



## Interurban Transit Partnership

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### Present Performance & Service Committee Members

Charis Austin

David Bilardello (Chair)

Tracie Coffman

Rick Baker

Rob Postema

## PRESENT PERFORMANCE & SERVICE COMMITTEE MEETING

Tuesday, July 18, 2023 – 4 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 <i>NOTE: May 16, 2023, meeting was canceled</i>	David Bilardello	Approval
3. INFORMATION		
A. Ridership and Metrics		
1) Fixed Route	Max Dillivan	Information
2) Paratransit	Jason Prescott	Information
3) On-Demand	Jason Prescott	Information
4) On-Time Performance	Max Dillivan	Information
5) Customer & Community Survey Results	Jeffrey King	Information
B. Operational Financial/Impacts		Information
1) Transdev Performance	Schipper/Prescott	Information
C. Employees		
1) Bus Operator Refresher Training	James Nguyen	Information
D. Fleet and Facilities		
1) Ellsworth Renovation	Steve Schipper	Information
2) Paratransit Vehicle Fleet Maintenance	Steve Schipper	Information
4. ADJOURNMENT		

Next meeting: September 19, 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, 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

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

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 1<sup>st</sup>, June 17<sup>th</sup>, and August 5<sup>th</sup> at Rapid Central Station, and then on May 17<sup>th</sup> 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,



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Kris Heald, Board Secretary



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

### OVERVIEW

June 2023 performance remained consistent from the previous month. Weekday Total and Contracted Service ridership is primarily impacted due to changes to DASH which sees a transition toward later evening and weekend service in lieu of service on Mondays and Tuesdays. Regular Fixed Route ridership for June 2023 was further buoyed by ten (10) no-fare Clean Air Action Days.

### BACKGROUND INFORMATION

#### Monthly Ridership

	Jun 2023	Jun 2022	% Change
Regular Fixed Route Service ( <i>Routes 1–44 and SL</i> )	357,178	315,996	↑ 13.0%
Contracted Service ( <i>GVSU, DASH, GRCC, and Ferris</i> )	44,825	49,923	↓ 10.2%
<b>Total Monthly Fixed Route Ridership</b>	<b>402,003</b>	<b>365,920</b>	<b>↑ 9.9%</b>

#### Daily Average Ridership

	Jun 2023	Jun 2022	% Change
Weekday Total	15,819	14,973	↑ 5.6%
Weekday Evening	2,538	1,653	↑ 53.6%
Saturday	9,179	6,323	↑ 45.2%
Sunday	4,318	2,807	↑ 53.8%

