



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

Monday, January 11, 2021 – 8:30 a.m.

Virtual Meeting

AGENDA

	<u>PRESENTER</u>	<u>ACTION</u>
1. PUBLIC COMMENT		
2. MINUTES REVIEW – November 16, 2020	Terry Schweitzer	Approval
3. DISCUSSION		
a. FY2021 Paratransit Report Card Standards Change Proposal	Jason Prescott	Information
b. FY2021 Fixed Route Report Card Standards Change Proposal	Nick Monoyios	Information
b. Route 1 Revised Alignment	Max Dillivan	Information
c. Committee Chart of Work	Terry Schweitzer	Approval
4. ADJOURNMENT		

Next meeting: March 8, 2020



Future Planning & Technology Committee Members

Mayor Rosalynn Bliss

Jack Hoffman
Citizen Members:

Robert Postema
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Dave Bulkowski

Paul Troost

PLANNING & TECHNOLOGY COMMITTEE MEETING MINUTES

Monday, November 16, 2020 – 2 p.m.

Virtual Meeting

ATTENDANCE:

Committee Members Present:

Mayor Rosalynn Bliss, Jack Hoffman, Robert Postema, Terry Schweitzer, Paul Troost, Ryan Anderson, Dave Bulkowski

Committee Members Absent:

Jack Hoffman

Staff Attendees:

Max Dillivan, Julie Ilbrink, Win Irwin, Steve Luther, Nick Monoyios, Andy Prokopy, Steve Schipper

Other Attendees:

Mr. Schweitzer called the meeting to order at 2:03 p.m.

1. PUBLIC COMMENT

No public comments were received.

2. MINUTES – August 17, 2020

Minutes were distributed, reviewed and approved as written.

3. DISCUSSION

a. RCS Community Room Technology Update

Mr. Prokopy shared an update on the Rapid Central Station Community Room Upgrade. In 2008, some upgrades were completed. We still have an old projector and screen, which would be upgraded to a large format, 48" screens on carts that can be used for any configuration. His team is looking at vendors for options. Mr. Prokopy shared an important feature would be the ability to stream the in-person board meetings online. He has queried the vendor to include cameras and the ability to record and broadcast. They have grant funds identified for this project. Mr. Prokopy asked the group to submit any questions or suggestions directly to him. Group discussed and supported the project.

b. COA Update

Mr. Dillivan provided an update on the COA. He shared a brief presentation on the project. He reviewed the items were in the meeting packet as well. Please connect with Mr. Dillivan if you have any further questions or concerns.

4. AJOURNMENT

This meeting was adjourned at 3:09 p.m.

Respectfully submitted,



Julie Ilbrink, Board Secretary



Date: January 5, 2021
To: Planning and Technology Committee
From: Nick Monoyios, Planning Manager
Subject: FY 2021 REPORT CARD STANDARDS

ACTION REQUESTED

Staff is requesting Board approval of the recommended FY 2021 Report Card Standards. This item has been annually presented to the Rapid Board to assess key performance indicators to measure fixed-route service on an annual basis.

Due to the pandemic, staff is recommending an alternative approach for appropriately measuring system performance in FY21.

METHODOLOGY

Ridership – With the pandemic occurring in the 2nd quarter of FY20, and the resulting fluctuations of service levels and ridership, a unique approach was needed to assess ridership standards. Staff recommends omitting using the last three (3) quarters from FY20 and using the data from the last three (3) quarters in FY19 and the first quarter in FY20. Accordingly, the measures for FY21 will be based on the percent difference. Also, due to the variation of this approach, staff recommends incremental changes for each quarter (as illustrated in the table below).

Preventable Accidents – Since preventable accidents have a direct correlation to service levels and general traffic volumes, it is not surprising to see a significant decrease in incidents throughout FY20. Therefore, staff recommends comparing measures based on the previous quarter (as opposed to the same quarter from the previous fiscal year), since the relationship between service levels and traffic volumes can change on a subsequent monthly basis. Staff also recommends incremental variations in the standards for each FY 21 quarter as illustrated in the table below.

