



Interurban Transit Partnership

Present Performance & Service Committee Members

Charis Austin

David Bilardello (Chair)

Tracie Coffman

Rick Baker

Rob Postema

PRESENT PERFORMANCE & SERVICE COMMITTEE MEETING

Tuesday, September 19, 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 – July 18, 2023	David Bilardello	Approval
3. INFORMATION		
A. Ridership and Metrics		
1) Paratransit	Jason Prescott	
2) On-Demand	Jason Prescott	
3) Fixed Route	Max Dillivan	
4) On-Time Performance	Max Dillivan	
B. Operational Financial/Impacts		
1) Status of Unfair Labor Practice	Steve Schipper	
2) Paratransit/Transdev Performance	Jason Prescott	
3) State Lobbying and Legislative Representation RFP	Kevin Wisselink	
C. Employees		
1) Bus Operator Hiring/Turnover	Steve Schipper	
2) Operator Refresher and Maintenance Training	James Nguyen	
3) HR Changes	Deb Prato	
D. Fleet and Facilities		
1) Update Ellsworth Remodel and Furniture RFP	Steve Schipper/Deron Kippen	
2) Status Platform Architectural Design RFP	Kevin Wisselink	
3) Paratransit Vehicle Orders (Propane & EV)	Steve Clapp	
4. ADJOURNMENT		

Next meeting: November 14, 2023

NOTE: Contract Agreements Expiring:

DASH expires 9/30/23. In process of renewing with Mobile GR/City of GR

GRCC Sneden Shuttle expires 9/30/23. Contract has been renewed.

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



Interurban Transit Partnership

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David Bilardello (Chair)
Charis Austin Tracie Coffman Rick Baker Robert Postema

PRESENT PERFORMANCE AND SERVICE COMMITTEE MEETING MINUTES

Tuesday, July 18, 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, Rick Baker

Committee Members Absent:

Robert Postema

Staff Attendees:

Steve Clapp, Nancy Groendal, Kris Heald, Deron Kippen, Linda Medina, Nick Monoyios, James Nguyen, Andy Prokopy, Steve Schipper, Mike Wieringa, Kevin Wisselink

Other Attendees:

Cassi Cooper, Max Dillivan, Adam Erber

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

1. PUBLIC COMMENT

No public comment

2. MINUTES – March 21, 2023,

NOTE: May 16, 2023, meeting was canceled

Mr. Bilardello entertained a motion to approve the meeting minutes of March 21, 2023. Ms. Coffman motioned to approve, and Ms. Austin supported it. The motion passed unanimously.

3. INFORMATION

a. Ridership Metrics – Mr. Max Dillivan

Fixed Route

Mr. Dillivan reported on June 2023 ridership. Ridership and productivity have been in a consistent holding pattern throughout much of the summer. We are approximately 10% up in ridership from June '23 vs. June '22, as we have had ten (10) Clear Air Action days which have bolstered ridership.

Lastly, you will notice contracted services are down 10%, which was discussed briefly as Mr. Hoffman

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had a question at the last board meeting largely due to the changes in DASH ridership. There is less ridership in the summer as we don't have the off-campus GVSU riders or GRCC shuttle, and FSU is not operating.

Mr. Bilardello asked if the 10% down is exclusively due to the DASH.

Mr. Dillivan replied yes, because when it was DASH North and West it operated Monday through Saturday. Now they are not operating on Mondays and Tuesdays in lieu of later evenings.

Paratransit – Mr. Schipper reported on behalf of Mr. Prescott

Paratransit is approximately 1000 rides lower than we were mainly due to lower numbers in Cascade Township and PASS service. We do continue to see improvements in on-time performance for both drop-offs and pick-ups. The ridership numbers are slightly unchanged for weekday service, however, for Saturday and Sunday service, the numbers are up. Non-disabled senior ridership has increased by 27%. Mr. Schipper said these numbers are very encouraging.

Ms. Coffman asked if this was due to being better staffed.

Mr. Schipper replied yes, and he will give a Transdev update later in the meeting.

On-Demand – Mr. Schipper reported on behalf of Mr. Prescott

Currently, we have 1600 signups and we have provided 6500 trips in Kentwood, and 3200 trips in Walker, which constitutes a 55%/45% split. Most of the trips are by the same users (super-users). Peak times in both zones are 5:00 a.m. – 7:00 a.m., then from noon to 3:00 p.m. Like much of our service, we have seen a downward trend in the summer. As we reach eighteen (18) months we are continuing to reshape our thinking and what we will be doing next. When we launch the fall service on August 28, we will have an expanded zone in Walker which will be going farther east.

