



Interurban Transit Partnership

Present Performance & Service Committee Members

Charis Austin

David Bilardello (Chair)

Tracie Coffman

Rick Baker

Rob Postema

PRESENT PERFORMANCE & SERVICE COMMITTEE MEETING

Wednesday, May 17, 2023 – 1 p.m.

Rapid Central Station Conference Room | 250 Cesar E Chavez, SW

AGENDA

	<u>PRESENTER</u>	<u>ACTION</u>
1. PUBLIC COMMENT		
2. MINUTES REVIEW – March 21, 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	
5) Route 8 – Summer Pick	Max Dillivan	
B. Operational Financial/Impacts		
1) Transdev Performance	Steve Schipper	
C. Employees		
1) Job Fair and Recruiting Update	Nancy Groendal	
2) Turnover Rates	Prato/Schipper	
3) Training Update	Prato/Schipper	
D. Fleet and Facilities		
1) Ellsworth Renovation	Steve Schipper	
2) Vehicle Fleet Maintenance	Steve Schipper	
3) Daycare Partnership	Steve Schipper	
4. ADJOURNMENT		

Next meeting: July 18, 2023

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



Interurban Transit Partnership

Present Performance & Service Committee Members

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

PRESENT PERFORMANCE AND SERVICE COMMITTEE MEETING MINUTES

Tuesday, March 21, 2023 – 4:00 p.m.

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

ATTENDANCE:

Committee Members Present:

David Bilardello, Charis Austin, Tracie Coffman

Committee Members Absent:

Steven Gilbert, Andy Guy

Staff Attendees:

Mike Wieringa, Andy Prokopy, Steve Schipper, Deron Kippen, Steve Luther, Steve Clapp, Linda Medina, Nancy Groendal, Deb Prato, Kris Heald, Max Dillivan, Kevin Wisselink, James Nguyen, Nick Monoyios, Jason Prescott

Other Attendees:

Cat Reveles

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

1. PUBLIC COMMENT

No Public Comment

2. MINUTES – January 17, 2023

Chair Bilardello entertained a motion to approve January 17, 2023, meeting minutes. Ms. Austin motioned to approve, and Ms. Coffman supported it. The motion was approved unanimously.

3. DISCUSSION

a. Ridership Metrics

- 1) **Fixed Route Ridership for February 2023:** Mr. Dillivan reported that Fixed Route Ridership had an 11.2% systemwide increase compared to February 2022. It was a strong month overall considering we had some inclement weather during mid-month where we saw some weekday ridership drop off a bit.

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Mr. Bilardello noted that he likes seeing the green in Mr. Dillivan's report.

- 2) **Paratransit:** Mr. Prescott updated the board with a few facts in the first 5 ½ months of working with Transdev.
- Transdev has operated at 73% On-Time Performance
 - Completed 81,893 trips, with 51 Operators. (70-75 Operators are considered full staff)
 - They average nearly three (3) call-offs per day.
 - They have 51 full-time operators, 12 part-time operators, and 11 trainees. They also have some operators from out of town to assist with transportation needs.
 - Both Ms. Prato and Mr. Schipper met with Transdev at their last conference, and we are holding them accountable for their buildup plans. The Rapid team meets with them weekly, and we are monitoring everything that is said and holding them accountable.

Mr. Prescott added that the two (2) greatest obstacles are hiring and retaining operators. There is a natural progression of people using Paratransit and we are seeing many applications coming in. We are paying close attention to who is applying and making sure we qualify them according to their needs.

Ms. Austin added that she was at the CAC meeting, and feels we are getting there but it is taking longer than we would all like. There is quite a shortage of drivers. She is excited to see that CAC members are asking questions.

Ms. Coffman asked what the past ridership is and why it is down.

Mr. Prescott replied past ridership is those rides that are outside of 1/3 of a mile. The reason for it being down is that those users have moved from the area and no longer use it.

Ms. Prato added that we have met with Laura Hendricks, who is the CEO of North America Transdev, and they are saying the same things they are nowhere we want to be, but we need to improve.

- 3) **On-Demand:** Mr. Prescott reported that we are approximately 1 ½ years into this service with 176 users. The split between Kentwood and Walker is 136 in Kentwood and 40 in Walker. We are seeing consistent numbers each week. In total, there have been 7021 completed trips and an average of just over 200 per week. We are exploring the next steps for this service. The app has not been very favorable.

Ms. Coffman asked if there have been conversations with Wheels to Work.

Mr. Prescott replied that we have looked at different services for this, but no conversations with Wheels to Work.

Ms. Coffman asked if there is an overlap in service.

Ms. Prato added that they are more of an early-morning solution.

- 4) **On-Time Performance:** Mr. Dillivan noted for February 2023 we are around 90.1% systemwide on-time performance which is nearly identical to January 2023. On-Time Performance is right where we like to see it. We also prepared a route-by-route analysis and all, but five (5) routes are operating at the 90% goal. We continue to look at the routes not performing, and it is hard to pinpoint what the delay is. It varies from day to day. New Route 33 we had some challenges with earliness. We are reviewing the data to make the necessary changes.

Mr. Bilardello asked if Silverline has the software to change the lights. Mr. Dillivan replied yes, that is the Transit Signal Priority (TSP) and it is designed to hold green lights when the bus is five (5) minutes or more behind schedule.