Customer Service – Complaints significantly escalated in FY20 due to the pandemic implications of reducing service levels and the general anxiety of passenger attitudes. Staff recommends comparing measures based on the previous quarter (as opposed to the same quarter from the previous fiscal year), since the lowered service levels and attitudes can fluctuate on a monthly basis as the pandemic conditions evolve. These recommended measures are identified on the table below.

Additionally, staff recommends continuing to monitor commendations but providing no standard.

On Time Performance – Throughout the last three (3) quarters of FY20, on-time performance showed significant improvement. This is in part due to the lowered traffic volumes, but also to staff's more detailed evaluation of ascertaining any operational cause of any on-time performance. Consequently, staff recommends to increase the on-time performance standard consistent for all quarters in FY21, regardless of any anticipation of increased traffic volumes.

Cost Effectiveness – Cost effectiveness is measured through Cost per Passenger and Passengers per Mile. The loss of ridership in FY20 resulted in a significant increase in cost per passenger with a corresponding decrease of passengers per mile. Both of these measures are separated between fixed route and contracted service. Staff recommends establishing unique quarterly measures by omitting any comparison to the last three (3) quarters from FY20 and using the data from the last three (3) quarters in FY19 and the first quarter in FY20. The measures are identified in the table below.

Service Revenue – While farebox recovery measures have always been included monthly productivity report, they have never been included as a Report Card measure. Staff recommends the inclusion of measuring service revenue as a standard for FY21, and using this fiscal year to establish a baseline dataset and report the findings annually. Staff will use this data to recommend a standard for the FY21 Report Card.

PROPOSED FY2021 REPORT CARD STANDARDS

	FY2019					FY2020				
	Annual	1st	2nd	3rd	4th	Annual	1st	2nd	3rd	4th
Productivity										
Ridership ¹	< -5% -5% < 0% > 0%	1.4	-5.40%	5.20%	4.00%	< -5% -5% < 0% > 0%	-3.60%	8.90%	-77.60%	63.30%
	% change compared to previous fiscal same quarter					% change compared to previous fiscal same quarter				

	FY2019					FY2020				
Preventable Accidents										
Preventable Accidents (per 100k miles) ²	> 1.75 1.75 > 1.5 < 1.5	1.27	1.7	1.74	1.43	> 1.75 1.75 > 1.5 < 1.5	1.2	1.3	0.71	0.59
	Actual value - not percentage change					Actual value - not percentage change				

	FY2019					FY2020				
Customer Service										
Complaints (per 100k passengers) ³	> 6.0 6.0 > 4.5 < 4.5	4.29	4.9	4.22	5.06	> 6.0 6.0 > 4.5 < 4.5	3.79	4.63	17.25	20.9
Commendations (per 100k passengers) ⁴	N/A	0.25	0.72	0.71	0.41	N/A	0.26	0.58	0.59	0.34
	Actual value - not percentage change					Actual value - not percentage change				

	FY2019					FY2020				
On-Time Performance										
On-Time Performance ⁵	< 80% 80% < 83% > 83%	85.90%	84.30%	83.90%	81.80%	< 80% 80% < 83% > 83%	83.80%	88.70%	90.00%	93.20%

	FY2019					FY2020				
Cost Effectiveness										
Cost Per Passenger (Fixed Route) ⁶	> \$4.31 \$4.31 > \$3.95 < \$3.95	\$4.26	\$3.66	\$4.52	\$3.99	> \$4.70 \$4.70 > \$4.34 < \$4.34	\$4.23	\$4.15	\$17.13	\$8.41
Cost Per Passenger (Contracted) ⁶	> \$3.90 \$3.90 > \$3.56 < \$3.56	\$2.78	\$2.32	\$4.12	\$2.73	> \$4.33 \$4.33 > \$3.97 < \$3.97	\$2.83	\$2.76	\$32.62	\$5.69
Passengers Per Mile (Fixed Route) ⁷	< 1.47 1.47 > 1.65 > 1.65	1.67	1.58	1.6	1.59	< 1.27 1.27 > 1.45 > 1.45	1.54	1.47	0.76	0.69
Passengers Per Mile (Contracted) ⁷	< 1.63 1.63 > 1.83 > 1.83	2.55	2.48	1.76	2.33	< 1.33 1.33 > 1.58 > 1.58	2.31	2.21	0.4	1.03