Mr. Bilardello asked if we continue to communicate with the board representatives from both Walker and Kentwood.

Mr. Schipper said yes, every Thursday.

On-Time Performance – Mr. Max Dillivan

Mr. Dillivan reported that On-Time Performance is 84%, which is a little down from the previous month. This downward turn is due to more road projects affecting major corridors. Long and short-term detours are hard to plan for as they just pop up and last a few weeks. We are seeing a bit of a rebound from the June numbers to get back to our goal of 96%.

Mr. Bilardello rides Route 6 and he said there was a huge detour. He asked for insight into how the decision-making goes. Is there a limiting factor to cover the route as much as possible?

Mr. Dillian answered the priority is to service as many of the existing stops as possible.

Mr. Bilardello added that he tries to be helpful to those waiting at the stops as on-time performance is a big thing for him and he feels we are doing a great job with handling all the obstacles.

Customer & Community Survey Results – Mr. Jeffrey King

Ms. Heald to send all surveys to the PP&S board members.

Mr. King shared the results of the Paratransit Customer Survey and the results of the first-ever Community Value Survey. ETC Institute is the company that prepared the survey. A total of 541 households were surveyed. The surveys were mailed to homes, and they were made available online at Rapidtransitsurvey.com.

Key Findings:

89% of respondents feel The Rapid is most valuable for providing mobility to low-income families and individuals who cannot afford the cost of owning a car.

65% of respondents view The Rapid employees favorably. They have a positive perception of The Rapid brand.

57% feel it is safe to use Rapid services.

Most interesting is that most respondents, 74%, think that funding for public transportation should be greater or much greater than what it is now.

The survey also measured the value of transit to the community based on perceptions of access.

83% of community members feel The Rapid is somewhat or extremely valuable in providing access to education, and health care services.

77% feel The Rapid is somewhat or extremely valuable to accessing employment.

71% feel The Rapid is somewhat or extremely valuable to accessing recreational activities.

Additionally, each survey is accessible via an individual dashboard which provides the ability to review who responded by key demographics, by trip purpose, satisfaction results by key demographics, satisfaction results and overall importance to the community, investment priorities, and benchmarks.

Mr. King added that locally The Rapid scores higher than national peers on the perception of safety, employee favorability, investment impact, and tax-payer value.

When the community was asked what should receive the most emphasis from The Rapid over the next two (2) years, these were the top three (3) responses:

1. Heavily invest in providing access to places of employment
2. Providing mobility to low-income families and individuals who cannot afford a car.
3. Providing transportation options for people with special mobility needs

GO!Bus satisfaction Survey was also conducted by ETC Institute.

A total of 136 households were surveyed. Surveys were delivered by mail with return postage, and the surveys were made available via email and text messaging.

45% of the respondents for GO!Bus were the age of 65 or older. Over 50% of households have an annual income of \$20,000 or less. 25.5% were black or African American, and 43% identified accessing health or medical care as their most important trip purpose when using the GO!Bus.

Overall, 65% of riders were satisfied or very satisfied with their experience on the GO!Bus.

Participants were also asked to rate their level of agreement regarding the 19 qualities of GO!Bus services. Riders most often agreed or strongly agreed with these statements.

92% feel safe onboard the vehicle.

89% feel drivers maintain a sense of safety on the bus.

88% identify the drivers as safe drivers.

87% stated that customer service personnel are friendly and helpful.

Paratransit customer satisfaction investment priorities include:

1. On-time pickups
2. Information tools
3. A large number of GO!Bus customers have access to a smartphone as well as regular access to the internet. Being able to schedule and receive updates on the service via email or text messages was highly desirable.

Next Steps with all this data.

1. Targeted efforts to improve service quality around operations, planning, and communications.
2. Make public transportation a more desirable experience.
3. Continue to follow up with pulse surveys to measure the results of target outcomes.
4. Help inform the IT department and Transit Master Planning (TMP) process.

Ms. Coffman asked about the 57% that feel the ridership is safe to ride the bus, I understand we are ahead of the nation, but that still feels low to me. Do we have sub-questions to break down why people don't feel safe?

Mr. King answered there are some areas where we can break down like the key demographics of the rider, and zip code data that can compare with that.