Ms. Prato confirmed TSP is working the way it is supposed to. The question now is dialing it in. We are also watching it closely for dwell time.

Mr. Dillivan noted that Silverline still has one detour near Heritage Hill. Mr. Bilardello asked if Route 1 was affected as well. Mr. Dillivan answered no. There are certain sections both routes share but it is not affected. Mr. Bilardello asked if we know if this is a similar problem with the life cycle of the two (2) routes. Mr. Dillivan said both have outperformed in the last five (5) years.

b. Employees

- 1) Job Fair and Recruiting: Ms. Groendal reported that we only hired nine (9) candidates since the January meeting. We are currently down three (3) technicians. We hired two (2) Admin employees and one (1) intern. We have a couple of hiring events coming up on April 1st, June 17th, and August 5th at Rapid Central Station, and then on May 17th will be a large career fair with several other employers out on the platform.
- 2) Employee Resource Group (ERG) Affinity: Ms. Groendal reported that on March 1 we introduced the program and had a first meeting. Thirteen (13) employees were interested, and we will be getting the Charters established soon.

c. Fleet and Facilities

- 1) Rapid Central Station Daycare Update

Mr. Schipper reported that we are talking with multi partners for a daycare hear at the station. A very excited group of people to talk about the possibilities. Since the first meeting, we now have a potential new partner with the YMCA.

Ms. Coffman added that the reason for the delay is the initial drawings will be shown to state licensing next week. There are several regulations. The YMCA is engaged however they are not fully committed at this point.

4. ADJOURNMENT

This meeting was adjourned at 4:38 p.m.

The next meeting is scheduled for May 16, 2023

Respectfully submitted,



Kris Heald, Board Secretary

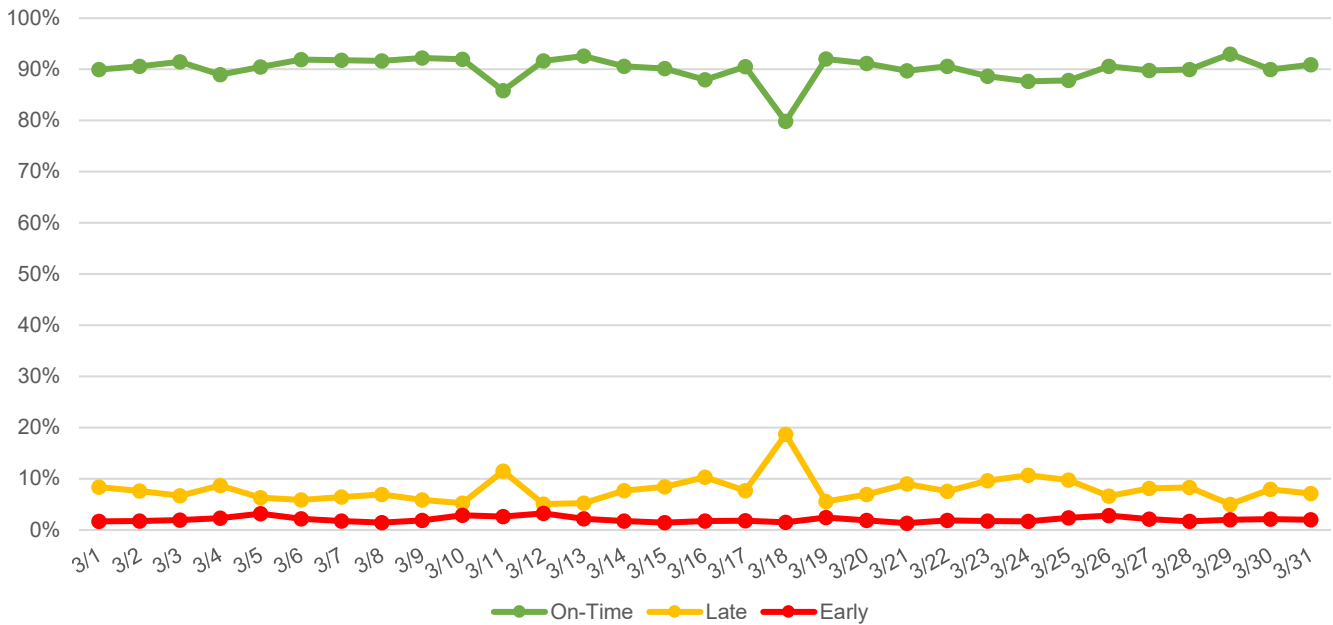


Date: April 7, 2023
To: Present Performance & Service Committee
From: Maxwell Dillivan, AICP – Senior Planner
Subject: FIXED ROUTE ON-TIME PERFORMANCE REPORT – MARCH 2023

SYSTEMWIDE ANALYSIS

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.

Systemwide Daily On-time Analysis
March 1 through March 31



The figure above demonstrates daily on-time performance over the past month. Through the month of March, systemwide on-time performance was 90.3%, nearly identical to the 90.2% and 90.1% on-time recorded during the previous two months (January and February 2023). This also mirrors on-time performance for the system during the same month last year (March 2022) which had an on-time percentage of just under 91%. March 2023 represents the third consecutive month the system has performed at or above its established standard of 90%. Similar to recent months in early 2023, mild weather conditions aided in strong schedule adherence. A few notable exceptions were seen on two Saturdays in the month – March 11 and March 18. Each of these two days included winter storm conditions in conjunction with events/conventions downtown causing some delays along Monroe Avenue where numerous routes operate.

