



Board Members

Mayor Stephen Kepley, Chair

Charis Austin
Mayor Katie Favale

Rick Baker
Steven Gilbert
Robert Postema

Mayor Rosalynn Bliss
Andy Guy
Terry Schweitzer

David Bilardello, Vice-Chair

Mayor Gary Carey
Jack Hoffman
Paul Troost

Tracie Coffman
Mayor Steve Maas

BOARD OF DIRECTORS MEETING

Wednesday, October 28, 2020 – 4 p.m.

Virtual Meeting

AGENDA

	<u>PRESENTER</u>	<u>ACTION</u>
1. PUBLIC COMMENT		
2. MINUTES REVIEW – September 23, 2020	Mayor Kepley	Approval
3. ACTION ITEMS		
a. Title VI Update	Max Dillivan	Approval
b. Renewal of Line of Credit and Letter of Credit	Linda Medina	Approval
4. STAFF REPORTS		
a. Paratransit Ridership Reports	Jason Prescott	Information
1) August 2020		
2) September 2020		
3) Fourth Quarter Report		
4) Annual Report		
b. Fixed Ridership Reports – August 2020	Max Dillivan	Information
c. Financial Reports	Linda Medina	Information
1) Operating Statement – August 2020		
2) Professional Development Report – August 2020		
d. Laker Line Expanded Scope Proposal	Nick Monoyios	Information
5. CEO’S REPORT	Win Irwin	Information
6. CHAIR’S REPORT	Mayor Kepley	Information
7. ADJOURNMENT		
8. CEO SEARCH COMMITTEE UPDATE	Mayor Kepley	Information
9. CLOSED MEETING		
In accordance with MCL 15.268(c), the Board will enter into a closed session.		



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RAPID BOARD MEETING

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

Virtual Meeting

ATTENDANCE:

Board Members Present:

Charis Austin, Rick Baker, David Bilardello, Tracie Coffman, Mayor Katie Favale, Steve Gilbert, Andy Guy, Jack Hoffman, Mayor Stephen Kepley, Robert Postema, Terry Schweitzer, Paul Troost

Board Members Absent:

Mayor Rosalynn Bliss, Mayor Gary Carey, Mayor Steve Maas

Staff Attendees:

Steve Clapp, Judy DeVries-Eppinga, Max Dillivan, Peggy Galt, Bree Girard, Nancy Groendal, Julie Ilbrink, Win Irwin, Bill Kirk, Steve Luther, Linda Medina, Nick Monoyios, James Nguyen, Jason Prescott, Andy Prokopy, Steve Schipper, Brittany Schlacter, Mike Wieringa, Kevin Wisselink

Other Attendees:

Essential Needs Task Force, Abby Eddy, Hank Kelly, Justin Kimura, Devery Krupchak, Gregg Moser, Laura St. Louis, Chris Swank

Mayor Kepley called the meeting to order at 4:01 p.m.

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

1. PUBLIC COMMENT

There were no public comments offered.

2. MINUTES – August 26, 2020 Board of Directors Meeting

Minutes from August 26, 2020 were distributed and approved as written.

3. ACTION ITEMS

a. Consumer Advisory Committee Bylaws

Mr. Prescott requested the Consumer Advisory Committee bylaws be updated to adapt to changes necessary for compliance. The changes include a meeting cancellation to be established, and to establish the meetings to take place in the same months as the Board of Directors meetings.

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

b. Microsoft Office 365 System Integration and Implementation

Mr. Prokopy requested approval to execute a contract with Trace3 to procure consulting and implementation of a cloud-based Microsoft Office 365. The current Microsoft Exchange system has passed its useful life, and will soon be obsolete. The purchase will provide upgrades to all Office Suite programs along with providing Exchange Mobility Suite E5 for security

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

c. Extension of DASH Contract

Mr. Monoyios requested an extension of the agreement with the City of Grand Rapids for DASH service in downtown Grand Rapids. This extension would go to January 31, 2021.

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

d. Concrete Pads Bus Stop Improvement Project

Mr. Dillivan requested a contract be awarded to Anlaan Corporation for new concrete boarding pads, pad extensions and rear door alighting pads throughout the City of Grand Rapids. Mayor Kepley asked if a performance bond is required due to the contractor's proposal was so much lower than the other bidders. Mr. Wisselink informed the Board that a performance bond is required and that the company has done this work before and are fully aware of what will be required. Additionally, the contractor gave reason for their low bid by stating that they are coming to the end of their year and are looking for work to keep employees busy. Ms. Coffman asked if the 10% contingency was enough. Mr. Wisselink shared that the contingency amount is for The Rapid and not the contractor, and that this will be appropriate for any unexpected costs. Mr. Baker expressed an interest in partnering with Mr. Dillivan and the planning department to ensure minority companies are being included in the bidding process. Mr. Dillivan agreed, and will extend a meeting request for further discussion.

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

4. STAFF REPORTS – Questions

a. Paratransit Ridership Report – July 2020

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

b. Fixed Ridership Report – July 2020

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

c. COA Update

Mr. Dillivan provided a verbal update on the COA. The consulting teams have been ramping up their efforts for the next phase of the COA. The latest draft incorporates the feedback along with initiatives from each phase.

Mr. Dillivan reminded the team of the Planning Retreat taking place virtually on Wednesday, October 28 at 2 p.m. Meeting invites have been extended.

d. Financial Reports

Ms. Medina shared the CARES investment appears on the operating revenue financial sheet. The reports were submitted with the meeting packet. No questions were raised regarding content.

5. CEO's REPORT

Mr. Irwin shared Greyhound lost service to the I-96 corridor. Indian Trails has picked it up the contract for service.

He also shared that the service contracts with local townships have been extended. It is hopeful that state operating costs may come in budget, and we will be okay with continuing service.

Mr. Irwin and Mr. Schipper have initiated an annual planning process with each of the management team members. Managers will identify their goals and objectives for the next year, and establish a form of measurement of success and accomplishment.

6. CHAIR'S REPORT

Mayor Kepley shared he received an email from The Rapid's representative in Lansing regarding the State transit budget. Mr. Gilbert shared the State Operating Costs are anticipated to be at 30%, and have just come off the House and Senate floors. Ms. Medina expressed that she has heard the same information, and is anticipating an amount from MDOT, greater than our budget. The state budget needs to be passed for this to be effective. Mayor encouraged any additional revenues to be used to make The Rapid more sustainable including establishing savings for the possibility of having a self-insured health plan. Mr. Gilbert added that the state budget for fiscal year starting in 2021 could be more challenging and any additional revenues may need to be placed in savings for next year's budget.

Mr. Hoffman shared an email with the Board members with an extended outlook perspective which includes a balance of private space and public transportation. If this is a topic that is of interest for further discussion, please connect with Mr. Hoffman directly.

7. ADJOURNMENT

The meeting was adjourned at 4:42 p.m.
The next meeting is scheduled for October 28, 2020.

Respectfully submitted,



Julie Ilbrink, Board Secretary

Date: October 20, 2020
To: ITP Board
From: Maxwell Dillivan, AICP – Senior Planner
Subject: TITLE VI UPDATE

ACTION REQUESTED

Staff is requesting the Board to approve The Rapid’s submission of its October 2020 update to its Title VI documentation for the Federal Transit Administration.

BACKGROUND

Federal Transit Administration regulations require public transportation providers to complete a Title VI Plan and documentation. This plan outlines how The Rapid ensures that it equitably provides its services and does not discriminate based on race and income levels. Further, the plan includes a demographic and equity analysis of The Rapid’s service area population and service provision, a plan detailing The Rapid’s public outreach Limited English Plan (LEP) and a review of any Title VI activities (i.e., DIDB analyses, etc.) and complaints. The Federal Transit Administration mandates the plan is updated every three (3) years and approved by the Board of Directors. The previous plan was submitted to the Federal Transit Administration in December 2017 and, therefore, must be renewed.

The Rapid’s October 2020 update contains only a series of revisions. The plan discusses fare changes as brought about by the implementation of the Wave Card and the reintroduction of fare collection on the currently-defunct Route 19 and downtown portion of the Silver Line alignment. Moreover, the plan discusses the timeline of COVID-related service adjustments which occurred throughout this year. There were also no Title VI complaints over the past three years which have required corrective actions.

This approval certifies the plan for three (3) years. Once approved by the Rapid Board and Federal Transit Administration, this plan will be valid from January 2021 through January 2024.



2020 TITLE VI DOCUMENTATION
FOR THE
FEDERAL TRANSIT ADMINISTRATION

Revised December 2020

Contact: Maxwell Dillivan, AICP
Senior Planner
The Rapid (Interurban Transit Partnership)
Email: mdillivan@ridetherapid.org
Phone: (616) 774-1159

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- Appendix 7: The Rapid’s Title VI Complaint Form
- Appendix 8: Title VI Public Involvement Plan

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SECTION I. DATA COLLECTION AND REPORTING REQUIREMENTS

A. Civil Rights Complaints

There are no active lawsuits naming the Interurban Transit Partnership-The Rapid that alleges discrimination on the basis of race, color, or national origin with respect to service or other transit benefits.

B. Pending Grant Applications

There will be three FY 2021 Applications when the federal apportionments are released. These include:

- Section 5307
- CMAQ
- Section 5339

C. Civil Rights Compliance Reviews

The conducted a Triennial Review of The Rapid in September 2019 and found we were in compliance except for one (1) finding which involved providing Title VI Rights Notices displayed in Spanish at all locates the notices are places. This finding has since been addressed.

D. DOT Title VI Assurance

The Rapid is fully committed to the DOT's Title VI Assurance policies.

E. Title VI Submittal

The Rapid's 2017 Title VI report was submitted to the FTA in December 2017 and is set to expire in January 2021. The 2020 Title VI report, once approved by the FTA, will be valid from January 30, 2021 to January 30, 2024.

F. Construction Projects

The Rapid has worked on several construction projects since 2017:

- Construction of a Light Maintenance and Storage Facility at 851 Freeman Ave SW. This project was completed in August 2020. The facility was constructed to store, maintain, and refuel Laker Line vehicles for the Laker Line Bus Rapid Transit (BRT) service. The project received a Categorical Exclusion (CE) in February 2017.

- Construction of 20 bus rapid transit platforms along the Laker Line route alignment in tandem with the Laker Line BRT project.
- A reconstruction of the Facilities Department Building at 700 Butterworth Ave SW is expected to occur during the life of this plan. This effort will include the demolition of the existing structure on the site and the construction of a new office building and more adequate, covered parking areas for equipment and vehicles. This project is anticipated to begin in the Spring of 2021 and be completed by the end of 2021.

SECTION II. TITLE VI NOTIFICATION AND MONITORING

A. Public Notification of Title VI Rights

The Rapid uses a number of methods to ensure the public knows its Title VI rights. The following information appears on The Rapid's webpage, is displayed at our Information Center, on the bus transfer station platforms, and on most of The Rapid's buses:

Notification of Your Rights under Title VI

The Rapid fully complies with Title VI of the Civil Rights Act of 1964 and related statutes and regulations in all programs and activities. The Rapid operates without regard to race, color, national origin, creed, income, gender, age, and disability. Any person who believes him/herself, or any specific class of persons, to be subject to discrimination prohibited by Title VI may by him/herself or by representative file a written complaint with The Rapid. A complaint must be filed no later than 180 days after the date of the alleged discrimination and contain the following information:

- Name, address, and phone number of the Complainant
- Name, address, phone number and relationship of Representative to Complainant (if applicable)
- Basis of complaint (i.e., race, color, national origin)
- Date of alleged discriminatory act(s)
- Date complaint received by the MPO
- A statement of the complaint, including specific details, relevant facts and documentation.

B. Response to Title VI Complaints

The following is The Rapid's official policy for response to Title VI complaints:

If The Rapid receives a Title VI complaint as described in the Notification of Title VI Rights, the following process will be followed:

Within fifteen (15) days, The Rapid shall confirm receipt of the complaint and inform the Complainant of the investigation process. Within sixty (60) days—should the complaint have merit—The Rapid shall commence an investigation of the allegation(s). The purpose of an investigation is to determine whether there is a reason to believe that a failure to comply with Title VI of the Civil Rights Act of 1964 has occurred. In addition, The Rapid will render a recommendation for action in a report of findings or resolution. Within ninety (90) days, The Rapid will notify the Complainant in writing of the final decision reached, including the proposed

disposition of the matter. The notification will advise the Complainant of his/her right to file a formal complaint with the Federal Transit Administration (FTA) Title VI Coordinator if they are dissatisfied with the final decision rendered by The Rapid. The Rapid maintains a log of all Title VI complaints received.

If a probable cause of a discriminatory practice based on race, color, or national origin is found to exist, The Rapid shall endeavor to eliminate said practice by means of a Remedial Action Plan. The Remedial Plan shall include: a list of all corrective actions accepted by the agency; a description of how the corrective action will be implemented; and a written assurance that the agency will implement the accepted corrective action in the manner discussed in the plan. Where attempts to resolve the complaint fail, the complainant shall be notified in writing of his or her right to submit the complaint to the Federal Transit Administration as cited in FTA C4702.1A.

C. Sub-Recipients and Title VI Monitoring

The Rapid has no sub-recipients under Title VI monitoring.

SECTION III. PUBLIC OUTREACH AND LIMITED ENGLISH PROFICIENCY (LEP) OUTREACH

The DOT Guidance outlines four factors recipients should apply to the various kinds of contracts they have with the public to assess language needs and decide what reasonable steps they should take to ensure meaningful access for LEP persons:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee.
2. The frequency with which LEP individuals come in contact with the program.
3. The nature and importance of the program, activity, or service provided by the recipient to the LEP Community.
4. The resources available to The Rapid and overall cost.

This plan uses the recommended four-factor analysis of an individualized assessment considering the four factors outlined above. Each of the following factors is examined to determine the level and extent of language assistance measures required to sufficiently ensure meaningful access to The Rapid services and activities that may affect their quality of life.

A. Factor 1: The Proportion, Numbers and Distribution of LEP Persons

Census, State, and Local Population Data

The Rapid's primary service area includes the cities of East Grand Rapids, Grand Rapids, Grandville, Kentwood, Walker, and Wyoming which constitute nearly the entirety of the Grand Rapids Urbanized Area (UA). According to the American Community Survey, there are over 6,000 limited English-speaking households in the Grand Rapids area, or 2.7% of all households in the urbanized area. Given the metro region's recent history of highly-active faith-based refugee re-settlement service organizations, the Grand Rapids area includes a wide variety of distinct language groups originating from all over the world, especially within the City of Kentwood. Of these limited English-speaking households, Spanish-speaking households comprise almost half of Limited English Proficiency households in the service area. Further, all six member communities of The Rapid have Spanish as the largest LEP group. Several neighborhoods within the service area feature a majority-Spanish speaking population, including Southwest Grand Rapids near Grandville and Clyde Park avenues. The table below details the language groups spoken in The Rapid's primary service area.

Table 1 - Detailed Household Language Spoken by Household Limited English Speaking Status (2018)

	Grand Rapids Urbanized Area	
	Households	Percent
Total Population	231,533	100.0%
English only	201,011	86.8%
Spanish	16,213	7.0%
Limited English-speaking household	2,983	1.3%
Not a limited English-speaking household	13,230	5.7%
French, Haitian, or Cajun	1,019	0.4%
Limited English-speaking household	119	0.1%
Not a limited English-speaking household	900	0.4%
German or other West Germanic languages	1,448	0.6%
Limited English-speaking household	87	0.0%
Not a limited English-speaking household	1,361	0.6%
Russian, Polish, or other Slavic languages	1,439	0.6%
Limited English-speaking household	69	0.0%
Not a limited English-speaking household	1,370	0.6%
Other Indo-European languages	2,051	0.9%
Limited English-speaking household	212	0.1%
Not a limited English-speaking household	1,839	0.8%
Korean	295	0.1%
Limited English-speaking household	169	0.1%
Not a limited English-speaking household	126	0.1%
Chinese (incl. Mandarin, Cantonese)	770	0.3%
Limited English-speaking household	148	0.1%
Not a limited English-speaking household	622	0.3%
Vietnamese	1,526	0.7%
Limited English-speaking household	827	0.4%
Not a limited English-speaking household	699	0.3%
Tagalog (incl. Filipino)	387	0.2%
Limited English-speaking household	42	0.0%
Not a limited English-speaking household	345	0.1%
Other Asian and Pacific Island languages	1,322	0.6%
Limited English-speaking household	572	0.2%
Not a limited English-speaking household	750	0.3%
Arabic	819	0.4%
Limited English-speaking household	0	0.0%
Not a limited English-speaking household	819	0.4%
Other and unspecified languages	3,233	1.4%
Limited English-speaking household	991	0.4%
Not a limited English-speaking household	2,242	1.0%
Total non-English-speaking households	30,522	13.2%

Limited English-speaking household	6,219	2.7%
Not a limited English-speaking household	24,303	10.5%

Source: 2018 American Community Survey 1-Year Estimates (Table B16002)

Overall, people with Limited English Proficiency make up 16.8% of our service area population, with Spanish-speaking people making up the most significant proportion of this population, representing 10.5% of the total population. Vietnamese speaking people make up 1.4% of the population (0.7% of households) and no other language group makes up more than 1% of the service area population.

Available data from the 2018 American Community Survey estimates indicates the number of people and households with Limited English Proficiency has increased slightly since 2015.

Table 2 - Summary of LEP population among The Rapid's Charter Member Communities (2018)

	E. Grand Rapids	Grand Rapids	Grandville	Kentwood	Walker	Wyoming
Population 5 years and over	10,867	183,087	14,736	47,689	23,077	69,747
Speak only English	95.8%	83.9%	92.8%	76.2%	94.8%	78.1%
Speak a language other than English	4.2%	16.1%	7.2%	23.8%	5.2%	21.9%
Spanish or Spanish Creole	1.4%	10.9%	5.4%	6.6%	2.3%	17.2%
Other Indo-European languages	2.3%	1.9%	0.8%	7.7%	1.3%	1.4%
Asian and Pacific Island languages	0.5%	1.6%	1.0%	6.6%	1.0%	3.1%
Other languages	0.1%	1.6%	0.0%	2.9%	0.6%	0.2%

Source: 2018 American Community Survey 5-Year Estimates (Table S1601)

B. Factor 2: Frequency of Contact with LEP Individuals

Experience with LEP Persons

The Rapid has offices accessible to the public and therefore accessible to LEP individuals. Additionally, the board meets monthly and will host public hearings or input meetings as needed, all of which are open to the public and could potentially involve LEP individuals. Given the amount of LEP individuals as displayed in Table #1 (above), the probability of The Rapid's employees to encounter an LEP individual is high.

Utilization of available services by LEP individuals varies. Translation and Travel Training services are implemented upon request. The Language Line is frequently used, mostly for Spanish translation, with somewhat frequent request for Arabic, Bosnian, and Vietnamese. For example, from October 1, 2018 through September 30, 2020 Language Line received 1,549 calls: 6 translations for Vietnamese, 1 for Swahili, 1 for Arabic, 2 for Somali, 7 for Kinyarwanda, 5 for Albanian, 5 for Farsi, 3 for Dari, 1 for Hebrew, and 1,518 for Spanish. Language Line is available for all callers to The Rapid,

and is used primarily by our Special Services department and the Information Center line.

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

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

- Fixed Route bus service
- Door to door paratransit service

If limited English becomes a barrier to accessing these primary services, people will not have the mobility necessary to access what our community has to offer, including jobs, healthcare, shopping, recreation and social opportunities. Specific barriers that could arise because of limited English are:

- Difficulty reading and interpreting route schedules and maps
- Fare systems
- Rules for riding the bus and utilizing our other facilities
- Information on how to ride the systems
- Difficulties scheduling door-to-door paratransit service.
- Determining how to file complaints/suggestions/commendations

Community Organizations and Relationships

Historically, The Rapid (ITP) has worked closely with a variety of community organizations in our service area that work directly with Limited English Proficiency populations. Because these organizations provide critical services to LEP persons beyond transportation, their guidance is integral to the continuing improvement of our existing LEP services. We have implemented a number of their suggestions including holding bus trainings with translators and the Language Line. We will continue to dialogue with them to improve access for people with limited English proficiency.

Review of Programs, Activities, and Services

We have a fully integrated Language Line service in our call centers that can accommodate translations for up to 57 languages. The Rapid also offers correspondence using Google Translate as needed. In addition, the Language Line service availability is highlighted on The Rapid's website in the Title VI section.

