



Interurban Transit Partnership

Board Members

Mayor Gary Carey, Chair		Mayor Katie Favale, Vice-Chair		
Charis Austin	Rick Baker	Tracie Coffman	Steven Gilbert	Andy Guy
Renee Hill	Jack Hoffman	Mayor David LaGrand	Mayor Steve Maas	David Moore
	Clarkston Morgan	Tim Mroz	Paul Troost	

BOARD OF DIRECTORS MEETING AGENDA

Wednesday, April 22, 2026 – 4:00 p.m.

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

AGENDA

	<u>PRESENTER</u>	<u>ACTION</u>
1. PUBLIC COMMENT		
2. MINUTES REVIEW – March 25, 2026	Mayor Carey	Approval
3. CEO’S REPORT	Deb Prato	Information
4. ACTION ITEMS		
a. Contract with Acrisure for Property & Casualty Insurance Brokerage Services	Kevin Wisselink	Approval
b. FY 26/27 Budget Formulation Guidelines	Linda Medina	Approval
5. PERFORMANCE REPORTS		
a. Paratransit Route Ridership	Jason Prescott	Information
1. March 2026		
b. Fixed Route Ridership	Tim Roseboom	Information
1. March 2026		
c. Finance	Linda Medina	Information
1. Operating Statement – February 2026		
2. Professional Development and Travel Report – February 2026		
3. Grant Statement		
6. CHAIR’S REPORT	Mayor Carey	Information
7. COMMITTEE MEETING MINUTES (not approved by committee’s)		
a. Present Performance & Service Committee (March 17, 2026)	Charis Austin	
b. Finance Committee (April 15, 2026)	Mayor Carey	
8. ADJOURNMENT		

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

Board Members

Mayor Gary Carey, Chair

Charis Austin
Renee Hill

Rick Baker
Jack Hoffman
Clarkston Morgan

Tracie Coffman
Mayor David LaGrand
Tim Mroz

Mayor Katie Favale, Vice-Chair

Steven Gilbert
Mayor Steve Maas
Paul Troost

Andy Guy
David Moore

BOARD OF DIRECTORS MEETING MINUTES

Wednesday, March 25, 2026 – 4:00 p.m.

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

ATTENDANCE:

Board Members Present:

Charis Austin, Mayor Carey, Steven Gilbert, Andy Guy, Renee Hill, Jack Hoffman, David Moore, Tim Mroz, Paul Troost

Board Members Absent:

Rick Baker, Tracie Coffman, Mayor Favale, Mayor LaGrand, Mayor Maas, Clarkston Morgan

Rapid Attendees:

Steve Clapp, Kris Heald, Jeffrey King, Deron Kippen, Linda Medina, Nick Monoyios, James Nguyen, Deb Prato, Jason Prescott, Andy Prokopy, Tim Roseboom, Steve Schipper, Lindsay Thomasini, Mike Wieringa

Public Attendees:

Chris Swank (GVSU)

Mayor Carey called the meeting to order at 4:04 p.m.

1. PUBLIC COMMENT

No public comment

2. MINUTES REVIEW – February 25, 2026, Board Retreat

Chairman Mayor Carey entertained a motion to approve the meeting minutes from February 25, 2026. Mr. Mroz motioned to approve, and Ms. Hill supported it. The motion passed unanimously.

3. CEO'S REPORT

Ms. Prato began her comments by inviting any board members interested in touring the new childcare center to do so after the meeting.

She extended her thanks to those who joined us for Transit Worker Appreciation Day on March 18th.

Ms. Prato provided updates from the February Board Retreat, including the issuance of an RFP for the Transit Ballot Initiative Polling. Out of nine proposers and eight responses, three were shortlisted: all

under the \$100,000 threshold. As a result, this will not require board approval, and the team has decided to proceed with Competitive Edge from California. They will focus on messaging and persuasion strategies, with plans for accuracy testing closer to the ballot initiative to gauge voter turnout and preferences. The current emphasis is on identifying the most effective messaging to influence decisions.

On a related note, the board was informed that we have secured the services of SeyferthPR, a political strategist, also under the budget threshold, and we will move forward with this partnership.

Ms. Prato also announced that Mr. King will present the high-level results of the Customer Perception Survey for 2025, which will help shape the narrative based on the Value Survey discussed at the Board Retreat.

Mr. Monoyios will provide an overview of our summer service plans, including updates on event night service.

Turning to financials, Ms. Prato shared that trends are very positive:

- Revenues are 4.9% above projections.
- Expenses are 2.6% below, largely due to operator vacancies, although efforts to fill these positions are underway.
- Fuel costs are trending favorable: we've replaced 18 diesel buses with CNG (Compressed Natural Gas) buses over the past year.
- Current diesel prices stand at \$3.32 per gallon (as of our March 5 full-up).
- CNG is approximately \$0.70 per diesel gallon equivalent.

Mr. Hoffman noted that switching to CNG appears to have been a good decision, considering the fluctuating fuel prices.

Ms. Prato added that Mr. Schipper participated in two panels discussing the benefits of this decision, which was more advantageous when Alternative Fuel Credits and RINs (Renewable Identification Numbers) traded higher. Despite changes such as shifting from the city biodigester to Clean Energy contracts, maintaining CNG remains a very positive move. She also highlighted that propane used in the paratransit fleet, is costing approximately \$1.10 per gallon, and continues to pay dividends.

4. ACTION ITEMS

a. Contract with Disability Advocates of Kent County (DAKC), Mr. Jason Prescott

Mr. Prescott is requesting authorization from the board to enter into a five (5) year contract with Disability Advocates of Kent County (DAKC) for the provision of ADA paratransit eligibility reviewer services. The first-year contract cost is estimated at \$25,000.

Chairman Mayor Carey entertained a motion to approve the five (5) year contract with Disability Advocates of Kent County. Ms. Austin motioned to approve, and Mr. Guy supported it. The motion passed unanimously.