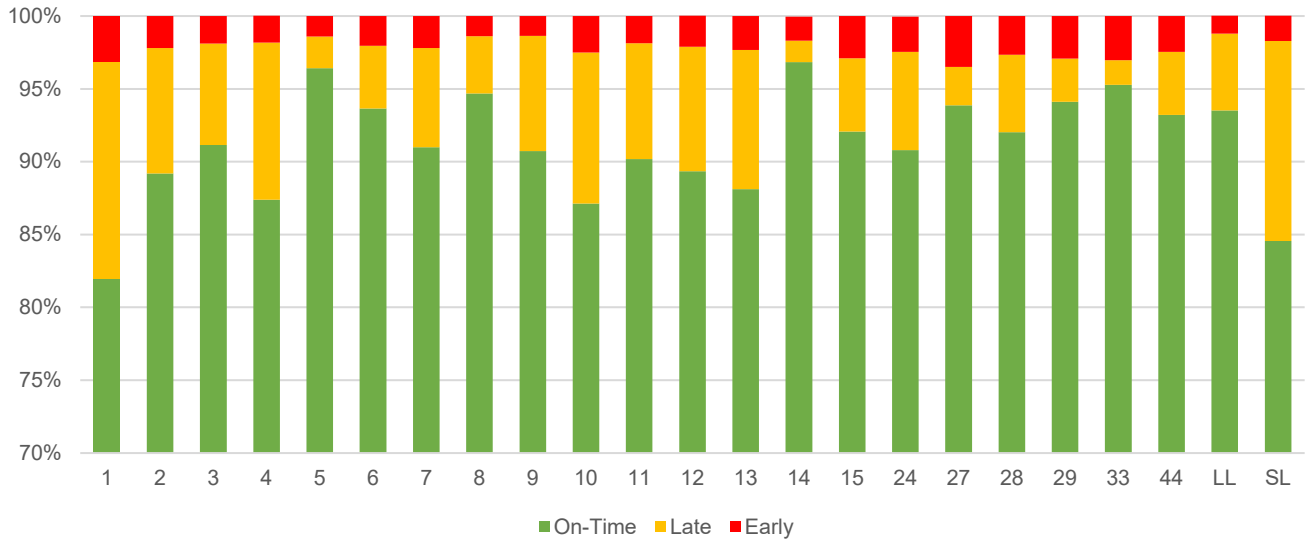
ROUTE BY ROUTE ANALYSIS

Over the month of March 2023, 16 routes operated at or above 90% with another three only a couple percentage points under. Largely, each route operated in identical fashion to the same month in 2022. Outreach to operators was conducted through the month to gather feedback to incorporate into schedule adjustments for upcoming service period implementations.

Planning continues to monitor on-time performance at a granular level to make necessary minor adjustments to schedules and provide recommendations to address on-time performance issues.

