



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, April 26, 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. MINUTES REVIEW – March 29, 2023	Mayor Carey	Approval
3. CEO'S REPORT	Deb Prato	Information
4. ACTION ITEMS		
a. Employee Benefits Insurance Brokerage Services	Kevin Wisselink	Approval
b. Property and Casualty Insurance Brokerage Services	Kevin Wisselink	Approval
c. Ellsworth Renovation Contractor	Kevin Wisselink	Approval
d. Purchase Electric Paratransit Vehicles	Steve Clapp	Approval
e. FY 23/24 Budget Guidelines	Linda Medina	Approval
5. PERFORMANCE REPORTS		
a. Paratransit Route Ridership	Jason Prescott	Information
1. March 2023		
2. On-Demand		
b. Fixed Route Ridership	Max Dillivan	Information
1. March 2023		
c. Finance	Linda Medina	Information
1. Operating Statement – February 2023		
2. Professional Development and Travel Report		
a. February 2023		
3. Grant Statement		
6. CHAIR'S REPORT	Mayor Carey	Information
7. COMMITTEE MEETING MINUTES		
a. Finance Committee (February 21, 2023)	Mayor Kepley	Information
b. Planning & Technology Committee (March 13, 2023)	Terry Schweitzer	Information
c. Present Performance & Service Committee (March 21, 2023)	David Bilardello	Information
8. ADJOURNMENT		

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



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BOARD OF DIRECTORS MEETING

Wednesday, March 29, 2023 – 4:00 p.m.

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

ATTENDANCE:

Board Members Present:

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

Board Members Absent:

Mayor Bliss, Mayor Maas, Mayor Favale

Staff Attendees:

Andy Prokopy, Steve Schipper, Mike Wieringa, Deb Prato, Kris Heald, Jason Prescott, Linda Medina, Steve Clapp, Kevin Wisselink, Steve Luther

Other Attendees:

Nathan Bigelow, Justin Hagel, Cassi Cooper

Chair Carey called the meeting to order at 4:02 p.m.

1. PUBLIC COMMENT

Mr. Melvin Turnbo stated that when he last spoke to the board last time, the grievance was and still is fair wages for our bus operators. He did admit that Mr. Schipper and I were talking. No significant progress has been made, but he is grateful. Mr. Turnbo stated that their desire is for a wage increase, not an incentive increase with restrictions. Since we were last here our paratransit members have received a wage increase. Bus operators have been left out. Our executive board is very proud of the technicians and paratransit members who received a good-faith wage increase; however, we are equally disappointed that bus operators have not received a wage increase. We will continue to come here and ask that you hear us and make a difference.

Ms. Raina Cook is a new driver with The Rapid. She spoke to the board a couple of months ago. She stated that she still loves her job even though there are struggles. There is an issue with the morale of the drivers. It's a low point. Even other classmates she trained with are working insane overtime hours and they are exhausted and getting burned out and they haven't been on the job for six (6) months. She wanted to share a few statistics: USDA Economic Research Service; from Feb 22-Feb 23 grocery store prices increased 10.2%. Overall inflation is 6.04%, which is significantly higher. Entry-level driver wages following June 10, 2021, the starting rate for a bus operator was \$19.77. Following June 10, 2022, \$20.17, an increase of 40 cents per hour. June 10, 2023, the beginning wage will be \$20.57 another increase of 40 cents per hour. That is only a 2% increase, which means we are getting paid less every year. Our wages are not keeping up with inflation and our families are severely affected by this.

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

2. MINUTES REVIEW – February 22, 2023, Board Retreat

Chairman Carey noted that item 4d on the agenda will be removed for today, and the item will be brought to the board on April 26, 2023, meeting.

Chairman Carey entertained a motion to approve February 22, 2023, meeting minutes as submitted. Mr. Postema motioned to approve, and Ms. Coffman supported it. The motion passed unanimously.

3. CEO'S REPORT

Ms. Prato started her report by noting March 17th we celebrated Transit Worker Appreciation Day. We recognized Terron Smith who was named Bus Operator of the Year. Mr. Smith has been with The Rapid since 2004. Jose Mendez Ortiz was named Technician of the Year, and Mr. Ortiz has been with The Rapid since 2020. Robin Rodriguez-Garza was named Administrative Employee of the Year, and Ms. Rodriguez-Garza has been with The Rapid since 2004. Ms. Prato also thanked Mayor Carey, Mayor Kepley, Mr. Hoffman, and Mr. Troost for celebrating with us.

March 13th The Rapid kicked off the Transit Master Plan (TMP) Steering Committee Meeting. Approximately fifty (50) individuals are invited to participate in this meeting.

We had our happy hour with our Legislators. Senators Huizenga and Brinks were here in person and other legislators sent their representatives. It was a great meeting as we had the opportunity to talk about funding, local bus operation, and what we need to increase there. We also had conversations regarding our zero emissions plan. It was an attention-getter when we talked about our CNG fleet and the cost of Electric vs Hydrogen vehicles and the cost of fuel with the Biodigester.

Both Ms. Prato and Mr. Schipper went to APTA in D.C. It was a Legislative Conference. Every transit is experiencing the same things we are. Ridership is down, rail is slow to recover, and funding fiscal cliff. We were able to meet with our Congress member's staffers on Capitol Hill with Peters, Stabenow, and Scholten's offices.

Ms. Prato noted that Ridership is trending up by approximately 13%.

The Rapid will be having a Hiring Event on April 1st here at The Rapid, and we will also be having a multi-employer event on the platform on May 17th.

Active Commute week is June 9-15. Friday, June 16 will be a celebration with awards for Active Commute Week (ACW).

Mr. Bilardello congratulated Deb on a successful event with the Legislators.

4. ACTION ITEMS

a. Unified Planning Work Program (UPWP) Mr. Wisselink

Mr. Wisselink is seeking Board approval for the FY 2024 Unified Planning Work Program (UPWP). The UPWP is prepared and submitted annually in accordance with federal regulations and describes the major transportation planning activities that will take place in the upcoming fiscal year.

Ms. Coffman asked if this is vanpool/carpool utilization. Mr. Wisselink replied vanpool is operated by the Michi-van program which is a state-wide program, and we are in collaboration with them. We are seeing some improvement.

Chairman Carey entertained a motion to approve. Mr. Hoffman motioned to approve, and Mr. Gilbert supported it. The motion passed unanimously.

b. Progressive AE Phase II Busch Drive – Mr. Wisselink

Mr. Wisselink is seeing Board approval to enter a contract with Progressive AE (PAE) in the amount of \$159,925 for Professional Architectural and Engineering Services for Phase 2 of the rehabilitation of the Busch Drive Operations Center.

Chairman Carey entertained a motion to approve. Mr. Guy motioned to approve, and Ms. Austin supported it. The motion passed unanimously.

c. Purchase of 32 Shelters – Mr. Wisselink

Mr. Wisselink is seeking Board approval to purchase thirty-two (32) Tolar bus shelters in the amount of \$292,500.

Chairman Carey entertained a motion to approve. Mr. Guy motioned to approve, and Mr. Postema supported it. The motion passed unanimously.

5. PERFORMANCE REPORTS

a. Paratransit Route Ridership – Mr. Prescott

1. Paratransit Route Ridership
2. On-Demand

No comments added

b. Fixed Route Ridership – Mr. Dillivan

1. January 2023
2. February 2023

Mayor Kepley has some concerns regarding the fixed route. He wanted to confirm whether we are still on a reduced schedule because of COVID or if are we back to the designed COA service.

Mr. Dillivan replied that we reduced service during COVID. And then the COA adapted to the number of revenue hours we were running. We are in the 93% range of services we are running now than during the pre-pandemic.

Mayor Kepley asked if we are budgeting for this reduced schedule. Or are we budgeting to a Pre COVID schedule?

Mr. Dillivan answered, yes, we are budgeting to our COA schedule.

Mayor Kepley asked, does anyone know the actual number of drivers we are short on this reduced schedule?

Ms. Prato added that we just went over the summer roster that starts May 8th. There will be 191 rosters with 25 extra boards which is a total of 216. We have 213 full-time Operators and ten (10) in training currently, and we will continue our monthly cadence with new classes.

Mayor Kepley asked if the 216 is based on a normal schedule and not necessary for overtime.

Ms. Prato replied this is our normal summer schedule. There will be a reduction in GVSU and other supplementals we run during the school year.

Mr. Schweitzer asked Mr. Dillivan by looking at the January and February percent change by the route. It is quite noticeable that the Silverline has decreased compared to a year ago.

Mr. Dillivan replied that it was the implementation of the onboard fare collection. We are seeing it rise slowly. We do have more fare recovery from that route now.

Mr. Schweitzer said as we go forward that the percentage will decrease and go in the other direction.

Mr. Dillivan replied we are hearing some bus operators and customers feel more comfortable on that route and Silverline is becoming a more attractive service.

c. Financial Reports – Ms. Medina

1. Operating Statement – January 2023
2. Professional Development and Travel Report – January 2023
3. Grant Statement

No comment added

6. INFORMATIONAL ITEMS

PA 202 FY 21-22 – Ms. Medina

No comment added

7. CHAIR'S REPORT

Chairman Carey noted that he and Senator Huizenga met with Congresswomen Scholten on an unrelated project for funding and we had an opportunity to advocate for The Rapid and she is very supportive of transit.

Chairman Carey went around the table asking for any final comments from the Board members.

Mayor Kepley circled back to Ms. Prato regarding new hires and asked what the goal for the new drivers is.

Ms. Prato answered we don't know. People do have a lifestyle built around some overtime. We don't want anyone to have fatigue or anxiety around the hours they work.

Mayor Kepley stated during the public comment session regarding overtime we hear overtime is always a choice, and no one is forced to work overtime. He believes that because of inflation it is not a choice. He is also empathetic to drivers and their wages. While he understands we do have a budget and we are still using ARPA funds. He is wondering if there is anything we need to right-size up because we are doing too much with the budget we have. Property taxes are up with inflation at 5%. Other transit agencies are increasing services, and our piece of the funding is getting smaller.

Mr. Hoffman added that he did appear at the Metro Council, and he did go to the Legislative meet-up and spoke to the two Senators and the Representatives for Rachel Hood, John Fitzgerald, and Carol Glanville. Mr. Hoffman recently received an email from Jeff Cranston, the Communications Director from MDOT and he is interested in the thoughts are from West Michigan.

8. ADJOURNMENT

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

The next meeting is scheduled for April 26, 2023

Respectfully submitted,



Kris Heald, Board Secretary

Date: April 14, 2023
To: ITP Board
From: Kevin Wisselink, Director of Procurement and Capital Planning
Subject: PROJECT 2023-16: EMPLOYEE BENEFITS INSURANCE
BROKERAGE SERVICES

ACTION REQUESTED

Authorization is requested from the ITP Board to enter a fixed fee contract with HNI for Employee Benefits Insurance Brokerage Services for the annual amount of \$100,000 for two years with up to three one-year extensions. The \$100,000 annual fee includes all employee benefit services and guarantees that HNI will not generate additional commissions from our insurance services. If the market has “built-in” commissions, the annual fee paid will be reduced by that same amount. This fee is guaranteed for all five potential years of the contract.

BACKGROUND

The Interurban Transit Partnership has worked with the same broker for the past seventeen years for employee benefits insurance brokerage services, with their latest contract being awarded in 2021 through the RFP process. While USI has done a good job of meeting our needs and assisting staff to control costs, the contract for their services was due so a new RFP was sent out to procure insurance brokerage services.