The Rapid offers Bus 101 trainings and familiarizations as requested with agencies and schools working with LEP populations, as well as the Clinica Santa Maria (Mercy Health) social workers and outreach personnel and Hispanic Center to offer information and resources, including a 'train the trainer' familiarization trip. Travel Training utilizes on-going contracted translation services with The Hispanic Center of West Michigan.

Our Travel Training department also has an ongoing relationship with the KISD (Kent Intermediate School District's) two locations in the city's Northeast end and Wyoming in the Southwest. These schools work with Adult learners in ESL. This gives the LEP adult learners an overview of The Rapid's service and intercity travel including Amtrak and the Indian Trails buses at this hub.

Interpreters are provided for our paratransit evaluation 'In Person Assessments'. Availability of one-on-one Travel Training or group familiarization trips with interpreters for businesses and community partners.

In addition to transit familiarization trips, our existing services include one-on-one travel training with a Rapid staff member and a contracted translator, a "field-trip" program performed by request during which a translator and a Rapid staff member will take a group on an introductory/learning ride as requested by partner agencies and churches, and our Language Line service.

Our Communications department has all important service-impacting messages translated from English to Spanish, including recorded audio translation (for on-bus announcements) and translated written materials (examples include public hearing announcements, on-bus rules and conduct, and more). Additionally, our Communications department is prioritizing adding Spanish to new external facing campaigns and increasing ad buys with media outlets that have a primarily Spanish speaking audience.

All employees who are primarily in contact with the public (information center staff, paratransit call takers, and travel trainers) receive training about the availability of LEP services and how they are to utilize these services properly so that we may communicate with customers regardless of the language they speak.

D. Factor 4: Resources Available to The Rapid and Overall Costs

Inventory, Additional Needs, and Budget Analysis

The main costs associated with our current LEP services include our Language Line service and our contracted translation services. These services account for approximately \$14,300 worth of costs annually (\$13,800 for Language Line Services, \$500 for contracted services from the Hispanic Center of Western Michigan). In addition, our Travel Trainer/ADA Administrator (Sarah Green) is the main coordinator of our various transit orientation programs. Their staff time contributes the cost of providing LEP services. Our Communications department budgets \$5,000 (per year) for English to Spanish translation services (through Michelle Jokisch Polo).

E. Current Practices and Future LEP Activities

Community Organization and Information Review; Direct Consultation with LEP Persons

Our interactions with the various community organizations previously mentioned serve as the basis of our continuing adaptation of LEP services to best serve LEP

persons. Many of our partnerships with these organizations are long standing, so our LEP services and programming reflect on-going input and review from our partners.

Currently, we do not have an official program in place to consult directly with the LEP persons we serve to gauge satisfaction with our current services or identify unmet needs. We will continue to consult with the West Michigan Hispanic Chamber of Commerce and other allies to find ways to increase the reach of our LEP services, as well as working to develop a method to solicit direct input and feedback from the LEP persons that we serve.

Depending on the results of these two efforts, we will identify new program needs and/or adjust current programming to reflect any deficiencies in service.

SECTION IV. DEMOGRAPHIC DATA

A. Introduction to Demographic Data

The Rapid's service area includes a six-city region of southwest Kent County in which a variety of fixed-route and demand-response services such as GO!Bus are offered. The six cities forming the Interurban Transit Partnership comprise the majority of its service area, including route extensions into the townships of Alpine, Byron, Gaines, and Cascade. The service area also extends into Ottawa County's Allendale Township and Tallmadge Township as part of its contracted service with Grand Valley State University and northern Kent County to the cities of Cedar Springs and Big Rapids as part of its contracted service with Ferris State University. Please note that the population data used in this report includes the primary service area of The Rapid: the cities of East Grand Rapids, Grand Rapids, Grandville, Kentwood, Walker, and Wyoming (Kent County) and portions of the townships of Alpine, Byron, Gaines, and Cascade (Kent County).

B. Minority and Poverty Population by Route

Table 3 illustrates total population, minority population, and population in poverty by route within $\frac{1}{4}$ a mile of stops for each bus route within The Rapid's fixed route network. Nearly all Rapid fixed route services provide service to high poverty areas where 20% or more of the local population is at or below the federal poverty threshold. Several routes, including routes 1, 2, 3, 10, 16, and 24 provide service to areas where more than half of the local population is non-white.

Table 3 – Minority and Poverty Populations within ¼ Mile of Stops by Route

Route	Population Served	Population in Poverty	Percent in Poverty	Minority Population	Percent Minority
Silver Line	15,054	4,684	31.1	8,658	57.5
Route 1 Division	21,881	6,212	28.4	12,395	56.6
Route 2 Kalamazoo	25,968	6,070	23.4	15,048	57.9
Route 3 Madison	15,298	4,656	30.4	9,557	62.5
Route 4 Eastern	33,403	7,074	21.2	15,897	47.6
Route 5 Wealthy / Woodland	26,242	4,892	18.6	10,092	38.5
Route 6 Eastown / Woodland	23,066	4,208	18.2	5,330	23.1
Route 7 West Leonard	16,141	3,286	20.4	4,449	27.6
Route 8 Grandville / Rivertown	19,647	3,986	20.3	9,028	45.9
Route 9 Alpine	15,112	4,020	26.6	5,583	36.9
Route 10 Clyde Park	17,904	5,414	30.2	11,812	66.0
Route 11 Plainfield	13,034	3,231	24.8	3,937	30.2
Route 12 West Fulton	11,192	2,723	24.3	2,851	25.5
Route 13 Michigan / Fuller	16,113	3,387	21.0	4,148	25.7
Route 14 East Fulton	15,331	3,723	24.3	4,344	28.3
Route 15 East Leonard	15,097	3,928	26.0	4,744	31.4
Route 16 Wyoming / Metro Health	23,087	5,097	22.1	12,239	53.0
Route 17 Woodland / Airport	2,365	322	13.6	926	39.1
Route 18 Westside	15,468	4,697	30.4	5,732	37.1
Route 24 Burton Crosstown	28,980	6,115	21.1	14,717	50.8
Route 28 28th St Crosstown	19,757	2,885	14.6	7,520	38.1
Route 44 44th St Crosstown	22,708	3,397	15.0	10,031	44.2
System Total	267,427	53,200	19.9	106,963	40.0

Source: 2018 American Community Survey 5-Year Estimates

C. Service Equity Analysis

The Rapid provides equitable service across its service area to all minority groups. Appendices 1 and 2 demonstrate a high concentration of bus routes in most of the census tracts with high minority population and high concentrations of people in poverty. This is borne out by Table 4, which analyzes the distribution of minority population in the service area against transit ridership and bus frequency.

Table 4 – Analysis of Minority and Poverty Populations and Transit Service Levels

Route	Percent in Poverty	Percent Minority	Annual Ridership	% of Ridership	Peak Frequency¹
Silver Line	43.8	31.6	850,726	11.9	15 mins
Route 1 Division	28.4	56.6	515,671	7.2	30 mins
Route 2 Kalamazoo	23.4	57.9	552,667	7.7	15 mins
Route 3 Madison	30.4	62.5	184,444	2.6	30 mins
Route 4 Eastern	21.2	47.6	475,193	6.6	15 mins
Route 5 Wealthy / Woodland	18.6	38.5	255,418	3.6	30 mins
Route 6 Easttown / Woodland	18.2	23.1	321,489	4.5	30 mins
Route 7 West Leonard	20.4	27.6	221,499	3.1	30 mins
Route 8 Grandville / Rivertown	20.3	45.9	285,551	4.0	30 mins
Route 9 Alpine	26.6	36.9	512,259	7.1	15 mins
Route 10 Clyde Park	30.2	66.0	232,348	3.2	30 mins
Route 11 Plainfield	24.8	30.2	285,964	4.0	30 mins
Route 12 West Fulton	24.3	25.5	151,658	2.1	30 mins
Route 13 Michigan / Fuller	21.0	25.7	190,104	2.7	30 mins
Route 14 East Fulton	24.3	28.3	153,890	2.1	30 mins
Route 15 East Leonard	26.0	31.4	298,462	4.2	30 mins
Route 16 Wyoming / Metro Health	22.1	53.0	224,241	3.1	30 mins
Route 17 Woodland / Airport	13.6	39.1	83,057	1.2	30 mins
Route 18 Westside	30.4	37.1	200,576	2.8	30 mins
Route 24 Burton Crosstown	21.1	50.8	204,761	2.9	30 mins
Route 28 28th St Crosstown	14.6	38.1	409,652	5.7	15 mins
Route 44 44th St Crosstown	15.0	44.2	237,701	3.3	30 mins
System Total	19.9	40.0	7,165,496²	95.6²	

Source: 2018 American Community Survey 5-Year Estimates; Rapid FY 19 Ridership Data

¹ Service frequencies reflect the most current COVID-response service implemented on August 31, 2020. Services were initially altered on March 26, 2020 at the outset of the COVID-19 pandemic.

² Percentages and totals do not add up to 100% due to the omission of the currently-defunct Route 19 Michigan Crosstown. Route 19 was a funded through a joint partnership with the City of Grand Rapids, Spectrum Health, and The Rapid. The service ceased operations in March 2020 due to the coronavirus pandemic.

Several of The Rapid's 15-minute peak service routes coincide with high minority and low-income areas. For instance, the Division Avenue corridor receives 15-minute all day service (6am – 6pm) on weekdays via Silver Line and 30-minute all day service on Route 1 with a total of nine vehicles serving the corridor throughout the day. Silver Line serves a population that is 43.8% low-income and 31.6% minority within a quarter mile of stops along its route, the highest in the system. Further, the Silver Line BRT is The Rapid's flagship route with its highest level of service and stop amenities. Route 10 Clyde Park is one notable exception; however, coupled with Route 16, the majority of the high minority and low-income populations along the alignment (primarily the Grandville Avenue corridor) receive 15-minute all day service on weekdays.

Finally, it is worth noting the vast majority of our service has access to adequate transit service. Using transit planning software, Remix, it was found that 92% of the residents in our primary service area live within ½ mile a fixed route bus line.

SECTION V. SERVICE STANDARDS AND POLICIES

A. Vehicle Load

Vehicle load factor for The Rapid route system is monitored on an ongoing basis. The method used to monitor this activity includes passenger sampling, analysis of ridership data, and use of driver feedback. Since the outbreak of coronavirus in West Michigan around mid-March, overcrowding has been imperative to monitor and control. While ridership decreased drastically during this time period, service levels were reduced correspondingly in order to preserve agency operating resources. Capacity limitations of 15 persons maximum on board per vehicle were instituted system-wide between March and August 2020 in order to allow for proper distancing and reduce likelihood of coronavirus transmission. Additional “shadow” vehicles were dispatched when operators reported vehicles were at capacity limits. Capacity limits were relaxed in late August 2020 when service levels were increased and the number of additional “shadow” vehicles necessary had remained at zero for several weeks. With increased capacity and reduced ridership levels, overcrowding has not been an issue on any route.

In the case where overcrowding consistently occurs on a particular route, The Rapid examines frequency improvements, schedule changes, or enhanced transit modes such as BRT, and brings these suggestions forth to The Rapid’s Board of Directors who provide final approval on major route changes or investments.

The vehicle load factor (ratio of peak hour seats available compared to peak hour boardings) is illustrated below in Table 5. Figures represent weekday service.

Table 5 – Vehicle Load Factor

Route	Peak Hour	Frequency	Peak Hour Vehicles	Capacity	Ridership at Peak Hour	Load Factor
Silver Line	4:00-4:59 pm	15	6	240	324	1.35
Route 1 Division	3:00-3:59 pm	30	3	120	194	1.62
Route 2 Kalamazoo	11:00-11:59 am	15	6	240	240	1.00
Route 3 Madison	3:00-3:59 pm	30	2	80	58	0.72
Route 4 Eastern	3:00-3:59 pm	15	7	280	198	0.71
Route 5 Wealthy	3:00-3:59 pm	30	4	160	137	0.86
Route 6 Eastown	3:00-3:59 pm	30	3	120	120	1.00
Route 7 West Leonard	3:00-3:59 pm	30	2.5	100	95	0.95
Route 8 Grandville / Rivertown	4:00-4:59 pm	30	3	120	140	1.17
Route 9 Alpine	3:00-3:59 pm	15	5	200	254	1.27
Route 10 Clyde Park	2:00-2:59 pm	30	2	80	122	1.53
Route 11 Plainfield	4:00-4:59 pm	30	2	80	103	1.29
Route 12 West Fulton	2:00-2:59 pm	30	1.5	80	22	0.28
Route 13 Michigan / Fuller	3:00-3:59 pm	30	1.5	80	75	0.94
Route 14 East Fulton	4:00-4:59 pm	30	2	80	18	0.23

Route	Peak Hour	Frequency	Peak Hour Vehicles	Capacity	Ridership at Peak Hour	Load Factor
Route 15 East Leonard	3:00-3:59 pm	30	2.5	100	113	1.13
Route 16 Wyoming / Metro Health	1:00-1:59 pm	30	3	120	94	0.78
Route 17 Woodland / Airport	3:00-3:59 pm	30	1.5	60	34	0.57
Route 18 Westside	8:00-8:59 am	30	2	80	51	0.64
Route 24 Burton	3:00-3:59 pm	30	4	160	92	0.57
Route 28 28th Street	3:00-3:59 pm	15	6	240	215	0.89
Route 44 44th Street	4:00-4:59 pm	30	4.5	180	134	0.75
				3,000	2,833	0.93

The Rapid regularly monitors vehicle load factors. If a route has a load factor greater than 1.0, the route is flagged for close monitoring. Routes with load factors of greater than 1.5 warrant actions taken to address the issue. Routes with higher load factors include Route 1, Route 10, Silver Line, and Route 9. Routes 1 and 10 have 30-minute all day frequencies opposed to 15-minute peak frequencies on our highest ridership routes, leading to the higher load factors. In the case of the highest load factor, Route 1 – Division, this route shares much of its running way with the Silver Line BRT, meaning there is a very high level of bus service on this corridor already.

If a route’s load factor reaches less than 0.50, we will monitor the situation, and if the load factors fall below 0.30, measures to address this issue will be taken, such as cutting service or modifying existing service. Routes 12 and 14 currently have very low load factors below 0.30, and reduced service for each of these routes is expected to be included in the recommendations brought forth by a Comprehensive Operational Analysis (COA) currently in-progress. Implementation of the COA’s recommendations is anticipated for August 2021.

B. Vehicle Headways

As of August 2020, five routes provide 15-minute service or greater during weekday peak hours. These routes are the Silver Line, Route 2 – Kalamazoo, Route 4 – Eastern, Route 9 – Alpine, and Route 28 – 28th Street. The rest of the system operates every 30 minutes during weekday service. Table 6 illustrates vehicle headways by route.

Table 6 – Vehicle Headways by Route and Time

Route	Weekday Peak	Weekday Off Peak	Weekday Evening	Saturday AM	Saturday Mid-day	Saturday PM	Sunday
Silver Line	15	15	30	30	30	30	30
Route 1 Division	30	30	30	30	30	30	30
Route 2 Kalamazoo	15	15	30	60	30	60	30
Route 3 Madison	30	30	60	60	60	60	
Route 4 Eastern	15	15	30	60	30	60	60
Route 5 Wealthy	30	30	60	60	60	60	
Route 6 Eastown	30	30	30	60	30	60	60
Route 7 West Leonard	30	30	60	60	60	60	60
Route 8 Grandville / Rivertown	30	30	60	60	60	60	60
Route 9 Alpine	15	15	30	60	30	60	60
Route 10 Clyde Park	30	30	60	60	60	60	60
Route 11 Plainfield	30	30	60	60	60	60	60
Route 12 West Fulton	30	30	60	60	60	60	
Route 13 Michigan / Fuller	30	30	60	60	60	60	
Route 14 East Fulton	30	30	60	60	60	60	
Route 15 East Leonard	30	30	60	60	60	60	60
Route 16 Wyoming / Metro Health	30	30	60	60	60	60	60
Route 17 Woodland / Airport	30	30	60				
Route 18 Westside	30	60	60	60	60	60	
Route 24 Burton	30	30	60	60	60	60	
Route 28 28th Street	15	15	30	60	30	60	60
Route 44 44th Street	30	30	60	60	60	60	

Note:

Weekday Peak: 6:30 AM - 8:45 AM and 2:30 PM - 5:30 PM
 Weekday Off Peak: 8:45 AM - 2:30 PM and 5:30 PM - 6:45 PM
 Weekday Evening: 6:45 PM - 11:30 PM
 Saturday AM: 6:30 AM - 9:30 AM
 Saturday Mid-day: 9:30 AM - 5:00 PM
 Saturday PM: 5:00 PM - 10:00 PM
 Sunday: 8:00 AM - 7:00 PM

C. On-Time Performance

The Rapid maintains a standard of 83.0% on-time with for the fixed-routes system which is measured on an ongoing basis and reported on a quarterly basis. The standard is based on real-time vehicle information from all its fixed route buses, as opposed to random time checks completed by road supervisors, which was the former method. This has provided a much more comprehensive picture of how well the system is adhering to posted schedules. Various obstacles such as inclement weather, construction, and traffic delays occasionally hinder the overall performance of the system. “On-time” is defined as being less than five (5) minutes late and zero (0) minutes early. Table 7 illustrates the on-time performance by quarter since FY 2018.

Table 7 – Fixed-Route On-Time Performance Summary

Quarter	Months	On-Time Performance
FY 2018 1st Quarter	Oct-Dec	80.9%
FY 2018 2nd Quarter	Jan-Mar	87.5%
FY 2018 3rd Quarter	Apr-Jun	87.1%
FY 2018 4th Quarter	Jul-Sep	82.1%
FY 2019 1st Quarter	Oct-Dec	84.8%
FY 2019 2nd Quarter	Jan-Mar	84.3%
FY 2019 3rd Quarter	Apr-Jun	83.9%
FY 2019 4th Quarter	Jul-Sep	81.8%
FY 2020 1st Quarter	Oct-Dec	81.9%
FY 2020 2nd Quarter	Jan-Mar	88.7%
FY 2020 3rd Quarter	Apr-Jun	90.0%
FY 2020 4 th Quarter	Jul-Sep	93.9%
	Average	85.6%

D. Distribution of Transit Amenities

Passenger shelters are generally located at stops that demonstrate at least forty boardings per operating day. On occasion, The Rapid will locate at shelter at stops with less passenger activity that demonstrate a need such as locations near senior housing, sizable disabled population, grocery stores, or in locations where a partnering entity or jurisdiction helps pay for a new shelter and its installation. Currently, The Rapid has 1,745 bus stops. All of The Rapid routes have bus stop signs at intervals of one-tenth to one-quarter of a mile. In addition, all of the stops in the system contain information panels that illustrate route schedules and maps. Furthermore, The Rapid has installed 178 benches and 98 shelters at various stops throughout the system based on boardings per day, transfer locations, proximity to senior or disabled populations, and key destinations such as grocery stores, medical facilities, and schools.

In 2019, The Rapid, in partnership with the City of Grand Rapids Mobile GR and Parking Services Department, embarked on an initiative to improve the bus stop waiting environment at transit stops throughout the city of Grand Rapids. This initiative, referred to as the “Bus Stop Improvement Program,” has resulted in installations of several benches, transit shelters, waste receptacles, and other stop amenities to improve passenger waiting experiences. On the heels of the successful installation of the initial set of improvements last Fall and Winter, a subsequent phase of improvements are planned in order to meet the original goals of the Bus Stop Improvement Program. This program is expected to continue through 2021.

E. Service Availability

The Rapid’s Accessibility Policy is based on the premise that a route is accessible for the general public if the person must travel no more than 2,000 feet (approximately a five-minute walk) to get to the nearest bus stop. In addition, all of The Rapid’s fixed-routes are accompanied by its GO!Bus demand-response paratransit service, available to all residents of The Rapid’s six-city service area who cannot access the fixed route buses as defined by the Americans With Disabilities Act. The Rapid also offers its PASS service, which is a demand response service which can be used by anyone living in The Rapid’s six-city service area. The PASS service is available to destinations more than $\frac{3}{4}$ of a mile from a Rapid fixed route bus line, and will take riders from their origin/destination to the nearest bus line, to ensure that all areas of our six-city service area are accessible by public transportation.

