



Board Members

Stephen Kepley, Chair			David Bilardello, Vice-Chair		
Charis Austin	Rick Baker	Rosalynn Bliss	Gary Carey	Tracie Coffman	Randy Gelderloos
Steven Gilbert	Andy Guy	Jack Hoffman	Robert Postema	Terry Schweitzer	Amna Seibold
Paul Troost					

RAPID BOARD ANNUAL MEETING

January 30, 2019 - 4:00 p.m.

Rapid Central Station Conference Room, 250 Grandville SW

AGENDA

	<u>PRESENTER</u>	<u>ACTION</u>
1. PUBLIC COMMENT		
2. ELECTION OF OFFICERS	Board Chair	Approval
3. MINUTES – December 5, 2018 Board Meeting	Board Chair	Approval
4. AGENDA ITEMS		
a) FY 2018 Audit Report	Linda Medina	Approval
b) Amended Agreement with GVSU	Nick Monoyios	Approval
c) Laker Line Security & Access Control Services	Nick Monoyios	Approval
d) Legal Services	Judy DeVries-Eppinga	Approval
e) FY 2019 Fixed Route Report Card Standards	Conrad Venema	Approval
f) FY 2019 Paratransit Report Card Standards	Brian Pouget	Approval
g) Consumer Advisory Committee Appointments	Brian Pouget	Approval
5. STAFF REPORTS - Questions		
a) December 2018 Financial Report		Information
b) Ridership & Productivity – October/November 2018		Information
c) Paratransit Ridership – October/November 2018		Information
6. CEO’S REPORT	Andrew Johnson	Information
7. CHAIR’S REPORT	Board Chair	Information
8. COMMITTEE REPORTS		
a) Future Planning & Technology Committee	Comm. Chair	Information
b) Present Performance & Service Committee	Comm. Chair	Information
9. ADJOURNMENT		

Enclosure: Consumer Advisory Committee for Seniors & Persons with Disabilities (CAC) – Minutes of 1-22-19 Meeting

**MINUTES OF
INTERURBAN TRANSIT PARTNERSHIP BOARD**

December 5, 2018

ATTENDANCE

Board Members Present: Charis Austin, David Bilardello, Rosalynn Bliss, Gary Carey, Randy Gelderloos, Andy Guy, Jack Hoffman, Mark Huizenga, Stephen Kepley (Chair), Robert Postema, Terry Schweitzer, Amna Seibold, Paul Troost, Michael Verhulst

Board Members Absent: Tracie Coffman

Staff: Michael Bulthuis, Lisa Clapp, Robin Crothers, Whitney Ehresman, Nancy Groendal, Andrew Johnson (CEO), Meegan Joyce, Laura Madison, Linda Medina, Nick Monoyios, Brian Pouget, Dina Reed, Liz Schelling, Steve Schipper, Mary Spalding, Conrad Venema, Mike Wieringa

Others: Derron Hughes (ATU Local 836), Watchdog Miller, Chris Swank (GVSU)

Mayor Kepley called the meeting to order at 4:00 p.m.

1. PUBLIC COMMENT

Watchdog Miller stated there have been 119 days now that the veterans and citizens of Grand Rapids have been held hostage by the lapdog policies of Mr. Johnson basically just over stamping Varga's policies. There is no bus service on Christmas, New Year's or Thanksgiving. Others cities have it. We should have it. He had corrections to his comments on the minutes. On Route 14, when the street is blocked, run a block over. Routes 14 & 19 routes have been disconnected. The Rapid canceled Collindale and Oakdale stops with Laker Line. The Rapid could raise funds by charging their own employees for parking in the Amtrak lot illegally. They refuse to ride your own system.

Board members objected to an offensive slur that Mr. Miller used twice during his comments. Mr. Miller was warned by the Board Chair that further use of such offensive slurs would result in his removal from the meeting.

2. MINUTES – September 26, 2018 Board Meeting

Mayor Kepley asked for corrections to the minutes. Mr. Guy requested a clarification on page 4, the last paragraph before item #6. The second sentence in that paragraph will be revised to say " . . . growth in the Michigan Street corridor and the congestion will get worse."

The minutes were approved as revised.

3. AGENDA ITEMS

a) PA 202 Corrective Action Plans

Ms. Reed reported that the Board is asked to approve the Corrective Action Plans for the union and administrative defined benefit pension plans.

She explained that these action plans demonstrate to the Municipal Stability Board that the governing body of ITP is aware that the organization is currently in an underfunded status and to demonstrate that the Corrective Action Plans being submitted are feasible. She noted that although the ITP pension plans are adequately funded, per the requirements set forth in PA 202, we are required to file Corrective Action Plans to become compliant and to be removed from an underfunded status due to lack of timely filing in FY 2017.

Mayor Kepley reiterated that we are in compliance, but need to submit these plans because the appropriate documents were not filed in FY 2017.

A motion was made by Hoffman, supported by Carey, to approve the Corrective Action Plans for the union and administrative pension plans and to submit them to the Municipal Stability Board. Motion passed unanimously.

b) FY 2020 Specialized Services Grant Application

Ms. Reed requested Board approval to submit the FY 2020 Specialized Services operating assistance grant application to MDOT and to authorize the CEO to execute subsequent contracts with MDOT for third party operating assistance with the four recipient agencies – Kent County Community Action, Network 180, Hope Network and Senior Neighbors.

A motion was made by Hoffman, supported by Carey, to approve submitted of the FY 2020 Specialized Services operating assistance grant application to MDOT and to authorize the COE to executive subsequent contracts with MDOT for third party operating assistance with the four recipient agencies. Motion passed unanimously.

c) FY 2020 MDOT Grant Application

Ms. Reed requested Board approval of the FY 2020 Michigan Department of Transportation (MDOT) grant application and to authorize the CEO or his designee to execute a grant contract.

Mr. Schweitzer inquired how many Clean Air Action days are covered with \$100,000 in CMAQ funds requested in the application. Ms. Reed responded that it depends on different factors but we have typically requested anywhere from \$50,000-\$100,000 for this purpose.

A motion was made by Seibold, supported by Bliss, to approve the FY 2020 MDOT grant application and to authorize the CEO or his designee to execute a grant contract on behalf of the Board. Motion passed unanimously. Motion passed unanimously.

d) FY 2019 FTA Grant Application

Ms. Reed requested Board approval of the FY 2019 Federal Transit Administration (FTA) grant application and to authorize the CEO or his designee to execute a grant contract.

A motion was made by Seibold, supported by Bliss, to approve the FY 2019 FTA grant application and to authorize the CEO or his designee to execute a grant contract on behalf of the Board. Motion passed unanimously.

e) Laker Line Project – Direct Payment Authorization

Mr. Monoyios reported that staff was requesting approval for direct payment to Consumers Energy for the initial platform electrical installation and setup fees for an amount not to exceed \$250,000. These funds are included in the existing authorized project construction budget.

He explained that most of the project funds were being expended by the project's Construction Manager at Risk (CMAR) within their construction bid packages. However, any utility installation and setup fee is typically administered by the project owner and not the CMAR. The owner has the ability to directly pay the utility and the CMAR would need to enter into a negotiable contract which would delay the project schedule. The Rapid will pay this cost directly to Consumers Energy using Laker Line grant funds. Board approval is necessary since the total is over \$100,000.

Mayor Bliss asked if The Rapid is planning to use any type of solar power at the stations or at park and ride lots. Mr. Monoyios responded that there are no plans at this time to use solar energy, but this could be investigated at a later date.

A motion was made by Huizenga, supported by Carey, to authorize execution of a purchase order with Consumers Energy for electrical installation and setup for connection with the platform construction for the Laker Line BRT in an amount not to exceed \$250,000, using existing project funds. Motion passed unanimously.

f) 2019 Meeting Schedule

Mayor Seibold inquired about the Annual Meeting notation for the January 30, 2019 Board meeting. Mr. Johnson stated that the Annual Meeting refers to election of officers.

Mayor Kepley noted that this is the last Board meeting for Mark Huizenga and Mike Verhulst. He thanked them for their service.

A motion was made by Hoffman, supported by Carey, to approve the 2019 meeting schedule as presented. Motion passed unanimously.

4. STAFF REPORTS – Questions

a) October 2018 Financial Report – no questions.

b) Ridership & Productivity – August/September 2018

Mr. Hoffman stated that he was pleased to see that ridership is improving. He mentioned that Route 19 looks good.

c) Paratransit Ridership – August/September 2018

Mayor Huizenga commented on an article in the Wall Street Journal about paratransit service using vouchers and taxicabs in New York City. It indicated there are demands but the service is costly.

d) FY 2018 4th Quarter/Annual Fixed Route Report Cards – no questions.

e) FY 2018 4th Quarter/Annual Paratransit Report Cards – no questions.

f) FY 2018 4th Quarter/Annual Rideshare Reports – no questions.

5. CEO'S REPORT

Mr. Johnson reported that we are moving along with the Laker Line project. FTA recently came to The Rapid for a quarterly review of the project. A tour of the corridor was provided. FTA staff were very pleased with the project. We are looking forward to the groundbreaking, which should happen in the spring of 2019.

Ford City of Tomorrow Challenge was recently held in Grand Rapids which identifies opportunities to create an immediate impact for residents in terms of improved mobility and support long-term enhancements to help people get around. Mr. Johnson noted that he was asked to participate in the process. An award was presented to Kaizen Health as the pilot winner. The Rapid will work with Kaizen Health regarding transportation for medical needs.

The runner up for the City of Tomorrow Challenge was Looking Bus. This company focuses on the safety of bus operation for people with disabilities and specifically visual impairments. The Rapid is working with Looking Bus to learn more about their products.

Mr. Johnson thanked Mayor Huizenga and Mike Verhulst for their service on the Rapid Board.

Mr. Johnson announced the upcoming retirement of Meegan Joyce who was retiring at the end of 2018. She has worked in/managed the Special Services Department for several years. He thanked Meegan for her excellent work over the years.

Mayor Kepley asked about the level of employees, especially bus operators. Mr. Johnson responded that we were down three maintenance technicians and five bus operators. We continue to search in every venue possible to obtain the best candidates. Much of the recent turnover is due to retirements.

Ms. Groendal commented that in administration we are currently in the process of hiring managers for Information Technology, Grants, Special Services, and Communications. We are also hiring a buyer position in the Purchasing Department. She noted there is a class currently in revenue training for bus operators with another class starting in January 2019.

Mayor Bliss mentioned talking with GRCC M-TECH regarding maintenance technicians. Mr. Johnson stated that we are working with this organization.

In response to a question from Mr. Guy, Mr. Johnson indicated that we will be having a groundbreaking event for the Laker Line in mid to late May 2019. We will receive our first two articulated buses for the Laker Line in early May.

Mayor Kepley asked about the status of the work on the Comprehensive Operational Analysis (COA). Mr. Johnson stated that staff is currently drafting the scope of work which will go to the Present Performance & Service Committee and the Future Planning & Technology Committee in January. The RFP is expected to go out in early 2019 with a consultant onboard ready to start the project in late spring/early summer. The COA will take several months and a final report would be available possibly in early 2020.

6. CHAIR'S REPORT

Mayor Kepley thanked Board members for participating on the committees. Board officers will be elected at the January Board meeting. He would be willing to serve another year if that is what the Board wants.

He mentioned that 2018 has been a very busy year. He noted it was great to have a new CEO onboard.

7. COMMITTEE REPORTS

Future Planning & Technology Committee: Terry Schweitzer noted that the committee has had two meetings so far, with a third meeting scheduled for January 7, 2019 at 8:00 a.m. They have discussed committee responsibilities for the next year, including development along the Silver Line corridor, expanding on-demand service, technology, last mile service, partnerships, TOD, defining mobility with a regional focus, the Align Study, the COA how to maximize revenue and goals for the future. He mentioned that the committee will need to help in identifying guiding principles for the COA.

Present Performance & Service Committee: David Bilardello stated that the committee has met twice. Some areas of focus are the COA and its relationship with Align Study, on-time performance, monitoring Route 19 and the new DASH, and the Grandville transit station.

Finance Committee: Mayor Kepley reported that the Finance Committee has met once. At that meeting, the committee received a brief pre-audit presentation from BDO Seidman. The Finance Committee will monitor pension investments, determine the method for determining annual administrative pay range adjustments keeping up with the market and within budget.

Mayor Seibold stated that staff should determine pay range adjustments. The Finance Committee should work on generating new revenue sources, including CNG retail sales. She mentioned the possibility of administrative staff moving to Rapid Central Station at some point with leasing potential for the Ellsworth Building. The committee would need to determine how to assist with the budget process and in developing budget assumptions.

8. ADVISORY COMMITTEE REPORT

a) Consumer Advisory Committee for Seniors & Persons with Disabilities – no report.

9. BOARD MEMBER COMMENTS

Mayor Kepley noted there have been a lot of changes in 2018. He recently changed staff reports on the Board agenda as read only with no presentation from staff. Questions could be addressed at the meeting. He asked Board members to let him know if they wanted to go back to having presentations by staff.

Mr. Verhulst expressed his appreciation for being a part of the Rapid Board for the last four years. He has learned a lot about how public transit works and gained a new perspective on it. He thanked Mayor Kepley for his great leadership on the Board.

Mayor Seibold thanked Mayor Huizenga and Mr. Verhulst for their service on the Rapid Board.

Mr. Troost thanked Mayor Huizenga and Mr. Verhulst for their service on the Rapid Board.

Ms. Austin thanked The Rapid for sponsoring Motivational Mondays on Fox 17. The Association for the Blind & Visually Impaired was the nonprofit organization that was talked about this week. There is a link that she offered to forward if anyone wanted to see it. It was very well done. She was asked to participate and appreciates the opportunity.

Mr. Carey thanked Mayor Huizenga and Mr. Verhulst for their service on the Board. He also thanked Meegan Joyce and Brian Pouget for speaking to a group of retirees at his request.

Mayor Kepley appreciated Mr. Verhulst's service on the Board. He congratulated Mayor Huizenga on his future position as a state representative in Lansing and thanked him for his service on the Board.

Mr. Bilardello thanked Mayor Huizenga and Mr. Verhulst for their service on the Board. He thanked Mayor Kepley for his time and commitment over the past year as Board Chair. He mentioned that it is great working with Mr. Johnson as the new CEO.

Mr. Gelderloos thanked Mayor Huizenga and Mr. Verhulst for their commitment on the Rapid Board and wished Mayor Huizenga success in his new position in Lansing.

Mayor Bliss expressed her thanks to Mayor Huizenga and Mr. Verhulst for their service on the Board. She thanked Mr. Johnson for his participation in the Ford City of Tomorrow Challenge.

Mayor Huizenga thanked everyone for their comments and thanked Mr. Verhulst for his service. He noted that he has always felt welcome. He noted the importance of the Walker Latent Demand Study.

Mr. Schweitzer thanked Mayor Huizenga and Mr. Verhulst for their service. He thanked Mayor Kepley for his great leadership on the Board. He also thanked Mr. Johnson for his great communication efforts with the Board.

Mr. Guy thanked Mayor Huizenga and Mr. Verhulst for their service on the Board.

Mr. Postema thanked Mayor Huizenga and Mr. Verhulst for their time and service and wished them good luck in the future. He stated that he likes the feedback and updates. He also likes the new format of not providing presentations on staff reports with just questions.

The meeting was adjourned at 5:01 p.m.

Respectfully submitted,


Robin Crothers, Board Secretary



Date: January 16, 2019
To: ITP Board
From: Nick Monoyios, Laker Line Project Manager
Subject: AMENDED AGREEMENT WITH GRAND VALLEY STATE UNIVERSITY

ACTION REQUESTED

Authorization is requested from the ITP Board to execute an amended agreement with Grand Valley State University (GVSU) outlining the terms and conditions of Laker Line Bus Rapid Transit (BRT) service provisions. A resolution authorizing the CEO to execute an amended agreement with GVSU is attached for Board approval.

BACKGROUND

In December 2013, the ITP Board authorized the execution of a 10-year agreement to provide GVSU services between campus locations. The contracted cost was based on a determined hourly rate per revenue hour (less State operating assistance). This rate has been annually revised based on Board policy to recapture costs associated with special service contracts, audited financial statements and National Transit Database operating information.

The Laker Line BRT is scheduled to begin revenue service in August 2020. The hourly operating cost of BRT service is higher than traditional fixed route, and the FTA requires a minimum threshold of annual operating hours for BRT. Both the increased cost per hour and annual operating hours have been estimated and a schedule of expected annualized escalatory cost increases have been agreed upon with GVSU and exhibited in the amended contract.

The cost schedule included in this amendment includes a provision to charge GVSU the hourly rate for fixed route for the first year of BRT operations in order to accurately assess the real BRT operating cost per hour. The resulting BRT hourly cost will be applied to GVSU for the second year of operations (less State operating assistance) and revised annually per original contract provisions.

Except for this amendment, the terms and conditions of the 2013 executed GVSU service contract shall continue in full force and effect.

This amended agreement has been reviewed and approved by The Rapid's legal counsel.

INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION NO. _____

Fiscal Year 2019

Moved and supported to adopt the following resolution:

Approval to authorize the execution of the amended GVSU service agreement.

BE IT RESOLVED that the CEO is hereby authorized to execute the amended GVSU service agreement outlining the terms and conditions of Laker Line BRT service provisions on behalf of the Interurban Transit Partnership Board, in accordance with the information presented to the Board on January 30, 2019.

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: January 14, 2019

To: ITP Board

From: Mike Wieringa, Security Manager
Mark Fedorowicz, Procurement Manager
Nick Monoyios, Laker Line Project Manager

Subject: LAKER LINE SECURITY & ACCESS CONTROL SERVICES PROJECT

ACTION REQUESTED

Staff is requesting authorization from the Board of Directors to execute a change order to the existing contract with Knight Watch in the amount of \$736,350. The change order will cover cameras, servers and software and labor to install 222 cameras at stations along the Laker Line route as well as at the Laker Line light maintenance facility. Staff is also requesting a 10% contingency to cover unforeseen circumstances associated with the construction of the Laker Line. These funds are included in the existing authorized project construction budget of \$44,232,000, and no local funds will be used.

