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 November 18, 2026 – 4:00 p.m.
Rapid Central Station Conference Room (250 Cesar E Chavez, SW)

AGENDA

		PRESENTER	ACTION
1.	**PUBLIC COMMENT**		
2.	**MINUTES REVIEW – October 28, 2026**	Mayor Carey	Approval
3.	**CEO'S REPORT**	Deb Prato	Information
4.	**ACTION ITEMS**		
	a. Contract with McGraw Construction for RCS Entrance Improvements	Kevin Wisselink	Approval
	b. Title VI Three-Year Plan	Nick Monoyios	Approval
	c. 2027 Board of Directors and Committee Meeting Schedule	Heald/Prato	Approval
5.	**PERFORMANCE REPORTS**		
	a. Paratransit Route Ridership	Deb Prato	Information
	1. October 2026		
	b. Fixed Route Ridership	Tim Roseboom	Information
	1. October 2026		
	c. Finance	Linda Medina	Information
	1. Operating Statement – September 2026		
	2. Professional Development and Travel Report		
	a. September 2026		
	3. Grant Statement		
6.	**INFORMATION**		
	FY25/26 Audit Plan	Linda Medina	Information
7.	**CHAIR'S REPORT**	Mayor Carey	Information
8.	**COMMITTEE MEETING MINUTES not included in packet**		
	a. Finance Committee, November 4, 2026	Mayor Carey	Information
	b. Present Performance & Service Committee, November 10, 2026	Charis Austin	Information
9.	**ADJOURNMENT**		

Next Meeting: December 16, 2026

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 MINUTES

Wednesday, October 28, 2026 – 4:00 p.m.

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

ATTENDANCE:

Board Members Present:

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

Board Members Absent:

Rick Baker, Mayor Favale, Mayor LaGrand, Mayor Maas

Rapid Attendees:

Josh Brink, Steve Clapp, Kris Heald, Jeffrey King, Deron Kippen, Linda Medina, Nick Monoyios, Deb Prato, Andy Prokopy, Tim Roseboom, Steve Schipper, Lindsay Thomasini, Mike Wieringa, Kevin Wisselink

Public Attendees:

Gail Mancewicz (CAC), Devin Norris, Chris Swank (GVSU), James White

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Chairman Mayor Carey called the meeting to order at 4:02 p.m.

1. PUBLIC COMMENT

Mr. Devin Norris, a long-time rider of The Rapid who has developed an extensive understanding of The Rapid's transit network, service patterns, and the transportation needs of the communities it serves. He discussed his comprehensive 25-route overhaul proposal he has submitted to The Rapid's Planning Department as part of a broader transit improvement plan. In addition to this comprehensive proposal, he has also submitted a separate plan addressing improvements to the Silver Line.

2. MINUTES REVIEW – September 23, 2026

Chairman Mayor Carey entertained a motion to approve the meeting minutes from September 23, 2026. Mr. Hoffman motioned to approve, and Mr. Morgan supported it. The motion passed unanimously.

3. CEO'S REPORT

Ms. Prato thanked Mr. Norris for his comments and noted that the planning team is reviewing his suggestions.

Ms. Prato provided several updates since the last meeting:

Transformational Funding:

The State has awarded funding from the $65 million transformational funding initiative that was removed from the budget process last year. The agency received $6 million in capital funding, which will be used to purchase buses. Operating funding will follow in years two and three.

The additional operating funds will help support service needs associated with the events venue and soccer stadium. The amphitheater has presented service challenges, and the addition of the soccer stadium will place further demands on the system. Staff are developing new routes and service plans to better accommodate both venues.

MDOT Project Updates:
The agency participated in its first Local Agency Advisory Committee meeting regarding the MDOT Wealthy Street and US-131 project (131 Project). Ms. Prato expressed appreciation for the opportunity to participate and provide input.
Staff are also monitoring MDOT's US-131 shoulder-widening Planning and Environmental Linkages (PEL) study. Both projects are expected to have approximately 10-year timelines. The studies will examine the relationship between closely spaced US-131 exits and the proposed reconstruction of Wealthy Street, including the options of rebuilding the bridge and/or bringing Wealthy Street to grade. The agency has a particular interest in these improvements because the proposed changes would bisect our Amtrak/employee and childcare parking lot and the consideration of a US-131 shoulder expansion could impact our federal asset at 600 Century Ave.

Paratransit Performance:
A new paratransit report was included in the meeting packet. The report provides daily information on both on-time performance and ridership. Ms. Prato invited board members to provide feedback on the report format and identify any additional information they would like to see.
The agency continues to work with its paratransit contractor to address service delivery challenges. On-time performance remains below expectations, with operator availability identified as the contractor's primary constraint.
Demand increases significantly during peak travel periods. Between 8:00 and 9:00 a.m., ride requests nearly triple. Although on-time performance may begin at approximately 95% at 5:00 a.m., it declines to approximately 50–60% during the morning peak and can take another two hours to recover. A similar increase in demand occurs between 3:00 and 4:00 p.m.
Staff are working with the contractor to explore adjustments to its work-bidding process with the Amalgamated Transit Union (ATU) to improve operator availability during these critical peak periods.

Regional Partnerships and Childcare Initiatives:
Through a city-to-city tour organized by the Chamber of Commerce, staff had the opportunity to visit with a contingency in Grand Rapids from Durham, North Carolina. Discussions focused on the agency's Bus Rapid Transit (BRT) system, as Durham is planning a BRT line for its own transit services. The visit also provided an opportunity to showcase the agency's childcare center and its public spaces for public good. Following this initiative, Calhoun County is working with W.K. Kellogg Foundation to explore incorporating a childcare center into its planned new transit center. While integrating childcare into new construction presents different considerations than incorporating it into an existing facility, the approach may offer a more cost-effective opportunity.

Education and Public Engagement:
The agency has held its kickoff meeting with its education and public engagement firms, SeyferthPR and Truscott Rossman. Both firms are eager to begin work. During the meeting, staff also learned that the firms have been collaborating on the John Ball Zoo and Museum millage campaign and have an established history of effectively working together.

Financial Report:
The financial report included in the meeting packet reflects month-end, quarter-end, and year-end results. Current projections are positive, and the agency is anticipating closing the fiscal year without the need to utilize reserves.

Federal Triennial Review:
Finally, the agency received its final closeout and triennial review report. The federal review examined 23 areas, resulting in two findings related to the Public Transportation Agency Safety Plan (PTASP), which were previously presented to the Board in September.
Both findings have since been corrected, and the agency has received a clean, closed final report.

Mr. Hoffman commended the team for securing the bonus funding from the state. Mr. Hoffman noted the organization's strong reputation ultimately worked in its favor.

Mr. Morgan said you mentioned that the cost would be $6 million in the first year. What would the cost be in the second year?

Ms. Prato said the operating funding in year two is $3.75 million. Ms. Prato stated she believed one factor that made our proposal more attractive was the ability to stagger the funding request into capital and then operating phases.

4. ACTION ITEMS

a. FY 2027 MDOT Grant Application, Mr. Kevin Wisselink

Mr. Wisselink is requesting the board to approve the FY 2027 Michigan Department of Transportation (MDOT) grant application.

Mr. Hoffman noted that $44M does not appear on this form. Mr. Wisselink clarified that this is the capital form and that the $44M represents our local operating funds. We request the full 50% from them; however, as we know, we rarely receive the full 50%.

Chairman Mayor Carey entertained a motion to approve the FY2027 Michigan Department of Transportation (MDOT) Grant Application. Mr. Guy motioned to approve, and Ms. Coffman supported it. The motion passed unanimously.

5. PERFORMANCE REPORTS

a. Paratransit Route Ridership, Ms. Deb Prato
No questions

b. Fixed Route Ridership, Mr. Tim Roseboom
No questions

c. Financial Reports, Ms. Linda Medina
No questions

6. CHAIR'S REPORT

Chairman Mayor Carey yielded the floor.

7. COMMITTEE REPORTS not approved by committee

a. Future Planning & Innovations Committee, Mr. Jack Hoffman

Mr. Hoffman reported that the Planning Committee had met and that he had prepared several notes, which he shared with the Board.

He explained that there appeared to be broad agreement regarding the organization's long-term strategic goals and the importance of maintaining a healthy public transportation system in the urban core, recognizing its significant contribution to the region's economic vitality and cultural well-being.

He also noted that maintaining the system's day-to-day, seasonal, and annual operations requires considerable creativity and ongoing effort, with numerous opportunities for adjustments and improvements.

Much of the discussion focused on the intermediate five- to ten-year planning horizon, particularly as it relates to the proposed millage. There was general agreement that the U.S. transportation system is

likely to experience significant changes over the next five to ten years, although the direction and nature of those changes remain uncertain.

Mr. Hoffman framed the central planning question as determining the best course of action under these circumstances. One approach would be to demonstrate bold new initiatives to build support for a millage increase. Alternatively, the organization could emphasize its existing record and reputation in the community, seeking an increase to maintain financial stability, continue providing essential services during an uncertain period, and remain positioned to take advantage of future opportunities as the transportation landscape becomes clearer.

He also raised the question of whether the Board would benefit from additional information or further discussion before making a decision on the millage issue.

Mr. Hoffman stated that he was personally comfortable moving forward based on the organization's existing record. Having participated in and supported the decisions made to date, he expressed confidence in the organization's accomplishments and indicated that his preference would be to build the millage request around that record rather than pursue additional initiatives solely to demonstrate change. He acknowledged, however, that other Board members, particularly newer members, might want additional discussion before reaching a decision.

Mr. Hoffman concluded by noting that the Planning Committee would continue its discussions and had not developed a formal recommendation. His intent was simply to provide the Board with an overview of the committee's conversation and the perspectives that had emerged.

Chairman Mayor Carey stated that he had spoken with Mayor LaGrand and Mayor Favale prior to today's meeting. Both expressed an interest in participating in what will likely be an ongoing, in-depth discussion regarding strategy, millage, and the overall direction moving forward. He noted that Mr. Guy had raised some questions and that the mayors had also expressed a desire to be included in these discussions. Chairman Mayor Carey emphasized the importance of setting aside time at future meetings to ensure the mayors have an opportunity to participate in these conversations. He then asked if there was any other business to discuss.

Mr. Guy appreciated the presentation from the City of Grand Rapids Mobile GR team, which highlighted some of the community outreach efforts they have conducted while considering budgetary and fiscal decisions related to the city's parking system.

He further stated the feedback was informative and, perhaps not surprisingly, reflecting strong interest from Grand Rapids residents in more frequent service and additional transit options. He also expressed appreciation for the collaboration between The Rapid and the City of Grand Rapids in addressing these topics and gathering community input.

Mr. Morgan reviewed the meeting minutes regarding Mr. Devin Norris's public comments about the proposed fare redesign, which included reducing the current rate from $1.75 to $1.50, with further discussion about potentially lowering it to $1.00.

The proposal was presented as a potential cost-saving measure; however, the notes did not outline specific steps or provide an overall evaluation of how the proposed reduction would affect the organization financially.

Was there a conclusion or any direction established following Mr. Norris's presentation? Specifically, how would reducing the current fare affect our ability to generate the necessary revenue, meet our funding goals, and sustain operations? Has there been any further analysis of the potential financial impact of lowering the fare?

Ms. Prato stated that this analysis was conducted during the budget process two years ago and was not revisited at this past July's board budget discussions. At that time, we discussed eliminating free transfers and implementing a flat $1 fare. However, those changes would not significantly reduce the

budget deficit. Many riders rely on the current generous transfer window, which allows them to make multiple trips while paying only the initial $1.75 fare.

She added that the analysis could be revisited as we review Mr. Norris' proposed financial and efficiency solutions. However, fare price elasticity is always a concern, and fares alone would not close the budget gap and could negatively affect families and have a potential impact on ridership.

Chairman Mayor Carey requested that Ms. Heald include the date of the next scheduled Board meeting on future meeting agendas.

8. ADJOURNMENT

The meeting was adjourned at 4:23 p.m.
The next meeting is scheduled for November 18, 2026

Respectfully submitted,



Kris Heald, Board Secretary

Date: November 18, 2026

To: ITP Board of Directors

From: Kevin Wisselink, Director of Procurement and Capital Planning
Deron Kippen, Director of Facilities

Subject: PROJECT 2026-03: RAPID CENTRAL STATION ENTRANCE IMPROVEMENTS CONTRACTOR

ACTION REQUESTED

Authorization is requested by the ITP Board to enter into a contract with McGraw Construction in the amount of $231,470 plus a 15% contingency of $34,721, for a total project cost of $266,191, for entrance improvements for the Rapid Central Station.

BACKGROUND

The ITP Rapid Central Station building at 250 Ceasar E. Charvez Ave SW has been utilized by ITP for 24 years as the central transit station for ITP and as the intercity bus depot. The building has seen significant use over that time, including the main entrances, located on the west and east sides of the building. The doors in both areas are in need of replacement, as the flooring in the entrance vestibules. Therefore, this project was included in an early Capital Improvement Plan and now sent out for bid.

PROCUREMENT

Tower Pinkster prepared a bid packet for this project. The Procurement was planned as an Invitation for Bid (IFB) since the specification was well defined and two or more bidders were willing to compete. Therefore, the selection of the successful bidder can be made principally on the basis of price to the low responsive and responsible bidder. The IFB was advertised on the Grand Rapids Builder's Exchange website, sent to MITN website, and The Rapid's website. All bids were posted on BidNet (MITN) website.

Three (3) responsive bids were received as follows:

Company	Bid
McGraw Construction	$231,470
Freedom Construction	$303,560
Quest Design Build	$320,600

ITP has recent experience with McGraw Construction through the Rapid Facilities Maintenance Center Project where McGraw performed well throughout that project. ITP and Tower Pinkster staff met with McGraw for a post bid interview to ensure McGraw understands the project specifications and can successfully complete this project. Therefore, their bid is being recommended to the ITP Board as the low responsible bidder for this project.

Work is slated to begin in the spring of 2027.

FUNDING

The project is being funded using federal and state funds. There are no local funds involved in this project.

INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 111826-1

Fiscal Year: 2026-2027

Moved and supported to adopt the following resolution:

Approval to enter a contract with McGraw Construction in the amount of $231,470 plus a 15% contingency of $34,721, for a total project cost of $266,191, for entrance improvements for the Rapid Central Station.

BE IT RESOLVED that the ITP CEO is hereby authorized to execute a with McGraw Construction in the amount of $231,470 plus a 15% contingency of $34,721, for a total project cost of $266,191, for entrance improvements for the Rapid Central Station in accordance with the information presented to the ITP Board on November 18, 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

Date: November 18, 2026

To: ITP Board of Directors

From: Tim Roseboom – Senior Planner

Subject: 2026 TITLE VI PROGRAM UPDATE

ACTION REQUESTED

Staff is requesting the Board to approve The Rapid's submission of its November 2026 update to its Title VI Program documentation for Federal Transit Administration (FTA) approval.

BACKGROUND

All Federal Transit Administration (FTA) recipients are required under Title VI of the Civil Rights Act of 1964 to have a Title VI program. The program plan document outlines how The Rapid ensures that it equitably provides its public transportation services and avoids discrimination based on race and income levels. Further, the document includes a demographic and equity analyses of The Rapid's service area population and service provision, a plan detailing The Rapid's Limited English Proficiency (LEP) outreach plan, and a review of any Title VI activities (i.e., Disparate Impact and Disproportionate Burden (DIDB) analyses, etc.) and complaints.

All federal grantees must include the following information in their Title VI Program:

- A signed policy statement assuring compliance with Title VI of the Civil Rights Act of 1964.

- A public notification process for a triggering event:
  - A copy of the agency's public notice that it complies with Title VI and the procedures the public may follow to file a discrimination complaint.
  - A summary of public outreach and involvement activities undertaken to assure that minority persons had meaningful access to the activity and/or services provided by your agency or organization.