Ms. Austin's comment was that she did receive a survey and was glad to get it, however, she received calls from others asking if it was legitimate. So next time she would ask we inform the Consumer Advisory Committee (CAC) committee that you will be doing a survey.

b. Operational Financial/Impacts
Transdev Performance – Steve Schipper/Jason Prescott

Mr. Schipper is pleased to share some good news. A year ago, when we were bringing on Transdev our on-time pickup was at 74% and 87% on on-time drop-offs. Those numbers have changed significantly. Currently, we are picking people up at 79.75% of the time, but more importantly, the drop-offs are at 98.97%, which is very good news. Transdev has continued to make improvements in their service and around recruiting and retaining drivers. We have a total need of 72 drivers. Transdev has 58 full-time drivers, 18 part-time drivers, and four (4) in training. Mr. Schipper reported that Mr. Prescott meets bi-weekly with the local staff, and Mr. Schipper meets monthly with the regional vice president and there is pressure on them to perform. One issue the team is having is vehicle reliability. We were expecting an order to come in late October of 2022. We just received the last bus in that order last week. We still have twenty-two (22) more vehicles to be delivered this fall and another twelve (12) buses electric vehicles to support the services. The total vehicle size for Transdev is sixty-two (62). There is a significant amount of that fleet that is due for replacement by the end of this year.

c. Employees – James Nguyen
Bus Operator Refresher Training

Mr. Nguyen reported that recently The Rapids has started a series of 8-hour long refresher training sessions with our bus operators. Both union officials and members of the leadership team came up with areas we needed to focus on. Ms. Prato and Mr. Schipper talked about the future of The Rapid. The use of RNG and the improvements being made to the Ellsworth building, including an expansive driver's lounge.

Some other topics discussed in these sessions include:

Microaggression, Implicit bias, and sexual harassment, Human Trafficking, Drug and Alcohol policy. The union officials felt the operators needed additional training on the following. Mr. Wieringa discussed Active shooter, evacuation procedures, shelter in shelter-in-place procedures.

Mr. Luther discussed customer service and conflict management and what procedures to use when out on the road.

Mr. Nguyen discussed ADA policies and what to do when working with ADA passengers. He also discussed defensive driving techniques and contactless fare payment. The information was well received. The operators mostly enjoyed micro-aggressive and sexual harassment training. We still have ten (10) more sessions that will go through the last week in August.

Mr. Bilardello asked how long the training lasted.

Mr. Nguyen replied one full day. We pulled 15-20 drivers off the road to attend the training.

Mr. Bilardello asked if the training was in the contract with the Union. Mr. Nguyen replied no.

Ms. Coffman asked how the feedback from drivers was coming in about the refresher training. Is there a post-training survey?

Mr. Nguyen said he touches base with drivers in person every day.

d. Fleet and Facilities – Steve Schipper
Ellsworth Renovation

Mr. Schipper reminded the committee we are renovating the Ellsworth building. A major change is the driver's lounge is moving to the second floor. The demo is complete, and construction has begun.

The mechanical work is approximately 50% done. The electrical, plumbing, and HVAC will begin this week. The project is on time and going well. The next steps are to finalize the furniture and layout.

Paratransit Vehicle Fleet Maintenance

Mr. Schipper reported on the line haul fleet, as we did receive our last Laker Line sixty (60) articulated bus approximately a month ago. We have also received two (2) 40' buses for line haul service that were funded by diesel settlement. These buses will be in service soon.

4. ADJOURNMENT

This meeting was adjourned at 4:41 p.m.

The next meeting is scheduled for September 19, 2023

Respectfully submitted,



Kris Heald, Board Secretary



Interurban Transit Partnership

DATE: August 11, 2023
TO: ITP Board
FROM: Jason Prescott
SUBJECT: JULY 2023 PARATRANSIT RIDERSHIP REPORT

Paratransit ridership information for July 2023, as compared to July 2022

	2023	2022	% Change
Total Paratransit Ridership	16,814	16,292	3.2%
ADA Ridership	13,315	12,942	2.9%
Non-Disabled Senior (NDS) Ridership	104	65	60%
PASS Ridership	148	228	-35.1%
Network 180	2,653	2,343	13.2%
Cascade Township/Funding source	118	163	-27%

Ridership averages, as compared to 2022.

