



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, October 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. MINUTES REVIEW – September 27, 2023	Mayor Carey	Approval
3. CEO'S REPORT	Deb Prato	Information
4. ACTION ITEMS		
a. Legal Services – Barnes & Thornburg Contract	Kevin Wisselink	Approval
b. Silver Line Curb Wheel Replacement – Nagle Construction Contract	Kevin Wisselink	Approval
c. Purchase Nine (9) CNG 40' Fixed-Route Revenue Buses	Steve Clapp	Approval
d. Core Network Switch Upgrade – Element Four Contract	Andy Prokopy	Approval
e. 2023 Title VI Program Update	Max Dillivan	Approval
5. PERFORMANCE REPORTS		
a. Paratransit Route Ridership	Jason Prescott	Information
1. September 2023		
2. On-Demand		
b. Fixed Route Ridership	Max Dillivan	Information
1. August 2023 – Updated Silver Line ridership data		
2. September 2023		
c. Finance	Linda Medina	Information
1. Operating Statement – August 2023		
2. Professional Development and Travel Report - August		
3. Grant Statement		
6. CHAIR'S REPORT	Mayor Carey	Information
7. ADJOURNMENT		

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



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Mayor Steve Maas

BOARD OF DIRECTORS MEETING MINUTES

Wednesday, September 27, 2023 – 4:00 p.m.

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

ATTENDANCE:

Board Members Present:

Mayor Carey, David Bilardello, Mayor Bliss, Terry Schweitzer, Paul Troost, Jack Hoffman, Tracie Coffman, Charis Austin, Robert Postema

Board Members Absent:

Mayor Kepley, Mayor Maas, Rick Baker, Andy Guy, Mayor Favale, Steven Gilbert

Staff Attendees:

Steven Clapp, Kris Heald, Deron Kippen, Steve Luther, Linda Medina, Nick Monoyios, James Nguyen, Deb Prato, Jason Prescott, Andy Prokopy, Steve Schipper, Mike Wieringa

Other Attendees:

Margaret Rockhill, Debra Cooper, Zachary Jones, Marlene Jones, Trish Parbel, James White, Mike Pranger, Tammy Dahn, Cassi Cooper, Wardell Frazier, Adam Erber, Jeffrey King, Melvin Turnbo, Tony Kirkland, Marietta Schaafsma, Max Dillivan, Robert Kuipers, Jerry Brown (Transdev), Tricia (refused to give last name), Tennille Harkness

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

1. PUBLIC COMMENT

Ms. Debra Cooper. A Bus Operator with The Rapid. She heard a statement regarding on-time performance (OTP) at the last board meeting. She reported that AVAIL is skewed and does not show the driver is late until they are five minutes late and she wanted to make the board aware of that. She also addressed the fact we are cutting service due to a lack of bus drivers. She asked the board if we could make sure to inform the public of the service cuts, so we are not leaving them standing on the streets. She brought copies of the extra board (from 9/3/23 – 9/27/23) to show how much the drivers were working overtime to help with the lack of driver concerns. She also noted the drivers still do not feel like they are an important part of this company, and she would appreciate that being addressed.

Mr. Zachary Jones. A Bus Operator with The Rapid for nearly ten (10) years. He is here before the board to talk about pay and culture. Today he is going to name names. He stated that he is very good at his job. He does not like his job, he LOVES it! He loves driving buses, he loves serving passengers and he knows the system, stop by stop. Currently, he is a dayboard driver. He feels bus operators are put in situations that can turn volatile. Four times in 2023 he has had run-ins with Ms. Char Ellens over nothing. Mr. Jones went to his transportation manager, Mr. James Nguyen, who was a fantastic dispatcher for many years

and is now a transportation supervisor. Mr. Jones spoke to Mr. Nguyen between 8:00 a.m. – 8:30 a.m. a week ago on September 20th, and Mr. Jones wished there was a recording of his meeting with Mr. Nguyen, as Mr. Jones pretty much just got ‘the hand’, and Mr. Nguyen replied, “I’m all done with that stuff”. On October 12, 2023, I have not even studied for it yet, but Mr. Jones is going to get his CDL-A permit. He is driven to get every single permit, and endorsement available. He does not want to leave The Rapid. He is asking for help from the board to help the bus operators stay.

Ms. Trish Parbel. A Bus Operator with The Rapid for eleven (11) years. She addressed the board regarding ArtPrize. It used to be the busiest two (2) weeks of the year driving a bus. We used to have a great program of promoting it. We used to park in all the Meijers and Woodland Mall lots. She feels we could have offered a 1-day pass for ArtPrize. She also suggested a wave card for McDonald’s employees. She feels our services should be geared toward the blue-collar workers who need the service. She feels The Rapid does not use the wave card to its full potential. Why can’t we have a \$3.50 all-day pass?

Mr. James White. A customer of The Rapid. Mr. White addressed the board regarding the virtual Cascade Township board meeting he attended. Unfortunately, the meeting lasted three (3) hours, so he was not able to speak until after 10:00 p.m. In the meantime, he was listening, and he noted he was not happy with the township supervisor, Ms. Grace Lesperance. When Mr. White spoke about the cut in service, Route 29, she interrupted Mr. White and said there was not a cut in service, and they are improving the contract with Hope Network. Mr. White did research the improvement and learned Cascade Township is paying \$90,000 for a three-month contract, and The Rapid was charging \$250,000/year. Mr. White does not understand how this is better service. He feels the township does not care about its residents. The other issue Mr. White noted from the last board meeting was Mr. Williams mentioned the seats on Franklin and Burton. Mr. White feels that just because we have issues with non-housed people does not mean we should remove the seats. He also requests that those seats be replaced as well. He noted it is nice to see all the new shelters that have gone up. The last item is Mr. White knows the bus operators do a lot not only for The Rapid but also for the passengers. They are working a lot of overtime and they are tired and getting stressed out and he wishes they were paid what they deserve.

Mr. Melvin Turnbo. Mr. Turnbo would like to clarify that ATU 836 received a proposal to settle the Unfair Labor Practice (ULP) with The Rapid. What was said is that the Union rejected a 3% raise increase. And what was not told to you was the 3% raise increase only came up to \$0.69. In addition, we were asked to accept a \$1.00 attendance incentive in exchange for a 24-hour notification of paid personal leave without a reasonable case of emergency. Some drivers have elderly parents, and small children. If they give a 24-hour notice, they will be granted the time off, but they will lose their incentive pay. That is only part of it. The drivers also rejected it because it would take up to two (2) pay periods for the system to accept the offer. Bus operators were furious. \$0.69!! We did not have to go down this path. Another thing a driver told me today. A bus operator agreed to a piece of work and found out that it was assigned to someone else. He had the most seniority but was told he had to do another piece of work. We have been approached now to have supervisors and other individuals drive our routes. According to our contract, line haul, trippers, express routes, and light rail service, are roles to be performed by bargaining union members. If this is breached, we will be going through the same thing again. You can work with us, but you need to hire better employees and pay the operators a better wage. It is the cost of doing business. The bus operators have a right to use their paid personal leave. You have got to meet us halfway.

Ms. Tricia. She stated to the board, that when she is coming back from her doctor’s appointment at the intersection of 44th Street and Division, she then must cross over to the pawn shop, and she feels that is not a safe place to have a bus stop. She is also concerned about the winter months, about the stop being dangerous with snow and ice. She would appreciate The Rapid researching another place for this stop. She also noted that she had been stuck at the stop because no buses came, which forced her to ask a stranger for a ride home. Also, a bench is missing at Walmart in Grandville.

Ms. Tennille Harkness. Ms. Harkness is here to speak on behalf of her co-workers who all work at Peckham Inc. Ms. Harkness has worked there for six (6) years, and she is also a Peckham self-advocacy member as well. Peckham, Inc. just had a ribbon cutting as they are expanding. She noted that on Lake Eastbrook and Sparks Drive, there is a new roundabout. Most recently it was called Route 29 and is now

Route 5. The bus stop has been moved and there is only a bench there now. She is requesting a shelter to be located there. Many of her co-workers have disabilities and barriers and a shelter is needed. Ms. Harkness did reach out on The Rapid's website to see when a shelter could be installed, and she was disappointed to learn that it would not be until 2025.

2. MINUTES REVIEW – August 23, 2023

Chairman Carey entertained a motion to approve and submit the meeting minutes of August 23, 2023. Mayor Bliss motioned to approve, and Mr. Hoffman supported it. The motion passed unanimously.

3. CEO'S REPORT

Ms. Prato thanked all the public speakers, and she appreciated the time they had taken to attend the meeting and to voice their concerns. She also thanked all the employees in attendance as The Rapid operates as a system and none of us will be able to succeed without each other. She noted that there is no one group more important than the other and we all need to work together. Ms. Prato appreciates everything you do every day, and at the center of all of this is our customers.

Ms. Prato addressed Ms. Harkness and stated unfortunately shelters are taking that long between the time it takes to order them, produce them, and get them on site. We will look to see if there is one that could be relocated.

4. ACTION ITEMS

a. On-Call Survey Firm – Mr. Jeffrey King presented on behalf of Mr. Kevin Wisselink

Mr. King is requesting authorization from the ITP Board to enter into a five (5) year contract with ETC for on-call survey work. The first year of the contract is expected to be worth \$58,337.

Chairman Carey entertained a motion to approve the On-Call Survey Firm. Ms. Coffman motioned to approve, and Ms. Austin supported it. The motion passed unanimously.

b. Furniture for Ellsworth – Mr. Deron Kippen presented on behalf of Mr. Kevin Wisselink

Mr. Kippen is requesting authorization from the ITP Board to enter into a contract with Trellis in the amount of \$469,718.17, plus a 10% contingency of \$46,972, for a total project cost of \$516,690.17 for the purchase of furniture for the Ellsworth Administration Building.

Chairman Carey entertained a motion to approve the purchase of Furniture for the Ellsworth Administration Building. Mr. Hoffman motioned to approve, and Mr. Schweitzer supported it. The motion passed unanimously.

c. Proposed 2024 Board and Committee Meeting Schedule – Ms. Deb Prato

Ms. Prato noted a couple of changes to the new schedule. There will not be a board meeting in June, and three (3) of the Consumer Advisory Committee for Seniors and Persons with Disabilities (CAC) meetings will be on Wednesdays due to conflicts with the Board meeting. This change is noted with an asterisk. All others will be on Tuesdays.

Chairman Carey entertained a motion to approve the 2024 Board and Committee Meeting Calendar Schedule. Mayor Bliss motioned to approve, and Ms. Coffman supported it. The motion passed unanimously.

5. PERFORMANCE REPORTS

a. Paratransit Route Ridership – Mr. Jason Prescott

1. August 2023
2. On-Demand

No questions or comments

b. Fixed Route Ridership – Mr. Max Dillivan

1. July 2023
2. August 2023

No questions or comments

c. Financial Reports – Ms. Linda Medina

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

No questions or comments

6. INFORMATIONAL ITEMS

TMP Peer Review – Mr. Nick Monoyios

Mr. Monoyios reported there is great progress going on with the Transit Master Plan (TMP). Notable items include:

- We just launched a three (3) month public outreach campaign.
- The website is live, and surveys are coming in daily. We have over 300 survey results already.
- We have been talking with our peers to see where we stand with comparable agencies. We are looking at other aspirational peers. Not to be like them, but to understand what they have learned over the years. In addition to looking at others like us, we are also looking at agencies above and beyond us to learn from them. The peers we identified are The Ride in Ann Arbor, CAP Metro, LA Metro, IndyGo, Minneapolis, and Seattle.
- The attributes we selected that helped determine which aspirational peers to reach out to were based on, sustainable funding, successful transit-oriented development (TOD), Mode Split, operational factors, and affordable housing and joint development.
- The big takeaway for Minneapolis is it is extraordinarily funded by all levels of government and there is significant coordination with land use and transportation. 62% of their revenue comes from motor vehicle sales tax. Minneapolis also voted for another tax increase. When asked what Grand Rapids should do, both Seattle and Minneapolis said, buy property!

Mr. Hoffman remembers Mr. Monoyios mentioning in the last Planning meeting about Minneapolis' robust program for acquiring property. It would imply their tax sources support that as it is a transportation service.

