



PERFORMANCE OVERSIGHT COMMITTEE MEMBERS

<i>Gary Carey</i>	<i>Barbara Holt</i>
<i>Tim Cochran</i>	<i>Terry Schweitzer, Chair</i>
<i>Randy Gelderloos</i>	<i>Cyndy Stek</i>

**PERFORMANCE OVERSIGHT COMMITTEE**

**Wednesday, February 17, 2016, 8:00 a.m.**

**The Rapid Administrative Office, 300 Ellsworth Ave SW**

**AGENDA**

PUBLIC COMMENT

COMMITTEE ITEMS:

1. Minutes of January 20, 2016 Performance Oversight Committee Meeting
2. FY 2015 Audit Report
3. Monthly Financial Statements for January 2016
4. December 2015 Ridership and Productivity Report
5. December 2015 Paratransit Ridership Report
6. FY 2016 First Quarter Fixed Route Report Card
7. FY 2016 First Quarter Paratransit Report Card
8. FY 2016 First Quarter Rideshare Report
9. CNG Fueling Facility
10. ADA Paratransit Eligibility Reviewer Services
11. Route 19 Realignment Recommendation

INFORMATION ITEMS:

12. Resolution to Close Rapid Central Station as a Designated Public Forum
13. Report on New Purchase Contracts for January 2016

MINUTES OF  
PERFORMANCE OVERSIGHT COMMITTEE

January 20, 2016

ATTENDANCE

Committee Members Present: Gary Carey, Tim Cochran, Barb Holt, Randy Gelderloos, Terry Schweitzer (Chair)

Committee Members Absent: Amna Seibold, Cyndy Stek

Staff Present: Steve Clapp, Robin Crothers, Judy DeVries, Mark Fedorowicz, Rod Ghearing, Alan Hartley, Meegan Joyce, Jennifer Kalczuk, Linda Medina, Brian Pouget, Liz Schelling, Peter Varga, Conrad Venema, Scott Walsh, Mike Wieringa, Kevin Wisselink

Others Present: Asher Lockwood (Citizen), Watchdog Miller (Citizen), Seth Horton (Progressive AE)

Mr. Schweitzer called the meeting to order at 8:02 a.m.

PUBLIC COMMENT

Watchdog Miller requested we provided a full account of the expenses spent so far on the litigation with the ATU and he wants to know who wants this litigation to continue. He also wants to reexamine how much we spend on GRPS and what they contribute yearly. He noted an incident involving a bus on Route 18 and asked that we go easy on the driver since that is a tough route. He made comments about the cost of airfare and Route 50.

COMMITTEE ITEMS:

1. Minutes of December 9, 2015 Performance Oversight Committee Meeting:

Mr. Schweitzer asked for corrections to the December 9, 2015 minutes. None were offered. The minutes stand approved as written.

2. Monthly Financial Statements for November and December 2015:

Mr. Walsh noted that the audit report will be delayed until February. Capitalized operating expenses are ahead of budget due to a three pay month in December and should rebound in January. At this point, we are in good standing and he has no concerns.

A motion was made by Holt, supported by Carey, to recommend approval of the Monthly Financial Statements for November and December 2015. Motion passed unanimously. (Consent Agenda)

3. October and November 2015 Ridership and Productivity Report:

Mr. Wisselink reported that total ridership decreased 12.3% compared to October 2014. Fixed-route ridership decreased 14.2%, contracted ridership decreased 9.3% and demand response ridership decreased 7.1% compared to October 2014.

He reported that total ridership decreased 1.1% compared to November 2014. Fixed-route ridership decreased 3.8%, contracted ridership increased 3.9% and demand response ridership increased 1.3% compared to November 2014.

Mr. Wisselink explained that the change in ArtPrize ridership accounts for a significant portion of the overall ridership decrease in the month of October. ArtPrize ridership went from approximately 135,000 in October 2014 to approximately 11,000 in October 2015 due to the new 10-ride card that replaced the wristbands. Despite the ridership decrease, the farebox recovery rate increased 17.1% due to both the decrease in free ArtPrize riders and the fare increase on October 1, 2015.

He noted that the rebound in ridership in November was aided by one extra weekday of service in 2015 and much better weather.

We have steadily seen a 7-8% ridership decrease on a daily basis in FY 2015. The factors that contribute to ridership change are service levels, fuel costs and fare increase. The Silver Line remains by far our most improving and best performing route.

Ms. Holt asked if ArtPrize had any problem with the change to a 10 ride pass. Mr. Varga noted that the change to the 10 ride pass wasn't an issue that ArtPrize had but a problem we had with losing revenue since riders were buying the wristband passes and not using them for ArtPrize.

A motion was made by Cochran, supported by Holt, to recommend approval of the October and November 2015 Ridership and Productivity Report. Motion passed unanimously. (Consent Agenda)

4. October and November 2015 Paratransit Ridership Reports:

Ms. Joyce reported that total monthly paratransit ridership for October 2015 decreased 7.1% from October 2014. ADA ridership decreased 3.6%, NDS ridership increased 87.5%, PASS ridership decreased 29.5% and Network 180 ridership decreased 16.7% from October 2014.

She noted that the majority of the ridership decrease is primarily still due to the reduced rides provided by Network 180.

On-time performance for GO!Bus/PASS during October 2015 was 96.96%. Average cost per GO!Bus/PASS trip increased 4.7% from October 2014.

She reported that total monthly paratransit ridership for November 2015 increased 1.3% from November 2014. ADA ridership increased 2.9%, NDS ridership decreased 13.6%, PASS ridership decreased 23.7% and Network 180 ridership decreased 3.4 from November 2014.

On-time performance for GO!Bus/PASS during November 2015 was 96.35%. Average cost per GO!Bus/PASS trip decreased 3.9% from November 2014.

A motion was made by Holt, supported by Carey, to recommend approval of the October and November 2015 Paratransit Ridership Reports. Motion passed unanimously. (Consent Agenda)

5. FY 2016 Report Card Standards – Fixed Route:

Mr. Wisselink explained that FY 2015 was a down year for ridership (down 4.5% overall), and particularly for Contracted Service which experienced a 12.8% decrease. These decreases were mainly due to increasingly cheaper fuel costs and no increase in Rapid service levels, both of which have proved to be the best indicators of ridership levels for The Rapid in the past.

This trend will probably continue into FY 2016, especially given that The Rapid implemented a 16% fare increase at the beginning of the fiscal year. Fare increases have proven to decrease ridership levels at The Rapid and nationwide. Therefore, staff expects a ridership decrease for both fixed route and total service for FY 2016. However, after some discussion staff felt that a green light should be maintained at greater than 0% (ridership growth) and recommends a standard of higher than 0% ridership change for both service types. Staff also recommends setting the red light at lower than -10% ridership change to reflect the current ridership factors The Rapid is facing.

Mr. Varga noted that we recently had a fare increase, fuel cost should remain low, and we don't anticipate any increase in service levels until we have additional funds from the state. Given these restraints, we don't expect ridership to increase so he feels the standard for productivity is reasonable.

Staff recommends no change to the standards for preventable accidents, customer service and on-time performance. Cost effectiveness is measured through cost per passenger and passengers per mile. Because most of the GVSU service is very productive, cost effectiveness performance for total service is generally better than for just fixed route service. Maintaining the productivity goal of a ridership increase for FY 2016, staff recommends a cost of \$3.21 per passenger and carrying 1.96 passengers per mile as the productivity standards for fixed route in FY 2016 and a cost of \$2.94 per passenger and carrying 2.14 passengers per mile for the total service standards in FY 2016.

A motion was made by Holt, supported by Cochran, to recommend approval of the FY 2016 Fixed Route Report Card Standards. Motion passed unanimously. (Consent Agenda)

6. FY 2016 Report Card Standards – Paratransit:

Ms. Joyce reported that total paratransit ridership averaged 265,088 between FY 2011 and FY 2015. There has not historically been a standard set for paratransit ridership. Users of the paratransit special services are pre-qualified based on their functional ability to use the fixed route bus or by age or by some other contractual guidelines. Many factors go into the increase or decrease in ridership. For example, one of the goals of this department is to promote fixed-route service for individuals who are paratransit eligible yet able to take fixed-route for at least some trips. Shifting trips that can be made on fixed-route to fixed-route is a goal that can have an effect on total ridership. This shift has a positive impact on the passengers yet has the potential to decrease the number of paratransit trips. Trips that are provided by The Rapid under contract are subject to change as contracting entities' needs change such as we have seen recently with Network 180. Staff proposes no change to the current system.

She reported that staff proposes no change to the current standard of 2.0, passengers per hour, the current standard of 30 minutes per average trip length, and 1.0 preventable accidents per 100,000 revenue miles. She commented that FTA does not allow for excessively long trips, so we make sure to monitor this. FTA requires that ADA trips be comparable to a fixed route trip.

Staff is proposing no change to the current 1.00 complaint per 1,000 passengers and the 94.5% on-time performance standard. Staff recommends no change to the current cost-effectiveness system of noting the cost per passenger each month but not setting a standard to follow and no change to the 1:30 ratio of paratransit to fixed route riders.

Mr. Varga mentioned that Cascade Township has agreed to pay for extended contracted service which may impact trip length and ridership, as this adds more square miles to our service area.

A motion was made by Holt, supported by Carey, to recommend approval of the FY 2016 Paratransit Report Card Standards. Motion passed unanimously. (Consent Agenda)

7. Contract for Smartcard Fare Collection System:

Mr. Ghearing reported that the transition from magnetic stripe fare media to contactless smartcards and mobile ticketing has been sweeping the transit industry for several years. Fare payment methods that use mechanical systems – be they cash accepted at a traditional farebox or magnetic stripe media that have to be inserted into a farebox – are prone to failure for any number of reasons. Recent advances in the use of highly secure smartcard/smartphone/mobile ticketing based fare collection systems remove virtually all of these mechanical problems.

These systems are also far more secure as well since the card or smartphone app actually has no value stored in it. It is, instead, linked to a transit fare account. It is more like a debit card which is linked to a checking account. The card has no information about value of the account on it. All of the “value” information is held by

the bank. Our new contactless system will also be “account based” just like a debit card, only far more secure.

In addition to these enhanced security features, account based fare collection systems are much more flexible with respect to the many different fare types that we can implement. Instead of the almost 20 different types of paper and plastic cards we have today, the new system will have only two or three different cards for those who use cards. What the card is (31 day pass, 7 day or 2 rides, for example) is information stored in the account system. Our ability to create different fare categories and types is, therefore, almost limitless.

From an operational perspective, fare payment via smartcards and mobile ticketing permits much faster boarding, thus reducing the amount of time a bus spends sitting at the bus stop. The maximum amount of time it will take for a transaction to take place at a fare validator is a half second.

A Request for Proposals (RFP) was issued for this procurement. Responsive proposals were received from two vendors – Scheidt & Bachmann, who provides our current ticket vending machines for the Silver Line, and Innovations in Transportation, Inc. (INIT). Interviews were held with both vendors after which both were asked for their Best and Final Offers (BAFO).

The evaluation committee found both proposals to be responsive with INIT scoring higher (810.4 points) in the evaluation than Scheidt & Bachmann (622.8 points). References were called for INIT and positive responses were given by all parties with whom we talked. The committee is, therefore, recommending award of the contract to INIT.

Mr. Schweitzer commented that this is a milestone event. He asked what happens if a card has insufficient funds to ride. Mr. Ghearing noted that we will have to develop a policy for the different situations, like this, that we will encounter.

Ms. Holt asked about mobile ticketing capability. Mr. Ghearing replied that we will get the mobile ticketing capability with this system.

Mr. Schweitzer asked how long the installation will take. Mr. Ghearing noted that we are hoping to be ready to have the test group use the first cards this fall.

A question was asked if the package includes ongoing maintenance. Mr. Ghearing noted that the contract does include 5 years of ongoing maintenance and noted that he will add that information to the document.

A motion was made by Cochran, supported by Holt, to recommend approval to award a contract to INIT for purchase and installation of the Smartcard Fare Collection System. Motion passed unanimously. (Regular Agenda)

8. CNG Modifications to Rapid Operations Center:

Mr. Clapp reported that staff is requesting authorization for a contract with Feyen-Zylstra Electricians for \$2,495,150 to provide project management services as well as construction of the necessary modifications to the Rapid Operations Center (ROC)

in order to be able to accommodate compressed natural gas fueled buses. In addition to the contract amount, a 7% contingency (\$181,660) will be held by The Rapid and an allowance of up to \$100,000 for structural steel to support rooftop air handlers in the Rapid Operations Center will also be included for a total project cost of \$2,776,810.

The Rapid has made the commitment to shift the fleet from diesel fuel to compressed natural gas (CNG). The motives for making the shift are to achieve significant cost reduction in our fuel budget and to eliminate particulate emissions.

The process for meeting the goals of cost reduction and elimination of particulate emissions has three steps. The first step is to purchase CNG powered buses. That step was approved by the Board at their June 24, 2015 meeting. The second step is to make the necessary modifications to the Rapid Operations Center to accommodate CNG fueled buses. It is this second step for which we are seeking Board approval. The third and final step in the process is the construction of a CNG fueling station.

A Request for Proposal (RFP) was issued for this project since price was not the only criteria to be considered. The Rapid also wanted proposers to illustrate their experience and capabilities to complete the project.

A total of 5 bid packets were sent out to local firms. Two proposals were received, those being from Feyen-Zylstra and DVT. Procurement staff performed their due diligence to determine why other firms did not pursue the RFP. Two of the firms stated that they had ample work to carry them through the construction period, the third firm did not respond to inquiries.

Both proposals received were from exceedingly strong teams. A short-list interview was granted to both firms. The overall proposal from Feyen-Zylstra is considered to be the strongest of the two received for this project. Reasons that Feyen-Zylstra were judged to be superior are that they had far more hours, which staff felt were needed, than in the DVT proposal and they had a supervisor assigned to the project where DVT expected supervision would come from ITP staff. Feyen-Zylstra also has a very experienced team and gave ITP a level of comfort not provided by DVT.

