



**Present Performance & Service Committee Members**

Charis Austin

David Bilardello (Chair)

Tracie Coffman

Steven Gilbert

Andy Guy

**PRESENT PERFORMANCE & SERVICE COMMITTEE MEETING**

**Tuesday, July 13, 2021 – 4 p.m.**

**Rapid Central Station Conference Room | 250 Grandville Avenue, SW**

**AGENDA**

	<u>PRESENTER</u>	<u>ACTION</u>
<b>1. PUBLIC COMMENT</b>		
<b>2. MINUTES REVIEW – May 11, 2021</b>	David Bilardello	Review
<b>3. INFORMATION</b>		
A. Ridership and Metrics		
1) Fixed Route	Max Dillivan	
2) Paratransit	Jason Prescott	
3) On-Time Performance	Max Dillivan	
4) University Partners	Nick Monoyios	
5) Customer Appreciation Event	Marie Tubergen	
6) Peer Agency Review for On Demand	Nick Monoyios	
B. Financial		
1) Laker Line	Kevin Wisselink	
2) Diesel Fuel	Kevin Wisselink	
3) Township Partnerships	Nick Monoyios	
C. Employees		
1) Job Fair and Recruiting	Nancy Groendal	
2) Training	Steve Clapp	
D. Safety		
1) Safety Update (masks, sanitizing, vaccinations)	Steve Luther	
E. Fleet and Facilities		
1) Rapid Central Station	Steve Schipper	
2) Vehicle Fleet Maintenance	Steve Clapp	
<b>4. ADJOURNMENT</b>		

Next meeting: September 14, 2021

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**PRESENT PERFORMANCE & SERVICE COMMITTEE MEETING MINUTES**

**Tuesday, May 11, 2021 – 4 p.m.**

**Virtual Meeting**

**ATTENDANCE:**

Committee Members Present:

David Bilardello, Tracie Coffman, Steven Gilbert

Committee Members Absent:

Charis Austin, Andy Guy

Staff Attendees:

Steve Clapp, Max Dillivan, Nancy Groendal, Julie Ilbrink, Deron Kippen, Steve Luther, Nick Monoyios, James Nguyen, Deb Prato, Jason Prescott, Andy Prokopy, Steve Schipper, Brittany Schlacter, Mike Wieringa, Kevin Wisselink

Other Attendees:

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Mr. Bilardello called the meeting to order at 4:01 p.m.

**1. PUBLIC COMMENT**

No public comments were offered.

**2. MINUTES – March 9, 2021**

The minutes from March 9, 2021 were distributed and reviewed. Minutes were approved as written.

**3. DISCUSSION**

**a. Ridership Report**

Mr. Dillivan reviewed the Fixed Route Ridership Recovery report. Since the pandemic's effects on the system, ridership recovery has varied considerably on a route-by-route basis. The most strongly performing routes include Routes 2, 4 and 9 with over 100% recovery. Routes 1, 3, 10, 14, 16, 17, 18, 24, 28, 44 and Silver Line are all operating above 90%. The remaining routes are operating in the 80% range.

Ms. Coffman asked about the routes that have returned to a pre-pandemic frequency that are doing better and inquired how is it determined to increase frequency to adapt to ridership needs. Mr.

Dillivan shared this is something his team is looking at and expressed that it has been a challenging process.

Mr. Bilardello shared he has been riding the bus more frequently due to vehicle changes in his household. He expressed he has noticed an increased volume in passengers on a daily basis. He has also noticed an increase of use in the Spin scooters in the downtown area.

Mr. Dillivan reviewed a chart showing an increase in ridership compared to last year around the same time. He also reviewed a chart which indicates how we compare to other similar-sized agencies. The Rapid's ridership recovery trend mirrors that of most peer agencies across the country but remains slightly reduced from compared to nation-wide ridership recovery.

**b. On-Time Performance**

Mr. Dillivan shared 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". Mr. Dillivan reviewed a chart which shows most routes have seen an improvement in on-time performance. It is important to note that our ridership numbers have decreased, so it has been easier to stay on time. As ridership increases, our on-time performance is showing a slight downward slide.

**c. Township Contract Status: Cascade, Plainfield, Byron**

Mr. Monoyios shared they have been actively working with various townships regarding the future of their service routes. Cascade pushed the issue to the DDA, who provided approval to fund the routes. By the middle of June 2021, they must determine what level of service will be in place for the next fiscal year. Mr. Monoyios shared they have been working with Plainfield Township as they ramp up their revitalization work. They are also working with Byron Township to ensure transportation is provided to the new Special Olympics venue.

**d. COA Status Update / Summer Service**

Mr. Monoyios shared his team is holding two informational virtual meetings with the public to show the updates with the COA project. Summer service schedule begins on Monday. The service trips have been expanded to include one additional trip in the morning and the evening.

**e. Safety Update**

Mr. Luther provided an update on COVID response. We have had a total of 38 positives since March 2020, with 311 people exposed or had symptoms. April 2021 saw a slight increase in positive reports. Vaccinations among employees has been increasing, with a current reported rate of 33%. Some employees do not want to report if they have been vaccinated.

**f. Capital Program Update**

Mr. Wisselink provided an update on grants and capital management.

- RCS Construction - Discussions regarding the use and future of this space are ongoing.
- Canopy Maintenance – Repainting the canopy structure to provide a better customer experience and atmosphere and help the structure last longer.
- Wave Card / Contact-less Payment – improvements have been implemented for contact-less payment options by using tapping with chip-enabled credit cards or cell phone payment allowing customers to use their own chip enabled credit cards and/or other pay platforms.
- Planning for Bus stop installations and customer amenities related to the COA are underway.

