



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, January 16, 2024 – 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 – September 19, 2023 <i>November 14, 2023, meeting was canceled</i>	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) Winter 2024 Schedule	Schipper/Nguyen	
C. Employees		
1) Bus Operator Hiring	James Nguyen	
2) Introduce Ken Dark	Steve Clapp	
3) In-House Security Update	Mike Wieringa	
D. Fleet and Facilities		
1) Update Ellsworth Completion	Deron Kippen	
2) Info Booth/Security Relocation	Steve Schipper	
4. ADJOURNMENT		

Next meeting: March 19, 2024

NOTE: No current Bids or RFPs advertised.

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) Rick Baker Robert Postema

PRESENT PERFORMANCE AND SERVICE COMMITTEE MEETING MINUTES

September 19, 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:

Robert Postema, Rick Baker

Staff Attendees:

Steven Clapp, Kris Heald, Deron Kippen, Linda Medina, James Nguyen, Deb Prato, Andy Prokopy, Steve Schipper, Mike Wieringa

Other Attendees:

Cassi Cooper, Tammy Dahn, Max Dillivan, Jeffrey King, Melvin Turnbo

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

1. PUBLIC COMMENT

No Public Comment

2. MINUTES – July 18, 2023

Mr. Bilardello entertained a motion to submit and approve the meeting minutes from July 18, 2023. Ms. Coffman motioned to approve, and Ms. Austin supported it. The motion passed unanimously.

3. INFORMATION

a. Ridership Metrics

1. Paratransit - Mr. Jason Prescott

Mr. Prescott reported we were up approximately 600 trips from the previous July. The increase is from ADA trips. The team is seeing a significant number of applications coming in. Paratransit is up 900 trips from the previous August. Some of the increase is seasonal as there is an uptick in Fall and Winter. On-Time Performance (OTP) is a percentage point down from last year. We are entering a unique situation. This is where we left off our previous contractor and started with our new contractor, Transdev. We want to see it before

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Ms. Coffman inquired about the 25 complaints. Were they from a unique individual or was it a certain area that affected a few riders?

Mr. Prescott answered there are duplicates in terms of users. His team logs all complaints regarding service or the fleet. For example, someone will call to advise a lift was not working on a bus. The team is seeing fewer calls regarding safety and customer service.

Mr. Bilardello asked Mr. Prescott if he wished to share anything from the CAC meeting he just came from.

Mr. Prescott said the committee would like to see the percentage of times we are late, and what the measure of those times are. Mr. Prescott will provide that report to the CAC committee. Mr. Prescott added that Transdev is always on the agenda, and they report directly on their driver status, operators, and their fleet.

2. **On-Demand, Mr. Jason Prescott**

Mr. Prescott reported we are just under 1800 signups for the new service. We have provided 7588 trips in Kentwood, and 3671 trips in Walker since January 3, 2022. Most trips are generated by our super users in both Kentwood and Walker. Recently service has been expanded to the east and south in Walker, and four (4) trips have been taken in the area.

Ms. Prato added we have been running ridership in each of the zones; we expanded the zone in Walker and created Express 33. PASS was not heavily looked at during the COA so we will use monies from a grant to do a deeper dive and make decisions on whether we should stop, continue, or start something different.

Ms. Coffman asked if we know if most users are using the service for employment.

Mr. Prescott replied, yes most are using for employment. Ms. Prato added Lighthouse Academy and Aviation Academy in Kentwood.

3. **Fixed Route, Mr. Max Dillivan**

Mr. Dillivan reported a slowing growth rate compared to the same time last year. The revised DASH service is seeing an influx in ridership which provides service on Saturday and Sunday. GVSU is seeing an increase in enrollment. Lake Line has seen its highest ridership since the launch of its predecessor Route 50. There are approximately 6500 riders per day on Laker Line. Total Dash ridership has not caught up to the North and West compared to last year, also the Silver Line is lagging as well. Mr. Dillivan is looking into some inconsistencies in the data reporting for Silver Line and he will report back to this committee if there are any changes. Mr. Dillivan noted that GVSU off-campus shuttles came in low due to new operators on the route and some miscommunications on how to log ridership for those services.