Ms. Holt asked if DVT is a local company. Mr. Clapp replied that they are a local firm. Mr. Hartley noted that DVT did the electrical work on the Silver Line TVMs.

A motion was made by Carey, supported by Cochran, to recommend approval to award a contract to Feyen-Zylstra Electricians for CNG modifications to the Rapid Operations Center. Motion passed unanimously. (Regular Agenda)

#### INFORMATION ITEMS:

##### 9. FY 2016 FTA Grant Application:

Mr. Ghearing reported that staff is requesting the ITP Board to approve the FY 2016 Federal Transit Administration (FTA) grant application and to allow the CEO or his designee to execute a grant contract on behalf of the ITP Board.

Each year The Rapid presents an annual grant application for federal Section 5307 capital and planning assistance, Section 5339 formula capital funding, Surface Transportation Program funds and Congestion Mitigation and Air Quality (CMAQ) funds to the ITP Board for approval. With Board approval, staff will start the submission process of these FY 2016 grants.

He noted that the FAST Act program is an authorization bill that covers 5 years. While this is only authorization, it will allow us to better plan for available funding in future years.

10. FY 2017 MDOT Grant Application:

Mr. Ghearing reported that staff is requesting that the ITP Board approve the FY 2017 Michigan Department of Transportation (MDOT) grant application and to authorize the CEO or his designee to execute a grant contract on behalf of ITP.

Each February, MDOT requires that transit agencies file a grant application for capital, operating and planning assistance for the upcoming fiscal year. The MDOT application is the first grant application in the annual cycle. This draft application is for MDOT use in estimating and earmarking funding for state budgeting purposes. A final application with project descriptions will be brought to the Board in late FY 2016.

He noted that FY 2017 is the first year that could include operating assistance in the comprehensive transportation fund from the road package.

11. FY 2017 Specialized Services Operating Assistance Grant Application:

Mr. Ghearing reported that Board approval is requested authorizing submittal of the FY 2017 Specialized Services operating assistance grant application to MDOT and subsequent execution of a contract with MDOT for third party operating assistance with the six recipient agencies; ACSET, American Red Cross, Network 180, Goodwill Industries, Hope Network and Senior Neighbors.

Each year ITP applies for Specialized Services operating assistance from the Michigan Department of Transportation (MDOT) for senior/disabled transportation in Kent County, which is beyond ITP's service area and/or hours of operation. The annual "Specialized Service" program is prepared by ITP in cooperation with the service provider agencies. ITP's role in this program is to provide coordination for the various providers to prevent any duplication of services. In FY 2015, ITP received a total of \$463,289 in Specialized Services operating funds as a pass-through grant. This funding level is determined by the MDOT. In FY 2016, funding remained the same. It is anticipated that a total of \$463,289 will be reinstated and awarded to the ITP for the Specialized Services Operating Assistance Program for FY 2017.

12. Consumer Advisory Committee Appointments:

Ms. Joyce reported that the Consumer Advisory Committee recommends the appointment of Mary Kinnane with a term to expire December 31, 2017. She noted



that Mary Kinnane is a resident of Grand Rapids and is involved with the Walker Firehouse Café senior center.

Ms. Holt agrees that Mary Kinnane will be an asset to the Consumer Advisory Committee.

13. RideLink Update:

Ms. Joyce provided some background information on the creation and implementation of RideLink.

Beginning October 1, 2011, the ITP Board agreed to include funds in The Rapid's budget to pay for return medical trips that were difficult for the RideLink provider agencies to execute in an efficient and timely manner. This additional capacity in 2012 through 2014 contributed to the overall RideLink trip increases in each of those years.

The ITP Board approved in August of 2014 that staff request Kent County Senior Millage funding for a full time RideLink coordinator as well as for The Rapid to provide more RideLink trips. The Rapid was awarded \$202,645 and for the calendar year beginning January 1, 2015 that has allowed us to provide 10,974 RideLink trips. All RideLink providers were awarded additional funds for 2015 which has allowed the service to add nearly 21% more trips to area seniors in 2015 over 2014.

The Area Agency on Aging of West Michigan (AAWM), the Senior Millage contract manager, recently awarded funding to The Rapid in the amount of \$225,841 for the next calendar year which will allow us to provide up to 11,614 trips and includes continued funding for the RideLink Coordinator. This service has a positive effect on older adults living and traveling in Kent County. This kind of trip coordination is a valuable asset to communities that are part of The Rapid as well as to the entire Kent County area.

Ms. Joyce noted that she will email a report showing the trips and the denials associated with the RideLink program.

14. Report on New Purchase Contracts for November and December 2015:

Mr. Fedorowicz reported that a contract with US Trackworks in the amount of \$26,000 to conduct inspections on the spur track that serves the Amtrak Station. Funding for the inspections is received directly from MDOT.

Ms. Holt asked why we conduct the inspection. Mr. Fedorowicz explained that since the station is on a spur it is our responsibility and MDOT pays for it. All other stations in Michigan operate on the mainline and CSX is responsible for the inspection.

The meeting was adjourned at 9:09 a.m.



Robin Crothers, ITP Board Secretary



Date: February 11, 2016  
To: ITP Board  
From: Scott Walsh  
Subject: FY 2015 AUDIT REPORT

ACTION REQUESTED

Staff requests Board approval of the FY 2015 Audit Report.

**INTERURBAN TRANSIT PARTNERSHIP BOARD**

**RESOLUTION NO. \_\_\_\_\_**

**Fiscal Year 2016**

Moved and supported to adopt the following resolution:

Approval of the FY 2015 Audit Report.

BE IT RESOLVED that the ITP Board hereby approves the FY 2015 Audit Report, in accordance with the information presented to the ITP Board on February 24, 2016.

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.

\_\_\_\_\_  
Robin Crothers, ITP Board Secretary

\_\_\_\_\_  
Date

**Date:** February 11, 2016  
**To:** ITP Board  
**From:** Scott Walsh  
**Subject:** MONTHLY FINANCIAL STATEMENTS

**ACTION REQUESTED**

Attached for your review and approval are the January 31 Combined Operating Statements and Grant Revenues & Expenditures Statements.

**Interurban Transit Partnership  
Combined Operating Statement  
Month Ended 01/31/16**

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target= 33%
<b>Revenue &amp; Operating Assistance</b>						
<b><u>Passenger Fares</u></b>						
1. Passenger Fares - Linehaul	6,550,749	6,550,749	544,856	2,130,952	4,419,797	33%
2. Passenger Fares - Paratransit	911,592	911,592	85,609	272,116	639,476	30%
3. Passenger Fares - Other	40,278	40,278	3,034	12,708	27,570	32%
<b>4. Total Passenger Fares</b>	<b>7,502,619</b>	<b>7,502,619</b>	<b>633,499</b>	<b>2,415,776</b>	<b>5,086,843</b>	<b>32%</b>
<b><u>Sale Of Transportation Services</u></b>						
5. CMH Contribution	1,313,560	1,313,560	97,802	380,801	932,759	29%
6. Dash Contract	1,180,134	1,180,134	84,985	346,490	833,644	29%
7. Grand Valley State University	2,798,995	2,798,995	238,786	1,097,396	1,701,599	39%
8. Employment Transportation (Van Pool)	196,800	196,800	13,249	39,087	157,713	20%
9. Township Services	236,327	236,327	18,671	74,684	161,643	32%
10. Other	658,326	658,326	22,939	86,591	571,735	13%
<b>11. Total Sale Of Transportation Services</b>	<b>6,384,142</b>	<b>6,384,142</b>	<b>476,432</b>	<b>2,025,049</b>	<b>4,359,093</b>	<b>32%</b>
<b><u>Other Revenue &amp; Support</u></b>						
12. State Operating	11,759,498	11,759,498	1,004,600	3,900,263	7,859,235	33%
13. Property Taxes	14,738,672	14,738,672	1,228,222	4,912,891	9,825,781	33%
14. Advertising	150,000	150,000	12,500	56,384	93,616	38%
15. Interest & Miscellaneous	407,800	407,800	17,518	47,452	360,348	12%
<b>16. Total Other Revenue &amp; Support</b>	<b>27,055,970</b>	<b>27,055,970</b>	<b>2,262,840</b>	<b>8,916,990</b>	<b>18,138,980</b>	<b>33%</b>
<b>17. TOTAL REVENUE &amp; OPERATING ASSISTANCE</b>	<b>40,942,731</b>	<b>40,942,731</b>	<b>3,372,771</b>	<b>13,357,815</b>	<b>27,584,916</b>	<b>33%</b>
<b><u>Expenditures Route Service &amp; Demand Response</u></b>						
<b><u>Labor</u></b>						
18. Administrative Salaries	3,562,985	3,562,985	264,122	1,218,500	2,344,485	34%
19. Driver Wages	11,122,918	11,122,918	789,212	3,775,614	7,347,304	34%
20. Maintenance Wages	1,618,052	1,618,052	113,515	536,937	1,081,115	33%
<b>21. Total Labor</b>	<b>16,303,955</b>	<b>16,303,955</b>	<b>1,166,849</b>	<b>5,531,051</b>	<b>10,772,904</b>	<b>34%</b>
<b><u>Fringe Benefits</u></b>						
22. FICA/Medicare Tax	1,330,268	1,330,268	101,620	455,408	874,860	34%
23. Pension	1,497,711	1,497,711	121,842	501,678	996,033	33%
24. Group Medical	3,670,254	3,670,254	315,869	1,546,207	2,124,047	42%
25. Unemployment Taxes	107,400	107,400	21,000	42,000	65,400	39%
26. Worker's Compensation	540,000	540,000	89,965	224,892	315,108	42%
27. Sick Leave	141,981	141,981	11,528	54,084	87,897	38%
28. Holiday	374,815	374,815	68,492	199,835	174,980	53%
29. Vacation	934,203	934,203	77,480	320,651	613,552	34%

**Interurban Transit Partnership  
Combined Operating Statement  
Month Ended 01/31/16**

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target= 33%
30. Bereavement	15,000	15,000	862	4,768	10,232	32%
31. Uniforms	108,286	108,286	13,549	33,798	74,488	31%
32. Personal Days	309,671	309,671	65,772	104,518	205,153	34%
33. Fringe Benefits Distributed to Grants	25,000-	25,000-	2,309-	8,612-	16,388-	34%
<b>34. Total Fringe Benefits</b>	<b>9,004,589</b>	<b>9,004,589</b>	<b>885,670</b>	<b>3,479,227</b>	<b>5,525,362</b>	<b>39%</b>
<u>Services</u>						
35. Audit, Legal, and Consultant	247,350	267,350	37,347	139,082	128,268	52%
36. Contract Service: Janitor & Bus Cleaning	1,255,174	1,255,474	77,995	271,799	983,675	22%
37. Contract Service: Other	885,609	888,784	54,368	247,257	641,527	28%
<b>38. Total Services</b>	<b>2,388,133</b>	<b>2,411,608</b>	<b>169,710</b>	<b>658,138</b>	<b>1,753,470</b>	<b>27%</b>
<u>Materials &amp; Supplies</u>						
39. Fuel & Lubricants	3,331,030	3,311,030	161,232	748,164	2,562,866	23%
40. Tires & Tubes	38,800	38,800	31	97	38,703	0%
41. Office Supplies	49,943	47,718	4,000	16,322	31,396	34%
42. Printing	42,595	42,851	3,227	5,149	37,702	12%
43. Repair Parts	1,438,330	1,438,030	120,903	433,266	1,004,764	30%
44. Other Supplies	108,685	107,835	5,166	16,831	91,004	16%
<b>45. Total Materials &amp; Supplies</b>	<b>5,009,383</b>	<b>4,986,264</b>	<b>294,559</b>	<b>1,219,829</b>	<b>3,766,435</b>	<b>24%</b>
<u>Utilities</u>						
46. Electronic Communications	97,054	97,054	4,116	25,709	71,345	26%
47. Gas Heat	257,100	257,100	21,396	38,848	218,252	15%
48. Electric	465,000	465,000	37,555	94,783	370,217	20%
49. Other	65,400	65,400	5,274	18,078	47,322	28%
<b>50. Total Utilities</b>	<b>884,554</b>	<b>884,554</b>	<b>68,341</b>	<b>177,418</b>	<b>707,136</b>	<b>20%</b>
<u>Casualty &amp; Liability</u>						
51. PL & PD Insurance	1,125,600	1,125,600	82,439	402,182	723,418	36%
52. Building & Other Insurance	267,164	267,164	0	216,305	50,859	81%
<b>53. Total Casualty &amp; Liability</b>	<b>1,392,764</b>	<b>1,392,764</b>	<b>82,439</b>	<b>618,487</b>	<b>774,277</b>	<b>44%</b>

**Interurban Transit Partnership  
Combined Operating Statement  
Month Ended 01/31/16**

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target= 33%
<b>Other</b>						
54. Dues & Subscriptions	72,753	72,753	2,865	25,714	47,039	35%
55. Professional Development	69,425	69,325	6,055	16,142	53,183	23%
56. Marketing & Promotion	100,000	100,000	3,816	13,550	86,450	14%
57. Community Outreach	150,000	150,000	7,750	22,750	127,250	15%
58. Office Equipment	21,000	21,000	1,495	5,281	15,719	25%
59. Shop Tools	39,583	39,583	1,415	7,828	31,755	20%
60. Miscellaneous	52,500	52,244	2,239	11,705	40,539	22%
<b>61. Total Other</b>	<b>505,261</b>	<b>504,905</b>	<b>25,635</b>	<b>102,970</b>	<b>401,935</b>	<b>20%</b>
62. Purchased Transportation	5,436,398	5,436,398	347,153	1,663,067	3,773,331	31%
63. Purchase Transp. - CMH	1,772,670	1,772,670	130,334	510,673	1,261,997	29%
64. Purchase Transp. - Other	249,545	249,545	19,056	82,930	166,615	33%
65. Purchase Transp. - Suburban Paratransit	274,351	274,351	14,700	62,756	211,595	23%
66. Transfer Out - Grant Budget	0	0	0	0	0	100%
67. Operating Expenses - Capitalized	2,278,872-	2,278,872-	168,323	748,731-	1,530,141-	33%
<b>68. TOTAL OPERATING EXPENDITURES</b>	<b>40,942,731</b>	<b>40,942,731</b>	<b>3,372,769</b>	<b>13,357,815</b>	<b>27,584,916</b>	<b>33%</b>
69. Net Surplus	0	0	2	0	0	100%
	40,942,731	40,942,731	3,372,771	13,357,815	27,584,916	33%