Some of the work required of the consultant is as follows:

Review and analyze the terms and conditions of the ITP's various employee benefit programs.

- Solicit proposals on ITP's behalf on an annual basis for insurance the ITP desires to secure, evaluate proposals and make recommendations to ITP for further action.
- Ensure that ITP does not obtain unnecessary duplication of coverage and ensure that all coverage complies with ITP's requirements.
- Assist with Health Fairs as necessary.
- Assist the ITP employees with claims resolution issues.
- Assist as necessary in developing communication materials and giving advice and recommendations for all employee benefit programs.
- Assist the ITP with the implementation and communication of new programs or changes to existing programs, which will include attending and presenting information at Open Enrollment meetings.
- Conduct annual reviews of ITP's insurance programs before the expiration dates of insurance coverage and recommend changes as necessary, to implement the Consultant's recommendations.

Staff asked all respondents to provide a fixed annual cost to provide the brokerage services as opposed to a commission fee structure

PROCUREMENT

On February 24, 2023, ITP advertised the RFP on the Michigan Intergovernmental Network (MITN) website and posted the proposal directly to our website. Through this process, 34 firms accessed the RFP. The RFP format was used because there are factors other than the price of critical importance in the selection of a brokerage firm. Proposals were due on March 23, 2023.

The ITP received proposals from eight firms. Those firms included: Acrisure Benefits Group, Advantages Benefits Group, Bridged Benefit Solutions, HNI Risk Services, Lerner, Csernai and Fath Financial Group, Lighthouse, Alera Group Company, Segal, USI, and Wilson Partners. Round 1 evaluation involved scoring the submitted proposals. The proposals were evaluated for firm qualifications, understanding of the project, price, and personnel.

Firm	Score	Annual Cost
Acrisure	63	\$100,000
Advantage	89	\$60,000
HNI	67	\$100,000
Lerner	44	\$72,000
Lighthouse	81	\$50,000*
Segal	52	\$78,000
USI	41	\$86,000
Wilson	37	\$75,475

*Lighthouse cost does not include additional pricing elements discussed below

The top three firms were selected to move on to Round 2 interviews to further evaluate their proposals, which included Advantage Benefits Group, HNI Risk Services, and Lighthouse. All three firms made very good presentations to The Rapid, but the review team did rank HNI as the top firm.

There were several reasons that HNI ranked as the top firm. These included:

- HNI demonstrated an 89% net promoter score, which is extremely positive and shows great customer satisfaction.
- Their two primary account representatives had about 22 clients each, which is quite low and shows a commitment to providing The Rapid with excellent support.
- They discussed several different options for controlling plan costs, including how to decrease prescription costs, which could save The Rapid significant medical insurance funds. There was overall creativity demonstrated that will have very positive benefits for The Rapid's employee benefits program.

One other factor was that while Lighthouse had the cheapest base price, they included several options that would increase that cost. Using the employee app and using their enhanced concierge customer service center would increase the annual cost by up to \$25,000 to \$30,000 per year and both elements would be important for delivering great service to Rapid employees.

FUNDING

Funding for insurance brokerage services is provided through The Rapid's annual operating budget.



INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 042623-1

Fiscal Year: 2022-2023

Moved and supported to adopt the following resolution:

Approval to enter a two-year contract with HNI Risk Services for Employee Benefits Insurance Brokerage Services at an annual cost of \$100,000, with three optional one-year extensions.

BE IT RESOLVED that the ITP CEO is hereby authorized to execute a contract with HNI Risk Services for Employee Benefits Insurance Brokerage Services at an annual cost of \$100,000, with three optional one-year extensions in accordance with the information presented to the ITP Board on April 26, 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: April 14, 2023
To: ITP Board
From: Kevin Wisselink, Director of Procurement and Capital Planning
Subject: PROJECT 2023-17: PROPERTY AND CASUALTY INSURANCE
BROKERAGE SERVICES

ACTION REQUESTED

Authorization is requested from the ITP Board to enter into a fixed fee contract with USI for Property and Casualty Insurance Brokerage Services for the annual amount of \$50,000 for a two-year period with up to three one-year extensions. The \$50,000 annual fee includes all employee benefit services and guarantees that USI will not make additional commissions from our insurance services.

BACKGROUND

The Interurban Transit Partnership has worked with USI for the past seventeen years for property and casualty insurance brokerage services, with their latest contract being awarded in 2021 through the RFP process. While USI has done a great job of meeting our needs and assisting staff to control costs, the contract for their services was due so a new RFP was sent out to procure insurance brokerage services.

Some of the work required of the consultant is as follows:

- Review and analyze the terms and conditions of ITP's various insurance policies.
- Solicit proposals on ITP's behalf for insurance ITP desires to secure, evaluate proposals and make recommendations to ITP for further action.
- Make suggestions on ITP's current approach to insurance and risk management as required to maximize coverage and minimize cost.
- Ensure that ITP does not obtain unnecessary duplication of coverage and ensure that all coverage complies with ITP's requirements.
- Conduct annual reviews of ITP's insurance programs prior to the expiration dates of insurance coverage and recommend changes as necessary to implement the Consultant's recommendations.

Staff asked all respondents to provide a fixed annual cost to provide the brokerage services as opposed to a commission fee structure

PROCUREMENT

On March 2, 2021, the ITP advertised the RFP on the Michigan Intergovernmental Network (MITN) website and posted the proposal directly to our own website. Through this process, 23

firms accessed the RFP. The RFP format was used because there are factors other than the price of critical importance in the selection of a brokerage firm. Proposals were due on March 23, 2023.

The ITP received proposals from four firms. Those firms included: BHS Insurance, HNI Risk Services, Lighthouse, Alera Group Company, and USI. The evaluation involved evaluating the submitted proposals for firm qualifications, understanding of the project, price, and personnel.

	Score	Annual Cost
BHS	57	\$64,680
HNI	49	\$237,500
Lighthouse	71	\$50,000
USI	92	\$50,000

USI was the clear winner from Round 1 based on their qualifications and work plan and they also tied for the low bid. Therefore, it was decided to recommend the award of the contract to USI. They have performed very well as The Rapid's Property and Casualty Insurance Broker and demonstrate a comprehensive understanding of The Rapid's insurance needs.

FUNDING

Funding for insurance brokerage services is provided through The Rapid's annual operating budget.



INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 042623-2

Fiscal Year: 2022-2023

Moved and supported to adopt the following resolution:

Approval to enter a two-year contract with Universal Insurance Services, Inc. (USI) for Property and Casualty Insurance Brokerage Services at an annual cost of \$50,000, with three optional one-year extensions.

BE IT RESOLVED that the ITP CEO is hereby authorized to execute a contract with Universal Insurance Services, Inc. (USI) for Property and Casualty Insurance Brokerage Services at an annual cost of \$50,000, with three optional one-year extensions.in accordance with the information presented to the ITP Board on April 26, 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: April 14, 2023
To: ITP Board
From: Kevin Wisselink, Director of Procurement and Capital Planning
Subject: PROJECT 2023-6B: ELLSWORTH RENOVATION CONTRACTOR

ACTION REQUESTED

Authorization is requested from the ITP Board to enter into a contract with Carbon 6 in the amount of \$1,414,950 plus a 10% contingency of \$141,495, for a total project cost of \$1,556,445 for 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.

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, and a contract for that work was awarded to DHE Plumbing and Mechanical in January 2023. The remainder of the renovation work, including the replacement of the roof, is now coming before The Rapid Board.

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 because of the price of the low-responsive and responsible bidder. The IFB was advertised on the Grand Rapids Builder's Exchange website and sent to the Michigan DBE firms and The Rapid's website.

Two (2) responsive bids were received as follows:

Company	Bid
Carbon Six	\$1,414,950
Quest Design/Build	\$1,725,000

Versatile Roofing also bid but only for the roof portion of the project and was therefore deemed unresponsive.

Carbon 6 was the low-responsible bidder on the project. The Rapid has recent experience with Carbon 6 through the Laker Line Park and Ride Project where Carbon 6 performed very well throughout that project.

Work is slated to begin in the early summer 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. 042623-3

Fiscal Year: 2022-2023

Moved and supported to adopt the following resolution:

Approval to enter a contract with Carbon 6 for \$1,556,445 including a 10% contingency, for renovations of the Ellsworth Administration Building.

BE IT RESOLVED that the ITP CEO is hereby authorized to execute a contract with Carbon 6 for \$1,556,445 including a 10% contingency, for renovations of the Ellsworth Administration Building in accordance with the information presented to the ITP Board on April 26, 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: April 26, 2022
To: ITP Board
From: Steven Clapp – Director of Fleet Maintenance
Kevin Wisselink – Director of Procurement and Capital Planning
Subject: Purchase of Twelve (12) Paratransit Vehicles

ACTION REQUESTED

Authorization is requested from the ITP Board to enter into a contract with Hoekstra Transportation for the purchase of twelve (12) Ford Transit Electric Powered Paratransit Vehicles at a total price of \$1,301,796.

BACKGROUND

The ITP was awarded a Congressionally Directed Spending Project to procure zero-emission vehicles, charge equipment, and workforce training for the agency's paratransit services. The vehicles have a 4-year/100,000 lifecycle and will replace existing propane-powered vehicles that have met their useful life of 7 years/200,000 miles by FTA regulations. Used for the provision of paratransit service through the GO!Bus program, these vehicles can accommodate up to two (2) wheelchair placements and 13 ambulatory passengers. Access for the ADA lift and ambulatory entrance is located on the right side of the vehicles to provide consistency with the rest of our fleet for our customers. These vehicles are readily available from Ford and no delay in shipment is expected. The procurement of the charging equipment and electrical modifications to the Busch Drive location as well as workforce training are separate elements of the project and will be bid accordingly.

PROCUREMENT

The vehicles were competitively bid by the State of Michigan in compliance with FTA procurement requirements and awarded to Hoekstra under State Vehicle Purchasing Program Contract No. 230000000558 and are included as part of the MiDEAL program of which the ITP is an eligible participant.

FUNDING SOURCE

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

RESOLUTION NO. 042623-4

Fiscal Year 2023

Moved and supported to adopt the following resolution:

Approval to execute an agreement with Hoekstra Transportation for the purchase of twelve (12) Ford Transit Electric Paratransit vehicles.

BE IT RESOLVED that the CEO is hereby authorized to execute an agreement with Hoekstra Transportation to purchase twelve (12) Ford Transit Electric Paratransit vehicles, for \$1,301,796 by the information presented to the ITP Board on April 26, 2023.

CERTIFICATE

The undersigned, duly qualified and acting secretary of the Interurban Transit Partnership Board of Directors, 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 of Directors.

Kris Heald, ITP Board Secretary



Interurban Transit Partnership

Date: April 26, 2023
To: ITP Board
From: Linda Medina, Finance Manager
Subject: FY 23/24 BUDGET FORMULATION GUIDELINES

ACTION REQUESTED

The Board is to approve and adopt the FY 23/24 Budget Formulation Guidelines.

