



Date: [insert date], 2020
To: ITP Board
From: Maxwell Dillivan, AICP – Senior Planner
Nick Monoyois – Planning Manager
Subject: FY 2020 THIRD QUARTER FIXED ROUTE REPORT CARD

BACKGROUND

In keeping with the commitment of reporting system performance to the community, attached is the FY 2020 Third Quarter Fixed Route Report Card (April 2020 through June 2020).

COVID-19’s devastating impacts on ridership continued throughout third quarter of FY 2020. Systemwide ridership fell by 1.7 million rides, a 78% decrease, compared to third quarter of the previous fiscal year. The majority of contract services were suspended throughout the quarter and therefore were most severely impacted.

The precipitous decrease in ridership coupled with largely unvaried agency-wide expenses equated to extraordinarily high cost per passenger figures, while cost per revenue mile figures were relatively less affected due to the significant reduction in service levels in response to the outbreak. Drastically reduced traffic levels provided a benefit to the fixed route system by allowing for exceptional on-time performance and fewer preventable accidents.

REGULAR FIXED ROUTE SERVICE PERFORMANCE

(Regular fixed route service includes routes 1 – 18, 24, 28, 44, and Silver Line)

Productivity – Fixed route ridership in this quarter (473,307) decreased 74.1% (-1,353,048) compared to the same quarter of FY 2019. This is well below the standard of >0.0% and therefore receives a red light.

Cost Effectiveness – Cost per passenger was \$17.13 in this quarter. This is \$12.61 above the standard of \$4.87 and receives a red light. In addition, there were 0.76 passengers per revenue mile in this quarter. This is 0.65 below the standard of 1.41 and therefore receives a red light.

FY 2020 Third Quarter Report Card – Regular Fixed Route Service

Table with 6 columns: Metric, 3rd Quarter Apr-Jun 2020, 3rd Quarter Apr-Jun 2019, Change, Standard, Difference From Standard, and a traffic light icon. Rows include Productivity (Total Fixed-Route Ridership), Cost Effectiveness (Cost per Passenger), and Passengers per Revenue Mile.

CONTRACTED SERVICE REPORT

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


FY 2020 Third Quarter Report Card – Contracted Service


	3rd Quarter <u>Apr-Jun 2020</u>	3rd Quarter <u>Apr-Jun 2019</u>	<u>Change</u>	<u>Percent Change</u>
Total Fixed-Route Ridership	30,963	427,139	-396,176	-92.8%
Cost per Passenger	\$32.62	\$4.12	\$28.50	691.7%
Passengers per Revenue Mile	0.40	1.76	-1.36	-77.3%


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 (504,270) decreased 77.6% (-1,749,224) compared to the same quarter of FY 2019. This is 77.6% below the standard of >0.0% and therefore receives a .







Preventable Accidents – There were 0.71 preventable accidents per 100,000 revenue miles in this quarter. This is 1.03 below the standard of 1.50 preventable accidents per 100,000 revenue miles and therefore receives a .

Customer Service – There were 17.25 complaints per 100,000 passengers in this quarter. This 12.75 above the standard of 4.50 and receives a . In addition, there were 0.59 commendations per 100,000 passengers. There is no standard for this category.




On-Time Performance – Routes operated on-time 90.0% of the time in this quarter. This is 7.0% above the on-time performance standard of 83.0%. As a result, this category receives a .

Cost Effectiveness – Cost per passenger was \$18.08 in this quarter. This is \$13.63 above the standard of \$4.45 and therefore receives a . In addition, there were 0.72 passengers per revenue mile in this quarter. This is 0.65 below the standard of 1.37 passengers per revenue mile and therefore receives a .

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

	3rd Quarter <u>Apr-Jun 2020</u>	3rd Quarter <u>Apr-Jun 2019</u>	<u>Change</u>	<u>Standard</u>	<u>Difference From Standard</u>	
<u>Productivity</u>						
Total Fixed-Route Ridership	504,270	2,253,494	-1,749,224	≥ 0.0%	-77.6%	
<u>Preventable Accidents</u>						
Accidents per 100,000 Revenue Miles	0.71	1.74	-1.03	≥ 1.50	-0.79	
<u>Customer Service</u>						
Complaints per 100,000 Passengers	17.25	4.22	13.03	≤ 4.50	12.75	
Commendations per 100,000 Passengers	0.59	0.71	-0.12	none	n/a	
<u>On Time Performance</u>						
Percentage of On-Time Buses	90.0%	83.9%	6.12%	≥ 83.0%	7.0%	
<u>Cost Effectiveness</u>						
Cost per Passenger	\$18.08	\$4.45	\$13.63	≤ \$4.89	\$13.19	
Passengers per Revenue Mile	0.72	1.63	-0.91	≥ 1.37	-0.65	

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.