



Interurban Transit Partnership

Board Members

Mayor Gary Carey, Chair

Charis Austin
Mayor Katie Favale

Rick Baker
Steven Gilbert
Robert Postema

Mayor Rosalynn Bliss
Andy Guy
Terry Schweitzer

David Bilardello, Vice-Chair

Mayor Stephen Kepley
Jack Hoffman
Paul Troost

Tracie Coffman
Mayor Steve Maas

BOARD OF DIRECTORS MEETING

Wednesday, December 7, 2022 – 4:00 p.m.

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

AGENDA

	<u>PRESENTER</u>	<u>ACTION</u>
1. PUBLIC COMMENT		
2. MINUTES REVIEW – October 26, 2022	Mayor Carey	Approval
3. CEO'S REPORT	Deb Prato	Information
4. ACTION ITEMS		
a. Optibus Contract Award	Kevin Wisselink	Approval
b. Contract Award for CNG Compressor	Kevin Wisselink	Approval
c. Purchase Security Cameras on Buses	Kevin Wisselink	Approval
d. Cost Increase for Butterworth Project (Contaminated soil/Asbestos)	Kevin Wisselink	Approval
e. Implementation of Route 33 – Walker Industrial	Nick Monoyios	Approval
5. PERFORMANCE REPORTS		
a. Paratransit Route Ridership October 2022	Jason Prescott	Information
b. On-Demand Ridership October 2022		
c. Fixed Route Ridership October 2022	Max Dillivan	Information
d. Finance	Linda Medina	Information
1. Operating Statement – September 2022		
2. Professional Development and Travel Report		
a. Sep 2022		
3. Grant Statement September 2022		
6. CHAIR'S REPORT	Mayor Carey	Information
7. COMMITTEE MEETING MINUTES		
a. Planning & Technology Committee November 7, 2022	Terry Schweitzer	Information
b. Present Performance & Service Committee November 8, 2022	David Bilardello	Information
c. Finance Committee November 9, 2022	Mayor Kepley	Information
8. ADJOURNMENT		

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



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Paul Troost

BOARD OF DIRECTORS MEETING MINUTES

October 26, 2022 – 4:00 p.m.

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

ATTENDANCE:

Board Members Present:

Mayor Carey, Charis Austin, Mayor Favale, Rick Baker, Steven Gilbert, Mayor Bliss, Terry Schweitzer, David Bilardello, Jack Hoffman, Paul Troost, Tracie Coffman

Board Members Absent:

Mayor Kepley, Andy Guy, Mayor Maas, Robert Postema

Staff Attendees:

Deb Prato, Kris Heald, Mike Wieringa, Steve Schipper, Linda Medina, Andy Prokopy, Linda Medina, Kevin Wisselink, Nancy Groendal, Nick Monoyios, Amanda Moore, Steve Clapp, Deron Kippen, Jeffrey King, Adam Erber, Max Dillivan

Other Attendees:

Monroe O'Bryant, Thomas Opacki, Trish Parbel, Patrick Lynch, Sherry DeBlaay, Kevin Tracy, Margaret Rockhill, Tony Kirkland, RiChard Jackson, Channel House, Thomas Shackelford

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

1. PUBLIC COMMENT

Mayor Carey asked those making a public comment to stay within the three (3) minute guideline. Ms. Heald called the first speaker to the podium:

Mr. Monroe O'Bryant is a Bus Operator for The Rapid. He stated that he cares for the people of our community, and he enjoys being a bus driver, however, he believes bus operators need more pay.

Mr. Thomas Opacki stated he sent an email to staff regarding Route 44. He requests Route 44 stop at Sears as it did in the past as he enjoys walking the steps for exercise. He also stated the driver refused to go there.

Ms. Trish Parbel is a homeowner in GR MI, and a Rapid Bus Operator. Her millage share of the Interurban Transit is \$136.71 per year. When the board voted to cut expanded services, to her it seemed like that was a no-competence vote that The Rapid was spending unnecessary funds that cut services that did not justify her tax dollars. Stop spending money on new fleet buses, there are three (3) or four (4) buses that are not being used daily. We have too many bosses and not enough drivers. You should also increase driver's pay to cut down on the gross amount of overtime which would stabilize the workforce, prevent fewer accidents, and have fewer drivers with back and shoulder injuries. This just makes good

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sense. Since reduced services, my millage share should also be adjusted. She has ten (10) years of experience driving buses. There should be exterior signage inviting everyone to ride the bus as The Rapid is known as the original community *Lyft*.

Patrick Lynch stated he has been driving a bus for The Rapid for the last 15 years. In 2014 the Rapid was awarded the Midwest mid-sized transit company of the year. Now he feels like The Rapid is in disarray, fractured and divided. Most recently The Rapid has approved an increase of \$3.00 to Utilities, Facilities, and Mechanics. Drivers were offered performance-enhanced pay. We are desperately understaffed, and we feel disrespected and underpaid and feel they deserve the same pay. Mr. Lynch is asking the board for help and consideration.

Ms. Channel House is a Bus Operator with The Rapid. She feels we all should receive a pay increase. She has been here for 5 years and loves working at The Rapid. Bus drivers move the city and we all deserve equal pay.

Mr. Thomas Shackelford is a frequent rider on the bus system. He feels the problems he is having will not be cured anytime soon. He still feels he does not have a right to ride on the bus. There is no room for wheelchairs. He believes Grand Rapids is the only city that does not cater to wheelchairs. New buses are built for wheelchairs. You need to hook up otherwise you are not safe. Electric chairs are 2-300 pounds. New bus operators do not understand that.

2. MINUTES REVIEW – September 28, 2022

Mayor Carey entertained a motion to approve the meeting minutes. Mayor Bliss motioned to approve, and Mayor Favale supported it. The motion passed unanimously.

3. CEO'S REPORT

Ms. Prato started her comments by addressing Mr. Shackelford's comments from the last board meeting where we were talking about individuals not leaving the seat available for wheelchair customers. One solution we have been able to implement is to have an onboard announcement so that when the accessible ramp is deployed a reminder message will play. We will also try different tactical solutions to get people to make sure you will have a seat. The Wondergem family was here last month to talk about paratransit Go!Bus service. The numbers are moving in the right direction, for comparison in September our On-Time Performance (OTP) with MV transportation was 62%. For the first 25 days in October, our OTP is 74%. They are still having some trouble with operator call-offs and operator availability. Mr. Prescott has a bi-weekly meeting to review the statistics and on-time performance.

Regarding other items going on, Ms. Prato thanked Mayor Bliss for the invitation for The Rapid to make a presentation to the City of Grand Rapids City Commission regarding long-range plans.

Ms. Prato gave a shout-out to Mr. Wardell Frazier for being nominated for the 40 under 40 as the CEO of his own non-profit. We are thrilled he is a part of our team.

Regarding the winter pick, Ms. Prato gave the board a sneak peek that we are getting lift-off on a new Route 33. This new service came about because our Outreach Specialists Mr. Erber and Mr. Frazier have been working hard in the On-Demand zones and other new businesses that are popping up in the area. In addition to their work, both Mr. Erber and Mr. Frazier have connected with another sixteen (16) other employers in proximity and this new bus route will handle this need. The employers are willing to move shift times and we are excited to grow with the community.

Ms. Prato and Mr. Schipper attended APTA in Seattle last week. Two emerging themes at the conference were to stop comparing public transportation to pre-pandemic and now is the time to start getting stronger, and better and getting back to basics.

Ms. Prato noted that we had an open house at our new Butterworth Facility, and she thanked both Mayor Carey and Mayor Kepley for stopping by.

Ms. Prato stated we had a West Michigan Express stakeholders meeting. Mr. Patrick Waterman is leading the charge on a West Michigan Express Route to the lakefront. He is working with the Chairman of the State Transportation Committee on getting additional funding. Transit Master Plan (TMP) is on the agenda for approval today and West Michigan Express is a part of it.

Next Ms. Prato stated we had a great meeting with GRPS & Founders regarding student behavior. It is a great opportunity to engage with our youth and the theme is respect.

Lastly, Ms. Prato noted the 'Roll with Us' recruiting event. It was very successful. We partnered with six (6) other employers that have businesses on our bus routes.

4. ACTION ITEMS

a. Transit Master Plan (TMP) Award

Mr. Wisselink is requesting the board's approval to enter a contract with AECOM for the value of \$598,000 for the creation of IPT's Transit Master Plan.

Mayor Carey commented that the scoring is closer than last time.

Mayor Carey entertained a motion to approve the Transit Master Plan. Mr. Gilbert motioned to approve, and Mayor Bliss supported it. The motion was passed unanimously.

b. Concrete Bus Pad Installation

Mr. Wisselink is requesting the board's approval to enter a contract with Anlaan Corporation for the value of \$123,790 for the installation of concrete bus shelter pads in the IPT service area.

Mayor Carey entertained a motion to approve the Concrete Bus Pad Installation. Mayor Favale motioned to approve, and Mr. Schweitzer supported it. The motion was passed unanimously.

5. PERFORMANCE REPORTS

a. Paratransit Route Ridership

1. September 2022
2. On-Demand

No questions

b. Fixed Route Ridership

1. September 2022

No questions

c. Financial Reports

1. Operating Statement – August 2022
2. Grand Statement
3. Professional Development and Travel Report
August 2022

No questions

6. CHAIR'S REPORT

Mayor Carey commended Mr. Kippen for a job well done on Butterworth. He also appreciated the hospitality.

Mr. Hoffman commented on the fixed route ridership increase of 34%. That is excellent!

9. ADJOURNMENT

The meeting was adjourned at 4:37 p.m.

The next meeting is scheduled for December 7, 2022

Respectfully submitted,

A handwritten signature in cursive script, appearing to read "Kris Heald".

Kris Heald, Board Secretary

Date: November 22, 2022
To: ITP Board
From: Kevin Wisselink, Director of Procurement and Capital Planning
Subject: FIXED ROUTE SCHEDULING AND TIME AND ATTENDANCE SOFTWARE

ACTION REQUESTED

Authorization is requested by the ITP Board to enter into a five-year contract with Optibus for the installation of their fixed route scheduling and time and attendance software. The cost of the software over the first five years of the contract is \$1,055,660.

BACKGROUND

Creating bus schedules with the ability to predict labor and asset requirement with multiple scenarios, creating rosters and runs, assigning drivers, and tracking time and attendance are all complex activities that require sophisticated software programs to properly administer. For years, ITP has been relying on older software options that require a great of monitoring and manual manipulation to properly administer. Therefore, updated scheduling software is needed to implement a modern scheduling program at ITP.

PROCUREMENT

ITP utilized an RFP to make this selection. While the program’s cost was considered part of the scoring, the team also needed to evaluate the proposed solution's functionality, user interface, technical ability, and customer support to ensure it is the right fit. The RFP was sent to a list of potential bidders, The Rapid’s website, and to the Michigan Inter-Governmental Trade Network which has nationwide distribution.

Three (3) bids were received:

	Average Score	5-Year Pricing
Clever Devices	56	\$701,559
GIRO	74	\$2,372,908
Optibus	77	\$1,055,660

The review team consisted of the Director of Operations, the Director of Transportation, the Director of Planning, the Director of Information Technology, and the Finance Manager. Their Round 1 evaluation found that GIRO and Optibus both offered comprehensive and robust solutions that exceeded Clever Devices. Therefore, both GIRO and Optibus were invited to participate in Round 2 interviews with the review team.