BACKGROUND

In June of 2016, staff brought to the Board an action item to purchase new security cameras, servers and assorted hardware in the amount of \$449,160 to develop a cohesive security system. The existing security camera system dated to the construction of the Rapid Central Station in 2004. Due to the age of our original technology investment and the pieces that have been added since (Kentwood Station, Silver Line, Butterworth, Amtrak), there was a need to both modernize our system as well as improve the cohesiveness of the system.

While staff tried to anticipate camera needs as much as possible, the Laker Line project had not yet been approved by the Federal government. As a result, it was not included in the original contract. Now that the Federal Laker Line funds have been approved, it is staff's intention to initiate a change order to the original contract in the amount of \$736,350. The Laker Line will require 222 cameras of various types that will be installed in both the light maintenance facility and among the 26 stations.

PROCUREMENT

The ITP went through a competitive procurement two years ago to replace antiquated security technology (see Attachment A). That procurement was won by Knight Watch. Key to the replacement of the technology was the need to create a cohesive security camera system as opposed to the previous system that had several different operating systems as well as camera type that did not operate effectively together.

From the beginning, staff pursued a "sole source procurement" with Knight Watch to maintain the cohesion that had been attained by going with an all Knight Watch system. Staff had discussed this issue with the Federal Transit Administration (FTA) and they were in complete agreement with our rationale to use Knight Watch rather than risk the cohesion of the system that was created two years ago.

Staff requested pricing from Knight Watch for comparable cameras and equipment from both the 2016 installation and the current project. Prices were very comparable considering that camera technology has improved significantly in just the past two years. Overall, prices increased 4.4% over a two year period. This is less than the current inflation rate of 3%. Server prices are also down more than 15% from the 2016 procurement.

FUNDING SOURCE

Funding for the project comes entirely from funds received from the Federal Transit Administration and the State of Michigan for the Laker Line BRT Project. No local funds are required.

INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION NO. _____

Fiscal Year 2019

Moved and supported to adopt the following resolution:

Approval to execute an agreement for security and access control equipment for the Laker Line BRT project.

BE IT RESOLVED that the CEO is authorized to execute an agreement with Knight Watch Security for the purchase of security and access control equipment for the Laker Line BRT project at a cost not to exceed \$736,350, plus a 10% contingency for unforeseen circumstances, in accordance with information presented to the ITP Board on January 30, 2019.

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: October 3, 2016
To: Performance Oversight Committee
From: Michael Wieringa, Security Manager
Mark Fedorowicz, Purchasing Manager
Subject: Security and Access Control Services Project

ACTION REQUESTED

Authorization to enter into a five-year, multi-phase agreement with Knight Watch Inc. to provide Access Control and Security Camera services.

BACKGROUND

The existing security system dates to the construction of the Rapid Central Station in 2004. Since that time, equipment has exceeded its useful life (many units more than 12 years old) and new technology, both hardware and software, has been introduced that the Rapid could take advantage of.

As part of our ongoing efforts to ensure safety and security across all our facilities, staff initiated a five-year multi-phase access control and security camera upgrade project with a single vendor to obtain consistency that can be maintained across the organization. Each phase will represent a specific task order and each task order will be presented to the Board either as an action item (if more than \$100,000) or an Information Item.

PROJECT SCOPE

The overall purpose of the project is two-fold. First, staff is proposing to create a single, unified surveillance system that allows the systems throughout all of our facilities to work together. Second, staff seeks to replace antiquated cameras, equipment and software that are past replacement (e.g. Rapid Central Station and platform cameras are more than 12 years old) with updated technology.

The new cameras and software will allow us to better identify accidents and incidents that occur. Staff has identified more than 200 cameras that need to be replaced (valued at \$258,000), as well as licenses (\$65,000), servers (\$50,000) and hardware and software (\$75,000) and access control systems (\$74,100) over the five-year duration of the contract.

The FTA recognizes the need for continuous improvement in our security processes and procedures by requiring a minimum of 1% of our capital grants be expended for security purposes annually. As a result, the Rapid is recommending a five-year, phased-in program to take advantage of annual federal funding to cover the cost of the project.

PROCUREMENT

The ITP elected to issue this procurement as a Request for Qualifications so that we could determine which vendor has the best understanding of our project, and the best equipment, service, staff and pricing. That process included the costing of phase I of the project, which totals \$84,606 and will include licenses, software, encoders, power supplies and other miscellaneous items.

The ITP received four proposals on the solicitation. Proposals were received from Motorola Solutions, Mid-State Security, Secur Alarm and Knight Watch. The proposals were evaluated and scored by the evaluation team, consisting of Mark Fedorowicz, Steve Clapp, Seth Horton (Progressive AE) and Mike Wieringa. After scoring was completed, offers of interviews were sent to Mid-State Security, Secur Alarm and Knight Watch. Motorola Solutions was removed from the process due to non-compliance with the scope of the project. After interviews, the evaluation team visited sites and conducted reference interviews from clients that are serviced by the finalists.

SCORING

A list of all scores as compiled by our evaluation team along with the pricing for the 1st Phase of the project is shown below.

Supplier Name	Score	Price of Phase I
KNIGHT WATCH	300	\$84,606
SECURE ALARM	280	\$88,276
MID-STATE SECURITY	258	\$99,736

The scoring above indicates that Knight Watch was the clear leader of the firms in the selection process. Knight Watch was also the lowest cost option for Phase I of the project in addition to being the most qualified.

During the vetting process, Spectrum Health Services informed us that due to the nature of their property, they have very high expectations in regards to security surveillance and access control and Knight Watch meets those expectations. Knight Watch also worked with the East Grand Rapids High School and was able to customize a security system to meet their needs.

FUNDING SOURCES

All funding is provided through FTA and MDOT capital assistance grants. There are no local funds required.



Date: January 15, 2019
To: ITP Board
From: Judy DeVries-Eppinga – Senior Procurement Specialist
Subject: LEGAL SERVICES

ACTION REQUESTED

A resolution authorizing the CEO to enter into a 5-year contract for legal services with Foster Swift Collins & Smith PC for General Corporate Legal Services and with Clark Hill PLC for Labor & Employment Legal Services for the period February 1, 2019 through January 31, 2024 is attached for Board approval.

BACKGROUND

ITP requires general legal services, including trial and appellate advocacy in the prosecution and defense of matters, as well as, legal opinions and counsel on a wide range of topics. Additionally, ITP requires labor and employment legal services pertaining to collective bargaining, as well as Human Resources policies and related employment issues. The contracts will be for a five-year term with five additional one-year extensions to be executed at the discretion of the CEO on an annual basis. Claims currently in litigation may be reassigned to new counsel or transferred to the new firm based on management's discretion. For the previous 10-year period, ITP contracted with Miller Johnson Attorneys for general corporate legal services and Clark Hill PLC for labor and employment legal services. Additionally, ITP has and will continue to reserve the right to split contract work by specialty, and/or contract at its discretion with other firms for legal services, as it may require for particular legal matters, for a particular area of legal expertise, or when a conflict of interest may arise.

PROCUREMENT

ITP elected to use a Request for Proposal (RFP) format for this procurement. The scope of work required specific legal counsel with a depth of specialties and related experience. The RFP format provides flexibility to look at a multitude of factors including experience, qualifications, and costs when selecting a firm(s).

The RFP was sent to seven (7) firms; a total of five (5) firms submitted proposals as follows:

- Clark Hill PLC
- Dickinson Wright PLLC
- Foster Swift Collins & Smith PC
- Miller Johnson Attorneys
- Varnum Riddering Schmidt Howlett LLC

Proposals were evaluated based on three (3) key areas: Firm Qualifications, Staff Qualifications, and Fee Schedule. Specifically, proposals were evaluated based on their demonstrated ability to perform the services described in the scope of work. Additionally, the qualifications of proposed legal counsel assigned to ITP were evaluated based on their expertise and experience in furnishing the services

described in the scope of work. Finally, proposed price, both initial and over the term of the contract were considered and weighed in relation to other evaluation criteria and further evaluated to determine reasonableness that costs making up the price were allowable and allocable. The results of the initial proposal evaluations are as follows:

PROJECT 2019-05 - SCORE SUMMARY

	GENERAL CORPORATE LEGAL SERVICES	LABOR & EMPLOYMENT LEGAL SERVICES	
FIRM	Combined Scores	Combined Scores	TOTAL COMBINED
Clark	271	292	563
Dickinson	228	202	430
Foster	283	273	556
Miller	160	156	316
Varnum	215	209	424

Two firms – Clark Hill (CH) and Foster, Swift, Collins & Smith (FS) stood out and were invited to meet with the evaluation team for oral presentation and question and answer sessions. Firms were required to bring key staff to the interview that would be interacting with ITP.

After the interviews, evaluators provided written comments including a 1 or 2 ranking for each firm in each category – General Corporate Legal Services and Labor & Employment Legal Services. The results are as follows:

Interview Summary		
Firms ranked in order of preference - 1 or 2 (First or second choice)		
	General Corporate Legal	Labor & Employment Legal
Clark	2	1
Foster	1	2

As you can see from the table above, CH was the unanimous recommendation for Labor & Employment Legal and FS was the unanimous recommendation for General Corporate Legal.

Both firms represented their firm professionally, emphasized 24/7 availability and prompt response times, a collaborative team approach to serving the legal needs of ITP, municipal experience, a focus on succession planning, continual training and recruitment, and competitive pricing.

Although both firms were deemed capable of providing legal guidance to ITP, there were enough differences to recommend a split contract award resulting in the broadest expertise to guide and protect the interests of ITP in a cost effective manner.

FS is recommended as the primary firm for General Corporate legal services. They were able to describe numerous experiences, handling specific legal issues, as they may relate to ITP, which provided confidence in their ability to represent and support ITP, from a legal perspective. The firm represents 17 transit agencies in the state and has experience working with MDOT and the FTA. Their practice is broad and deep, enabling them to provide services for any of ITP’s legal needs.

Although they presented a solid capability to handle labor and employment issues they have no experience with the Amalgamated Transit Union.

CH was recommended as the primary firm for Labor & Employment legal services. As a current legal provider in this area, their proposal demonstrated extensive experience with ITP labor issues and substantial knowledge of Rapid operations. While CH could capably handle any ITP general legal needs, their demonstrated experience was more prominent in Labor & Employment.

CURRENT HOURLY FEES EXPIRING JANUARY 31, 2019			
FIRM	Partner	Associate	Legal Assistants
CLARK	\$255	\$215	\$110
MILLER	\$326	\$248	\$150

PROJECT 2019-05 - LEGAL SERVICES COST COMPARISON

LEGAL FEES PER HOUR YEARS 1 THROUGH 5 BEGINNING FEBRUARY 1, 2019															
FIRM	Partner					Associate					Legal Assistants				
	Y1	Y2	Y3	Y4	Y5	Y1	Y2	Y3	Y4	Y5	Y1	Y2	Y3	Y4	Y5
Foster	\$220	\$230	\$240	\$250	\$260	\$190	\$200	\$210	\$220	\$230	\$160	\$165	\$170	\$175	\$180
Clark	\$250	\$255	\$260	\$265	\$270	\$210	\$215	\$220	\$225	\$230	\$105	\$110	\$115	\$120	\$125

As you can see from the above tables, proposed legal fees beginning February 1, 2019 are lower than current contract fees for legal services. Additionally, current proposed rates are consistent with comparable rates provided by CATA in Lansing and AAATA in Ann Arbor. Both firms record time in 1/10th increments for billing purposes and the proposed rates are inclusive of fax and local travel costs.

This is a requirements contract; there is no guarantee of a specific level of legal services by the agreement. Average costs for legal services for the past four years were approximately \$275,000 annually.

FUNDING

Funding is contained in the Operating Budget.

INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION NO. _____

Fiscal Year 2019

Moved and supported to adopt the following resolution:

Authorization to approve contracts for legal services.

BE IT RESOLVED that the CEO is hereby authorized, on behalf of the Interurban Transit Partnership Board, to execute 5-year contracts for legal services with Foster Swift Collins & Smith PC and with Clark Hill PLC for the period February 1, 2019 through January 31, 2024, in accordance with the information presented to the ITP Board at the January 30, 2019 meeting.

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: January 10, 2019
To: ITP Board
From: Kevin Wisselink
Subject: FY 2019 FIXED ROUTE REPORT CARD STANDARDS

ACTION REQUESTED

Staff is requesting the Board to approve the FY 2019 Report Card Standards. This item is requested by the Rapid Board in effort to update productivity measurement standards for fixed-route service on an annual basis. In summary, staff recommends maintaining the same standards as last year except for productivity measures which have been adjusted to reflect the goal of a ridership increase based on last year's ridership and productivity measures and for an adjustment to the customer complaints category.

BACKGROUND

Since FY 2004, staff has provided quarterly report cards, keeping the commitment of reporting system performance to the community. These report cards measure service productivity against predetermined standards. Each fiscal year, these standards are updated based on statistical analysis of previous years and the expectations of the following year.

In FY 2015 staff began breaking out performance measures by service type: Fixed Route Service (Routes 1-44 and Silver Line), Contracted Service (GVSU, DASH, GRCC, FSU and vanpool) and Total Service. This was done because looking at the various types can help the Board better understand and evaluate the various service types The Rapid offers. Staff applies performance standards to Fixed Route and Total Service as The Rapid has more control in these areas while reporting on Contracted Service as well. Staff recommends maintaining this multi-pronged approach to looking at performance standards for FY 2019.

METHODOLOGY

Productivity – FY 2018 was another down year for ridership (down 4.7% overall). However, ridership did perform much better over the second half of the year, with the fourth quarter of 2018 being The Rapid's first green light (increase) for ridership in over three years.

Staff continues to feel that a green light should be maintained at greater than 0% (ridership growth) and recommends a standard of **higher than 0% ridership change**. Staff also recommends moving the red light to lower than 5.0% ridership change as a better measure of The Rapid's change in ridership.

Preventable Accidents – There were an average of 1.22 preventable accidents per 100,000 revenue miles in FY 2018, a green light for this category, albeit 0.10 higher than in FY 2017. The Rapid is committed to maintaining high standards, particularly for preventable accidents, and staff recommends maintaining the standard for FY 2019 of **1.50 preventable accidents per 100,000 revenue miles**.

Customer Service – There were an average of 5.53 complaints per 100,000 passengers in FY 2018, higher than the standard of 3.50 complaints and a red light for the year. This increase we have seen over the past few years is probably primarily due to how many different avenues customers have to file complaints, especially through their mobile devices, making it much easier to lodge these complaints. Therefore, staff recommends increasing this standard to meet this new reality to **4.50 complaints per 100,000 passengers for FY 2019**.

In addition, there was an average of 0.31 commendations per 100,000 passengers, up from 0.29 for the previous year. Staff proposes the continued absence of a commendation standard.

On Time Performance – In FY 2013 we began tracking on time performance with real-time GPS units on the buses for the first time and adopted a standard of 83% on-time performance. Actual performance for FY 2018 was 84.25% on-time. One of the priorities of the Comprehensive Operations Analysis to be commenced in 2019 is to improve reliability and on-time performance. For the time being, staff recommends maintaining an **on-time performance standard of 83.0% for FY 2019**.

Cost Effectiveness – Cost effectiveness is measured through Cost per Passenger and Passengers per Mile. Because most of the GVSU service is very productive, cost effectiveness performance for Total Service are generally better than for just Fixed Route Service.

Fixed Route – In FY 2018 Fixed Route Service (Routes 1 -44 and the Silver Line) averaged a cost of \$3.95 per passenger and carried 1.65 passengers per mile. Maintaining the productivity goal of a ridership increase for FY 2019, staff recommends standards for **a cost of \$3.95 per passenger and carrying 1.65 passengers per mile** as the productivity standards for FY 2019, goals we should hit if we were to have a ridership increase.

Total Service – In FY 2018 Total Service (All line haul buses including Contracted services) averaged a cost of \$3.56 per passenger and carried 1.83 passengers per mile. Once again maintaining the productivity goal of a ridership increase for FY 2019, staff recommends the Total Service standard of a **\$3.56 cost per passenger and carrying 1.83 passengers per mile for FY 2019**.

As with previous standards, staff recommends adjusting the Total Service standards quarterly based on historical trends, as Total Service productivity tends to fluctuate greatly due to seasonal changes in student ridership levels. The recommended quarterly levels are as follows:

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Average
Cost per Passenger	\$3.28	\$3.17	\$4.22	\$3.76	\$3.56
Passengers per Mile	1.99	1.91	1.64	1.77	1.83

FY 2018 Annual Report Card – Total Service

	<u>2018 Annual</u>	<u>2017 Annual</u>	<u>Change</u>	<u>Standard</u>	<u>Difference</u>
<u>Productivity</u>					
¹ Total Fixed-Route Ridership	10,077,134	10,577,699	-500,565	≥ 0.0%	-4.7%
<u>Safety</u>					
² Accidents per 100,000 Revenue Miles	1.22	1.12	0.10	≤ 1.50	-0.28
<u>Customer Service</u>					
³ Complaints per 100,000 Passengers	5.53	4.55	0.98	≤ 3.50	2.03
⁴ Commendations per 100,000 Passengers	0.31	0.29	0.02	none	n/a
<u>On Time Performance</u>					
⁵ Percentage of On-Time Buses	84.25%	83.90%	0.35%	≥ 83.0%	1.25%
<u>Cost Effectiveness</u>					
⁶ Cost per Passenger (fixed route only)	\$3.56	\$3.10	\$0.46	≤ \$3.10	\$0.46
⁷ Passengers per Revenue Mile	1.83	1.92	-0.09	≥ 1.92	0.09

FY 2018 Annual Report Card – Fixed Route

	<u>2018 Annual</u>	<u>2017 Annual</u>	<u>Change</u>	<u>Standard</u>	
<u>Productivity</u>					
Total Fixed-Route Ridership	7,345,299	7,652,425	-307,126	≥ 0.0%	-4.0%
<u>Cost Effectiveness</u>					
Cost per Passenger (fixed route only)	\$3.95	\$3.47	\$0.48	≤ \$3.10	\$0.85
Passengers per Revenue Mile	1.65	1.72	-0.07	≥ 1.72	-0.07

FY 2018 Annual Report Card – Contracted

	<u>Year-End 2018</u>	<u>Year-End 2017</u>	<u>Change</u>
Total Fixed-Route Ridership	2,731,835	2,925,274	-193,439
Cost per Passenger	\$2.51	\$2.16	\$0.35
Passengers per Revenue Mile	2.58	2.76	-0.18

Note: There are no specific standards attached to Contracted Services.