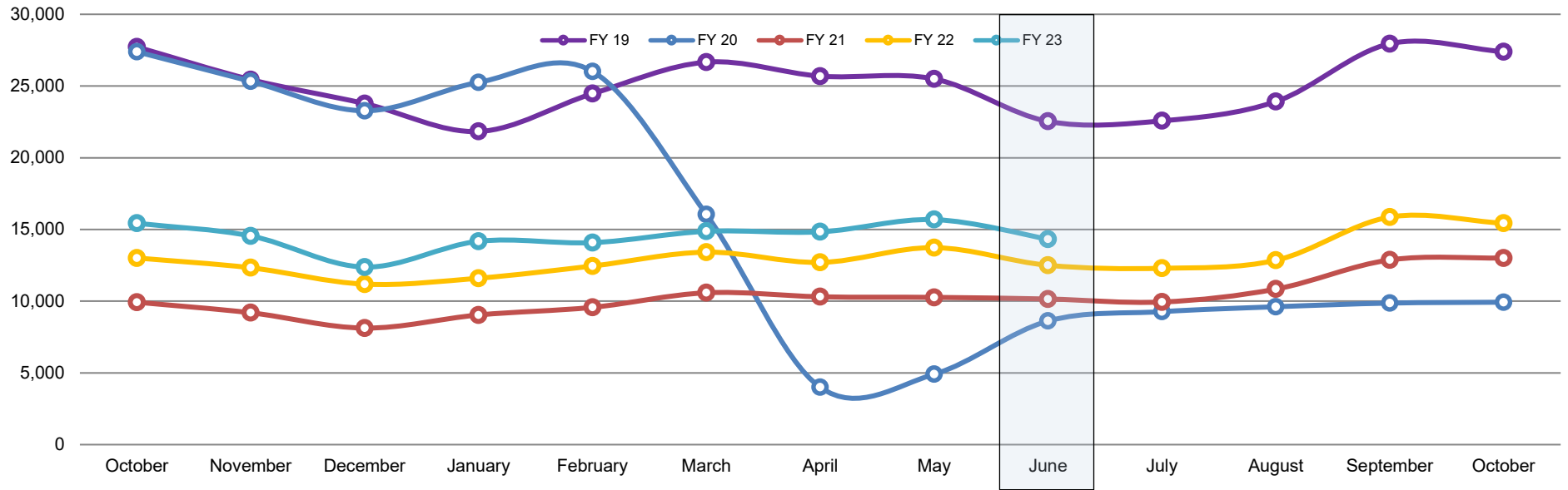
#### Productivity Summary

	Jun 2023	Jun 2022	% Change
Average passengers per hour per route	12.9	11.5	↑ 12.3%
Average passengers per mile per route	0.96	0.84	↑ 13.4%
Average farebox recovery percent per route	12.0%	12.6%	↓ 5.0%

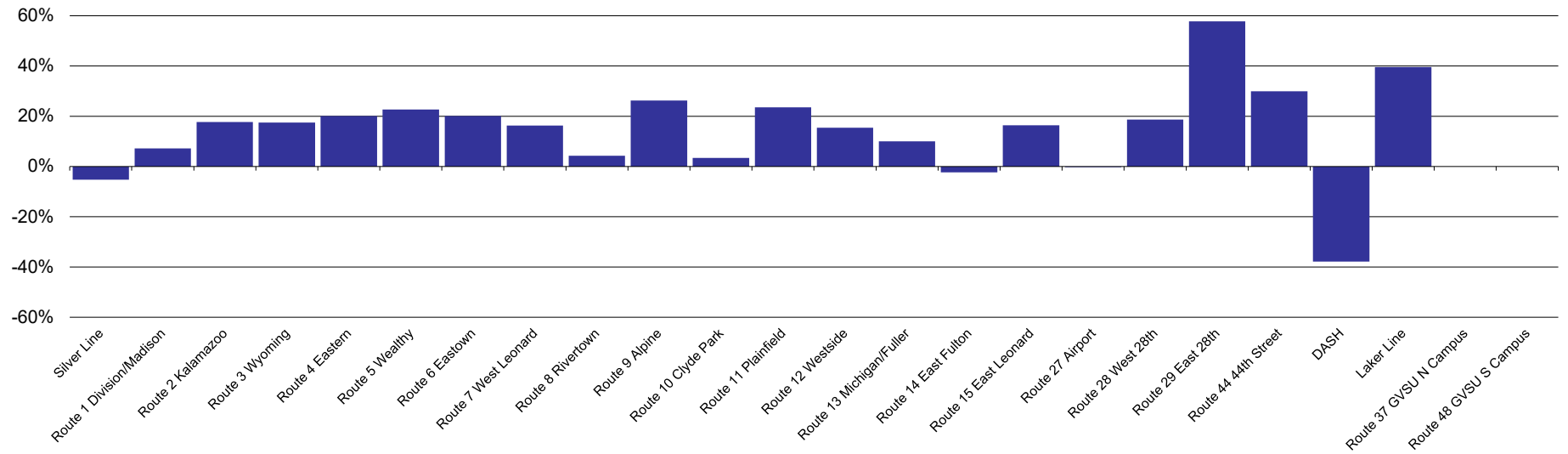
#### Fiscal Year Ridership

	FY 2023	FY 2022	% Change
Regular Fixed Route Service ( <i>Routes 1–44</i> )	3,247,088	2,815,487	↑ 15.3%
Contracted Service ( <i>GVSU, DASH, GRCC, and Ferris</i> )	1,203,636	1,100,543	↑ 9.4%
<b>Total Fixed Route Ridership YTD</b>	<b>4,450,724</b>	<b>3,916,030</b>	<b>↑ 13.7%</b>

## Monthly Weekday Average Ridership History



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





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DATE: July 11, 2023  
TO: ITP Board  
FROM: Jason Prescott  
SUBJECT: JUNE 2023 PARATRANSIT RIDERSHIP REPORT