Both firms demonstrated their product well to the team during the interviews. However, Optibus clearly provided a superior presentation and was unanimously selected by the review team as the number one choice. A few key reasons included:

- The Optibus solution had many innovations and cutting-edge features that were included for no additional cost.
- Future improvements were included in the annual fee, there are no additional fees to stay current with their program.
- Optibus demonstrated an excellent record of providing customer support.
- Their product was very user-friendly and straightforward to use and navigate.

The team subsequently interviewed some current users of Optibus. The interviewees were unfailingly positive about their experience working with Optibus, citing its ease of use, excellent customer support, and history of making their deadlines for providing product improvements.

Work is slated to begin this winter, with full implementation occurring by the end of 2023.

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. 120722-1

Fiscal Year: 2021-2022

Moved and supported to adopt the following resolution:

Approval to enter a contract with Optibus for the installation and maintenance of Fixed Route Scheduling and Time and Attendance Software for a cost of \$1,055,660 over the first five years of the contract.

BE IT RESOLVED that the ITP CEO is hereby authorized to execute a contract with Optibus for the installation and maintenance of Fixed Route Scheduling and Time and Attendance Software for a cost of \$1,055,660 over the first five years of the contract in accordance with the information presented to the ITP Board on December 8, 2022.

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 22, 2022
To: The Rapid Board
From: Deron Kippen, Director of Facilities
Kevin Wisselink, Director of Procurement
Subject: Project# 2022-11 - CNG Compressor Installation

ACTON REQUESTED

Authorization is requested from the ITP Board to execute a contract with Compression Fueling Services to install the additional compressor capacity for the ITP's CNG Fueling Station. The approval request is for a cost of \$282,512 which includes \$256,829 for labor and a 10% contingency.

BACKGROUND

The Rapid requires additional compressor capacity to handle the increase in the number of CNG-fueled buses and fueling to the City of Grand Rapids. The Rapid currently has 60% of its fleet fueled by CNG, and this will reach 100% within the next four years, increasing the demand for the CNG fueling station. ITP previously purchased an additional compressor as found in the Board item dated January 26, 2022.

PROCUREMENT

ITP solicited competitive bids through MITN (BidNet.com) and via courtesy emails to prospective bidders. An Invitation for Bid was used, as the specifications for the installation can be clearly laid out meaning the low responsive bidder can be selected.

At bid closing, ITP received only one bid on the project from Compression Fueling Services. This is a very specialized installation process involving extensive electrical and mechanical knowledge, meaning the potential pool of bidders is very small. Compression Fueling Services have worked on previous CNG compressor installations for ITP and demonstrated that they are qualified to handle the installation. Additionally, in analyzing their bid against the previous compressor installation increased by the Producer Price Index (PPI) found that their price is under what might be expected given the current high rates of inflation.



FUNDING SOURCE

The project is fully funded through Federal and State grants. No local funds are required.



INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 120722-2

Fiscal Year: 2021-2022

Moved and supported to adopt the following resolution:

Approval to enter a contract with Compression Fueling Services for \$282,512 for the installation of a new CNG compressor, including a 10% contingency.

BE IT RESOLVED that the ITP CEO is hereby authorized to execute a contract with Compression Fueling Services for \$282,512 for the installation of a new CNG compressor in accordance with the information presented to the ITP Board on December 8, 2022.

CERTIFICATE

The undersigned, duly qualified and acting secretary of the Interurban Transit Partnership Board, certifies that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting of the Interurban Transit Partnership Board.

Kris Heald, Board Secretary

Date



Interurban Transit Partnership

Date: December 7, 2022
To: ITP Board
From: Mike Wieringa – Director of Security
Subject: ON-BOARD BUS VIDEO SURVEILLANCE UPGRADE Project 2022-26

ACTION REQUESTED

Authorization is requested from the ITP Board to purchase and install onboard Seon vehicle camera systems on 116 fixed-route buses for \$2,053,787. A resolution authorizing the CEO to award and execute an agreement with SAFE FLEET is attached for Board approval.

BACKGROUND

ITP first utilized Seon camera systems through an RFP for ITP's paratransit fleet. Seon won the bid through the RFP process, and now all Go!Bus and On-Demand vehicles are equipped with Seon cameras and Seon MDRs.

When the Laker Line buses were purchased, leadership decided to outfit those buses with Seon cameras and Seon MDRs as well, introducing this technology to our fixed route fleet. Subsequent 40' bus builds were also ordered with Seon equipment, meaning that approximately one-third of ITP's fixed route fleet now have Seon equipment.

ITP is now in the process of replacing all the old Apollo camera systems on the older fixed-route vehicles. All cameras must be on the same system throughout our fleet, as multiple camera systems would also mean multiple backend systems, making their use significantly more difficult to use and maintain for ITP's staff.

Replacing all the cameras and MDRs in ITP's fixed route and paratransit fleet would be cost-prohibitive and many were not fully depreciated. Consequently, it was decided that all new cameras and MDRs must be compatible with Seon software. ITP released an RFP asking for replacement cameras and MDRs for our fixed route fleet that was compatible with Seon software.

PROCUREMENT

ITP posted a Request for Proposals (RFP) to bidnetdirect.com/MITN requesting proposals for replacement cameras and MDRs for ITP's fixed route fleet that were compatible with Seon software. Six (6) firms expressed their intent to respond to the RFP.

Through the RFP process, ITP learned from firms that the Seon backend system is not compatible with other models and therefore ITP needs to utilize Seon MDRs on all buses.

Consequently, ITP amended the RFP to request only proposals for cameras and necessary accessories. Although other firms responded that they could retrofit their system to be compatible with the Seon software; no other firms than Safe Fleet responded with a proposal for the cameras. The synopsis is that they could not be price competitive as the added cost of making their system compatible with Seon MDRs would preclude them from providing a competitive price.

ITP received one bid from Safe Fleet for the Seon cameras. Subsequently, ITP requested pricing for the corresponding MDRs to complete the system. ITP is very happy with the performance of the previously installed Seon systems.

PRICE ANALYSIS

When a single bid or proposal is received ITP procurement standards require that a price or cost analysis be conducted to determine price reasonableness. Staff looked at the latest two-(2) bus build by Gillig scheduled for production this fiscal year to compare the system's cost and determined that the price quoted by Safe Fleet falls in line with the most current bus build from Gillig and is considered reasonable.

FUNDING

Funding is supported by Grant funds.



INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS

RESOLUTION No. 120722-3

Fiscal Year: 2022-2023

Moved and supported to adopt the following resolution:

Approval to enter a contract with SAFE FLEET for the value of \$2,053,787 for the purchase and installation of Seon Vehicle camera systems.

BE IT RESOLVED that the ITP CEO is hereby authorized to execute a contract with SAFE FLEET for \$2,024,080 for the purchase and installation of Seon Vehicle camera systems in accordance with the information presented to the ITP Board on December 7, 2022.

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 22, 2022
To: ITP Board
From: Deron Kippen, Director of Facilities
Kevin Wisselink, Director of Procurement and Capital Planning
Subject: FIXED ROUTE SCHEDULING AND TIME AND ATTENDANCE SOFTWARE

ACTION REQUESTED

Authorization is requested from the ITP Board to expend an additional \$117,659 with McGraw Construction on the 700 Butterworth SW project.

BACKGROUND

In June 2021, The Board authorized spending \$2,590,696 with McGraw Construction for the reconstruction of the Facilities Maintenance Facility located at 700 Butterworth Ave SW. The project is nearly complete, and the resulting improvements are working very well for facilities maintenance staff.

However, several unanticipated issues came up during construction creating change orders that increased the overall cost of the project. This included the remediation of asbestos that was discovered in the old Facilities Maintenance Administration building during demolition, the removal of far more contaminated soils from the site than was anticipated, and additional requirements to meet the various site permits. The ITP Project Manager and the Progressive AE Project Manager approved all the change orders that led to the increase, evaluating them for content and for cost.

This increased the overall McGraw Construction cost to \$2,708,355. This is \$117,659 above the original Board authorization, which means by ITP procurement rules that the increase must come back to the Board for approval. The federal grant award funding for this project has sufficient funds to cover this increase as the original bids came in lower than anticipated, so no additional funding sources need to be used to cover this increase.

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. 120722-4

Fiscal Year: 2021-2022

Moved and supported to adopt the following resolution:

Approval to expend an additional \$117,659 with McGraw Construction to finish the 700 Butterworth reconstruction project.

BE IT RESOLVED that the ITP CEO is hereby authorized to expand an additional \$117,659 with McGraw Construction to finish the Butterworth reconstruction project in accordance with the information presented to the ITP Board on December 8, 2022.

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

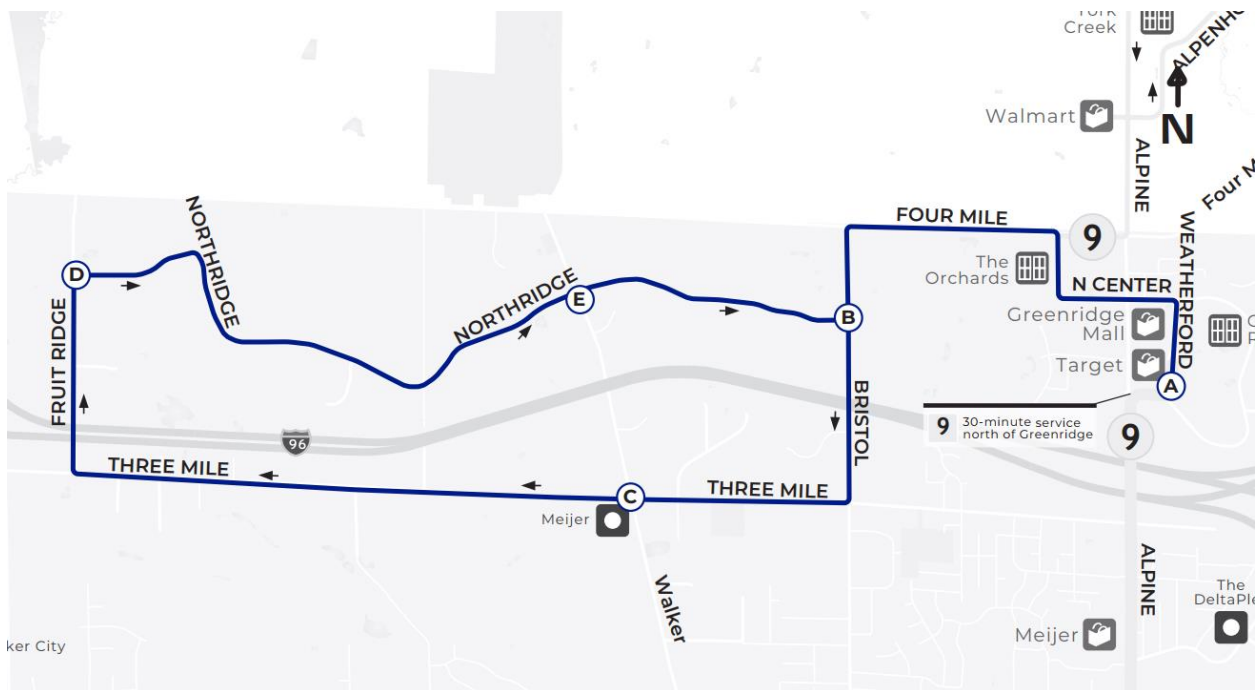
Date: December 1, 2022
To: ITP Board
From: Nicholas Monoyios, Director of Planning
Subject: IMPLEMENTATION OF ROUTE 33 – WALKER INDUSTRIAL

ACTION REQUESTED

Staff is requesting authorization to create Route 33 beginning January 2, 2023.