Interurban Transit Partnership  
Grant Revenues & Expenditures  
Month Ended 01/31/16

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target 33%
<u>Grant Revenue</u>						
1. Federal Grant Assistance	22,480,054	22,480,054	67,732	1,468,361	21,011,693	7%
2. State Grant Assistance	6,059,894	6,059,894	18,255	395,751	5,664,143	7%
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	28,539,948	28,539,948	85,987	1,864,112	26,675,836	7%
<u>Labor</u>						
7. Administrative Salaries	41,357	41,357	2,999	13,580	27,777	33%
8. Driver Wages	0	0	0	0	0	100%
9. Temporary Wages	0	0	0	0	0	100%
10. Fringe Benefit Distribution	25,000	25,000	2,309	8,612	16,388	34%
11. Total Labor	66,357	66,357	5,308	22,192	44,165	33%
<u>Material &amp; Supplies</u>						
12. Tires & Tubes	300,000	300,000	43,675	45,320	254,680	15%
13. Office Supplies	500	500	0	0	500	0%
14. Printing	5,000	5,000	0	2,175	2,825	44%
15. Total Material & Supplies	305,500	305,500	43,675	47,495	258,005	16%
<u>Purchased Transportation</u>						
16. Purchased Transportation	785,066	785,066	65,422	261,689	523,377	33%
17. Specialized Services	463,289	463,289	0	0	463,289	0%
18. Total Purchased Transportation	1,248,355	1,248,355	65,422	261,689	986,666	21%
<u>Other Expenses</u>						
19. Dues & Subscriptions	4,775	4,775	0	375	4,400	8%
20. Professional Development	25,000	25,000	0	0	25,000	0%
21. Miscellaneous	12,000	12,000	0	0	12,000	0%
22. Total Other Expenses	41,775	41,775	0	375	41,400	1%
<u>Leases</u>						
23. Office Lease	0	0	0	0	0	100%
24. Transit Center Lease	0	0	0	0	0	100%
25. Storage Space Lease	0	0	0	0	0	100%
26. Total Leases	0	0	0	0	0	100%
<u>Capital</u>						
27. Rolling Stock	15,669,049	15,669,049	0	7,687	15,661,362	0%
28. Facilities	5,050,000	5,050,000	28,828	151,243	4,898,757	3%
29. Equipment	450,000	450,000	5,306	7,962	442,038	2%
30. Other	3,024,837	3,024,837	46,541	470,694	2,554,143	16%
31. Total Capital	24,193,886	24,193,886	80,675	637,586	23,556,300	3%
32. Planning Services	405,203	405,203	59,230	146,044	259,159	36%
33. Capitalized Operating	2,278,872	2,278,872	168,323-	748,731	1,530,141	33%
34. Total Expenditures	28,539,948	28,539,948	85,987	1,864,112	26,675,836	7%



PROFESSIONAL DEVELOPMENT REPORT  
ALL EMPLOYEES (EXCLUDING VARGA)  
January 2016

AMOUNT	PURPOSE	EMPLOYEE(S)	LOCATION
\$470.78	APTA CEO Seminar	Hartley	Orlando, FL
\$675.64	APTA Safety Conference	Luther	San Antonio, TX
<u>\$2,803.90</u>	Various APTA/MPTA Meetings	Kalczuk	Washington, D.C., Phoenix, AZ
\$3,950.32 *			

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

PROFESSIONAL DEVELOPMENT REPORT  
PETER VARGA  
January 2016

AMOUNT	PURPOSE	LOCATION	DATES
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No activity this month

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

**INTERURBAN TRANSIT PARTNERSHIP  
PERSONNEL AUTHORIZATION COMPARISON  
January 31, 2016**

<u>Positions</u>	<u>FY 2016 Authorized</u>	<u>FY 2016 Actual</u>
<b>Senior Managers</b>	15	15
<b>Supervisors &amp; Admins.</b>		
Operations	17	15
Administration	2	2
<b>Professionals</b>		
Operations	5	5
Administration	4	4
Customer Svc./Marketing	2	2
Planning & Grants	2	2
Special Services	1	1
<b>Call Takers/Schedulers</b>		
Special Services	8	8
<b>Administrative Support</b>		
Operations	8	8
Administration	5	5
Customer Svc./Marketing	4	5
Special Services	2	2
<b>Total Admin. Personnel</b>	<b>75</b>	<b>74</b>
Bus Operators - Full Time	255	255
Bus Drivers - Part Time	39	21
Mechanics - Fleet	30	30
Mechanics - Facilities	6	6
<b>Total Union Personnel</b>	<b>330</b>	<b>312</b>
<b>TOTAL PERSONNEL</b>	<b>405</b>	<b>386</b>

**Date:** February 3, 2016  
**To:** ITP Board  
**From:** Kevin Wisselink / Planning Department  
**Subject:** DECEMBER 2015 RIDERSHIP AND PRODUCTIVITY REPORT

ACTION REQUESTED

The Board is asked to approve the December 2015 Ridership and Productivity Report.

BACKGROUND

Contracted Ridership was up 36% in December 2015. This was largely due to the school calendar running 6 days longer in December 2015 compared to December 2014, making up for the later start in August/September 2015.

RIDERSHIP SUMMARY

**December 2015 compared to December 2014**

Total Ridership by Category:

- Routes 1 – 44 ridership (635,975) decreased **10.7%** (-75,987)
- Contracted/Specialized Service ridership (253,382) increased **36.2%** (67,377)
- Demand-Response ridership (30,040) decreased **1.3%** (-2,196)
- **Total Ridership (919,397) decreased 1.2% (-10,806)**

Daily Averages:

- Average Weekday total ridership (36,859) decreased **0.2%** (-91)
- Average Weekday evening ridership (4,938) decreased **6.1%** (-322)
- Average Saturday ridership (13,687) decreased **8.4%** (-1,248)
- Average Sunday ridership (5,927) decreased **6.4%** (-406)

**Fiscal Year 2016 compared to Fiscal Year 2015**

Total Ridership by Category:

- Routes 1 – 44 ridership (2,084,408) decreased **10.1%** (-232,940)
- Contracted/Specialized Service ridership (1,086,167) increased **3.2%** (33,775)
- Demand-Response ridership (92,386) decreased **4.5%** (-4,380)
- **Total Ridership (3,262,961) decreased 5.9% (-203,545)**

Daily Averages:

- Average Weekday total ridership (45,210) decreased **5.5%** (-2,654)
- Average Weekday evening ridership (5,987) decreased **10.5%** (-702)
- Average Saturday ridership (14,868) decreased **9.9%** (-1,641)
- Average Sunday ridership (6,448) decreased **8.7%** (-615)

**ROUTE PERFORMANCE SUMMARY (Routes 1-44 Only)**

December 2015 fixed-route system performance increased compared to December 2014 (contracted services not included). The fixed-route summary is as follows:

- Average passengers per hour (21.3) decreased 10.9% (-1.3 points)
- Average passengers per mile (1.73) decreased 11.1% (-1.7 points)
- Average farebox recovery percent (25.8%) decreased 5.2% (-0.7 points)
- Average daily passengers (20,836) decreased 10.7% (-5.7 points)
- **Monthly system performance (84.2 points) decreased 10.0% (-9.3 points)**
- **FY 2016 system performance (92.1 points) decreased 8.2% (-8.2 points) compared to FY 2015**

**Monthly Fixed-Route Point Summary**

	FY 16	FY 15	FY 16	FY 15		%
	<u>Avg</u>	<u>Avg</u>	<u>Points</u>	<u>Points</u>	<u>Change</u>	<u>Change</u>
Avg Passengers per Hour per Route:	21.3	23.9	10.6	11.9	-1.3	-10.9%
Avg Passengers per Mile per Route:	1.73	1.95	13.3	15.0	-1.7	-11.1%
Avg Fare-box Recovery % per Route:	25.8%	27.2%	12.9	13.6	-0.7	-5.2%
Avg Daily Fixed-Route Passengers:	20,836	23,334	47.4	53.0	-5.7	-10.7%
<b>December Total:</b>			<b>84.2</b>	<b>93.6</b>	<b>-9.3</b>	<b>-10.0%</b>
<b>Year Average:</b>			<b>92.1</b>	<b>100.3</b>	<b>-8.2</b>	<b>-8.2%</b>

- **15 of 23 (65.2%) fixed-routes performed within the average range (within one standard deviation of the system mean)**
- **The Silver Line performed above standard (greater than 66.7% above the system mean)**
- Route 1 – Division, Route 2 – Kalamazoo, Route 4 – Eastern and Route 9 – Alpine performed one standard deviation above the system mean
- Route 12 – West Fulton and Route 17 – Woodland/Airport performed one standard deviation below the system mean
- **Route 19—Michigan South performed below standard (less than 66.7% below the system mean)**

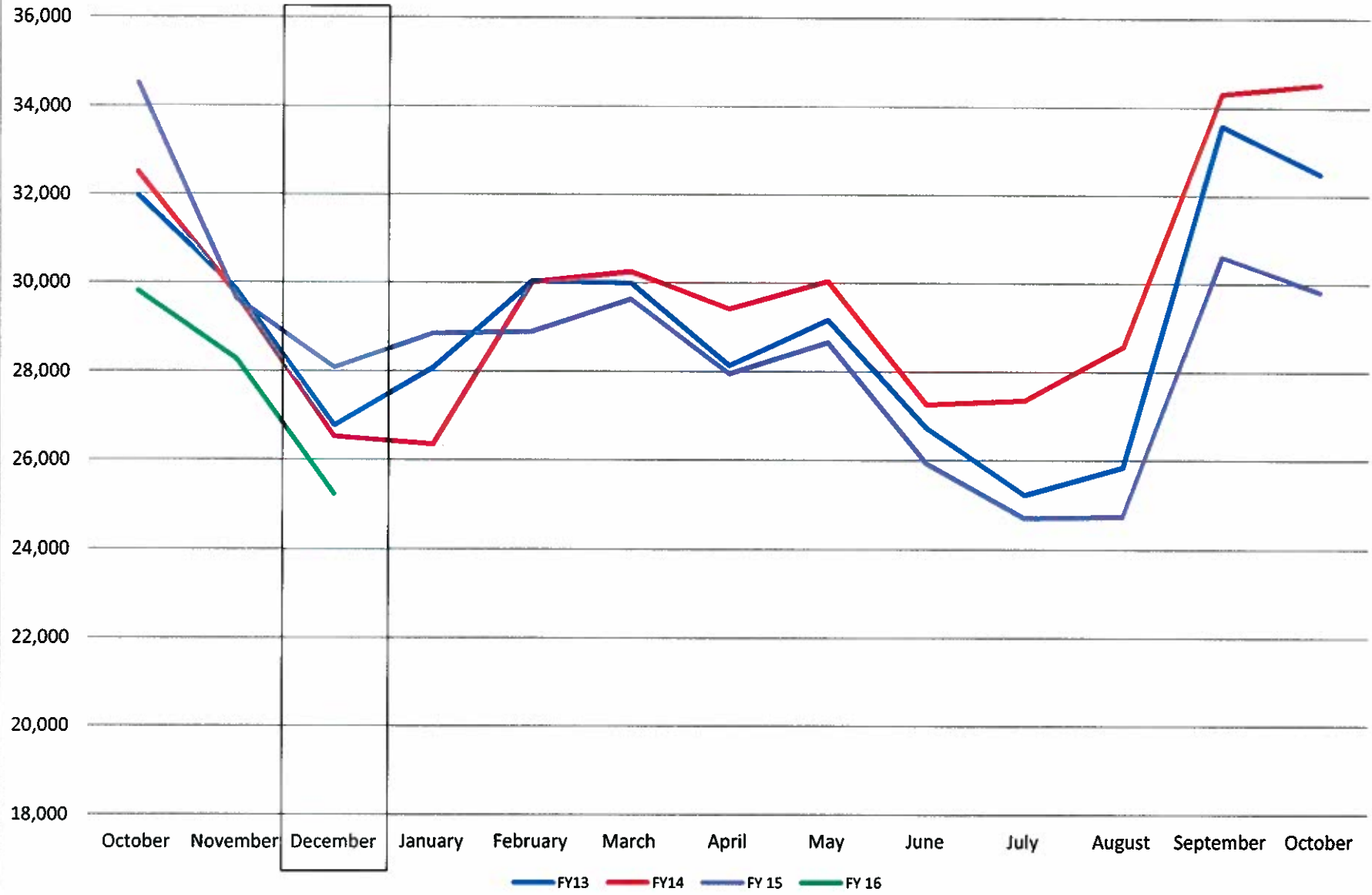
December 2015 Fixed Route Ridership Change: **-9.3%**  
 December 2015 Total Ridership Change: **-4.0%**