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

	2023	2022	% Change
Total Paratransit Ridership	17,757	18,424	-3.6%
ADA Ridership	14,398	14,621	-1.5%
Non-Disabled Senior (NDS) Ridership	111	87	27.6%
PASS Ridership	162	236	-31.4%
Network 180	108	120	-10.0%
Cascade Township/Funding source	50	267	-81%

### Ridership averages, as compared to 2022.

	2023	2022	% Change
Weekday Ridership	621	644	-3.6%
Saturday Ridership	247	221	11.8%
Sunday Ridership	231	213	8.5%

### Other Performance Measures

	2023	2022	% Change
On-Time Pick-Up	79.75%	74.00%	7.8%
On-Time Drop-Off	90.97%	87.00%	4.6%
Average Cost Per Trip	\$43.22	\$31.98	35.1%



## **Interurban Transit Partnership**

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

**Date:** July 6, 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, June 29 through Wednesday, July 5. 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, 1,619 people have signed up to use this new service (9 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, June 29, and Wednesday, July 5 (five-day service period), there were a total of completed 101 trips. All 101 trips were scheduled on-demand through the app with 1 individual on subscription trips.





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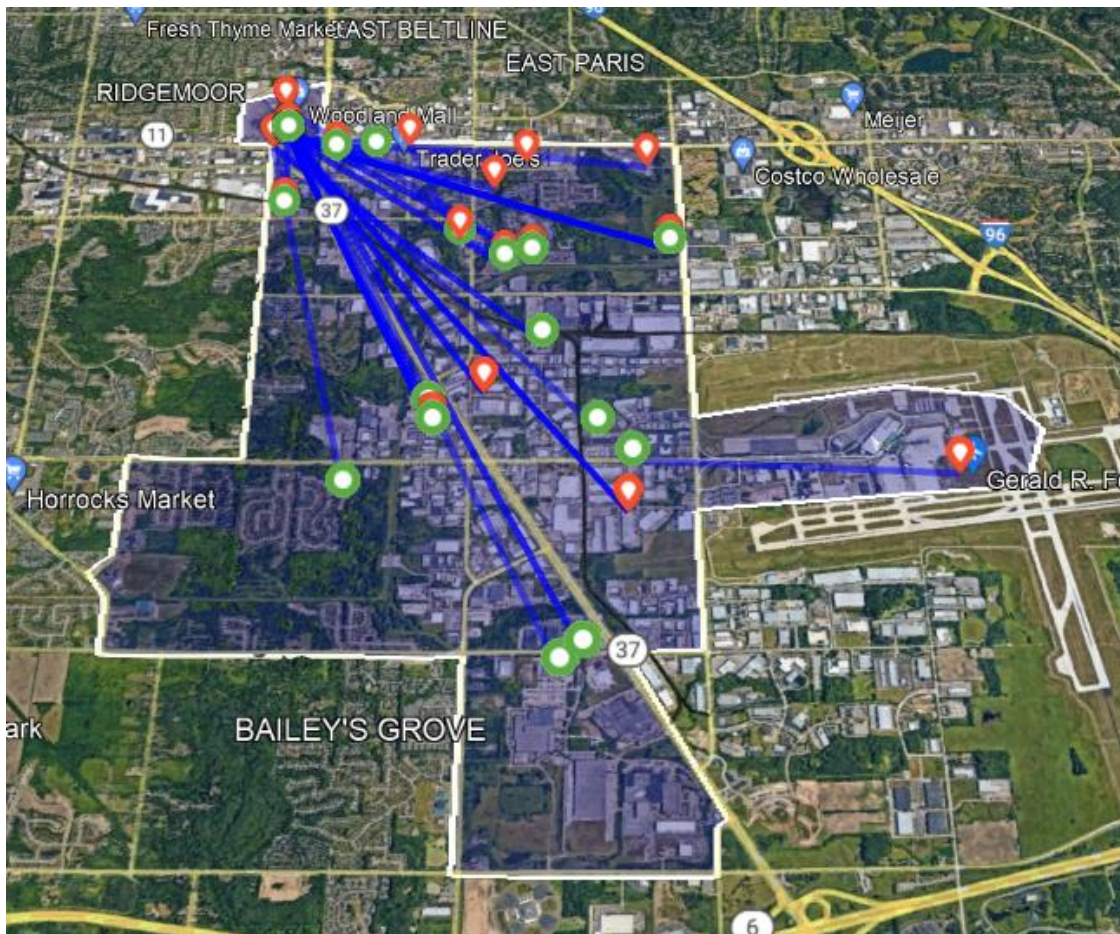
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There were 56 completed trips in Kentwood (55%), and 45 trips completed in Walker (45%). There were 24 individual riders in Kentwood and 12 in Walker that made up these trip counts for this week.