BACKGROUND

Based on public input requesting fixed route service in this Walker industrial area, Route 33 will operate hourly service from 6AM – 6:30PM on Monday through Friday. This route will transition from the short pattern Route 9 at the Greenridge Mall transfer point and operate in a clockwise loop returning the Greenridge Mall and then returning to service as the Route 9 for a seamless connection to Rapid Central Station.



FUNDING

The annual cost for this service is \$208,289 sourced from State and local operating funds.



INTERURBAN TRANSIT PARTNERSHIP BOARD

RESOLUTION No. 120722-5

Fiscal Year 2022 -2023

Moved and supported to adopt the following resolution:

Approval to authorize the implementation of Route 33 – Walker Industrial beginning on January 2, 2023, at an annual operating cost of \$208,209 (FY23 dollars).

BE IT RESOLVED that the ITP CEO is hereby authorized to implement Route 33 – Walker Industrial as presented to the ITP Board on December 7, 2022.

CERTIFICATE

The undersigned, duly qualified and acting secretary of the Interurban Transit Partnership Board, certifies that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting of the Interurban Transit Partnership Board.

Kris Heald, Board Secretary

Date



Interurban Transit Partnership

DATE: December 7, 2022
TO: ITP Board
FROM: Jason Prescott
SUBJECT: OCTOBER 2022 PARATRANSIT RIDERSHIP REPORT

Paratransit ridership information for October 2022, as compared to October 2021

	2022	2021	% Change
Total Paratransit Ridership	18,434	17,994	2.4%
ADA Ridership	14,595	14,313	2.0%
Non-Disabled Senior (NDS) Ridership	91	51	78.4%
PASS Ridership	221	343	-35.6%
Network 180	2,767	2,691	2.8%
Cascade Township	10	59	-83%

Ridership averages, as compared to 2021

	2022	2021	% Change
Weekday Ridership	652	661	-1.4%
Saturday Ridership	216	221	-2.3%
Sunday Ridership	223	195	14.4%

Other Performance Measures

	2022	2021	% Change
On-Time Performance	74%	79%	-6.3%
On-Time Drop-Off	84%	92%	-8.7%
Average Cost Per Trip	\$40.22	\$31.29	N/A

October 2022 Paratransit Ridership and Operating Statistics

ADA	2022	2021	Change	% Change
Clients	1,234	1,201	33	2.7%
Passenger Trips	14,595	14,313	282	2.0%

NDS

Clients	13	13	0	0.0%
Passenger Trips	91	51	40	78.4%

PASS

Clients	14	15	(1)	-6.7%
Passenger Trips	221	343	(122)	-35.6%

CONTRACTED

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

RIDELINK

Clients	298	250	48	19.2%
Passenger Trips (Performed by The Rapid)	760	594	166	27.9%
Phone Calls	3,948	3,277		
Total Trips sched. thru Rapid call center	4,302	2,880		

*ALL Partners

TOTALS

Clients	1,559	1,480	79	5.3%
Passenger Trips	15,667	15,303	364	2.4%
Average Weekday Ridership	652	661	(9)	-1.4%
Average Saturday Ridership	216	221	(5)	-2.3%
Average Sunday Ridership	223	195	28	14.4%
All Ambulatory Passengers	12,592	12,013	579	4.8%
All Wheelchair Passengers	3,075	3,290	(215)	-6.5%
No - Shows	439	456	(17)	-3.7%
Cancellations	723	562	161	28.6%
MV				
Average Cost per Trip	\$40.22	\$31.29	\$8.93	28.5%
Riders per Hour	2.2	1.2	1.0	79.2%
Accidents per 100,000 Miles	3.0	1.0	2	200.0%

Trip Denials	0	0	0	#DIV/0!
NTD Travel Time (minutes)	28	29	-1	-3.4%

#DIV/0!

NETWORK 180

Passenger Trips	2,767	2,691	76	2.8%
Average Weekday Ridership	132	128	4	3.1%

TOTAL PASSENGER TRIPS	18,434	17,994	440	2.4%
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Paratransit Service Quality Statistics: network 180 Excluded

Complaints	2022	2021	% of Trips	% Change
MV Complaints	37	2	0.2%	1750.0%

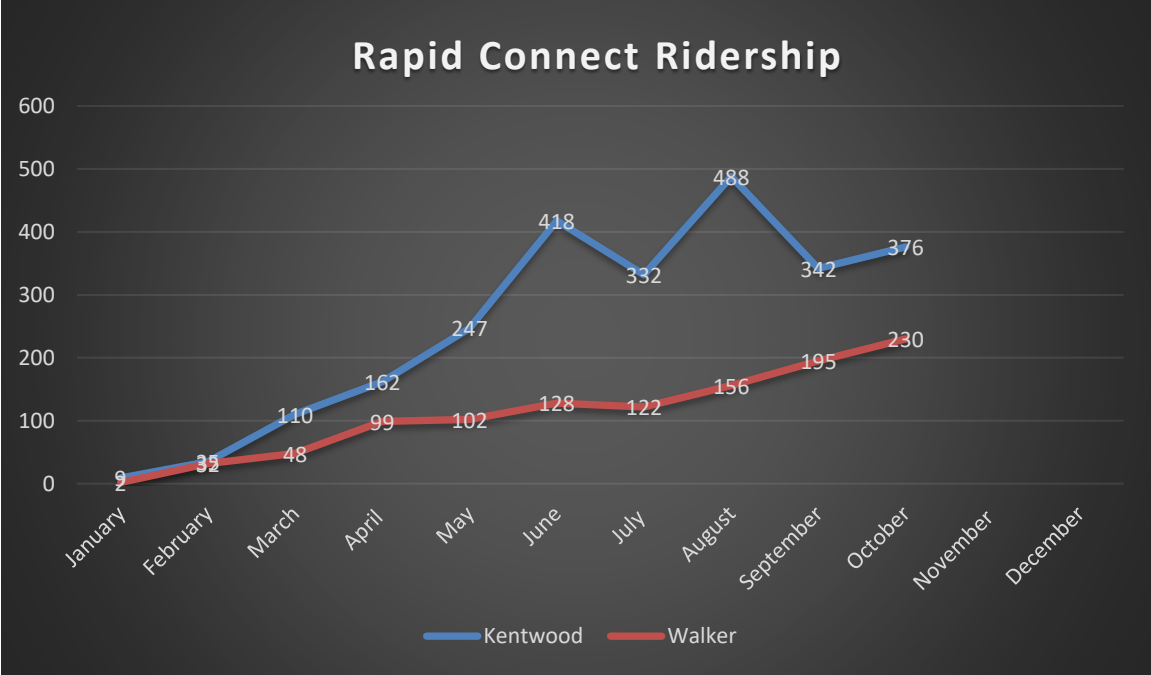
On-Time Performance

On-Time Compliance - Pick-up	74.00%	79.00%	-5.0%	-6.3%
On-Time Compliance - Drop-off	84.00%	92.00%	-8.0%	-8.7%

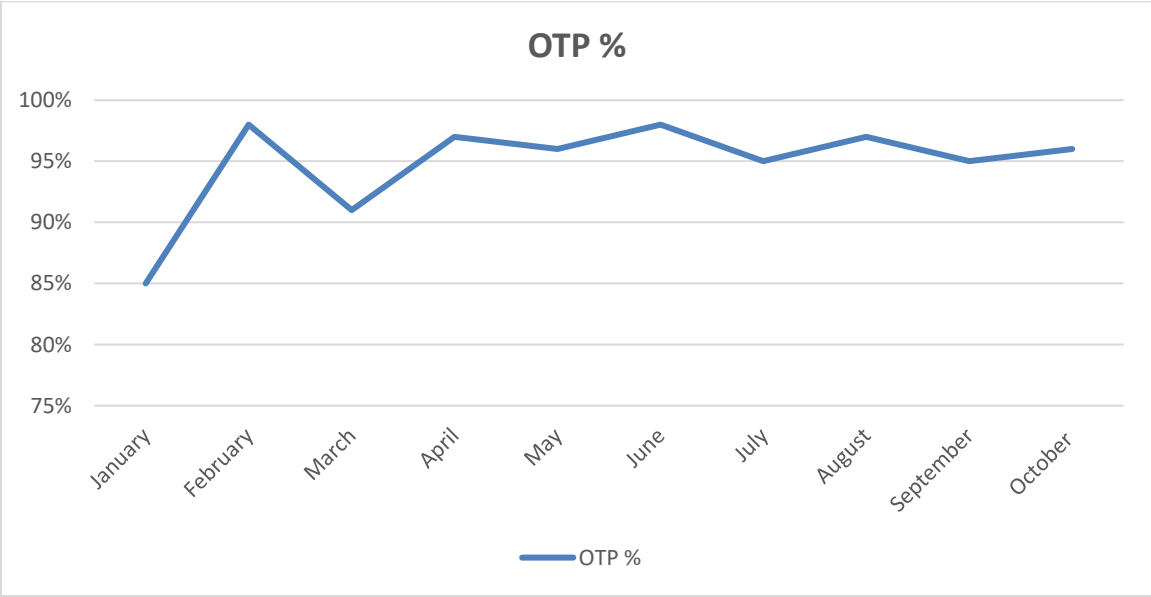
January 3, 2022 – October 31, 2022

Rapid Connect Report

We continue to see an upward ridership trend in Walker which seems to be closing the gap between Kentwood and Walker.