Mr. Monoyios said they have an (RTA), Regional Transit Authority tax.

Mr. Hoffman said he would be interested in knowing what our current funding sources provide. It makes sense to acquire property.

Ms. Prato added the difference for us is we would use federal capital. We can't begin to negotiate price until the environmental assessment is complete. If we use operating money, we can.

7. CHAIR'S REPORT

Chairman Carey thanked the speakers, and he thanked the board for allowing the voices to be heard.

8. COMMITTEE MEETING UPDATES

a. Planning & Technology Committee, September 11, 2023 – Mr. Terry Schweitzer

Mr. Schweitzer said what Mr. Monoyios covered in his presentation was the focus of what the Planning & Technology Committee covered at their last meeting on September 11. What is notable is the information offered by Mr. Jack Hoffman which was a model of the Michigan milage-based user fee program. This is where talking about changes in policy at the state level would be important going forward.

Mr. Hoffman stated he was inspired in 2022 when we got a unified state government. Governor Whitmer campaigned on a transportation funding reform, and it seemed to peter out. Then Governor Whitmer created this Growing Michigan Together council and kicked over the transportation funding to that. Mr. Hoffman gave a presentation at that council meeting and said this problem cannot be ignored and needs to be addressed. Mr. Hoffman did submit a policy to the Growing Michigan Together council and he was thinking about addressing the Michigan Transportation Commission and has decided to apply to become a member of the (MTC) Michigan Transportation Commission. The Michigan Constitution gives the Transportation Commission constitutional jurisdiction over transportation policy. It's not the Governor or the Legislature or the Director of MDOT.

b. Present Performance & Service Committee, September 19, 2023 – Mr. David Bilardello

Mr. Bilardello said the committee talked about the performance reports and On-Time Performance. The committee was updated on Paratransit and the Transdev performance as they have been on board for one year. Talent shortage issues continue however, the good news is that new vehicles are coming on board soon.

c. Finance Committee, August 16, 2023

No report was given.

9. ADJOURNMENT

The meeting was adjourned at 5:12 p.m.

The next meeting is scheduled for October 25, 2023

Respectfully submitted,



Kris Heald, Board Secretary

Date: October 25, 2023
To: ITP Board
From: Kevin Wisselink, Director of Procurement and Capital Planning
Subject: PROJECT 2023-53: LEGAL SERVICES

ACTION REQUESTED

Authorization is requested from the ITP Board to enter into a contract for legal services with Barnes and Thornburg for Legal Services for the period December January 31, 2024, through January 31, 2029.

BACKGROUND

ITP requires general legal services including trial and appellate advocacy in the prosecution and defense of matters, as well as legal opinions and counsel on a wide range of topics. Additionally, The Rapid requires labor and employment legal services pertaining to collective bargaining as well as Human Resources policies and related employment issues. For the previous 5 years, The Rapid contracted with Barnes and Thornburg for labor and employment legal services, but their contract is now expiring.

PROCUREMENT

The Rapid elected to use a Request for Proposal (RFP) format for this procurement. The scope of work required specific legal counsel with a depth of specialties and related experience; the RFP format gives staff more flexibility to look at a multitude of factors and not just cost when selecting a firm(s). The RFP was sent to four firms, advertised on The Rapid website, and advertised on the Michigan Intergovernmental Trade Network (MITN), where 24 firms downloaded the bid opportunity.

Three bids were received from Barnes and Thornburg, Dickinson Wright, and Foster Swift. The average hourly cost for each firm over the course of the five-year contract is as follows:

	Partner Cost	Associate Cost	Legal Assistants
Barnes	\$462	\$385	\$240
Dickinson	\$445	\$445	N/A
Foster	\$261	\$220	N/A

The proposals were evaluated by the Chief Executive Officer, Chief Operations Officer, and Director of Transportation. Proposals were evaluated based on three (3) key areas: Firm

Qualifications, Staff Qualifications, and Budget. The results of the initial proposal evaluations are as follows:

	A	B	C	Average
Barnes	89.2	81.2	89.2	86.5
Dickinson	58.8	72.8	58.8	63.5
Foster	60	52	60.0	57.3

Barnes and Thornburg were the clear frontrunner, providing an excellent proposal and demonstrating excellent work for The Rapid over the past contract. Dickinson Wright was also moved on as the second-place firm with the desire to compare Barnes to the closest finishing firm.

Therefore, Barnes and Thornburg as well as Dickinson Wright were invited for interviews to meet with the evaluation team for oral presentation and question and answer sessions. Firms were required to bring key staff to the interview that would be interacting with ITP. After the interviews, the review team ranked each firm 1 or 2.

	Average Rank
Barnes and Thornburg	1
Dickinson Wright	2

The results of the evaluation were that Barnes and Thornburg were the unanimous number-one choice for two key reasons. First, they have demonstrated excellent service for The Rapid over the previous contract, providing excellent legal services over that time. Second, their proposal and interview were exceptional, demonstrating a clear understanding of The Rapid and its needs and showcasing how we can take further advantage of their services.

The Rapid asked Barnes and Thornburg for a Best and Final Offer (BAFO) regarding their prices to negotiate the best possible rate for the contract. Barnes and Thornburg responded with a proposal to charge a monthly \$5,000 retainer that would include all standard legal services except for Collective Bargaining. The Rapid would be billed \$5,000 per month for in-scope services regardless of hours worked by Barnes and Thornburg and they will allocate any unused portion of the monthly retainer to work that extends beyond the scope of the monthly retainer including collective bargaining. With the monthly retainer, Barnes and Thornburg will also lower their hourly rates for all services by approximately 10% to the following:

	Partner Cost	Associate Cost	Legal Assistants
Barnes	\$425	\$366	\$195

FUNDING

The project is being funded from The Rapid’s operating budget.



INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 10252023-1

Fiscal Year: 2023-2024

Moved and supported to adopt the following resolution:

Approval to enter into a contract with execute a contract with Barnes and Thornburg for Legal Services for the period December January 31, 2024, through January 31, 2029.

BE IT RESOLVED that the ITP CEO is hereby authorized to execute a contract with Barnes and Thornburg for Legal Services for the period December January 31, 2024, through January 31, 2029, in accordance with the information presented to the ITP Board on October 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: October 25, 2023
To: ITP Board
From: Deron Kippen, Director of Facilities
Kevin Wisselink, Director of Procurement and Capital Planning
Subject: PROJECT 2023-44: SILVERLINE CURB WHEEL REPLACEMENT

ACTION REQUESTED

Authorization is requested from the ITP Board to enter into a contract with Nagel Construction in the amount of \$698,800 plus a 10% contingency of \$69,880, for a total project cost of \$768,680 for the purchase of replacement Silver Line Station Wheel Guides.

BACKGROUND

The Rapid completed the Silver Line Bus Rapid Transit (BRT) service in 2014. The project includes the construction of 34 passenger platforms, each of which Silver Line buses must dock with for level passenger boarding. To help the buses dock, each station is equipped with a guide strip that buses can rub against when docking at the station. These guide strips position the bus properly while protecting the buses and the stations from damage. These guide strips have now been in operation for over nine years and have been significantly degraded and are therefore in need of replacement.

PROCUREMENT

The Rapid prepared the bid specs for the replacement project. Since the project has a clearly defined scope, it was structured as an Invitation for Bid (IFB) where the project is awarded to the lowest responsive bidder. It was sent directly to six firms and advertised on the Michigan Intergovernmental Trade Network (MITN), where 17 firms downloaded the opportunity.

Two (2) bids were received as follows:

Company	Bid
Carbon Six	\$699,000
Nagle Construction	\$698,800

Nagle Construction was the lowest responsive bidder on the project. A post-bid interview was conducted with Nagle, and it was confirmed that their proposed products meet The Rapid's specifications for the project. Therefore, they are recommended to conduct this project.

The project will begin next spring, and work will be completed by the end of May 2024.

FUNDING

The project is being funded using federal and state funds from the 5337 Bus Rapid Transit State of Good Repair grant. There are no local funds involved in this project.



INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 10252023-2

Fiscal Year: 2023-2024

Moved and supported to adopt the following resolution:

Approval to enter a contract with execute a contract with Nagel Construction in the amount of \$698,800 plus a 10% contingency of \$69,880, for a total project cost of \$768,680 for the purchase of replacement Silver Line Station Wheel Guides.

BE IT RESOLVED that the ITP CEO is hereby authorized to execute a contract with Nagel Construction in the amount of \$698,800 plus a 10% contingency of \$69,880, for a total project cost of \$768,680 for the purchase of replacement Silver Line Station Wheel Guides in accordance with the information presented to the ITP Board on October 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: October 25, 2023
To: ITP Board
From: Steven Clapp – Director of Fleet Maintenance
Subject: Purchase of Nine (9) CNG 40' Fixed-Route Revenue Buses

ACTION REQUESTED

Authorization is requested from the Interurban Transit Partnership (ITP) Board to purchase nine (9) Compressed Natural Gas (CNG) 40' buses from the Gillig Corporation in the amount of \$7,818,993 with the addition of \$90,000 in contingency (\$10,000 per bus) to add new technology or safety enhancements should they become available.

BACKGROUND

ITP was awarded a Lo-No Federal Transit Administration (FTA) grant to replace aging diesel-powered vehicles with cleaner, lower-emission CNG-powered vehicles. These vehicles will replace existing diesel-powered vehicles that have met or exceeded their useful life of 12 years/500,000 miles in accordance with FTA regulations.

PROCUREMENT

The vehicles will be purchased under the existing contract with the Gillig Corporation which was competitively bid in compliance with FTA requirements (ITP Project 2021-16).

FUNDING SOURCE

Funding for the buses will be derived from an approved Lo-No (FTA) grant as well as Federal and State capital assistance grants. No local match is required.

RESOLUTION NO. 10252023-3

Fiscal Year 2023

Moved and supported to adopt the following resolution:

Approval to execute an agreement with Gillig Corporation for the purchase of nine (9) CNG 40' buses.

BE IT RESOLVED that the CEO is hereby authorized to execute an agreement with the Gillig Corporation to purchase nine (9) CNG 40' buses, in the amount of \$7,818,993 with an additional contingency of \$90,000 for technology and safety enhancements in accordance with information presented to the ITP Board on October 25, 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



Date: October 25, 2023
To: ITP Board
From: Andy Prokopy, Director of Information Technology
Subject: Core Network Switch Upgrade

ACTION REQUESTED

Authorization is requested to approve a contract with Element Four in the amount of \$330,548 to replace the aging core network switch equipment which provides the vital communication links between the main Rapid facilities and the rest of the agency.

BACKGROUND

The Rapid's core network switches provide the foundation to deliver critical applications, services, communication, and data between all facilities, stations, buses, edge switches, staff computers, phones, printers, Wi-Fi, and to the hosted public facing applications (trip planning, human resources, e-fare systems). The core switches route the network traffic between key systems, servers, and internet services which reside at three main locations: Rapid Central Station, the Operations Center (Wealthy), and the Administrative Building (Ellsworth).

The last upgrade to these core network switches was back in July 2011, and although the switches have operated well for 12 years, they are well past their useful life. The manufacturers have ended software updates to these devices and no longer guarantee support or replacement parts for equipment essential to our operations. While replacing these core network switches will substantially reduce our risk of failure from lack of hardware or support, they will also provide improvements from newer technologies and solutions that didn't exist 12 years ago. With the evolution of network technologies, replacing our core switches will help deliver improved performance, faster throughput, newer features, and better resiliency and strengthen our network security. As part of the RFP, we have also requested assistance to review, redesign, and optimize our network configuration, which will allow us to take advantage of newer technologies, improve efficiency, and help us minimize network disruptions and outages.

PROCUREMENT

The Procurement was released as a Request for Proposal (RFP) and although cost was important, it wasn't the only factor considered for this project. The RFP was released in the Michigan Inter-Governmental Trade Network and was downloaded by 43 firms, and it was also emailed directly to five firms we have worked with previously.

Two responsive bids were received from firms that have worked extensively with us in the past. The proposals were reviewed and scored by members of The Rapid's Information Technology team. The evaluations were based on the firm's technical specifications, firm qualifications, delivery and installation schedule, warranty, and financial proposal.