- A complaint process.

- An analysis and implementation plan to assure meaningful access to services by people with LEP:
  - The LEP Analysis should include:
    - The nature and importance of service provided by or agency or organization;
    - The number and proportion of LEP persons in the service area;
    - The frequency of contact with LEP persons and the service provided;

        - The costs and availability of resources that could assure meaningful access to services by LEP persons.

- A LEP Implementation Plan:
    - Identifying LEP persons in the service area who need language assistance;
    - Language assistance measures that are feasible for the agency or organization given the resources available;
    - Train staff;
    - Provide notice to LEP population of any and all measures that might change and/or improve access to services;
    - Monitor progress and update plan on a regular basis.

- The Program updates must include a list of Title VI complaints, lawsuits, audits, reviews, etc. that are currently active and/or have occurred in the past 3 years

- The FTA mandates that The Rapid's Title VI Program is updated every three (3) years, no later than 30-days prior to the Title VI Program expiration and approved by the Board of Directors. The previous update was submitted to the FTA in December 2023 with an amendment adopted by the Board and delivered to the FTA in January 2024. The current Title VI Program remains effective until January 31, 2027.

Notable updates to the program are summarized as follows:

- *Four-Factor Analysis* – in this section, a comprehensive overview of The Rapid's latest outreach techniques and methods with Limited English Proficiency (LEP) populations was provided.
- *Limited English Proficiency Plan* – The plan provided a framework for monitoring LEP outreach, set forth measures to improve LEP outreach practices and employee training for LEP interactions, and created a process to reevaluate and update the plan as needed.
- *Monitoring* – demographic data and service performance standards (contained in sections five and six of the amended plan) were updated with current information to demonstrated continued compliance.

This approval certifies the program for three (3) years. Once approved by the Rapid Board and Federal Transit Administration, this plan will be effective from January 2027 through January 2030.

INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 111826-2

Fiscal Year: 2026-2027

Moved and supported to adopt the following resolution:

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

BE IT RESOLVED that the ITP Board hereby approves The Rapid's updated 2026 Title VI Program documentation as required by the Federal Transit Administration, in accordance with the information presented to the Board on November 18, 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



2026 TITLE VI PROGRAM UPDATE

FOR THE

FEDERAL TRANSIT ADMINISTRATION

Revised November 2026

Contact: Tim Roseboom
Senior Planner
The Rapid (Interurban Transit Partnership)
Email: troseboom@ridetherapid.org
Phone: (616) 774-1159

[insert adoption resolution]

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SECTION I. INTRODUCTION

The Federal Transit Administration (FTA) requires that all direct and primary recipients document their compliance with the Department of Transportation's (DOT) Title VI regulations by submitting a Title VI Program once every three years. This document provides the 2026 Title VI Program Update for the Interurban Transit Partnership (ITP, dba "The Rapid).

The FTA Circular C 4702.1B provides requirements and guidelines for FTA recipients. This Update was prepared in accordance with the requirements of the Circular.

Title VI of the Civil Rights Act of 1964 ensures 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 benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." The Rapid is fully committed to the Title VI Assurance policies set forth by the Department of Transportation. These objectives work to ensure that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin. It is critical for The Rapid to maintain compliance with FTA Title VI policies to qualify for Federal funding.

The Interurban Transit Partnership (ITP), known as The Rapid, is the public transportation provider for the metropolitan Grand Rapids region. It is organized and operates under Michigan Public Act 196 of 1986. The activities of The Rapid are overseen by a 15-member board of directors that represents the six municipalities in The Rapid's service area: East Grand Rapids, Grand Rapids, Grandville, Kentwood, Walker, and Wyoming. The ITP board is comprised of individuals who are selected to serve as a member of the board as recommended by each city's mayor and approved through their respective city council process in each of the six cities.

SECTION II. DATA COLLECTION AND REPORTING REQUIREMENTS

A. Civil Rights Complaints

There are no active investigations, complaints, or 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.

The Rapid received two Title VI complaints during the reporting period:

- MDCR Case #662732
- MDCR Case #655956.

B. Pending Grant Applications

A Low/No Emissions Grant application has been submitted to the FTA in Summer 2026 for the purchase of twelve 40-foot CNG fixed route buses.

C. Civil Rights Compliance Reviews

The FTA conducted a Triennial Review of The Rapid in August 2026 and found the agency is in compliance with all Title VI provisions.

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 2023 Title VI report was submitted to the FTA in December 2023 after board adoption in October 2023. The 2026 Title VI report, due to the FTA on December 1, 2026, will be valid (upon approval) from January 31, 2027 to January 31, 2030.

F. Construction Projects

The Rapid has initiated one construction project since 2023:

- **Renovation of Rapid Operations Center** *(333 Wealthy St SW)*: The project consists of rehabilitation of an existing facility at its current location. No new facility siting decision was made and no alternative sites were evaluated.

SECTION III. 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 website, is displayed at our Information Center, in the schedule book, and on all Rapid buses:

Notification of Non-Discrimination

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. 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 Rapid
- A statement of the complaint, including specific details, relevant facts and documentation.

Please fill out the Title VI Form and submit by mail or email to The Rapid as instructed on form.

Title VI Form:

Title-VI-Form.pdf (123.45 KB)

To request additional information about The Rapid's Title VI obligations, please contact our Title VI Coordinator by mail or email:

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

Email: titlevi@ridetherapid.org

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 Non-Discrimination*, 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 timeline for achieving compliance; a written assurance that the agency will implement the accepted corrective action in the manner discussed in the plan; and documentation that the board of director has approved the Remedial 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 C4702.1B.*

C. Sub-Recipients and Title VI Monitoring

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

SECTION IV. LANGUAGE ASSISTANCE PLAN 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.

For monitoring purposes, the Language Assistance Plan (LAP) as included in this section is reviewed and updated every three years concurrently with the update to the larger Title VI Program Update. The LAP is reviewed for compliance with updated FTA rules and guidelines, to mirror internal Rapid policies and procedures and to consider effectiveness of strategies.

A. Four Factor Analysis

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 approximately 5,400 limited English-speaking households in the Grand Rapids area, or 2.2% of all households. Given the metro region's recent history of 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. Of these limited English-speaking households, Spanish-speaking households comprise over half (59.8%) of LEP 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 have a majority-Spanish speaking population, including Southwest Grand Rapids near Grandville and Clyde Park avenues. The Table 1 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 (2024)

	Grand Rapids Urban Area	
	Households	**Percent**
Total Population	241,301	100.0%
English only	207,310	85.9%
Spanish:	19,450	8.1%
Limited English-speaking household	3,239	1.3%
Not a limited English-speaking household	16,211	6.7%
French, Haitian, or Cajun:	627	0.3%
Limited English-speaking household	0	0.0%
Not a limited English-speaking household	627	0.3%
German or other West Germanic languages:	1,234	0.5%
Limited English-speaking household	132	0.1%
Not a limited English-speaking household	1,102	0.5%
Russian, Polish, or other Slavic languages:	1,622	0.7%
Limited English-speaking household	64	0.0%
Not a limited English-speaking household	1,558	0.6%
Other Indo-European languages:	1,477	0.6%
Limited English-speaking household	68	0.0%
Not a limited English-speaking household	1,409	0.6%
Korean:	562	0.2%
Limited English-speaking household	44	0.0%
Not a limited English-speaking household	518	0.2%
Chinese (incl. Mandarin, Cantonese):	1,362	0.6%
Limited English-speaking household	204	0.1%
Not a limited English-speaking household	1,158	0.5%
Vietnamese:	1,352	0.6%
Limited English-speaking household	118	0.0%
Not a limited English-speaking household	1,234	0.5%
Tagalog (incl. Filipino):	390	0.2%
Limited English-speaking household	0	0.0%
Not a limited English-speaking household	390	0.2%
Other Asian and Pacific Island languages:	2,069	0.9%
Limited English-speaking household	111	0.0%
Not a limited English-speaking household	1,958	0.8%
Arabic:	576	0.2%
Limited English-speaking household	81	0.0%
Not a limited English-speaking household	495	0.2%
Other and unspecified languages:	3,270	1.4%
Limited English-speaking household	1,352	0.6%
Not a limited English-speaking household	1,918	0.8%
Total non-English-speaking households	33,991	14.1%
Limited English-speaking household	5,413	2.2%
Not a limited English-speaking household	28,578	11.8%

Source: 2024 American Community Survey 1-Year Estimates (Table B16002)

Overall, the LEP community comprises 14.1% of our service area population, with Spanish-speakers accounting for 8.1% of the overall service area population. All other language groups represent less than 1% within the service area.

Available data from the 2024 American Community Survey (see Table 2) indicates the number of people and households with LEP has increased slightly since 2021.

Table 2 - Summary of LEP population among The Rapid's Charter Member Communities (2024)

	E. Grand Rapids	Grand Rapids	Grandville	Kentwood	Walker	Wyoming
Population 5 years and over	10,567	185,986	15,366	51,584	23,978	72,400
Speak only English	95.8%	83.6%	95.1%	75.2%	92.6%	76.7%
Speak a language other than English	4.2%	16.4%	4.9%	24.8%	7.4%	23.3%
Spanish or Spanish Creole	2.1%	10.9%	2.0%	5.2%	2.3%	19.0%
Other Indo-European languages	1.4%	1.9%	2.0%	7.0%	2.0%	0.9%
Asian and Pacific Island languages	0.3%	1.7%	1.0%	6.9%	2.3%	1.3%
Other languages	0.2%	1.9%	0.1%	5.6%	0.9%	2.1%

Source: 2024 American Community Survey 5-Year Estimates (Table S1601)

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 encountering 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. Language Line is available for all callers to The Rapid, and is used primarily by our Paratransit, ADA, and Mobility Services department and the Information Center line.

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

The Rapid provides two 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
- Challenges using smartphone apps to schedule on-demand microtransit 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 LEP 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. Language Line is a contracted on-demand interpretation service. Special Services and call center staff are trained to utilize Language Line service. When newly-hired employees in the call center are brought on, they are given instructions of how and when to use the Language Line service. A copy of The Rapid's training manual for Language Line is included in Appendix 10. Usage of the Language Line service is evaluated by the Paratransit, ADA, and Mobility Services Department on an on-going basis to monitor and evaluate effectiveness of the service. The Rapid also offers correspondence using Google Translate as needed. All documents available on The Rapid's website and schedules may be translated to multiple languages using built-in browser settings. These documents include timetables, planning documents, Title VI notices, etc. Further, all physical Title VI notifications are posted in English and Spanish.

The Rapid staffs a travel training team and offers "Bus 101" trainings and familiarizations as requested by agencies and schools working with LEP populations. Clinica Santa Maria (Trinity Health) social workers and outreach personnel assist with providing information and resources. Additionally, The Hispanic Center of West Michigan offers resources including a 'train the trainer' familiarization trip and provides contracted translation services.

Our Travel Training staff also have an ongoing relationship with the Kent Intermediate School District's (KISD) two locations in Grand Rapids northeast end and in the city of Wyoming to the southwest of Grand Rapids. 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. The Travel Training team trains staff at KISD ESL programs to facilitate assistance to enrollees on how to utilize available public transit services.

Further, our Travel Training staff coordinates with a local immigrant refugee resettlement agency, Bethany Christian Services, to disseminate rider information to recently resettled refugees. Bethany Christian Services provides referrals of disabled individuals who have recently arrived in the Grand Rapids area to our Travel Training staff. The Travel Training staff also train assigned caseworkers so that they can help their clients use our transit services. Staff has also provided similar training to caseworkers at Samaritas as one of the largest refugee resettlement agencies in Michigan providing new Americans with assistance using public transportation services. Finally, Bethany Christian Services is a partner organization (e-fare program) has access to a portal to manage electronic fare media cards (Wave cards) for its families.

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 is also available.

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.

ITP translates all important written service-impacting communications and available in both English and Spanish, and (examples include public hearing announcements, on-bus rules and conduct, and more). Additionally, The Rapid's staff prioritizes adding Spanish to new external facing campaigns and increasing ad buys with media outlets that have a primarily Spanish speaking audience. The schedule book has been digitally produced in Spanish. will take special requests to translate any documents into Spanish that are currently only available in English.

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.

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. ITP budgets annually for the Language Line and translation services. Our Travel Trainer (Cari Dennany) is the main coordinator of our various transit orientation programs. Her staff time contributes to

the cost of providing LEP services (in addition to the allocated funds discussed earlier in this section).

B. LEP Plan

Identifying LEP Individuals Who Need Language Assistance

The Rapid is committed to ensuring specific individuals' language needs are appropriately addressed. We commit to:

- Continuing to keep records of persons with whom we come into contact who need language assistance, and
- Continuing to proactively seek information from public and private agencies about their experience with people with limited English proficiency.

Language Assistance Measures

The Rapid's selection of the following procedures is based on the relatively low need for language service and the limited resources available for this purpose:

- Provide enhanced language translation capabilities on The Rapid's website at ridetherapid.org.
- Provide free access to the Transit app to give individuals the opportunity to view all Rapid schedule information in the language of their preference,
- Provide information on the official website on options for where and how individuals can obtain language assistance,
- Distribute flyers in Spanish containing need-to-know information, such as fare payment options and all service-impacting messages (further, any flyer that has not already been translated can be translated upon request), and
- Implement phone interpreter service recommendations such as Language Line opportunities.

Employee Training

- Staff is directed to utilize smartphone-based translation services when encountering LEP individuals. Some frontline staff are able to speak Spanish. Further, The Rapid is committed to developing training curricula on providing assistance to persons with limited English proficiency in the future.

Current Practices and Future LEP Activities

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.

Monitoring and Updating the LEP Plan

The action steps discussed above are designed to produce increased assistance for LEP persons and continuous feedback on the frequency of contact with LEP persons both within The Rapid and from external agencies. This feedback will be used to determine if there is a significant change in the frequency of contact or a significant increase in contact with specific language groups within the service area. This information will be used to evaluate changes to The Rapid information and service accessibility for LEP persons and determine if additional resources are required.

The Rapid will continue to use develop language assistance refresher training for operators and information specialists to keep monitoring customer experience for LEP persons.

If notable changes occur throughout the life of this plan, The Rapid will perform an evaluation and determine if the plan needs to be updated. Absent any noticeable change, The Rapid will perform a review of existing policies and practices and make any necessary changes with the next Title VI update.

SECTION V. 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, demand-response services such as GO!Bus and P.A.S.S. (Passenger Adaptive Suburban Services) are offered. The six cities forming the ITP comprise the majority of its service area, including route extensions into the townships of Alpine, Byron, Gaines, and Plainfield. 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 Plainfield (Kent County).

B. Minority and Poverty Population by Route

Table 3 illustrates total population, minority population, and population in poverty by route within a quarter-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 15% or more of the local population is at or below the federal poverty threshold. The primary exceptions to this are the three fixed routes which exclusively operate in industrial zones, Route 27 Airport Industrial, Route 33 Walker Industrial, and Route 34 Northridge. Also, Route 28 operates along a regional arterial corridor where adjacent land uses are virtually all commercial. Several routes, including routes 1, 2, 3, 4, 8, 10, and Silver Line provide service to areas where more than half of the local population is non-white.