F. Vehicle Assignment

The Rapid has a fixed-route fleet size of 167 wheelchair-accessible buses. Forty-foot buses are able to seat approximately 40 people and thirty-five foot buses are able to seat approximately 35 people. Buses are predominately assigned based on route ridership with the exception of specific buses allocated to bus rapid transit (BRT) routes (i.e., Silver Line and Laker Line) and two vehicles dedicated for long-distance highway travel between Grand Rapids and Big Rapids contracted with Ferris State University (Route 100). Occasionally other considerations such as bus availability, narrow streets, excessive curbage or operational factors influence how buses are assigned to particular routes; however, vehicles are predominantly assigned to routes at random. In addition, all fixed buses are equipped with automated passenger counters (APCs). In order to achieve accurate national transit database (NTD) reporting information, these buses are randomly dispersed throughout the system. Table 8 details The Rapid’s fleet as of October 2020.

Table 8 – Vehicle Inventory

Number in Fleet	Length	Year Manufactured	Company	Model	Fuel	Notes
5	40'	2009	GILLIG	Low Floor	Diesel	
22	35'	2009	GILLIG	Low Floor	Diesel	
11	40'	2011	GILLIG	Low Floor	Diesel	
5	29'	2011	GILLIG	Low Floor	Diesel	DASH
21	40'	2012	GILLIG	Low Floor	Diesel	
10	40'	2013	GILLIG	Low Floor	Diesel	
10	40'	2014	GILLIG	BRT Plus	Hybrid-Electric	Silver Line
1	40'	2016	GILLIG	Low Floor	CNG	
5	35'	2017	GILLIG	Low Floor	CNG	DASH
27	40'	2017	GILLIG	Low Floor	CNG	
20	40'	2018	GILLIG	Low Floor	CNG	
2	60'	2019	NEW FLYER	XN60'	CNG	Laker Line
4	35'	2019	GILLIG	Low Floor	CNG	DASH
10	40'	2020	GILLIG	Low Floor	CNG	
14	60'	2020	NEW FLYER	XN60'	CNG	Laker Line

G. Transit Security

The Rapid utilizes various tools to maximize transit security and the safety of passengers. The Rapid employs a full time Security Manager and eight full time Fare Enforcement Officers. The Rapid has 24 hour security at its Rapid Central Station facility and contracts with local law enforcement for assistance during busy times at the station. Furthermore, Central Station is equipped with video surveillance and all buses are equipped with video and audio surveillance. Security and Fare Enforcement Officers are equipped with body-worn cameras that are worn during their shift. The Rapid also exercises a policy of reporting any and all suspicious persons and activities. In addition, all operators and staff have gone through security training programs and emergency response protocols.

SECTION VI. TITLE VI MONITORING POLICIES

A. Overview of The Rapid's Monitoring Policies

There are three primary tools that The Rapid uses to monitor service. These three tools are monthly ridership and productivity reports, quarterly report cards, and Geographic Information Systems (GIS) technology.

The Ridership and Productivity Report is presented to The Rapid Board each month. This report measures route performance based on passengers per mile, passengers per hour, farebox recovery percentage, and ridership. The culmination of this information determines route effectiveness and efficiency and is a tool used by staff and The Rapid Board to establish planning policy.

Report Cards to the community are presented to The Rapid Board and made available to the public on a quarterly basis (every three months). The report card is designed to measure service quality and safety by reporting system productivity (ridership), safety (accidents per 100,000 miles), customer service (complaints per 100,000 passengers, on time performance, and cost effectiveness (cost per passenger). This report is posted on The Rapid's web site and is given to the local media.

The Rapid Planning staff use Geographical Information Systems (GIS), on-board survey data, and farebox data, passenger surveys and the Remix planning tool to gather and monitor data and ridership patterns for the fixed-route system. Internally, The Rapid's Route and Service Planning Committee uses this data to evaluate and adapt service where necessary. The Rapid uses U.S. Census, LEHD, and BLS data to analyze recent and upcoming route changes and/or enhancements for our current fixed route services.

As of October 2020, The Rapid is undergoing a comprehensive operational analysis (COA) colloquially referred to as *Mobility for All*. Mobility for All is a planning process that explores practical, achievable ways The Rapid can improve its transit network. The final recommendations of the plan will be "cost-neutral" utilizing existing resources to increase system ridership, productivity, and implement new services to better serve the six-city region. More information on the plan at therapidmobilityforall.com.

B. Monitoring Service Quality Using Ridership Surveys

The Rapid conducts statistically significant onboard surveys every two years. The Rapid will use the information gleaned from these surveys to monitor service to quality to Title VI protected classes.

The surveys identify individuals who identify themselves as a member of a minority group and/or in a low income bracket. The Rapid will analyze these responses to see determine if there is significantly differing responses between different demographic groups, whether minority or income. Questions analyzed will include

those that deal with customer satisfaction of the services The Rapid offers, including those dealing with wait times, schedule adherence, and overall satisfaction with The Rapid's services.

If there is a greater than 20% response difference identified for a protected demographic, The Rapid will look at the responses and take corrective action to address the disparity.

C. Continual Assessment of Compliance by the Grantee

In order to allow for ongoing compliance assessments, The Rapid will take the following actions:

- To the extent feasible, the procedure and practices listed in this text will be monitored for assessment and compliance on a quarterly or annual basis.
- The Rapid, through its Route and Service Planning Committee, will monitor new and existing service to assure compliance with Title VI requirements.
- The Rapid will take action to address Title VI deficiencies raised by official reviews.

The Rapid conducts statistically significant onboard surveys every two years. The Rapid will use the information gleaned from these surveys to monitor service to quality to Title VI protected classes.

The surveys identify individuals who identify themselves as a member of a minority groups and/or in low income brackets. The Rapid will analyze these responses to see determine if there is significantly differing responses between different demographic groups, whether minority or income. Questions analyzed will include those that deal with customer satisfaction of the services The Rapid offers, including those dealing with wait times, schedule adherence, and overall satisfaction with The Rapid's services.

If there is a greater than 20% response difference identified for a certain demographic, The Rapid will look at the responses and take corrective action to address the disparity.

The Rapid has had no Title VI complaints in the past three years that have resulted in the need for corrective actions.

SECTION VII. CHANGES IN SERVICE FEATURES AND FARE LEVELS

A. Public Outreach Overview

At The Rapid, we utilize a variety of methods to continually communicate with and inform the public we serve. English is the most spoken language in our region followed by Spanish. To ensure that the public is able to engage with us, we translate all public outreach materials to Spanish and utilize interpreter services such as Language Line.

1. The Rapid's Website (<http://ridetherapid.org>)

The Rapid's website is an informational hub for our customers and the public at large. All pertinent information for passengers and taxpayers can be found on our website. Most importantly, we utilize this website to notify passengers and the public about pertinent information as needed. The Rapid's website meeting ADA accessibility guidelines and features Google Translate, which supports the translation of the website to more than 100 languages.

2. Social Media

Our social media platforms (Facebook, Twitter, Instagram, LinkedIn, YouTube, etc.) are places that passengers can find relevant information, real-time customer service, and an engagement communication space.

3. Interior Bus Information

The Rapid utilizes internal bus information racks, located behind the bus operator, to notify passengers of detours, rider alerts and other relevant details. When needed, interior bus advertisement space is also used for general outreach to the public regarding information notices.

4. Rider and Public Surveys

Periodically, The Rapid surveys riders, and the general public, to gain information and feedback about who is using the service, overall perceptions of The Rapid, and desired service changes.

5. Public Events

The Rapid routinely attends various events throughout the six-city service area to engage with the public and answer questions, as well as share information. We attend everything from senior fairs to chamber of commerce meetings.

6. Alerts

The Rapid utilizes digital rider alerts that notify passengers of route and service

alerts, as well as other important information that pertains to utilizing The Rapid. Riders can sign up to receive these alerts via text message or email.

7. Email Newsletter

An email newsletter is utilized for various important notifications and public outreach.

8. Public Meetings

When necessary for route and service planning or other important topics, The Rapid utilizes public information meetings or public hearings to gain public feedback and assess needs.

9. News Media

The Rapid routinely works with local news media to notify the public of important information impacting the service.

10. Partnerships

Organizational and business partnerships are a key aspect of public outreach. For example, The Rapid often partners with organizations like Disability Advocates of Kent County to educate and spread awareness about specific route and planning needs, gain feedback and improve our system.

B. Threshold for Major Service Changes

The Rapid's established threshold for a "major" service change is as follows:

If 25% or greater of either the vehicle revenue miles or the passenger miles on one of The Rapid's routes is to be affected by a service change, this constitutes a Major Service Change for The Rapid and public hearings must be held.

C. The Rapid's Disparate Impact and Disproportionate Burden Policy

The Rapid Board adopted a Disparate Impact and Disproportionate Burden Policy in February 2014. The preparation for this policy included a rider survey indicating fare types used by demographic. This policy dictates that low income and minority populations will not bear a disparate impact or disproportionate burden of any fare or service changes that The Rapid makes. A copy of the policy can be found in Appendix 5.

D. The Rapid's New Facility Construction Outreach Process

For all new construction projects, The Rapid fully undergoes the FTA environmental review process. This includes analyzing all disproportionate social impacts of the

proposed project to vulnerable populations and an environmental justice review. In addition, The Rapid conducts public outreach to gain community input regarding any proposed construction projects, the level of the outreach depending on the size of the project and potential community impacts. This includes outreach to Title VI populations to ensure their voice is heard as part of the public process.

E. Changes in Service Level

Since the last Title VI Plan was adopted in December 2017, The Rapid has had numerous significant changes in service levels to its fixed route system, all occurring since March 2020 in response to the COVID-19 pandemic. When the coronavirus pandemic appeared in West Michigan in mid-March, ridership levels began to decrease drastically, dropping as low as 90% from the previous year. Further, state-mandated “shelter-in-place” orders were given by the Governor to discourage travel and transmission of the virus. With ridership and general travel throughout the region unprecedentedly low, a modified weekend service was introduced on March 24th. This service suspended eight of the system’s lowest ridership/least productive routes as well as Route 19 (a jointly-funded route with external partners Spectrum Health and the City of Grand Rapids) due to funding issues. Span of service was reduced to 7am to 7pm on all routes Monday through Sunday as only the most essential service was chosen to operate on an hourly basis. By late April, several routes experiencing capacity issues (1, 2, 4, 9, and 28) were increased to 30-minute service; however, the same nine routes remained suspended and spans of service remained between 7am to 7pm.

On May 26th, a reduced Summer service was implemented as ridership began to increase to approximately 40% from the same time period during the previous year. Spans of service were increased to 5:30am to 10:30pm on weekdays for all routes, and regular weekend hours and spans of service were reintroduced. Routes previously suspended were reintroduced into service at hourly frequency (with the exception of Route 19 and contracted services which remained suspended). Several routes with higher ridership, including Silver Line, Route 1, Route 2, Route 4, Route 9, and Route 28, were operated at 15-minute frequency in order to provide proper distancing opportunity with 15-person on-board capacity limitations still enforced.

The Summer service remained in effect until August 31st which saw all routes operating at hourly service upgraded to half-hour frequency and the cessation of on-board capacity limits. Route 1 returned to half hour weekday frequency as it had operated prior to the pandemic.

While several service changes were implemented in relatively rapid succession, it was recognized that the changes were temporary to respond to effects of the COVID-19 pandemic. The comprehensive operational analysis (COA) continued along throughout the pandemic, and at such time that the recommendations of the COA are adopted in early 2021, the appropriate public hearings and disparate impact, disproportionate burden (DIDB) analyses will be conducted on all proposed route changes in order to make them permanent and ensure protected populations are not disproportionality impacted.

F. Changes in Fare Levels

Smart Card

The Rapid has been working to implement electronic fare media (colloquially referred to as the Wave Card) since 2017. As part of the implementation of the Wave Card program, a fare structure change was adopted by The Rapid's Board of Directors in May 2017 and implemented in 2018. The electronic fare media included adoption of a fare-capping system (see table below), Prior to adoption and implementation, Rapid staff conducted a robust public outreach campaign regarding proposed fare structure changes. Throughout April 2017, Rapid staff solicited feedback from numerous sources, including social media, email, phone, written, as well as seven public meetings. Materials for social media, email, and notifications were made available in both English and Spanish.

A DIDB analysis was conducted in a series of phases as part of the implementation of the Wave Card. The first phase confirmed that the distribution network where passengers could acquire Wave Cards was adequate. It was found that distribution network for Wave Cards superseded that of the paper ticket distribution network and further provided enhanced opportunities for lower-income and minority populations to access the fare card. The distribution network of retail sites was field-verified to ensure the passes were available were advertised. Further, this first phase included the promotion and distribution of the card where Wave Cards for a brief period of time were made available at no cost. Passengers had the opportunity to come to Rapid Central Station and register a Wave Card in their name for free. Finally, the second phase of the DIDB analysis involved the issue of the elimination of cash fare transfers, cessation of selling and accepting paper tickets, and the elimination of change cards for cash fare. Analysis of these factors determined no DIDB issues were present given the fact Wave Cards were widely available with increased access compared to traditional fare media.

Finally, proposed Wave Card-related fare changes went forward to the public through a public hearing.

Table 9 – Adopted Wave Card Fare Capping Structure

Categories	Cash Fare or Cap Increment	10 Ride	31 day	7 day	1 day
Adult	\$1.75	-----	\$47.00	\$16.00	\$3.50
Youth	\$1.25	-----	\$33.75	\$11.25	\$2.50
Reduced	\$0.85	-----	\$30.00	\$10.50	\$2.25
Partner/ Student	\$1.25	-----	-----	\$11.25	-----

Restoring Fares within Silver Line Downtown Fare Free Zone and on Route 19

Silver Line

In September 2016, The Rapid Board approved a 10-month pilot program for the implementation of a fare-free zone for the Silver Line BRT in downtown Grand Rapids (Central Station to Wealthy Street). The fare revenue was agreed upon to be fully reimbursed to The Rapid by the City of Grand Rapids Mobile GR Department and approved by the City of Grand Rapids City Commission. This pilot program was extended annually. However, with the increase of DASH frequencies in August 2018 (7-8 minutes headways all day), changes in mobility patterns in downtown Grand Rapids, and the cost increase of the DASH service contract in 2019, the sponsored fare-free downtown Silver Line became partially redundant (due to increased DASH service) and no longer financially feasible for Mobile GR (due to DASH cost increases).

Route 19

In May 2018, The Rapid Board authorized the approval to execute a contract with Spectrum Health and the City of Grand Rapids for funding to significantly enhance Route 19 with realignment and increased all-day frequencies. This agreement included a provision that all Spectrum employees can ride the entire fixed-route system fare-free, and a provision from Mobile GR that Route 19 become fare-free to all riders. Route 19 had seen significant increases in ridership since the implementation of this enhanced service, and the vast majority of riders are Spectrum employees along the corridor to their park-and-ride lot on Plymouth Ave. However, due to an array of unintended ridership outcomes by providing fare-free service, a large number of concerns emerged from the City of Grand Rapids, Spectrum Health, and other partners. It was determined that concluding the fare free service was the preferred alternative to proceed.

Public Outreach

Staff hosted an array of public input opportunities including:

- Four (4) public meetings on July 1st and July 8th,
- Two (2) Facebook Live Q&A sessions
- Provided email, phone, and mail options for comment, and interacted heavily on social media.

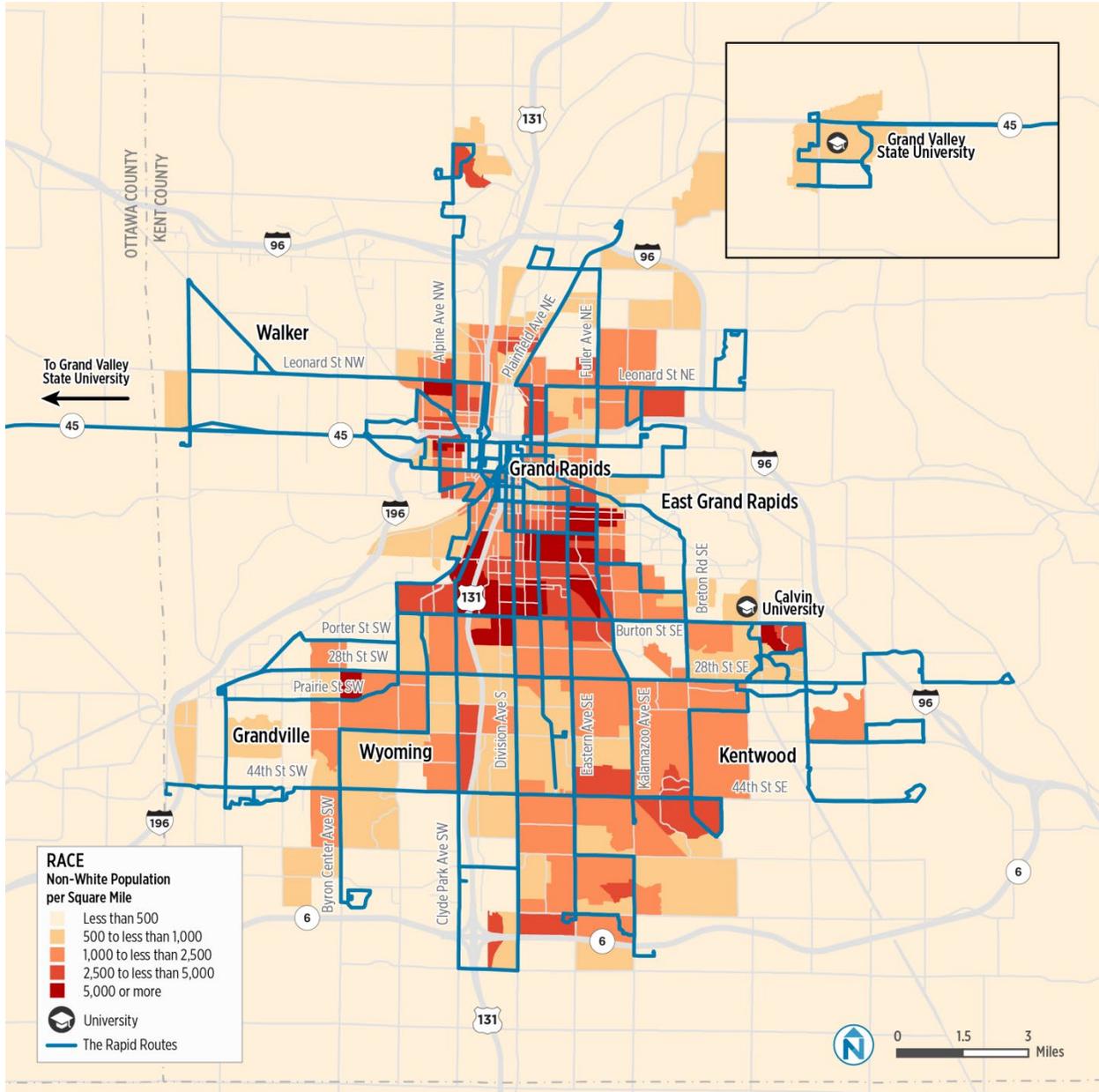
Overall, staff received minimal concerns for the implementation of fares and all public interaction was documented. The Rapid worked collaboratively to communicate this change and provide relevant information and education about resources available to riders by:

- Providing high-visibility notice on buses of the changes to ease the transition on our riders
- Working very closely with transportation staff to mitigate customer service issues as they arise
- Direct coordination with our partner agencies to specifically focus on any potential negative impacts to our most vulnerable riders.