Firm	Avg Score	Cost
Element Four	91.0	\$330,548
Rehmann	79.5	\$414,667

Both firms provided proposals that met the requirements of the RFP; however, Element Four's proposal was the low bid and included the additional work to review and implement changes to the network configuration and design. Element Four has completed other projects for The Rapid over the past several years and they have consistently performed excellent work.

Rehmann's proposal included reputable equipment but at a higher cost, and only included a general review of the network configuration. Any major changes to optimize or improve the overall efficiency of the network design would be an additional project and cost.

As a result of these factors, Element Four is the recommended firm for the core network switch upgrade project.

FUNDING

This project is funded completely with Federal and State grants.



INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 10252023-4

Fiscal Year: 2023-2024

Moved and supported to adopt the following resolution:

Approval to execute a contract with Element Four to replace the aging core network switch equipment which provides the vital communication links between the main Rapid facilities and the rest of the agency.

BE IT RESOLVED that the ITP CEO is hereby authorized to execute a contract with Avail Technologies in the amount of \$330,548 for the purpose of replacing core network switch equipment in accordance with information presented to the ITP Board on October 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: October 25, 2023
To: ITP Board
From: Maxwell Dillivan, AICP – Senior Planner
Subject: 2023 TITLE VI PROGRAM UPDATE

ACTION REQUESTED

Staff is requesting the Board to approve The Rapid's submission of its October 2023 update to its Title VI Program documentation for Federal Transit Administration (FTA) approval.

BACKGROUND

Federal Transit Administration regulations require public transportation providers to complete Title VI Program documentation. This document outlines how The Rapid ensures that it equitably provides its services and avoids discriminating based on race and income levels, as required by Title VI of the Civil Rights Act of 1964. Further, the document includes a demographic and equity analysis of The Rapid's service area population and service provision, a plan detailing The Rapid's Limited English Proficiency (LEP) outreach plan, and a review of any Title VI activities (i.e., DIBD analyses, etc.) and complaints.

The Federal Transit Administration mandates that The Rapid's Title VI documentation is updated every three (3) years and approved by the Board of Directors. The previous update was submitted to the Federal Transit Administration in December 2020 with an amendment adopted by the Board and delivered to the FTA in January 2023. The current Title VI Program remains effective until January 31, 2024, and must be renewed.

Notable updates to the program are summarized as follows:

- *Four-Factor Analysis* – in this section, a comprehensive overview of The Rapid's latest outreach techniques and methods with Limited English Proficiency (LEP) populations was provided,
- *Limited English Proficiency Plan* – in response to comments from the FTA during the December 2022 review of the 2020 Title VI Program update, a Limited English Proficiency (LEP) Plan was established. The plan will provide a framework for monitoring LEP outreach, set forth measures to improve LEP outreach practices and employee training for LEP interactions and create a process to reevaluate and update the plan as needed.
- *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.

This approval certifies the program for three (3) years. Once approved by the Rapid Board and Federal Transit Administration, this plan will be effective from January 2024 through January 2027.



INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 10252023-5

Fiscal Year: 2023-2024

Moved and supported to adopt the following resolution:

Approval of The Rapid's update to the Title VI Program document.

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



2023 TITLE VI PROGRAM UPDATE
FOR THE
FEDERAL TRANSIT ADMINISTRATION

October 2023 Draft

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[insert adoption resolution]

TABLE OF CONTENTS

SECTION I. INTRODUCTION.....	1
SECTION II. DATA COLLECTION AND REPORTING REQUIREMENTS.....	2
A. Civil Rights Complaints.....	2
B. Pending Grant Applications.....	2
C. Civil Rights Compliance Reviews.....	2
D. DOT Title VI Assurance.....	2
E. Title VI Submittal.....	2
F. Construction Projects.....	2
SECTION III. TITLE VI NOTIFICATION AND MONITORING.....	4
A. Public Notification of Title VI Rights.....	4
B. Response to Title VI Complaints.....	4
C. Sub-Recipients and Title VI Monitoring.....	5
SECTION IV. LANGUAGE ASSISTANCE PLAN AND LIMITED ENGLISH PROFICIENCY (LEP) OUTREACH.....	6
A. Four Factor Analysis.....	6
B. Limited English Proficiency Plan.....	11
SECTION V. DEMOGRAPHIC DATA.....	14
A. Introduction to Demographic Data.....	14
B. Minority and Poverty Population by Route.....	14
C. Service Equity Analysis.....	15
SECTION VI. SERVICE STANDARDS AND POLICIES.....	18
A. Vehicle Load Factor.....	18
B. Vehicle Headways.....	19
C. On-Time Performance.....	21
D. Distribution of Transit Amenities.....	21
E. Service Availability.....	22
F. Vehicle Assignment.....	22
G. Transit Security.....	23
SECTION VII. TITLE VI MONITORING POLICIES.....	24
A. Overview of The Rapid's Monitoring Policies.....	24
B. Monitoring Service Quality Using Ridership Surveys.....	24
C. Continual Assessment of Compliance by the Grantee.....	25
SECTION VIII. CHANGES IN SERVICE FEATURES AND FARE LEVELS.....	26
A. Public Outreach Overview.....	26

B. Threshold for Major Service Changes	27
C. The Rapid’s Disparate Impact and Disproportionate Burden Policy.....	27
D. The Rapid’s New Facility Construction Outreach Process	27
E. Changes in Service Levels	28
F. Changes in Fare Levels	28

Appendix 1: Percent Minority Population by Census Tract (2021)	
Appendix 2: Percent Population in Poverty by Census Tract (2021)	
Appendix 3: The Rapid’s Disparate Impact and Disproportionate Burden Policy	
Appendix 4: The Rapid’s Title VI Complaint Process	
Appendix 5: Federal Transit Administration Civil Rights Assurance	
Appendix 6: Department of Transportation Title VI Assurance	
Appendix 7: The Rapid’s Title VI Complaint Form	
Appendix 8: Title VI Public Involvement Plan	
Appendix 9: Language Line Manual	

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SECTION I. INTRODUCTION

The Federal Transit Administration (FTA) requires that all direct and primary recipients document their compliance with the Department of Transportation's (DOT) Title VI regulations by submitting a Title VI Program once every three years. This document provides the 2023 Title VI Program Update for the Interurban Transit Partnership (ITP, dba "The Rapid).

The FTA Circular C 4702.1B provides requirements and guidelines for FTA recipients. This Update was prepared in accordance with the requirements of the Circular.

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 are currently no pending federal grant applications.

C. Civil Rights Compliance Reviews

The FTA conducted a Triennial Review of The Rapid in June 2023 and found the agency was in compliance with all Title VI provisions.

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 original 2020 Title VI report was submitted to the FTA in December 2020. An amended version was prepared following a review by the FTA and re-submitted in January 2023. The plan is set to expire in January 2024. The 2023 Title VI report, once approved by the FTA, will be valid from January 31, 2024 to January 31, 2027.

F. Construction Projects

The Rapid has initiated several construction projects since 2020:

- **Busch Drive Operations Center** (*3531 Busch Drive SW*): This project included the purchase of the property and existing building located on the site to house The Rapid's demand response service. The existing building on the site was reconfigured to administrative office space and maintenance of ITP's paratransit vehicles. Site improvements including fencing, security cameras, access control, signage, cleaning of trench drains, oil change pit, and fueling equipment were included in the project as well. Further, a bus wash, generator, and compressor were purchased as part of the project as well. Possession of the site took place in September 2022.
- **Rehabilitation of the Administrative Office Building** (*300 Ellsworth Ave SW*): The existing building located at the site, well over 50 years old, is currently undergoing construction to bring several elements of the building into a state of good repair, including: replacement of the roof, replacement of the HVAC

and plumbing systems, new office furniture for staff use, a newly-established lounge and break room for operator staff, and creation of new office space. The project is anticipated to be completed December 2023 – January 2024.

- **Laker Line Park-and-Ride Lot** (*4211 Lake Michigan Drive*): With the Laker Line BRT project's expanded scope, property adjacent to the eastbound Cummings Avenue station was purchased and redeveloped as a park and ride facility. Previously undeveloped, the site was outfitted with signage, gates, landscaping, and paved to accommodate 121 vehicles. The project was completed in December 2022.
- **Reconstruction of the Facilities Department Building** (*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. 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. LANGUAGE ASSISTANCE PLAN 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 larger Title VI Program Update. 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. Four Factor Analysis

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 approximately 7,700 limited English-speaking households in the Grand Rapids area, or 3.2% of all households. 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 over half (52.9%) 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 (2022)

	Grand Rapids Urban Area	
	Households	Percent
Total Population	231,533	100.0%
English only	205,072	85.9%
Spanish:	17,051	7.1%
Limited English-speaking household	4,099	1.7%
Not a limited English-speaking household	12,952	5.4%
French, Haitian, or Cajun:	1,685	0.7%
Limited English-speaking household	246	0.1%
Not a limited English-speaking household	1,439	0.6%
German or other West Germanic languages:	1,870	0.8%
Limited English-speaking household	0	0.0%
Not a limited English-speaking household	1,870	0.8%
Russian, Polish, or other Slavic languages:	2,238	0.9%
Limited English-speaking household	343	0.1%
Not a limited English-speaking household	1,895	0.8%
Other Indo-European languages:	2,536	1.1%
Limited English-speaking household	224	0.1%
Not a limited English-speaking household	2,312	1.0%
Korean:	128	0.1%
Limited English-speaking household	57	0.0%
Not a limited English-speaking household	71	0.0%
Chinese (incl. Mandarin, Cantonese):	1,278	0.5%
Limited English-speaking household	678	0.3%
Not a limited English-speaking household	600	0.3%
Vietnamese:	1,365	0.6%
Limited English-speaking household	407	0.2%
Not a limited English-speaking household	958	0.4%
Tagalog (incl. Filipino):	343	0.1%
Limited English-speaking household	0	0.0%
Not a limited English-speaking household	343	0.1%
Other Asian and Pacific Island languages:	2,079	0.9%
Limited English-speaking household	678	0.3%
Not a limited English-speaking household	1,401	0.6%
Arabic:	1,373	0.6%
Limited English-speaking household	235	0.1%
Not a limited English-speaking household	1,138	0.5%
Other and unspecified languages:	1,594	0.7%
Limited English-speaking household	785	0.3%
Not a limited English-speaking household	809	0.3%
Total non-English-speaking households	33,540	14.1%

Limited English-speaking household	7,752	3.2%
Not a limited English-speaking household	25,788	10.8%

Source: 2022 American Community Survey 1-Year Estimates (Table B16002)

Overall, people with Limited English Proficiency make up 16.6% of our service area population, with Spanish-speaking people making up the most significant proportion of this population, representing 7.3% 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 2021 American Community Survey estimates indicates the number of people and households with Limited English Proficiency has increased slightly since 2018.

Table 2 - Summary of LEP population among The Rapid's Charter Member Communities (2021)

	E. Grand Rapids	Grand Rapids	Grandville	Kentwood	Walker	Wyoming
Population 5 years and over	10,460	184,293	14,976	50,094	23,568	71,618
Speak only English	95.8%	83.6%	95.5%	78.3%	93.7%	78.7%
Speak a language other than English	4.2%	16.4%	4.5%	21.7%	6.3%	21.3%
Spanish or Spanish Creole	1.4%	10.6%	2.4%	4.6%	1.8%	17.2%
Other Indo-European languages	2.6%	2.0%	0.7%	7.9%	2.2%	1.5%
Asian and Pacific Island languages	0.2%	1.6%	1.3%	5.9%	1.5%	1.5%
Other languages	0.0%	2.2%	0.1%	3.3%	0.8%	1.1%

Source: 2021 American Community Survey 5-Year Estimates (Table S1601)

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 encountering 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, between October 1, 2020 through September 30, 2023, Language Line received 716 calls: 1 for Albanian, 1 for Romanian, 1 for Nepali, 1 for Mandarin, 1 for Somali, 2 for Swahili, 3 translations for Hindi, 4 for Kinyarwanda, 4 for Vietnamese, and 698 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.