Table 3 – Minority and Poverty Populations within a Quarter-Mile of Stops by Route

Route	Population Served	Population in Poverty	Percent in Poverty	Minority Population	Percent Minority
Silver Line	13,637	3,937	28.9%	7,439	53.9%
Route 1 Division / Madison	22,914	5,232	22.8%	13,170	57.0%
Route 2 Kalamazoo	29,212	5,953	20.4%	16,659	56.4%
Route 3 Wyoming / Rivertown	21,775	3,837	17.6%	12,293	55.6%
Route 4 Eastern	32,430	5,788	17.8%	17,531	53.7%
Route 5 Wealthy / Woodland	25,089	3,703	14.8%	9,064	35.7%
Route 6 Eastown / Woodland	22,496	3,064	13.6%	5,293	22.6%
Route 7 West Leonard	16,934	3,067	18.1%	5,042	29.5%
Route 8 Prairie / Rivertown	21,016	4,049	19.3%	10,996	51.7%
Route 9 Alpine	16,413	3,297	20.1%	6,197	37.7%
Route 10 Clyde Park	20,047	3,564	17.8%	12,457	61.1%
Route 11 Plainfield	15,103	2,709	17.9%	5,087	33.5%
Route 12 Westside	12,693	2,713	21.4%	4,135	32.3%
Route 13 Michigan / Fuller	16,828	3,178	18.9%	6,037	34.2%
Route 14 East Fulton	13,286	2,743	20.6%	4,220	28.8%
Route 15 East Leonard	15,171	3,673	24.2%	5,199	34.0%
Route 24 Burton	30,060	4,392	14.6%	14,984	48.2%
Route 27 Airport Industrial	3,091	212	6.9%	1,214	38.5%
Route 28 West 28th	16,664	1,853	11.1%	6,858	40.6%
Route 33 Walker Industrial*	2,293	168	7.3%	422	18.4%
Route 34 Northridge*	2,264	222	9.8%	504	22.1%
Route 44 44th Street	20,852	2,261	10.8%	9,414	44.6%
System Total	**390,268**	**69,615**	**17.8%**	**174,218**	**43.8%**

Source: 2024 American Community Survey 5-Year Estimates (Table C17002 using Census Block Groups).
** without downtown block groups – express routes*

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 Frequency
Silver Line	28.9%	53.9%	439,494	10.3%	15 mins
Route 1 Division / Madison	22.8%	57.0%	255,358	6.0%	30 mins
Route 2 Kalamazoo	20.4%	56.4%	398,306	9.3%	15 mins
Route 3 Wyoming / Rivertown	17.6%	55.6%	117,636	2.8%	30 mins
Route 4 Eastern	17.8%	53.7%	366,548	8.6%	15 mins
Route 5 Wealthy / Woodland	14.8%	35.7%	176,828	4.1%	30 mins
Route 6 Eastown / Woodland	13.6%	22.6%	217,196	5.1%	30 mins
Route 7 West Leonard	18.1%	29.5%	134,687	3.1%	30 mins
Route 8 Prairie / Rivertown	19.3%	51.7%	133,082	3.1%	45 mins
Route 9 Alpine	20.1%	37.7%	419,552	9.8%	15 mins
Route 10 Clyde Park	17.8%	61.1%	182,762	4.3%	30 mins
Route 11 Plainfield	17.9%	33.5%	234,685	5.5%	15 mins
Route 12 Westside	21.4%	32.3%	153,587	3.6%	30 mins
Route 13 Michigan/Fuller	18.9%	34.2%	128,932	3.0%	30 mins
Route 14 East Fulton	20.6%	28.8%	81,726	1.9%	60 mins
Route 15 East Leonard	24.2%	34.0%	216,729	5.1%	30 mins
Route 24 Burton	14.6%	48.2%	107,536	2.5%	30 mins
Route 27 Airport Industrial	6.9%	38.5%	39,047	0.9%	30 mins
Route 28 West 28th	11.1%	40.6%	201,895	4.7%	30 mins
Route 33 Walker Industrial*	7.3%	18.4%	22,615	0.5%	60 mins
Route 34 Northridge*	9.8%	22.1%	10,915	0.3%	30 mins
Route 44 44th Street	10.8%	44.6%	237,032	5.5%	30 mins
System Total	**17.8%**	**43.8%**	**4,277,150**	**100.0**	

Source: 2024 American Community Survey 5-Year Estimates; Rapid FY 26 Ridership Data
** without downtown block groups – express routes*

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 – 7:30 pm) on weekdays via Silver Line and 30-minute all day service on Route 1 with a total of 11 vehicles serving the corridor throughout the day. Silver Line serves a population that is 28.9% poverty and 53.9% minority within a quarter mile of stops along its route, the highest in the system. Route 10 Clyde Park is one notable exception; however, coupled with Route 3, the majority of the high minority and low-income populations along the alignment (primarily the Grandville Avenue/Cesar Chavez corridor) receive 15-minute all day service on weekdays. Route 2 Kalamazoo also serves high minority/low income populations with 15-minute all day service (6am – 6pm) on weekdays.

SECTION VI. SERVICE STANDARDS AND POLICIES

A. Vehicle Load Factor

Vehicle load factor for The Rapid route system is monitored on an ongoing basis. The method used to monitor this activity includes automatic passenger counters (APCs), analysis of ridership data, and use of driver feedback.

In the case where overcrowding consistently occurs on a particular route, The Rapid examines frequency improvements, schedule changes, or vehicle assignments, and considers the most effective strategy to address overcrowding. 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 when ridership levels and, correspondingly, load factors are greatest.

Table 5 – Vehicle Load Factor

Route	Peak Hour	Peak Frequency	Peak Hour Vehicles	Capacity	Ridership at Peak Hour	Load Factor
Silver Line	3:00-3:59 pm	15	7	280	133	0.47
Route 1 Division / Madison	3:00-3:59 pm	30	5	200	93	0.47
Route 2 Kalamazoo	3:00-3:59 pm	15	7	280	52	0.19
Route 3 Wyoming / Rivertown	3:00-3:59 pm	30	3	120	18	0.15
Route 4 Eastern	3:00-3:59 pm	15	7	280	103	0.37
Route 5 Wealthy / Woodland	3:00-3:59 pm	30	4	160	43	0.27
Route 6 Eastown / Woodland	3:00-3:59 pm	30	4	160	39	0.24
Route 7 West Leonard	3:00-3:59 pm	30	3	120	66	0.55
Route 8 Prairie / Rivertown	3:00-3:59 pm	45	3	120	37	0.31
Route 9 Alpine	3:00-3:59 pm	15	5	200	133	0.67
Route 10 Clyde Park	3:00-3:59 pm	30	3	120	65	0.54
Route 11 Plainfield	3:00-3:59 pm	15	5	200	111	0.56
Route 12 West Fulton	7:00-7:59 am	30	3	120	65	0.54
Route 13 Michigan / Fuller	3:00-3:59 pm	30	3	120	62	0.52
Route 14 East Fulton	3:00-3:59 pm	60	2	80	25	0.31
Route 15 East Leonard	3:00-3:59 pm	30	3	120	84	0.70
Route 24 Burton	3:00-3:59 pm	30	4	160	53	0.33
Route 27 Airport Industrial	3:00-3:59 pm	30	2	80	28	0.35
Route 28 West 28th	3:00-3:59 pm	30	3	120	61	0.51
Route 33 Walker Industrial	6:00-6:59 am	30	2	80	15	0.19
Route 34 Northridge	3:00-3:59 pm	60	2	80	12	0.15
Route 44 44th Street	3:00-3:59 pm	30	4	160	84	0.52
				3,360	**1,379**	**0.41**

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. Since 2021, issues of full buses or overcrowding are very rare. There have been no regular instances of a route exceeding a 1.0 load factor since the last Title VI plan was approved by the FTA in 2024.

B. Vehicle Headways

As of October 2026, five routes provide 15-minute service or greater during weekday peak (6 am – 6 pm) hours. These routes are the Silver Line, Route 2 Kalamazoo, Route 4 Eastern, Route 9 Alpine, and Route 11 Plainfield. The rest of the system operates every 30 minutes during weekday service, with the exception of Route 8 Prairie at 45 minutes Route 14 East Fulton at 60 minutes. Table 6 illustrates vehicle headways by route.

Table 6 – Vehicle Headways by Route and Time

Route	Weekday AM/PM Peak	Weekday Midday	Weekday Evening	Saturday Morning	Saturday Midday	Saturday Evening	Sunday
Silver Line	15	15	30	30	30	30	30
Route 1 Division / Madison	30	30	60	30	30	30	30
Route 2 Kalamazoo	15	15	30	60	30	60	30
Route 3 Wyoming / Rivertown	30	30	60	60	60	60	60
Route 4 Eastern	15	15	30	60	30	60	60
Route 5 Wealthy / Woodland	30	30	60	60	60	60	
Route 6 Eastown / Woodland	30	30	30	60	30	60	60
Route 7 West Leonard	30	30	60	60	60	60	60
Route 8 Prairie / Rivertown	45	45	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	15	15	30	60	30	60	60
Route 12 Westside	30	30	60	60	60	60	60
Route 13 Michigan / Fuller	30	30	60	60	60	60	
Route 14 East Fulton	60	60	60	60	60	60	
Route 15 East Leonard	30	30	60	60	60	60	60
Route 24 Burton	30	60	60	60	60	60	
Route 27 Woodland / Airport	30	60	60				
Route 28 West 28th	30	30	30	60	30	60	60
Route 33 Walker Industrial	30	60	60				
Route 34 Northridge	60						
Route 44 44th Street	30	30	60	60	60	60	60

Note:

Weekday AM/PM: 6:15 AM - 8:45 AM and 3:15 PM – 5:30 PM
Weekday Midday: 8:45 AM – 3:15 PM
Weekday Evening: 5:30 PM – 10:30 PM
Saturday Morning: 6:00 AM - 9:30 AM
Saturday Midday: 9:30 AM - 5:00 PM
Saturday Evening: 5:00 PM - 10:00 PM
Sunday: 7:00 AM - 7:00 PM

C. On-Time Performance

The Rapid maintains a standard of 90.0% on-time for the fixed-routes system which is measured on an ongoing basis and reported on a monthly basis. The standard is based on real-time vehicle information from all its fixed route buses 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 less than one (1) minute early. Table 7 illustrates the on-time performance by month since October 2023.

Table 7 – Fixed-Route On-Time Performance Summary

Month	Fiscal Year	On-Time Performance
October 2023	FY 2024	84.3%
November 2023	FY 2024	87.1%
December 2023	FY 2024	88.0%
January 2024	FY 2024	82.0%
February 2024	FY 2024	84.6%
March 2024	FY 2024	86.3%
April 2024	FY 2024	83.0%
May 2024	FY 2024	78.3%
June 2024	FY 2024	83.0%
July 2024	FY 2024	81.8%
August 2024	FY 2024	84.0%
September 2024	FY 2024	82%
October 2024	FY 2025	84.41%
November 2024	FY 2025	84.21%
December 2024	FY 2025	85.31%
January 2025	FY 2025	87.34%
February 2025	FY 2025	90.58%
March 2025	FY 2025	89.55%
April 2025	FY 2025	86.60%
May 2025	FY 2025	79.57%
June 2025	FY 2025	79.57%
July 2025	FY 2025	84.59%
August 2025	FY 2025	82.31%
September 2025	FY 2025	81.21%
October 2025	FY 2026	82.90%
November 2025	FY 2026	86.83%
December 2025	FY2026	84.30%
January 2026	FY 2026	80.31%
February 2026	FY 2026	88.53%
March 2026	FY 2026	90.58%

April 2026	FY 2026	88.36%
May 2026	FY 2026	84.03%
June 2026	FY 2026	84.65%
July 2026	FY 2026	85.85%
August 2026	FY 2026	80.58%
	Average	**84.47%**

D. Distribution of Transit Amenities

Passenger shelters are generally located at stops that demonstrate at least forty boardings per operating day, road construction and development projects, and major trip generators. 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 over 1,500 bus stops. In addition, all the stops in the system contain information panels that illustrate route information. Furthermore, The Rapid has installed 322 benches and 229 shelters (as of October 2026) 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.

E. Service Availability

The Rapid's accessibility standards for the general public is for the person to travel no more than 2,000 feet (approximately a five-minute walk) to get to the nearest bus stop. In addition, all 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 qualify as senior and/or disabled (as defined by the Americans With Disabilities Act). The Rapid also offers its P.A.S.S. service, which is a demand response service available to anyone living in The Rapid's six-city service area. The P.A.S.S. service is available to destinations more than 1/3rd 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. The general public is eligible for P.A.S.S. but must register and schedule the trip by 4:30 PM the day prior.

F. Vehicle Assignment

The Rapid has a fixed-route fleet size of 144 wheelchair-accessible buses. All The Rapid's regular fixed route buses are forty feet in length and can seat approximately 40 people. The Rapid also operates the City of Grand Rapids' Downtown Area Shuttle (DASH) which is operated with 29 and 35-foot vehicles. DASH vehicles can seat between 30-35 passengers. Buses are predominately assigned based at random except for specific buses allocated to bus rapid transit (BRT) routes (i.e., Silver Line and Laker Line), and one vehicle dedicated for long-distance highway travel between Grand Rapids and Big Rapids contracted with Ferris State University (Bulldog Line -

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). Table 8 details The Rapid's fleet as of September 2026.

Table 8 – Vehicle Inventory

Number in Fleet	Length	Year Manufactured	Company	Model	Fuel	Notes
2	40'	2012	GILLIG	LOW FLOOR	DIESEL	
1	40'	2013	GILLIG	LOW FLOOR	DIESEL	
10	40'	2014	GILLIG	BRT PLUS	HYBRID-DIESEL	SILVER LINE
1	40'	2016	GILLIG	LOW FLOOR	CNG	
27	40'	2017	GILLIG	LOW FLOOR	CNG	
5	35'	2017	GILLIG	LOW FLOOR	CNG	DASH
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
15	40'	2021	GILLIG	LOW FLOOR	CNG	
2	40'	2023	GILLIG	LOW FLOOR	CNG	
1	60'	2023	NEW FLYER	XN60	CNG	LAKER LINE
10	40'	2024	GILLIG	LOW FLOOR	CNG	

G. Transit Security

The Rapid utilizes various tools to maximize transit security and the safety of passengers. The Rapid employs a full-time Director of Security, one full-time Transit Enforcement Supervisor, and 15 full-time Transit Enforcement Officers. The Rapid has 24-hour physical security at its Rapid Central Station facility. Furthermore, Central Station is equipped with video surveillance and all buses are equipped with video and audio surveillance. Transit 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 VII. 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 tools are monthly ridership and productivity reports, monthly on-time performance reports, and Geographic Information Systems (GIS) technology.

A Ridership Memo is presented to The Rapid Board each month. This memo provides total ridership, average ridership, and farebox recovery data. Rapid staff continuously retrieves and records various performance measures including passengers per mile, passengers per hour, and cost per passenger for the National Transit Database (NTD) measures. Performance data is posted on The Rapid's website and therefore available to the public.

On-Time Performance reports are prepared for The Rapid's Present Performance & Service Committee on a monthly basis. These reports present on-time performance for each route across the fixed route system. As discussed earlier in this document, The Rapid defines on-time as five (5) minutes late to one (1) minute early. The on-time performance reports utilize The Rapid's CAD/AVL (computer aided dispatch/automatic vehicle locator) software to compare actual running times to posted schedules. Lastly, the reports offer an opportunity to analyze schedule health of the system and identify problematic route segments, high activity locations, and operator behavior.

The Rapid Planning staff use Geographical Information Systems (GIS), on-board survey data, farebox data, passenger surveys, and proprietary planning software tools (such as Replica) to gather and monitor data and ridership patterns for the fixed-route system. Internally, The Rapid's internal Route and Service Planning Team 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.

B. Monitoring Service Quality Using Ridership Surveys

The Rapid conducts statistically significant on-board surveys every year for all modes offered by The Rapid, including fixed route and paratransit. 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. Questions analyzed will include those that deal with customer satisfaction with 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

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

SECTION VIII. 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 can engage with us, we translate the majority of 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, as well as a variety of rider resources. The Rapid's website meets ADA accessibility guidelines and features Google Translate, which supports the translation of the website to more than 100 languages.