5. PERFORMANCE REPORTS

a. Paratransit Route Ridership (February 2026), Mr. Jason Prescott

No comments

b. Fixed Route Ridership (February 2026), Mr. Tim Roseboom

Mr. Hoffman was glad to see ridership up.

c. Financial Reports (January 2026), Ms. Linda Medina

No comments

6. INFORMATIONAL ITEMS

1. 2025 Customer Perceptions Survey Overview – Mr. Jeffrey King

Mr. King provides a top-line overview of our Customer Perception Survey and results from 2025.

Survey Overview and Methodology

The survey is conducted annually in the fall by ETC Institute, a third-party vendor. It focuses on fixed-route and BRT customers and results are statistically significant at +/- 4.9%. The sampling is based on route ridership to ensure representative data, and it includes metrics like customer satisfaction, perceived community value, and Net Promoter Score (NPS).

Customer Demographics & Trends

- The largest group aged 19-24.
- Many riders use transit for employment access.
- Increasing new ridership with low churn; ridership growth is ongoing.

Survey Results and Insights

- 403 completed surveys.
- 85% overall satisfaction (slightly down from 2024)
- 89% perceive community value.
- Key satisfaction area: Schedule performance (77%), Destinations (79%), Customer interaction (77%).

Operational & Service Improvements

- Increased shelter amenities over the past decade.
- Heavy investment in Transit App, used 400,000 times/month.
- Enhancements include new destinations and extended routes for employment and recreation access.
- Focus on reducing overcrowding, transfer times, and improving on-time performance.

Customer Challenges & Initiatives

- Top issues: Crowded buses, transfer times, and on-time performance.
- Strategies include messaging campaigns and exploring higher frequency service.
- Consideration of using different buses for overcrowded routes like Union High School.

Net Promoter Score (NPS) & Benchmarking

- NPS improved from -13 in 2023 to +41 in 2024.
- Drivers: Better operator interactions, amenities, and destinations.
- National benchmarks show The Rapid outperforms peers:
- NPS: 37 vs -16 (national average)
- On-Time Performance: 77% vs 48%
- Customer Service: 77% vs. 62%

2. Summer Service Overview – Mr. Nick Monoyios

Mr. Monoyios presented the summer schedule.

Summer Service Planning and Evaluation

The planning process begins early, with schedules finalized by March 15, for services starting May 4. After finalization, schedules are built, reviewed, and operator rosters are assembled. Operators select their schedules, with service running from May 4 to the end of August, wrapping up as school starts. During the summer, continuous evaluation and data analysis occur to optimize services. Monthly or bi-monthly operator lounge sessions gather feedback on operator satisfaction and customer experience.

Operational Highlights and Changes

Summer standards typically involve reduced service levels aligned with school and university schedules. Coordination with GVMC and MDOT ensures schedule adjustments around regional construction. New initiatives include expanding fixed routes and Silver Line service with two additional evening pulses for Amphitheatre and event nights.

The Special Olympic of Michigan (SOMI) Contract was picked up by Pine Rest, and the extension of Route 10 service will continue without disruption, serving high ridership areas.

Route 1000 will operate on weekends from Millennium Park, 11:00 a.m. to 7:00 p.m., on the eastern half of Route 12.

The DASH service has been reconfigured to a clockwise-only route, increasing frequency to every 8 minutes, with extended hours into the late evening on weekdays and weekends as a summer pilot.

7. CHAIR'S REPORT

Chairman Mayor Carey yielded the floor. He did give a shoutout to both Mr. King and Mr. Monoyios on their presentations and noted the information was extremely helpful.

8. COMMITTEE REPORTS

a. Finance Committee (January 21, 2026)

No comments

b. Future Planning & Innovations Committee (February 9, 2026)

No comments

c. Present Performance & Service Committee (March 17, 2026)

No comments

9. ADJOURNMENT

The meeting was adjourned at 4:55 p.m.

The next meeting is scheduled for April 22, 2026

Respectfully submitted,



Kris Heald, Board Secretary

Date: April 22, 2026
To: ITP Board
From: Steve Schipper, Chief Operating Officer
Kevin Wisselink, Director of Procurement and Capital Planning
Subject: PROJECT 2026-24: PROPERTY AND CASUALTY INSURANCE
BROKERAGE SERVICES

ACTION REQUESTED

Authorization is requested from the ITP Board to enter into a fixed fee contract with Acrisure for Property and Casualty Insurance Brokerage Services for the annual amount of \$200,000 for a three-year period with up to two one-year extensions. The \$200,000 annual fee includes all property and casualty brokerage services and guarantees that Acrisure will not make additional commissions off ITP's insurance services.

BACKGROUND

The Interurban Transit Partnership has worked with USI for the past twenty-one years for property and casualty insurance brokerage services, with their latest contract being awarded in 2023 through the RFP process. ITP desires to move to a payment model where all brokerage fees are included in an annual fixed cost, and that the brokers make no commissions from working directly with insurance providers. This leads to cost certainty for The Rapid and ensures the broker has no incentives to partner with a certain insurer based on commissions. The base contract expires at the end of the fiscal year and given the desire to move to a new payment model, it is in ITP's interest to test the brokerage market once again.

Some of the requirements expected from our broker include the following:

- Reviewing and analyzing the terms and conditions of ITP's insurance policies.
- Soliciting and evaluating insurance proposals on ITP's behalf and providing recommendations for action.
- Advising on ITP's overall insurance and risk management strategies to optimize coverage while minimizing costs.
- Ensuring coverage is comprehensive, avoids unnecessary duplication, and aligns with ITP's requirements.
- Conducting annual reviews of ITP's insurance programs prior to policy expiration dates and recommending any necessary adjustments.

PROCUREMENT

The procurement was conducted through a Request for Proposals (RFP) process, as the selection of an insurance brokerage firm involves critical factors beyond price that must be carefully evaluated. In total, 39 firms accessed the RFP, and seven proposals were submitted. Of these, four were deemed responsive and advanced for evaluation:

Company	Round 1 Score	Bid
Acrisure	82.8	\$200,000
OVD	49.6	\$120,000
PG	55.9	\$350,000
USI	69.1	\$235,000

Following the initial evaluation, Acrisure and USI received the two highest scores and were invited to participate in interviews. After the second round of evaluation, Acrisure was unanimously ranked as the top firm by the review team, consistent with its leading position in the first round:

Company	Round 2 Ranking
Acrisure	1.0
USI	2.0

The review team selected Acrisure for several reasons.

