



Interurban Transit Partnership

Present Performance & Service Committee Members

Charis Austin (Chair)

Tracie Coffman

Renee Hill

Mayor David LaGrand

Tim Mroz

PRESENT PERFORMANCE & SERVICE COMMITTEE MEETING AGENDA

Tuesday, September 16, 2025 – 4 p.m.

Rapid Central Station Conference Room | 250 Cesar E Chavez, SW

AGENDA

	<u>PRESENTER</u>	<u>ACTION</u>
1. PUBLIC COMMENT	Charis Austin	
2. MINUTES REVIEW – May 20, 2025, (July 22, 2025-canceled)	Charis Austin	Approval
3. INFORMATION		
A. Ridership and Metrics		
1) Paratransit – August 2025	Jason Prescott	Information
2) Fixed Route Ridership – August 2025	Tim Roseboom	Information
3) On-Time Performance – July/August 2025	Nick Monoyios	Information
4) Community Value Survey 2025 Highlights	Jeffrey King	Information
B. Operational Financial/Impacts		
1) State Budget Update	Deb Prato	Information
C. Fleet and Facilities		
1) Central Station ECE Update	Deron Kippen	Information
4. ADJOURNMENT		

Next meeting: November 11, 2025



Interurban Transit Partnership

Present Performance & Service Committee Members

Tracie Coffman Charis Austin (Chair)
Renee Hill Mayor David LaGrand Tim Mroz

PRESENT PERFORMANCE AND SERVICE COMMITTEE MEETING MINUTES

Tuesday, May 20, 2025 – 4:00 p.m.

Rapid Central Station Conference Room (250 Cesar E Chavez Avenue, SW)

ATTENDANCE:

Committee Members Present:

Charis Austin, Tracie Coffman, Renee Hill, Mayor LaGrand, Tim Mroz

Committee Members Absent:

Rapid Attendees

Linda Medina, Nick Monoyios, Deb Prato, Jason Prescott, Andy Prokopy, Tim Roseboom, Steve Schipper, Kevin Wisselink

Public Attendees:

Ms. Austin called the meeting to order at 4:00 p.m.

Ms. Austin started her comments by informing the Committee of her attendance at the Consumer Advisory Committee for Seniors and Persons with Disabilities (CAC) prior to coming to this meeting. She will present a few questions from that meeting to the committee at the end of this meeting.

1. PUBLIC COMMENT

No public comment

2. MINUTES – March 18, 2025

Ms. Austin asked for any changes or corrections from the March 18, 2025, meeting minutes. There was none. The minutes were approved as submitted.

3. DISCUSSION

A. Ridership and Metrics

- 1) Paratransit, March/April 2025, Mr. Steve Schipper (for Mr. Jason Prescott)

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

Mr. Schipper referenced the report in the packet noting Transdev currently has 83 full-time drivers, 17 part-time drivers; need about 9 more. Currently, there are 5 drivers in training and 4 behind-the-wheel training.

On-Time Performance (OTP) is approximately 89%, just below the 95% goal. Productivity is at 1.8 customers per hour, slightly below target. Slack time exists but does not improve OTP.

Mr. Prescott holds weekly meetings with the local Transdev team and monthly with regional leadership.

Total ridership increased; Network 180 trips, past trips, and non-disabled senior trips decreased—some decreases due to funding.

The RFP for the Paratransit contract was reposted last week; an interested bidder met with the team today.

Mayor LaGrand asked what the average length of the trip is, to which Mr. Schipper answered 31 minutes.

2) Fixed Route Ridership, March/April 2025, Mr. Tim Roseboom

Mr. Roseboom noted in the packet the March and April Fixed Route Ridership and productivity report.

March: 586,000 riders, a 7.3% increase year-over-year. The increase is partly due to GRPS being in session 2 more days.

April: 561,000 riders, a 2.3% decrease, attributed to GVSU being in session 1 less day and GRCC in session 2 fewer days.

Overall: Despite fluctuations, there was an annual increase of 3.9% and currently at 62% of pre-COVID ridership levels.

Mr. Roseboom noted a new report on farebox recovery by route is now available in the packet.

Mayor LaGrand asked what percentage of trips involve transfers at Rapid Central Station (RCS)?

Mr. Roseboom estimated approximately 40% of total trips.

Mayor LaGrand proposed enhancing last-mile options (e.g., scooters, eBikes) at the hub could increase ridership, especially if integrated with charging stations and supported by pilot programs like Mobile GR.