The average fare trip distance in Kentwood is 2.77 miles, and 3.45 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 5:58 a.m. The latest trip was completed at 9:48 p.m.



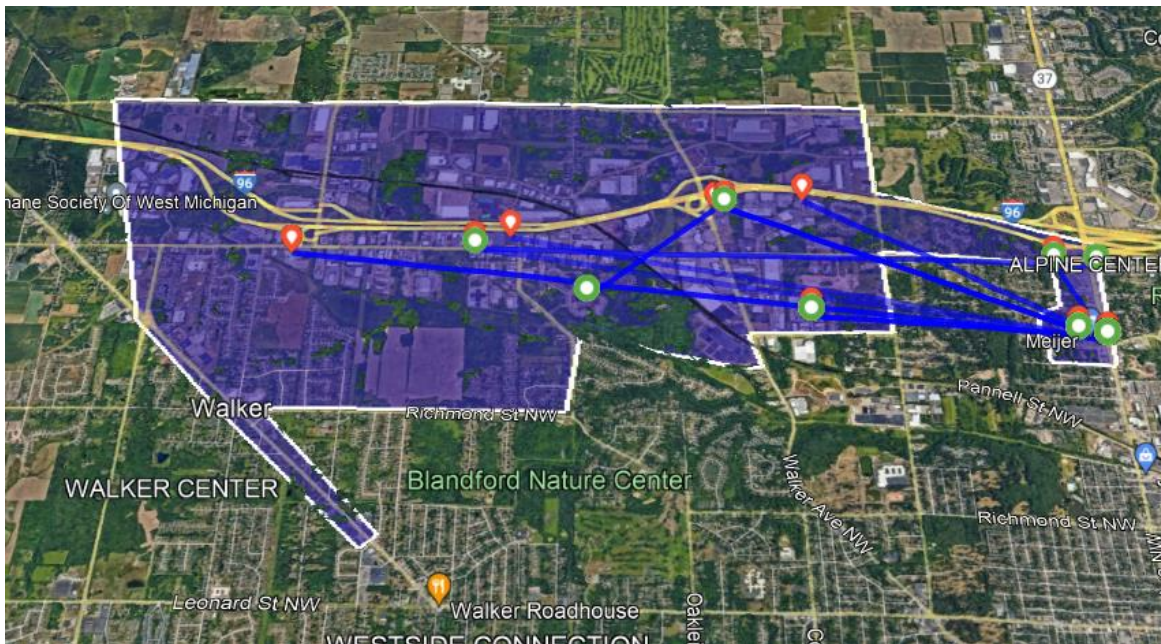