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

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

- Fixed route bus service
- Door to door paratransit service
- On-demand microtransit 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
- Challenges using smartphone apps to schedule on-demand microtransit 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. Further, our Training Department coordinates with a local immigrant refugee resettlement agency, Bethany Christian Services, to disseminate rider information to recently resettled refugees. Bethany Christian Services provides referrals of individuals and families who have recently arrived in the Grand Rapids area to Training Department staff. Travel trainers provide in-the-field training for family groups on use of the fixed route network. Bethany Christian Services was also established as a fare media partner organization that has access to a back-end portal to distribute and manage electronic fare media cards (Wave cards) for its families. Finally, the Training Department provides a "Train the Trainer" course with interpreters from a local non-profit resettlement services agency, Treetops Collective. Trainers from this program work with residents directly as needed.

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, The Rapid's Communications staff prioritizes adding Spanish to new external facing campaigns and increasing ad buys with media outlets that have a primarily Spanish speaking audience. The Communications Department will take special requests to translate any documents into Spanish that are currently only available in English.

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.

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 \$5,100 worth of costs annually (\$4,600 for Language Line Services, \$500 for contracted services from the Hispanic Center of Western Michigan). In addition, our Travel Trainer (Sarah Green) is the main coordinator of our various transit orientation programs. Their staff time contributes to the cost of providing LEP services (in addition to the allocated funds discussed earlier in this section). The Communications Department budgets \$2,500 (per year) for English to Spanish translation services and the Special Services Department has an additional \$2,500 allotted for translation services.

B. Limited English Proficiency Plan

Identifying LEP Individuals Who Need Language Assistance

The Rapid is committed to ensuring specific individuals' language needs are appropriately addressed. We commit to:

- Continuing to keep records of persons with whom we come into contact who need language assistance, and
- Continuing to proactively seek information from public and private agencies about their experience with people with limited English proficiency.

Language Assistance Measures

The Rapid's selection of the following procedures is based on the relatively low need for language service and the limited resources available for this purpose.

- Provide enhanced language translation capabilities on The Rapid's website at ridetherapid.org. Further, The Rapid has plans to create a new website in 2024/25 that will contribute to a better use experience for LEP individuals,
- Provide free access to the Transit app to give individuals the opportunity to view all Rapid schedule information in the language of their preference,
- Provide information on the official website on options for where and how individuals can obtain language assistance,
- Distribute flyers in Spanish containing need-to-know information, such as fare payment options and all service-impacting messages (further, any flyer that has not already been translated can be translated upon request), and
- Implement phone interpreter service recommendations such as Language Line opportunities.

Employee Training

- The Rapid conducts refresher training annually for all existing motor coach operators and information specialists. Currently, the refresher course will address concerns from front-line staff regarding language barriers and issues. Staff is directed to utilize smartphone-based translation services when encountering LEP individuals. Further, The Rapid is committed to developing training curricula on providing assistance to persons with limited English proficiency in the future. A future LEP employee training program will include the following elements at minimum:
 - A summary of The Rapid's responsibilities under the DOT LEP guidance
 - A summary of The Rapid's language assistance plan
 - A summary of the number and proportion of the LEP persons in the service area and frequency of contact
 - A description of the language assistance that The Rapid is currently providing, and
 - A description of The Rapid's cultural sensitivity policies and practices
- Management staff has been provided with an overview of the plan as part of its regular Leadership Team meetings
- The Rapid will formalize its current practice of maintaining a record of all language assistance requests received from the public and as part of public outreach activities. A formal and holistic log of language assistance requests will allow Rapid staff to monitor LEP contact, help determine priorities for language needs, and ascertain changes in language needs as demographic shifts occur across the region over time.

Current Practices and Future LEP Activities

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.

Monitoring and Updating the LEP Plan

The action steps discussed above are designed to produce increased assistance for LEP persons and continuous feedback on the frequency of contact with LEP persons both within The Rapid and from external agencies. This feedback will be used to determine if there is a significant change in the frequency of contact or a significant

increase in contact with specific language groups within the service area. This information will be used to evaluate changes to The Rapid information and service accessibility for LEP persons and determine if additional resources are required.

The Rapid will continue to use develop language assistance refresher training for operators and information specialists to keep monitoring customer experience for LEP persons.

If notable changes occur throughout the life of this plan, The Rapid will perform an evaluation and determine if the plan needs to be updated. Absent any noticeable change, The Rapid will perform a review of existing policies and practices and make any necessary changes with the next Title VI update.

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, demand-response services such as GO!Bus are offered, as well as on-demand microtransit. 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, 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, 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 15% or more of the local population is at or below the federal poverty threshold. The primary exceptions to this are the two fixed routes which exclusively operate in industrial zones, Route 27 Airport Industrial and Route 33 Walker Industrial, and Route 28 which operates along a regional arterial corridor where adjacent land uses are virtually all commercial. Several routes, including routes 1, 2, 3, 4, 10, 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	14,610	4,602	31.5	8,342	57.1
Route 1 Division / Madison	22,623	5,746	25.4	13,167	58.2
Route 2 Kalamazoo	28,024	6,053	21.6	15,721	56.1
Route 3 Wyoming / Rivertown	21,711	3,669	16.9	11,420	52.6
Route 4 Eastern	31,335	6,580	21.0	16,545	52.8
Route 5 Wealthy / Woodland	22,049	3,373	15.3	8,379	38.0
Route 6 Eastown / Woodland	22,654	3,829	16.9	5,029	22.2
Route 7 West Leonard	16,404	3,379	20.6	4,511	27.5
Route 8 Prairie / Rivertown	20,309	3,534	17.4	9,708	47.8
Route 9 Alpine	15,323	3,402	22.2	5,715	37.3
Route 10 Clyde Park	19,292	4,184	21.7	11,126	57.7
Route 11 Plainfield	14,557	2,795	19.2	4,469	30.7
Route 12 Westside	13,262	2,997	22.6	4,124	31.1
Route 13 Michigan / Fuller	16,847	3,622	21.5	5,677	33.7
Route 14 East Fulton	14,517	3,571	24.6	4,268	29.4
Route 15 East Leonard	15,518	4,097	26.4	5,385	34.7
Route 24 Burton	29,401	4,851	16.5	14,524	49.4
Route 27 Airport Industrial	3,145	248	7.9	928	29.5
Route 28 West 28th	16,520	2,032	12.3	5,947	36.0
Route 33 Walker Industrial	3,223	345	10.7	722	22.4
Route 44 44th Street	21,819	2,422	11.1	9,251	42.4
System Total	261,225	44,931	17.2	106,580	40.8

Source: 2021 American Community Survey 5-Year Estimates (Table C17002 using Census Block Groups).

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	31.5	57.1	405,974	9.6	15 mins
Route 1 Division / Madison	25.4	58.2	319,025	7.6	30 mins
Route 2 Kalamazoo	21.6	56.1	377,714	9.0	15 mins
Route 3 Wyoming / Rivertown	16.9	52.6	129,621	3.1	30 mins
Route 4 Eastern	21.0	52.8	328,922	7.8	15 mins
Route 5 Wealthy / Woodland	15.3	38.0	131,503	3.1	30 mins
Route 6 Eastown / Woodland	16.9	22.2	197,891	4.7	30 mins
Route 7 West Leonard	20.6	27.5	140,730	3.3	30 mins
Route 8 Prairie / Rivertown	17.4	47.8	152,241	3.6	30 mins
Route 9 Alpine	22.2	37.3	381,894	9.1	15 mins
Route 10 Clyde Park	21.7	57.7	173,948	4.1	30 mins
Route 11 Plainfield	19.2	30.7	232,454	5.5	15 mins
Route 12 Westside	22.6	31.1	174,158	4.1	30 mins
Route 13 Michigan/Fuller	21.5	33.7	115,228	2.7	30 mins
Route 14 East Fulton	24.6	29.4	80,166	1.9	30 mins
Route 15 East Leonard	26.4	34.7	192,966	4.6	30 mins
Route 24 Burton	16.5	49.4	133,477	3.2	30 mins
Route 27 Airport Industrial	7.9	29.5	40,671	1.0	30 mins
Route 28 West 28th	12.3	36.0	220,425	5.2	18 mins
Route 33 Walker Industrial	10.7	22.4	3,665	0.1	60 mins
Route 44 44th Street	11.1	42.4	195,915	4.7	30 mins
System Total	17.2	40.8	4,128,588¹	100.0	

Source: 2021 American Community Survey 5-Year Estimates; Rapid FY 23 Ridership Data

¹ Annual ridership for FY23 on The Rapid’s fixed route system was 4,209,474. Active fixed route services only are displayed in the table and omits Route 29 East 28th. The service was a contracted service with Cascade Township and ceased operations on August 27, 2023.

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 31.5% low-income and 57.1% 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 area 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 Factor

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 pandemic, overcrowding is a rare occurrence on The Rapid's system.

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 when ridership levels are, correspondingly, load factors are greatest.

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	135	0.56
Route 1 Division / Madison	3:00-3:59 pm	30	4.5	180	102	0.57
Route 2 Kalamazoo	2:00-2:59 pm	15	6	240	127	0.53
Route 3 Wyoming / Rivertown	3:00-3:59 pm	30	3	120	46	0.38
Route 4 Eastern	3:00-3:59 pm	15	7	280	141	0.50
Route 5 Wealthy / Woodland	4:00-4:59 pm	30	3	120	48	0.40
Route 6 Eastown / Woodland	3:00-3:59 pm	30	3	120	59	0.49
Route 7 West Leonard	3:00-3:59 pm	30	2.5	100	76	0.76
Route 8 Prairie / Rivertown	3:00-3:59 pm	30	3	120	54	0.45
Route 9 Alpine	3:00-3:59 pm	15	5	200	128	0.64
Route 10 Clyde Park	3:00-3:59 pm	30	3	120	64	0.53
Route 11 Plainfield	3:00-3:59 pm	15	5	200	90	0.45
Route 12 West Fulton	7:00-7:59 am	30	2.5	100	85	0.85
Route 13 Michigan / Fuller	3:00-3:59 pm	30	2.5	100	46	0.46
Route 14 East Fulton	3:00-3:59 pm	30	2	80	43	0.54
Route 15 East Leonard	3:00-3:59 pm	30	2.5	100	84	0.84
Route 24 Burton	2:00-2:59 pm	30	4	160	63	0.39
Route 27 Airport Industrial	3:00-3:59 pm	30	1	40	23	0.58
Route 28 West 28th	3:00-3:59 pm	15	6	240	78	0.33
Route 33 Walker Industrial	n/a	60	1	40	3	0.09
Route 44 44th Street	3:00-3:59 pm	30	4	160	70	0.44
				3,100	1,568	0.51

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. Route 33, which began operations in January 2023, remains under an introductory probationary period despite a very low vehicle load factor. Internal policy dictates a new route's ridership and productivity is given 12 months to develop its ridership market prior to taking courses of action.

B. Vehicle Headways

As of October 2023, five routes provide 15-minute service or greater during weekday peak (6 am – 6 pm) hours. These routes are the Silver Line, Route 2 Kalamazoo, Route 4 Eastern, Route 9 Alpine, and Route 11 Plainfield. Additionally, Route 28 28th Street provides high frequency service with vehicles arriving every 18 minutes during the same time period. 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 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 one (1) minute early. Table 7 illustrates the on-time performance by quarter since FY 2021.

Table 7 – Fixed-Route On-Time Performance Summary

Quarter	Months	On-Time Performance
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%
FY 2023 1st Quarter	Oct-Dec	84.8%
FY 2023 2nd Quarter	Jan-Mar	90.2%
FY 2023 3rd Quarter	Apr-Jun	85.5%
FY 2023 4 th Quarter	Jul-Sep	82.3%
	Average	89.0%

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 1,400 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 132 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 available to 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 147 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 at random with the exception of specific buses allocated to bus rapid transit (BRT) routes (i.e., Silver Line and Laker Line), two vehicles dedicated for long-distance highway travel between Grand Rapids and Big Rapids contracted with Ferris State University (Route 100), and six (6) Ford Transit vans deployed for the agency’s on-demand microtransit service. 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	29'	2011	GILLIG	Low Floor	Diesel	DASH
23	40'	2012	GILLIG	Low Floor	Diesel	
8	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
15	40'	2021	GILLIG	Low Floor	CNG	
2	40'	2023	GILLIG	Low Floor	CNG	
1	60'	2023	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 Director of Security, one full-time Transit Enforcement Supervisor, and 15 full-time and three part-time Transit Enforcement Officers. The Rapid has 24-hour physical security at its Rapid Central Station facility. Furthermore, Central Station is equipped with video surveillance and all buses are equipped with video and audio surveillance. Transit 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 tools are monthly ridership and productivity reports, monthly on-time performance reports, 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, cost per passenger, and total 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. These reports are posted on The Rapid's website and therefore available to the public.