Ms. Prato introduced the next topic Farebox Recovery. She noted effective April 1, 2025, fare caps were adjusted based on fare policy thresholds:

- Below 25% farebox recovery triggers review.
- At 20%, further action is considered.

The goal is transparency and ongoing assessment of farebox recovery data.

Mr. Monoyios explained a key productivity measure indicating revenue generated relative to operating cost.

Calculated as:

Farebox Recovery = Fares Collected divided by Operating Revenue Hours x Hourly Operating costs.

Pre-pandemic policy targeted at 25% recovery threshold. Operating costs have nearly doubled over the past decade, while ridership declined during the pandemic, reducing recovery rates.

Transfers (with a 105-minute transfer policy) influence revenue collection, as routes with high transfer activity generate less direct fare revenue. Approximately 35% of total boardings are fareless transfers. An adjusted farebox recovery measure considers transfer ratios, providing a more accurate reflection of revenue effectiveness relative to actual ridership and transfer behavior.

3) On-Time Performance, March/April 2025, Mr. Nick Monoyios

Mr. Monoyios presented the On-Time Performance reports for both March and April 2025.

March: On-Time Performance was 89.5%, slightly below February but significantly higher than March 2024. The impact of Leonard Street construction on Route 7 was minimal, indicating effective mitigation strategies.

April: As expected during construction season, OTP declined by nearly 3% from March. Despite this decline, performance remains higher than in April 2024, reflecting ongoing improvements. Major construction projects continue to influence route punctuality but are actively monitored. The Rapid's OTP is notably higher than the average among peer transit systems.

Mr. Mroz asked if the issues with DASH routes related to construction? Mr. Monoyios answered that downtown circulators (DASH routes) are inherently challenging to keep on time due to high frequency, variable traffic, and street detours.

Mayor LaGrand's observation and suggestion. He mentioned concerns about perception that buses leave early, possibly due to communication issues. The city is exploring investments in physical bus shelters with power sources, potentially enabling features like push-button bus stop signals to improve communication and reduce missed pickups.

Ms. Prato noted bus stop and shelter design is included in the Transportation Master Plan (TMP).

B. Operational Financial/Impacts

1) Capital Plan 2025, Draft Capital Plan 2026, Ms. Deb Prato, Mr. Kevin Wisselink

Ms. Prato noted The Rapid just received approval for the 2025 Formula Funds, totaling approximately \$300,000, which is less than anticipated. The reduction correlates directly with a decrease in miles traveled in the previous year. These funds are part of a five-year rolling capital plan focused on infrastructure improvements and upgrades.

Mr. Wisselink presented the FY 2025 Capital Plan Highlights:

The Dispatch Remodel is nearly complete, enhancing operational efficiency.

Bus Collision Avoidance System budget moved to FY 2026.

Demand Response Facility Replacement. Planning to rebuild the Busch Drive Demand Response Operations Facility. The current building is aging and in poor condition, and a new facility will better serve operational needs.

Mr. Wisselink noted funds are expected shortly, with project launches starting in Fall 2025. A final draft of the FY2026 capital funding plan will be presented at the Board Budget Workshop in July.

2026 Funding Outlook:

Anticipated funds for FY 2026 will be detailed in the upcoming draft plan. The agency expects to receive significant capital funds to support both infrastructure and operational needs.

The Federal Transit Administration (FTA) sometimes allows capital funds to subsidize operation expenses, such as preventative maintenance and contracted paratransit services, under specific circumstances.

C. Safety

1) Steve Luther Retirement, Ms. Deb Prato

Ms. Prato took a moment to recognize Mr. Steve Luther, who recently celebrated his 25th Anniversary with The Rapid. Mr. Luther is scheduled to retire on May 30th. Although he was unable to attend the current meeting, Ms. Prato will highlight his accomplishments and contributions at the upcoming Board meeting on May 28th.

D. Fleet and Facilities

1) Rapid Operations Center Dispatch Renovation Update, Mr. Steve Schipper for Mr. Deron Kippen

Mr. Schipper emphasized the recent remodel of the dispatch area at the Rapid Operations Center. The dispatch area is in use approximately 22 hours per day. Originally built with 7 workstations when the Wealthy Operations Center was constructed, it now supports 13 staff members due to increased operational needs. The remodel was critically important to accommodate high-volume use, ensuring efficient operations.

The remodel was completed last Wednesday. The punch list was addressed on Friday. IT teams have been finalizing setup over the past few days. Furniture deliveries are scheduled for next Tuesday and Wednesday.