	2023	2022	% Change
Weekday Ridership	613	637	-3.8%
Saturday Ridership	209	197	6.1%
Sunday Ridership	210	177	18.6%

Other Performance Measures

	2023	2022	% Change
On-Time Pick-Up	78.00%	79.00%	-1.3%
On-Time Drop-Off	88.00%	86.00%	2.3%
Average Cost Per Trip	\$41.40	\$31.23	32.6%

July 2023 Paratransit Ridership and Operating Statistics

ADA	2023	2022	Change	% Change
Clients	1,155	1,193	(38)	-3.2%
Passenger Trips	13,315	12,942	373	2.9%

NDS

Clients	15	13	2	15.4%
Passenger Trips	104	65	39	60.0%

PASS

Clients	11	12	(1)	-8.3%
Passenger Trips	148	228	(80)	-35.1%

CONTRACTED

Clients	0	1	(1)	-100.0%
Passenger Trips	0	32	(32)	-100.0%

RIDELINK

Clients	233	260	(27)	-10.4%
Passenger Trips (Performed by The Rapid)	594	682	(88)	-12.9%

TOTALS

Clients	1,414	1,479	(65)	-4.4%
Passenger Trips	14,161	13,949	212	1.5%
Average Weekday Ridership	613	637	(24)	-3.8%
Average Saturday Ridership	209	197	12	6.1%
Average Sunday Ridership	210	177	33	18.6%
All Ambulatory Passengers	11,329	11,146	183	1.6%
All Wheelchair Passengers	2,832	2,803	29	1.0%
No - Shows	412	338	74	21.9%
Cancellations	557	409	148	36.2%
Transdev				
Average Cost per Trip	\$41.40	\$31.23	\$10.17	32.6%
Riders per Hour	2.1	2.1	0.0	0.0%
Accidents per Month	4.0	1.0	3	300.0%

Trip Denials	0	0	0	#DIV/0!
NTD Travel Time (minutes)	28	28	0	0.0%

NETWORK 180

Passenger Trips	2,653	2,343	310	13.2%
Average Weekday Ridership	139	117	22	18.8%

TOTAL PASSENGER TRIPS	16,814	16,292	522	3.2%
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Paratransit Service Quality Statistics: network 180 Excluded

Complaints	2023	2022	% of Trips	% Change
Transdev Complaints	25	9	0.2%	177.8%

On-Time Performance

On-Time Compliance - Pick-up	78.00%	79.00%	-1.0%	-1.3%
On-Time Compliance - Drop-off	88.00%	86.00%	2.0%	2.3%



Interurban Transit Partnership

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

Date: September 19, 2023

To: Present Performance and Service Committee

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

Subject: Rapid Connect

OVERVIEW

Rapid Connect mobility-on-demand program report from Thursday, August 3 through Wednesday, August 9. 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 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, 1,694 people have signed up to use this new service (approximately 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, August 3, and Wednesday, August 9 (five-day service period), there were a total of completed 189 trips. 189 trips were scheduled on-demand through the app with 1 individual on subscription trips.



