



Board Members

Barbara Holt, Chair George Heartwell, Vice-Chair

*Charis Austin Randy Gelderloos Terry Schweitzer Cynthia Stek
Rosalyn Bliss Jack Hoffman Amna Seibold Paul Troost
Gary Carey Stephen Kepley Aaron Smith Michael Verhulst
Tim Cochran*

INTERURBAN TRANSIT PARTNERSHIP BOARD MEETING

April 27, 2016 - 4:00 p.m.

Rapid Central Station, 2nd floor Conference Room, 250 Grandville SW

AGENDA

PUBLIC COMMENT

MINUTES

1. Minutes of March 30, 2016 Board Meeting

CONSENT AGENDA

Performance Oversight Committee

2. Monthly Financial Statements for March 2016
3. February 2016 Ridership and Productivity Report
4. February 2016 Paratransit Ridership Report
5. Contract Amendment for Smartcard Fare Collection System

REGULAR AGENDA

Performance Oversight Committee

6. Certification of 2016 Public Transportation Millage Levy

Strategic Planning Committee

7. Silver Line Free Fare Zone Proposal
8. Route 19 Realignment

CEO REPORT

9. CEO Monthly Report

PRESENTATION

Maggie Cranson, 2015 APTA Youth Summit

CHAIR'S REPORT

ADVISORY COMMITTEE REPORT

EXECUTIVE SESSION – Collective Bargaining (if necessary)

ADJOURNMENT

Enclosures:

- A. Minutes of 4-13-16 Governance Committee Meeting
- B. Minutes of 4-20-16 Performance Oversight Committee Meeting
- C. Minutes of 4-20-16 Strategic Planning Committee Meeting
- D. Minutes of 4-19-16 Consumer Advisory Committee Meeting
- E. Communications

**MINUTES OF
INTERURBAN TRANSIT PARTNERSHIP BOARD
AS RECORDED ON MARCH 30, 2016**

ATTENDANCE

Board Members Present: Charis Austin, Rosalynn Bliss, Gary Carey, Randy Gelderloos, George Heartwell, Jack Hoffman, Barbara Holt (Chair), Stephen Kepley, Terry Schweitzer, Aaron Smith, Paul Troost, Michael Verhulst

Board Members Absent: Tim Cochran, Amna Seibold, Cynthia Stek

Staff Present: Michael Bulthuis, Robin Crothers, Rod Ghearing, Sarah Green, Alan Hartley, Meegan Joyce, Jennifer Kalczuk, Linda Medina, Nick Monoyios, Brian Pouget, Liz Schelling, Brittany Schlacter, Peter Varga (CEO), Conrad Venema, Mike Wieringa,

Others Present: Liz Callin (Michigan Environmental Council), Louis Deshane (ATU), Heidi DeVries (Citizen), Sgt. Gillum (GRPD), A. Kelley (USHS), Joe LaFurgey (WoodTV8), John Langdon (MI Association of Railroad Passengers), Asher Lockwood (Citizen), Watchdog Miller (Citizen), Peter Ricketson (ATU), Jason Sotke (GRPD), Don Suthalen (WOODTV8), Adelyn VanTol (DAKC), John Verzi (Citizen), Bruce Wayne (Justice League)

Commencing at 4:00 p.m., Ms. Holt called the regular meeting of the Interurban Transit Partnership Board to order.

PUBLIC COMMENT

Louis DeShane commented that he was suspended from work for participating in the sit-in at a previous Board meeting and has had detectives come to his house. He noted that he is now an ATU organizer and organized a pension workshop for union members. He stated that if we terminate or freeze the pension plan the unfunded liability becomes due now creating a \$3.8 million debt on the balance sheet that needs to be paid now. The \$5 million we will receive in the fall from the gas tax could take care of the unfunded liability and reduce rider fares.

John Verzi noted that the public should not have to give their physical address at meetings in order to make a comment. He would like to have more service on Sundays and feels we need to adjust the timing on Routes 16 and 8. He hopes we really look at where we place the Laker Line stops since they can't be removed if they don't work.

Peter Ricketson commented that the Board has a pension plan problem and they need to decide if it will be an economic or political problem. The Union employees have offered to contribute \$.25 per hour into the defined benefit plan. He noted that 10% is the typical total return on an investment and if The Rapid is getting a lower return than 10% on retirement funds, we are mismanaging the money.

Watchdog Miller noted that Rapid drivers are overpaid and gave his recommendations to change various routes.

1. Minutes of the February 24, 2016 Board Meeting:

Ms. Holt asked for corrections to the February 24, 2016 minutes. None were offered. The minutes stand approved as written.

CONSENT AGENDA

A motion was made by Troost, supported by Gelderloos, to approve Consent Agenda items 2-4. Motion passed unanimously.

CEO REPORT

5. CEO Monthly Report:

Mr. Varga reported that he had a meeting with Senator Stabenow and she expressed support for appropriations for the next BRT. He earlier had a meeting with Senator Peters who is also supportive.

He noted that Therese McMillan, acting FTA Administrator, has accepted a position with LA Metro. Carolyn Flowers will be the new acting FTA Administrator.

PRESENTATION

Elizabeth Treutel Callin, with the Michigan Environmental Council, gave a presentation on the Coast-to-Coast Passenger Rail Ridership & Cost Estimate Study.

CHAIR'S REPORT

Ms. Holt noted that when Therese McMillan came to Grand Rapids to visit she put together a focus group to discuss transit issues and needs. This is an example of how involved she was. She will be missed as FTA Administrator.

ADVISORY COMMITTEE REPORT

No report.

EXECUTIVE SESSION - Collective Bargaining

A motion was made by Kepley, supported by Troost, to close Regular Session and go into Executive Session to discuss collective bargaining. A roll call vote was taken.

Yes: Austin, Bliss, Carey, Gelderloos, Heartwell, Hoffman, Holt, Kepley, Schweitzer, Smith,
Troost, Verhulst
No: None

Motion passed unanimously. (4:33 p.m.)

A motion was made by Gelderloos, supported by Bliss, to adjourn Executive Session and return to Regular Session. A roll call vote was taken.

Yes: Austin, Bliss, Carey, Gelderloos, Heartwell, Hoffman, Holt, Kepley, Schweitzer, Smith,
Troost, Verhulst
No: None

Motion passed unanimously. (5:15 p.m.)

ENCLOSURES

There was no discussion on the following items.

- A. Minutes of 3-16-16 Governance Committee Meeting
- B. Minutes of 3-23-16 Performance Oversight Committee Meeting
- C. Minutes of 3-23-16 Strategic Planning Committee Meeting
- D. Communications

ADJOURNMENT: The meeting concluded at 5:16 p.m.

Respectfully submitted,



Robin Crothers, ITP Board Secretary

Date: April 14, 2016
To: ITP Board
From: Scott Walsh
Subject: MONTHLY FINANCIAL STATEMENTS

ACTION REQUESTED

Attached for your review and approval are the March 31, 2016 Combined Operating Statements and Grant Revenues & Expenditures Statements.

**Interurban Transit Partnership
Combined Operating Statement
Month Ended 03/31/16**

| | Adopted Budget | Amended Budget | Month To Date | Year To Date | Balance | Percent Target= 50% |
|---|-------------------|-------------------|------------------|-------------------|-------------------|------------------------|
| Revenue & Operating Assistance | | | | | | |
| Passenger Fares | | | | | | |
| 1. Passenger Fares - Linehaul | 6,550,749 | 6,550,749 | 639,702 | 3,334,665 | 3,216,084 | 51% |
| 2. Passenger Fares - Paratransit | 911,592 | 911,592 | 88,210 | 418,136 | 493,456 | 46% |
| 3. Passenger Fares - Other | 40,278 | 40,278 | 2,695 | 18,518 | 21,760 | 46% |
| 4. Total Passenger Fares | 7,502,619 | 7,502,619 | 730,607 | 3,771,319 | 3,731,300 | 50% |
| Sale Of Transportation Services | | | | | | |
| 5. CMH Contribution | 1,313,560 | 1,313,560 | 182,558 | 647,034 | 666,526 | 49% |
| 6. Dash Contract | 1,180,134 | 1,180,134 | 100,690 | 530,439 | 649,695 | 45% |
| 7. Grand Valley State University | 2,798,995 | 2,798,995 | 277,420 | 1,714,422 | 1,084,573 | 61% |
| 8. Employment Transportation (Van Pool) | 196,800 | 196,800 | 13,455 | 65,989 | 130,811 | 34% |
| 9. Township Services | 236,327 | 236,327 | 50,639 | 164,848 | 71,479 | 70% |
| 10. Other | 658,326 | 658,326 | 30,430 | 148,053 | 510,273 | 22% |
| 11. Total Sale Of Transportation Services | 6,384,142 | 6,384,142 | 655,192 | 3,270,785 | 3,113,357 | 51% |
| Other Revenue & Support | | | | | | |
| 12. State Operating | 11,759,498 | 11,759,498 | 1,579,520 | 6,269,642 | 5,489,856 | 53% |
| 13. Property Taxes | 14,738,672 | 14,738,672 | 1,228,223 | 7,369,336 | 7,369,336 | 50% |
| 14. Advertising | 150,000 | 150,000 | 12,500 | 82,352 | 67,648 | 55% |
| 15. Interest & Miscellaneous | 407,800 | 407,800 | 4,441 | 113,522 | 294,278 | 28% |
| 16. Total Other Revenue & Support | 27,055,970 | 27,055,970 | 2,824,684 | 13,834,852 | 13,221,118 | 51% |
| 17. TOTAL REVENUE & OPERATING ASSISTANCE | 40,942,731 | 40,942,731 | 4,210,483 | 20,876,956 | 20,065,775 | 51% |
| Expenditures Route Service & Demand Response | | | | | | |
| Labor | | | | | | |
| 18. Administrative Salaries | 3,562,985 | 3,562,985 | 290,083 | 1,799,684 | 1,763,301 | 51% |
| 19. Driver Wages | 11,122,918 | 11,122,918 | 876,931 | 5,524,246 | 5,598,672 | 50% |
| 20. Maintenance Wages | 1,618,052 | 1,618,052 | 125,003 | 799,447 | 818,605 | 49% |
| 21. Total Labor | 16,303,955 | 16,303,955 | 1,292,017 | 8,123,377 | 8,180,578 | 50% |
| Fringe Benefits | | | | | | |
| 22. FICA/Medicare Tax | 1,330,268 | 1,330,268 | 102,559 | 660,489 | 669,779 | 50% |
| 23. Pension | 1,497,711 | 1,497,711 | 121,653 | 749,634 | 748,077 | 50% |
| 24. Group Medical | 3,670,254 | 3,670,254 | 285,236 | 2,140,069 | 1,530,185 | 58% |
| 25. Unemployment Taxes | 107,400 | 107,400 | 33,004 | 8,996 | 98,404 | 8% |
| 26. Worker's Compensation | 540,000 | 540,000 | 44,982 | 314,857 | 225,143 | 58% |
| 27. Sick Leave | 141,981 | 141,981 | 11,456 | 77,819 | 64,162 | 55% |
| 28. Holiday | 374,815 | 374,815 | 75 | 199,982 | 174,833 | 53% |
| 29. Vacation | 934,203 | 934,203 | 78,636 | 478,278 | 455,925 | 51% |

**Interurban Transit Partnership
Combined Operating Statement
Month Ended 03/31/16**

| | Adopted Budget | Amended Budget | Month To Date | Year To Date | Balance | Percent Target= 50% |
|--|-------------------|-------------------|------------------|------------------|------------------|------------------------|
| 30. Bereavement | 15,000 | 15,000 | 1,586 | 6,847 | 8,153 | 46% |
| 31. Uniforms | 108,286 | 108,286 | 5,825 | 43,806 | 64,480 | 40% |
| 32. Personal Days | 309,671 | 309,671 | 4,547 | 128,448 | 181,223 | 41% |
| 33. Fringe Benefits Distributed to Grants | 25,000- | 25,000- | 1,559- | 11,915- | 13,085- | 48% |
| 34. Total Fringe Benefits | 9,004,589 | 9,004,589 | 621,992 | 4,797,310 | 4,207,279 | 53% |
| <u>Services</u> | | | | | | |
| 35. Audit, Legal, and Consultant | 247,350 | 326,100 | 38,385 | 223,423 | 102,677 | 69% |
| 36. Contract Service: Janitor & Bus Cleaning | 1,255,174 | 1,255,474 | 44,187 | 388,767 | 866,707 | 31% |
| 37. Contract Service: Other | 885,609 | 888,784 | 64,939 | 351,876 | 536,908 | 40% |
| 38. Total Services | 2,388,133 | 2,470,358 | 147,511 | 964,066 | 1,506,292 | 39% |
| <u>Materials & Supplies</u> | | | | | | |
| 39. Fuel & Lubricants | 3,331,030 | 3,256,030 | 152,057 | 1,034,220 | 2,221,810 | 32% |
| 40. Tires & Tubes | 38,800 | 38,800 | 923 | 1,020 | 37,780 | 3% |
| 41. Office Supplies | 49,943 | 48,718 | 5,064 | 23,737 | 24,981 | 49% |
| 42. Printing | 42,595 | 42,851 | 3,980 | 22,305 | 20,546 | 52% |
| 43. Repair Parts | 1,438,330 | 1,438,030 | 119,267 | 656,751 | 781,279 | 46% |
| 44. Other Supplies | 108,685 | 107,835 | 4,291 | 28,445 | 79,390 | 26% |
| 45. Total Materials & Supplies | 5,009,383 | 4,932,264 | 285,582 | 1,766,478 | 3,165,786 | 36% |
| <u>Utilities</u> | | | | | | |
| 46. Electronic Communications | 97,054 | 97,054 | 8,256 | 42,704 | 54,350 | 44% |
| 47. Gas Heat | 257,100 | 257,100 | 30,927 | 105,748 | 151,352 | 41% |
| 48. Electric | 465,000 | 465,000 | 48,085 | 188,891 | 276,109 | 41% |
| 49. Other | 65,400 | 65,400 | 5,502 | 26,594 | 38,806 | 41% |
| 50. Total Utilities | 884,554 | 884,554 | 92,770 | 363,937 | 520,617 | 41% |
| <u>Casualty & Liability</u> | | | | | | |
| 51. PL & PD Insurance | 1,125,600 | 1,125,600 | 74,728 | 550,387 | 575,213 | 49% |
| 52. Building & Other Insurance | 267,164 | 267,164 | 33,027 | 249,332 | 17,832 | 93% |
| 53. Total Casualty & Liability | 1,392,764 | 1,392,764 | 107,755 | 799,719 | 593,045 | 57% |

**Interurban Transit Partnership
 Combined Operating Statement
 Month Ended 03/31/16**

| | Adopted Budget | Amended Budget | Month To Date | Year To Date | Balance | Percent Target= 50% |
|---|-------------------|-------------------|------------------|-------------------|-------------------|------------------------|
| <u>Other</u> | | | | | | |
| 54. Dues & Subscriptions | 72,753 | 72,758 | 464 | 26,597 | 46,161 | 37% |
| 55. Professional Development | 69,425 | 68,320 | 1,376 | 19,555 | 48,765 | 29% |
| 56. Marketing & Promotion | 100,000 | 100,000 | 53- | 15,803 | 84,197 | 16% |
| 57. Community Outreach | 150,000 | 150,000 | 0 | 36,750 | 113,250 | 25% |
| 58. Office Equipment | 21,000 | 21,000 | 5,115 | 10,937 | 10,063 | 52% |
| 59. Shop Tools | 39,583 | 39,583 | 3,437 | 12,412 | 27,171 | 31% |
| 60. Miscellaneous | 52,500 | 48,494 | 69 | 13,772 | 34,722 | 28% |
| 61. Total Other | 505,261 | 500,155 | 10,408 | 135,826 | 364,329 | 27% |
| 62. Purchased Transportation | 5,436,398 | 5,436,398 | 427,602 | 2,541,319 | 2,895,079 | 47% |
| 63. Purchase Transp. - CMH | 1,772,670 | 1,772,670 | 124,408 | 747,288 | 1,025,382 | 42% |
| 64. Purchase Transp. - Other | 249,545 | 249,545 | 27,567 | 132,572 | 116,973 | 53% |
| 65. Purchase Transp. - Suburban Paratransit | 274,351 | 274,351 | 17,052 | 97,078 | 177,273 | 35% |
| 66. Transfer Out - Grant Budget | 0 | 0 | 0 | 0 | 0 | 100% |
| 67. Operating Expenses - Capitalized | 2,278,872- | 2,278,872- | 647,831 | 0 | 2,278,872- | 0% |
| 68. TOTAL OPERATING EXPENDITURES | 40,942,731 | 40,942,731 | 3,802,495 | 20,468,970 | 20,473,761 | 50% |
| 69. Net Surplus | 0 | 0 | 407,988 | 407,986 | 407,986 | 100% |
| | 40,942,731 | 40,942,731 | 4,210,483 | 20,876,956 | 20,065,775 | 51% |