BACKGROUND

In February 2001, the ITP Board began a process of reviewing and approving guidelines to be used in the formulation of the annual operating budget. The following are the Fiscal Year 23/24 budget formulation guidelines for the Finance Committee's approval:

- Explore adjustments in service hours, service frequency, and/or evaluation of new service solutions to close gaps in current weekday and weekend service hours.
- Contribution to the union-defined benefit pension plan shall be based upon actuarial recommendations and will meet or exceed the mid-range contribution as the budget allows.
- Contribution to the administratively defined benefit pension plan shall be based upon actuarial recommendations and will meet or exceed the high-range contribution as the budget allows.
- The Rapid will use Section 5307 funds for preventive maintenance as permitted by federal regulations.
- Contracts for service with the ITP will optimize excess capacity in the system. Billing rates for contracted service will be inclusive of all operating costs and prorated by revenue miles, hours, or trips contracted. Locally derived Interurban Transit Partnership funds shall not be used to subsidize contract services unless specifically approved by the Board.
- State Operating Assistance is assumed to be flat. This rate will be updated as additional information is received from the Michigan Department of Transportation (MDOT).
- No fare increase is contemplated.
- Unrestricted net reserves will be used to balance the budget.

- The budgeted millage rate is assumed to be flat or include a minimal Headlee reduction. The new millage rate will not be available until May 2023 from Kent County.
- The Board approved a Compensation Philosophy in 2017. The philosophy includes that the administrative salary structure will be adjusted based on labor market data to enable the ITP to be competitive to retain and attract top talent.

Please feel free to reach out to me directly at 774-1149 or Imedina@ridetherapid.org with any questions.



INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 042623-5

Fiscal Year: 2022-2023

Moved and supported to adopt the following resolution:

Approval and adoption of the FY 23/24 budget formulation guidelines

BE IT RESOLVED that the Interurban Transit Partnership (ITP) Board has reviewed and hereby adopts the FY 23/24 budget formulation guidelines on the information presented to the ITP Board on April 26, 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: April 6, 2023
TO: ITP Board
FROM: Jason Prescott
SUBJECT: MARCH 2023 PARATRANSIT RIDERSHIP REPORT

Paratransit ridership information for March 2023, as compared to March 2022

	2023	2022	% Change
Total Paratransit Ridership	20,090	19,197	4.7%
ADA Ridership	16,029	15,129	5.9%
Non-Disabled Senior (NDS) Ridership	119	83	43.4%
PASS Ridership	220	345	-36.2%
Network 180	2,867	2,869	-0.1%
Cascade Township/Funding source	327	277	18%

Ridership averages, as compared to 2022.

	2023	2022	% Change
Weekday Ridership	674	709	-4.9%
Saturday Ridership	210	235	-10.6%
Sunday Ridership	208	212	-1.9%

Other Performance Measures

	2023	2022	% Change
On-Time Pick-Up	81.0%	86.50%	-6.4%
On-Time Drop-Off	81.0%	95.50%	-15.2%
Average Cost Per Trip	\$38.86	\$31.02	25.3%

March 2023 Paratransit Ridership and Operating Statistics

ADA	2023	2022	Change	% Change
Clients	1,220	1,195	25	2.1%
Passenger Trips	16,029	15,129	900	5.9%

NDS

Clients	16	10	6	60.0%
Passenger Trips	119	83	36	43.4%

PASS

Clients	12	16	(4)	-25.0%
Passenger Trips	220	345	(125)	-36.2%

CONTRACTED

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

RIDELINK

Clients	314	281	33	11.7%
Passenger Trips (Performed by The Rapid)	855	770	85	11.0%

TOTALS

Clients	1,562	1,503	59	3.9%
Passenger Trips	17,223	16,328	895	5.5%
Average Weekday Ridership	674	709	(35)	-4.9%
Average Saturday Ridership	210	235	(25)	-10.6%
Average Sunday Ridership	208	212	(4)	-1.9%
All Ambulatory Passengers	13,922	13,183	739	5.6%
All Wheelchair Passengers	3,301	3,145	156	5.0%
No - Shows	490	291	199	68.4%
Cancellations	888	649	239	36.8%
Transdev				
Average Cost per Trip	\$38.86	\$31.02	\$7.84	25.3%
Riders per Hour	2.0	2.0	0.0	0.0%
Accidents per Month	4.0	0.0	4	#DIV/0!

Trip Denials	0	0	0	#DIV/0!
NTD Travel Time (minutes)	28	27	1	3.7%

NETWORK 180

Passenger Trips	2,867	2,869	(2)	-0.1%
Average Weekday Ridership	125	124	1	0.8%

TOTAL PASSENGER TRIPS	20,090	19,197	893	4.7%
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Paratransit Service Quality Statistics: network 180 Excluded

Complaints	2023	2022	% of Trips	% Change
Transdev Complaints	20	14	0.1%	42.9%

On-Time Performance

On-Time Compliance - Pick-up	81.00%	86.50%	-5.5%	-6.4%
On-Time Compliance - Drop-off	81.00%	95.50%	-14.5%	-15.2%



Interurban Transit Partnership

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

Date: April 13, 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, April 6 through Wednesday, April 12. 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, 1,445 people have signed up to use this new service (1% more than 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, April 6 and Wednesday, April 12 (five-day service period), there were a total of completed 198 trips. All 198 trips were scheduled on-demand through the app with 1 individual on subscription trips.



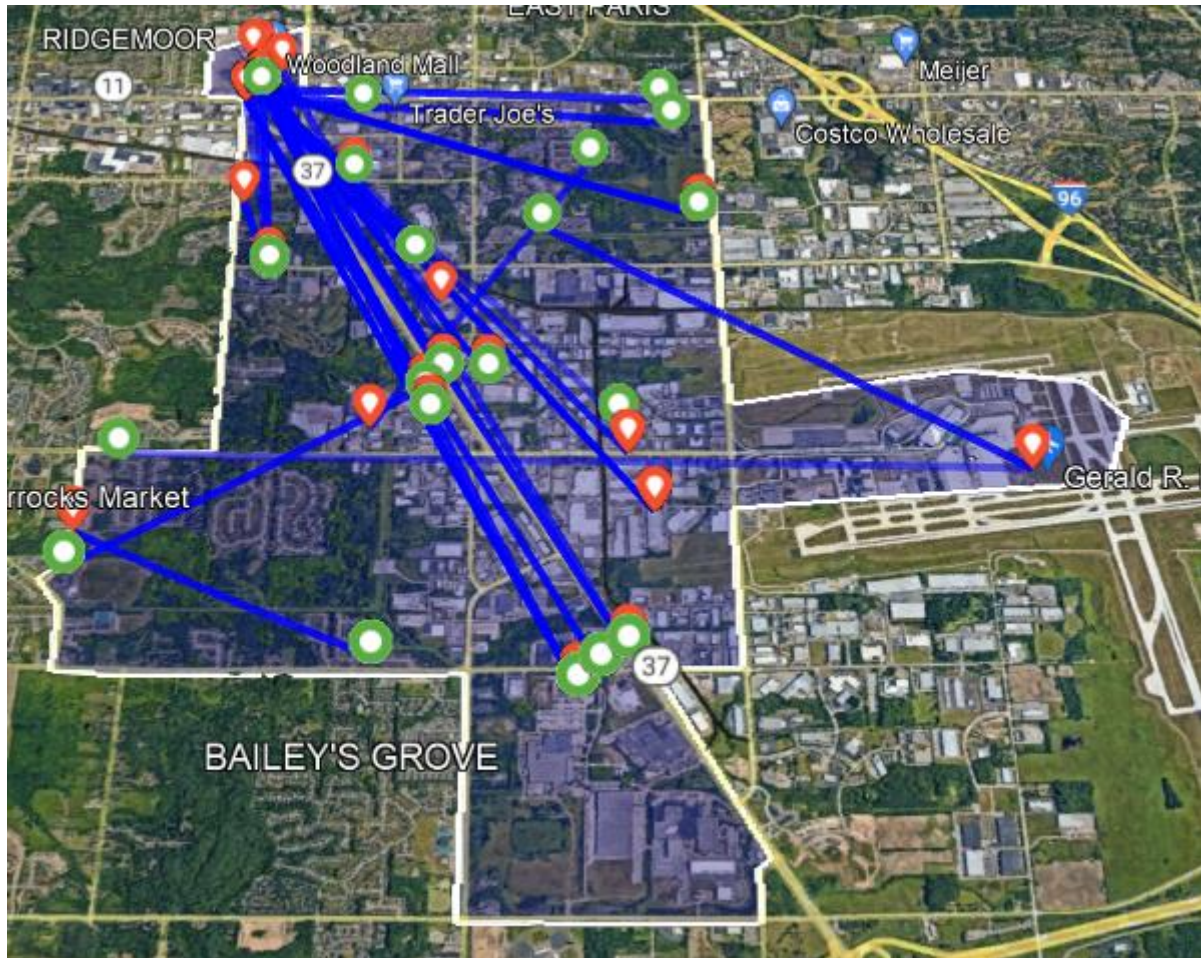
Interurban Transit Partnership

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

There were 137 completed trips in Kentwood (69%), and 61 trips completed in Walker (31%). There were 36 individual riders in Kentwood and 12 in Walker that made up these trip counts for this week.

The average fare trip distance in Kentwood is 2.64 miles, and 3.00 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 5:52 a.m. The latest trip was completed at 9:19 p.m.