On-Time Performance reports are prepared for The Rapid's Present Performance & Service Committee on a monthly basis. These reports present on-time performance for each route across the fixed route system. As discussed earlier in this document, The Rapid defines on-time as five (5) minutes late to one (1) minute early. The on-time performance reports utilize The Rapid's CAD/AVL (computer aided dispatch/automatic vehicle locator) software to compare actual running times to posted schedules. Lastly, the reports offer an opportunity to analyze schedule health of the system and identify problematic route segments, high activity locations, and operator behavior.

The Rapid Planning staff use Geographical Information Systems (GIS), on-board survey data, and farebox data, passenger surveys and proprietary planning software tools (such as Replica) to gather and monitor data and ridership patterns for the fixed-route system. Internally, The Rapid's internal 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 December 2022, The Rapid is undergoing a transit master plan (TMP) colloquially referred to as *Thriving: A Framework for the Future of Connectivity*. Thriving is The Rapid's first master plan since 2012 and seeks to cast a vision for the agency's future investment strategies, service expansions, staffing and information technology needs, capital needs, and will explore alternative funding mechanism to implement the plan. The planning horizon of the TMP is 20 years and will look beyond traditional fixed route and commuter service modes. The final recommendations of the plan are expected to be developed in early to mid 2024. More information on the plan at transitthriving.org.

B. Monitoring Service Quality Using Ridership Surveys

The Rapid conducts statistically-significant on-board surveys every two years for all modes offered by The Rapid, including fixed route, paratransit, and on-demand. 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 the majority of 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, as well as a variety of rider resources. 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 any upcoming system-wide changes and general public notices when applicable.

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 disruptions, 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 Program Update was adopted in December 2020, 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. 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 Rapid's 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 disproportionately 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.

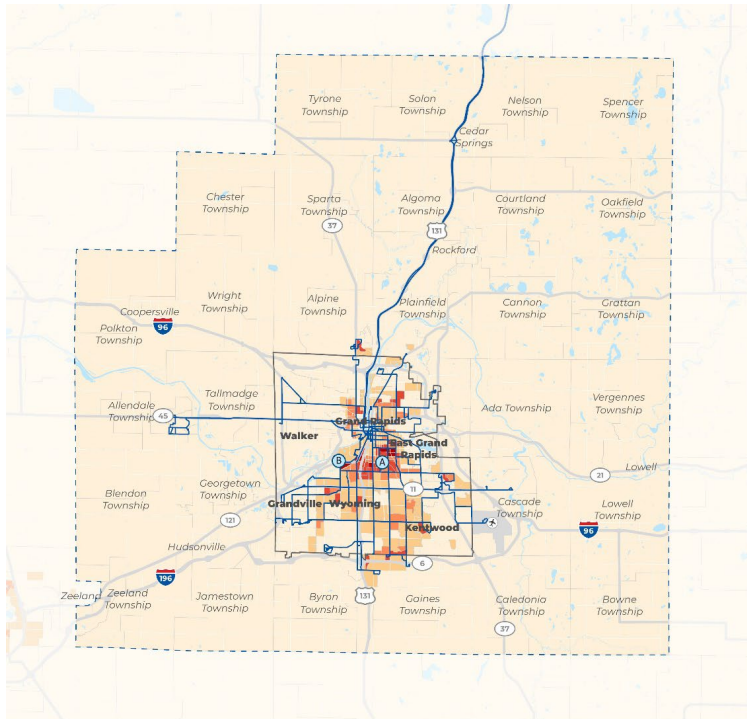
Service levels remained intact through the remainder of 2021 and 2022 until a new service, Route 33 Walker Industrial began operations in January 2023. The route was a service expansion to a portion of The Rapid's service area previously unserved by the fixed route network. The route operates at hourly frequency on weekdays, making 10 trips per day directly from Rapid Central Station to the industrial zones within the City of Walker.

An additional service level change occurred on August 28, 2023 with the termination of Route 29 East 28th. The route historically was a contracted service with Cascade Township which funded an extension of Route 28 farther east to service the township's commercial district along 28th Street. With the implementation of the COA, the segments Route 28 east of Kentwood Station was bifurcated into Route 29. In FY 22, the Cascade Township Downtown Development Authority (DDA) supplanted the township as the contract holder and began solely funding the service. Throughout Summer 2023, the DDA determined they would not extend the contract to continue operating Route 29. Due to the fact Route 29 was a contracted service, a DIDB analysis was deemed unnecessary.

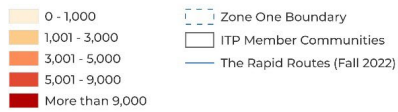
F. Changes in Fare Levels

No changes to fare levels have occurred since the adoption of the previous Title VI Program in December 2020.

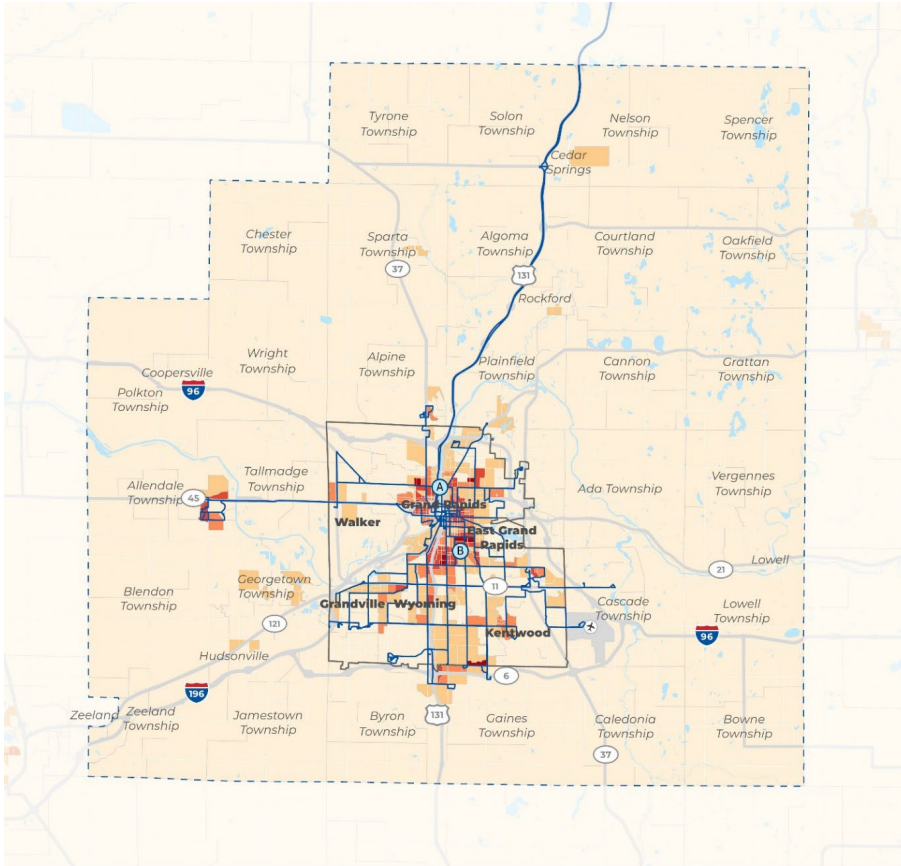
APPENDIX 1: PERCENT MINORITY POPULATION BY CENSUS TRACT (AMERICAN COMMUNITY SURVEY 2021)



Minority Density (People per Square Mile)



**APPENDIX 2: PERCENT POPULATION IN POVERTY BY CENSUS TRACT
(AMERICAN COMMUNITY SURVEY 2021)**



**Low Income Density (Under 100% of the Federal Poverty Level)
(People per Square Mile)**

- 0 - 250
- 251 - 1,000
- 1,001 - 2,000
- 2,001 - 4,000
- More than 4,000
- Zone One Boundary
- ITP Member Communities
- The Rapid Routes (Fall 2022)



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.

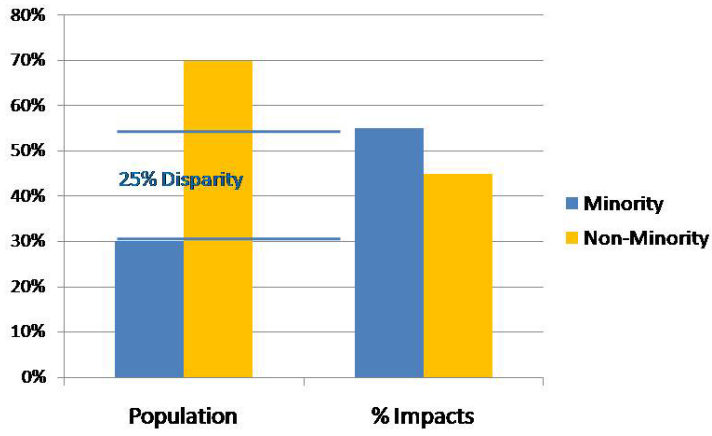


Figure 1: Minorities bear 25% higher impacts as compared to population

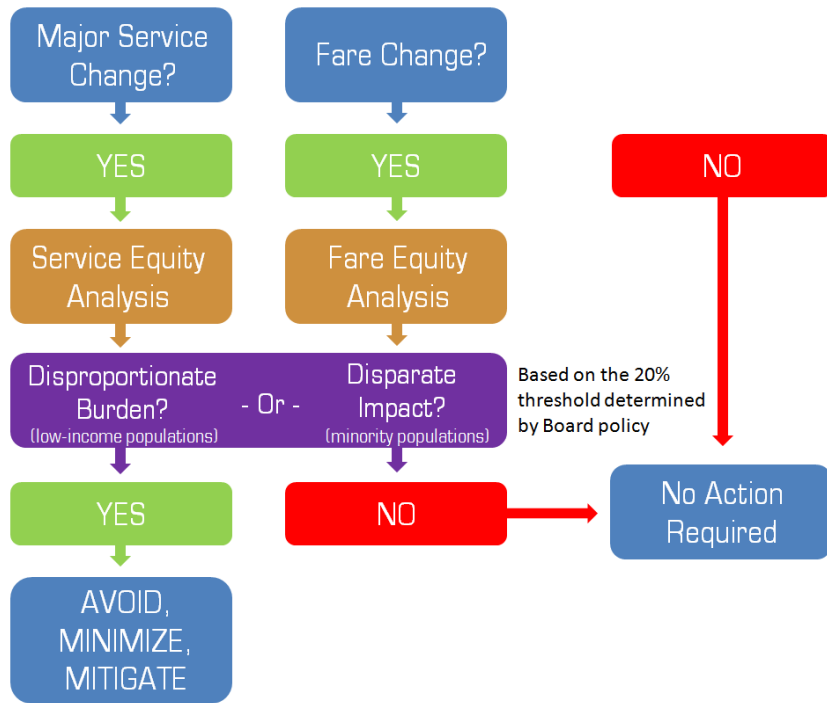


Figure 2: Diagram to determine if a service and/or equity analysis is required.

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: _____

Deb Prato, Chief Executive Officer

Commented [MD1]: Must be signed for final version

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 be 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: _____

Deb Prato, Chief Executive Officer

Attachments:

Appendices A, B, C, D

Commented [MD2]: Must be signed for final version

(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	



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 TDD	Grabación de audio 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	

APPENDIX 8: TITLE VI PUBLIC INVOLVEMENT PLAN

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 the majority of 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, as well as a variety of rider resources. 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 any upcoming system-wide changes and general public notices when applicable.

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 disruptions, 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.

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.

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.

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 Program Update was adopted in December 2020, 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. 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 Rapid's 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.