Route by Route On-time Analysis

March 1 through March 31



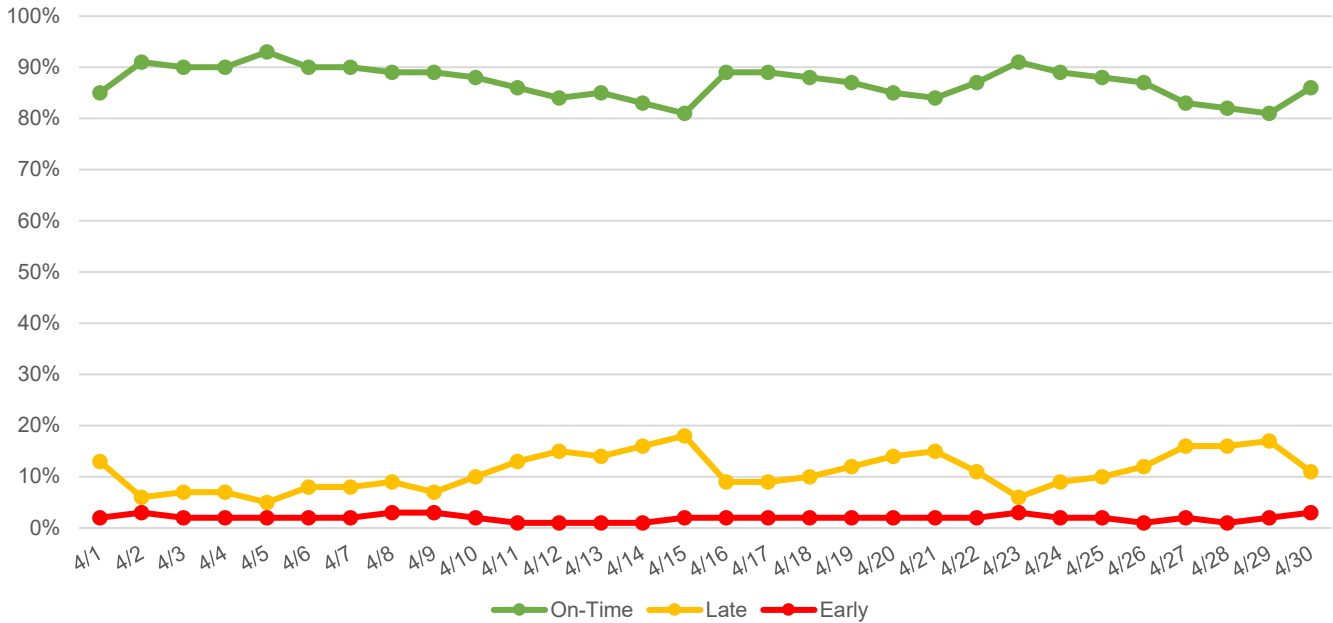


Date: May 2, 2023
To: Present Performance & Service Committee
From: Maxwell Dillivan, AICP – Senior Planner
Subject: FIXED ROUTE ON-TIME PERFORMANCE REPORT – APRIL 2023

SYSTEMWIDE ANALYSIS

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.

Systemwide Daily On-Time Analysis
April 1 through April 30



The figure above demonstrates daily on-time performance over the past month. Through the month of April, systemwide on-time performance was 87.0%. This represents a decrease from the 90% average the system operated at since the beginning of the calendar year; however, it is not unusual for on-time performance to dip slightly in April after strong performance during the previous winter months. The primary driver for this trend is due to the beginning of road project season. In previous years, including before 2020, on-time performance historically would drop by 3-5% between March and April. The figures experienced in 2023 follow this pattern.

As seen in the figure above, on-time performance across the month generally displays a trend where the beginning of the week (Sunday) is typically strongest and a gradual decline emerges as the week continues.

ROUTE BY ROUTE ANALYSIS

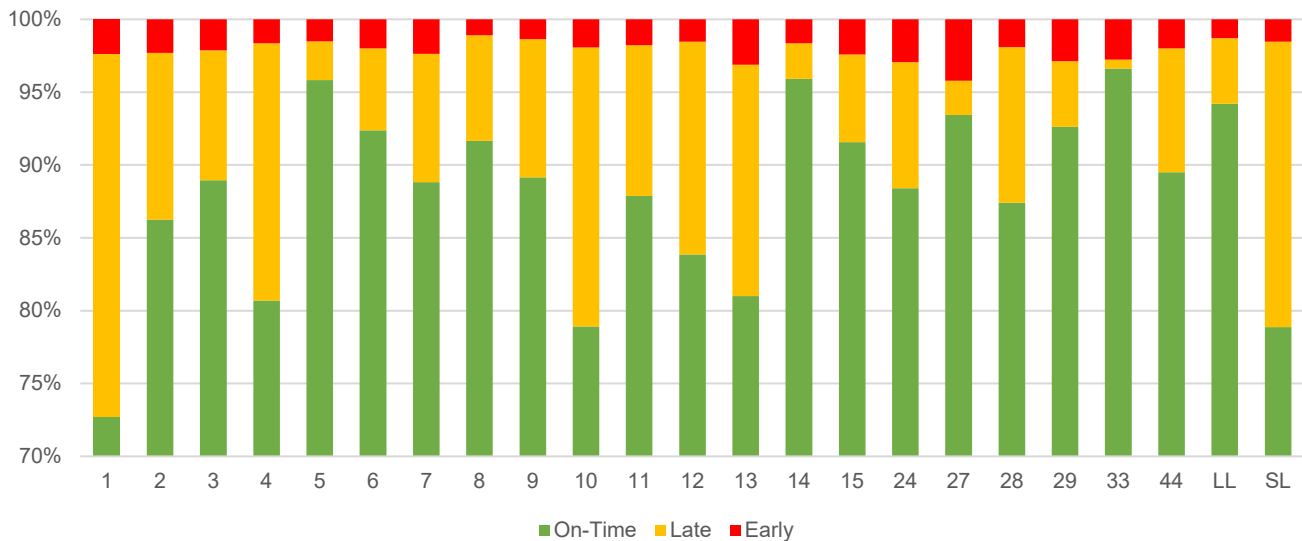
Over the month of April 2023, nine (9) routes operated at or above 90%. Street closures and detours stemming from road projects have the primary cause of decreased on-time performance. The following is a list of road projects with major impacts to on-time performance:

- 54th Street / US-131 SB off-ramp interchange alignment (impacts Route 1 and Route 10 directly and indirectly affects Route 12 and Route 13 due to interlines)
- Cesar Chavez Avenue, MLK Street to Beacon Street (impacts Route 10 and Route 3 directly and indirectly affects Route 13 due to interlines)
- Eastern Avenue, 28th Street to 44th Street (impacts Route 4)
- Corewell Health parking ramp (impacts Silver Line)

Planning continues to monitor on-time performance at a granular level to make necessary minor adjustments to schedules and provide recommendations to address on-time performance issues.

Route by Route On-Time Analysis

April 1 through April 30





Interurban Transit Partnership

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

Date: May 4, 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, April 27 through Wednesday, May 3. 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 launched on January 3rd, 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, 1,502 people have signed up to use this new service (1% more than 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, April 27 and Wednesday, May 3 (five-day service period), there were a total of completed 205 trips. All 205 trips were scheduled on-demand through the app with 1 individual on subscription trips.