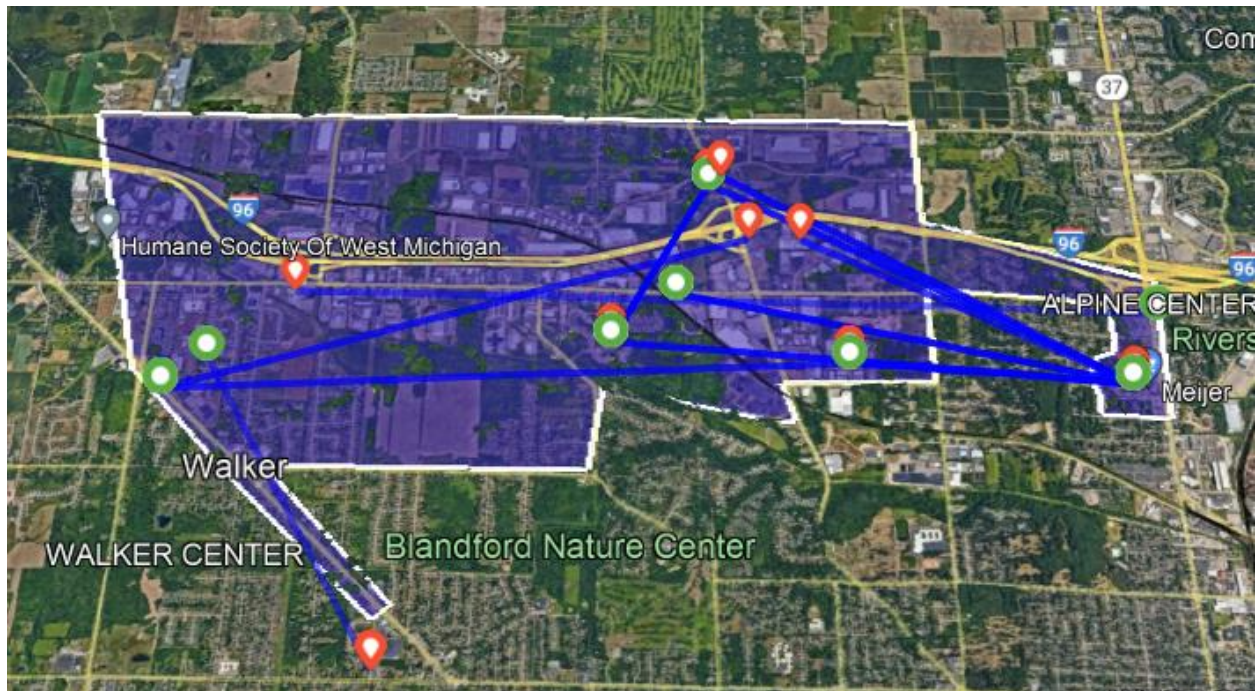




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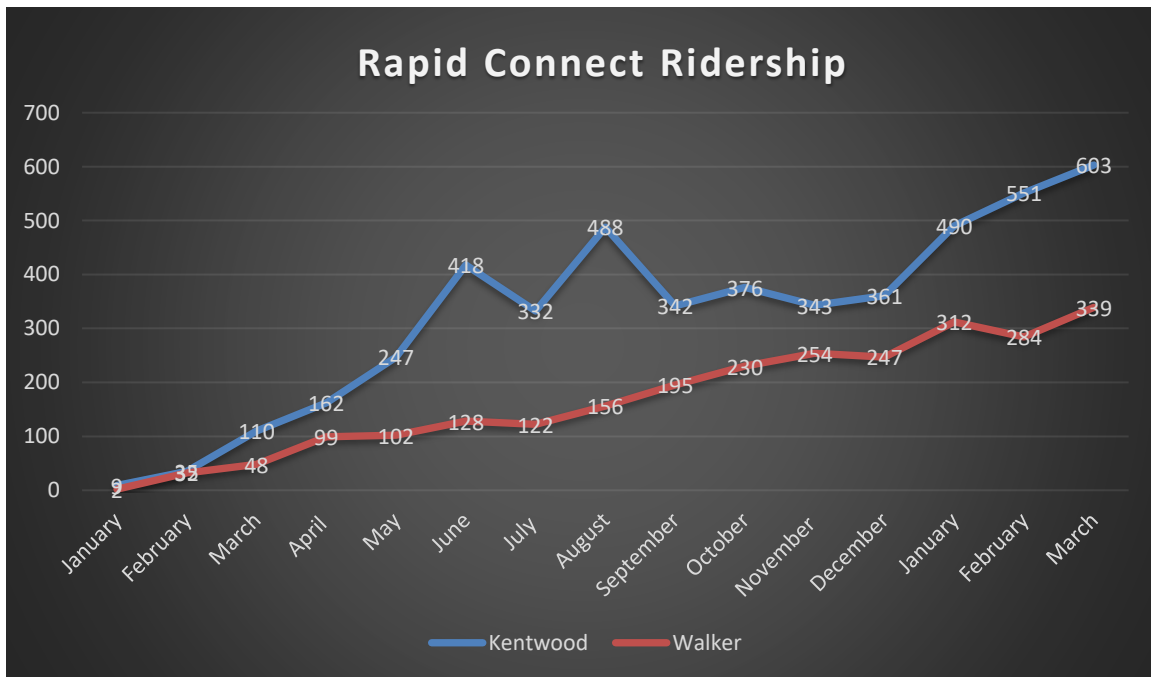
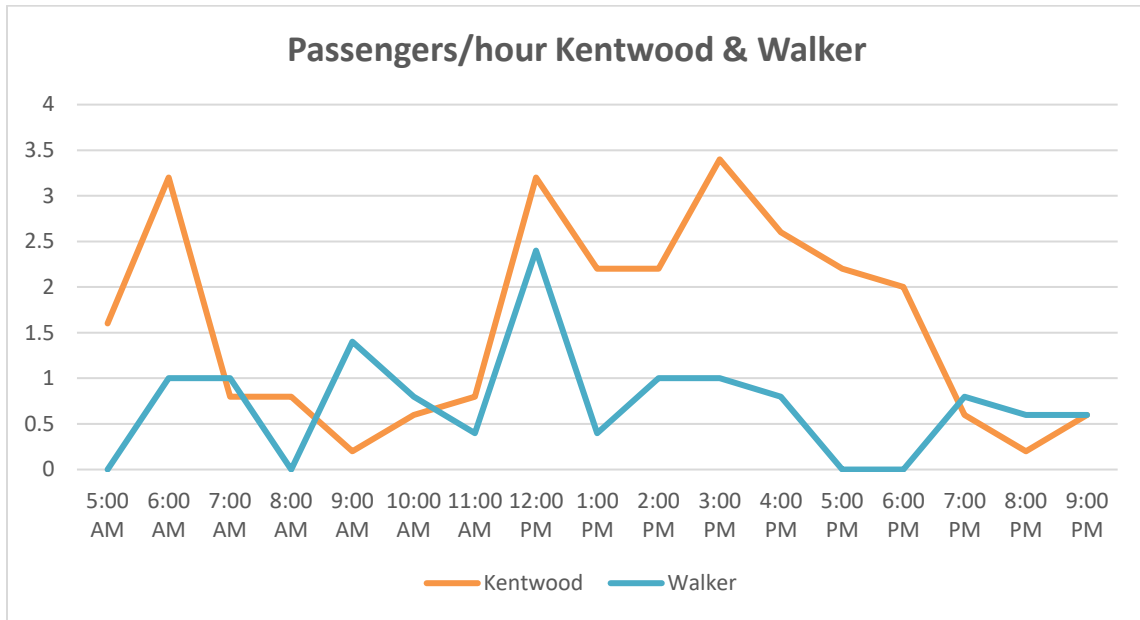
The earliest trip in Walker for this five-day service period had a reported arrival time of 6:09 a.m. The latest trip was completed at 9:38 p.m.





Interurban Transit Partnership

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



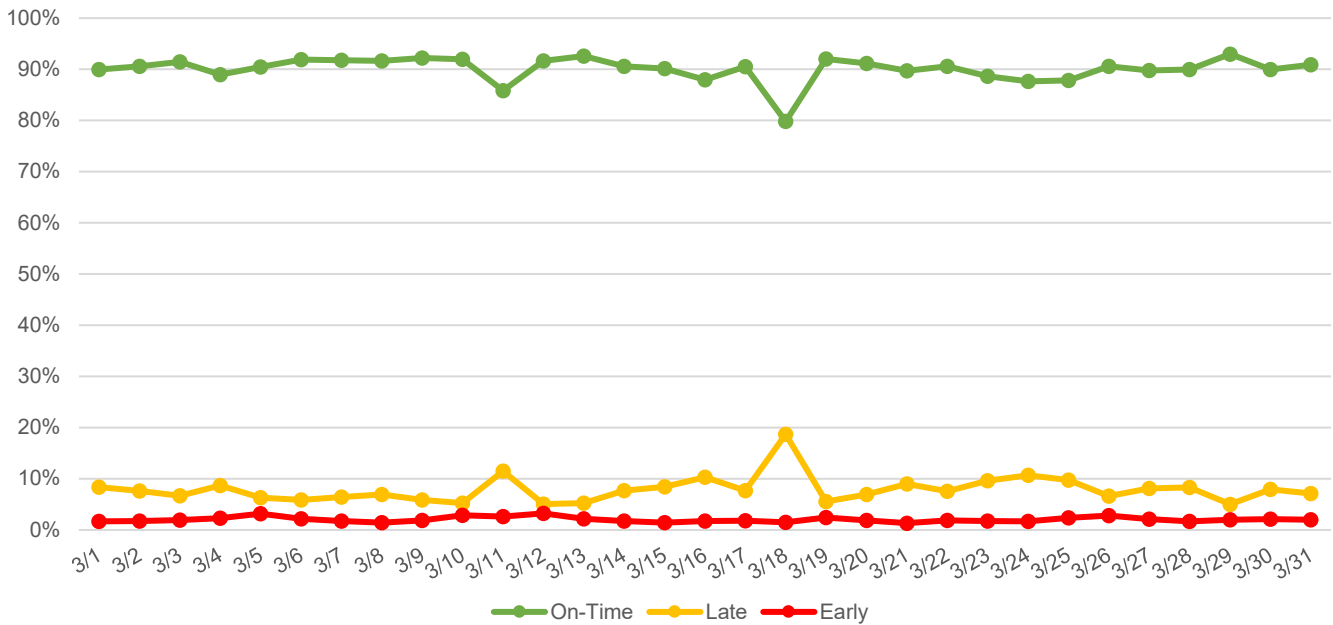


Date: April 7, 2023
To: Present Performance & Service Committee
From: Maxwell Dillivan, AICP – Senior Planner
Subject: FIXED ROUTE ON-TIME PERFORMANCE REPORT – MARCH 2023

SYSTEMWIDE ANALYSIS

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

Systemwide Daily On-time Analysis
March 1 through March 31



The figure above demonstrates daily on-time performance over the past month. Through the month of March, systemwide on-time performance was 90.3%, nearly identical to the 90.2% and 90.1% on-time recorded during the previous two months (January and February 2023). This also mirrors on-time performance for the system during the same month last year (March 2022) which had an on-time percentage of just under 91%. March 2023 represents the third consecutive month the system has performed at or above its established standard of 90%. Similar to recent months in early 2023, mild weather conditions aided in strong schedule adherence. A few notable exceptions were seen on two Saturdays in the month – March 11 and March 18. Each of these two days included winter storm conditions in conjunction with events/conventions downtown causing some delays along Monroe Avenue where numerous routes operate.

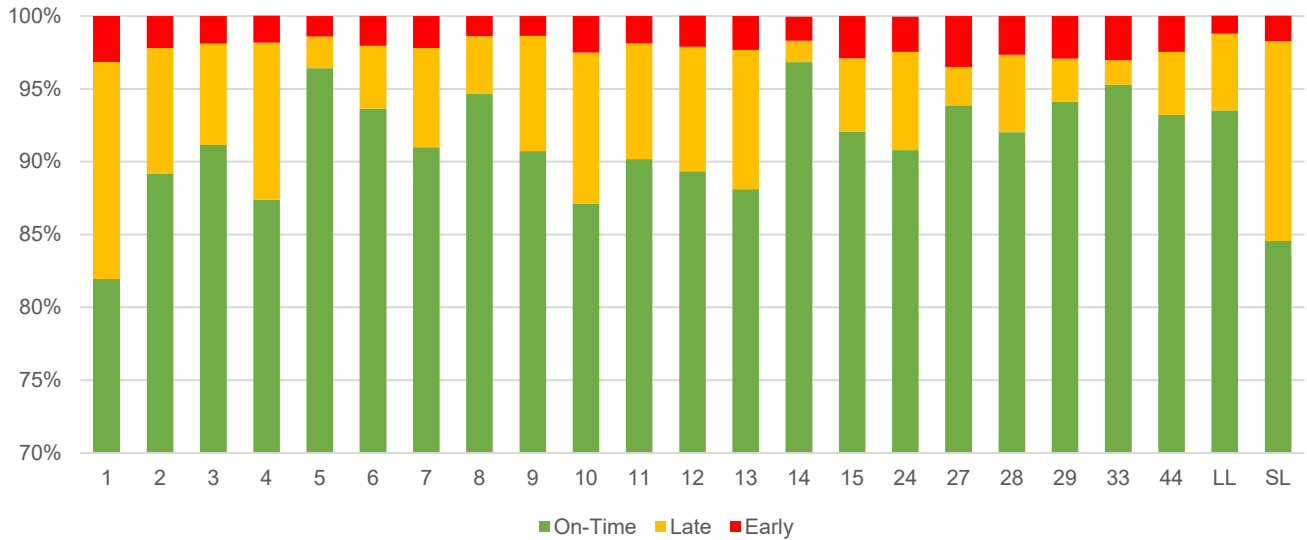
ROUTE BY ROUTE ANALYSIS

Over the month of March 2023, 16 routes operated at or above 90% with another three only a couple percentage points under. Largely, each route operated in identical fashion to the same month in 2022. Outreach to operators was conducted through the month to gather feedback to incorporate into schedule adjustments for upcoming service period implementations.

