4, 10, 24, and Silver Line provide service to areas where more than half of the local population is non-white.

Table 3 – Minority and Poverty Populations within ¼ Mile of Stops by Route

Route	Population Served	Population in Poverty	Percent in Poverty	Minority Population	Percent Minority
Silver Line	15,053	4,427	30.3	8,569	56.9
Route 1 Division / Madison	22,910	5,284	24.0	13,567	59.2
Route 2 Kalamazoo	27,302	5,200	19.8	14,752	54.0
Route 3 Wyoming / Rivertown	22,200	3,552	17.1	11,801	53.2
Route 4 Eastern	30,748	5,973	21.3	15,959	51.9
Route 5 Wealthy / Woodland	22,371	3,439	15.9	8,415	37.6
Route 6 Eastown / Woodland	22,596	3,403	17.2	4,845	21.4
Route 7 West Leonard	16,785	3,290	20.0	4,721	28.1
Route 8 Prairie / Rivertown	20,210	3,247	17.3	9,598	47.5
Route 9 Alpine	15,624	3,381	24.7	5,645	36.1
Route 10 Clyde Park	19,843	3,840	21.4	11,532	58.1
Route 11 Plainfield	14,544	3,243	22.6	4,538	31.2
Route 12 Westside	13,256	1,943	19.9	3,949	29.8
Route 13 Michigan / Fuller	17,054	3,281	21.2	5,174	30.3
Route 14 East Fulton	14,690	2,548	20.8	4,368	29.7
Route 15 East Leonard	15,263	3,443	26.0	5,069	33.2
Route 24 Burton	30,072	5,062	18.4	15,478	51.5
Route 27 Airport Industrial	3,176	298	8.8	1,113	35.0
Route 28 West 28th	16,786	2,463	14.8	5,843	34.8
Route 29 East 28th	3,999	490	14.4	1,257	31.4
Route 33 Walker Industrial	3,218	256	7.8	585	18.2
Route 44 44th Street	21,572	2,414	11.2	8,729	40.5
System Total	389,272	70,477	18.1	165,507	42.5

Source: 2020 American Community Survey 5-Year Estimates

C. Service Equity Analysis

The Rapid provides equitable service across its service area to all minority groups. Appendices 1 and 2 demonstrate a high concentration of bus routes in most of the census tracts with high minority population and high concentrations of people in poverty. This is borne out by Table 4, which analyzes the distribution of minority population in the service area against transit ridership and bus frequency.

Table 4 – Analysis of Minority and Poverty Populations and Transit Service Levels

Route	Percent in Poverty	Percent Minority	Annual Ridership	% of Ridership	Peak Frequency
Silver Line	30.3	56.9	452,131	12.1	15 mins
Route 1 Division / Madison	24.0	59.2	299,136	8.0	30 mins
Route 2 Kalamazoo	19.8	54.0	321,197	8.6	15 mins
Route 3 Wyoming / Rivertown	17.1	53.2	109,678	2.9	30 mins
Route 4 Eastern	21.3	51.9	279,495	7.5	15 mins
Route 5 Wealthy / Woodland	15.9	37.6	103,249	2.8	30 mins
Route 6 Eastown / Woodland	17.2	21.4	167,941	4.5	30 mins
Route 7 West Leonard	20.0	28.1	123,173	3.3	30 mins
Route 8 Prairie / Rivertown	17.3	47.5	139,982	3.7	30 mins
Route 9 Alpine	24.7	36.1	324,794	8.7	15 mins
Route 10 Clyde Park	21.4	58.1	160,542	4.3	30 mins
Route 11 Plainfield	22.6	31.2	187,204	5.0	15 mins
Route 12 Westside	19.9	29.8	150,372	4.0	30 mins
Route 13 Michigan/Fuller	21.2	30.3	104,027	2.8	30 mins
Route 14 East Fulton	20.8	29.7	74,371	2.0	30 mins
Route 15 East Leonard	26.0	33.2	174,931	4.7	30 mins
Route 24 Burton	18.4	51.5	112,021	3.0	30 mins
Route 27 Airport Industrial	8.8	35.0	38,600	1.0	30 mins
Route 28 West 28th	14.8	34.8	196,449	5.2	15 mins
Route 29 East 28th	14.4	31.4	65,193	1.7	30 mins
Route 33 Walker Industrial	7.8	18.2	n/a	n/a	60 mins
Route 44 44th Street	11.2	40.5	160,913	4.3	30 mins
System Total	18.1	42.5	3,745,399	100.0	

Source: 2020 American Community Survey 5-Year Estimates; Rapid FY 22 Ridership Data

Several of The Rapid's 15-minute peak service routes coincide with high minority and low-income areas. For instance, the Division Avenue corridor receives 15-minute all day service (6am – 6pm) on weekdays via Silver Line and 30-minute all day service on Route 1 with a total of 11 vehicles serving the corridor throughout the day. Silver Line serves a population that is 30.3% low-income and 56.9% minority within a quarter mile of stops along its route, the highest in the system. Further, the Silver Line BRT is The Rapid's flagship route with its highest level of service and stop amenities. Route 10 Clyde Park is one notable exception; however, coupled with Route 3, the majority of the high minority and low-income populations along the alignment (primarily the Grandville Avenue/Cesar Chavez corridor) receive 15-minute all day service on weekdays. Route 2 Kalamazoo and Route 4 Eastern also serve high minority/low income populations with 15-minute all day service (6am – 6pm) on weekdays.

Finally, it is worth noting the vast majority of our service has access to adequate transit service. Using transit planning software, Remix, it was found that 92% of the residents in our primary service area live within ½ mile a fixed route bus line.

SECTION VI. SERVICE STANDARDS AND POLICIES

A. Vehicle Load

Vehicle load factor for The Rapid route system is monitored on an ongoing basis. The method used to monitor this activity includes passenger sampling, analysis of ridership data, and use of driver feedback. Since the outbreak of coronavirus in West Michigan around mid-March, overcrowding has been imperative to monitor and control. While ridership decreased drastically during this time period, service levels were reduced correspondingly in order to preserve agency operating resources. Capacity limitations of 15 persons maximum on board per vehicle were instituted system-wide between March and August 2020 in order to allow for proper distancing and reduce likelihood of coronavirus transmission. Additional “shadow” vehicles were dispatched when operators reported vehicles were at capacity limits. Capacity limits were relaxed in late August 2020 when service levels were increased and the number of additional “shadow” vehicles necessary had remained at zero for several weeks. With increased capacity and reduced ridership levels, overcrowding has not been an issue on any route.

In the case where overcrowding consistently occurs on a particular route, The Rapid examines frequency improvements, schedule changes, or enhanced transit modes such as BRT, and brings these suggestions forth to The Rapid’s Board of Directors who provide final approval on major route changes or investments.

The vehicle load factor (ratio of peak hour seats available compared to peak hour boardings) is illustrated below in Table 5. Figures represent weekday service.

Table 5 – Vehicle Load Factor

Route	Peak Hour	Frequency	Peak Hour Vehicles	Capacity	Ridership at Peak Hour	Load Factor
Silver Line	4:00-4:59 pm	15	6	240	126	0.53
Route 1 Division / Madison	3:00-3:59 pm	30	4.5	180	91	0.51
Route 2 Kalamazoo	3:00-3:59 pm	15	6	240	123	0.51
Route 3 Wyoming / Rivertown	3:00-3:59 pm	30	3	120	46	0.39
Route 4 Eastern	3:00-3:59 pm	15	7	280	146	0.52
Route 5 Wealthy / Woodland	4:00-4:59 pm	30	3	120	47	0.40
Route 6 Eastown / Woodland	3:00-3:59 pm	30	3	120	56	0.47
Route 7 West Leonard	3:00-3:59 pm	30	2.5	100	72	0.72
Route 8 Prairie / Rivertown	3:00-3:59 pm	30	3	120	50	0.42
Route 9 Alpine	3:00-3:59 pm	15	5	200	125	0.62
Route 10 Clyde Park	3:00-3:59 pm	30	3	120	68	0.57
Route 11 Plainfield	3:00-3:59 pm	15	5	200	97	0.48
Route 12 West Fulton	7:00-7:59 am	30	2.5	100	84	0.84
Route 13 Michigan / Fuller	3:00-3:59 pm	30	2.5	100	49	0.49
Route 14 East Fulton	3:00-3:59 pm	30	2	80	42	0.52
Route	Peak Hour	Frequency	Peak Hour Vehicles	Capacity	Ridership at Peak Hour	Load Factor
Route 15 East Leonard	3:00-3:59 pm	30	2.5	100	81	0.81

Route 24 Burton	2:00-2:59 pm	30	4	160	58	0.36
Route 27 Airport Industrial	3:00-3:59 pm	30	1	40	24	0.60
Route 28 West 28th	3:00-3:59 pm	15	6	240	83	0.34
Route 29 East 28th	3:00-3:59 pm	30	1	40	25	0.62
Route 33 Walker Industrial	n/a	60	1	40	n/a	n/a
Route 44 44th Street	3:00-3:59 pm	30	4	160	69	0.43
				3,100	1,563	0.50

The Rapid regularly monitors vehicle load factors. If a route has a load factor greater than 1.0, the route is flagged for close monitoring. Routes with load factors of greater than 1.5 warrant actions taken to address the issue. Since the pandemic, issues of full buses or overcrowding are very rare. Essentially, the only route which experiences this phenomenon is Route 12 Westside which serves students at Union High School. Other routes with higher load factors include Route 7, Route 9, Route 10, and Route 15. Route 9 features 15 minute service at peak to address potential overcrowding issues, though this occurrence is very rare. Route 15 also serves high school students but instances of overcrowding have been non-existent.

If a route's load factor reaches less than 0.50, Rapid Planning staff monitors the situation, and if the load factors fall below 0.30, measures to address this issue will be taken, such as cutting service or modifying existing service. Routes 3 and 24 currently have very low load factors just above 0.30. Route 3 is coupled with Route 10 through the Grandville Ave/Cesar Chavez Ave corridor which contributes to its reduced load factor. Route 24 is one of The Rapid's longest routes in terms of mileage, and in order to maintain 30-minute frequency (deemed to be the minimum acceptable peak frequency for a route of this nature), four vehicles are required. In turn, this causes lower vehicle loads as ridership is dispersed throughout the four vehicles.

B. Vehicle Headways

As of December 2022, six routes provide 15-minute service or greater during weekday peak hours. These routes are the Silver Line, Route 2 Kalamazoo, Route 4 Eastern, Route 9 Alpine, Route 11 Plainfield, and Route 28 28th Street. The rest of the system operates every 30 minutes during weekday service. Table 6 illustrates vehicle headways by route.

Table 6 – Vehicle Headways by Route and Time

Route	Weekday AM/PM	Weekday Midday	Weekday Evening	Saturday Morning	Saturday Midday	Saturday Evening	Sunday
Silver Line	15	15	30	30	30	30	30
Route 1 Division / Madison	30	30	30	30	30	30	30
Route 2 Kalamazoo	15	15	30	60	30	60	30
Route 3 Wyoming / Rivertown	30	30	60	60	60	60	60
Route 4 Eastern	15	15	30	60	30	60	60
Route 5 Wealthy / Woodland	30	30	60	60	60	60	
Route 6 Eastown / Woodland	30	30	30	60	30	60	60
Route 7 West Leonard	30	30	60	60	60	60	60
Route 8 Prairie / Rivertown	30	30	60	60	60	60	60

Route 9 Alpine	15	15	30	60	30	60	60
Route 10 Clyde Park	30	30	60	60	60	60	60
Route 11 Plainfield	15	15	30	60	30	60	60
Route 12 Westside	30	30	60	60	60	60	
Route 13 Michigan / Fuller	30	60	60	60	60	60	
Route 14 East Fulton	30	60	60	60	60	60	
Route 15 East Leonard	30	30	60	60	60	60	60
Route 24 Burton	30	30	60	60	60	60	
Route 27 Woodland / Airport	30	60	60				
Route 28 West 28 th	15	15	30	60	30	60	60
Route 29 East 28 th	30	30	60	60	60	60	60
Route 33 Walker Industrial	60						
Route 44 44th Street	30	30	60	60	60	60	60

Note:

Weekday AM/PM: 6:15 AM - 8:45 AM and 3:15 PM – 6:45 PM
Weekday Midday: 8:45 AM – 3:15 PM
Weekday Evening: 6:45 PM – 10:00 PM
Saturday Morning: 6:00 AM - 9:30 AM
Saturday Midday: 9:30 AM - 5:00 PM
Saturday Evening: 5:00 PM - 10:00 PM
Sunday: 7:00 AM - 7:00 PM

C. On-Time Performance

The Rapid maintains a standard of 90.0% on-time with for the fixed-routes system which is measured on an ongoing basis and reported on a quarterly basis. The standard is based on real-time vehicle information from all its fixed route buses, as opposed to random time checks completed by road supervisors, which was the former method. This has provided a much more comprehensive picture of how well the system is adhering to posted schedules. Various obstacles such as inclement weather, construction, and traffic delays occasionally hinder the overall performance of the system. “On-time” is defined as being less than five (5) minutes late and zero (0) minutes early. Table 7 illustrates the on-time performance by quarter since FY 2020.

Table 7 – Fixed-Route On-Time Performance Summary

Quarter	Months	On-Time Performance
FY 2020 1st Quarter	Oct-Dec	81.9%
FY 2020 2nd Quarter	Jan-Mar	88.7%
FY 2020 3rd Quarter	Apr-Jun	90.0%
FY 2020 4 th Quarter	Jul-Sep	93.9%
FY 2021 1st Quarter	Oct-Dec	95.2%
FY 2021 2nd Quarter	Jan-Mar	95.3%
FY 2021 3rd Quarter	Apr-Jun	93.4%
FY 2021 4th Quarter	Jul-Sep	88.4%
FY 2022 1st Quarter	Oct-Dec	89.2%
FY 2022 2nd Quarter	Jan-Mar	91.0%
FY 2022 3rd Quarter	Apr-Jun	87.9%
FY 2022 4 th Quarter	Jul-Sep	85.8%
	Average	90.0%

D. Distribution of Transit Amenities

Passenger shelters are generally located at stops that demonstrate at least forty boardings per operating day. On occasion, The Rapid will locate at shelter at stops with less passenger activity that demonstrate a need such as locations near senior housing, sizable disabled population, grocery stores, or in locations where a partnering entity or jurisdiction helps pay for a new shelter and its installation. Currently, The Rapid has 1,600 bus stops. All The Rapid routes have bus stop signs at intervals of one-tenth to one-quarter of a mile. In addition, all the stops in the system contain information panels that illustrate route schedules and maps. Furthermore, The Rapid has installed 153 benches and 112 shelters at various stops throughout the system based on boardings per day, transfer locations, proximity to senior or disabled populations, and key destinations such as grocery stores, medical facilities, and schools.

In 2019, The Rapid, in partnership with the City of Grand Rapids Mobile GR and Parking Services Department, embarked on an initiative to improve the bus stop waiting environment at transit stops throughout the city of Grand Rapids. This initiative, referred to as the “Bus Stop Improvement Program,” has resulted in installations of several benches, transit shelters, waste receptacles, and other stop amenities to improve passenger waiting experiences. On the heels of the successful installation of the initial set of improvements through 2021, subsequent phases of improvements are planned in order to meet the original goals of the Bus Stop Improvement Program. This program is expected to continue through 2024.

E. Service Availability

The Rapid’s Accessibility Policy is based on the premise that a route is accessible for the general public if the person must travel no more than 2,000 feet (approximately a five-minute walk) to get to the nearest bus stop. In addition, all of The Rapid’s fixed-routes are accompanied by its GO!Bus demand-response paratransit service, available to all residents of The Rapid’s six-city service area who cannot access the fixed route buses as defined by the Americans With Disabilities Act. The Rapid also offers its PASS service, which is a demand response service which can be used by anyone living in The Rapid’s six-city service area. The PASS service is available to destinations more than $\frac{3}{4}$ of a mile from a Rapid fixed route bus line and will take riders from their origin/destination to the nearest bus line, to ensure that all areas of our six-city service area are accessible by public transportation. Lastly, The Rapid launched its mobility on-demand microtransit service in January 2022. The service is available in industrial zones in Walker and Kentwood. Riders can request trips calling in or using a smartphone app. Trips must begin and end within the defined geographic zone.

