



Present Performance & Service Committee Members

Charis Austin

David Bilardello (Chair)

Tracie Coffman

Steven Gilbert

Andy Guy

PRESENT PERFORMANCE & SERVICE COMMITTEE

Tuesday, May 11, 2021 – 4 p.m.

Virtual Meeting

AGENDA

	<u>PRESENTER</u>	<u>ACTION</u>
1. PUBLIC COMMENT		
2. MINUTES REVIEW – March 9, 2021	David Bilardello	Approval
3. DISCUSSION		
a. Ridership Report	Max Dillivan	Information
b. On-Time Performance	Max Dillivan	Information
c. Township Contract Status: Cascade, Plainfield, Byron	Nick Monoyios	Information
g. COA Status Update / Summer Service	Nick Monoyios	Information
d. Safety Update	Steve Luther	Information
e. Capital Program Update	Kevin Wisselink	Information
1) RCS Construction		
2) Canopy Maintenance		
f. Recruiting Class Update / Employee Attrition	Nancy Groendal	Information
4. ADJOURNMENT		

Next meeting: July 13, 2021

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PRESENT PERFORMANCE & SERVICE COMMITTEE MEETING MINUTES

Tuesday, March 9, 2021 – 4 p.m.

Virtual Meeting

ATTENDANCE:

Committee Members Present:

Charis Austin, David Bilardello, Steven Gilbert, Andy Guy

Committee Members Absent:

Tracie Coffman

Staff Attendees:

Max Dillivan, Julie Ilbrink, Bill Kirk, Steve Luther, Linda Medina, Nick Monoyios, James Nguyen, Deb Prato, Andy Prokopy, Steve Schipper, Mike Wieringa, Kevin Wisselink

Other Attendees:

Mr. Bilardello called the meeting to order at 4:04 p.m.

1. PUBLIC COMMENT

No public comments were offered.

2. MINUTES – January 12, 2021

The minutes from January 12, 2021 were distributed and reviewed. Minutes were approved as written.

3. DISCUSSION

a. Transit Asset Management Policy and Plan

Mr. Wisselink reviewed the Transit Asset Management Policy. He reviewed the documents that were distributed with the meeting packet. Mr. Wisselink reviewed the highlighted changes that were completed within the packet. He also reviewed the plan for removing buses from the fleet, along with the reports to the FTA on the status of those assets.

b. Capital Projects Overview

Mr. Wisselink reviewed an update to the capital projects. These projects include:

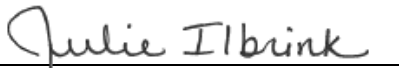
- Butterworth Facilities Maintenance Building Reconstruction

- Rapid Central Station Rehabilitation – Project has been put on pause and is being re-evaluated.
- Bus Purchase Contract
- Laker Line
- Planning Projects
- New Ticket Vending Machines and Contactless Fare Payments
- Bus Stop Amenities

4. AJOURNMENT

This meeting was adjourned at 4:37 p.m.

Respectfully submitted,


Julie Ilbrink, Board Secretary



Date: May 10, 2021
To: Present Performance & Service Committee
From: Maxwell Dillivan, AICP – Senior Planner
Subject: FIXED ROUTE RIDERSHIP RECOVERY AND ON-TIME PERFORMANCE REPORT – YTD FY2022

RIDERSHIP RECOVERY

Route by Route Analysis

Since the pandemic’s effects on system, ridership recovery has varied considerably on a route-by-route basis as the pandemic has hit certain geographic areas and socio-economic classes at various magnitudes. “Recovery” for the purposes of this memo indicates the percentage of ridership currently observed on the system as compared to the same period during the most recent non-pandemic year. The table below illustrates recovery levels by route from December 2020 through April 2021 compared to the same month from a non-pandemic year. Further, the table indicates percentage of service by route in terms of weekly revenue hours comparing April 2021 to February 2020.