First, Acrisure offers substantial resources to support ITP's property and casualty insurance needs, including an analytics-driven approach and proprietary tools that enhance policy procurement and claims management.

Second, Acrisure emphasized a relationship-based approach with ITP as well as with potential insurance providers, committing to understanding ITP as an organization, helping to shape ITP's risk management and insurance strategies while telling ITP's story to potential insurance providers to get the best policies possible.

Third, Acrisure presented multiple potential solutions for dealing with some of the issue areas ITP has experienced in the past. USI has been ITP's broker for a significant amount of time and has performed satisfactorily, but the review team was impressed by the solutions proposed by Acrisure and want to go with a new vendor with a fresh outlook on ITP's brokerage needs.

Fourth, Acrisure advocated a hands-on approach to this project, showing a willingness to directly communicate with frontline staff to lower ITP's risk profile and ensure the best insurance products possible. The staff are local to the area and possess a wealth of experience and knowledge of the industry.

Fifth, the Acrisure team performed exceptionally well during the interview process. All proposed team members were present, demonstrated a strong understanding of ITP's insurance needs, and conveyed a clear commitment to collaboration with ITP staff. They also demonstrated a great working relationship with each other.

FUNDING

The project is being funded using local operating funds.



INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 042226-1

Fiscal Year: 2025-2026

Moved and supported to adopt the following resolution:

Approval is requested from the ITP Board to enter into a contract with Acrisure for Property and Casualty Insurance Brokerage Services for the annual amount of \$200,000 for a three-year period with up to two one-year extensions.

BE IT RESOLVED that the ITP CEO is hereby authorized by the ITP Board to enter into a contract with Acrisure for Property and Casualty Insurance Brokerage Services for the annual amount of \$200,000 for a three-year period with up to two one-year extensions in accordance with the information presented to the ITP Board on April 22, 2026.

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.

Kris Heald, Board Secretary

Date



Interurban Transit Partnership

Date: April 22, 2026
To: ITP Board of Directors
From: Linda Medina, Director of Finance
Subject: FY 26/27 BUDGET FORMULATION GUIDELINES

ACTION REQUESTED

The Board to adopt the FY 26/27 Budget Formulation Guidelines as presented.

BACKGROUND

In February 2001, the ITP Board initiated a comprehensive review and approval process for guidelines governing the formulation of the annual operating budget. The guidelines were approved by the Finance Committee on April 15th.

The following are the Fiscal Year 26/27 budget formulation guidelines for the Board's approval:

- Funding is consistent with guiding principles of enhancing frequency and a span of hours to create convenient mobility for the residents of the six cities.
- Contribution to the union defined benefit pension plan shall be based upon actuarial recommendations and will meet or exceed the mid-range contribution as the budget allows.
- Contribution to the administrative defined benefit pension plan shall be based upon actuarial recommendations and will meet or exceed the high range contribution as the budget allows.
- Utilize Section 5307 funds for preventive maintenance to the extent permitted by federal regulations.
- Contracted service billing rates will encompass all operational expenses and be prorated by revenue miles, hours, or contracted trips.
- A DASH pilot program will be initiated using a contracted service rate based on direct costs.

- Locally derived Interurban Transit Partnership funds shall not be used to subsidize contract services, unless specifically approved by the Board.
- State Operating Assistance is assumed to be 29%. This rate will be updated as additional information is received from Michigan Department of Transportation (MDOT).
- Unrestricted net reserves shall be used to balance the budget.
- The budgeted millage rate is assumed to be flat or include a minimal Headlee reduction. The new millage rate will not be available until May 2026 from Kent County.
- Implement adjustments to the administrative structure in accordance with the Compensation Philosophy revision approved by the Board on December 3, 2025, to support market competitiveness in attracting and retaining talent.

The goal is to remain flexible and adaptable to changing circumstances and continue to review and adjust budget priorities as needed to align with strategic objectives.

Please feel free to reach out to me directly at 774-1149 or imedina@ridetherapid.org with any questions.



INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 042226-2

Fiscal Year: 2025-2026

Moved and supported to adopt the following resolution:

Approval and adoption of the FY 26/27 budget formulation guidelines.

BE IT RESOLVED that the Interurban Transit Partnership (ITP) Board has reviewed and hereby adopts the FY 26/27 budget formulation guidelines in accordance with the information presented to the ITP Board on April 22, 2026.

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.

Kris Heald, Board Secretary

Date



Interurban Transit Partnership

DATE: April 22, 2026
TO: ITP Board
FROM: Jason Prescott
SUBJECT: MARCH 2026 PARATRANSIT RIDERSHIP REPORT

Paratransit ridership information for March 2026, as compared to March 2025

	2026	2025	% Change
Total Paratransit Ridership	21,870	19,711	11%
ADA Ridership	18,427	16,912	9%
Non-Disabled Senior (NDS) Ridership	171	122	40.2%
PASS Ridership	129	167	-22.8%
Network 180	2,637	2,031	29.8%

Ridership averages, as compared to 2025

	2026	2025	% Change
Weekday Ridership	740	699	5.9%
Saturday Ridership	256	253	1.2%
Sunday Ridership	281	251	12.0%

Other Performance Measures

	2026	2025	% Change
On-Time Performance	86.69%	89.00%	-2.6%
On-Time Drop-Off	94.27%	95.00%	-0.8%
Average Cost Per Trip	\$35.14	\$44.32	-20.7%