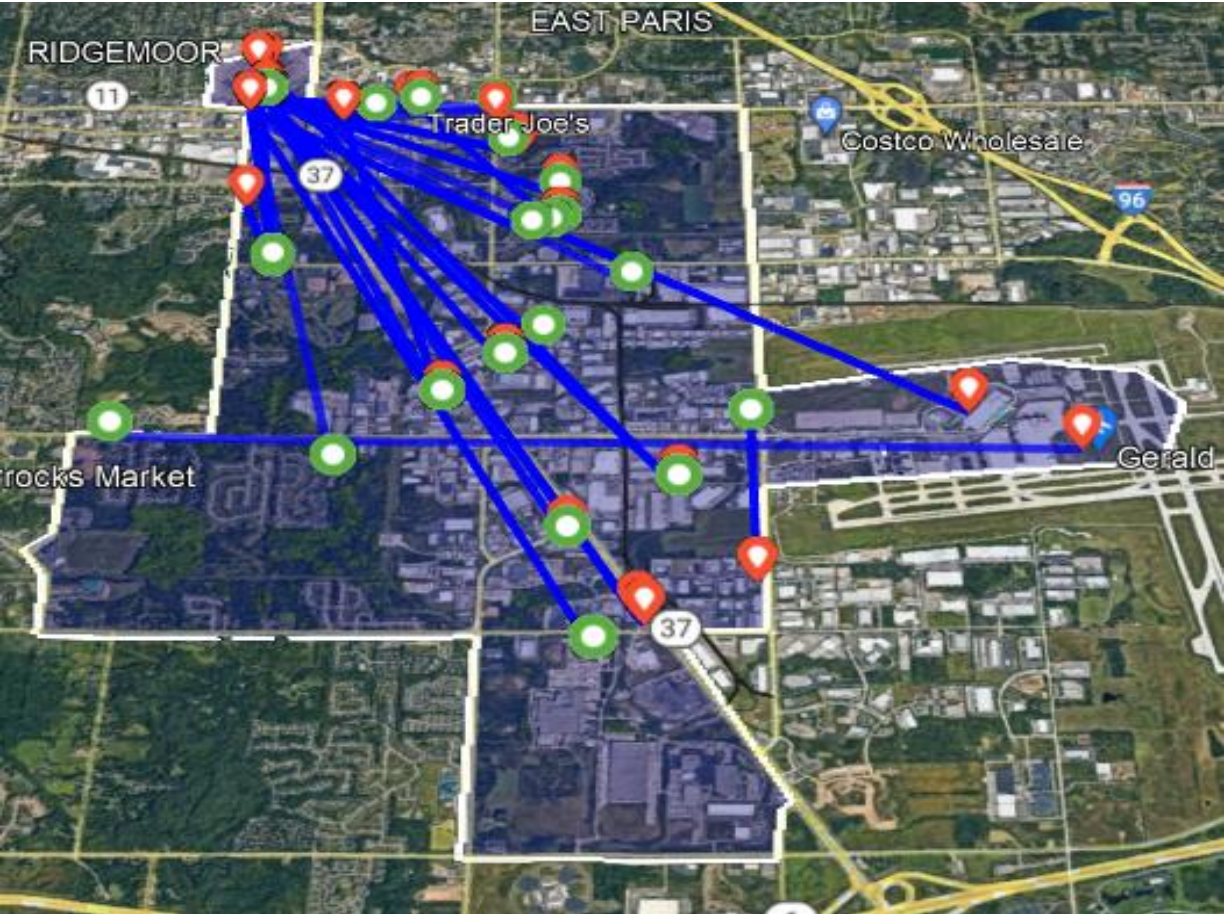


On-time performance continues to be above the 95th percentile.



Kentwood:

The Pick-up location with the most traffic in Kentwood continues to be Kentwood Station/Woodland mall hub. The top three destinations in Kentwood for October were Apple Store – Woodland mall, Lighthouse Academy and Knights Inn Grand Rapids.



Walker:

The Pick-up location with the most traffic in Walker continues to be Alpine Meijer. The top three destinations in Walker for October were Abraham & Sons, Spectrum Health Distribution Center and the Meijer Corporate Offices.





Interurban Transit Partnership

Date: November 23, 2022
To: ITP Board
From: Maxwell Dillivan, AICP – Senior Planner
Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – October 2022

OVERVIEW

Ridership and productivity in October 2022 continued to benefit from increased ridership across virtually all fixed route services and demonstrates a strong start to the new fiscal year. Farebox recovery decreased compared to October 2021 primarily due to an increase in operating expenses despite an increase in the total amount of revenue generated.

BACKGROUND INFORMATION

Monthly Ridership

	Oct 2022	Oct 2021	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	388,301	324,856	↑ 19.5%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	185,272	164,044	↑ 12.9%
Total Monthly Fixed Route Ridership	573,574	488,900	↑ 17.3%

Daily Average Ridership

	Oct 2022	Oct 2021	% Change
Weekday Total	24,225	20,774	↑ 16.6%
Weekday Evening	3,148	2,404	↑ 31.0%
Saturday	9,431	7,452	↑ 26.6%
Sunday	3,539	3,186	↑ 11.1%

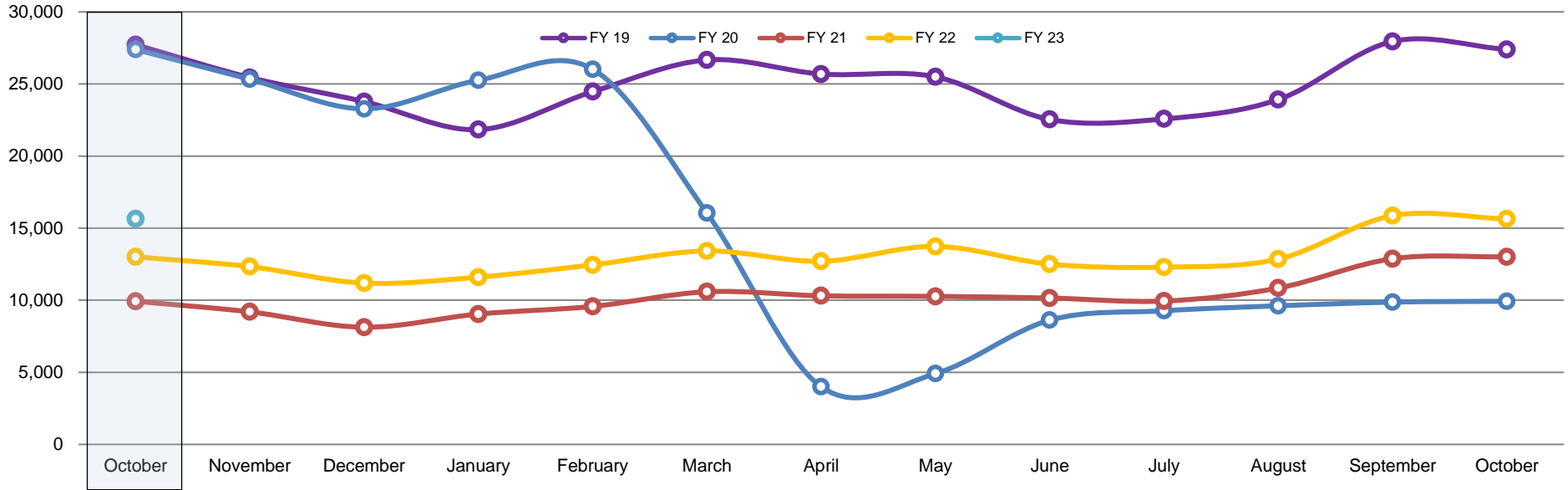
Productivity Summary

	Oct 2022	Oct 2021	% Change
Average passengers per hour per route	14.2	12.0	↑ 18.0%
Average passengers per mile per route	1.05	0.86	↑ 21.0%
Average farebox recovery percent per route	11.1%	11.6%	↓ 4.7%

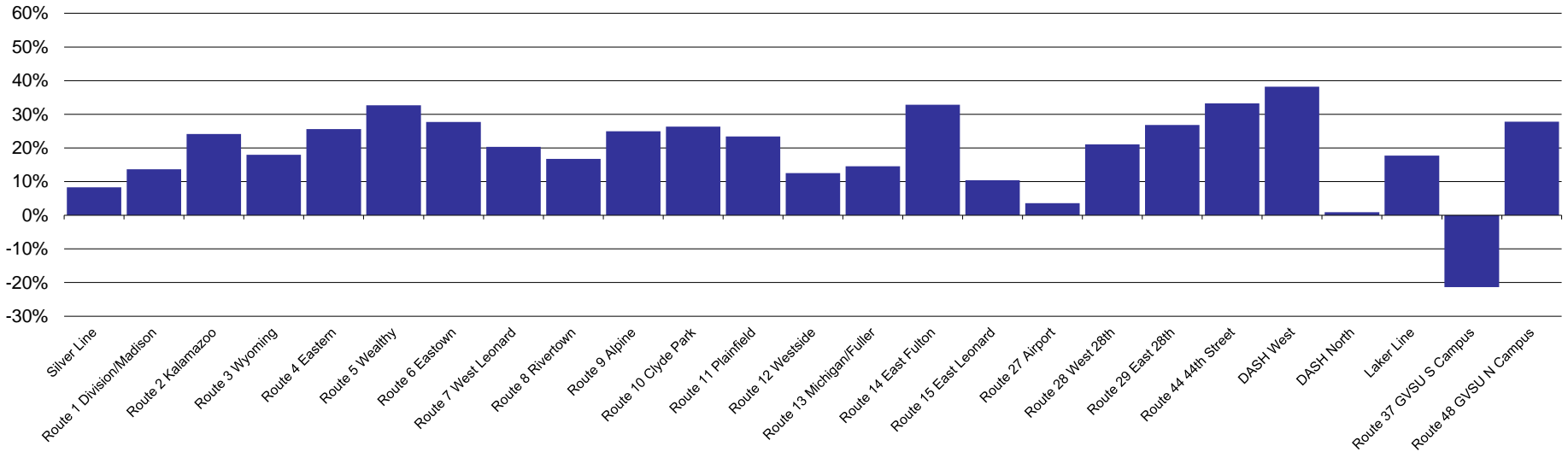
Fiscal Year Ridership

	FY 2023	FY 2022	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	388,301	324,856	↑ 19.5%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	185,272	164,044	↑ 12.9%
Total Fixed Route Ridership YTD	573,574	488,900	↑ 17.3%

Monthly Weekday Average Ridership History



Percent Change by Route: October 2022 compared to October 2021





Interurban Transit Partnership

Date: December 7, 2022
To: ITP Board
From: Linda Medina, Finance Manager
Subject: September Operating Statement

Attached are the pre audit financial reports through September 30 2022, for general operating and grants. BDO is currently performing our audit and financial statements and the single audit will be presented to the Board in January

FY 21/22 YTD Operating Statement Analysis

Total revenues are under budget by 1.6% before COVID funding

- Fares and total sale of transportation services are higher than budgeted, ADD percentages
- State Operating Assistance remains under budget due to the decrease of operating expenses.
- \$19.9 million of COVID funding has been requested for reimbursement of eligible operating expenses.

Total expenses are 12.5% under budget.

- Wages and salaries are under budget the same as last month, but staff continues to work diligently to fill positions.
- Like last month materials and supplies are over budget by 11.2% while utilities, insurance, and miscellaneous are under budget 32.5%. Fuel costs are consistent, but more than budgeted. Insurance and utilities expenses were lower than budget.
- To date \$1.9 million of federal assistance funding has been used to fill the revenue gap

Included in the report is September's professional development and travel report.

