



Interurban Transit Partnership

Present Performance & Service Committee Members

Charis Austin

David Bilardello (Chair)

Tracie Coffman

Steven Gilbert

Andy Guy

PRESENT PERFORMANCE & SERVICE COMMITTEE MEETING

Tuesday, January 11, 2022 – 4 p.m.

Rapid Central Station Conference Room | 250 Grandville, SW

AGENDA

| | <u>PRESENTER</u> | <u>ACTION</u> |
|-----------------------------------------------------------------------------------------------|------------------|---------------|
| 1. PUBLIC COMMENT | | |
| 2. MINUTES REVIEW – November 17, 2021 | David Bilardello | Approval |
| 3. DISCUSSION | | |
| a. Soft Launch On-Demand | Jason Prescott | |
| b. Recent Ridership Trends | Max Dillivan | |
| c. FY 2022 Proposed Fixed Route Performance Report Card Standards | Max Dillivan | |
| d. FY 2022 Proposed Paratransit, ADA, and Mobility Services Performance Report Card Standards | Jason Prescott | |
| e. Preview Present Performance Items: | Applicable Staff | |
| • Fleet, Laker Line, Security, and Shelters (City of GR) | | |
| 4. ADJOURNMENT | | |

Next meeting: March 15, 2022



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PRESENT PERFORMANCE & SERVICE COMMITTEE MEETING MINUTES

Wednesday, November 17, 2021 – 4 p.m.

Rapid Central Station Conference Room | 250 Grandville, SW

ATTENDANCE:

Committee Members Present:

David Bilardello, Steven Gilbert, Andy Guy

Committee Members Absent:

Charis Austin, Tracie Coffman

Staff Attendees:

Deb Prato, Kris Heald, Mike Wieringa, Deron Kippen, Andy Prokopy, Steve Luther, Nancy Groendal, James Nguyen, Kevin Wisselink, Max Dillivan, Nick Monoyios

Other Attendees:

Mr. Bilardello called the meeting to order at 4:03 p.m.

1. PUBLIC COMMENT

No public Comment

2. MINUTES – September 14, 2021, Present Performance & Service Committee Meeting

Meeting Minutes were submitted and approved as written

3. DISCUSSION

a. Ridership

Mr. Dillivan The overall pattern is holding firm at 50%. He also highlighted some of the wins from the COA. Plainfield Meijer's is a big win. Another major win is Route 12 and Route 18. Historically both routes have ranked low, but now since combining the 2 routes, it has now jumped to 5th place. Route 28 has been split; and we have seen numerous on-time benefits. It's a testament to both routes operating independently.

Mr. Bilardello thanked and appreciated Mr. Dillivan's report. Mr. Guy echoes his appreciation as well.

b. Hiring Update

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

Ms. Groendal; We have a new class starting on November 29, 2021. Since the last Present Performance & Service Meeting, we have had eight (8) new drivers on the road!
Mr. Bilardello appreciates the great progress being made in this challenging environment.
Mr. Guy asked what percent we are staffed at. Ms. Groendal stated that we are approximately at 80%.

c. MIOSHA Update; Vaccine Mandate

Mr. Luther: He wishes the news is better, but there is an uptick in both positive cases and people out with COVID. He advised that they did talk with the Attorney this morning to discuss the next steps for MIOSHA Emergency Standard. The Rapid will mirror whatever OSHA comes up with. We will have everything in place when we hear the final answer. We are looking at vaccination, testing and masking options.

Mr. Bilardello asked what the other option was. Mr. Luther stated the other option was vaccination only.

d. Fleet & Facilities Update; Butterworth

Mr. Kippen: The construction has started at 700 Butterworth. We will be moving into that facility in early spring (May/June). In final phases of the canopy project. It should be done in December.

Ms. Prato asked Deron to explain how we bid this. We saved \$60,000-\$70,000 by starting in October and we have good contractors on the project. We are on track for timeline and for budget.

Ms., Prato asked what are some of the considerations? Mr. Kippen stated that we look at the roof, HVAC, structure, parking area, we rate each one, and then take the average of those four criteria.

Ms. Prato: Top of Mind for the leadership team right now is our On-Demand Service, Dates for Go Live in early 2022, MV is our contracted service provider, getting vehicles ready, branding, logos, soft testing, the App, marketing, communications, employers. Many things happening in the next eight (8) weeks. What will happen if there is a spike in COVID positivity. Being prepared for everything. We currently have approximately 1/3 of employees who have reported voluntarily of their vaccination status.