Planning continues to monitor on-time performance at a granular level to make necessary minor adjustments to schedules and provide recommendations to address on-time performance issues.

Route by Route On-time Analysis

March 1 through March 31





Date: April 6, 2023
To: ITP Board
From: Maxwell Dillivan, AICP – Senior Planner
Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – March 2023

OVERVIEW

Systemwide performance largely continued as expected in March 2023. Total monthly fixed route ridership and productivity was up compared to the same month last year by a similar margin seen in previous months and trends observed in previous months have maintained.

BACKGROUND INFORMATION

Monthly Ridership

	Mar 2023	Mar 2022	% Change
Regular Fixed Route Service (<i>Routes 1–44 and SL</i>)	391,314	354,119	↑ 10.5%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	158,691	147,255	↑ 7.8%
Total Monthly Fixed Route Ridership	550,005	501,374	↑ 9.7%

Daily Average Ridership

	Mar 2023	Mar 2022	% Change
Weekday Total	21,801	20,153	↑ 8.2%
Weekday Evening	2,873	2,431	↑ 18.2%
Saturday	8,049	6,824	↑ 17.9%
Sunday	4,096	3,176	↑ 29.0%

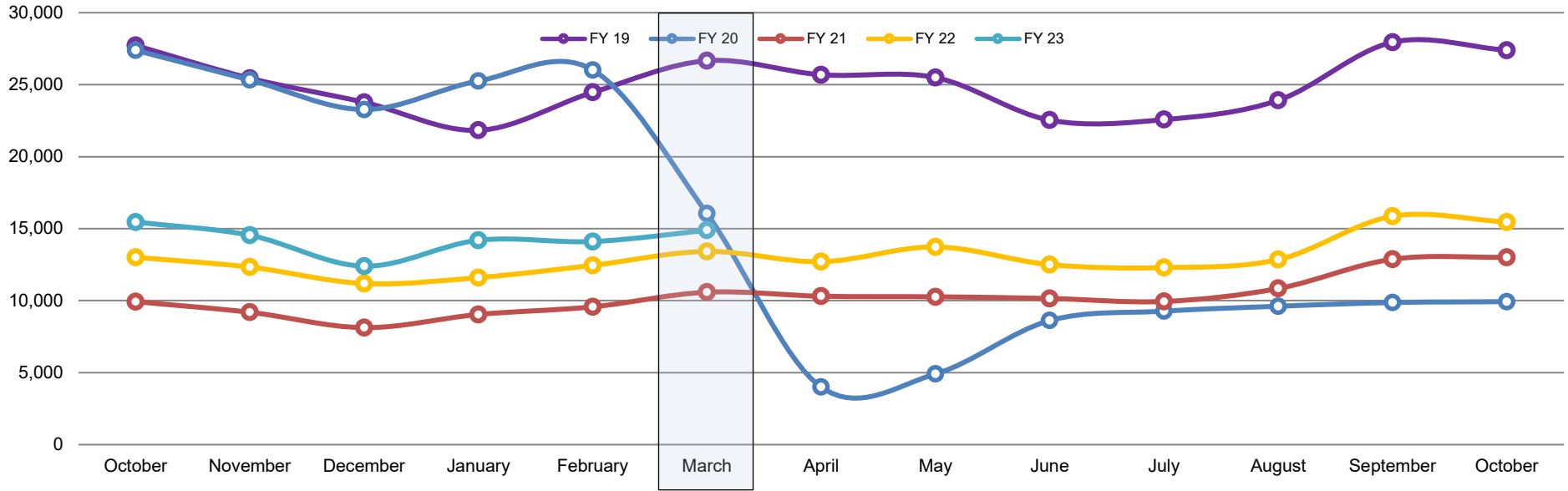
Productivity Summary

	Mar 2023	Mar 2022	% Change
Average passengers per hour per route	13.6	12.5	↑ 9.0%
Average passengers per mile per route	1.01	0.91	↑ 10.2%
Average farebox recovery percent per route	10.9%	11.6%	↓ 6.4%

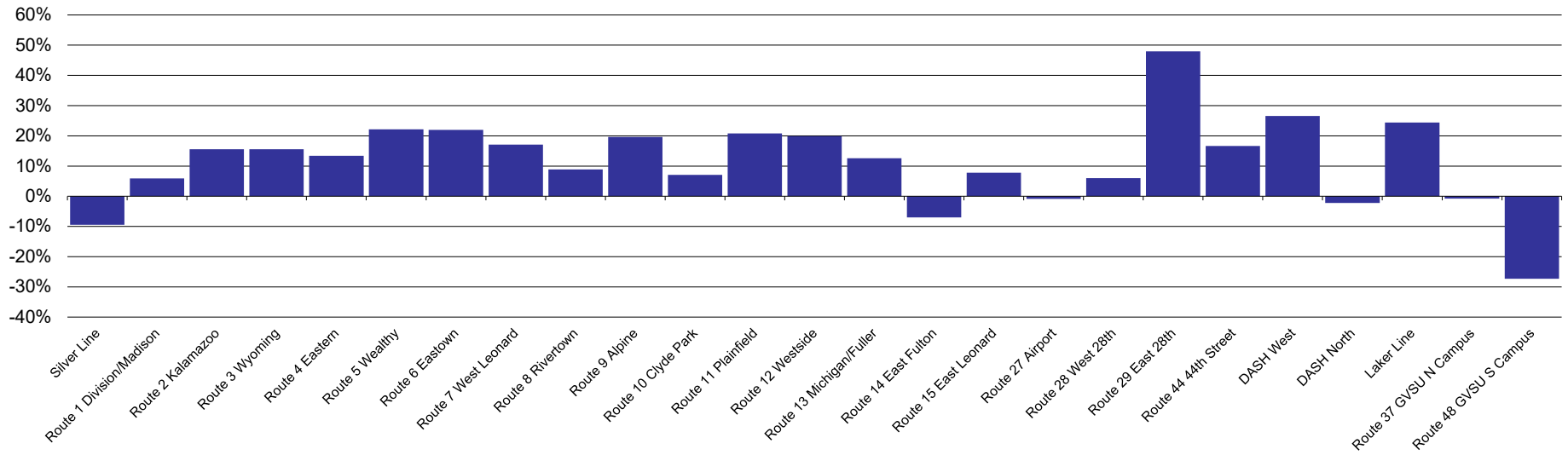
Fiscal Year Ridership

	FY 2023	FY 2022	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	2,142,487	1,842,333	↑ 16.3%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	957,127	865,158	↑ 10.6%
Total Fixed Route Ridership YTD	3,099,613	2,707,490	↑ 14.5%

Monthly Weekday Average Ridership History



Percent Change by Route: March 2023 compared to March 2022





Interurban Transit Partnership

Date: April 26, 2023
To: ITP Board
From: Linda Medina, Finance Manager
Subject: February 2023 Operating Statements and Professional Development and Travel Report

Attached are the financial reports through February 28, 2023 for general operating and grants. The Professional Development and Travel Report reflects February's activity.

FY 22/23 YTD Operating Statement Analysis

Total revenues are favorable by 1.5% before Federal operating assistance funding.

- Revenues continue to trend slightly higher than budgeted.
- \$8.2 million in federal operating assistance funding has been requested leaving a balance of \$21,700. The balance will be requested next month.

Total expenses are 7.8% under budget.

- Salaries and Wages continue to trend under budget as we continue to deal with reduced labor availability.
- Materials and supplies are under budget by 12.2%. The main driver is the net effect of the overall variances between actual versus budgeted fuel costs and consumption. Diesel, CNG, and gasoline costs are trending under budget.
- Utilities, Insurance, and Miscellaneous is under budget by 13.4% due to actual insurance policy costs being lower than budgeted.

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

The Rapid
Operating Statement
Year to Date as of February 28, 2023

	YTD as of February 28, 2023		Variance		Last Year FY 21/22*	Current Year FY 22/23**
	Budget	Actual	\$	%	YTD Actual	Annual Budget
Revenues and Operating Assistance						
Passenger Fares	\$ 1,648,299	\$ 1,662,246	\$ 13,947	0.8%	\$ 1,538,095	\$ 3,978,849
Sale of Transportation Services						
CMH Contribution	168,395	168,755	360	0.2%	149,461	414,711
Dash Contract	602,256	678,099	75,843	12.6%	996,880	1,465,874
Grand Valley State University	1,552,242	1,477,319	(74,923)	-4.8%	1,623,123	3,113,764
Van Pool Transportation	-	(1,242)	(1,242)	0.0%	18,000	-
Township Services	181,206	170,922	(10,284)	-5.7%	177,404	434,895
Other	206,317	221,412	15,095	7.3%	116,458	485,491
Subtotal Sale of Transportation Services	2,710,416	2,715,265	4,849	0.2%	3,081,327	5,914,735
State Operating	6,109,543	5,933,223	(176,320)	-2.9%	5,828,470	15,448,739
Property Taxes	7,596,890	7,761,510	164,620	2.2%	7,661,658	18,232,535
Advertising & Miscellaneous	284,712	558,407	273,695	96.1%	227,946	682,340
Subtotal Revenues and Operating Assistance	18,349,860	18,630,651	280,791	1.5%	18,337,496	44,257,198
Grant Operating Revenue (CARES/CRRSAA)	3,568,724	8,299,925	4,731,201	132.6%	8,796,584	8,564,938
Total Revenues and Operating Assistance	\$ 21,918,584	\$ 26,930,576	\$ 5,011,992	22.9%	\$ 27,134,080	\$ 52,822,136
Expenses						
Salaries and Wages						
Administrative	\$ 2,413,506	\$ 2,168,519	\$ (244,987)	-10.2%	\$ 2,197,017	\$ 6,275,114
Operators	5,794,727	5,236,983	(557,744)	-9.6%	5,645,076	14,940,291
Maintenance	881,756	843,992	(37,764)	-4.3%	853,706	2,291,256
Subtotal Salaries and Wages	9,089,989	8,249,494	(840,495)	-9.2%	8,695,798	23,506,661
Benefits	4,104,642	3,916,654	(187,988)	-4.6%	3,883,527	9,965,287
Contractual Services	1,321,026	1,248,597	(72,429)	-5.5%	1,269,184	3,942,021
Materials and Supplies						-
Fuel and Lubricants	1,277,599	1,069,692	(207,907)	-16.3%	846,367	3,421,740
Other	651,421	624,476	(26,945)	-4.1%	646,012	1,990,688
Subtotal Materials and Supplies	1,929,020	1,694,168	(234,852)	-12.2%	1,492,380	5,412,428
Utilities, Insurance, and Miscellaneous	2,815,494	2,438,600	(376,894)	-13.4%	2,081,844	5,684,786
Purchased Transportation	2,784,819	2,770,703	(14,116)	-0.5%	2,345,357	7,765,005
Expenses Before Capitalized Operating	22,044,989	20,318,215	(1,726,774)	-7.8%	19,768,090	56,276,188
Capitalized Operating Expenses	(1,353,051)	-	1,353,051	0.0%	-	(3,454,052)
Total Operating Expenses	\$ 20,691,938	\$ 20,318,215	\$ (373,723)	-1.8%	\$ 19,768,090	\$ 52,822,136
Net Surplus/(Deficit) without COVID relief		\$ (1,687,564)			\$ (1,430,594)	
Net Surplus/(Deficit) with COVID relief		\$ 6,612,361			\$ 7,365,990	