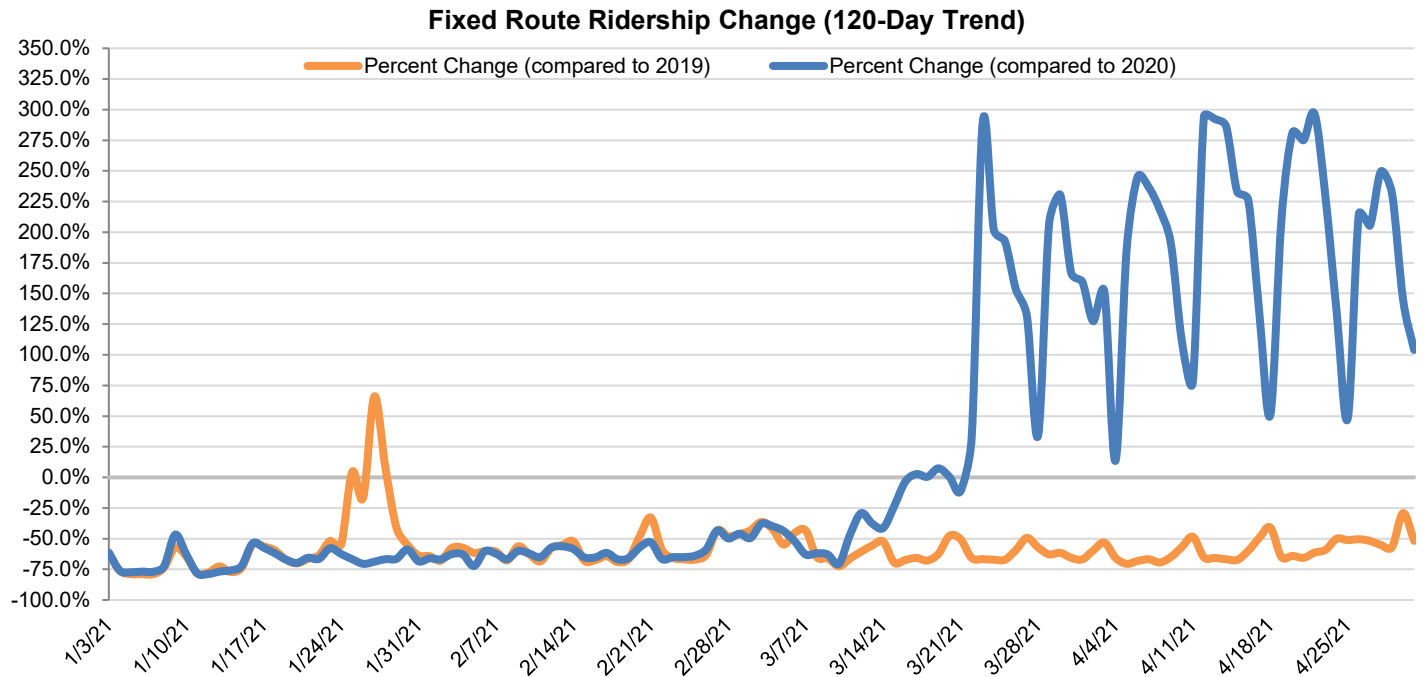
Fixed Route	Peak Freq. (mins)	% Service Level vs. Feb. 2020	Ridership Recovery				
			Dec. 2020	Jan. 2021	Feb. 2021	Mar. 2021	Apr. 2021
Silver Line	15	96.6%	34.0%	37.0%	35.6%	42.1%	45.2%
Route 1 Division	30	97.5%	36.0%	35.5%	33.4%	35.6%	41.7%
Route 2 Kalamazoo	15	108.8%	40.0%	40.3%	41.5%	44.7%	44.5%
Route 3 Madison	30	96.1%	34.2%	33.2%	34.5%	37.3%	37.0%
Route 4 Eastern	15 ⁽¹⁾	101.9%	37.6%	38.7%	38.9%	44.1%	42.4%
Route 5 Wealthy	30	88.3%	36.2%	37.4%	37.3%	42.0%	38.6%
Route 6 Eastown	30	83.9%	31.6%	32.3%	31.8%	36.6%	36.3%
Route 7 West Leonard	30	84.8%	32.1%	34.6%	36.8%	38.1%	35.1%
Route 8 Rivertown	30	89.5%	38.0%	40.9%	45.0%	44.7%	42.1%
Route 9 Alpine	15 ⁽²⁾	101.8%	51.9%	49.6%	48.7%	53.6%	52.6%
Route 10 Clyde Park	30	97.9%	42.5%	40.9%	39.7%	45.4%	48.1%
Route 11 Plainfield	30	82.9%	34.6%	34.0%	33.3%	38.0%	39.9%
Route 12 West Fulton	30	87.7%	39.0%	41.2%	38.3%	43.9%	48.5%
Route 13 Michigan Fuller	30	89.2%	35.7%	37.1%	39.5%	46.9%	46.4%
Route 14 East Fulton	30	96.0%	33.5%	36.2%	37.6%	42.6%	37.5%
Route 15 East Leonard	30	83.6%	28.8%	29.4%	29.8%	34.1%	34.5%
Route 16 Wyoming/Metro Health	30	97.9%	34.3%	37.7%	38.4%	43.9%	40.9%
Route 17 Woodland/Airport	30	90.1%	31.4%	35.5%	45.2%	67.8%	40.2%
Route 18 Westside	30	96.5%	23.2%	26.0%	29.7%	33.3%	34.1%
Route 19 Michigan Crosstown	n/a	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Route 24 Burton	30	94.0%	36.7%	37.0%	37.5%	40.9%	38.4%
Route 28 28th Street	15	99.7%	51.0%	50.7%	51.2%	58.3%	56.4%
Route 44 44th Street	30	95.5%	45.4%	44.7%	49.0%	66.6%	49.3%
FIXED ROUTE TOTAL		91.9%	35.3%	36.2%	36.5%	51.3%	40.6%

