



## 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

Tuesday, March 21, 2023 – 4 p.m.

Rapid Central Station Conference Room | 250 Grandville, SW

### AGENDA

	<u>PRESENTER</u>	<u>ACTION</u>
1. PUBLIC COMMENT		
2. MINUTES REVIEW – January 17, 2023	David Bilardello	Approval
3. INFORMATION		
A. Ridership and Metrics		
1) Fixed Route	Max Dillivan	
2) Paratransit	Jason Prescott	
3) On-Demand	Jason Prescott	
4) On-Time Performance	Max Dillivan	
B. Employees		
1) Job Fair and Recruiting	Nancy Groendal	
2) Employee Resource Group (ERG) Affinity	Nancy Groendal	
C. Fleet and Facilities		
1) Rapid Central Station Daycare Update	Steve Schipper	
4. ADJOURNMENT		

Next meeting: May 18, 2023



## Interurban Transit Partnership

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### Present Performance & Service Committee Members

Charis Austin      Tracie Coffman      David Bilardello (Chair)      Steven Gilbert      Andy Guy

## PRESENT PERFORMANCE AND SERVICE COMMITTEE MEETING MINUTES

Tuesday, January 17, 2023 – 4:00 p.m.

Rapid Central Station Conference Room (250 Cesar E Chavez Avenue, SW)

### **ATTENDANCE:**

#### Committee Members Present:

David Bilardello, Charis Austin

#### Committee Members Absent:

Tracie Coffman, Steven Gilbert, Andy Guy

#### Staff Attendees:

Kris Heald, Deb Prato, Andy Prokopy, Deron Kippen, Nick Monoyios, Jeff King, Adam Erber, Steve Schipper, Steve Clapp, Nancy Groendal, James Nguyen, Linda Medina, Max Dillivan, Steve Luther, Jason Prescott, Wardell Frazier

#### Other Attendees:

Ms. Edwards

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

### **1. PUBLIC COMMENT**

No Public Comment

### **2. MINUTES – November 8, 2022**

The meeting minutes were not approved as there was not a quorum.

### **3. INFORMATION**

#### **a. Ridership Metrics**

Mr. Dillivan reported that we are trending between 13%-16% greater levels in ridership through November. There were some minor disruptions in onboard fare collection on the Silver Line. Riders are getting acquainted with the onboard payments.

In December 2022, we are showing a little slowdown. Inclement weather for approximately 3-4 days had an impact on ridership. Overall, we are trending higher than last year, we are up 8.5%.

A couple of other items to comment on.

The average farebox recovery is bringing in more revenue.

Ms. Prato asked Mr. Dillivan to talk about wave taps.

Mr. Dillivan stated we use an auto counter system. We have a 100% count as everyone pays either cash or taps their wave card on board. APCs were accurate. We are seeing approximately 1600 riders per weekday and, now approximately 1400 riders per week, so a small dip. Since the transition, we are retaining more fare revenue at the farebox.

Mr. Bilardello asked if this is in the report.

Mr. Dillivan advised Mr. Bilardello where it can be found in the report.

Ms. Austin asked if there were any statics on the Transit App.

Mr. Dillivan advised that he didn't have information on the Transit App, but will get back to the board on the utilization of the app.

Mr. Prescott stated that for the first quarter in Paratransit, the average increase is approximately twenty (20) trips per day. We have been averaging 74% on time for pick-ups and 80% for drop-offs. We are averaging approximately twenty-nine (29) mins per ride.

Mr. Prescott reported On Demand has been in operation for one (1) year now. In that time, we have maintained on-time percentages of over 90%. We have over 1200 users signed up for the app. 155 of those signed up have taken trips. The most popular times of services are utilized between 6:00 a.m. and 7:00 a.m., and 5:00 p.m. and 6:00 p.m. In Kentwood, the Airport, Roskam Bakery, Steelcase, and Lighthouse Academy are among the most frequent stops. In Walker, Spectrum Distribution Center, Abraham Son's, Charter Communications, and Meijer Corporate are the most frequent stops.

