



## Interurban Transit Partnership

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### Present Performance & Service Committee Members

Charis Austin

David Bilardello (Chair)

Tracie Coffman

Steven Gilbert

Andy Guy

## PRESENT PERFORMANCE & SERVICE COMMITTEE MEETING

Wednesday, November 17, 2021 – 4 p.m.

Rapid Central Station Conference Room | 250 Grandville, SW

### AGENDA

	<u>PRESENTER</u>	<u>ACTION</u>
1. PUBLIC COMMENT		
2. MINUTES REVIEW – September 14, 2021	David Bilardello	Approval
3. DISCUSSION		
a. Ridership	Max Dillivan	
b. Hiring Update: 2 Graduates!	Nancy Groendal	
c. MIOSHA Update; Vaccine Mandate	Steve Luther	
d. Fleet & Facilities Update; Butterworth	Clapp/Kippen	
4. ADJOURNMENT		

Next meeting: January 11, 2022



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## PRESENT PERFORMANCE & SERVICE COMMITTEE MEETING MINUTES

Tuesday, September 14, 2021 – 4 p.m.

Rapid Central Station Conference Room | 250 Grandville, SW

### **ATTENDANCE:**

#### Committee Members Present:

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

#### Committee Members Absent:

#### Staff Attendees:

Mike Wieringa, Steve Schipper, Steven Clapp, Steve Luther, James Nguyen, Jason Prescott, Kevin Wisselink, Nick Monoyios, Deron Kippen, Linda Medina

#### Other Attendees:

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

### **1. PUBLIC COMMENT**

No public comment.

### **2. MINUTES – July 13, 2021, Present Performance & Service Committee Meeting**

Meeting minutes approved.

### **3. DISCUSSION**

#### **1. Ridership and Metrics**

Mr. Dillivan is very happy to report 7% increase in ridership. Not including GRPS. Route 11 extended to Plainfield and the increase is up 24%. Mr. Guy inquired is the increase due to Covid numbers? The increase is pre-August 30th and the implementation of the new service.

#### **2. On-Time Performance**

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**MISSION:** *To create, offer and continuously improve a flexible network of public transportation options and mobility solutions.*

Mr. Dillivan advised that On-Time Performance is up 60%. Making minor tweaks to schedules due to construction, etc. Our team is monitoring it closely.

### **3. Customer Appreciation Day**

Mr. Dillivan reported that there was free fare for wave card users. It was for the last two (2) days of August which corresponded with the first 2 days of the new service. Wave card usage is up when we run special events.

## **B. Maintenance**

1. Mr. Clapp stated that we purchased 15 new Gillig busses. Six (6) of those busses are in service. A field technician is here. We expect busses to be on the road within the next two (2) weeks.
2. Family Fleet  
Ms. Deb Prato suggested naming busses after our employee's family members. We created a committee to organize this. We had a very successful response to this initiative. There were approx. Seventy (70) entries, and fifteen (15) names were drawn from the pool. This initiative is a great way to create teaming and boost morale for the company. Ms. Prato expressed that we would take photos with the family and each child with their bus. This will be a part of our safety theme.

## **C. Employees**

Ms. Groendal shared that we had a couple of technicians start last month. A new class of drivers that started on September 7, 2021. We have another class starting up on October 11, 2021. We will possibly have another class later at the end of December or early January. We do have a few administrative positions to fill as well. There is potential for a couple of interns as well. Mr. Guy asked if we have a demographic composition of the workforce. Ms. Groendal will share with the next EEO report. Ms. Prado stated that the overall goal is for our workforce is to mirror the community that we serve.

## **D. Safety**

Mr. Luther stated that we are in the process of refining the matrix on how to react to all the changes. We are finding ways to reimplement. We have had three (3) Covid cases in a seven (7) day period. We are in a moderate category. Kent county is in a high category. If the situation increases, first steps will be team screen, wear masks, social distancing, etc. Vaccines are approaching 50%. Ms. Prato stated that the goal is to know what we learned last year at this time. We want to protect our team and the general public. Mr. Bilardello stated that Spectrum Health is trying to get their arms around Covid as well. The President of the USA is suggesting that the unvaccinated people test every week.

Ms. Austin asked if we are going the change the requirements on Go Bus. Currently the TSA says masks are required on busses. No changes for now.

## **E. Fleet and Facilities**

1. Mr. Kippen reported on the update of the canopy project. This project is 50% done so it should be complete in six (6) to eight (8) weeks. We are also replacing all the LED lights to illuminate it much better. The project is on budget.
2. VIPR Team visit. Mr. Wieringa reported that these ground security people were here last August 26. They make their presence known at all transportation sites. They would be deployed out of Detroit in the event of a serious incident.

**3. RNG (DTE)**

Mr. Kippen stated that we are looking at renewable gas. It is projected that we will use all they have to offer. Looking to form a partnership with DTE. Ms. Prato expressed that this is as good news story. It will also offer retail opportunities. Mr. Wisselink stated that we will partner with a firm to do a retail CNG site. A lot of garbage trucks are CNG fueled. Mr. Bilardello commented that he loves the direction of this initiative.