**Interurban Transit Partnership
Grant Revenues & Expenditures
Month Ended 03/31/16**

| | Adopted Budget | Amended Budget | Month To Date | Year To Date | Balance | Percent Target 50% |
|------------------------------------|-------------------|-------------------|------------------|-----------------|------------|-----------------------|
| <u>Grant Revenue</u> | | | | | | |
| 1. Federal Grant Assistance | 22,480,054 | 22,480,054 | 666,566 | 3,734,143 | 18,745,911 | 17% |
| 2. State Grant Assistance | 6,059,894 | 6,059,894 | 179,652 | 1,006,422 | 5,053,472 | 17% |
| 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 | 28,539,948 | 28,539,948 | 846,218 | 4,740,565 | 23,799,383 | 17% |
| <u>Labor</u> | | | | | | |
| 7. Administrative Salaries | 41,357 | 41,357 | 3,256 | 20,092 | 21,265 | 49% |
| 8. Driver Wages | 0 | 0 | 0 | 0 | 0 | 100% |
| 9. Temporary Wages | 0 | 0 | 0 | 0 | 0 | 100% |
| 10. Fringe Benefit Distribution | 25,000 | 25,000 | 1,559 | 11,915 | 13,085 | 48% |
| 11. Total Labor | 66,357 | 66,357 | 4,815 | 32,007 | 34,350 | 48% |
| <u>Material & Supplies</u> | | | | | | |
| 12. Tires & Tubes | 300,000 | 300,000 | 65,387 | 110,707 | 189,293 | 37% |
| 13. Office Supplies | 500 | 500 | 0 | 0 | 500 | 0% |
| 14. Printing | 5,000 | 5,000 | 0 | 5,438 | 438- | 109% |
| 15. Total Material & Supplies | 305,500 | 305,500 | 65,387 | 116,145 | 189,355 | 38% |
| <u>Purchased Transportation</u> | | | | | | |
| 16. Purchased Transportation | 785,066 | 785,066 | 65,422 | 392,533 | 392,533 | 50% |
| 17. Specialized Services | 463,289 | 463,289 | 0 | 112,353 | 350,936 | 24% |
| 18. Total Purchased Transportation | 1,248,355 | 1,248,355 | 65,422 | 504,886 | 743,469 | 40% |
| <u>Other Expenses</u> | | | | | | |
| 19. Dues & Subscriptions | 4,775 | 4,775 | 0 | 375 | 4,400 | 8% |
| 20. Professional Development | 25,000 | 25,000 | 0 | 0 | 25,000 | 0% |
| 21. Miscellaneous | 12,000 | 12,000 | 0 | 0 | 12,000 | 0% |
| 22. Total Other Expenses | 41,775 | 41,775 | 0 | 375 | 41,400 | 1% |
| <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 | 15,669,049 | 15,669,049 | 852,389 | 2,449,547 | 13,219,502 | 16% |
| 28. Facilities | 5,050,000 | 5,050,000 | 96,513 | 253,144 | 4,796,856 | 5% |
| 29. Equipment | 450,000 | 450,000 | 835 | 13,668 | 436,332 | 3% |
| 30. Other | 3,024,837 | 3,024,837 | 350,705 | 1,109,820 | 1,915,017 | 37% |
| 31. Total Capital | 24,193,886 | 24,193,886 | 1,300,442 | 3,826,179 | 20,367,707 | 16% |
| 32. Planning Services | 405,203 | 405,203 | 57,983 | 260,973 | 144,230 | 64% |
| 33. Capitalized Operating | 2,278,872 | 2,278,872 | 647,831- | 0 | 2,278,872 | 0% |
| 34. Total Expenditures | 28,539,948 | 28,539,948 | 846,218 | 4,740,565 | 23,799,383 | 17% |

INTERURBAN TRANSIT PARTNERSHIP

Cash Flow

Mar16

| | | | |
|---------------------------------|---------|-----------|------------------|
| Beginning Balance: Cash on Hand | Mar16 | | \$8,118,410 |
| Passenger Fares | | \$730,607 | |
| Property Taxes | | 109,691 | |
| State Operating Assistance | | 1,004,600 | |
| Federal Operating Assistance | | 0 | |
| Other Receipts | | 2,396,089 | <u>4,240,987</u> |
| Total Cash Available | | | \$12,359,397 |
| Less Mar16 Expenditures | | | <u>4,220,739</u> |
| Ending Cash Balance | 3-31-16 | | \$8,138,658 |

Apr16 Estimated:

| | | | |
|-----------------------------------|---------|------------------|--------------------|
| Projected Passenger Fares | | 700,000 | |
| Property Taxes | | 25,000 | |
| Projected State Assistance | | 1,004,600 | |
| Projected Federal Assistance | | 0 | |
| Other Receipts | | <u>1,000,000</u> | <u>2,729,600</u> |
| Total Projected Cash Available | | | \$10,868,258 |
| Less Projected Apr16 Expenditures | | | <u>3,750,000</u> |
| Ending Cash Balance (Estimated) | 4-30-16 | | <u>\$7,118,258</u> |

INTERURBAN TRANSIT PARTNERSHIP

Cash and Investments

| Current Balances | Purchase Date | Maturity Date | Interest Rate | Balance 3-31-16 |
|------------------------------------|---------------|---------------|---------------|-----------------|
| Cash: | | | | |
| Fifth Third Bank Operating Account | | | daily | \$1,280,428 |
| Pooled Funds: | | | | |
| Kent County Treasurer | | | | \$84,201 |
| Fifth Third Bank | | | | \$991,357 |
| Mercantile Bank | | | | \$136,741 |
| PNC BANK | | | | \$3,128,926 |
| Macatawa | | | | \$2,517,005 |
| Certificates of Deposit: | | | | |
| Total Cash and Investments | | | | \$8,138,658 |
| Items matured during the month: | | | | |
| Certificates of Deposit: | | | | |

PROFESSIONAL DEVELOPMENT REPORT
ALL EMPLOYEES (EXCLUDING VARGA)
March 2016

| AMOUNT | PURPOSE | EMPLOYEE(S) | LOCATION |
|-------------------|--|--------------------------------|-------------------------------|
| \$401.20 | Streetcar Summit | Monoyios | Kansas City, MO |
| \$533.58 | Drug & Alcohol Conference | Groendal | Sacramento, CA |
| \$2,076.08 | Transit Bus Safety Course | Yorks, Mlaker, Brown, Wieringa | Denver, CO |
| \$184.75 | APTA Communications & Marketing Workshop | Bulthuis | Phoenix, AZ |
| <u>\$2,794.12</u> | Various APTA/MPTA Meetings | Kalczuk | Washington, D.C., Phoenix, AZ |
| \$5,989.73 | * | | |

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

**INTERURBAN TRANSIT PARTNERSHIP
PERSONNEL AUTHORIZATION COMPARISON
March 31, 2016**

| <u>Positions</u> | <u>FY 2016 Authorized</u> | <u>FY 2016 Actual</u> |
|----------------------------------|-------------------------------|---------------------------|
| Senior Managers | 15 | 15 |
| Supervisors & Admins. | | |
| Operations | 17 | 16 |
| Administration | 2 | 2 |
| Professionals | | |
| Operations | 5 | 5 |
| Administration | 4 | 4 |
| Customer Svc./Marketing | 2 | 2 |
| Planning & Grants | 2 | 2 |
| Special Services | 1 | 1 |
| Call Takers/Schedulers | | |
| Special Services | 8 | 8 |
| Administrative Support | | |
| Operations | 8 | 7 |
| Administration | 5 | 4 |
| Customer Svc./Marketing | 4 | 4 |
| Special Services | 2 | 2 |
| Total Admin. Personnel | 75 | 72 |
| Bus Operators - Full Time | 255 | 249 |
| Bus Drivers - Part Time | 39 | 30 |
| Mechanics - Fleet | 30 | 30 |
| Mechanics - Facilities | 6 | 6 |
| Total Union Personnel | 330 | 315 |
| TOTAL PERSONNEL | 405 | 387 |

Date: April 6, 2016
To: ITP Board
From: Kevin Wisselink / Planning Department
Subject: FEBRUARY 2016 RIDERSHIP AND PRODUCTIVITY REPORT

ACTION REQUESTED

The Board is asked to approve February 2016 Ridership and Productivity Report.

BACKGROUND

Ridership in February increased for the first time since February 2015. This was aided by an extra day of service on Leap Day but also by better daily averages than we have some for a number of months, a -3.0% change for total ridership and -5.6% change for fixed route when looking at comparable days.

RIDERSHIP SUMMARY

February 2016 compared to February 2015

Total Ridership by Category:

- Routes 1 – 44 ridership (670,368) increased **0.4%** (2,616)
- Contracted/Specialized Service ridership (416,316) increased **7.4%** (28,638)
- Demand-Response ridership (31,071) decreased **1.4%** (-432)
- **Total Ridership (1,117,755) increased 2.8% (30,822)**

Daily Averages:

- Average Weekday total ridership (47,706) decreased **2.0%** (-992)
- Average Weekday evening ridership (6,133) decreased **7.4%** (-491)
- Average Saturday ridership (14,833) increased **2.5%** (357)
- Average Sunday ridership (6,380) increased **8.3%** (490)

Fiscal Year 2016 compared to Fiscal Year 2015

Total Ridership by Category:

- Routes 1 – 44 ridership (3,394,003) decreased **8.0%** (-295,587)
- Contracted/Specialized Service ridership (1,831,341) decreased **0.2%** (-3,054)
- Demand-Response ridership (153,528) decreased **4.1%** (-6,570)
- **Total Ridership (5,378,872) decreased 5.4% (-305,211)**

Daily Averages:

- Average Weekday total ridership (45,392) decreased **5.4%** (-2,613)
- Average Weekday evening ridership (5,951) decreased **9.8%** (-644)
- Average Saturday ridership (14,653) decreased **6.4%** (-1,004)
- Average Sunday ridership (6,221) decreased **6.1%** (-403)

ROUTE PERFORMANCE SUMMARY (Routes 1-44 Only)

February 2016 fixed-route system performance increased compared to February 2015 (contracted services not included). The fixed-route summary is as follows:

- Average passengers per hour (23.0) decreased 5.5% (-0.7 points)
- Average passengers per mile (1.87) decreased 6.2% (-0.9 points)
- Average farebox recovery percent (27.8%) increased 4.3% (0.6 points)
- Average daily passengers (22,589) decreased 3.3% (-1.7 points)
- **Monthly system performance (91.1 points) decreased 3.0% (-2.8 points)**
- **FY 2016 system performance (90.7 points) decreased 7.1% (-7.0 points) compared to FY 2015**

Monthly Fixed-Route Point Summary

| | FY 16 | FY 15 | FY 16 | FY 15 | | % |
|------------------------------------|------------|------------|---------------|---------------|---------------|---------------|
| | <u>Avg</u> | <u>Avg</u> | <u>Points</u> | <u>Points</u> | <u>Change</u> | <u>Change</u> |
| Avg Passengers per Hour per Route: | 23.0 | 24.3 | 11.5 | 12.2 | -0.7 | -5.5% |
| Avg Passengers per Mile per Route: | 1.87 | 1.99 | 14.4 | 15.3 | -0.9 | -6.2% |
| Avg Fare-box Recovery % per Route: | 27.8% | 26.6% | 13.9 | 13.3 | 0.6 | 4.3% |
| Avg Daily Fixed-Route Passengers: | 22,589 | 23,354 | 51.3 | 53.1 | -1.7 | -3.3% |
| February Total: | | | 91.1 | 93.9 | -2.8 | -3.0% |
| Year Average: | | | 90.7 | 97.7 | -7.0 | -7.1% |

- **16 of 23 (69.6%) fixed-routes performed within the average range (within one standard deviation of the system mean)**
- **The Silver Line performed above standard (greater than 66.7% above the system mean)**
- Route 1 – Division, Route 2 – Kalamazoo, Route 4 – Eastern and Route 9 – Alpine performed one standard deviation above the system mean
- Route 17 – Woodland/Airport performed one standard deviation below the system mean
- **Route 19—Michigan South performed below standard (less than 66.7% below the system mean)**

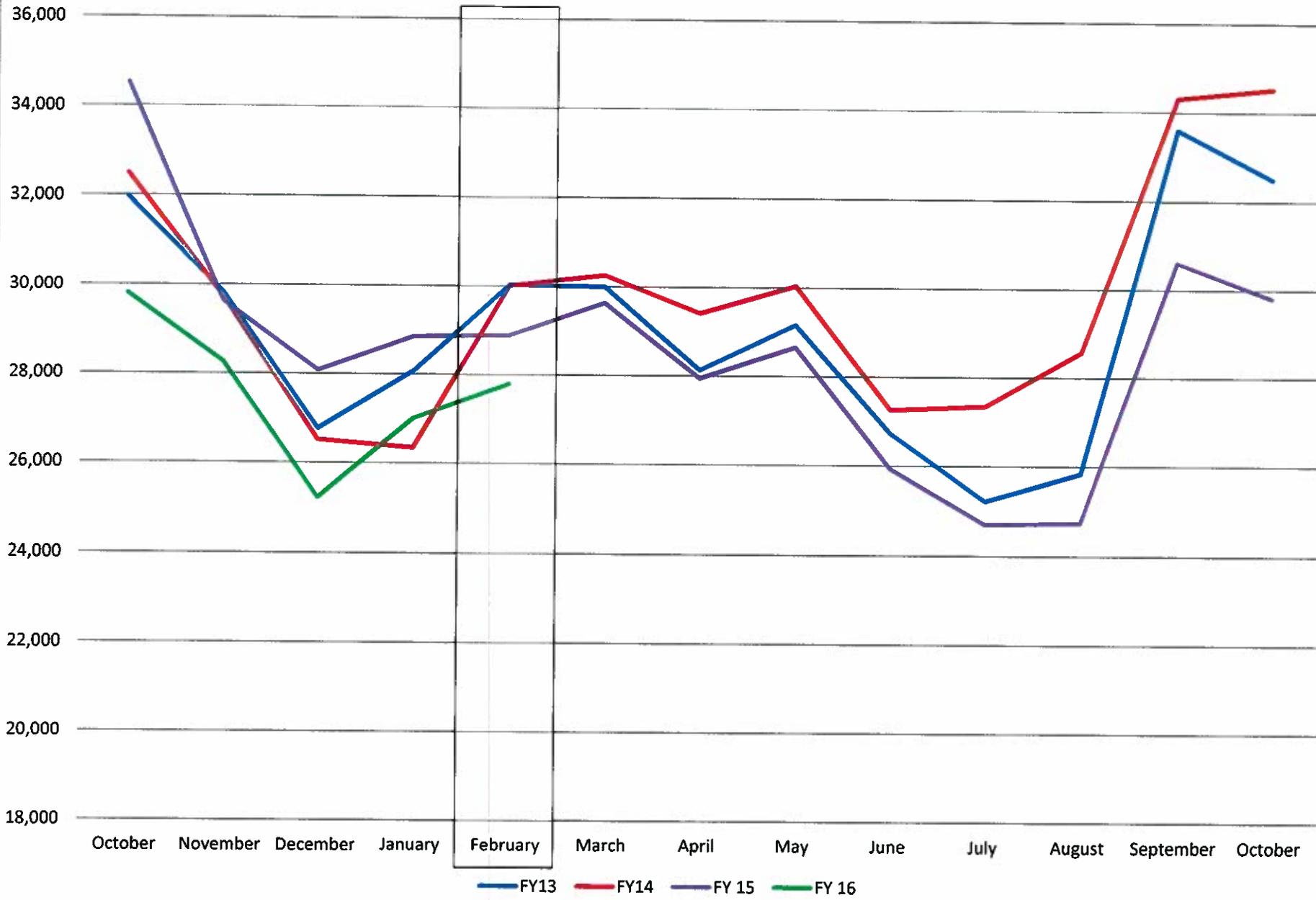
February 2016 Fixed Route Ridership Change: **-5.6%**
 February 2016 Total Ridership Change: **-3.0%**

Change in service days from February 2016 to February 2015

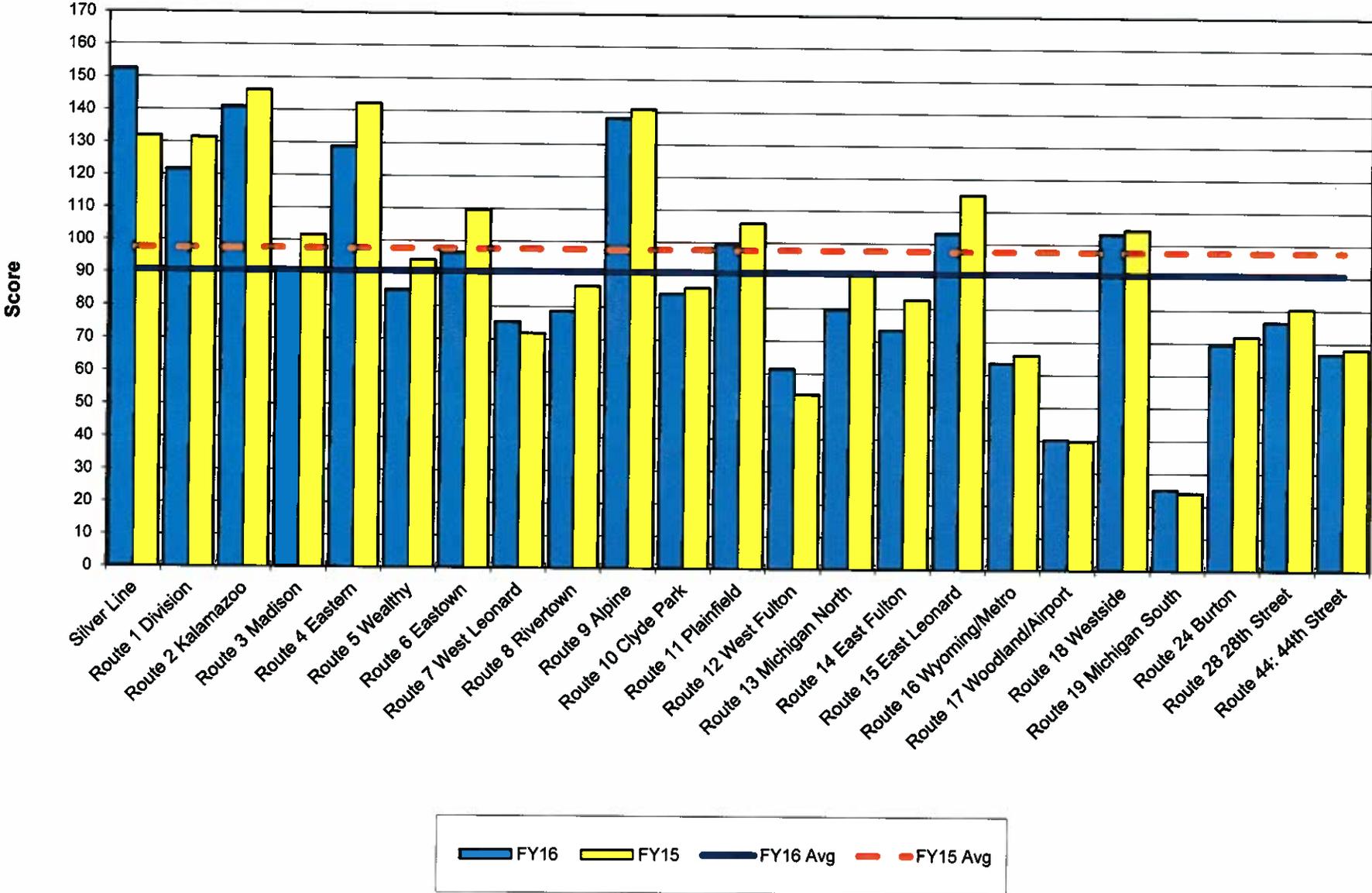
| | FY 2016 | FY 2015 | Change |
|-------------------------|---------|---------|--------|
| Total Service Weekdays | 21 | 20 | +1 |
| Total Service Saturdays | 4 | 4 | 0 |
| Total Service Sundays | 4 | 4 | 0 |

