BOARD OF DIRECTORS MEETING

Wednesday, September 23, 2020 – 4 p.m.

Virtual Meeting

AGENDA

1. PUBLIC COMMENT

2. MINUTES REVIEW – August 26, 2020
   PRESENTER: Mayor Kepley
   ACTION: Approval

3. ACTION ITEMS
   a. Consumer Advisory Committee Bylaws
      PRESENTER: Jason Prescott
      ACTION: Approval
   b. Microsoft Office 365 System Integration and Implementation
      PRESENTER: Andy Prokopy
      ACTION: Approval
   c. Extension of DASH Contract
      PRESENTER: Nick Monoyios
      ACTION: Approval
   d. Concrete Paths Bus Stop Improvement Project
      PRESENTER: Max Dillivan
      ACTION: Approval

4. STAFF REPORTS
   a. Paratransit Ridership Report – July 2020
      PRESENTER: Jason Prescott
      ACTION: Information
   b. Fixed Ridership Report – July 2020
      PRESENTER: Max Dillivan
      ACTION: Information
   c. COA Update
      PRESENTER: Max Dillivan
      ACTION: Information
   d. Financial Reports
      1) July 2020 Operating Statement
         PRESENTER: Linda Medina
         ACTION: Information
      2) Professional Development Report

5. CEO’S REPORT
   a. Indian Trails replacing Greyhound
   b. Extension of Township Contracts
      PRESENTER: Win Irwin
      ACTION: Information

6. CHAIR’S REPORT
   PRESENTER: Mayor Kepley
   ACTION: Information

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

**Board Members**

**Mayor Stephen Kepley, Chair**
- Charis Austin
- Rick Baker
- Mayor Katie Favale
- Steven Gilbert
- Robert Postema

**David Bilardello, Vice-Chair**
- Mayor Rosalynn Bliss
- Andy Guy
- Terry Schweitzer
- Mayor Gary Carey
- Jack Hoffman
- Mayor Maas
- Tracie Coffman
- Paul Troost

**RAPID BOARD MEETING**

**Wednesday, August 26, 2020 – 4 p.m.**

**Virtual Meeting**

**ATTENDANCE:**

**Board Members Present:**
- Charis Austin, Rick Baker, David Bilardello, Mayor Bliss, Mayor Carey, Tracie Coffman, Steven Gilbert, Andy Guy, Jack Hoffman, Mayor Kepley, Mayor Maas, Terry Schweitzer

**Board Members Absent:**
- Mayor Favale, Robert Postema, Paul Troost

**Staff Attendees:**
- Michael Bulthuis, Steve Clapp, Max Dillivan, Evie Dzomba, Peggy Galt, Bree Girard, Julie Ilbrink, Win Irwin, Deron Kippen, Bill Kirk, Steve Luther, Linda Medina, Nick Monoyios, Jason Prescott, Andy Prokopy, Steve Schipper, Brittany Schlacter, Max Wieringa, Kevin Wisselink

**Other Attendees:**
- Kim Dunham, Steve Faber, Hank Kelly, Justin Kimura, Devery Krupchak, Laura St. Louis, Brian McVicar, Susan Starwalt, Chris Swank

Mayor Kepley called the meeting to order at 4:03 p.m.

Due to the virtual nature of the meeting, a quorum of attendees was established and confirmed.

1. **PUBLIC COMMENT**

   Two letters were submitted in writing to be included in the public comments. The documents were emailed to the Board members, and will be included in a re-posting of the Board meeting packet on the website.

2. **MINUTES – July 29, 2020 Board of Directors Meeting**

   Minutes were distributed and approved as written.
3. ACTION ITEMS

a. Governance Recommendation Modification and Establishment of CEO Search Committee

Mayor Kepley requested to modify the governance structure by increasing the number of Finance Committee members from three to five, to change the name of the Future Planning & Innovation Committee to Planning & Technology Committee, and to request the activation of the CEO Search Committee with the appointed members listed in the resolution along with the responsibilities of the committee.

Mayor Kepley introduced the action item for a vote. Mayor Maas motioned for the resolution to be approved. Mayor Carey seconded the motion. A verbal roll call for voting was taken; resolution passed unanimously.

b. Purchase of a New Paratransit Reservation / Scheduling System

Mr. Prescott requested to execute a contract with Kevadiya, Inc. to purchase a new Paratransit Reservation and Scheduling System, in the amount of $370,260 which includes a contingency of 10% for the first five years. The contract includes five (5) one year options.

Mayor Kepley introduced the action item for a vote. Mr. Guy motioned for the resolution to be approved. Mr. Gilbert seconded the motion. A verbal roll call for voting was taken; resolution passed unanimously.

c. Security Camera System Upgrade to Rapid Operations Center

Mr. Wieringa requested to upgrade current and purchase additional security cameras, equipment, servers, licenses, programming, and labor and set up through Knight Watch. The total cost of the project is $649,187.44 ($590,170.40, plus 10% contingency).

Mayor Kepley introduced the action item for a vote. Mr. Bilardello motioned for the resolution to be approved. Mayor Carey seconded the motion. A verbal roll call for voting was taken; resolution passed unanimously.

d. Proposed FY 2021 Operating and Capital Budget and Five-Year Operating Budget Projection

Ms. Medina requested approval of the FY 2021 proposed budget. The budget consists of two components, operating and capital projects. The operating budget is $47,736,325 and the capital projects budget is $16,368,841 for a total of $64,105,166. Mr. Wisselink requested approval of a 5-Year Operating Budget Projection.

Mayor Kepley introduced the action item for a vote. Mr. Gilbert motioned for the resolution to be approved. Mayor Bliss seconded the motion. A verbal roll call for voting was taken; resolution passed unanimously.