Mr. Bilardello had two (2) follow up questions. 1) APTA Conference, and 2) Bi-Partisan Infrastructure Package that was signed by the President. There are several dollars in there for public transportation and what are our opportunities to expand.

Ms. Prato, so a lot! A great deal of the Conference was about the infrastructure Bill. There are dollars available for transit. We met with our federal lobbyist. How we best position ourselves for competitive grants. Battery Electric Buses are top of mind. We're looking at evaluating Hydrogen. We talked extensively with Champagne Urbana, and we will be visiting their facility in February. The conversation with the Federal lobbyist is how do they help us position us to get the most for the most. The conference was great, and it was good to see the vendors in person. Our current big rock to move is the property for Paratransit.

4. AJOURNMENT

This meeting was adjourned at 4:30 p.m.

The next meeting is scheduled for January 11, 2022

Respectfully submitted,



Kris Heald, Board Secretary



Interurban Transit Partnership

Date: January 7, 2022
To: Present Performance & Service Committee
From: Maxwell Dillivan, AICP – Senior Planner
Subject: PROPOSED FY 2022 FIXED ROUTE PERFORMANCE REPORT CARD STANDARDS

OVERVIEW

Staff is seeking committee input on the proposed FY 2022 Fixed Route Performance 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 on-going status of the pandemic, staff is recommending an alternative approach for appropriately measuring fixed route system performance in the upcoming fiscal year based selectively upon FY21 performance and FY20 performance as appropriate.

PROPOSED METHODOLOGY

Ridership – With ridership still significantly diminished due to the pandemic along with new, consistent ridership trends established over the last year, staff feels ridership levels have entered a period of a “new normal.” Last year, targets were established based on a sense of optimism that ridership levels would return quickly. This trend did not come to fruition, and ridership levels stagnated through most of FY21 causing the established targets for the year to be overwhelmingly unmet.

Staff recommendation: While long-term goals remain set at re-establishing pre-pandemic ridership levels, a more realistic approach for this upcoming year is to aim to continue incremental volume gains over the course of FY22. Accordingly, the measures for FY22 will be based on a percent difference as compared to the same quarter of FY21.

Fixed Route – For regular fixed route service, staff recommends establishing a target of a 30% increase as compared to same quarter of FY21. The percentage difference will begin at a 30% increase for the first quarter and incrementally increase by 2.5% each subsequent quarter. The justification for using 30% as a benchmark is derived from observed daily ridership recovery levels as compiled throughout the past two years.

Contracted Service – For contracted service, staff recommends using 95% as a benchmark given the greater number of educational institutions that have returned to in-person education in Fall 2021. Each subsequent quarter target will increase by 2.5% as well.

Preventable Accidents (per 100k miles) – Despite service levels and relative traffic volumes returning to near pre-pandemic levels during the latter half of FY21, preventable accidents remained a notably strong area for the agency. In FY21, The Rapid recorded 0.62 accidents per 100,000 revenue miles, down significantly from 1.54 in FY20.

Staff recommendation: In an effort to continue maintaining high standards, staff recommends setting a target of 1.00 preventable accident per 100,000 revenue miles for FY22.

Customer Service – Customer complaints remained at elevated levels through FY21 due to the wide range of pandemic implications as well as disruptions to familiar travel patterns as brought by implementation of the COA. In conjunction with unrealized anticipated ridership recovery, customer complaints classified into the red category for the year on the FY21 annual report card.

Staff recommendation: Staff proposed to resume the annual standard from FY21 (13.25 complains per 100,000 passengers) and applied throughout the upcoming year due to anticipated consistent service levels.

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

On-Time Performance – One of the primary successes of the COA was improving overall reliability of the system. Despite traffic levels continuing to rebound from the pandemic, the COA was charged with creating service schedules that would be realistic given pre-pandemic traffic volumes. The result of the COA has been continued performance averaging over 90%.

Staff recommendation: Consequently, staff recommends maintaining the on-time performance standard of 90% for FY22.

Cost Effectiveness – Cost effectiveness is measured through Cost per Passenger and Passengers per Mile. Continued pandemic-related ridership losses have resulted in a significant increase in cost per passenger with a corresponding decrease of passengers per mile as compared to pre-pandemic periods. Both measures are separated between fixed route and contracted service.