FY 2019 Report Card Standards Summary

Category	Measurement Standard			
<u>Productivity</u>				
¹ Total Ridership	Trending over past years	> 0.0%	≤ 0.0% and > -5.0%	≤ -5.0%
		> 0.0%	≤ 0.0% and > -5.0%	≤ -5.0%
<u>Preventable Accidents</u>				
² Preventable Accidents per 100,000 Miles	Trending over past years	-	-	-
		≤ 1.5	>1.50 and < 1.75	≥ 1.75
<u>Customer Service</u>				
³ Complaints per 100,000 Passengers	Trending over past years	-	-	-
		≤ 4.50	> 4.50 and < 6.00	≥ 6.00
⁴ Commendations per 100,000 Passengers	None	n/a	n/a	n/a
<u>On Time Performance</u>				
⁵ Percentage of On-Time Buses	Fixed standard	-	-	-
		≥ 83.0%	< 83.0% and > 80.0%	≤ 80.0%
<u>Cost Effectiveness</u>				
⁶ Cost per Passenger (fixed route only)	Projected fixed-route operating expenses divided by ridership projection	-	-	-
		≤ \$3.95	> \$3.95 and < \$4.31	≥ 4.31
		≤ \$3.56	> \$3.56 and < \$3.90	≥ \$3.90
⁷ Passengers per Mile	Projected ridership/route growth	-	-	-
		≥ 1.65	< 1.65 and > 1.47	≤ 1.47
		≥ 1.83	< 1.83 and > 1.63	≤ 1.63

Fixed Route specific measures are in **BLUE** and total services specific measures are in **ORANGE**

¹ Total passengers carried on The Rapid line haul services (Regular fixed and contracted services excluding GO!Bus and vanpool).

² Total number of preventable accidents per 100,000 miles. "Preventable" is defined as any accident involving a company vehicle that results in property damage and/or personal injury in which the employee failed to exercise every reasonable precaution to prevent the accident.

³ Registered complaints logged by customer service via phone, mail, walk-in or by email regarding the fixed-route system. Late bus complaints due to the weather conditions are not included.

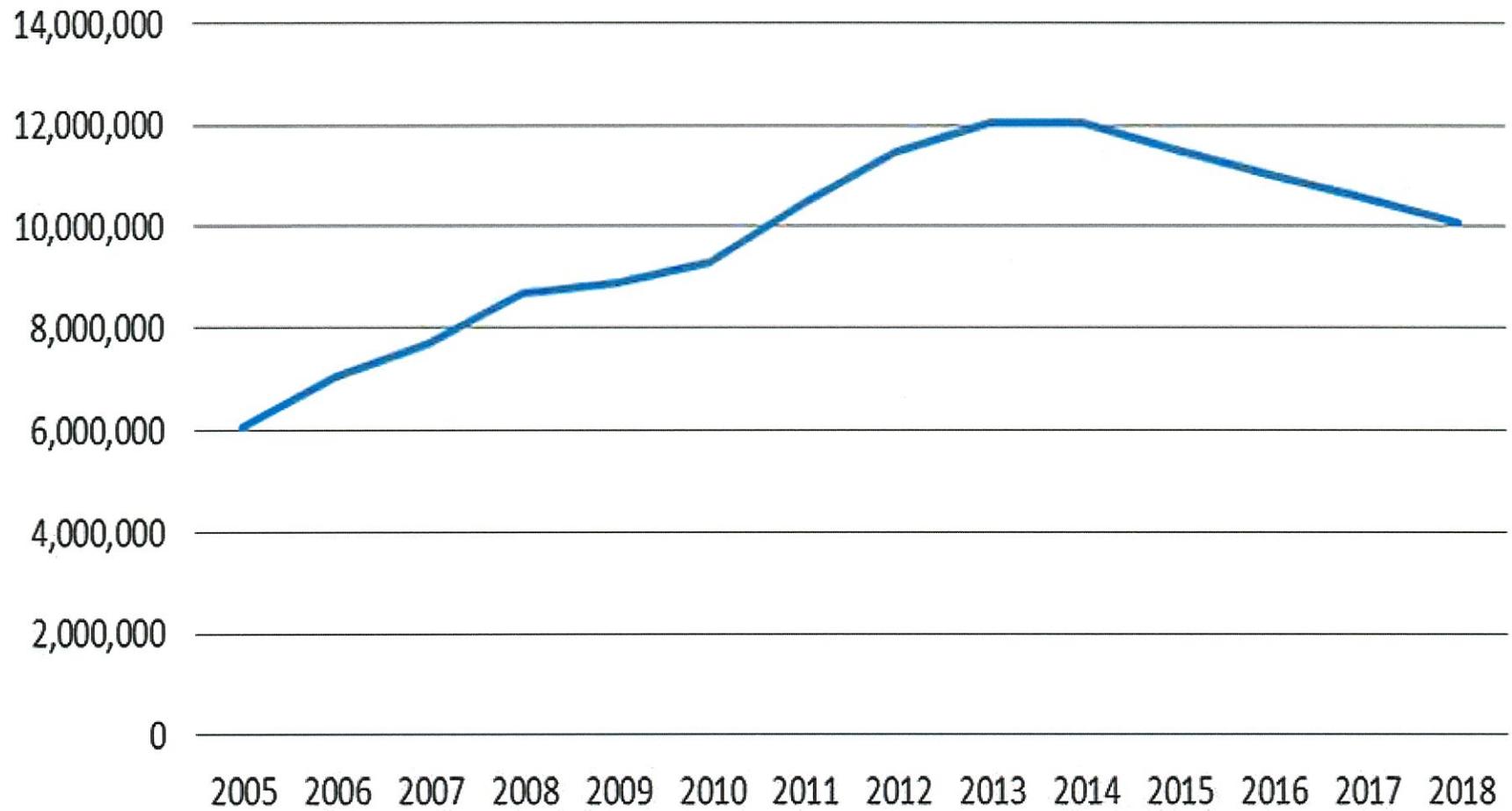
⁴ Registered commendations logged by customer service via phone, mail, walk-in or by email regarding the fixed-route system.

⁵ This category is based on Avail GPS data that track all fixed-route buses. "On-time" is defined as departing from zero minutes before to five minutes after scheduled departure time.

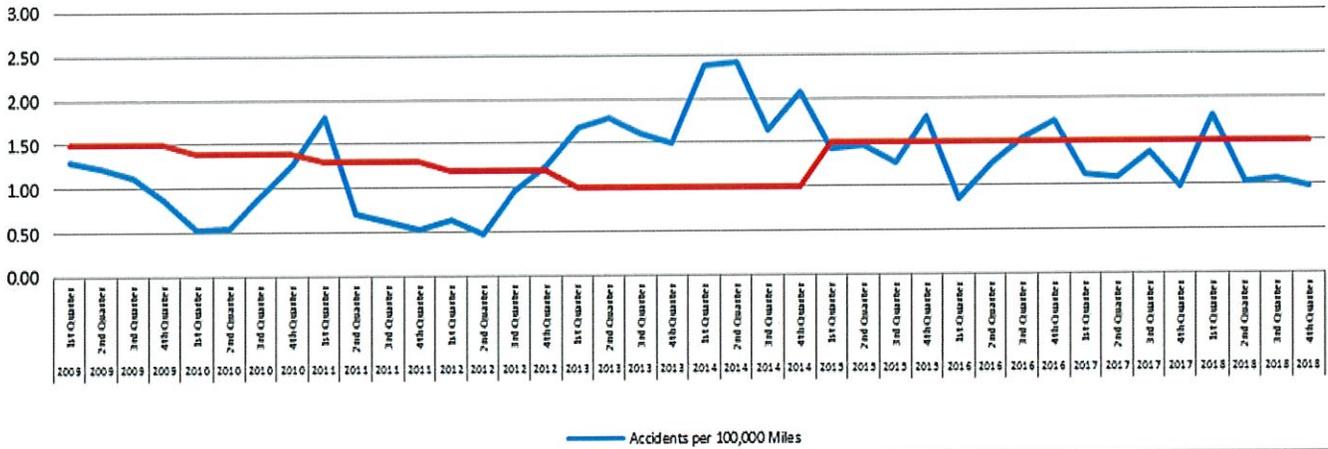
⁶ Total line-haul operating expenses divided by total passengers carried. Capital expenses are 100% Federally and State funded and therefore are not included in operating expense calculations. Standards adjust quarterly based on averages from the previous 3 years.

⁷ The number of passengers carried per revenue mile. "Revenue mileage" does not include miles traveled to/from the beginning/end of a route. Standards adjust quarterly based on averages from the previous 3 years.

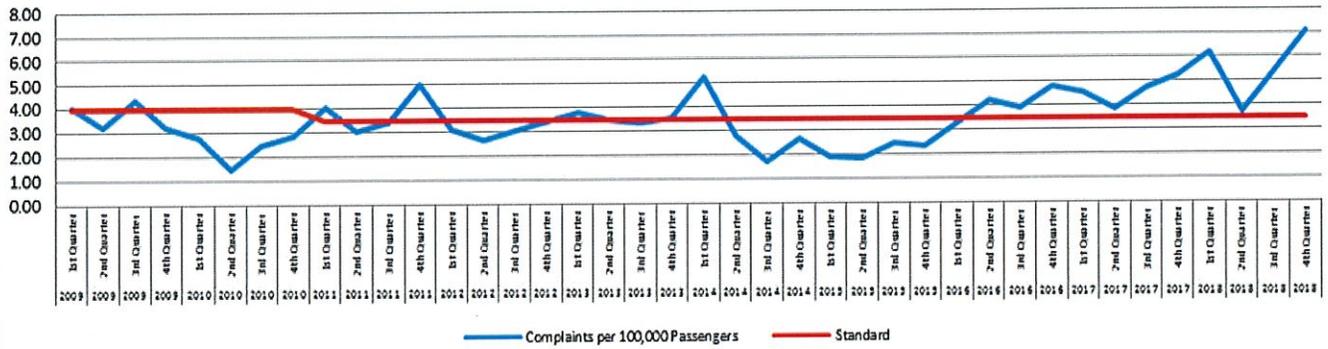
Annual Ridership FY 2005 - FY 2018



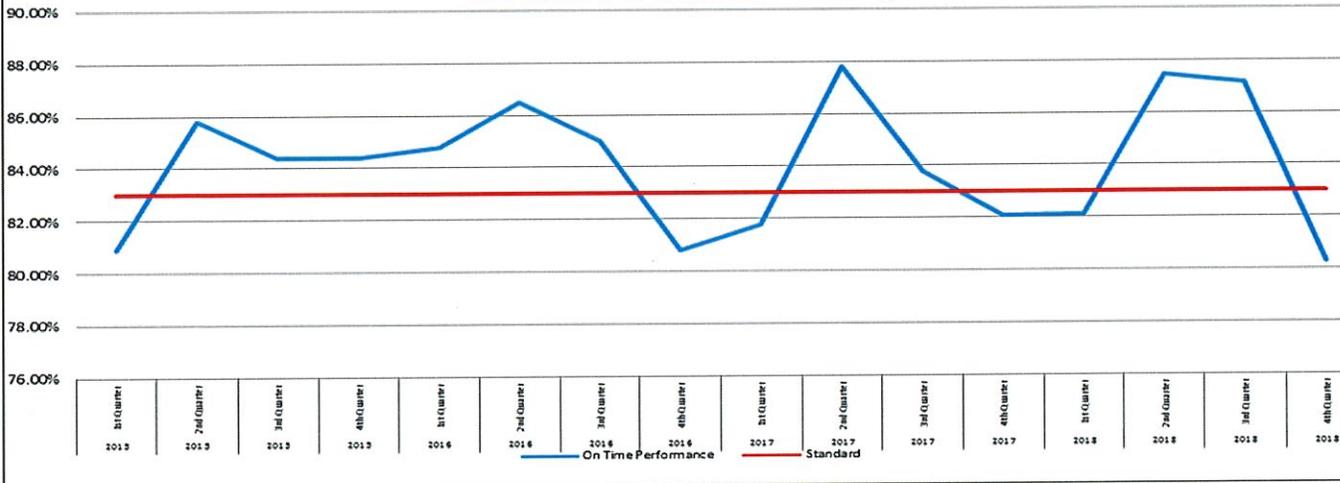
Preventable Accidents History



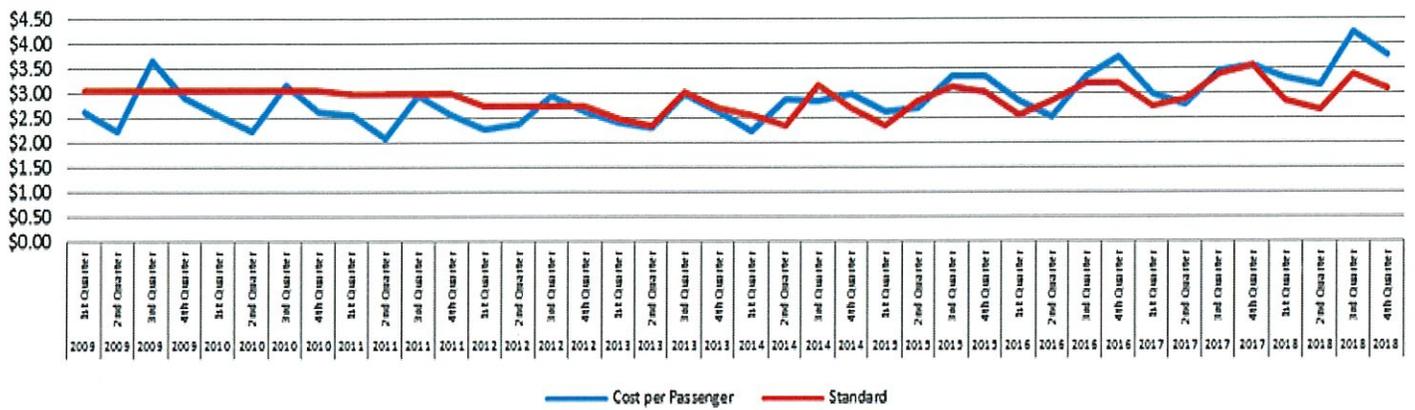
Customer Service History



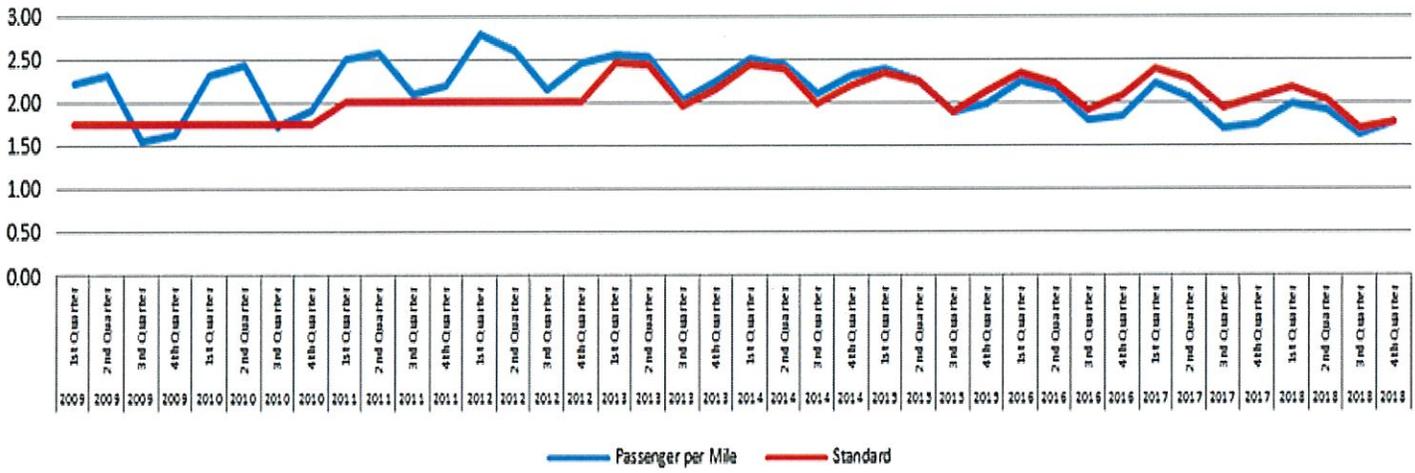
On-Time Performance History



Cost per Passenger History



Passengers per Mile History



INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION NO. _____

Fiscal Year 2019

Moved and supported to adopt the following resolution:

Approval of the FY 2019 fixed route report card standards.

BE IT RESOLVED that the ITP Board hereby approves the FY 2019 fixed route report card standards, in accordance with the information presented to the ITP Board on January 30, 2019.

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, Board Secretary

Date

Date: January 17, 2019
To: ITP Board
From: Brian Pouget
Subject: FY 2019 PARATRANSIT REPORT CARD STANDARDS

ACTION REQUESTED

Approval of the FY 2019 Report Card Standards is requested.

BACKGROUND

Since FY 2004, staff has provided quarterly report cards, keeping the commitment of reporting system performance to the community. These report cards measure paratransit productivity against a predetermined standard. Each fiscal year, these standards are reviewed and updated as needed, based on an analysis of previous years and the expectations of the current year.

Listed below is the rationale used to evaluate and recommend paratransit performance standards for FY 2019.