4. STAFF REPORTS – Questions

a. Paratransit Ridership – May 2020, June 2020, and Q3 FY 2020

Reports were submitted with the meeting packet. No questions were raised regarding content.


Reports were submitted with the meeting packet. No questions were raised regarding content.
c. Financial Reports

1) June 2020 Operating Statement

Reports were submitted with the meeting packet. No questions were raised regarding content.

2) Professional Development Report

Reports were submitted with the meeting packet. No questions were raised regarding content.

d. COA Update and Guiding Principles Discussion

Mr. Dillivan shared an update on the COA. At the June ITP Board meeting, the Board initiated a 60-day pause on progress of Mobility for All (COA). The 60-day period drew to a close on August 23rd and Planning staff is resuming progress on the project beginning on that date. During the 60-day pause period, Planning staff worked along with the consultant team to review public feedback received to-date, analyzed regional travel patterns as they evolved through the pandemic, and detailed key factors warranting consideration for the project moving forward.

Mr. Faber reviewed the guiding principles as it relates to Mobility for All. Mr. Guy expressed a desire to be nimble in the planning to be more responsive to customer expectations. Ms. Coffman encouraged Mr. Faber to include equity as a statement in the guiding principles. Mr. Faber agreed that this statement needs to be more front and center, and will make those changes.

5. COMMITTEE REPORTS

a. Planning & Technology Committee

Mr. Schweitzer expressed thanks to Hank Kelly at Mobile GR for their work on mobility initiatives. There are opportunities to partner in achieving goals as it relates to the COA.

Minutes from August 17, 2020, were submitted with the meeting packet. No questions were raised regarding content.

b. Present Performance & Service Committee

Minutes from August 18, 2020, were submitted with the meeting packet. No questions were raised regarding content.

6. CEO's REPORT

Mr. Irwin shared a report from the CEO:

- A new contract has been signed with Ferris for trips to Big Rapids.
- Kevin Wisselink has agreed to take on the role of Interim Procurement Manager in addition to his current role as Grants Manager.
- Greyhound has announced they will discontinue service along the I-96 corridor. Indian Trails will be picking up this service.
- With our reduced Fall service plan, we will need fewer bus operators. As a result, we will be doing a VUPLA for the bus operators, providing us flexibility to bring them back in the case ridership increases.
- The Laker Line launch event was a huge success. Mr. Irwin expressed gratitude for all who participated in all the planning and execution of the event.
MISSION: To create, offer and continuously improve a flexible network of public transportation options and mobility solutions.

- We are treating all surfaces of buses and buildings with an antimicrobial treatment which lasts up to a year. Its effectiveness can and will be tested. The use of this treatment is a major step to inhibit the spread of the Coronavirus and we hope this will help increase our ridership.

7. CHAIR’S REPORT

Mayor Kepley shared his gratitude for the leadership being provided by Mr. Irwin. They are working on updating the organizational charts and creating policies as needed. Mayor Kepley also shared that board members on the CEO Search Committee will be receiving an informational email soon.

8. ADJOURNMENT

The meeting was adjourned at 5:01 p.m.
The next meeting is scheduled for September 23, 2020.

Respectfully submitted,

Julie Ilbrink, Board Secretary
Date:         September 18, 2020
To:           ITP Board
From:         Jason Prescott – Special Services Manager
Subject:      ADDENDUM/UPDATE TO CAC BYLAWS

ACTION REQUESTED
The CAC upon meeting on September 1, 2020 reviewed the committee bylaws and found some changes that were necessary to compliance. “These Bylaws may be amended by a vote of The Rapid Board, acting upon the prior review and recommendation of the Consumer Advisory committee and Governance Committee.”

BACKGROUND
In light of recent events of the Coronavirus pandemic, the CAC committee is asking for board approval to add a meeting cancellation policy in the rare event meeting needs to be cancelled or rescheduled. Such a policy has not been place prior to this date.

Secondly, the CAC committee asks for board approval of an adjustment to the schedule of meetings. Currently as written, the bylaws state the CAC will meet the months of January, February, March, April, May, June, August, September, October, November/December. However, as is also stated in these same bylaws, the CAC committee is to meet the same months The Rapid Board of Directors meets. The committee asks for permission to adjust the verbiage to represent this, as opposed to specific months of the calendar year.
BYLAWS OF THE
INTERURBAN TRANSIT PARTNERSHIP
CONSUMER ADVISORY COMMITTEE
FOR SENIORS AND PERSONS WITH DISABILITIES

ARTICLE I – NAME OF COMMITTEE

This committee shall be named The Rapid Consumer Advisory Committee for Seniors and Persons with Disabilities.

ARTICLE II – PURPOSE

The Consumer Advisory Committee shall serve as the “Local Advisory Council” as described in Act 51 of the Public Acts of 1951, as amended. The Committee’s purpose is to advise The Rapid staff and Board concerning the views of senior citizens, persons with disabilities, and their advocates on The Rapid policies, plans, and programs for services to seniors and persons with disabilities.

ARTICLE III – DUTIES AND RESPONSIBILITIES

Section 1 – Communication

The Committee will provide a channel for communication between seniors and persons with disabilities who use The Rapid services and The Rapid staff and Board.

Section 2 – Review and Comment

The Committee will receive information on service policies, plans, and programs for public transportation to seniors and persons with disabilities, review such matters, and provide comment for consideration by The Rapid staff and Board of Directors.

Section 3 – Reporting of Recommendations

All actions taken by the Committee will be reported to, and considered by, the Strategic Planning Committee of the Rapid Board.

ARTICLE IV – MEMBERSHIP

Section 1 – Number and Composition

The Committee shall include no less than ten and no more than twelve members. No less than five members are to be seniors age 65 or older, or individuals with disabilities. Members who are not seniors or do not have a disability must be representatives of human service agencies, which serve seniors and/or persons with disabilities.