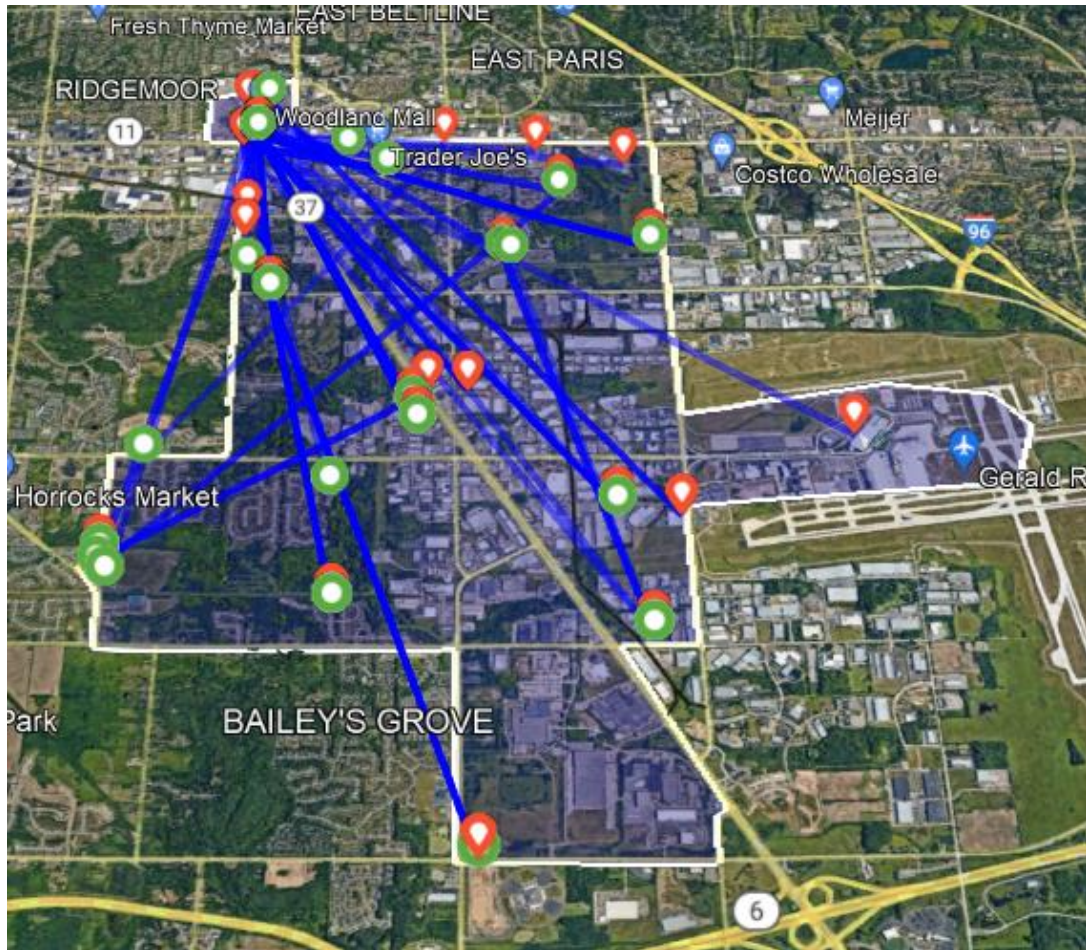
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There were 142 completed trips in Kentwood (75%), and 47 trips completed in Walker (25%). There were 34 individual riders in Kentwood and 12 in Walker that made up these trip counts for this week.

The average fare trip distance in Kentwood is 2.66 miles, and 2.72 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 5:52 a.m. The latest trip was completed at 9:45 p.m.