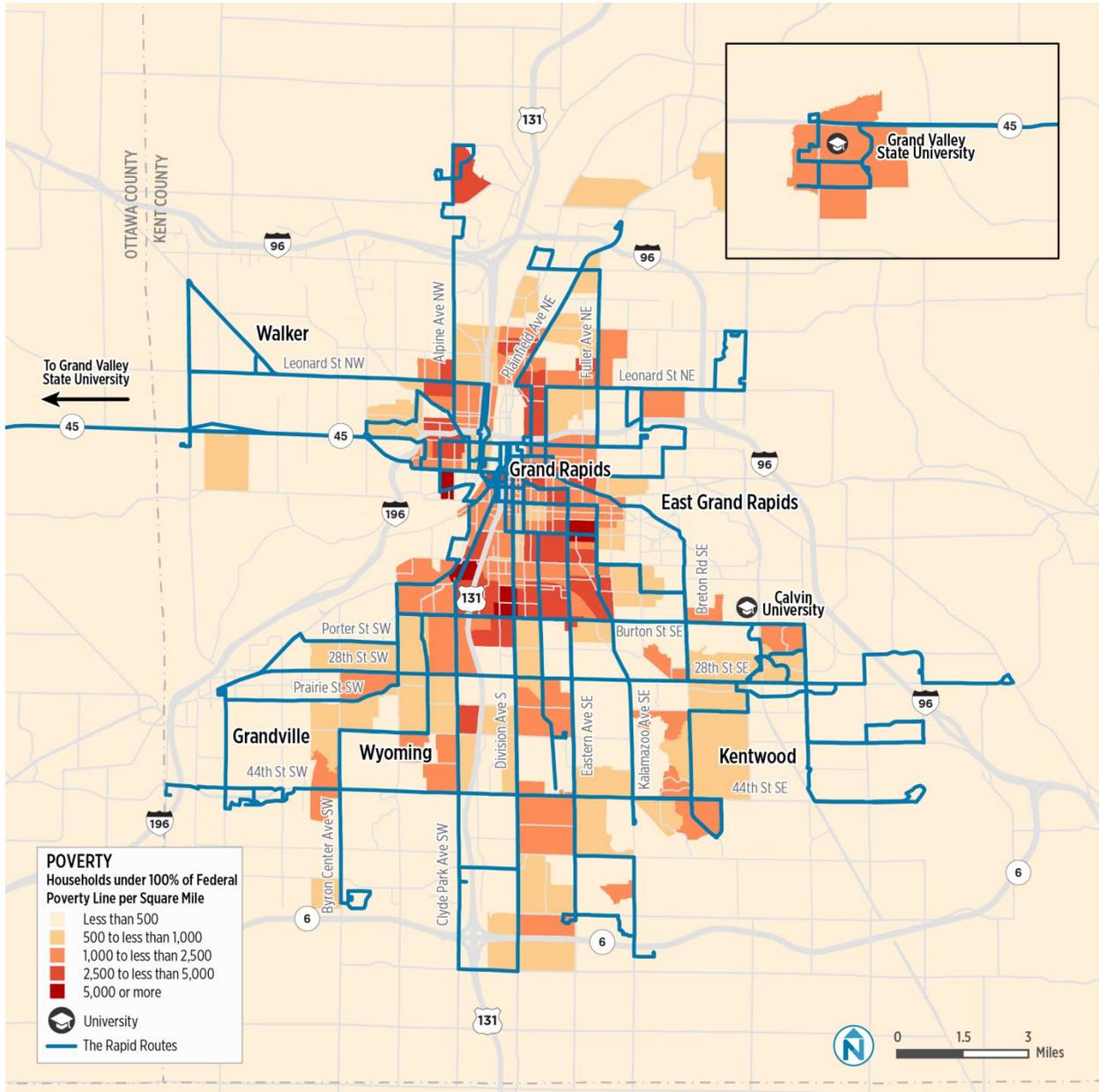
Title VI Analysis

Demographic passenger surveys were completed on the downtown Silver Line and Route 19 in early March 2020. In discussions with FTA officials, The Rapid confirmed that widespread public communication of this change, coupled with connections to resources for transit fare assistance for any negatively impacted riders, will suffice as mitigation for any impacts of this change. This determination by FTA officials was predicated on the fact that the no-fare nature of the services were returning to the base fares applied throughout the entire fixed route system. This change to Silver Line and Route 19 occurred during the COVID-19 pandemic and was primarily the result of the funding sources for both no-fare services being eliminated, as well as the suspension of Route 19 per the request of Spectrum Health, the primary contract partner for the route, as opposed to a Rapid-led decision.

APPENDIX 1: PERCENT MINORITY POPULATION BY CENSUS TRACT (AMERICAN COMMUNITY SURVEY 2018)



APPENDIX 2: PERCENT POPULATION IN POVERTY BY CENSUS TRACT (AMERICAN COMMUNITY SURVEY 2018)



APPENDIX 3: THE RAPID'S DISPARATE IMPACT & DISPROPORTIONATE BURDEN POLICY

BACKGROUND

Updated FTA Title VI legislation requires transit providers which operate 50 or more fixed route vehicles in peak service and are located in urbanized areas (UZA) of 200,000 or more people, or will implement the revenue operations of a New/Small Start capital project must now conduct a Service and Fare Equity Analysis. A Service and Fare Equity Analysis is an assessment conducted by a transit provider to determine whether a major service change, fare structure, either existing, increasing or decreasing, will result in a *disparate impact* and/or *disproportionate burden* on populations of low-income and/or minorities. This evaluation must occur every five (5) fiscal years and must be administered for all fare changes and for major service reductions and expansions. Maintaining compliance with FTA Title VI guidance is critical for The Rapid to obtain federal funding.

The Rapid's existing policy to determine a "major service change" occurs when at least 25% of the route or ridership is being affected by a proposed change. A "fare structure" change occurs when any existing fare type, class, and/or cost is being considered for modification.

Disparate impact is defined as a policy or practice that disproportionately affects members of a protected class identified by race, color, or national origin. The disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts between minority populations and of non-minority populations.

Disproportionate burden is defined as a policy or practice that affects low-income populations more than non-low income populations.

REQUIREMENTS

Per Title VI compliance, the FTA requires transit agencies to analyze what service and fare type both minority & low-income riders are using. The analysis will consist of personally administered rider surveys that are statistically significant utilizing an adequate sample size with a high degree of confidence. This data will be evaluated in order to determine any disadvantaged impact and/or burden to the concerned populations.

If any service and/or fare alteration is proposed, the service and fare equity analysis will be consulted to ensure compliance with Title VI regulations. Additionally, The Rapid will maintain the commitment to a thorough and comprehensive effort of providing opportunities for public input whenever system-wide changes are

proposed. Consequently, The Rapid will engage in a series of outreach from, but not limited to: public hearings, website, social media, email, telephone, and posting on The Rapid facilities.

DISPARATE IMPACT AND DISPROPORTIONATE BURDEN POLICY

If The Rapid finds that either low-income and/or minority populations will bear a disparate impact and/or a disproportionate burden of either existing and/or proposed service and/or fare changes, The Rapid will take steps to avoid, minimize, or mitigate impacts where practicable. If The Rapid chooses not to alter the proposed fare changes, the agency may implement these changes if there is substantial and legitimate justification for the change by demonstrating that there are no satisfactory alternatives that would lessen a negative impact on low-income and minority populations.

Staff proposed to establish the disparate impact & disproportionate burden threshold at twenty (20) percent based on the cumulative impact of the existing and any proposed service and/or fare changes. This threshold applies to the difference of the impacts borne by minority & low-income populations compared to the same impacts borne by non-minority and non-low-income populations.

For example, if minorities make up 30 percent of the overall population, but would bear 55 percent of the impacts, there may be a disparate impact insofar as the minority group bears 25 percent more than its expected share, from 55 percent of the burden to 30 percent of the population (see Figure 1); while the non-minority group bears 25 percent less than its expected share of 45 percent of burden compared to 70 percent of population—even though the absolute majority of the burden rests with the non-minority group. Applying the twenty percent threshold, the provider will find a disparate impact and must therefore consider Chap. IV-14 FTA C 4702.1B modifying the proposed changes in order to avoid, minimize, or mitigate the disparate impacts of the proposed changes.

Note: The twenty (20%) percent threshold is commonly adopted among many other national transit agencies.

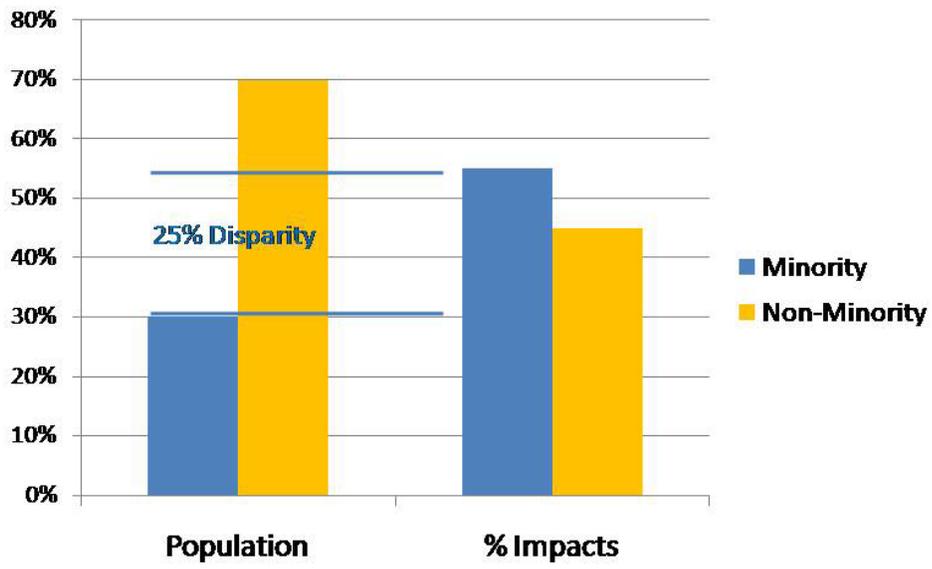


Figure 1: Minorities bear 25% higher impacts as compared to population

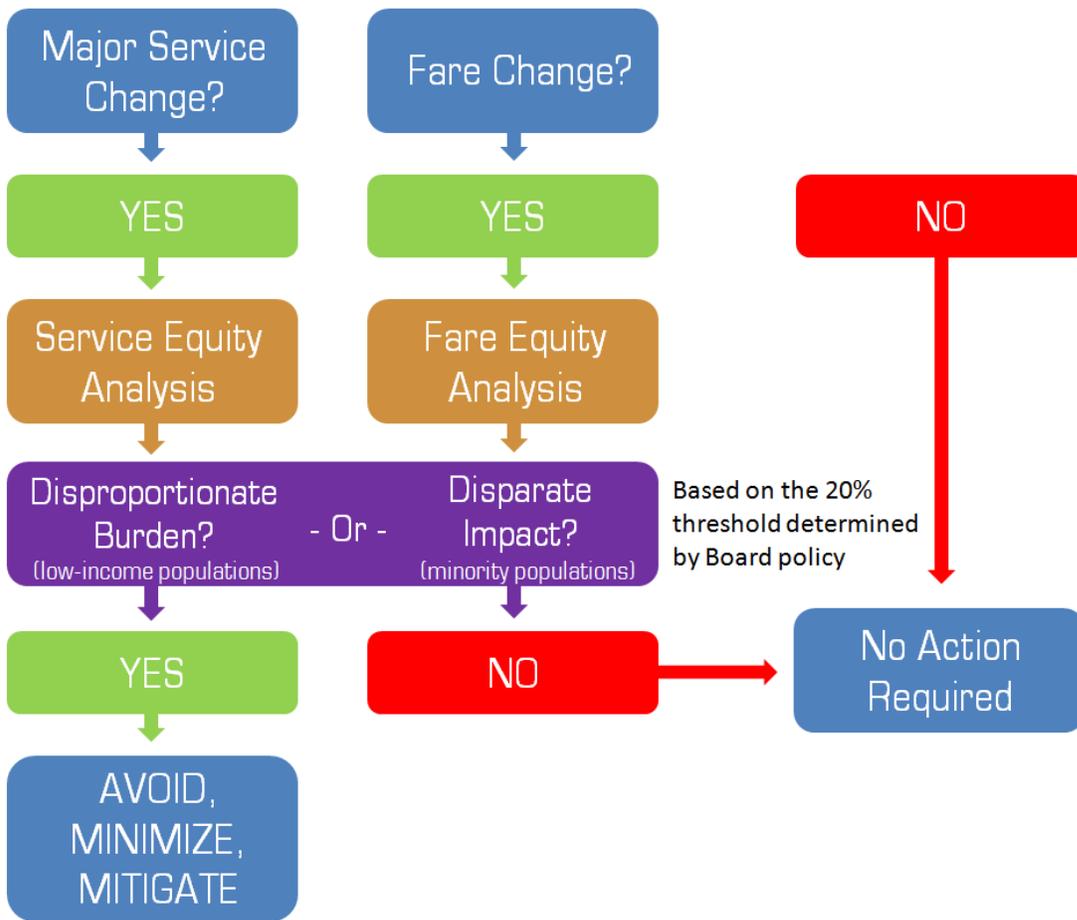


Figure 2: Diagram to determine if a service and/or equity analysis is required.

APPENDIX 4: THE RAPID'S TITLE VI COMPLAINT PROCESS

Effective October 2009

If The Rapid receives a Title VI complaint as described in the Notification of Title VI Rights, the following process will be followed:

Within fifteen (15) days, The Rapid shall confirm receipt of the complaint and inform the Complainant of the investigation process. Within sixty (60) days—should the complaint have merit—The Rapid shall commence an investigation of the allegation(s). The purpose of an investigation is to determine whether there is a reason to believe that a failure to comply with Title VI of the Civil Rights Act of 1964 has occurred. In addition, The Rapid will render a recommendation for action in a report of findings or resolution. Within ninety (90) days, The Rapid will notify the Complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the Complainant of his/her right to file a formal complaint with the Federal Transit Administration (FTA) Title VI Coordinator if they are dissatisfied with the final decision rendered by The Rapid. The Rapid maintains a log of all Title VI complaints received.

If a probable cause of a discriminatory practice based on race, color, or national origin is found to exist, The Rapid shall endeavor to eliminate said practice by means of a Remedial Action Plan. The Remedial Plan shall include: a list of all corrective actions accepted by the agency; a description of how the corrective action will be implemented; and a written assurance that the agency will implement the accepted corrective action in the manner discussed in the plan. Where attempts to resolve the complaint fail, the complainant shall be notified in writing of his or her right to submit the complaint to the Federal Transit Administration as cited in FTA C4702.1A.

APPENDIX 5: FEDERAL TRANSIT ADMINISTRATION CIVIL RIGHTS ASSURANCE

The Rapid (hereinafter referred to as The Rapid) HEREBY CERTIFIES THAT; as a condition of receiving Federal financial assistance under the Federal Transit Act of 1964, as amended, it will ensure that:

1. No person on the basis of race, color, or national origin will be subjected to discrimination in the level and quality of transportation services and transit-related benefits.
2. The Rapid will compile, maintain, and submit in a timely manner Title VI information required by FTA Circular 4702.1 and in compliance with the Department of Transportation’s Title VI regulation, 49 CFR Part 21.9.
3. The Rapid will make it known to the public that those person or persons alleging discrimination on the basis of race, color, or national origin as it relates to the provision of transportation services and transit-related benefits may file a complaint with the Federal Transit Administration and/or the U.S. Department of Transportation.

The person or persons whose signature appears below are authorized to sign this assurance on behalf of the grant applicant or recipient.

Date: _____



Earle Irwin, Interim Chief Executive Officer

APPENDIX 6: DEPARTMENT OF TRANSPORTATION TITLE VI ASSURANCE

The Rapid (hereinafter referred to as the “recipient”) HEREBY AGREES THAT as a condition to receiving any Federal financial assistance from the Department of Transportation, it will comply with Title VI of the Civil Rights Act of 1964, 78 Stat.252, 42 U.S.C. 2000d-42 U.S.C. 2000d-4 (hereinafter referred to as the Act), and all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary , Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation-Effectuation of Title VI of the Civil Rights Act of 1964 (hereinafter referred to as the Regulations) and other pertinent directives, to the end that in accordance with the Act, Regulations, and other pertinent directives, no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the Recipient receives Federal financial assistance from the Department of Transportation, including the Federal Transit Administration and HEREBY GIVES ASSURANCE THAT it will promptly take any measures necessary to effectuate this agreement. This assurance is required by subsection 21.7 (a) of the Regulations.

More specifically and without limiting the above general assurance, the Recipient hereby gives the following specific assurances with respect to any FTA program:

1. That the Recipient agrees that each “program” and each “facility” as defined in subsections 21.23(e) and 21.23(b) of the Regulations, will be (with regard to a “program”) conducted, or will be (with regard to a “facility”) operated in compliance with all requirements imposed by, or pursuant to, the Regulations.
2. That the Recipient shall insert the following notification in all solicitations for bids for work or material subject to the Regulations and made in connection with all U.S. Department of Transportation Programs and, in adapted form in all proposals for negotiated agreements:

The Rapid, in accordance with the Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d to 2000d-4 and Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted programs of the Department of Transportation issued pursuant to such Act, hereby notifies all bidders that it will affirmatively insure that in any contract entered into pursuant to this advertisement, minority business enterprises will afforded full opportunity to submit bids in response to

this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

3. That the Recipient shall insert the clauses of Appendix A of this assurance in every contract subject to this Act and the Regulations.
4. That the Recipient shall insert the clauses of Appendix B of this assurance, as a covenant running with the land, in any deed from the United States effecting a transfer of real property, structures, or improvements thereon, or interest therein.
5. That where the Recipient receives Federal financial assistance to construct a facility, or part of a facility the assurance shall extend to the entire facility and facilities operated in connection therewith.
6. That where the Recipient receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the assurance shall extend to rights to space on, over, or under such property.
7. That the Recipient shall include the appropriate clauses set forth in Appendix C of this assurance, as a covenant running with the land, in any future deeds, leases, permits, licenses, and similar agreements entered into by the Recipient with other parties: (a) for the subsequent transfer of real property acquired or improved under any FTA program: and (b) for the construction or use of or access to space on, over, or under real property acquired or improved under any FTA program.
8. That this assurance obligates the Recipient for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of, personal property, or real property or interest therein or structures or improvements thereon, in which case the assurance obligates the Recipient or any transferee for the longer of the following periods: (a) the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or (b) the period during which the Recipient retains ownership or possession of the property.
9. The Recipient shall provide for such methods of administration for the program as are found by the Secretary of Transportation or the official to whom he/she delegates specific authority to give reasonable guarantee that it, other recipients, sub grantees, contractors, subcontractors, transferees, successors in interest, and other participants of Federal financial assistance under such program will comply with all the requirements imposed or pursuant to the Act, the Regulations and this assurance.
10. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Act, the Regulations and this assurance.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all Federal grants, loans, contracts, property, discounts or other Federal financial assistance extended after the date hereof to the Recipient by the Department of Transportation under any Federal Transit Administration program and is binding on it, other recipients, contractors, subcontractors, transferees, successors in interest and other participants in any FTA program. The person or persons whose signatures appear below are authorized to sign this assurance on behalf of the Recipient.

Date: _____



Earle Irwin, Interim Chief Executive Officer

Attachments:

Appendices A, B, C, D

(APPENDIX A TO TITLE VI ASSURANCE)

During the performance of this contract, the contractor, for itself, its assignees and successors in interest (hereinafter referred to as the "contractor") agrees as follows:

- (1) Compliance With Regulations: The contractor shall comply with the Regulations relative to nondiscrimination in federally assisted programs of the Department of Transportation (hereinafter, "DOT") Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time, (hereinafter referred to as the Regulations), which are herein incorporated by reference and made a part of this contract.
- (2) Nondiscrimination: The contractor, with regard to the work performed by it during the contract, shall not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor shall not participate either directly or indirectly in the discrimination prohibited by Section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in Appendix B of the Regulations.
- (3) Solicitations for Subcontracts, Including Procurement for Materials and Equipment: In all solicitations either by competitive bidding or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials or leases of equipment, each potential subcontractor or supplier shall be notified by the contractor of the contractor's obligations under this contract and the Regulations relative to nondiscrimination on the grounds of race, color, or national origin.
- (4) Information and Reports: The contractor shall provide all information reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts, or other sources of information, and its facilities as may be determined by The Rapid or the Federal Transit Administration to be pertinent to ascertain compliance with such Regulations, orders, and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish this information this contractor shall so certify to The Rapid,

or the Federal Transit Administration as appropriate, and shall set forth what efforts it has made to obtain the information.

(5) Sanctions for Noncompliance: In the event of the contractor's noncompliance with nondiscrimination provisions of this contract, The Rapid shall impose contract sanctions as it or the Federal Transit Administration may determine to be appropriate, including but not limited to:

- (a) withholding of payments to the contractor under the contract until the contractor complies; and/or
- (b) cancellation, termination, or suspension of the contract, in whole or in part
- (c) withholding of payments to the contractor under the contract until the contractor complies; and/or
- (d) cancellation, termination, or suspension of the contract, in whole or in part

(6) Incorporation of Provisions: The contractor shall include the provisions of paragraph (1) through (6) in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Regulations, or directives issued pursuant thereto. The contractor shall take such action with respect to any subcontract or procurement as The Rapid or the Federal Transit Administration may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, however, that in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or supplier as a result of such direction, the contractor may request The Rapid to enter into such litigations to protect the interests of The Rapid, and in addition, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

(APPENDIX B TO TITLE VI ASSURANCE)

The following clauses shall be included in any and all deeds effecting or recording the transfer of real property, structures or improvements thereon, or interest therein from the United States.