F. Vehicle Assignment

The Rapid has a fixed-route fleet size of 162 wheelchair-accessible buses. All The Rapid’s regular fixed route buses are forty feet in length and are able to seat approximately 40 people. The Rapid also operates the City of Grand Rapids’ Downtown Area Shuttle (DASH) which is operated with 29- and 35-foot vehicles. DASH vehicles are capable of seating between 30-35 passengers. Buses are predominately assigned based on route ridership with the exception of specific buses allocated to bus rapid transit (BRT) routes (i.e., Silver Line and Laker Line) and two vehicles dedicated for long-distance highway travel between Grand Rapids and Big Rapids contracted with Ferris State University (Route 100). Occasionally other considerations such as bus availability, narrow streets, excessive curbage or operational factors influence how buses are assigned to particular routes; however, vehicles are predominantly assigned to routes at random. In addition, all fixed buses are equipped with automated passenger counters (APCs). Table 8 details The Rapid’s fleet as of December 2022.

Table 8 – Vehicle Inventory

Number in Fleet	Length	Year Manufactured	Company	Model	Fuel	Notes
5	40'	2009	GILLIG	Low Floor	Diesel	
11	40'	2011	GILLIG	Low Floor	Diesel	
5	29'	2011	GILLIG	Low Floor	Diesel	DASH
21	40'	2012	GILLIG	Low Floor	Diesel	
10	40'	2013	GILLIG	Low Floor	Diesel	
10	40'	2014	GILLIG	BRT Plus	Hybrid-Electric	Silver Line
1	40'	2016	GILLIG	Low Floor	CNG	
5	35'	2017	GILLIG	Low Floor	CNG	DASH
27	40'	2017	GILLIG	Low Floor	CNG	
20	40'	2018	GILLIG	Low Floor	CNG	
2	60'	2019	NEW FLYER	XN60'	CNG	Laker Line
4	35'	2019	GILLIG	Low Floor	CNG	DASH
10	40'	2020	GILLIG	Low Floor	CNG	
14	60'	2020	NEW FLYER	XN60'	CNG	Laker Line

G. Transit Security

The Rapid utilizes various tools to maximize transit security and the safety of passengers. The Rapid employs a full time Security Manager and eight full time Fare Enforcement Officers. The Rapid has 24 hour security at its Rapid Central Station facility and contracts with local law enforcement for assistance during busy times at the station. Furthermore, Central Station is equipped with video surveillance and all buses are equipped with video and audio surveillance. Security and Fare Enforcement Officers are equipped with body-worn cameras that are worn during their shift. The Rapid also exercises a policy of reporting any and all suspicious persons and activities. In addition, all operators and staff have gone through security training programs and emergency response protocols.

SECTION VII. TITLE VI MONITORING POLICIES

A. Overview of The Rapid's Monitoring Policies

There are three primary tools that The Rapid uses to monitor service. These three tools are monthly ridership and productivity reports, quarterly report cards, and Geographic Information Systems (GIS) technology.

The Ridership and Productivity Report is presented to The Rapid Board each month. This report measures route performance based on passengers per mile, passengers per hour, farebox recovery percentage, and ridership. The culmination of this information determines route effectiveness and efficiency and is a tool used by staff and The Rapid Board to establish planning policy.

Report Cards to the community are presented to The Rapid Board and made available to the public on a quarterly basis (every three months). The report card is designed to measure service quality and safety by reporting system productivity (ridership), safety (accidents per 100,000 miles), customer service (complaints per 100,000 passengers, on time performance, and cost effectiveness (cost per passenger). This report is posted on The Rapid's web site and is given to the local media.

The Rapid Planning staff use Geographical Information Systems (GIS), on-board survey data, and farebox data, passenger surveys and the Remix planning tool to gather and monitor data and ridership patterns for the fixed-route system. Internally, The Rapid's Route and Service Planning Committee uses this data to evaluate and adapt service where necessary. The Rapid uses U.S. Census, LEHD, and BLS data to analyze recent and upcoming route changes and/or enhancements for our current fixed route services.

As of October 2020, The Rapid is undergoing a comprehensive operational analysis (COA) colloquially referred to as *Mobility for All*. Mobility for All is a planning process that explores practical, achievable ways The Rapid can improve its transit network. The final recommendations of the plan will be "cost-neutral" utilizing existing resources to increase system ridership, productivity, and implement new services to better serve the six-city region. More information on the plan at therapidmobilityforall.com.

B. Monitoring Service Quality Using Ridership Surveys

The Rapid conducts statistically significant onboard surveys every two years. The Rapid will use the information gleaned from these surveys to monitor service to quality to Title VI protected classes.

The surveys identify individuals who identify themselves as a member of a minority group and/or in a low-income bracket. The Rapid will analyze these responses to see determine if there are significantly differing responses between different demographic groups, whether minority or income. Questions analyzed will include

those that deal with customer satisfaction with the services The Rapid offers, including those dealing with wait times, schedule adherence, and overall satisfaction with The Rapid's services.

If there is a greater than 20% response difference identified for a protected demographic, The Rapid will look at the responses and take corrective action to address the disparity.

C. Continual Assessment of Compliance by the Grantee

In order to allow for ongoing compliance assessments, The Rapid will take the following actions:

- To the extent feasible, the procedure and practices listed in this text will be monitored for assessment and compliance on a quarterly or annual basis.
- The Rapid, through its Route and Service Planning Committee, will monitor new and existing service to assure compliance with Title VI requirements.
- The Rapid will take action to address Title VI deficiencies raised by official reviews.

The Rapid conducts statistically significant onboard surveys every two years. The Rapid will use the information gleaned from these surveys to monitor service to quality to Title VI protected classes.

The surveys identify individuals who identify themselves as a member of a minority groups and/or in low-income brackets. The Rapid will analyze these responses to see determine if there are significantly differing responses between different demographic groups, whether minority or income. Questions analyzed will include those that deal with customer satisfaction with the services The Rapid offers, including those dealing with wait times, schedule adherence, and overall satisfaction with The Rapid's services.

If there is a greater than 20% response difference identified for a certain demographic, The Rapid will look at the responses and take corrective action to address the disparity.

The Rapid has had no Title VI complaints in the past three years that have resulted in the need for corrective actions.

SECTION VIII. CHANGES IN SERVICE FEATURES AND FARE LEVELS

A. Public Outreach Overview

At The Rapid, we utilize a variety of methods to continually communicate with and inform the public we serve. English is the most spoken language in our region followed by Spanish. To ensure that the public is able to engage with us, we translate all public outreach materials to Spanish and utilize interpreter services such as Language Line.

1. The Rapid's Website (<http://ridetherapid.org>)

The Rapid's website is an informational hub for our customers and the public at large. All pertinent information for passengers and taxpayers can be found on our website. Most importantly, we utilize this website to notify passengers and the public about pertinent information as needed. The Rapid's website meets ADA accessibility guidelines and features Google Translate, which supports the translation of the website to more than 100 languages.

2. Social Media

Our social media platforms (Facebook, Twitter, Instagram, LinkedIn, YouTube, etc.) are places where passengers can find relevant information, real-time customer service, and an engagement communication space.

3. Interior Bus Information

The Rapid utilizes internal bus information racks, located behind the bus operator, to notify passengers of detours, rider alerts and other relevant details. When needed, interior bus advertisement space is also used for general outreach to the public regarding information notices.

4. Rider and Public Surveys

Periodically, The Rapid surveys riders, and the general public, to gain information and feedback about who is using the service, overall perceptions of The Rapid, and desired service changes.

5. Public Events

The Rapid routinely attends various events throughout the six-city service area to engage with the public and answer questions, as well as share information. We attend everything from senior fairs to chamber of commerce meetings.

6. Alerts

The Rapid utilizes digital rider alerts that notify passengers of route and service

alerts, as well as other important information that pertains to utilizing The Rapid. Riders can sign up to receive these alerts via text message or email.

7. Email Newsletter

An email newsletter is utilized for various important notifications and public outreach.

8. Public Meetings

When necessary for route and service planning or other important topics, The Rapid utilizes public information meetings or public hearings to gain public feedback and assess needs.

9. News Media

The Rapid routinely works with local news media to notify the public of important information impacting the service.

10. Partnerships

Organizational and business partnerships are a key aspect of public outreach. For example, The Rapid often partners with organizations like Disability Advocates of Kent County to educate and spread awareness about specific route and planning needs, gain feedback and improve our system.

B. Threshold for Major Service Changes

The Rapid's established threshold for a "major" service change is as follows:

If 25% or greater of either the vehicle revenue miles or the passenger miles on one of The Rapid's routes is to be affected by a service change, this constitutes a Major Service Change for The Rapid and public hearings must be held.

C. The Rapid's Disparate Impact and Disproportionate Burden Policy

The Rapid Board adopted a Disparate Impact and Disproportionate Burden Policy in February 2014. The preparation for this policy included a rider survey indicating fare types used by demographic. This policy dictates that low income and minority populations will not bear a disparate impact or disproportionate burden of any fare or service changes that The Rapid makes. A copy of the policy can be found in Appendix 5.

D. The Rapid's New Facility Construction Outreach Process

For all new construction projects, The Rapid fully undergoes the FTA environmental review process. This includes analyzing all disproportionate social impacts of the

proposed project to vulnerable populations and an environmental justice review. In addition, The Rapid conducts public outreach to gain community input regarding any proposed construction projects, the level of the outreach depending on the size of the project and potential community impacts. This includes outreach to Title VI populations to ensure their voice is heard as part of the public process.

E. Changes in Service Levels

Since the last Title VI Plan was adopted in December 2017, The Rapid has had numerous significant changes in service levels to its fixed route system, all occurring since March 2020 in response to the COVID-19 pandemic. These major service changes are known to be exempt from necessitating a required service analysis. When the coronavirus pandemic appeared in West Michigan in mid-March, ridership levels began to decrease drastically, dropping as low as 90% from the previous year. Further, state-mandated “shelter-in-place” orders were given by the Governor to discourage travel and transmission of the virus. With ridership and general travel throughout the region unprecedentedly low, a modified weekend service was introduced on March 24th. This service suspended eight of the system’s lowest ridership/least productive routes as well as Route 19 (a jointly-funded route with external partners Spectrum Health and the City of Grand Rapids) due to funding issues. Span of service was reduced to 7am to 7pm on all routes Monday through Sunday as only the most essential service was chosen to operate on an hourly basis. By late April, several routes experiencing capacity issues (1, 2, 4, 9, and 28) were increased to 30-minute service; however, the same nine routes remained suspended and spans of service remained between 7am to 7pm.

On May 26th, a reduced Summer service was implemented as ridership began to increase to approximately 40% from the same time period during the previous year. Spans of service were increased to 5:30am to 10:30pm on weekdays for all routes, and regular weekend hours and spans of service were reintroduced. Routes previously suspended were reintroduced into service at hourly frequency (with the exception of Route 19 and contracted services which remained suspended). Several routes with higher ridership, including Silver Line, Route 1, Route 2, Route 4, Route 9, and Route 28, were operated at 15-minute frequency in order to provide proper distancing opportunity with 15-person on-board capacity limitations still enforced.

The Summer service remained in effect until August 31st which saw all routes operating at hourly service upgraded to half-hour frequency and the cessation of on-board capacity limits. Route 1 returned to half hour weekday frequency as it had operated prior to the pandemic.

While several service changes were implemented in relatively rapid succession, it was recognized that the changes were temporary to respond to effects of the COVID-19 pandemic. The comprehensive operational analysis (COA) continued along throughout the pandemic, and at such time that the recommendations of the COA are adopted in early 2021, the appropriate public hearings and disparate impact, disproportionate burden (DIDB) analyses were be conducted on all proposed route changes in order to make them permanent and ensure protected populations are

not disproportionality impacted. A Title VI report was produced at the conclusion of the project with the goal of ascertaining if service changes created a disparate impact on minority populations across the service area or a disproportionate burden on individuals and families living below the poverty line. The DIDB analysis utilized American Community Survey data on race and income available through the US Census Bureau. The resulting analysis demonstrated no disparate impact or disproportionate burden was created.

F. Changes in Fare Levels

Smart Card

The Rapid has been working to implement electronic fare media (colloquially referred to as the Wave Card) since 2017. The electronic fare media included adoption of a fare-capping system (see table below) adopted by The Rapid's Board of Directors in May 2017 and implemented in 2018. Prior to adoption and implementation, Rapid staff conducted a robust public outreach campaign regarding proposed fare structure changes. Throughout April 2017, Rapid staff solicited feedback from numerous sources, including social media, email, phone, written, as well as seven public meetings. Materials for social media, email, and notifications were made available in both English and Spanish.

Given that fare levels were not affected as part of the implementation of the smart card program, it was determined the program did not constitute a major fare change given that it was only fare media options that were being added.

An internal equitable accessibility analysis was conducted in a series of phases as part of the implementation of the Wave Card. The first phase confirmed that the distribution network where passengers could acquire Wave Cards was adequate. It was found that distribution network for Wave Cards superseded that of the paper ticket distribution network and further provided enhanced opportunities for lower-income and minority populations to access the fare card. The distribution network of retail sites was field-verified to ensure the passes were available as advertised. Appendix 10 of this report contains the results of this accessibility analysis. Further, this first phase included the promotion and distribution of the card where Wave Cards for a brief period were made available at no cost. Passengers had the opportunity to come to Rapid Central Station and register a Wave Card in their name for free. Finally, the second phase of the equity analysis involved the issue of the elimination of cash fare transfers, cessation of selling and accepting paper tickets, and the elimination of change cards for cash fare. Analysis of these factors determined no DIDB issues were present given the fact Wave Cards were widely available with increased access compared to traditional fare media and thus a fare equity analysis was unwarranted.

Finally, proposed Wave Card-related fare changes went forward to the public through a public hearing.

Table 9 – Adopted Wave Card Fare Capping Structure

Categories	Cash Fare or Cap Increment	10 Ride	31 day	7 day	1 day
Adult	\$1.75	-----	\$47.00	\$16.00	\$3.50
Youth	\$1.25	-----	\$33.75	\$11.25	\$2.50
Reduced	\$0.85	-----	\$30.00	\$10.50	\$2.25
Partner/ Student	\$1.25	-----	-----	\$11.25	-----

Restoring Fares within Silver Line Downtown Fare Free Zone and on Route 19

Silver Line

In September 2016, The Rapid Board approved a 10-month pilot program for the implementation of a fare-free zone for the Silver Line BRT in downtown Grand Rapids (Central Station to Wealthy Street). The fare revenue was agreed upon to be fully reimbursed to The Rapid by the City of Grand Rapids Mobile GR Department and approved by the City of Grand Rapids City Commission. This pilot program was extended annually. However, with the increase of DASH frequencies in August 2018 (7-8 minutes headways all day), changes in mobility patterns in downtown Grand Rapids, and the cost increase of the DASH service contract in 2019, the sponsored fare-free downtown Silver Line became partially redundant (due to increased DASH service) and no longer financially feasible for Mobile GR (due to DASH cost increases).

Route 19

In May 2018, The Rapid Board authorized the approval to execute a contract with Spectrum Health and the City of Grand Rapids for funding to significantly enhance Route 19 with realignment and increased all-day frequencies. This agreement included a provision that all Spectrum employees can ride the entire fixed-route system fare-free, and a provision from Mobile GR that Route 19 becomes fare-free to all riders. Route 19 had seen significant increases in ridership since the implementation of this enhanced service, and the vast majority of riders are Spectrum employees along the corridor to their park-and-ride lot on Plymouth Ave. However, due to an array of unintended ridership outcomes by providing fare-free service, a large number of concerns emerged from the City of Grand Rapids, Spectrum Health, and other partners. It was determined that concluding the fare free service was the preferred alternative to proceed.

Public Outreach

Staff hosted an array of public input opportunities including:

- Four (4) public meetings on July 1st and July 8th,
- Two (2) Facebook Live Q&A sessions

- Provided email, phone, and mail options for comment, and interacted heavily on social media.