**Change in service days from December 2015 to December 2014**

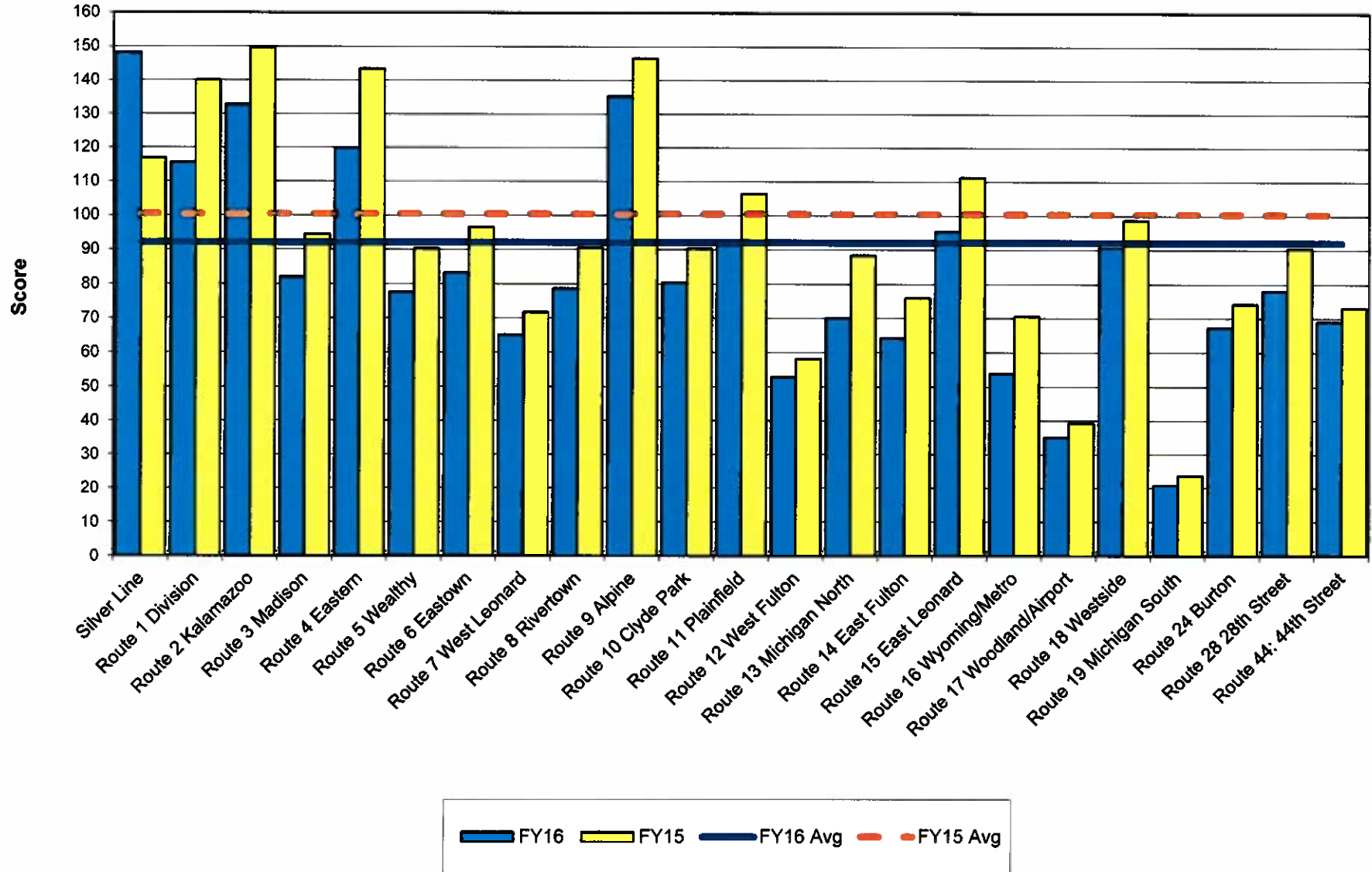
	FY 2016	FY 2015	Change
Total Service Weekdays	22	22	0
Total Service Saturdays	4	4	0
Total Service Sundays	4	4	0

Attached is a graphical summary of the system and individual fixed-route performance

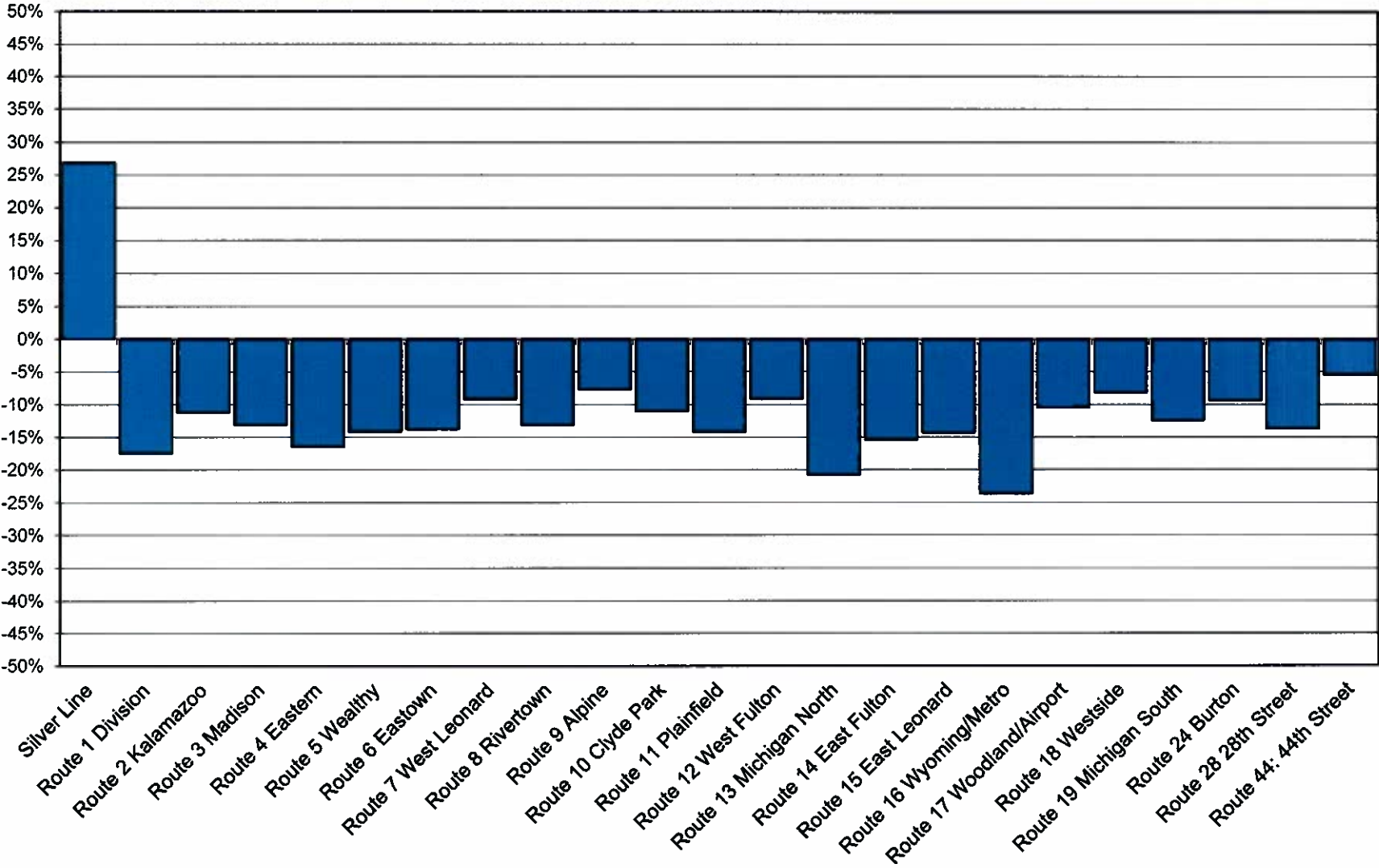
# Monthly Weekday Average Ridership History



## Fixed-Route Scoring Summary: December 2015 Compared to December 2014

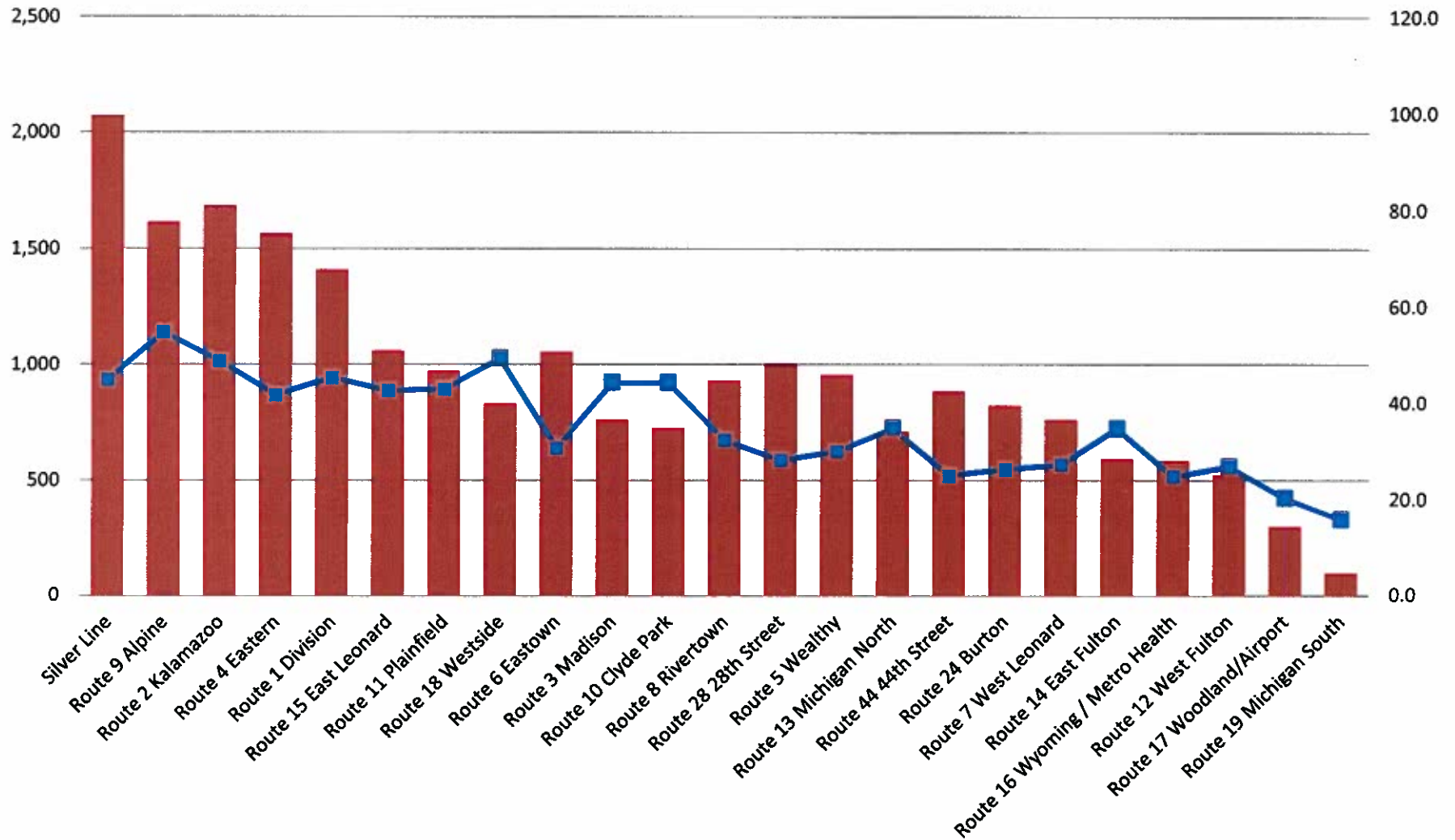


**Percent Change by Route: December 2015 Compared to Compared December 2014**





## Fixed Route Efficiency Score and Ridership Levels - December 2015



The Efficiency Score is an average of Farebox Recovery Rate, Passengers/Mile and Passengers/Hour.

Effectiveness Score      Efficiency Score

**December 2015 Ridership Report**  
**Ridership by Fare Category**

<b>Regular Route Summary</b>	<b>December 2015</b>	<b>December 2014</b>	<b>Actual Change</b>	<b>% Change</b>
\$1.75 Cash Fare	86,550	105,651	-19,101	-18.1%
\$1.75 Adult One-Ride Ticket	7,851	8,208	-357	-4.3%
\$1.35 Adult Ticket	36,495	43,333	-6,838	-15.8%
\$1.05 Student Ticket, Aquinas, Calvin and Kendall Tickets	84,213	96,391	-12,178	-12.6%
\$0.85 Senior / Disabled Ticket and Cash	26,671	28,024	-1,353	-4.8%
\$47 Regular and \$30 Reduced 31-Day Month Pass	122,310	150,929	-28,619	-19.0%
\$3.50 One-Day Pass	30,738	28,620	2,118	7.4%
\$16.00 Seven-Day Pass	11,089	10,514	575	5.5%
Spectrum Health Employee Pass	8,213	7,134	1,079	15.1%
Free ADA	6,610	6,075	535	8.8%
GVSU Students on Routes 1-44	14,325	16,036	-1,711	-10.7%
Miscellaneous Fare	28,404	31,251	-2,847	-9.1%
Transfers	110,435	130,548	-20,113	-15.4%
Silver Line	62,071	49,248	12,823	26.0%
<b>Total Regular Route Ridership</b>	<b>635,975</b>	<b>711,962</b>	<b>-75,987</b>	<b>-10.7%</b>

**Contracted/Specialized Services Summary**

DASH	21,215	18,835	2,380	12.6%
GRCC Shuttle	10,143	7,405	2,738	37.0%
GVSU Campus Connector	99,870	74,294	25,576	34.4%
DASH to the Hill	5,917	12,643	-6,726	-53.2%
GVSU Off-Campus Shuttle	42,664	25,600	17,064	66.7%
GVSU South Campus Express	69,448	42,688	26,760	62.7%
FSU	421	380	41	10.8%
Vanpools	3,704	4,160	-456	-11.0%
<b>Total Contracted Ridership</b>	<b>253,382</b>	<b>186,005</b>	<b>67,377</b>	<b>36.2%</b>