2. Mobile Applications

   The Rapid partners with Transit App to provide real time schedule information and rider alerts to customers. A direct link to the download is on our website. The Rapid also links to myStop Mobile and Moovit from the Rider Tools page of our website. Data is provided to third party apps via The Rapid's General Transit Feed Specification (GTFS) feed at https://connect.ridetherapid.org/.

3. Social Media

   Our social media platforms are places where passengers can find relevant information, real-time customer service, and an engagement communication space.

4. Interior Bus Information

   The Rapid utilizes internal bus information racks, located behind the bus operator, to notify passengers of any upcoming system-wide changes and general public notices when applicable.

5. 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.

6. Public Events

The Rapid 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.

7. Alerts

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

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. The Rapid will allow a 30-day comment period for major service and fare changes.

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 the Emergency Needs Task Force 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 3.

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 Levels

Since the last Title VI Program Update was adopted in October 2023, The Rapid has had one significant change in service levels to its fixed route system in January 2024. In fall 2023, The Rapid began experiencing a significant operator shortage and targeted a reduction of 1,120 service hours. To ensure equity for minority and low-income riders was considered, The Rapid criteria were to reduce select trips/routes with the lowest productivity. Contract service and weekend service were not impacted. A service equity analysis found no change greater than 20 percent impacted minority or low-income passengers and thus no disparate impact disproportionate burden (DIDB) occurred.

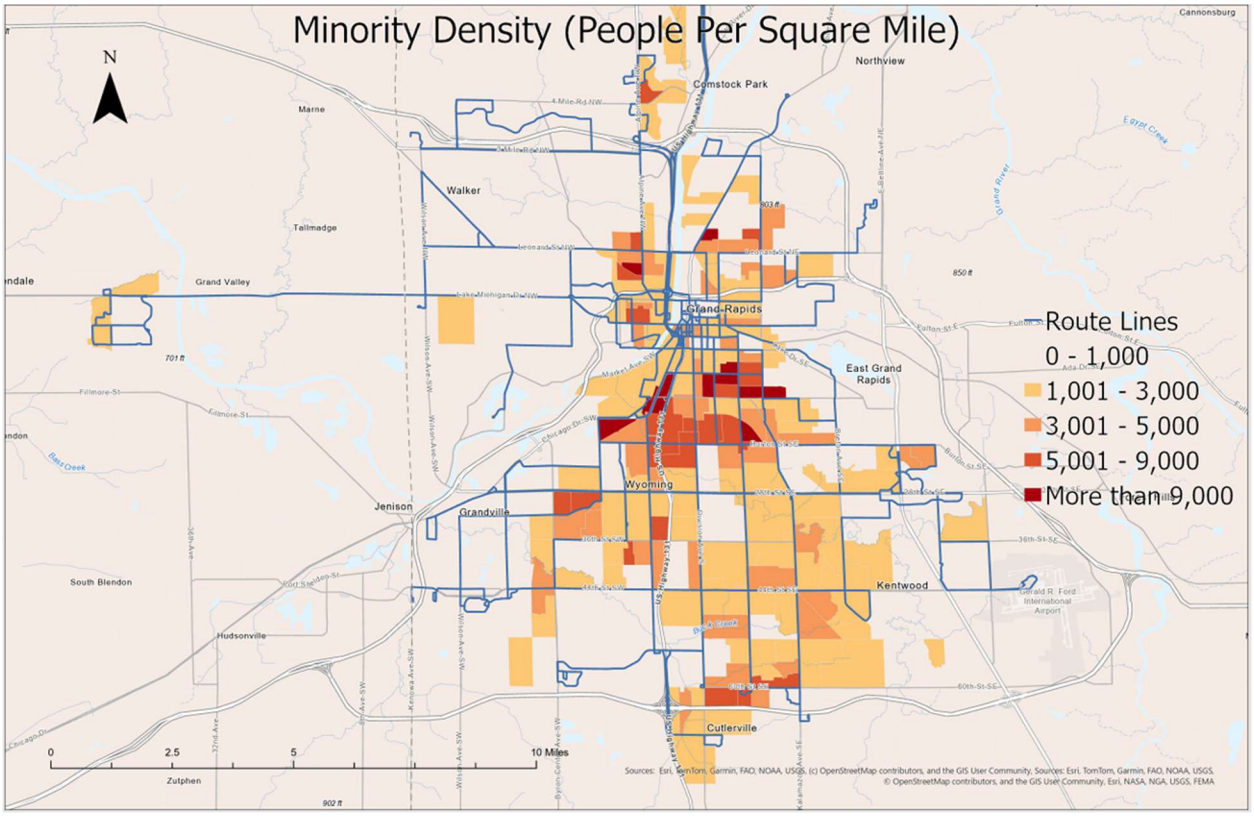
In January 2022, The Rapid began a demand response mobility pilot program known as Rapid Connect that provided on-demand microtransit service in industrial areas in the cities of Kentwood and Walker. The pilot concluded effective January 2025, however a new fixed route, 33 Walker Industrial, was implemented to serve the Walker industrial area with a fixed route capacity. In March 2025, The Rapid began a detour route, 34 Northridge in response to a Michigan Department of Transportation (MDOT) construction project that closed the Fruit Ridge Bridge in the Walker industrial area. The route became permanent in December 2025. A DIDB analysis (required after a 12-month pilot) was conducted for the permanent routing, which required the removal of two stop pairs, and did not determine any adverse impact to Title VI protected populations. Further the new route demographics did not exceed the 20 percent threshold when comparing system-wide minority and low-income population averages. Thus, there was not a DIDB with the route change. The final route change during the Title VI reporting period was a reduction of the Downtown Area Shuttle (DASH), a contract partner service funded by the city of Grand Rapids in May 2026. Prior to the change, the DASH service consisted of a clockwise and counterclockwise circulator that operated seven days a week and a work route that operated weekday only. The three services were consolidated into one clockwise circulator with a streamlined route. While the reduction of hours and miles exceeded the 20 percent threshold, the service is contracted and exempt from DIDB analysis.

F. Changes in Fare Levels

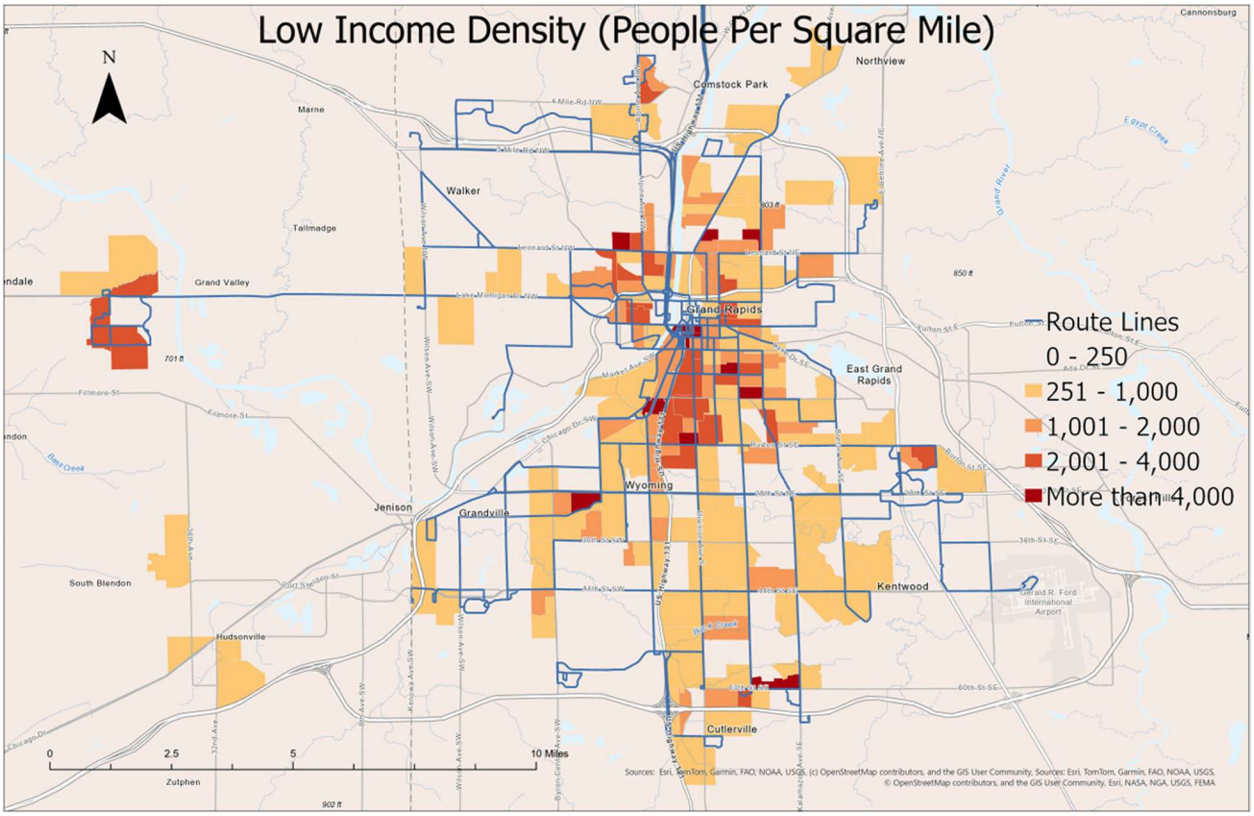
There has been one fare change since the 2023 Title VI update. On December 4, 2024, the ITP board authorized public hearings and a public comment period for a fare cap increase from $47 to $60 monthly and daily from $3.50 to $5.25 for the adult one ride fare category. The Rapid received public comments between December 20, 2024, and January 20, 2025 and conducted four public hearings in January 2025. The Rapid conducted a DIDB analysis using on board surveys that concluded that minority populations and low-income populations were less likely to reach the day and month cap than non-minority and non-low-income populations. Thus, there was not a DIDB with the fare change. On January 29, 2025, the ITP board received the DIDB analysis, summary of public hearings, and all comments and authorized the fare cap increase effective April 1, 2025.

Finally, there was no change to the adult base fare, which remained $1.75.

APPENDIX 1: PERCENT MINORITY POPULATION BY CENSUS TRACT (AMERICAN COMMUNITY SURVEY 2024)



APPENDIX 2: PERCENT POPULATION IN POVERTY BY CENSUS TRACT (AMERICAN COMMUNITY SURVEY 2024)



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

BACKGROUND

Current 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 or fare increase or decrease 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.

The service and fare equity analysis policies will be consulted for any proposed service and/or fare alteration, and the analyses will be conducted if the proposed changes qualify within the parameters of Title VI compliance. 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 DISPROPOTIONATE 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.

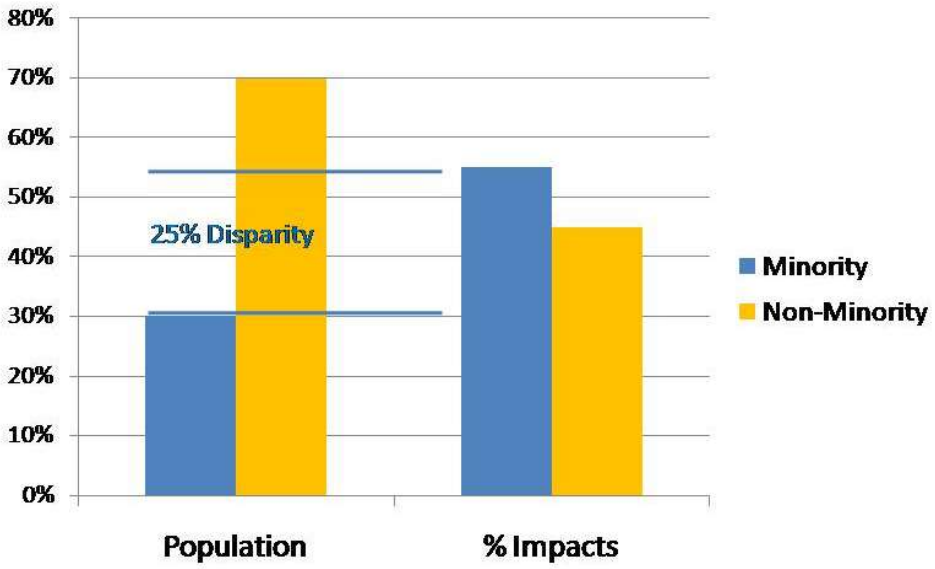


Figure 1: Minorities bear 25% higher impacts as compared to population

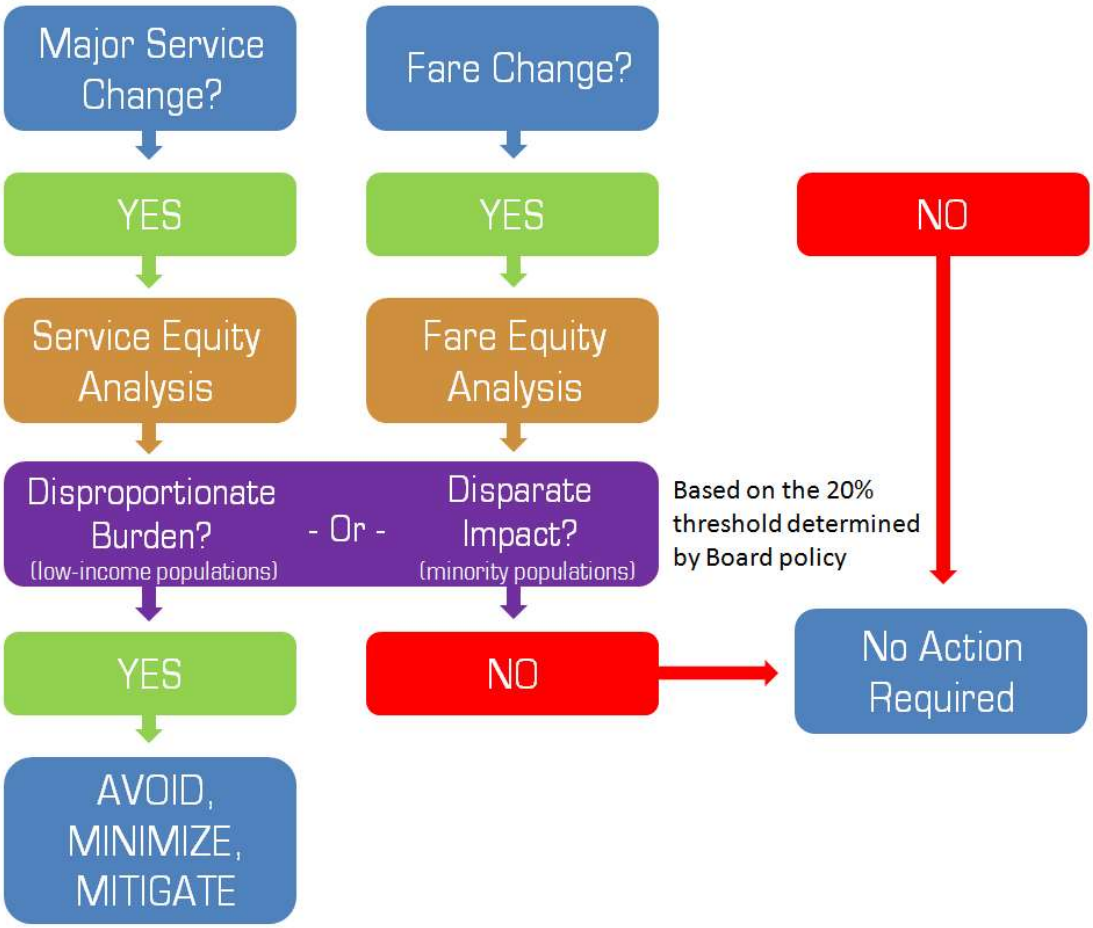


Figure 2: Diagram to determine if a service and/or equity analysis is required.