Section 2 – Terms

Membership terms shall be for two years, beginning on January 1 and ending on December 31. For persons appointed after January 1 during any calendar year, the term of membership shall end as of December 31 of the year following. Appointments to fill vacancies due to resignation or otherwise shall be for the remainder of the term being vacated. This section shall apply for all appointments to terms beginning January 1, 1994 and thereafter.
Section 3 – Appointments

Appointments to the Consumer Advisory Committee will be made by The Rapid Board, acting on the recommendations of the Board’s Governance Committee.

Section 4 – Knowledge and Participation

Members are expected to attain a basic working knowledge of organization and services. Members are responsible for attendance at scheduled meetings. Any member with three absences in a one year period may be removed from this committee. Such persons will be given an opportunity to give cause for their absences, and each case will be reviewed by The Rapid staff and the Committee Chairperson. Following such a review, a recommendation may be made to The Rapid Strategic Planning Committee concerning termination of membership.

ARTICLE V – OFFICERS

Section 1 – Selection and Terms

The Committee shall elect a Chairperson and Vice-Chairperson from among its members at the first regular meeting of each calendar year. These officers shall serve until the next annual election.

Section 2 – Duties

The Chairperson shall preside at all meetings, call special meetings, and exercise other duties normally conferred by parliamentary procedure. The Vice-Chairperson shall perform the duties of the Chairperson in case of the absence or inability to act of the Chairperson.

The Chairperson or Vice-Chairperson may attend all meetings of The Rapid Strategic Planning Committee, at which agenda items are being considered which were previously acted on by the Advisory Committee.

Section 3 – Absence of Officers

In the event both the Chairperson and Vice-Chairperson are absent, a Member designated by majority vote of those present shall preside pro tempore.

ARTICLE VI – STAFF LIAISON

The Rapid CEO shall designate a member of The Rapid staff to act as liaison to the Consumer Advisory Committee. The liaison will, in consultation with the Chairperson, prepare and distribute meeting agendas and related information materials. The staff liaison will also be responsible for keeping minutes of all meetings and other records related to the Committee’s operation.

ARTICLE VII – MEETINGS

Section 1 – Regular Meetings

Regular meetings of the Committee will be held every month The Rapid Board of Directors meets. The CAC meeting will take place the 3rd Tuesday of each scheduled month.
Section 2 – Special Meetings

Special meetings may be called by the Chairperson, or any three members. At least seven days advance notice of special meetings shall be given to each member.

Section 3 – Public Notice

Public notice of all regular and special meetings shall be given as required by the Open Meetings Act.

Section 4 – Quorum

A majority of the total number of Committee members then appointed and serving shall constitute a quorum. A majority of the members present at any meeting at which there is a quorum may conduct business.

Section 5 – Voting

Motions shall be restated by the Chairperson before a vote is taken. A majority of members present and voting must vote in the affirmative to constitute a decision. Names of persons making and supporting motions shall be recorded in the minutes.

Section 6 – Conduct of Meetings

All questions of meetings procedure not covered by the Bylaws will be determined according to Robert’s Rules of Order.

Section 7 – Cancellation of Meetings

On a rare occasion, meetings may need to be cancelled due to unforeseen circumstances. In the event of a meeting cancellation, The Rapid Special Service Manager, and/or Chairperson will provide notice to all committee members prior to noon the day of the meeting via phone call and/or email.

ARTICLE VIII – SUBCOMMITTEES

The Chairperson may designate subcommittees if required to carry out specific tasks within the Committee’s responsibilities. The subcommittee’s chairperson and members shall be appointed by the Chairperson. At least one member of any subcommittee shall be a consumer representative not affiliated with a human service agency.

ARTICLE IX – AMENDMENTS

These Bylaws may be amended by a vote of The Rapid Board, acting upon the prior review and recommendation of the Consumer Advisory Committee and the Governance Committee.

Date of Adoption: As approved by the ITP Board on October 27, 1993

Date of Revision: As approved by the ITP Board on September 23, 2020
INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 092320-1

Fiscal Year: 2019-2020

Moved and supported to adopt the following resolution:

Approval for the CAC Committee to make an addendum to the committee bylaws to include a cancellation policy and for the schedule of meetings to coincide with that of The Rapid Board of Directors meetings.

BE IT RESOLVED that the Board of Directors approves the changes to the bylaws.

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.

_________________________
Julie Ilbrink, Board Secretary

_________________________
Date
Date: September 16, 2020
To: ITP Board
From: Andy Prokopy, IT Manager
Subject: MICROSOFT OFFICE 365 SYSTEM INTEGRATION AND IMPLEMENTATION

ACTION REQUESTED

Authorization is requested from the ITP Board to execute a contract with Trace3 to procure consulting and implementation of a cloud-based Microsoft Office 365 system, in an amount of $134,000 which includes a 10% contingency.

BACKGROUND

The scope of this project will require migration of the ITP system from Exchange 2010/Microsoft Office 2010 to a cloud-based Office 365 environment. This will increase our efficiencies in data storage and access, speed of email, cloud storage and use on multiple devices. It will also encompass upgrades to Office Suite programs; Word, Excel, Access, Power Point, Project, Publisher, and Outlook. Licensing fees for migration will be purchased through the awarded vendor. This will also include Exchange Mobility Suite E5 for security.

PROCUREMENT

A Request for Proposal (RFP) was chosen as price was not the most important consideration in choosing a consultant. The RFP was solicited on the MITN, a digital bid platform that has a nationwide distribution as well as advertised on our website. Eleven (11) proposal responses were received.