Mr. Bilardello was surprised to see the increase in ridership is narrowing. He feels if it wasn't for the Grand Valley increase in enrollment and ridership, we may be even below where we were a year ago. Mr. Bilardello asked if there were any theories or stories about this.

Mr. Dillivan replied in August 2022 there was a boost in ridership due to colleges and universities coming back to a greater scale. He feels the appetite for demand has not subsided. The missed rides on the campus shuttles are deflating that number a bit. Another aspect to consider is the elimination of Route 29, the Cascade contracted service which accounted for approximately 2-3% of systemwide total ridership.

Ms. Coffman asked if the data was to compare apples to apples to remove Route 29 from last year and be able to compare it to this year to see if that was effective.

Mr. Dillivan confirmed yes, we are doing that. It was a challenge due to changes made to Route 5 to pick up some of Route 29's alignment, so it needs to be broken down stop by stop.

Mr. Dillivan noted for future ridership reports he will note what the delta would be if we took Route 29 out of the picture from last year to get a closer comparison.

Mr. Bilardello noted that the Silver Line dropped in ridership year over year. He asked if there were any other reasons why we would see a drop off on the Silver Line.

Mr. Dillivan said the data is pulled earlier in the month, and when that occurs, we may have a vehicle that does not get probed for its data.

Mr. Bilardello wants to revisit both items next time we meet.

Ms. Prato clarified that we moved this meeting back a week so we would have more time to analyze the data.

Mr. Dillivan said this data was pulled on September 2nd or 3rd.

4. On-Time Performance, Mr. Max Dillivan

Mr. Dillivan reported no major changes from the prior month into August other than road construction projects that are having an impact on On-Time Performance. We missed our target of 90%. August came in at 81.8%. Concrete replacement work was a factor as well due to several bays being closed changed how we could ingress and egress.

b. Operational Financial/Impacts

1. Status of Unfair Labor Practice - Mr. Steve Schipper

Mr. Schipper reported on our outstanding labor practice which stemmed from retention issues with mechanics and operators. The Rapid offered operators a 3% increase, plus a \$1 incentive. The Union held a vote, and the proposal was not supported. He added our work schedule is filled every day; however, we cannot manage the people who don't show up, or call in. This seriously impacts on our ability to deliver service to the community and to operate effectively. Mr. Schipper noted there will be a hearing scheduled for the first part of November and we will see what the next steps will be.

2. Paratransit/Transdev Performance - Mr. Jason Prescott

Mr. Prescott reported The Rapid had the opportunity to meet with the local General Manager and the Regional Vice President of Transdev for a productive meeting. Currently, we have issues with the Fleet and Operators. Transdev is down approximately six (6) to ten (10) operators. We are experiencing many call-offs, and they are trying incentives and making changes to morale in the office. Mr. Prescott feels our Fleet Director, Mr. Steve Clapp, is putting pressure on our vendors to get our vehicles in line. This change in fleet will make a big difference. We are making ground and there is a meeting set up at APTA with Transdev. They know our sense of urgency and our concern for the customers that they need to be on time.

Ms. Austin added she can tell the differences in her rides. She agrees new vehicles will be a game changer.

3. State Lobbying and Legislative Representative RFP - Ms. Deb Prato for Mr. Kevin Wisselink

Ms. Prato wanted to let this committee know that through the TMP we want to see what state policies need to change, do we need to rewrite ACT 51 or are there other funding sources out there? We had a state lobbyist for years which is the same lobbyist used by MPTA. We are putting this out on the street as a strategy to see if there are other opportunities for The Rapid to be influential in Lansing.

Mr. Bilardello appreciates this information, and he has offered to help in any way he can.

c. Employees

1. Bus Operator Hiring/Turnover - Mr. Steve Schipper

Mr. Schipper is pleased to report we are hiring very strongly, with eight (8) new operators in class now. We have another five (5) who started yesterday, and eight (8) in the pipeline for next month. Retention is an issue as we still lose 60% of new hires every year.

Ms. Prato added there is something that happens in the first year that we lose 60% of our new hires. It could be you go through training on days, and then you end up on less desirable shifts. The Rapid is trying to understand what levers we can pull and what is the nature of the churn.