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—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) Office of Program Oversight 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 Interurban Transit Partnership (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 4702.1B effective October 1, 2026 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: November 19, 2026

Deb Prato, Chief Executive Officer

APPENDIX 6: DEPARTMENT OF TRANSPORTATION TITLE VI ASSURANCE

The Interurban Transit Partnership (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: November 19, 2026

Deb Prato, 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 conveyer [,] [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, permitee, 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, permitee, 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, permitee, 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 Non-Discrimination

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. 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 (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 15 days by phone, mail, or email
- The complaint is ticketed and processed by the Title VI Coordinator
- Internal review is conducted within 60 days of receipt of the complaint

Within ninety (90) days, The Rapid will notify the Complainant in writing of the final decision reached, including the proposed disposition of the matter. 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 VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs receiving federal financial assistance.

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".

This form may be used to file a complaint with The Rapid for alleged violations of Title VI of the Civil Rights Act of 1964.

***Only the complainant or the complainant's designated representative should complete this form.**

NAME		
STREET ADDRESS		
CITY	STATE	ZIP CODE
HOME PHONE NUMBER	WORK PHONE NUMBER	FAX NUMBER

Individual(s) discriminated against, if different from above (use additional page(s) if necessary):

NAME		
STREET ADDRESS		
CITY	STATE	ZIP CODE
HOME PHONE NUMBER	WORK PHONE NUMBER	FAX NUMBER
PLEASE EXPLAIN YOUR RELATIONSHIP TO THE INDIVIDUAL(S) INDICATED ABOVE		

Name of Agency and department or program that discriminated against complainant:

AGENCY AND DEPARTMENT NAME		
NAME OF INDIVIDUAL (If known)		
STREET ADDRESS		
CITY	STATE	ZIP CODE
TELEPHONE NUMBER	FAX NUMBER	

Date(s) of alleged discrimination:

DATE DISCRIMINATION BEGAN	LAST OR MOST RECENT DATE OF DISCRIMINATION

Alleged discrimination:

Complaints should be filed within 180 days of the alleged discrimination. If you could not reasonably be expected to know the act was discriminatory within the 180-day period, you have 60 days after you became aware of filing your complaint.

If your complaint is regarding discrimination in the delivery of services or discrimination that involved the treatment of you or others by the agency or department indicated above, please indicate below the basis on which you believe these discriminatory actions were taken. (Check all that apply)

Example: If you believe that you were discriminated against because you are African American, mark the box labeled Race or Color and write African American in the space provided.

☐ Race:_____ ☐ Color: _____ ☐ National origin: _____

Explain:

Please explain as clearly as possible what happened, including specific details and relevant facts.

Provide the name(s) of witness(es) and others involved in the alleged discrimination. (Attach additional sheets if necessary and provide a copy of written materials pertaining to your case.)

SIGNATURE	DATE

Please submit Title VI to The Rapid by mail or email to the following address:

Planning Department
The Rapid
300 Ellsworth Ave SW
Grand Rapids, MI 49503

Email: TitleVI@ridetherapid.org

APPENDIX 8: TITLE VI PUBLIC INVOLVEMENT PLAN

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 can engage with us, we translate the majority of 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, as well as a variety of rider resources. The Rapid's website meets ADA accessibility guidelines and features Google Translate, which supports the translation of the website to more than 100 languages.

2. Mobile Applications

   The Rapid partners with Transit App to provide real time schedule information and rider alerts to customers. A direct link to the download is on our website. The Rapid also links to myStop Mobile and Moovit from the Rider Tools page of our website. Data is provided to third party apps via The Rapid's General Transit Feed Specification (GTFS) feed at https://connect.ridetherapid.org/.

3. Social Media

   Our social media platforms are places where passengers can find relevant information, real-time customer service, and an engagement communication space.

4. Interior Bus Information

   The Rapid utilizes internal bus information racks, located behind the bus operator, to notify passengers of any upcoming system-wide changes and general public notices when applicable.

5. 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.

6. Public Events

The Rapid 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.

7. Alerts

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

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. The Rapid will allow a 30-day comment period for major service and fare changes.

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 the Emergency Needs Task Force of Kent County to educate and spread awareness about specific route and planning needs, gain feedback and improve our system.

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.*

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 3.

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.

Changes in Service Levels

Since the last Title VI Program Update was adopted in October 2023, The Rapid has had one significant change in service levels to its fixed route system in January 2024. In fall 2023, The Rapid began experiencing a significant operator shortage and targeted a reduction of 1,120 service hours. To ensure equity for minority and low-income riders was considered, The Rapid criteria was to reduce select trips/routes with the lowest productivity. Contract service and weekend service were not impacted. A service equity analysis found no change greater than 20 percent impacted minority or low-income passengers and thus no disparate impact disproportionate burden (DIDB) occurred.

In January 2022, The Rapid began a demand response mobility pilot program known as Rapid Connect that provided on-demand microtransit service in industrial areas in the cities of Kentwood and Walker. The pilot concluded effective January 2025, however a new fixed route, 33 Walker Industrial, was implemented to serve the Walker industrial area with a fixed route capacity. In March 2025, The Rapid began a detour route, 34 Northridge in response to a Michigan Department of Transportation (MDOT) construction project that closed the Fruit Ridge Bridge in the Walker industrial area. The route became permanent in December 2025. A DIDB analysis (required after a 12 month pilot) was conducted for the permanent routing, which required the removal of two stop pairs, and did not exceed the 25 percent mileage threshold to have an adverse impact. Further the new route demographics did not exceed the 20 percent threshold when comparing system-wide minority and low income population averages. Thus there was not a DIDB with the route change. The final route change during the Title VI reporting period was a reduction of the Downtown Area Shuttle (DASH) a contract partner service funded by the city of Grand Rapids in May 2026. Prior to the change, the DASH service consisted of a clockwise and counterclockwise circulator that operated seven days a week and a work route that operated weekday only. The three services were consolidated into one clockwise circulator with a streamlined route. While the reduction of hours and miles exceeded the 20 percent threshold, the service is contracted and exempt from DIDB analysis.

Changes in Fare Levels

There has been one fare change since the 2023 Title VI update. On December 4, 2024, the ITP board authorized public hearings and a public comment period for a

fare cap increase from $47 to $60 monthly and daily from $3.50 to $5.25 for the adult one ride fare category. The Rapid received public comments between December 20, 2024 and January 20, 2025 and conducted four public hearings in January 2025. The Rapid conducted a DIDB analysis using on board surveys that concluded that minority populations and low-income populations were less likely to reach the day and month cap than non-minority and non-low-income populations. Thus there was not a DIDB with the fare change. On January 29, 2025, the ITP board received the DIDB analysis, summary of public hearings, and all comments and authorized the fare cap increase effective April 1, 2025.

Finally, there was no change to the adult base fare, which remained $1.75.

APPENDIX 9: PUBLIC OUTREACH PLAN FOR MAJOR SERVICE AND FARE CHANGES

January 2026

Introduction

The Rapid believes a robust public outreach and input process should precede any major change in services. This public process should help guide the creation and adoptions of major service and fare changes and is essential to making the best possible decisions regarding The Rapid's services. Therefore this plan is to guide the public input process for any major service changes and fare change plans to guide The Rapid Board's deliberations.

Public Hearing Threshold

There are certain thresholds that dictate a public hearing process must be initiated. For service changes, this threshold is any route change that affects more than 25% of the passengers on the route or more than 25% of the mileage on the route. All fare changes, including fare decreases, also require a public hearing process. These represent the minimal thresholds; public hearings can still be held for lesser service changes that The Rapid determines would benefit from a public hearing process.

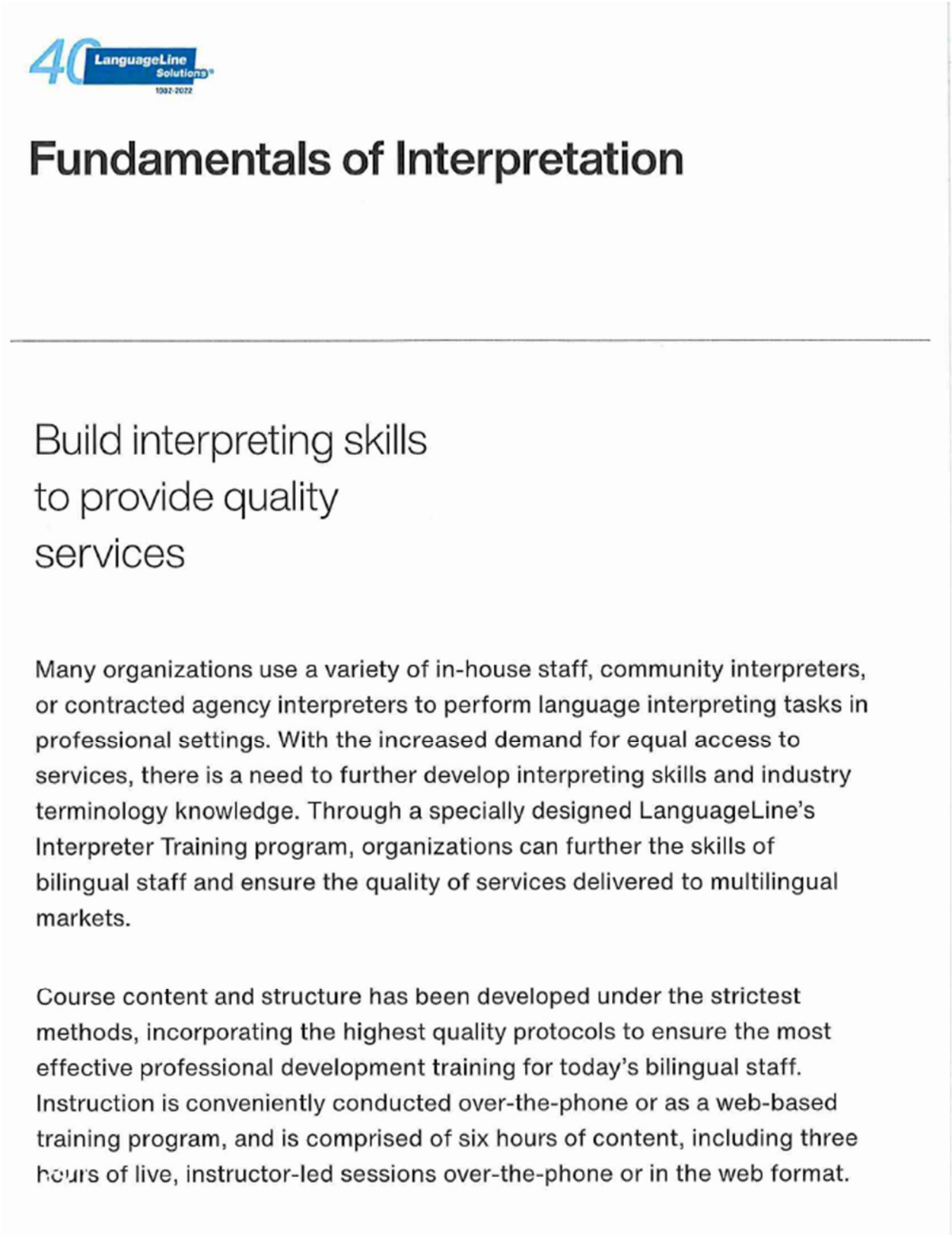
Public Hearing Process

The Rapid's Public Hearing process extends well beyond public meetings. The Rapid pursues a multipronged outreach strategy including:

1. Holding one or more public hearings on the change. The number of meetings and the format of the meeting will be determined by the nature of the proposed change. Advertising will consist of a newspaper posting, social media/website advertisement and advertisement to riders on the bus facilities and/or onboard the buses.
2. Social media/online outreach regarding the proposed change. This will include Facebook postings, twitter feeds, website postings and other social media outlets as appropriate.
3. Posted notifications detailing the change at key Rapid locations, including at Rapid Central Station and onboard buses. If the change is targeted to particular route(s), information will be focused to these routes such as through postings at key stops along the route.

All of these forms of outreach will include information about how the public can provide direct input to The Rapid regarding the change, including written, mailed, emailed and other social media communication. The feedback Rapid staff receive from the public will be summarized and relayed back to The Rapid Board to aid them as they make a determination regarding the proposed action.

APPENDIX 10: LANGUAGE LINE TRAINING MATERIALS



The convenience of the self-paced training modality eliminates the constraints of time and place to enable participants to access the training from any location, at any time.

Fundamentals of Interpreting: An Introduction to Consecutive Interpreting

This six-hour course is designed to introduce bilingual individuals to the challenging field of interpreting. Participants will examine numerous interpreting settings, protocols, and techniques. Rate of speech, pronunciation, and professional demeanor will also be discussed according to the following course outline:

- Interpreter Protocols
- Attentive Listening
- Dual Tasking
- Memory Development Exercises
- Note-taking
- Role-playing

- Presentation and Delivery

Enroll in Fundamentals of Interpreting Training

At the conclusion of any of the above courses the participant will receive a *"Certificate of Completion".*

Enroll in Fundamentals of Interpreting Training

To schedule a LanguageLine training course and for more information, contact your Account Executive or LanguageLine at LLA@LanguageLine.com or (877) 351-6636.

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LanguageLine Language List

Languages available for audio interpreting

Acholi
Afar
Afrikaans
Akan
Akateko
Albanian*
Amharic*
Anuak
Apache
Arabic*
Armenian*
Assyrian
Azerbaijani
Bahasa
Bahdini
Bajuni
Bambara
Bantu
Barese
Basque
Bassa
Belorussian
Bemba
Benaadir
Bengali*
Berber
Bosnian*
Bravanese
Bulgarian
Burmese*
Cantonese*
Catalan
Cebuano
Chaldean
Chamorro
Chaochow
Chin Falam
Chin Hakha
Chin Mara
Chin Matu
Chin Senthang
Chin Tedim
Chipewyan
Chuukese
Cree
Croatian
Czech
Danish
Dari
Dewoin
Dinka
Duala
Dutch
Dzongkha
Edo
Ekegusii
Estonian
Ewe
Farsi*
Fijian
Fijian Hindi
Finnish
Flemish
French*
French Canadian*
Fukienese
Fulani
Fuzhou
Ga
Gaddang
Gaelic-Irish
Gaelic-Scottish
Garre
Gen
Georgian
German*
German Penn. Dutch
Gheg
Gokana
Greek*
Gujarati
Gulay
Gurani
Haitian Creole*
Hakka China
Hakka Taiwan
Hassaniyya
Hausa
Hawaiian
Hebrew*
Hiligaynon
Hindi*
Hindko
Hmong*
Hunanese
Hungarian
Ibanag
Icelandic
Igbo
Ilocano
Indonesian
Inuktitut
Italian*
Jakartanese
Jamaican Patois
Japanese*
Jarai
Javanese
Jingpho
Jinyu
Juba Arabic
Jula
Kaba
Kamba
Kam Muang
Kanjobal
Kannada
Karen*
Kashmiri
Kayah
Kazakh
Kham
Khana
Khmer*
K'iche'
Kikuyu
Kimiiru
Kinyarwand
Koho
Korean*
Krahn
Krio
Kunama
Kurmanji
Kyrgyz
Laotian*
Latvian
Liberian Pidgin English
Lingala
Lithuanian*
Luba-Kasai
Luganda
Luo
Maay
Macedonian
Malay*
Malayalam
Maltese
Mam
Mandarin*
Mandinka
Maninka
Manobo
Marathi
Marka
Marshallese
Masalit
Mbay
Mien
Mirpuri
Mixteco
Mizo
Mnong
Mongolian
Moroccan Arabic
Mortlockese
Napoletano
Navajo
Nepali*
Ngambay
Nigerian Pidgin
Norwegian
Nuer
Nupe
Nyanja
Nyoro
Ojibway
Oromo
Pampangan
Papiamento
Pashto*
Plautdietsch
Pohnpeian
Polish*
Portuguese*
Portuguese Brazilian
Portuguese Cape Verdean*
Pugliese
Pulaar
Punjabi*
Putian
Quechua
Quichua
Rade
Rakhine
Rohingya
Romanian*
Rundi
Russian*
Samoan
Sango
Seraiki
Serbian
Shanghainese
Shona
Sichuan Yi
Sicilian
Sinhala
Slovak
Slovene
Soga
Somali*
Soninke
Sorani
Spanish*
Sudanese Arabic
Sunda
Susu
Swahili*
Swedish
Sylhetti
Tagalog*
Taiwanese
Tajik
Tamil
Telugu
Thai*
Tibetan
Tigré
Tigrigna*
Toishanese
Tongan
Tooro
Trique
Turkish*
Turkmen
Tzotzil
Ukrainian
Urdu
Uyghur
Uzbek
Vietnamese*
Visayan
Welsh
Wodaabe
Wolof
Wuzhou
Yemeni Arabic
Yiddish
Yoruba
Yunnanese
Zapoteco
Zarma
Zo
Zyphe

* Audio interpreting languages are available for DirectResponse, our end-to-end language solution for inbound calls.