* 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 02/28/23

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target	42%
<u>Grant Revenue</u>							
1. Federal Grant Assistance	16,232,189	16,232,189	592,756	3,449,704	12,782,485	21%	
2. State Grant Assistance	4,058,047	4,058,047	148,189	862,426	3,195,621	21%	
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	740,945	4,312,130	15,978,106	21%	
<u>Labor</u>							
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%	
<u>Material & Supplies</u>							
12. Tires & Tubes	322,000	322,000	21,935	100,880	221,120	31%	
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	21,935	100,880	221,120	31%	
<u>Purchased Transportation</u>							
16. Purchased Transportation	1,200,000	1,200,000	100,000	500,000	700,000	42%	
17. Specialized Services	0	0	0	0	0	100%	
18. Total Purchased Transportation	1,200,000	1,200,000	100,000	500,000	700,000	42%	
<u>Other Expenses</u>							
19. Dues & Subscriptions	26,000	26,000	0	24,060	1,940	93%	
20. Professional Development	0	0	0	0	0	100%	
21. Miscellaneous	0	1,859	0	1,859	0	100%	
22. Total Other Expenses	26,000	27,859	0	25,919	1,940	93%	
<u>Leases</u>							
23. Office Lease	0	0	0	0	0	100%	
24. Transit Center Lease	0	0	0	0	0	100%	
25. Storage Space Lease	0	0	0	0	0	100%	
26. Total Leases	0	0	0	0	0	100%	
<u>Capital</u>							
27. Rolling Stock	4,320,079	4,320,079	0	381,375	3,938,704	9%	
28. Facilities	3,617,625	3,617,625	61,958	1,364,494	2,253,131	38%	
29. Equipment	675,298	875,298	324,936	1,162,855	287,557	133%	
30. Other	1,742,950	1,541,091	219,621	574,882	966,209	37%	
31. Total Capital	10,355,952	10,354,093	606,515	3,483,606	6,870,487	34%	
32. Planning Services	4,932,231	4,932,231	12,495	43,338	4,888,893	1%	
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	740,945	4,312,130	15,978,106	21%	

PROFESSIONAL DEVELOPMENT & TRAVEL REPORT
ALL EMPLOYEES
FEBRUARY 2023

AMOUNT	PURPOSE	EMPLOYEE (s)	LOCATION
1,900.00	Institute for Transit Operations Planning Conference	J. Nguyen & C. Anderson	Las Vegas, NV
2,800.00	PDS (Vista) Conference Fees	A. Prokopy & L. Medina	Fort Worth, TX
<u>\$ 4,700.00</u>			

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



Interurban Transit Partnership

Finance Committee Members

Rick Baker *Mayor Stephen Kepley (Chair)*
Mayor Gary Carey *Mayor Katie Favale* *Mayor Steve Maas*

FINANCE COMMITTEE MEETING MINUTES

Tuesday, February 21, 2023 – 9:00 a.m.

Rapid Central Station Conference Room (250 Grandville Avenue, SW) | Virtual Meeting

ATTENDANCE:

Committee Members Present:

Mayor Maas, Mayor Kepley, Mayor Favale, Mayor Carey

Committee Members Absent:

Rick Baker

Staff Attendees:

Linda Medina, Peter Sillanpaa, Andy Prokopy, Kris Heald, Mike Wieringa, Nancy Groendal, Steve Schipper, Nick Monoyios, Kevin Wisselink, Jason Prescott, Deron Kippen, James Nguyen, Steve Clapp, Max Dillivan

Other Attendees:

John LaFramboise (BDO)

Mayor Kepley called the meeting to order at 9:02 a.m.

1. PUBLIC COMMENT

No public comments were offered.

2. MINUTES – November 9, 2022

Chair Kepley entertained a motion to approve the meeting minutes as submitted. Mayor Carey motioned to approve, and Mayor Favale supported it. The motion passed unanimously.

3. DISCUSSION

a. FY 21/22 BDO Audit Report

Ms. Medina introduced Mr. John Laframboise of BDO to give a high-level audit report.

Mr. Laframboise started his report with a review of the Audit Wrap document.

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

Status of the Audit – Key Items

- The objective of the audit is to obtain reasonable, but not absolute assurance that the financial statements are free from material misstatement.
- The scope of work performed was substantiated as the same as what we thought it would be during the planning. There were no surprises.
- We did issue an unmodified opinion on the financial statements. It is defined as the clean option which is the one that is desired. We also issued an unmodified opinion on the work we do over the single audit. That is the work done for compliance for receiving federal funding. Clean findings all around.
- It is important to note that we had full cooperation from management, especially Ms. Medina, which is very much appreciated.

Results of the Audit – Key Items

- If there were any significant changes in accounting estimates or policies, we would address that here, but there were neither for FY 22.

Corrected and Uncorrected Misstatement

- Pleased to report that no corrected or uncorrected misstatements or journal entries were identified. This is important because the trial balance financial statements presented were clean and closed out properly before the audit. A corrected misstatement would be if the auditors identified a journal entry management agreed made that journal entry and the impact of that journal entry would be reflected in the financial statement. An uncorrected misstatement would be the auditors identified a journal entry, but management may not elect to report it, as long as it is not material is fine, but in either case, it is required to be reported.

Internal Control / Financial Reporting – Key Items

- In conjunction with the financial statement audit, no material weaknesses and internal control were noted.
- What do auditors do as it relates to internal control. We do not issue an opinion on the effectiveness of internal control, but we are required to understand your internal controls to plan the audit.

Independent Auditor's Opinions – Key Items

- In our opinion the financial statements referred to present fairly in all material respects the financial position of the ITP.

Mayor Carey asked as we look forward to the coming year, are there any GASB standards that will impact us from a reporting perspective?

Mr. Laframboise replied, there is one GASB 87 regarding leases. If an entity had a capital lease that came on as an asset and the corresponding liability came on the balance sheet or the statement of financial position, under GASB 87 it will require operating assets and liabilities to also come onto the balance sheet. The actual impact is very minimal.

Ms. Medina reported on some of the major changes from year to year.

Net Position: The difference here is our Net Position increased from \$184,603 to \$198,984 which is \$14.4M out of that the Operating revenue increased by \$1.4M compared to last year.

Non-Operating Revenue: Decreased by \$656,000, approximately a 1% decrease. This is where our capital spending is.

Fares increased by 44%. For the total operating expenses, there is a slight increase. The biggest increase was in depreciation, which is the number of assets on the books. There was an overall increase of 1% for total operating nonrevenue from year to year.

Breakdown of where expenses are. Overall, there was not a huge change. Labor is a 3.8% increase compared to last year. Fringe benefits are based on the number of employees we have. Fuel increases happened in 2022. Utilities is an overall increase. Casualty and Liability cost is a decrease, and we show we are improving. Purchased Transportation we see increased throughout the year. Miscellaneous items are related to tools and are down from the previous year.

Assets: We see a 4.3% decrease compared to last year.

We anticipated that our revenue budget would be \$43.6M but it came in at \$44.9M

Mayor Carey inquired on Page 11 regarding Artwork. Ms. Medina replied that this is the artwork at RCS and that the number has not changed.

Ms. Medina gave kudos to BDO for being a great partner and easy to work with.

Chair Kepley entertained a motion to approve the Audit as presented. Mayor Maas motioned to approve, and Mayor Favale supported it. The motion was approved unanimously.

b. December Operating Statement

Ms. Medina reported on the December Operating Statement. Fares are up, Contract Service is up, and the big jump is the DASH contract up and GRCC and Ferris. Property taxes are coming in higher than we anticipated. The big change in advertising and miscellaneous is the interest income insurance we are currently receiving. On the expense side, we are under budget by 7.3%. Regarding salaries, we are working hard to fill open positions. Contractual Services, with the reduction in the billable security hours due to the contractors having challenges hiring people. Material and supplies budget conservatively and no big change there. Fuel costs were lower than what we budgeted for. We are taking advantage of purchasing fuel while the cost is down. For Utilities and Insurance, our polity cost came in lower than what we budgeted for.

c. Contract Service Rate

Ms. Medina noted that at the last finance committee meeting we introduced the contract service rate calculation, and we want to continue the discussion. We believe the first step is that we will need to relook at our millage. In the past, our revenue sources were 1/3, 1/3, and 1/3. As we know, property taxes have remained stable with a small increase. State Operating has decreased year to year over the last 5 years. The amount we get is also decreasing. As our operating expenses go up or down, the amount we receive will fluctuate as well. Fares over the past five (5) years have a range of pre-covid of \$7M, and in FY21 we received the lowest at \$3M, and now we are back up to \$4.2M. The Contract Service has ranged from \$5.6M to \$6.6M. Fares and Contract Services are something that we can control. We base expenses on audited numbers, audited on a report we send to the feds.

We have compared our contract rate to our actual rate.

The reason for the large gap was from 2019 which was from covid. For prior years, we have been consistent until the pandemic. The difference between the actual and approved is 5%.

We are paid by the state for eligible operating expenses. When we calculate the rate, we use all operating expenses. Ineligible expenses defined by the state are lobbying fees, APTA and MPTA dues, or anything we receive from non-transportation revenue such as the billboard property we lease.

Another method uses fixed route hours, not total revenue hours. This change will increase the rate to about a 29% increase, but it gives a truer cost than what it is for the six cities because the fixed route is the core.

In FY 19/20 we lost approximately \$1M which was due to using Covid expenses in FY20 when we started coming out of Covid and our expenses were more. In FY18/19 we lost approximately \$300,000. FY 21/22 that gap is approximately \$120,000. We know there will always be a small gap because we are using numbers that are two years behind.

Another option would be if we didn't use the state operating credit. We have the potential to make an additional revenue of \$500,000 to \$2.5M.

Notably, we will be asking for an increase in our current millage as it expires in 2029. We are not looking at increasing fares, but renewing the Contract Service Rate is the next step. It's time to rethink and reevaluate and move forward and fill the gap. This method has not been looked at or reviewed in over 20 years.

We talked about using budgetary figures instead of audited numbers, however, the problem is we will never be able to use same-year numbers.

Using audited numbers is a proven expense as our annual budget is conservative. Act 51 permits up to 50% of funds. Five (5) years ago we were at 33%, now we are at 29%. What will the state do to help us if we do not use gas tax monies? Our Covid funding will be depleted, and we would have to fill the gap with other revenue.

Mayor Kepley clarified all our partners as Ferris, Cascade Township, Gaines Township, coalition of 68th Street, and Disability Advocates. DASH, GVSU, GRCC, Alpine Township, Cascade DDA.

Ms. Prato added we are looking for additional partners, such as Coca-Cola, Steelcase, and Davenport University are looking at becoming partners and Flourish wants to partner in terms of supporting Buchanan.

Mayor Kepley asked if we are trying to do too much with what we have. The COA was a great plan however Ridership has declined due to Covid. We are having a hard time getting drivers to implement the COA. Is this putting people in unhealthy lifestyles? Maybe we relook and pivot. If we need to cut back from the COA, then let's have that discussion.

Mayor Kepley to get back to looking at the number of Operating Hours. How the changes in Kentwood and Walker, with On-Demand, have affected those operational hours concerning how we created these numbers.

Ms. Medina replied those numbers were not included.

Mayor Kepley asked what the gut feel for an increase in 2023. Is it 3, 5 6 ½?

Ms. Medina answered that we know that the partners can't take the burden. Splitting and spreading the increase out over a few years.