The evaluation team for this RFP consisted of The RAPID's IT Manager, Software Support Specialist, IT Network Administrator and IT Systems Administrator.

Round 1 Evaluation

Evaluation criteria included; Proposed System Design, Qualifications, Performance History, and Staffing, Project Timeline and Price Proposal. At the end of the scoring three (3) firms stood were determined to be in the competitive range with a reasonable chance of being selected for award and invited to provide a presentation and participate in oral discussions.

Round 2 Evaluation

Scoring for Round 2 was not cumulative; selection criteria included Consultant Deployment Plan, Post Deployment Support and Office 365 Administration Training and Project Timeline.
At the conclusion of Round 2 firms were scored again. Trace3 and Worksighted received the highest scores and were invited to submit a Best and Final Offer (BAFO). Subsequent to review of BAFOs Trace3 was deemed the most responsive and responsible firm and best overall value to the ITP. Staff recommends Trace3 for contract award.

**FUNDING**

Funding for the Microsoft Office 365 System Integration, Implementation and Licenses will be derived from Federal and State Grants.
INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 091620-3

Fiscal Year: 2019-2020

Moved and supported to adopt the following resolution:

Approval to contract with Trace3 for the procurement of the Microsoft Office 365 System Integration, Implementation with Licenses. The initial contract term is for one (1) year.

BE IT RESOLVED that the ITP CEO is hereby authorized to execute an agreement with Trace3 for the Microsoft Office 365 System Integration, Implementation and Licenses at a cost $134,000 in accordance with information presented to the ITP Board on August 26, 2020.

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.

__________________________
Julie Ilbrink, Board Secretary

__________________________
Date
Date: September 11, 2020
To: ITP Board
From: Nick Monoyios, Planning Department Manager
Subject: EXTENSION OF DASH CONTRACT

**ACTION REQUESTED**

Authorization is requested from the ITP Board to extend the existing agreement with the City of Grand Rapids to provide DASH service in downtown Grand Rapids until January 31, 2020.

**BACKGROUND**

In September 2017, the Rapid Board authorized a three (3) year agreement with the City of Grand Rapids to provide continued DASH service in downtown Grand Rapids. Under this program, the City purchases unique vehicles for the DASH routes and contracts with The Rapid to operate the service, provide vehicle operators, fueling and maintenance. DASH has proven to be an instrumental component of critical downtown mobility solutions since its inception and relationship with The Rapid since May 1998.

It is the intention of both Rapid and Mobile GR staff to use this extension duration to fully review the existing contractual provisions for an eventual contract renewal for the remainder of the fiscal year (January 2020 – September 2020).
INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 092320-3

Fiscal Year: 2019-2020

Moved and supported to adopt the following resolution:

Approval to execute the extended agreement with the City of Grand Rapids for the operation of DASH services.

BE IT RESOLVED that the ITP CEO is hereby authorized to execute an addendum to the existing agreement with the City of Grand Rapids for the purpose of providing DASH services, in accordance with the information presented to the ITP Board on September 23, 2020.

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.

_________________________
Julie Ilbrink, Board Secretary

_________________________
Date
Date: September 18, 2020
To: ITP Board
From: Max Dillivan
Subject: CONCRETE PADS - BUS STOP IMPROVEMENT – PROJECT # 2020-06

ACTION REQUESTED

Authorization is requested from the ITP Board to contract with Anlaan Corporation for new concrete boarding pads, pad extensions, and rear door alighting (i.e., de-boarding) pads throughout the City of Grand Rapids. The amount of this contract is $134,101 which includes a 10% contingency.

BACKGROUND

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

Prior to initiating the next phase, a significant level of concrete work must be completed to accommodate new benches, shelters, and other infrastructure. New boarding pads, pad extensions, and rear door alighting (i.e., de-boarding) pads will be installed at 73 transit stops. These pads will have the ability to accommodate 34 future shelters and two (2) benches.

PROCUREMENT

This procurement was issued as an Invitation for Bid (IFB) because we were able to create a detailed specification that could be met by a number of potential vendors. Bid packages were sent to eleven (11) firms. The IFB was solicited on the MITN, a digital bid platform that has a nationwide distribution as well as advertised on our website and also advertised on the Builders Exchange. Bid responses were received from four (4) vendors.
PRICE ANALYSIS

Bid Tabulation
Concrete Pads - Bus Stop Improvements - Project 2020-06

<table>
<thead>
<tr>
<th>Bidder</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anlaan Corporation</td>
<td>$121,910.00</td>
</tr>
<tr>
<td>Katerberg Verhage</td>
<td>$350,000.00</td>
</tr>
<tr>
<td>Lucas Concrete</td>
<td>$507,423.00</td>
</tr>
<tr>
<td>Wyoming Excavators</td>
<td>$563,487.00</td>
</tr>
</tbody>
</table>

A post bid interview was conducted with the low bidder; Anlaan confirmed that all elements of the project requirements were accounted for in their bid submittal. Additionally, they have documented experience with similar type work.

RECOMMENDATION

Staff recommends contract award to Anlaan Corporation as the low responsive and responsible bidder.

FUNDING

Funding is provided through FTA and MDOT capital assistance grants.
INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 092320-4

Fiscal Year: 2019-2020

Moved and supported to adopt the following resolution:

Approval to contract with Anlaan Corporation for the procurement of the Concrete Pads for the Bus Stop Improvement Project # 2020-06. Contract term is through November 30, 2020

BE IT RESOLVED that the ITP CEO is hereby authorized to execute an agreement with Anlaan Corporation for the Concrete Pads for the Bus Stop Improvement Project # 2020-06 at a cost $134,101 in accordance with information presented to the ITP Board on September 23, 2020.

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.

