



Date: March 15, 2020
To: ITP Board
From: Nick Monoyois – Planning Manager
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Subject: FY 2020 FIRST QUARTER FIXED ROUTE REPORT CARD

BACKGROUND

In keeping with the commitment of reporting system performance to the community, attached is the FY 2020 First Quarter Fixed Route Report Card (October 2019 through December 2019).

System-wide performance for the quarter was predominantly positive as only the two ridership metrics fell into the yellow category; the remainders were into green categories. Contract ridership decline during the quarter was largely experienced on GVSU routes as a result of a newly-implemented Fall Break.

REGULAR FIXED ROUTE SERVICE PERFORMANCE

(Regular fixed route service includes routes 1 – 19, 24, 28, 44, and Silver Line)

Productivity – Fixed route ridership in this quarter (1,872,459) decreased 1.4% (-26,906) compared to the same quarter of FY 2019. This is below the standard of >0.0% and therefore receives a yellow traffic light.

Cost Effectiveness – Cost per passenger was \$4.23 in this quarter. This is \$0.37 below the standard of \$4.60 and receives a green traffic light. In addition, there were 1.54 passengers per revenue mile in this quarter. This is 0.06 above the standard of 1.49 and therefore receives a green traffic light.

FY 2020 First Quarter Report Card – Regular Fixed Route Service

Table with 6 columns: Metric, 1st Quarter Oct-Dec 2019, 1st Quarter Oct-Dec 2018, Change, Standard, Difference Standard. Rows include Productivity (Total Fixed-Route Ridership) and Cost Effectiveness (Cost per Passenger, Passengers per Revenue Mile).

CONTRACTED SERVICE REPORT

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


FY 2020 First Quarter Report Card – Contracted Service


	<u>1st Quarter Oct-Dec 2019</u>	<u>1st Quarter Oct-Dec 2018</u>	<u>Change</u>	<u>Percent Change</u>
Total Fixed-Route Ridership	844,451	920,281	-75,830	-8.2%
Cost per Passenger	\$2.83	\$2.78	\$0.04	1.6%
Passengers per Revenue Mile	2.31	2.55	-0.24	-9.4%


Note: There are no specific standards attached to Contracted Services


TOTAL SERVICE PERFORMANCE



(Performance for the entire fixed route system (regular fixed route and contracted services), not including Go!Bus and Vanpool)

Productivity – Total ridership in this quarter (2,716,901) decreased 3.6% (-102,736) compared to the same quarter of FY 2019. This is 3.6% below the standard of >0.0% and therefore receives a .







Preventable Accidents – There were 1.20 preventable accidents per 100,000 revenue miles in this quarter. This is 0.30 below the standard of 1.50 preventable accidents per 100,000 revenue miles and therefore receives a .

Customer Service – There were 3.79 complaints per 100,000 passengers in this quarter. This is 0.71 below the standard of 4.50 and receives a . In addition, there were 0.26 commendations per 100,000 passengers. There is no standard for this category.




On-Time Performance – Routes operated on-time 83.8% of the time in this quarter. This is 0.8% above the on-time performance standard of 83.0%. As a result, this category receives a .

Cost Effectiveness – Cost per passenger was \$3.80 in this quarter. This is \$0.17 below the standard of \$3.97 and therefore receives a . In addition, there were 1.72 passengers per revenue mile in this quarter. This is 0.14 above the standard of 1.58 passengers per revenue mile and therefore receives a .

FY 2020 First Quarter Report Card – Contracted and Fixed Route Services

	1st Quarter <u>Oct-Dec 2019</u>	1st Quarter <u>Oct-Dec 2018</u>	<u>Change</u>	<u>Standard</u>	<u>Difference From Standard</u>	
<u>Productivity</u>						
Total Fixed-Route Ridership	2,716,910	2,819,646	-102,736	≥ 0.0%	-3.6%	
<u>Preventable Accidents</u>						
Accidents per 100,000 Revenue Miles	1.20	1.27	-0.06	≥ 1.50	-0.30	
<u>Customer Service</u>						
Complaints per 100,000 Passengers	3.79	4.29	-0.50	≤ 4.50	-0.71	
Commendations per 100,000 Passengers	0.26	0.25	0.01	none	n/a	
<u>On Time Performance</u>						
Percentage of On-Time Buses	83.8%	85.9%	-2.11%	≥ 83.0%	0.8%	
<u>Cost Effectiveness</u>						
Cost per Passenger	\$3.80	\$3.78	\$0.02	≤ \$3.97	-\$0.17	
Passengers per Revenue Mile	1.72	1.88	-0.16	≥ 1.58	0.14	

FY 2020 Report Card Standards

Category	Measurement Standard			
<u>Productivity</u>				
¹ Total Ridership	Trending over past years	> 0.0%	≤ 0.0% and > -5.0%	≤ -5.0%
		> 0.0%	≤ 0.0% and > -5.0%	≤ -5.0%
<u>Safety</u>				
² Preventable Accidents per 100,000 Miles	Trending over past years	≤ 1.50	>1.50 and < 1.75	≥ 1.75
<u>Customer Service</u>				
³ Complaints per 100,000 Passengers	Trending over past years	≤ 4.50	> 4.50 and < 6.00	≥ 6.00
⁴ Commendations per 100,000 Passengers	None	n/a	n/a	n/a
<u>On Time Performance</u>				
⁵ Percentage of On-Time Buses	Fixed standard	≥ 83.0%	< 83.0% and > 80.0%	≤ 80.0%
<u>Cost Effectiveness</u>				
⁶ Cost per Passenger (fixed route only)	Projected fixed-route operating expenses divided by ridership projection; seasonally adjusted	≤ \$4.34	> \$4.34 and < \$4.70	≥ \$4.70
		≤ \$3.97	> \$3.97 and < \$4.33	≥ \$4.33
⁷ Passengers per Mile	Projected ridership/route growth; seasonally adjusted	≥ 1.45	< 1.45 and > 1.27	≤ 1.27
		≥ 1.58	< 1.58 and > 1.33	≤ 1.33

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

- ¹ Total passengers carried on The Rapid line haul services (Regular fixed and contracted services excluding GO!Bus and vanpool).
- ² Total number of preventable accidents per 100,000 miles. "Preventable" is defined as any accident involving a company vehicle that results in property damage and/or personal injury in which the employee failed to exercise every reasonable precaution to prevent the accident.
- ³ Registered complaints logged by customer service via phone, mail, walk-in or by email regarding the fixed-route system. Late bus complaints due to the weather conditions are not included.
- ⁴ Registered commendations logged by customer service via phone, mail, walk-in or by email regarding the fixed-route system.
- ⁵ This category is based on Avail GPS data that track all fixed-route buses. "On-time" is defined as departing from zero minutes before to five minutes after scheduled departure time.
- ⁶ Total line-haul operating expenses divided by total passengers carried. Capital expenses are 100% Federally and State funded and therefore are not included in operating expense calculations. Standards adjust quarterly based on averages from the previous 3 years.
- ⁷ The number of passengers carried per revenue mile. "Revenue mileage" does not include miles traveled to/from the beginning/end of a route. Standards adjust quarterly based on averages from the previous 3 years.