Languages of lesser diffusion may require additional interpreter connect time.
Lists are subject to change with interpreter availability. If you have a question regarding language availability, please contact your Account Executive or Customer Care.

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Languages available for video interpreting

Albanian	Burmese	Hmong	**Mandarin***	Swahili
American Sign Language*	**Cantonese***	Italian	Nepali	Tagalog
Amharic	Farsi	Japanese	**Polish***	Thai
Arabic*	**French***	Karen	**Portuguese***	Tigrigna
Armenian	German	Khmer	Punjabi	Turkish
Bengali	Greek	**Korean***	Romanian	Urdu
Bosnian	Haitian Creole	Laotian	**Russian***	**Vietnamese***
British Sign Language	Hebrew	Lithuanian	Somali	*24/7 availability
	Hindi	Malay	**Spanish***	

For information on audio and video interpretation: **1-800-752-6096**

Translation and Localization top requested languages

More than 380 languages and dialects are available.

- Afrikaans
- Albanian
- Amharic
- Arabic
- Bahasa
- Bengali
- Bosnian
- Bulgarian
- Burmese
- Cape Verdean Creole
- Catalan
- Chinese (Simplified)
- Chinese (Trad–HK)
- Chinese (Traditional)
- Chuukese
- Croatian
- Czech
- Danish
- Dutch
- Estonian
- Farsi
- Finnish
- French (Canadian)
- French (Euro)
- Georgian
- German
- Greek
- Gujarati
- Haitian Creole
- Hebrew
- Hindi
- Hmong
- Hungarian
- Icelandic
- Indonesian
- Italian
- Japanese
- Karen
- Kazakh
- Khmer
- Korean
- Laotian
- Latvian
- Lithuanian
- Macedonian
- Malay
- Malayalam
- Mandinka
- Marathi
- Navajo
- Norwegian
- Oromo
- Polish
- Portuguese (Brazil)
- Portuguese (Euro)
- Punjabi
- Romanian
- Russian
- Serbian
- Sinhalese
- Slovak
- Slovenian
- Somali
- Spanish (Iberian)
- Spanish (Latin)
- Swedish
- Tagalog
- Tamil
- Telegu
- Thai
- Turkish
- Ukrainian
- Urdu
- Vietnamese
- Yiddish
- Zulu

For information on translation: **1-800-878-8523**

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Interurban Transit Partnership

4c

300 Ellsworth SW, Grand Rapids, Michigan 49503-4005 Ph 616 456 7514

2027 MEETING SCHEDULE

DRAFT

RAPID BOARD MEETINGS MEETINGS	RAPID BOARD SPECIAL
TIME: 4:00 p.m. (Wednesdays)	TIME: 3:00 p.m. (Wednesdays)
January 27	**BOARD RETREAT**
March 24	February 24
April 28	**BOARD BUDGET WORKSHOP**
May 26	July 28
August 25	
September 29	
October 27	
November 17	
December 15 (Election of Officers. Terms expire 12/31/2027)	
PLANNING & TECHNOLOGY COMMITTEE	**PRESENT PERFORMANCE & SERVICE**
TIME: 8:30 a.m. (Mondays)	TIME: 4:00 p.m. (Tuesdays)
February 15	January 12
June 21	March 16
October 18	May 18
	July 20
	September 21
	November 23

FINANCE COMMITTEE	CONSUMER ADVISORY COMMITTEE FOR SENIORS & PERSONS WITH DISABILITIES
TIME: 4:00 p.m. (Wednesdays)	
January 20	TIME: 3:00 p.m. (Tuesdays)
April 14	January 19
June 9	March 17 (Wednesday)
August 11	May 19 (Wednesday)
November 3	July 13
	September 15 (Wednesday) November 16

MEETING LOCATION: Rapid Central Station Conference Room: 250 Cesar E Chavez Avenue, SW

NOTE: All meetings are held within the standards of the Michigan Open Meetings Act.

All meeting information and informational packets are available to the public at https://www.ridetherapid.org/about-the-rapid/board-of-directors

INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 111826-3

Fiscal Year: 2025-2026

Moved and supported to adopt the following resolution:

Approval from the ITP Board for the 2027 meeting schedule for all Board and Committee meetings.

BE IT RESOLVED THAT the 2027 Board and Committee meeting schedule is approved on November 18, 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

Paratransit - October 2026

October	Trips Scheduled	Completed Trips	Noshow Trips	On-Time	Late	% Late	% on time
Thursday, October 1, 2026	717	713	4	549	168	23.56%	76.57 %
Friday, October 2, 2026	767	749	18	620	147	19.63%	80.83 %
Saturday, October 3, 2026	276	267	9	256	20	7.49%	92.75 %
Sunday, October 4, 2026	276	271	5	265	11	4.06%	96.01 %
Monday, October 5, 2026	712	702	10	589	123	17.52%	82.72 %
Tuesday, October 6, 2026	752	739	13	660	92	12.45%	87.77 %
Wednesday, October 7, 2026	793	779	14	705	88	11.30%	88.9 %
Thursday, October 8, 2026	704	693	11	615	89	12.84%	87.36 %
Friday, October 9, 2026	734	724	10	634	100	13.81%	86.38 %
Saturday, October 10, 2026	255	250	5	235	20	8.00%	92.16 %
Sunday, October 11, 2026	268	264	4	238	30	11.36%	88.81 %
Monday, October 12, 2026	697	684	13	588	109	15.94%	84.36 %
Tuesday, October 13, 2026	718	707	11	649	69	9.76%	90.39 %
Wednesday, October 14, 2026	794	781	13	631	163	20.87%	79.47 %
Thursday, October 15, 2026	692	682	10	598	94	13.78%	86.42 %
Friday, October 16, 2026	755	741	14	586	169	22.81%	77.62 %
Saturday, October 17, 2026	271	268	3	231	40	14.93%	85.24 %
Sunday, October 18, 2026	299	294	5	253	46	15.65%	84.62 %
Monday, October 19, 2026	667	661	6	602	65	9.83%	90.25 %
Tuesday, October 20, 2026	748	739	9	651	97	13.13%	87.03 %
Wednesday, October 21, 2026	856	841	15	694	162	19.26%	81.07 %
Thursday, October 22, 2026	739	728	11	603	136	18.68%	81.6 %
Friday, October 23, 2026	702	692	10	490	212	30.64%	69.8 %
Saturday, October 24, 2026	258	250	8	242	16	6.40%	93.8 %
Sunday, October 25, 2026	269	264	5	224	45	17.05%	83.27 %
Monday, October 26, 2026	672	662	10	589	83	12.54%	87.65 %
Tuesday, October 27, 2026	751	741	10	690	61	8.23%	91.88 %
Wednesday, October 28, 2026	807	795	12	638	169	21.26%	79.06 %
Thursday, October 29, 2026	731	718	13	610	121	16.85%	83.45 %
Friday, October 30, 2026	715	704	11	598	117	16.62%	83.64 %
Saturday, October 31, 2026	211	202	9	210	1	0.50%	99.53 %
Summary:	**18606**	**18305**	**301**	**15743**	**2863**		**84.61 %**

Date: November 18, 2026

To: Board of Directors

From: Tim Roseboom – Senior Planner

Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – OCTOBER 2026

OVERVIEW: In October 2026, there was a 2.2% decrease in total monthly route ridership as compared to October 2025. Regular fixed route services increased 5.8%, but contract services decreased 15.5%. October 2026 ridership was 63.5% of pre-covid ridership for the same month in 2019.

BACKGROUND INFORMATION

Monthly Ridership

	October 2026	October 2025[1]	% Change
Regular Fixed Route Service *(Routes 1–44)*	452,257	427,413	5.8%
Contracted Service *(GVSU, DASH, GRCC, and Ferris)*	215,759	255,301	-15.5%
Total Monthly Fixed Route Ridership	**668,016**	**682,714**	**-2.2%**

Daily Average Ridership

	October 2026	October 2025[1]	% Change
Weekday Total	26,816	26,934	-0.4%
Weekday Evening	4,082	4,030	1.3%
Saturday	11,325	10,627	6.6%
Sunday	5,361	5,181	3.5%

Productivity Summary

	October 2026	October 2025[1]	% Change
Average passengers per hour per route	16.1	15.4	4.9%
Average passengers per mile per route	1.16	1.10	5.3%
Average farebox recovery percent per route	9.4%	10.4%	-9.7%

Fiscal Year Ridership

	FY 2026	FY 2025[1]	% Change
Regular Fixed Route Service *(Routes 1–44)*	452,257	427,413	5.8%
Contracted Service *(GVSU, DASH, GRCC, and Ferris)*	215,759	255,301	-15.5%
Total Fixed Route Ridership YTD	**668,016**	**682,714**	**-2.2%**

[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 OCTOBER 2026 TO OCTOBER 2019

Monthly Ridership

	October 2026	October 2019	% Change
Regular Fixed Route Service *(Routes 1–44)*	452,257	712,559	-36.5%
Contracted Service *(GVSU, DASH, GRCC, and Ferris)*	215,759	379,151	-43.1%
Total Monthly Fixed Route Ridership	**668,016**	**1,091,710**	**-38.8%**

Daily Average Ridership

	October 2026	October 2019	% Change
Weekday Total	26,816	43,545	-38.4%
Weekday Evening	4,082	5,910	-30.9%
Saturday	11,325	15,858	-28.6%
Sunday	5,361	6,685	-19.8%

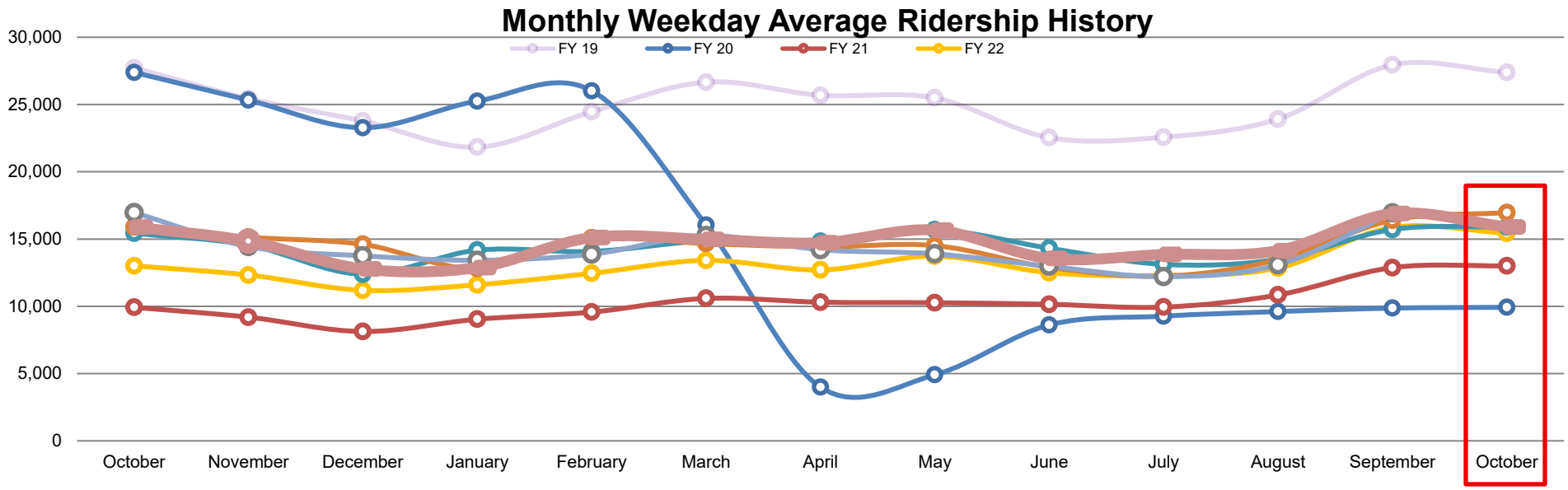
Productivity Summary

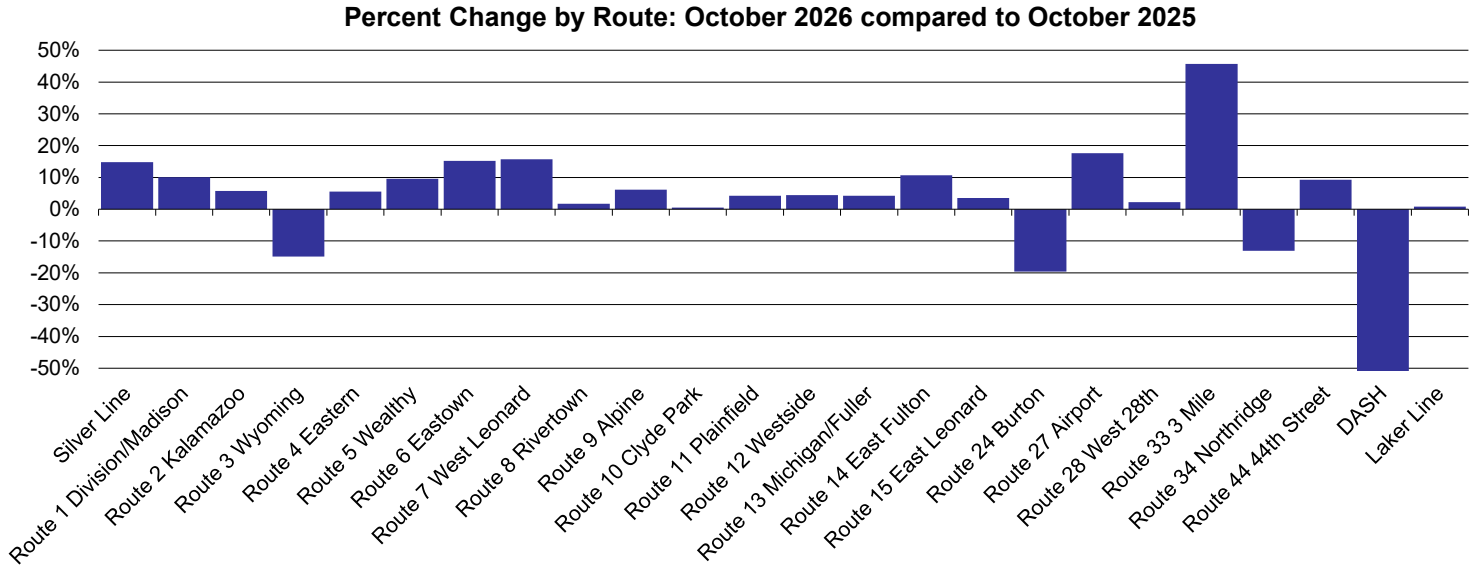
	October 2026	October 2019	% Change
Average passengers per hour per route	16.1	19.3	-16.2%
Average passengers per mile per route	1.16	1.44	-18.9%
Average farebox recovery percent per route	9.4%	23.1%	-59.4%