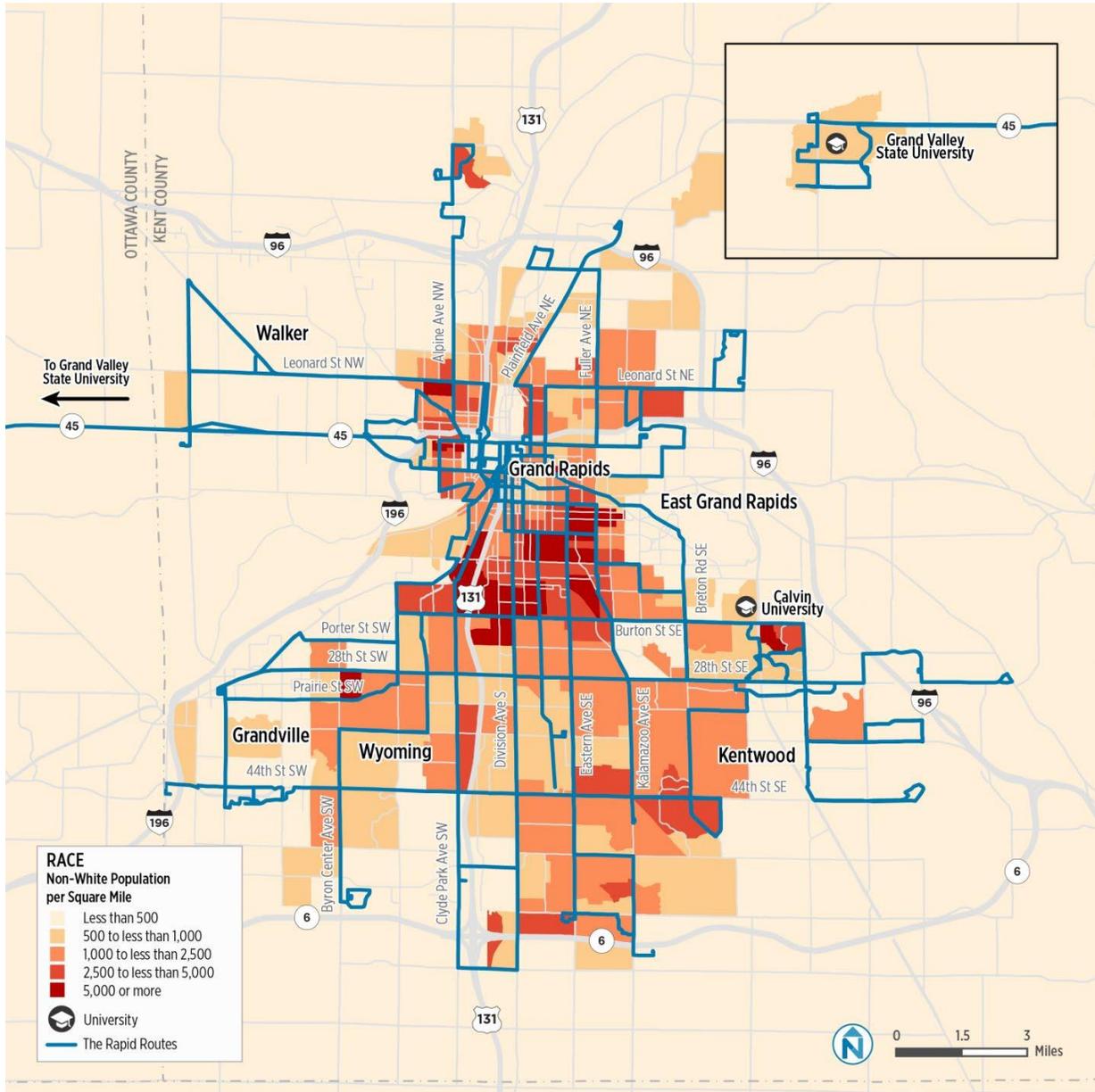
Overall, staff received minimal concerns for the implementation of fares and all public interaction was documented. The Rapid worked collaboratively to communicate this change and provide relevant information and education about resources available to riders by:

- Providing high-visibility notice on buses of the changes to ease the transition on our riders
- Working very closely with transportation staff to mitigate customer service issues as they arise
- Direct coordination with our partner agencies to specifically focus on any potential negative impacts to our most vulnerable riders.

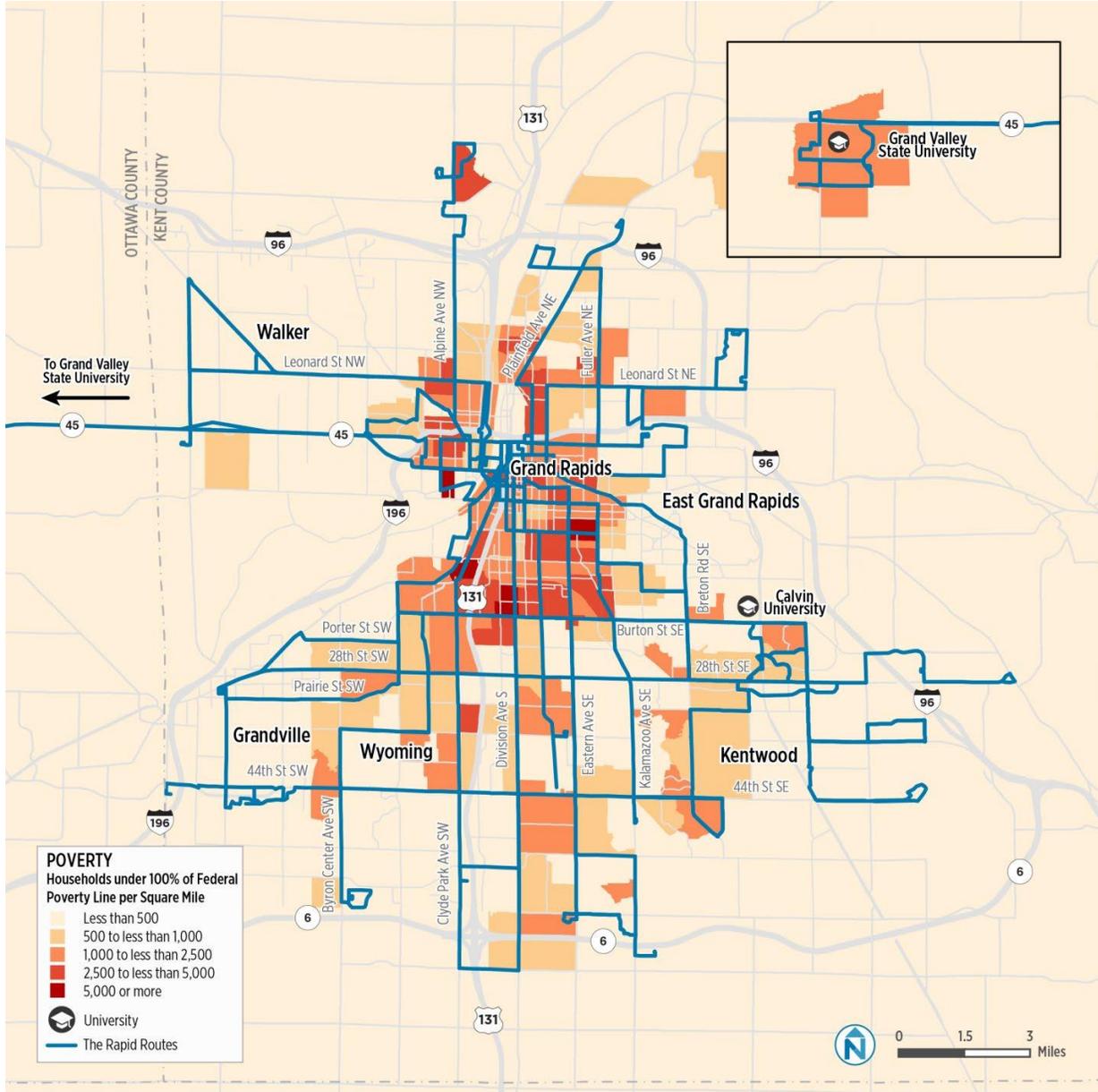
Title VI Analysis

Demographic passenger surveys were completed on the downtown Silver Line and Route 19 in early March 2020. In discussions with FTA officials, The Rapid confirmed that widespread public communication of this change, coupled with connections to resources for transit fare assistance for any negatively impacted riders, will suffice as mitigation for any impacts of this change. This determination by FTA officials was predicated on the fact that the no-fare nature of the services were returning to the base fares applied throughout the entire fixed route system. This change to Silver Line and Route 19 occurred during the COVID-19 pandemic and was primarily the result of the funding sources for both no-fare services being eliminated, as well as the suspension of Route 19 per the request of Spectrum Health, the primary contract partner for the route, as opposed to a Rapid-led decision.

APPENDIX 1: PERCENT MINORITY POPULATION BY CENSUS TRACT (AMERICAN COMMUNITY SURVEY 2018)



APPENDIX 2: PERCENT POPULATION IN POVERTY BY CENSUS TRACT (AMERICAN COMMUNITY SURVEY 2018)



APPENDIX 3: THE RAPID'S DISPARATE IMPACT & DISPROPORTIONATE BURDEN POLICY

BACKGROUND

Updated FTA Title VI legislation requires transit providers which operate 50 or more fixed route vehicles in peak service and are located in urbanized areas (UZA) of 200,000 or more people, or will implement the revenue operations of a New/Small Start capital project must now conduct a Service and Fare Equity Analysis. A Service and Fare Equity Analysis is an assessment conducted by a transit provider to determine whether a major service change, fare structure, either existing, increasing or decreasing, will result in a *disparate impact* and/or *disproportionate burden* on populations of low-income and/or minorities. This evaluation must occur every five (5) fiscal years and must be administered for all fare changes and for major service reductions and expansions. Maintaining compliance with FTA Title VI guidance is critical for The Rapid to obtain federal funding.

The Rapid's existing policy to determine a "major service change" occurs when at least 25% of the route or ridership is being affected by a proposed change. A "fare structure" change occurs when any existing fare type, class, and/or cost is being considered for modification.

Disparate impact is defined as a policy or practice that disproportionately affects members of a protected class identified by race, color, or national origin. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts between minority populations and of non-minority populations.

Disproportionate burden is defined as a policy or practice that affects low-income populations more than non-low income populations.

REQUIREMENTS

Per Title VI compliance, the FTA requires transit agencies to analyze what service and fare type both minority & low-income riders are using. The analysis will consist of personally administered rider surveys that are statistically significant utilizing an adequate sample size with a high degree of confidence. This data will be evaluated in order to determine any disadvantaged impact and/or burden to the concerned populations.

If any service and/or fare alteration is proposed, the service and fare equity analysis will be consulted to ensure compliance with Title VI regulations. Additionally, The Rapid will maintain the commitment to a thorough and comprehensive effort of providing opportunities for public input whenever system-wide changes are

proposed. Consequently, The Rapid will engage in a series of outreach from, but not limited to: public hearings, website, social media, email, telephone, and posting on The Rapid facilities.

DISPARATE IMPACT AND DISPROPORTIONATE BURDEN POLICY

If The Rapid finds that either low-income and/or minority populations will bear a disparate impact and/or a disproportionate burden of either existing and/or proposed service and/or fare changes, The Rapid will take steps to avoid, minimize, or mitigate impacts where practicable. If The Rapid chooses not to alter the proposed fare changes, the agency may implement these changes if there is substantial and legitimate justification for the change by demonstrating that there are no satisfactory alternatives that would lessen a negative impact on low-income and minority populations.

Staff proposed to establish the disparate impact & disproportionate burden threshold at twenty (20) percent based on the cumulative impact of the existing and any proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by minority & low-income populations compared to the same impacts borne by non-minority and non-low-income populations.

For example, if minorities make up 30 percent of the overall population, but would bear 55 percent of the impacts, there may be a disparate impact insofar as the minority group bears 25 percent more than its expected share, from 55 percent of the burden to 30 percent of the population (see Figure 1); while the non-minority group bears 25 percent less than its expected share of 45 percent of burden compared to 70 percent of population—even though the absolute majority of the burden rests with the non-minority group. Applying the twenty percent threshold, the provider will find a disparate impact and must therefore consider Chap. IV-14 FTA C 4702.1B modifying the proposed changes in order to avoid, minimize, or mitigate the disparate impacts of the proposed changes.

Note: The twenty (20%) percent threshold is commonly adopted among many other national transit agencies.

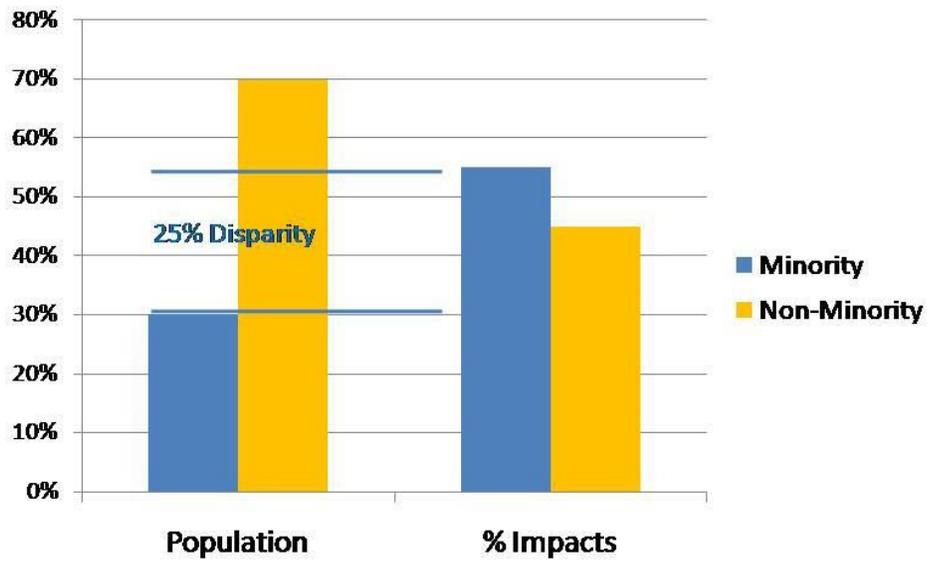


Figure 1: Minorities bear 25% higher impacts as compared to population

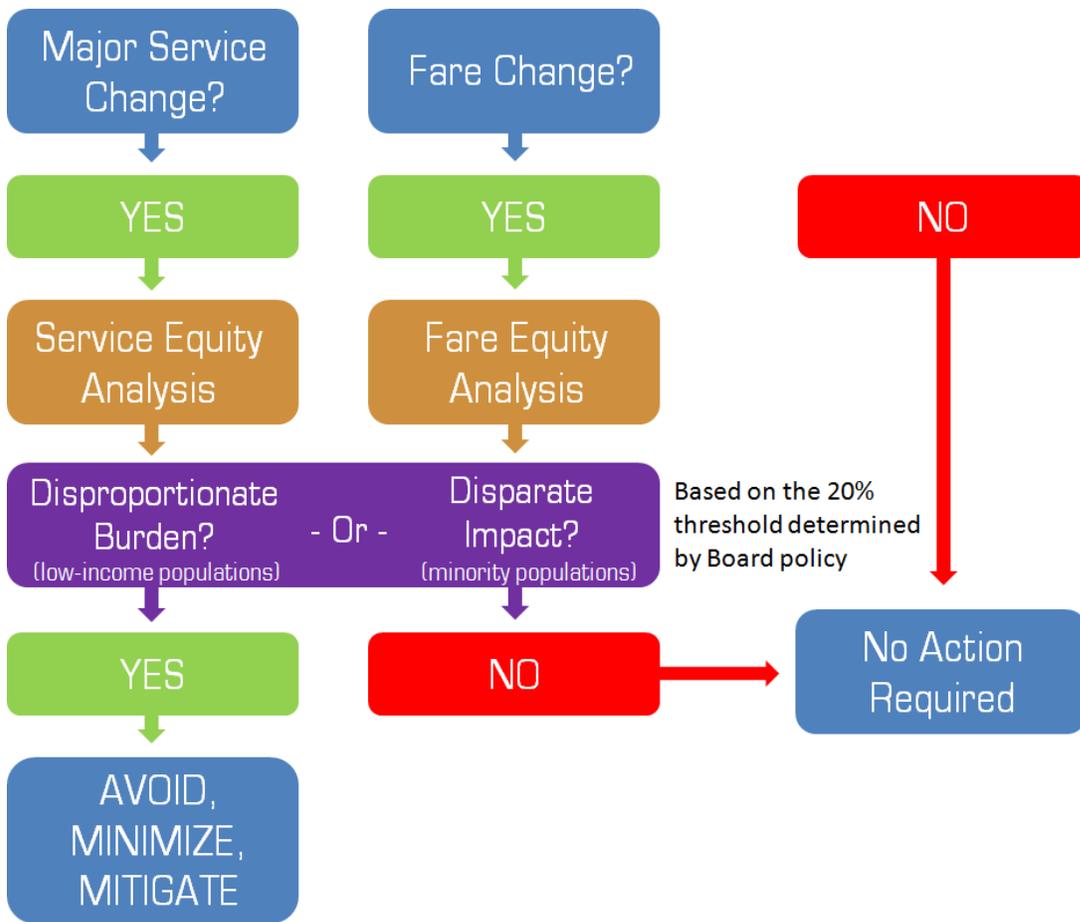


Figure 2: Diagram to determine if a service and/or equity analysis is required.