Mr. Bilardello asked if the trips in Kentwood are mostly airport workers.

Mr. Prescott answered that most of the Kentwood trips are for the Academy.

Mr. Dillivan reported on the On Time Performance (OTP) – in November and December. We had issues around Fulton and Market Street closure, plus inclement weather around Thanksgiving. We did come in at 80% for on-time performance, which is below our target of 90%. However, we did see a bit of a reprieve in early December when Market and Fulton Streets re-opened and then our on-time performance increased back to 90%. The routes with a hill suffer disproportionately. Once we got out of the weather, we returned to 90% on-time performance. Glad to see the detours are ending and we are getting back to our regular routes.

**b. Operational Financial/Impacts**

**New Route 33 Performance**

Mr. Monoyios reported that in the first two (2) weeks of the service for the new Route 33, we are seeing an average of six (6) rides from Greenridge mall and the apartments, and about five (5) rides west of that. The second week was better, and we are expecting it to improve week over week. We are getting out to employers to promote this new route within their businesses.

Mr. Bilardello asked if this was at the request of the Walker City folks. Mr. Monoyios replied that in speaking with the businesses they felt it was most beneficial to have a fixed route.

Ms. Prato added that both Mr. Erber and Mr. Frazier rode the route and three (3) of the riders were brand-new employees for this area.

Mr. Monoyios reported on the two New Peak Only Routes, through outreach and other coordinated implementation date is TBD and we will keep you updated.

Mr. Bilardello asked how long of a walk it is from Route 8 to Michigan Turkey.

Mr. Monoyios answered approximately ½ mile.

Ms. Prato added that an important demographic of their employee base is to connect people to the places they need to go.

Mr. Monoyios continued with the second peak-only route, from Central Station to South on Ionia and Martin Luther King East to Division, South on Division to Hall, and will deviate West to Phillips which is near Buchanan. There are some new employers growing very fast in the Buchanan corridor. Flourish Cannabis, Butterball, Seacom, DECC, Michigan Wheel, and bigger industrial businesses. We are doing very specific intentional outreach to create these two new routes.

Mr. Bilardello is pleased that we are creating these routes.

Ms. Prato added that we are making it very assessable for people, with groceries, children, bags, etc.

Mr. Monoyios stated this will be a 30-minute frequency.

Ms. Prato asked Mr. Frazier to share some of the specifics of what they are working on.

Mr. Frazier said the conversation started with a board member from Seacom who reached out to him months ago. The concern was that their children and families couldn't get to the pantry and other services and wanted to see if there was something that we could do. The Silver Line was too far to walk. Other businesses such as Flourish and other organizations were struggling with the same issues. At the last meeting with Flourish indicated that they may want to contribute part of the funding for this new route.

**c. Transdev Status**

Mr. Prescott reported that Transdev has been operating for three (3) months located at our Busch Drive Facility. We are having operational shortages which is creating a lack of improvement in our service. Currently, they have forty-nine (49) full-time employees, eight (8) part-time employees, and three (3) part-time are from out of town. In order to be successful, we need at least 75 operators on our staff. We are having weekly meetings with their GM to monitor the monthly goals.

Mr. Bilardello asked regarding their on-time performance are you also measure how many employees they have. Is the environment so hard?

Mr. Prescott replied, Yes. Their GM is trying different things to bump up their hiring. Looking at job boards on the internet.

Ms. Prato added that we made a promise that it would improve with Transdev. The performance is not acceptable and does not meet our expectations. We are making every effort we can to improve our performance.

Mr. Prescott added it helps to have advocates on our committee.

Mr. Bilardello said we need to elevate this to the whole committee/board.

Ms. Austin echoes what Mr. Prescott says. Hard questions were asked about Paratransit and Fixed Routes. This is a good committee.

## Securitas Performance

Mr. Schipper reported that we are still having some of the same issues with Securitas. This week is the first week we do not have FEOs working as Security. We will continue to monitor this. They are hiring many part-time workers. Plus, a new Site supervisor.