Fiscal Year Ridership

	FY 2026	FY 2019	% Change
Regular Fixed Route Service *(Routes 1–44)*	452,257	712,559	-36.5%
Contracted Service *(GVSU, DASH, GRCC, and Ferris)*	215,759	379,151	-43.1%
Total Fixed Route Ridership YTD	**668,016**	**1,091,710**	**-38.8%**

	Monthly Farebox Recovery	Weekday Farebox Recovery	Saturday Farebox Recovery	Sunday Farebox Recovery
Silver Line	10.37%	9.91%	13.69%	11.57%
Route 1 Division/Madison	9.90%	10.11%	9.32%	8.06%
Route 2 Kalamazoo	9.73%	9.63%	11.28%	8.99%
Route 3 Wyoming/Rivertown	8.52%	8.85%	7.50%	7.02%
Route 4 Eastern	11.51%	11.39%	11.94%	13.10%
Route 5 Wealthy	9.48%	9.54%	8.92%	n/a
Route 6 Eastown	7.85%	7.53%	7.96%	12.22%
Route 7 West Leonard	7.66%	7.45%	8.52%	9.71%
Route 8 Prairie/Rivertown	8.03%	8.14%	7.96%	6.99%
Route 9 Alpine	12.59%	11.99%	14.78%	19.86%
Route 10 Clyde Park	9.76%	9.65%	9.94%	11.51%
Route 11 Plainfield	9.09%	8.97%	9.33%	11.42%
Route 12 Westside	8.59%	8.88%	7.33%	5.40%
Route 13 Michigan/Fuller	8.04%	8.05%	7.97%	n/a
Route 14 East Fulton	9.74%	10.43%	6.25%	n/a
Route 15 East Leonard	13.24%	13.47%	11.35%	13.96%
Route 24 Burton	5.91%	6.07%	4.89%	n/a
Route 27 Airport Industrial	9.43%	9.43%	n/a	n/a
Route 28 West 28th	9.29%	9.25%	9.17%	10.18%
Route 33 Walker Industrial	3.25%	3.25%	n/a	n/a
Route 34 Northridge	2.59%	2.59%	n/a	n/a
Route 44 44th Street	9.57%	9.47%	10.83%	8.77%
Route 0 Express	0.44%	0.12%	0.00%	0.08%
Route 1000 Millenium Park	n/a	n/a	n/a	n/a
Route 71 Central 4A	10.93%	10.93%	n/a	n/a
Route 72 Central 10A	18.27%	18.27%	n/a	n/a
Route 73 Union 3A	39.09%	39.09%	n/a	n/a
Route 74 Union 7A	48.32%	48.32%	n/a	n/a
Route 75 Union 10B	31.51%	31.51%	n/a	n/a
Route 76 Union 12A	33.72%	33.72%	n/a	n/a


Monthly Weekday Average Ridership History
FY 19
FY 20
FY 21
FY 22
30,000
25,000
20,000
15,000
10,000
5,000
0
October
November
December
January
February
March
April
May
June
July
August
September
October


Percent Change by Route: October 2026 compared to October 2025
50%
40%
30%
20%
10%
0%
-10%
-20%
-30%
-40%
-50%
Silver Line
Route 1 Division/Madison
Route 2 Kalamazoo
Route 3 Wyoming
Route 4 Eastern
Route 5 Wealthy
Route 6 Eastown
Route 7 West Leonard
Route 8 Rivertown
Route 9 Alpine
Route 10 Clyde Park
Route 11 Plainfield
Route 12 Westside
Route 13 Michigan/Fuller
Route 14 East Fulton
Route 15 East Leonard
Route 24 Burton
Route 27 Airport
Route 28 West 28th
Route 33 3 Mile
Route 34 Northridge
Route 44 44th Street
DASH
Laker Line

Interurban Transit Partnership

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Date: November 18, 2026
To: ITP Board of Directors
From: Linda Medina, Director of Finance
Subject: **Preliminary September Financial Statements, Professional Development and Travel Report**

Attached are the financial reports through September 30, 2026, for both general operations and grants. Also included is the Professional Development and Travel report summarizing activity for September 2026.

Our auditor, BDO USA, is currently conducting the annual audit. During this process, expense and revenue adjustments may occur. Any adjustments will be reflected in the audited financial statements and single audit report, which will be presented to the Board for approval in January 2027.

FY 25/26 YTD Operating Statement Analysis

Month and year-end financial performance remain favorable, with total revenues slightly exceeding the budget plan and expenses below forecast. Preliminary total revenue of $52.0 million is .02% above budget compared to the budgeted $51.9 million, while preliminary operating expenses are $50.6 million compared to the budgeted $60 million,15.8% below the budget plan after capitalized operating expenses. At this time $3,411,893 in operating expenses are eligible for capitalization.

Revenue performance is generally in line with expectations. Variances within Sale of Transportation Services are primarily attributable to reduced revenue hours with the DASH Reimagined Pilot (May 2026) and lower ridership for Community Mental Health (CMH) and GVSU than budgeted.

The total preliminary favorable expense variance is driven by several factors. Bus operator vacancies and associated fringe benefit costs. Contract services were under budget as expenses for a shelter cleaning contract budgeted in FY 25/26 were deferred to FY 26/27 and the rebidding of bus cleaning contracts (December 2025) resulted in rates below original budget assumptions. Additionally, utilities and insurance costs were below budget plan. Purchased Transportation expenses are trending below budget due to a lower than budgeted revenue hour rate.

The FY 25/26 budget plan anticipated utilizing $8.0 million in reserve funding to support operations, based on the current preliminary year-end projections, reserve funding is not required.

As the agency enters FY 26/27, key areas of focus will include collective bargaining negotiations (CBA expires August 2027), millage education and outreach as well as ballot planning efforts, managing external cost pressures, evaluating work force requirements, and continue to be disciplined on our core business basics of delivering reliable, sustainable and customer-centered transportation services.

Please feel free to contact me with any questions regarding the attached financial reports as (616) 774-1149 or lmedina@ridetherapid.org.

The Rapid
General Operating Statement
Year to Date as of September 30, 2026

	YTD as of September 30, 2026		FY 25/26 Adopted vs. FY 25/26 Projected	
	Budget	Projected	$	%
Passenger Fares	$ 4,813,645	$ 4,849,792	$ 36,147	0.8%
Sale of Transportation Services				
CMH Contribution	461,985	405,114	(56,871)	-12.3%
Dash Contract	2,501,834	2,259,022	(242,812)	-9.7%
Grand Valley State University	4,583,236	3,639,362	(943,874)	-20.6%
Van Pool Transportation	-	-	-	0.0%
Township Services	185,918	197,744	11,826	6.4%
Route 19	-	-	-	0.0%
Other	360,063	350,492	(9,571)	-2.7%
Subtotal Sale of Transportation Services	8,093,036	6,851,734	(1,241,302)	-15.3%
State Operating	15,339,950	13,815,915	(1,524,035)	-9.9%
Property Taxes	22,061,749	23,069,236	1,007,487	4.6%
Advertising & Miscellaneous	1,660,675	3,487,701	1,827,026	110.0%
Subtotal Revenues and Operating Assistance	51,969,055	52,074,378	105,323	0.2%
Grant Operating Revenue	-		-	0.0%
Unrestricted Net Reserves	8,030,753	-	(8,030,753)	-100.0%
Total Revenues and Operating Assistance	**$ 59,999,808**	**$ 52,074,378**	**$ (7,925,430)**	**-13.2%**
Expenses				
Salaries and Wages				
Administrative	$ 8,113,721	$ 6,498,042	$ (1,615,679)	-19.9%
Operators	16,870,956	14,789,075	(2,081,881)	-12.3%
Maintenance	3,879,337	3,436,839	(442,498)	-11.4%
Subtotal Salaries and Wages	28,864,014	24,723,956	(4,140,058)	-14.3%
Benefits	10,431,981	7,937,612	(2,494,369)	-23.9%
Contractual Services	5,538,372	4,344,401	(1,193,971)	-21.6%
Materials and Supplies	-			0.0%
Fuel and Lubricants	2,273,730	2,034,329	(239,401)	-10.5%
Other	2,672,063	2,559,026	(113,037)	-4.2%
Subtotal Materials and Supplies	4,945,793	4,593,354	(352,439)	-7.1%
Utilities, Insurance, and Miscellaneous	5,967,010	4,202,928	(1,764,082)	-29.6%
Purchased Transportation	9,252,638	8,156,628	(1,096,010)	-11.8%
Expenses Before Capitalized Operating	64,999,808	53,958,879	(11,040,930)	-17.0%
Capitalized Operating Expenses	(5,000,000)	(3,411,893)	1,588,107	-31.8%
Total Operating Expenses	**$ 59,999,808**	**$ 50,546,986**	**$ (9,452,823)**	**-15.8%**
Net Surplus/(Deficit) before Net Reserves		**$ 1,527,392**		

Interurban Transit Partnership
Grant Revenues & Expenditures
Month Ended 09/30/26

		Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target 100%
	Grant Revenue						
1.	Federal Grant Assistance	19,310,779	24,013,096	1,125,543	20,168,553	3,844,543	84%
2.	State Grant Assistance	4,827,695	6,003,274	281,386	5,042,138	961,136	84%
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	30,016,370	1,406,929	25,210,691	4,805,679	84%
	Labor						
7.	Administrative Salaries	40,000	38,900	2,529	17,052	21,848	44%
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	243	4,927	15,073	25%
11.	Total Labor	60,000	58,900	2,772	21,979	36,921	37%
	Material & Supplies						
12.	Tires & Tubes	900,000	900,000	66,013	329,939	570,061	37%
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	66,013	329,939	575,161	36%
	Purchased Transportation						
16.	Purchased Transportation	1,200,000	1,100,000	0	26,602	1,073,398	2%
17.	Specialized Services	795,474	795,474	0	596,604	198,870	75%
18.	Total Purchased Transportation	1,995,474	1,895,474	0	623,206	1,272,268	33%
	Other Expenses						
19.	Dues & Subscriptions	30,000	30,000	0	22,596	7,404	75%
20.	Professional Development	30,000	28,000	0	1,866	26,134	7%
21.	Miscellaneous	0	0	0	0	0	100%
22.	Total Other Expenses	60,000	58,000	0	24,462	33,538	42%
	Leases						
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%
	Capital						
27.	Rolling Stock	10,463,411	14,063,417	0	13,219,476	843,941	94%
28.	Facilities	1,208,000	4,339,000	61,462	4,292,995	46,005	99%
29.	Equipment	938,843	938,843	77,859	211,237	727,606	22%
30.	Other	4,053,116	3,300,006	535,862	3,075,504	224,502	93%
31.	Total Capital	16,663,370	22,641,266	675,183	20,799,212	1,842,054	92%
32.	Planning Services	457,630	457,630	2,452	0	457,630	0%
33.	Capitalized Operating	4,000,000	4,000,000	660,509	3,411,893	588,107	85%
34.	Total Expenditures	24,138,474	30,016,370	1,406,929	25,210,691	4,805,679	84%

PROFESSIONAL DEVELOPMENT & TRAVEL REPORT
ALL EMPLOYEES
SEPTEMBER 2026

AMOUNT	PURPOSE	EMPLOYEE (s)	LOCATION
$ 545.39	MPTA Annual Meeting	S. Schipper	Crystal Mountain, MI
$ 1,768.40	APTA Transform Expo	D. Prato	Chicago, IL
$ 1,634.49	APTA Tech	J. Hagel	St. Louis, MO
$ 815.00	MPACT Transit	J. Brink	Toronto, ON
$ 2,014.13	APTA Transform Expo	T. Roseboom	Chicago, IL
$ 1,667.51	APTA Transform Expo	A. Lockwood	Chicago, IL
$ 1,252.40	NTI Procurement Training	E. Vesely	Phoenix, AZ
$ 9,697.32			

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

Interurban Transit Partnership

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Date: November 18, 2026

To: ITP Board of Directors

From: Linda Medina, Director of Finance

Subject: FY 25/26 AUDIT PLAN DOCUMENT

OVERVIEW

To review the FY 25/26 audit plan as submitted by BDO USA, LLP (BDO) to perform ITP's FY 25/26 audit.

BACKGROUND

Professional standards require that BDO communicate to the Board their audit plan each fiscal year. The attached document provides an overview of BDO's audit plan of the financial statements and schedule of expenditures of federal awards for year ending September 30, 2026.

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



REPORT TO BOARD OF DIRECTORS

INTERURBAN TRANSIT PARTNERSHIP

2026 AUDIT PLAN
SEPTEMBER 30, 2026

Welcome

BDO USA, P.C.
109 Michigan St. Suite 601
Grand Rapids, MI 49503
Tel.: 616-774-7000
www.bdo.com

October 23, 2026

Board of Directors

Interurban Transit Partnership

We look forward to discussing with you the current year audit plan for Interurban Transit Partnership (ITP). This report provides an overview of our overall objectives for the audit, and the nature, scope, and timing of the planned audit work.

We are pleased to be of service to ITP, are committed to executing a quality audit, and look forward to discussing our audit plan, as well as other matters that may be of interest to you.

Respectfully,

BDO USA, P.C.

BDO USA, P.C., a Virginia professional corporation, is the U.S. member of BDO International Limited, a UK company limited by guarantee, and forms part of the international BDO network of independent member firms. BDO is the brand name for the BDO network and for each of the BDO Member Firms.

Your Client Service Executive Team



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DETAIL OF SIGNIFICANT RISKS AND ADDITIONAL AUDIT CONSIDERATIONS	11
INQUIRIES OF THOSE CHARGED WITH GOVERNANCE	13
OTHER TOPICS	15

The following communication was prepared as part of our audit, has consequential limitations, and is intended solely for the information and use of those charged with governance (e.g., Board of Directors) and, if appropriate, management of ITP, and is not intended and should not be used by anyone other than these specified parties.