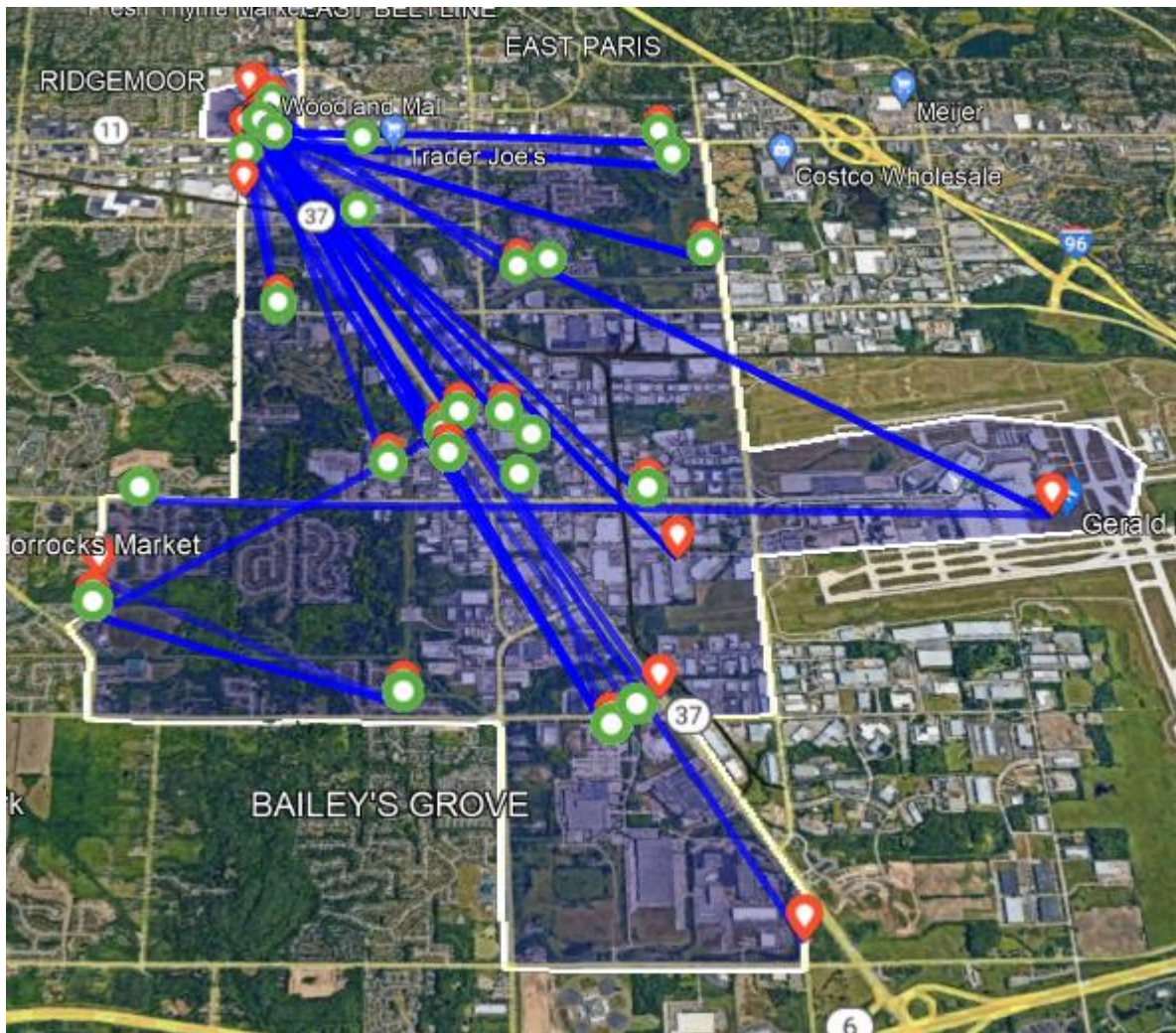
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There were 137 completed trips in Kentwood (67%), and 68 trips completed in Walker (33%). There were 37 individual riders in Kentwood and 14 in Walker that made up these trip counts for this week.

The average fare trip distance in Kentwood is 2.72 miles, and 2.99 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.

The earliest trip in Kentwood for this five-day service period had a reported arrival time of 5:56 a.m. The latest trip was completed at 9:43 p.m.