Ms. Prato stated that when our contracted services don't meet demand. It is more taxing on our boots-on-the-ground team. Staffing is an issue everywhere. We are struggling a bit in this area. It is not where we expect it to be.

Ms. Groendal stated that since November we have hired thirty-three (33) new employees. Some of these candidates are rehires.

We are also launching an Employee Resource Group/Affinity Group. This initiative is proving to be a very positive effort with our staff. We are working with GRCC toward an apprenticeship.

Bilardello Great to hear!

## Safety PTASP

Mr. Schipper stated that new requirements for the PTASP came out in late 2021, which we had to rewrite. It was brought to the board in the fall for approval. There is one more PTASP item for approval at the January 25 board meeting.

The Joint Safety committee states that there need to be equal members for both the Union and Administration teams. It is disheartening to receive a letter stating we are not compliant when we are. To support that we have been through the Mock Triennial. They are confident we are compliant.

Mr. Bilardello asked if law lawmakers were brought in.

Mr. Schipper replied no, administrators staff with the ATU.

Ms. Prato added the letter came in, and we want to make you aware of it.

Mr. Bilardello asked if Mayor Carey is aware. Ms. Prato answered yes.

## e. Fleet and Facilities

### Blizzard

Ms. Prato is very proud of our staff. Hard decisions needed to be made. We don't have a checklist of weather events. We are going to fix a few items and create a checklist. GOBus was able to complete all their rides. Ms. Prato was very proud of the dispatch team; they were on their game. We had four (4) very minor collisions and NO one was injured. We made the right decisions for the safety of our team and our customers.

Mr. Bilardello agrees Ms. Prato made the right calls.

Ms. Austin remembers one time the bus closed, and she appreciates everything The Rapid does and she is glad we are making a checklist,

Ms. Edwards has been riding the bus since she was 14. She attended GRPS. Her issue is dealing with unruly teenagers. They are fighting at Rapid Central Station. Sometimes she needs to wait an hour to get home. She would appreciate it if the GRPS reinstates school buses. She would also appreciate this building being open on the weekends.

Lastly, she feels some of the bus operators are very rude.

Mr. Bilardello asked if the buses you can't board are because they are full.

Ms. Edwards said sometimes they are completely packed.

**4. ADJOURNMENT**

This meeting was adjourned at 4:57 p.m.

The next meeting is scheduled for March 21, 2023

Respectfully submitted,



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Kris Heald, Board Secretary



Date: March 7, 2023
To: ITP Board
From: Maxwell Dillivan, AICP – Senior Planner
Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – February 2023

OVERVIEW

February 2023 saw a slight decrease in the margin of increased ridership and productivity compared to FY 22 compared to January 2023. Inclement weather during the middle of the month caused several institutions, namely GRPS and GVSU, to close or transition to remote classes for several days. The greatest hit can be seen in the weekday total average daily ridership (8.5% increase compared to February 2022) whereas all other times of the week performed well above the previous year. Consequently, farebox recovery dipped slightly as well.

BACKGROUND INFORMATION

Monthly Ridership

Table with 4 columns: Service Type, Feb 2023, Feb 2022, % Change. Rows include Regular Fixed Route Service, Contracted Service, and Total Monthly Fixed Route Ridership.

Daily Average Ridership

Table with 4 columns: Day, Feb 2023, Feb 2022, % Change. Rows include Weekday Total, Weekday Evening, Saturday, and Sunday.