**Demand Response Summary**

GO!Bus (does not include PASS)	29,356	31,261	-1,905	-6.1%
PASS North Ridership (Including Transfers)	260	354	-94	-26.6%
PASS SE Ridership (Including Transfers)	290	477	-187	-39.2%
PASS SW Ridership (Including Transfers)	134	144	-10	-6.9%
<b>Total Demand Response Ridership</b>	<b>30,040</b>	<b>32,236</b>	<b>-2,196</b>	<b>-6.8%</b>

	<b>2016</b>	<b>2015</b>	<b>Change</b>	<b>YTD Change</b>
Total Service Weekdays	22	22	0	0
Total Service Saturdays	4	4	0	0
Total Service Sundays	4	4	0	0
Total Holidays	1	1	0	0
<b>Total Service Days</b>	<b>30</b>	<b>30</b>	<b>0</b>	<b>0</b>
<b>Total Days</b>	<b>31</b>	<b>31</b>	<b>0</b>	<b>0</b>

Total Weekday Fixed-Route Ridership	702,267	697,175	5,092	0.7%
Total Weekday Evening Fixed-Route Ridership	108,635	115,723	-7,088	-6.1%
<b>Total Weekday and Weekday Evening Fixed-Route Ridership</b>	<b>810,902</b>	<b>812,898</b>	<b>-1,996</b>	<b>-0.2%</b>
Total Saturday Fixed-Route Ridership	54,747	59,739	-4,992	-8.4%
Total Sunday Fixed-Route Ridership	23,708	25,330	-1,622	-6.4%
Avg Weekday Daytime Fixed-Route Ridership	31,921	31,690	231	0.7%
Avg Weekday Evening Fixed-Route Ridership	4,938	5,260	-322	-6.1%
<b>Avg Weekday and Weekday Evening Fixed-Route Ridership</b>	<b>36,859</b>	<b>36,950</b>	<b>-91</b>	<b>-0.2%</b>
Avg Saturday Fixed-Route Ridership	13,687	14,935	-1,248	-8.4%
Avg Sunday Fixed-Route Ridership	5,927	6,333	-406	-6.4%

	<b>2016</b>	<b>2015</b>	<b>Change</b>	<b>% Change</b>
Fixed-Route Ridership Month to Date	635,975	711,962	-75,987	-10.7%
Contracted/Specialized Service Ridership Month to Date	253,382	186,005	67,377	36.2%
Demand Response Ridership Month to Date	30,040	32,236	-2,196	-6.8%
<b>Total Monthly Ridership</b>	<b>919,397</b>	<b>930,203</b>	<b>-10,806</b>	<b>-1.2%</b>
	<b>2015</b>	<b>2015</b>	<b>Change</b>	<b>% Change</b>
Fixed-Route Ridership Year to Date	2,084,408	2,317,348	-232,940	-10.1%
Contracted/Specialized Service Ridership Month to Date	1,086,167	1,052,392	33,775	3.2%
Demand Response Ridership Year to Date	92,386	96,766	-4,380	-4.5%
<b>Total Ridership Year to Date</b>	<b>3,262,961</b>	<b>3,466,506</b>	<b>-203,545</b>	<b>-5.9%</b>
<b>Projected Annual Ridership</b>	<b>11,259,531</b>	<b>11,961,906</b>	<b>-702,375</b>	<b>-5.9%</b>

# December 2015 Productivity Report

Fixed-Route Services	Passengers per Bus Hour	Passengers per Bus Mile	Farebox Recovery %	Efficiency Score	Daily Passengers	Effectiveness Score	Total Score	Distance from Mean	Current Rank	FY 2015 Rank	Change	Total Passengers	Peak Frequency
Silver Line	26.5	1.97	32.8%	44.8	2,069	103.5	148.2	76.0%	1	4	3	62,071	10
Route 9 Alpine	28.0	2.92	36.4%	54.7	1,612	80.6	135.3	60.7%	2	2	0	48,980	15
Route 2 Kalamazoo	28.4	2.37	32.6%	48.7	1,662	84.1	132.8	57.7%	3	1	-2	50,467	15
Route 4 Eastern	23.0	1.94	30.5%	41.7	1,562	78.1	119.8	42.3%	4	3	-1	46,860	15
Route 1 Division	25.9	2.05	33.1%	45.3	1,407	70.4	115.6	37.3%	5	5	0	42,213	15
Route 15 East Leonard	22.6	2.27	27.6%	42.6	1,055	52.8	95.3	13.2%	6	6	0	31,661	15
Route 11 Plainfield	24.5	2.07	29.5%	42.9	968	48.4	91.3	8.4%	7	7	0	29,047	15
Route 18 Westside	27.7	2.53	31.7%	49.2	829	41.4	90.6	7.6%	8	10	2	21,541	30
Route 6 Eastown	16.9	1.62	19.5%	30.7	1,052	52.6	83.3	-1.1%	9	8	-1	31,552	15
Route 3 Madison	25.5	2.11	30.4%	44.2	759	37.9	82.1	-2.5%	10	9	-1	19,732	30
Route 10 Clyde Park	26.1	1.91	32.8%	44.2	723	36.1	80.3	-4.6%	11	14	3	21,689	30
Route 8 Rivertown	19.8	1.39	23.5%	32.3	928	46.4	78.7	-6.6%	12	15	3	27,836	15
Route 28 28th Street	16.6	1.17	21.7%	28.1	1,000	50.0	78.1	-7.2%	13	13	0	30,000	15
Route 5 Wealthy	16.7	1.44	21.1%	30.0	951	47.6	77.6	-7.9%	14	11	-3	24,733	15
Route 13 Michigan North	19.8	1.75	22.8%	34.7	707	35.3	70.0	-16.8%	15	12	-3	18,372	15
Route 44 44th Street	14.0	1.03	20.1%	25.0	880	44.0	69.0	-18.1%	16	17	1	22,883	30
Route 24 Burton	14.1	1.15	20.7%	26.3	820	41.0	67.3	-20.1%	17	18	1	21,315	30
Route 7 West Leonard	16.5	1.09	21.2%	27.2	758	37.9	65.1	-22.7%	18	19	1	19,720	15
Route 14 East Fulton	19.7	1.73	23.0%	34.7	590	29.5	64.2	-23.8%	19	16	-3	15,349	30
Route 16 Wyoming / Metro Health	14.8	1.09	18.0%	24.8	582	29.1	53.8	-36.1%	20	20	0	17,451	30
Route 12 West Fulton	15.8	1.39	16.4%	26.8	521	26.0	52.8	-37.3%	21	21	0	13,537	30
Route 17 Woodland/Airport	12.5	0.97	13.1%	20.3	298	14.9	35.2	-58.2%	22	22	0	6,554	30
Route 19 Michigan South	8.0	0.84	10.8%	16.9	97	4.9	20.7	-75.4%	23	23	0	2,135	30
<b>System Summary</b>	<b>21.3</b>	<b>1.73</b>	<b>25.8%</b>		<b>947</b>		<b>84.2</b>	<b>n/a</b>				<b>625,078</b>	

	Passengers per Bus Hour	Passengers per Bus Mile	Farebox Recovery %	Efficiency Score	Daily Passengers	Effectiveness Score	Total Score	Distance from Mean
System Average (mean)	21.3	1.73	25.8%	36.9	947	47.4	84.2	n/a
Standard deviation	5.7	0.57	7.0%	10.7	399	20.0	31.2	n/a
Routes above standard (equal or greater than 66.7% of mean)	35.4	2.89	43.0%	61.4	1,579	78.9	140.4	66.7%
Routes above one standard deviation of mean	35.3	2.88	42.9%	61.3	1,578	78.9	140.3	66.6%
Above average routes within one standard deviation of mean	27.0	2.30	32.8%	47.6	1,346	67.3	115.5	37.1%
Average routes	±12.5% mean	±12.5% mean	±12.5% mean	±12.5% mean	±12.5% mean	±12.5% mean	±12.5% mean	±12.5% mean
Below average routes within one standard deviation of mean	15.5	1.17	18.8%	26.1	548	27.4	53.0	-37.1%
Routes below one standard deviation of mean	7.2	0.59	8.7%	12.6	316	15.8	28.2	-66.6%
Routes below standard (equal or less than 66.7% of mean)	7.1	0.58	8.6%	12.3	315	15.8	28.1	-66.7%

Contracted/Specialized Services	Passengers per Bus Hour	Passengers per Bus Mile	Farebox Recovery %	Efficiency Score	Daily Passengers	Effectiveness Score	Total Score	Distance from Mean	Current Rank	FY 2014 Rank	Change	Total Passengers	Peak Frequency
GVSU Campus Connector	34.4	1.86	n/a	48.8	4,540	227.0	275.8	n/a	n/a	n/a	n/a	99,870	7
GVSU South Campus Express	66.3	7.46	n/a	138.2	4,085	204.3	342.5	n/a	n/a	n/a	n/a	69,448	10
GVSU Off-Campus	54.2	7.13	n/a	124.7	2,510	125.5	250.2	n/a	n/a	n/a	n/a	42,664	10
GVSU CHS Express	23.1	2.55	n/a	47.6	348	17.4	65.0	n/a	n/a	n/a	n/a	5,917	5
GRCC Shuttle	55.3	13.98	n/a	203.5	2,536	126.8	330.3	n/a	n/a	n/a	n/a	10,143	10
DASH South	13.0	1.63	n/a	29.0	199	10.0	39.0	n/a	n/a	n/a	n/a	4,384	5
DASH West	31.8	3.62	n/a	66.7	637	31.9	98.6	n/a	n/a	n/a	n/a	14,014	5
DASH North	8.3	0.92	n/a	17.1	128	6.4	23.5	n/a	n/a	n/a	n/a	2,817	20
FSU	2.9	0.07	n/a	3.2	25	1.2	4.4	n/a	n/a	n/a	n/a	421	120
	<b>38.72</b>	<b>2.85</b>	<b>n/a</b>									<b>249,678</b>	

**Total System Summary**      **24.57**      **1.97**      **26.18%**      Farebox includes GRPS services

- The range of values comprising approximately 68% of the samples above and below the mean
- Routes with scores greater than 66.7% above the mean
- Routes with scores between 1 standard deviation above the mean and 66.7% above the mean
- Routes with scores within 1 standard deviation above the mean
- Routes with scores within +/- 12.5% of the mean
- Routes with scores within 1 standard deviation below the mean
- Routes with scores between 1 standard deviation below the mean and 66.7% below the mean
- Routes with scores greater than 66.7% below the mean

DATE: January 24, 2015  
TO: ITP Board  
FROM: Meegan Joyce  
SUBJECT: DECEMBER 2015 PARATRANSIT RIDERSHIP REPORT

ACTION REQUESTED

Staff is requesting the ITP Board to approve the December 2015 Paratransit Ridership report.

Total monthly paratransit ridership for December 2015 (30,038) decreased 6.8% (2,180) from December 2014 (32,218).

ADA ridership (20,604) decreased 3.7% (798), NDS ridership (96) increased 6.7% (6) and PASS ridership (684) decreased 29.8% (291) from December 2015. Network 180 ridership (7,772) decreased 16.3% (1,511).

Average weekday ridership for GO!Bus/PASS service decreased 6.6% (59), average Saturday ridership decreased 12.0% (51), and average Sunday ridership decreased 2.2% (8) from December 2014.

On-time performance for GO!Bus/PASS during the month was 95.57%.

Average cost per GO!Bus/PASS trip increased 0.3% (\$0.06) from December 2014.

## DECEMBER 2015 Paratransit Ridership and Operating Statistics

ADA	2015	2014	Change	% Change
Clients	1,538	1,535	3	0.2%
Passenger Trips	20,604	21,402	(798)	-3.7%

NDS	2015	2014	Change	% Change
Clients	27	24	3	12.5%
Passenger Trips	96	90	6	6.7%

PASS	2015	2014	Change	% Change
Clients	48	63	(15)	-23.8%
Passenger Trips	684	975	(291)	-29.8%

CONTRACTED	2015	2014	Change	% Change
Clients	7	10	(3)	-30.0%
Passenger Trips	124	218	(94)	-43.1%

includes ACSET and Goodwill Special

RIDELINK	2015	2014	Change	% Change
Clients	316	170	146	85.9%
Passenger Trips	758	250	508	203.2%

TOTALS	2015	2014	Change	% Change
Clients	1,936	1,802	134	7.4%
Passenger Trips	22,266	22,935	(669)	-2.9%
Average Weekday Ridership	841	900	(59)	-6.6%
Average Saturday Ridership	375	426	(51)	-12.0%
Average Sunday Ridership	354	362	(8)	-2.2%
All Ambulatory Passengers	14,938	23,556	(264)	-36.6%
All Wheelchair Passengers	7,328	7,697	(369)	-4.8%
No - Shows	595	553	42	7.6%
Cancellations	5,819	6,045	(226)	-3.7%
<b>MV</b>				
Average Cost per Trip	\$23.61	\$23.55	\$0.06	0.3%
Riders per Hour	2	2	0.0	0.0%
Accidents per 100,000 Miles	1	1	1	100.0%

Trip Denials	0	0	0	0.0%
NTD Travel Time (minutes)	29	29	0	0.0%

NETWORK 180	2015	2014	Change	% Change
Passenger Trips	7,772	9,283	(1,511)	-16.3%
Average Weekday Ridership	353	404	(51)	-12.6%
Average Saturday Ridership	0	0	0	0.0%
Average Sunday Ridership	0	0	0	0.0%

<b>TOTAL PASSENGER TRIPS</b>	<b>30,038</b>	<b>32,218</b>	<b>(2,180)</b>	<b>-6.8%</b>
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### Paratransit Service Quality Statistics: network 180 Excluded

Complaints	2015 Actual Number	2014 Actual Number	2015 % of Trips	% Change
MV Complaints	12	6	0.1%	100.0%

### On-Time Performance by customer call

MV Late Trips (Less than 45 Minutes Late)	62	56	0.3%	10.7%
MV Missed Trips (Greater than 45 Minutes Late)	6	2	0.0%	200.0%
On-Time Compliance	95.57%	97.77%		



**Date:** February 3, 2016  
**To:** ITP Board  
**From:** Kevin Wisselink / Planning Department  
**Subject:** FY 2016 FIRST QUARTER FIXED ROUTE REPORT CARD

**ACTION REQUESTED**

The Board is asked to approve the FY 2016 First Quarter Fixed Route Report Card.