Service Revenue (percent of total expenses)	FY11	FY12	FY13	FY14	FY15	FY16	FY17	FY18	FY19	FY20
Farebox Recovery	\$5,033,260	\$5,551,609	\$5,894,031	\$6,072,262	\$6,036,374	\$6,590,935	\$6,145,373	\$5,936,723	\$5,426,329	\$3,232,092
Contracts	\$3,673,543	\$3,709,226	\$4,096,150	\$4,399,638	\$4,147,325	\$4,430,449	\$5,174,779	\$4,838,558	\$6,045,843	\$5,302,946
Total Service Revenue	\$8,706,803	\$9,260,835	\$9,990,181	\$10,471,900	\$10,183,699	\$11,021,384	\$11,320,152	\$10,775,281	\$11,472,172	\$8,535,038

	FY2021				
Annual	1st	2nd	3rd	4th	
	of 1st FY20	of 2nd FY19	of 3rd FY19	of 4th FY19	
< 46.25% 46.25 > 65% > 65%	< 30% 30% < 50% > 50%	< 30% 30% < 50% > 50%	< 50% 50% < 75% > 75%	< 75% 75% < 85% > 85%	

> 1.18 1.18 > 0.82 < 0.82	> 1.0 1.0 > 0.5 0.5 > 0	> 1.0 1.0 > 0.5 0.5 > 0	> 1.25 1.25 > 1.00 1.00 > 0	> 1.5 1.5 > 1.25 1.25 > 1
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> 13.25 13.25 > 7.75 7.75 > 0	> 20 20 > 10 10 > 0	> 15 15 > 8 8 > 0	> 10 10 > 7 7 > 0	> 8 8 > 6 6 > 0
	Track and report - no target			

> 85% 85% > 90% > 90%				
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	from 4th FY20	from 2nd FY19	from 3rd FY19	from 4th FY19
> \$8.10 \$8.10 > \$6.84 < \$6.84	> \$9.25 \$9.25 > \$8.41 < \$8.41	> \$8.46 \$8.46 > \$7.69 < \$7.69	> \$6.96 \$6.96 > \$6.33 < \$6.33	> \$5.42 \$5.42 > \$4.93 < \$4.93
> \$5.42 \$5.42 > \$4.93 < \$4.93	> \$6.26 \$6.26 > \$5.69 < \$5.69	> \$5.36 \$5.36 > \$4.87 < \$4.87	> \$6.34 \$6.34 > \$5.77 < \$5.77	> \$3.71 \$3.71 > \$3.37 < \$3.37
< 0.91 0.91 > 1.01 > 1.01	< 0.62 0.62 > 0.69 > 0.68	< 0.71 0.71 > 0.79 > 0.79	< 1.08 1.08 > 1.20 > 1.2	< 1.22 1.22 > 1.35 > 1.35
< 1.26 1.26 > 1.39 > 1.39	< 0.93 0.93 > 1.03 > 1.03	< 1.12 1.12 > 1.24 > 1.24	< 1.19 1.19 > 1.32 > 1.32	< 1.78 1.78 > 1.98 > 1.98

% of total expenses	No target, just tracking	No target, just tracking	No target, just tracking	No target, just tracking
% of total expenses	No target, just tracking	No target, just tracking	No target, just tracking	No target, just tracking
Total \$	Only to report annual measures			

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.

⁷ The number of passengers carried per revenue mile. "Revenue mileage" does not include miles traveled to/from the beginning/end of a route.



Date: November 25, 2020
To: Planning & Technology Committee
From: Jason Prescott, Manager of Special Services
Subject: FY 2021 PARATRANSIT REPORT CARD STANDARDS CHANGE

OVERVIEW

Since FY 2004, staff has provided quarterly report cards, keeping the commitment of reporting system performance to the community. These report cards measure paratransit productivity against a predetermined standard. Each fiscal year, these standards are reviewed and updated as needed, based on an analysis of previous years and the expectations of the current year.

Listed below is the rationale used to evaluate and recommend paratransit performance standards for FY2021.