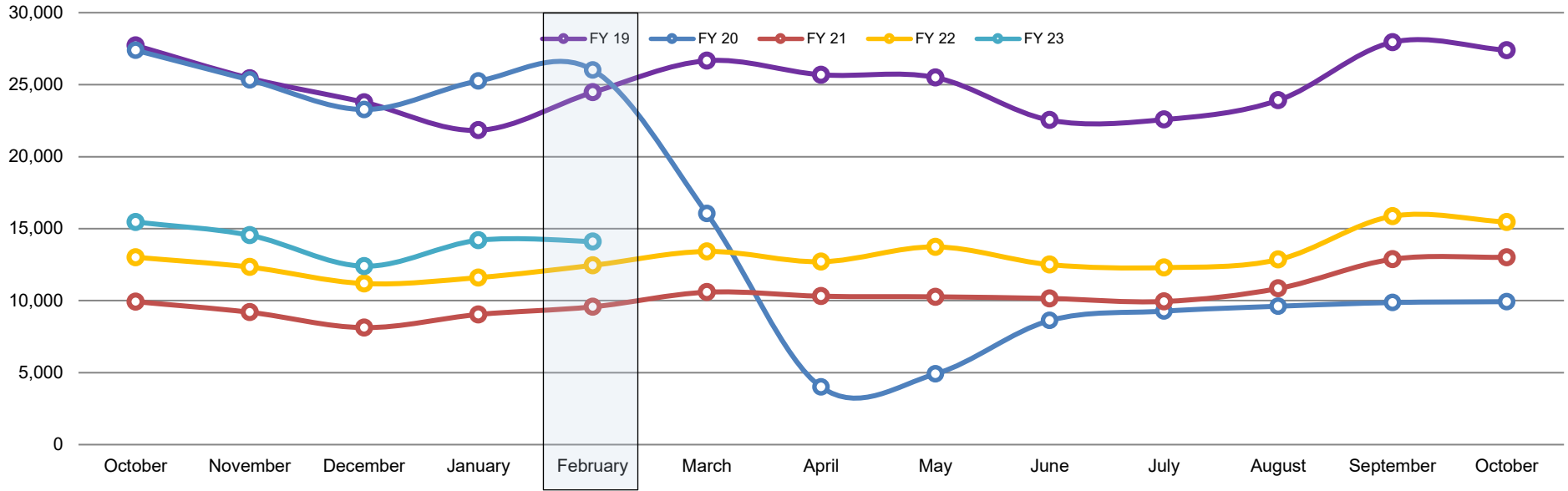
Productivity Summary

Table with 4 columns: Metric, Feb 2023, Feb 2022, % Change. Rows include Average passengers per hour per route, Average passengers per mile per route, and Average farebox recovery percent per route.