Ms. Coffman asked if we do exit interviews.

Ms. Prato replied we do exit interviews, but we do not have the codes in the system to define when people leave so we can understand the data.

2. **Operator Refresher and Maintenance Training - Mr. James Nguyen**

Mr. Nguyen reported The Rapid was able to complete all the Refresher Training through July and August. It has been a few years since we had our last Refresher training. Mr. Nguyen added the most engaging topics included Human Trafficking, Micro Aggression, Sexual Harassment, and Implicit Bias.

Ms. Prato added the team was incredibly engaged. We need to continue.

3. **HR Changes - Ms. Deb Prato**

Ms. Prato noted that Ms. Nancy Groendal has resigned and has taken another position outside the company. Ms. Prato is working with HR Collaborative to search for a new HR Director.

d. **Fleet and Facilities**

1. **Update Ellsworth Remodel and Furniture RFP - Mr. Steve Schipper and Mr. Deron Kippen**

Mr. Schipper noted Progressive AE has given us a bid for furniture and that item will go to the Board for approval. He confirmed construction for the project is on time and on budget. The Rapid is very pleased with the contractor and there are no unforeseen issues. Contractors are in the drywall phase now.

2. **Status Platform Architectural Design RFP - Ms. Deb Prato for Mr. Kevin Wisselink**

Ms. Prato noted the RFP will be looking at how we can redesign the platform for entry, egress, safety, functionality, and a gathering place. This RFP is due on September 21st and it will be on the Board agenda for approval.

3. **Paratransit Vehicle Orders (Propane & EV) - Mr. Steve Clapp**

Mr. Clapp is pleased to report the twenty-two (22) propane buses will be received in the next couple of months. The next set of twelve (12) Electric buses we are replacing are also on time. There are seven (7) new paratransit buses on site.

4. **ADJOURNMENT**

This meeting was adjourned at 4:55 p.m.

The next meeting is scheduled for November 14, 2023

Respectfully submitted.



Kris Heald, Board Secretary



Interurban Transit Partnership

DATE: January 16, 2024
TO: ITP Board
FROM: Jason Prescott
SUBJECT: DECEMBER 2023 PARATRANSIT RIDERSHIP REPORT

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

	2023	2022	% Change
Total Paratransit Ridership	17,069	16,540	3.2%
ADA Ridership	14,136	13,358	5.8%
Non-Disabled Senior (NDS) Ridership	106	98	8.2%
PASS Ridership	218	219	-0.5%
Network 180	2,067	2,153	-4.0%

Ridership averages, as compared to 2022.

	2023	2022	% Change
Weekday Ridership	644	617	4.4%
Saturday Ridership	265	179	48.0%
Sunday Ridership	220	199	10.6%

Other Performance Measures

	2023	2022	% Change
On-Time Pick-Up	94.22%	74.00%	27.3%
On-Time Drop-Off	96.92%	77.00%	25.9%
Average Cost Per Trip	\$52.99	\$40.60	30.5%

December 2023 Paratransit Ridership and Operating Statistics

	2023	2022	Change	% Change
ADA				
Clients	1,214	1,204	10	0.8%
Passenger Trips	14,136	13,358	778	5.8%
NDS				
Clients	12	13	(1)	-7.7%
Passenger Trips	106	98	8	8.2%
PASS				
Clients	13	14	(1)	-7.1%
Passenger Trips	218	219	(1)	-0.5%
CONTRACTED				
Clients	0	0	0	#DIV/0!
Passenger Trips	0	0	0	#DIV/0!
RIDELINK				
Clients	248	289	(41)	-14.2%
Passenger Trips (Performed by The Rapid)	542	712	(170)	-23.9%
TOTALS				
Clients	1,487	1,520	(33)	-2.2%
Passenger Trips	15,002	14,387	615	4.3%
Average Weekday Ridership	644	617	27	4.4%
Average Saturday Ridership	265	179	86	48.0%
Average Sunday Ridership	220	199	21	10.6%
All Ambulatory Passengers	12,126	11,759	367	3.1%
All Wheelchair Passengers	2,876	2,628	248	9.4%
No - Shows	427	354	73	20.6%
Cancellations	348	450	(102)	-22.7%
Transdev				
Average Cost per Trip	\$52.99	\$40.60	\$12.39	30.5%
Riders per Hour	1.8	2.1	(0.3)	-16.2%
Accidents per Month	1.0	3.0	(2)	-66.7%
Trip Denials				
	0	0	0	0.0%
NTD Travel Time (minutes)	33	29	4	13.8%
NETWORK 180				
Passenger Trips	2,067	2,153	(86)	-4.0%
Average Weekday Ridership	109	98	11	11.2%
TOTAL PASSENGER TRIPS	17,069	16,540	529	3.2%
Paratransit Service Quality Statistics: network 180 Excluded				
Complaints	2023	2022	% of Trips	% Change
Transdev Complaints	14	21	0.1%	-33.3%
On-Time Performance				
On-Time Compliance - Pick-up	94.22%	74.00%	20.2%	27.3%
On-Time Compliance - Drop-off	96.92%	77.00%	19.9%	25.9%