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

The Rapid
FY 2021 Annual Operating Projection

	YTD as of September 30, 2022		Variance		Last Year	FY 20/21 Actual	
	Adopted	Actual	\$	%	FY 20/21 Actual	vs FY 21/22 Projected	
						\$	%
Revenues and Operating Assistance							
Passenger Fares	\$ 3,307,466	\$ 3,856,080	\$ 548,614	16.6%	\$ 2,820,986	\$ 1,035,094	36.7%
Sale of Transportation Services							
CMH Contribution	256,900	392,591	135,691	52.8%	327,379	65,212	19.9%
Dash Contract	1,764,499	2,289,138	524,639	29.7%	2,205,921	83,217	3.8%
Grand Valley State University	3,542,974	3,257,448	(285,526)	-8.1%	2,842,767	414,681	14.6%
Van Pool Transportation	84,000	58,102	(25,898)	-30.8%	29,428	28,674	97.4%
Township Services	344,344	425,944	81,600	23.7%	540,714	(114,770)	-21.2%
Other	482,234	432,768	(49,466)	-10.3%	243,478	189,290	77.7%
Subtotal Sale of Transportation Services	6,474,951	6,855,991	381,040	5.9%	6,189,687	666,304	10.8%
State Operating	15,332,303	13,191,439	(2,140,864)	-14.0%	16,254,784	(3,063,345)	-18.8%
Property Taxes	17,751,118	18,099,129	348,011	2.0%	17,472,240	626,889	3.6%
Advertising & Miscellaneous	638,391	819,027	180,636	28.3%	678,432	140,595	20.7%
Subtotal Revenues and Operating Assistance	43,504,229	42,821,667	(682,562)	-1.6%	43,416,129	(594,462)	-1.4%
Grant Operating Revenue (CARES/CRRSAA)	7,603,447	19,982,084	12,378,637	100.0%	20,253,576	(271,492)	-1.3%
Total Revenues and Operating Assistance	\$ 51,107,676	\$ 62,803,751	\$ 11,696,075	22.9%	\$ 63,669,705	\$ (865,954)	-1.4%
Expenses							
Salaries and Wages							
Administrative	\$ 5,706,224	\$ 5,256,484	\$ (449,740)	-7.9%	\$ 5,100,986	\$ 155,498	3.0%
Operators	14,931,367	13,124,626	(1,806,741)	-12.1%	12,544,622	580,004	4.6%
Maintenance	2,071,508	1,935,148	(136,360)	-6.6%	1,991,199	(56,051)	-2.8%
Subtotal Salaries and Wages	22,709,099	20,316,258	(2,392,841)	-10.5%	19,636,807	679,451	3.5%
Benefits	9,501,484	7,378,601	(2,122,883)	-22.3%	8,801,550	(1,422,949)	-16.2%
Contractual Services	3,839,277	3,304,902	(534,375)	-13.9%	3,350,166	(45,264)	-1.4%
Materials and Supplies							
Fuel and Lubricants	2,111,337	2,782,933	671,596	31.8%	1,806,260	976,673	54.1%
Other	1,760,853	1,521,110	(239,743)	-13.6%	1,492,004	29,106	2.0%
Subtotal Materials and Supplies	3,872,190	4,304,044	431,854	11.2%	3,298,264	1,005,780	30.5%
Utilities, Insurance, and Miscellaneous	5,682,551	3,833,159	(1,849,392)	-32.5%	4,836,385	(1,003,226)	-20.7%
Purchased Transportation	5,503,075	5,558,117	55,042	1.0%	5,137,991	420,126	8.2%
Expenses Before Capitalized Operating	51,107,676	44,695,081	(6,412,595)	-12.5%	45,061,163	(366,082)	-0.8%
Capitalized Operating Expenses	-	-	-	0.0%	-	-	0.0%
Total Operating Expenses	\$ 51,107,676	\$ 44,695,081	\$ (6,412,595)	-12.5%	\$ 45,061,163	\$ (366,082)	-0.8%
Net Surplus/(Deficit) without CARES/CRRSAA		\$ (1,873,414)			\$ (1,645,034)		
Net Surplus/(Deficit) with CARES/CRRSAA		\$ 18,108,670			\$ 18,608,542		

Interurban Transit Partnership
Grant Revenues & Expenditures
Month Ended 09/30/22

	Adopted Budget	Amended Budget	Month To Date	Year To Date	Balance	Percent Target 100%
<u>Grant Revenue</u>						
1. Federal Grant Assistance	15,581,754	15,581,754	881,418	9,108,236	6,473,518	58%
2. State Grant Assistance	3,895,438	3,895,438	220,354	2,277,059	1,618,379	58%
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	19,477,192	19,477,192	1,101,772	11,385,295	8,091,897	58%
<u>Labor</u>						
7. Administrative Salaries	42,500	42,500	1,007-	19,975	22,525	47%
8. Driver Wages	0	0	0	0	0	100%
9. Temporary Wages	0	0	0	0	0	100%
10. Fringe Benefit Distribution	17,000	17,000	370-	9,753	7,247	57%
11. Total Labor	59,500	59,500	1,377-	29,728	29,772	50%
<u>Material & Supplies</u>						
12. Tires & Tubes	312,000	312,000	21,817	272,891	39,109	87%
13. Office Supplies	0	10	10	10	0	100%
14. Printing	3,000	3,000	0	530	2,470	18%
15. Total Material & Supplies	315,000	315,010	21,827	273,431	41,579	87%
<u>Purchased Transportation</u>						
16. Purchased Transportation	740,000	754,494	58,333	754,494	0	100%
17. Specialized Services	0	398,515	0	398,515	0	100%
18. Total Purchased Transportation	740,000	1,153,009	58,333	1,153,009	0	100%
<u>Other Expenses</u>						
19. Dues & Subscriptions	30,775	30,765	0	26,430	4,335	86%
20. Professional Development	12,200	12,200	1,417	3,008	9,192	25%
21. Miscellaneous	0	0	0	0	0	100%
22. Total Other Expenses	42,975	42,965	1,417	29,438	13,527	69%
<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	3,505,131	3,505,131	0	256,108	3,249,023	7%
28. Facilities	5,910,931	5,910,931	751,985	5,791,746	119,185	98%
29. Equipment	116,000	366,000	123,054	360,844	5,156	99%
30. Other	4,535,955	3,422,946	101,235	2,976,442	446,504	87%
31. Total Capital	14,068,017	13,205,008	976,274	9,385,140	3,819,868	71%
32. Planning Services	4,251,700	4,251,700	20,798	95,340	4,156,360	2%
33. Capitalized Operating	0	450,000	24,500	419,209	30,791	93%
34. Total Expenditures	19,477,192	19,477,192	1,101,772	11,385,295	8,091,897	58%

PROFESSIONAL DEVELOPMENT & TRAVEL REPORT
 ALL EMPLOYEES
 SEPTEMBER 2022

AMOUNT	PURPOSE	EMPLOYEE (s)	LOCATION
\$ 2,364.89	Association for Commuter Transportation (ACT) International	A. Erber and A. Moore	Chicago, IL
\$ 491.80	MPTA Annual Meeting	D. Prato and S. Schipper	Crystal Mountain, MI
\$ 455.65	Association of Travel Instruction (ATI) Conference	S. Green and C. Dennany	Cleveland, OH
\$ 1,841.66	GSX Security Conference	M. Wieringa	Atlanta, GA
\$ 1,800.00	MISHRM Human Resources Conference	N. Groendal and L. Thomasini	Grand Rapids, MI
<u>\$ 6,954.00</u>			

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



Future Planning & Technology Committee Members

Mayor Rosalynn Bliss

Jack Hoffman
Citizen Members:

Robert Postema
Ryan Anderson

Terry Schweitzer (Chair)
Dave Bulkowski

Paul Troost

PLANNING & TECHNOLOGY COMMITTEE MEETING MINUTES

Monday, November 7, 2022 – 8:30 a.m.

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

ATTENDANCE:

Committee Members Present:

Terry Schweitzer, Paul Troost, Jack Hoffman

Committee Members Absent:

Ryan Anderson, Mayor Bliss, Rob Postema, Dave Bulkowski

Staff Attendees:

Deb Prato, Kris Heald, Andy Prokopy, Mike Wieringa, Nick Monoyios, Jason Prescott, Kevin, Wisselink, Steve Schipper, Linda Medina, Nancy Groendal, Deron Kippen, Max Dillivan, James Nguyen

Other Attendees:

Andrew Ittigson (AECOM), Sarah Lagpacan, (AECOM), Natalie Kollig (AECOM), Jeremy Windsor (AECOM), Mara Gericke (GVMC)

Mr. Schweitzer called the meeting to order at 8:33 a.m.

1. PUBLIC COMMENT

No public comment was offered

2. MINUTES - September 12, 2022

Chair Schweitzer asked to approve September 12, 2022, minutes. The minutes passed unanimously.

3. Information

a. TMP

Mr. Monoyios introduced Mr. Andrew Ittigson, who is the Project Manager with AECOM.

Mr. Ittigson started by introducing three (3) team members who were in attendance. Ms. Sarah Lagpacan, Deputy Project Manager, is based in Detroit, Mr. Jeremy Windsor who is also based in Detroit, and Ms. Natalie Kollig who is a Senior Strategist, is based here in Grand Rapids and is going to lead the activity today.

Mr. Ittigson introduced himself. He is a Transit Planner and Project Manager working on transit projects across the country. He is based in Dallas TX.

Mr. Ittigson stated that for this Transit Master Plan (TMP) the focus is going to be on financial sustainability. To get there, we are thinking about stakeholders, relationship building, and community input. Included in this is the grant process, capital planning, and building up to the resiliency of the agency. Mr. Ittigson added that they have a very robust public engagement plan. The three (3) partners leading it are MKSK, based in Detroit, leading the public engagement, The Image Shop based here in Grand Rapids leading marketing and communications, and Clark communications will

be the public communications lead. This will be an 18-month project and public engagement will be a part of the project every step of the way.

Long-Term Funding Stability: Mr. Ittigson added this is on the path along the way. Transit and mobility are moving targets right now and will continue to change throughout the life of this project. AECOM wants to bring a roadmap of tools to be prepared and shift the direction with the community. Another big part of financial stability is all the Infrastructure Investment Jobs Act (IIJA) Funding that is available.

Mr. Ittigson asked Ms. Kollig to come to the podium to talk about Strategic Planning. Strategic Planning is focused on three (3) elements:

- Team-Based
- Change Management. Leading through change. The focus will be on 60% of the population.
- Engagement

Mr. Ittigson returned to the podium to discuss Innovation:

- Innovative Tools, Replica. This tool is dynamic and is updated daily.
- Fund Navigator
- Plan Spend / Asset Management

Lastly, Innovation as part of the solution

Ms. Kollig returned to the podium to begin the Guiding Principles Exercise.

Ms. Kollig gave some thought-provoking statements to help the board members with this exercise.

Based on your role, what is important to you for the Transit Master Plan (TMP)?
What is critical to make this project successful?

Other sample items include:

- Increasing our mode shift
- Geographical expansion
- Overall Ridership
- Service Quality OTP
- Efficiency
- Cost
- Coverage
- Customer Satisfaction
- Retention

Mr. Hoffman asked if we were going to write down our thoughts. Natalie said yes, we will have 8-10 minutes, but also to think about these are your own time.

10-minute break for Committee Members to write out their ideas

Ms. Kollig asked for volunteers to share what they wrote.

Mr. Monoyios started with his ideas.

- Public and political buy-in
- Fiscal Sustainability
- Finding resources to proactively meet the needs of the growing regional demand

Mr. Hoffman

- Voter support
- Several sources of funding, State, Federal, and Local funding for public transportation
- Creating a community in which it is convenient to get around without a car. Increase ride share.