**BACKGROUND**



In keeping with the commitment of reporting system performance to the community, attached is the FY 2016 First Quarter Report Card (October 2015 through December 2015).

Fixed route ridership decreased in the quarter, partially due to a change to the ArtPrize passes that The Rapid gives out. This change restricted their use and resulted in a decrease of about 135,000 ArtPrize rides from last year. Conversely, Contracted Ridership increased in the quarter, primarily due six more days of school/university service in December compared to last year, due to this year's academic calendar.




**FIXED ROUTE SERVICE PERFORMANCE**

(Fixed Route service, including Routes 1 - 44 and Silver Line)

**Productivity** – Fixed route ridership in this quarter (2,084,408) decreased 10.1% (-232,940) compared to the same quarter of FY 2015. This is below the standard of > 0.0% and therefore receives a .

**Cost Effectiveness** – Cost per passenger was \$3.32 in this quarter. This is \$0.11 above the standard of \$3.21 and receives a . In addition, there were 1.92 passengers per revenue mile in this quarter. This is 0.04 below the standard of 1.96 passengers per revenue mile and therefore receives a .

**FY 2016 First Quarter Report Card – Fixed Route**

	<u>1st Quarter Oct-Dec 2015</u>	<u>1st Quarter Oct-Dec 2014</u>	<u>Change</u>	<u>Standard</u>	<u>Difference From Standard</u>	
<b><u>Productivity</u></b>						
Total Fixed-Route Ridership	<b>2,084,408</b>	2,317,348	-232,940	≥ 0.0%	-10.1%	
<b><u>Cost Effectiveness</u></b>						
Cost per Passenger (fixed route only)	<b>\$3.32</b>	\$2.75	\$0.57	≤ \$3.21	\$0.11	
Passengers per Revenue Mile	<b>1.92</b>	2.14	-0.22	≥ 1.96	-0.04	

**CONTRACTED SERVICE REPORT**

(Contracted service includes GVSU, GRCC, Ferris State and DASH routes)


**FY 2016 First Quarter Report Card – Contracted**


	<u>1st Quarter Oct-Dec 2015</u>	<u>1st Quarter Oct-Dec 2014</u>	<u>Change</u>
Total Fixed-Route Ridership	<b>1,074,622</b>	1,052,392	22,230
Cost per Passenger	<b>\$1.93</b>	\$1.97	-\$0.04
Passengers per Revenue Mile	<b>3.31</b>	3.24	0.07

Note: There are no specific standards attached to Contracted Services

**TOTAL SERVICE PERFORMANCE**

(Total ridership for the quarter, not including GO!Bus and RapidVan)

**Productivity** – Total ridership in this quarter (3,159,030) decreased 5.9% (-197,462) compared to the same quarter of FY 2015. This is 5.9% below the standard of 0.0% and therefore receives a .

**Preventable Accidents** – There were 0.85 preventable accidents per 100,000 revenue miles in this quarter. This is 0.65 below the standard of 1.5 preventable accidents per 100,000 revenue miles and therefore receives a .

**Customer Service** – There were 3.26 complaints per 100,000 passengers in this quarter. This is 0.24 below the standard of 3.50 and receives a 🟡. In addition there were 0.22 commendations per 100,000 passengers. There is no standard for this category.

**On-Time Performance** – Routes operated on-time 84.8% of the time in this quarter. This is 1.8% above the on-time performance standard of 83.0%. As a result, this category receives a 🟢.

**Cost Effectiveness** – Cost per passenger was \$2.85 in this quarter. This is \$0.31 above the standard of \$2.54 and therefore receives a 🟡. In addition, there were 2.24 passengers per revenue mile in this quarter. This is 0.09 below the standard of 2.33 passengers per revenue mile and therefore receives a 🟡.

FY 2016 Quarterly Cost Effectiveness Standards




	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Average
Cost per Passenger	\$2.54	\$2.85	\$3.18	\$3.19	\$2.94
Passengers per Mile	2.33	2.23	1.92	2.08	2.14

**FY 2016 First Quarter Report Card – Contracted and Fixed Route**

	1st Quarter Oct-Dec 2015	1st Quarter Oct-Dec 2014	Change	Standard	Difference From Standard	
<b><u>Productivity</u></b>						
Total Fixed-Route Ridership	3,159,030	3,356,492	-197,462	≥ 0.0%	-5.9%	🟡
<b><u>Preventable Accidents</u></b>						
Accidents per 100,000 Revenue Miles	0.85	1.43	-0.58	≤ 1.50	-0.65	🟢
<b><u>Customer Service</u></b>						
Complaints per 100,000 Passengers	3.26	1.88	1.38	≤ 3.50	-0.24	🟡
Commendations per 100,000 Passengers	0.22	0.12	0.10	none	n/a	
<b><u>On Time Performance</u></b>						
Percentage of On-Time Buses	84.8%	80.9%	3.9%	≥ 83.0%	1.8%	🟢
<b><u>Cost Effectiveness</u></b>						
Cost per Passenger (fixed route only)	\$2.85	\$2.61	\$0.24	≤ \$2.54	\$0.31	🟡
Passengers per Revenue Mile	2.24	2.40	-0.16	≥ 2.33	-0.09	🟡



## FY 2016 Report Card Standards

Category	Measurement Standard			
<b><u>Productivity</u></b>				
<sup>1</sup> Total Ridership	Trending over past years	> 0.0%	≤ 0.0% and > -10.0%	≤ -10.0%
		> 0.0%	≤ 0.0% and > -10.0%	≤ -10.0%
<b><u>Preventable Accidents</u></b>				
<sup>2</sup> Preventable Accidents per 100,000 Miles	Trending over past years	-	-	-
		≤ 1.5	>1.50 and < 1.75	≥ 1.75
<b><u>Customer Service</u></b>				
<sup>3</sup> Complaints per 100,000 Passengers	Trending over past years	-	-	-
		≤ 3.50	> 3.50 and < 5.00	≥ 5.00
<sup>4</sup> Commendations per 100,000 Passengers	None	n/a	n/a	n/a
<b><u>On Time Performance</u></b>				
<sup>5</sup> Percentage of On-Time Buses	Fixed standard	≥ 83.0%	< 83.0% and > 80.0%	≤ 80.0%
<b><u>Cost Effectiveness</u></b>				
<sup>6</sup> Cost per Passenger (fixed route only)	Projected fixed-route operating expenses divided by ridership projection	≤ \$3.21	> \$3.21 and < \$3.53	≥ 3.53
		≤ \$2.94	> \$2.94 and < \$3.23	≥ \$3.23
<sup>7</sup> Passengers per Mile	Projected ridership/route growth	≥ 1.96	< 1.96 and > 1.76	≤ 1.76
		≥ 2.14	< 2.14 and > 1.93	≤ 1.93

Fixed Route specific measures are in **BLUE** and total services specific measures are in **ORANGE**

<sup>1</sup> Total passengers carried on The Rapid line haul services (Regular fixed and contracted services excluding GO!Bus and vanpool).

<sup>2</sup> Total number of preventable accidents per 100,000 miles. "Preventable" is defined as any accident involving a company vehicle that results in property damage and/or personal injury in which the employee failed to exercise every reasonable precaution to prevent the accident.

<sup>3</sup> Registered complaints logged by customer service via phone, mail, walk-in or by email regarding the fixed-route system. Late bus complaints due to the weather conditions are not included.

<sup>4</sup> Registered commendations logged by customer service via phone, mail, walk-in or by email regarding the fixed-route system.

<sup>5</sup> This category is based on Avail GPS data that track all fixed-route buses. "On-time" is defined as departing from zero minutes before to five minutes after scheduled departure time.

<sup>6</sup> Total line-haul operating expenses divided by total passengers carried. Capital expenses are 100% Federally and State funded and therefore are not included in operating expense calculations. Standards adjust quarterly based on averages from the previous 3 years.

<sup>7</sup> The number of passengers carried per revenue mile. "Revenue mileage" does not include miles traveled to/from the beginning/end of a route. Standards adjust quarterly based on averages from the previous 3 years.

**Date:** February 11, 2016  
**To:** ITP Board  
**From:** Meegan Joyce  
**Subject:** FY 2016 FIRST QUARTER PARATRANSIT REPORT CARD


ACTION REQUESTED


Staff is requesting the ITP Board to approve the FY 2016 First Quarter Paratransit Report Card.


BACKGROUND

In keeping with the commitment of reporting system performance to the community, attached is the FY 2016 First Quarter Paratransit Report Card.

**Productivity** – Paratransit ridership for the quarter (65,218) decreased by 3.13% (2,105 passengers) compared to the same quarter of Fiscal Year 2015.


**Preventable Accidents**  – There were 0.72 preventable accidents per 100,000 revenue miles. This is 0.28 less than the maximum acceptable average of one preventable accident per 100,000 revenue miles.

**Customer Service**  – There were 0.83 complaints per 1,000 passengers. This is 0.17 below the maximum acceptable average of one complaint per 1,000 passengers.

**Travel Time**  – Average trip length was 29 minutes. This is one minute less than the maximum acceptable average trip length of 30 minutes.

**On-Time Performance**  – The paratransit vehicles were on-time for 96.26% of the trips. This is 1.76% better than the minimum acceptable on-time performance of 94.5%.

**Cost Per Trip** – Cost per paratransit trip is \$23.42 for this quarter, an increase of 0.27% (\$0.06) compared to the same quarter of 2015.

**Ratio to Fixed-Route bus**  - For every one passenger who boarded a paratransit vehicle, 32 passengers boarded the fixed-route bus system.




A summary of the report card is attached.



## FY 2016 First Quarter Report Card

	<u>1st Quarter Oct-Dec 2015</u>	<u>1st Quarter Oct-Dec 2014</u>	<u>Change From Same Quarter</u>	<u>Standard</u>	<u>Difference</u>	
<b><u>Productivity</u></b>						
<sup>1</sup> Total Paratransit ridership	<b>65,218</b>	67,323	-2,105	n/a	-3.13%	n/a
Passengers per Hour	<b>2.0</b>	2.0	0.0	<b>≥ 1.9</b>	0.00%	
Ratio of Paratransit to Fixed route ridership	<b>1:32</b>	1:34	-2	<b>1:30</b>	-6.0%	
<b><u>Preventable Accidents</u></b>						
<sup>2</sup> Accidents per 100,000 Miles	<b>0.72</b>	0.60	0.12	<b>≤ 1.0</b>	20.74%	
<b><u>Customer Service</u></b>						
<sup>3</sup> Complaints per 1,000 Passengers	<b>0.83</b>	0.56	0.26	<b>≤ 1.5</b>	46.69%	
<sup>4</sup> Travel time(minutes)	<b>29</b>	29	0	<b>≤ 30</b>	0.00%	
<b><u>On Time Performance</u></b>						
<sup>5</sup> Percentage of On-Time Trip	<b>96.26%</b>	96.48%	-0.22%	<b>94.5%</b>	-0.23%	
<b><u>Cost Effectiveness</u></b>						
<sup>6</sup> Cost per Passenger	<b>\$23.42</b>	\$23.35	\$0.06	n/a	0.27%	n/a

# Report Card FY 2016 Report Card Standards

Category	Measurement Standard			
<b><u>Productivity</u></b>				
<sup>1</sup> Total Ridership Passengers per hour	n/a fixed standard	- ≥ n/a 2.0	n/a <2.0 and ≥ 1.8	- < n/a 1.8
<b><u>Preventable Accidents</u></b>				
<sup>2</sup> Accidents per 100,000 Miles	Fixed standard	- ≤ 1.0	>1.0 and < 2.0	- ≥ 2.0
<b><u>Customer Service</u></b>				
<sup>3</sup> Complaints per 1,000 Passengers	Fixed standard	- ≤ 1.0	> 1.0 < 3.0	- ≥ 3.00
<sup>4</sup> Travel Time	Fixed standard	- ≤ 29	>29 and <32	- > 32
<b><u>On Time Performance</u></b>				
<sup>5</sup> Percentage of On-Time Trips	Fixed standard	- ≥ 94.5%	< 94.5% and > 93%	- ≤ 93%
<b><u>Cost Effectiveness</u></b>				
<sup>6</sup> Cost per Passenger	n/a	n/a	n/a	n/a
<sup>7</sup> Ratio of Paratransit to Fixed Route Ridership	Fixed Standard	- ≥ 30	<30 and >27	- ≤ 27

<sup>1</sup> Total ridership on Paratransit system excluding network 180, CCT and County Connection.

<sup>2</sup> Total number of preventable accidents per 100,000 miles as reported by service provider.

<sup>3</sup> Registered complaints logged by customer service via phone, mail, walk-in or by email regarding Paratransit Services.

<sup>4</sup> Average time a passenger will travel on any given trip based on number of passengers divided by revenue hours.

<sup>5</sup> Percentage of on-time trips. On-time is defined as pickup between 10 minutes before to 15 minutes after the scheduled pickup time and dropping before scheduled drop off time.

<sup>6</sup> Cost per passenger is defined as total amount paid to service providers plus cost of administration divided by total number of passengers.

<sup>7</sup> Total number of paratransit passengers compared to total number of fixed-route passengers.

**Date:** February 3, 2016  
**To:** ITP Board  
**From:** Michael Bulthuis  
**Subject:** FY 2016 FIRST QUARTER RIDESHARE REPORT

ACTION REQUESTED

Staff requests Board approval of the FY 2016 First Quarter Rideshare Report.