Attached is a graphical summary of the system and individual fixed-route performance

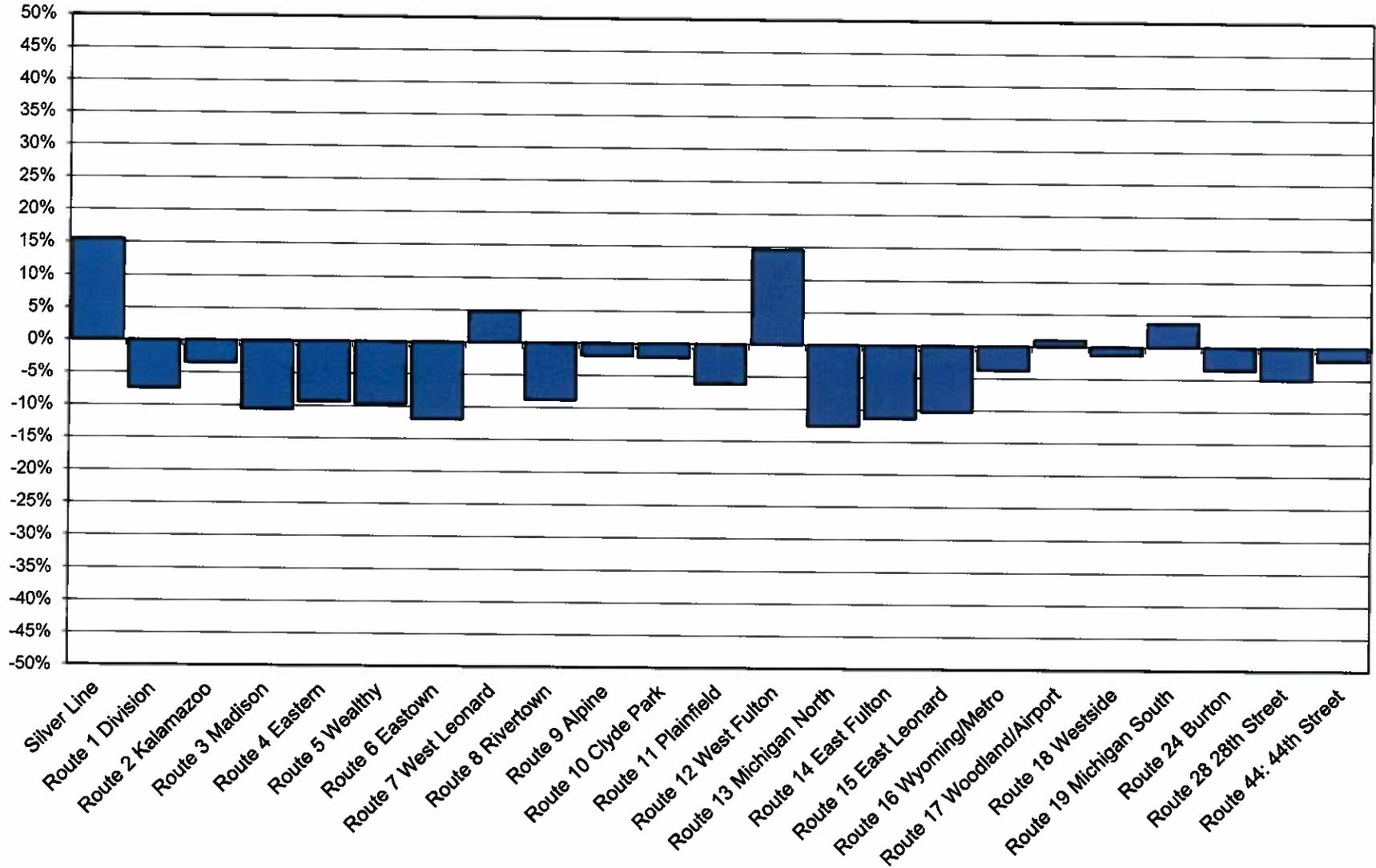
Monthly Weekday Average Ridership History



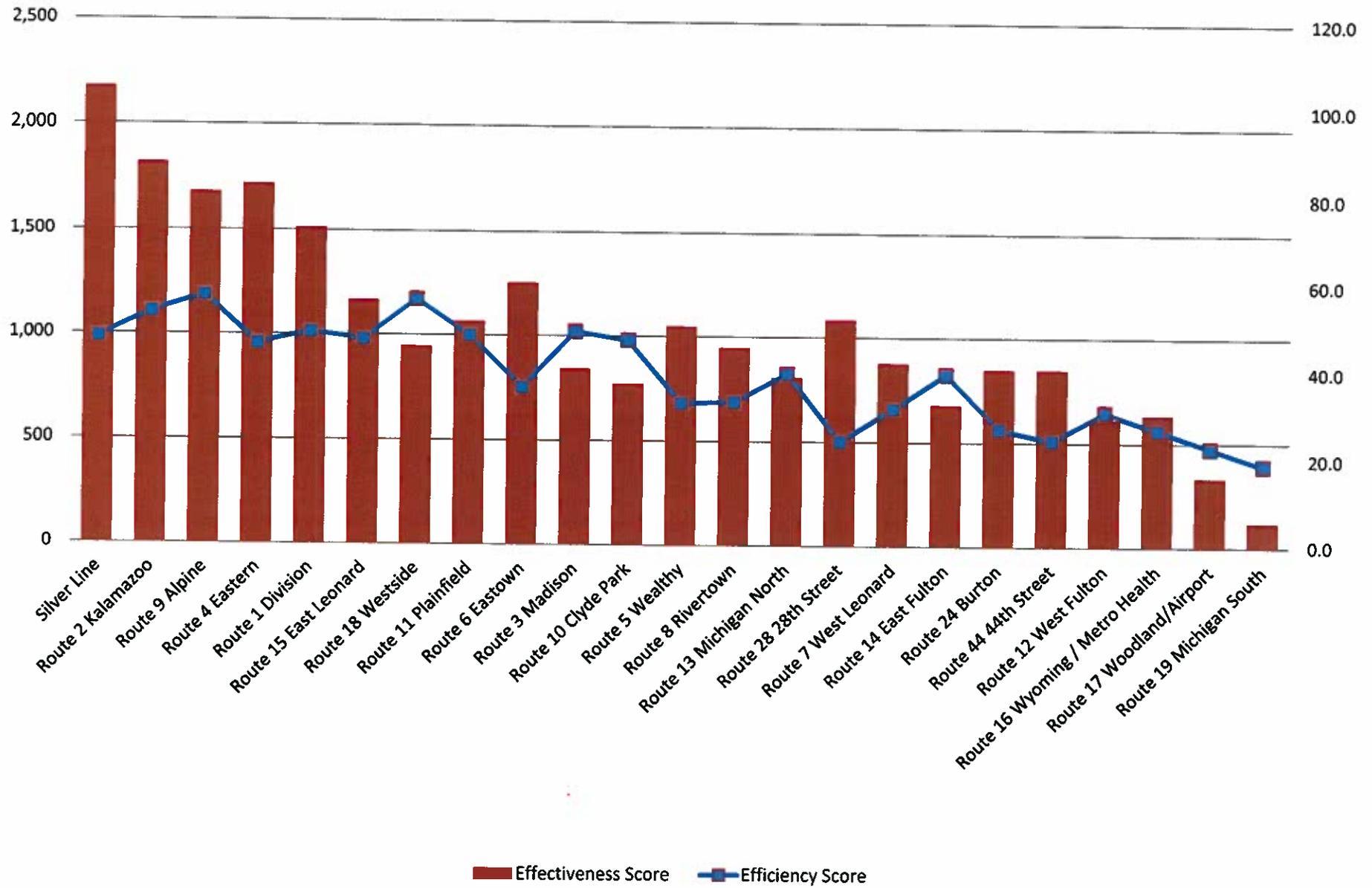
Fixed-Route Scoring Summary: February 2016 Compared to February 2015



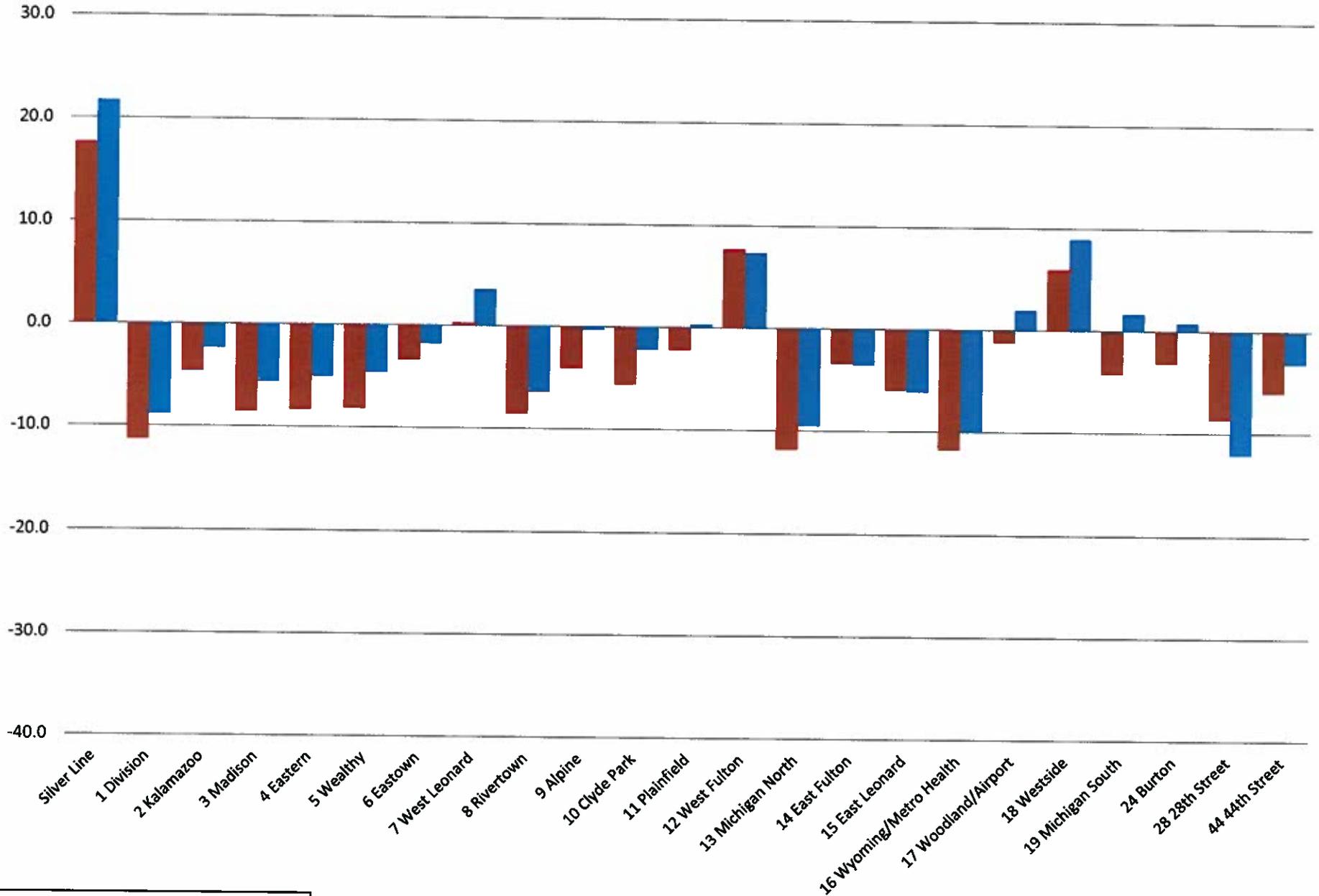
Percent Change by Route: February 2016 Compared to Compared February 2015



Fixed Route Efficiency Score and Ridership Levels - February 2016



Change in Ridership and Efficiency: FY 2015 to FY 2016



The Efficiency Score is an average of Farebox Recovery Rate, Passengers/Mile and Passengers/Hour.

■ % Change Ridership ■ % Change Efficiency

February 2016 Ridership Report
Ridership by Fare Category

| Regular Route Summary | February 2016 | February 2015 | Actual Change | % Change |
|--|----------------|----------------|---------------|-------------|
| \$1.75 Cash Fare | 82,001 | 89,161 | -7,160 | -8.0% |
| \$1.75 Adult One-Ride Ticket | 8,340 | 8,765 | -425 | -4.8% |
| \$1.35 Adult Ticket | 38,331 | 39,276 | -945 | -2.4% |
| \$1.05 Student Ticket, Aquinas, Calvin and Kendall Tickets | 103,134 | 101,392 | 1,742 | 1.7% |
| \$0.85 Senior / Disabled Ticket and Cash | 24,618 | 21,915 | 2,703 | 12.3% |
| \$47 Regular and \$30 Reduced 31-Day Month Pass | 138,662 | 146,661 | -7,999 | -5.5% |
| \$3.50 One-Day Pass | 30,448 | 28,303 | 2,145 | 7.6% |
| \$16.00 Seven-Day Pass | 12,176 | 10,071 | 2,105 | 20.9% |
| Spectrum Health Employee Pass | 4,088 | 7,120 | -3,032 | -42.6% |
| Free ADA | 6,654 | 3,914 | 2,740 | 70.0% |
| GVSU Students on Routes 1-44 | 16,820 | 19,260 | -2,440 | -12.7% |
| Miscellaneous Fare | 26,011 | 23,425 | 2,586 | 11.0% |
| Transfers | 116,043 | 116,551 | -508 | -0.4% |
| Silver Line | 63,042 | 51,938 | 11,104 | 21.4% |
| Total Regular Route Ridership | 670,368 | 667,752 | 2,616 | 0.4% |

Contracted/Specialized Services Summary

| | | | | |
|-----------------------------------|----------------|----------------|---------------|-------------|
| DASH | 22,660 | 21,071 | 1,589 | 7.5% |
| GRCC Shuttle | 19,186 | 20,898 | -1,712 | -8.2% |
| GVSU Campus Connector | 174,367 | 169,058 | 5,309 | 3.1% |
| DASH to the Hill | 7,447 | 29,529 | -22,082 | -74.8% |
| GVSU Off-Campus Shuttle | 70,028 | 57,684 | 12,344 | 21.4% |
| GVSU South Campus Express | 117,894 | 83,980 | 33,914 | 40.4% |
| FSU | 1,029 | 898 | 131 | 14.6% |
| Vanpools | 3,706 | 4,560 | -854 | -18.7% |
| Total Contracted Ridership | 416,316 | 387,678 | 28,638 | 7.4% |

Demand Response Summary

| | | | | |
|--|---------------|---------------|-------------|--------------|
| GO!Bus (does not include PASS) | 30,327 | 30,579 | -252 | -0.8% |
| PASS North Ridership (Including Transfers) | 253 | 312 | -59 | -18.9% |
| PASS SE Ridership (Including Transfers) | 337 | 460 | -123 | -26.7% |
| PASS SW Ridership (Including Transfers) | 154 | 152 | 2 | 1.3% |
| Total Demand Response Ridership | 31,071 | 31,503 | -432 | -1.4% |

| | 2016 | 2015 | Change | YTD Change |
|---------------------------|-----------|-----------|----------|------------|
| Total Service Weekdays | 21 | 20 | 1 | 0 |
| Total Service Saturdays | 4 | 4 | 0 | 0 |
| Total Service Sundays | 4 | 4 | 0 | 1 |
| Total Holidays | 0 | 0 | 0 | 0 |
| Total Service Days | 29 | 28 | 1 | 1 |
| Total Days | 29 | 28 | 1 | 1 |

| | | | | |
|--|------------------|----------------|---------------|--------------|
| Total Weekday Fixed-Route Ridership | 873,037 | 841,483 | 31,554 | 3.7% |
| Total Weekday Evening Fixed-Route Ridership | 128,795 | 132,483 | -3,688 | -2.8% |
| Total Weekday and Weekday Evening Fixed-Route Ridership | 1,001,832 | 973,966 | 27,866 | 2.9% |
| Total Saturday Fixed-Route Ridership | 59,332 | 57,905 | 1,427 | 2.6% |
| Total Sunday Fixed-Route Ridership | 25,520 | 23,559 | 1,961 | 8.3% |
| Avg Weekday Daytime Fixed-Route Ridership | 41,573 | 42,074 | -501 | -1.2% |
| Avg Weekday Evening Fixed-Route Ridership | 6,133 | 6,624 | -491 | -7.4% |
| Avg Weekday and Weekday Evening Fixed-Route Ridership | 47,706 | 48,698 | -992 | -2.0% |
| Avg Saturday Fixed-Route Ridership | 14,833 | 14,476 | 357 | 2.6% |
| Avg Sunday Fixed-Route Ridership | 6,380 | 5,890 | 490 | 8.3% |

| | 2016 | 2015 | Change | % Change |
|--|-------------------|-------------------|-----------------|--------------|
| Fixed-Route Ridership Month to Date | 670,368 | 667,752 | 2,616 | 0.4% |
| Contracted/Specialized Service Ridership Month to Date | 416,316 | 387,678 | 28,638 | 7.4% |
| Demand Response Ridership Month to Date | 31,071 | 31,503 | -432 | -1.4% |
| Total Monthly Ridership | 1,117,755 | 1,086,933 | 30,822 | 2.8% |
| | 2016 | 2015 | Change | % Change |
| Fixed-Route Ridership Year to Date | 3,394,003 | 3,689,590 | -295,587 | -8.0% |
| Contracted/Specialized Service Ridership Year to Date | 1,831,341 | 1,834,395 | -3,054 | -0.2% |
| Demand Response Ridership Year to Date | 153,528 | 160,098 | -6,570 | -4.1% |
| Total Ridership Year to Date | 5,378,872 | 5,684,083 | -305,211 | -5.4% |
| Projected Annual Ridership | 11,319,603 | 11,961,906 | -642,303 | -5.4% |