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

Mr. Troost

- Expanding the service area beyond the 6 cities
- Voter Support is paramount and communications
- Fiscal sustainability and funding beyond property tax

Ms. Prato

- We need a strategic plan that can be implemented
- Voter Support
- Regional sustainability

Mr. Schweitzer

- Regional approach in terms of coverage benefits of the plan with the current 6 cities and beyond
- Learn from other transit systems, not what they did but learn from
- Involvement of non-traditional segments of the community key people that are not necessarily involved

Ms. Lagpacan's recap of the Board's comments:

- Providing mobility services that are useful to people
- Partnerships and communication working in effective ways both locally and regionally
- Funding

Mr. Dillivan

-

Mr. Wisselink

- Long-term financial stability
- Providing great transportation options
- Public Transportation becoming the mode of choice across the region

Mr. Schipper

- Funding cliff is coming in 2029, how do we get there?
- Political resources

b. Route 33

Mr. Monoyios started his report by introducing the new Route 33 that will be coming in January 2023. The Rapid Outreach Team has been doing hyper-focused localized outreach in the Walker area, including Northridge Drive, as this zone is exploding with growth. The impact of this outreach has determined that more of these organizations have been trying out Rapid Connect, however, we are finding that there is a preference for transitioning into a fixed route that has continuity and consistency with a fixed schedule every day. This new route will connect with Route 9 at Greenridge Mall, and this route will do a clockwise loop on Bristol, 3-Mile, to Fruitridge, and through Northridge, and we are actively working with the City of Walker on where we will place bus stops for these locations. We are actively sharing this information with the businesses in this area.

Mr. Hoffman asked if Mayor Carey is ok with this. Ms. Prato answered Mayor Carey, is aware of these plans. She added there is a lot of development going on in this area, which is why both Mr. Frazier and Mr. Erber have been out there. Spectrum Call Center have contacted us as they have been having a hard time connecting with people in the labor pool. One pain point they cited is transportation. Spectrum took it upon themselves to contact sixteen (16) other employers in the area and they got together to see if something could be worked out. We in turn asked if these employers would be willing to flex shifts to meet the demand. They are also interested in subsidizing their employee transit passes.

Mr. Hoffman asked if On-Demand was still there. Both Mr. Monoyios and Ms. Prato replied, yes, On-Demand is still there. Mr. Monoyios added that this new route 33 is a test for now.

Ms. Prato added that perhaps we need to redraw the on-demand zone lines. A couple of challenges we have been facing is Ecolane has the app, which has been a problem for many of our customers and getting data has been difficult. Overall, the goal for on-demand is to transfer this service to Transdev.

Mr. Hoffman commented that he is very much in favor of all this experimentation.

Mr. Schweitzer asked what the service hours are. Mr. Monoyios answered that the hourly service is from 6:00 a.m. to 6:00 p.m.

Mr. Schweitzer said this is the type of flexibility that Mr. Bulkowski really appreciates. He also commends staff for taking the initiative to be flexible in trying new ideas. This information is good for the board and our consultants, so they can see the direction we want to head.

Mr. Troost asked if there is any prediction of what the ridership will be. Mr. Monoyios replied not yet, but it will be interesting to see who will transfer from the on-demand service to a fixed route. Mr. Troost asked if this would be serviced by a full-sized bus. Mr. Monoyios replied yes it will be a full-sized bus.

Ms. Prato added that we don't have consistent ridership on-demand out to this location.

c. Airport Access Study - Update

Mr. Monoyios highlighted that there is an active Airport Access Study going on through GVMC. AECOM is facilitating this conversation. One of the most fascinating results was more public transport to the airport. There was also interest in an express shuttle bus that didn't just go downtown but to the surrounding areas. The impact matrix path seems to be of the least resistance. Some alternatives include high-level distance, cost, and characteristics. Mr. Monoyios added that all considerations still need further analysis.

Mr. Schweitzer said that historically there was a short-lived airport connector shuttle between the airport and downtown, and he finds it interesting that this is coming up now in this airport access study.

Mr. Hoffman asked if this is a metro council project at this time. Mr. Monoyios replied yes.

d. Rail~Volution Update

Mr. Monoyios summed up his experience at the Rail~Volution conference as; better transit outcomes require better relationships and synergy for all community-building disciplines. Essentially relationship building 101.

Ms. Prato started her comments by saying Rail~Volution has rebranded. They are now Mobility Community Possibility (MCP). Ms. Prato attended a couple of sessions that were excellent. One on Homelessness and Transportation Agencies and Advocates moderated by Franciscan Ministries and another one with the CEO of Cepta and LA Metro were there talking about the different things they are doing within their own systems to work with partners and agencies that have the skill set to help those experiencing homelessness.

Congressman Earl Blumenauer spoke, and he is very passionate about public transportation. The last item is about building resiliency in Miami. The top interest was the climate.

4. ADJOURNMENT

This meeting was adjourned at 9:38 a.m.

The next meeting is scheduled for January 9, 2023

Respectfully submitted,

A handwritten signature in cursive script, appearing to read "Kris Heald".

Kris Heald, Board Secretary



Interurban Transit Partnership

Present Performance & Service Committee Members

Charis Austin

David Bilardello (Chair)

Tracie Coffman

Steven Gilbert

Andy Guy

PRESENT PERFORMANCE & SERVICE COMMITTEE MEETING MINUTES

Tuesday, November 8, 2022 – 4 p.m.

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

ATTENDANCE:

Committee Members Present:

Charis Austin, Dave Bilardello, Tracie Coffman, Steve Gilbert, Andy Guy

Committee Members Absent:

Staff Attendees:

Deb Prato, Steve Schipper, Andy Prokopy, Linda Medina, Nancy Groendal, Deron Kippen, Steve Luther, Jason Prescott, James Nguyen, Kevin Wisselink, Jeffrey King, Amanda Moore, Adam Erber, Wardell Frazier, Max Dillivan, Mike Wieringa

Other Attendees:

Mr. Bilardello called the meeting to order at 4:03 p.m.

1. PUBLIC COMMENT

Mr. Bilardello asked for public comment. No public comments were offered.

2. Minutes – September 13, 2022, Present Performance & Service Committee Meeting

Mr. Bilardello asked for approval of the September 13, 2022, Minutes. The minutes were approved unanimously without any changes or edits.

3. INFORMATION

3A.1 Fixed Route Ridership

Mr. Dillivan reported there have been no major changes since the last meeting of the Present Performance Committee in September. Ridership recovery continues to hover in the mid-fifty percentile. However, ridership is 15% higher than the same time last year. In early October we experienced higher ridership than normal on the two DASH routes, attributed to Art Prize. Mr. Dillivan noted the routes that are performing best are those with high frequency, 15-minutes or

greater during the weekday. Those route average 70% ridership recovery. We have maintained that pattern since late August with the Fall service change.

3A.2 Paratransit

Mr. Prescott reminded the Committee paratransit services struggled at end of fiscal year due to the transition from MV Transportation to Transdev. Transdev has now been in place for one full month and eight days, and he reports improvement in performance. Mr. Prescott monitors the contractor's on-time performance, missed trips or late trips, and any customer trip time greater than 2-hours. Each one of those metrics have improved in October. In September, on-time performance was 61.23%, there were 296 missed trips, and 90 trips greater than 2-hours. In October, on-time performance was 75.39%, there were 172 missed trips and 76 trips greater than 2-hours. While those numbers are trending positively, there is more improvement required to meet our expectations for a satisfactory customer experience. Contributing to the less than satisfactory performance is the continuing shortage of labor, turnover, and high daily operator call-offs. Mr. Prescott has seen several administrative and operational changes in Transdev's approach to the performance issues. He is optimistic about what he has seen in this brief time and for the future.

Committee Chairman Bilardello asked Ms. Austin for her perspective on the changeover. Ms. Austin responded saying she thinks it has been good. She has talked with drivers that are happier, and drivers have commented they now get a break, which they rarely did when they were employed by MV. She thinks Transdev has inherited what MV left them in terms of poor maintenance, which has also contributed to performance issues. She cited her husband was on a Go!Bus recently and said it caught fire. She knows people who were not happy about rides greater than 2-hours, and she has talked to them, and tells over time it will get better. She works to advocate for both sides, the agency, and the customer.

Chairman Bilardello asked if there were any additional questions for Mr. Prescott. Mr. Guy asked Mr. Prescott about the metrics he uses for tracking the performance of the service, and asked Mr. Prescott to explain the 2-hour metric. Mr. Prescott responded saying many people think to comply with the Americans with Disabilities Act (ADA) a trip must not be longer than ninety (90) minutes in duration. Mr. Prescott indicated that is inaccurate. The trip time metric he uses is calculated by taking the similar fixed route travel time and adding fifteen minutes to the start and end of the trip. This added time at the start and end allows for time associated with the door-to-door service, and the customer boarding and alighting process. Mr. Prescott gave an example of a fixed route duration of one hour from point A to point B and indicated the paratransit transit customer trip would have an hour and thirty minutes. There is no set requirement or rule related to this. Mr. Prescott's follows the general rule of thumb that any trip over 1.5 hours is too long. Mr. Guy stated it is very understandable and he appreciates explanation of the logic behind the metric.

Chairman Bilardello asked a follow-up question asking when the time starts and when the time ends. He gave an example of customer scheduled to be picked up at 1 p.m. and asked when does the time start? Mr. Prescott replied each individual rider has their own set time. Each customer may have other customers picked-up and dropped-off, or detours along the way to their destination.

A Paratransit Scheduler is assigned the task of watching each run to monitor for excessive trip time. Unlike MV, Transdev places buses and drivers throughout the city which can be used to mitigate excessive trip times.

Chairman Bilardello asked what is a call-off? Mr. Prescott responded a call-off is when the driver calls in to work and reports they will not be coming to work. Transdev has experienced 22 call-offs in their first month of operations or an average of 3 per day, which leaves Transdev scrambling to reschedule the rides booked for the day.

3A.3. On-Demand Rapid Connect

Mr. Prescott continues to track the key metrics of Rapid Connect: ridership in Walker and Kentwood zones, on-time performance, and the super-user ridership. The Walker zone rides have been consistently increasing. On-time performance is consistently over the goal of 95%. Mr. Prescott reported a slight drop in super-user ridership in September, however the numbers bounced back in October. Mr. Prescott thanked the outreach team for the support of the program and the difference they are making in marketing the service.

Chairman Bilardello asked Mr. Gilbert as a representative of Walker for his impression of the program. Mr. Gilbert said Walker has been happy to see consistent steady growth. From the Walker perspective they were a little disappointed where we started, but happy now to see it continue to grow and develop into a sustainable service. Mr. Gilbert indicated the City of Walker believes there is more there, as evidenced by the Route 33 discussion. Walker is pleased to see the business community beginning to get involved and participate.

3A.4. On-Time Performance

Mr. Dillivan reported there has been little change in on-time performance. Systemwide, we are averaging 85%, just shy of the 90% on-time performance goal we set for ourselves. There have been some changes across the system as we examine route by route on-timer performance. These are many of the same things that were mentioned at the last meeting of the Present Performance Committee; the closure at Market and Fulton Street intersection, the closure of the Spectrum Health ramp has hampered the Silver Line as well as other routes that exit and enter Rapid Central Station using the Market Street and Fulton Street intersection. As construction season is ending, we are starting to see on-time performance trend back up. Mr. Dillivan also reported this is the time of year we begin working with our partners in the six cities, MDOT, GVMC and the County Road Commission to identify next construction season projects allowing us to start to prepare for and identify projects that will impact our routes and future schedules.