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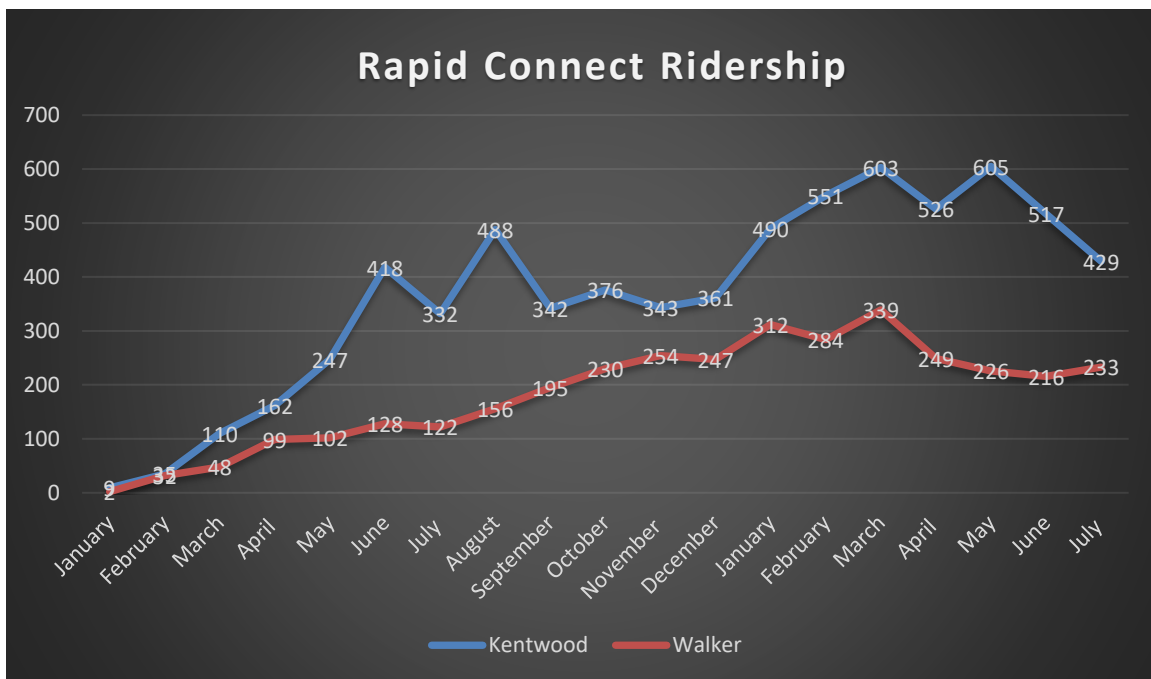
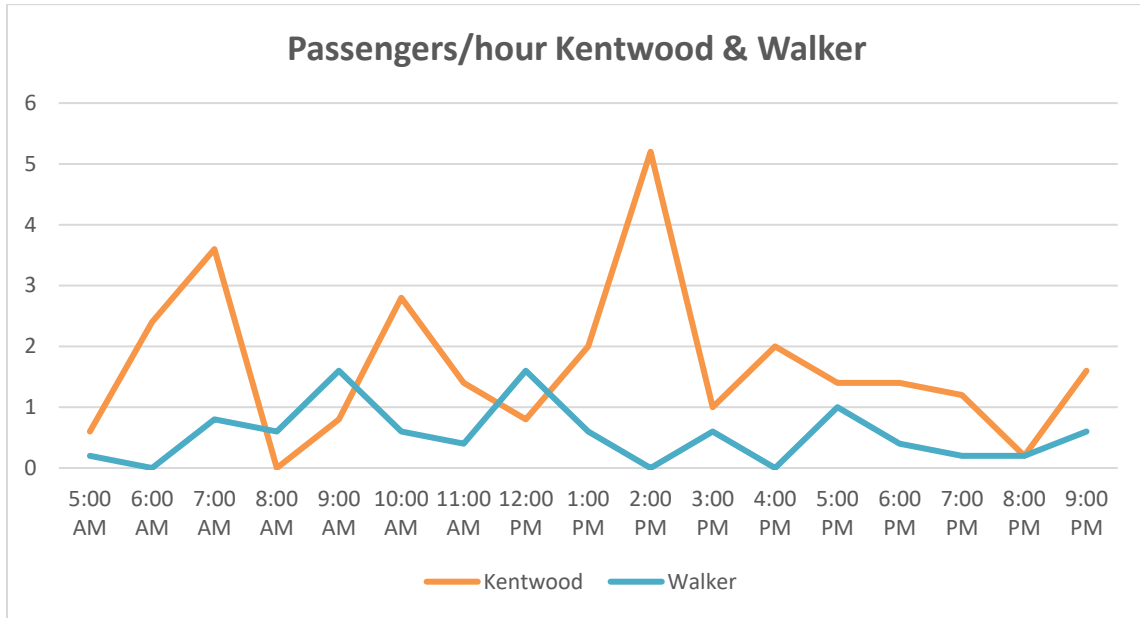
The earliest trip in Walker for this five-day service period had a reported arrival time of 5:51 a.m. The latest trip was completed at 9:33 p.m.





Interurban Transit Partnership

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





Date: September 12, 2023
To: ITP Board
From: Maxwell Dillivan, AICP – Senior Planner
Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – August 2023

OVERVIEW

Ridership and productivity for the month of August 2023 exhibited mixed results. Fall Semester resuming at Grand Valley State University brought forth the highest ridership levels seen on the Laker Line since its August 2020 launch and the highest levels seen since Fall 2019. However, Silver Line ridership and productivity continues to struggle. Historically the system’s most productive and effective route, Silver Line scored fourth compared to all other routes in the fixed route system; its lowest ever rating. Sunday DASH service continues to bolster Sunday ridership levels compared to FY 2022 though lags strongly behind to the same time last year.