March 2026 Paratransit Ridership and Operating Statistics				
ADA	2026	2025	Change	% Change
Clients	1,375	1,327	48	3.6%
Passenger Trips	18,427	16,912	1,515	9.0%
NDS				
Clients	18	18	0	0.0%
Passenger Trips	171	122	49	40.2%
PASS				
Clients	8	9	(1)	-11.1%
Passenger Trips	129	167	(38)	-22.8%
RIDELINK				
Clients	255	243	12	4.9%
Passenger Trips (Performed by The Rapid)	506	479	27	5.6%
TOTALS				
Clients	1,656	1,597	59	3.7%
Passenger Trips	19,233	17,680	1,553	8.8%
Average Weekday Ridership	740	699	41	5.9%
Average Saturday Ridership	256	253	3	1.2%
Average Sunday Ridership	281	251	30	12.0%
All Ambulatory Passengers	13,549	14,262	(713)	-5.0%
All Wheelchair Passengers	5,684	3,418	2,266	66.3%
No - Shows	436	427	9	2.1%
Cancellations	479	411	68	16.5%
Transdev				
Average Cost per Trip	\$35.14	\$44.32	(\$9.18)	-20.7%
Riders per Hour	2.0	2.0	0.0	0.0%
Accidents per Month	4.0	10.0	(6)	-60.0%
Trip Denials				
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NTD Travel Time (minutes)	30	31	-1	-3.2%
NETWORK 180				
Passenger Trips	2,637	2,031	606	29.8%
Average Weekday Ridership	120	97	23	23.7%
TOTAL PASSENGER TRIPS	21,870	19,711	2,159	11.0%
Paratransit Service Quality Statistics: network 180 Excluded				
Complaints	2026	2025	% of Trips	% Change
Transdev Complaints	15	17	0.1%	-11.8%
On-Time Performance				
On-Time Compliance - Pick-up	86.69%	89.00%	-2.3%	-2.6%
On-Time Compliance - Drop-off	94.27%	95.00%	-0.7%	-0.8%

Date: April 22, 2026
To: ITP Board of Directors
From: Tim Roseboom – Senior Planner
Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – MARCH 2026

OVERVIEW: In March 2026, there was a 1.5% increase in total monthly route ridership as compared to March 2025. Contract services increased 3.4%, and regular fixed route services increased 0.5%. Pre-pandemic ridership recovery is 64.7% compared to March 2019 and 61.7% FY 2026 to date. March 2026 had one more weekday and one less Saturday than March 2025. GVSU’s spring break was March 8-14, and it also fell during March in 2025. GRPS did not have any days with no school in March.

BACKGROUND INFORMATION

Monthly Ridership

	March 2026	March 2025¹	% Change
Regular Fixed Route Service (Routes 1–44)	390,762	388,727	0.5%
Contracted Service (GVSU, DASH, GRCC, and Ferris)	204,715	198,033	3.4%
Total Monthly Fixed Route Ridership	595,477	586,760	1.5%

Daily Average Ridership

	March 2026	March 2025¹	% Change
Weekday Total	24,012	24,477	-1.9%
Weekday Evening	3,603	3,455	4.3%
Saturday	10,386	9,799	6.0%
Sunday	5,134	4,748	8.1%

Productivity Summary

	March 2026	March 2025¹	% Change
Average passengers per hour per route	14.4	14.4	0.0%
Average passengers per mile per route	1.05	1.04	0.5%
Average farebox recovery percent per route	9.8%	10.2%	-3.5%

Fiscal Year Ridership

	FY 2026	FY 2025¹	% Change
Regular Fixed Route Service (Routes 1–44)	2,157,833	2,193,280	-1.6%
Contracted Service (GVSU, DASH, GRCC, and Ferris)	1,217,804	1,235,843	-1.5%
Total Fixed Route Ridership YTD	3,375,637	3,429,123	-1.6%

¹ Prior-year monthly ridership figures shown in this report may differ from those published in last year’s Committee/Board report for the same month due to delayed farebox data retrieval.

COMPARISON OF MARCH 2026 TO MARCH 2019

Monthly Ridership

	March 2026	March 2019	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	390,762	654,736	-40.3%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	204,715	265,482	-22.9%
Total Monthly Fixed Route Ridership	595,477	920,218	-35.3%

Daily Average Ridership

	March 2026	March 2019	% Change
Weekday Total	24,012	39,037	-38.5%
Weekday Evening	3,603	5,418	-33.5%
Saturday	10,386	13,775	-24.6%
Sunday	5,134	6,313	-18.7%

Productivity Summary

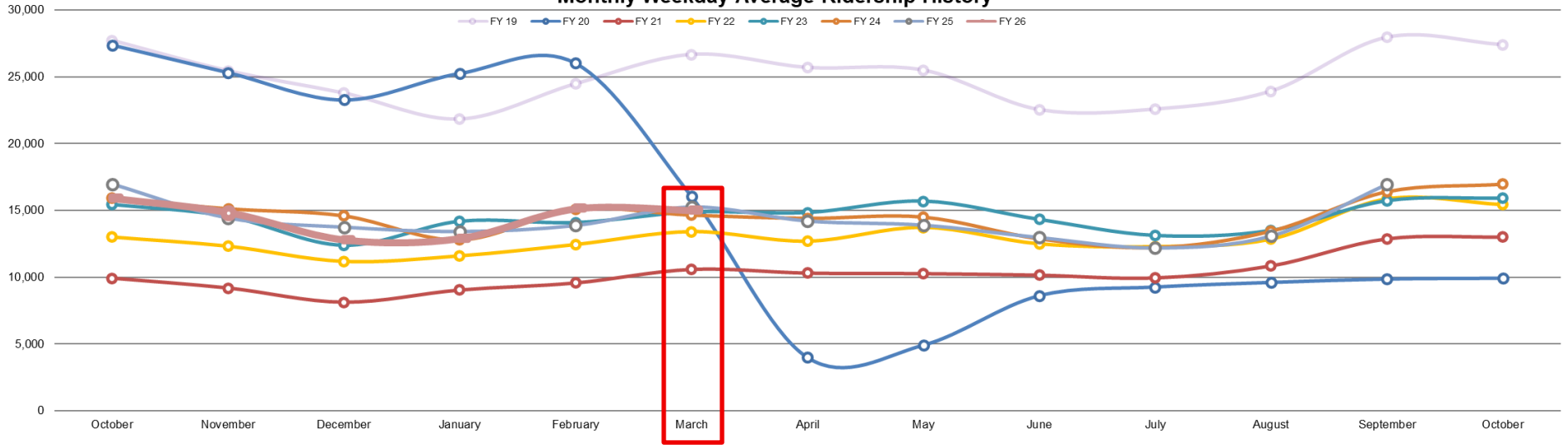
	March 2026	March 2019	% Change
Average passengers per hour per route	14.4	19.1	-24.5%
Average passengers per mile per route	1.05	1.51	-30.7%
Average farebox recovery percent per route	9.8%	25.2%	-60.9%