Next Phase:

Ms. Prato noted that the next project involves remodeling the maintenance department breakroom. Employees have been engaged in the planning process to ensure the new space is inviting and functional, meeting their needs and improving workspace morale.

Consumer Advisory Committee (CAC) Questions

Ms. Austin reported that a group of visually and hearing-impaired bus riders raised these two questions:

- 1) Announcement Volume: Riders asked if the announcement volume could be adjusted based on road noise. Mr. Clapp responded that the volume is controlled by an electronics technician, not the bus driver. Mayor LaGrand suggested exploring the use of Bluetooth technology to allow riders to adjust the volume themselves.
- 2) QR Code for a System Map: Ms. Austin presented a question about a QR code system map on the bus ceiling. Ms. Prato responded that there are decals, which are QR codes, for the transit app. These decals are designed to appear as if figures are looking down from the ceiling or pointing to seats on the bus, and they are intended to guide riders to downloading the app for real-time route information.

Mr. Mroz asked the staff to consider the detailed 25-page route/stop metrics reports. He suggested that before delving into the extensive data, the reports should start with high-level core metrics like performance and service, specifically showing total ridership compared to the yearly goal, and asking "What is the Paratransit's goal for the year?" before getting into the 25 pages of tables. He wanted to know if this was being tracked.

Ms. Prato responded that the Planning Team previously used a report card, but it wasn't useful for decision-making, so they simplified it to focus on On-Time Performance and Ridership. She also stated that determining a meaningful ridership increase goal post-pandemic is challenging.

4. ADJOURNMENT

This meeting was adjourned at 4:45 p.m.

The next meeting is scheduled for July 22, 2025, **Canceled**

Respectfully submitted,



Kris Heald, Board Secretary



Interurban Transit Partnership

DATE: September 16, 2025
TO: ITP Board
FROM: Jason Prescott
SUBJECT: AUGUST 2025 PARATRANSIT RIDERSHIP REPORT

Paratransit ridership information for August 2025, as compared to August 2024

	2025	2024	% Change
Total Paratransit Ridership	19,158	19,093	0.3%
ADA Ridership	16,203	15,972	1.4%
Non-Disabled Senior (NDS) Ridership	120	125	-4.0%
PASS Ridership	111	215	-48.4%
Network 180	2,118	2,348	-9.8%

Ridership averages, as compared to 2024

	2025	2024	% Change
Weekday Ridership	663	648	2.3%
Saturday Ridership	244	220	10.9%
Sunday Ridership	254	225	12.9%

Other Performance Measures

	2025	2024	% Change
On-Time Performance	87.80%	93.00%	-5.6%
On-Time Drop-Off	95.00%	98.00%	-3.1%
Average Cost Per Trip	\$45.12	\$51.93	-13.1%

August 2025 Paratransit Ridership and Operating Statistics				
	2025	2024	Change	% Change
ADA				
Clients	1,297	1,245	52	4.2%
Passenger Trips	16,203	15,972	231	1.4%
NDS				
Clients	15	15	0	0.0%
Passenger Trips	120	125	(5)	-4.0%
PASS				
Clients	4	11	(7)	-63.6%
Passenger Trips	111	215	(104)	-48.4%
RIDELINK				
Clients	264	228	36	15.8%
Passenger Trips (Performed by The Rapid)	606	433	173	40.0%
TOTALS				
Clients	1,580	1,499	81	5.4%
Passenger Trips	17,040	16,745	295	1.8%
Average Weekday Ridership	663	648	15	2.3%
Average Saturday Ridership	244	220	24	10.9%
Average Sunday Ridership	254	225	29	12.9%
All Ambulatory Passengers	14,043	13,682	361	2.6%
All Wheelchair Passengers	2,997	3,063	(66)	-2.2%
No - Shows	369	373	(4)	-1.1%
Cancellations	403	364	39	10.7%
Transdev				
Average Cost per Trip	\$45.12	\$51.93	(\$6.81)	-13.1%
Riders per Hour	1.8	1.8	0.0	0.0%
Accidents per Month	5.0	6.0	(1)	-16.7%
Trip Denials	0	0	0	#DIV/0!
NTD Travel Time (minutes)	33	33	0	0.0%
NETWORK 180				
Passenger Trips	2,118	2,348	(230)	-9.8%
Average Weekday Ridership	101	107	(6)	-5.6%
TOTAL PASSENGER TRIPS	19,158	19,093	65	0.3%
Paratransit Service Quality Statistics: network 180 Excluded				
Complaints	2025	2024	% of Trips	% Change
Transdev Complaints	24	16	0.1%	50.0%
On-Time Performance				
On-Time Compliance - Pick-up	87.80%	93.00%	-5.2%	-5.6%
On-Time Compliance - Drop-off	95.00%	98.00%	-3.0%	-3.1%