PERFORMANCE MEASUREMENT

Total Ridership – 276,357 paratransit rides were provided in FY 2018. Historically, there has not been a standard set for paratransit ridership. Users of the paratransit special services are pre-qualified based on their functional ability to use the fixed route bus or by age or by some other contractual guidelines. Many factors go into the increase or decrease in ridership. One example is the effort to promote fixed-route service for individuals who are paratransit eligible yet able to take fixed-route for at least some trips. Shifting trips that *can* be made on fixed-route to fixed-route is a goal that may affect total paratransit ridership. This shift has a positive impact on the passengers yet has the potential to decrease the number of paratransit trips. Trips that are provided by The Rapid under contract are subject to change as contracting entities' needs change, much as we have seen in recent years with Network 180. **No change is proposed for the current system.**

Passengers Per Hour – The average passenger trip per hour has averaged 2.0 over the last eight years, and is the current standard. **No change is proposed.**

Travel Time – The average trip length has fluctuated between 29 and 30 minutes over the last five years, with occasional months where it has averaged 31 minutes. The current standard is 30 minutes. With the existing scheduling software, combined with the technology in each vehicle, **no change to the current standard is recommended.**

Preventable Accidents – The current standard is 1.0 preventable accidents per 100,000 revenue miles. Over the past five years, we have been better than the standard twice, and fallen short of the standard three times. There was an average of 1.33 preventable accidents in FY

2018. Rather than proposing a change, we will continue working with our contracted provider to reduce the rate of preventable accidents. **No change to the current standard is proposed.**

Customer Service – There have been fewer than 0.9 complaints per 1,000 passengers over the last two years, which is below the current standard of 1.0 complaints per 1,000 passengers. While passenger complaints help improve the overall service delivery, it is proposed that the **current standard be changed from 1.0 to 0.9 complaints per 1,000 passengers.**

On-Time Performance – The current on-time performance standard is 95.0%. On-time performance continues to be one of the most important facets of customer satisfaction with paratransit service and one of the standards that the Federal Transit Administration (FTA) monitors in its triennial review for ADA trips. On-time performance is determined by a pick-up window of 10 minutes before the scheduled pick-up time through 15 minutes after that time. Since drivers have to wait until at least the scheduled pick-up time before leaving, this performance report is based on trips that are beyond the 15 minute pick-up window. Actual on-time performance was consistently maintained at or above 95% until FY 2018, when it dipped to 94.23%. **Based on our history and our continued emphasis on providing great customer service, no change is recommended for this standard.**

On-Time Appointment Drop-Off Standard – In the 2016 Triennial review, the FTA determined that we needed to have a standard for getting passengers who have appointment times to their appointments on-time. The FTA considers this a capacity constraint. If do not get to their appointments on time (a requirement for ADA trips only). The performance standard has been set at 95%; while we were just under the bar at 94.97% in FY 2017, the average declined to 93.77% in FY 2018. **Again, based on our expectation of providing great customer service, no change is recommended for this standard.**

Cost-Effectiveness – The cost per passenger has averaged **\$24.50** each of the last two years. The current contract rate is \$49.56 per hour. Based on the expected average of 2.0 passengers per hour and this contracted rate, cost is expected to be **\$24.78** per passenger. While the cost per passenger is noted each month, there has not been an established standard for cost, and **no change is proposed for the current system.**

Ratio of Paratransit to Fixed-Route – The average ratio of paratransit passengers to fixed-route passengers has generally ranged from 1:30 upwards to 1:32. While it declined to 1:27 in FY 2018, **no change to the current standard is proposed**, as early indications suggest that it is returning to historical norms.

A summary of the FY 2018 performance compared to proposed FY 2019 report card standards is attached, as well as the proposed FY 2019 green light, yellow light, and red light standards.

Category	FY 2018 Standards	FY 2018 Actual	Proposed FY 2019 Standards
<u>Productivity</u>			
¹ Total Ridership	n/a	276,357	n/a
Passengers per hour	≥2.0	2.0	≥2.0
<u>Preventable Accidents</u>			
² Accidents per 100,000 Miles	1.0	1.33	1.0
<u>Customer Service</u>			
³ Complaints per 1,000 Passengers	1.0	0.86	≤0.9
⁴ Travel Time	30	30	30
<u>On Time Performance</u>			
⁵ Percentage of On-Time Trips	95%	94.23%	95%
⁶ Percentage of On-Time Drop-Offs	95%	93.77%	95%
<u>Cost Effectiveness</u>			
⁷ Cost per Passenger	n/a	\$4.50	n/a
⁸ Ratio of Paratransit to Fixed-Route Ridership	1:30	1:27	1:30

Proposed FY 2019 Report Card Standards

Category	Measurement			
<u>Productivity</u>				
¹ Total Ridership	n/a	n/a	n/a	n/a
Passengers per hour	Fixed standard	≥2.0	<2.0 and >1.7	≤1.7
<u>Preventable Accidents</u>				
² Accidents per 100,000 Miles	Fixed standard	≤ 1.0	>1.0 and < 1.5	≥ 1.5
<u>Customer Service</u>				
³ Complaints per 1,000 Passengers	Fixed standard	≤ 0.9	> 0.9 and < 1.5	≥ 1.5
⁴ Travel Time	Fixed standard	≤ 30	>30 and <33	≥ 33
<u>On Time Performance</u>				
⁵ Percentage of On-Time Trips	Fixed Standard	≥ 95%	< 95% and > 93%	≤ 93%
⁶ Percentage of On-time Drop-offs	Fixed Standard	≥ 95%	<95% and >93%	≤ 93%
<u>Cost Effectiveness</u>				
⁷ Cost per Passenger	n/a	n/a	n/a	n/a
⁸ Ratio of Paratransit to Fixed Route Ridership	Fixed standard	≥ 30	<30 and >27	≤ 27

¹ Total ridership on Paratransit system excluding network 180, CCT, RideLink and ACSET contracted service.

² Total number of preventable accidents per 100,000 miles, as reported by service providers.

³ Registered complaints logged by customer service via phone, mail, walk-in or by email regarding Paratransit Services.

⁴ Average time a passenger will travel on any given trip based on number of passengers divided by revenue hours.

^{5 and 6} Percentage of on-time trips. On-time is defined as pickups within 15 minutes of the scheduled pickup time and dropping off on or before scheduled drop off time.

⁷ Cost per passenger is defined as total amount paid to service providers plus cost of administration divided by total number of passengers.

⁸ Total number of paratransit passengers compared to total number of fixed-route passengers.

INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION NO. _____

Fiscal Year 2019

Moved and supported to adopt the following resolution:

Approval of the FY 2019 paratransit report card standards.

BE IT RESOLVED that the ITP Board hereby approves the FY 2019 paratransit report card standards, in accordance with information presented to the ITP Board on January 30, 2019.

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, Board Secretary

Date

Date: January 22, 2019
To: ITP Board
From: Brian Pouget
Subject: CONSUMER ADVISORY COMMITTEE APPOINTMENTS

ACTION REQUESTED

The Consumer Advisory Committee (CAC) recommends the reappointment of Kendrick Heinlein and Tim Steinmeier for terms to expire on December 31, 2020.

BACKGROUND

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

Kendrick Heinlein is a contract manager at Area Agency on Aging of West Michigan (AAAWM) and has served on this committee since his appointment in December of 2014. According to Public Act 51, one member of the consumer's advisory committee has to be jointly appointed with the AAA and Kendrick is this representative. Kendrick strives to make sure older adults and individuals with disabilities voices are heard and are having their needs met with the transportation they use.

Tim Steinmeier was appointed a member of this committee in August, 2018. He works on the lead team of the largest life skills program at Hope Network and many of the program participants use GO!Bus to live their daily lives. Tim brings forth issues as they relate to Hope Network clients and will continue to bring to his Hope Network clients and staff valuable information on developments at The Rapid.

Both are currently members in good standing, attend meetings regularly, and have the approval of the committee to remain as active members.

INTERURBAN TRANSIT PARTNERSHIP

RESOLUTION NO. _____

Fiscal Year 2019

Moved and supported to adopt the following resolution:

Approval of Consumer Advisory Committee appointments.

BE IT RESOLVED that the ITP Board approves the reappointment of Kendrick Heinlein and Tim Steinmeier to the Consumer Advisory Committee for a two-year term ending on December 31, 2020, in accordance to the information presented to the ITP Board on January 30, 2019.

CERTIFICATE

The undersigned, duly qualified and acting secretary of the Interurban Transit Partnership, 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: January 16, 2018
To: ITP Board
From: Linda Medina, Finance Manager
Subject: DECEMBER 2018 FINANCIAL REPORT

Please find attached the financial report for December 2018. For the first quarter of the fiscal year revenues and expenses are comparable to budget.

There are a few detailed line items in the report with notable variances to budget, however, in the majority of these cases the variances are due to timing of payments compared to a straight line budget. The labor variance is due to the month of November having three pay periods instead of two. This variance should diminish as we move through the fiscal year.

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

**Interurban Transit Partnership
Combined Operating Statement
Month Ended 12/31/18**

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target= 25%
Revenue & Operating Assistance						
Passenger Fares						
1. Passenger Fares - Linehaul	5,613,189	5,613,189	404,925	1,444,566	4,168,623	26%
2. Passenger Fares - Paratransit	797,316	797,316	90,646	288,549	508,767	36%
3. Passenger Fares - Other	21,350	21,350	3,028	8,841	12,509	41%
4. Total Passenger Fares	6,431,855	6,431,855	498,599	1,741,956	4,689,899	27%
Sale Of Transportation Services						
5. CMH Contribution	909,370	909,370	49,917	205,337	704,033	23%
6. Dash Contract	2,165,936	2,165,936	198,148	586,672	1,579,264	27%
7. Grand Valley State University	2,446,547	2,446,547	163,652	783,551	1,662,996	32%
8. Employment Transportation (Van Pool)	150,000	150,000	10,120	19,882	130,118	13%
9. Township Services	548,036	548,036	45,670	137,009	411,027	25%
10. Route 19	468,547	468,547	36,749	117,595	350,952	25%
11. Other	718,021	718,021	52,515	125,325	592,696	17%
12. Total Sale Of Transportation Services	7,406,457	7,406,457	556,771	1,975,371	5,431,086	27%
Other Revenue & Support						
13. State Operating	15,415,231	15,415,231	1,130,845	4,138,031	11,277,200	27%
14. Property Taxes	16,815,000	16,815,000	1,401,250	4,203,750	12,611,250	25%
15. Advertising	150,000	150,000	12,500	37,500	112,500	25%
16. Interest & Miscellaneous	595,031	595,031	7,900	32,961	562,070	6%
17. Total Other Revenue & Support	32,975,262	32,975,262	2,552,495	8,412,242	24,563,020	26%
18. TOTAL REVENUE & OPERATING ASSISTANCE	46,813,574	46,813,574	3,607,865	12,129,569	34,684,005	26%
Expenditures Route Service & Demand Response						
Labor						
19. Administrative Salaries	4,347,030	4,370,392	339,535	1,165,002	3,205,390	27%
20. Driver Wages	12,220,039	12,220,039	1,026,071	3,594,955	8,625,084	29%
21. Maintenance Wages	1,739,706	1,739,706	142,496	510,715	1,228,991	29%
22. Total Labor	18,306,775	18,330,137	1,508,102	5,270,672	13,059,465	29%
Fringe Benefits						
23. FICA/Medicare Tax	1,508,241	1,508,241	115,949	415,521	1,092,720	28%
24. Pension	1,770,353	1,770,353	80,578	332,225	1,438,128	19%
25. Group Medical	4,028,068	4,028,068	379,674	1,690,351	2,337,717	42%
26. Unemployment Taxes	70,000	70,000	0	0	70,000	0%
27. Worker's Compensation	450,000	450,000	34,543	115,919	334,081	26%
28. Sick Leave	169,974	169,974	13,246	57,423	112,551	34%
29. Holiday	469,784	469,784	705	63,515	406,269	14%

Interurban Transit Partnership
 Combined Operating Statement
 Month Ended 12/31/18

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target= 25%
30. Vacation	1,149,252	1,149,252	93,054	293,800	855,452	26%
31. Bereavement	26,250	26,250	2,913	4,903	21,347	19%
32. Uniforms	138,277	138,277	10,417	29,153	109,124	21%
33. Personal Days	393,846	393,846	72,388-	40,899	352,947	10%
34. Fringe Benefits Distributed to Grants	10,000-	10,000-	1,046-	4,612-	5,388-	46%
35. Total Fringe Benefits	10,164,045	10,164,045	657,645	3,039,097	7,124,948	30%
<u>Services</u>						
36. Audit, Legal, and Consultant	273,500	275,165	34,742	70,858	204,307	26%
37. Contract Service: Janitor & Bus Cleaning	1,412,544	1,412,544	188,315	286,876	1,125,668	20%
38. Contract Service: Other	1,304,564	1,299,484	72,122	223,718	1,075,766	17%
39. Total Services	2,990,608	2,987,193	295,179	581,452	2,405,741	19%
<u>Materials & Supplies</u>						
40. Fuel & Lubricants	3,117,945	3,117,945	159,301	678,816	2,439,129	22%
41. Tires & Tubes	44,218	44,218	2,142	3,714	40,504	8%
42. Office Supplies	60,821	60,891	4,214	8,773	52,118	14%
43. Printing	339,475	314,448	0	43,349	271,099	14%
44. Repair Parts	1,566,579	1,566,579	121,137	392,838	1,173,741	25%
45. Other Supplies	118,259	118,189	7,344	19,591	98,598	17%
46. Total Materials & Supplies	5,247,297	5,222,270	294,138	1,147,081	4,075,189	22%
<u>Utilities</u>						
47. Electronic Communications	125,721	125,721	3,309	25,274	100,447	20%
48. Gas Heat	210,000	210,000	8,342	11,749	198,251	6%
49. Electric	598,400	598,400	46,098	88,273	510,127	15%
50. Other	120,300	120,300	5,570	9,600	110,700	8%
51. Total Utilities	1,054,421	1,054,421	63,319	134,896	919,525	13%
<u>Casualty & Liability</u>						
52. PL & PD Insurance	1,039,600	1,039,600	87,175	443,618	595,982	43%
53. Building & Other Insurance	285,614	292,614	19,160	259,146	33,468	89%
54. Total Casualty & Liability	1,325,214	1,332,214	106,335	702,764	629,450	53%

Interurban Transit Partnership
Combined Operating Statement
 Month Ended 12/31/18

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target= 25%
Other						
55. Dues & Subscriptions	79,188	79,401	3,081	25,365	54,036	32%
56. Professional Development	124,480	124,480	3,819	12,723	111,757	10%
57. Marketing & Promotion	200,000	197,867	442	32,279	165,588	16%
58. Community Outreach	300,000	300,000	0	11,674	288,326	4%
59. Office Equipment	23,000	23,000	1,746	3,117	19,883	14%
60. Shop Tools	45,523	45,523	791	4,707	40,816	10%
61. Miscellaneous	108,355	108,355	4,309	33,585	74,770	31%
62. Total Other	880,546	878,626	14,188	123,450	755,176	14%
63. Purchased Transportation	6,018,527	6,018,527	478,153	1,488,266	4,530,261	25%
64. Purchase Transp. - CMH	1,337,226	1,337,226	73,728	303,631	1,033,595	23%
65. Purchase Transp. - Other	333,853	333,853	25,179	83,230	250,623	25%
66. Purchase Transp. - Suburban Paratransit	155,062	155,062	13,776	41,630	113,432	27%
67. Transfer Out - Grant Budget	0	0	0	0	0	100%
68. Operating Expenses - Capitalized	1,250,000-	1,250,000-	0	0	1,250,000-	0%
69. Designated Board Reserve	250,000	250,000	0	0	250,000	0%
70. TOTAL OPERATING EXPENDITURES	46,813,574	46,813,574	3,529,742	12,916,169	33,897,405	28%
71. Net Surplus	0	0	78,123	786,600-	786,600	100%
	46,813,574	46,813,574	3,607,865	12,129,569	34,684,005	26%

Interurban Transit Partnership
 Grant Revenues & Expenditures
 Month Ended 12/31/18

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target 25%
<u>Grant Revenue</u>						
1. Federal Grant Assistance	45,823,710	45,823,710	3,542,194	6,584,653	39,239,057	14%
2. State Grant Assistance	11,455,928	11,455,928	885,548	1,646,166	9,809,762	14%
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	57,279,638	57,279,638	4,427,742	8,230,819	49,048,819	14%
<u>Labor</u>						
7. Administrative Salaries	20,000	20,000	1,987	7,241	12,759	36%
8. Driver Wages	0	0	0	0	0	100%
9. Temporary Wages	0	0	0	0	0	100%
10. Fringe Benefit Distribution	10,000	10,000	1,046	4,612	5,388	46%
11. Total Labor	30,000	30,000	3,033	11,853	18,147	40%
<u>Material & Supplies</u>						
12. Tires & Tubes	416,160	416,160	1,121	29,855	386,305	7%
13. Office Supplies	0	0	0	0	0	100%
14. Printing	0	0	0	0	0	100%
15. Total Material & Supplies	416,160	416,160	1,121	29,855	386,305	7%
<u>Purchased Transportation</u>						
16. Purchased Transportation	700,000	700,000	58,333	175,000	525,000	25%
17. Specialized Services	463,289	463,289	0	0	463,289	0%
18. Total Purchased Transportation	1,163,289	1,163,289	58,333	175,000	988,289	15%
<u>Other Expenses</u>						
19. Dues & Subscriptions	4,000	4,000	575	575	3,425	14%
20. Professional Development	12,000	12,000	2,564	2,559	9,441	21%
21. Miscellaneous	0	0	0	0	0	100%
22. Total Other Expenses	16,000	16,000	3,139	3,134	12,866	20%
<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	11,527,392	11,527,392	3,654,047	6,811,281	4,716,111	59%
28. Facilities	32,272,495	32,272,495	532,252	541,581	31,730,914	2%
29. Equipment	4,468,180	4,468,180	10,813	23,554	4,444,626	1%
30. Other	5,823,461	5,823,461	131,666	540,176	5,283,285	9%
31. Total Capital	54,091,528	54,091,528	4,328,778	7,916,592	46,174,936	15%
32. Planning Services	312,661	312,661	33,338	94,385	218,276	30%
33. Capitalized Operating	1,250,000	1,250,000	0	0	1,250,000	0%
34. Total Expenditures	57,279,638	57,279,638	4,427,742	8,230,819	49,048,819	14%

PROFESSIONAL DEVELOPMENT REPORT
 ALL EMPLOYEES
 DECEMBER 2018

AMOUNT	PURPOSE	EMPLOYEE (s)	LOCATION
\$1,890.70	National Training Institute	N. Groendal, J. Mlaker	Seattle, WA
\$475.00	Shared Use Mobility Summit	S. Green	Chicago, IL
\$137.15	Paratransit software training at Akron Metro RTA	M. Joyce, L. Madison	Akron, OH
\$358.99	Mobility Management Conference	C. Dennany	Des Moines, IA
\$3,203.91	APTA Leadership Summit	A. Johnson, D. Reed	Washington DC
\$535.18	Triennial Review Workshop	L. Schelling	Duluth, MN
\$2,572.21	Transit Maintenance Leadership Workshop	S. Clapp	Jacksonville, FL

\$9,173.14

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

<u>Positions</u>	<u>Authorized</u>	<u>Actual</u>
Senior Managers	16	12
Supervisors & Admins.		
Administration	3	3
Operations	16	16
Professionals		
Administration	5	3
External Relations	2	2
Operations	5	5
Planning & Grants	3	3
Special Services	1	1
Call Takers/Schedulers		
Special Services - Full Time	6	7
Special Services - Part Time	3	3
Administrative Support		
Administration - Full Time	3	4
Administration - Part Time	2	0
Customer Service/Marketing	1	1
External Relations	3	3
Operations	3	3
Operations - Full Time	1	1
Security	4	4
Special Services	2	1
Total Admin. Personnel	<u>79</u>	<u>72</u>
Mechanics - Facilities	7	8
Mechanics - Fleet	30	27
Bus Operators - Full time	272	265
Bus Operators - Part Time	49	31
Total Union Personnel:	<u>358</u>	<u>331</u>
TOTAL PERSONNEL	<u>437</u>	<u>403</u>

Date: January 9, 2019
To: ITP Board
From: Kevin Wisselink / Planning Department
Subject: OCTOBER 2018 RIDERSHIP AND PRODUCTIVITY REPORT

BACKGROUND

Ridership increased in October, in part because there was one more weekday of service in October 2018. Daily averages were similar to last year, with gains in the evenings and on weekends primarily due to the DASH service which now is not just limited to weekday daytime.