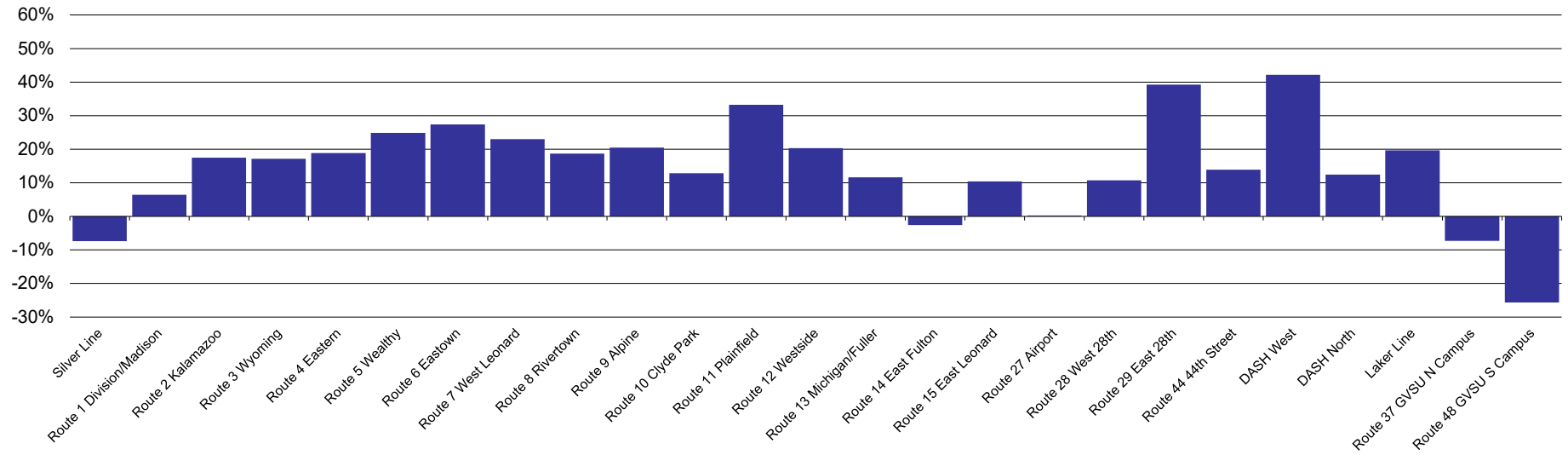
Fiscal Year Ridership

Table with 4 columns: Service Type, FY 2023, FY 2022, % Change. Rows include Regular Fixed Route Service, Contracted Service, and Total Fixed Route Ridership YTD.

### Monthly Weekday Average Ridership History



### Percent Change by Route: February 2023 compared to February 2022







## Interurban Transit Partnership

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DATE: March 7, 2023  
TO: ITP Board  
FROM: Jason Prescott  
SUBJECT: FEBRUARY 2023 PARATRANSIT RIDERSHIP REPORT

### Paratransit ridership information for February 2023, as compared to February 2022

	2023	2022	% Change
Total Paratransit Ridership	16,487	16,216	1.7%
ADA Ridership	13,398	12,834	4.4%
Non-Disabled Senior (NDS) Ridership	86	88	-2.3%
PASS Ridership	184	318	-42.1%
Network 180	2,006	2,282	-12.1%
Cascade Township/Funding source	234	454	-48%

### Ridership averages, as compared to 2022.

	2023	2022	% Change
Weekday Ridership	628	677	-7.2%
Saturday Ridership	230	231	-0.4%
Sunday Ridership	217	221	-1.8%

### Other Performance Measures

	2023	2022	% Change
On-Time Performance	78%	83%	-6.0%
On-Time Drop-Off	77%	91%	-15.4%
Average Cost Per Trip	\$39.71	\$29.97	32.5%

## February 2023 Paratransit Ridership and Operating Statistics

ADA	2023	2022	Change	% Change
Clients	1,197	1,112	85	7.6%
Passenger Trips	13,398	12,834	564	4.4%

### NDS

Clients	16	10	6	60.0%
Passenger Trips	86	88	(2)	-2.3%

### PASS

Clients	15	18	(3)	-16.7%
Passenger Trips	184	318	(134)	-42.1%

### CONTRACTED

Clients	0	2	(2)	-100.0%
Passenger Trips	0	2	(2)	-100.0%

### RIDELINK

Clients	302	265	37	14.0%
Passenger Trips (Performed by The Rapid)	813	692	121	17.5%
Phone Calls	3,892	3,118		
Total Trips sched. thru Rapid call center	3,819	2,846		

\*ALL Partners

### TOTALS

Clients	1,530	1,407	123	8.7%
Passenger Trips	14,481	13,934	547	3.9%
Average Weekday Ridership	628	677	(49)	-7.2%
Average Saturday Ridership	230	231	(1)	-0.4%
Average Sunday Ridership	217	221	(4)	-1.8%
All Ambulatory Passengers	11,629	11,361	268	2.4%
All Wheelchair Passengers	2,852	2,573	279	10.8%
No - Shows	358	335	23	6.9%
Cancellations	853	500	353	70.6%
<b>MV</b>				
Average Cost per Trip	\$39.71	\$29.97	\$9.74	32.5%
Riders per Hour	2.1	2.0	0.1	5.0%
Accidents per Month	0.0	0.0	0	#DIV/0!