PERFORMANCE MEASUREMENT

Total Ridership – 190,526 paratransit rides were provided in FY 2020. Users of the paratransit special services are pre-qualified based on their functional ability to use the fixed route bus or by age or by some other contractual guidelines. Many factors go into the increase or decrease in ridership. One example is the effort to promote fixed-route service for individuals who are paratransit eligible yet able to take fixed-route for at least some trips. Shifting trips that *can* be made on fixed-route *to* fixed-route is a goal that may affect total paratransit ridership. This shift has a positive impact on the passengers yet has the potential to decrease the number of paratransit trips. Trips that are provided by The Rapid under contract are subject to change as contracting entities' needs, much as we have seen in recent years with Network 180. **No change is proposed for the current system.**

Passengers Per Hour – The average passenger trip per hour has averaged 2.0 over the last eight years, and is the current standard. **No change is proposed.**

Travel Time – The average trip length has fluctuated between 29 and 30 minutes over the last five years, with occasional months where it has averaged 31 minutes. The current standard is 30 minutes. With the existing scheduling software, combined with the technology in each vehicle, **no change to the current standard is recommended.**

Preventable Accidents - The current standard is 1.0 preventable accident per 100,000 revenue miles. There was an average of .9 preventable accidents in FY 2020. Rather than proposing a change, we will continue working with our contracted provider to reduce the rate of preventable accidents. **No change to the current standard is proposed.**

Customer Service – There have been fewer than 0.9 complaints per 1,000 passengers over the last two years, which is below the current standard of 1.0 complaint per 1,000 passengers. While passenger complaints help improve the overall service delivery, it is proposed that the **current standard maintain 1.0 to 0.9 complaints per 1,000 passengers.**

On-Time Performance – The current on-time performance standard is 95.0%. On-time performance continues to be one of the most important facets of customer satisfaction with paratransit service and one of the standards that the Federal Transit Administration (FTA) monitor in its triennial review for ADA trips. On-time performance is determined by a pick-up window of 10 minutes before the scheduled pick-up time through 15 minutes after that time. Since drivers have to wait until at least the scheduled pick-up time before leaving, this performance report is based on trips that are beyond the 15 minute pick-up window. Actual on-time performance was consistently maintained at or above 95% until FY2018, when it dipped to 94.23%. **Based on our history and our continued emphasis on providing great customer service, no change is recommended for this standard.**

On-Time Appointment Drop-Off Standard – In the 2016 Triennial review, the FTA determined that we needed to have a standard for getting passengers who have appointment times to their appointments on-time. The FTA considers this a capacity constraint if the client does not get to their appointments on time (a requirement for ADA trips only). The performance standard has been set at 95%; while we were just under the bar at 94.01% in FY2019, the average increased to 96.46% in FY2020. **Again, based on our expectation of providing great customer service, no change is recommended for the standard.**

Cost-Effectiveness – The cost per passenger has average \$24.67 each of the last two years. The current contract rate is \$51.77 per hour. Based on the expected average due to COVID-19 cost is expected to be closer to \$29.00 per passenger. While the cost per passenger is noted each month there has not been an established standard for cost, and **no change is proposed for the current system.**

Ratio of Paratransit to Fixed-Route – The average ratio of paratransit passengers to fixed-route passengers has generally ranged from 1:30 upwards to 1:32. While it declined to 1:26 in FY 2019 **no change to the current standard is proposed**, as early indications suggest that it could return to historical norms.



Date: January 6, 2021
To: Planning & Technology Committee
From: Maxwell Dillivan, AICP – Senior Planner
Nick Monoyios – Planning Manager
Subject: ROUTE 1 PROPOSED REVISED ALIGNMENT

OVERVIEW

Effective on Monday, January 18th, Route 1 Division will be operating a split-tail at the southern end of the route's alignment to serve both Byron Township (current route alignment) and Metro Health Village via Gezon Parkway on alternating trips.

