



Present Performance & Service Committee Members

Charis Austin

David Bilardello (Chair)

Tracie Coffman

Steven Gilbert

Andy Guy

PRESENT PERFORMANCE & SERVICE COMMITTEE MEMBERS

Tuesday, November 10, 2020 – 4 p.m.

Virtual Meeting

AGENDA

| | <u>PRESENTER</u> | <u>ACTION</u> |
|--|------------------|---------------|
| 1. PUBLIC COMMENT | | |
| 2. MINUTES REVIEW – August 18, 2020 | David Bilardello | Approval |
| 3. DISCUSSION | | |
| a. COVID Response and Recovery | Team | Information |
| b. COA Update | Max Dillivan | Information |
| c. Laker Line Update | Nick Monoyios | Information |
| d. Ridership Reports | Nick Monoyios | Information |
| e. Other Items | | |
| 4. ADJOURNMENT | | |



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PRESENT PERFORMANCE & SERVICE COMMITTEE MEETING MINUTES

Tuesday, August 18, 2020 – 4 p.m.

Virtual Meeting

ATTENDANCE:

Committee Members Present:

Charis Austin, David Bilardello, Tracie Coffman, Steven Gilbert, Andy Guy

Committee Members Absent:

Staff Attendees:

Max Dillivan, Julie Ilbrink, Win Irwin, Steve Luther, Nick Monoyios, Jason Prescott, Andy Prokopy, Steve Schipper, Mike Wieringa, Kevin Wisselink

Other Attendees:

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

1. PUBLIC COMMENT

No public comments were offered.

2. MINUTES – May 12, 2020 Present Performance & Service Committee Meeting

Minutes from the May 12, 2020 meeting were distributed and reviewed. The motion made by Ms. Coffman to accept the minutes as written was supported by Mr. Guy. The motion passed unanimously.

3. DISCUSSION

a. COVID Response and Recovery

Mr. Schipper shared the operations side of the business is requiring compliance amongst all employees to wear masks. The office spaces are being cleaned regularly. Daily screening of employees is done when they arrive at work. Temperature taking is also being done utilizing new technology. They are working at disinfection with high contact spaces. Each night, the vehicles are being sanitized. Additionally, an antimicrobial product will be used to spray inside all of the buses, with the application by the beginning of next week. This product prevents the virus from sticking to surfaces. The team will be testing this as they move forward.

Mr. Monoyios shared they have monitored the ridership numbers throughout the entire summer. We have seen a 40% recovery rate in ridership, which is encouraging. An increase in ridership on high demand routes has been experienced. GRCC will no longer require the shuttle from the Fulton Campus to the downtown campus. GRPS will not start in-person service until mid-October. GVSU has been adjusted to 10 minute intervals to provide more space on buses. The 15-person capacity will be removed during the next week now that the additional safety protocols have been put into place.

Mr. Guy asked a question regarding mask compliance on the bus, and if there have been any issues. Mr. Schipper shared the initiative has not been without conflict. There have been four assaults involving spitting, yelling or hitting of the operator with keys. We are trying to being understanding of passenger's medical issues, however, the rules must be followed. He shared they have followed up with police, and have been grateful that no one experienced significant injuries. Mr. Wieringa shared one person had been arrested after a conflict incident, however, one suspect remains outstanding.

Mr. Guy asked about the status of the plexiglass barriers for the drivers to provide additional protection. Mr. Schipper shared the barriers should arrive within the next six to eight weeks, and will then be installed.

b. Laker Line Update

Mr. Monoyios provided an update on the Laker Line. It is taking place on Monday, August 24 at 11 a.m. at Pew Station. Invitations have gone out to the Board members, management team and congressional representatives. Responses have been coming in, and they are putting together the final plans for the event. Mr. Monoyios shared the entire project is still under budget. He also shared that Peter Varga and Tom Haas will be the first passengers on the first bus out of the station.

c. COA Update

Mr. Dillivan presented the COA Review.

At the June ITP Board meeting, the Board initiated a 60-day pause on progress of *Mobility for All* (COA). Planning staff would like to take advantage of this opportunity by providing an overview of public outreach received to-date, share important data findings regarding regional travel patterns, and detail key factors for consideration when determining next steps for the project moving forward. Lastly, this memo includes a recommendation from Planning staff for the Board's consideration regarding the project's next steps including a proposed timeline.

Continuing progress on *Mobility for All* will be essential to best-position the agency to maintain its fixed route system through this period of uncertain funding, ridership levels, and community needs. While the current climate and status of the pandemic may change frequently, continuing to move forward with a publicly-vetted, scalable plan will allow the agency to adjust service levels to maximize efficiency and effectiveness of the system as necessary.

4. RIDERSHIP REPORTS

a. Ridership Update

Mr. Monoyios expressed the update on ridership was covered earlier in the meeting.

b. Fixed Route Report Cards

Mr. Monoyios provided the fixed route reports for FY 2020 Third Quarter, April 2020, May 2020 and June 2020. Committee had no questions about the reports.

c. Paratransit Report Cards

Mr. Prescott provided the paratransit reports for FY 2020 Third Quarter and June 2020. Committee had no questions about the reports.

5. OTHER ITEMS

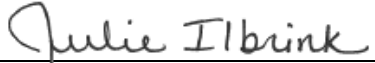
Mr. Irwin expressed that his top priority is to get people on the buses. All the safety things that could be done have been done. The team has been doing a great job pulling everything together. Mr. Irwin shared that due to the anticipated decrease in ridership for the upcoming school season in the Fall, we will not need as many drivers, and will therefore be asking for voluntary layoffs. When increased ridership takes place, we will be able to consider bringing the drivers back.

Mr. Irwin expressed his team is addressing the bus stop cleanliness issues. This is a city-wide issue, involving the participation of the Grand Rapids City Manager. A couple of the bus stops have been adjusted to deter the homeless from gathering in those areas. He shared they are working on a Memo of Understanding to help define the responsibilities of The Rapid and Grand Rapids in regards to keeping the bus stops cleaned and maintained.

6. AJOURNMENT

This meeting was adjourned at 4:50 p.m.
The next meeting is scheduled for November 10, 2020

Respectfully submitted,



Julie Ilbrink, Board Secretary