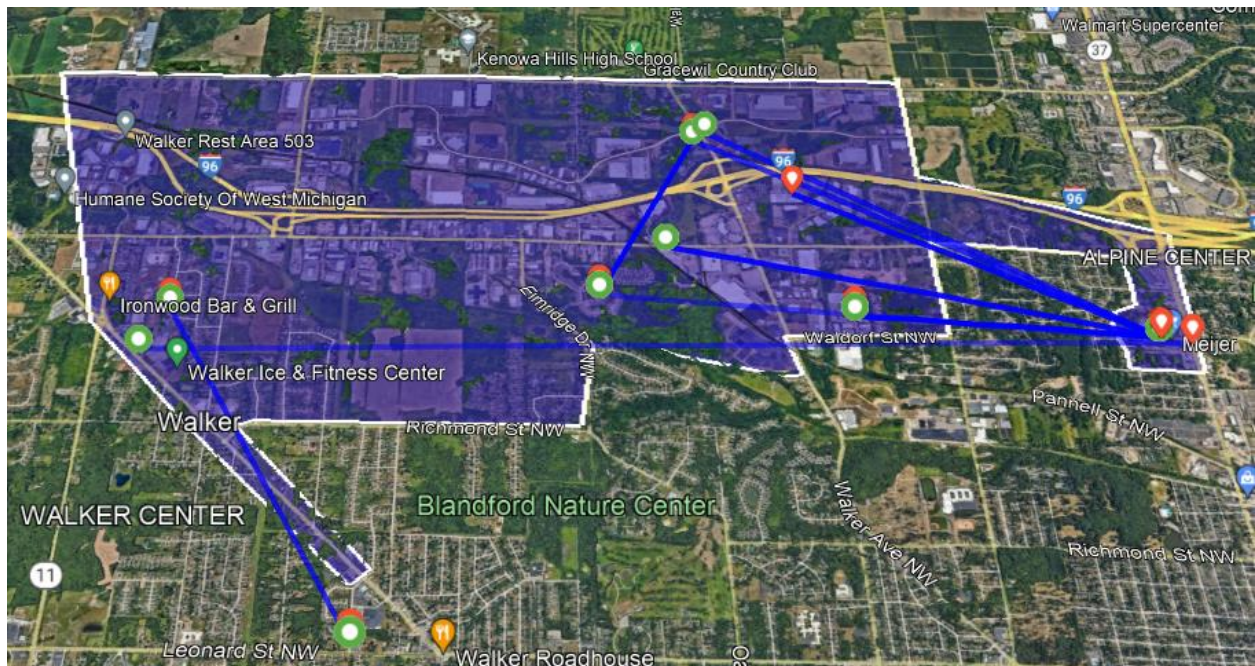




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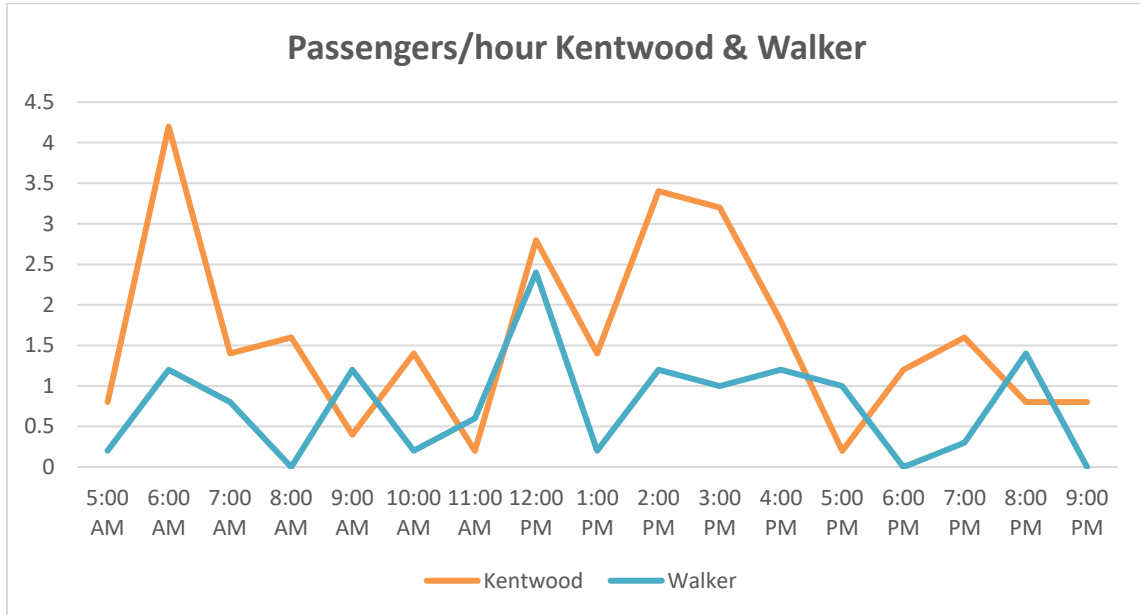
The earliest trip in Walker for this five-day service period had a reported arrival time of 5:51 a.m. The latest trip was completed at 8:30 p.m.