Interurban Transit Partnership

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

Date: January 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, December 28 through Wednesday, January 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 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, 1,962 people have signed up to use this new service.

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, December 28, and Wednesday, January 3 (five-day service period), there were a total of 163 completed trips. All 163 trips were scheduled on-demand through the app.

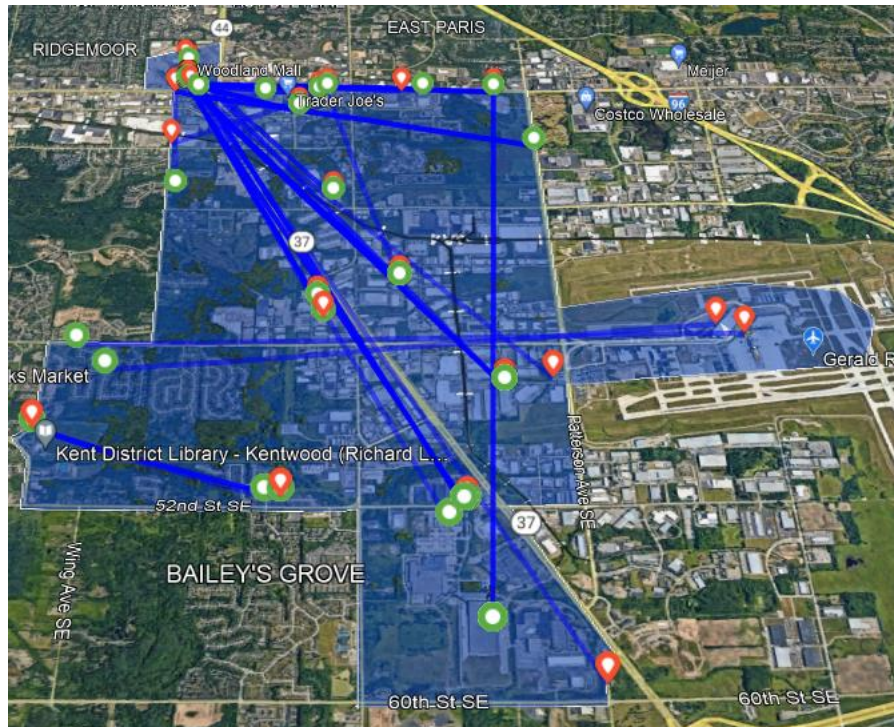
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There were 107 completed trips in Kentwood (66%), and 56 trips completed in Walker (34%). There were 33 individual riders in Kentwood and 15 in Walker that made up these trip counts for this week.

The average fare trip distance in Kentwood is 2.85 miles, and 3.17 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.