APPENDIX 4: THE RAPID'S TITLE VI COMPLAINT PROCESS

Effective October 2009

If The Rapid receives a Title VI complaint as described in the Notification of Title VI Rights, the following process will be followed:

Within fifteen (15) days, The Rapid shall confirm receipt of the complaint and inform the Complainant of the investigation process. Within sixty (60) days—should the complaint have merit—The Rapid shall commence an investigation of the allegation(s). The purpose of an investigation is to determine whether there is a reason to believe that a failure to comply with Title VI of the Civil Rights Act of 1964 has occurred. In addition, The Rapid will render a recommendation for action in a report of findings or resolution. Within ninety (90) days, The Rapid will notify the Complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the Complainant of his/her right to file a formal complaint with the Federal Transit Administration (FTA) Title VI Coordinator if they are dissatisfied with the final decision rendered by The Rapid. The Rapid maintains a log of all Title VI complaints received.

If a probable cause of a discriminatory practice based on race, color, or national origin is found to exist, The Rapid shall endeavor to eliminate said practice by means of a Remedial Action Plan. The Remedial Plan shall include: a list of all corrective actions accepted by the agency; a description of how the corrective action will be implemented; and a written assurance that the agency will implement the accepted corrective action in the manner discussed in the plan. Where attempts to resolve the complaint fail, the complainant shall be notified in writing of his or her right to submit the complaint to the Federal Transit Administration as cited in FTA C4702.1A.

APPENDIX 5: FEDERAL TRANSIT ADMINISTRATION CIVIL RIGHTS ASSURANCE

The Rapid (hereinafter referred to as The Rapid) HEREBY CERTIFIES THAT; as a condition of receiving Federal financial assistance under the Federal Transit Act of 1964, as amended, it will ensure that:

1. No person on the basis of race, color, or national origin will be subjected to discrimination in the level and quality of transportation services and transit-related benefits.
2. The Rapid will compile, maintain, and submit in a timely manner Title VI information required by FTA Circular 4702.1 and in compliance with the Department of Transportation's Title VI regulation, 49 CFR Part 21.9.
3. The Rapid will make it known to the public that those person or persons alleging discrimination on the basis of race, color, or national origin as it relates to the provision of transportation services and transit-related benefits may file a complaint with the Federal Transit Administration and/or the U.S. Department of Transportation.

The person or persons whose signature appears below are authorized to sign this assurance on behalf of the grant applicant or recipient.

Date: January 18, 2023

A handwritten signature in blue ink that reads "Deb Prato". The signature is written in a cursive style and is positioned above a horizontal line.

Deb Prato, Chief Executive Officer

APPENDIX 6: DEPARTMENT OF TRANSPORTATION TITLE VI ASSURANCE

The Rapid (hereinafter referred to as the “recipient”) HEREBY AGREES THAT as a condition to receiving any Federal financial assistance from the Department of Transportation, it will comply with Title VI of the Civil Rights Act of 1964, 78 Stat.252, 42 U.S.C. 2000d-42 U.S.C. 2000d-4 (hereinafter referred to as the Act), and all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary , Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation-Effectuation of Title VI of the Civil Rights Act of 1964 (hereinafter referred to as the Regulations) and other pertinent directives, to the end that in accordance with the Act, Regulations, and other pertinent directives, no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the Recipient receives Federal financial assistance from the Department of Transportation, including the Federal Transit Administration and HEREBY GIVES ASSURANCE THAT it will promptly take any measures necessary to effectuate this agreement. This assurance is required by subsection 21.7 (a) of the Regulations.

More specifically and without limiting the above general assurance, the Recipient hereby gives the following specific assurances with respect to any FTA program:

1. That the Recipient agrees that each “program” and each “facility” as defined in subsections 21.23(e) and 21.23(b) of the Regulations, will be (with regard to a “program”) conducted, or will be (with regard to a “facility”) operated in compliance with all requirements imposed by, or pursuant to, the Regulations.
2. That the Recipient shall insert the following notification in all solicitations for bids for work or material subject to the Regulations and made in connection with all U.S. Department of Transportation Programs and, in adapted form in all proposals for negotiated agreements:

The Rapid, in accordance with the Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d to 2000d-4 and Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted programs of the Department of Transportation issued pursuant to such Act, hereby notifies all bidders that it will affirmatively insure that in any contract entered into pursuant to this advertisement, minority business enterprises will afforded full opportunity to submit bids in response to

this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

3. That the Recipient shall insert the clauses of Appendix A of this assurance in every contract subject to this Act and the Regulations.
4. That the Recipient shall insert the clauses of Appendix B of this assurance, as a covenant running with the land, in any deed from the United States effecting a transfer of real property, structures, or improvements thereon, or interest therein.
5. That where the Recipient receives Federal financial assistance to construct a facility, or part of a facility the assurance shall extend to the entire facility and facilities operated in connection therewith.
6. That where the Recipient receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the assurance shall extend to rights to space on, over, or under such property.
7. That the Recipient shall include the appropriate clauses set forth in Appendix C of this assurance, as a covenant running with the land, in any future deeds, leases, permits, licenses, and similar agreements entered into by the Recipient with other parties: (a) for the subsequent transfer of real property acquired or improved under any FTA program: and (b) for the construction or use of or access to space on, over, or under real property acquired or improved under any FTA program.
8. That this assurance obligates the Recipient for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of, personal property, or real property or interest therein or structures or improvements thereon, in which case the assurance obligates the Recipient or any transferee for the longer of the following periods: (a) the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or (b) the period during which the Recipient retains ownership or possession of the property.
9. The Recipient shall provide for such methods of administration for the program as are found by the Secretary of Transportation or the official to whom he/she delegates specific authority to give reasonable guarantee that it, other recipients, sub grantees, contractors, subcontractors, transferees, successors in interest, and other participants of Federal financial assistance under such program will comply with all the requirements imposed or pursuant to the Act, the Regulations and this assurance.
10. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Act, the Regulations and this assurance.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all Federal grants, loans, contracts, property, discounts or other Federal financial assistance extended after the date hereof to the Recipient by the Department of Transportation under any Federal Transit Administration program and is binding on it, other recipients, contractors, subcontractors, transferees, successors in interest and other participants in any FTA program. The person or persons whose signatures appear below are authorized to sign this assurance on behalf of the Recipient.

Date: January 18, 2023

A handwritten signature in blue ink that reads "Deb Prato". The signature is written in a cursive style and is positioned above a horizontal line.

Deb Prato, Chief Executive Officer

Attachments:

Appendices A, B, C, D

(APPENDIX A TO TITLE VI ASSURANCE)

During the performance of this contract, the contractor, for itself, its assignees and successors in interest (hereinafter referred to as the "contractor") agrees as follows:

- (1) Compliance With Regulations: The contractor shall comply with the Regulations relative to nondiscrimination in federally assisted programs of the Department of Transportation (hereinafter, "DOT") Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time, (hereinafter referred to as the Regulations), which are herein incorporated by reference and made a part of this contract.
- (2) Nondiscrimination: The contractor, with regard to the work performed by it during the contract, shall not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor shall not participate either directly or indirectly in the discrimination prohibited by Section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in Appendix B of the Regulations.
- (3) Solicitations for Subcontracts, Including Procurement for Materials and Equipment: In all solicitations either by competitive bidding or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials or leases of equipment, each potential subcontractor or supplier shall be notified by the contractor of the contractor's obligations under this contract and the Regulations relative to nondiscrimination on the grounds of race, color, or national origin.
- (4) Information and Reports: The contractor shall provide all information reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts, or other sources of information, and its facilities as may be determined by The Rapid or the Federal Transit Administration to be pertinent to ascertain compliance with such Regulations, orders, and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish this information this contractor shall so certify to The Rapid,

or the Federal Transit Administration as appropriate and shall set forth what efforts it has made to obtain the information.

(5) Sanctions for Noncompliance: In the event of the contractor's noncompliance with nondiscrimination provisions of this contract, The Rapid shall impose contract sanctions as it or the Federal Transit Administration may determine to be appropriate, including but not limited to:

- (a) withholding of payments to the contractor under the contract until the contractor complies; and/or
- (b) cancellation, termination, or suspension of the contract, in whole or in part
- (c) withholding of payments to the contractor under the contract until the contractor complies; and/or
- (d) cancellation, termination, or suspension of the contract, in whole or in part

(6) Incorporation of Provisions: The contractor shall include the provisions of paragraph (1) through (6) in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Regulations, or directives issued pursuant thereto. The contractor shall take such action with respect to any subcontract or procurement as The Rapid or the Federal Transit Administration may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, however, that in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or supplier as a result of such direction, the contractor may request The Rapid to enter into such litigations to protect the interests of The Rapid, and in addition, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

(APPENDIX B TO TITLE VI ASSURANCE)

The following clauses shall be included in any and all deeds effecting or recording the transfer of real property, structures or improvements thereon, or interest therein from the United States.

(GRANTING CLAUSE)

NOW THEREFORE, the Department of Transportation, as authorized by law, and upon the condition that The Rapid will accept title to the lands and maintain the project constructed thereon, in accordance with Title VI of the 1964 Civil Rights Act, the Regulations for the Administration of the Federal Transit Administration's programs and the policies and procedures prescribed by the Federal Transit Administration of the Department of Transportation and, also in accordance with and in compliance with all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally –Assisted Programs of the Department of Transportation (herein referred to as the Regulations) pertaining to and effectuating the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252; 42 U.S. C. 2000d to 2000d-4), does hereby remise, release, quitclaim and convey unto The Rapid all the right, title and interest of the Department of Transportation in and to said lands described in Exhibit "A" attached hereto and made a part hereof.

(HABENDUM CLAUSE)

TO HAVE AND TO HOLD said lands and interests therein unto The Rapid and its successors forever, subject, however, to the covenants, conditions, restrictions and reservations herein contained as follows, which will remain in effect for the period during which the real property or structures are used for a purpose for which Federal financial assistance as extended or for another purpose involving the provision of similar services or benefits and shall be binding on The Rapid, its successors and assigns.

The Rapid, in consideration of the conveyance of said lands and interests in lands, does hereby covenant and agree as a covenant running with the land for itself, its successors and assigns, that (1) no person shall on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination with regard to any facility located or wholly or in part on, over or under such lands hereby conveyed [,] [and] * (2) that The Rapid shall use the lands and interest in lands and interests in lands so conveyed, in compliance with all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of Secretary.

Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations may be amended, and (3) that in the event of breach of any of the above-mentioned nondiscrimination conditions, the Department shall have a right to re-enter said land, and the above described land and facilities shall thereon revert to and vest in and become the absolute property of the Department of Transportation and its assigns as such interest existed prior to this to this instruction.*

*Reverter clause and related language to be used only when it is determined that such a clause is necessary in order to effectuate the purposes of Title VI of the Civil Rights Act of 1964.

(APPENDIX C TO TITLE VI ASSURANCE)

The following clauses shall be included in all deeds, licenses, lease, permits, or similar instruments entered into by The Rapid pursuant to the provisions of Assurance 7(a).

The (grantee, licensee, lessee, permittee, etc., as appropriate) for herself/himself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant, and agree [in the case of deeds and leases add "as a covenant running with the land] that in event facilities are constructed, maintained, or otherwise operated on the said property described in this (deed, license, permit, etc.) for a purpose for which a Department of Transportation program or activity is extended or for another purpose for involving the provision of similar services or benefits, the (grantee, licensee, lessee, permittee, etc.) shall maintain and operate such facilities and services in compliance with all other requirements imposed pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination of Federally-Assisted Programs of the Department of Transportation-Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations may be amended.

[Include in license, leases, permits, etc.]*

That in the event of breach of any of the above nondiscrimination covenant, The Rapid shall have the right to terminate the [license, lease, permit, etc.] and to re-enter and reposes said land and the facilities thereon, and hold the same as if said [licenses, lease, permit, etc.] had never been made or issued.

[Include in deeds]*

That in the event of breach of any of the above nondiscrimination covenants, The Rapid shall have the right to re-enter said lands and facilities thereon, and the above-described lands and facilities shall thereupon revert to and vest in and become the absolute property of The Rapid and its assigns.

APPENDIX D

APPLICATION OF TITLE VI REQUIREMENTS TO FEDERAL FINANCIAL ASSISTANCE OF THE FEDERAL TRANSIT ADMINISTRATION

Examples: Nondiscrimination on FTA Projects

The following examples, without being exhaustive, illustrate the application of the nondiscrimination provisions of this part to projects receiving Federal financial assistance under the programs of certain Department of Transportation operating administrations.

1. Any person who is, or seeks to be, a patron of any public vehicle which is operated as a part of, or in conjunction with, a project shall be given the same access, seating, and other treatment with regard to the use of such vehicle as other persons without regard to their race, color, or national origin.
2. No person who is, or seeks to be an employee of the project sponsor or lessees, concessionaires, contractors, licensees, or any organization furnishing public transportation service as a part of, or in conjunction with, the project shall be treated less favorably than any other employee or applicant with regard to hiring, dismissal, advancement, wages, or any other conditions above described lands and facilities shall thereupon revert to and vest in and become the absolute property of *The Rapid* and its assigns.

The following shall be included in all deeds, licenses, leases, permits, or similar agreements entered into by *The Rapid* pursuant to the provisions of Assurance 7(b).

The (grantee, licensee, lessee, permittee, etc., as appropriate) for herself/himself, his/her personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree (in case of deeds, and leases add "as a covenant running with the land") that (1) no person on the grounds of race, color, or national origin shall be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination in the use

APPENDIX 7: THE RAPID'S TITLE VI NOTIFICATION FORM

Notification of Non-Discrimination

The Rapid fully complies with Title VI of the Civil Rights Act of 1964 and related statutes and regulations in all programs and activities. The Rapid operates without regard to race, color, national origin, creed, income, gender, age, and disability. Any person who believes him/herself, or any specific class of persons, to be subject to discrimination prohibited by Title VI may by him/herself or by representative file a written complaint with The Rapid.

Any person who believes him/herself, or any specific class of persons, to be subject to discrimination prohibited by Title VI may by him/herself or by a representative file a written complaint with The Rapid.

A complaint must be filed no later than 180 days after the date of the alleged discrimination and contain the following information:

- Name, address, and phone number of the Complainant
- Name, address, phone number and relationship of Representative to Complainant (if applicable)
- Basis of complaint (e.g., race, color, national origin)
- Date of alleged discriminatory act(s)
- Date complaint received by The Rapid
- A statement of the complaint, including specific details, relevant facts, and documentation

Once a complaint has been received, they are processed by the following:

- The complainant will be contacted within 48 hours by phone, mail, or email
- The complaint is ticketed and processed by the Title VI officer
- Internal review is conducted within one week of receipt of the complaint
- The complainant will be contacted a second time following the internal review with regard to the findings and necessary actions taken by The Rapid

Please submit Title VI complaints, comments, or questions to The Rapid by mail or email:

Mail

Attn: Title VI Coordinator
Planning Department
300 Ellsworth SW
Grand Rapids, MI 49503

Email

titlevi@ridetherapid.org

YOUR RIGHTS UNDER THE TITLE VI CIVIL RIGHTS ACT OF 1964

Title VII of the Civil Rights Act of 1964, 42 USC 2000e, makes it unlawful for an employer to hire or discharge any individual, or otherwise to discriminate against any individual with respect to his/her compensation, terms, conditions or privileges of employment, because of an individual's race, color, religion, sex, or national origin. This covers hiring, firing, promotions, and all workplace conduct.