(GRANTING CLAUSE)

NOW THEREFORE, the Department of Transportation, as authorized by law, and upon the condition that The Rapid will accept title to the lands and maintain the project constructed thereon, in accordance with Title VI of the 1964 Civil Rights Act, the Regulations for the Administration of the Federal Transit Administration's programs and the policies and procedures prescribed by the Federal Transit Administration of the Department of Transportation and, also in accordance with and in compliance with all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally -Assisted Programs of the Department of Transportation (herein referred to as the Regulations) pertaining to and effectuating the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252; 42 U.S. C. 2000d to 2000d-4), does hereby remise, release, quitclaim and convey unto The Rapid all the right, title and interest of the Department of Transportation in and to said lands described in Exhibit "A" attached hereto and made a part hereof.

(HABENDUM CLAUSE)

TO HAVE AND TO HOLD said lands and interests therein unto The Rapid and its successors forever, subject, however, to the covenants, conditions, restrictions and reservations herein contained as follows, which will remain in effect for the period during which the real property or structures are used for a purpose for which Federal financial assistance as extended or for another purpose involving the provision of similar services or benefits and shall be binding on The Rapid, its successors and assigns.

The Rapid, in consideration of the conveyance of said lands and interests in lands, does hereby covenant and agree as a covenant running with the land for itself, its successors and assigns, that (1) no person shall on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination with regard to any facility located or wholly or in part on, over or under such lands hereby conveyed [,] [and] * (2) that The Rapid shall use the lands and interest in lands and interests in lands so conveyed, in compliance with all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of Secretary.

Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations may be amended, and (3) that in the event of breach of any of the above-mentioned nondiscrimination conditions, the Department shall have a right to re-enter said land, and the above described land and facilities shall thereon revert to and vest in and become the absolute property of the Department of Transportation and its assigns as such interest existed prior to this to this instruction.*

*Reverter clause and related language to be used only when it is determined that such a clause is necessary in order to effectuate the purposes of Title VI of the Civil Rights Act of 1964.

(APPENDIX C TO TITLE VI ASSURANCE)

The following clauses shall be included in all deeds, licenses, lease, permits, or similar instruments entered into by The Rapid pursuant to the provisions of Assurance 7(a).

The (grantee, licensee, lessee, permittee, etc., as appropriate) for herself/himself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant, and agree [in the case of deeds and leases add "as a covenant running with the land] that in event facilities are constructed, maintained, or otherwise operated on the said property described in this (deed, license, permit, etc.) for a purpose for which a Department of Transportation program or activity is extended or for another purpose for involving the provision of similar services or benefits, the (grantee, licensee, lessee, permittee, etc.) shall maintain and operate such facilities and services in compliance with all other requirements imposed pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination of Federally-Assisted Programs of the Department of Transportation-Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations may be amended.

[Include in license, leases, permits, etc.]*

That in the event of breach of any of the above nondiscrimination covenant, The Rapid shall have the right to terminate the [license, lease, permit, etc.] and to re-enter and reposes said land and the facilities thereon, and hold the same as if said [licenses, lease, permit, etc.] had never been made or issued.

[Include in deeds]*

That in the event of breach of any of the above nondiscrimination covenants, The Rapid shall have the right to re-enter said lands and facilities thereon, and the above described lands and facilities shall thereupon revert to and vest in and become the absolute property of The Rapid and its assigns.

APPENDIX D

APPLICATION OF TITLE VI REQUIREMENTS TO FEDERAL FINANCIAL ASSISTANCE OF THE FEDERAL TRANSIT ADMINISTRATION

Examples: Nondiscrimination on FTA Projects

The following examples, without being exhaustive, illustrate the application of the nondiscrimination provisions of this part to projects receiving Federal financial assistance under the programs of certain Department of Transportation operating administrations.

1. Any person who is, or seeks to be, a patron of any public vehicle which is operated as a part of, or in conjunction with, a project shall be given the same access, seating, and other treatment with regard to the use of such vehicle as other persons without regard to their race, color, or national origin.
2. No person who is, or seeks to be an employee of the project sponsor or lessees, concessionaires, contractors, licensees, or any organization furnishing public transportation service as a part of, or in conjunction with, the project shall be treated less favorably than any other employee or applicant with regard to hiring, dismissal, advancement, wages, or any other conditions above described lands and facilities shall thereupon revert to and vest in and become the absolute property of *The Rapid* and its assigns.

The following shall be included in all deeds, licenses, leases, permits, or similar agreements entered into by *The Rapid* pursuant to the provisions of Assurance 7(b).

The (grantee, licensee, lessee, permittee, etc., as appropriate) for herself/himself, his/her personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree (in case of deeds, and leases add "as a covenant running with the land") that (1) no person on the grounds of race, color, or national origin shall be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination in the use

APPENDIX 7: THE RAPID'S TITLE VI NOTIFICATION FORM

Notification of Your Rights under Title VI

The Rapid fully complies with Title VI of the Civil Rights Act of 1964 and related statutes and regulations in all programs and activities. The Rapid operates without regard to race, color, national origin, creed, income, gender, age, and disability. Any person who believes him/herself, or any specific class of persons, to be subject to discrimination prohibited by Title VI may by him/herself or by representative file a written complaint with The Rapid.

Any person who believes him/herself, or any specific class of persons, to be subject to discrimination prohibited by Title VI may by him/herself or by a representative file a written complaint with The Rapid.

A complaint must be filed no later than 180 days after the date of the alleged discrimination and contain the following information:

- Name, address, and phone number of the Complainant
- Name, address, phone number and relationship of Representative to Complainant (if applicable)
- Basis of complaint (e.g., race, color, national origin)
- Date of alleged discriminatory act(s)
- Date complaint received by The Rapid
- A statement of the complaint, including specific details, relevant facts, and documentation

Once a complaint has been received they are processed by the following:

- The complainant will be contacted within 48 hours by phone, mail, or email
- The complaint is ticketed and processed by the Title VI officer
- Internal review is conducted within one week of receipt of the complaint
- The complainant will be contacted a second time following the internal review with regard to the findings and necessary actions taken by The Rapid

Please submit Title VI complaints, comments, or questions to The Rapid by mail or email:

Mail

Attn: Title VI Coordinator
Planning Department
300 Ellsworth SW
Grand Rapids, MI 49503

Email

titlevi@ridetherapid.org

YOUR RIGHTS UNDER THE TITLE VI CIVIL RIGHTS ACT OF 1964

Title VII of the Civil Rights Act of 1964, 42 USC 2000e, makes it unlawful for an employer to hire or discharge any individual, or otherwise to discriminate against any individual with respect to his/her compensation, terms, conditions or privileges of employment, because of an individual's race, color, religion, sex, or national origin. This covers hiring, firing, promotions, and all workplace conduct.



Title VI Complaint Form

Title VI of the Civil Rights Act of 1964 states that, "No person in the United States shall on the basis of race, color, or national origin, be excluded from participation in, be denied the benefit of, or otherwise be subjected to discrimination in any program, service, or activity receiving federal financial assistance."

The Rapid fully complies with Title and related statutes and regulations in all programs and activities. The Rapid operates without regard to race, color, national origin, creed, income, gender, age, and disability. Any person who believes him/herself or any specific class of persons, to be subject to discrimination prohibited by Title VI may file this form. **If you need assistance completing this form, please contact us by phone at 616-456-7514.**

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No



Formulario de quejas del Título VI

El Título VI del Acta de Derechos Civiles de 1964 sostiene que "Ninguna persona en los Estados Unidos será excluida, negada beneficios o discriminado debido a su raza, color o nacionalidad, en cualquier programa o actividad que recibe asistencia financiera federal."

The Rapid acata las normativas del Título VI y otros estatutos y reglamentos relacionados en todos sus programas y actividades. The Rapid opera sin distinción a raza, color, nacionalidad, credo, ingresos, genero, edad o discapacidades. Cualquier persona que crea que ha sido perjudicado/a por una práctica discriminatoria prohibido bajo el Título VI puede llenar este formulario. **Para asistencia adicional, favor de contactarnos por telefono a 616-456-7514.**

Sección I:			
Nombre:			
Dirección:			
Teléfono (casa):		Teléfono (trabajo):	
Dirección de correo electrónico:			
Requiere un formato accesible?	Fuente incrementado	Grabación de audio	
	TDD	Otro	
Sección II:			
Está completando este formulario por si mismo?		Sí*	No
*Si su respuesta es "sí," pase a la sección III.			
Si no, por favor indique el nombre de la persona por quien está completando esta queja y su relación a usted:			
Por favor explique porqué está completando este formulario por parte de otra persona: _____			
Por favor confirme que ha obtenido la autorización de la persona afectada si está solicitando por parte de otra persona.		Sí	No

APPENDIX 8: TITLE VI PUBLIC INVOLVEMENT PLAN

A. Public Outreach Overview

At The Rapid, we utilize a variety of methods to continually communicate with and inform the public we serve. English is the most spoken language in our region followed by Spanish. To ensure that the public is able to engage with us, we translate all public outreach materials to Spanish and utilize interpreter services such as Language Line.

1. The Rapid's Website (<http://ridetherapid.org>)

The Rapid's website is an informational hub for our customers and the public at large. All pertinent information for passengers and taxpayers can be found on our website. Most importantly, we utilize this website to notify passengers and the public about pertinent information as needed. The Rapid's website meeting ADA accessibility guidelines and features Google Translate, which supports the translation of the website to more than 100 languages.

2. Social Media

Our social media platforms (Facebook, Twitter, Instagram, LinkedIn, YouTube, etc.) are places that passengers can find relevant information, real-time customer service, and an engagement communication space.

3. Interior Bus Information

The Rapid utilizes internal bus information racks, located behind the bus operator, to notify passengers of detours, rider alerts and other relevant details. When needed, interior bus advertisement space is also used for general outreach to the public regarding information notices.

4. Rider and Public Surveys

Periodically, The Rapid surveys riders, and the general public, to gain information and feedback about who is using the service, overall perceptions of The Rapid, and desired service changes.

5. Public Events

The Rapid routinely attends various events throughout the six-city service area to engage with the public and answer questions, as well as share information. We attend everything from senior fairs to chamber of commerce meetings.

6. Alerts

The Rapid utilizes digital rider alerts that notify passengers of route and service

alerts, as well as other important information that pertains to utilizing The Rapid. Riders can sign up to receive these alerts via text message or email.

7. Email Newsletter

An email newsletter is utilized for various important notifications and public outreach.

8. Public Meetings

When necessary for route and service planning or other important topics, The Rapid utilizes public information meetings or public hearings to gain public feedback and assess needs.

9. News Media

The Rapid routinely works with local news media to notify the public of important information impacting the service.

10. Partnerships

Organizational and business partnerships are a key aspect of public outreach. For example, The Rapid often partners with organizations like Disability Advocates of Kent County to educate and spread awareness about specific route and planning needs, gain feedback and improve our system.

B. Threshold for Major Service Changes

The Rapid's established threshold for a "major" service change is as follows:

If 25% or greater of either the vehicle revenue miles or the passenger miles on one of The Rapid's routes is to be affected by a service change, this constitutes a Major Service Change for The Rapid and public hearings must be held.

C. The Rapid's Disparate Impact and Disproportionate Burden Policy

The Rapid Board adopted a Disparate Impact and Disproportionate Burden Policy in February 2014. The preparation for this policy included a rider survey indicating fare types used by demographic. This policy dictates that low income and minority populations will not bear a disparate impact or disproportionate burden of any fare or service changes that The Rapid makes. A copy of the policy can be found in Appendix 5.

D. The Rapid's New Facility Construction Outreach Process

For all new construction projects, The Rapid fully undergoes the FTA environmental review process. This includes analyzing all disproportionate social impacts of the

proposed project to vulnerable populations and an environmental justice review. In addition, The Rapid conducts public outreach to gain community input regarding any proposed construction projects, the level of the outreach depending on the size of the project and potential community impacts. This includes outreach to Title VI populations to ensure their voice is heard as part of the public process.

E. Changes in Service Level

Since the last Title VI Plan was adopted in December 2017, The Rapid has had numerous significant changes in service levels to its fixed route system, all occurring since March 2020 in response to the COVID-19 pandemic. When the coronavirus pandemic appeared in West Michigan in mid-March, ridership levels began to decrease drastically, dropping as low as 90% from the previous year. Further, state-mandated “shelter-in-place” orders were given by the Governor to discourage travel and transmission of the virus. With ridership and general travel throughout the region unprecedentedly low, a modified weekend service was introduced on March 24th. This service suspended eight of the system’s lowest ridership/least productive routes as well as Route 19 (a jointly-funded route with external partners Spectrum Health and the City of Grand Rapids) due to funding issues. Span of service was reduced to 7am to 7pm on all routes Monday through Sunday as only the most essential service was chosen to operate on an hourly basis. By late April, several routes experiencing capacity issues (1, 2, 4, 9, and 28) were increased to 30-minute service; however, the same nine routes remained suspended and spans of service remained between 7am to 7pm.

On May 26th, a reduced Summer service was implemented as ridership began to increase to approximately 40% from the same time period during the previous year. Spans of service were increased to 5:30am to 10:30pm on weekdays for all routes, and regular weekend hours and spans of service were reintroduced. Routes previously suspended were reintroduced into service at hourly frequency (with the exception of Route 19 and contracted services which remained suspended). Several routes with higher ridership, including Silver Line, Route 1, Route 2, Route 4, Route 9, and Route 28, were operated at 15-minute frequency in order to provide proper distancing opportunity with 15-person on-board capacity limitations still enforced.

The Summer service remained in effect until August 31st which saw all routes operating at hourly service upgraded to half-hour frequency and the cessation of on-board capacity limits. Route 1 returned to half hour weekday frequency as it had operated prior to the pandemic.

While several service changes were implemented in relatively rapid succession, it was recognized that the changes were temporary to respond to effects of the COVID-19 pandemic. The comprehensive operational analysis (COA) continued along throughout the pandemic, and at such time that the recommendations of the COA are adopted in early 2021, the appropriate public hearings and disparate impact, disproportionate burden (DIDB) analyses will be conducted on all proposed route changes in order to make them permanent and ensure protected populations are not disproportionality impacted.

F. Changes in Fare Levels

Smart Card

The Rapid has been working to implement electronic fare media (colloquially referred to as the Wave Card) since 2017. As part of the implementation of the Wave Card program, a fare structure change was adopted by The Rapid's Board of Directors in May 2017 and implemented in 2018. The electronic fare media included adoption of a fare-capping system (see table below), Prior to adoption and implementation, Rapid staff conducted a robust public outreach campaign regarding proposed fare structure changes. Throughout April 2017, Rapid staff solicited feedback from numerous sources, including social media, email, phone, written, as well as seven public meetings. Materials for social media, email, and notifications were made available in both English and Spanish.

A DIDB analysis was conducted in a series of phases as part of the implementation of the Wave Card. The first phase confirmed that the distribution network where passengers could acquire Wave Cards was adequate. It was found that distribution network for Wave Cards superseded that of the paper ticket distribution network and further provided enhanced opportunities for lower-income and minority populations to access the fare card. The distribution network of retail sites was field-verified to ensure the passes were available were advertised. Further, this first phase included the promotion and distribution of the card where Wave Cards for a brief period of time were made available at no cost. Passengers had the opportunity to come to Rapid Central Station and register a Wave Card in their name for free. Finally, the second phase of the DIDB analysis involved the issue of the elimination of cash fare transfers, cessation of selling and accepting paper tickets, and the elimination of change cards for cash fare. Analysis of these factors determined no DIDB issues were present given the fact Wave Cards were widely available with increased access compared to traditional fare media.

Finally, proposed Wave Card-related fare changes went forward to the public through a public hearing.

Table 9 – Adopted Wave Card Fare Capping Structure

Categories	Cash Fare or Cap Increment	10 Ride	31 day	7 day	1 day
Adult	\$1.75	-----	\$47.00	\$16.00	\$3.50
Youth	\$1.25	-----	\$33.75	\$11.25	\$2.50
Reduced	\$0.85	-----	\$30.00	\$10.50	\$2.25
Partner/ Student	\$1.25	-----	-----	\$11.25	-----

Restoring Fares within Silver Line Downtown Fare Free Zone and on Route 19

Silver Line

In September 2016, The Rapid Board approved a 10-month pilot program for the implementation of a fare-free zone for the Silver Line BRT in downtown Grand Rapids (Central Station to Wealthy Street). The fare revenue was agreed upon to be fully reimbursed to The Rapid by the City of Grand Rapids Mobile GR Department and approved by the City of Grand Rapids City Commission. This pilot program was extended annually. However, with the increase of DASH frequencies in August 2018 (7-8 minutes headways all day), changes in mobility patterns in downtown Grand Rapids, and the cost increase of the DASH service contract in 2019, the sponsored fare-free downtown Silver Line became partially redundant (due to increased DASH service) and no longer financially feasible for Mobile GR (due to DASH cost increases).

Route 19

In May 2018, The Rapid Board authorized the approval to execute a contract with Spectrum Health and the City of Grand Rapids for funding to significantly enhance Route 19 with realignment and increased all-day frequencies. This agreement included a provision that all Spectrum employees can ride the entire fixed-route system fare-free, and a provision from Mobile GR that Route 19 become fare-free to all riders. Route 19 had seen significant increases in ridership since the implementation of this enhanced service, and the vast majority of riders are Spectrum employees along the corridor to their park-and-ride lot on Plymouth Ave. However, due to an array of unintended ridership outcomes by providing fare-free service, a large number of concerns emerged from the City of Grand Rapids, Spectrum Health, and other partners. It was determined that concluding the fare free service was the preferred alternative to proceed.

Public Outreach

Staff hosted an array of public input opportunities including:

- Four (4) public meetings on July 1st and July 8th,
- Two (2) Facebook Live Q&A sessions
- Provided email, phone, and mail options for comment, and interacted heavily on social media.

Overall, staff received minimal concerns for the implementation of fares and all public interaction was documented. The Rapid worked collaboratively to communicate this change and provide relevant information and education about resources available to riders by:

- Providing high-visibility notice on buses of the changes to ease the transition on our riders
- Working very closely with transportation staff to mitigate customer service issues as they arise
- Direct coordination with our partner agencies to specifically focus on any potential negative impacts to our most vulnerable riders.

Title VI Analysis

Demographic passenger surveys were completed on the downtown Silver Line and Route 19 in early March 2020. In discussions with FTA officials, The Rapid confirmed that widespread public communication of this change, coupled with connections to resources for transit fare assistance for any negatively impacted riders, will suffice as mitigation for any impacts of this change. This determination by FTA officials was predicated on the fact that the no-fare nature of the services were returning to the base fares applied throughout the entire fixed route system. This change to Silver Line and Route 19 occurred during the COVID-19 pandemic and was primarily the result of the funding sources for both no-fare services being eliminated, as well as the suspension of Route 19 per the request of Spectrum Health, the primary contract partner for the route, as opposed to a Rapid-led decision.



INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 102820-1

Fiscal Year: 2020-2021

Moved and supported to adopt the following resolution:

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

BE IT RESOLVED that the ITP Board hereby approves The Rapid's updated 2020 Title VI documentation as required by the Federal Transit Administration, in accordance with the information presented to the Board on October 28, 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: October 28, 2020
To: ITP Board
From: Linda Medina, Finance Manager
Subject: RENEWAL OF LINE OF CREDIT AND LETTER OF CREDIT

ACTION REQUESTED

Board approval to renew a line of credit for \$5 million dollars and a letter of credit for \$300,000 for collateral with our insurance company.

BACKGROUND

On May 8, 2019 the Board approved Resolution No. 19 giving the CEO authority to execute a line or lines of credit in a cumulative amount not to exceed \$10 million dollars with a \$1 million dollar sublimit. It was intended for temporary cash flow needs to protect operating and capital projects or in the event of a delay in reimbursement of grant funds.

The Rapid executed a line of credit for \$8 million dollars in FY 2020, as well as a letter of credit for \$300,000 for our insurance company. No funds were drawn on the line of credit in FY 2020.

With the completion of the Laker Line project and the availability of CARES Act funding, staff is recommending renewal of the line of credit for \$5 million dollars in FY 2021. No change is requested for the letter of credit.



INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 102820-2

Fiscal Year: 2020-2021

Moved and supported to adopt the following resolution:

Approval to renew a line of credit for \$5 million dollars and a letter of credit for \$300,000 for collateral with our insurance company.