Date: September 16, 2025
To: Present Performance & Service Committee
From: Tim Roseboom – Senior Planner
Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – August 2025

OVERVIEW: In August 2025, there was a 1.0% decrease in total monthly route ridership as compared to August 2024. Contract services increased by 4.4%, but regular fixed route services decreased 2.9%. Pre-pandemic ridership recovery is 61.3% compared to August 2019 and is 62.0% year-to-date. Year-to-date ridership is on pace to increase 2.3% for FY2025.

August 2025 had one less weekday and one more Sunday than August 2024. It also had no Clean Air Action Days compared to one in August 2024.

BACKGROUND INFORMATION

Monthly Ridership

	August 2025	August 2024	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	343,477	353,761	-2.9%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	130,841	125,283	4.4%
Total Monthly Fixed Route Ridership	474,318	479,044	-1.0%

Daily Average Ridership

	August 2025	August 2024	% Change
Weekday Total	19,150	18,890	1.4%
Weekday Evening	3,053	3,071	-0.6%
Saturday	9,403	8,906	5.6%
Sunday	5,032	4,735	6.3%

Productivity Summary

	August 2025	August 2024	% Change
Average passengers per hour per route	13.3	13.7	-3.3%
Average passengers per mile per route	0.96	1.02	-6.0%
Average farebox recovery percent per route	10.8%	11.4%	-5.2%

Fiscal Year Ridership

	FY 2025	FY 2024	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	3,887,471	3,922,616	-0.9%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	1,776,694	1,616,275	9.9%
Total Fixed Route Ridership YTD	5,664,165	5,538,891	2.3%

COMPARISON OF AUGUST 2025 TO AUGUST 2019

Monthly Ridership

	August 2025	August 2019	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	343,477	608,801	-43.6%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	130,841	165,264	-20.8%
Total Monthly Fixed Route Ridership	474,318	774,065	-38.7%

Daily Average Ridership

	August 2025	August 2019	% Change
Weekday Total	19,150	30,866	-38.0%
Weekday Evening	3,053	4,939	-38.2%
Saturday	9,403	13,740	-31.6%
Sunday	5,032	6,577	-23.5%

Productivity Summary

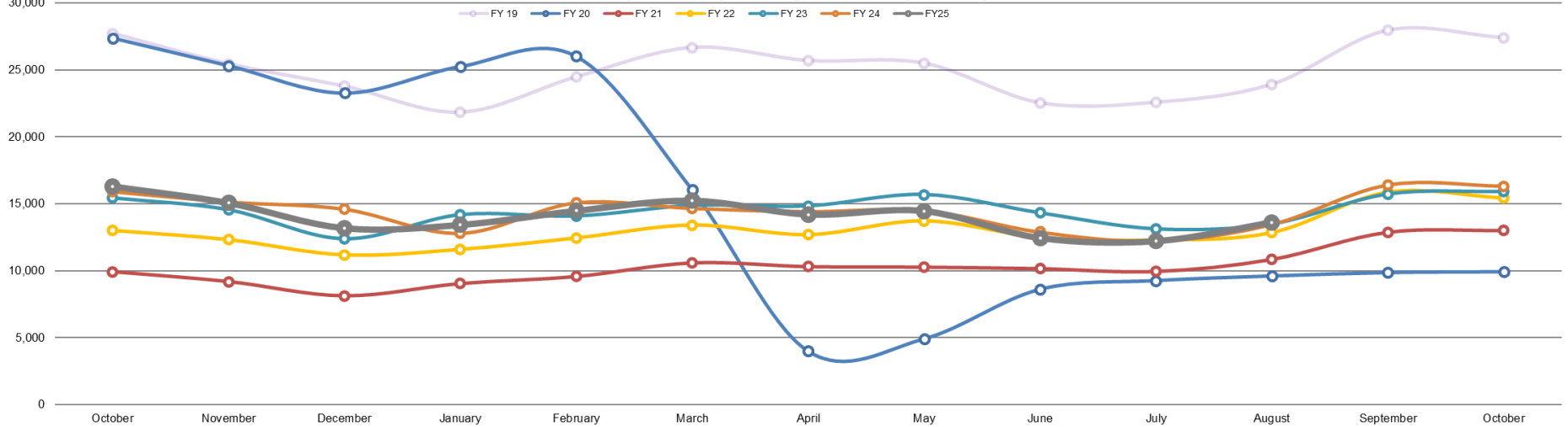
	August 2025	August 2019	% Change
Average passengers per hour per route	13.3	19.4	-31.6%
Average passengers per mile per route	0.96	1.54	-37.8%
Average farebox recovery percent per route	10.8%	26.2%	-58.7%