Title VI Complaint Form

Title VI of the Civil Rights Act of 1964 states that, "No person in the United States shall on the basis of race, color, or national origin, be excluded from participation in, be denied the benefit of, or otherwise be subjected to discrimination in any program, service, or activity receiving federal financial assistance."

The Rapid fully complies with Title and related statutes and regulations in all programs and activities. The Rapid operates without regard to race, color, national origin, creed, income, gender, age, and disability. Any person who believes him/herself or any specific class of persons, to be subject to discrimination prohibited by Title VI may file this form. If you need assistance completing this form, please contact us by phone at 616-456-7514.

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No

Section III:
<p>I believe the discrimination I experienced was based on (check all that apply):</p> <p><input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin</p> <p>Date of Alleged Discrimination (Month, Day, Year): _____</p> <p>Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use an additional sheet.</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

Signature

Date

Please submit this form in person at the address below, or mail this form to:

The Rapid
 Title VI Coordinator
 300 Ellsworth Ave SW
 Grand Rapids, MI 49503



Formulario de quejas del Título VI

El Título VI del Acta de Derechos Civiles de 1964 sostiene que "Ninguna persona en los Estados Unidos será excluida, negada beneficios o discriminado debido a su raza, color o nacionalidad, en cualquier programa o actividad que recibe asistencia financiera federal."

The Rapid acata las normativas del Título VI y otros estatutos y reglamentos relacionados en todos sus programas y actividades. The Rapid opera sin distinción a raza, color, nacionalidad, credo, ingresos, genero, edad o discapacidades. Cualquier persona que crea que ha sido perjudicado/a por una práctica discriminatoria prohibido bajo el Título VI puede llenar este formulario. **Para asistencia adicional, favor de contactarnos por telefono a 616-456-7514.**

Sección I:			
Nombre:			
Dirección:			
Teléfono (casa):		Teléfono (trabajo):	
Dirección de correo electrónico:			
Requiere un formato accesible?	Fuente incrementado	Grabación de audio	
	TDD	Otro	
Sección II:			
Está completando este formulario por si mismo?		Sí*	No
*Si su respuesta es "sí," pase a la sección III.			
Si no, por favor indique el nombre de la persona por quien está completando esta queja y su relación a usted:			
Por favor explique porqué está completando este formulario por parte de otra persona: _____			
Por favor confirme que ha obtenido la autorización de la persona afectada si está solicitando por parte de otra persona.		Sí	No

Sección III:		
Creo haber sido discriminado en base de (marque todas las que correspondan):		
<input type="checkbox"/> Raza	<input type="checkbox"/> Color	<input type="checkbox"/> Nacionalidad
La fecha del presunto acto de discriminación (m/d/a): _____		
Explíqueme lo más claramente posible todo lo que sucedió y en qué base cree que fue discriminado/a. Describe todas las personas involucradas. Incluye el nombre y datos de contacto (si se sabe) de la(s) persona(s) responsable(s) y también de cualquier persona que presencié los actos. Si necesita más espacio, puede adjuntar páginas adicionales.		

Puede adjuntar materiales escritos o cualquier otra información de que usted cree es pertinente a la queja.

Se requiere firma y fecha a continuación

Firma

Fecha

Por favor lleve o envíe este formulario a la dirección que sigue:

The Rapid
 Title VI Coordinator
 300 Ellsworth Ave SW
 Grand Rapids, MI 49503

APPENDIX 8: TITLE VI PUBLIC INVOLVEMENT PLAN

A. Public Outreach Overview

At The Rapid, we utilize a variety of methods to continually communicate with and inform the public we serve. English is the most spoken language in our region followed by Spanish. To ensure that the public is able to engage with us, we translate all public outreach materials to Spanish and utilize interpreter services such as Language Line.

1. The Rapid's Website (<http://ridetherapid.org>)

The Rapid's website is an informational hub for our customers and the public at large. All pertinent information for passengers and taxpayers can be found on our website. Most importantly, we utilize this website to notify passengers and the public about pertinent information as needed. The Rapid's website meeting ADA accessibility guidelines and features Google Translate, which supports the translation of the website to more than 100 languages.

2. Social Media

Our social media platforms (Facebook, Twitter, Instagram, LinkedIn, YouTube, etc.) are places that passengers can find relevant information, real-time customer service, and an engagement communication space.

3. Interior Bus Information

The Rapid utilizes internal bus information racks, located behind the bus operator, to notify passengers of detours, rider alerts and other relevant details. When needed, interior bus advertisement space is also used for general outreach to the public regarding information notices.

4. Rider and Public Surveys

Periodically, The Rapid surveys riders, and the general public, to gain information and feedback about who is using the service, overall perceptions of The Rapid, and desired service changes.

5. Public Events

The Rapid routinely attends various events throughout the six-city service area to engage with the public and answer questions, as well as share information. We attend everything from senior fairs to chamber of commerce meetings.

6. Alerts

The Rapid utilizes digital rider alerts that notify passengers of route and service

alerts, as well as other important information that pertains to utilizing The Rapid. Riders can sign up to receive these alerts via text message or email.

7. Email Newsletter

An email newsletter is utilized for various important notifications and public outreach.

8. Public Meetings

When necessary for route and service planning or other important topics, The Rapid utilizes public information meetings or public hearings to gain public feedback and assess needs.

9. News Media

The Rapid routinely works with local news media to notify the public of important information impacting the service.

10. Partnerships

Organizational and business partnerships are a key aspect of public outreach. For example, The Rapid often partners with organizations like Disability Advocates of Kent County to educate and spread awareness about specific route and planning needs, gain feedback and improve our system.

B. Threshold for Major Service Changes

The Rapid's established threshold for a "major" service change is as follows:

If 25% or greater of either the vehicle revenue miles or the passenger miles on one of The Rapid's routes is to be affected by a service change, this constitutes a Major Service Change for The Rapid and public hearings must be held.

C. The Rapid's Disparate Impact and Disproportionate Burden Policy

The Rapid Board adopted a Disparate Impact and Disproportionate Burden Policy in February 2014. The preparation for this policy included a rider survey indicating fare types used by demographic. This policy dictates that low income and minority populations will not bear a disparate impact or disproportionate burden of any fare or service changes that The Rapid makes. A copy of the policy can be found in Appendix 5.

D. The Rapid's New Facility Construction Outreach Process

For all new construction projects, The Rapid fully undergoes the FTA environmental review process. This includes analyzing all disproportionate social impacts of the

proposed project to vulnerable populations and an environmental justice review. In addition, The Rapid conducts public outreach to gain community input regarding any proposed construction projects, the level of the outreach depending on the size of the project and potential community impacts. This includes outreach to Title VI populations to ensure their voice is heard as part of the public process.

Changes in Service Levels

Since the last Title VI Plan was adopted in December 2017, The Rapid has had numerous significant changes in service levels to its fixed route system, all occurring since March 2020 in response to the COVID-19 pandemic. These major service changes are known to be exempt from necessitating a required service analysis. When the coronavirus pandemic appeared in West Michigan in mid-March, ridership levels began to decrease drastically, dropping as low as 90% from the previous year. Further, state-mandated “shelter-in-place” orders were given by the Governor to discourage travel and transmission of the virus. With ridership and general travel throughout the region unprecedentedly low, a modified weekend service was introduced on March 24th. This service suspended eight of the system’s lowest ridership/least productive routes as well as Route 19 (a jointly-funded route with external partners Spectrum Health and the City of Grand Rapids) due to funding issues. Span of service was reduced to 7am to 7pm on all routes Monday through Sunday as only the most essential service was chosen to operate on an hourly basis. By late April, several routes experiencing capacity issues (1, 2, 4, 9, and 28) were increased to 30-minute service; however, the same nine routes remained suspended and spans of service remained between 7am to 7pm.

On May 26th, a reduced Summer service was implemented as ridership began to increase to approximately 40% from the same time period during the previous year. Spans of service were increased to 5:30am to 10:30pm on weekdays for all routes, and regular weekend hours and spans of service were reintroduced. Routes previously suspended were reintroduced into service at hourly frequency (with the exception of Route 19 and contracted services which remained suspended). Several routes with higher ridership, including Silver Line, Route 1, Route 2, Route 4, Route 9, and Route 28, were operated at 15-minute frequency in order to provide proper distancing opportunity with 15-person on-board capacity limitations still enforced.

The Summer service remained in effect until August 31st which saw all routes operating at hourly service upgraded to half-hour frequency and the cessation of on-board capacity limits. Route 1 returned to half hour weekday frequency as it had operated prior to the pandemic.

While several service changes were implemented in relatively rapid succession, it was recognized that the changes were temporary to respond to effects of the COVID-19 pandemic. The comprehensive operational analysis (COA) continued along throughout the pandemic, and at such time that the recommendations of the COA are adopted in early 2021, the appropriate public hearings and disparate impact, disproportionate burden (DIDB) analyses were to be conducted on all proposed route changes in order to make them permanent and ensure protected populations are

not disproportionality impacted. A Title VI report was produced at the conclusion of the project with the goal of ascertaining if service changes created a disparate impact on minority populations across the service area or a disproportionate burden on individuals and families living below the poverty line. The DIDB analysis utilized American Community Survey data on race and income available through the US Census Bureau. The resulting analysis demonstrated no disparate impact or disproportionate burden was created.

Changes in Fare Levels

Smart Card

The Rapid has been working to implement electronic fare media (colloquially referred to as the Wave Card) since 2017. The electronic fare media included adoption of a fare-capping system (see table below) adopted by The Rapid's Board of Directors in May 2017 and implemented in 2018. Prior to adoption and implementation, Rapid staff conducted a robust public outreach campaign regarding proposed fare structure changes. Throughout April 2017, Rapid staff solicited feedback from numerous sources, including social media, email, phone, written, as well as seven public meetings. Materials for social media, email, and notifications were made available in both English and Spanish.

Given that fare levels were not affected as part of the implementation of the smart card program, it was determined the program did not constitute a major fare change given that it was only fare media options that were being added.

An internal equitable accessibility analysis was conducted in a series of phases as part of the implementation of the Wave Card. The first phase confirmed that the distribution network where passengers could acquire Wave Cards was adequate. It was found that distribution network for Wave Cards superseded that of the paper ticket distribution network and further provided enhanced opportunities for lower-income and minority populations to access the fare card. The distribution network of retail sites was field-verified to ensure the passes were available as advertised. Appendix 10 of this report contains the results of this accessibility analysis. Further, this first phase included the promotion and distribution of the card where Wave Cards for a brief period were made available at no cost. Passengers had the opportunity to come to Rapid Central Station and register a Wave Card in their name for free. Finally, the second phase of the equity analysis involved the issue of the elimination of cash fare transfers, cessation of selling and accepting paper tickets, and the elimination of change cards for cash fare. Analysis of these factors determined no DIDB issues were present given the fact Wave Cards were widely available with increased access compared to traditional fare media and thus a fare equity analysis was unwarranted.

Finally, proposed Wave Card-related fare changes went forward to the public through a public hearing.

Table 9 – Adopted Wave Card Fare Capping Structure

Categories	Cash Fare or Cap Increment	10 Ride	31 day	7 day	1 day
Adult	\$1.75	-----	\$47.00	\$16.00	\$3.50
Youth	\$1.25	-----	\$33.75	\$11.25	\$2.50
Reduced	\$0.85	-----	\$30.00	\$10.50	\$2.25
Partner/ Student	\$1.25	-----	-----	\$11.25	-----

Restoring Fares within Silver Line Downtown Fare Free Zone and on Route 19

Silver Line

In September 2016, The Rapid Board approved a 10-month pilot program for the implementation of a fare-free zone for the Silver Line BRT in downtown Grand Rapids (Central Station to Wealthy Street). The fare revenue was agreed upon to be fully reimbursed to The Rapid by the City of Grand Rapids Mobile GR Department and approved by the City of Grand Rapids City Commission. This pilot program was extended annually. However, with the increase of DASH frequencies in August 2018 (7-8 minutes headways all day), changes in mobility patterns in downtown Grand Rapids, and the cost increase of the DASH service contract in 2019, the sponsored fare-free downtown Silver Line became partially redundant (due to increased DASH service) and no longer financially feasible for Mobile GR (due to DASH cost increases).

Route 19

In May 2018, The Rapid Board authorized the approval to execute a contract with Spectrum Health and the City of Grand Rapids for funding to significantly enhance Route 19 with realignment and increased all-day frequencies. This agreement included a provision that all Spectrum employees can ride the entire fixed-route system fare-free, and a provision from Mobile GR that Route 19 becomes fare-free to all riders. Route 19 had seen significant increases in ridership since the implementation of this enhanced service, and the vast majority of riders are Spectrum employees along the corridor to their park-and-ride lot on Plymouth Ave. However, due to an array of unintended ridership outcomes by providing fare-free service, a large number of concerns emerged from the City of Grand Rapids, Spectrum Health, and other partners. It was determined that concluding the fare free service was the preferred alternative to proceed.

Public Outreach

Staff hosted an array of public input opportunities including:

- Four (4) public meetings on July 1st and July 8th,
- Two (2) Facebook Live Q&A sessions

- Provided email, phone, and mail options for comment, and interacted heavily on social media.

Overall, staff received minimal concerns for the implementation of fares and all public interaction was documented. The Rapid worked collaboratively to communicate this change and provide relevant information and education about resources available to riders by:

- Providing high-visibility notice on buses of the changes to ease the transition on our riders
- Working very closely with transportation staff to mitigate customer service issues as they arise
- Direct coordination with our partner agencies to specifically focus on any potential negative impacts to our most vulnerable riders.

Title VI Analysis

Demographic passenger surveys were completed on the downtown Silver Line and Route 19 in early March 2020. In discussions with FTA officials, The Rapid confirmed that widespread public communication of this change, coupled with connections to resources for transit fare assistance for any negatively impacted riders, will suffice as mitigation for any impacts of this change. This determination by FTA officials was predicated on the fact that the no-fare nature of the services were returning to the base fares applied throughout the entire fixed route system. This change to Silver Line and Route 19 occurred during the COVID-19 pandemic and was primarily the result of the funding sources for both no-fare services being eliminated, as well as the suspension of Route 19 per the request of Spectrum Health, the primary contract partner for the route, as opposed to a Rapid-led decision.



Fundamentals of Interpretation

Build interpreting skills
to provide quality
services

Many organizations use a variety of in-house staff, community interpreters, or contracted agency interpreters to perform language interpreting tasks in professional settings. With the increased demand for equal access to services, there is a need to further develop interpreting skills and industry terminology knowledge. Through a specially designed LanguageLine's Interpreter Training program, organizations can further the skills of bilingual staff and ensure the quality of services delivered to multilingual markets.

Course content and structure has been developed under the strictest methods, incorporating the highest quality protocols to ensure the most effective professional development training for today's bilingual staff. Instruction is conveniently conducted over-the-phone or as a web-based training program, and is comprised of six hours of content, including three hours of live, instructor-led sessions over-the-phone or in the web format.

The convenience of the self-paced training modality eliminates the constraints of time and place to enable participants to access the training from any location, at any time.