Ms. Prato our overarching message is value over volume. We do more for the community than just a ride. We are getting more intentional about what we are doing and what our message will be around that. Mr. Bilardello inquired about Art Prize. Mr. Kirk is in contact with the organizers, and we will make sure we are well positioned if needed. Parking is always a hard situation.

**4. AJOURNMENT**

This meeting was adjourned at 4:39 p.m.

The next meeting is scheduled for November 17, 2021

Respectfully submitted,



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Kris Heald, Board Secretary



**Date:** October 20, 2021  
**To:** ITP Board  
**From:** Maxwell Dillivan, AICP – Senior Planner  
**Subject:** FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – September 2021

## OVERVIEW

September 2021 experienced significant ridership gains due to the implementation of the Comprehensive Operational Analysis in late August and the continued presence of student ridership throughout the system. Encouragingly, average farebox recovery percent per route increased for the month. Overall, regular fixed route services in FY 2021 outpaced FY 2020. Ultimately, the absence of contract services through most of the year contributed to the discrepancy in total fixed route ridership.

## BACKGROUND INFORMATION

### Monthly Ridership

	Sept 2021	Sept 2020	% Change
Regular Fixed Route Service ( <i>Routes 1–18, 24, 28, 44</i> )	313,067	240,611	↑ 30.1%
Contracted Service ( <i>GVSU, DASH, GRCC, and Ferris</i> )	200,099	109,532	↑ 82.7%
<b>Total Monthly Fixed Route Ridership</b>	<b>513,166</b>	<b>350,143</b>	<b>↑ 46.6%</b>

### Daily Average Ridership

	Sept 2021	Sept 2020	% Change
Weekday Total	22,513	14,737	↑ 52.8%
Weekday Evening	2,721	1,927	↑ 41.2%
Saturday	7,140	7,151	↓ 0.2%
Sunday	3,130	3,180	↓ 1.6%

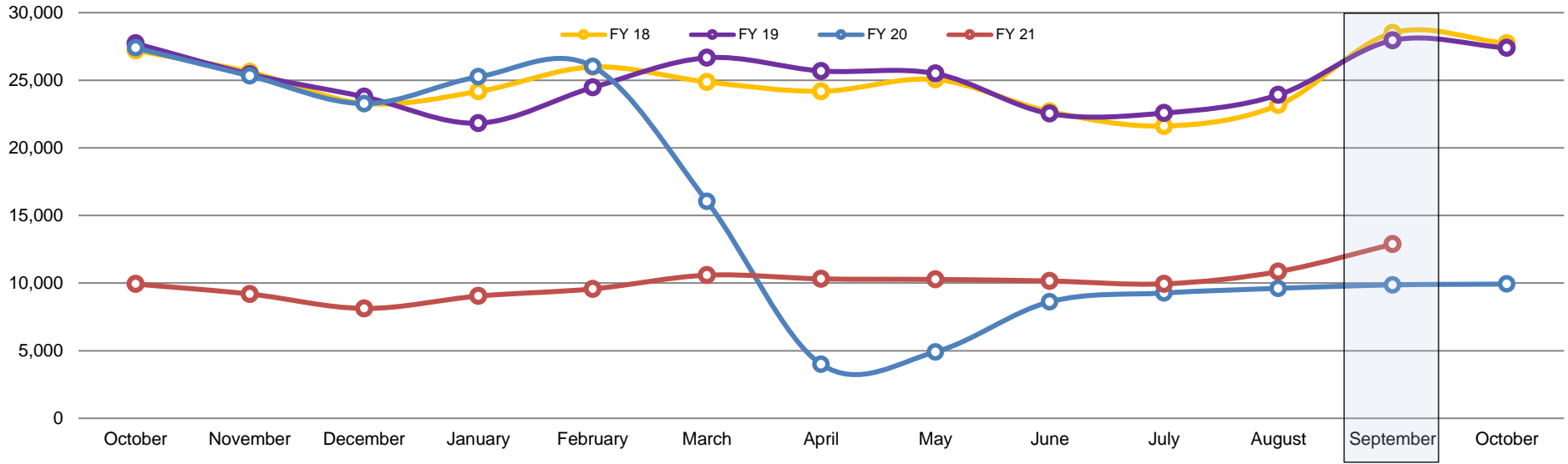
### Productivity Summary

	Sept 2021	Sept 2020	% Change
Average passengers per hour per route	12.0	9.3	↑ 29.2%
Average passengers per mile per route	0.86	0.70	↑ 22.9%
Average farebox recovery percent per route	11.6%	10.2%	↑ 13.8%

### Fiscal Year Ridership

	FY 2021	FY 2020	% Change
Regular Fixed Route Service ( <i>Routes 1–18, 24, 28, 44</i> )	4,815,154	4,694,755	↑ 2.6%
Contracted Service ( <i>GVSU, DASH, GRCC, and Ferris</i> )	917,720	1,785,807	↓ 48.6%
<b>Total Fixed Route Ridership YTD</b>	<b>5,732,874</b>	<b>6,480,562</b>	<b>↓ 11.5%</b>

### Monthly Weekday Average Ridership History



### Percent Change by Route: September 2021 compared to September 2020