RIDERSHIP SUMMARY

October 2018 compared to October 2017

Total Ridership by Category:

- Routes 1 – 44 ridership (718,784) increased **4.3%** (29,865)
- Contracted/Specialized Service ridership (431,543) increased **4.1%** (16,875)
- Demand-Response ridership (32,436) increased **3.8%** (1,188)
- **Total Ridership (1,182,763) increased 4.2% (47,928)**

Daily Averages:

- Average Weekday total ridership (46,065) decreased **0.0%** (-19)
- Average Weekday evening ridership (6,205) increased **4.9%** (292)
- Average Saturday ridership (15,053) increased **6.7%** (943)
- Average Sunday ridership (7,719) increased **15.1%** (1,010)

Fiscal Year 2019 compared to Fiscal Year 2018

Total Ridership by Category:

- Routes 1 – 44 ridership (718,784) increased **4.3%** (29,865)
- Contracted/Specialized Service ridership (431,543) increased **4.1%** (16,875)
- Demand-Response ridership (32,436) increased **3.8%** (1,188)
- **Total Ridership (1,182,763) increased 4.2% (47,928)**

Daily Averages:

- Average Weekday total ridership (46,065) decreased **0.0%** (-19)
- Average Weekday evening ridership (6,205) increased **4.9%** (292)
- Average Saturday ridership (15,053) increased **6.7%** (943)
- Average Sunday ridership (7,719) increased **15.1%** (1,010)

ROUTE PERFORMANCE SUMMARY (Routes 1-44 Only)

October 2018 fixed-route system performance increased compared to October 2017 (contracted services not included). The fixed-route summary is as follows:

- Average passengers per hour (**22.1**) decreased **1.8%** (-0.2 points)
- Average passengers per mile (**1.79**) decreased **1.1%** (-0.2 points)
- Average farebox recovery percent (**28.0%**) decreased **1.3%** (-0.2 points)
- Average daily passengers (**22,653**) increased **0.1%** (0.0 points)
- **Monthly system performance (88.1 points) decreased 0.6% (-0.5 points)**
- **FY 2019 system performance (88.1 points) decreased 0.6% (-0.5 points) compared to FY 2018**

Monthly Fixed-Route Point Summary

	FY 19	FY 18	FY 19	FY 18		%
	<u>Avg</u>	<u>Avg</u>	<u>Points</u>	<u>Points</u>	<u>Change</u>	<u>Change</u>
Avg Passengers per Hour per Route:	22.1	22.5	11.2	11.2	-0.2	-1.8%
Avg Passengers per Mile per Route:	1.79	1.81	13.8	14.0	-0.2	-1.1%
Avg Fare-box Recovery % per Route:	28.0%	28.4%	14.0	14.2	-0.2	-1.3%
Avg Daily Fixed-Route Passengers:	22,653	21,651	49.2	49.2	0.0	0.1%
October Total:			88.1	88.6	-0.5	-0.6%
Year Average:			88.0	88.6	-0.5	-0.6%

- **20 of 23 (73.9 %) fixed-routes performed within the average range (within one standard deviation of the system mean)**
- **The Silver Line above standard (greater than 66.7% above the system mean)**
- Route 2 – Kalamazoo performed one standard deviation above the system mean
- Route 17 – Woodland/Airport performed one standard deviation below the system mean
- **No routes performed below standard (less than 66.7% below the system mean)**

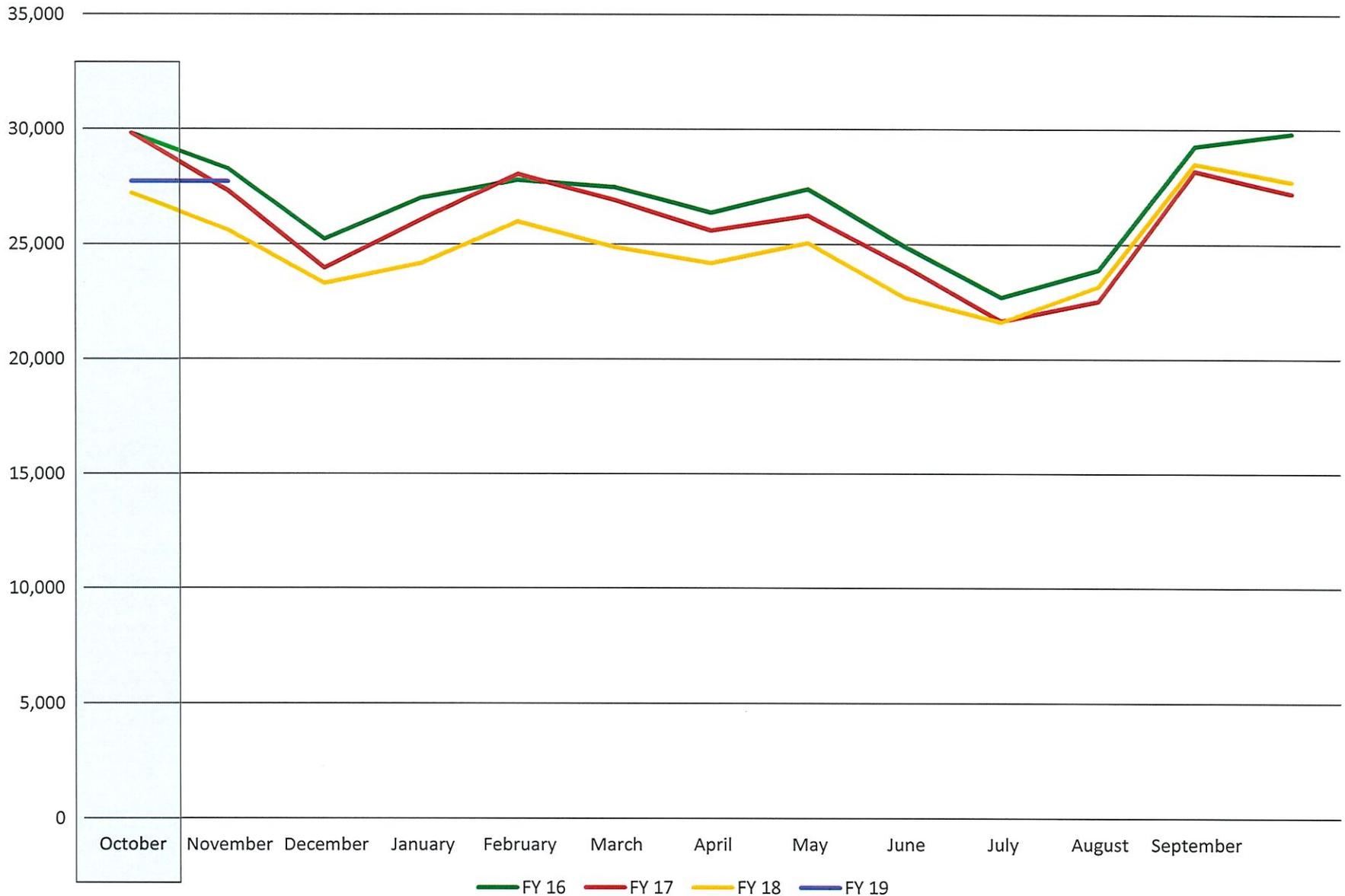
October 2018 Fixed Route Ridership Change: **1.7%**
 October 2018 Total Ridership Change: **-0.7%**

Change in service days from October 2018 to October 2017

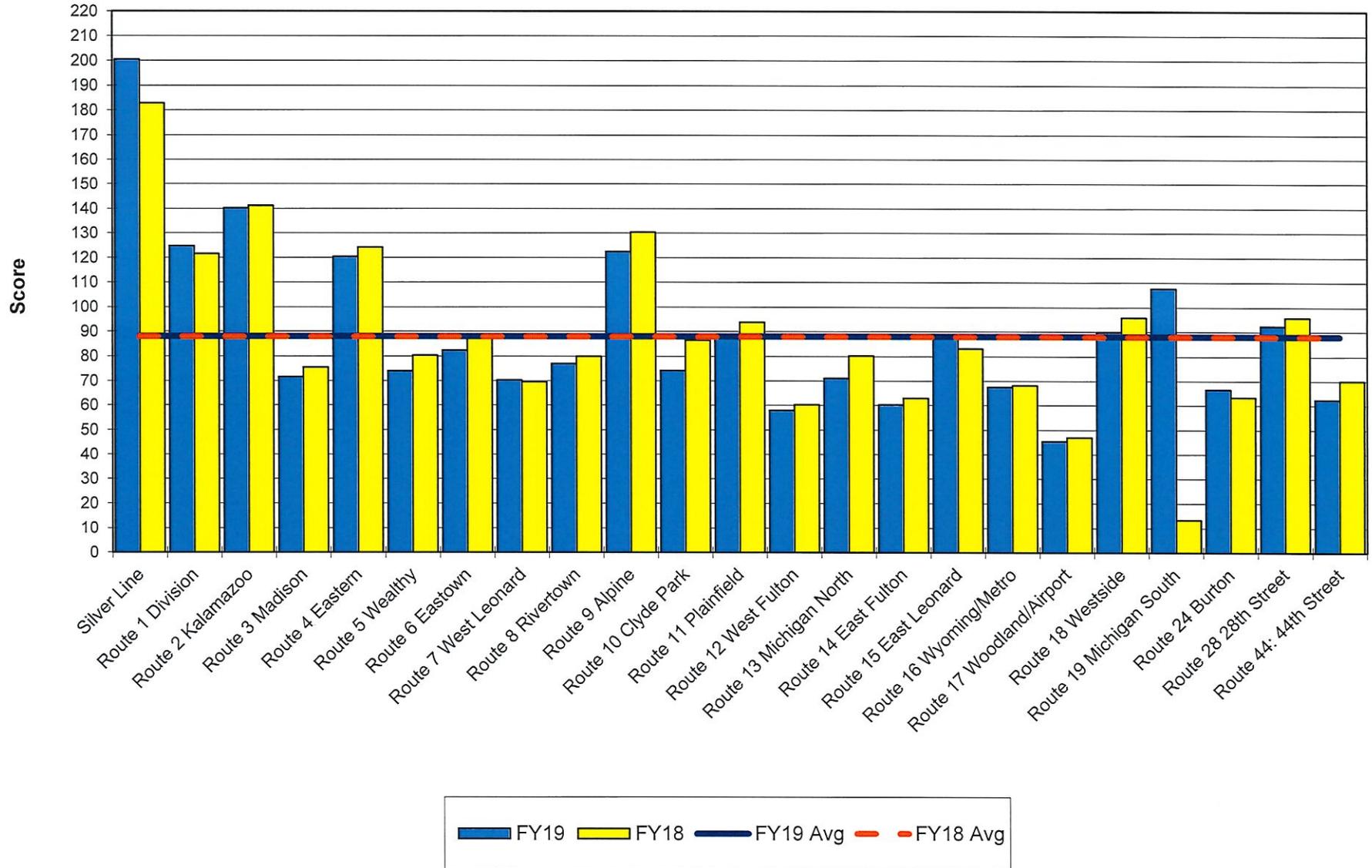
	FY 2018	FY 2017	Change
Total Service Weekdays	23	22	+1
Total Service Saturdays	4	4	0
Total Service Sundays	4	5	-1

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

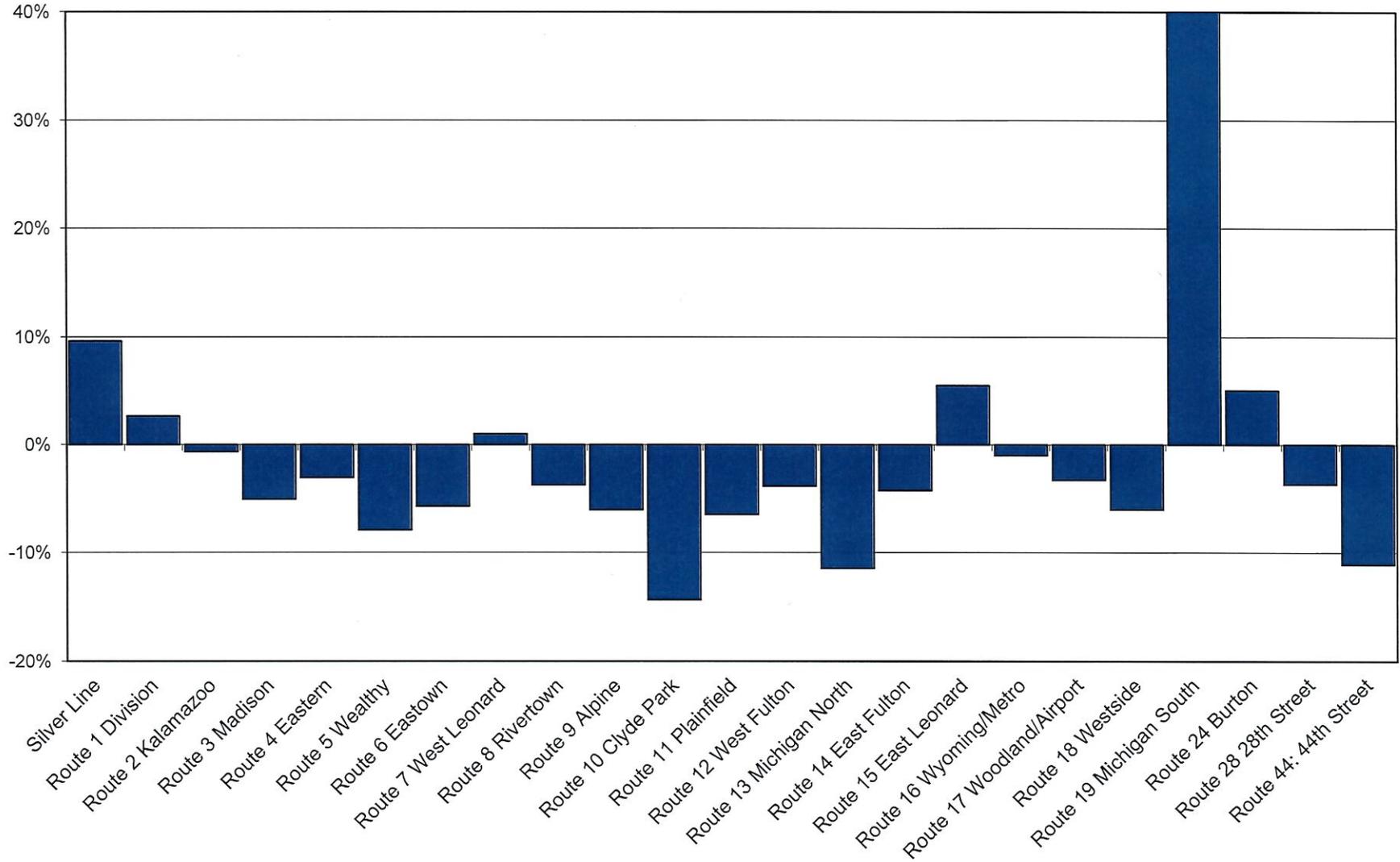
Monthly Weekday Average Ridership History