February 2016 Productivity Report

| Fixed-Route Services | Passengers per Bus Hour | Passengers per Bus Mile | Farebox Recovery % | Efficiency Score | Daily Passengers | Effectiveness Score | Total Score | Distance from Mean | Current Rank | FY 2015 Rank | Change | Total Passengers | Peak Frequency |
|---------------------------------|-------------------------|-------------------------|--------------------|------------------|------------------|---------------------|-------------|--------------------|--------------|--------------|--------|------------------|----------------|
| Silver Line | 28.0 | 2.09 | 34.6% | 47.4 | 2,174 | 108.7 | 156.1 | 71.3% | 1 | 4 | 3 | 63,042 | 10 |
| Route 2 Kalamazoo | 30.8 | 2.57 | 36.0% | 53.2 | 1,817 | 90.8 | 144.0 | 58.1% | 2 | 1 | -1 | 52,691 | 15 |
| Route 9 Alpine | 29.4 | 3.06 | 37.6% | 57.0 | 1,678 | 83.9 | 140.9 | 54.7% | 3 | 2 | -1 | 48,667 | 15 |
| Route 4 Eastern | 25.5 | 2.15 | 33.3% | 46.0 | 1,717 | 85.9 | 131.8 | 44.7% | 4 | 3 | -1 | 49,793 | 15 |
| Route 1 Division | 27.9 | 2.21 | 35.4% | 48.6 | 1,511 | 75.6 | 124.2 | 36.4% | 5 | 5 | 0 | 43,830 | 15 |
| Route 15 East Leonard | 25.1 | 2.52 | 30.1% | 47.0 | 1,165 | 58.2 | 105.2 | 15.5% | 6 | 6 | 0 | 33,772 | 15 |
| Route 18 Westside | 31.6 | 2.89 | 36.2% | 56.2 | 943 | 47.1 | 103.3 | 13.4% | 7 | 10 | 3 | 23,572 | 30 |
| Route 11 Plainfield | 27.2 | 2.29 | 33.5% | 48.0 | 1,065 | 53.2 | 101.2 | 11.1% | 8 | 7 | -1 | 30,881 | 15 |
| Route 6 Eastown | 20.2 | 1.94 | 22.2% | 36.1 | 1,251 | 62.5 | 98.6 | 8.3% | 9 | 8 | -1 | 36,272 | 15 |
| Route 3 Madison | 28.4 | 2.34 | 33.5% | 49.0 | 841 | 42.0 | 91.0 | -0.1% | 10 | 9 | -1 | 21,015 | 30 |
| Route 10 Clyde Park | 27.9 | 2.05 | 34.6% | 47.0 | 769 | 38.4 | 85.4 | -6.2% | 11 | 14 | 3 | 22,294 | 30 |
| Route 5 Wealthy | 18.5 | 1.60 | 22.3% | 32.7 | 1,047 | 52.3 | 85.0 | -6.7% | 12 | 11 | -1 | 26,167 | 15 |
| Route 8 Rivertown | 20.3 | 1.42 | 23.9% | 33.0 | 946 | 47.3 | 80.3 | -11.8% | 13 | 15 | 2 | 27,426 | 15 |
| Route 13 Michigan North | 22.6 | 1.99 | 25.8% | 39.5 | 803 | 40.2 | 79.7 | -12.5% | 14 | 12 | -2 | 20,083 | 15 |
| Route 28 28th Street | 14.6 | 0.99 | 18.4% | 24.1 | 1,083 | 54.1 | 76.2 | -14.1% | 15 | 13 | -2 | 31,396 | 15 |
| Route 7 West Leonard | 19.1 | 1.26 | 24.6% | 31.6 | 876 | 43.8 | 75.3 | -17.3% | 16 | 19 | 3 | 21,890 | 15 |
| Route 14 East Fulton | 22.7 | 1.98 | 25.9% | 39.5 | 676 | 33.8 | 73.3 | -19.5% | 17 | 16 | -1 | 16,896 | 30 |
| Route 24 Burton | 14.7 | 1.20 | 21.0% | 27.0 | 848 | 42.4 | 69.4 | -23.8% | 18 | 18 | 0 | 21,192 | 30 |
| Route 44 44th Street | 13.5 | 1.00 | 20.0% | 24.4 | 846 | 42.3 | 66.8 | -26.7% | 19 | 17 | -2 | 21,158 | 30 |
| Route 12 West Fulton | 18.6 | 1.64 | 18.1% | 30.9 | 611 | 30.6 | 61.5 | -32.5% | 20 | 21 | 1 | 15,284 | 30 |
| Route 16 Wyoming / Metro Health | 16.1 | 1.19 | 19.5% | 26.9 | 631 | 31.6 | 58.5 | -35.8% | 21 | 20 | -1 | 18,309 | 30 |
| Route 17 Woodland/Airport | 14.0 | 1.08 | 15.0% | 22.8 | 332 | 16.6 | 39.4 | -56.8% | 22 | 22 | 0 | 6,974 | 30 |
| Route 19 Michigan South | 9.7 | 1.02 | 12.2% | 18.8 | 118 | 5.9 | 24.7 | -72.9% | 23 | 23 | 0 | 2,470 | 30 |
| System Summary | 23.0 | 1.87 | 27.8% | | 1,027 | | 91.1 | n/a | | | | 655,076 | |

| | Passengers per Bus Hour | Passengers per Bus Mile | Farebox Recovery % | Efficiency Score | Daily Passengers | Effectiveness Score | Total Score | Distance from Mean |
|---|-------------------------|-------------------------|--------------------|------------------|------------------|---------------------|-------------|--------------------|
| System Average (mean) | 23.0 | 1.87 | 27.8% | 39.7 | 1,027 | 51.3 | 91.1 | n/a |
| Standard deviation | 6.4 | 0.64 | 7.7% | 11.9 | 425 | 21.3 | 32.9 | n/a |
| Routes above standard (equal or greater than 66.7% of mean) | 38.4 | 3.11 | 46.3% | 66.3 | 1,712 | 85.6 | 151.8 | 66.7% |
| Routes above one standard deviation of mean | 38.3 | 3.10 | 46.2% | 66.1 | 1,711 | 85.5 | 151.7 | 66.7% |
| Above average routes within one standard deviation of mean | 29.4 | 2.50 | 35.5% | 51.7 | 1,452 | 72.6 | 124.0 | 36.2% |
| Average routes | ±12.5% mean | ±12.5% mean | ±12.5% mean | ±12.5% mean | ±12.5% mean | ±12.5% mean | ±12.5% mean | ±12.5% mean |
| Below average routes within one standard deviation of mean | 16.6 | 1.23 | 20.0% | 27.8 | 601 | 30.1 | 58.1 | -36.2% |
| Routes below one standard deviation of mean | 7.8 | 0.63 | 9.3% | 13.4 | 343 | 17.1 | 30.5 | -66.7% |
| Routes below standard (equal or less than 66.7% of mean) | 7.7 | 0.62 | 9.2% | 13.2 | 342 | 17.1 | 30.4 | -66.7% |

| Contracted/Specialized Services | Passengers per Bus Hour | Passengers per Bus Mile | Farebox Recovery % | Efficiency Score | Daily Passengers | Effectiveness Score | Total Score | Distance from Mean | Current Rank | FY 2014 Rank | Change | Total Passengers | Peak Frequency |
|---------------------------------|-------------------------|-------------------------|--------------------|------------------|------------------|---------------------|-------------|--------------------|--------------|--------------|--------|------------------|----------------|
| GVSU Campus Connector | 42.8 | 2.31 | n/a | 60.8 | 6,013 | 300.6 | 361.4 | n/a | n/a | n/a | n/a | 174,367 | 7 |
| GVSU South Campus Express | 74.9 | 8.51 | n/a | 157.1 | 5,614 | 280.7 | 437.8 | n/a | n/a | n/a | n/a | 117,894 | 10 |
| GVSU Off-Campus | 59.5 | 7.90 | n/a | 137.7 | 3,335 | 166.7 | 304.5 | n/a | n/a | n/a | n/a | 70,028 | 10 |
| GVSU CHS Express | 30.5 | 3.36 | n/a | 62.8 | 355 | 17.7 | 80.5 | n/a | n/a | n/a | n/a | 7,447 | 5 |
| GRCC Shuttle | 72.0 | 18.18 | n/a | 264.6 | 4,797 | 239.8 | 504.4 | n/a | n/a | n/a | n/a | 19,186 | 10 |
| DASH South | 15.6 | 1.94 | n/a | 34.6 | 238 | 11.9 | 46.5 | n/a | n/a | n/a | n/a | 4,998 | 5 |
| DASH West | 35.0 | 3.99 | n/a | 73.6 | 702 | 35.1 | 108.7 | n/a | n/a | n/a | n/a | 14,749 | 5 |
| DASH North | 9.0 | 0.99 | n/a | 18.5 | 139 | 6.9 | 25.4 | n/a | n/a | n/a | n/a | 2,913 | 20 |
| FSU | 4.7 | 0.12 | n/a | 5.2 | 49 | 2.5 | 7.6 | n/a | n/a | n/a | n/a | 1,029 | 120 |
| | 47.71 | 3.45 | n/a | | | | | | | | | 412,610 | |

| | | | | | | | | | | | | | |
|-----------------------------|--------------|-------------|---------------|--|--|--|--|--|--|--|--|--|--|
| Total System Summary | 28.94 | 2.29 | 28.31% | | | | | | | | | | |
|-----------------------------|--------------|-------------|---------------|--|--|--|--|--|--|--|--|--|--|

Farebox includes GRPS services

- The range of values comprising approximately 68% of the samples above and below the mean
- Routes with scores greater than 66.7% above than the mean
- Routes with scores between 1 standard deviation above the mean and 66.7% above the mean
- Routes with scores within 1 standard deviation above the mean
- Routes with scores with +/- 12.5% of the mean
- Routes with scores within 1 standard deviation below the mean
- Routes with scores between 1 standard deviation below the mean and 66.7% below the mean
- Routes with scores greater than 66.7% below the mean

DATE: March 17, 2016
TO: ITP Board
FROM: Meegan Joyce
SUBJECT: FEBRUARY 2016 PARATRANSIT RIDERSHIP REPORT

ACTION REQUESTED

Staff is requesting the ITP Board to approve the February 2016 Paratransit Ridership report.

BACKGROUND

Total monthly paratransit ridership for February 2016 (**30,884**) decreased **2.0% (619)** from February 2015 (**31,503**).

ADA ridership (21,471) increased **2.8% (581)**, NDS ridership (106) decreased **20.9% (28)** and PASS ridership (744) decreased **19.5% (180)** from February 2015. Network 180 ridership (7,591) decreased **11.0% (935)**.

There were 759 trips to/from Cascade Township in February.

Average weekday GO!Bus/PASS ridership decreased **2.6% (26)**, average Saturday ridership decreased **6.4% (28)**, and average Sunday ridership increased **13.9% (39)** from February 2015.

On-time performance for during the month was 91.37%.

Average cost per trip decreased **3.1% (\$0.70)** from February 2015.

FEBRUARY 2016 Paratransit Ridership and Operating Statistics

| ADA | 2016 | 2015 | Change | % Change |
|-----------------|--------|--------|--------|----------|
| Clients | 1,562 | 1,498 | 64 | 4.3% |
| Passenger Trips | 21,471 | 20,890 | 581 | 2.8% |

| NDS | 2016 | 2015 | Change | % Change |
|-----------------|------|------|--------|----------|
| Clients | 29 | 30 | (1) | -3.3% |
| Passenger Trips | 106 | 134 | (28) | -20.9% |

| PASS | 2016 | 2015 | Change | % Change |
|-----------------|------|------|--------|----------|
| Clients | 44 | 56 | (12) | -21.4% |
| Passenger Trips | 744 | 924 | (180) | -19.5% |

| CONTRACTED | 2016 | 2015 | Change | % Change |
|-----------------|------|------|--------|----------|
| Clients | 5 | 9 | (4) | -44.4% |
| Passenger Trips | 143 | 222 | (79) | -35.6% |

includes ACSET and Goodwill Special

| RIDELINK | 2016 | 2015 | Change | % Change |
|-----------------|------|------|--------|----------|
| Clients | 328 | 263 | 65 | 24.7% |
| Passenger Trips | 829 | 807 | 22 | 2.7% |

| TOTALS | 2016 | 2015 | Change | % Change |
|-----------------------------|---------|---------|----------|----------|
| Clients | 1,968 | 1,856 | 112 | 6.0% |
| Passenger Trips | 23,293 | 22,977 | 316 | 1.4% |
| Average Weekday Ridership | 980 | 1,006 | (26) | -2.6% |
| Average Saturday Ridership | 408 | 436 | (28) | -6.4% |
| Average Sunday Ridership | 320 | 281 | 39 | 13.9% |
| All Ambulatory Passengers | 17,404 | 15,755 | 1,649 | 10.5% |
| All Wheelchair Passengers | 5,889 | 7,222 | (1,333) | -18.5% |
| No - Shows | 536 | 566 | (30) | -5.3% |
| Cancellations | 5,716 | 6,149 | (433) | -7.0% |
| MV | | | | |
| Average Cost per Trip | \$21.86 | \$22.56 | (\$0.70) | -3.1% |
| Riders per Hour | 2.2 | 2.2 | 0.0 | 0.0% |
| Accidents per 100,000 Miles | 1 | 1 | 0 | 0.0% |

| | | | | |
|---------------------------|----|----|---|--------|
| Trip Denials | 2 | 0 | 2 | 200.0% |
| NTD Travel Time (minutes) | 27 | 27 | 0 | 0.0% |

| NETWORK 180 | 2016 | 2015 | Change | % Change |
|----------------------------|-------|-------|--------|----------|
| Passenger Trips | 7,591 | 8,526 | (935) | -11.0% |
| Average Weekday Ridership | 361 | 426 | (65) | -15.3% |
| Average Saturday Ridership | 0 | 0 | 0 | 0.0% |
| Average Sunday Ridership | 0 | 0 | 0 | 0.0% |

| | | | | |
|------------------------------|---------------|---------------|--------------|--------------|
| TOTAL PASSENGER TRIPS | 30,884 | 31,503 | (619) | -2.0% |
|------------------------------|---------------|---------------|--------------|--------------|

Paratransit Service Quality Statistics: network 180 Excluded

| Complaints | 2016 Actual Number | 2015 Actual Number | 2016 % of Trips | % Change |
|---------------|-----------------------|-----------------------|--------------------|----------|
| MV Complaints | 20 | 17 | 0.1% | 17.6% |

On-Time Performance by customer call

| | | | | |
|--|--------|--------|------|---------|
| MV Late Trips (Less than 30 Minutes Late) | 125 | 101 | 0.5% | 23.8% |
| MV Missed Trips (Greater than 30 Minutes Late) | 35 | 2 | 0.2% | 1650.0% |
| On-Time Compliance | 91.37% | 94.88% | | |

changed definition from 45 minutes to 30 minutes in 2016

Date: April 5, 2016
To: ITP Board
From: Rod Ghearing, Manager of Grants and Capital Projects
Subject: CONTRACT AMENDMENT FOR SMARTCARD FARE COLLECTION SYSTEM

ACTION REQUESTED

Staff is requesting the Board to approve an amendment to the contract with INIT Innovations in Transportation, Inc., to include various computer servers, workstations and operating systems software. The cost of these items will not exceed \$204,388.

BACKGROUND

At the January 2016 Board meeting, the Board approved a contract with INIT in the amount of \$3,524,660 for the Smartcard fare collection system. At the time, we thought we could effortlessly procure certain items of computer hardware and software – namely servers, workstations, operating systems and database licenses – and perhaps at a lower cost than INIT. This has turned out not to be the case.

The two servers that will run the back office operations are very robust pieces of computer equipment. They will be processing as many as 55,000 fare transactions per day, all in real time, and taking no more than ½ second per transaction. This hardware needs to be highly reliable since it will eventually process each and every fare transaction in the system. It also needs to be available at INIT's facilities in Virginia for programming and configuration. It makes more sense for us to have INIT procure the hardware and software to their specification and have them be responsible for assuring that it meets our needs. Moreover, by INIT purchasing these items, it makes their five year warranty of the entire Smartcard system complete since it will now cover all of these items.

PROCUREMENT

Since these items and their cost were included in INIT's original proposal to us, there is no need to conduct a separate procurement. INIT's current price of \$204,388 actually reflects a price reduction of 26.6% from their original proposal.

FUNDING

This cost will be covered 100% by federal and state capital funds.

INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION NO. _____

Fiscal Year 2016

Moved and supported to adopt the following resolution:

Authorization to amend the INIT contract for the purchase of hardware/software for the Smartcard project.

BE IT RESOLVED that the CEO is hereby authorized to award and execute an amendment to the contract with INIT Innovations in Transportation, Inc., on behalf of the ITP Board, for the purchase of servers, workstations, operating systems, databases and related items necessary to implement the Smartcard and mobile ticketing fare payment system at a cost not to exceed \$204,388, in accordance with the information presented to the ITP Board on April 27, 2016.

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.

Robin Crothers, ITP Board Secretary

Date

Date: April 6, 2016

To: ITP Board

From: Alan Hartley

Subject: CERTIFICATION OF 2016 PUBLIC TRANSPORTATION MILLAGE LEVY

A resolution is attached for your consideration which authorizes the levy of 1.47 mills (as adjusted under Headlee) to cover FY 2017 expenses based on current services. If approved, this millage collection will be included on July 2016 tax bills. The tax revenue from this collection will be used for The Rapid's FY 2017 budget year (10/1/16 - 9/30/17).

INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION NO. _____

Fiscal Year 2016

PUBLIC TRANSPORTATION MILLAGE LEVY FOR 2016

At a meeting of the Board of Directors of the Interurban Transit Partnership ("ITP"), a public transportation authority organized under Act 196, Public Acts of 1986, as amended ("Act 196"), the following resolution was offered by Director _____ and supported by Director _____.

RESOLUTION

The ITP is a public transportation authority formed under Act 196. In May 2011, voters approved a seven-year millage of up to 1.47 mills for public transportation purposes to be levied upon all the taxable property within the ITP's district (collectively the area covered by the six cities of East Grand Rapids, Grand Rapids, Grandville, Kentwood, Walker and Wyoming).

1. Levy. The ITP levies 1.47 mills for the 2016 tax year upon all taxable property within the ITP district in accordance with the May 2011 voter approval. This millage shall be adjusted as required under the Headlee limitation in Article 9, section 31, of the Michigan Constitution (implemented at MCLA 211.34d), and shall be collected on the July 2016 tax bills.
2. Filing with Clerks. A copy of this resolution shall be filed with the City Clerk for each of the six cities listed above and the Kent County Clerk within five (5) days after this resolution is adopted.
3. Other Actions. The ITP Board and its officers and agents are authorized and directed to take all other actions appropriate for carrying out the intent of this resolution.

Adopted this 27th day of April, 2016.

YES votes: _____

NO votes: _____

CERTIFICATION

I certify that the foregoing is an accurate copy of a resolution adopted by the Interurban Transit Partnership Board at a meeting held on April 27, 2016, the original of which is on file in my office and available to the public. Public notice of that meeting was given in compliance with the Michigan Open Meetings Act.

Date: April 27, 2016

Robin Crothers, Board Secretary

Date: April 14, 2016
To: ITP Board
From: Planning Department
Subject: SILVER LINE FREE FARE ZONE PROPOSAL

ACTION REQUESTED

The Board is asked to approve the implementation of a free fare zone for the Silver Line in downtown Grand Rapids as a ten-month pilot program starting on September 1, 2016 going through June 30, 2017. The fare revenue is to be fully covered by the City's Mobile GR/Parking Services Department. Action taken by the ITP Board is pending approval by the Grand Rapids City Commission. The Grand Rapids Parking Commission unanimously approved the free fare zone for the Silver Line as part of a larger package of changes/improvements at their meeting on April 14, 2016.

BACKGROUND

Downtown Grand Rapids Inc. and Grand Rapids Mobile GR/Parking Services Department are looking to expand transportation choices in downtown Grand Rapids. They are working with The Rapid in two ways to make this happen. First, they are realigning downtown DASH shuttle routes to create greater frequency and more connectivity (see Figure 1).

These realignments allow will run every 10 minutes or better from 6:30 AM to 10:00 PM and be focused on overall downtown mobility. These changes are slated to be implemented on August 29, 2016.



Figure 1: DASH Realignment

As a necessary complement to these DASH changes, the city of Grand Rapids' Mobile GR/Parking Services Department also intends to sponsor free downtown rides on the Silver Line north of Wealthy for a one year pilot program running from September 1, 2016 through June 30, 2017. This frequent downtown service on the Silver Line complements the proposed DASH routing and creates a downtown mobility network. These services will help DGRI and Mobile GR/Parking Services to create a multi-modal downtown transportation network that will help them with their goal to encourage mode shift to alternatives from the single-occupant automobile.

To determine how much fare revenue would be lost through this change, Rapid staff calculated the downtown usage of Silver Line stops by looking at inbound boardings north of Wealthy and outbound alightings north of Wealthy – trips that do not leave downtown. Using this ridership, staff used the average fare collected to come up with a monthly revenue cost of \$8,965 per month that Mobile GR/Parking Services has agreed to sponsor over the course of the one year pilot program. The Rapid, DGRI and Parking Services will meet regularly to evaluate the effectiveness of the project and determine future sponsorship rates if the downtown free fare zone program is to move forward beyond the pilot.

To implement this change, The Rapid's Fare Enforcement Officers will not check fares north of Wealthy Street. There will be no proof of payment required to ride in this zone. However, as soon as the Silver Line passes south of Wealthy, riders would need to have proof of payment. If someone passes Wealthy without this proof, they would be in violation of The Rapid's fare ordinance and subject to fines. If someone boards and gets off the Silver Line north of Wealthy they will not need to obtain payment.

Staff feels this presents an excellent opportunity to partner with the city of Grand Rapids and encourage transportation choices in the downtown Grand Rapids area. The nature of fare collection on the Silver Line makes it very possible to create a limited free fare zone. There are no financial concerns as the lost fare revenue will be fully covered. Therefore, staff recommends entering into this agreement with Grand Rapids Mobile GR/Parking Services and DGRI.

INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION NO. _____

Fiscal Year 2016

Moved and supported to adopt the following resolution:

Authorization to create a free fare zone for the Silver Line.

BE IT RESOLVED that the ITP Board hereby approves creating a free fare zone north of Wealthy Street on the Silver Line for a 10-month pilot program running from September 1, 2016 through June 30, 2017 with reimbursement to The Rapid from the city of Grand Rapids' Mobile GR/Parking Services Department at a rate of \$8,965 per month, in accordance with the information presented to the Board on April 27, 2016.

Action by the ITP Board is pending approval of the pilot for a Silver Line free fare zone by the Grand Rapids City Commission.

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.

Robin Crothers, ITP Board Secretary

Date

Date: April 6, 2016
To: ITP Board
From: Planning Department
Subject: ROUTE 19 REALIGNMENT

ACTION REQUESTED

Staff requests Board approval of the proposed Route 19 realignment to be implemented on August 29, 2016.

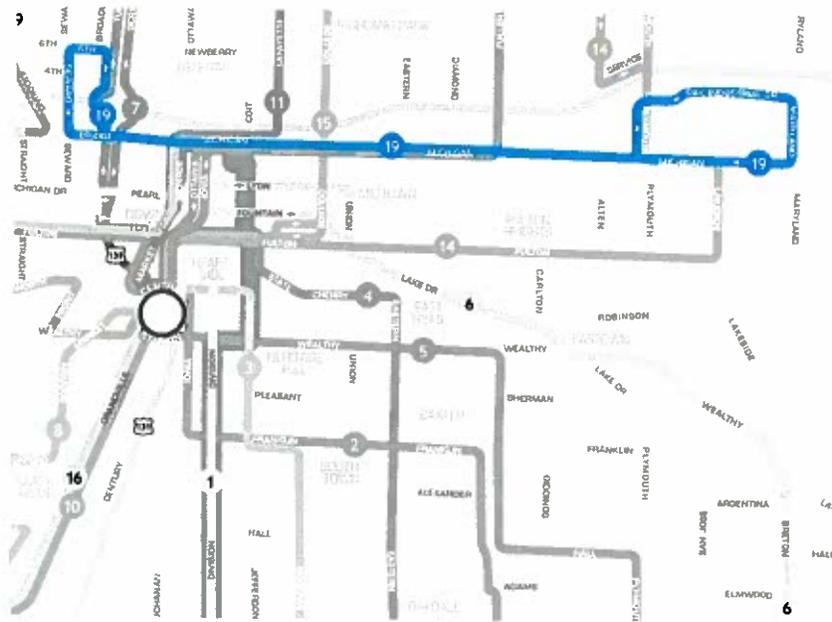


Figure 1 - Proposed Route 19 realignment

BACKGROUND

In August 2012, The Rapid implemented Route 19 (see Figure 2) as a result from the successful millage in May 2012 promising 15-minute frequencies during peak times (6-9AM & 4-6:30PM) on Michigan St. from downtown Grand Rapids east to Fuller Ave. Since implementation, Route 19 has been the lowest performing route in the system in terms of ridership and efficiency with an average of 112 trips a day. Therefore, staff asked for and received Board approval to conduct public outreach and hearings in March 2016 to gain feedback for a proposed realignment to serve the Oak Industrial Drive area and the Bridge and Seward area (see Figure1).

INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION NO. _____

Fiscal Year 2016

Moved and supported to adopt the following resolution:

BE IT RESOLVED that the ITP Board hereby approves realigning Route 19 on August 29, 2016 as recommended by Rapid staff, in accordance with the information presented to the ITP Board on April 27, 2016.

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.

Robin Crothers, ITP Board Secretary

Date

ATTACHMENT 1

PUBLIC INPUT

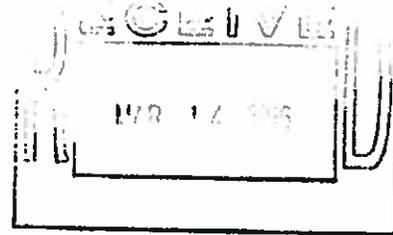
EXECUTIVE
OFFICE



CITY OF GRAND RAPIDS

March 8, 2016

Mr. Peter Varga, CEO
ITP / The Rapid
300 Ellsworth Avenue SW
Grand Rapids, MI 49503



RE: Support for the Realignment of Route 19 Michigan/Fuller South

Dear Mr. Varga:

The City of Grand Rapids strongly supports the realignment of Route 19 Michigan/Fuller South. As you know, the City of Grand Rapids has been working closely with The Rapid on strategies to address mobility improvements, traffic congestion, and environmental concerns. The proposed realignment supports the employers in the Oak Industrial, Michigan Street, and Westside areas by providing necessary connectivity. These areas are experiencing rapid commercial and residential development, and in order to keep up with the changing landscape, this alignment is essential. In addition, it will further the City of Grand Rapids' goal of providing all those who live in, work in, or visit our City with an efficient, safe, and dependable transportation system surrounded by vibrant, walkable neighborhoods.

The proposed realignment is in accordance with the City's Master Plan and contributes to the goals of the GR Forward Downtown and River Action Plan and the Michigan Street Corridor Plan. Therefore, the City of Grand Rapids strongly supports The Rapid in its effort to realign Route 19 to provide connectivity from Michigan Street across the Grand River to the Westside and will continue to provide input and feedback to The Rapid regarding plans for transit improvements across the City.

We appreciate your willingness to work with the City as a valued partner and we look forward to supporting The Rapid in this realignment effort.

Sincerely,

Eric R. DeLong
Deputy City Manager
City of Grand Rapids

Route 19 Realignment Public Input Form



If you would like to submit written public input regarding the proposed Route 19 realignment, please use the space below.

The form can be turned in today or submitted to:

The Rapid

Attn: Planning Department

300 Ellsworth Avenue SW

Grand Rapids, MI 49503

Email: info@ridetherapid.org

Concerns about where timpoints
will be - how well it match up
w/ connecting routes?

28th St - after weekday evenings
~~will~~ more sched back to
10 minutes to better meet
other routes to go north.

Keep on Sward

2055 Oak Industrial Dr NE Ste C
Grand Rapids, MI 49505



Phone (616) 235-4532
kidsfoodbasket@kidsfoodbasket.org

ATTN: Kevin Wisselink
The Rapid
300 Ellsworth Ave SW
Grand Rapids, MI 49503

To whom it may concern,

My name is Bridget Clark Whitney and I am the Executive Director of Kids' Food Basket located at 2055 Oak Industrial Drive, STE C. I am writing to request that a new stop be implemented for The Rapid. We currently have a few employees and many volunteers that utilize The Rapid to get to and from Kids' Food Basket. Unfortunately, we are encountering some issues in regards to the distance the nearest bus stop is to our organization.

Many people that either work at, volunteer, or visit our organization, utilize The Rapid, but the closest stop is over a half-mile away. In weather conditions such as those we have been experiencing lately, this can be a long, cold, slippery walk. The roads are often not plowed, and at night, this is a very dangerous trek to make.

It is our hope that we can have our voice heard to create another stop that is closer to our facility. This new stop would help not only the companies and organizations on Oak Industrial Drive, but ultimately, it would help the community as a whole. I thank you for your time and consideration of this proposal for a new stop.

Please feel free to contact me with any questions or concerns at 616-235-4532 or bridget@kidsfoodbasket.org.

Sincerely,



Bridget Clark Whitney
Executive Director
Kids' Food Basket

Kevin Wisselink

From: Travis Webster <twebster@proos.com>
Sent: Monday, August 24, 2015 8:25 AM
To: Kevin Wisselink
Subject: RE: Oak Industrial Extension

Follow Up Flag: Follow up
Flag Status: Completed

Hi Kevin,

Thank you for getting back to me. It is good to hear that there have already been comments brought up about adding in this stop and even better that it is a priority. Currently I am working to find out what the demographic is of the area of employees from businesses that use Rapid. Furthermore, is there anybody else you would recommend in order to talk more about this and what all is needed in creating a new route? I am just curious so that I can keep the ball rolling on this project.

Thanks,
Travis Webster



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& Engineering Solutions since 1919.
616.454.5622
www.proos.com

WBENC Women's Business Enterprise National Council

From: Kevin Wisselink [<mailto:KWisselink@ridetherapid.org>]
Sent: Wednesday, August 19, 2015 10:41 AM
To: Travis Webster
Cc: info
Subject: Oak Industrial Extension

Dear Travis Webster,

Thanks for your comments regarding expanding service to Maryland and Oak Industrial Drive. We have heard this request from a number of businesses in the area and it is currently a priority for The Rapid to provide this service. Are resources are limited so we are looking at ways to extend this service. If you know of any other businesses/individuals in your area who would benefit from this service please have them contact me. Thanks again for contacting us and please let me know if you have additional details you would like to supply to us.

Kevin Wisselink
Senior Planner
The Rapid
Social Media: [Twitter](#) | [Facebook](#) | [YouTube](#) | [Instagram](#) | [LinkedIn](#)
P: 616.456.7514 ext. 1159



Where public transportation goes, community grows.

Kevin Wisselink

From: Victoria Vicencio <Vvicencio@proos.com>
Sent: Friday, January 17, 2014 8:39 AM
To: Kevin Wisselink
Subject: Proposal for a New Bus Stop

Follow Up Flag: Follow up
Flag Status: Completed

Good morning!

My name is Victoria Vicencio and I was given your contact information from Amy Proos as the person to contact about creating a proposal for a new bus stop.

Our sister company, Proos Fabrication, is located on Oak Industrial Drive and we would like to get a stop that is closer than the stop that is nearest to us which is 0.63 Miles away at East Leonard At Beckwith (#5811).

I was wondering what you are looking for us to include in the proposal. I plan on contacting other companies on Oak Industrial Drive that have employees that use The Rapid to get them onboard with this proposal as well. I appreciate any information you can provide to me.

Thank you and have a great day,

Victoria Vicencio
Human Resources Generalist

Phone: 616.454.5622 Ext 21



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www.proos.com

WBENC Women's Business Enterprise National Council

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Kevin Wisselink

From: John Kerr <jkerr@hickeyandassociates.com>
Sent: Monday, October 05, 2015 9:22 AM
To: Kevin Wisselink
Subject: Oak Industrial Service?

Good Morning, Kevin:

Hope you had a good summer. You might remember me from conversations we had this past April regarding bus service at a number of Hearthside Food Solutions locations, including their facility on Oak Industrial Drive? At that time, you had mentioned an August/ September timeframe for service to start for a number of businesses along that corridor. I was just following up on the status?

Hope all is well,
John

Hickey & Associates, LLC
Ford Building
615 Griswold St., Suite 925
Detroit, MI 48226
M: (248) 854-1448
jkerr@hickeyandassociates.com

Public Incentives - Site Selection - Demographics - Green & Energy Incentives - Global Solutions

This email transmission may contain confidential and privileged information. If you are not the intended recipient, please notify the sender by email, do not disseminate and delete immediately.

Kevin Wisselink

From: Sally Wesorick <sally.wesorick@hotmail.com>
Sent: Friday, October 02, 2015 8:21 PM
To: Kevin Wisselink
Subject: RE: Contact form submission from ridetherapid.org
Attachments: Capture.PNG

Follow Up Flag: Follow up
Flag Status: Completed

Hi Kevin,

Shorter days are here and snow drifts on the side of the road with no sidewalks are coming, I am not writing for myself as I drive to work. Nevertheless, I often pick up Rapid Riders as they walk the long sidewalkless narrow road in the rain or the dark from Leonard Street NE to Oak Industrial Drive. It is an accident waiting to happen. You have busses that go down Plymouth and Leonard. Can't one go down to the corner of Maryland and Plymouth (see attached map)? Heartside foods and other companies in the area employ a lot of low income Rapid Riders.

Many thanks,

Sally Wesorick
456-3094

From: KWisselink@ridetherapid.org
To: sally.wesorick@hotmail.com
CC: info@ridetherapid.org; GPrenger@ridetherapid.org
Subject: RE: Contact form submission from ridetherapid.org
Date: Tue, 6 Jan 2015 20:35:27 +0000

Thank you for your comments. We have received quite a few comments with this same request, and it is something we are looking at. We have no additional resources to dedicate to service currently, but we are looking for ways to make this work. If you know of anyone else who could use this service, please have them contact The Rapid. Thanks again for your comments, please let me know if you have any further questions/comments.

Kevin Wisselink
Senior Planner
The Rapid
616-774-1159
kwisselink@ridetherapid.org

From: info
Sent: Monday, January 05, 2015 8:17 AM
To: Kevin Wisselink; Gale Prenger
Subject: FW: Contact form submission from ridetherapid.org

From: DDM NoReply
Sent: Saturday, January 03, 2015 7:29 PM
To: info
Subject: Contact form submission from ridetherapid.org

The following person has requested information from the website about 'Service Request':

Name: Sally
Email Address:
Day Phone: 616-456-3094
Evening Phone: 616-443-2528

Address or Intersection: Corner of Leonard & Maryland

Comments:

There are a lot of people who work on Oak Industrial Drive that take the bus to work. They get off at the corner of Leonard and Maryland NE and walk all of the way down Maryland. There are no sidewalks, not even a shoulder. It is dark on their way to and from work in the winter and snow is often piled on the sides of the road. I have nearly hit more than one person walking in the road in the dark, especially when there's rain or snow. I sometimes pick up and transport groups of people in an effort to keep them safe. Please add a stop at the corner of Maryland and Oak Industrial Drive.