Staff recommendation: Staff recommends establishing unique quarterly measures based upon anticipated ridership and service levels as compared to the same quarter of FY21. The proposed measures are included in the tables below:

Fixed Route Cost Effectiveness Standards

| | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter | Annual |
|---------------------|------------------|-----------------|-----------------|-----------------|-----------------|
| Cost per Passenger | < \$9.83 | < \$6.59 | < \$8.57 | < \$5.87 | < \$7.60 |
| | \$9.83 - \$10.81 | \$6.59 - \$7.25 | \$8.57 - \$9.42 | \$5.87 - \$6.46 | \$7.60 - \$8.36 |
| | > \$10.81 | > \$7.25 | > \$9.42 | > \$6.46 | > \$8.36 |
| Passengers per Mile | > 0.66 | > 0.71 | > 0.77 | > 0.90 | > 0.76 |
| | 0.59 – 0.66 | 0.64 – 0.71 | 0.69 – 0.77 | 1.06 – 0.90 | 0.68 – 0.76 |

| | | | | | |
|--|--------|--------|--------|--------|--------|
| | < 0.59 | < 0.64 | < 0.69 | < 1.06 | < 0.68 |
|--|--------|--------|--------|--------|--------|

Contracted Service Cost Effectiveness Standards

| | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter | Annual |
|---------------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Cost per Passenger | < \$6.02 | < \$4.18 | < \$8.38 | < \$3.19 | < \$4.94 |
| | \$6.02 - \$6.63 | \$4.18 - \$4.60 | \$8.38 - \$9.22 | \$3.19 - \$3.51 | \$4.94 - \$5.43 |
| | > \$6.63 | > \$4.60 | > \$9.22 | > \$3.51 | > \$5.43 |
| Passengers per Mile | > 1.51 | > 1.58 | > 1.07 | > 2.09 | > 1.57 |
| | 1.36 - 1.51 | 1.42 - 1.58 | 0.96 - 1.07 | 1.88 - 2.09 | 1.41 - 1.57 |
| | < 1.36 | < 1.42 | < 0.96 | < 1.88 | < 1.41 |

PARATRANSIT FY2022 REPORT CARD STANDARDS

| | FY2022 | | FY2021 | | | | Green | Yellow | Red |
|-----------------------------------------------|-------------------|---------|---------|---------|---------|---------|-------|-------------------|--------|
| | Proposed Standard | 1st | 2nd | 3rd | 4th | Annual | | | |
| Productivity | | | | | | | | | |
| Total Paratransit Ridership | N/A | 42,475 | 45,939 | 54,726 | 56,703 | 199,843 | N/A | N/A | N/A |
| Passengers Per Hour | ≥2.0 | 1.5 | 1.7 | 1.8 | 1.8 | 1.7 | ≥ 2.0 | < 2.0 and > 1.7 | ≤ 1.7 |
| Preventable Accidents | | | | | | | | | |
| Preventable Accidents (per 100k miles) | ≤ 0.9 | 0.3 | 0.3 | 0 | 0.6 | 0.3 | ≤ 0.9 | > 0.9 and < 1.5 | ≥ 1.5 |
| Customer Service | | | | | | | | | |
| Complaints (per 100k passengers) | ≤ 0.9 | 0.01 | 0.013 | 0.02 | 0.02 | 0.048 | ≤ 0.9 | > 0.9 and < 1.5 | ≥1.5 |
| Travel Time (minutes) | ≤ 30 | 38.6 | 36.3 | 33.3 | 32.3 | 35.13 | ≤ 30 | > 30 and < 33 | ≥33 |
| On-Time Performance | | | | | | | | | |
| Percentage of On-Time Trip | ≥ 95% | 98.86% | 98.30% | 98.06% | 96.50% | 97.93% | ≥ 95% | < 95% and > 93% | ≤ 93% |
| Percentage of On-Time Drop-Offs | ≥ 95% | 97.17% | 97.04% | 95.59% | 95.52% | 96.33% | ≥ 95% | < 95% and > 93% | ≤ 93% |
| Cost Effectiveness | | | | | | | | | |
| Cost Per Passenger | N/A | \$33.93 | \$31.47 | \$28.82 | \$29.18 | \$30.85 | N/A | N/A | N/A |
| Ratio of Paratransit to Fixed Route Ridership | 1:30 | 1:21 | 1:21 | 1:17 | 1:20 | 1:20 | >1:30 | < 1:30 and > 1:27 | ≤ 1:27 |