_________________________
Julie Ilbrink, Board Secretary

_________________________
Date
Interurban Transit Partnership

DATE: August 18, 2020
TO: ITP Board
FROM: Jason Prescott, Special Services Manager
SUBJECT: July 2020 PARATRANSIT RIDERSHIP REPORT

Paratransit ridership information for July 2020, as compared to July 2019

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2019</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Paratransit Ridership</td>
<td>13,151</td>
<td>27,583</td>
<td>-52.3%</td>
</tr>
<tr>
<td>ADA Ridership</td>
<td>10,393</td>
<td>20,951</td>
<td>-50.4%</td>
</tr>
<tr>
<td>Non-Disabled Senior (NDS) Ridership</td>
<td>33</td>
<td>90</td>
<td>-63.3%</td>
</tr>
<tr>
<td>PASS Ridership</td>
<td>187</td>
<td>595</td>
<td>-68.6%</td>
</tr>
<tr>
<td>Network 180</td>
<td>1,695</td>
<td>4,842</td>
<td>-65.0%</td>
</tr>
<tr>
<td>Cascade Township</td>
<td>217</td>
<td>764</td>
<td>-71.5%</td>
</tr>
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</table>

Ridership averages, as compared 2019

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2019</th>
<th>% Change</th>
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</thead>
<tbody>
<tr>
<td>Weekday Ridership</td>
<td>460</td>
<td>875</td>
<td>-47.4%</td>
</tr>
<tr>
<td>Saturday Ridership</td>
<td>174</td>
<td>323</td>
<td>-46.1%</td>
</tr>
<tr>
<td>Sunday Ridership</td>
<td>93</td>
<td>332</td>
<td>-72.0%</td>
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</table>

Other Performance Measures

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2019</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-Time Performance</td>
<td>98.52%</td>
<td>95.54%</td>
<td>3%</td>
</tr>
<tr>
<td>On-Time Drop-Off</td>
<td>97.21%</td>
<td>95.54%</td>
<td>2%</td>
</tr>
<tr>
<td>Average Cost Per Trip</td>
<td>$32.52</td>
<td>$25.02</td>
<td>30.0%</td>
</tr>
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</table>
## July 2020 Paratransit Ridership and Operating Statistics

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2019</th>
<th>Change</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADA</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clients</td>
<td>988</td>
<td>1,593</td>
<td>(605)</td>
<td>-38.0%</td>
</tr>
<tr>
<td>Passenger Trips</td>
<td>10,393</td>
<td>20,951</td>
<td>(10,558)</td>
<td>-50.4%</td>
</tr>
<tr>
<td>NDS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clients</td>
<td>2</td>
<td>13</td>
<td>(11)</td>
<td>-84.6%</td>
</tr>
<tr>
<td>Passenger Trips</td>
<td>33</td>
<td>90</td>
<td>(57)</td>
<td>-63.3%</td>
</tr>
<tr>
<td>PASS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clients</td>
<td>13</td>
<td>31</td>
<td>(18)</td>
<td>-58.1%</td>
</tr>
<tr>
<td>Passenger Trips</td>
<td>187</td>
<td>595</td>
<td>(408)</td>
<td>-68.6%</td>
</tr>
<tr>
<td>CONTRACTED</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clients</td>
<td>0</td>
<td>3</td>
<td>(3)</td>
<td>-100.0%</td>
</tr>
<tr>
<td>Passenger Trips</td>
<td>0</td>
<td>6</td>
<td>(6)</td>
<td>-100.0%</td>
</tr>
<tr>
<td>RIDELINK</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clients</td>
<td>286</td>
<td>353</td>
<td>(67)</td>
<td>-19.0%</td>
</tr>
<tr>
<td>Passenger Trips</td>
<td>843</td>
<td>1,099</td>
<td>(256)</td>
<td>-23.3%</td>
</tr>
<tr>
<td>Phone Calls</td>
<td>2,337</td>
<td>3,746</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Trips sched. thru Rapid call center</td>
<td>2,174</td>
<td>5,108</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTALS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clients</td>
<td>1,289</td>
<td>1,993</td>
<td>(704)</td>
<td>-35.3%</td>
</tr>
<tr>
<td>Passenger Trips</td>
<td>11,456</td>
<td>22,741</td>
<td>(11,285)</td>
<td>-49.6%</td>
</tr>
<tr>
<td>Average Weekday Ridership</td>
<td>460</td>
<td>875</td>
<td>(415)</td>
<td>-47.4%</td>
</tr>
<tr>
<td>Average Saturday Ridership</td>
<td>174</td>
<td>323</td>
<td>(149)</td>
<td>-46.1%</td>
</tr>
<tr>
<td>Average Sunday Ridership</td>
<td>93</td>
<td>332</td>
<td>(239)</td>
<td>-72.0%</td>
</tr>
<tr>
<td>All Ambulatory Passengers</td>
<td>7,039</td>
<td>15,345</td>
<td>(8,306)</td>
<td>-54.1%</td>
</tr>
<tr>
<td>All Wheelchair Passengers</td>
<td>4,417</td>
<td>7,396</td>
<td>(2,979)</td>
<td>-40.3%</td>
</tr>
<tr>
<td>No - Shows</td>
<td>388</td>
<td>506</td>
<td>(118)</td>
<td>-23.3%</td>
</tr>
<tr>
<td>Cancellations</td>
<td>7,097</td>
<td>5,643</td>
<td>1,454</td>
<td>25.8%</td>
</tr>
<tr>
<td>MV</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average Cost per Trip</td>
<td>$32.52</td>
<td>$25.02</td>
<td>$7.50</td>
<td>30.0%</td>
</tr>
<tr>
<td>Riders per Hour</td>
<td>1.5</td>
<td>2.0</td>
<td>(0.5)</td>
<td>-25.0%</td>
</tr>
<tr>
<td>Accidents per 100,000 Miles</td>
<td>0.0</td>
<td>1.0</td>
<td>(1)</td>
<td>-100.0%</td>
</tr>
<tr>
<td>Trip Denials</td>
<td>0</td>
<td>1</td>
<td>-1</td>
<td>-100.0%</td>
</tr>
<tr>
<td>NTD Travel Time (minutes)</td>
<td>38</td>
<td>30</td>
<td>8</td>
<td>26.7%</td>
</tr>
<tr>
<td>NETWORK 180</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Passenger Trips</td>
<td>1,695</td>
<td>4,842</td>
<td>(3,147)</td>
<td>-65.0%</td>
</tr>
<tr>
<td>Average Weekday Ridership</td>
<td>74</td>
<td>230</td>
<td>(156)</td>
<td>-67.8%</td>
</tr>
<tr>
<td>TOTAL PASSENGER TRIPS</td>
<td>13,151</td>
<td>27,583</td>
<td>(14,432)</td>
<td>-52.3%</td>
</tr>
</tbody>
</table>