Service levels remained intact through the remainder of 2021 and 2022 until a new service, Route 33 Walker Industrial began operations in January 2023. The route was a service expansion to a portion of The Rapid's service area previously unserved by the fixed route network. The route operates at hourly frequency on weekdays, making 10 trips per day directly from Rapid Central Station to the industrial zones within the City of Walker.

An additional service level change occurred on August 28, 2023 with the termination of Route 29 East 28th. The route historically was a contracted service with Cascade Township which funded an extension of Route 28 farther east to service the township's commercial district along 28th Street. With the implementation of the COA, the segments Route 28 east of Kentwood Station was bifurcated into Route 29. In FY 22, the Cascade Township Downtown Development Authority (DDA) supplanted the township as the contract holder and began solely funding the service. Throughout Summer 2023, the DDA determined they would not extend the contract to continue operating Route 29. Due to the fact Route 29 was a contracted service, a DIDB analysis was deemed unnecessary.

Changes in Fare Levels

No changes to fare levels have occurred since the adoption of the previous Title VI Program in December 2020.

APPENDIX 9: LANGUAGE LINE TRAINING MATERIALS



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.

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Interurban Transit Partnership

DATE: October 25, 2023
TO: ITP Board
FROM: Jason Prescott
SUBJECT: SEPTEMBER 2023 PARATRANSIT RIDERSHIP REPORT

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

	2023	2022	% Change
Total Paratransit Ridership	16,883	17,108	-1.3%
ADA Ridership	13,814	13,107	5.4%
Non-Disabled Senior (NDS) Ridership	114	154	-26.0%
PASS Ridership	156	202	-22.8%
Network 180	2,340	2,848	-17.8%
Cascade Township/Funding source	0	124	n/a

Ridership averages, as compared to 2022.

	2023	2022	% Change
Weekday Ridership	647	600	7.8%
Saturday Ridership	224	202	10.9%
Sunday Ridership	220	203	8.4%

Other Performance Measures

	2023	2022	% Change
On-Time Pick-Up	69.5%	63.00%	10.3%
On-Time Drop-Off	75.5%	72.00%	4.9%
Average Cost Per Trip	\$37.89	\$27.86	36.0%

September 2023 Paratransit Ridership and Operating Statistics

	2023	2022	Change	% Change
ADA				
Clients	1,178	1,193	(15)	-1.3%
Passenger Trips	13,814	13,107	707	5.4%
NDS				
Clients	14	24	(10)	-41.7%
Passenger Trips	114	154	(40)	-26.0%
PASS				
Clients	11	11	0	0.0%
Passenger Trips	156	202	(46)	-22.8%
CONTRACTED				
Clients	0	2	(2)	-100.0%
Passenger Trips	0	21	(21)	-100.0%
RIDELINK				
Clients	205	290	(85)	-29.3%
Passenger Trips (Performed by The Rapid)	459	776	(317)	-40.9%
TOTALS				
Clients	1,408	1,520	(112)	-7.4%
Passenger Trips	14,543	14,260	283	2.0%
Average Weekday Ridership	647	600	47	7.8%
Average Saturday Ridership	224	202	22	10.9%
Average Sunday Ridership	220	203	17	8.4%
All Ambulatory Passengers	11,813	11,737	76	0.6%
All Wheelchair Passengers	2,730	2,523	207	8.2%
No - Shows	304	197	107	54.3%
Cancellations	820	633	187	29.5%
Transdev				
Average Cost per Trip	\$37.89	\$27.86	\$10.03	36.0%
Riders per Hour	2.2	2.3	(0.1)	-4.3%
Accidents per Month	3.0	1.0	2	200.0%
Trip Denials	0	0	0	#DIV/0!
NTD Travel Time (minutes)	26	26	0	0.0%
NETWORK 180				
Passenger Trips	2,340	2,848	(508)	-17.8%
Average Weekday Ridership	117	129	(12)	-9.3%
TOTAL PASSENGER TRIPS	16,883	17,108	(225)	-1.3%
Paratransit Service Quality Statistics: network 180 Excluded				
Complaints	2023	2022	% of Trips	% Change
Transdev Complaints	31	6	0.2%	416.7%
On-Time Performance				
On-Time Compliance - Pick-up	69.50%	63.00%	6.5%	10.3%
On-Time Compliance - Drop-off	75.50%	72.00%	3.5%	4.9%



Interurban Transit Partnership

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

Date: October 25, 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, October 5 through Wednesday, October 11. 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 was 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, 1,845 people have signed up to use this new service.

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

CURRENT RIDERSHIP

Between Thursday, October 5, and Wednesday, October 11 (five-day service period), there were 218 completed trips. 217 trips were scheduled on-demand through the app with 1 individual on subscription trips.

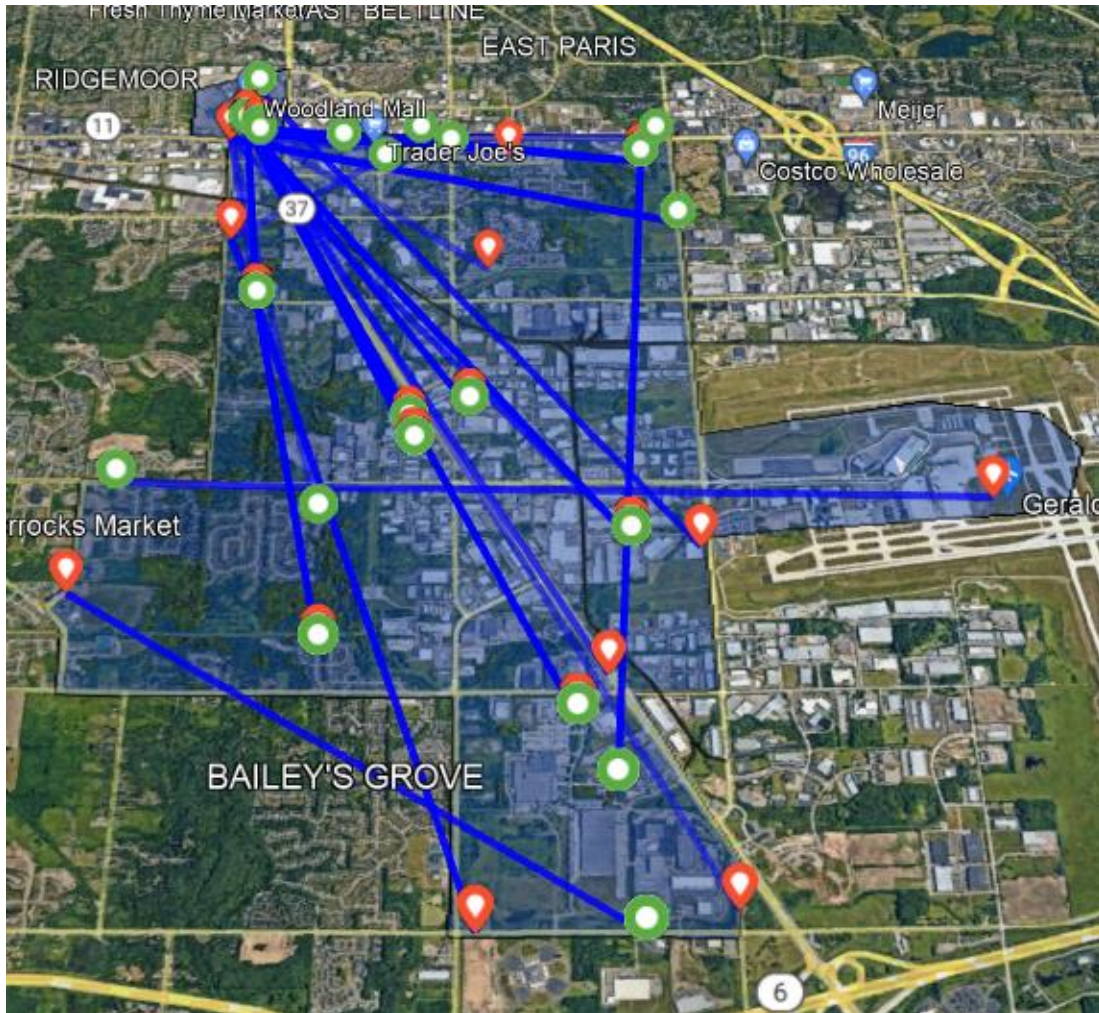
Interurban Transit Partnership

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

There were 181 completed trips in Kentwood (83%), and 37 trips completed in Walker (17%). 41 individual riders in Kentwood and 11 in Walker made up these trip counts for this week.

The average fare trip distance in Kentwood is 2.71 miles, and 2.74 miles in Walker. The fare trip distance is between the pickup and drop-off points and does not consider other stops.

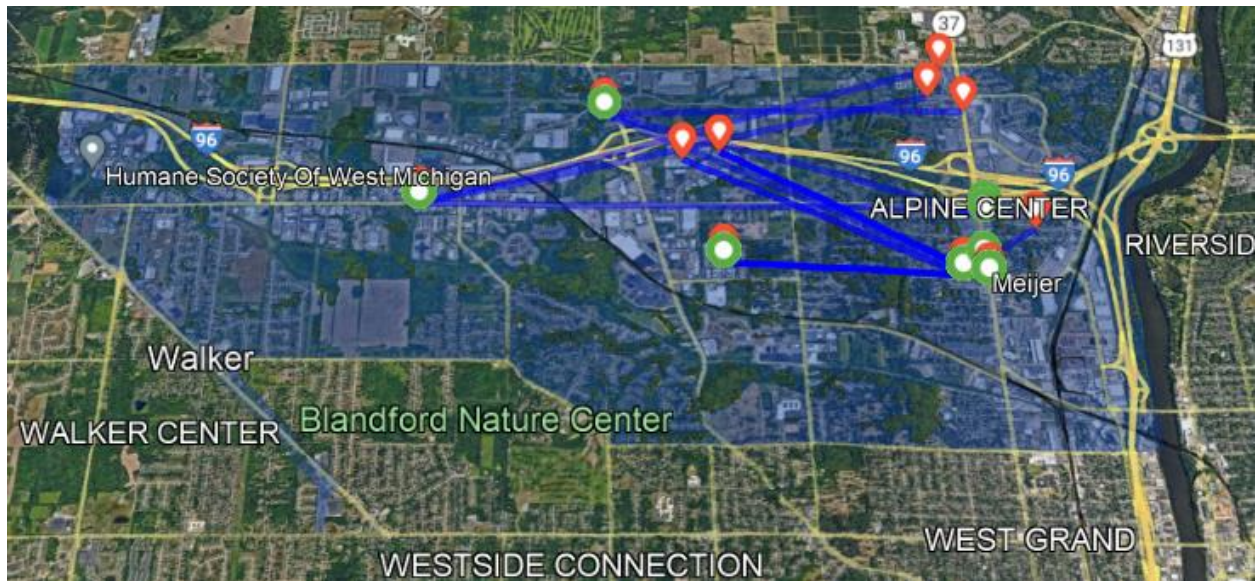
The earliest trip in Kentwood for this five-day service period had a reported arrival time of 6:01 a.m. The latest trip was completed at 9:29 p.m.



Interurban Transit Partnership

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The earliest trip in Walker for this five-day service period had a reported arrival time of 7:03 a.m. The latest trip was completed at 9:31 p.m.