Fiscal Year Ridership

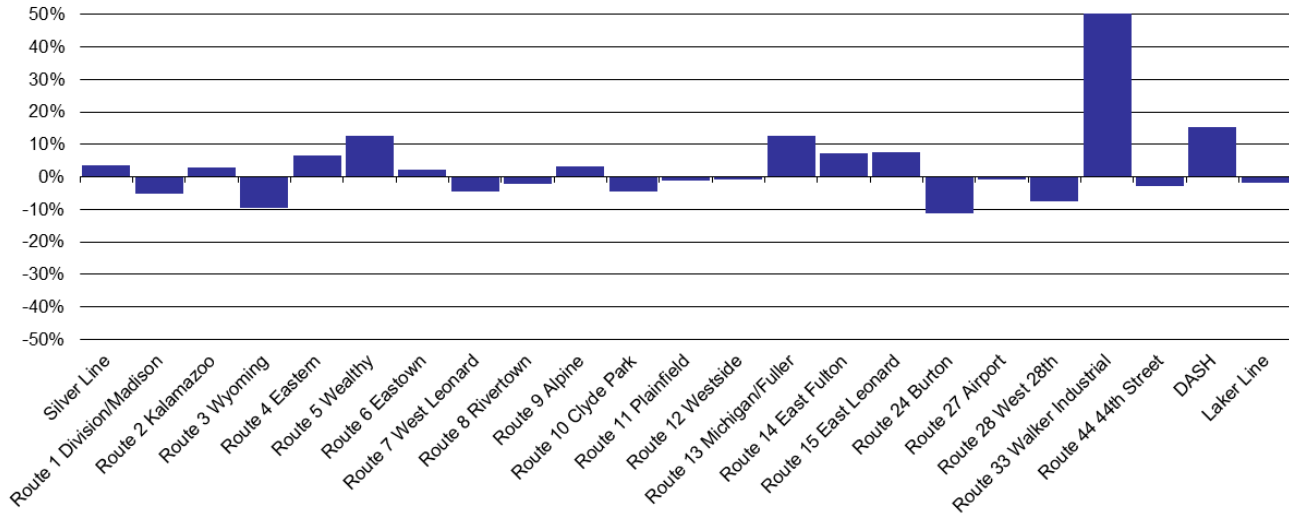
	FY 2026	FY 2019	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	2,157,833	3,668,637	-41.2%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	1,217,804	1,798,492	-32.3%
Total Fixed Route Ridership YTD	3,375,637	5,467,129	-38.3%

	Monthly Farebox Recovery	Weekday Farebox Recovery	Saturday Farebox Recovery	Sunday Farebox Recovery
Silver Line	10.73%	10.56%	12.67%	10.57%
Route 1 Division/Madison	9.97%	10.34%	8.93%	7.10%
Route 2 Kalamazoo	10.47%	10.64%	11.03%	8.15%
Route 3 Wyoming/Rivertown	9.72%	10.46%	8.96%	5.40%
Route 4 Eastern	11.79%	11.91%	11.09%	10.54%
Route 5 Wealthy	9.97%	10.01%	9.59%	n/a
Route 6 Eastown	8.98%	8.80%	8.48%	11.95%
Route 7 West Leonard	7.34%	7.26%	8.28%	7.41%
Route 8 Prairie/Rivertown	8.21%	8.44%	8.32%	6.25%
Route 9 Alpine	12.32%	11.86%	14.44%	16.87%
Route 10 Clyde Park	9.74%	9.57%	10.55%	11.15%
Route 11 Plainfield	10.27%	10.05%	11.14%	12.81%
Route 12 Westside	9.56%	9.82%	8.13%	7.27%
Route 13 Michigan/Fuller	10.18%	10.39%	8.09%	n/a
Route 14 East Fulton	10.42%	10.92%	7.33%	n/a
Route 15 East Leonard	12.78%	13.18%	9.10%	12.99%
Route 24 Burton	7.43%	7.62%	5.93%	n/a
Route 27 Airport Industrial	8.19%	8.19%	n/a	n/a
Route 28 West 28th	8.62%	8.61%	8.29%	9.21%
Route 33 Walker Industrial	2.96%	2.96%	n/a	n/a
Route 34 Northridge	2.01%	2.01%	n/a	n/a
Route 44 44th Street	9.14%	9.15%	9.68%	8.49%
Route 1000 Millenium Park	n/a	n/a	n/a	n/a
Route 71 Central 4A	12.54%	12.54%	n/a	n/a
Route 72 Central 10A	17.97%	17.97%	n/a	n/a
Route 73 Union 3A	46.24%	46.24%	n/a	n/a
Route 74 Union 7A	36.41%	36.41%	n/a	n/a
Route 75 Union 10B	34.42%	34.42%	n/a	n/a
Route 76 Union 12A	32.81%	32.81%	n/a	n/a

Monthly Weekday Average Ridership History



Percent Change by Route: March 2026 compared to March 2025





Interurban Transit Partnership

Date: April 22, 2026
To: ITP Board of Directors
From: Linda Medina, Director of Finance
Subject: February 2026 Financial Statements

I have attached the February 28, 2026, statements for both general operations and grants for your review. There is also the Professional Development and Travel activity to report for February.

FY 25/26 YTD Operating Statement Analysis

Total revenues and expenses are trending favorably through February 2026. Revenues are 4.9% over budget while expenses are 10.6% under budget.

CMH contributions are below budget due to lower-than-projected ridership. Advertising and miscellaneous revenues are exceeding expectations, driven by strong bus advertising performance and higher investment income.

Wages and fringe benefits are below forecast while recruitment efforts to increase workforce levels continues. Purchased transportation costs are also trending below budget, primarily due to reduced CMH ridership levels.