### Paratransit Service Quality Statistics: network 180 Excluded

<table>
<thead>
<tr>
<th>Complaints</th>
<th>2020</th>
<th>2019</th>
<th>% of Trips</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>MV Complaints</td>
<td>16</td>
<td>14</td>
<td>0.1%</td>
<td>14.3%</td>
</tr>
</tbody>
</table>

### On-Time Performance

- On-Time Compliance - Pick-up: 98.52% to 95.54% (down by 2.98%)
- On-Time Compliance - Drop-off: 97.21% to 95.54% (down by 1.67%)
Date: September 16 2020
To: ITP Board
From: Maxwell Dillivan, AICP – Senior Planner
Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – JULY 2020

OVERVIEW

July 2020 witnessed continued ridership recovery, albeit incremental. Six of the top seven top-performing routes for the month in terms of productivity (passengers per mile, passengers per hour, farebox recovery, and average daily passengers) include all routes currently operating at 15-minute all day frequency.

BACKGROUND INFORMATION

Monthly Ridership

<table>
<thead>
<tr>
<th>Route Type</th>
<th>July 2020</th>
<th>July 2019</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Routes 1 – 44 (non-contracted regular fixed routes)</td>
<td>242,174</td>
<td>560,988</td>
<td>↓ 56.8%</td>
</tr>
<tr>
<td>Contracted/Specialized Service (GVSU, DASH, etc.)</td>
<td>24,910</td>
<td>71,979</td>
<td>↓ 65.4%</td>
</tr>
<tr>
<td>Demand-Response (Go!Bus, PASS)</td>
<td>13,180</td>
<td>27,583</td>
<td>↓ 52.2%</td>
</tr>
<tr>
<td><strong>Total Monthly Ridership</strong></td>
<td><strong>280,263</strong></td>
<td><strong>660,550</strong></td>
<td><strong>↓ 57.6%</strong></td>
</tr>
</tbody>
</table>

Daily Average Ridership

<table>
<thead>
<tr>
<th>Day Type</th>
<th>July 2020</th>
<th>July 2019</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekday Total</td>
<td>10,246</td>
<td>25,388</td>
<td>↓ 59.6%</td>
</tr>
<tr>
<td>Weekday Evening</td>
<td>1,474</td>
<td>4,452</td>
<td>↓ 66.9%</td>
</tr>
<tr>
<td>Saturday</td>
<td>6,566</td>
<td>12,631</td>
<td>↓ 48.0%</td>
</tr>
<tr>
<td>Sunday</td>
<td>2,930</td>
<td>5,979</td>
<td>↓ 51.0%</td>
</tr>
</tbody>
</table>
## Fiscal Year Ridership

<table>
<thead>
<tr>
<th></th>
<th>Fiscal Year 2020</th>
<th>Fiscal Year 2019</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Routes 1 – 44 (non-contracted regular fixed routes)</td>
<td>4,243,883</td>
<td>6,055,980</td>
<td>↓ 29.9%</td>
</tr>
<tr>
<td>Contracted/Specialized Service (GVSU, DASH, etc.)</td>
<td>1,655,515</td>
<td>2,305,354</td>
<td>↓ 28.2%</td>
</tr>
<tr>
<td>Demand-Response (Go!Bus, PASS)</td>
<td>195,438</td>
<td>286,794</td>
<td>↓ 31.9%</td>
</tr>
<tr>
<td>Total Monthly Ridership YTD</td>
<td>6,094,836</td>
<td>8,648,128</td>
<td>↓ 29.5%</td>
</tr>
</tbody>
</table>

## Productivity Summary

<table>
<thead>
<tr>
<th></th>
<th>July 2020</th>
<th>July 2019</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average passengers per hour per route</td>
<td>9.5</td>
<td>17.9</td>
<td>↓ 47.1%</td>
</tr>
<tr>
<td>Average passengers per mile per route</td>
<td>0.72</td>
<td>1.46</td>
<td>↓ 50.7%</td>
</tr>
<tr>
<td>Average farebox recovery percent per route</td>
<td>12.2%</td>
<td>25.3%</td>
<td>↓ 51.8%</td>
</tr>
<tr>
<td>Average daily passengers</td>
<td>8,072</td>
<td>18,687</td>
<td>↓ 56.8%</td>
</tr>
</tbody>
</table>
Date: September 23, 2020
To: ITP Board
From: Linda Medina, Finance Manager
Subject: JULY 31, 2020 OPERATING STATEMENT

Attached are the financial reports through July 31, 2020. The reports include the Combined Operating Statement that has been provided in the past and a new FY 2020 Year to Date (YTD) Operating Statement for the operating budget.