BE IT RESOLVED that the ITP Board hereby approves The Rapid's request to renew a line of credit and letter of credit in accordance with the information presented to the Board on October 28, 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: Jason Prescott, Special Services Manager
SUBJECT: AUGUST 2020 PARATRANSIT RIDERSHIP REPORT

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

	2020	2019	% Change
Total Paratransit Ridership	13,749	28,494	-51.7%
ADA Ridership	10,671	21,658	-50.7%
Non-Disabled Senior (NDS) Ridership	51	100	-49.0%
PASS Ridership	257	629	-59.1%
Network 180	1,902	4,909	-61.3%
Cascade Township	1,180	732	61.2%

Ridership averages, as compared 2019

	2020	2019	% Change
Weekday Ridership	505	933	-45.9%
Saturday Ridership	163	329	-50.5%
Sunday Ridership	95	351	-72.9%

Other Performance Measures

	2020	2019	% Change
On-Time Performance	98.45%	94.38%	4.3%
On-Time Drop-Off	96.30%	95.37%	1%
Average Cost Per Trip	\$32.81	\$25.02	31.1%

August 2020 Paratransit Ridership and Operating Statistics

ADA	2020	2019	Change	% Change
Clients	962	1,600	(638)	-39.9%
Passenger Trips	10,671	21,658	(10,987)	-50.7%

NDS

Clients	9	16	(7)	-43.8%
Passenger Trips	51	100	(49)	-49.0%

PASS

Clients	17	34	(17)	-50.0%
Passenger Trips	257	629	(372)	-59.1%

CONTRACTED

Clients	0	1	(1)	-100.0%
Passenger Trips	0	2	(2)	-100.0%

RIDELINK

Clients	298	387	(89)	-23.0%
Passenger Trips	868	1,196	(328)	-27.4%
Phone Calls	2,470	3,761		
Total Trips sched. thru Rapid call center	2,292	5,339		

TOTALS

Clients	1,286	2,038	(752)	-36.9%
Passenger Trips	11,847	23,585	(11,738)	-49.8%
Average Weekday Ridership	505	933	(428)	-45.9%
Average Saturday Ridership	163	329	(166)	-50.5%
Average Sunday Ridership	95	351	(256)	-72.9%
All Ambulatory Passengers	7,328	15,898	(8,570)	-53.9%
All Wheelchair Passengers	4,519	7,687	(3,168)	-41.2%
No - Shows	347	447	(100)	-22.4%
Cancellations	6,091	5,196	895	17.2%
MV				
Average Cost per Trip	\$32.81	\$25.02	\$7.79	31.1%
Riders per Hour	1.5	2.0	(0.5)	-25.0%
Accidents per 100,000 Miles	1.0	2.0	(1)	-50.0%

Trip Denials	0	1	-1	-100.0%
NTD Travel Time (minutes)	38	30	8	26.7%

NETWORK 180

Passenger Trips	1,902	4,909	(3,007)	-61.3%
Average Weekday Ridership	91	223	(132)	-59.2%

TOTAL PASSENGER TRIPS	13,749	28,494	(14,745)	-51.7%
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Paratransit Service Quality Statistics: network 180 Excluded

	2020	2019	2019 % of Trips	% Change
Complaints				
MV Complaints	11	17	0.1%	-35.3%

On-Time Performance

On-Time Compliance - Pick-up	98.45%	94.38%
On-Time Compliance - Drop-off	96.30%	95.37%



DATE: October 7, 2020
TO: ITP Board
FROM: Jason Prescott, Special Services Manager
SUBJECT: SEPTEMBER 2020 PARATRANSIT RIDERSHIP REPORT

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

	2020	2019	% Change
Total Paratransit Ridership	15,028	27,402	-45.2%
ADA Ridership	11,554	21,146	-45.4%
Non-Disabled Senior (NDS) Ridership	54	99	-45.5%
PASS Ridership	272	509	-46.6%
Network 180	98	223	-56.1%
Cascade Township	246	640	-61%

Ridership averages, as compared 2019

	2020	2019	% Change
Weekday Ridership	559	988	-43.4%
Saturday Ridership	200	336	-40.5%
Sunday Ridership	116	327	-64.5%

Other Performance Measures

	2020	2019	% Change
On-Time Performance	98.54%	94.14%	4.67%
On-Time Drop-Off	96.16%	94.39%	1.87%
Average Cost Per Trip	\$30.52	\$24.83	22%

September 2020 Paratransit Ridership and Operating Statistics

ADA	2020	2019	Change	% Change
Clients	1,053	1,618	(565)	-34.9%
Passenger Trips	11,554	21,146	(9,592)	-45.4%

NDS

Clients	10	17	(7)	-41.2%
Passenger Trips	54	99	(45)	-45.5%

PASS

Clients	16	29	(13)	-44.8%
Passenger Trips	272	509	(237)	-46.6%

CONTRACTED

Clients	0	1	(1)	-100.0%
Passenger Trips	0	4	(4)	-100.0%

RIDELINK

Clients	341	366	(25)	-6.8%
Passenger Trips	1,079	969	110	11.4%
Phone Calls	2,854	3,688		
Total Trips sched. thru Rapid call center	2,853	4,845		

TOTALS

Clients	1,420	2,031	(611)	-30.1%
Passenger Trips	12,959	22,727	(9,768)	-43.0%
Average Weekday Ridership	559	988	(429)	-43.4%
Average Saturday Ridership	200	336	(136)	-40.5%
Average Sunday Ridership	116	327	(211)	-64.5%
All Ambulatory Passengers	8,114	15,424	(7,310)	-47.4%
All Wheelchair Passengers	4,845	7,303	(2,458)	-33.7%
No - Shows	374	484	(110)	-22.7%
Cancellations	6,289	4,986	1,303	26.1%
MV				
Average Cost per Trip	\$30.52	\$24.83	\$5.69	22.9%
Riders per Hour	2.0	2.0	0.0	0.0%
Accidents per 100,000 Miles	0.0	0.0	0	#DIV/0!

Trip Denials	0	9	-9	-100.0%
NTD Travel Time (minutes)	36	28	8	28.6%

NETWORK 180

Passenger Trips	2,069	4,675	(2,606)	-55.7%
Average Weekday Ridership	98	223	(125)	-56.1%

TOTAL PASSENGER TRIPS	15,028	27,402	(12,374)	-45.2%
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Paratransit Service Quality Statistics: network 180 Excluded

	2020	2019	% of Trips	% Change
Complaints				
MV Complaints	3	34	0.0%	-91.2%

On-Time Performance

On-Time Compliance - Pick-up	98.54%	94.14%
On-Time Compliance - Drop-off	96.16%	94.39%

Date: October 20, 2020
To: ITP Board
From: Jason Prescott
Subject: FY 2020 FOURTH QUARTER PARATRANSIT REPORT CARD

BACKGROUND

In keeping with the commitment of reporting system performance to the community, attached is the FY 2020 Fourth Quarter Paratransit Report Card.

Productivity – Paratransit ridership for the quarter (41,928) decreased by 36% (23,849 passengers) compared to the same quarter of Fiscal Year 2019.

 **Preventable Accidents** – There was 1 preventable accident per 100,000 revenue miles. This is equal to the maximum acceptable average of one preventable accident per 100,000 revenue miles.

 **Customer Service** – There was .01 complaints per 1,000 passengers. This is below the maximum acceptable average of one .9 complaints per 1,000 passengers.

 **Travel Time** – Average trip length was 37.3 minutes. This is more than the maximum acceptable average trip length of 30 minutes.

 **Passengers per Hour:** Service was provided to 1.6 passengers per hour. This is less than the acceptable average.

 **On-Time Performance** – The paratransit vehicles were on-time for 98.50% of the trips. This is more than the minimum acceptable on-time performance of 95%.

 **On-Time Appointment Drop-Off** – The paratransit vehicles dropped passengers off on time for appointments 96.57% of the time which is more often than the acceptable appointment time drop-off standard of 95% of the time.

Cost Per Trip – Cost per paratransit trip is \$31.95 for this quarter, an increase of (\$6.99) compared to the same quarter of 2019.

 **Ratio to Fixed-Route bus** - For every one passenger who boarded a paratransit vehicle, 20 passengers boarded the fixed-route bus system.

A summary of the report card is attached.



FY 2020 Fourth Quarter Report Card

	<u>4th Quarter Jul-Sept 2020</u>	<u>4th Quarter Jul-Sept 2019</u>	<u>Change From Same Quarter</u>	<u>Standard</u>	<u>Difference</u>	
<u>Productivity</u>						
¹ Total Ridership	41,928	65,777	-23,849	n/a	-36%	n/a
Passengers per hour	1.6	2.0	-.4	≥2.0	-.2%	
<u>Preventable Accidents</u>						
² Accidents per 100,000 Miles	1	1	0	≤ 1.0	0%	
<u>Customer Service</u>						
³ Complaints per 1,000 Passengers	.01	.94	-.93	≤ 0.9	-98%	
⁴ Travel Time	37.3	29.3	8	≤ 30	27%	
<u>On Time Performance</u>						
⁵ Percentage of On-Time Trips	98.50%	94.68%	3.82%	≥ 95%	4%	
⁶ Percentage of On-time Drop-offs	96.57%	95.10%	1.47%	≥95%	2%	
<u>Cost Effectiveness</u>						
⁷ Cost per Passenger	\$31.95	\$24.96	\$6.99	n/a	28%	n/a
⁸ Ratio of Paratransit to Fixed Route Ridership	1:20	1:26	6	≥1:30	-23%	

FY 2020 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.

Date: October 8, 2020
To: ITP Board
From: Jason Prescott – Special Services Manager
Subject: FY 2020 ANNUAL PARATRANSIT REPORT CARD

BACKGROUND

In keeping with the commitment of reporting system performance to the community, attached is the FY 2020 Annual Paratransit Report Card.

Productivity – Paratransit ridership for the year (190,256) decreased by 29% (81,345) compared to the same of Fiscal Year 2019.

 **Preventable Accidents**– There were .875 preventable accidents per 100,000 revenue miles. This is .125 below the maximum acceptable average of one preventable accident per 100,000 revenue miles.

 **Customer Service** – There were .53 complaints per 1,000 passengers. This is .37 below the maximum acceptable average of .9 complaints per 1,000 passengers.

 **Travel Time** – Average trip length was 31.82 minutes. This is 1.82 minutes above the maximum acceptable average trip length of 30 minutes.

 **Passengers per Hour** – Service was provided to 1.8 passengers per hour. This is .2 below the minimum acceptable average of 2.0 passengers per hour.

 **On-Time Performance** – The paratransit vehicles were on-time for 96.46% of the trips. This is 1.46% above the minimum acceptable on-time performance of 95%.

 **On-Time Appointment Drop-Off** – The paratransit vehicles dropped passengers off on time for appointments 96% of the time which is 1% above the minimum acceptable appointment time drop-off standard of 95%.

Cost Per Trip – Cost per paratransit trip is \$29.75 for this quarter, an increase of \$4.91 compared to the same of 2019.

 **Ratio to Fixed-Route bus** - For every one passenger who boarded a paratransit vehicle, 31 passengers boarded the fixed-route bus system.

A summary of the report card is attached.



FY 2020 Annual Report Card

	<u>FY 2020</u>	<u>FY 2019</u>	<u>Change From Previous Year</u>	<u>Standard</u>	<u>Difference</u>	
<u>Productivity</u>						
¹ Total Paratransit ridership	190,526	271,871	81,345	n/a	-29%	n/a
Passengers per Hour	1.8	1.9	.1	≥ 2.0	-5%	
<u>Preventable Accidents</u>						
² Accidents per 100,000 Miles	.875	.9	.025	≤ 1.0	-3%	
<u>Customer Service</u>						
³ Complaints per 1,000 Passengers	.53	.71	.18	≤ .9	-25%	
⁴ Travel time(minutes)	31.82	29.83	1.99	≤ 30	6%	
<u>On Time Performance</u>						
⁵ Percentage of On-Time Trip	96.46%	94.01%	2.45	≥ 95%	3%	
⁶ Percentage of On-time Drop-offs	96%	93.86%	2.14	≥ 95%	2%	
<u>Cost Effectiveness</u>						
⁷ Cost per Passenger	\$29.75	\$24.84	\$4.91	n/a	19.7%	n/a
⁸ Ratio of Paratransit to Fixed Route Ridership	1:31	1:26	5	1:30	19%	

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	$\geq 95\%$	$< 95\%$ and $> 93\%$	$\leq 93\%$
⁶ Percentage of On-time Drop-offs	Fixed Standard	$\geq 95\%$	$< 95\%$ and $> 93\%$	$\leq 93\%$
<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 KCCA 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.

Date: October 20, 2020
To: ITP Board
From: Maxwell Dillivan, AICP – Senior Planner
Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – AUGUST 2020

OVERVIEW

August 2020 witnessed incremental ridership recovery through the first half of the month. The second half of August, ridership recovery in terms of percentage decreased significantly due to the lack of returning students at the magnitude typically experienced in previous years.

BACKGROUND INFORMATION

Monthly Ridership

	August 2020	August 2019	% Change
Routes 1 – 44 (<i>non-contracted regular fixed routes</i>)	232,029	608,801	↓ 61.9%
Contracted/Specialized Service (<i>GVSU, DASH, etc.</i>)	36,891	165,264	↓ 77.7%
Demand-Response (<i>Go!Bus, PASS</i>)	13,796	28,495	↓ 51.6%
Total Monthly Ridership	282,716	802,560	↓ 64.8%

Daily Average Ridership

	August 2020	August 2019	% Change
Weekday Total	11,090	30,866	↓ 64.1%
Weekday Evening	1,579	4,939	↓ 68.0%
Saturday	4,281	13,740	↓ 68.8%
Sunday	2,923	6,577	↓ 55.6%

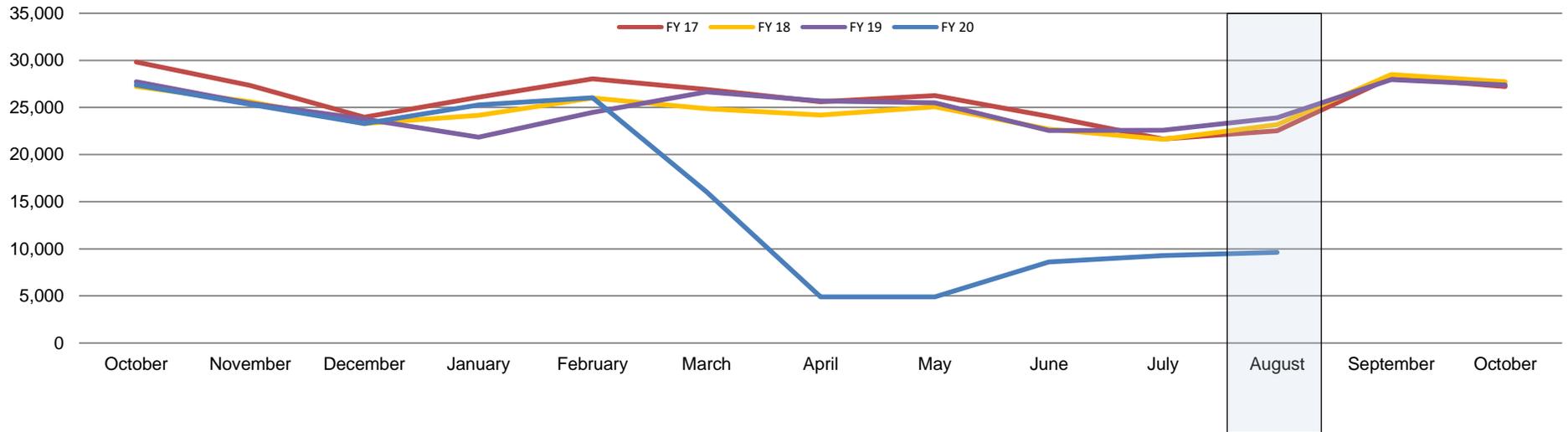
Fiscal Year Ridership

	Fiscal Year 2020	Fiscal Year 2019	% Change
Routes 1 – 44 (<i>non-contracted regular fixed routes</i>)	4,475,912	6,664,781	↓ 32.8%
Contracted/Specialized Service (<i>GVSU, DASH, etc.</i>)	1,692,406	2,470,618	↓ 31.5%
Demand-Response (<i>Go!Bus, PASS</i>)	209,234	315,289	↓ 33.6%
Total Monthly Ridership YTD	6,377,552	9,450,688	↓ 32.5%

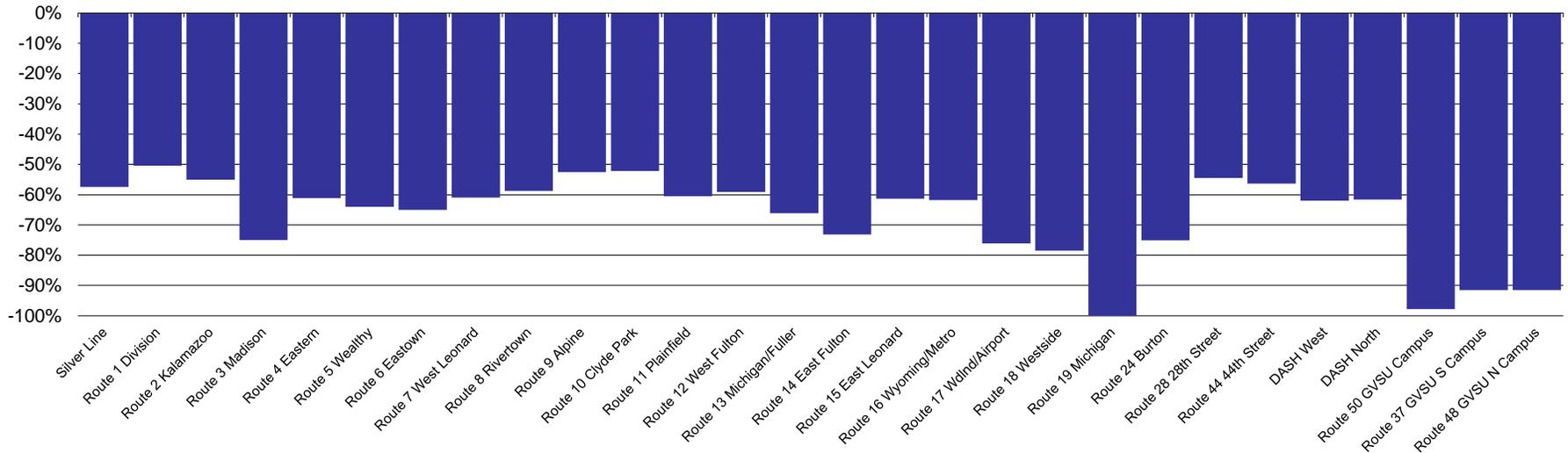
Productivity Summary

	August 2020	August 2019	% Change
Average passengers per hour per route	9.0	19.1	↓ 52.9%
Average passengers per mile per route	0.68	1.55	↓ 56.0%
Average farebox recovery percent per route	10.0%	24.8%	↓ 59.5%
Average daily passengers	7,487	19,461	↓ 61.5%

Monthly Weekday Average Ridership History



Percent Change by Route: August 2020 compared to August 2019





Date: October 28, 2020
To: ITP Board
From: Linda Medina, Finance Manager
Subject: August 30, 2020 Operating Statement

Attached are the financial reports through August 30, 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 13.7%.

- Passenger Fares are 34.1%, and Sales of Transportation Services are 26.7% under budget which is consistent with the trend in prior months.
- Reimbursement for eligible operating expenses through the CARES Act has been requested in the amount of \$9,936,180.

Total expenses are under budget by 11.1 %.

- Overall operating expenses are consistently being under or over budget as reported in prior months. Contractual Services, Materials and Supplies, and Purchase Transportation are under budget by 17.5%, 29.2%, and 32.4%, respectively. Utilities, Insurance and Miscellaneous expenses are over budget by 3.1%.