BACKGROUND

Planning staff has been tasked with securing contracts for service from all contract partners for the current fiscal year, including township partners. For township partner contracts, it was determined the agency would pursue short-term, three-month contracts covering the time period from the beginning of the fiscal year through the end of the calendar year (September 1, 2020 through December 31, 2020) due to uncertainty regarding MDOT State Operating Assistance. Once State Operating Assistance levels were determined, another series of service contracts would be pursued with all township partners to cover the remainder of the fiscal year from January 1, 2021 through September 30, 2021 to include an updated cost per hour.

On December 28th, the Byron Township Board of Trustees unanimously approved a reduction of service into Byron Township. The body approved halving their service to 60-minute weekday and Saturday service and eliminating Saturday evening service after 6pm. Consequently and due to the conflicting nature of 60-minute service desired by Byron Township and Route 1's 30-minute service, every other trip would be precluded from entering Byron Township's jurisdiction.

New Byron Township service characteristics:

- 60-minute service south of 60th Street
- Township will support service Monday through Saturday; no service on weekday evenings, Saturday evenings, or all-day Sunday
- Service begins with 5:45 a.m. outbound trip from Rapid Central Station and concludes with 5:45 p.m. outbound trip from Rapid Central Station
- Service reduction results in 13 trips per day
- GO!Bus service will be available during the same hours as regular fixed route service

PROPOSAL

Planning staff received Executive approval to revise Route 1's alignment to serve Byron Township and Gezon Parkway on alternating trips as seen in the map below.