Fundamentals of Interpreting: An Introduction to Consecutive Interpreting

This six-hour course is designed to introduce bilingual individuals to the challenging field of interpreting. Participants will examine numerous interpreting settings, protocols, and techniques. Rate of speech, pronunciation, and professional demeanor will also be discussed according to the following course outline:

- Interpreter Protocols
- Attentive Listening
- Dual Tasking
- Memory Development Exercises
- Note-taking
- Role-playing

- Presentation and Delivery
-

Enroll in Fundamentals of Interpreting Training

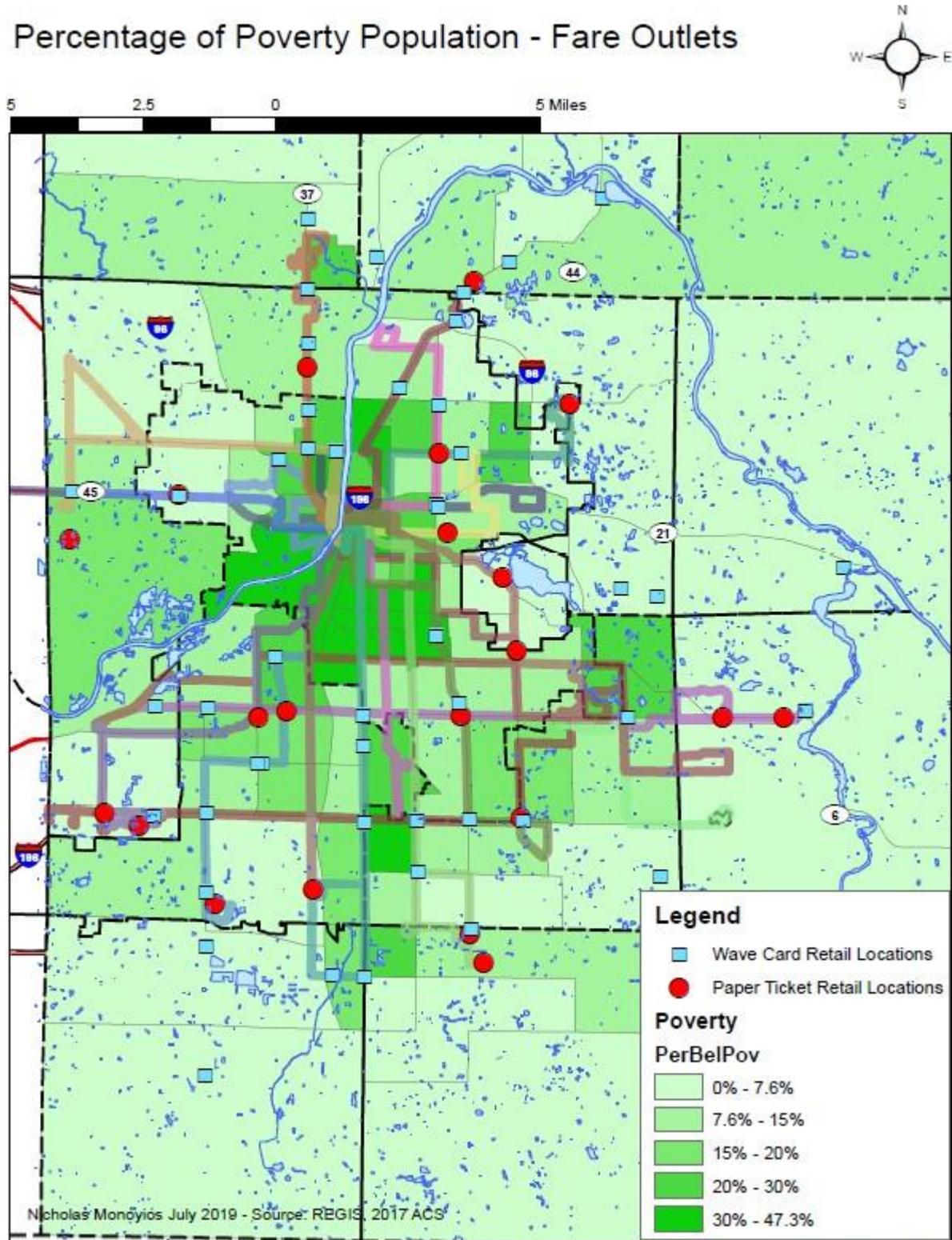
At the conclusion of any of the above courses the participant will receive a *"Certificate of Completion"*.

Enroll in Fundamentals of Interpreting Training

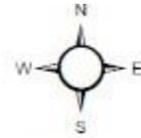
To schedule a LanguageLine training course and for more information, contact your Account Executive or LanguageLine at LLA@LanguageLine.com or (877) 351-6636.

APPENDIX 10: SMART CARD ACCESSIBILITY ANALYSIS FINDINGS

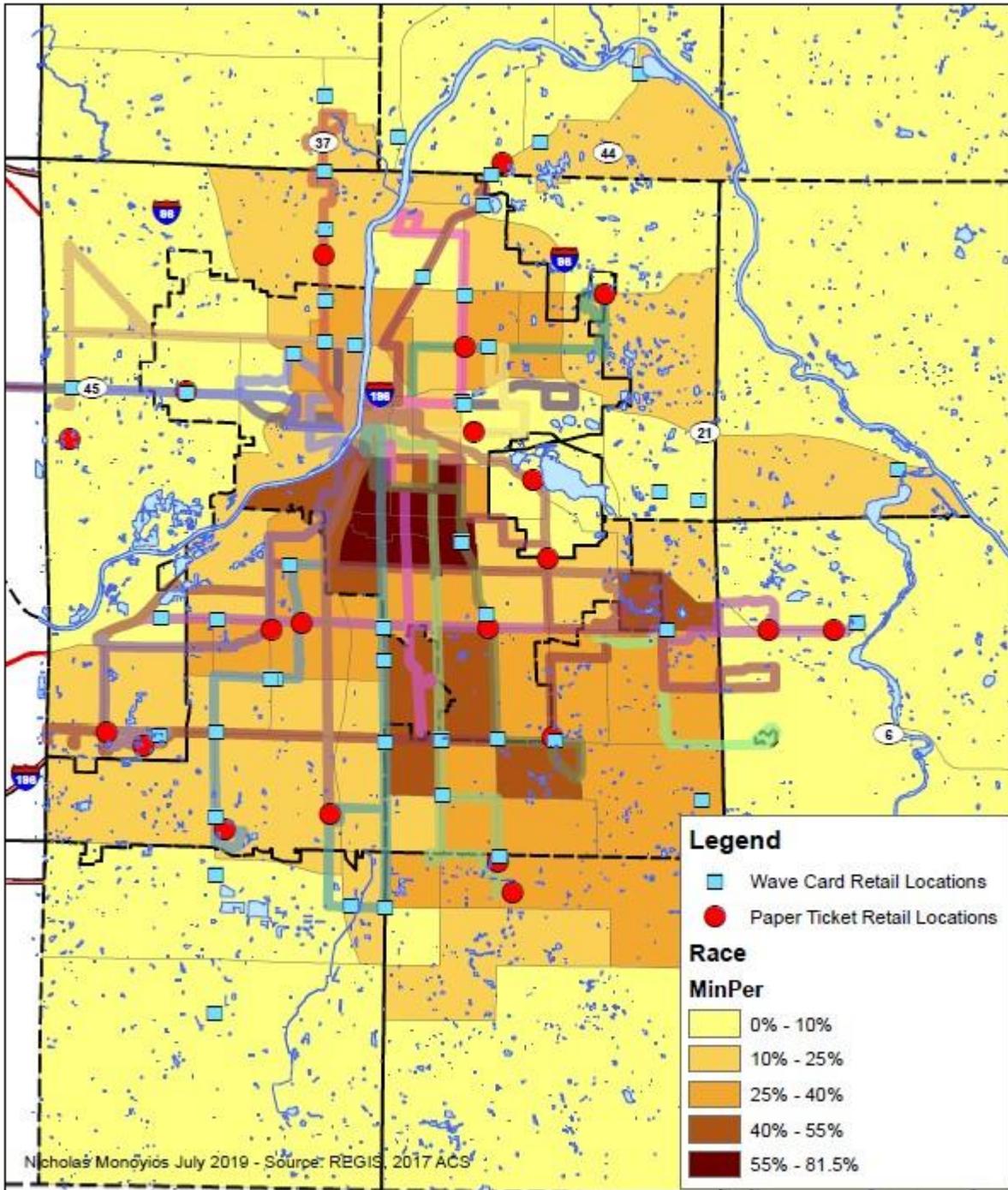
Percentage of Poverty Population - Fare Outlets



Percentage of Minority Population - Fare outlets



5 2.5 0 5 Miles





Interurban Transit Partnership

DATE: January 25, 2023
TO: ITP Board
FROM: Jason Prescott
SUBJECT: DECEMBER 2022 PARATRANSIT RIDERSHIP REPORT

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

	2022	2021	% Change
Total Paratransit Ridership	16,540	16,370	1.0%
ADA Ridership	13,358	13,054	2.3%
Non-Disabled Senior (NDS) Ridership	98	57	71.9%
PASS Ridership	219	350	-37.4%
Network 180	2,153	2,213	-2.7%
Cascade Township/Funding source	48	128	-62.5%

Ridership averages, as compared to 2021

	2022	2021	% Change
Weekday Ridership	617	601	2.7%
Saturday Ridership	179	259	-30.9%
Sunday Ridership	199	216	-7.9%

Other Performance Measures

	2022	2021	% Change
On-Time Performance	74.00%	86.00%	-14.0%
On-Time Drop-Off	77.00%	94.00%	-18.1%
Average Cost Per Trip	\$40.60	\$32.52	24.8%

December 2022 Paratransit Ridership and Operating Statistics

ADA	2022	2021	Change	% Change
Clients	1,204	1,135	69	6.1%
Passenger Trips	13,358	13,054	304	2.3%

NDS

Clients	13	14	(1)	-7.1%
Passenger Trips	98	57	41	71.9%

PASS

Clients	14	19	(5)	-26.3%
Passenger Trips	219	350	(131)	-37.4%

CONTRACTED

Clients	0	1	(1)	-100.0%
Passenger Trips	0	2	(2)	-100.0%

RIDELINK

Clients	289	272	17	6.3%
Passenger Trips (Performed by The Rapid)	712	694	18	2.6%
Phone Calls	3,863	3,087		
Total Trips sched. thru Rapid call center	3,553	2,725		

*ALL Partners

TOTALS

Clients	1,520	1,441	79	5.5%
Passenger Trips	14,387	14,157	230	1.6%
Average Weekday Ridership	617	601	16	2.7%
Average Saturday Ridership	179	259	(80)	-30.9%
Average Sunday Ridership	199	216	(17)	-7.9%
All Ambulatory Passengers	11,759	10,953	806	7.4%
All Wheelchair Passengers	2,628	3,204	(576)	-18.0%
No - Shows	354	344	10	2.9%
Cancellations	450	487	(37)	-7.6%
MV				
Average Cost per Trip	\$40.60	\$32.52	\$8.08	24.8%
Riders per Hour	2.1	2.0	0.1	3.0%
Accidents per 100,000 Miles	3.0	2.0	1	50.0%

Trip Denials	0	1	-1	-100.0%
NTD Travel Time (minutes)	29	29	0	0.0%

#DIV/0!

NETWORK 180

Passenger Trips	2,153	2,213	(60)	-2.7%
Average Weekday Ridership	98	96	2	1.9%

TOTAL PASSENGER TRIPS	16,540	16,370	170	1.0%
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Paratransit Service Quality Statistics: network 180 Excluded

Complaints	2022	2021	% of Trips	% Change
MV Complaints	21	1	0.1%	2000.0%

On-Time Performance

On-Time Compliance - Pick-up	74.00%	86.00%	-12.0%	-14.0%
On-Time Compliance - Drop-off	77.00%	94.00%	-17.0%	-18.1%



Interurban Transit Partnership

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

Date: January 5, 2023

To: Board of Directors

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

Subject: Rapid Connect

OVERVIEW

Rapid Connect mobility on-demand program report from Thursday, December 29 through Wednesday, January 4. The intent of these reports is to be distributed weekly on Friday mornings. The reports will always cover a five-day service period.

HISTORICAL CONTEXT

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

Sign-ups remain consistent from week to week. To date, 1,257 people have signed up to use this new service (a 2% increase from the previous week).

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

CURRENT RIDERSHIP

Between Thursday, December 29 and Wednesday, January 4 (five-day service period), there were a total of completed 162 trips. All 162 trips were scheduled on-demand through the app.



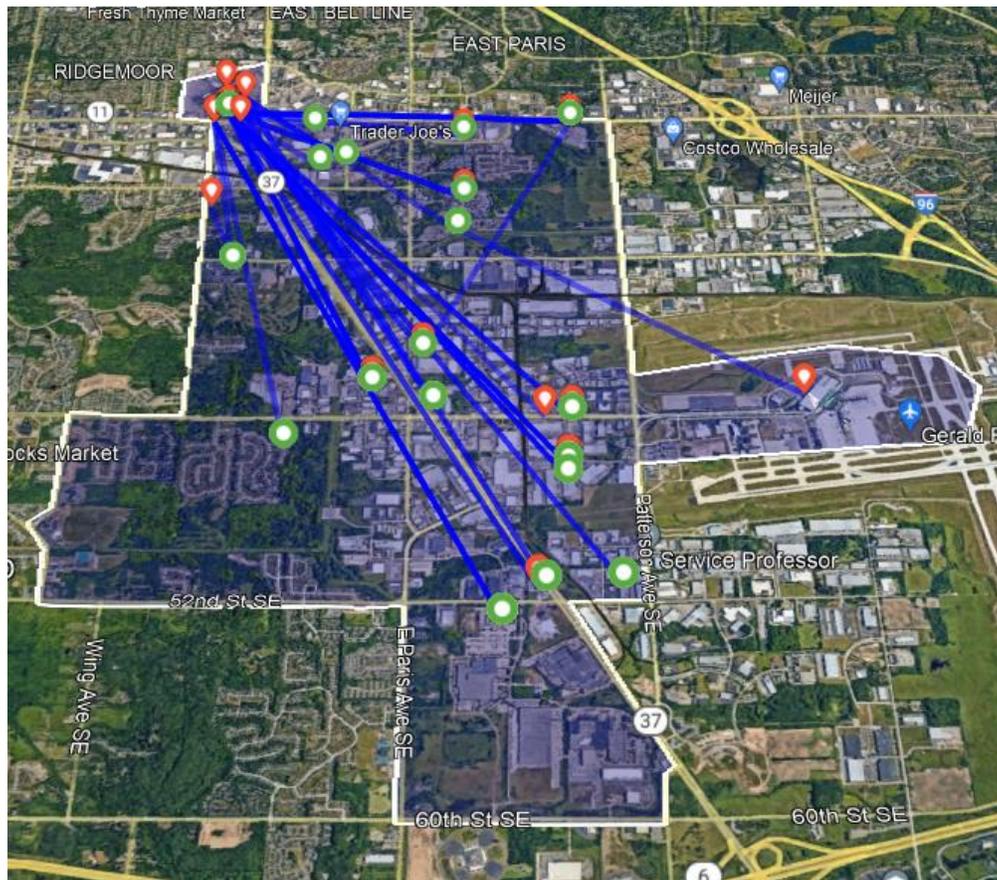
Interurban Transit Partnership

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

There were completed 91 trips in Kentwood (56%), and 71 trips completed in Walker (44%). There were 27 individual riders in Kentwood and 14 in Walker that made up these trip counts for this week.

The average fare trip distance in Kentwood is 2.94 miles, and 2.81 miles in Walker. The fare trip distance is the distance between the pickup and drop off points and does not consider other stops on the route.

The earliest trip in Kentwood for this five-day service period had a reported arrival time of 5:53 a.m. The latest trip was completed at 9:36 p.m.