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 August 30, 2020

	YTD as of August 31		Variance		FY 2019 YTD Actual	Note - Annual FY 2020 Budget
	Budget	Actual	\$	%		
Revenues and Operating Assistance						
Passenger Fares	\$ 5,752,222	\$ 3,792,208	\$ (1,960,014)	-34.1%	\$ 5,672,864	\$ 6,525,871
Sale of Transportation Services						
CMH Contribution	732,282	356,559	(375,723)	-51.3%	667,524	794,950
Dash Contract	2,427,144	1,887,814	(539,330)	-22.2%	2,176,959	2,637,194
Grand Valley State University	2,348,098	1,869,659	(478,438)	-20.4%	2,137,088	2,710,385
Van Pool Transportation	125,120	56,836	(68,284)	-54.6%	97,074	150,000
Township Services	557,324	520,225	(37,099)	-6.7%	502,368	607,990
Route 19	483,825	248,366	(235,459)	-48.7%	431,658	525,014
Other	560,121	364,185	(195,936)	-35.0%	507,697	621,695
Subtotal Sale of Transportation Services	7,233,913	5,303,645	(1,930,268)	-26.7%	6,520,369	8,047,228
State Operating	14,346,973	12,348,364	(1,998,609)	-13.9%	13,801,510	14,978,651
Property Taxes	15,206,569	15,206,568	-	0.0%	14,818,291	16,588,984
Advertising & Miscellaneous	496,443	506,710	10,267	2.1%	435,766	667,549
Subtotal Revenues and Operating Assistance	43,036,119	37,157,495	(5,878,624)	-13.7%	41,248,800	46,808,283
Grant Operating Revenue (Cares Act)	-	9,936,180	9,936,180	100.0%	-	-
Total Revenues and Operating Assistance	\$ 43,036,119	\$ 47,093,675	\$ 4,057,557	9.4%	\$ 41,248,800	\$ 46,808,283
Expenses						
Salaries and Wages						
Administrative	\$ 4,776,448	\$ 4,640,348	\$ (136,100)	-2.8%	\$ 4,604,815	\$ 5,186,064
Operators	13,006,018	12,437,477	(568,541)	-4.4%	12,539,326	14,092,303
Maintenance	1,865,147	1,873,354	8,207	0.4%	1,834,842	2,083,822
Subtotal Salaries and Wages	19,647,614	18,951,180	(696,434)	-3.5%	18,978,983	21,362,189
Benefits	8,152,386	7,841,820	(310,565)	-3.8%	7,966,902	8,764,330
Contractual Services	2,623,352	2,163,582	(459,770)	-17.5%	2,346,634	2,885,077
Materials and Supplies						
Fuel and Lubricants	2,518,034	1,521,761	(996,272)	-39.6%	2,395,247	2,774,173
Other	1,803,362	1,537,094	(266,268)	-14.8%	1,740,851	1,983,802
Subtotal Materials and Supplies	4,321,395	3,058,855	(1,262,540)	-29.2%	4,136,098	4,757,975
Utilities, Insurance, and Miscellaneous	2,867,619	2,956,726	89,106	3.1%	2,821,053	3,127,979
Purchased Transportation	7,221,923	4,880,809	(2,341,115)	-32.4%	6,829,429	7,910,734
Expenses Before Capitalized Operating	44,834,289	39,852,971	(4,981,318)	-11.1%	43,079,099	48,808,283
Capitalized Operating Expenses	-	-	-	0.0%	-	(2,000,000)
Total Operating Expenses	\$ 44,834,289	\$ 39,852,971	\$ (4,981,318)	-11.1%	\$ 43,079,099	\$ 46,808,283

Interurban Transit Partnership
 Combined Operating Statement
 Month Ended 08/31/20

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target= 92%
Revenue & Operating Assistance						
1. Passenger Fares - Linehaul	5,718,144	5,718,144	187,238	3,246,022	2,472,122	57%
2. Passenger Fares - Paratransit	1,013,095	1,013,095	11,938	637,978	375,117	63%
3. Passenger Fares - Other	22,873	22,873	1,991	23,696	823+	104%
4. Total Passenger Fares	6,754,112	6,754,112	201,167	3,907,696	2,846,416	58%
Sale Of Transportation Services						
5. CMH Contribution	794,950	794,950	27,040	356,558	438,392	45%
6. Dash Contract	2,637,194	2,637,194	184,002	1,887,813	749,381	72%
7. Grand Valley State University	2,710,385	2,710,385	80,398	1,869,659	840,726	69%
8. Employment Transportation (Van Pool)	150,000	150,000	2,042	56,836	93,164	38%
9. Township Services	607,990	607,990	50,168	520,225	87,765	86%
10. Route 19	525,014	525,014	0	248,366	276,648	47%
11. Other	393,454	393,454	18,124	248,698	144,756	63%
12. Total Sale Of Transportation Services	7,818,987	7,818,987	361,774	5,188,155	2,630,832	66%
Other Revenue & Support						
13. State Operating	14,978,651	14,978,651	813,801	12,348,363	2,630,288	82%
14. Property Taxes	16,588,984	16,588,984	1,382,415	15,206,569	1,382,415	92%
15. Advertising	165,000	165,000	28,333	150,583	14,417	91%
16. Interest & Miscellaneous	502,549	502,549	24,084	356,127	146,422	71%
17. Total Other Revenue & Support	32,235,184	32,235,184	2,248,633	28,061,642	4,173,542	87%
18. Grant Operating Revenue	0	0	1,228,588	9,936,180	9,936,180+	100%
19. TOTAL REVENUE & OPERATING ASSISTANCE	46,808,283	46,808,283	4,040,162	47,093,673	285,390+	100%
Expenditures Route Service & Demand Response						
Labor						
20. Administrative Salaries and Wages	5,186,064	5,186,064	347,260	4,640,348	545,716	89%
21. Operators Wages	14,092,303	12,811,184	814,060	10,789,992	2,021,192	84%
22. Maintenance Wages	2,083,822	2,020,576	152,474	1,873,354	147,222	93%
23. Overtime Wages	0	1,344,365	115,314	1,647,485	303,120-	123%
24. Total Labor	21,362,189	21,362,189	1,429,108	18,951,179	2,411,010	89%
Fringe Benefits						
25. FICA/Medicare Tax	1,634,208	1,634,208	101,873	1,368,260	265,948	84%
26. Pension	2,361,046	2,361,046	131,301	2,011,501	349,545	85%
27. Group Medical	4,246,500	4,246,500	10,119	4,009,778	236,722	94%
28. Unemployment Taxes	60,000	60,000	0	42,278	17,722	70%
29. Worker's Compensation	342,940	342,940	25,914	332,580	10,360	97%

**Interurban Transit Partnership
Combined Operating Statement
Month Ended 08/31/20**

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target= 92%
30. Uniforms	134,876	134,976	6,873	86,500	48,476	64%
31. Fringe Benefits Distributed to Grants	15,240-	15,240-	468-	9,077-	6,163-	60%
32. Total Fringe Benefits	8,764,330	8,764,430	275,612	7,841,820	922,610	89%
Services						
33. Audit, Legal, and Consultant	337,000	337,701	30,930	230,741	106,960	68%
34. Contract Service: Janitor & Bus Cleaning	1,495,459	1,503,275	115,151	1,124,808	378,467	75%
35. Contract Service: Other	1,052,618	1,090,696	75,384	808,033	282,663	74%
36. Total Services	2,885,077	2,931,672	221,465	2,163,582	768,090	74%
Materials & Supplies						
37. Fuel & Lubricants	2,774,173	2,749,173	140,855	1,521,761	1,227,412	55%
38. Tires & Tubes	45,130	50,130	4,606	31,813	18,317	63%
39. Office Supplies	62,402	75,166	2,804	50,669	24,497	67%
40. Printing	166,825	144,983	3,504	53,416	91,567	37%
41. Repair Parts	1,602,527	1,623,877	110,981	1,263,831	360,046	78%
42. Other Supplies	106,918	113,232	29,197	137,364	24,132-	121%
43. Total Materials & Supplies	4,757,975	4,756,561	291,947	3,058,854	1,697,707	64%
Utilities						
44. Electronic Communications	110,993	110,993	6,356	215,628	104,635-	194%
45. Gas Heat	180,000	160,000	2,839	130,348	29,652	81%
46. Electric	637,100	637,100	49,192	492,999	144,101	77%
47. Other	64,680	66,130	2,789	38,993	27,137	59%
48. Total Utilities	992,773	974,223	61,176	877,968	96,255	90%
Casualty & Liability						
49. FL & PD Insurance	1,359,000	1,359,000	22,918	1,526,287	167,287-	112%
50. Building & Other Insurance	299,908	299,908	0	285,982	13,926	95%
51. Total Casualty & Liability	1,658,908	1,658,908	22,918	1,812,269	153,361-	109%

**Interurban Transit Partnership
Combined Operating Statement**
Month Ended 08/31/20

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target= 92%
Other						
52. Dues & Subscriptions	102,259	105,097	0	90,796	14,301	86%
53. Professional Development	144,313	135,990	720	68,220	67,770	50%
54. Marketing & Promotion	40,700	23,954	117	11,313	12,641	47%
55. Community Outreach	40,100	39,700	0	22,214	17,486	56%
56. Office Equipment	7,475	7,475	443	1,771	5,704	24%
57. Shop Tools	45,200	45,200	4,593	32,487	12,713	72%
58. Miscellaneous	96,250	92,150	706	39,689	52,461	43%
59. Total Other	476,297	449,566	6,579	266,490	183,076	59%
60. Purchased Transportation	6,253,866	6,253,866	285,023	3,993,284	2,260,582	64%
61. Purchase Transp. - CMH	1,169,350	1,169,350	39,758	524,246	645,104	45%
62. Purchase Transp. - Other	318,000	318,000	26,087	249,939	68,061	79%
63. Purchase Transp. - Suburban Paratransit	169,518	169,518	7,227	113,339	56,179	67%
64. Transfer Out - Grant Budget	0	0	0	0	0	100%
65. Operating Expenses - Capitalized	2,000,000-	2,000,000-	0	0	2,000,000-	0%
66. TOTAL OPERATING EXPENDITURES	46,808,283	46,808,283	2,666,900	39,852,970	6,955,313	85%
67. Net Surplus	0	0	1,373,262	7,240,703	7,240,703	100%
	46,808,283	46,808,283	4,040,162	47,093,673	285,390-	101%

PROFESSIONAL DEVELOPMENT REPORT
ALL EMPLOYEES
AUGUST 2020

AMOUNT	PURPOSE	EMPLOYEE (s)	LOCATION
\$ 1,070.00	Leadership Training Course	Various	Grand Rapids, MI
\$ 195.00	ACT International Conference	W. Ehresman	Online
<hr/>			
\$ 1,265.00			

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

Date: October 19, 2020
To: ITP Board
From: Nicholas Monoyios – Planning Department
Subject: LAKER LINE – EXPANDED SCOPE PROPOSAL

OVERVIEW

In June 2020, the Federal Transit Administration (FTA) formally announced a request for ITP staff to develop an expanded scope proposal for the utilization of Laker Line project cost savings. Items identified for inclusion on the expanded scope menu needed to demonstrate value solely applicable to the Laker Line to be eligible for consideration.

BACKGROUND

Staff worked with the project team, ITP Management, and jurisdictional stakeholders to identify expanded scope proposals eligible for inclusion based on our project’s estimated \$6.43M in cost savings (as of August 2020). This list was compiled, refined, and prepared for a draft submission to the FTA for their review.

Due to the unprecedented nature of this funding availability and unknown process, staff pursued continued communications with the FTA throughout the summer. In August 2020, staff submitted a draft menu of options formatted with evaluation criteria and cost estimations for proposed items that:

- Increase ridership and safety
- Catalyzes economic development
- Contributes to regional equity and sustainability
- Enhances multimodal connectivity
- Exhibit an implementation timeline and identified risk factors (i.e. required third party approvals/agreements, NEPA, etc.)

PRIMARY EXPANDED SCOPE PROPOSAL

In early October 2020, the FTA requested the submission of a finalized menu. The proposed items were submitted on October 9th with a total cost of \$6.43M and included (in order of evaluation priority):

Table 1 – Primary Expanded Scope

Primary Expanded Scope Proposal		
1	Vehicle Safety & Operational Enhancements	\$472,000
2	Additional CNG Compressor	\$905,000
3	Park & Ride at Cummings	\$1,838,000
4	Added Station Platforms at Collindale	\$1,667,000
5	One (1) Additional BRT Vehicle	\$835,000
6	Wireless Point-to-Point Configuration	\$324,000
7	Landscaping at Standale Trail	\$75,600
	Contingency	\$315,794
	Total	\$6,431,794

Note: Professional services are included in the respective cost

SECONDARY EXPANDED SCOPE PROPOSAL

The team also identified three (3) additional items for possible inclusion based on the availability of additional cost savings once project construction and billing is fully completed (expected to be finalized in December 2020). These options include:

- A. Explore the ability to purchase and improvement of the parcel immediately south of the Laker Line facility (approximately \$500,000)
- B. Coordinate with the City of Grand Rapids for the applicability of investing in bus only lane designations for Monroe Ave. in downtown Grand Rapids (approximately \$400,000)
- C. Purchase an additional vehicle (approximately \$835,000)

PROCEDURAL CONSIDERATIONS

All of these items would follow due process related to feasibility, necessary public outreach, NEPA, and third-party agreements. Additionally, all items requiring professional services have been included in the costs and would follow appropriate procurement guidelines for authorizing contracts.

All costs are associated within the existing Board authorization to expend the Laker Line project grant award.



Interurban Transit Partnership

300 Ellsworth Avenue SW Grand Rapids, MI 49503-4005 616.456.7514

October 9, 2020

Kelley Brookins
Regional Administrator
Federal Transit Administration 200 West Adams, Suite 320
Chicago, IL 60606

Dear Mrs. Brookins:

The Interurban Transit Partnership (ITP) has implemented two (2) successful Bus Rapid Transit (BRT) projects on-time and under-budget. These successes are attributed to the positive relationships we have developed with our local and regional stakeholders, the Michigan Department of Transportation (MDOT), and the Federal Transit Administration (FTA).

The guidance and support the FTA has provided to our region has generated a growing confidence in the value of transit investment as a core catalyst to improving the quality of life for all of our fellow citizens. Advancing the economic, environmental, and social conditions of our community is distinctly demonstrated through the value that public transportation provides.

The partnership between the Interurban Transit Partnership and the FTA has recently implemented our new Laker Line BRT in August 2020. This BRT replaced our system's highest performing fixed route, with over 700% growth in ridership over 20 years. With operational funding support from Grand Valley State University (GVSU), we anticipate continued ridership growth and prosperity within the alignment corridor. Although the COVID pandemic has reduced expected service levels and ridership, our prioritized commitment to provide safe, sustainable, and reliable service is evident from the strong relationship between ITP, GVSU, and the local municipalities the Laker Line BRT serves.

Furthermore, providing effective and efficient project management has been a core capacity for ITP. In 2014 ITP reported the Silver Line BRT, the State of Michigan's first BRT, was \$6M under budget. As of our Laker Line Budget Status Report of 7/31/20, we confidently anticipate the Laker Line BRT to close out at least \$6.43M under budget. ITP believes these cost savings could be applied toward expanded scope, providing increased value for the Laker Line BRT.

Per FTA's request, the following items have been identified as the expanded scope ITP deems eligible and warranted to implement with our cost savings. These items have direct benefit toward increasing ridership, improving safety, providing equitable economic development, and greater connectivity for our region.



Overview of Expanded Scope Costs

Below is a high-level summary of the proposed costs by SCC (Table 1). As such, The Rapid requests the following budget revisions be authorized for use of the currently-identified cost savings. Narrative descriptions of the various proposals can be found on the following pages, and costs by SCC for each proposal have been summarized in Table 2.

Table 1. Summary of Proposal Costs by SCC

Table with 3 columns: SCC #, Description, Total Cost for all Proposals. Rows include categories like Guideway & Track Elements, Stations, Stops, Terminals, Intermodal, Support Facilities, Sitework & Special Conditions, Systems, Row, Land, Existing Improvements, Vehicles, Professional Services, Unallocated Contingency, Finance Costs, and a Total row.

Professional Services - Staff and Consultant services

Staff and consultant services are required to implement the items specified. It is estimated that for all proposals \$329,600 would be required for professional services costs.

Unallocated Contingency

An unallocated contingency of 5% has been accounted for in the estimate of costs. All contingency amounts are allocated to the SCC categories above except Professional Service (SCC 80).



Overview of Proposals to Supplement the Laker Line BRT:

Below is a description of each of the **seven (7) proposals** eligible for additional capital investments and directly associated with the Laker Line BRT. These proposals supplement the Laker Line BRT and enhance the current federal investment. Together these proposals present an opportunity to enhance Rapid operations, promote safety for users and operators, increase transit system awareness and enhance connectivity systemwide. It is expected that the timeline for completion of these proposals would be initiated in 2020, with construction beginning in 2021 through 2022, and wrapping up and close out in 2023. This timeline is dependent on the scope of work required, procurement and resource availability in the midst of the COVID-19 pandemic, and any additional approvals (*i.e.* NEPA) or coordination needed.

Proposal A: Purchase Additional BRT Vehicle

The Rapid would purchase one (1) additional BRT vehicle to supplement its initial BRT fleet of 16 vehicles. The purchase of the vehicle would allow the Rapid to potentially expand service levels and promote operational flexibility in the future. Given that the other vehicles were recently purchased for the start of revenue service, The Rapid still maintains its original bus procurement with New Flyer, which outlines as part of the agreement an ability to purchase additional vehicles. The cost for purchasing an additional vehicle would be \$835,000.

In the wake of the COVID-19 pandemic transit agencies across the nation, including The Rapid have had to make service adjustments as less people are utilizing transit. Given this on-going situation, The Rapid has temporarily reduced peak vehicle demand from 16 to nine (9). Nevertheless, going into 2021 and beyond, it is expected that demand for service will return and even that a potential extension of the Laker Line service could be considered in the future. Having this additional vehicle would allow The Rapid to more easily respond to shifting future demands for service.

Proposal B: BRT Station at Collindale

The Laker Line includes 11 new stations (it also serves three existing stations on the shared portion of the alignment with the Silver Line BRT). This proposal would add an infill BRT station at Collindale Avenue and Lake Michigan Drive, between the Maynard and Covell Laker Line stations on the west side of the City of Grand Rapids. The Collindale Station was originally identified as a possible station in the Laker Line Alternatives Analysis but was not prioritized due to potentially low ridership. Nevertheless, adding this station would fill a gap in the Laker Line alignment and would locate a BRT stop at one of the few signalized intersections that does not have one. Additionally, this station may allow for the removal of a parallel local Route 12, thus further streamlining Rapid operations.

The Rapid maintains an Interlocal Agreement with the City of Grand Rapids and MDOT which allows for the building of new platforms without the need for ROW easements for platforms. Prior to implementation of this proposal, it is estimated that further clearance through NEPA



may be required. It is estimated that this proposal, which consists of 2-bay (32 foot) platforms on each side of the street, would cost \$1,667,000. Costs include design and construction, security cameras, real-time signs, fare collecting, TVM cameras, a 3% escalation for construction costs for 2021 and additional contingency.

Proposal C: Vehicle Safety & Operational Enhancements

In response to the COVID-19 pandemic, transit agencies have been identifying ways to protect the health and safety of passengers and essential workers, as well as to operate with potentially lower levels of demand on certain portions of routes. The Rapid has identified on-vehicle safety and operational components to fund as part of this proposal which include plexiglass, operator screens, UV lights, door bridgeplates, and Advanced Driver Assistance Systems (ADAS).

These enhancements improve safety for transit users and supports The Rapid ridership. Additionally, wireless push buttons would be added to the BRT fleet to improve operations by allowing passengers to request stops, thus resulting in operating efficiency and convenience for both operators and passengers. It is estimated that these proposal elements would cost a total of \$472,000 and include the following elements:

- Plexi screens for operators = \$15,000 (17 vehicles)
- UV lights = \$25,500 (17 vehicles)
- Door bridgeplates for docking = \$4,250 (17 vehicles)
- ADAS = \$170,000 (17 vehicles)
- Wireless Push Buttons= \$10,000 per bus (17 vehicles)

Proposal D: CNG Compressor at the Laker Line CNG Fueling Station

The current Laker Line CNG fueling station has two (2) duplex compressors; however it was originally designed to accommodate up to three (3). The Rapid's fleet is currently in the process of being converted entirely to CNG powered vehicles. As more vehicles use the station, there will be times when The Rapid will need the full compressor capacity in order to keep up with demand. Additionally, a third CNG compressor adds redundancy in case one of the other compressors needs service. The Laker Line is entirely dependent on this fueling station being up and running. If the CNG station goes down, the next closest station is approximately 10 miles away. Given that the fueling station is located on an existing Rapid-owned site, no additional approvals or clearance are expected to be needed. It is estimated that the implementation of this proposal would cost \$905,000 which includes professional services and installation.



Proposal E: Cummings Ave. - Access, Landscaping, and Park & Ride Facility

As the Laker Line BRT was developed, the City of Walker and GVSU identified the potential for a park-and-ride on a vacant city-owned site at the northwest corner of Lake Michigan Drive and Cummings Avenue. Due to the timing of the Small Starts grant, this proposal couldn't be included in the Laker Line in time for the Small Starts grant agreement. As part of this work, The Rapid proposes a partnership with GVSU and the City of Walker in order to develop a park-and-ride lot and thus make for a more transit-friendly and accessible environment at the Cummings Laker Line station. As part of this proposal the City of Walker would sell the parcel to The Rapid. The City of Walker and GVSU have developed conceptual plans for the site. This proposal is estimated to cost \$1,838,000 and includes the purchase of the property, construction, and professional services.