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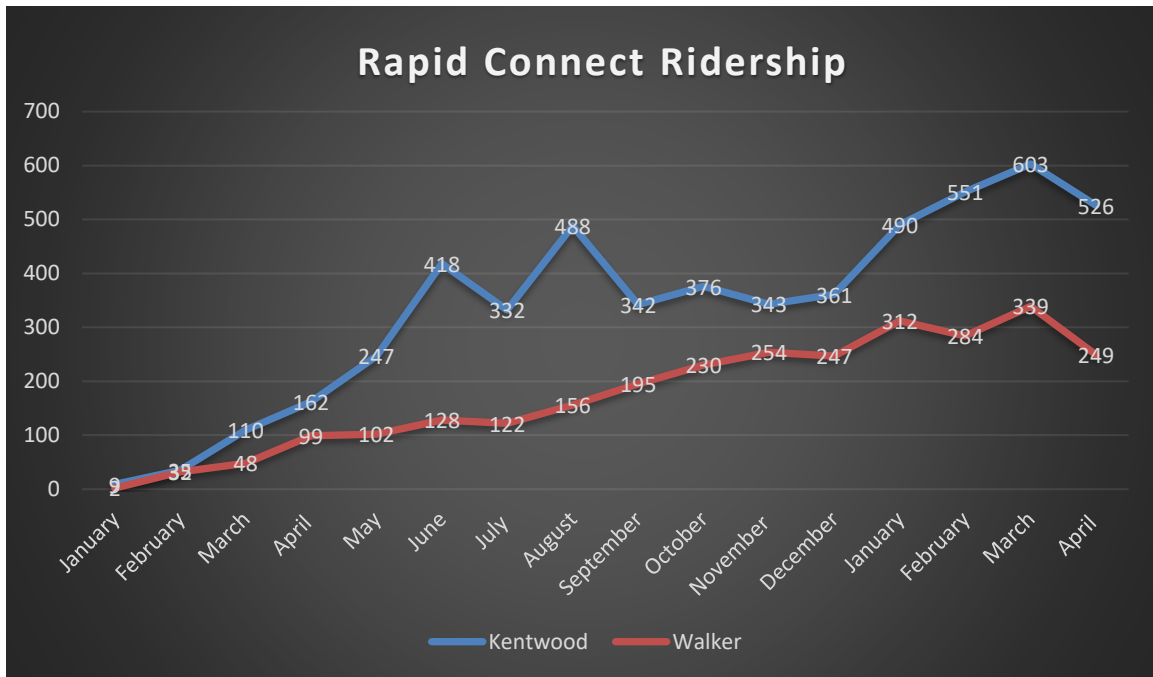
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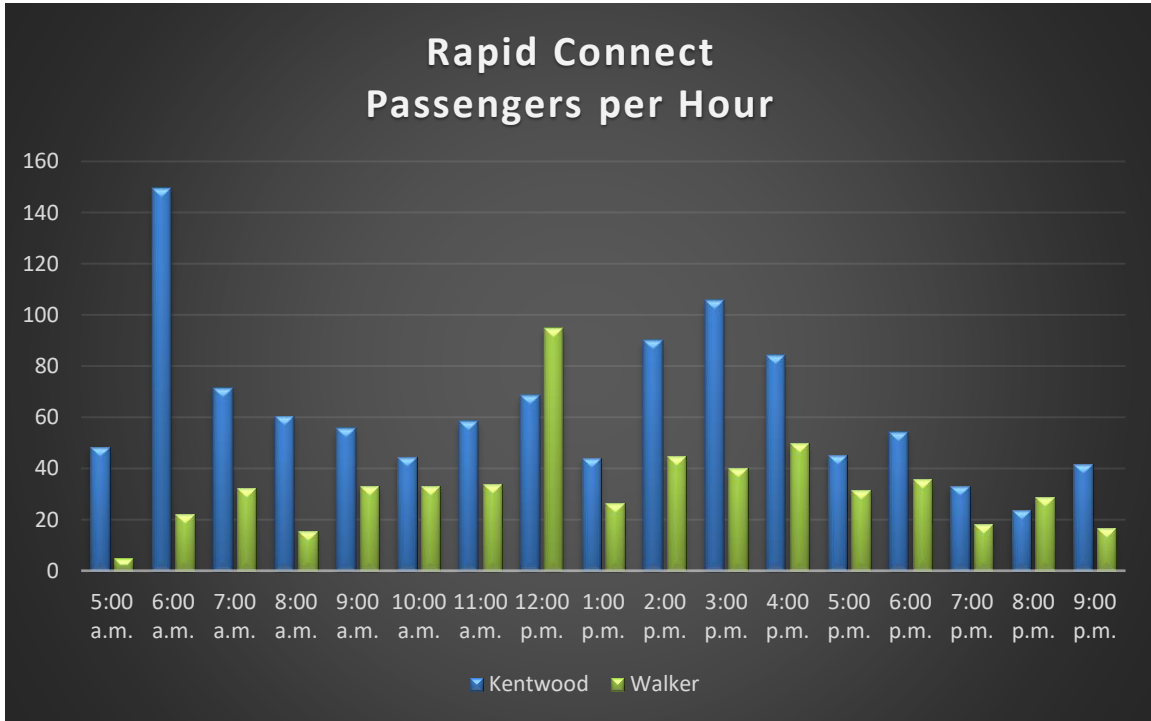
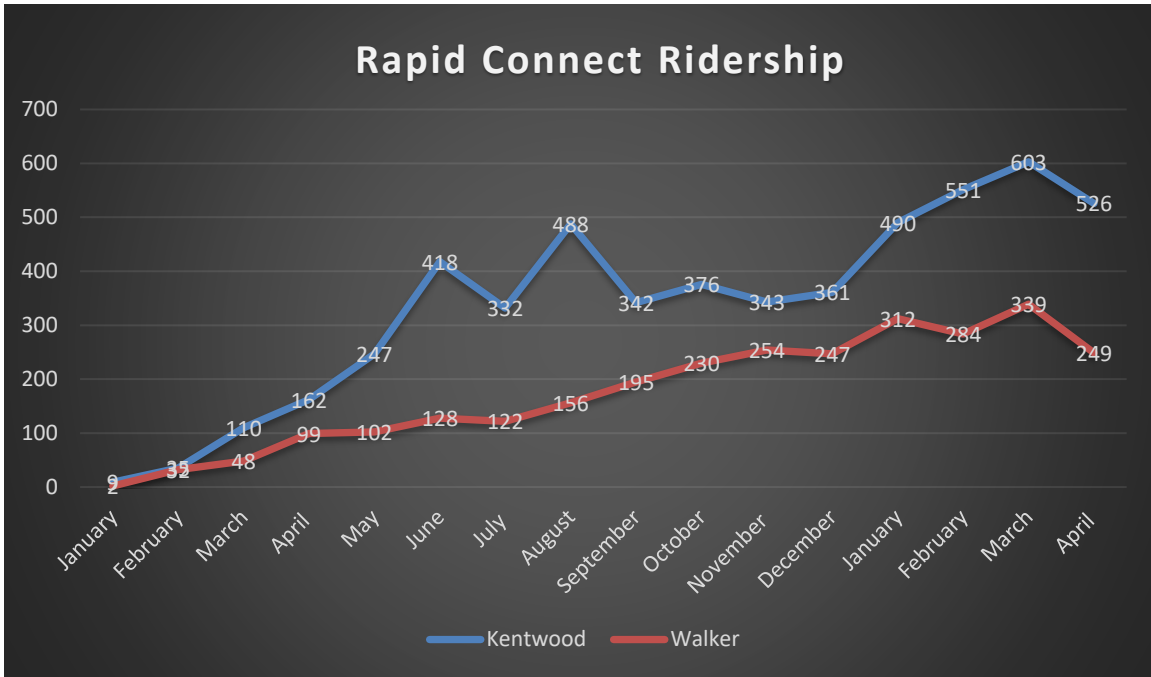