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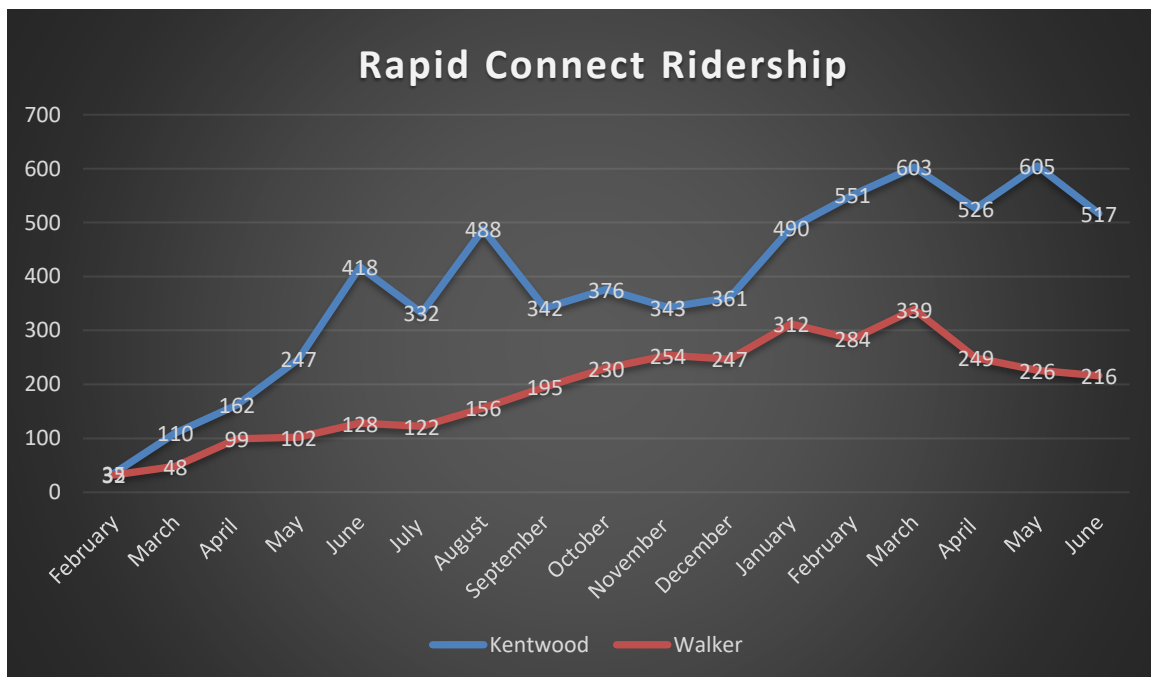
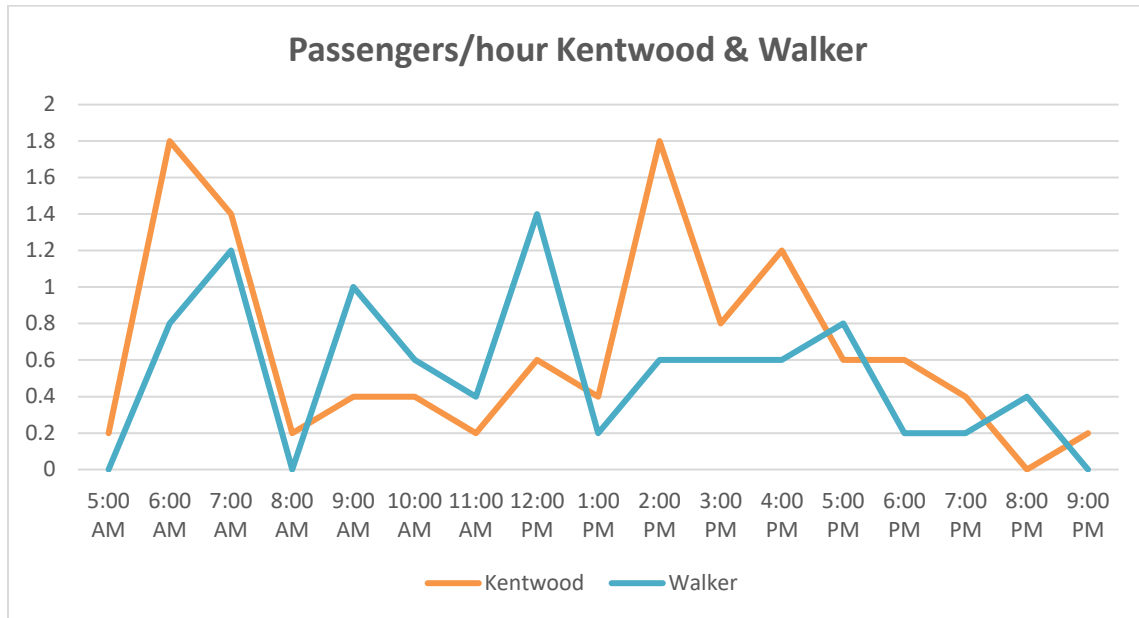
The earliest trip in Walker for this five-day service period had a reported arrival time of 6:04 a.m. The latest trip was completed at 8:58 p.m.