Jonathan Rapley I am a big fan of these changes and one day hope this bus will become an all day service. linking Michigan street to Bridge Street is huge progress. I do also agree that the time should be extended past 5pm, as that is when the majority of people at Spectrum Health get out of work.

Unlike · Reply · Message · 2 · March 3 at 2:37pm



The Rapid: Transit Authority for the Grand Rapids metro area Great to hear, Jonathan! We understand your concern about the service schedule. Our Planning Department shared that there could be an option in the near future to extend service past 5pm.

Like · Reply · 1 · Commented on by Brittany Schlacter (?) · March 3 at 2:47pm



Ben Bailey Combs I ride the 19 or the 13 along Michigan so the route change won't affect me much but the proposed time change is no good! It's very convenient having service every 15 minutes leaving downtown but there's no way I'm out of work before 5 PM. I'm hopeful there will be a way to keep the 19 active until 6 PM for the people commuting out of the medical mile that can often have unpredictable schedules.

Like · Reply · Message · 3 · March 2 at 11:04pm



The Rapid: Transit Authority for the Grand Rapids metro area Thank you for sharing this feedback with us! We're forwarding it to our Planning Department for consideration.

Like · Reply · 1 · Commented on by Brittany Schlacter (?) · March 3 at 8:14am



Robert Carter But what's at the eastern terminus? Just concerned that it's a route to nowhere.

Like · Reply · Message · March 7 at 4:38pm



The Rapid: Transit Authority for the Grand Rapids metro area We don't have all the stop placements picked just yet but Oak Industrial Drive would be the terminus.

Like · Reply · Commented on by Brittany Schlacter (?) · March 7 at 8:59pm



John Eisenschenk .
Looks like a good idea, plan.

Like · Reply · Message · 1 · March 2 at 9:09pm



The Rapid: Transit Authority for the Grand Rapids metro area Thanks, John! We appreciate your input.

Like · Reply · Commented on by Brittany Schlacter (?) · March 2 at 9:43pm



Cory Monroe Was Spectrum Health the ones asking for this service? If somake it expanded hours since it goes by their staff parking lots. the hospital and their staff services(bridgewater and seward).

Like · Reply · Message · March 4 at 3:11pm · Edited



Adam Tauno Williams A Michigan St. Corridor Cross-town. This is great.

Like · Reply · Message · 4 · March 2 at 10:26pm

Route 19 Realignment Service Equity Analysis

March 8, 2016

MAJOR SERVICE CHANGE POLICY

The Rapid has a *Major Service Change Policy* which stipulates that public hearings are necessary if over 25% of a fixed-route alignment, route miles/hours, and/or the route's ridership base are affected. This legislation requires transit providers to apply the Board approved disparate impact and disproportionate burden threshold if a "major service change" occurs. The realignment of Route 19 is a major service change that warrants a Service Equity Analysis.

DISPARATE IMPACT & DISPROPORTIONATE BURDEN POLICY

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.

SERVICE EQUITY ANALYSIS

Staff proposes a major realignment to Route 19 Michigan/Fuller South. The section of the routing between Michigan and Monroe and Rapid Central Station as well as the section between Michigan Fuller and Hall and Madison would be removed and replaced with service to Michigan and Seward on west end and service on the Maryland / Oak Industrial Drive / Plymouth loop on the east end of the route.



Figure 1: Route 19 current alignment



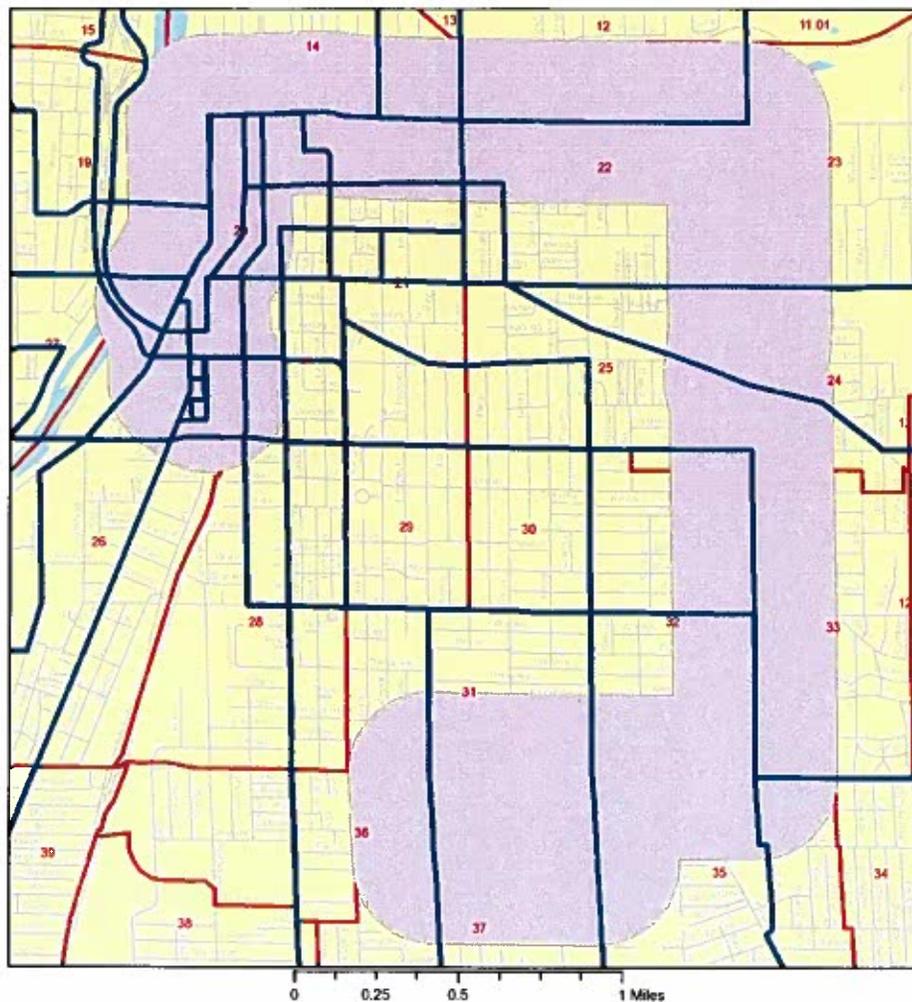
Figure 2: Route 19 proposed alignment

Ridership on Route 19 has been low since its inception in August 2012, averaging 112 riders per day. Since beginning operation, Route 19 has been The Rapid's route with the lowest ridership and worst efficiency rating. It is only a weekday peak service (6:00 AM to 8:30 AM and 3:45 PM to 6:15 PM) so the options for using it currently are quite limited which contributes to its low ridership and efficiency.

At the same time, there has been increasing demand for transit access to the Westside Business District centered at Bridge and Seward as well as the employment concentrated around Oak Industrial Drive which currently has no transit access. To meet these needs The Rapid proposed creating a Michigan crosstown route using Route 19 that meets these needs.

To evaluate which areas would be losing service, staff looked at its service map with Route 19 in place and without Route 19 in place, using a ¼ mile buffer around the Route 19 alignment.

.25 MILE BUFFER OF CURRENT ROUTE 19



Legend
Route 19 - .25 Mile Buffer
Fixed Routes



What was found is that there would be no areas along the entire alignment that would be further than ¼ of a mile from a different bus route. Route 2 – Kalamazoo, Route 3 – Madison, Route 4 – Eastern, Route 5 – Wealthy/Woodland, Route 6 Eastown/Woodland and Route 14 East Fulton all cover portions of Route 19 that would be removed. All are have superior service to Route 19 as all run throughout the weekday and many have 15-minute frequency at peak times which coincide with the time periods Route 19 currently serves.

It is true that a direct connection from the southeast to the northeast would be eliminated. However, the trip can still be made, and because of the proximity to downtown and Rapid Central Station, the trips times involved are reasonable. Therefore, staff finds that there are no disparate impacts or disproportionate burdens that arise by removing Route 19 service south of Michigan Avenue as no one is losing transit service.

**MINUTES OF
GOVERNANCE COMMITTEE**

April 13, 2016

ATTENDANCE

Committee Members Present: George Heartwell, Jack Hoffman, Barbara Holt (Chair), Terry Schweitzer, Amna Seibold

Committee Members Absent: None

Staff Present: Robin Crothers, Peter Varga (CEO)

Ms. Holt called the meeting to order at 4:04 p.m.

PUBLIC COMMENT – No public present.

1. Minutes of March 16, 2016 Governance Committee Meeting:

Ms. Holt asked for corrections to the minutes. None were offered. The minutes stand approved as written.

2. CEO Professional Development Report for March 2016:

A motion was made by Heartwell, supported by Seibold, to approve the March 2016 report. Motion passed unanimously.

3. Route & Service Planning Team Service Changes:

Mr. Varga reported that the Route & Service Planning Team has been reviewing each route for effectiveness and efficiency. Mr. Wisselink prepared an outline of the changes that will be implemented on May 9, 2016. The net change in service for all of these changes is two more minutes of service per week, so the net cost to The Rapid to implement these changes is basically nothing.

Sunday service on Route 7-West Leonard will be added from 7:41 a.m. (Standale Meijer) until 7:07 p.m. (terminate at Rapid Central Station). Route 6-Eastown/Woodland and Route 10-Clyde Park had long layover times on Sunday. By changing the way buses are allocated to these routes, they can be shifted to free up a bus that can be used for Sunday service. Westside service has been a consistent service request from the public.

Goodwill recently relocated their job center to Sparks Drive by Lake Eastbrook Blvd. This area currently has limited bus service options. The routing for Route 24-Burton Crosstown around

Woodland and Centerpointe Malls will be changed to provide service to the intersection of Lake Eastbrook/Sparks. This change puts the bus within 0.1 mile from the Goodwill location without having to increase service levels or cost.

We will add one more trip in the evening on Route 17-Woodland/Airport by taking the last outbound Route 5-Wealthy/Woodland bus to Woodland Mall and have it travel to Patterson and 44th and run one more Airport to Kentwood Station trip on Route 17. This service was requested by businesses in the 44th Street and Patterson area to serve second shift employment trips home. To pay for this change, an inbound Route 6-Eastown/Woodland trip that left Woodland Mall at 5:31 a.m. has been removed due to very low ridership and other available options.

In response to a question from Mr. Heartwell, Mr. Varga stated that these changes are budget neutral.

4. April 27, 2016 Board Agenda:

Mr. Varga reviewed the April 27, 2016 Board agenda.

Performance Oversight:

Monthly Financial Statements for March 2016 – In reviewing the FY 2013 state operating assistance distribution, MDOT discovered that DDOT was overpaid by approximately \$5 million. This means that other systems get a refund, with The Rapid receiving a refund of \$571,000. As of March 31, 2016, capitalized operating is at \$0 and we have a surplus of \$407,986. The budget is on track at 50% expenditures to-date.

February 2016 Ridership and Productivity Report – Total monthly ridership increased 2.8%. There was one extra weekday in February 2016 compared to February 2015, which accounts for the monthly increase. Without the extra weekday, ridership would be about the same as last February.

February 2016 Paratransit Ridership Report – Total monthly ridership for February 2016 decreased 2.0% from February 2015. ADA was up 2.8%, with decreased ridership in all other categories. There were 759 trips to/from Cascade Township in February 2016.

Certification of 2016 Public Transportation Millage Levy – This certification by the Board is required for collection of the 1.47 mills in July 2016. These funds will be used for operation in FY 2017.

Modification of INIT Contract for Computer Hardware/Software – This contract amendment is requested for the purchase of various computer servers, workstations and operating systems software. The cost of these items will not exceed \$204,388. This amount is in addition to the \$3.5 million Smartcard system approved by the Board in January 2016. It was initially believed that The Rapid could obtain these items, perhaps at a lower cost than INIT. That turned out not to be the case and a contract amendment is requested.

Strategic Planning Committee:

Silver Line Pilot – In an effort to expand transportation choices in downtown Grand Rapids, the city's Mobile GR/Parking Services Department and Downtown Grand Rapids Inc. (DGRI) are proposing a free fare zone for the Silver Line in downtown Grand Rapids as a pilot program

from September 1, 2016 through June 30, 2017. This proposal was approved by the Grand Rapids Parking Commission on April 14 as part of a package including parking rate increases, and it also has to be approved by the Grand Rapids City Commission and the Rapid Board.

The fare revenue within the free zone is to be fully covered by the Mobile GR/Parking Services Department. The average monthly fare revenue was calculated by Rapid staff at \$8,965.

Mobile GR/Parking Services and DGRI are also proposing realignment of the DASH shuttle routes to create greater frequency and more connectivity.

There will need to be changes to our fare enforcement process, since enforcement would only be needed between Wealthy and 60th Street.

Mr. Heartwell asked about the impact on DASH. Mr. Varga indicated that DASH would be reconfigured to meet the downtown needs, including the Downtown Market. He noted that this new program is an effort to manage parking more efficiently so that people don't have to keep re-parking during the day in order to get around the downtown area.

Mr. Schweitzer asked if there were apps available that show where the empty parking spaces are. Mr. Varga responded that there is no app, but parking ramps will have signage that indicates if there are open spaces.

Mayor Seibold commented that this is a great idea.

Ms. Holt noted that there will need to be marketing/education regarding the free fare zone.

Mr. Varga stated that the city of Grand Rapids will assist in the education effort, we will have information on our website, announcements on the buses, station notices, etc.

Route 19 Realignment – Public meetings were held in March 2016 to obtain feedback on the Route 19 realignment, which would be implemented on August 29, 2016. Comments were mostly positive. This realignment serves Oak Industrial Drive and the west side of Grand Rapids, which are two areas that have received many requests for service. Route 19 has been peak hour service only, and the realignment is also peak service.

Presentation:

Mr. Varga informed the Committee that Maggie Cranson will make a presentation on her attendance at the 2015 APTA Youth Summit.

Committee Member Comments

Mr. Heartwell asked about a staff presentation on The Rapid's vision for the next several years – something that could be made public that would get people excited about The Rapid. It would be services that we would like to provide if we had the resources, i.e. what's after the Laker Line? Mr. Varga responded that the short range plan that the Planning Department is working on would give the vision for the next 5 years and provide an update to the Transit Master Plan (TMP), including how the next BRT corridor would be analyzed.

Mr. Varga commented that he is planning to work with the Ehlers Transit Partnership to use as a vehicle for elevating transit oriented development.

Ms. Holt stated that perhaps this presentation could be ready for the Board's annual planning meeting on May 20.

The meeting was adjourned at 4:46 p.m.



Robin Crothers, ITP Board Secretary

MINUTES OF
PERFORMANCE OVERSIGHT COMMITTEE
APRIL 20, 2016

ATTENDANCE

Committee Members Present: Barb Holt, Tim Cochran, Randy Gelderloos, Terry Schweitzer (Chair)

Committee Members Absent: Gary Carey, Cyndy Stek

Staff Present: Kath Anderson, Michael Bulthuis, Robin Crothers, Mark Fedorowicz, Rod Ghearing, Alan Hartley, Meegan Joyce, Jennifer Kalczuk, Linda Medina, Brian Pouget, Liz Schelling, Peter Varga, Conrad Venema, Scott Walsh, Mike Wieringa, Kevin Wisselink

Others Present: Bill Kirk (DGRI), Asher Lockwood (Student), Josh Naramore (Mobile GR/Parking Services)

Mr. Schweitzer started with discussion on the information items while waiting for a quorum to be present.

INFORMATION ITEMS:

10. Report on New Purchase Contracts for March 2016:

Mr. Fedorowicz reviewed two new contracts executed in March, 2016 between \$25,000 and \$100,000 – a contract with Progressive AE in the amount of \$97,440 to develop a 30% engineering design for the new light maintenance facility that is part of the Laker Line Project; and a sole source contract with EDM in the amount of \$99,960 for tickets.

Mr. Schweitzer asked if we have a location for the Light Maintenance Facility. Mr. Varga noted that the location for the Light Maintenance Facility is 851 Freeman which is located next to the future CNG fueling station.

9. Route & Service Planning Team Service Changes:

Mr. Wisselink noted discussion with area businesses brought to our attention that the trip home for second shift employment in the 44th and Patterson area is not currently served by Route 17 Woodland/Airport as its last trip from the airport leaves at 10:37 PM. The Route and Service Planning Team is implementing one more trip in

the evening on Route 17 by taking the last outbound Route 5 bus to Woodland Mall, having it travel to Patterson and 44th and run one more Airport to Kentwood Station trip on Route 17. This trip will begin at 11:19 PM at the airport and pick up employees getting out after 11:00 PM. Once this bus reaches Kentwood Station it will become a Route 5 Wealthy/Woodland bus and run the regular Route 5 route back to Rapid Central Station, arriving at 12:06 AM and providing connection to the last 12:15 AM pullout.

To pay for this change the Team is removing an inbound Route 6 Eastown/Woodland trip that left Woodland Mall at 5:31 AM. There were an average of 4 rides/trip on this entire run, and riders can take either the 5:00 AM inbound trip or the 5:45 AM inbound trip instead. These changes result in a net savings of 12 minutes per day.

We are adding Sunday service on Route 7-West Leonard from 7:41 AM (Standale Meijer) until 7:07 PM (terminate at RCS). This can be accomplished because Routes 6 and 10 had long layover times on Sunday. By changing the way buses are allocated to these routes, the buses on these routes can be shifted to free up a bus that can be used for Sunday service. Westside Sunday service has been a consistent service request from the public, so the Team allocated this available bus to provide Sunday service on Route 7-West Leonard. Because of the movement of the various buses, there is a net cost of 1 hour and 2 minutes each Sunday to provide this service.

Goodwill recently relocated their jobs center to Sparks Drive by Lake Eastbrook Mall which currently has limited bus service options. We will change the routing of Route 24-Burton Crosstown around Woodland and Center Pointe Malls to provide service to the Lake Eastbrook and Sparks intersection. Locating stops near the intersection of Lake Eastbrook and Sparks puts the bus 0.1 miles from the Goodwill location without having to add any additional service. There is no change in service levels or cost to provide this service and all of the existing stops will continue to be served. It will take a few minutes longer to travel between East Paris/Camelot and Kentwood Station on Route 24.