<b>Trip Denials</b>	0	0	0	#DIV/0!
<b>NTD Travel Time (minutes)</b>	29	27	2	5.7%

### NETWORK 180

Passenger Trips	2,006	2,282	(276)	-12.1%
Average Weekday Ridership	100	114	(14)	-12.3%

<b>TOTAL PASSENGER TRIPS</b>	<b>16,487</b>	<b>16,216</b>	<b>271</b>	<b>1.7%</b>
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### Paratransit Service Quality Statistics: network 180 Excluded

Complaints	2023	2022	% of Trips	% Change
MV Complaints	26	2	0.2%	1200.0%

### On-Time Performance

On-Time Compliance - Pick-up	78.00%	83.00%	-5.0%	-6.0%
On-Time Compliance - Drop-off	77.00%	91.00%	-14.0%	-15.4%



## **Interurban Transit Partnership**

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300 Ellsworth SW, Grand Rapids, Michigan 49503-4005 Ph 616 456 7514

**Date:** February 16, 2023

**To:** Board of Directors

**From:** Jason Prescott, Director, Paratransit, ADA and Mobility

**Subject:** Rapid Connect

### **OVERVIEW**

Rapid Connect mobility-on-demand program report from Thursday, February 9 through Wednesday, February 15. The intent of these reports is to be distributed weekly on Friday mornings. The reports will always cover a five-day service period.

### **HISTORICAL CONTEXT**

The Rapid Connect service was launched on January 3<sup>rd</sup>, 2022, in Walker and Kentwood to improve accessibility to public transportation within those two jurisdictions. The initial pilot (Jan-Mar) had a service operating on weekdays from 6 a.m. to 6 p.m. Presently the service operates until 10 p.m. on weekdays.

Sign-ups remain consistent from week to week. To date, 1,338 people have signed up to use this new service (a 1% increase from the previous week).

All training and testing trips taken by operators or Rapid employees have been omitted from all calculations included in this report.

### **CURRENT RIDERSHIP**

Between Thursday, February 9, and Wednesday, February 15 (five-day service period), there were a total of completed 205 trips. All 205 trips were scheduled on-demand through the app with 2 individuals on subscription trips.

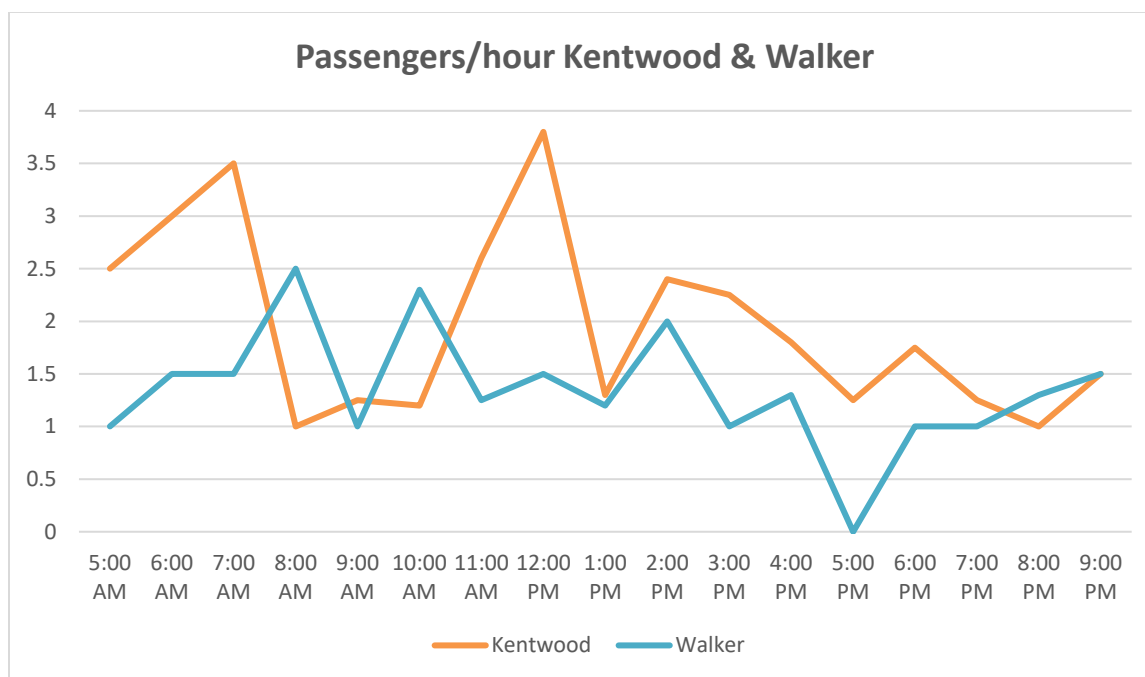


## Interurban Transit Partnership

300 Ellsworth SW, Grand Rapids, Michigan 49503-4005 Ph 616 456 7514

There were 131 completed trips in Kentwood (64%), and 74 trips completed in Walker (36%). There were 34 individual riders in Kentwood and 13 in Walker that made up these trip counts for this week.