BACKGROUND INFORMATION

Monthly Ridership

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

Daily Average Ridership

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

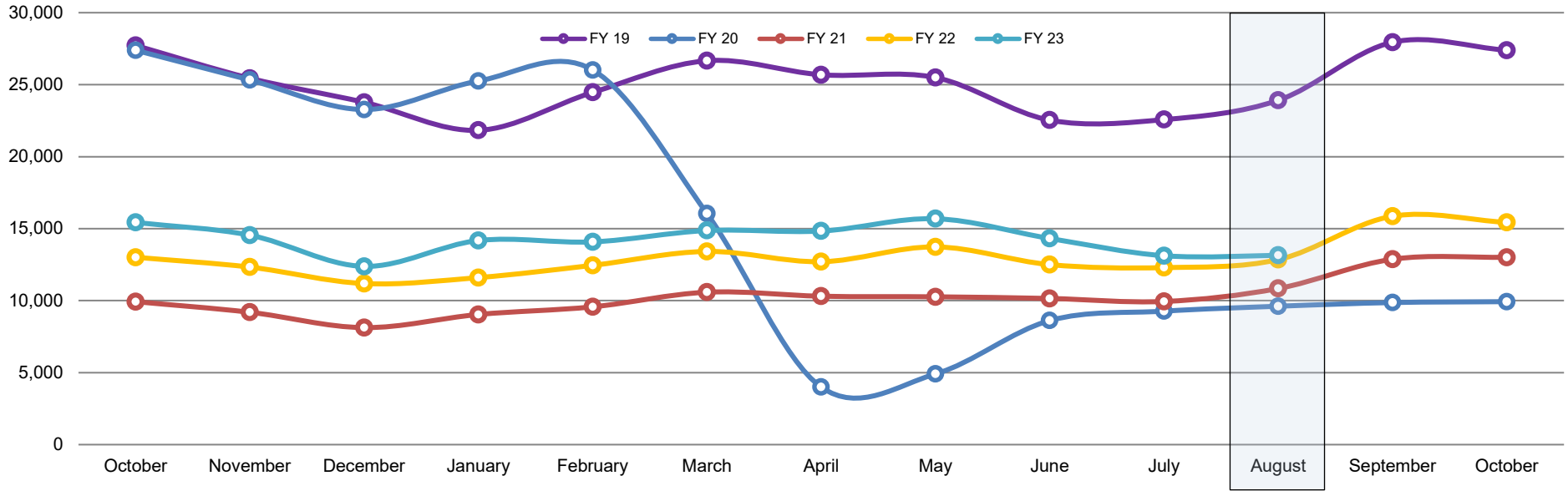
Productivity Summary

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

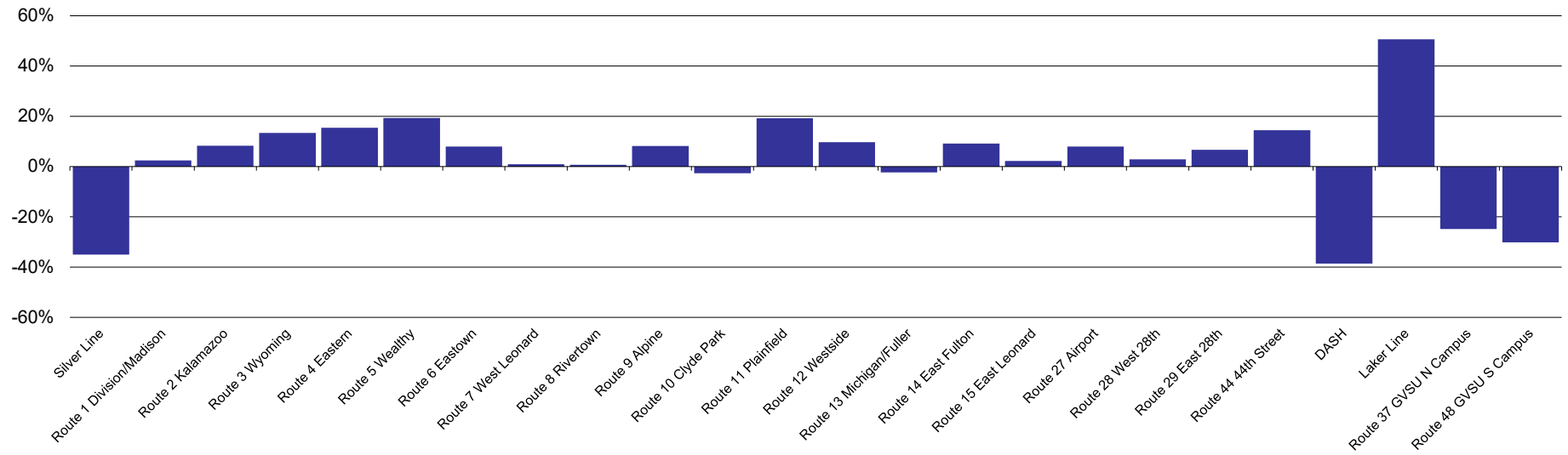
Fiscal Year Ridership

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: August 2023 compared to August 2022