Proposal F: Wireless Point-to-Point Configuration for 7 Platforms

In order to increase security and allow for real-time monitoring at seven BRT platforms it is proposed to add wireless devices (point-to-point configuration) at platforms currently without fiber connectivity. Those stations include: GVSU Kirkhof Center (one platform), GVSU Mackinac Hall, Fulton & Valley Garfield, Fulton & Straight. Adding this wireless configuration will support real-time monitoring of platforms and increase operational safety. Additionally, The Rapid has been working closely with its partners at GVSU to ensure that devices would align with the existing network. It is estimated that this proposal would cost \$324,000 and includes installation and connection of a fiber network.

Proposal G: Standale Trail- Enhanced Wayfinding and Landscaping

A Laker Line station exists at Standale Trail and Lake Michigan Drive, which is adjacent to the Fred Meijer Standale Trail (a 5.5 mile long path for pedestrians and bikers alike to access residential areas in the City of Walker and connect them to retail and civic hubs on Lake Michigan Drive). This proposal would support the addition of wayfinding and signage in the waiting area adjacent to the station. With these additions, which were initially suggested by project partners at the City of Walker, Laker Line riders and other pedestrians can more easily connect to the regional trail network. It also increases visibility of the BRT station from the trail underpass. Funding this proposal adds additional design value at a signature BRT station in the City of Walker and enhances connectivity to communities. Prior to implementation of this proposal, it is assumed that further clearance through NEPA would be required. It is estimated that this proposal would cost \$75,600 which includes landscaping (trees, flowers, shrubs) and signage (trail maps, trail sculpture, and trail signs).



Project Development & Next Steps

Environmental Considerations:

The proposals listed above would likely require additional review under NEPA. The Rapid intends on seeking an amended Categorical Exclusion (CE) that would cover all elements of the proposal package. The proposals would be implemented within the same general timeframe and represent a cumulative impact.

Public Outreach and Stakeholder Engagement:

As illustrated in the Laker Line Public Involvement Plan, any construction activity in proximity to adjacent property owners will follow due process for engagement with all impacted stakeholders and documented accordingly.

Professional Services Agreements:

Upon approved of this expanded scope, the required professional services will be procured in accordance with ITP's procurement standards and the Laker Line Project Management Plan.



Interurban Transit Partnership

300 Ellsworth Avenue SW Grand Rapids, MI 49503-4005 616.456.7514

Table 2. Individual Proposal Cost by SCC

SCC #	Description	Proposal A: Vehicle	Proposal B: Station at Collindale	Proposal C: Vehicle Safety & Operational Enhancements	Proposal D: CNG Compressor	Proposal G: Cummings Park & Ride	Proposal F: Wireless Configuration	Proposal E: Standale Trail	TOTAL
10	Guideway & Track Elements								\$-
20	Stations, Stops, Terminals, Intermodal		\$1,072,000						\$1,072,000
30	Support Facilities: Yards, Shops, Admin. Bldgs.				\$900,000				\$900,000
40	Sitework & Special Conditions		\$121,000			\$1,162,000		\$70,000	\$1,353,000
50	Systems		\$350,000				\$300,000		\$650,000
60	Row, Land, Existing Improvements					\$540,000			\$540,000
70	Vehicles	\$835,000		\$437,000					\$1,272,000
80	Professional Services		\$124,000	\$35,000	\$5,000	\$136,000	\$24,000	\$5,600	\$329,600
90	Unallocated Contingency								\$315,194
100	Finance Costs								\$-
	Project Total	\$835,000	\$1,667,000	\$472,000	\$905,000	\$1,838,000	\$324,000	\$75,600	\$6,431,794

Potential Additional Proposals

The summary of proposals presented in this letter reflects a set of projects that could be completed within the available cost savings identified as of July 31, 2020. Although they are difficult to project, The Rapid anticipates a strong likelihood that there will be additional cost savings as the final construction activities are concluded in the latter half of 2020. Should this occur, there are potential added elements of these proposals as well as new proposals that could be considered for additional expenditure, including:

- Expanded (48-foot) platforms at the proposed Collindale station (approximately an additional \$150,000 for both platforms)
- Purchase and improvement of a lot adjacent to The Rapid's new Laker Line operations center (approximately \$500,000)
- Investment in paint/resin, lane markings and signage to reinforce the bus-only lanes along Monroe Ave. in downtown Grand Rapids (approximately \$400,000)

The Rapid anticipates having a final determination of the total cost savings in December 2020.

Conclusion

The ITP has provided this information with due diligence to ensure these expended scope items meet federal and local guidelines. While many of these expanded scope items will require environmental review, additional public outreach, and jurisdictional coordination, all of these items will have a beneficial impact to the Laker Line BRT.

Upon approval of this request, the ITP would immediately pursue the required regulatory oversight and engage the public and jurisdictional stakeholders to ensure the applicability of the identified added items. Additionally, ITP expects to extend the existing professional services contracts for the added efficiency benefit due to project familiarity and progress continuity.

The entirety of the original grant amount of the Laker Line Small Starts Grant Agreement (SSGA) included a 20% match from MDOT. Therefore, the required 20% for this expanded scope request has already fully been allocated from MDOT.

The ITP respectfully requests your approval to utilize the project cost savings toward the proposed expanded scope budget revision in the amount of \$\$6,431,794.

Thank you for your consideration of this request. Please do not hesitate to contact me with any further questions or requested information at 616-774-1157.

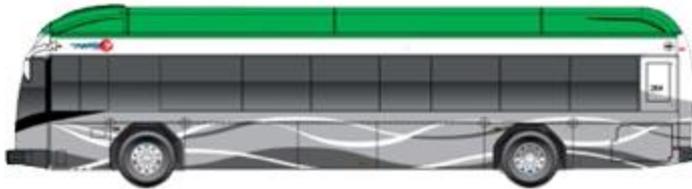
Respectfully submitted,



Win Irwin
Interim CEO

Laker Line Proposal Evaluation

October 2020



Sponsors:



U.S. Department of Transportation
Federal Transit Administration



Prepared By:

AECOM

Overview

The Rapid has completed the Laker Line project under budget, and the FTA has indicated that there is an opportunity to re-allocate this portion of the project budget (approximately **\$6.43 million**) for additional capital investments ***that are directly associated*** with the project.

This presentation provides background on a series of proposed uses for these additional funds, as well as an evaluation of the various uses for consideration by agency leadership.



Summary of Proposals & Costs

After careful consideration of multiple options, The Rapid has submitted a request for FTA to approve the following added-scope proposals:

Primary Expanded Scope Proposal	
1 Vehicle Safety & Operational Enhancements	\$472,000
2 Additional CNG Compressor	\$905,000
3 Park & Ride at Cummings	\$1,838,000
4 Added Station Platforms at Collindale	\$1,667,000
5 One (1) Additional BRT Vehicle	\$835,000
6 Wireless Point-to-Point Configuration	\$324,000
7 Landscaping at Standale Trail	\$75,600
Contingency	\$315,794
Total	\$6,431,794





1. Vehicle Safety/Operational Features

In response to COVID-19 install materials on platforms and vehicles to protect customers including plexiglass, UV lights, bridgplates, ADAS, and stop request push buttons.

Benefits:

- Protects health and safety of passengers and essential workers
- Create safer environment on-and off- vehicle for customers
- Consistency across Rapid fleet in response to pandemic
- On-board push-button technology for lower-utilization stations

Challenges:

- Ensure funds are for dedicated BRT use only

Estimated Cost:

\$472,000

Timeline:

2021

2. Additional CNG Compressor

Add an additional CNG compressor at the fueling station, as designed, to support the full Rapid fleet

Benefits:

- Adds redundancy
- Minimizes fill times
- Laker Line is dependent on this station being operational

Challenges:

- None Identified

Estimated Cost:

\$905,000

Timeline:

2021



3. Park & Ride at Cummings

New parking lot and related enhancements on City-owned site adjacent to Cummings station

Benefits:

- Enhances existing station area
- Increase accessibility and surrounding environment
- Responsive to community need

Challenges:

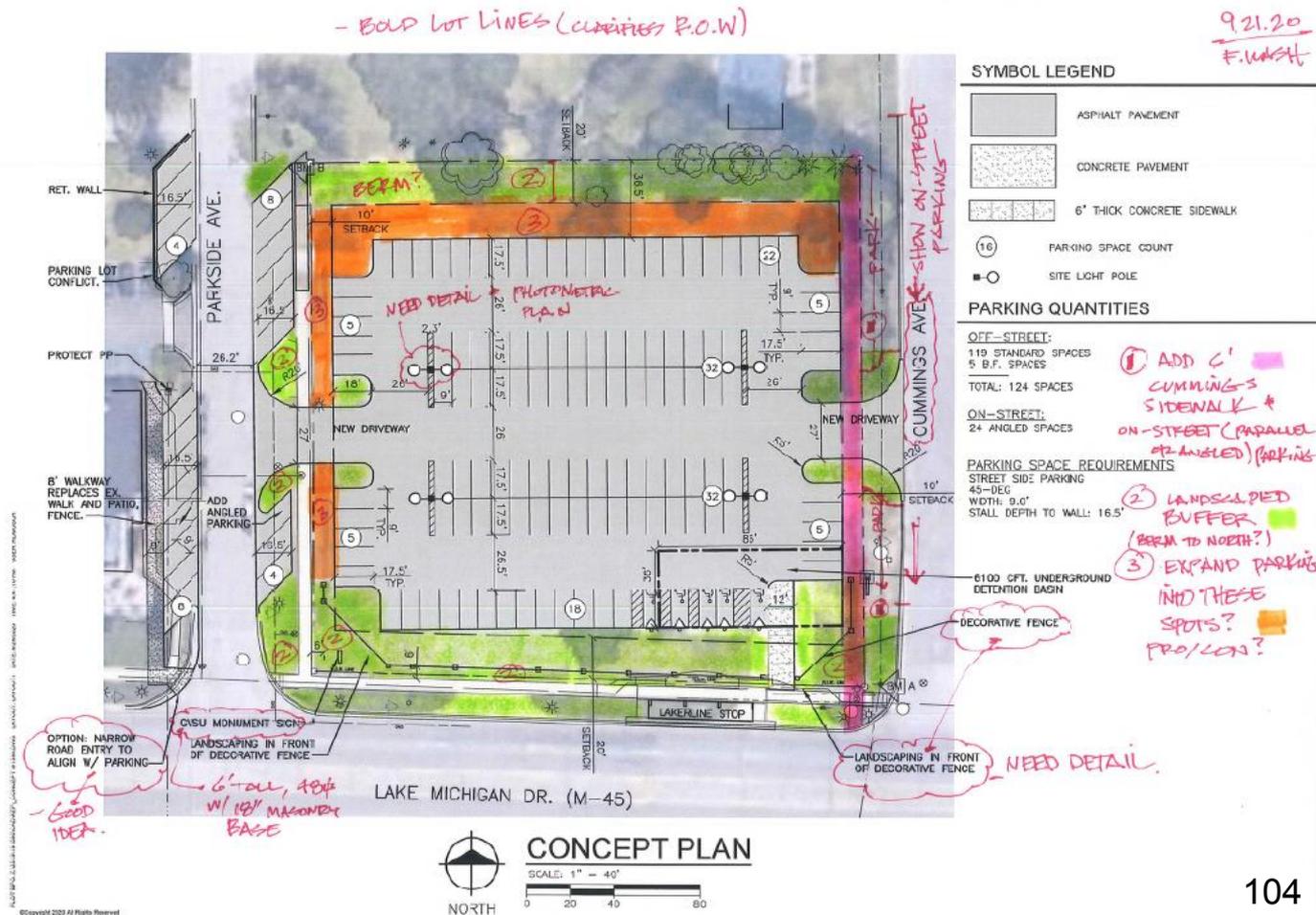
- May be longer timeline due to community and public engagement process

Estimated Cost:

- \$1,838,000

Timeline:

- 2022





4. BRT Station at Collindale

Invest in 32-foot platforms at Lake Michigan Drive and Collindale Avenue

Benefits:

- Fill an existing gap in the Laker Line alignment
- May allow for the removal of parallel local Route 12
- Aid in the completion of the corridor by locating a BRT stop at key signalized intersection

Estimated Cost:
\$1,667,000

Challenges:

- Collindale station is a current bus stop on Route 12 which has demonstrated low levels of ridership

Timeline:
2021-2022

5. Purchase a BRT Vehicle

Purchase one additional BRT vehicle to supplement the initial fleet of 16

Benefits:

- Allows The Rapid to expand service levels, operational capacity, and flexibility in the future

Challenges:

- Lack of dedicated operational funding for any added future service
- Due to COVID impacts, the Laker Line schedule has already reduced peak vehicle demand

Estimated Cost:

\$835,000

Timeline:

2021



6. Wireless Configuration for CCTV

Installation of wireless devices to enable CCTV cameras at station platforms for fiber connectivity

Benefits:

- Increases security cost-effectiveness (live monitoring) at five stations currently operating CCTV on cellular service

Challenges:

- Maintenance of devices and engineering coordination

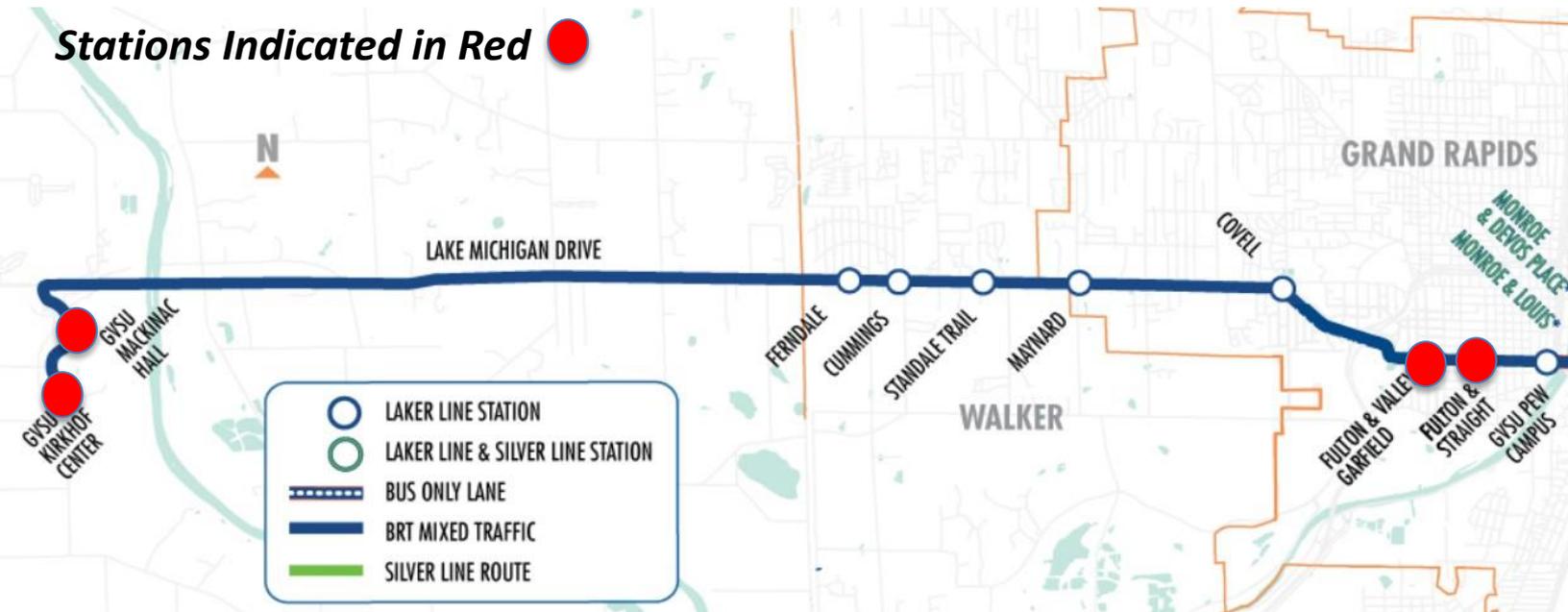
Estimated Cost:

\$324,000

Timeline:

2021

Stations Indicated in Red





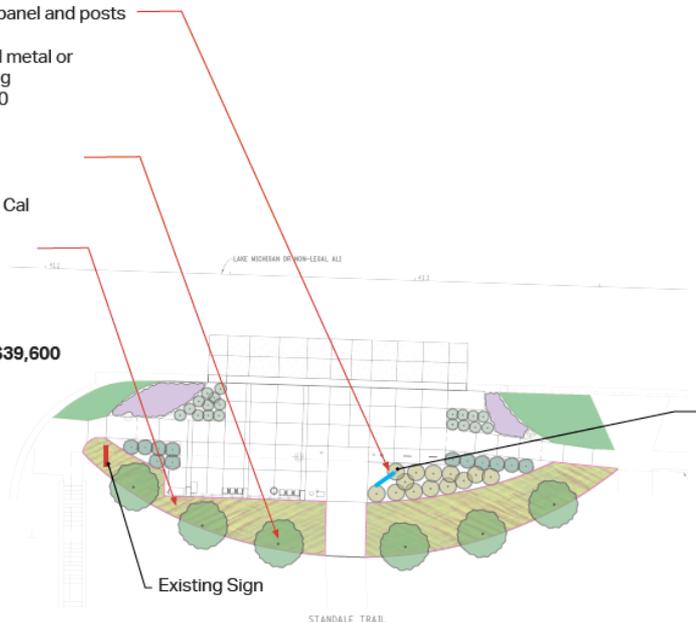
WB Station

1. **Trail Garden**
4' H x 3' W Trail Map, Aluminium panel and posts
 Cost estimate: \$3,000 - \$4,000
Trail Themed Sculpture, Painted metal or corten steel with concrete footing
 Cost estimate: \$20,000 - \$30,000
Shrub Planting, #3 Gal
 Cost estimate: \$50 x 12- \$600

2. **Six(6) Small Flowering Trees**, 2" Cal
 Cost estimate: \$500 x 6=\$3,000

3. **Native Wildflower Bed**, 2,000 sf
 Cost estimate: \$2,000

Total Cost Estimate: \$28,600 - \$39,600



7. Enhanced Landscaping at Standale Trail

Investments in functional landscaping around Standale Trail station including wayfinding and signage and waiting area adjacent to the station

Benefits:

- Adds additional design value at signature BRT station location in City of Walker
- Improve connectivity to regional trail network
- Increased visibility of station from trail underpass
- Connectivity to community partners

Challenges:

- Additional maintenance agreements and funding requirements

Estimated Cost:

\$75,600

Timeline:

2021

Potential Additional Savings?

While the currently known cost savings are \$6.43 million, there is a strong likelihood that additional funds will be identified as construction activities on the initial Laker Line investment wrap up.

Additional potential projects that could be considered include:

- Expanded (48-foot) platforms at the proposed Collindale station (approximately an additional \$150,000 for both platforms)
- Purchase and improvement of a lot adjacent to The Rapid's new Laker Line operations center (approximately \$500,000)
- Investment in lane markings and signage to reinforce the bus-only lanes along Monroe Ave. in downtown Grand Rapids (approximately \$400,000)
- Additional Laker Line BRT vehicles (approximately \$835,000 per bus)

The final determination of cost savings should be available in December 2020.



Next Steps

Upon approval of the proposals and budget by the FTA, The Rapid will begin the processes needed to advance these proposals:

- Environmental reviews (as needed)
- Public engagement
- Jurisdictional coordination (e.g., Cities and MDOT)

While each of the proposals are likely to be completed by 2022, the request to FTA has indicated a potential timeline out to 2023 for implementation in order to cover any unforeseen issues during design and construction.



Evaluation Criteria

Identified in the **Locally Preferred Alternative** to improve connectivity, support development by the corridor communities, mitigate traffic, parking and other impacts from growing travel.

Goals & Objectives:

1. Increase efficiency, attractiveness and utilization of transit for all users
2. Catalyze and support economic development
3. Contribute to regional equity, sustainability, and quality of life
4. Enhance connectivity of the corridor to the regional transportation network
5. Develop and select an implementable and community-supported project

Other Considerations:

- Costs: Capital and O&M
- Operational Impacts
- Timeline
- Approvals and Agreements
- FTA Questions and Considerations