Fiscal Year Ridership

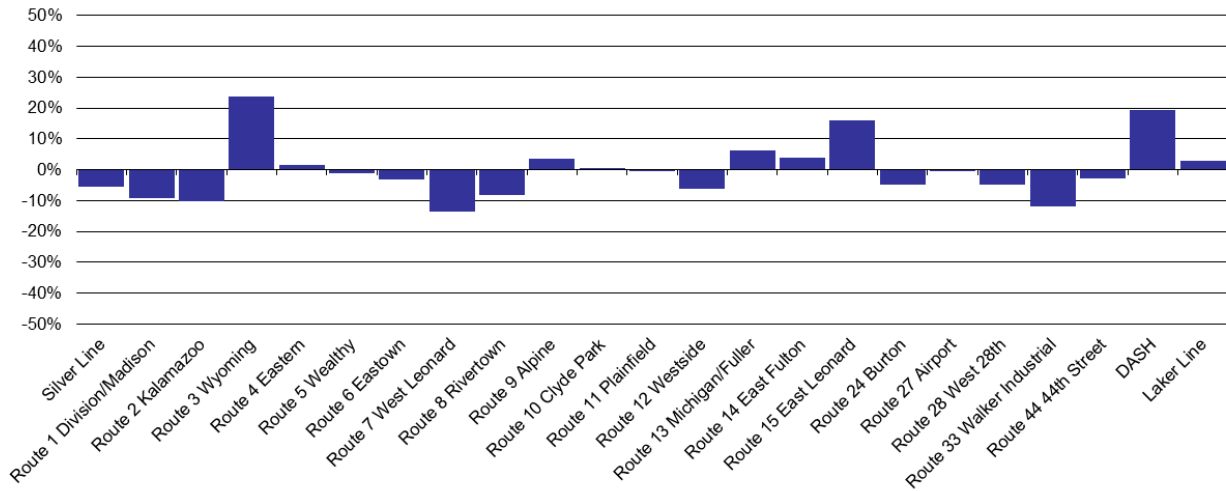
	FY 2025	FY 2019	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	3,887,471	6,664,781	-41.7%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	1,776,694	2,470,618	-28.1%
Total Fixed Route Ridership YTD	5,664,165	9,135,399	-38.0%

	Monthly Farebox Recovery	Weekday Farebox Recovery	Saturday Farebox Recovery	Sunday Farebox Recovery
Silver Line	11.76%	11.59%	14.77%	12.65%
Route 1 Division/Madison	10.84%	10.92%	10.10%	9.61%
Route 2 Kalamazoo	10.58%	10.57%	12.14%	9.43%
Route 3 Wyoming/Rivertown	12.40%	13.71%	11.43%	7.98%
Route 4 Eastern	12.28%	12.05%	11.15%	13.42%
Route 5 Wealthy	10.91%	10.20%	10.24%	n/a
Route 6 Eastown	9.59%	10.20%	8.49%	12.48%
Route 7 West Leonard	7.50%	7.55%	8.32%	9.89%
Route 8 Prairie/Rivertown	10.20%	10.72%	10.70%	7.36%
Route 9 Alpine	14.64%	14.30%	16.74%	21.29%
Route 10 Clyde Park	12.39%	12.30%	12.96%	13.69%
Route 11 Plainfield	10.62%	10.55%	10.00%	13.56%
Route 12 Westside	8.32%	8.39%	7.64%	4.75%
Route 13 Michigan/Fuller	10.04%	9.63%	10.16%	n/a
Route 14 East Fulton	10.04%	10.25%	6.53%	n/a
Route 15 East Leonard	14.23%	15.28%	11.05%	16.04%
Route 24 Burton	8.86%	8.44%	7.62%	n/a
Route 27 Airport Industrial	8.75%	7.55%	n/a	n/a
Route 28 West 28th	11.89%	11.94%	11.82%	12.08%
Route 33 Walker Industrial	2.25%	2.22%	n/a	n/a
Route 34 Northridge	1.86%	2.42%	n/a	n/a
Route 44 44th Street	10.17%	10.52%	10.83%	6.37%