The average fare trip distance in Kentwood is 2.85 miles, and 3.11 miles in Walker. The fare trip distance is the distance between the pickup and drop-off points and does not consider other stops on the route.



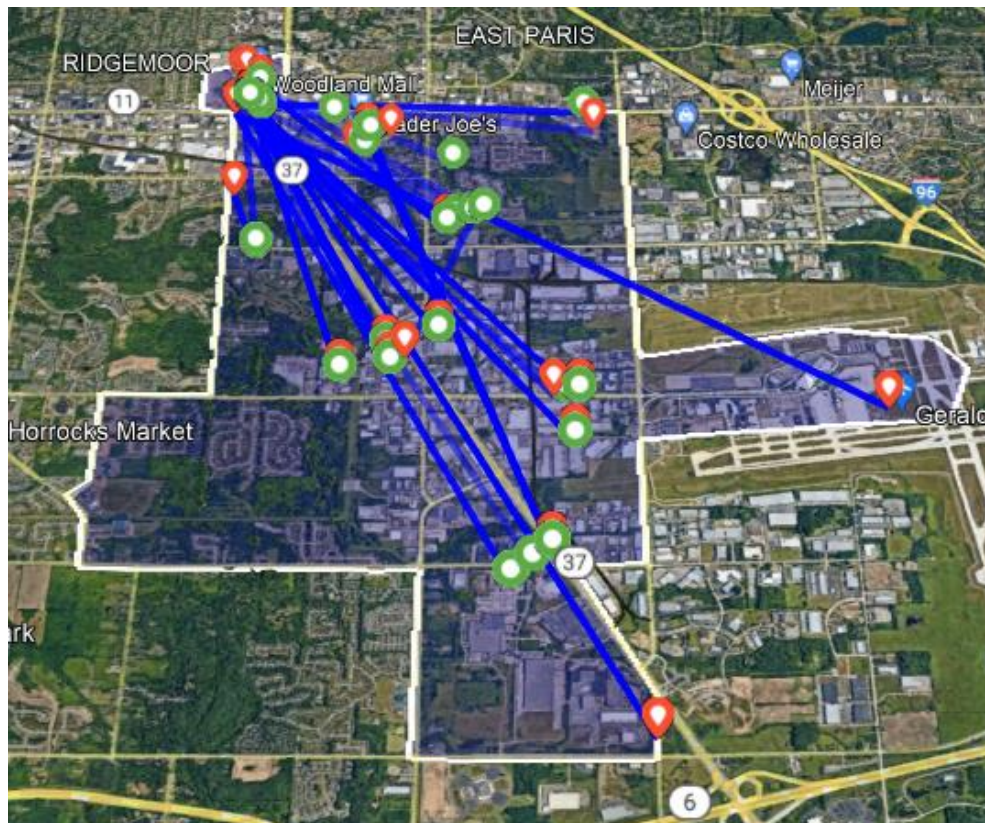


## Interurban Transit Partnership

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300 Ellsworth SW, Grand Rapids, Michigan 49503-4005 Ph 616 456 7514

The earliest trip in Kentwood for this five-day service period had a reported arrival time of 5:52 a.m. The latest trip was completed at 9:55 p.m.





## Interurban Transit Partnership

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300 Ellsworth SW, Grand Rapids, Michigan 49503-4005 Ph 616 456 7514

The earliest trip in Walker for this five-day service period had a reported arrival time of 5:51 a.m. The latest trip was completed at 9:42 p.m.