RapidVan Program Report

- The RapidVan Program provided 11,618 rides and saved 404,908 Vehicle Miles Traveled in the 1<sup>st</sup> quarter.
- One van terminated at the end of October due to shift changes.

RapidVan: 1<sup>st</sup> Quarter 2016 Statistics

	October	November	December	Total
Number of Vans	27	26	26	
Rides	4,259	3,655	3,704	11,618
Vehicle Miles Traveled (VMT)	62,254	50,472	53,221	165,947
Passenger Miles Traveled (PMT)	211,604	178,065	181,186	570,855
VMT Savings (= PMT – VMT)	149,350	127,593	127,965	404,908
Volatile Organic Compounds (g) saved	212,678	181,695	182,225	576,599
Nitrogen Oxides [NOx] (g) saved	119,482	102,076	102,374	323,932
Carbon Monoxide [CO] (pounds) saved	3,490	2,982	2,990	9,462
Particulate Matter [PM] (g) saved	1,643	1,404	1,408	4,454
Carbon Dioxide [CO <sub>2</sub> e] (pounds) saved	140,594	120,113	120,463	381,170

Comparison of 1<sup>st</sup> Quarter 2016 to 1<sup>st</sup> Quarter 2015

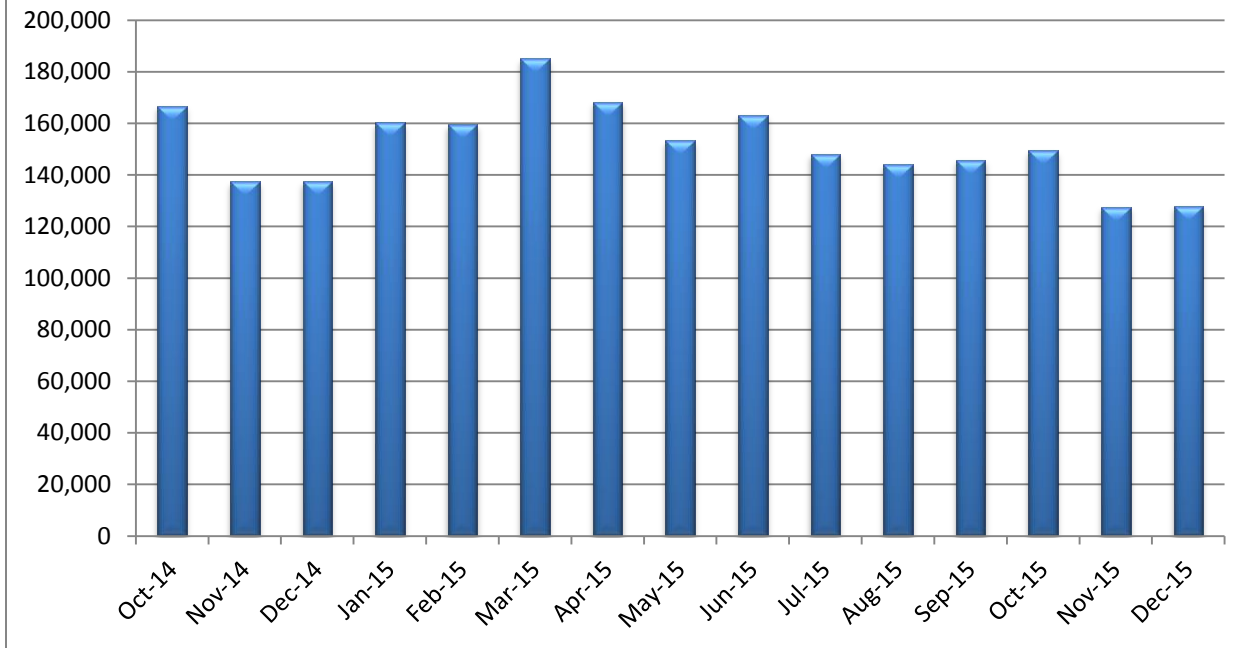
	Number of Vans	Number of Rides	Vehicle Miles	Passenger Miles	Vehicle Miles Saved
1 <sup>st</sup> Quarter FY 2015	30	12,892	187,378	625,352	437,974
1 <sup>st</sup> Quarter FY 2016	26	11,618	165,947	570,855	404,908
Change	(13.3%)	(9.8%)	(11.4%)	(8.7%)	(7.5%)

RapidVan: FY2015 - FY2016 Statistics

Month	Number of RapidVans	Number of Trips	Vehicle Miles Travelled (VMT)	Passenger Miles Travelled	VMT Savings
Oct-14	32	4,925	72,584	239,274	166,690
Nov-14	32	4,163	58,416	195,960	137,544
Dec-14	32	4,188	63,480	200,948	137,468
Jan-15	32	4,627	63,168	223,454	160,286
Feb-15	31	4,560	61,691	221,156	159,465
Mar-15	31	5,185	70,078	255,165	185,087
Apr-15	30	4,791	66,705	234,988	168,283
May-15	30	4,471	61,613	214,877	153,264
Jun-15	30	4,726	66,617	229,804	163,187
Jul-15	30	4,407	66,240	214,331	148,091
Aug-15	30	4,283	62,645	206,709	144,064
Sep-15	28	4,202	58,493	204,312	145,819
Oct-15	27	4,259	62,254	211,604	149,350
Nov-15	26	3,655	50,472	178,065	127,593
Dec-15	26	3,704	53,221	181,186	127,965
	Total	66,146	937,677	3,211,833	2,274,156

At the beginning of the 1<sup>st</sup> quarter, the Vanpool program had 146 riders. During the quarter, 7 riders were added and 11 riders dropped out of the program, ending the 1<sup>st</sup> quarter with 142 riders.

## RapidVan VMT Savings: FY2015 - FY2016

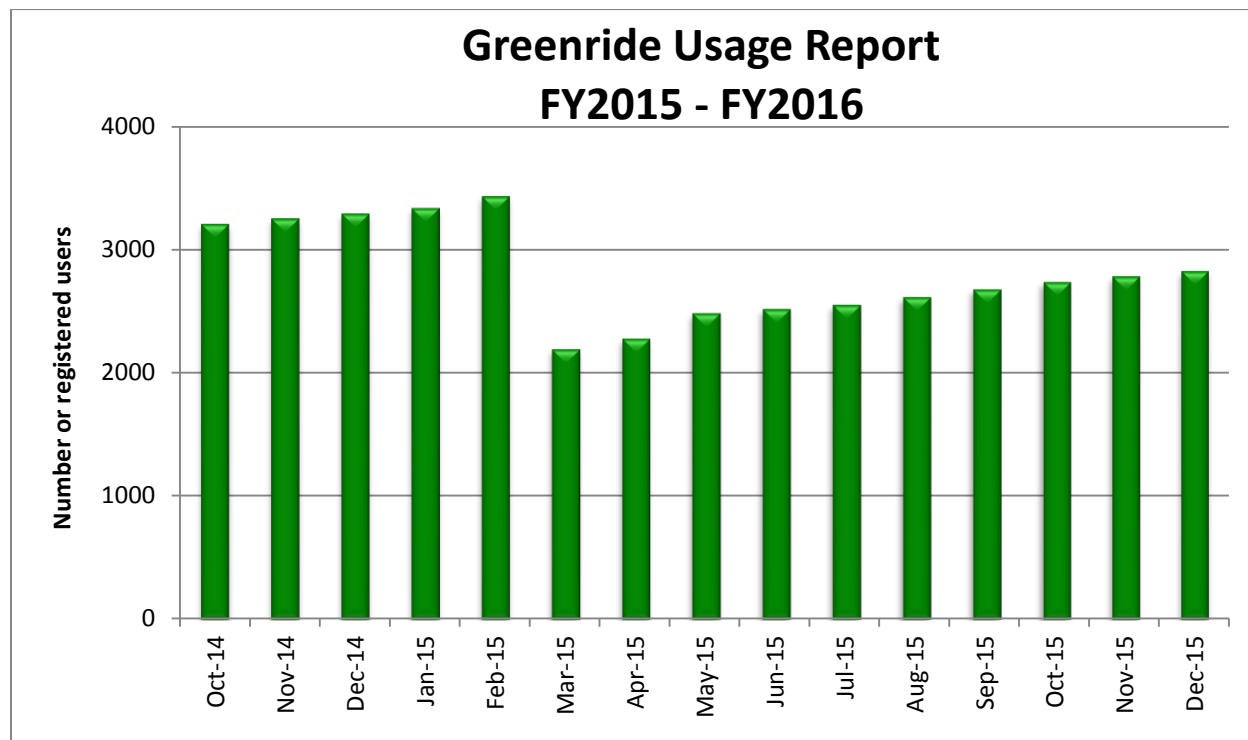


Following are the vanpool routes and number of vans per route during the 1<sup>st</sup> quarter:

Muskegon to Grand Rapids	10
Lansing to Grand Rapids	4
Kalamazoo to Grand Rapids	3
Grand Rapids to Muskegon	2
Big Rapids to Grand Rapids	1
Howard City to Grand Rapids	1
Allegan to Grand Rapids	1
Holland to Benton Harbor	1
Grandville to Benton Harbor	1
Muskegon to Holland	1
Gowen to Hudsonville	1
Rockford to Grand Rapids	1

GreenRide Program Report

In the 1<sup>st</sup> quarter, 148 new accounts were created on the GreenRide carpool matching website, increasing the database by 5.5%.



Additional 1<sup>st</sup> Quarter GreenRide Statistics

Individual commutes logged	569
Miles saved as a result of not driving alone	12,024
Individual users conducting searches	112
Total number of searches	243
Average matches per search	5.82
Average # email messages sent per sender	2.23
Current average commute distance	27.18
Current average search radius	9.4 miles



Date: February 5, 2016  
To: ITP Board  
From: Rod Ghearing, Manager of Grants and Capital Projects  
Subject: CNG FUELING FACILITY

### ACTION REQUESTED

Staff is requesting Board authorization to award the necessary contracts to construct the Compressed Natural Gas (CNG) fueling facility for a total cost not to exceed \$5,300,000.

### BACKGROUND

Authorization to construct a CNG fueling station is the third and final Board action required to complete our program for the use of CNG as a transit fuel. With 28 CNG fueled buses on order and the modifications to our Wealthy Street operations center underway, the construction of the fueling station is the only remaining item to be awarded in this project. The initial CNG fueling station will include 3 CNG fueling bays for exclusive ITP use, a structure to house the compressors and other equipment related to the compression of natural gas, a small facility maintenance building and the provision for the installation and operation of a retail fuel sales island by a private operator to be chosen by competitive procurement at a later date. An illustrative diagram is attached for your information.

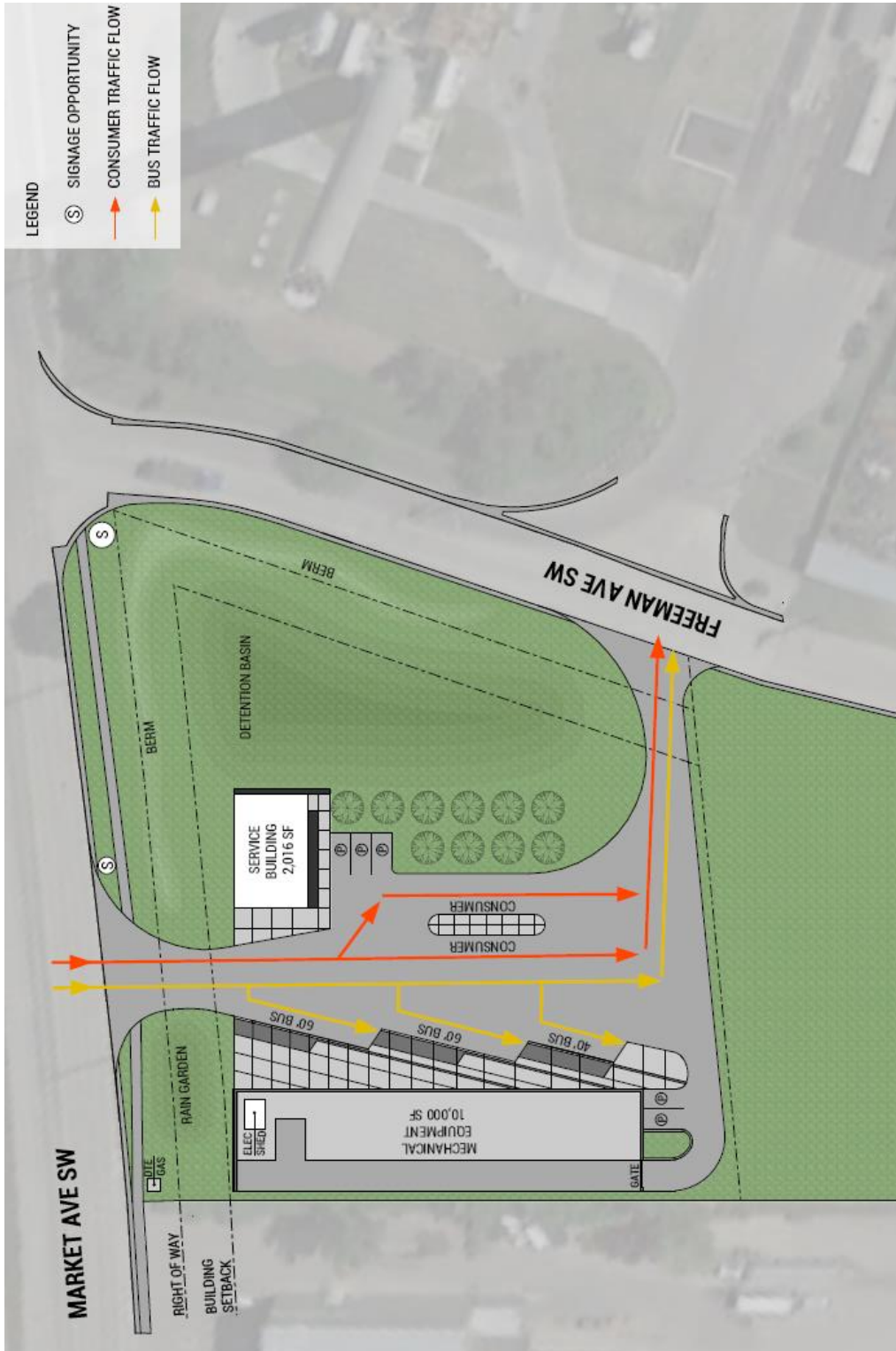
The facility will be located at 809 Freeman Ave., SW, which is about 1 mile from our Wealthy Operations Center. In order to make the site easier to locate, especially for retail fuel customers, we have worked with planning staff at the City of Grand Rapids to change the address to the more recognizable 1020 Market Ave, SW. It is adjacent to the Kent County Waste to Energy power station and close to a number of commercial trucking operations. The construction activity is expected to be completed by mid to late October, 2016.