Monthly Weekday Average Ridership History



Percent Change by Route: August 2025 compared to August 2024



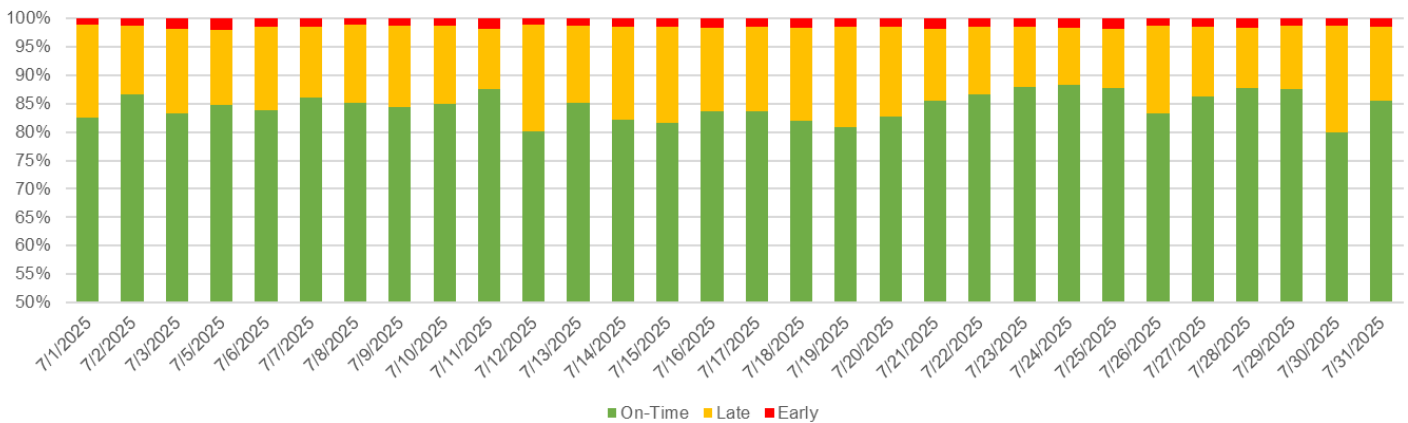
Date: September 16, 2025
To: ITP Board
From: Nicholas Monoyios – Director of Planning
Subject: FIXED ROUTE ON-TIME PERFORMANCE REPORT – July 2025

SYSTEMWIDE ANALYSIS

The Rapid considers a route to be on time if it is anywhere from 0 to 5 minutes late. A bus that arrives before the scheduled time or 5 minutes after the scheduled time is considered not to be on time.

The figure below demonstrates systemwide daily on-time performance (OTP) for July 2025.

Systemwide Daily On-Time Analysis
July 1 through July 31



The table below summarizes systemwide on-time performance for the month and compares to the same month in the previous year, and the previous month in 2025.

In July 2025, 79.18% of service was on time, with incidents of lateness occurring 19.45% and incidents of earliness at 1.30%. This month had a 1.55% increase in OTP from July 2024 and an increase of 5.41% from June 2025. Road construction projects and detours continue to impact OTP throughout the month.

Year	July On-Time	June On-Time	Δ
2025	84.59%	79.18%	+5.41%
2024	83.04%		
Δ	+1.55%		

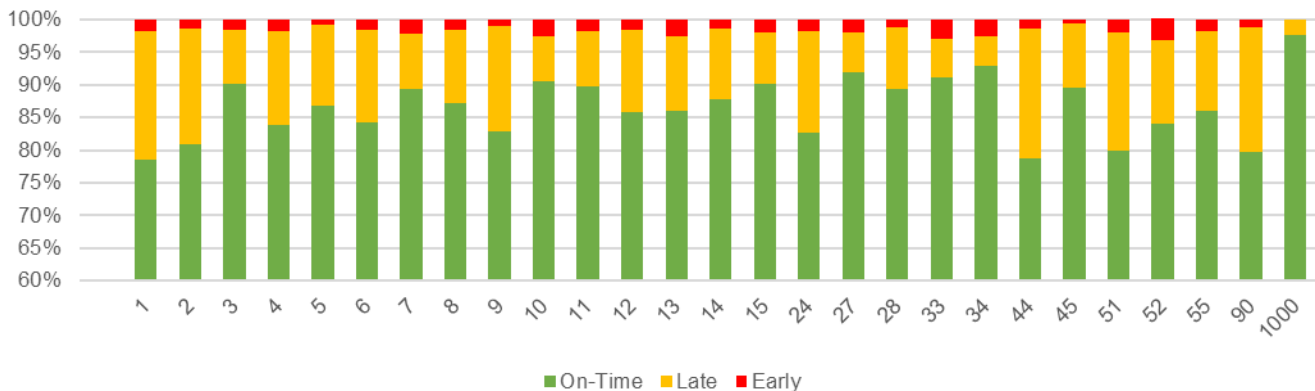
ROUTE BY ROUTE ANALYSIS

During Spring Street closures and detours stemming from road projects become the primary cause of decreased on-time performance. Aside from minor short-term occurrences, the major projects to impact on-time performance were:

- Cherry St. between Sheldon & LaGrave (impacts Routes 2 & 4)
- Division Ave. between 36th & 44th (impacts Route 1 & Silver Line)
- Market Ave. closure (impacts Route 8, 12, DASH)
- Kalamazoo and Fuller between Burton and Hall (impacts Route 2)
- Fulton St./Valley Ave. construction (impacts Laker Line)
- Ransom between Lyon and Fulton (impacts Silver Line)
- Burton St. construction (impacts Route 24)
- Leonard St. between Alpine Ave. & Powers Ave. (impacts Route 7)
- Bridge Street between Scribner and Seward (impacts Routes 7, 9, & 55)
- Division Ave. between Fulton and Bridge (impacts Route 6)
- Cherry St. closure (impacts Routes 2 & 4)

OTP by route is illustrated in the graph below.

Route by Route On-Time Analysis
July 1 through July 31



Systemwide Bus Routes

Route 1 - Division/Madison	Route 11 - Plainfield	Route 34 - Northridge	Route 72 - Central 10A
Route 2 - Kalamazoo	Route 12 - Westside	Route 37 - GVSU North Campus	Route 73 - Union 3A
Route 3 - Wyoming/Rivertown	Route 13 - Michigan/Fuller	Route 44 - 44th Street	Route 74 - Union 7A
Route 4 - Eastern	Route 14 - Fulton	Route 45 - Laker Line	Route 75 - Union 10B
Route 5 - Wealthy	Route 15 - East Leonard	Route 48 - GVSU South Campus	Route 76 - Union 12A
Route 6 - Eastown	Route 24 - Burton	Route 51 - DASH CW	Route 77 - Union 12B
Route 7 - West Leonard	Route 27 - Airport Industrial	Route 52 - DASH CCW	Route 85 - GVSU Apartment Connector
Route 8 - Prairie/Rivertown	Route 28 - West 28th	Route 55 - DASH Work	Route 90 - Silver Line
Route 9 - Alpine	Route 29 - East 28th	Route 60 - GRCC Shuttle	Route 100 - FSU Express
Route 10 - Clyde Park	Route 33 - 3 Mile	Route 71 - Central 4A	Route 1000 - Millennium Park

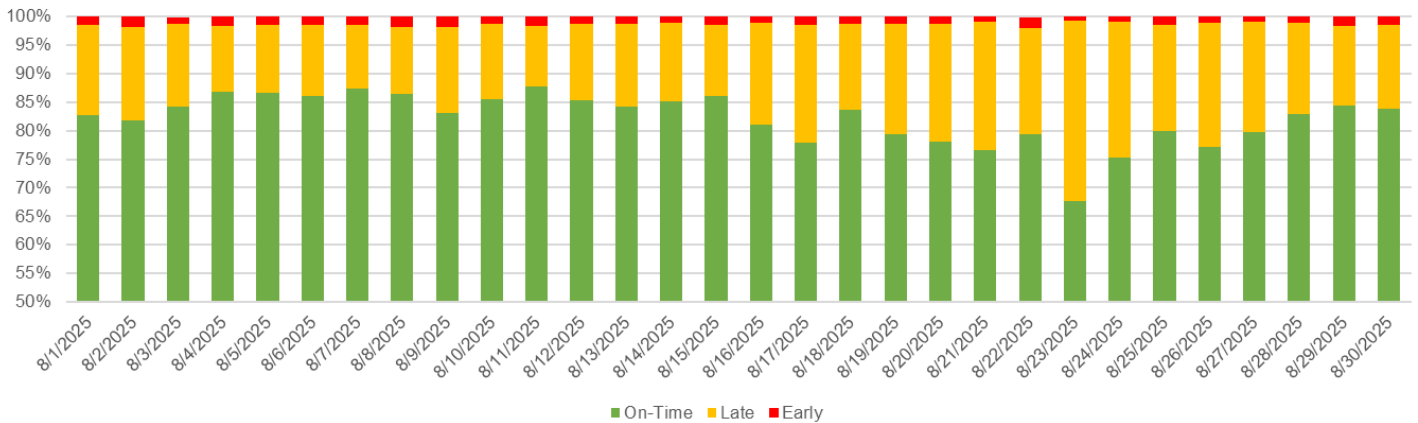
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Systemwide Daily On-Time Analysis
August 1 through August 31



The table below summarizes systemwide on-time performance for the month and compares to the same month in the previous year, and the previous month in 2025.