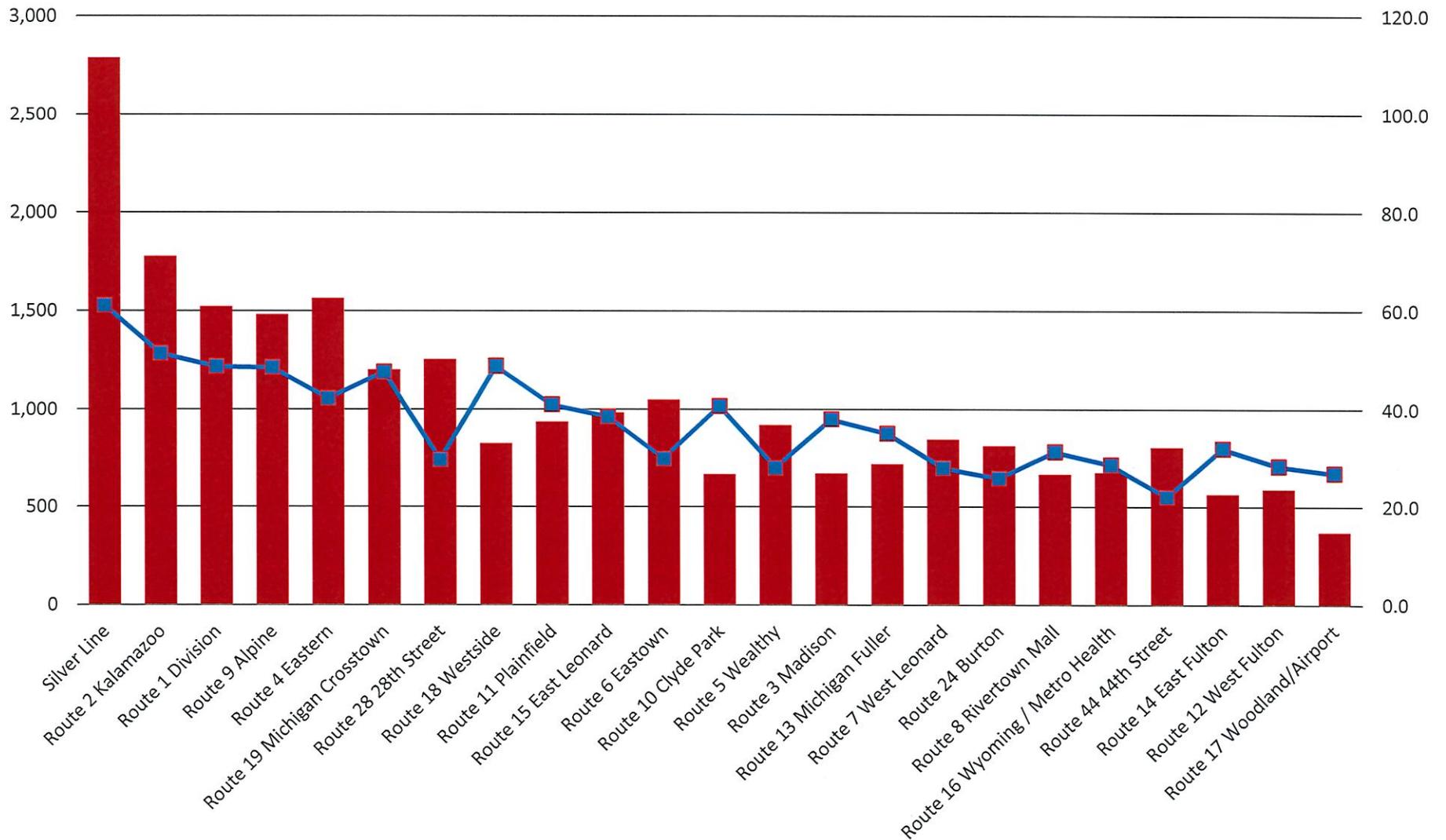
Fixed-Route Scoring Summary: October 2018 Compared to October 2017



Percent Change by Route: October 2018 Compared to Compared October 2017



Fixed Route Efficiency Score and Ridership Levels - October 2018



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

■ Effectiveness Score ■ Efficiency Score

October 2018 Ridership Report
Ridership by Fare Category

	October 2018	October 2017	Actual Change	% Change
Regular Route Summary				
\$1.75 Cash Fare	73,684	76,642	-2,958	-3.9%
\$1.75 Adult One-Ride Ticket	8,819	10,526	-1,707	-16.2%
\$1.35 Adult Ticket	28,278	36,435	-8,157	-22.4%
\$1.05 Student Ticket, Aquinas, Calvin and Kendall Tickets	94,270	102,230	-7,960	-7.8%
\$0.85 Senior / Disabled Ticket and Cash	21,974	23,759	-1,785	-7.5%
\$47 Regular and \$30 Reduced 31-Day Month Pass	95,412	122,358	-26,946	-22.0%
\$3.50 One-Day Pass	26,373	27,427	-1,054	-3.8%
\$16.00 Seven-Day Pass	11,240	15,252	-4,012	-26.3%
Spectrum Health Employee Pass and Route 19	30,794	4,912	25,882	526.9%
Free ADA	13,335	12,313	1,022	8.3%
GVSU Students on Routes 1-44	13,880	14,513	-633	-4.4%
Miscellaneous Fare	38,562	55,873	-17,311	-31.0%
Wave Card	77,673	0	77,673	n/a
Transfers	98,147	108,434	-10,287	-9.5%
Silver Line	86,343	78,245	8,098	10.3%
Total Regular Route Ridership	718,784	688,919	29,865	4.3%

Contracted/Specialized Services Summary

DASH	55,871	38,392	17,479	45.5%
GRCC Shuttle	26,189	25,246	943	3.7%
GVSU Campus Connector	158,327	163,812	-5,485	-3.3%
GVSU Off-Campus Shuttle	78,522	75,860	2,662	3.5%
GVSU South Campus Express	108,259	106,907	1,352	1.3%
FSU	1,336	929	407	43.8%
Vanpools	3,040	3,523	-483	-13.7%
Total Contracted Ridership	431,543	414,668	16,875	4.1%

Demand Response Summary

GOiBus	31,848	30,695	1,153	3.8%
PASS North Ridership (Including Transfers)	267	279	-12	-4.3%
PASS SE Ridership (Including Transfers)	194	203	-9	-4.4%
PASS SW Ridership (Including Transfers)	127	71	56	78.9%
Total Demand Response Ridership	32,436	31,248	1,188	3.8%

	2018	2017	Change	YTD Change
Total Service Weekdays	23	22	1	1
Total Service Saturdays	4	4	0	0
Total Service Sundays	4	5	-1	-1
Total Holidays	0	0	0	0
Total Service Days	31	31	0	0
Total Days	31	31	0	0

Total Weekday Fixed-Route Ridership	916,527	883,511	33,016	3.7%
Total Weekday Evening Fixed-Route Ridership	142,712	130,091	12,621	9.7%
Total Weekday and Weekday Evening Fixed-Route Ridership	1,059,239	1,013,602	45,637	4.5%
Total Saturday Fixed-Route Ridership	60,213	56,441	3,772	6.7%
Total Sunday Fixed-Route Ridership	30,875	33,544	-2,669	-8.0%
Avg Weekday Daytime Fixed-Route Ridership	39,849	40,160	-311	-0.8%
Avg Weekday Evening Fixed-Route Ridership	6,205	5,913	292	4.9%
Avg Weekday and Weekday Evening Fixed-Route Ridership	46,054	46,073	-19	0.0%
Avg Saturday Fixed-Route Ridership	15,053	14,110	943	6.7%
Avg Sunday Fixed-Route Ridership	7,719	6,709	1,010	15.1%

	2018	2017	Change	% Change
Fixed-Route Ridership Month to Date	718,784	688,919	29,865	4.3%
Contracted/Specialized Service Ridership Month to Date	431,543	414,668	16,875	4.1%
Demand Response Ridership Month to Date	32,436	31,248	1,188	3.8%
Total Monthly Ridership	1,182,763	1,134,835	47,928	4.2%
	2018	2017	Change	% Change
Fixed-Route Ridership Year to Date	718,784	688,919	29,865	4.3%
Contracted/Specialized Service Ridership Year to Date	431,543	414,668	16,875	4.1%
Demand Response Ridership Year to Date	32,436	31,248	1,188	3.8%
Total Ridership Year to Date	1,182,763	1,134,835	47,928	4.2%

October 2018 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 2017 Rank	Change	Total Passengers	Peak Frequency
Silver Line	35.5	2.64	46.2%	61.1	2,785	139.3	200.4	121.9%	1	1	0	86,343	10
Route 2 Kalamazoo	29.2	2.46	35.7%	51.3	1,777	88.9	140.2	55.2%	2	2	0	55,090	15
Route 1 Division	27.9	2.20	35.7%	48.7	1,520	76.0	124.7	38.1%	3	4	1	47,132	15
Route 9 Alpine	25.3	2.63	31.3%	48.5	1,480	74.0	122.5	35.6%	4	3	-1	45,871	15
Route 4 Eastern	22.7	1.92	32.2%	42.2	1,563	78.2	120.4	33.3%	5	5	0	48,459	15
Route 19 Michigan Crosstown	22.7	2.49	34.1%	47.6	1,201	60.1	107.6	19.1%	6	23	17	27,627	15
Route 28 28th Street	17.1	1.19	23.9%	29.6	1,253	62.6	92.3	2.2%	7	6	-1	38,842	15
Route 18 Westside	27.5	2.52	31.4%	48.8	824	41.2	90.0	-0.4%	8	7	-1	22,241	30
Route 11 Plainfield	23.6	1.99	27.8%	41.0	935	46.8	87.7	-2.9%	9	8	-1	28,985	15
Route 15 East Leonard	21.6	1.98	24.9%	38.5	983	49.2	87.7	-2.9%	10	9	-1	30,482	15
Route 6 Eastown	17.0	1.63	17.6%	29.9	1,049	52.5	82.3	-8.9%	11	10	-1	32,530	15
Route 10 Clyde Park	24.5	1.76	29.8%	40.7	669	33.4	74.1	-17.9%	12	11	-1	20,726	30
Route 5 Wealthy	16.0	1.38	18.9%	28.1	919	46.0	74.0	-18.1%	13	12	-1	24,820	15
Route 3 Madison	22.5	1.87	24.6%	38.0	673	33.6	71.6	-20.7%	14	14	0	18,160	30
Route 13 Michigan Fuller	20.2	1.78	22.5%	35.1	720	36.0	71.1	-21.3%	15	15	0	19,434	15
Route 7 West Leonard	17.3	1.14	21.3%	28.0	845	42.3	70.3	-22.2%	16	16	0	22,820	15
Route 24 Burton	14.1	1.09	20.9%	25.9	812	40.6	66.5	-26.3%	17	19	2	21,928	30
Route 8 Rivertown Mall	19.2	1.35	22.6%	31.3	669	33.4	64.7	-28.4%	18	13	-5	20,726	30
Route 16 Wyoming / Metro Health	17.1	1.27	20.6%	28.6	677	33.8	62.5	-30.8%	19	21	2	20,984	30
Route 44 44th Street	12.4	0.92	17.7%	22.1	805	40.2	62.3	-31.0%	20	17	-3	21,732	30
Route 14 East Fulton	18.9	1.58	20.6%	31.9	566	28.3	60.2	-33.3%	21	18	-3	15,275	30
Route 12 West Fulton	16.8	1.56	16.0%	28.4	591	29.6	57.9	-35.9%	22	20	-2	15,957	30
Route 17 Woodland/Airport	16.6	1.17	19.3%	27.0	369	18.5	45.4	-49.7%	23	22	-1	8,498	30
System Summary	22.1	1.79	28.0%		1,030		90.3	n/a				694,662	

	Passengers per Bus Hour	Passengers per Bus Mile	Farebox Recovery %	Efficiency Score	Daily Passengers	Effectiveness Score	Total Score	Distance from Mean
System Average (mean)	22.1	1.79	28.0%	38.8	1,030	51.5	90.3	n/a
Standard deviation	4.6	0.51	6.2%	9.4	370	18.5	34.7	n/a
Routes above standard (equal or greater than 66.7% of mean)	36.8	2.99	46.7%	64.8	1,717	85.8	150.5	66.7%
Routes above one standard deviation of mean	36.7	2.98	46.6%	64.6	1,716	85.8	150.4	66.7%
Above average routes within one standard deviation of mean	26.7	2.31	34.2%	48.2	1,400	70.0	125.0	38.4%
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	17.4	1.28	21.8%	29.5	660	33.0	55.7	-38.4%
Routes below one standard deviation of mean	7.4	0.61	9.4%	13.1	344	17.2	30.2	-66.7%
Routes below standard (equal or less than 66.7% of mean)	7.3	0.60	9.3%	12.9	343	17.1	30.1	-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	35.3	1.98	n/a	51.0	5,107	255.4	306.3	n/a	n/a	n/a	n/a	158,327	7
GVSU South Campus Express	75.4	7.45	n/a	145.5	4,707	235.3	380.9	n/a	n/a	n/a	n/a	108,259	10
GVSU Off-Campus	71.1	7.74	n/a	145.2	3,414	170.7	315.9	n/a	n/a	n/a	n/a	78,522	10
GVSU CHS Express	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	5
GRCC Shuttle	82.1	20.77	n/a	302.2	6,547	327.4	629.6	n/a	n/a	n/a	n/a	26,189	10
DASH South	n/a	n/a	n/a	n/a	0	0.0	n/a	n/a	n/a	n/a	n/a	0	5
DASH West	25.1	3.22	n/a	56.9	1,641	82.1	138.9	n/a	n/a	n/a	n/a	37,746	5
DASH North	9.2	0.98	n/a	18.6	788	39.4	58.0	n/a	n/a	n/a	n/a	18,125	20
FSU	5.5	0.14	n/a	6.1	58	2.9	9.0	n/a	n/a	n/a	n/a	1,336	120
	38.86	2.95	n/a									428,503	

Total System Summary **26.58** **2.12** **28.00%** 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: January 9, 2019
To: ITP Board
From: Kevin Wisselink / Planning Department
Subject: NOVEMBER 2018 RIDERSHIP AND PRODUCTIVITY REPORT

BACKGROUND

Ridership was overall flat in November 2018. There was a slight 1.6% decrease, but of the overall 13,059 rides lost, 11,156 of them were lost on November 26 when many schools were closed and travel was limited. As with October overall ridership averages were slightly down but the fixed route daily averages showed a slight increase.

RIDERSHIP SUMMARY

November 2018 compared to November 2017

Total Ridership by Category:

- Routes 1 – 44 ridership (612,096) decreased **1.0%** (-6,443)
- Contracted/Specialized Service ridership (333,072) decreased **1.9%** (-6,445)
- Demand-Response ridership (28,920) decreased **0.6%** (-171)
- **Total Ridership (974,088) decreased 1.3% (-13,059)**

Daily Averages:

- Average Weekday total ridership (41,017) decreased **2.7%** (-1,121)
- Average Weekday evening ridership (5,388) increased **6.0%** (305)
- Average Saturday ridership (14,063) increased **14.3%** (1,754)
- Average Sunday ridership (6,891) increased **15.2%** (909)

Fiscal Year 2019 compared to Fiscal Year 2018

Total Ridership by Category:

- Routes 1 – 44 ridership (1,330,880) increased **1.8%** (23,422)
- Contracted/Specialized Service ridership (764,615) increased **1.4%** (10,430)
- Demand-Response ridership (28,920) increased **1.7%** (1,017)
- **Total Ridership (2,156,851) increased 1.6% (34,869)**

Daily Averages:

- Average Weekday total ridership (43,650) decreased **1.1%** (-501)
- Average Weekday evening ridership (5,815) increased **5.6%** (307)
- Average Saturday ridership (14,558) increased **10.2%** (1,349)
- Average Sunday ridership (7,305) increased **14.4%** (919)

ROUTE PERFORMANCE SUMMARY (Routes 1-44 Only)

November 2018 fixed-route system performance increased compared to November 2017 (contracted services not included). The fixed-route summary is as follows:

- Average passengers per hour (20.4) decreased 3.9% (-0.4 points)
- Average passengers per mile (1.66) decreased 3.3% (-0.4 points)
- Average farebox recovery percent (25.8%) decreased 5.0% (-0.7 points)
- Average daily passengers (20,648) decreased 4.6% (-2.2 points)
- **Monthly system performance (80.7 points) decreased 4.4% (-3.7 points)**
- **FY 2019 system performance (84.4 points) decreased 2.4% (-2.1 points) compared to FY 2018**

Monthly Fixed-Route Point Summary

	FY 19	FY 18	FY 19	FY 18		%
	<u>Avg</u>	<u>Avg</u>	<u>Points</u>	<u>Points</u>	<u>Change</u>	<u>Change</u>
Avg Passengers per Hour per Route:	20.4	21.2	10.2	10.6	-0.4	-3.9%
Avg Passengers per Mile per Route:	1.66	1.71	12.7	13.2	-0.4	-3.3%
Avg Fare-box Recovery % per Route:	25.8%	27.1%	12.9	13.6	-0.7	-5.0%
Avg Daily Fixed-Route Passengers:	20,648	20,700	44.9	47.0	-2.2	-4.6%
November Total:			80.7	84.4	-3.7	-4.4%
Year Average:			84.4	86.5	-2.1	-2.4%

- **20 of 23 (73.9 %) fixed-routes performed within the average range (within one standard deviation of the system mean)**
- **The Silver Line above standard (greater than 66.7% above the system mean)**
- Route 1 – Division, Route 2 – Kalamazoo and Route 9 – Alpine performed one standard deviation above the system mean
- Route 12 – West Fulton and Route 17 – Woodland/Airport performed one standard deviation below the system mean
- **No routes performed below standard (less than 66.7% below the system mean)**