Ms. Prato addressed the comments regarding the COA. We are the most efficient, however, at the same time, we have labor availability challenges. We can make the service that we have every day unless operators decide to call off on payday Friday. This past Friday, we had 15 Operators call off, and three (3) Operators called in after their shifts started. It leaves us with no ability to scramble to fill those shifts.

Please don't take every word you hear regarding overtime as an absolute. Both Ms. Medina and Ms. Prato monitor everyone who has worked over 130 per pay period. Some of the speakers that talked about overtime have not worked overtime in 6 months. Ms. Prato does agree that the state operating

assistance share needs changing. Other Transits are expanding their service. They are grabbing more of the state's operating money. Are we doing too much? We know there is spread and sprawl and if we want to keep six (6) city's residents employed. Some of the employment opportunities are outside the six (6) cities. We still need to develop partnerships that pay for the benefit to get people to employment outside the 6 cities. We verify any issues, and we make the adjustments necessary. Ms. Prato does not believe \$2 per hour will make a harmonious relationship with our operators.

Mayor Kepley replied that is the point. If we are not providing comparable compensation for the drivers, do we need to cut back on freeing up funding to keep good staff?

Ms. Medina replied from a number perspective, we still have the same number of drivers, all we are doing is paying them from a different bucket. So instead of paying them overtime, we are not changing the number of drivers, they are just driving less. So, you're not paying overtime, you're paying them wages.

Mayor Kepley added we are down thirty (30) plus drivers. That tells me, to do the full implementation of our plan we need thirty-five (35) more drivers. So, we're taking other drivers we do have, and they are filling in the gaps with lots of overtime and we are paying \$2 less than other transits. Current drivers are paid less than state-wide drivers.

Ms. Prato added this is a cycle with their contract.

Ms. Prato noted that we put this in our five (5) year operating plan. She believes this is not the time to contract service.

Ms. Prato added we water down our message of being a valuable infrastructure to the growth of West Michigan by being less frequent. We talk about how valuable something is, if you don't use it, it's not valuable. We want to put the service where we need it.

Mayor Kepley, we need 35 more drivers. Can we sustain the plan we are currently on? What do we need to do now? The Plan in FY29 doubled the millage for the Rapid.

Ms. Prato feels we will not make it to 2029 without a millage. If we pay the drivers more and do less, in FY26/27 we will still need a millage. All partner hours are included in our numbers.

Mayor Kepley state operating assistance. This is not a new conversation. What is the increase? One lump sum. Overall, even if we did this the increase would be \$1.2M.

Medina confirms \$2.5M.

Mayor Kepley asked if you are looking for a recommendation from the Finance Committee to the Board.

Ms. Prato replied at this point it is not ready for primetime for the board. We need fuller context. We wanted to give you some of the actual numbers. This conversation paints a more realistic picture than what you heard the other day.

Mayor Kepley asked if we feel our partners should have the benefit of the state operating funding.

Mayor Carey feels that all of them are facing some economic headwinds. It adds additional burdens for them. Yes, to the Status quo.

Mayor Maas added that instead of 100% credit to the partners maybe there is something in between. He sees what Mayor Carey is saying and agrees the partnerships are very important, especially to the people in the six (6) cities who started the program.

Mayor Carey asked if we were to look at reevaluating the partnerships is there a way from a financial perspective, we could see how that impacts us. What does it mean to our bottom line?

Ms. Prato confirmed what it does to the contract rate or something like this by giving them 0%, 5%, or 10% of what it raises for us.

Mayor Carey, correct.

Ms. Medina added that it would be based on the current hours we have now and if there were any changes, what would the impact be.

Mayor Kepley added that he would be looking at these two different ways. The first look is bottom up, top down. Look at the cost and see what that percentage is. On the other hand, from their perspective, if they received a 20% increase, they would wonder what is going on. Would anything be ruffled if we had a 6.5% increase and what would that create? His gut feeling is less than 8%.

Ms. Prato said we do know Kalamazoo's Contract rate is \$118/hour vs. our \$69.22/hour.

Mayor Maas asked if this remained unchanged. Did they receive 100% credit?

Ms. Medina replied we have always given the state operating credit based on our total revenue hours not on our core fixed route hours.

Mayor Kepley asked if you were basing it off 400 or 460 hours. Do you know the overall increase number is if we increased by \$5.00/hour Ms. Medina asked if the overall increase in revenue.

Ms. Medina added that townships pay a higher rate than some of our other partners do. GO!Bus is approximately 15% higher rate.

Mayor Kepley agrees we need to do something whether how we get there.

Ms. Medina said we will have it prepared for our next Financial Committee meeting.

4. ADJOURNMENT

This meeting was adjourned at 10:18 a.m.

The next meeting is scheduled for April 19, 2023

Respectfully submitted,



Kris Heald, Board Secretary



Future Planning & Technology Committee Members

Mayor Rosalynn Bliss

Jack Hoffman
Citizen Members:

Robert Postema
Ryan Anderson

Terry Schweitzer (Chair)
Dave Bulkowski

Paul Troost

PLANNING & TECHNOLOGY COMMITTEE MEETING MINUTES

Monday, March 13, 2023 – 8:30 a.m.

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

ATTENDANCE:

Committee Members Present:

Terry Schweitzer, Jack Hoffman, Paul Troost, Mayor Bliss

Committee Members Absent:

Ryan Anderson, Dave Bulkowski, Rob Postema

Staff Attendees:

Mike Wieringa, Linda Medina, Jason Prescott, Kevin Wisselink, Max Dillivan, Deron Kippen, James Nguyen, Steve Clapp, Kris Heald, Andy Prokopy

Other Attendees:

Clover Brown (GVMC), Michael Williams (Disability Advocates), Jeromie Winsor (AECOM), Natalie Kollig (AECOM), Sarah Lagpacan (AECOM), AnnMarie Kerby (MKSK)

Mr. Schweitzer called the meeting to order at 8:33 a.m.

1. PUBLIC COMMENT

No Public Comment offered

2. MINUTES January 9, 2023

Chair Schweitzer asked for any changes or corrections to the meeting minutes of January 9, 2023. There were none. The meeting minutes were approved as submitted.

3. Information

a. TMP Goals & Objectives Exercise

Mr. Monoyios introduced Ms. Natalie Kollig (AECOM). She started with the preparation for the goals exercise and then shared a progress update on the Guiding Principles, which is part of the whole Transit Master Plan (TMP).

The Update: At the last Planning & Technology Committee meeting we had word choice selection edits from the January 9th session. Ms. Kollig shared a few of the word choice edits which include; for the Prioritize Statement, rather than a previous phrase we had at the beginning; Conduct for the inclusive engagement process, there were also conversations around item number three where we shifted the word Convenience for Dependability. Other notes include Workforce as highlighted as

delivering our customer experience, and lastly the convenience factor we serve for user experience which previously was we are dependable.

Ms. Kollig thanked those for their time and attention during the board member one-on-one meetings. There will be a final look at the input and then shared at the next meeting.

Ms. Kollig moved to the next item; Goals: Goal setting is the second step in developing the Strategic Framework for this project.

Ms. Bliss (AECOM) noted to the group that they are to think about what is important with each of these guiding principles and how to take them a step further for the goals.

**Ten (10) minutes were given to the Board members to populate the five (5) guiding principles of the TMP. **

Ms. Bliss (AECOM) read the comments from the board members, and some of the themes for each guiding principle were:

Community; making sure every voice is heard, different partnerships to get the word out about the TMP i.e., TV ads, places of worship, UBER, taxis

Growth; making changes to ACT 51, alternative funding sources, employer contributions, joint development of Rapid properties, and other partnerships.

Ms. Kollig added that the retail sale of Compressed Natural Gas (CNG) and vehicle user fees were also suggestions that popped up with Adaptability as well.

Convenience; expanding service options (24 hours/day, 7 days/week), also expanding weekend options.

Workforce; seeing a lot of partnerships and collaborations with GRCC, focusing on employee development.

Adaptability; looking for a different fueling system and energy sources, a wide range of services provided by a variety of agencies outside of current service areas, adjacent MPOs, Wheels to Work, Transportation on Demand management tools,

b. TMP Progress Report – Public Involvement – Ms. Sarah Lagpacan (AECOM)

Ms. Lagpacan (AECOM) is happy to report that we have a completed public involvement plan. The main item we are waiting on is the branding of the project. Once the branding is in place, we will be developing a project website.

Mr. Schweitzer stated that the Faith Community has participated in focus groups in past efforts to promote transit services and millage requests. Will they be represented in these outreach groups?

Ms. Lagpacan answered that we have committees that have been developed. There is a Steering Committee (SC) and a Technical Advisory Committee (TAC), and in addition to those groups, we have focus groups that will include those individuals. We need to identify stakeholders so everyone will be represented.

Mr. Monoyios interjected that the plan is to meet the community where they are and meet them when it is convenient for them.

Ms. Lagpacan pointed out that in the same spirit for public workshops specifically, we want to make sure the group is representative of the community.

Engagement Schedules

Ms. Lagpacan stated that today we have a meeting with the Steering Committee, and we will be touching base with this group as regularly as with the Planning and Technology Committee. The AECOM team will also be having meetings with the Technical Advisory Committee (TAC) monthly.

Existing and Future Conditions

Ms. Lagpacan reported that they have completed the review of recent planning efforts and studies which include land use plans from the communities, and understanding population and employment growth for the future. They will also be looking at the demographics of the community both within the current service area and beyond in the outlying areas to see land use planned for development and what areas are growing rapidly. The AECOM Team is also looking at Transit Network Conditions and Service Quality. This will be a look at the COA that was completed and implemented a couple of years ago. The COA was a short-term focus, and now we are looking at a long view look to understand how it was implemented and to see how COVID impacted ridership and service quality metrics. The COA developed a 'wish list' of things that could be implemented if future funding became available and it is being re-evaluated whether that list can be carried forward. The AECOM Team will pull all these pieces together to summarize what they see both in the service area and surrounding into Strengths, Weaknesses, Opportunities, and Threats. (SWOT)

Market Analysis

One of the key pieces to this will be looking at travel patterns, as we have access to a database that tracks cell phone usage to learn where people are traveling to and from, and what modes they are using, this will help us understand where there are opportunities to shift from certain modes to transit.

Peer Review

Transit Agency Peers are currently being identified.

Benchmark Peers – these are peers that are like The Rapid in terms of service area density, operating, and maintenance cost, their fleet and vehicles, and the number of passenger trips. The Rapid will be compared to this group for a benchmark of where we stand today.

Aspirational Peers – these peers may not be like The Rapid in service area or the number of vehicles, but they have specific practices The Rapid would like to model such as TOD, Joint Development practices, Funding, and other sources they are drawing from especially for operating costs, and if they have been successful in shifting folks from cars to transit.

Future Options and Scenarios for The Rapid–

This includes both service that The Rapid could implement in the future expansions to current areas that are not inside the service area, also the funding and financial options that will help feed different things.

Mr. Hoffman said in his opinion we need a total paradigm funding change for transit in order to be anywhere near our goals. The whole Michigan system based on the fuel tax is broken.

Ms. Lagpacan agrees that we have heard this both today and in the guiding principles exercise and we will focus our thinking on future funding and financial scenarios for how The Rapid can partner with other agencies.

Mayor Bliss appreciates Mr. Hoffman's comments. She feels now is the opportune time to have the conversation, and she hopes The Rapid steps up and joins with others to make recommendations for the changes we want to see and find some allies in Lansing. Mayor Bliss also stated that other mayors and cities are talking about having significant issues around funding and also about the need to make changes to ACT 51. Mayor Bliss feels we need to step into this space and really lead and look at what resources we are currently spending around lobbying and developing those relationships, and we don't have a year to wait to see that.