(1) Short pattern to 28th Street; south of 28th Street at 30-minute frequency.

(2) Short pattern to Greenridge Mall; north of Greenridge Mall at 30-minute frequency per service agreement with Alpine Township.

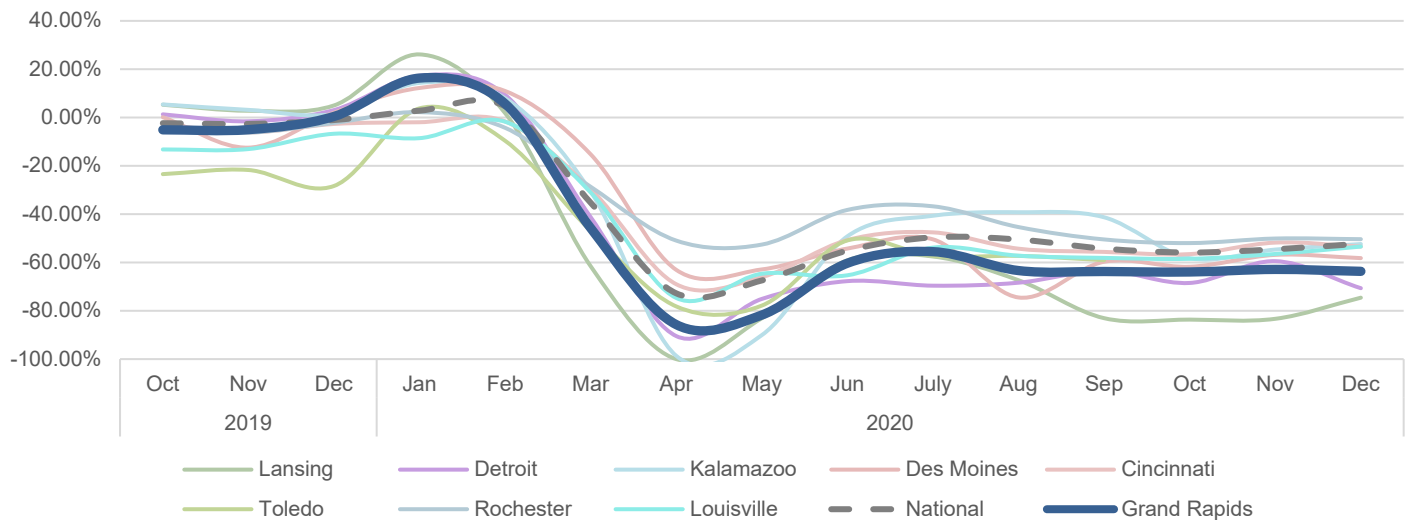
Recovery Trend

Since early January 2021, ridership recovery has remained relatively stagnant with only relatively minor increases. Presently, ridership levels far exceed that of 2020. Comparisons to non-pandemic periods range from -65% to -60%.



Peer Agency Comparison

To contextually understand the fixed route system's ridership recovery, a series of peer agency's ridership change over time is plotted on the chart below. The Rapid's ridership recovery trend mirrors that of most peer agencies across the country but remains slightly reduced compared to nation-wide ridership recovery. It is important to note that this dataset is compiled from agencies who volunteer their ridership data to the APTA; several agencies with drastically reduced or suspended fixed route services may not be contributing data.