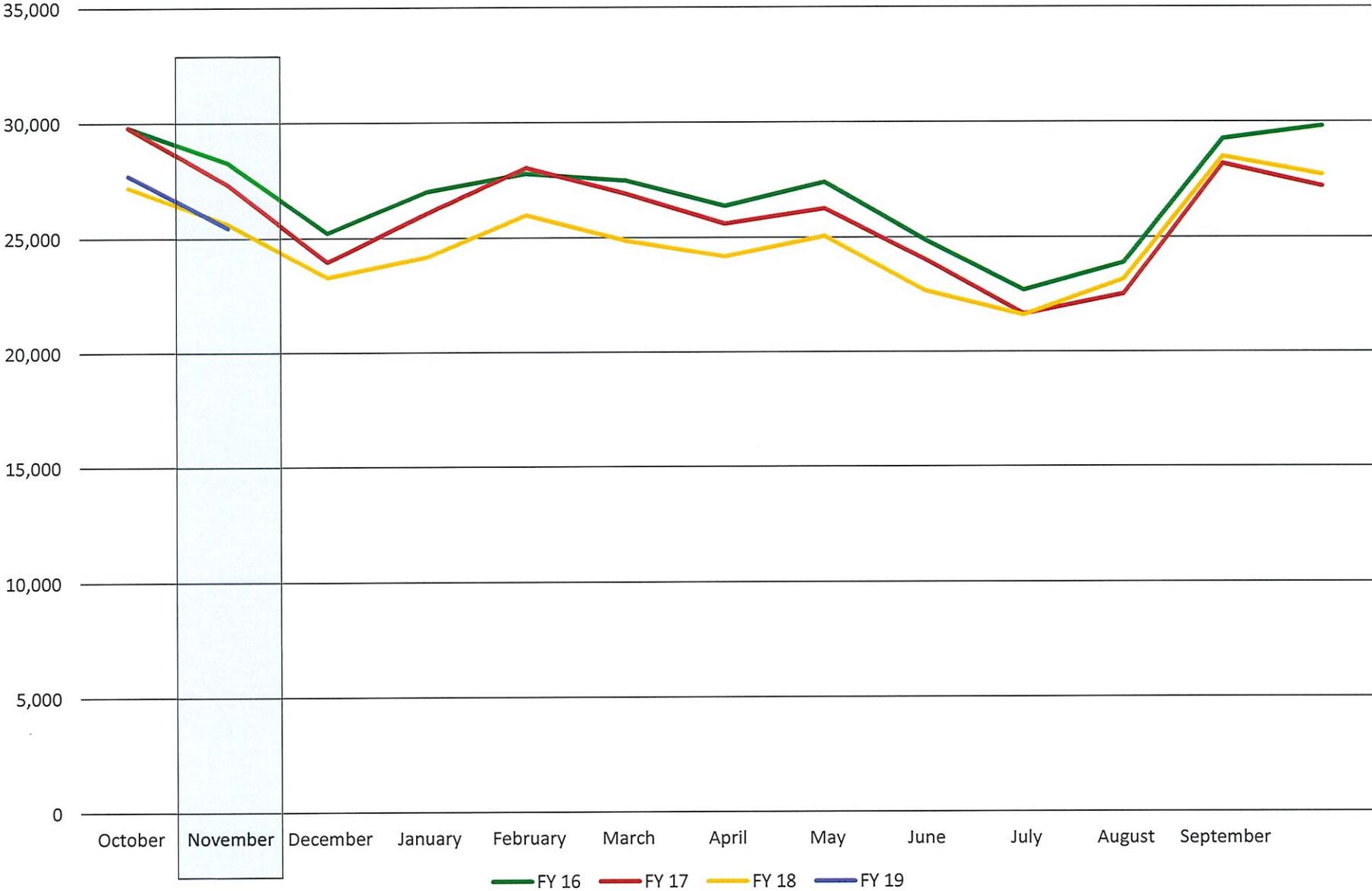
November 2018 Fixed Route Ridership Change: **1.0%**
 November 2018 Total Ridership Change: **-0.8%**

Change in service days from November 2018 to November 2017

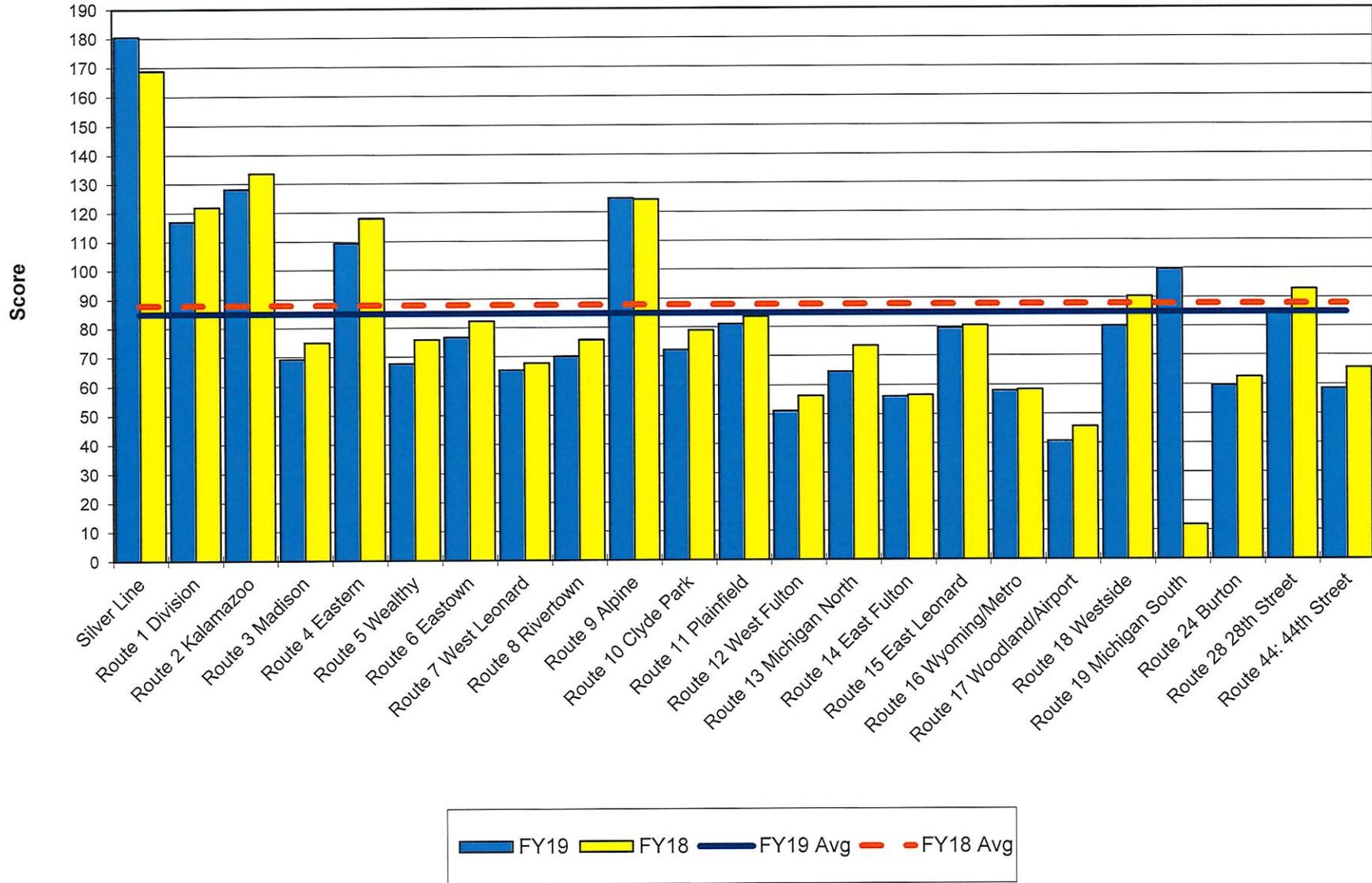
	FY 2018	FY 2017	Change
Total Service Weekdays	21	21	0
Total Service Saturdays	4	4	0
Total Service Sundays	4	4	0

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

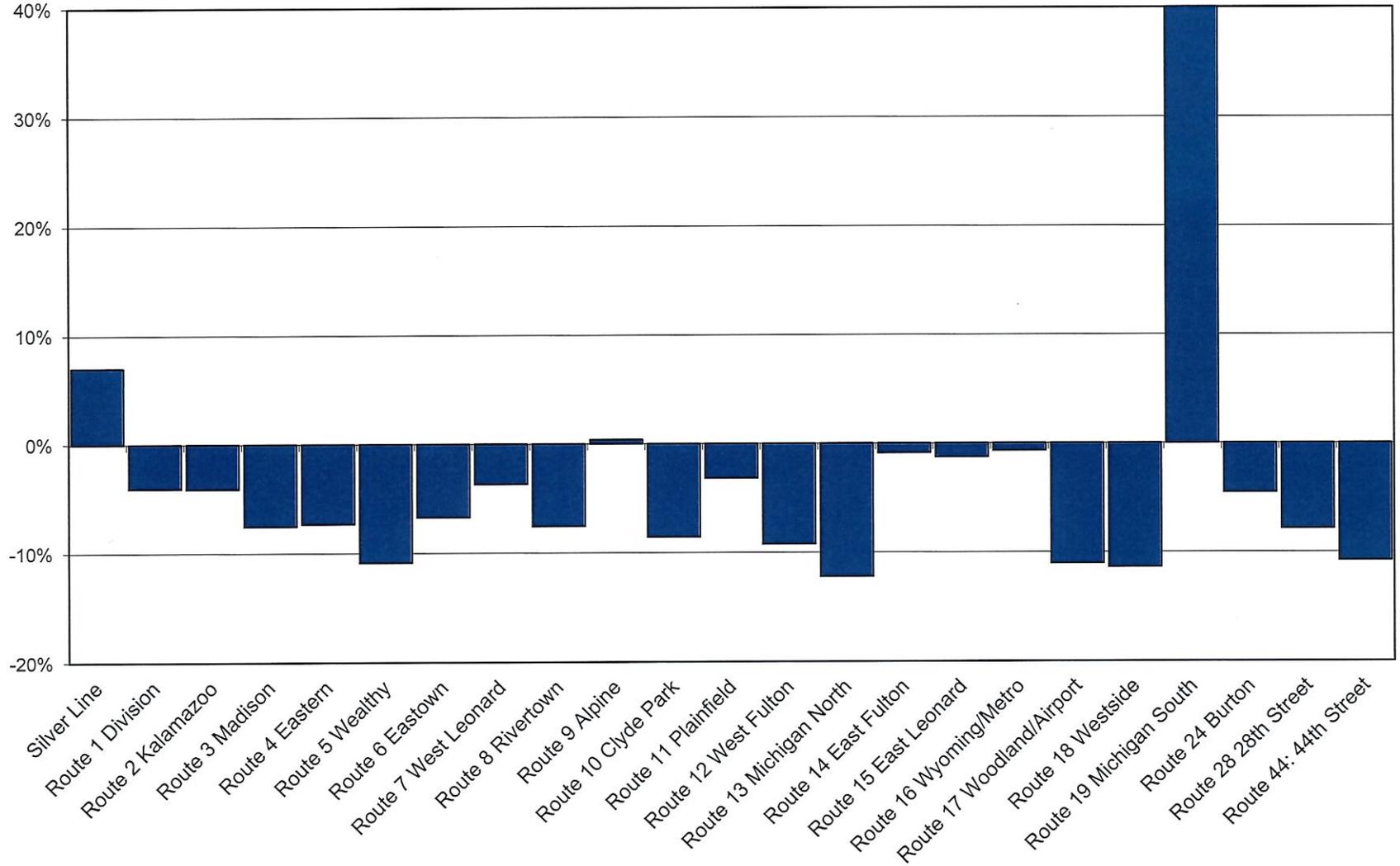
Monthly Weekday Average Ridership History



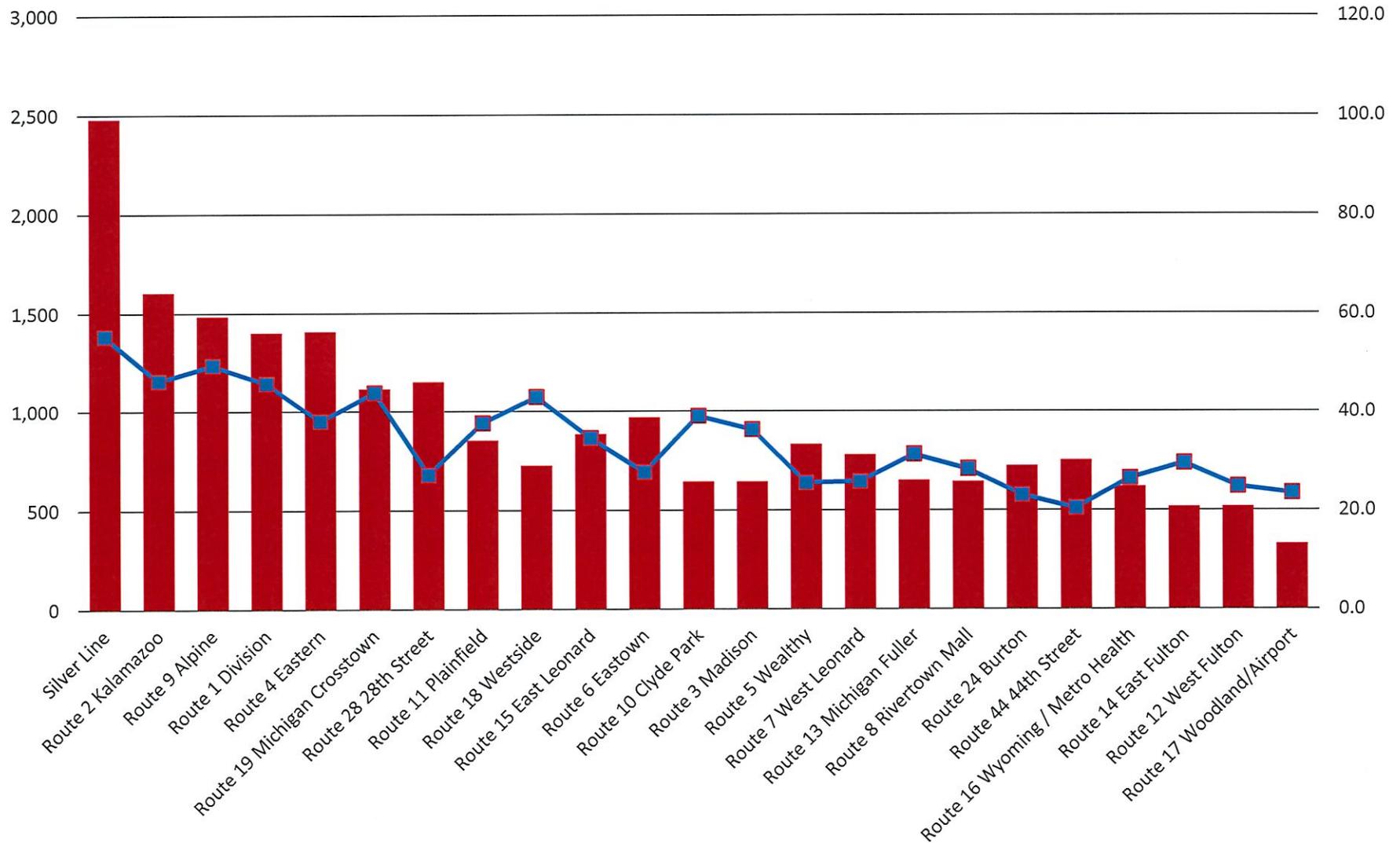
Fixed-Route Scoring Summary: November 2018 Compared to November 2017



Percent Change by Route: November 2018 Compared to Compared November 2017



Fixed Route Efficiency Score and Ridership Levels - November 2018



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

■ Effectiveness Score ■ Efficiency Score

November 2018 Ridership Report
Ridership by Fare Category

Regular Route Summary	November 2018	November 2017	Actual Change	% Change
\$1.75 Cash Fare	66,504	71,274	-4,770	-6.7%
\$1.75 Adult One-Ride Ticket	7,278	9,402	-2,124	-22.6%
\$1.35 Adult Ticket	26,283	34,738	-8,455	-24.3%
\$1.05 Student Ticket, Aquinas, Calvin and Kendall Tickets	75,103	91,270	-16,167	-17.7%
\$0.85 Senior / Disabled Ticket and Cash	18,774	23,594	-4,820	-20.4%
\$47 Regular and \$30 Reduced 31-Day Month Pass	81,368	112,844	-31,476	-27.9%
\$3.50 One-Day Pass	23,937	27,777	-3,840	-13.8%
\$16.00 Seven-Day Pass	10,602	15,007	-4,405	-29.4%
Spectrum Health Employee Pass and Route 19	25,742	4,556	21,186	465.0%
Free ADA	10,893	11,468	-575	-5.0%
GVSU Students on Routes 1-44	11,783	13,281	-1,498	-11.3%
Miscellaneous Fare	27,990	36,247	-8,257	-22.8%
Wave Card	68,556	0	68,556	n/a
Transfers	85,363	99,384	-14,021	-14.1%
Silver Line	71,920	67,697	4,223	6.2%
Total Regular Route Ridership	612,096	618,539	-6,443	-1.0%

Contracted/Specialized Services Summary

DASH	48,124	32,670	15,454	47.3%
GRCC Shuttle	16,365	18,458	-2,093	-11.3%
GVSU Campus Connector	121,644	131,178	-9,534	-7.3%
GVSU Off-Campus Shuttle	61,338	63,762	-2,424	-3.8%
GVSU South Campus Express	81,369	89,243	-7,874	-8.8%
FSU	1,192	869	323	37.2%
Vanpools	3,040	3,337	-297	-8.9%
Total Contracted Ridership	333,072	339,517	-6,445	-1.9%

Demand Response Summary

GOiBus	28,338	28,574	-236	-0.8%
PASS North Ridership (Including Transfers)	244	255	-11	-4.3%
PASS SE Ridership (Including Transfers)	201	197	4	2.0%
PASS SW Ridership (Including Transfers)	137	65	72	110.8%
Total Demand Response Ridership	28,920	29,091	-171	-0.6%

	2018	2017	Change	YTD Change
Total Service Weekdays	21	21	0	1
Total Service Saturdays	4	4	0	0
Total Service Sundays	4	4	0	-1
Total Holidays	1	1	0	0
Total Service Days	29	29	0	0
Total Days	30	30	0	0

Total Weekday Fixed-Route Ridership	748,206	778,161	-29,955	-3.8%
Total Weekday Evening Fixed-Route Ridership	113,146	106,731	6,415	6.0%
Total Weekday and Weekday Evening Fixed-Route Ridership	861,352	884,892	-23,540	-2.7%
Total Saturday Fixed-Route Ridership	56,251	49,234	7,017	14.3%
Total Sunday Fixed-Route Ridership	27,565	23,930	3,635	15.2%
Avg Weekday Daytime Fixed-Route Ridership	35,629	37,055	-1,426	-3.8%
Avg Weekday Evening Fixed-Route Ridership	5,388	5,082	305	6.0%
Avg Weekday and Weekday Evening Fixed-Route Ridership	41,017	42,138	-1,121	-2.7%
Avg Saturday Fixed-Route Ridership	14,063	12,309	1,754	14.3%
Avg Sunday Fixed-Route Ridership	6,891	5,983	909	15.2%