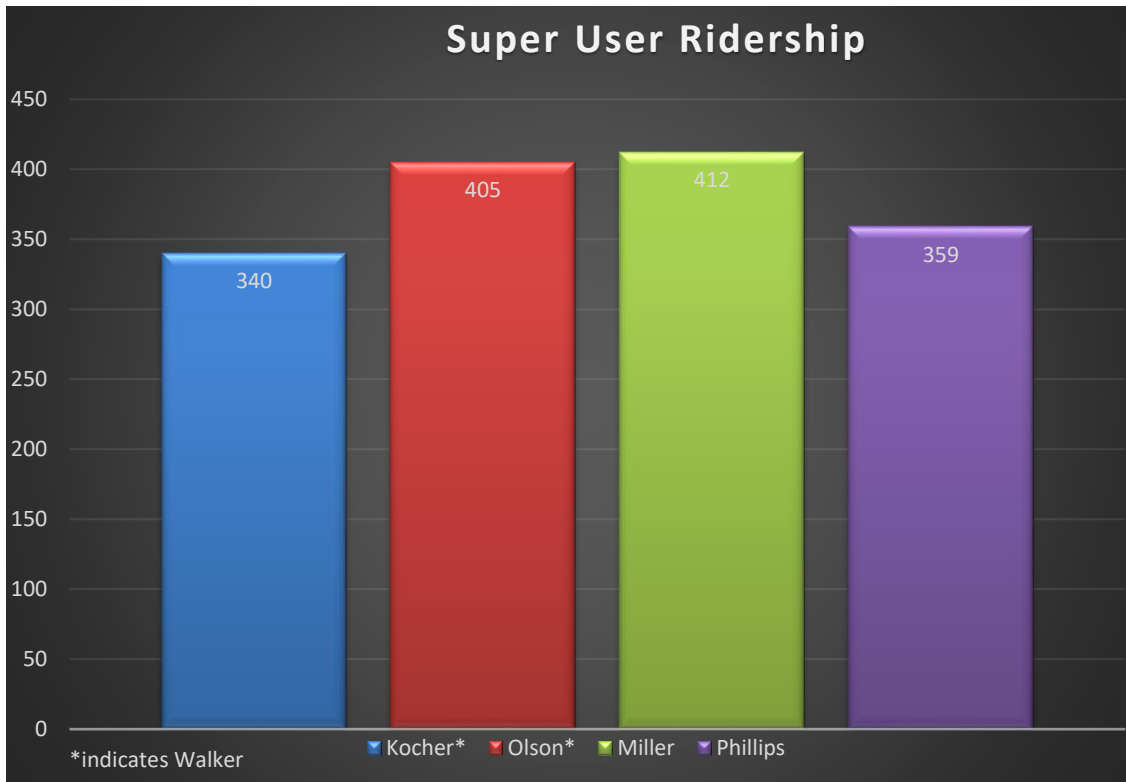
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January 3, 2022 – April 30, 2023





Walker

# of Rides	Name	Address From	Address To
340	Destiny Kocher	Meijer Hub 2425 Walker Ave	2547 3 Mile rd.
405	Jason Olson	Meijer Hub 2425 Walker Ave	3100 Walkent Dr. NW

Kentwood

# of Rides	Name	Address From	Address To
412	Kris Miller	3301 28 th St. Se	4070 E Paris Ave Se
359	Chadd Phillips	3195 28 th St. Se	4380 52 nd St. Se