4 Trips taken this week in the expanded zone.

3352 Alpine Ave NW

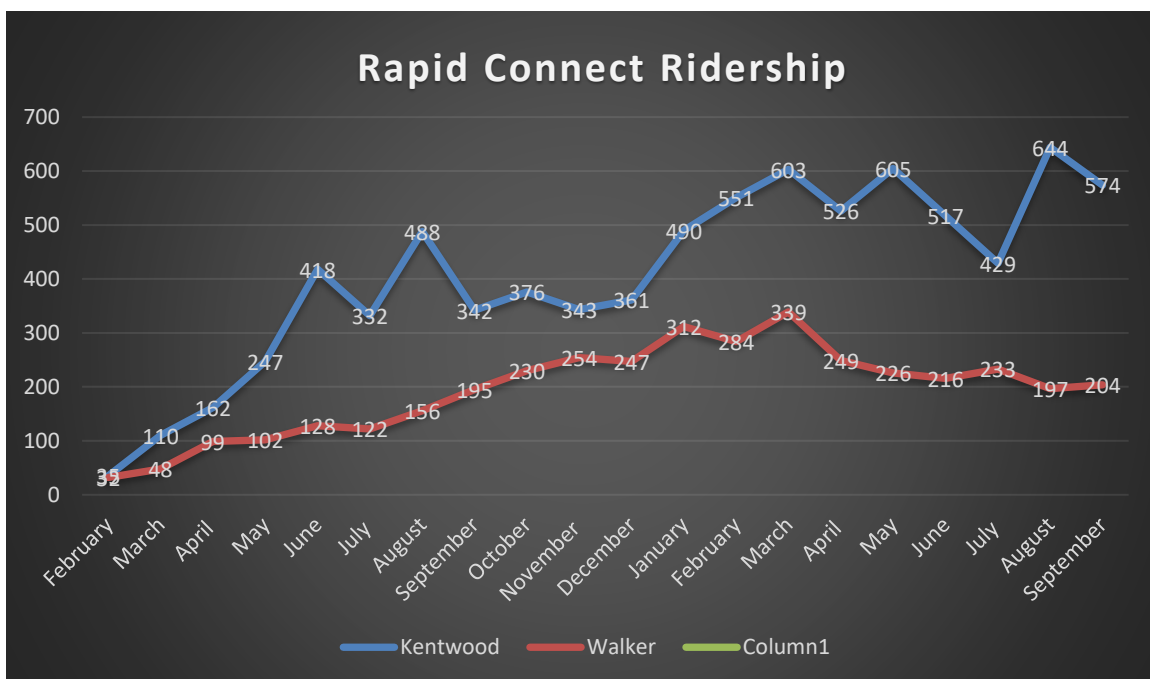
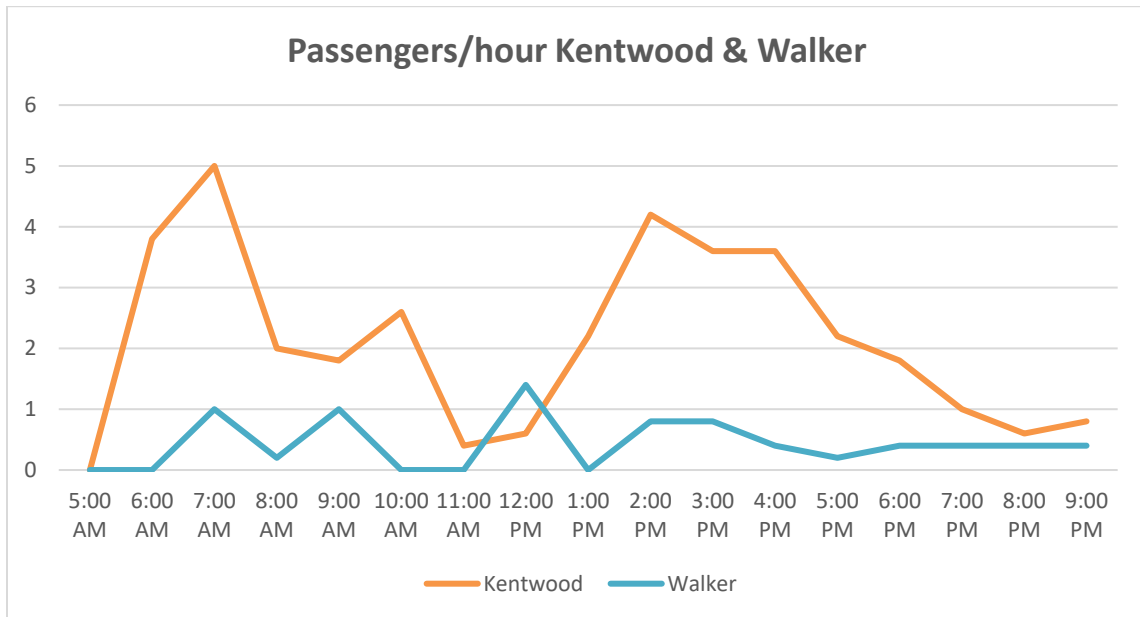
3587 Alpine Ave NW

936 4 Mile Rd NW

566 Lankamp St NW

Interurban Transit Partnership

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





Date: October 12, 2023
To: ITP Board
From: Maxwell Dillivan, AICP – Senior Planner
Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – August 2023 [UPDATED]

OVERVIEW

Ridership and productivity for the month of August 2023 exhibited mixed results. Fall Semester resuming at Grand Valley State University brought forth the highest ridership levels seen on the Laker Line since its August 2020 launch and the highest levels seen since Fall 2019. Sunday DASH service continues to bolster Sunday ridership levels compared to FY 2022 though lags strongly behind to the same time last year.

BACKGROUND INFORMATION

Monthly Ridership

Table with 4 columns: Service Type, Aug 2023, Aug 2022, % Change. Rows include Regular Fixed Route Service, Contracted Service, and Total Monthly Fixed Route Ridership.

Daily Average Ridership

Table with 4 columns: Day, Aug 2023, Aug 2022, % Change. Rows include Weekday Total, Weekday Evening, Saturday, and Sunday.

Productivity Summary

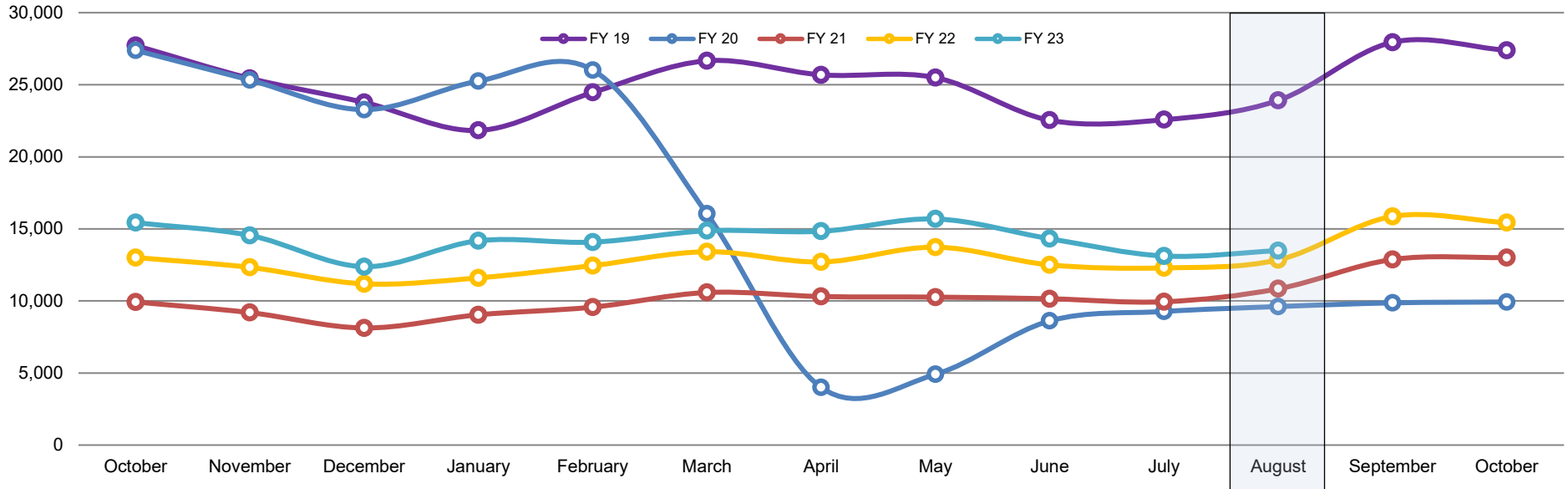
Table with 4 columns: Metric, Aug 2023, Aug 2022, % Change. Rows include Average passengers per hour per route, Average passengers per mile per route, and Average farebox recovery percent per route.

Fiscal Year Ridership

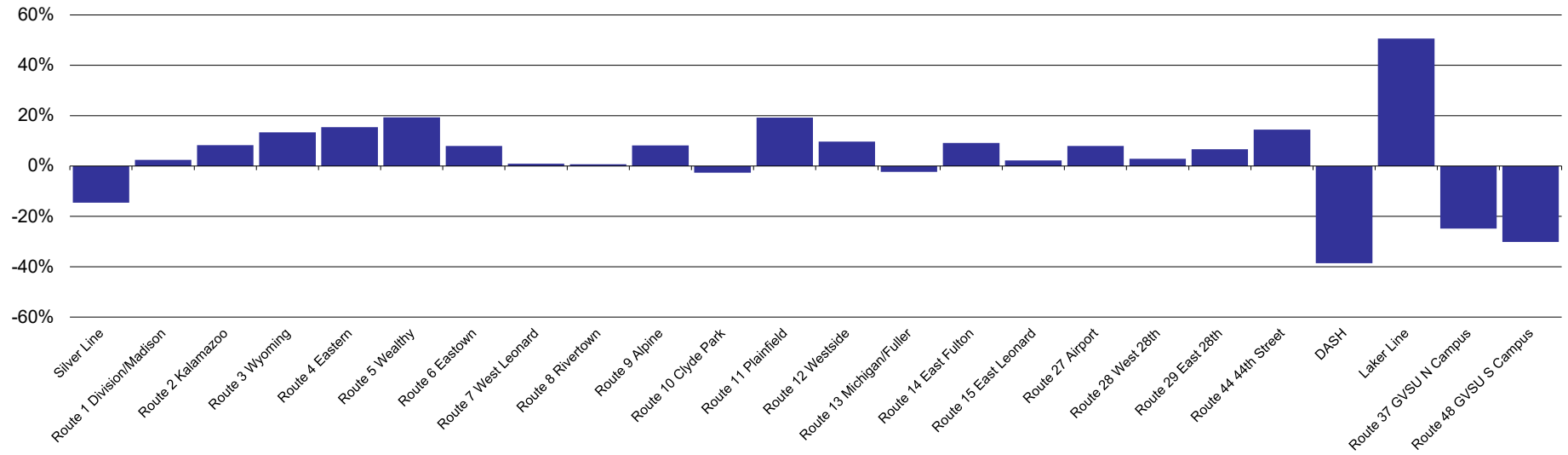
Table with 4 columns: Service Type, FY 2023, FY 2022, % Change. Rows include Regular Fixed Route Service, Contracted Service, and Total Fixed Route Ridership YTD.

* Figure adjusted from August 2023 report as originally presented.

Monthly Weekday Average Ridership History



Percent Change by Route: August 2023 compared to August 2022





Date: October 12, 2023
To: ITP Board
From: Maxwell Dillivan, AICP – Senior Planner
Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – September 2023

OVERVIEW

Ridership and productivity for the month of September 2023 likely outpaced systemwide performance of the same month in the prior year by a small margin, despite reported figures below. Important to note, three days of ridership data (9/22 – 9/24; one Friday, one Saturday, and one Sunday) could not be included in this report due to probing issues.

For the second year in a row, ridership across the system increased year-over-year. Over 600,000 additional rides were taken on the fixed route system in FY 23 compared to FY 22.