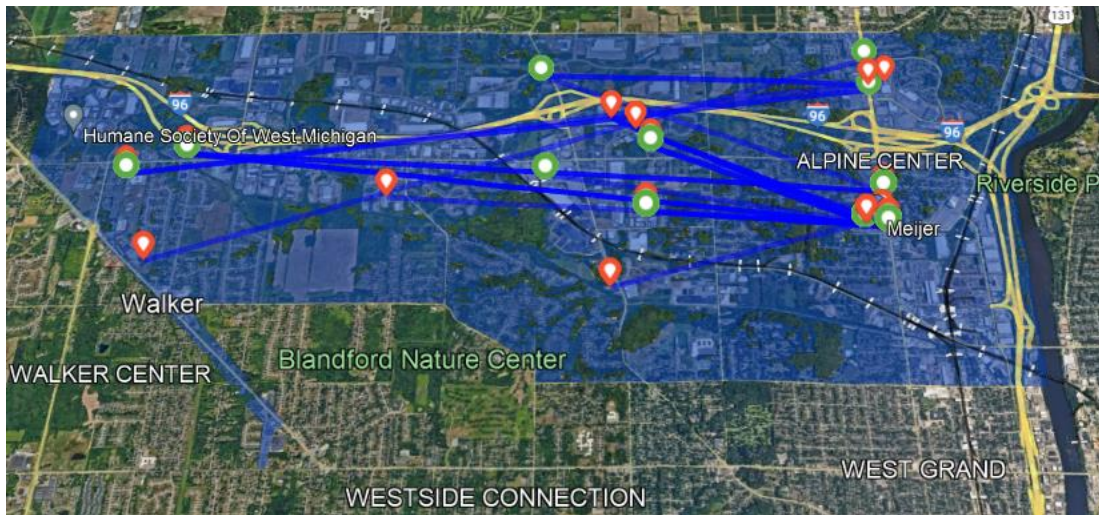
The earliest trip in Kentwood for this five-day service period had a reported arrival time of 5:57 a.m. The latest trip was completed at 9:42 p.m.



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The earliest trip in Walker for this five-day service period had a reported arrival time of 6:07 a.m. The latest trip was completed at 9:09 p.m.