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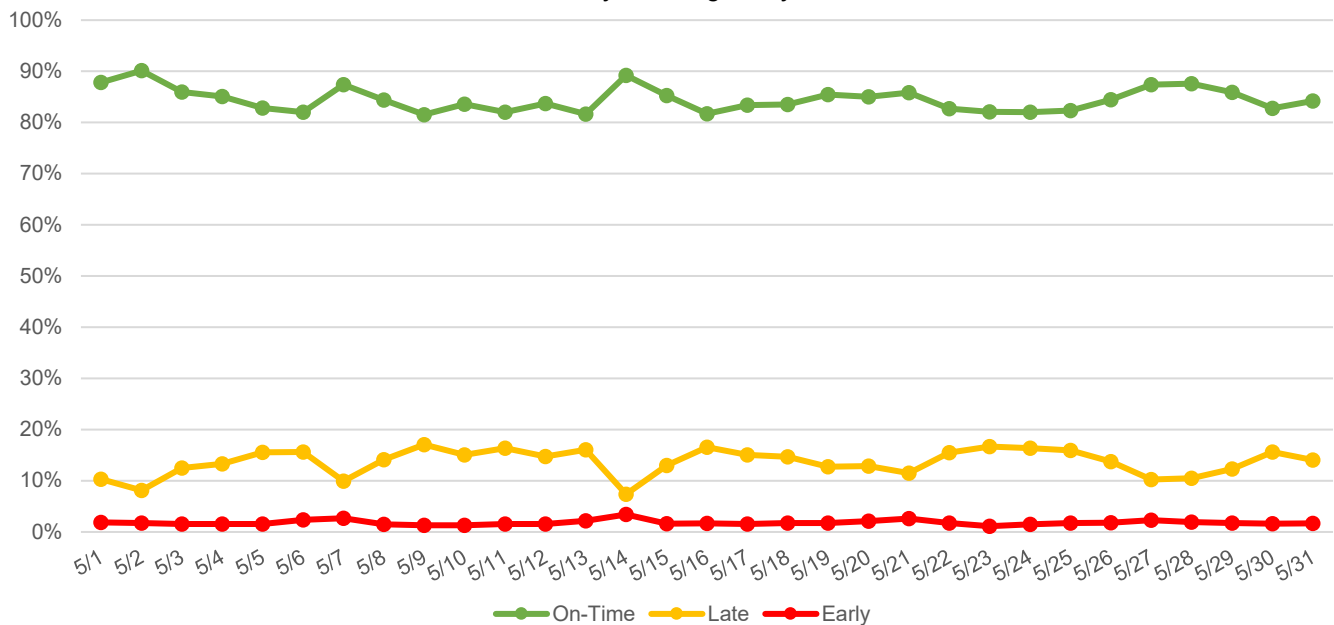


**Date:** June 19, 2023  
**To:** Present Performance & Service Committee  
**From:** Maxwell Dillivan, AICP – Senior Planner  
**Subject:** FIXED ROUTE ON-TIME PERFORMANCE REPORT – MAY 2023

### 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**  
*May 1 through May 31*



The figure above demonstrates daily on-time performance over the past month. Through the month of May, systemwide on-time performance was 84.2%. This represents a decrease from 87.0% the system operated at during the month of April 2023 as well as a decrease compared to May 2022 (87.0% as well). As seen last month, the effect of road construction and the ensuing detours has had a negative impact on schedule adherence across the system. This is a fairly normal occurrence during the middle of the year and is further exacerbated by a backlog of road construction projects that were deferred to future years due to the pandemic.

## ROUTE BY ROUTE ANALYSIS

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:

- 54<sup>th</sup> 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) – *concludes first week of June 2023*
- Cesar Chavez Avenue, MLK Street to Beacon Street (impacts Route 10 and Route 3 directly and indirectly affects Route 13 due to interlines) – *expected to continue until end of construction season*
- Eastern Avenue, 28<sup>th</sup> Street to 44<sup>th</sup> Street (impacts Route 4) – *expected to continue until end of construction season*
- Corewell Health parking ramp (impacts Silver Line) – *expected to continue until end of construction season*
- Plainfield Avenue, Leonard Street to Carrier Street (impacts Route 11) – *concludes early June*
- Plainfield Avenue, Knapp Street to Three Mile Road (impacts Route 11) – *expected to continue until end of construction season*

Furthermore, there were several short-term detours affecting on-time performance in May 2023:

- Closure of Breton Ave, Boston Street and Burton Street (impacts Route 5 and Route 6)
- Prairie Parkway, Ivanrest Ave and Byron Center Ave (impacts Route 8)
- Fuller Avenue, Knapp Street and Three Mile Road (impacts Route 13)

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**  
May 1 through May 31