BACKGROUND INFORMATION

Monthly Ridership

	Sep 2023	Sep 2022	% Change
Regular Fixed Route Service (<i>Routes 1–44 and SL</i>)	370,599	384,962	↓ 3.7%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	190,986	202,040	↓ 5.5%
Total Monthly Fixed Route Ridership	561,585	587,002	↓ 4.3%

Daily Average Ridership

	Sep 2023	Sep 2022	% Change
Weekday Total	24,979	25,498	↓ 2.0%
Weekday Evening	3,404	3,477	↓ 2.1%
Saturday	8,883	9,281	↓ 4.3%
Sunday	4,395	4,241	↑ 3.6%

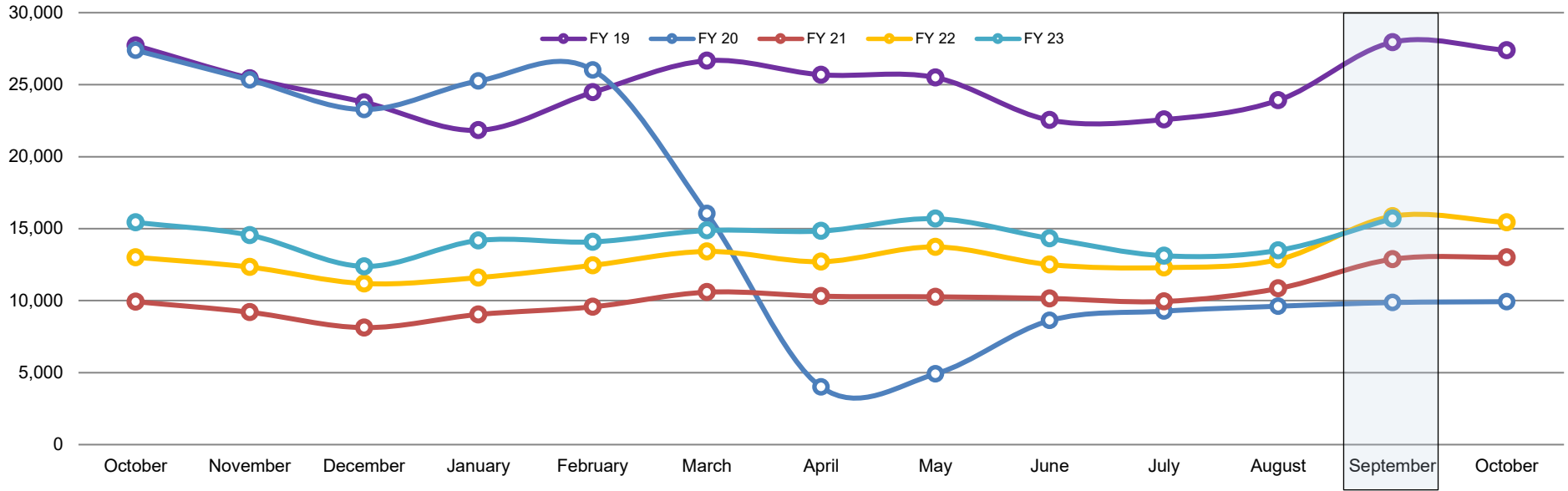
Productivity Summary

	Sep 2023	Sep 2022	% Change
Average passengers per hour per route	14.1	14.6	↓ 3.3%
Average passengers per mile per route	1.04	1.07	↓ 3.0%
Average farebox recovery percent per route	11.7%	13.6%	↓ 14.3%

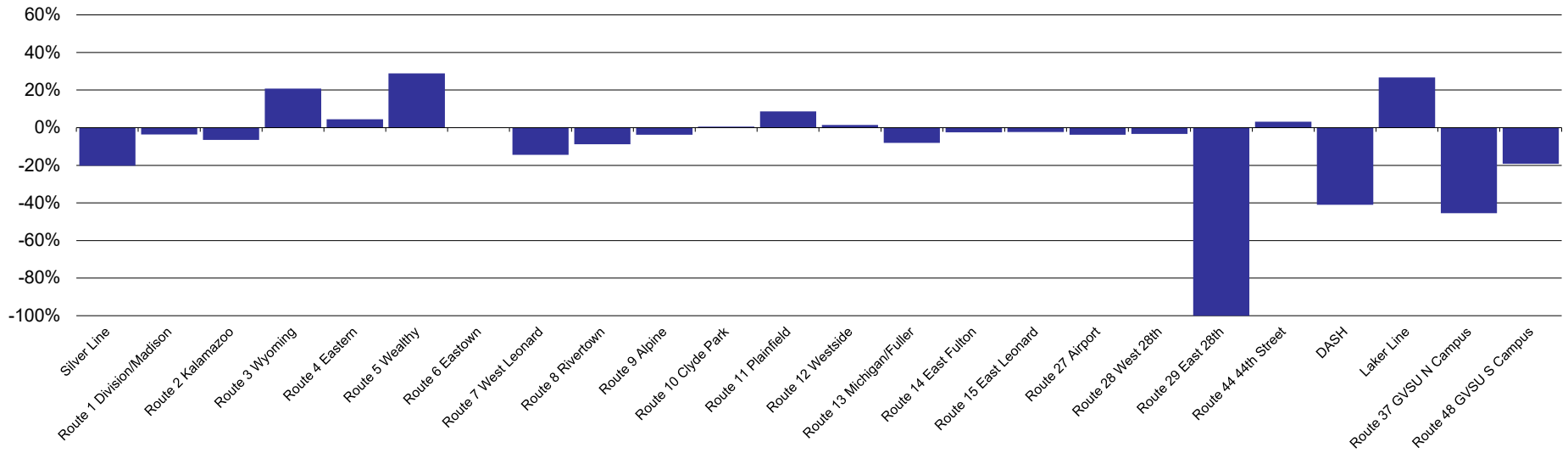
Fiscal Year Ridership

	FY 2023	FY 2022	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	4,292,471	3,832,688	↑ 12.0%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	1,520,398	1,431,078	↑ 6.2%
Total Fixed Route Ridership YTD	5,812,869	5,263,766	↑ 10.4%

Monthly Weekday Average Ridership History



Percent Change by Route: September 2023 compared to September 2022





Interurban Transit Partnership

Date: October 25, 2023
To: ITP Board
From: Linda Medina, Director of Finance
Subject: August 2023 Operating and Grant Statements and Professional Development and Travel Reports

Attached are the financial reports through August 31, 2023, for general operating and grants. Also attached is the Professional Development and Travel report.

FY 22/23 YTD Operating Statement Analysis

Total revenues are 1.7% above budget before federal assistance:

- Linehaul fares and ridership are slightly above budgeted, while GO Bus is slightly below.
- Sales of Transportation Services overall is slightly above budget. Township Services are projected to be less than budgeted as a result of the reduction of hours due to contract changes.
- Property tax revenue remains consistent while State Operating Assistance fluctuates as expenses are lower than anticipated.

Total expenses are 10.2% under budget after the use of 5307 preventive maintenance funding:

- Contractual Services is under budget as a result of the reduction in billable security hours over the contract due to staffing.
- Materials and supplies are trending favorably as the net effect of the overall variances between actual versus budgeted. Fuel costs and consumption continue to be positive.
- Utilities, Insurance, and Miscellaneous are under budget due to actual insurance policy costs being lower than budgeted.
- \$1.2 million of operating expenses have been capitalized to a grant in preventative maintenance.

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 August 31, 2023

	YTD as of August 31, 2023		Variance		Last Year	Current Year
	Budget	Actual	\$	%	FY 21/22* YTD Actual	FY 22/23** Annual Budget
Revenues and Operating Assistance						
Passenger Fares	\$ 3,628,416	\$ 3,926,830	\$ 298,414	8.2%	\$ 3,612,779	\$ 3,978,849
Sale of Transportation Services						
CMH Contribution	374,601	371,589	(3,012)	-0.8%	357,033	414,711
Dash Contract	1,343,716	1,515,945	172,229	12.8%	2,158,694	1,465,874
Grand Valley State University	2,804,226	2,837,406	33,180	1.2%	2,954,382	3,113,764
Van Pool Transportation	-	(1,242)	(1,242)		51,873	-
Township Services	398,654	370,719	(27,935)	-7.0%	392,048	434,895
Other	365,275	373,759	8,484	2.3%	265,314	485,491
Subtotal Sale of Transportation Services	5,286,472	5,468,176	181,704	3.4%	6,179,344	5,914,735
State Operating	13,523,919	12,455,779	(1,068,140)	-7.9%	12,118,176	15,448,739
Property Taxes	16,713,157	17,075,322	362,165	2.2%	16,608,078	18,232,535
Advertising & Miscellaneous	593,233	1,475,160	881,927	148.7%	621,603	682,340
Subtotal Revenues and Operating Assistance	39,745,197	40,401,267	656,070	1.7%	39,139,981	44,257,198
Grant Operating Revenue	7,648,462	8,321,661	673,200	8.8%	19,319,030	8,564,938
Total Revenues and Operating Assistance	\$ 47,393,659	\$ 48,722,928	\$ 1,329,269	2.8%	\$ 58,459,011	\$ 52,822,136
Expenses						
Salaries and Wages						
Administrative	\$ 5,526,012	\$ 5,087,943	\$ (438,069)	-7.9%	\$ 4,763,728	\$ 6,275,114
Operators	13,412,924	11,570,994	(1,841,930)	-13.7%	12,107,853	14,940,291
Maintenance	2,028,446	1,996,113	(32,334)	-1.6%	1,797,477	2,291,256
Subtotal Salaries and Wages	20,967,382	18,655,050	(2,312,333)	-11.0%	18,669,058	23,506,661
Benefits	8,948,098	7,793,659	(1,154,439)	-12.9%	7,092,038	9,965,287
Contractual Services	2,904,635	2,661,288	(243,346)	-8.4%	2,706,550	3,942,021
Materials and Supplies						-
Fuel and Lubricants	3,062,848	2,415,384	(647,465)	-21.1%	2,430,037	3,421,740
Other	1,548,991	1,492,283	(56,708)	-3.7%	1,383,666	1,990,688
Subtotal Materials and Supplies	4,611,839	3,907,667	(704,172)	-15.3%	3,813,702	5,412,428
Utilities, Insurance, and Miscellaneous	4,552,148	4,019,080	(533,068)	-11.7%	3,586,524	5,684,786
Purchased Transportation	6,814,089	6,800,470	(13,619)	-0.2%	5,190,794	7,765,005
Expenses Before Capitalized Operating	48,798,191	43,837,214	(4,960,977)	-10.2%	41,058,665	56,276,188
Capitalized Operating Expenses	(2,995,077)	(1,182,623)	1,812,453	-60.5%	-	(3,454,052)
Total Operating Expenses	\$ 45,803,115	\$ 42,654,591	\$ (3,148,524)	-6.9%	\$ 41,058,665	\$ 52,822,136
Net Surplus/(Deficit) before Grant Revenue		\$ (2,253,324)			\$ (1,918,685)	
Net Surplus/(Deficit) after Grant Revenue		\$ 6,068,337			\$ 17,400,345	

* 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 08/31/23

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target 92%
<u>Grant Revenue</u>						
1. Federal Grant Assistance	16,232,189	16,232,189	678,561	11,576,106	4,656,083	71%
2. State Grant Assistance	4,058,047	4,058,047	169,640	2,894,027	1,164,020	71%
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	848,201	14,470,133	5,820,103	71%
<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	20,476	240,848	81,152	75%
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	20,476	240,848	81,152	75%
<u>Purchased Transportation</u>						
16. Purchased Transportation	1,200,000	1,200,000	68,369	1,042,169	157,831	87%
17. Specialized Services	0	0	135,591	400,876	400,876-	100%
18. Total Purchased Transportation	1,200,000	1,200,000	203,960	1,443,045	243,045-	120%
<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	3,625,866	694,213	84%
28. Facilities	3,617,625	4,055,443	62,158	3,917,601	137,842	97%
29. Equipment	675,298	1,883,609	8,937	1,692,546	191,063	90%
30. Other	1,742,950	2,041,091	248,536	1,667,186	373,905	82%
31. Total Capital	10,355,952	12,300,222	319,631	10,903,199	1,397,023	89%
32. Planning Services	4,932,231	2,986,102	45,878	433,872	2,552,230	15%
33. Capitalized Operating	3,454,053	3,454,053	258,256	1,423,250	2,030,803	41%
34. Total Expenditures	20,290,236	20,290,236	848,201	14,470,133	5,820,103	71%

PROFESSIONAL DEVELOPMENT & TRAVEL REPORT
 ALL EMPLOYEES
 AUGUST 2023

AMOUNT	PURPOSE	EMPLOYEE (s)	LOCATION
\$ 210.00	MPTA Annual Conference	S. Schipper	Thompsonville, MI
\$ 3,575.16	APTA Transform Conference	S. Schipper, J Prescott, S. Clapp, D. Prato, A. Prokopy	Orlando, FI
\$ 1,236.95	MPTA Transit Vehicle Maintenance Seminar	S. Clapp, L. Morton, B. Arszulowicz	Houghton Lake, MI
\$ 1,807.71	APTA Tech Conference	J. Hagel	Los Angeles, CA
\$ 2,270.20	APTA Sustainability/Operations Planning & Scheduling Workshop	M. Dillivan	Anaheim, CA
\$ 603.83	Lenel Certification Access Control Training	M. Wieringa	Rochester, NY
<u>\$ 9,703.85</u>			

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