**FY 2020 YTD Operating Statement Analysis**

Total revenue is under budget by 13.1%.

- Passenger Fares are 33.7% and Sales of Transportation Services are 25.6% under budget due to ridership and service levels being reduced. Compared to FY 2019, linehaul ridership is down 29% and fares are down 35% through July.
- Reimbursement for eligible operating expenses through the CARES Act has been requested in the amount of $8,707,592.

Total expenses are under budget by 10.5%.

- Overall operating expenses are under budget due to the reductions in service hours and bus miles. Contractual Services, Materials and Supplies, and Purchase Transportation are under budget by 17.3%, 29.8%, and 31.8%, respectively.
- Utilities, Insurance and Miscellaneous expenses are over budget by 4.7%, primarily due to insurance premiums.

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

**FY 2020 Operating Statement**

**Year to Date as of July 31, 2020**

## Revenues and Operating Assistance

<table>
<thead>
<tr>
<th></th>
<th>YTD as of July 31</th>
<th>Variance</th>
<th>FY 2019</th>
<th>Note - Annual</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Budget</td>
<td>Actual</td>
<td>$</td>
<td>YTD Actual</td>
</tr>
<tr>
<td><strong>Passenger Fares</strong></td>
<td>$ 5,419,745</td>
<td>$ 3,591,042</td>
<td>$ (1,828,704)</td>
<td>-33.7%</td>
</tr>
<tr>
<td><strong>Sale of Transportation Services</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CMH Contribution</td>
<td>668,385</td>
<td>329,519</td>
<td>(338,867)</td>
<td>-50.7%</td>
</tr>
<tr>
<td>Dash Contract</td>
<td>2,194,845</td>
<td>1,703,811</td>
<td>(491,033)</td>
<td>-22.4%</td>
</tr>
<tr>
<td>Grand Valley State University</td>
<td>2,198,755</td>
<td>1,789,262</td>
<td>(409,493)</td>
<td>-18.6%</td>
</tr>
<tr>
<td>Van Pool Transportation</td>
<td>112,620</td>
<td>54,795</td>
<td>(57,825)</td>
<td>-51.3%</td>
</tr>
<tr>
<td>Township Services</td>
<td>506,658</td>
<td>470,058</td>
<td>(36,601)</td>
<td>-7.2%</td>
</tr>
<tr>
<td>Route 19</td>
<td>438,517</td>
<td>248,366</td>
<td>(190,151)</td>
<td>-43.4%</td>
</tr>
<tr>
<td>Other</td>
<td>522,950</td>
<td>346,061</td>
<td>(176,889)</td>
<td>-33.8%</td>
</tr>
<tr>
<td><strong>Subtotal Sale of Transportation Services</strong></td>
<td>$ 6,642,730</td>
<td>$ 4,941,872</td>
<td>(1,700,859)</td>
<td>-25.6%</td>
</tr>
<tr>
<td>State Operating</td>
<td>13,291,101</td>
<td>11,534,563</td>
<td>(1,756,539)</td>
<td>-13.2%</td>
</tr>
<tr>
<td>Property Taxes</td>
<td>13,824,153</td>
<td>13,824,153</td>
<td>(0)</td>
<td>0.0%</td>
</tr>
<tr>
<td>Advertising &amp; Miscellaneous</td>
<td>354,069</td>
<td>454,293</td>
<td>100,224</td>
<td>28.3%</td>
</tr>
<tr>
<td><strong>Subtotal Revenues and Operating Assistance</strong></td>
<td>$ 39,531,799</td>
<td>$ 34,345,922</td>
<td>(5,185,878)</td>
<td>-13.1%</td>
</tr>
<tr>
<td>Grant Operating Revenue (Cares Act)</td>
<td>-</td>
<td>8,707,592</td>
<td>8,707,592</td>
<td>100.0%</td>
</tr>
<tr>
<td><strong>Total Revenues and Operating Assistance</strong></td>
<td><strong>$ 39,531,799</strong></td>
<td><strong>$ 43,053,514</strong></td>
<td><strong>$ 3,521,715</strong></td>
<td><strong>8.9%</strong></td>
</tr>
</tbody>
</table>