4 Trips taken this week in the expanded zone.

3475 Alpine Ave NW

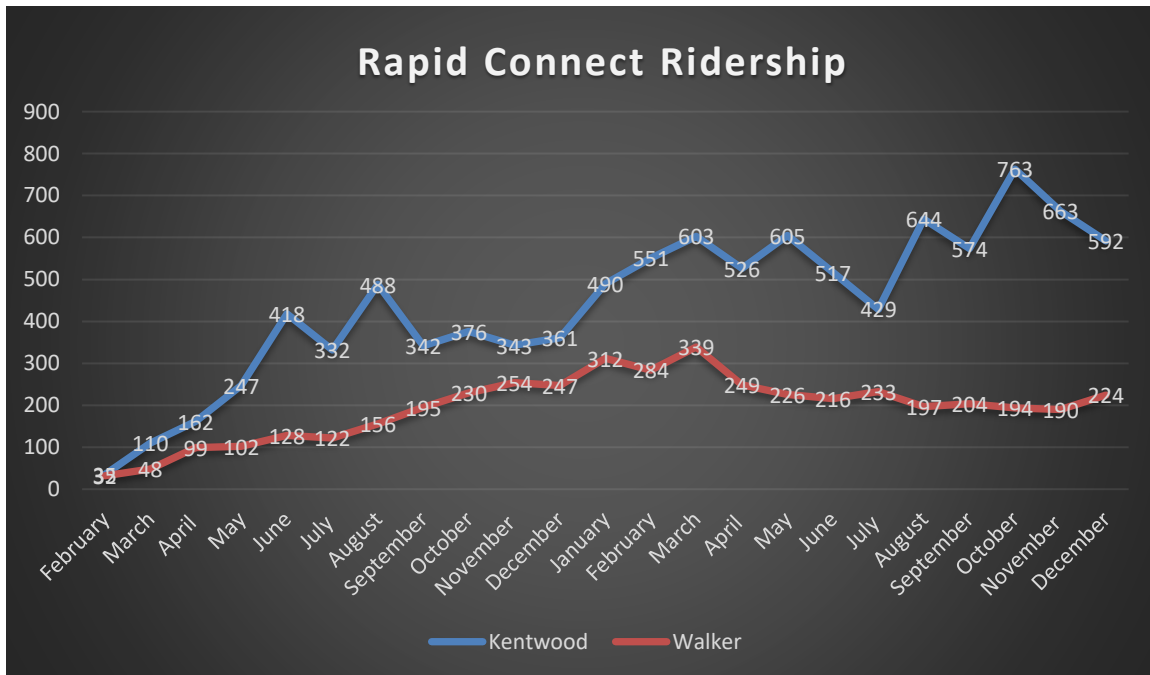
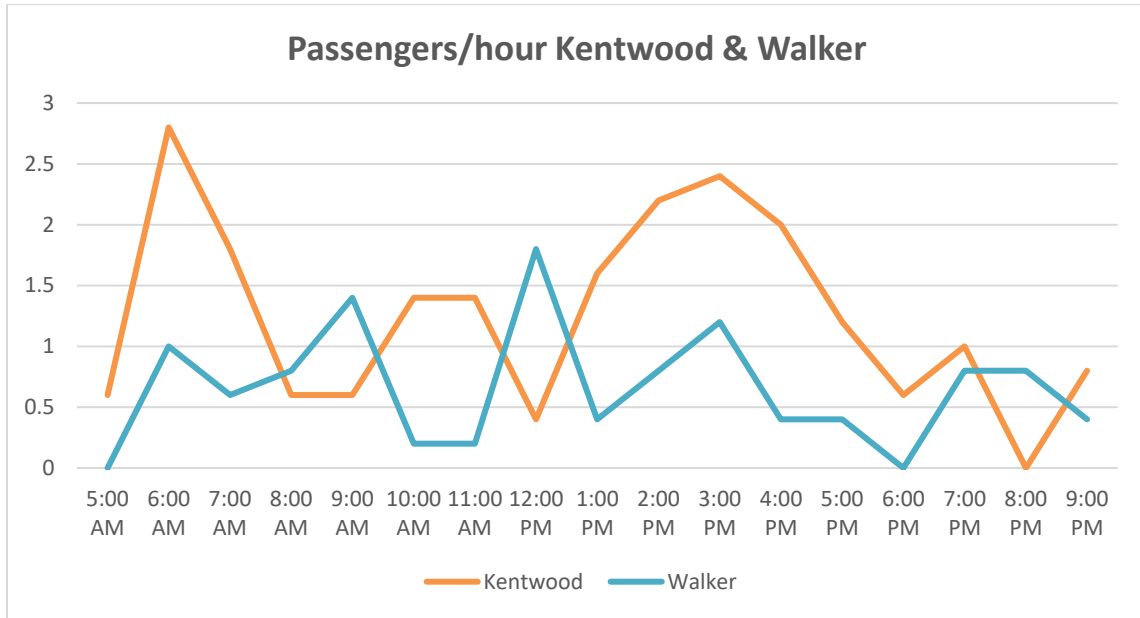
3286 Alpine Ave NW

3248 Alpine Ave NW

2189 Walker Ave

Interurban Transit Partnership

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





Date: January 10, 2024
To: ITP Board
From: Maxwell Dillivan, AICP – Senior Planner
Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – December 2023

OVERVIEW

December 2023 ridership and productivity measures significantly out-performed those of December 2022. This month’s very favorable weather conditions and extremely inclement weather during the third week of December 2022 largely explain the increase in performance.

