



The Interurban Transit Partnership was formed in 2000 to operate a public transportation system (“The Rapid”) for the Grand Rapids metropolitan area and surrounding communities. Based in the City of Grand Rapids, The Rapid also provides transportation service to the cities of East Grand Rapids, Grandville, Kentwood, Walker, and Wyoming with limited service to Alpine Township, Cascade Township, Byron Township, and Gaines Township. In 2017, 11.5 million trips were made on The Rapid by commuters, visitors, and community members. In addition to its 28 fixed bus routes, it provides demand response services for people with disabilities, as well as car and vanpooling programs for community members living outside its fixed-route service area. Only four years after its creation, The Rapid received the 2004 “Outstanding Public Transportation Systems Award” from the American Public Transportation Association.

On November 7, 2017 the voters of the six-city partnership renewed the local operating millage for a period of twelve years. Shortly thereafter the Rapid and its local ATU union entered a three contract. On January 31, 2018 the Rapid received a construction grant award from the Federal Transit Administration for a construction grant of \$56,000,000 for the construction of the east-west Laker Line Bus Rapid Transit Line which will intersect with the north-south Silverline BRT line which went into service in 2014.

The Rapid is governed by a 15-member Board of Directors and operates under Michigan Public Act 196. The Board of Directors is comprised of representatives from the six municipalities served by The Rapid, including five from Grand Rapids and two each from East Grand Rapids, Grandville, Kentwood, Walker, and Wyoming.

Grand Rapids sits on the Grand River and is Michigan’s second-largest city. Historically known as a manufacturing hub, Grand Rapids now boasts a vibrant community of sports, arts, tourism, and industry while maintaining its small-city feel. The Rapid is vital to supporting the region’s economy and community. Its values and beliefs align with those of the community to foster inclusivity, growth, and opportunity.

SCOPE AND RESPONSIBILITIES

The Chief Executive Officer (“CEO”) is responsible for overseeing The Rapid’s daily operations and for shaping and leading the Authority’s strategic long-term vision as well as any planned expansions. The Rapid and its Board of Directors are committed to ensuring that the organization is planning to meet future needs of the community by providing increased transportation options while not compromising the quality of service currently being delivered on a daily basis. The ideal candidate will have a proven track record of successfully managing a large, complex, and diverse organization that operates to provide the highest quality of service to its customers. The CEO must possess outstanding leadership and business skills as well as strong financial management, strategic planning, public relations, community relations, and governmental relations skills.

The Rapid’s CEO will be an integral leader in enhancing transportation options in the Grand Rapids region. Elected officials, businesses, residents, and other stakeholders expect the next CEO to lead a team of transit professionals who are capable of identifying and launching innovative transportation solutions to improve mobility and provide greater access to the region which will in turn lead to smart growth, increased business opportunities, jobs, and economic development. It will also provide greater access to existing jobs that are not currently transit accessible.

The ideal candidate will have demonstrated a background and ability as grouped in the following areas:

GENERAL TRANSIT MANAGEMENT

- Experience managing a customer-centric, publicly-financed organization that provides year-round transit service to its customers on a daily basis with an emphasis on safety, security, reliability, cost, and on-time performance.
- Experience creating additional or new sustainable revenue streams including public-private partnerships for business operations and planned growth and expansion.

- Strong financial management skills overseeing large and complex budgets and an ability to offer creative solutions to run the organization more efficiently and effectively.
- Prepares an annual operating budget and any budget amendments for Board review and approval and administers all services and activities within the budget adopted by the Board.
- Develop and implement a service plan that is consistent with Board and stakeholder priorities and reports periodically to the Board on the status of service, relative to the service plan and the adopted budget.
- Experience developing relationships with businesses and other organizations to create public-private partnership opportunities which lessen the reliance on grants, farebox revenues, and public funding.
- Ability to oversee and implement effective cost-control measures and ensure they are in place at all levels of the agency.
- Experience overseeing an effective marketing plan to advance a positive culture and strong public image that promotes the agency, its services, and increases ridership.
- Experience with capital projects and executing system-wide expansion programs that are on-time and on-budget.
- Ability to provide sound oversight and management of daily operations, maintenance, and short- and long-term capital projects.

INTERNAL RELATIONSHIPS

- Challenge the executive management team and their departments to think “outside the box” and offer customer-centric solutions that are innovative and incorporate technology solutions that advance customer service.
- Develop and promote a “yes we can” culture across the organization that allows employees to feel safe, to think creatively and try to deliver mobility solutions that may not follow the traditional way in which transit agencies or The Rapid has always operated.
- Challenge senior management and their teams to be industry trend setters by taking calculated risks and increasing the use of technology and outside partnerships when and where appropriate.
- Motivate staff to set priorities for their departments, accelerate decision making, and communicate and collaborate with other agency departments to ensure that greater communication is occurring, more solutions to challenges are being identified and that these solutions are being implemented as quickly and efficiently as possible without putting the organization at risk.
- Ability to evaluate, develop, mentor, and hire a senior executive management team that will ensure the agency is providing exceptional service that is timely, safe, and affordable and also meeting the expectations of the community.
- Provide strategic vision and guidance to ensure that the agency has successful succession and employee development plans in place and provide leadership to encourage employees to take initiative and develop within the organization.
- Delegate responsibilities and empower senior management and employees to lead their departments, take action and functions effectively and efficiently.