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

The Rapid
General Operating Statement
Year to Date as of February 28, 2026

	YTD as of February 28, 2026		Variance		FY 24/25		Current Year
	Budget	Actual	\$	%	YTD \$	Actual %	FY 25/26 Annual Budget
Revenues and Operating Assistance							
Passenger Fares	\$ 1,911,110	\$ 1,823,475	\$ (87,635)	-4.6%	\$ 1,464,844	24%	\$ 4,813,645
Sale of Transportation Services							
CMH Contribution	189,349	148,415	(40,934)	-21.6%	119,467	24%	461,985
Dash Contract	1,033,427	1,057,147	23,720	2.3%	876,107	21%	2,501,834
Grand Valley State University	1,988,222	1,778,827	(209,395)	-10.5%	1,406,581	26%	4,583,236
Van Pool Transportation	-	-	-	0.0%	-	0%	-
Township Services	83,812	91,927	8,115	9.7%	75,294	22%	185,918
Other	147,950	139,654	(8,296)	-5.6%	113,656	23%	360,063
Subtotal Sale of Transportation Servic	3,442,760	3,215,970	(226,790)	-6.6%	2,591,105	24%	8,093,036
State Operating	6,297,718	6,800,750	503,032	8.0%	5,153,093	32%	15,339,950
Property Taxes	9,192,395	9,612,182	419,787	4.6%	7,196,552	34%	22,061,749
Advertising & Miscellaneous	751,928	1,201,548	449,620	59.8%	885,739	36%	1,660,675
Subtotal Revenues and Operating Assistan	21,595,911	22,653,925	1,058,014	4.9%	17,291,333	31%	51,969,055
Grant Operating Revenue	-	-	-	0.0%	-	-	-
Unrestricted Net Reserves	-	-	-	0.0%	-	-	8,030,753
Total Revenues and Operating Assistance	\$ 21,595,911	\$ 22,653,925	\$ 1,058,014	4.9%	\$ 17,291,333	31%	\$ 59,999,808
Expenses							
Salaries and Wages							
Administrative	\$ 3,431,845	\$ 2,749,654	\$ (682,191)	-19.9%	\$ 2,102,363	31%	\$ 8,113,721
Operators	7,137,713	6,344,318	(793,395)	-11.1%	4,971,119	28%	16,870,956
Maintenance	1,641,262	1,464,375	(176,887)	-10.8%	905,901	62%	3,879,337
Subtotal Salaries and Wages	12,210,820	10,558,348	(1,652,472)	-13.5%	7,979,384	32%	28,864,014
Benefits	4,304,628	3,801,818	(502,810)	-11.7%	3,024,922	26%	10,431,981
Contractual Services	1,956,038	1,799,241	(156,797)	-8.0%	1,174,778	53%	5,538,372
Materials and Supplies				0.0%			-
Fuel and Lubricants	743,914	673,988	(69,926)	-9.4%	577,652	17%	2,273,730
Other	1,021,095	1,003,239	(17,856)	-1.7%	577,797	74%	2,672,063
Subtotal Materials and Supplies	1,765,009	1,677,227	(87,782)	-5.0%	1,155,448	45%	4,945,793
Utilities, Insurance, and Miscellaneous	2,263,946	2,190,276	(73,670)	-3.3%	2,261,302	-3%	5,967,010
Purchased Transportation	3,804,889	3,500,366	(304,523)	-8.0%	2,859,786	22%	9,252,638
Expenses Before Capitalized Operating	26,305,330	23,527,276	(2,778,053)	-10.6%	18,455,620	27%	64,999,808
Capitalized Operating Expenses	(2,083,335)	-	2,083,335	-100.0%	(445,351)	-100%	(5,000,000)
Total Operating Expenses	\$ 24,221,995	\$ 23,527,276	\$ (694,718)	-2.9%	\$ 18,010,269	31%	\$ 59,999,808
Net Surplus/(Deficit) without Net Reserves		\$ (873,351)			\$ (718,936)		

Interurban Transit Partnership
 Grant Revenues & Expenditures
 Month Ended 02/28/26

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target 42%
<u>Grant Revenue</u>						
1. Federal Grant Assistance	19,310,779	19,310,779	184,014	12,598,226	6,712,553	65%
2. State Grant Assistance	4,827,695	4,827,695	46,004	3,149,557	1,678,138	65%
3. Transfer In - Operating Budget	0	0	0	0	0	100%
4. Use of Restricted Net Assets	0	0	0	0	0	100%
5. Other Local	0	0	0	0	0	100%
6. Total Grant Revenue	24,138,474	24,138,474	230,018	15,747,783	8,390,691	65%
<u>Labor</u>						
7. Administrative Salaries	40,000	38,900	1,054	5,757	33,143	15%
8. Driver Wages	0	0	0	0	0	100%
9. Temporary Wages	0	0	0	0	0	100%
10. Fringe Benefit Distribution	20,000	20,000	570	1,862	18,138	9%
11. Total Labor	60,000	58,900	1,624	7,619	51,281	13%
<u>Material & Supplies</u>						
12. Tires & Tubes	900,000	900,000	26,930	120,996	779,004	13%
13. Office Supplies	1,000	1,000	0	0	1,000	0%
14. Printing	1,000	4,100	0	0	4,100	0%
15. Total Material & Supplies	902,000	905,100	26,930	120,996	784,104	13%
<u>Purchased Transportation</u>						
16. Purchased Transportation	1,200,000	1,100,000	0	0	1,100,000	0%
17. Specialized Services	795,474	795,474	0	0	795,474	0%
18. Total Purchased Transportation	1,995,474	1,895,474	0	0	1,895,474	0%
<u>Other Expenses</u>						
19. Dues & Subscriptions	30,000	30,000	0	22,596	7,404	75%
20. Professional Development	30,000	28,000	0	1,111	26,889	4%
21. Miscellaneous	0	0	0	0	0	100%
22. Total Other Expenses	60,000	58,000	0	23,707	34,293	41%
<u>Leases</u>						
23. Office Lease	0	0	0	0	0	100%
24. Transit Center Lease	0	0	0	0	0	100%
25. Storage Space Lease	0	0	0	0	0	100%
26. Total Leases	0	0	0	0	0	100%
<u>Capital</u>						
27. Rolling Stock	10,463,411	11,063,417	0	11,062,044	1,373	100%
28. Facilities	1,208,000	3,908,000	30,028	3,710,163	197,837	95%
29. Equipment	938,843	938,843	5,156	38,405	900,438	4%
30. Other	4,053,116	853,110	166,280	730,829	122,281	86%
31. Total Capital	16,663,370	16,763,370	201,464	15,541,441	1,221,929	93%
32. Planning Services	457,630	457,630	0	54,020	403,610	12%
33. Capitalized Operating	4,000,000	4,000,000	0	0	4,000,000	0%
34. Total Expenditures	24,138,474	24,138,474	230,018	15,747,783	8,390,691	65%