Mr. Varga mentioned that these recommendations are the result of team work from the Route & Service Planning Team. They are always looking for ways to make service more effective and efficient.

8. Route 19 Realignment:

In August 2012, The Rapid implemented Route 19, as a result from the successful millage in May 2012 promising 15-minute frequencies during peak times (6-9AM & 4-6:30PM) on Michigan St. from downtown Grand Rapids east to Fuller Ave. Since implementation, Route 19 has been the lowest performing route in the system in terms of ridership and efficiency with an average of 112 trips a day. Therefore, staff asked for and received Board approval to conduct public outreach meetings in March 2016 to gain feedback for a proposed realignment to serve the Oak Industrial Drive area and the Bridge and Seward area on the west side.

Overall, the public input staff received was in support of realigning Route 19. At the public hearings, all feedback received was positive with the exception of one individual who objected to the realignment. The city of Grand Rapids sent a letter of support for the realignment. The Right Place and businesses on the Oak Industrial

Drive corridor have expressed great support for the change and expressed that transit service in that area was essential to fill the many jobs present in that area. Social media feedback has been overall positive as well.

While riders south of Fuller will be negatively impacted by this realignment, alternative routes in walkable proximity are available, and staff believes that the realignment will improve ridership and route efficiency.

As a result of the overall supportive public comments received and the data showing a need to modify Route 19, staff recommends moving forward with the Route 19 realignment, to be implemented on August 29, 2016.

7. Silver Line Free Fare Zone Proposal:

Mr. Wisselink explained that we are asking for Board approval on the implementation of a free fare zone for the Silver Line in downtown Grand Rapids as a ten-month pilot program starting on September 1, 2016 going through June 30, 2017. The fare revenue is to be fully covered by the City's Mobile GR/Parking Services Department. Action taken by the ITP Board is pending approval by the Grand Rapids City Commission. The Grand Rapids Parking Commission unanimously approved the free fare zone for the Silver Line as part of a larger package of changes/improvements at their meeting on April 14, 2016.

Downtown Grand Rapids Inc. and Grand Rapids Mobile GR/Parking Services Department are looking to expand transportation choices in downtown Grand Rapids. They are working with The Rapid in two ways to make this happen. First, they are realigning downtown DASH shuttle routes to create greater frequency and more connectivity.

Also, the city of Grand Rapids' Mobile GR/Parking Services Department also proposes to sponsor free downtown rides on the Silver Line north of Wealthy for a pilot program running from September 1, 2016 through June 30, 2017. This frequent downtown service on the Silver Line complements the proposed DASH routing and creates a downtown mobility network. These services will help DGRI and Mobile GR/Parking Services to create a multi-modal downtown transportation network that will help them with their goal to encourage a mode shift to alternates from the single-occupant automobile.

To determine how much fare revenue would be lost through this change, Rapid staff calculated the downtown usage of Silver Line stops by looking at inbound boardings north of Wealthy and outbound alightings north of Wealthy – trips that do not leave downtown. Using this ridership, staff used the average fare collected to come up with a monthly revenue cost of \$8,965 per month that Mobile GR/Parking Services has agreed to sponsor over the course of the one year pilot program. The Rapid, DGRI and Parking Services will meet regularly to evaluate the effectiveness of the project and determine future sponsorship rates if the downtown free fare zone program is to move forward beyond the pilot.

To implement this change, The Rapid's Fare Enforcement Officers will not check fares north of Wealthy Street. There will be no proof of payment required to ride in this zone. However, as soon as the Silver Line passes south of Wealthy, riders would need

to have proof of payment. If someone passes Wealthy without this proof, they would be in violation of The Rapid's fare ordinance and subject to fines. If someone boards and gets off the Silver Line north of Wealthy they will not need to obtain payment.

Staff feels this presents an excellent opportunity to partner with the city of Grand Rapids and encourage transportation choices in the downtown Grand Rapids area. The nature of fare collection on the Silver Line makes it very possible to create a limited free fare zone. There are no financial concerns as the lost fare revenue will be fully covered. Therefore, staff recommends entering into this agreement with Grand Rapids Mobile GR/Parking Services and DGRI.

Mr. Gelderloos asked how many rides we currently have just in the downtown area. Mr. Hartley noted about 8,500 a year.

Mr. Varga noted that the monthly revenue that Mobile GR/Parking Services has agreed to sponsor will fully recover the fares we would have collected. The issues we need to look at now are how we inform riders and adjust fare collection in the Division corridor.

Mr. Gelderloos inquired about a parking lot on Wealthy and Division and if that is a designated lot for Silver Line parking. Josh Naramore with Mobile GR/Parking Services noted that there is currently discussion on the development of that lot. We are looking at various location, along the Silver Line corridor for park and ride lots.

Mr. Varga mentioned that future thinking will be about merging parking facilities with public transit to help alleviate the stress on the parking situation. He believes this will be a positive pilot program.

COMMITTEE ITEMS:

2. Monthly Financial Statements for March 2016:

Mr. Walsh reported that we received a payment of approximately \$500,000 from MDOT closing out FY 2013. This eliminates the need for capital operating assistance and ended March with a \$407,000 surplus.

Mr. Schweitzer asked about the supplemental funding from Detroit being overpaid for expenses. Mr. Varga noted that we are still trying to have the funding adjusted to reflect the percent that was allocated to us.

3. February 2016 Ridership and Productivity Report:

Mr. Wisselink reported that total ridership increased 2.8% compared to February 2015. Fixed-route ridership increased 0.4%, contracted ridership increased 7.4% and demand response ridership decreased 1.4% compared to February 2015.

He noted that ridership increased for the first time since February 2015. This was aided by an extra day of service on Leap Day but also by better daily averages than we have had in a number of months.

Average weekday total ridership decreased 2.0%, Average weekday evening ridership decreased 7.4%, average Saturday ridership increased 2.5% and average Sunday ridership increased 8.3%

Mr. Schweitzer asked how the 28th Street Route into Cascade Township was performing. Mr. Wisselink replied that ridership is positive with an average of 155 rides per day. We also had a total of 759 GO!Bus trips in Cascade Township in February.

4. February 2016 Paratransit Ridership Reports:

Ms. Joyce reported that total monthly paratransit ridership for February 2016 decreased 2.0% from February 2015. ADA ridership increased 2.8%, NDS ridership decreased 20.9%, PASS ridership decreased 19.5% and Network 180 ridership decreased 11.0% from February 2015.

On-time performance for GO!Bus/PASS during the month was 91.37%. Average cost per GO!Bus/PASS trip decreased 3.1% from February 2015.

She noted that her department has reached out to various senior apartment complexes in Cascade Township to offer travel training services for fixed route service.

Mr. Varga commented that we have been offering travel training assistance for years, however, many other transit systems are just starting to offer this service.

5. Certification of 2016 Public Transportation Millage Levy:

Mr. Hartley noted that a resolution is attached which authorizes the levy of 1.47 mills to cover FY 2017 expenses based on current services. This millage collection would be included on July 2016 tax bills.

6. Contract Amendment for Smartcard Fare Collection System:

Mr. Ghearing noted that at the January 2016 Board meeting, the Board approved a contract with INIT in the amount of \$3,524,660 for the Smartcard fare collection system. At the time, we thought we could procure certain items of computer hardware and software – namely servers, workstations, operating systems and database licenses and perhaps at a lower cost than INIT. This has turned out not to be the case.

Since these items and their cost were included in INIT's original proposal to us, there is no need to conduct a separate procurement. INIT's current price of \$204,388 actually reflects a price reduction of 26.6% from their original proposal.

It was determined that items 2-4 and 6 would be put on the Consent Agenda and item 5 would be put on the Regular Agenda and that a vote will be taken on action items upon arrival of a quorum.

Mr. Cochran and Mr. Schweitzer gave a brief update on the planning process in Kentwood and Wyoming for the Division corridor.

Ms. Holt arrived and a quorum was present. Mr. Schweitzer called the meeting to order at 8:52 a.m.

PUBLIC COMMENT - No comments.

1. Minutes of March 23, 2016 Performance Oversight Committee Meeting:

Mr. Schweitzer asked for corrections to the March 23, 2016 minutes. None were offered. The minutes stand approved as written.

Voting:

A motion was made by Cochran, supported by Gelderloos, to recommend approval of item 2) Monthly Financial Statements for March 2016, item 3) February 2016 Ridership and Productivity Report, item 4) February 2016 Paratransit Ridership Report, and item 6) Contract Amendment for Smartcard Fare Collection System. Motion passed unanimously. (Consent Agenda)

A motion was made by Gelderloos, supported by Cochran, to recommend approval of item 5) Certification of 2016 Public Transportation Millage Levy. Motion passed unanimously. (Regular Agenda)

The meeting was adjourned at 8:54 a.m.



Robin Crothers, ITP Board Secretary

MINUTES OF
STRATEGIC PLANNING COMMITTEE

April 20, 2016

ATTENDANCE

Committee Members Present: Charis Austin, Jack Hoffman, Stephen Kepley, Aaron Smith, Paul Troost, Michael Verhulst

Committee Members Absent: Rosalynn Bliss

Staff Present: Kathy Anderson, Robin Crothers, Rod Ghearing, Alan Hartley, Meegan Joyce, Jennifer Kalczuk, Brian Pouget, Liz Schelling, Peter Varga, Scott Walsh, Mike Wieringa, Kevin Wisselink

Others Present: Laurel Joseph(GVMC), Bill Kirk(DGRI), Asher Lockwood(Student), Watchdog Miller(Citizen), Josh Naramore (Mobile GR/Parking Services)

Mr. Hoffman called the meeting to order at 4:00 p.m.

PUBLIC COMMENT – No public comment.

COMMITTEE ITEMS:

1. Minutes of March 23, 2016 Strategic Planning Committee Meeting:

Mr. Hoffman asked for corrections to the March 23, 2016 minutes. None were offered. The minutes stand approved as written.

2. Silver Line Free Fare Zone Proposal:

Mr. Wisselink explained that we are asking for Board approval on the implementation of a free fare zone for the Silver Line in downtown Grand Rapids as a ten-month pilot program starting on September 1, 2016 going through June 30, 2017. The fare revenue is to be fully covered by the City's Mobile GR/Parking Services Department. Action taken by the ITP Board is pending approval by the Grand Rapids City Commission. The Grand Rapids Parking Commission unanimously approved the free fare zone for the Silver Line as part of a larger package of changes/improvements at their meeting on April 14, 2016.

Downtown Grand Rapids Inc. and Grand Rapids Mobile GR/Parking Services Department are looking to expand transportation choices in downtown Grand Rapids.

They are working with The Rapid in two ways to make this happen. First, they are realigning downtown DASH shuttle routes to create greater frequency and more connectivity

As a necessary complement to these DASH changes, the city of Grand Rapids' Mobile GR/Parking Services Department also intends to sponsor free downtown rides on the Silver Line north of Wealthy for a pilot program running from September 1, 2016 through June 30, 2017. This frequent downtown service on the Silver Line complements the proposed DASH routing and creates a downtown mobility network. These services will help DGRI and Mobile GR/Parking Services to create a multi-modal downtown transportation network that will help them with their goal to encourage a mode shift to alternates from the single-occupant automobile.

To determine how much fare revenue would be lost through this change, Rapid staff calculated the downtown usage of Silver Line stops by looking at inbound boardings north of Wealthy and outbound alightings north of Wealthy – trips that do not leave downtown. Using this ridership, staff used the average fare collected to come up with a monthly revenue cost of \$8,965 per month that Mobile GR/Parking Services has agreed to sponsor over the course of the one year pilot program. The Rapid, DGRI and Parking Services will meet regularly to evaluate the effectiveness of the project and determine future sponsorship rates if the downtown free fare zone program is to move forward beyond the pilot.

To implement this change, The Rapid's Fare Enforcement Officers will not check fares north of Wealthy Street. There will be no proof of payment required to ride in this zone. However, as soon as the Silver Line passes south of Wealthy, riders would need to have proof of payment. If someone passes Wealthy without this proof, they would be in violation of The Rapid's fare ordinance and subject to fines. If someone boards and gets off the Silver Line north of Wealthy they will not need to obtain payment.

Staff feels this presents an excellent opportunity to partner with the city of Grand Rapids and encourage transportation choices in the downtown Grand Rapids area. The nature of fare collection on the Silver Line makes it very possible to create a limited free fare zone. There are no financial concerns as the lost fare revenue will be fully covered. Therefore, staff recommends entering into this agreement with Grand Rapids Mobile GR/Parking Services and DGRI.

He mentioned that Bill Kirk from DGRI and Josh Naramore with Mobile GR/Parking Services are here to answer questions.

Mayor Kepley asked how we will prevent free rides south of Wealthy. Mr. Varga explained that it will be done with fare enforcement and education. He explained that Rapid Security Manager Mike Wieringa is developing a plan for fare enforcement and has been in contact with other transit systems that have a free fare zone.

Mayor Kepley is uncomfortable with the ability to prevent free rides south of Wealthy. He noted that there have already been reports of free rides on the Silver Line and he feels we need a better procedure.

Josh Naramore of Mobile GR/Parking Services commented that they researched various systems that have a free fare zone for solutions to this problem. He noted that there will be more remote parking lots in the area and more targeted fare enforcement in that zone. A free fare zone also makes it likely that you will gain riders on the route that otherwise wouldn't have started riding.

Bill Kirk of DGRI noted that many employers and business partners involved are very excited about this service and he assured the committee that DGRI is dedicated to the marketing and education of the program.

Mayor Kepley understands that it makes sense in the downtown area, however, he believes the potential for free rides going south on Division is a problem.

Mr. Varga noted that this is a pilot program and if we are not satisfied with how the service is working we will consider other options. This is an effort by the city of Grand Rapids to encourage multimodal options and this is one part of that.

Mayor Kepley asked if data from this route shows that fare revenue is lower than expected, will Mobile GR/Parking Services pay the difference.

Josh Naramore replied that fare enforcement was The Rapid's main concern with this program. He explained that they are working on developing a long term revenue project partnering with employers to pay for the service after the pilot program period, however, they do have a built-in contingency in the revenue they agreed to pay during the pilot period. He noted that if the fare enforcement issues become unsurmountable, they will come up with other options to correct the situation.

Mr. Smith supports the program and is confident that we have the ability to work through the fare enforcement issue.

A motion was made by Smith, supported by Austin, to recommend approval of the Silver Line Free Fare Zone Proposal. Motion passed, with 6 in favor and 1 opposed (Kepley). (Regular Agenda)

3. Route 19 Realignment:

In August 2012, The Rapid implemented Route 19, as a result of the successful millage in May 2012 promising 15-minute frequencies during peak times (6-9AM & 4-6:30PM) on Michigan St. from downtown Grand Rapids east to Fuller Ave. Since implementation, Route 19 has been the lowest performing route in the system in terms of ridership and efficiency with an average of 112 trips a day. Therefore, staff asked for and received Board approval to conduct public outreach meetings in March 2016 to gain feedback for a proposed realignment to serve the Oak Industrial Drive area and the Bridge and Seward area on the west side of Grand Rapids.

Overall, the public input staff received was in support of realigning Route 19. At the public hearings, all feedback received was positive with the exception of the one individual who objected to the realignment. The City of Grand Rapids sent a letter of support of the realignment. The Right Place and businesses on the Oak Industrial Drive corridor have expressed great support for the change and expressed that

transit service in that area was essential to fill the many jobs present in that area. Social media feedback has been overall positive as well

There were concerns raised by businesses located along Fuller north of Michigan who were under the impression that Route 13 was being removed, but once the actual realignment was explained staff received no more comments from them.

While these riders south of Fuller will be negatively impacted by this realignment, alternative routes in walkable proximity are available, and staff believes that the realignment will improve ridership and route efficiency. Staff conducted a Service Equity Study of the proposed change which can be found in Attachment 2 to this item. The study found that everyone living along the Route 19 corridor will still be within ¼ of a mile of an existing bus route and that the service is better on all of these routes compared to Route 19 service, and therefore there are no impacts.

As a result of the overall supportive public comments received and the data showing a need to modify Route 19, staff recommends moving forward with the Route 19 realignment, to be implemented on August 29, 2016.

Mr. Verhulst asked what the definition is for the proximity of walkable for a route change. Mr. Wisselink commented that ¼ to ¾ of a mile is walkable.

A motion was made by Troost, supported by Smith, to recommend approval of the Route 19 Realignment. Motion passed unanimously. (Regular Agenda)

INFORMATION ITEMS:

4. Monthly Financial Statements for March 2016:

Mr. Walsh reported that we received a payment of approximately \$500,000 from MDOT for the closing out of FY 2013. This eliminates the need for capital operating assistance and ended March with a small surplus of \$407,000.

Mr. Hoffman asked about the supplemental funding adjustment from Detroit being overpaid for expenses. Mr. Varga noted that we are still trying to have the funding adjusted to reflect the percent that was allocated to us.

5. February 2016 Ridership and Productivity Report:

Mr. Wisselink reported that total ridership increased 2.8% compared to February 2015. Fixed-route ridership increased 0.4%, contracted ridership increased 7.4% and demand response ridership decreased 1.4% compared to February 2015.

He noted that ridership increased for the first time since February 2015. This was aided by an extra day of service on Leap Day but also by better daily averages than we have had in a number of months.

He reported that ridership is positive in Cascade Township with an average of 155 rides per day.

Mr. Varga noted that this is a positive program for Cascade Township and is a substantial financial contribution to public transit for a township.

6. February 2016 Paratransit Ridership Reports:

Ms. Joyce reported that total monthly paratransit ridership for February 2016 decreased 2.0% from February 2015. ADA ridership increased 2.8%, NDS ridership decreased 20.9%, PASS ridership decreased 19.5% and Network 180 ridership decreased 11.0% from February 2015.

There have been a total of 759 trips in Cascade Township in February.