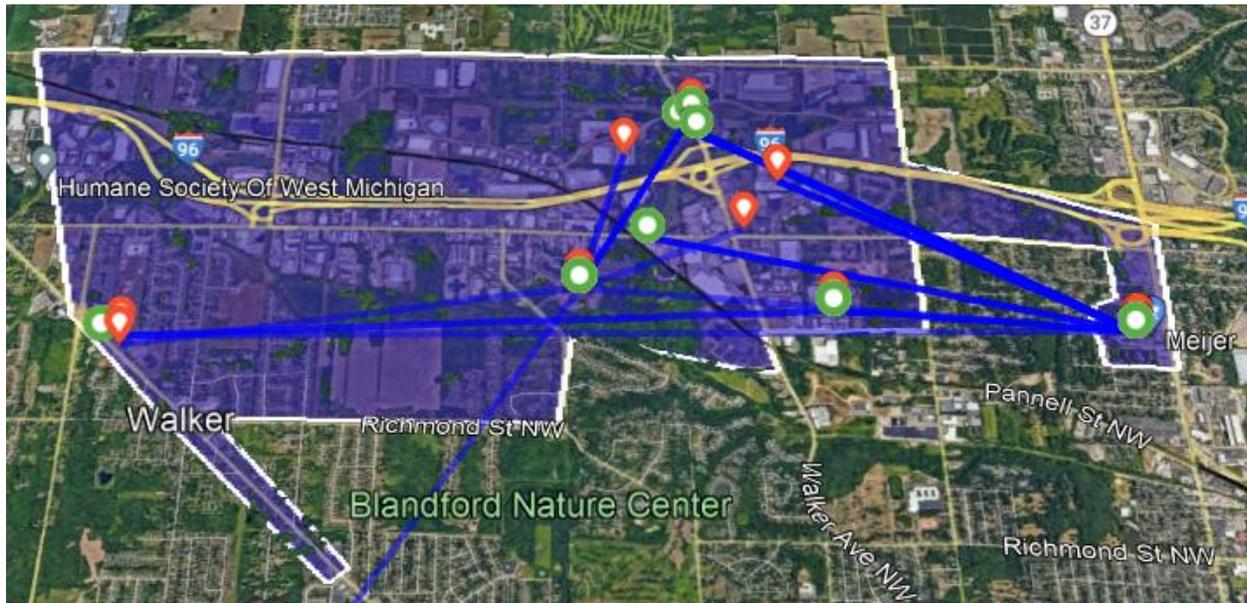




Interurban Transit Partnership

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

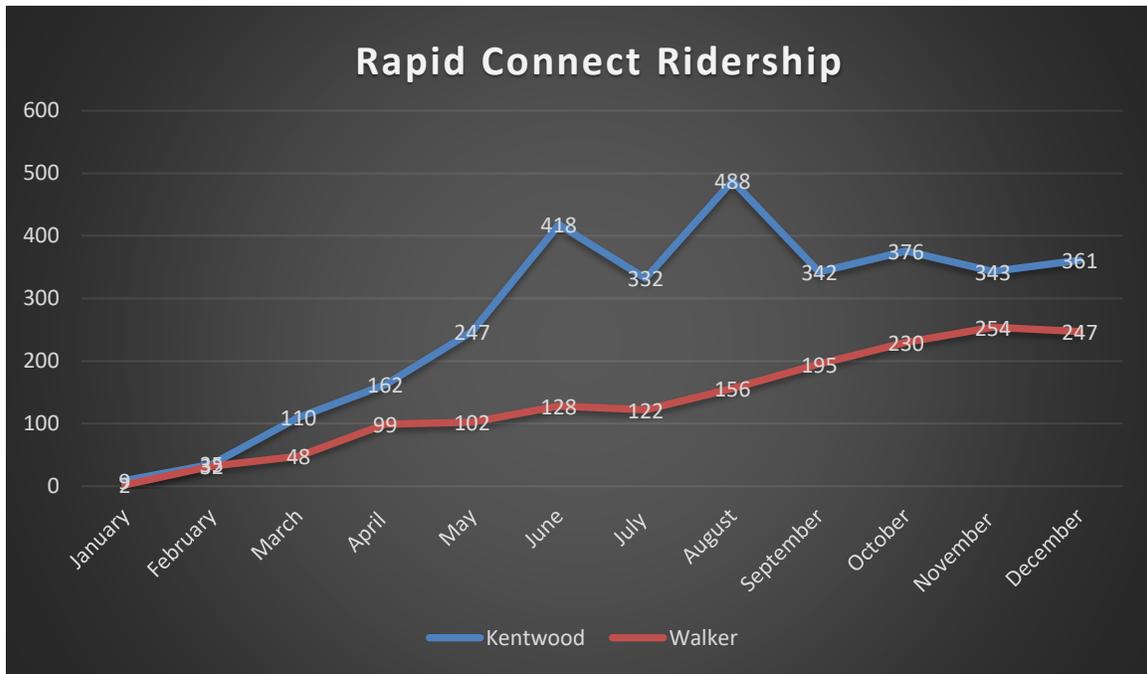
The earliest trip in Walker for this five-day service period had a reported arrival time of 6:03 a.m. The latest trip was completed at 9:14 p.m.





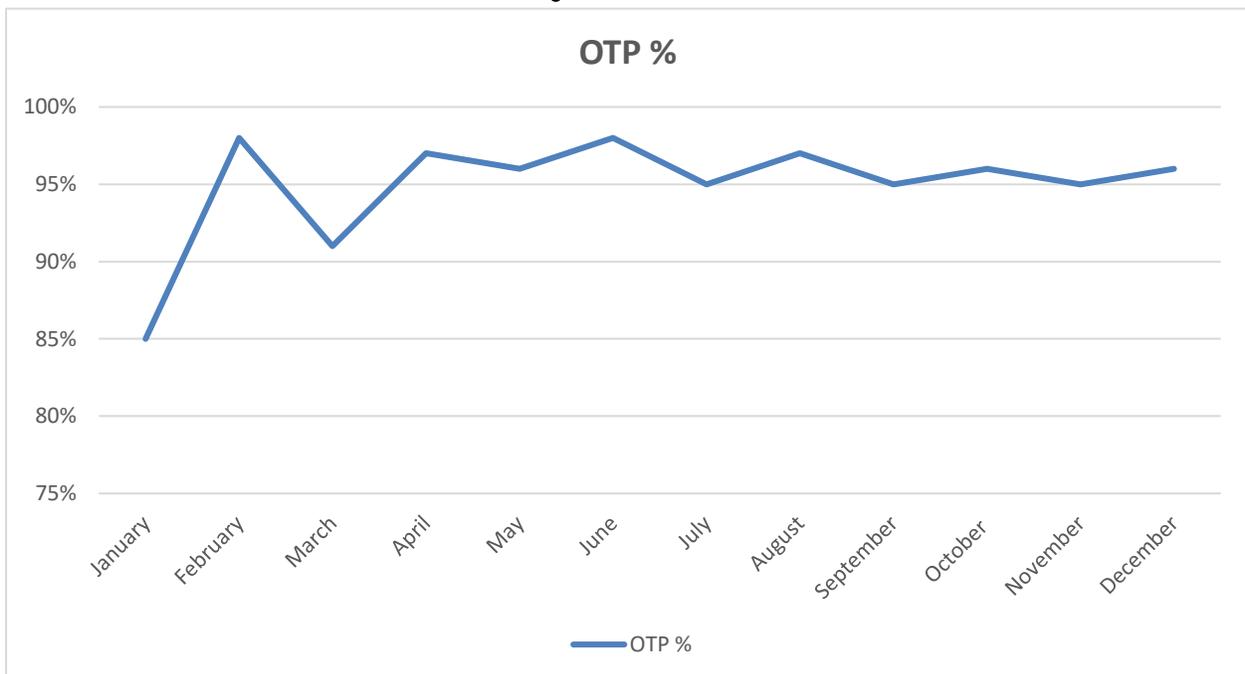
Interurban Transit Partnership

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



Rapid Connect Ridership

January 2022 – Present

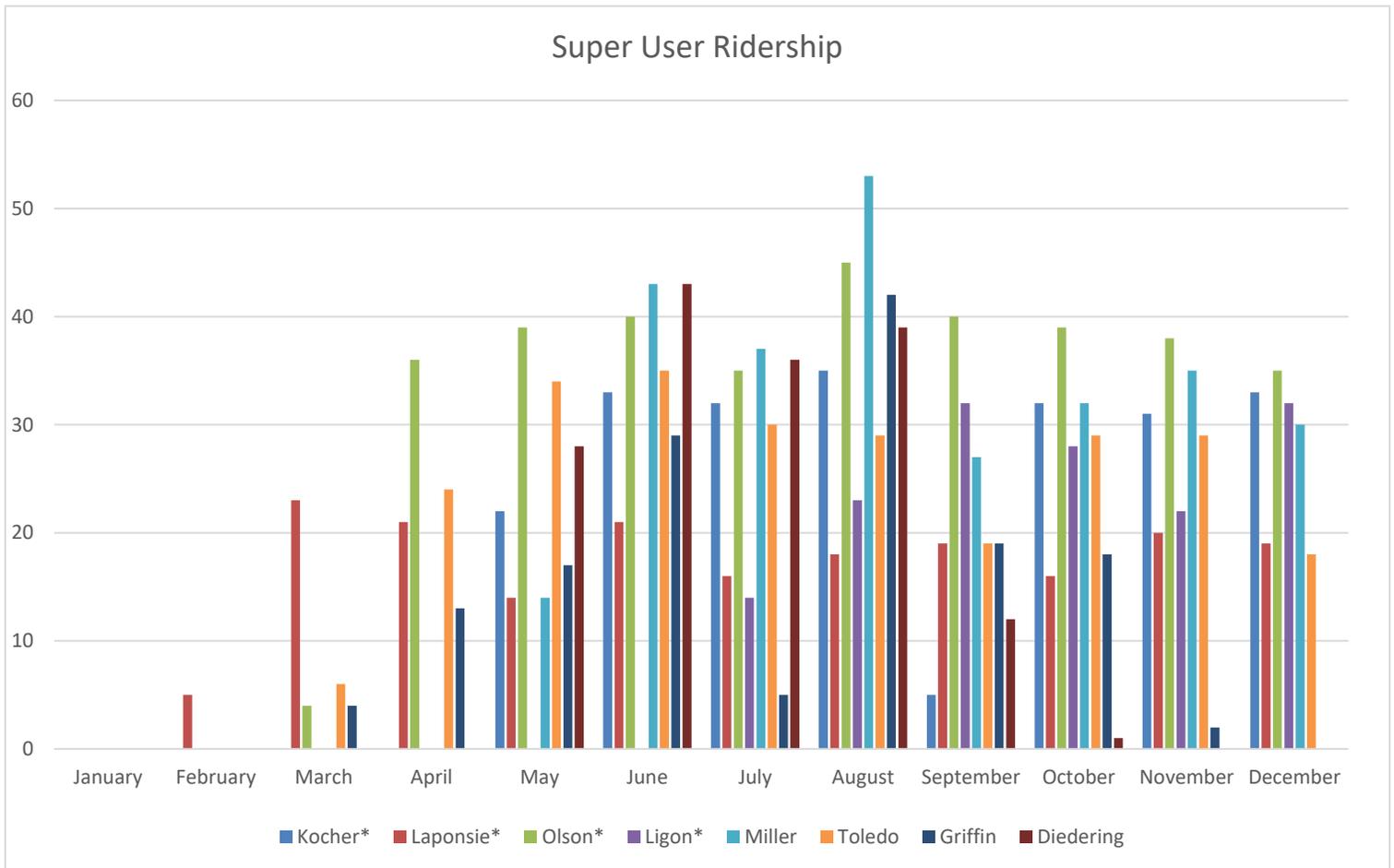




Interurban Transit Partnership

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

January 2022 – Present



*Indicates Walker Resident

Date: December 27, 2022
To: ITP Board
From: Maxwell Dillivan, AICP – Senior Planner
Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – November 2022

OVERVIEW

November 2022 ridership and productivity saw continued out-pacing of the same month in the prior year as was seen in October. Overall systemwide performance modestly dipped from last month, primarily due to some of the disruptions to ridership incurred with the transition to on-board fare collection on the Silver Line BRT system.

BACKGROUND INFORMATION

Monthly Ridership

	Nov 2022	Nov 2021	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	351,952	299,975	↑ 17.3%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	167,629	158,061	↑ 6.1%
Total Monthly Fixed Route Ridership	519,581	458,036	↑ 13.4%

Daily Average Ridership

	Nov 2022	Nov 2021	% Change
Weekday Total	22,269	19,996	↑ 11.4%
Weekday Evening	2,858	2,258	↑ 26.6%
Saturday	8,761	6,532	↑ 34.1%
Sunday	4,223	3,162	↑ 33.5%

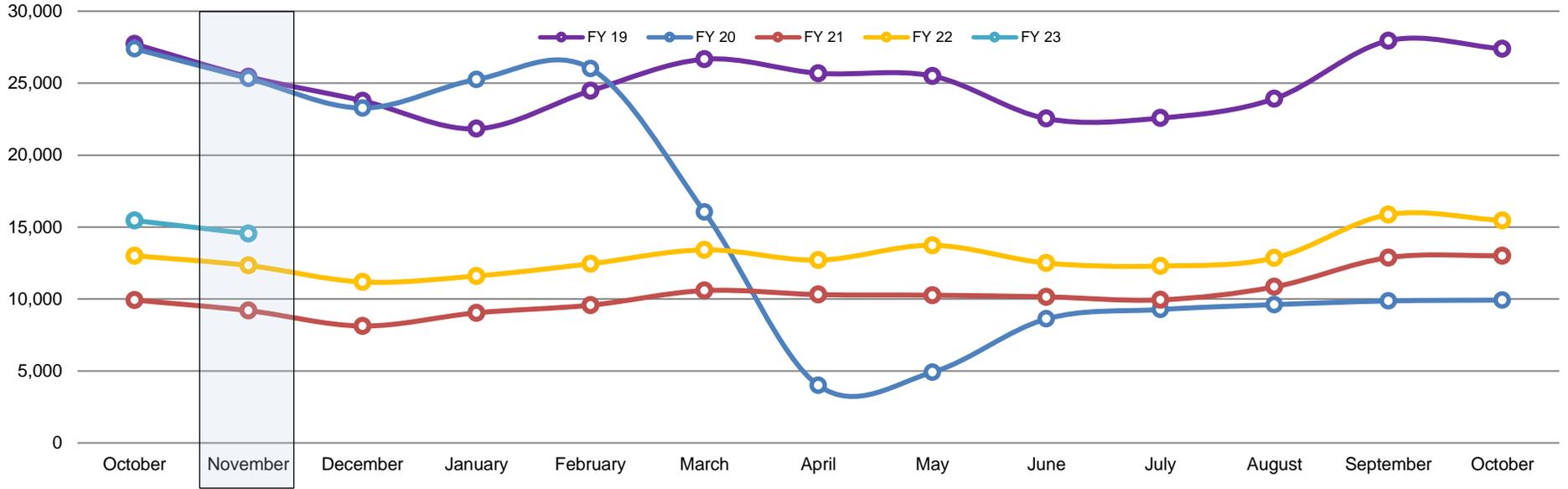
Productivity Summary

	Nov 2022	Nov 2021	% Change
Average passengers per hour per route	13.3	11.9	↑ 11.8%
Average passengers per mile per route	0.98	0.85	↑ 14.6%
Average farebox recovery percent per route	11.1%	11.7%	↓ 5.6%

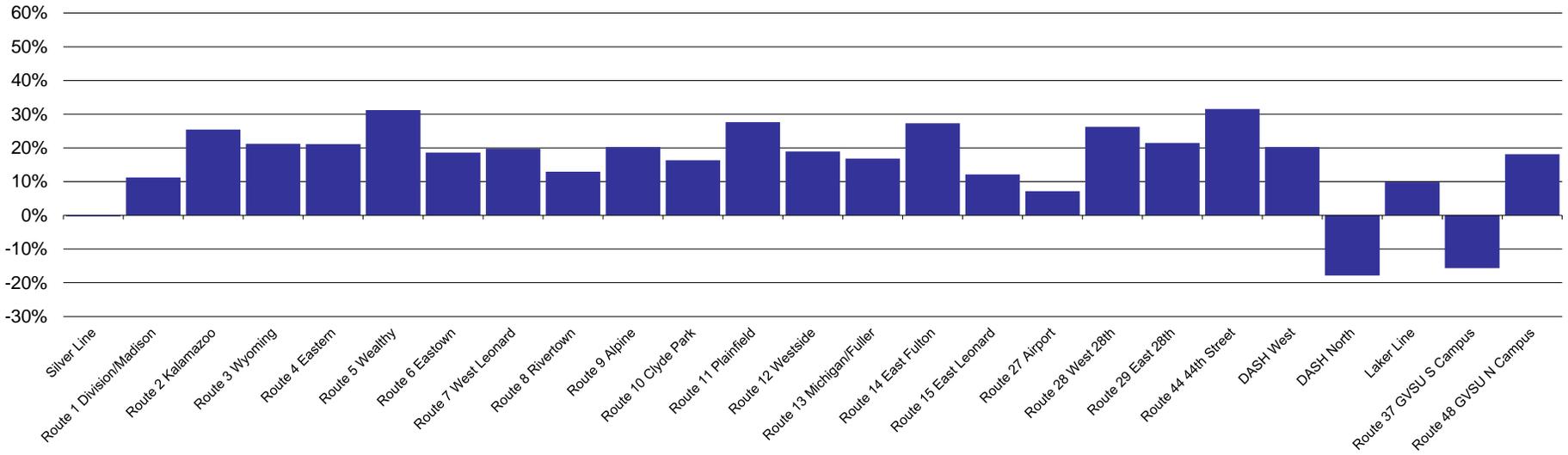
Fiscal Year Ridership

	FY 2023	FY 2022	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	740,254	624,831	↑ 18.5%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	352,901	322,105	↑ 9.6%
Total Fixed Route Ridership YTD	1,093,155	946,936	↑ 15.4%

Monthly Weekday Average Ridership History



Percent Change by Route: November 2022 compared to November 2021



Date: January 5, 2022
To: ITP Board
From: Maxwell Dillivan, AICP – Senior Planner
Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – December 2022

OVERVIEW

December 2022 ridership and productivity outperformed December 2021 but by a more modest margin than had been seen in previous months when compared to the same month the previous year. However, an additional weekday in December 2021 and extremely inclement weather during the third week of December 2022 collectively explain the discrepancy. After a second consecutive month, Silver Line no longer ranks as the system’s top-performing route – a place now held by Route 9 Alpine.