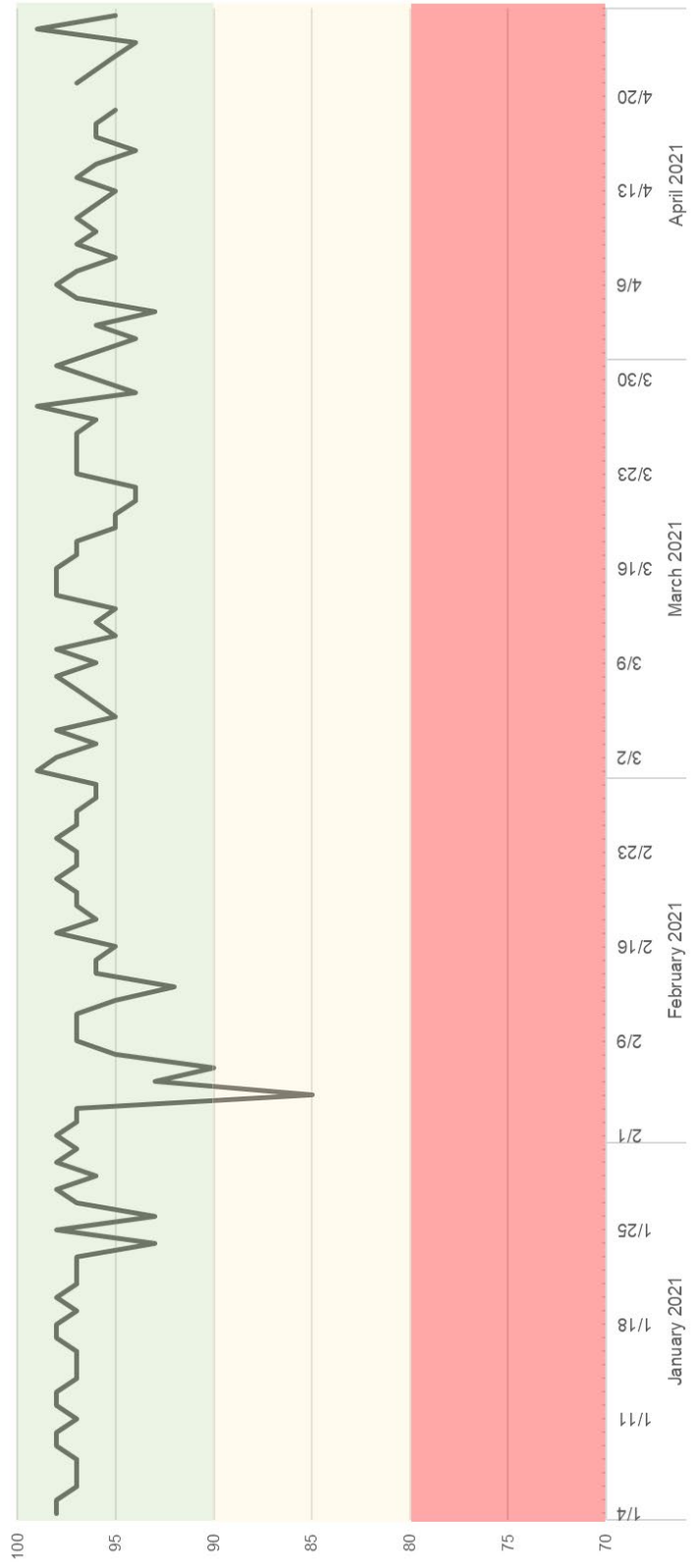
ON-TIME PERFORMANCE

The Rapid considers a bus to be on time if it is anywhere from 0 to 5 minutes late. A bus that arrives before the scheduled time or 5 minutes after the scheduled time is not considered to be on time.