Chairman Bilardello commented it was great to see on-time performance consistent and added we all run into construction related traffic issues. Mr. Guy added it appeared Market and Fulton would open back up soon; he noted workers moving road closed signs on his way to the meeting today.

B. Mock Triennial Process

Mr. Wisselink reported The Rapid will be entering our triennial review and are preparing by participating in a mock triennial process. The federal triennial process covers approximately 20 different areas of operations, from financial management, to procurement, our EEO program. We will be reviewed to ensure compliance with FTA requirements. Triennials are conducted every three years. Our last triennial review was conducted in 2019. There was a one-year delay due to the pandemic. Our actual triennial will likely be conducted in spring or summer of 2023.

Chairman Bilardello asked if we use a consultant to walk us through this process. Mr. Wisselink responded we use John Caruolo Associates. They conduct this process for many other transits and performed the last one for The Rapid, he noted they do an excellent job getting us prepared.

C. Operator Availability and Service Cuts

Steve Schipper reported as noted by Mr. Prescott in his earlier agenda related to Transdev hiring, fixed route is also experiencing issues related to the labor shortage. Mr. Schipper stated we could add thirty (30) more drivers into the system today. The Operations team do their best to ensure all runs are filled each night for the next day of service however, operator call-offs are impacting our operations. In reviewing last month of service, the high call-offs have been on every Friday, with Halloween being the only other day with high call-offs. Mr. Schipper feels it is clearly about people wanting to spend time with their families. He stated every other day of the week we can fill that work, and do the work we are supposed to do, there is just not enough labor to go around.

There have been as many as eighteen (18) cancelled runs in a day. The highest day in the last 6 weeks, was 9 cancelled runs. We have twenty-one (21) new operators in the pipeline, and we look forward to them getting through the training process and coming on board.

Chairman Bilardello asked Mr. Schipper when you have that situation, are we just running the buses less on Fridays? Mr. Schipper responded we cancel any route we are unable to fill in our system. The customer can see when the next bus will arrive if they are using the tools online. However, customers are not always looking at those tools. We do get complaints, but the customers have been patient with us, and we are certainly keeping it to a minimum.

Chairman Bilardello cited his personal experience of intending to take the Route 6 at the arena. He said, using the online tools it appears the bus is going to arrive. Then about the time it is supposed to leave central station, it looks like it is not going to come. Then twice it has come, even though it does not show it is coming. Is there an explanation for that?

Mr. Schipper explained the situation described may be related to software issues we have recently identified. We have found if a bus operator logs into the Avail system, inside of the Wealthy operations building, it may not trigger the system that the bus is on the street until the bus reaches its first designated stop location. We have found this situation is currently impacting about 22% of our routes.

Chairman Bilardello asked Mr. Schipper to give an update on the Silver Line fare collection changes. Mr. Schipper explained the Silver Line at the time of its launch was equipped with the latest and greatest technology available. Customers paid off board, much like light rail, boarded the bus and fare enforcement officers validated the fare onboard. There have been a lot of technology improvements since the launch of the Silver Line, along with the launch of the wave card. The Rapid will soon be launching open payments which will allow contactless payment options for customers to pay their fare, or they can continue to use their wave card. The Silver Line ticket vending machines are at the end-of-life and the labor shortage has impacted our ability to hire Fare Enforcement Officers. This change allows us to be more efficient with the fare box and the tap reader and prepare for the future.

Chairman Bilardello recalled conversations of vandalism on the ticket vending machines and asked if the machines will be removed. Mr. Schipper responded the machines will eventually be removed; they are at their end-of-life. The maintenance agreement has been expired for 2-years, and the machines are expensive to continue to maintain.

Chairman Bilardello inquired about the Laker Line ticket vending machines. Mr. Schipper responded the Laker Line is newer technology, it is only 2-years old and will stay as is for now. Mr. Schipper concurred with Chairman Bilardello; we will need to revisit the Laker Line technology down the road.

Andy Guy commented he was also thinking about the interaction with the customer. Mr. Schipper responded the only change will be boarding at the front door. Ms. Prato added there will be signage on the outside of bus directing customers to board at the front to pay their fare. The external speakers will play a message at each stop to board and pay fare at the front door. There will also be messaging on the bus related to the change in boarding and fare payment.

D. Winter Pick – New Route 33

Mr. Monoyios introduced the new Route 33. This new route will begin on January 2, 2023, with the start of the winter pick. Mr. Monoyios showed the Committee the map of the northwest quadrant of our system; the new Route 33, the Walker On-Demand Zone, and the current Route 9 alignment. Mr. Monoyios reminded the Committee throughout the Comprehensive Operational Analysis (COA) process this area was identified by the consultant as ideal for micro-transit due to the disparate nature of trip generators, the street network, and the then small clusters of employment. Since the pandemic, Northridge Drive has completed through, there has been intensive development in the area, along with robust outreach and marketing done for the On-Demand service in this area. Based on feedback we have heard from businesses and their employees along Northridge Drive there is a strong desire for fixed route service, with a predictable schedule and pick-up locations to serve these businesses.

Mr. Monoyios reported the Laker Line will return to 10-minute headways in the winter pick, we have seen an increase in ridership with a lot of trips at capacity. System-wide on Friday afternoons we have seen a lot less demand, we will be reducing frequency to an evening frequency at 3 p.m. The team continually works to monitor and refine our system.

Chairman Bilardello called for questions. Steve Gilbert noted as he looks at the map presented, and knowing SAS is a major user of the micro-transit solution, Mr. Gilbert asked if the corner of Three Mile and Fruitridge would make sense as a stop location, or were the ones on the map set in stone? Mr. Monoyios responded the dots on the map shown are time points, not bus stops. The Rapid is actively coordinating with City of Walker staff to identify preferences for bus stop locations, including the corner of Three Mile and Fruitridge. The Rapid and the City of Walker are also coordinating the infrastructure requirements of concrete pads and the work to connect sidewalks for these bus stops.

Chairman Bilardello also wondered about the stops and thanked Mr. Monoyios for the explanation. Chairman Bilardello stated it appeared the frequency of the service is 1-hour. Mr. Monoyios confirmed the service is hourly. Mr. Monoyios said the new Route 33 is conveniently interlined with the short pattern of the Route 9 which terminates at Green Ridge Mall. At Green Ridge Mall the service will turn into Route 33, it will complete the loop shown in the map and will return to Green Ridge Mall. At the time it reaches the mall the route will convert back to the Route 9 for the return trip to Rapid Central Station. This will be a seamless connection and transfer point for customers coming to, or from Central Station.

Chairman Bilardello asked about the 10-minute frequency on the Laker Line on Friday. Mr. Monoyios confirmed Friday stands alone, 10-minute frequency until 3 p.m. At 3 p.m. the Laker Line will go to 15-minute frequency, the lowest frequency allowed for Bus Rapid Transit (BRT).

E. Community Engagement/Outreach

Mr. Erber and Mr. Frazier shared their work and the excitement in the Walker business community related to the new Route 33. They will continue their outreach to employers, including staffing agencies. They shared Ridgeview Industries, a key stakeholder and employer along the route, is ready to change their employees to flex schedules to coincide with the new Route 33 frequencies. Mr. Erber shared three upcoming events welcoming the Committee and The Rapid team to join. The Rapid will participate in the Grand Rapids Junior Chamber Santa Parade on November 19th, the Wyoming Kentwood Chamber Parade on December 10th, and The Rapid will serve as a warming station at the DGRI World of Winter Festival silent disco on February 4, 2023.

Mr. Frazier shared in addition to the work with businesses for the Route 33 creation, they have been working with businesses along 68th Street, near Broadmoor, meeting with Steelcase, Amazon and Davenport University who have all given a verbal commitment to becoming a partner in creating a route to help with their recruitment and retention of employees. Mr. Frazier indicated there is strong interest from Coca-Cola, but no official meeting conducted yet. Mr. Erber and Mr. Frazier will be meeting with Aspen Surgical and multiple other employers within the industrial park this coming week. The employers in this area are excited about resuming a conversation related to transit they started back in 2020.

The team has a meeting with GRCC and West Michigan Works to discuss The Rapid's talent pipeline. The discussion will focus on forming a partnership to create an apprenticeship program and career pathways program for students to enter for our workforce. Mr. Frazier indicated while the discussion is only in the beginning phase there is high interest and great potential among our partners.

Mr. Frazier reported he and Mr. Erber continually strive to participate in many community events; they actively participate in many committees within the Chamber, as well as the Essential Needs Taskforce. Most recently as they have worked to impact awareness of Rapid Connect. They visited multiple employers and employees at Woodland Mall to ensure they were aware of the service. They found many they talked with were not aware and are now very interested.

Chairman Bilardello called for any questions from the Committee. Ms. Coffman is very interested in the potential of creating an apprenticeship program and asked if the program would be certified by the Department of Labor (DOL) and which job families are being targeted? Mr. Erber responded the job family The Rapid is targeting is Maintenance Technicians. Ms. Coffman asked if there was a DOL certification, or if Michigan Works was pursuing a DOL certification? Mr. Erber responded he did not think there was a certification. Ms. Coffman was enthusiastic about the possibility of creating an apprenticeship, the work of the local Michigan Works, as well as the benefits of partnering with them.

F. Employees Recruitment and Retention

Ms. Groendal reported on a successful job fair held October 5, 2022, which was conducted on the platform at Rapid Central Station with other employers along our routes. She said all the partner participants indicated they would like to team up again in the future to hold an even larger event. As a result of the event The Rapid was able to extend offers for the position of Bus Operator. They will begin on November 17, 2022. This class is comprised of 7 women; 2 Hispanic, 3 Black, and 2 White as well as 6 men; 1 Hispanic, 3 Black, 1 Two or more races, and 1 White. There is also another class of 4 Bus Operators starting comprised of 4 males, 1 Hispanic, 2 Black, and 1 White male. Ms. Groendal reported a recent hire in the position of Accounting Specialist, a white male. Ms. Groendal added of those newly hired, 2 are Veterans.

The Rapid is currently seeking 2 Utility Technicians, a Facility Technician, 8 Mechanics, an IT Intern, a Part-time Mobility Assistant, 2 Dispatchers and continuously recruits for Bus Operators.

Chairman Bilardello asked Ms. Groendal if it feels like hiring is going to be awhile or is the ability to hire getting better? Ms. Groendal confirmed hiring is getting better and said we have been able to hire some great new employees. To assist in recruitment efforts, we modified new employee benefit eligibility for the union positions. Changing eligibility from ninety (90) days, to the first of the month following the date of hire.

Chairman Bilardello thanked Ms. Groendal for all her hard work in this very challenging environment.

G. Safety Update/COVID

Mr. Luther took the podium and reported the most recent Covid related statistics. In August, The Rapid experienced 10 employee positive covid cases. In both September and October there were 5 positive cases, and to-date in November there are 5 positive cases, representing an uptick which is tracking with Kent County statistics. The Rapid continues to follow the CDC guidelines and precautions related to positive and symptomatic cases.

Chairman Bilardello commented at the large hospital system where he is employed, the uptick in cases has been with a diagnosis of RSV, mostly children however, adults can also become ill. He wondered if some of the cases we have had reported as Covid were actually RSV. Mr. Luther responded all the employees tested positive for Covid. We receive proof of their tests to document the absence.