	2018	2017	Change	% Change
Fixed-Route Ridership Month to Date	612,096	618,539	-6,443	-1.0%
Contracted/Specialized Service Ridership Month to Date	333,072	339,517	-6,445	-1.9%
Demand Response Ridership Month to Date	28,920	29,091	-171	-0.6%
Total Monthly Ridership	974,088	987,147	-13,059	-1.3%
	2018	2017	Change	% Change
Fixed-Route Ridership Year to Date	1,330,880	1,307,458	23,422	1.8%
Contracted/Specialized Service Ridership Year to Date	764,615	754,185	10,430	1.4%
Demand Response Ridership Year to Date	61,356	60,339	1,017	1.7%
Total Ridership Year to Date	2,156,851	2,121,982	34,869	1.6%

November 2018 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 2017 Rank	Change	Total Passengers	Peak Frequency
Silver Line	31.9	2.38	41.4%	55.0	2,480	124.0	179.0	116.3%	1	1	0	71,920	10
Route 2 Kalamazoo	26.6	2.24	31.4%	46.2	1,605	80.2	126.5	52.8%	2	2	0	46,531	15
Route 9 Alpine	25.7	2.67	32.1%	49.4	1,485	74.2	123.7	49.4%	3	3	0	43,063	15
Route 1 Division	25.9	2.04	34.2%	45.7	1,402	70.1	115.8	40.0%	4	4	0	40,645	15
Route 4 Eastern	20.8	1.75	28.3%	38.0	1,407	70.4	108.4	31.0%	5	5	0	40,816	15
Route 19 Michigan Crosstown	21.1	2.31	31.0%	43.8	1,115	55.8	99.6	20.4%	6	23	17	23,415	15
Route 28 28th Street	15.9	1.11	21.5%	27.2	1,150	57.5	84.7	2.4%	7	6	-1	33,362	15
Route 11 Plainfield	21.8	1.84	25.1%	37.6	851	42.6	80.2	-3.1%	8	8	0	24,687	15
Route 18 Westside	24.3	2.23	27.4%	43.0	725	36.2	79.2	-4.3%	9	7	-2	18,122	30
Route 15 East Leonard	19.6	1.81	21.7%	34.5	883	44.1	78.7	-4.9%	10	9	-1	25,595	15
Route 6 Eastown	15.9	1.52	16.0%	27.7	968	48.4	76.0	-8.1%	11	10	-1	28,067	15
Route 10 Clyde Park	23.9	1.71	27.8%	39.0	644	32.2	71.2	-13.9%	12	11	-1	18,667	30
Route 3 Madison	21.6	1.80	23.1%	36.3	643	32.1	68.4	-17.3%	13	14	1	16,073	30
Route 5 Wealthy	14.6	1.26	17.1%	25.5	831	41.6	67.1	-18.9%	14	12	-2	20,781	15
Route 7 West Leonard	16.0	1.05	19.3%	25.8	778	38.9	64.7	-21.8%	15	16	1	19,460	15
Route 13 Michigan Fuller	18.4	1.61	19.2%	31.2	650	32.5	63.7	-23.0%	16	15	-1	16,240	15
Route 8 Rivertown Mall	17.5	1.23	20.3%	28.3	644	32.2	60.5	-26.9%	17	13	-4	18,667	30
Route 24 Burton	12.6	0.98	18.4%	23.0	723	36.1	59.2	-28.5%	18	19	1	18,067	30
Route 44 44th Street	11.6	0.86	15.9%	20.4	751	37.6	58.0	-30.0%	19	17	-2	18,775	30
Route 16 Wyoming / Metro Health	15.8	1.17	19.0%	26.4	619	30.9	57.3	-30.7%	20	21	1	17,937	30
Route 14 East Fulton	17.3	1.45	19.3%	29.5	516	25.8	55.3	-33.1%	21	18	-3	12,909	30
Route 12 West Fulton	14.8	1.37	13.7%	24.8	518	25.9	50.7	-38.8%	22	20	-2	12,941	30
Route 17 Woodland/Airport	14.8	1.04	16.1%	23.5	330	16.5	40.0	-51.7%	23	22	-1	6,924	30
System Summary	20.4	1.66	25.8%		939		82.7	n/a				593,664	

	Passengers per Bus Hour	Passengers per Bus Mile	Farebox Recovery %	Efficiency Score	Daily Passengers	Effectiveness Score	Total Score	Distance from Mean
System Average (mean)	20.4	1.66	25.8%	35.8	939	46.9	82.7	n/a
Standard deviation	4.5	0.49	6.1%	9.1	346	17.3	31.7	n/a
Routes above standard (equal or greater than 66.7% of mean)	34.0	2.76	43.0%	59.7	1,565	78.2	137.9	66.7%
Routes above one standard deviation of mean	33.9	2.75	42.9%	59.5	1,564	78.2	137.8	66.6%
Above average routes within one standard deviation of mean	24.8	2.15	31.9%	44.9	1,284	64.2	114.4	38.3%
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	15.9	1.16	19.7%	26.8	593	29.6	51.1	-38.3%
Routes below one standard deviation of mean	6.9	0.56	8.7%	12.1	314	15.7	27.7	-66.6%
Routes below standard (equal or less than 66.7% of mean)	6.8	0.55	8.6%	11.9	313	15.6	27.6	-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	30.8	1.74	n/a	44.6	4,195	209.7	254.3	n/a	n/a	n/a	n/a	121,644	7
GVSU South Campus Express	65.8	6.50	n/a	127.0	3,875	193.7	320.7	n/a	n/a	n/a	n/a	81,369	10
GVSU Off-Campus	64.8	7.06	n/a	132.5	2,921	146.0	278.5	n/a	n/a	n/a	n/a	61,338	10
GVSU CHS Express	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	5
GRCC Shuttle	69.7	17.61	n/a	256.3	4,091	204.6	460.9	n/a	n/a	n/a	n/a	16,365	10
DASH South	n/a	n/a	n/a	n/a	0	0.0	n/a	n/a	n/a	n/a	n/a	0	5
DASH West	23.2	2.98	n/a	52.6	1,561	78.1	130.7	n/a	n/a	n/a	n/a	32,791	5
DASH North	8.3	0.88	n/a	16.7	730	36.5	53.2	n/a	n/a	n/a	n/a	15,333	20
FSU	5.7	0.15	n/a	6.3	57	2.8	9.2	n/a	n/a	n/a	n/a	1,192	120
	33.55	2.56	n/a									330,032	

Total System Summary	23.86	1.91	25.73%
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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: January 17, 2019
TO: ITP Board
FROM: Brian Pouget
SUBJECT: OCTOBER 2018 PARATRANSIT RIDERSHIP REPORT

Paratransit ridership information for October 2018, as compared to October 2017

- Total paratransit ridership **increased 3.8%**
- ADA ridership **increased 7.3%**
- Non-Disabled Senior (NDS) ridership **decreased 1.0%**
- PASS ridership **increased 6.3%**
- Network 180 ridership **decreased 7.3%**
- There were 722 trips in Cascade Township in October 2018, compared to 994 in October 2017.

Ridership averages, as compared to October 2017

- Weekday ridership **increased 4.4%**
- Saturday ridership **increased 2.4%**
- Sunday ridership **increased 17.3%**

Other Performance Measures

- On-time performance for GO!Bus/PASS during the month was **92.39%**
- On-time drop-off performance was **93.37%**
- Average cost per GO!Bus/PASS trip increased **3.5%** from October 2017.

OCTOBER 2018 Paratransit Ridership and Operating Statistics

ADA	2018	2017	Change	% Change
Clients	1,590	1,551	39	2.5%
Passenger Trips	23,968	22,332	1,636	7.3%

NDS				
Clients	18	21	(3)	-14.3%
Passenger Trips	102	103	(1)	-1.0%

PASS				
Clients	31	37	(6)	-16.2%
Passenger Trips	588	553	35	6.3%

CONTRACTED	(includes ACSET)			
Clients	2	6	(4)	-66.7%
Passenger Trips	40	45	(5)	-11.1%

RIDELINK				
Clients	379	377	2	0.5%
Passenger Trips	1,158	1,117	41	3.7%
Phone Calls	4,758	4,505	253	5.6%
Total Trips Scheduled through Rapid Call Center	5,615	5,521	94	1.7%

TOTALS				
Clients	2,020	1,992	28	1.4%
Passenger Trips	25,856	24,150	1,706	7.1%

Average Weekday Ridership	1,004	962	42	4.4%
Average Saturday Ridership	345	337	8	2.4%
Average Sunday Ridership	345	294	51	17.3%

All Ambulatory Passengers	17,867	16,640	1,227	7.4%
All Wheelchair Passengers	7,989	7,510	479	6.4%
No - Shows	574	563	11	2.0%
Cancellations	5,587	5,658	(71)	-1.3%

MV				
Average Cost per Trip	\$24.29	\$23.47	\$0.82	3.5%
Riders per Hour	2.00	2.00	0.00	0.0%
Accidents per 100,000 Miles	0.50	2.00	(1.50)	-75.0%

Trip Denials	4	1	3	300.0%
NTD Travel Time (minutes)	29	29	0	0.0%

NETWORK 180				
Passenger Trips	6,580	7,098	(518)	-7.3%
Average Weekday Ridership	286	323	(37)	-11.5%
Average Saturday Ridership	0	0	0	0.0%
Average Sunday Ridership	0	0	0	0.0%

TOTAL PASSENGER TRIPS	32,436	31,248	1,188	3.8%
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Paratransit Service Quality Statistics: network 180 excluded

Complaints	2018	2017	2018 % of Trips	% Change
MV Complaints	14	19	0.1%	-26.3%

On-Time Performance by customer call

On-Time Compliance	92.39%	94.36%
On-Time apt. drop-off	93.37%	94.05%

DATE: January 17, 2019
TO: ITP Board
FROM: Brian Pouget
SUBJECT: NOVEMBER 2018 PARATRANSIT RIDERSHIP REPORT

Paratransit ridership information for November 2018, as compared to November 2017

- Total paratransit ridership decreased **0.2%**
- ADA ridership increased **3.9%**
- Non-Disabled Senior (NDS) ridership decreased **14.0%**
- PASS ridership increased **12.6%**
- Network 180 ridership decreased **14.0%**
- There were 817 trips in Cascade Township in November 2018, compared to 857 in November 2017.

Ridership averages, as compared to November 2017

- Weekday ridership decreased **2.2%**
- Saturday ridership decreased **.9%**
- Sunday ridership increased **16.4%**

Other Performance Measures

- On-time performance for GO!Bus/PASS during the month was **92.53%**
- On-time drop-off performance was **93.58%**
- Average cost per GO!Bus/PASS trip increased **5.4%** from November 2017.

NOVEMBER 2018 Paratransit Ridership and Operating Statistics

ADA	2018	2017	Change	% Change
Clients	1,561	1,569	(8)	-0.5%
Passenger Trips	21,823	20,994	829	3.9%

NDS	2018	2017	Change	% Change
Clients	18	19	(1)	-5.3%
Passenger Trips	80	93	(13)	-14.0%

PASS	2018	2017	Change	% Change
Clients	36	35	1	2.9%
Passenger Trips	582	517	65	12.6%

CONTRACTED	(includes ACSET)			
2018	2017	Change	% Change	
Clients	7	4	3	75.0%
Passenger Trips	83	54	29	53.7%

RIDELINK	2018	2017	Change	% Change
Clients	350	372	(22)	-5.9%
Passenger Trips	952	1,044	(92)	-8.8%
Phone Calls	4,412	4,164	248	6.0%
Total Trips Scheduled through Rapid Call Center	4,951	5,067	(116)	-2.3%

TOTALS	2018	2017	Change	% Change
Clients	1,972	1,999	(27)	-1.4%
Passenger Trips	23,520	22,702	818	3.6%

Average Weekday Ridership	939	960	(21)	-2.2%
Average Saturday Ridership	345	348	(3)	-0.9%
Average Sunday Ridership	369	317	52	16.4%

All Ambulatory Passengers	16,178	15,380	798	5.2%
All Wheelchair Passengers	7,342	7,322	20	0.3%
No - Shows	606	619	(13)	-2.1%
Cancellations	6,067	5,899	168	2.8%

MV	2018	2017	Change	% Change
Average Cost per Trip	\$24.86	\$23.58	\$1.28	5.4%
Riders per Hour	2.00	1.98	0.02	1.0%
Accidents per 100,000 Miles	0.50	1.00	(0.50)	-50.0%

Trip Denials	6	2	4	200.0%
NTD Travel Time (minutes)	29	29	0	0.0%

NETWORK 180	2018	2017	Change	% Change
Passenger Trips	5,400	6,276	(876)	-14.0%
Average Weekday Ridership	257	299	(42)	-14.0%
Average Saturday Ridership	0	0	0	0.0%
Average Sunday Ridership	0	0	0	0.0%

TOTAL PASSENGER TRIPS	28,920	28,978	(58)	-0.2%
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Paratransit Service Quality Statistics: network 180 excluded

Complaints	2018	2017	2018 % of Trips	% Change
MV Complaints	14	19	0.1%	-26.3%

On-Time Performance by customer call

On-Time Compliance	92.53%	93.95%
On-Time apt. drop-off	93.58%	93.81%



Consumer Advisory Committee Meeting Minutes
January 22, 2019

Attendance

Committee Members Present

David Covey
Kendrick Heinlein
Tim Steinmeier
Kristen Kelling

Rapid Staff

Brian Pouget
Kevin Wisselink
Laura Madison
Liz Schelling

Absent

Tom Behler
Anne Larson
Mary Kinnane
Todd Jones

MV

Bianca Nunn
Al Klepadlo

Public

Kristen Bennett – City of Grand Rapids
Randall May
Randy Currey

Meeting was called to order at 3:00 PM

1) **Introductions**

Introductions were made.

ACTION ITEMS

2) **Minutes of November 21, 2018 meetings (attached)**

A motion to accept the November 21, 2018 was made by David, seconded by Kendrick. Motion passed.

3) **FY 2020 MDOT Vehicle Accessibility Plan Update & FY 2020 Specialized Service Grant Application (attached)**

B. **FY 2020 MDOT Vehicle Accessibility Plan (attached)**

The accessibility plan update was described.
Kristen moved to approve the MDOT Vehicle Accessibility Plan
The motion was seconded by Kendrick. Motion passed unanimously.

C. **FY 2020 Specialized Service Grant Application (attached)**

The specialized services grant application was presented to this committee. There were no changes from last 2019 to 2020. David moved to accept the FY 2020 Specialized Service Grant Application. The motion was seconded by Kristen. Motion passed unanimously.

INFORMATION ITEMS

4) October and November 2018 Paratransit Ridership & Productivity Reports (attached)

Overall ridership increased 3.8% in October 2018 comparing to October 2017. On-time pick up was 92.39% and on-time drop off was 93.37% for the month of October 2018. Ridership decreased 0.2% from November 2017 compared to November 2018. On-time pick up was 92.53% and on-time drop off was 93.58% in November 2018. Sunday ridership experienced the largest increases for both months.

5) Proposed Annual Paratransit Report Card standards (attached)

Brian reported staff is recommending one change to the current reporting standards to The Rapid Board for the Paratransit Report Card. It is proposed the current standard for complaints be changed from 1.0 to 0.9 per 1,000 passengers.

6) October and November 2018 Fixed Route Productivity Reports (attached)

Comparing October and November 2018 to the same months in 2017, there was an increase in fixed route ridership of 4.1% and a decrease of 0.6% respectively. Total overall ridership for October increased by 4.2% and November decreased by 1.3% in 2018 compared to October and November of 2017. Kevin stated the increase in October was due to one more week day and the changes to the DASH service. There was a snow day for schools in November that contributed to lower ridership.

7) Proposed Annual Fixed Route Report Card standards (attached)

Kevin said staff is recommending one change to the Paratransit Report Card standards. It is proposed the current standard for complaints be changed from 3.50 to 4.5 per 100,000 passengers. There has been an increase in the number of complaints, an average of 5.53 per 100,000 due to increased ease for passengers to file their complaint.

8) Bus Stop City Ordinance

Kristen Bennett from the City of Grand Rapids presented proposed changes that the City is working to implement throughout the city of Grand Rapids to make bus stops more accessible and safer for passengers. She reported that first findings show it would impact about 3% of the available on-street parking and that while some business owners are not on board with losing street parking near their business most business owners are aware that the bus stops help promote patronage by offering increased accessibility for everyone.

9) New Business

A. Fixed Route Audio Announcements

Mr. Curry stated that while The Rapid fixed-route buses comply with ADA regulations it is difficult for some people to know when they should disembark because they are not aware of their location while on the bus. He would like there to be orientation announcements at each stop or at least more often than the

system now supports. Brian stated that reprogramming the orientation announcements on the DASH North and DASH West has begun and The Rapid is looking into what may be possible on other routes.

B. MV Transportation

Al said MV currently has 100 of the 103 drivers they want to employ. He reported that last year MV had a 104% turn-over rate. At this time there are 30 people with one year or less seniority.

C. Campaign: Save My Spot

David said this is a campaign to raise awareness of handicap parking spaces and asked members of this committee to educate themselves about the importance of the campaign.

D. New Special Services Manager

Lisa Olsen has been hired to fill the Special Services Manager position. She will start on January 28th, 2019.

10)Old Business

E. Ripple

Ripple continues to work well and GO!Bus passengers are welcome to sign up.

F. WAVE for GO!Bus

The WAVE card will not be available for GO!Bus passengers at this time. It is being considered at some future date but no plans have been put in place. It is not an active project.

G. Membership

Appointments for Kendrick and Tim will be presented to The Rapid Board for 2 year terms.

11)Public Comments

There were no comments.

Meeting adjourned at 4:16 PM

Next Board Meeting: January 30, 2018

Next CAC Meeting: March 19, 2019