### BUDGET

Our architects currently forecast the cost of the station will not exceed \$5,300,000. Cost estimates were prepared not only by Progressive AE staff but also by an independent construction cost estimator. The contracts to be awarded will include one for compression equipment and one for a construction manager at-risk (CMAR). There will also be a small contract for demolition of the structures currently on the site. All services and goods will be competitively bid in accordance with ITP and Federal procedures.

## FUNDING SOURCES

All of the capital funds for this project are contained in our current federal and state capital grants and programs.



**INTERURBAN TRANSIT PARTNERSHIP BOARD**

**RESOLUTION NO. \_\_\_\_\_**

**Fiscal Year 2016**

Moved and supported to adopt the following resolution:

Authorization to construct a CNG fueling facility.

BE IT RESOLVED that the CEO is hereby authorized to award and execute the contracts necessary to construct a CNG fueling facility in an amount not to exceed \$5,300,000, in accordance with the information presented to the Board on February 24, 2016.

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.

\_\_\_\_\_  
Robin Crothers, ITP Board Secretary

\_\_\_\_\_  
Date

DATE: February 3, 2016  
TO: ITP Board  
FROM: Meegan Joyce – Special Services Manager  
Judy DeVries-Eppinga – Senior Procurement Specialist  
SUBJECT: ADA PARATRANSIT ELIGIBILITY REVIEWER SERVICES

### ACTION REQUESTED

Authorization is requested to enter into a five (5) year contract with Disability Advocates of Kent County (DAKC) to provide ADA paratransit eligibility reviewer services.

### BACKGROUND

DAKC has been under contract with ITP since 1996 to provide ADA paratransit eligibility reviews for provision of GO!Bus service to individuals with disabilities. DAKC assigns a registered occupational therapist to review all GO!Bus applications received from individuals requesting ADA paratransit service. The application review includes evaluating the written application and may include contacting the individual who completed the application or contacting the health care professional identified as being familiar with the applicant's disability. It may also require an in-person assessment in order to identify how the applicant's disability would prevent him/her from using the fixed route bus.

### THE PROCUREMENT

The Request for Proposal (RFP) process was used because there were factors other than price that were of critical importance in the selection of a service provider. The opportunity was advertised in the Grand Rapids Press and sent to four (4) firms; they included DAKC, Easter Seals of Michigan, Innovative Paradigms and the Department of Occupational Therapy Grand Valley State University. Several of these firms had responded to similar proposals in the past and/or requested to receive the new RFP when it was issued; as a result, ITP Purchasing staff believed that there would be adequate competition for the issuance of a contract. DAKC was the only firm that submitted a proposal.

As a result of receiving only one proposal for this project, an analysis was required to determine if there was sufficient competition and if the cost of the service was reasonable.

### Proposal Analysis

Subsequent conversations with firms not submitting a proposal determined that although they would be capable of providing the required services, the unique scope did not fit into their current structure of offerings. Staff does not believe that the proposal presented any impediments to competition for any of the qualified agencies receiving the RFP. Staff also

believes that it is unlikely that additional, qualified agencies could be found that could perform the work.

The proposal from DAKC was reviewed by staff and deemed to be responsive to the RFP and DAKC continues to be a responsible firm. DAKC has proven to be invaluable as a third party reviewer of eligibility for this program. As you know, ADA is a civil rights law and DAKC has the expertise and staff to insure that a rider is properly deemed disabled and in need of the GO!Bus service. Staff feels that DAKC will continue to perform their duties with dignity for the individual and integrity for the process.

The first year contract prices are listed below. The annual cost for the first year is estimated at \$60,000. These prices represent a 2.5% increase over current pricing. The price differential proposed for each year of the contract through Year 5 represents an additional 2.5%. This falls in line with average Bureau of Labor Statistics CPI annual increase average of approximately 3%. Staff believes that the price increase from the current contract to the first year and succeeding years of the new contract is reasonable and fair. Additionally, proposed reviewers are in-demand certified professionals in their respective and growing fields.

<b>COSTS:</b>	<b>Year 1</b>
Monthly Fixed Fee	\$620.00
Charge Per Application Processed:	
A. Solely from application info	\$23.84
B. Requiring consultation follow-up with professional listed in application	\$61.10
C. Hourly rate for in person assessment	\$136.81
Hourly rate for professional services related to Appeals of Determination	\$102.50

## FUNDING

The funds for this program are provided through federal and matching state grants.

**INTERURBAN TRANSIT PARTNERSHIP BOARD**

**RESOLUTION NO. \_\_\_\_\_**

**Fiscal Year 2016**

Moved and supported to adopt the following resolution:

Approval of a contract for Paratransit Eligibility Reviewer.

BE IT RESOLVED that the CEO is hereby authorized on behalf of the ITP Board to award and execute a five-year contract with Disability Advocates of Kent County for Paratransit Eligibility Reviewer services, with the first year cost estimated at \$60,000, in accordance with the information presented to the ITP Board on February 24, 2016.

CERTIFICATE

The undersigned, duly qualified and acting secretary of the Interurban Transit Partnership, 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.

\_\_\_\_\_  
Robin Crothers, ITP Board Secretary

\_\_\_\_\_  
Date

**Date:** February 9, 2016  
**To:** ITP Board  
**From:** Planning Department  
**Subject:** ROUTE 19 REALIGNMENT RECOMMENDATION

### ACTION REQUESTED

Staff requests the approval of the proposed Route 19 realignment recommendation (see Figure 1) to be presented for public hearing in March 2016. Staff will return to the Board in April 2016 with collected public feedback for final adoption effective in May 2016.

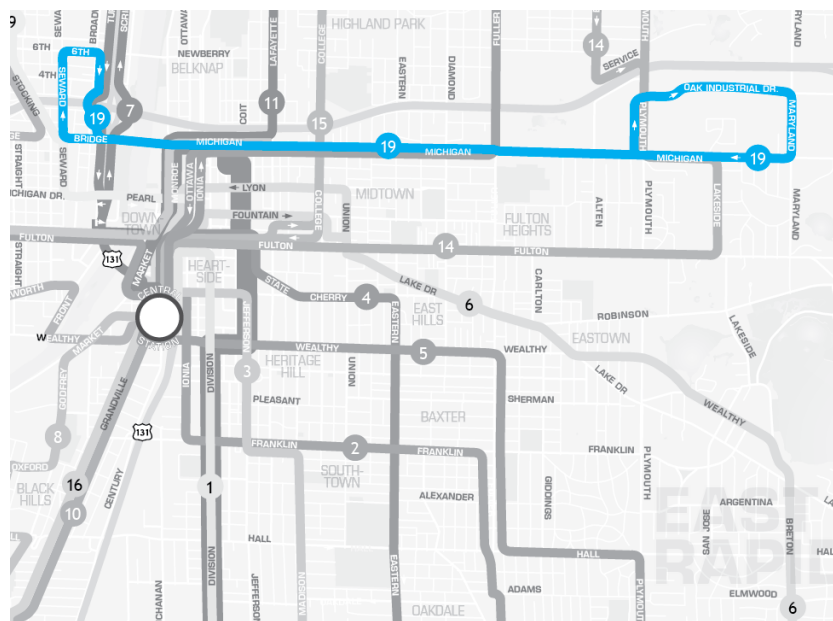


Figure 1 - Proposed Route 19 realignment

### BACKGROUND

In August 2012, The Rapid implemented Route 19 (see Figure 2) as a result from the successful millage in May 2012 promising 15-minute frequencies during peak times (6-9AM & 4-6:30PM) on Michigan St. from downtown Grand Rapids east to Fuller Ave. The remainder of the available routing served Fuller Ave. south to the Hall St. and Madison Ave. Since implementation, Route 19 has been the lowest performing route in the system in terms of ridership and efficiency with an average of 112 trips a day.

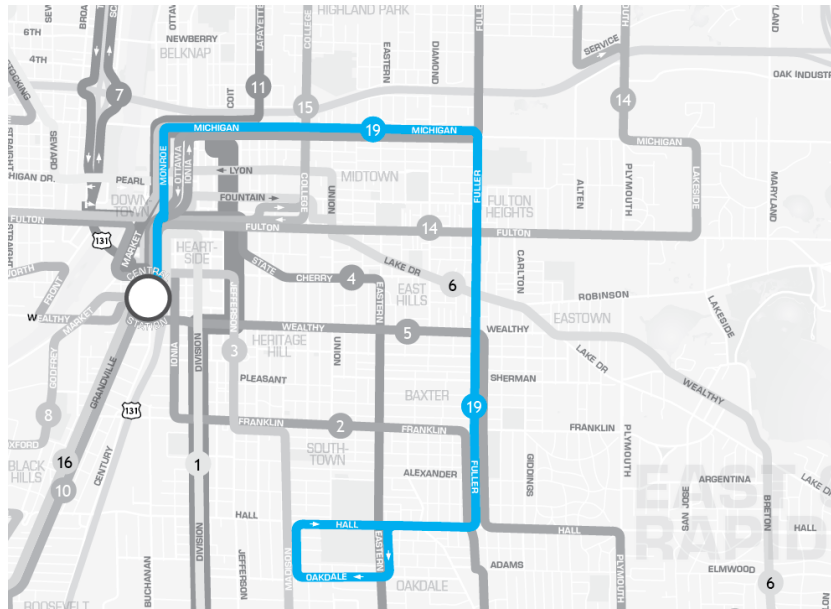


Figure 2 - Existing Route 19 alignment

Over the past year, adding service to the Oak Industrial Drive corridor had the highest public input received. The current lack of bus service is a significant deterrent for potential employees who would use transit to commute to work. Recently, Rapid staff met with businesses in the Oak Industrial Drive area along with The Right Place and City of Grand Rapids staff to discuss the businesses strong support of any efforts to expand service to this area.

Moreover, the western end of this realignment would cross the river and connect the Bridge St. and Seward Ave. intersection. Service and connection to Michigan St. from Bridge St. has been also been requested and supported by the West Side Corridor Improvement District.

The proposed realigned Route 19 (see Figure 1) will continue to serve the promise of 15-minute peak frequencies on Michigan St. but remove service south of Fuller Ave. to Hall St. and Madison Ave. It is also recommended that the peak service time range be slightly shifted from the existing peak time range to capture a stronger demand (5:30-8:30AM & 3:30-5:00PM). While these riders south of Fuller will be negatively impacted by this realignment, alternative routes in walkable proximity are available, and staff believes that the realignment will improve ridership and route efficiency.



**INTERURBAN TRANSIT PARTNERSHIP BOARD**

**RESOLUTION NO. \_\_\_\_\_**

**Fiscal Year 2016**

Moved and supported to adopt the following resolution:

Authorization to hold public hearings.

BE IT RESOLVED that the ITP Board hereby authorizes public hearings in March 2016 for the Route 19 realignment recommendation, in accordance with the information presented to the ITP Board on February 24, 2016.

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.

\_\_\_\_\_  
Robin Crothers, ITP Board Secretary

\_\_\_\_\_  
Date

Date: February 11, 2016  
To: ITP Board  
From: Brian Pouget  
Subject: RESOLUTION TO CLOSE RAPID CENTRAL STATION  
AS A DESIGNATED PUBLIC FORUM

ACTION REQUESTED

Staff requests that the Board approve the attached resolution to close Rapid Central Station as a designated public forum.

# INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION NO. \_\_\_\_\_

Fiscal Year 2016

Moved and supported to adopt the following resolution:

Approval to close Rapid Central Station as a designated public forum.

In the case of Amalgamated Transit Union, et al. v. Interurban Transit Partnership, et al., Case No. 1:15-cv-855, the Court has preliminarily held that Rapid Central Station is a designated public forum because ITP has opened that place for use by the public for expressive activity.

WHEREAS, Rapid Central Station, inclusive of the bus loading platform, the enclosed building, and all related property, were constructed to provide a safe and secure boarding location for patrons of The Rapid and other designated transportation providers on that property.

WHEREAS, to the extent that Rapid Central Station has become a designated public forum because of ITP's prior actions, ITP now wants to close Rapid Central Station as a designated public forum to everyone, to the extent allowed.

BE IT RESOLVED that, to the extent that Rapid Central Station is a designated public forum, ITP now closes Rapid Central Station as a designated public forum beginning on the effective date of this resolution and, going forward, Rapid Central Station may only be used solely for its intended purpose as a platform for the loading and unloading of buses, Rapid events, and other tasks related to the provision of services by The Rapid. This resolution is subject to and limited by all orders of the Court during such time that those orders remain in effect.

## CERTIFICATE

The undersigned, duly qualified and acting secretary of the Interurban Transit Partnership Board of Directors, 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 of Directors.

\_\_\_\_\_  
Robin Crothers, ITP Board Secretary

\_\_\_\_\_  
Date



**Date:** February 10, 2016  
**To:** ITP Performance Oversight Committee  
**From:** Mark Fedorowicz, Purchasing Manager  
**Subject:** REPORT ON NEW PURCHASE CONTRACTS FOR JANUARY 2016

This memo is to advise the Performance Oversight Committee that there were no new contract executed in January, 2016 between \$25,000 and \$100,000.