H. Fleet and Facilities

Mr. Kippen outlined the remodeling work The Rapid has done since September 1, 2022, at the Demand Response Operations Building on Busch Drive. The building received new flooring, new carpeting, interior painting, new LED lighting has been installed as well as power washing the interior maintenance area and exterior of the building. The new propane tank is operational, and the 2 existing diesel tanks have been removed. Parking lot lighting base units have been installed and are awaiting poles.

The Standale Park and Ride continues to progress. Carbon Six has paved the lot, the brick piers will be installed, fencing will be installed, and concrete work will be completed. All landscaping will be installed; the landscaping plants have a 1-year guarantee to survive or will be replaced. The project is on track for completion the first week of December, with an anticipated opening date in mid-December.

The Ellsworth remodel project continues to advance. The design and finishes have been selected.

4. ADJOURNMENT

This meeting adjourned at 5:09 p.m.

The next meeting is scheduled for January 17, 2023

Respectfully submitted,

Deb Prato, Chief Executive
Officer



Interurban Transit Partnership

Finance Committee Members

Mayor Stephen Kepley (Chair)
Rick Baker *Mayor Gary Carey* *Mayor Katie Favale* *Mayor Steve Maas*

FINANCE COMMITTEE MEETING MINUTES

Wednesday, November 9, 2022 – 4:00 p.m.

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

ATTENDANCE:

Committee Members Present:

Mayor Carey, Mayor Favale, Mayor Kepley, Rick Baker

Committee Members Absent:

Mayor Maas

Staff Attendees:

Deb Prato, Kris Heald, Andy Prokopy, Mike Wieringa, Jason Prescott, James Nguyen, Linda Medina, Kevin Wisselink, Steve Schipper, Nancy Groendal, Steve Luther, Amanda Moore, Peter Sillanpaa

Other Attendees:

Chris Veenstra (Watkins Ross)

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

1. PUBLIC COMMENT

No Public Comment

2. MINUTES – August 10, 2022

Mayor Kepley asked for approval of the meeting minutes from August 10, 2022. The meeting minutes passed unanimously.

3. DISCUSSION

a. Defined Benefit Pension Plans Actuarial & GASB

Ms. Medina introduced Mr. Chris Veenstra from Watkins Ross to give a high-level presentation regarding the defined benefit pension plans.

Mr. Veenstra started his presentation with the funding report for the Admin Plan. He highlighted the changes from last year to this year. The accrued liability from FY21- FY22 went down by \$116,000.

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The actuarial value of assets went down by approximately \$350,000. The unfunded liability went up from \$245,000 to just under \$480,000, a \$234,000 increase. This translates to a higher low-range contribution, which is a 20-year amortization of unfunded liability, and a higher mid-range contribution which is a 10-year amortization of unfunded liability and an appreciably higher high-range contribution.

Mr. Veenstra moved next to discuss Valuation Results based on the following four (4) principles:

- Expected unfunded liability
- Actual unfunded liability
- Total Gain/Loss
- Breakdown of where the Gain/Loss came from

He stated by taking the prior years and rolling it forward to the end of the year, we have an expected unfunded liability of \$118,000. The actual \$479,000 is higher than what was expected. There is a difference of \$362,000 loss that was not expected. This loss came from poor asset performance. Total gain/loss was offset by actuarial gains and other demographic changes.

Contribution and Recommendations

Mr. Veenstra noted that the Mid-range was over 10 years, and the low range was over 20 years. The contribution pays some monthly benefit, and the trust pays the rest. He is recommending having it fully funded before everyone retires and putting in the full amount of \$508,000.

Annual Benefit Payment

Mr. Veenstra expects the annual benefit to be \$200,000 for the next couple of years. In a down market, it is desirable not to add more funds to the plan. On the fixed-income side, those high-interest rates are driving the value of the fixed-income assets. The recommendation is to keep in mind the liquidity of the plan. Not to contribute less than \$200,000. Just contribute enough to cover the demand.

Mayor Kepley asked, on page 7, regarding the distributions of monthly benefits, a lump sum payment of \$177,000. Is that where you got the \$222,000?

Mr. Veenstra replied he got the \$200,000 from the projected benefit payments that consider the likelihood of lump sums on the part of some people.

Mayor Kepley likes the idea of covering the annual costs. What will we be paying out next year?

Mr. Veenstra apologizes for the mistake on one (1) person, and he will revisit this detail.

Mayor Kepley agrees we should pay the annual cost from the general budget.

Ms. Medina confirmed that we budgeted \$250,000 for the Admin plan.

Mr. Veenstra moved on to the GASB report which is an accounting construct for the auditors to review.

GASB Statement 67 and 68

Mr. Veenstra stated that if the numbers at the beginning of the year, (total pension liability), are identical, we would want this to work until the end of the year as additional benefits earned would equal the amount of the contribution being put in (1:1 correspondence). Interest on the liability (future benefits being discounted) at a greater return on the assets to offset 1:1.

At the beginning of the year, there was a shortfall of \$479,000. Payoff the unfunded liability over two (2) years. Even though liability grew with interest, we see a decrease in the assets.

Union Funding Plan

Mr. Veenstra stated that the plan is frozen. Just expenses are being paid in the plan asset. The accrued liability went down by \$190,000. The actuarial value of the asset went up by \$239,000. We have three (3) ranges of contribution. The low-range plan is 25-year amortization, the mid-range is 10, and the high range is 5. The mid-range reflects an average future working lifetime. However, we have been making a high-range contribution of \$435,000.

Mr. Veenstra recommends the 5-year plan would be less strain on the assets in a down market.

Ms. Medina replied we budgeted \$650,000.

Mayor Kepley wanted to clarify; the total distribution of \$803,000 from last year, and we budgeted \$650,000. Would we use that first, and then cover the remainder of the \$150,000?

Mr. Baker inquired on page 5, that 137 participants are receiving a combined total of \$62,000 per month.

Mr. Veenstra replied the benefit isn't huge.

Mr. Veenstra added that the benefit is \$25 x years of service. Page 13 shows an average monthly basis.

Mayor Kepley verified that the plan is \$25/month x years of service. The breakdown equals over 18 years of service.

Mayor Kepley also asked if this was a closed plan.

Ms. Medina confirmed yes

Mayor Kepley stated it's not a very rich plan.

GASB report for the Union Plan.

With the shorter funding horizon, the investment position is more conservative at 6%. The liability will likely go up by 6.5%.

Mayor Kepley noted in summary we are going to stick to the same plan. We lost significant money in this one due to poor-performing assets. We went from 471-461 participants.

Mr. Veenstra said if this plan was flush with assets, then we would have a different conversation.

Ms. Medina presented the BDO Audit Plan

Mayor Kepley asked if this is a standard letter.

Mayor Carey asked about John/Josh.

Ms. Medina noted that we are fortunate to have had both for the last 5 years.

Mayor Kepley asked when they start.

Ms. Medina answered today!

Mayor Carey noted that a best practice email goes out in advance. We don't need to worry about it this year.

Financial Planning and Analysis

Ms. Medina stated overall we will come in \$1.6 under budget. State Operating is down 14%, and expenses are also down, the main increase in advertising and misc. is bus advertising. They will come in at \$400,000. We also have a program with DASH and we are advertising with them. Expenses are 12.5% under budget, fringes are down, and insurance compared to budget is down approximately 32% over what we budgeted. Compared to the increase we will use \$1.9 – \$2M dollars to balance the budget at this point.

Ms. Medina noted we look at all our operating expenses and then ask for reimbursements.

Ms. Prato added that in our 5-year projection for FY26-FY27, we were running out of money. We believe we will be favorably \$5.4M under budget.

Ms. Medina said next year we will ask for the \$28M we received from ARP money. We will have used up all the money that is available.

Ms. Prato added that we see fluctuations in fuel, and we can't find the people to run our services.

Mayor Carey added there are significant headwinds.

Ms. Prato thanked Ms. Medina for her conservative budget.

Mayor Kepley said the budget is wrong right when it gets passed. These are great numbers; we have bought a lot of time.

Ms. Medina believes in a conservative budget. This is easier than having to find more funds.

Ms. Medina reported next on the insurance. Overall, we saved \$520,000 and we had a 3% increase. The big changes were in general liability according to our broker, Cyber was a 35% increase, and a nice decrease in our unemployment insurance, overall compared to FY 21-22 considering market changes.

Ms. Medina answered Mayor Carey's question regarding overtime. Scheduled vs Unscheduled. Approximately three (3) times a year the Operators pick their rosters. Planning determines what the rosters are going to be. If rosters do not get picked, then those schedules go on the extra board and that is how they fill the open rosters.

Ms. Prato reminded Mayor Kepley when he asked how many operators, we are short, and she didn't know; she replied we are trying to figure out what the smart over time that we can build in that doesn't cost us the extra fringe for another body and to have as much overtime picked so we don't have to call someone into work. We seem to have low operators on payday Fridays. The contract says you only need to call with one (1) hours' notice. We are trying to right-size the overtime.

Ms. Medina said with this pick there were 210 operators and 213 Rosters. We need to have those numbers switched.

Mayor Carey added these are budget killers.

Ms. Prato replied we don't have enough people sitting and waiting when we need to fill in the extra board.

Mayor Carey said this is not just the cost of the overtime piece, it's the sedentary and health issues. This could hurt us potentially in the years to come.

Ms. Prato noted we have two big swings to battle with. Once we right-size it will be a whole other problem when people who are accustomed to overtime will not be getting that anymore.

Contract Service Rate

Ms. Medina reported that these Contract Service Rates are normally three (3) years behind. With covid and where we are now, the numbers look at that calculation, and do we want to stay the same or change?

Ms. Prato asked why do we share our state operating assistance. Could we do quarterly audits? We want to be smarter about our contracts. Mr. Frazier and Mr. Erber are out selling our service. How do we write a contract that is right-sized?

Mayor Kepley said this is more about policy instead of numbers. This would be a good Retreat topic.

Mr. Baker feels like this group should come to the table first.

Mayor Carey is there a way to get the contractual language when we re-write it? Even though we are signing up now for the October timeframe.

Mayor Kepley asked if we offer state operating or not.

Ms. Medina noted if fares aren't going to come back, we are behind 2 years and there is a big change year to year.

Ms. Prato added a 30% discount could help close the gap.

Mr. Baker asked what it would look like if we didn't have state operating. Would they get a rebate?

Ms. Medina replied that they would be taking money from us.

Ms. Prato said we met with Newago County, and they are sitting on a pile of planning and transit money, and they are not using any of it. If we extend the Ferris run, what would the rate be that we would contract our service out? Many factors. We would be growing in a way that would start covering the farebox loss. How we sell excess capacity and make money on it.

Ms. Medina confirmed this is not marked up at all.

Ms. Prato answered there are a lot of revenue hours. We charge only for the revenue service.

Mayor Kepley said water and sewer charge a ready-ness to serve charge.

Ms. Medina asked Mayor Kepley do they use his current budget.

Mayor Kepley replied this is when they come up with the numbers for cost, per unit price, and readiness to serve cost.

4. ADJOURNMENT

This meeting was adjourned at 5:30 p.m.

The next meeting is scheduled for January 18, 2023

Respectfully submitted



Kris Heald, Board Secretary

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