Mr. Hoffman added that he did suggest on his timeline, if you say the time is now, I support it.

Mayor Bliss added with the current leaders in Lansing there is an opportunity, and with next year being an election year she feels it will be getting very challenging.

Mr. Schweitzer said Mr. Anderson has said one of the challenges is getting feedback involvement of those that are currently not using the service. Do you have any ideas on how to address that?

Ms. Lagpacan feels that those folks will mostly be targeted in the public workshops and in our online engagement outreach as a main strategy. We will also be pushing out surveys on social media and other outlets.

Mr. Monoyios added that there is an entire Public Relations (PR) team that will be established. The storytelling will be coming up over the next few months. There is a way to get non-riders to support transit.

Ms. Lagpacan informed the board we are reassessing West Michigan Express. There have been a few studies conducted on this initiative in previous years, and we are taking another look at the data especially since those studies were done pre-Covid. We will assess the data to understand the travel patterns today, the ridership potential, and how feasible is this service. Based on travel patterns and the demographic analysis we will come up with recommendations for stop alignment that may tweak what was developed before and in addition land on some operating characteristics. It will include items such as what is the schedule, how often it stops, and where.

Mayor Bliss asked whom we partnered with. Mr. Monoyios replied it was the City of Hudsonville, Patrick Waterman. Deputy of Ottawa County. May be worthwhile for some of the mayors on this committee to get together to have a conversation with the City of Hudsonville.

Ms. Lagpacan continued with the next steps in the process. AECOM will be meeting with TAC next month, and the Steering Committee meeting is happening at noon today. The near-term deliverables you can expect to see are the existing and future conditions and market analysis memos and the work we are pulling together for West Michigan Express. After that, we will head into the peer review and arrive at future options and scenarios.

Mr. Schweitzer added that another initiative GVMC is leading, and The Rapid is taking part in, is the Transportation Demand Management (TDM) where does it fit in?

Ms. Lagpacan replied that they came up with some goals and objectives in a similar exercise as this one so we will be incorporating those into this plan.

Mr. Monoyios added that we are keeping the consultant team abreast of others' work is complementary to our TMP process.

c. AVAIL Bus Upgrades

Mr. Prokopy reported on a couple of items.

Avail Communications upgrade. Just over a year ago, we completed our project with Avail which upgraded all the hardware on the buses. One item we did not upgrade was the communications. This upgrade means we will be moving off regular radio to VoIP which is network communications. This will provide better quality, better coverage, and better reliability. Some DASH buses will require this upgrade as well. Moving avail services out to the cloud. We will present it to the Board in April. The cost for this upgrade is approximately \$830,000.

Mr. Hoffman asked if this is a Federal Capital expense. Mr. Prokopy answered, "Yes. It is a general ITS money that we use. Mr. Hoffman asked if we get a state match on this. Mr. Prokopy replied yes.

Mr. Schweitzer asked if this also includes GO!Bus. Mr. Prokopy answered no. Go!Bus operates through Ecolane where they have tablets to communicate.

Mr. Schweitzer asked about the timetable.

Mr. Prokopy replied in the Spring of 2023 and the upgrade will take approximately one (1) month to complete.

d. IT Strategic Assessment

IT Strategic Assessment

This is a customer-focused assessment to look at the technology on the buses, transit centers, our mobile app, and all customer-facing technology. It is important to note that there is no overlap with any other studies. This strategic assessment study will include five (5) different tasks which include information gathering, peer industry review, a needs assessment and gap analysis, technology matrix of options and they will help us build specifications for timelines and budget. We went out for RFP and received three (3) responses. We have two (2) clear finalists. If time permits, we will bring it to the board at the end of March. Timelines to start in the spring through 2023.

Mr. Hoffman asked what pot of money this would come from. Mr. Prokopy replied we went out for a specific planning grant study last year that we were awarded.

Mayor Bliss inquired if the ultimate intent is to improve customer service. How are these two (2) companies going to work with potential customers to get real-time feedback?

Mr. Prokopy answered that will be asked when we meet with them to see how they will get feedback from our customers.

e. Division United

Mr. Monoyios reported that the Division United team is getting back together and will start meeting again on a quarterly basis. The Rapid, the City of Grand Rapids, Kentwood, and Wyoming. There are many grant opportunities now showcasing the work that has been done on Division United will be extremely beneficial to attracting as many grant dollars as possible.

f. DASH 3.0

Mr. Monoyios reported by working with Mobile GR, they did an outstanding job getting feedback from the downtown stakeholders. He presented a map of existing DASH, North and West. What has been proposed is a peek only west of 131, then a bi-directional loop. 15 min frequency. Visitor experience. Downtown health is strong. May 8th is when this will go live.

Mayor Bliss added that we are excited about this!

g. Discussion of Unified Planning Work Program

Mr. Wisselink highlighted the UPWP. This is something The Rapid works with Grand Valley Metro Council puts together every year, and we will bring it to the board at the end of the month. Mr. Wisselink asked if there are any other planning efforts we should look at. There will be a proposal for a short-range plan coming and the opportunity to add more.

Mr. Hoffman asked in Metro Council how is The Rapid's share of the pie determined. Do the Feds say this is transit capital?

Mr. Wisselink replied that most of the funds are Transit funds. Some funds can be flexed.

Mr. Schweitzer commented that funding considerations are supportive of transit services in the last ten (10 to fifteen (15) years.

4. ADJOURNMENT

This meeting was adjourned at 9:40 a.m.

The next meeting is scheduled for May 17, 2023, at 1:00 p.m.

Respectfully submitted,



Kris Heald, Board Secretary



Interurban Transit Partnership

Present Performance & Service Committee Members

Charis Austin Tracie Coffman David Bilardello (Chair) Steven Gilbert Andy Guy

PRESENT PERFORMANCE AND SERVICE COMMITTEE MEETING MINUTES

Tuesday, March 21, 2023 – 4:00 p.m.

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

ATTENDANCE:

Committee Members Present:

David Bilardello, Charis Austin, Tracie Coffman

Committee Members Absent:

Steven Gilbert, Andy Guy

Staff Attendees:

Mike Wieringa, Andy Prokopy, Steve Schipper, Deron Kippen, Steve Luther, Steve Clapp, Linda Medina, Nancy Groendal, Deb Prato, Kris Heald, Max Dillivan, Kevin Wisselink, James Nguyen, Nick Monoyios, Jason Prescott

Other Attendees:

Cat Reveles

Mr. Bilardello called the meeting to order at 4:04 p.m.

1. PUBLIC COMMENT

No Public Comment

2. MINUTES – January 17, 2023

Chair Bilardello entertained a motion to approve January 17, 2023, meeting minutes. Ms. Austin motioned to approve, and Ms. Coffman supported it. The motion was approved unanimously.

3. DISCUSSION

a. Ridership Metrics

- 1) **Fixed Route Ridership for February 2023:** Mr. Dillivan reported that Fixed Route Ridership had an 11.2% systemwide increase compared to February 2022. It was a strong month overall considering we had some inclement weather during mid-month where we saw some weekday ridership drop off a bit.

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

Mr. Bilardello noted that he likes seeing the green in Mr. Dillivan's report.

- 2) **Paratransit:** Mr. Prescott updated the board with a few facts in the first 5 ½ months of working with Transdev.
- Transdev has operated at 73% On-Time Performance
 - Completed 81,893 trips, with 51 Operators. (70-75 Operators are considered full staff)
 - They average nearly three (3) call-offs per day.
 - They have 51 full-time operators, 12 part-time operators, and 11 trainees. They also have some operators from out of town to assist with transportation needs.
 - Both Ms. Prato and Mr. Schipper met with Transdev at their last conference, and we are holding them accountable for their buildup plans. The Rapid team meets with them weekly, and we are monitoring everything that is said and holding them accountable.

Mr. Prescott added that the two (2) greatest obstacles are hiring and retaining operators. There is a natural progression of people using Paratransit and we are seeing many applications coming in. We are paying close attention to who is applying and making sure we qualify them according to their needs.

Ms. Austin added that she was at the CAC meeting, and feels we are getting there but it is taking longer than we would all like. There is quite a shortage of drivers. She is excited to see that CAC members are asking questions.

Ms. Coffman asked what the past ridership is and why it is down.

Mr. Prescott replied past ridership is those rides that are outside of 1/3 of a mile. The reason for it being down is that those users have moved from the area and no longer use it.

Ms. Prato added that we have met with Laura Hendricks, who is the CEO of North America Transdev, and they are saying the same things they are nowhere we want to be, but we need to improve.

- 3) **On-Demand:** Mr. Prescott reported that we are approximately 1 ½ years into this service with 176 users. The split between Kentwood and Walker is 136 in Kentwood and 40 in Walker. We are seeing consistent numbers each week. In total, there have been 7021 completed trips and an average of just over 200 per week. We are exploring the next steps for this service. The app has not been very favorable.

Ms. Coffman asked if there have been conversations with Wheels to Work.

Mr. Prescott replied that we have looked at different services for this, but no conversations with Wheels to Work.

Ms. Coffman asked if there is an overlap in service.

Ms. Prato added that they are more of an early-morning solution.

- 4) **On-Time Performance:** Mr. Dillivan noted for February 2023 we are around 90.1% systemwide on-time performance which is nearly identical to January 2023. On-Time Performance is right where we like to see it. We also prepared a route-by-route analysis and all, but five (5) routes are operating at the 90% goal. We continue to look at the routes not performing, and it is hard to pinpoint what the delay is. It varies from day to day. New Route 33 we had some challenges with earliness. We are reviewing the data to make the necessary changes.

Mr. Bilardello asked if Silverline has the software to change the lights. Mr. Dillivan replied yes, that is the Transit Signal Priority (TSP) and it is designed to hold green lights when the bus is five (5) minutes or more behind schedule.

Ms. Prato confirmed TSP is working the way it is supposed to. The question now is dialing it in. We are also watching it closely for dwell time.

Mr. Dillivan noted that Silverline still has one detour near Heritage Hill. Mr. Bilardello asked if Route 1 was affected as well. Mr. Dillivan answered no. There are certain sections both routes share but it is not affected. Mr. Bilardello asked if we know if this is a similar problem with the life cycle of the two (2) routes. Mr. Dillivan said both have outperformed in the last five (5) years.

b. Employees

- 1) Job Fair and Recruiting: Ms. Groendal reported that we only hired nine (9) candidates since the January meeting. We are currently down three (3) technicians. We hired two (2) Admin employees and one (1) intern. We have a couple of hiring events coming up on April 1st, June 17th, and August 5th at Rapid Central Station, and then on May 17th will be a large career fair with several other employers out on the platform.
- 2) Employee Resource Group (ERG) Affinity: Ms. Groendal reported that on March 1 we introduced the program and had a first meeting. Thirteen (13) employees were interested, and we will be getting the Charters established soon.

c. Fleet and Facilities

- 1) Rapid Central Station Daycare Update

Mr. Schipper reported that we are talking with multi partners for a daycare hear at the station. A very excited group of people to talk about the possibilities. Since the first meeting, we now have a potential new partner with the YMCA.

Ms. Coffman added that the reason for the delay is the initial drawings will be shown to state licensing next week. There are several regulations. The YMCA is engaged however they are not fully committed at this point.

4. ADJOURNMENT

This meeting was adjourned at 4:38 p.m.

The next meeting is scheduled for May 16, 2023

Respectfully submitted,



Kris Heald, Board Secretary