Audit Overview & Strategy

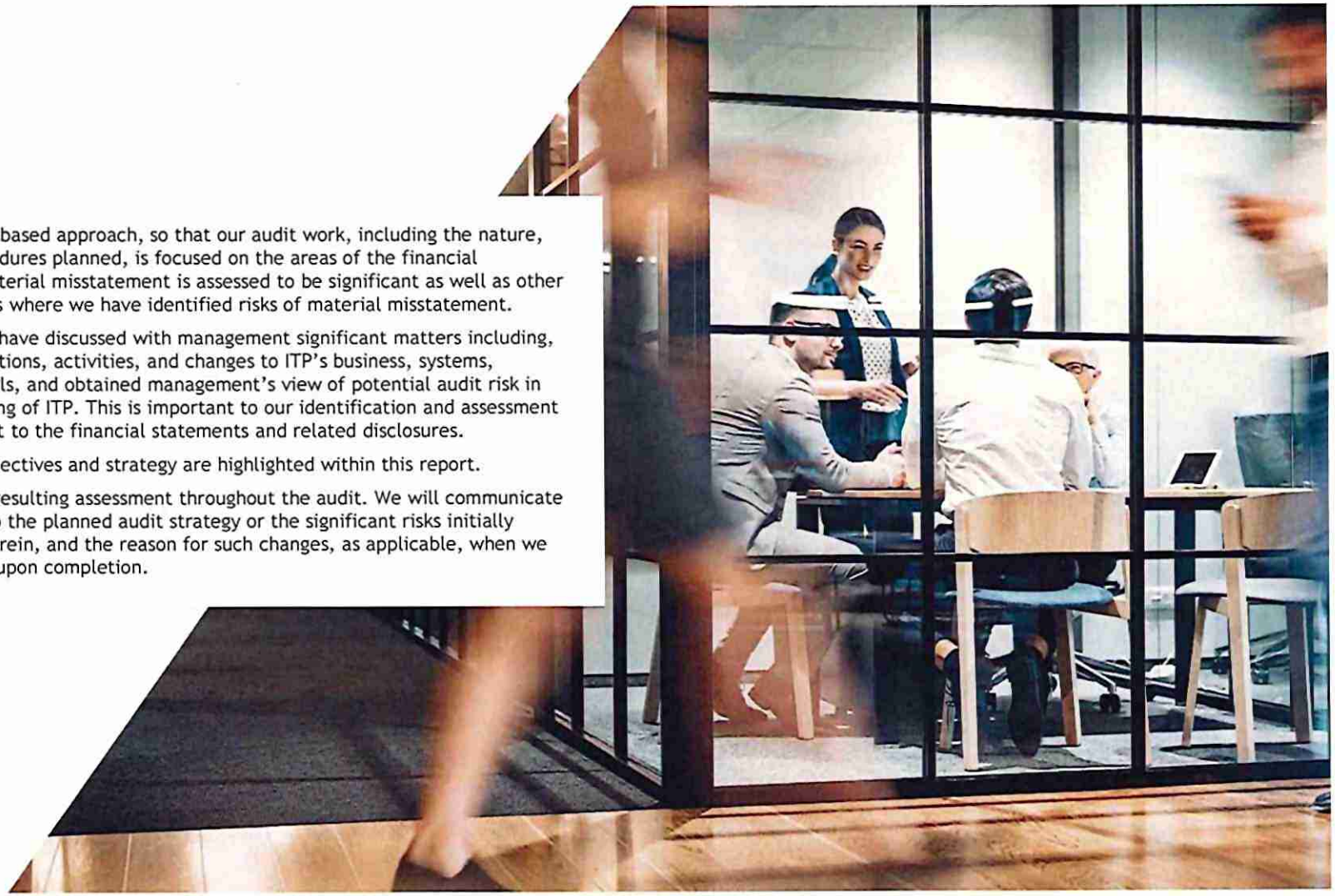
Overview

Our audit strategy follows a risk-based approach, so that our audit work, including the nature, timing and extent of audit procedures planned, is focused on the areas of the financial statements where the risk of material misstatement is assessed to be significant as well as other areas of the financial statements where we have identified risks of material misstatement.

In preparation for our audit, we have discussed with management significant matters including, but not limited to, market conditions, activities, and changes to ITP's business, systems, accounting principles and controls, and obtained management's view of potential audit risk in order to update our understanding of ITP. This is important to our identification and assessment of risks of material misstatement to the financial statements and related disclosures.

Key components of our audit objectives and strategy are highlighted within this report.

We will continue to update the resulting assessment throughout the audit. We will communicate to you any significant changes to the planned audit strategy or the significant risks initially identified and communicated herein, and the reason for such changes, as applicable, when we present the results of our audit upon completion.



Terms of the Audit and Independence

AUDITOR'S RESPONSIBILITY

BDO USA, P.C., as your auditor, is responsible for forming and expressing an opinion about whether the financial statements that have been prepared by management, with your oversight, are prepared, in all material respects, in accordance with the applicable financial reporting framework. We are also responsible for expressing an in relation to opinion on the schedule of expenditures of federal awards (SEFA) that has been prepared by management, with your oversight, is prepared in accordance with *Government Auditing Standards*. Our audit will be conducted in accordance with standards for financial audits contained in the *Government Auditing Standards* (GAS or Yellow Book) issued by the Comptroller General of the United States. Our audit will also be performed in accordance with Title 2 U.S. *Code of Federal Regulations* (CFR) Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements of Federal Awards* (Uniform Guidance) for forming and expressing an opinion on compliance.

The audits do not relieve you of your responsibilities and do not relieve management of their responsibilities.

INDEPENDENCE

- Our engagement letter to you dated September 10, 2026, describes our responsibilities in accordance with professional standards and certain regulatory authorities and *Government Auditing Standards* regarding independence and the performance of our services. This letter also stipulates the responsibilities of ITP with respect to independence as agreed to by ITP. Please refer to that letter for further information.

TERMS OF THE AUDIT

Our establishment and understanding of the terms of the audit engagement have been documented in our annual engagement letter, which was provided to you on September 10, 2026, and includes the objectives of the audit along with the responsibilities of both the auditor and of management for your reference.

- We will plan and perform the audit of the financial statements for the year ended September 30, 2026, in accordance with *Government Auditing Standards*.
- We will plan and perform the audit of the SEFA for the year ended September 30, 2026, in accordance with GAS and will issue an in relation to opinion.
- We will perform tests of compliance with certain provisions of laws, regulations, contracts and grant agreements, noncompliance with which could have a direct and material effect on the financial statements. However, providing an opinion on compliance with those provisions is not an objective of our audit.
- We will consider the ITP's internal control over compliance with requirements that could have a direct and material effect on a major federal program in order to determine our auditing procedures for the purpose of expressing an opinion on compliance and to test and report on internal control over compliance in accordance with GAS and the Uniform Guidance.

Determining Our Planned Audit Strategy

We focus on areas with higher risk of material misstatement to the financial statements, whether due to error or fraud.

In addition, *Government Auditing Standards* require that we also plan and perform the audit to obtain reasonable assurance about whether ITP has complied with applicable laws, regulations and the terms and conditions of the federal awards that may have a direct and material effect on each of ITP's major federal programs.

Our audit strategy includes consideration of the following:

- Prior year audit results including discussions with management and those charged with governance regarding ITP's operations and risks.
- Inherent risk within ITP (i.e., the susceptibility of the financial statements to material error or fraud) without regard to the effect of controls.
- A continual assessment of materiality thresholds based upon qualitative and quantitative factors affecting ITP.
- Recent developments within the industry, regulatory environment, and general economic conditions.
- Recently issued and effective accounting and financial reporting guidance.
- ITP's significant and critical accounting policies and procedures, including those requiring significant management judgments and estimates and those related to significant unusual transactions.
- The control environment, risk management and monitoring activities, and the possibility that internal controls may fail to prevent or detect a material misstatement due to error or fraud.
- The use of information systems and service organizations in the financial reporting process and overall IT environment.

Determining Our Planned Audit Strategy (cont.)

- We will consider ITP's internal control over financial reporting as a basis for designing audit procedures for the purpose of expressing an opinion on the financial statements, but not for the purpose of expressing an opinion on ITP's effectiveness of internal control.
- Internal control over compliance with requirements that could have a direct and material effect on a major federal program in order to determine our auditing procedures for the purpose of expressing an opinion on compliance and to test and report on internal control over compliance in accordance with the Uniform Guidance.

We will communicate to you any significant changes to the planned audit strategy, or to the significant risks initially identified, that may occur during the audit due to the results of audit procedures or in response to external factors, such as changes in the economic environment.

Areas of Significant Risk

Our areas of significant risk, which are risks with both a higher likelihood of occurrence and a higher magnitude of effect that require special audit considerations, are as follows. Our planned audit procedures for these risks are detailed starting on page 12.

Management Override of Controls

Planned Use of Other Auditors and Persons Not Employed by BDO USA, P.C.

We plan to use the work of other auditors and persons not employed by BDO USA, P.C. in the 2026 audit. The table below represents the names, locations, and planned responsibilities.

Planned Use of Persons Not Employed by BDO USA, P.C.

Name	Location	Planned responsibilities
BDO RISE Private Limited (BDO RISE India)	Bengaluru, India	▸ Perform substantive audit testing

The use of other auditors and persons not employed by BDO USA, P.C. outside the core engagement team, are under the direct supervision of the core engagement team and engagement partner in accordance with applicable auditing standards.

[BDO RISE Private Limited (BDO RISE India) is a subsidiary of BDO USA, P.C.]

Detail of Significant Risks & Additional Audit Considerations

Management Override of Controls

SUMMARY OF AREA OF SIGNIFICANT RISK

Management's ability to override controls - Our audit approach will include consideration of additional procedures to address any fraud risks identified, including management override of internal controls. Our procedures will involve exercising professional skepticism and may involve additional procedures introducing an element of unpredictability in our audit or performing focused procedures on certain financial statement areas or transactions

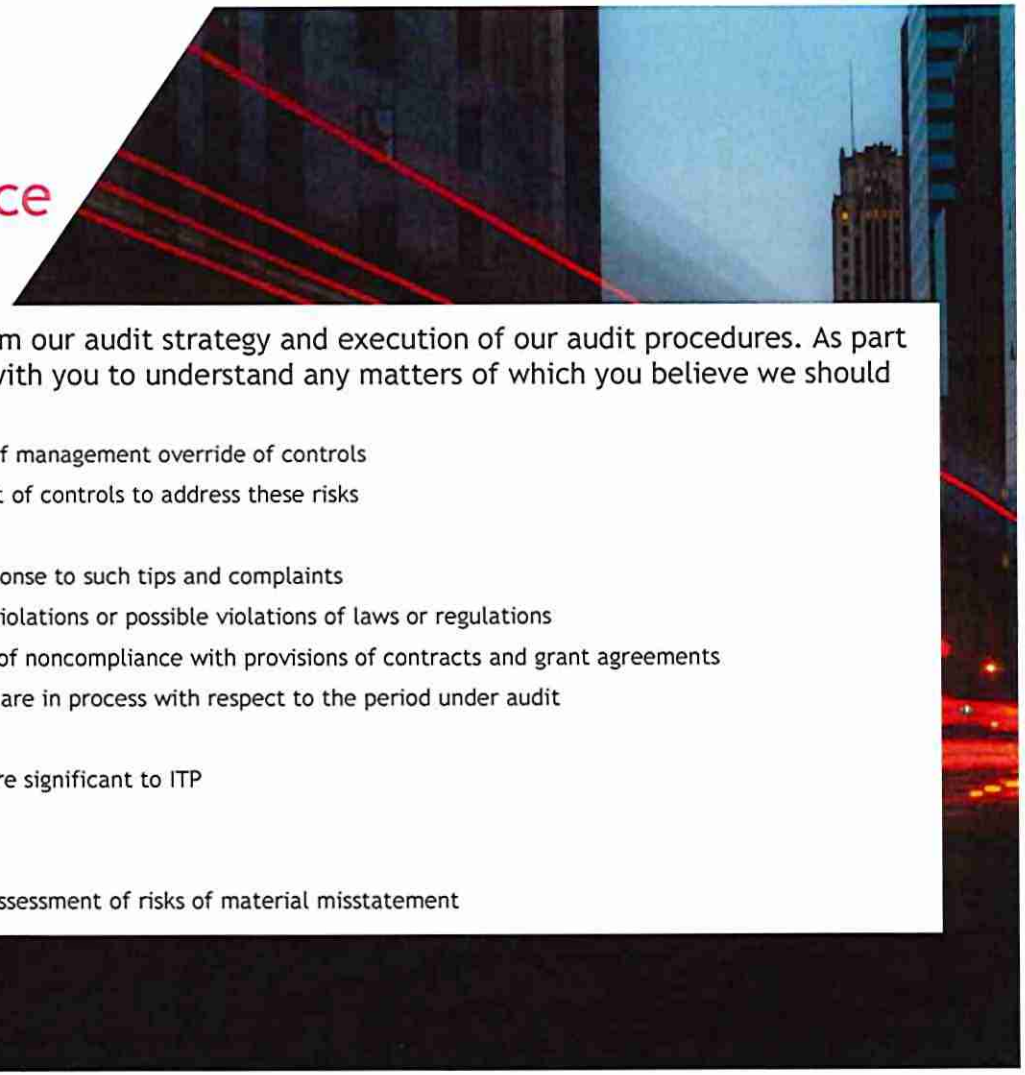
SUMMARY OF PLANNED AUDIT PROCEDURES

In order to address this significant risk, we plan to perform the following procedures:

- BDO will review management's controls and programs relating to fraud and assess the design and implementation of such programs.
- BDO will inquire of management and other personnel as to their knowledge of any potential fraudulent or alleged fraudulent activities.
- BDO will perform journal entry testing through the use of our Journal Analyzer Data Analytics Tool.
- BDO will consider additional procedures to address any fraud risks identified, including management override of controls.

Inquiries of Those Charged with Governance

Obtaining Information from Those Charged with Governance



We perform inquiries related to fraud and other matters to help inform our audit strategy and execution of our audit procedures. As part of the upcoming audit, we would like to discuss the following topics with you to understand any matters of which you believe we should be aware, including, but not limited to:

- Your views about the risk of material misstatements due to fraud, including the risk of management override of controls
- How you exercise oversight over ITP's assessment of fraud risks and the establishment of controls to address these risks
- Your awareness of any actual, alleged or suspected fraud or illegal acts affecting ITP
- Your awareness of tips or complaints regarding ITP's financial reporting and your response to such tips and complaints
- Your awareness of other matters relevant to the audit including, but not limited to, violations or possible violations of laws or regulations
- Your awareness of noncompliance with laws and regulations to include consideration of noncompliance with provisions of contracts and grant agreements
- Your awareness of any investigations or legal proceedings that have been initiated or are in process with respect to the period under audit
- Your awareness of any significant communications between ITP and regulators
- Your understanding of ITP's relationships and transactions with related parties that are significant to ITP
- Any business relationships between a BDO firm and ITP or its affiliates
- Whether ITP has entered into any significant unusual transactions
- Your awareness of any other information that is important to the identification and assessment of risks of material misstatement

Other Topics

BDO's System of Quality Management

An audit firm's effective system of quality management ("SoQM") is crucial for supporting the consistent performance of high-quality audits and reviews of financial statements, or other assurance or related services engagements under professional standards, and applicable legal and regulatory requirements.

Accordingly, BDO has implemented a SoQM designed to provide reasonable assurance that its professionals fulfill their responsibilities and conduct engagements in accordance with those standards and requirements. The firm's SoQM supports the consistent performance of quality audits through many ongoing activities including, at least annually, certification by leaders with responsibility for key controls and related processes. Our Assurance Quality Management team performs regular reviews and testing of key controls and processes throughout the SoQM and identifies and communicates areas for improvement.

As required by International Standard on Quality Management 1 (ISQM 1) under the International Auditing and Assurance Standards Board (IAASB), BDO has conducted an evaluation of the effectiveness of its system of quality management and concluded, as of September 30, 2025, that the system provides reasonable assurance that our professionals will perform audits and reviews of financial statements or related assurance services engagements in accordance with professional standards, and applicable legal and regulatory requirements.



We will continue to provide you with updates on our progress. Currently, you may find discussion of BDO's system of quality management within our annual Audit Quality Reports, the most recent of which is accessible here.

CLICK HERE TO ACCESS IAASB ISQM-1 IN ITS ENTIRETY >

About BDO USA

Our purpose is helping people thrive, every day. Together, we are focused on delivering exceptional and sustainable outcomes and value for our people, our clients, and our communities. BDO is proud to be an ESOP company, reflecting a culture that puts people first. BDO professionals provide assurance, tax, and advisory services for a diverse range of clients across the U.S. and in over 160 countries through our global organization.

BDO is the brand name for the BDO network and for each of the BDO Member Firms. BDO USA, P.C., a Virginia professional corporation, is the U.S. member of BDO International Limited, a UK company limited by guarantee, and forms part of the international BDO network of independent member firms. For more information, please visit: www.bdo.com.

Material discussed is meant to provide general information and should not be acted on without professional advice tailored to your needs.

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