PROFESSIONAL DEVELOPMENT & TRAVEL REPORT
ALL EMPLOYEES
FEBRUARY 2026

AMOUNT	PURPOSE	EMPLOYEE (s)	LOCATION
2,235.60	Innovate Transit 2026	A. Prokopy and N. Bigelow	Nashville, TN
<hr/>			
\$	2,235.60		

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



Interurban Transit Partnership

Present Performance & Service Committee Members

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

PRESENT PERFORMANCE AND SERVICE COMMITTEE MEETING MINUTES
Not approved by committee

Tuesday, March 17, 2026 – 4:00 p.m.

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

ATTENDANCE:

Committee Members Present:

Charis Austin, Clarkston Morgan, David Moore, Tim Mroz

Committee Members Absent:

Tracie Coffman, Renee Hill, Mayor LaGrand

Rapid Attendees:

Joshua Brink, Steve Clapp, Kris Heald, Linda Medina, Nick Monoyios, Deb Prato, Jason Prescott, Andy Prokopy, Tim Roseboom, Steve Schipper, Lindsay Thomasini

Public Attendees:

Ms. Austin called the meeting to order at 4:07 p.m.

1. PUBLIC COMMENT

No Public Comment

2. MINUTES – January 13, 2026

Ms. Austin asked if there were any corrections or changes to the meeting minutes from January 13, 2026. There was none.

Mr. Mroz motioned to approve, and Mr. Moore supported it. The motion passed unanimously.

3. INFORMATION

A. Ridership and Metrics

1) **Paratransit, February 2026 – Mr. Jason Prescott**

Mr. Prescott highlighted a few points from the February report that was in the meeting packet.

Ridership Trends & Insights:

- Year over year increase: Approximately 8%, mainly in non-disabled senior and ADA funding sources.
- Seasonal Patterns: Higher ridership in winter, due to winter-only eligibility and door-to-door service.
- Day-specific trends: Notable increase on Sundays in February, possibly linked to religious activities or shopping, contrasting with the usual Saturday ridership in fall.
- Ridership monitoring: Ongoing analysis of weekend vs. weekday trends.

Dispatch and Driver Operations:

- Ownership Change: The Rapid assumed dispatch oversight on October 1, 2025.
- Idle time reduction: Clear minutes (driver idle time) decreased by about 20% since November, improving operational efficiency.
- Driver Scheduling: Adjustments to routes and shifts, including overlaps, to better manage breaks and route ownership.
- Driver Staffing: Currently, approximately 23 full-time drivers; two recent hiring events added six drivers in training, with two more job fairs planned.

Mr. Morgan inquired about the hiring process. Mr. Prescott noted that timing is about 2-3 weeks for new drivers, who do not need CDLs but must complete ADA, maintenance, and wheelchair handling training.

Mr. Moore inquired whether special events or Sunday sports may influence ridership patterns.

Mr. Prescott noted adverse weather leads to canceled appointments, reducing ridership during these periods. Driver call-offs are another factor.

Mr. Morgan inquired about PASS Ridership. Mr. Prescott noted Passenger Adaptive Suburban Services (PASS) is a supplemental service for first mile/last mile. The Rapid runs the program, and it is integrated with ADA services. Our Go!Bus and Paratransit fleet will go out and pick up a client 1/3 of a mile or more from a bus stop, pick them up at home and bring them to a fixed route bus stop. He noted the additional cost of PASS is minimal and aligns with millage promises to enhance accessibility for residents distant from fixed-route stops.

Ms. Prato added more commentary on clear minutes and why it is important.

She noted we averaged 8500 clear minutes just idling per day at \$75/revenue hour, which totals \$10,625 a day, we were paying to sit idle. This underscores the importance of optimizing operations to reduce unnecessary downtime and maximize productive wheel turns, boosting revenue and operation.

2) Fixed Route Ridership, February 2026 – Mr. Tim Roseboom

Mr. Roseboom reported that in February 2026, ridership totaled just under 594,000 trips. He emphasized that this figure represents significant growth, with a 6% increase in contract ridership and a 9% increase in fixed route ridership compared to previous periods. These increases are consistent across various time frames, including weekday, evening, and weekend (Saturday and Sunday) services.

Despite these positive trends, the year-to-date ridership still lags slightly behind the previous year, with a 1.2% decrease, totaling just under 2.8M rides for the year so far.

3) On-Time Performance, January/February 2026 – Mr. Joshua Brink

Mr. Brink reported on January and February 2026 On-Time Performance. On-Time Performance (OTP) for January 2026 was 80%, with a goal of 90%. The OTP trend correlates with weather

conditions and detours, notably on the Laker Line and Michigan Street detour. System-wide performance was below target across all routes. On-Time Performance for February 2026 was 88.53% An improvement from January, nearly reaching the goal. Slight decline compared to February 2025 by 2%. No major detours occurred; congestion was the primary factor affecting performance.

Mr. Moore inquired about rider feedback regarding delays. Mr. Brink noted feedback was received, but specific metrics were not available at the time.

Mr. Monoyios explained that a delay of up to 5 minutes is still considered “on time,” as it allows riders to make connections. In some cases, this may be more convenient. Ms. Prato confirmed that customer feedback is actively received.

Mr. Mroz asked about informing customers of route closures. Mr. Prokopy clarified that delay data is based on schedule adherence, however, the data does not explicitly indicate when a bus is not coming, as omitted data reflect delays.

B. Operational Financial/Impacts

1) Summer Service, Event Service – Mr. Nick Monoyios

Mr. Monoyios reported on the Summer Service Schedule and Planning.