BACKGROUND INFORMATION

Monthly Ridership

	Dec 2022	Dec 2021	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	315,243	286,847	↑ 9.9%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	103,429	98,505	↑ 5.0%
Total Monthly Fixed Route Ridership	418,672	385,352	↑ 8.6%

Daily Average Ridership

	Dec 2022	Dec 2021	% Change
Weekday Total	16,949	15,439	↑ 9.8%
Weekday Evening	2,175	1,816	↑ 19.8%
Saturday	6,868	6,861	↑ 0.1%
Sunday	3,817	3,164	↑ 20.6%

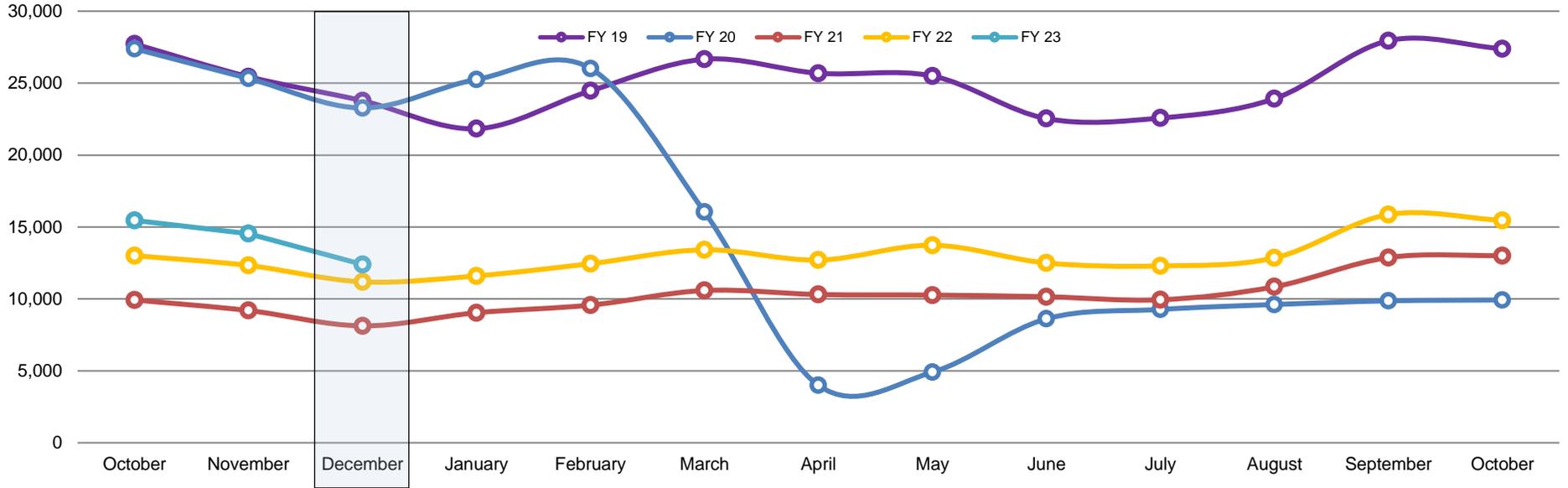
Productivity Summary

	Dec 2022	Dec 2021	% Change
Average passengers per hour per route	11.3	10.4	↑ 9.3%
Average passengers per mile per route	0.83	0.85	↓ 2.3%
Average farebox recovery percent per route	9.8%	11.7%	↓ 16.4%

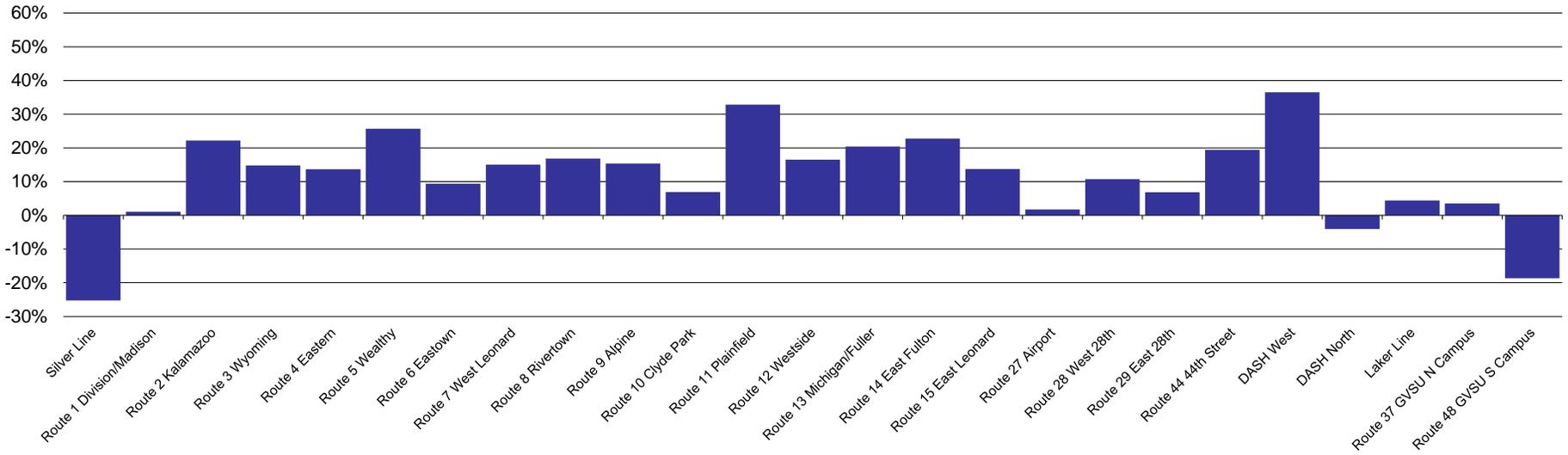
Fiscal Year Ridership

	FY 2023	FY 2022	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	1,055,497	911,678	↑ 15.8%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	456,330	420,610	↑ 8.5%
Total Fixed Route Ridership YTD	1,511,827	1,332,288	↑ 13.4%

Monthly Weekday Average Ridership History



Percent Change by Route: December 2022 compared to December 2021





Interurban Transit Partnership

Date: January 25, 2023
To: ITP Board
From: Linda Medina, Finance Manager
Subject: November Operating Statements and Professional Development and Travel Report

Attached are the financial reports through November 30, 2022, for general operating and grants. The financial reports include October and November's activities. The Professional Development and Travel Report reflects November's activity as there was no activity for October.

FY 22/23 YTD Operating Statement Analysis

Total revenues are over budget by 1% before Federal Covid funding.

- Passenger Fares are over budget by 4.5%. Ridership through November is higher than budgeted.
- Sale of Transportation Services are under budget by 1.4%. The main driver is the reduction in Township services. With the cancellation of Byron Township and the Route 27 portion of Cascade Township's contract, actual service hours to budgeted service hours reduced approximately 700 hours.
- State Operating Assistance is 5.8% under budget. The current budget is calculated using the State Operating Assistance rate of 29.5262%, but the actual rate is 29.2015%. This equates to a 1% decrease or a reduction of approximately \$169,900.
- Advertising and Miscellaneous are over budget 67.9% due to additional interest received through November than anticipated.
- \$2 million of Federal COVID funding has been requested for reimbursement of eligible operating expenses.

Total expenses are 5.7% under budget.

- Wages and salaries overall are under budget by 9.4% mainly due to the current workforce issues. Staff remains focused on recruiting, hiring, and retaining employees.
- Contractual Services is 15.8% under budget as a result of a reduction in billable security hours due to the current contractor's staffing issues.
- Materials and supplies are under budget by 24.3%. The main driver is the cost of fuel is lower than budget. Average cost per gallon for diesel is \$3.21 and budgeted \$4.54. CNG average cost per gallon is \$0.85 and budgeted \$1.00.
- Insurance and Miscellaneous is under budget by 5.7% due to actual insurance expenses being lower than budgeted.
- Purchase Transportation is under budget 4.9% due to ridership being lower than anticipated.

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

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

	YTD as of November 30, 2022		Variance		Last Year	Current Year
	Budget	Actual	\$	%	FY 21/22* YTD Actual	FY 22/23** Annual Budget
Revenues and Operating Assistance						
Passenger Fares	\$ 677,254	\$ 708,028	\$ 30,774	4.5%	\$ 520,718	\$ 3,978,849
Sale of Transportation Services						
CMH Contribution	71,607	64,550	(7,057)	-9.9%	67,406	414,711
Dash Contract	244,891	264,471	19,580	8.0%	401,447	1,465,874
Grand Valley State University	618,445	594,763	(23,682)	-3.8%	697,255	3,113,764
Van Pool Transportation	-	(1,162)	(1,162)		2,625	-
Township Services	63,896	57,601	(6,295)	-9.9%	71,357	434,895
Other	50,280	54,082	3,802	7.6%	46,183	485,491
Subtotal Sale of Transportation Services	1,049,119	1,034,305	(14,814)	-1.4%	1,286,273	5,914,735
State Operating	2,655,520	2,501,936	(153,584)	-5.8%	2,538,046	15,448,739
Property Taxes	3,038,756	3,104,604	65,848	2.2%	3,191,115	18,232,535
Advertising & Miscellaneous	112,452	188,809	76,357	67.9%	82,760	682,340
Subtotal Revenues and Operating Assistance	7,533,100	7,537,682	4,582	0.1%	7,618,912	44,257,198
Grant Operating Revenue (CARES/CRRSAA)	1,427,490	2,000,001	572,511	40.1%	1,900,000	8,564,938
Total Revenues and Operating Assistance	\$ 8,960,590	\$ 9,537,683	\$ 577,093	6.4%	\$ 9,518,912	\$ 52,822,136
Expenses						
Salaries and Wages						
Administrative	\$ 949,798	\$ 854,330	\$ (95,469)	-10.1%	\$ 1,005,280	\$ 6,173,690
Operators	2,341,134	2,151,731	(189,404)	-8.1%	2,550,492	15,111,249
Maintenance	341,803	284,820	(56,984)	-16.7%	382,756	2,221,722
Subtotal Salaries and Wages	3,632,736	3,290,880	(341,856)	-9.4%	3,938,528	23,506,661
Benefits	1,954,786	1,590,974	(363,812)	-18.6%	1,511,176	9,965,287
Contractual Services	462,318	389,246	(73,072)	-15.8%	507,217	3,942,021
Materials and Supplies						
Fuel and Lubricants	499,870	338,718	(161,152)	-32.2%	287,788	3,421,740
Other	228,724	212,781	(15,942)	-7.0%	213,790	1,990,688
Subtotal Materials and Supplies	728,594	551,499	(177,095)	-24.3%	501,578	5,412,428
Utilities, Insurance, and Miscellaneous	1,542,020	1,454,383	(87,637)	-5.7%	1,223,214	5,684,786
Purchased Transportation	1,261,425	1,200,049	(61,376)	-4.9%	917,666	7,765,005
Expenses Before Capitalized Operating	9,581,879	8,477,032	(1,104,847)	-11.5%	8,599,378	56,276,188
Capitalized Operating Expenses	(588,105)	-	588,105	0.0%	-	(3,454,052)
Total Operating Expenses	\$ 8,993,774	\$ 8,477,032	\$ (516,742)	-5.7%	\$ 8,599,378	\$ 52,822,136
Net Surplus/(Deficit) without Federal Funding		\$ (939,350)			\$ (980,466)	
Net Surplus/(Deficit) with Federal Funding		\$ 1,060,651			\$ 919,534	

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

** Fiscal year is 10/1/2022 - 9/30/2023

Interurban Transit Partnership
 Grant Revenues & Expenditures
 Month Ended 11/30/22

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target 17%
1. Federal Grant Assistance	16,232,189	16,232,189	405,370	651,486	15,580,703	4%
2. State Grant Assistance	4,058,047	4,058,047	101,342	162,872	3,895,175	4%
3. Transfer In - Operating Budget	0	0	0	0	0	100%
4. Use of Restricted Net Assets	0	0	0	0	0	100%
5. Other Local	0	0	0	0	0	100%
6. Total Grant Revenue	20,290,236	20,290,236	506,712	814,358	19,475,878	4%
7. Administrative Salaries	0	0	0	0	0	100%
8. Driver Wages	0	0	0	0	0	100%
9. Temporary Wages	0	0	0	0	0	100%
10. Fringe Benefit Distribution	0	0	0	0	0	100%
11. Total Labor	0	0	0	0	0	100%
12. Tires & Tubes	322,000	322,000	22,014	25,057	296,943	8%
13. Office Supplies	0	0	0	0	0	100%
14. Printing	0	0	0	0	0	100%
15. Total Material & Supplies	322,000	322,000	22,014	25,057	296,943	8%
16. Purchased Transportation	1,200,000	1,200,000	100,000	200,000	1,000,000	17%
17. Specialized Services	0	0	0	0	0	100%
18. Total Purchased Transportation	1,200,000	1,200,000	100,000	200,000	1,000,000	17%
19. Dues & Subscriptions	26,000	26,000	12,705	24,060	1,940	93%
20. Professional Development	0	0	0	0	0	100%
21. Miscellaneous	0	0	0	0	0	100%
22. Total Other Expenses	26,000	26,000	12,705	24,060	1,940	93%
23. Office Lease	0	0	0	0	0	100%
24. Transit Center Lease	0	0	0	0	0	100%
25. Storage Space Lease	0	0	0	0	0	100%
26. Total Leases	0	0	0	0	0	100%
27. Rolling Stock	4,320,079	4,320,079	0	0	4,320,079	0%
28. Facilities	3,617,625	3,617,625	345,152	362,573	3,255,052	10%
29. Equipment	675,298	675,298	0	0	675,298	0%
30. Other	1,742,950	1,742,950	17,171	34,611	1,708,339	2%
31. Total Capital	10,355,952	10,355,952	362,323	397,184	9,958,768	4%
32. Planning Services	4,932,231	4,932,231	9,670	9,670	4,922,561	0%
33. Capitalized Operating	3,454,053	3,454,053	0	158,387	3,295,666	5%
34. Total Expenditures	20,290,236	20,290,236	506,712	814,358	19,475,878	4%

PROFESSIONAL DEVELOPMENT & TRAVEL REPORT
ALL EMPLOYEES
NOVEMBER 2022

<u>AMOUNT</u>	<u>PURPOSE</u>	<u>EMPLOYEE (s)</u>	<u>LOCATION</u>
\$ 3,722 26	APTA Railvolution	D. Prato and N. Monoyios	Miami, FL
\$ 354 00	FMLA, ADA, and Workers Compensation Training	L. Thomasini and M. Morrin	Grand Rapids, MI
<u>\$ 4,076 26</u>			

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