**g. Recruiting Class Update / Employee Attrition**

Ms. Groendal provided an update on employee recruiting and attrition. A new part-time Bus Operator class started on Monday 5/10/21 with 9 drivers. Four technicians and five administrative personnel have been hired since January. Another Bus Operator class is planned for June or July adding 10 new part-time drivers. Employee attrition over the last three years has remained steady.

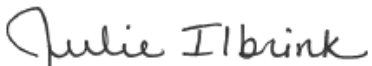
Mr. Gilbert asked about the status of staffing for drivers overall. He shared he had heard that several other systems have been struggling. Mr. Schipper shared while we are down approximately 30 drivers from the beginning of the pandemic, we have improved run-cutting, creating efficiencies and now require fewer drivers.

Ms. Coffman asked about the diversity of the incoming group. Ms. Groendal expressed this class appears to be above the normal diversity rate for gender and race.

**4. AJOURNMENT**

This meeting was adjourned at 4:52 p.m.  
The next meeting is scheduled for July 13, 2021.

Respectfully submitted,

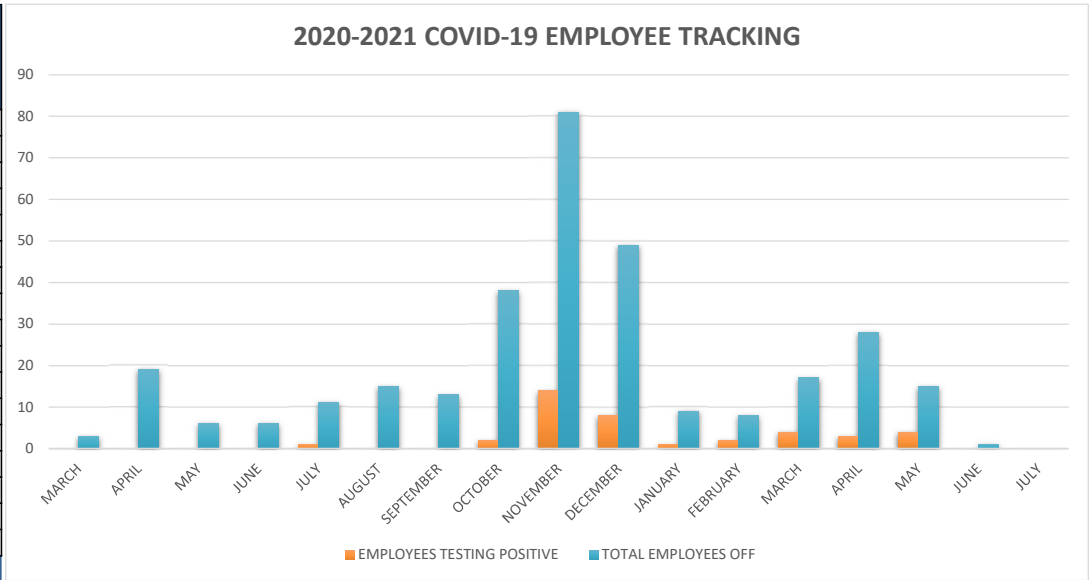
  
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Julie Ilbrink, Board Secretary

**COVID-19 TRACKING SUMMARY**

7/9/2021

MONTH	EMPLOYEES TESTING POSITIVE	AVERAGE DAYS OFF	TOTAL EMPLOYEES OFF	AVERAGE DAYS OFF
MARCH	0	0	3	8
APRIL	0	0	19	8
MAY	0	0	6	7
JUNE	0	0	6	7
JULY	1	14	11	8
AUGUST	0	0	15	7
SEPTEMBER	0	0	13	4
OCTOBER	2	12	38	9
NOVEMBER	14	12	81	12
DECEMBER	8	12	49	8
JANUARY	1	10	9	10
FEBRUARY	2	10	8	9
MARCH	4	10	17	8
APRIL	3	17	28	10
MAY	4	14	15	16
JUNE	0	0	1	14
JULY	0	0	0	0
<b>Year to Date</b>	<b>39</b>	<b>13</b>	<b>319</b>	<b>9</b>

**2020-2021 COVID-19 EMPLOYEE TRACKING**



**VACCINATIONS**

	Total	Total Vacc.	Percentage
Rapid Employees	374	140	37%
MV Employees	91	37	41%
Contractors	33	0	0%
<b>Total</b>	<b>498</b>	<b>177</b>	<b>36%</b>

**MASKS**

	On Hand	Distribution
Surgical style	>124,000	Employees and public
N95	>1500	Employees
KN95	>3000	Employees
Fabric	1500	Employees
Shields	>64	Employees
Sanitizer	>330 gal.	Buildings and buses

**DISINFECTION**

	Location	Frequency
Buses	RCS	Several times/day
	Kentwood	Several times/day
	PEW	Several times/day
	Garage	Nightly
Buildings	All	Midday
	All	Nightly

**NOTE:** Masks are currently only required while operating a public transit vehicle as required by the Transportation Security Administration (TSA), and is scheduled to end on September 13, 2021. Daily distribution to the riding public is ongoing.

**NOTE:** There are 132 hand pump sanitizers from our original purchase, and a 330 gallon tote donated from Haviland Products.

**NOTE:** Daily disinfection of the buses is scheduled to discontinue at the end of July. Nightly disinfection of all vehicles and buildings will continue for the foreseeable future.