In August 2025, 82.31% of service was on time, with incidents of lateness occurring 16.35% and incidents of earliness at 1.33%. This month had a 1.55% decrease in OTP from August 2024 and a decrease of 2.28% from July 2025. Road construction projects and detours continue to impact OTP throughout the month.

Year	July On-Time	June On-Time	Δ
2025	82.31%	84.59%	-2.28%
2024	84.20%		
Δ	-1.89%		

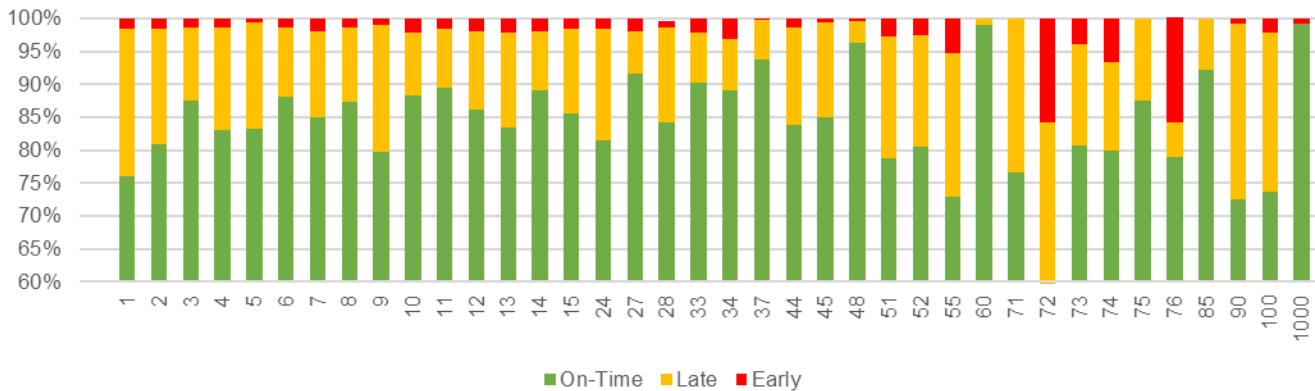
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During Spring Street closures and detours stemming from road projects become the primary cause of decreased on-time performance. Aside from minor short-term occurrences, the major projects to impact on-time performance were:

- Division Ave. between 36th & 44th (impacts Route 1 & Silver Line)
- Market Ave. closure (impacts Route 8, 12, DASH)
- Wealthy St. closure (impacts Route 5)
- Metro Cruise – Aug 23 (impacted Route 28)
- Burton St. construction (impacts Route 24)
- Leonard St. between Alpine Ave. & Powers Ave. (impacts Route 7)
- Division Ave. between Fulton and Bridge (impacts Route 6)

OTP by route is illustrated in the graph below.

Route by Route On-Time Analysis
August 1 through August 31



Systemwide Bus Routes

Route 1 - Division/Madison	Route 11 - Plainfield	Route 34 - Northridge	Route 72 - Central 10A
Route 2 - Kalamazoo	Route 12 - Westside	Route 37 - GVSU North Campus	Route 73 - Union 3A
Route 3 - Wyoming/Rivertown	Route 13 - Michigan/Fuller	Route 44 - 44th Street	Route 74 - Union 7A
Route 4 - Eastern	Route 14 - Fulton	Route 45 - Laker Line	Route 75 - Union 10B
Route 5 - Wealthy	Route 15 - East Leonard	Route 48 - GVSU South Campus	Route 76 - Union 12A
Route 6 - Eastown	Route 24 - Burton	Route 51 - DASH CW	Route 77 - Union 12B
Route 7 - West Leonard	Route 27 - Airport Industrial	Route 52 - DASH CCW	Route 85 - GVSU Apartment Connector
Route 8 - Prairie/Rivertown	Route 28 - West 28th	Route 55 - DASH Work	Route 90 - Silver Line
Route 9 - Alpine	Route 29 - East 28th	Route 60 - GRCC Shuttle	Route 100 - FSU Express
Route 10 - Clyde Park	Route 33 - 3 Mile	Route 71 - Central 4A	Route 1000 - Millennium Park