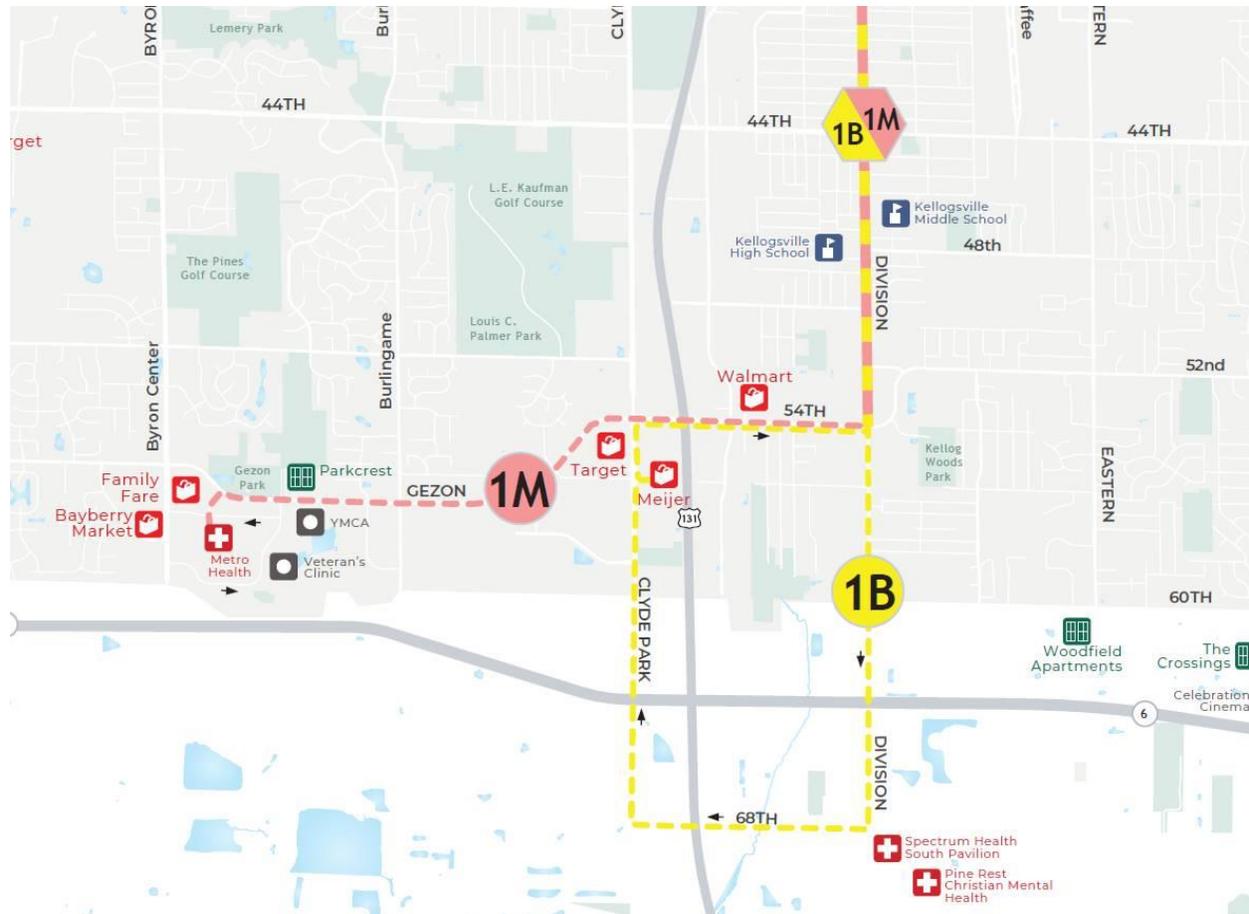


Figure 1: Proposed Revised Alignment of Route 1 in Byron Township and along Gezon Parkway

The revised alignment will provide greater connectivity in the southeast area of our system than we currently provide today. Residents along the Division Avenue corridor, notably those residing within the city of Grand Rapids' neighborhoods of focus, will have increased access to some of the region's most prominent medical and health care facilities. The proposal also affords greater opportunity to transfer between routes outside of Rapid Central Station. Moreover, this alignment mirrors one of the elements of the COA's Preferred Alternative which recommends serving Gezon Parkway to Metro Health Village with Route 1. This recommendation was based on expected demand for service given growing employment along the Gezon Parkway corridor.

PUBLIC OUTREACH

The proposed change will take effect Monday, January 18, 2021 and will provide approximately two weeks for public notice and outreach. The following steps have been or will be taken in order to alert riders and stakeholders of the upcoming change:

1. Informational flyers will be available for bus operators to hand out to riders as needed.
2. A digital alert will be created through our technology vendor, Avail, for Route 1 including information on upcoming change and stops to be impacted.
3. Digital content announcing the upcoming change will be posted on social media channels, an article will be published on the website, and an email will be sent to subscribers.
4. A media advisory will be published and distributed to local media outlets.
5. Information panels at the eight bus stops in Byron Township will be updated to include details of the upcoming changes.
6. Signage will be posted at the Route 1 terminal at Rapid Central Station and on shelters at Route 1 bus stops.
7. Key stakeholders such as the City of Wyoming and The Right Place along with Gezon Parkway employers will receive notification of new service along the Gezon corridor.
8. The proposed changes will be discussed during The Rapid's upcoming monthly Facebook Live session



ITP Planning and Technology Committee

Chart of Work for 2021

Committee Chair: Terry Schweitzer

Committee Members: Mayor Rosalynn Bliss, Jack Hoffman, Robert Postema, Paul Troost,
Ryan Anderson, David Bulkowski

ITP Support Staff: Nick Monoyios

Meeting Schedule:

- January 11
- March 8
- May 10
- July 12
- September 13
- November 8

Assigned goals:

- Prioritize new technology, partnerships, fixed routes, flexible services for CEO to budget and implement.
- Review long-term and short-term planning studies.
- Attend national conferences that highlight new innovations and trends in public transit.
- Seek partnerships and additional operating resources to increase ridership and/or improve services.

Schedule of Work:

January 11, 2021

- Work with planning to finalize the COA Preferred Alternative with emphasis on the future of on-demand' services.

March 8, 2021

- Review final Division United Report and Recommendations with an eye for future transit oriented economic development.

May 10, 2021

- Review potential Training Center Real Estate Options

July 12, 2021

- Review with the committee goals and expectations of a new Transit Master Plan to be completed in 2022

September 13, 2021

- Review the 2021 plan for Bus Stop Shelters.
- Review new Indian Trails Lease
- Review Long Range Facilities Study

November 8, 2021

- Receive Planning Department Research on a cross-section of transit agency operational funding mechanisms with analysis for pursuing additional resources for expanding service

Ongoing

- Work with Planning Department to implement the Laker Line Expanded Scope and gain identified service, ridership and operational benefits.