While much of the on-time performance improvements throughout this past summer can be attributed to reduced traffic levels incurred by the pandemic, there are a number of noteworthy items:

- While reductions in traffic levels have had a net benefit to on-time performance, in several cases reduced traffic has had a detrimental impact and contributed to an increase in earliness, particularly in off-peak periods. Planning has had to continuously monitor travel times on a per-trip basis to collect the information necessary to inform innumerable minor adjustments to schedules to prevent running early.
- Silver Line schedule adjustments approved by the Board to transition Silver Line's weekday service from its 10-minute/20-minute peak/off-peak split to 15-minute all day (6 am – 6 pm) service has resulted in significantly improved schedule adherence. The new schedule took effect May 26th, 2020 and has resulted in Silver Line's on-time performance improving from 83% on average to well over 90%. Further, this modified Silver Line schedule is expected to accommodate any impending increasing traffic levels in the downtown if or when traffic volumes in the central business district return to pre-pandemic levels.
- As recommended in the Preferred Alternative of *Mobility for All*, the alignment of the NB Route 2 has been streamlined to remain on Kalamazoo Avenue rather than traverse through the parking lot of the Meijer store at 28th Street and Kalamazoo resulting in significantly improved schedule adherence. This adjustment took effect May 26th, 2020. Since then, Route 2's on-time performance has improved significantly from an average of approximately 86% to over 95%.
- Due to the City of Grandville's redevelopment of the parking area adjacent to the Grandville Branch of KDL, the route alignment of Route 8 no longer includes out-of-direction turns to pull into the parking lot. Route 28's alignment was in turn adjusted to provide a viable transfer location between the two routes. This change took effect May 26th, 2020.
- Based on information gleaned from StreetLight as part of the *Mobility for All* data analysis process and confirmed through Route 28's running time data, sections of 28th Street have seen traffic volumes return closer to pre-pandemic levels as various sectors of the economy have re-opened. These congestion areas, particularly around malls and other high-activity areas, have negative impacts on Route 28's on-time performance. As included in the adopted COA Preferred Alternative to improve Route 28's schedule adherence, the route will be bifurcated at Woodland Mall to allow the western half of the route, where most of the congestion is, to run independently of the eastern half. This modification will be implemented along with the remaining COA Preferred Alternative recommendations in August 2021.
- Summer road construction on Godfrey Avenue had minor negative impacts on on-time performance for Route 8 Grandville / Rivertown.
- The vaccine clinic operating out of the DeVos Place included police presence to direct vehicle and pedestrian traffic on Monroe Ave. which had minor negative impacts on on-time performance for Route 11.
- In a similar vein to the numerous minor adjustments necessary to prevent running early, a similar level of effort has been devoted to ensuring scheduled times are matching up with actual running times to ensure segments identified as frequently having delays are addressed to prevent late buses.

System-wide Analysis



Route by Route Analysis

Fixed Route	Percent of Trips On-Time (0-5 minutes)					
	February		March		April	
	FY 20	FY 21	FY 20	FY 21	FY 20	FY 21
Silver Line	82.9	↑ 93.0	85.8	↑ 93.7	88.8	↑ 90.4
Route 1 Division	84.8	↑ 91.2	84.7	↑ 91.2	88.3	↑ 90.3
Route 2 Kalamazoo	86.4	↑ 95.7	88.0	↑ 96.2	89.4	↑ 95.8
Route 3 Madison	91.0	↑ 97.3	90.6	↑ 98.3	n/a	97.9
Route 4 Eastern	87.3	↑ 95.2	89.2	↑ 96.4	85.8	↑ 95.2
Route 5 Wealthy	95.1	↔ 95.1	93.5	↑ 96.3	n/a	95.9
Route 6 Eastown	92.5	↑ 96.7	92.3	↑ 97.7	92.7	↑ 95.9
Route 7 West Leonard	91.3	↑ 95.8	90.0	↑ 95.6	91.8	↑ 97.1
Route 8 Rivertown	89.8	↑ 93.0	92.2	↑ 95.7	94.7	↓ 90.4
Route 9 Alpine	86.7	↑ 94.2	88.6	↑ 95.3	89.9	↑ 92.8
Route 10 Clyde Park	92.9	↑ 97.4	93.0	↑ 97.7	92.2	↑ 96.1
Route 11 Plainfield	91.9	↑ 95.4	91.8	↑ 95.0	93.9	↓ 93.0
Route 12 West Fulton	95.1	↑ 96.7	93.4	↑ 97.3	n/a	97.3
Route 13 Michigan Fuller	92.9	↑ 92.7	92.4	↑ 94.0	89.4	↑ 94.2
Route 14 East Fulton	92.7	↑ 97.3	90.5	↑ 95.7	n/a	95.5
Route 15 East Leonard	89.9	↑ 96.2	89.8	↑ 97.9	90.1	↑ 96.0
Route 16 Wyoming/Metro Health	91.1	↑ 96.3	91.1	↑ 96.4	92.2	↑ 95.5
Route 17 Woodland/Airport	92.3	↑ 94.9	92.4	↑ 94.9	n/a	95.9
Route 18 Westside	94.0	↑ 96.2	96.0	↑ 96.1	n/a	95.1
Route 24 Burton	95.4	↑ 95.9	94.1	↑ 95.9	n/a	94.2
Route 28 28th Street	78.4	↑ 91.1	80.4	↑ 91.9	84.6	↑ 92.4
Route 44 44th Street	91.9	↑ 94.4	94.2	↑ 95.4	n/a	95.9
FIXED ROUTE TOTAL	88.1	↑ 94.4	88.9	↑ 95.1	88.9	↑ 93.8