- Establish and maintain a healthy working relationship with the collective bargaining units and all employees across the organization.
- Treat all employees (represented and non-represented) fairly and provide an open, collaborative, positive, professional, and safe work environment for all employees and contractors of The Rapid.

EXTERNAL RELATIONSHIPS

- Regularly attend, participate, and offer transit solutions for increased mobility across the region. Engage other local leaders and the public and provide creative ideas, solutions, and approaches to address the mobility challenges around Grand Rapids.
- Experience engaging and working effectively and persuasively with elected officials, local, state, and federal agencies, the business community, faith-based community, disabled community, organized labor, public constituencies, NGOs, educational and health leaders, the press, and other stakeholders.
- Interact and communicate regularly with employees, customers, the public, elected officials, the press, and all other stakeholders to provide transparency and insight into the agency's implementation of policies and agendas.
- Maintain on-going and effective communication with governmental agencies and elected officials (state, local, and federal) to assure maximum cooperation and to achieve the best possible transportation system for the region.
- Provide a non-partisan outreach program that addresses the needs of all community members and identifies common objectives and goals which The Rapid can work towards delivering.
- Work creatively with constituent groups to address their concerns and generate new programs and instruments that accommodate their needs.
- Meet, speak with, and listen to stakeholders in the community to generate new ideas and approaches to enhance not just The Rapid, but also mobility around the region.
- Listen, respond, and address all community needs regardless of the origin in a fair, open, transparent, honest, sincere, and committed manner.

BOARD INTERACTION

- Develop a strong working relationship with the 15-member Board and Board Chair, including having effective two-way communication.
- Keep the Board informed and assist the Board in its policymaking duties and decisions including furnishing information and support.
- Implement Board policy via actionable management plans and provide strategic direction to senior management that will enable the effective execution of these policies.
- Assist and advise the Board in generating and achieving the Board's short- and long-term transit objectives.
- Advise, inform, and keep the Board aware of The Rapid's engagement and efforts at a local, state, and national level to address its state of operations, capital needs, financial state, and funding needs.

- Engage and partner with Board members to advocate on The Rapid's behalf with elected officials at a local, state, and national level to ensure that The Rapid continues to demonstrate its commitment to quality service, increased mobility, regional growth, and sustainable development.

PERSONAL ATTRIBUTES:

The candidate should possess the following attributes:

- Professional and executive presence, mature, honest, even-tempered, intelligent, trusting, confident, charismatic, and personable.
- Politically savvy, persuasive, open-minded, and fair but firm manager.
- Adaptable to change quickly and often.
- Inspiring visionary who is passionate about transit and can be a champion of The Rapid.
- High energy level, sense of humor, gravitas, integrity, and ethics above reproach.
- Innovative, compassionate, transparent, inclusive in his/her decision-making process, and willing to delegate responsibility.
- Excellent interpersonal, communication, presentation, and writing skills.
- Ability to speak to large and small groups alike.
- Respond in a timely and accurate manner.
- Results-oriented individual with a dedication to accuracy, sense of urgency, efficiency, and on-time delivery.
- Willing to accept, embrace, and adjust to criticism and make suggestions for change.
- Ability to communicate with and treat all stakeholders equal and with respect.
- Ability to facilitate, negotiate, and provide realistic and strategic solutions to problems and comfortable mediating difficult situations and building consensus.
- Strategic leader, open-minded communicator, and critical thinker who is unwilling to let challenges prevent success, but rather looks at challenges as opportunities for success.
- Ability to unify teams, communities, and people during complicated times.
- Strong mentor and teacher who is approachable, open-minded, and treats all employees with respect and dignity.
- Executive leader who embraces diversity and inclusion and has the ability to attract talent.
- Effective manager who listens and encourages employees, teams, and stakeholders to debate and challenge ideas.
- Strong manager and leader with team building skills and excellent problem-solving and conflict resolution skills.
- Creative approach to problem-solving with a proven track record of implementing innovative initiatives in complex organizations.
- Experience developing and implementing metrics used to evaluate individual and company performance, budgets, cost effectiveness, and returns on investments to increase the bottom-line and operational performance.
- A leader who has a strong financial orientation and who can identify inefficiencies and areas of potential cost reduction.
- Demonstrated track record of success during varying economic and business cycles.

EXPERIENCE REQUIRED:

The successful candidate will have a minimum of 10 years' executive management experience with a large complex operating organization, transit agency or another public or private entity of comparable nature, complexity, and size to The Rapid. While transit experience is preferred, candidates with experience from other industries will be considered. A Bachelor's degree in transportation, transportation management, engineering, business management or equivalent is required. An equivalent combination of education and experience consistent with the required qualifications will also be considered.

For additional information or to submit a resume, please contact Gregg A. Moser at gmoser@krauthamerinc.com