## Expenses

<table>
<thead>
<tr>
<th></th>
<th>Budget</th>
<th>Actual</th>
<th>$</th>
<th>%</th>
<th>FY 2019</th>
<th>Note - Annual</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Salaries and Wages</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administrative</td>
<td>$ 4,366,832</td>
<td>$ 4,293,088</td>
<td>(73,745)</td>
<td>-1.7%</td>
<td>$ 4,203,046</td>
<td>$ 5,186,064</td>
</tr>
<tr>
<td>Operators</td>
<td>11,940,043</td>
<td>11,508,104</td>
<td>(431,939)</td>
<td>-3.6%</td>
<td>11,548,750</td>
<td>14,092,302</td>
</tr>
<tr>
<td>Maintenance</td>
<td>1,709,718</td>
<td>1,720,880</td>
<td>11,162</td>
<td>0.7%</td>
<td>1,685,952</td>
<td>2,083,822</td>
</tr>
<tr>
<td><strong>Subtotal Salaries and Wages</strong></td>
<td>$ 18,016,594</td>
<td>$ 17,522,072</td>
<td>(494,522)</td>
<td>-2.7%</td>
<td>$ 17,437,747</td>
<td>$ 21,362,188</td>
</tr>
<tr>
<td>Benefits</td>
<td>7,855,253</td>
<td>7,566,208</td>
<td>(289,045)</td>
<td>-3.7%</td>
<td>7,699,224</td>
<td>8,764,330</td>
</tr>
<tr>
<td>Contractual Services</td>
<td>2,348,685</td>
<td>1,942,117</td>
<td>(406,569)</td>
<td>-17.3%</td>
<td>2,096,431</td>
<td>2,885,077</td>
</tr>
<tr>
<td>Materials and Supplies</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fuel and Lubricants</td>
<td>2,287,901</td>
<td>1,380,906</td>
<td>(906,995)</td>
<td>-39.6%</td>
<td>2,152,831</td>
<td>2,774,173</td>
</tr>
<tr>
<td>Other</td>
<td>1,652,379</td>
<td>1,386,002</td>
<td>(266,378)</td>
<td>-16.1%</td>
<td>1,599,328</td>
<td>1,983,802</td>
</tr>
<tr>
<td><strong>Subtotal Materials and Supplies</strong></td>
<td>$ 3,940,280</td>
<td>$ 2,766,908</td>
<td>(1,173,372)</td>
<td>-29.8%</td>
<td>$ 3,752,159</td>
<td>$ 4,757,975</td>
</tr>
<tr>
<td>Utilities, Insurance, and Miscellaneous</td>
<td>2,738,233</td>
<td>2,866,052</td>
<td>127,820</td>
<td>4.7%</td>
<td>2,683,107</td>
<td>3,127,979</td>
</tr>
<tr>
<td>Purchased Transportation</td>
<td>6,635,647</td>
<td>4,522,714</td>
<td>(2,112,933)</td>
<td>-31.8%</td>
<td>6,276,251</td>
<td>7,910,734</td>
</tr>
<tr>
<td><strong>Expenses Before Capitalized Operating</strong></td>
<td>$ 41,534,692</td>
<td>$ 37,186,070</td>
<td>(4,348,622)</td>
<td>-10.5%</td>
<td>$ 39,944,919</td>
<td>$ 48,808,282</td>
</tr>
<tr>
<td>Capitalized Operating Expenses</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>0.0%</td>
<td>-</td>
<td>(2,000,000)</td>
</tr>
<tr>
<td><strong>Total Operating Expenses</strong></td>
<td><strong>$ 41,534,692</strong></td>
<td><strong>$ 37,186,070</strong></td>
<td><strong>$ (4,348,622)</strong></td>
<td><strong>-10.5%</strong></td>
<td><strong>$ 39,944,919</strong></td>
<td><strong>$ 48,808,282</strong></td>
</tr>
<tr>
<td>Year</td>
<td>Total Revenue</td>
<td>Cost of Goods Sold</td>
<td>Gross Profit</td>
<td>Operating Expenses</td>
<td>Net Income</td>
<td></td>
</tr>
<tr>
<td>------</td>
<td>---------------</td>
<td>--------------------</td>
<td>--------------</td>
<td>-------------------</td>
<td>------------</td>
<td></td>
</tr>
<tr>
<td>2022</td>
<td>$1,234,567</td>
<td>$789,012</td>
<td>$445,555</td>
<td>$234,543</td>
<td>$111,012</td>
<td></td>
</tr>
<tr>
<td>2023</td>
<td>$1,345,678</td>
<td>$890,123</td>
<td>$454,545</td>
<td>$245,545</td>
<td>$109,003</td>
<td></td>
</tr>
<tr>
<td>2024</td>
<td>$1,456,789</td>
<td>$901,234</td>
<td>$548,985</td>
<td>$258,985</td>
<td>$99,000</td>
<td></td>
</tr>
</tbody>
</table>

Note: All figures are in USD.
<table>
<thead>
<tr>
<th>Percentage</th>
<th>Budget 3/17</th>
<th>Actual 3/17</th>
<th>Surplus/Deficit</th>
<th>Adjusted Amended Budget Year</th>
<th>To Date Balances for Year</th>
<th>Year-Over-Year Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>41.2%</td>
<td>46,980.283</td>
<td>46,980.283</td>
<td>0</td>
<td>46,980.283</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>46.8%</td>
<td>5,867,444</td>
<td>5,867,444</td>
<td>0</td>
<td>5,867,444</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>9.2%</td>
<td>91,233,768</td>
<td>91,233,768</td>
<td>0</td>
<td>91,233,768</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>3.5%</td>
<td>3,754,168</td>
<td>3,754,168</td>
<td>0</td>
<td>3,754,168</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

**North Framingham 07/31/20**

Interurban Transit Partnership

**66. TOTAL OPERATING EXPENSES**

- 66.1. Operating Expenses - Capitalized
- 66.2. Purchased Transportation - Other
- 66.3. Purchase Transportation - COMM
- 66.4. Purchase Transportation - Other
- 66.5. Transfer Out - Grant Budget
- 66.6. Transfer Out - Suburban Partnership

**59. TOTAL OTHER**

- 59.1. Miscellaneous
- 59.2. Contingency Fund
- 59.3. Community Outreach
- 59.4. Marketing & Promotion
- 59.5. Professional Development
- 59.6. Subrecipient Requirements
This total does not include incidental travel and meeting expenses such as mileage, parking, lunch meetings, etc.

<table>
<thead>
<tr>
<th>LOCATION</th>
<th>EMPLOYEE(S)</th>
<th>PURPOSE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grand Rapids, MI</td>
<td>Various</td>
<td>Leadership Training Course</td>
</tr>
<tr>
<td>Livemore, CA</td>
<td>A. Johnson</td>
<td>Manufacturing Site Visit</td>
</tr>
<tr>
<td>Online</td>
<td>S. Luhler</td>
<td>OSHA Training Course</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1,424.50</td>
</tr>
<tr>
<td>$911.60</td>
</tr>
<tr>
<td>$213.90</td>
</tr>
</tbody>
</table>

$ 2,669.00

July 2020
All Employees
Professional Development Report