Service Periods:

- Winter: January – April
- Spring/Summer: May – August
- Fall: September – December

Mr. Monoyios noted the planning team holds regular sessions with bus operators to gather input and data-driven improvements.

Service Reductions in Summer:

- No GRPS, Secondary, GRCC Shuttle, Bulldog line to Ferris, GVSU, or off-campus shuttles.
- Laker Line reduced to 15-minute intervals from 10-minute intervals.

Detour and Construction Coordination:

- Collaborations with Metro Council & MDOT to manage detours.
- Schedule adjustments are made based on construction impacts.

Extended Evening Service:

- Last weekday pulse currently is at 10:20 p.m.
- Added pulses at 10:50 p.m. and 11:20 p.m. to accommodate event nights (e.g., Amphitheatre events) ending at 11:00 p.m.

Route and Service Changes:

- Route 10 (Special Olympics). Service ends at 68th Street in May due to contract expiration; significant impact on paratransit riders. Communication plans are underway for affected clients.

Route 1000:

- Resumes this summer, running weekends, along Route 12 to Millennium Park.

DASH Change:

- Minor routing tweak for better service on Wealthy, improving on-time performance and customer satisfaction.

Event and Rostering:

Event Planning:

Ms. Austin asked if we are having later service on event night, to which Mr. Monoyios confirmed yes. Ms. Prato added that all events will be rostered with new software, enabling operators to know their extra hours on event days. She also noted it is confirmed where the Van Andel, Amphitheatre, and DeVos events coincide, which will require flexible planning.

Operator Welfare:

Mr. Mroz inquired if bio breaks are factored into schedules to which Mr. Monoyios confirmed yes. He also noted that construction near Route 13's terminus previously provided bathroom access, now it is addressed with planning and the transportation department.

Mr. Mroz inquired whether The Rapid is monitoring private venues like GLC Live due to their proximity to Van Andel, which could impact an additional 800 – 900 people. Mr. Monoyios confirmed that the team is actively monitoring all city activity, noting a growing influence in the entertainment sector. Ms. Prato mentioned that the City of Grand Rapids has discussed some private venues and will follow up with more details.

Mr. Moore asked about the new summer hours and how they are communicated. Mr. Monoyios stated the hours were approved today and will be communicated both internally and externally. Ms. Prato added that the methods include a press release, Facebook updates, Campaign Monitor emails to registered Wave Card users, posting on the website, and posters at the Information Center at Rapid Central Station.

Ms. Austin requested this information be shared at the CAC Advisory meeting as well.

C. Employees

1) Operator Recruitment and Retention – Ms. Lindsay Thomasini & Mr. Steve Schipper

Ms. Thomasini reviewed trends in operator recruitment and retention, focusing on data from 2024 onward, tracking started in 2024 due to system changes.

She discussed hiring patterns, retention rates, and strategies to improve recruitment and retention.

2024 Highlights:

Hired 80 new bus operators. As of March 11, 2026, retention is at 31%. Terminations at 34%, Resignations at 22% and Job abandonment at 12%.

The average employment duration for resignations was 216 days.

Class sizes varied. July 2024 had up to 20 trainees. January 2024 had 12 trainees, and March 2024 only had 1 trainee.

Winter 2024 had no uncovered work; summer and fall saw increased open rosters due to higher service demand.

Mr. Morgan inquired about seasonal fluctuations. Ms. Prato mentioned summer has fewer rosters due to lower service during university vacations. Fall sees increased activity with up to 43 open rosters due to supplemental routes, high school services, and campus shuttles.

Ms. Prato added that terminations stem from attendance violations, or policy violations, with some linked to drug and alcohol tests or DOT violations.

Ms. Thomasini noted some of the resignation codes include healthy/family reasons, dissatisfaction, licensing issues, or career advancement.

2025 Highlights:

39 new bus operators hired: retention rate of 67%. Class sizes ranged from 3-8 new hires per session. Termination reasons included attendance violations, drug/alcohol violations, accidents, licensing issues, and dissatisfaction. Data shows resignations after an average of 84 days.

2026 Outlook:

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

Average of 201 operators so far. 27 conditional offers sent; 10 hired. Some offers were withdrawn due to licensing or other issues; 17 offers ended before employment started, mainly due to DOT certification problems.

Strategies and Tactics:

The Rapid has partnered with West Michigan Works for focus groups to understand perceptions and barriers.

Key Findings:

The role is viewed as meaningful and respected. Concerns around safety and schedules, and an emphasis on benefits like paid CDL training, health benefits, union stability, overtime, and career growth.

Ms. Thomasini noted the development of a 'day in the life' video to attract candidates, and updated advertising to highlight these key points and broaden market research.

Mr. Mroz inquired what the starting salary is, to which Ms. Thomasini confirmed \$25.41/hr. He followed up with a second question does the union help with the candidates who walk away. Ms. Prato noted The Rapid is a second-chance employer, willing to work with applicants disclosing past issues.

Mr. Morgan inquired about the average age of applicants. Ms. Prato noted the average age has shifted from mid-40s to mid-30s.

Mr. Moore asked about ongoing drug testing. Mr. Schipper confirmed ongoing test includes random drug tests and reasonable suspicion assessments, covering over 80% of the workforce annually.

D. Fleet and Facilities

1) Maintenance Break Room Refresh – Mr. Steve Schipper

Mr. Schipper presented slides showing the renovation of the breakroom.

2) Early Childhood Center Update – Ms. Deb Prato

Ms. Prato provided a brief update on the Early Childhood Center at Rapid Central Station. The national team is currently visiting for a tour. The ribbon-cutting ceremony is scheduled for June 8, with Governor Gretchen Whitmer and Congresswoman Hillary Scholten expected to attend.

She also mentioned that Transit Worker Appreciation Day is on March 18, inviting board members to join if their schedules permit. The celebration will feature two food trucks, Two Bones BBQ and Olly's Donuts, and will include an awards ceremony at noon to recognize the Administrative Employee of the Year, Technician of the Year, and Bus Operator of the Year.

4. ADJOURNMENT

This meeting was adjourned at 5:15 p.m.

The next meeting is scheduled for May 19, 2026

Respectfully submitted.



Kris Heald, Board Secretary