



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

BACKGROUND

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

Impacts on the system stemming from the pandemic continued throughout fourth quarter of FY 2020. System-wide ridership fell by over 1.7 million rides for the second quarter in a row. Correspondingly, cost effectiveness measures deviated significantly from last year though improved compared to the previous quarter. Complaints mirrored the previous quarter as a direct influence of stress on travelers experienced during the pandemic.

With reduced traffic congestion throughout the region, on-time performance system-wide reached some of its highest figures to-date at over 93%. Similarly, preventable accidents were down significantly due to reduced conflicts with traffic.

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 (714,813) decreased 60.4% (-1,091,764) compared to the same quarter of FY 2019. This is well below the standard of >0.0% and therefore receives a D.

Cost Effectiveness – Cost per passenger was \$8.41 in this quarter. This is \$4.42 above the standard of \$4.66 and receives a D. In addition, there were 0.69 passengers per revenue mile in this quarter. This is 0.90 below the standard of 1.35 and therefore receives a D.

FY 2020 Fourth Quarter Report Card – Regular Fixed Route Service

Table with 6 columns: Metric, 4th Quarter Jul-Sep 2020, 4th Quarter Jul-Sep 2019, Change, Standard, Difference From 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 Fourth Quarter Report Card – Contracted Service


	<u>4th Quarter Jul-Sep 2020</u>	<u>4th Quarter Jul-Sep 2019</u>	<u>Change</u>	<u>Percent Change</u>
Total Fixed-Route Ridership	170,475	604,306	-433,831	-71.8%
Cost per Passenger	\$5.69	\$2.73	\$2.96	108.4%
Passengers per Revenue Mile	1.03	2.33	-1.30	-56.0%


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 (885,288) decreased 63.3% (-1,525,595) compared to the same quarter of FY 2019. This is 63.3% below the standard of >0.0% and therefore receives a .







Preventable Accidents – There were 0.59 preventable accidents per 100,000 revenue miles in this quarter. This is 0.85 below the standard of 1.50 preventable accidents per 100,000 revenue miles and therefore receives a .

Customer Service – There were 20.90 complaints per 100,000 passengers in this quarter. This is 16.40 above the standard of 4.50 and receives a . In addition, there were 0.34 commendations per 100,000 passengers. There is no standard for this category.




On-Time Performance – Routes operated on-time 93.2% of the time in this quarter. This is 10.2% above the on-time performance standard of 83.0%. As a result, this category receives a .

Cost Effectiveness – Cost per passenger was \$7.89 in this quarter. This is \$3.51 above the standard of \$4.38 and therefore receives a . In addition, there were 0.74 passengers per revenue mile in this quarter. This is 0.71 below the standard of 1.45 passengers per revenue mile and therefore receives a .

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

	4th Quarter Jul-Sep 2020	4th Quarter Jul-Sep 2019	Change	Standard	Difference From Standard	
<u>Productivity</u>						
Total Fixed-Route Ridership	504,270	2,410,883	-1,749,224	≥ 0.0%	-63.3%	
<u>Preventable Accidents</u>						
Accidents per 100,000 Revenue Miles	0.59	1.43	-0.85	≥ 1.50	-0.91	
<u>Customer Service</u>						
Complaints per 100,000 Passengers	20.90	5.06	15.84	≤ 4.50	16.40	
Commendations per 100,000 Passengers	0.34	0.41	-0.08	none	n/a	
<u>On Time Performance</u>						
Percentage of On-Time Buses	93.2%	81.8%	11.35%	≥ 83.0%	10.2%	
<u>Cost Effectiveness</u>						
Cost per Passenger	\$7.89	\$3.67	\$4.21	≤ \$4.38	\$3.51	
Passengers per Revenue Mile	0.74	1.73	-0.99	≥ 1.45	-0.71	

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.