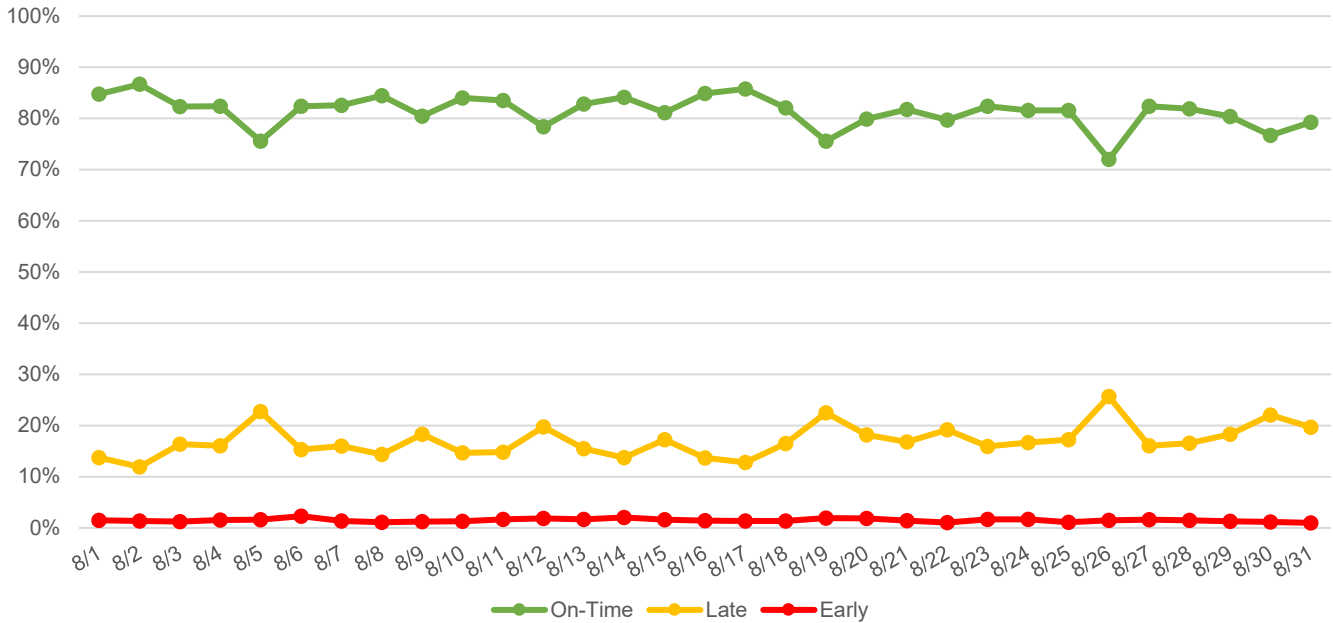


Date: September 12, 2023
To: Present Performance & Service Committee
From: Maxwell Dillivan, AICP – Senior Planner
Subject: FIXED ROUTE ON-TIME PERFORMANCE REPORT – AUGUST 2023

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 considered not to be on time.

Systemwide Daily On-Time Analysis
August 1 through August 31



The figure above demonstrates daily on-time performance over the past month. Through the month of August 2023, systemwide on-time performance was 81.8% with incidents of lateness reaching 16.7% and incidents of earliness reaching 1.4%. This represents an decrease from 86.2% on-time the system operated at during the month of July 2023 as well as a decrease from 86.3% the system operated at during August 2022. In addition to the deleterious summer road construction projects hampering on-time performance, the concrete repair project at Rapid Central Station was primarily responsible for instances of lateness throughout the month. Several routes had their terminals relocated which increased congestion around the platform and added time ingressing and egressing the site.

ROUTE BY ROUTE ANALYSIS

Similar to previous months, 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:

- Cesar Chavez Avenue, MLK Street to Beacon Street (impacts Route 10 and Route 3 directly and indirectly affects Route 13 due to interlines) – *completed mid-August*
- Eastern Avenue, 28th Street to 44th Street (impacts Route 4) – *completed mid-August*
- Corewell Health parking ramp (impacts Silver Line) – *expected to continue until end of construction season.*
- Plainfield Avenue, Knapp Street to Three Mile Road (impacts Route 11) – *expected to continue until end of construction season.*
- Fuller Avenue, Knapp Street to Three Mile Road (impacts Route 13 and detoured Route 11) – *completed mid-August*
- Concrete project at Rapid Central Station platform (impacts all routes coming through Central Station) *began early August; remains on-going*

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
August 1 through August 31