On-time performance for GO!Bus/PASS during the month was 91.37%. Average cost per GO!Bus/PASS trip decreased 3.1% from February 2015.

7. Certification of 2016 Public Transportation Millage Levy:

Mr. Hartley noted that a resolution is attached for consideration which authorizes the levy of 1.47 mills to cover FY 2017 expenses based on current services. This millage collection will be included on July 2016 tax bills.

8. Contract Amendment for Smartcard Fare Collection System:

Mr. Ghearing noted that at the January 2016 Board meeting, the Board approved a contract with INIT in the amount of \$3,524,660 for the Smartcard fare collection system. At the time, we thought we could effortlessly procure certain items of computer hardware and software – namely servers, workstations, operating systems and database licenses – and perhaps at a lower cost than INIT. This has turned out not to be the case.

Since these items and their cost were included in INIT's original proposal to us, there is no need to conduct a separate procurement. INIT's current price of \$204,388 actually reflects a price reduction of 26.6% from their original proposal.

9. Route & Service Planning Team Service Changes:

Mr. Wisselink noted discussion with area businesses brought to our attention that the trip home for second shift employment in the 44th and Patterson area is not currently served by Route 17 Woodland/Airport as its last trip from the airport leaves at 10:37 PM. The Route and Service Planning Team is implementing one more trip in the evening on Route 17 by taking the last outbound Route 5 bus to Woodland Mall, having it travel to Patterson and 44th and run one more Airport to Kentwood Station trip on Route 17. This trip will begin at 11:19 PM at the airport and pick up employees getting out after 11:00 PM. Once this bus reaches Kentwood Station it will become a Route 5 Wealthy/Woodland bus and run the regular Route 5 route back to Rapid Central Station, arriving at 12:06 AM and providing connection to the last 12:15 AM pullout.

To pay for this the Team is removing an inbound Route 6 Eastown/Woodland trip that left Woodland Mall at 5:31 AM. There were an average of 4 rides/trip on this entire

run, and riders can take either the 5:00 AM inbound trip or the 5:45 AM inbound trip instead. These changes result in a net savings of 12 minutes per day.

We are adding Sunday service on Route 7 West Leonard from 7:41 AM (Standale Meijer) until 7:07 PM (terminate at RCS). This can be accomplished because Routes 6 and 10 had long layover times on Sunday. By changing the way buses are allocated to these routes, the buses on these routes can be shifted to free up a bus that can be used for Sunday service. Westside Sunday service has been a consistent service request from the public, so the Team allocated this available bus to provide Sunday service on Route 7 West Leonard. Because of the movement of the various buses, there is a net cost of 1 hour and 2 minutes each Sunday to provide this service.

Goodwill recently relocated their job center to Sparks Drive by Lake Eastbrook Mall which currently has limited bus service options. We will change the routing of Route 24 Burton Crosstown around Woodland and CenterPoint Malls to provide service to the Lake Eastbrook and Sparks intersection. Locating stops near the intersection of Lake Eastbrook and Sparks puts the bus 0.1 miles from the Goodwill location without having to add any additional service. There is no change in service levels or cost to provide this service and all of the existing stops will continue to be served. It will take a few minutes longer to travel between East Paris/Camelot and Kentwood Station on Route 24.

Mr. Verhulst inquired about changing the time of the Strategic Planning meeting to an earlier time. After an informal survey, the majority of the committee members felt 4pm worked better than 3pm. Mr. Varga will mention this to the Board Chair so the Board can have an internal conversation about options for meeting times.

The meeting was adjourned at 4:39 p.m.


Robin Crothers, ITP Board Secretary

Consumer Advisory Committee Meeting Minutes
April 19, 2016

Attendance

Committee Members Present

Sandra Ghoston-Jones
Anne Larson
Sister Jean Reimer
Steve Burke

Rapid Staff

Meegan Joyce
Kevin Wisselink
Laura Madison

Absent

Laura Kelling
Mary Kinnane
Joe Sibley
Toni Moore

Sandra called the meeting to order.

1) Introductions

ACTION ITEMS

2) Minutes of January 19, 2016 and February 16, 2016 meeting (attached).

There weren't enough members present to vote on the minutes. January and February minutes will be presented again at this committee's next meeting.

3) New Member Approval

There weren't enough members present to vote. This item will be presented again at this committee's next meeting.

INFORMATION ITEMS

4) February 2016 Paratransit Ridership & Productivity Reports (attached)

Overall ridership decreased 2% comparing February 2016 to February 2015. On-time performance was 91.37%, Meegan reported this was due mainly to a lack of drivers but MV was doing several different things to get new drivers.

There were 759 trips to or from Cascade Township during the month. Meegan said that Mary Free Bed had been promoting people to use the new accessible YMCA in Cascade and that Sarah would be reaching out to people in the community for travel training on fixed route buses.

5) February 2016 Fixed Route Productivity Report (attached)

Overall ridership in Routes 1- 44 showed a 0.4% increase due to it being leap year. Ridership decreased in all over services and overall there was a decrease of 2.8% comparing February 2016 to February 2015. Kevin also stated there were 150 or so rides to or from Cascade.

6) Strategic Planning Committee agenda for April 20, 2016 (attached)

Silver Line Free Fare Zone Proposal

Kevin reported The Rapid was working with the City of Grand Rapids to provide free fare on the Silver Line north of Wealthy and going south until the route hit Wealthy. He said the City would be off setting the loss of fares for those trips. It would be a one year pilot meant to enhance the DASH which the City intends to turn into a circular vs. just serving parking lots. If approved by ITP, the pilot would begin in August.

Route 19 Realignment

Route 19 has been operating for 3 ½ years and hasn't performed well. The realignment will offer the same hours of operation only it will service from Seward & Michigan to Maryland and Oak Industrial Drive offering 15 minute service for 1st shift workers. Those who use Route 19 currently have access to other routes.

Route & Service Planning Team Service Changes

Route 17 was said to be utilized most often by people going to work but didn't run late enough to return people working 2nd shift. The route would have a run added to accommodate those shift workers and turn into Route 5, returning to Central Station.

Kevin also reported that with a couple of small tweaks to Route 24, it was possible to free up a bus and add 1 hour service on Sunday for Route 7. There is currently no Route 7 service.

All the proposed changes would start in May if approved.

7) Strategic Planning Committee Minutes for March 23, 2016 (attached)

No questions or comments.

8) New Business

No questions or comments.

9) Old Business

Smart Cards

The pilot for Smart Card use will begin in January of 2017 and be used Grand Valley students. They are scheduled to be ready for public use in 2018.

Labor Negotiations

Meegan said she didn't think there had been any recently. Sandra noted that the dispute would be a shadow for any millage that may be requested of the public.

Laker Line

Kevin said when the new buses are put into use, it would free up some buses that could be used for additional service. He reported the service was set to start in the spring of 2018.

10) Public Comments

No questions or comments.

Next Board Meeting: April 27, 2016

Next CAC Meeting: May 17, 2016

COMMUNICATIONS

MICHIGAN STATE
UNIVERSITY

March 21, 2016



Ms. Robin Crothers
The Rapid
300 Ellsworth Ave SW
Grand Rapids, MI 49503

Dear Robin:

On behalf of the Michigan Political Leadership Program (MPLP) at Michigan State University, we would like to thank you for your support of our 2016 fundraising events. These events were very successful and we are thankful for your continued support.

Because of your support and dedication, we can continue offering 24 annual leadership fellowships to Michigan residents committed to the betterment of our state. Since 1992, nearly 600 Michigan citizens have benefited from this unique opportunity. As a result, close to over 50% of our graduates are serving or have served in leadership positions in local offices throughout the State.



**Institute for
Public Policy and
Social Research**

Michigan Political
Leadership
Program

College of
Social Science

509 E. Circle Drive
321 Berkey Hall
East Lansing, MI
48824-1111

517-353-0891
Fax: 517-432-1544
ippsr.msu.edu/MPLP

Again, thank you for your support and your commitment to Michigan's future by supporting the Michigan Political Leadership Program. Your commitment has helped Michigan citizens access the knowledge and tools necessary to become effective leaders.

We look forward to seeing you at our next event.

Sincerely,

Anne Mervenne
Co-director

Steve Tobocman
Co-director

Alleged police 'intimidation' prompts vow of action

By Matt Vande Bunte
mvandebru@mlive.com

A student group from Grand Valley State University plans more protests in support of Rapid bus drivers after police officers questioned some members about a sit-in demonstration weeks after it happened.

Grand Rapids Police officers last week knocked on the doors of some students who participated in a Jan. 27 protest that disrupted a meeting of the Rapid's board of directors.

There was no clear reason from police or the city why officers were tracking down demonstrators after such a time lag.

The group's president said the students will not back down from their calls for the six-city public transit agency to maintain an employee pension system.

"It certainly isn't scaring us," said Lindsey Disler, president of the United Students Against Sweatshops chapter at GVSU. "They're not going to stop us. We have a couple actions in the works. We're going to stand with the workers."

Disler's group in January sat down in front of Rapid board members at a meeting and chanted until police arrived and told them to leave. Students staged a similar protest at a Grand Rapids City Commission meeting in November, prompting an immediate adjournment.

Disler declined to comment on the nature of the upcoming protests. City Commission and the Rapid board have meetings scheduled this week.

At least two people recently were questioned by police about the January sit-in, Disler said, calling it an "intimidation tactic."

Grand Rapids Police Lt. Terry Dixon said officers closed the case, then the department was "subsequently asked to reopen the case," and officers conducted routine interviews, almost two months after the incident.

He referred comment on who ordered the case reopened to the city attorney's office. City Attorney Catherine Mish did not return calls for comment.

Officers visited students at their residences, Disler said. It's not clear how police identified students involved in the protest, so Disler said she and some other participants have changed their profile pictures on Facebook.

"There doesn't seem to be much really to go on," Dixon said. "We are standing down. There will be no charges sought."

Rapid bus drivers and mechanics have been working without a contract for several months, and negotiations on a new one have stalled over the board's desire to change the pension system to a defined-contribution retirement plan.

Democratic presidential candidate Bernie Sanders has supported the drivers, while former Mayor George Heartwell has supported the pension change.

The Amalgamated Transit Union wants to

"They're not going to stop us. We have a couple actions in the works. We're going to stand with the workers."

LINDSEY DISLER, GRAND VALLEY STATE UNIVERSITY CHAPTER
PRESIDENT OF UNITED STUDENTS AGAINST SWEATSHOPS

keep the pension, and union leaders are trying to rally public support for their cause by criticizing a recent bus fare increase, a raise for Rapid CEO Peter Varga and illegal actions taken by the public-transit agency in response to

public protests.

U.S. District Judge Janet Neff ruled in December that the Rapid cannot discipline workers for protesting outside officials' homes or at board meetings.

In a subsequent settlement, the Rapid agreed to

let workers distribute leaflets about the labor dispute outside Central Station and pay union legal fees.

Students on Jan. 27 also conducted a fare strike, with several people boarding buses without paying the fare.

With architecture, good design ‘becomes who you are’

City is rife with examples of innovative design.

Pat Evans
 Grand Rapids Business Journal

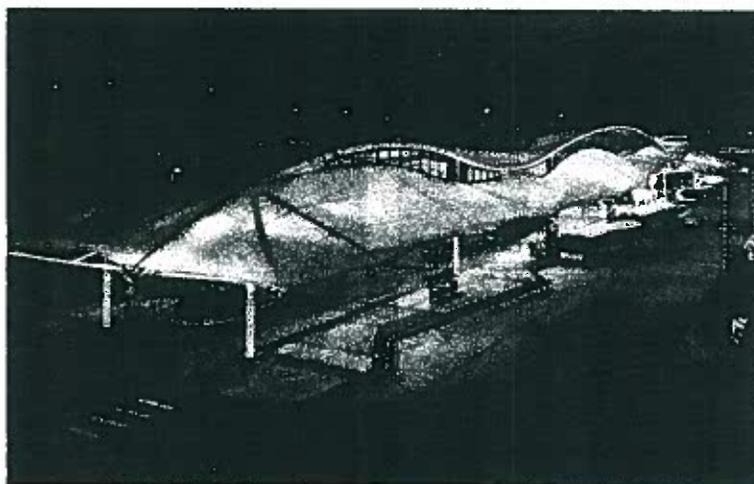
Nestled next to Van Andel Institute, Immanuel Lutheran Church plays an important role.

The 19th century church on Michigan Street NE serves as a beacon of historic architecture at the western edge of a long stretch of modern buildings along the Medical Mile — an example of the kind of architectural contrast that makes Grand Rapids an exciting place to live, said Wayne Visbeen, principal of Visbeen Architects.

The contrasting images are similar to those of Old North Church in Boston, Visbeen said. “Just seeing it is fun — to see that counterpoint.”

Design matters, and Grand Rapids is a hub of innovative work when it comes to both new buildings and renovations.

Visbeen said Grand Rapids has interesting examples of historic architecture as well as new buildings, streetscapes and walkways — all things that matter to people,



ARCHITECT WAYNE VISBEEN cited The Rapid Central Station as an example of design that draws visitors to downtown. Courtesy Experience Grand Rapids

whether they notice or not.

Visbeen cited The Rapid Central Station as an example of great design that entices riders to use the transit system, or at least become more aware of it.

“There’s a peace and a calm that comes with good design,” he said. “People care a lot about it, whether they talk about it or not. After you live in it for a while, it becomes who you are.”

Visbeen, who travels across the country for his residential design work, is excited about what is happening in Grand Rapids. Many of the cities he visits have not seen the resurgence Grand Rapids has, and people he hosts in West Michigan are often surprised by all the excitement coming from a city in Michigan.

Specifically, Visbeen mentioned the constant evolution of Grand

Rapids and the recent renewal of early 20th century buildings such as The Morton and The Rowe.

“Giving them new life — and new kinds of life — is exciting to someone who takes great interest in design,” he said.

Much of the excitement stems from the philanthropic money circulating in Grand Rapids, he said, but it also has a lot to do with the developers and designers working on downtown developments.

The design of the buildings’ interiors, although not as obvious as the exteriors, is changing, too, and Grand Rapids has an advantage over many other markets in the innovative office furniture companies that call West Michigan home.

One project Visbeen worked on and that he said helps to foster the excitement is the CWD Real Estate Investment offices at 50 Louis St. NW. He said both he and CWD Managing Partner Sam Cummings wanted to maintain the historic feel of the old Masonic Lodge, but also bring a hint of contemporary design to the building.

“When they brought me into the building, my first thought was to keep it — it was such a great space,” Visbeen said. “Then we

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Good design ‘becomes who you are’

◀ **CONTINUED FROM PAGE 1**

floated a contemporary structure in the space. The innovation and reuse of history and creating new and contemporary within that historic context is exciting.”

He also mentioned Rockford Construction and how the developer is giving new life to the west

side of the city by tearing down dilapidated buildings and constructing new ones.

Grand Rapids is on the rise compared to similar-sized cities across the country, he said, and the momentum will continue as more projects are completed, especially if the river can be revitalized.

“People expect a higher level

of design here because they’re exposed to it so much,” he said. “The people developing the city, they care about the architecture and the quality of the buildings. That’s the excitement and the passion I feel of what’s happening in Grand Rapids.”

Poetry in motion

Grand Rapids Poet Laureate **L.S. Klatt** and The Rapid have partnered to showcase poetry written by area elementary and middle school students.

A celebration of the Grand Poems in Rapid Transit project will take place 4:30-5:30 p.m., Tuesday, April 12, at The Rapid Central Station, 250 Grandville Ave. SW.

Students from five after-school programs worked with Klatt to write haiku poems based on the history of transportation in Grand Rapids. The students' poetry was inspired by archival photographs provided by the Grand Rapids Public Library and the Grand Rapids Historical Society.

Haiku is a short form of Japanese poetry that consists of 17 syllables spread over three lines in a 5-7-5 syllable pattern.

Klatt conducted the poetry workshops at the Creative Youth Center, Grandville Avenue Arts & Humanities Cook Center, Living Stones Academy, The Potter's House and Camp Blodgett Club at Alpine Elementary.

The haiku stylings from six students were chosen to represent the project, and the poems were then paired with the historical photos. They will be displayed on the inside of 150 Rapid buses starting this month, with two in each bus.

"We are excited to be a part of this program. It's a great way for The Rapid to support arts education for the young people in our community and to provide our riders with something to brighten their day during the ride," said **Jennifer Kalczuk**, external relations manager for The Rapid.

Klatt, a Calvin College professor, began his three-year term in April 2014.

The poet laureate program has been run by the Grand Rapids Public Library since 2012 and is funded by an endowment from the Dyer-Ives Foundation.

Transit, a hot topic in the region, will take a new conversational path later this week as the 2016 Public Transportation and Universities Conference rolls into Grand Rapids.

The four-day conference launching April 16 will be hosted by Grand Valley State University and The Rapid at the Amway Grand Plaza, and is expected to draw more than 150 attendees.

Chris Swank, manager of operations for the GVSU Pew Campus, said the conference is an excellent opportunity for Grand Valley and The Rapid to showcase a unique partnership and gain valuable insight from agencies around the country.

"We are excited to welcome our transit colleagues to our hometown," said Swank.

The event is intended to promote innovation in transit services for college and university communities and covers a number of topics, such as: communication to students; safety and security; financing for transit services; parking policies; technology; bike-share programs; planning and sustainability; and university and transit partnerships.

Speakers will include: **Peter Varga**, CEO of The Rapid; **James Bachemeier**, vice president for finance and administration at GVSU; **Andrew Johnson**, member of the American Public Transportation Association board of directors, chair of the APTA Small Operations Committee and general manager of Connect Transit in Illinois; and **Michael Melaniphy**,

president and CEO of APTA.

Industry experts expected to present at the conference include **Lolo Kazue Robison**, director of marketing at Capital Area Transportation Authority, **Amy E. Hill**, director of marketing for South Bend Public Transportation Corp., **Robert Aguirre**, commercial sales director for Proterra Inc., **Philip Muse**, associate principal of Wendel, **Bobby Stone**, director of parking and transportation at the University of Texas at Austin, and **Amy L. Snyder**, customer service manager at Champaign-Urbana Mass Transit District.