Date: May 7, 2021
To: Present Performance and Service Committee
From: Kevin Wisselink, Capital Planning and Procurement Manager
Subject: CAPITAL PROJECTS UPDATE

BACKGROUND

COVID Relief Funds

Most federal grants are exclusively for capital projects. The recent exceptions to this have been the federal COVID relief grants, the CARES and CRRSAA grants. The primary purpose of both grants is to provide operating funding assistance for transit systems across the county.

CARES Grant: We continue to expand CARES funds on our operating expenses. We anticipate having spent all of our operating funds by early summer and will be evaluating all remaining capital funding in the CARES grant and reallocate all unused capital expenses to the operating line item to ensure we spend the CARES funding in a timely manner.

CRRSAA Grant: The Rapid is eligible for \$6,347,664 in CRRSSA Covid relief funding. We have applied for these funds and anticipate having access to them later this month. These funds will be used exclusively to reimburse operating expenses once the CARES funding runs out.

American Rescue Plan Grant: We anticipate a further \$26,377,113 from this act passed in March 2021. We do not have the guidance and have not asked for these funds yet but anticipate these will largely to operating assistance as well.

Current Rapid Capital Projects

The Rapid has many ongoing Capital expenditures that utilize our federal capital funding. Many of the purchases are smaller such as Associated Capital Maintenance items that are used in the ongoing maintenance of our fleet. However, staff would like to highlight some bigger current capital projects and provide an update to the Board regarding their status.

1. Butterworth Facilities Maintenance Building Reconstruction

Design work continues on the reconstruction of the facilities maintenance building at 700 Butterworth Ave SW. We anticipate coming to the Board in June with a Contractor for the project, and construction is slated to begin this summer and continue into early 2022.

2. Rapid Central Station Rehabilitation

Plans were created in 2020 to redesign the unused space at RCS into administrative employee offices but put on pause because of COVID and staff changes. Staff continues to

evaluate our facilities needs and plans for the use of this space considering our other facility needs.

3. Bus Purchase Contract

Our bus purchase contract with Gillig expired last summer. The Rapid recently sent out an RFP for a new contract to purchase buses over the next five years. Staff anticipates bringing this to the Board for approval at the June meeting.

4. Laker Line

Work on the Laker Line has largely concluded, and it is in full operation. However, we are still waiting on word from the Federal Transit Administration about whether we will be able to use some of the unspent grant funds on expanded scope such as an additional bus and an additional CNG compressor. We do have a Quarterly Review Meeting with the FTA on May 24 where we anticipate further discussing this issue with them.

5. Contactless Fare Payments

In an effort to make the Wave Card more widely available and provide more fare options to our customers, we are entering a contract with INIT to implement mobile payment options on our buses as approved at our April Board meeting. We will be configuring our E-Fare readers to accept chip-enabled credit cards and mobile payment options such as Apple Pay and Google Pay, giving customers more options and speeding the boarding process.

6. Bus Stop Amenities

The Rapid continues to expand ways to improve the amenities available at our bus stops. We will be pouring more stop pads later this summer to accommodate routing changes brought about by the COA, make room for additional shelters, and ensure that all of The Rapid's stops are fully accessible. This item will be coming to the Board at the May Budget meeting.

7. RCS Canopy Structure Repainting

The Board approved at the April meeting a contract with BlasTek to repaint the structure supporting the canopy at RCS. We have a kickoff meeting with BlasTek on May 14 and anticipate the project beginning in late May/early June. We will work with Transportation to minimize the effects of the project on our passengers.