BACKGROUND INFORMATION

Monthly Ridership

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

Daily Average Ridership

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

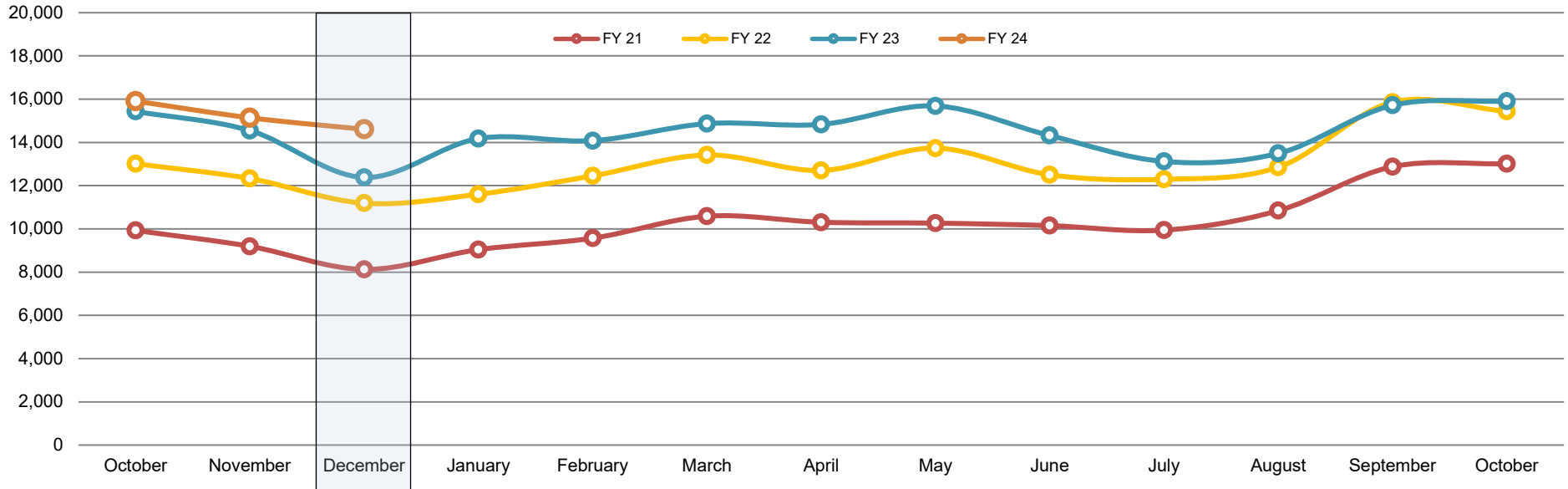
Productivity Summary

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

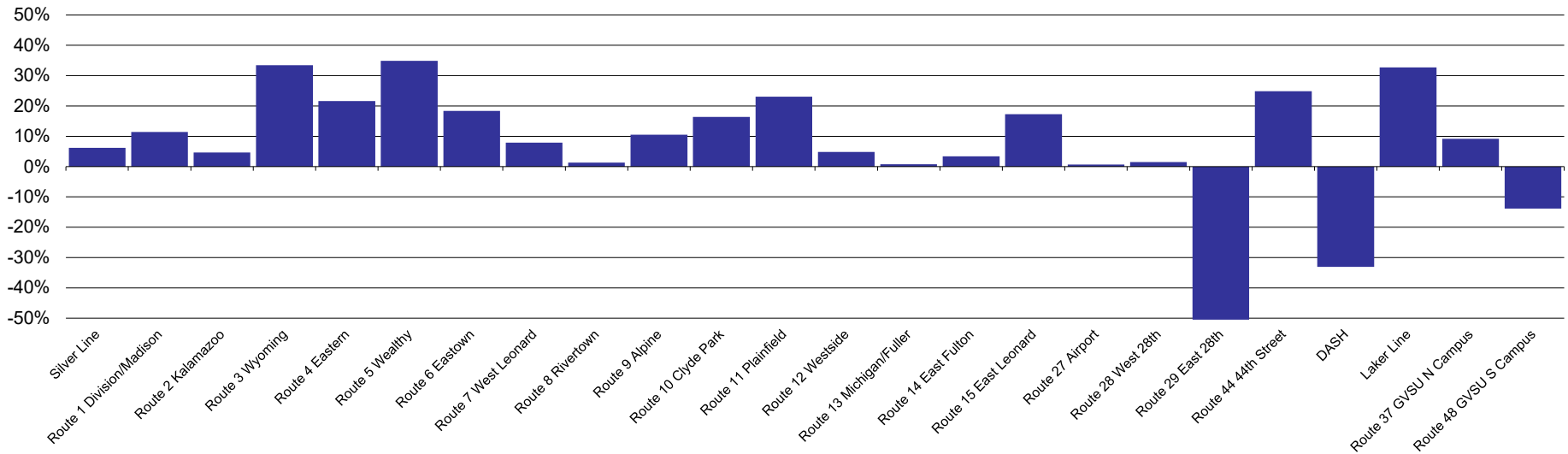
Fiscal Year Ridership

Table with 4 columns: Service Type, FY 2024, FY 2023, % Change. Rows include Regular Fixed Route Service, Contracted Service, and Total Fixed Route Ridership YTD.

Monthly Weekday Average Ridership History



Percent Change by Route: December 2023 compared to December 2022



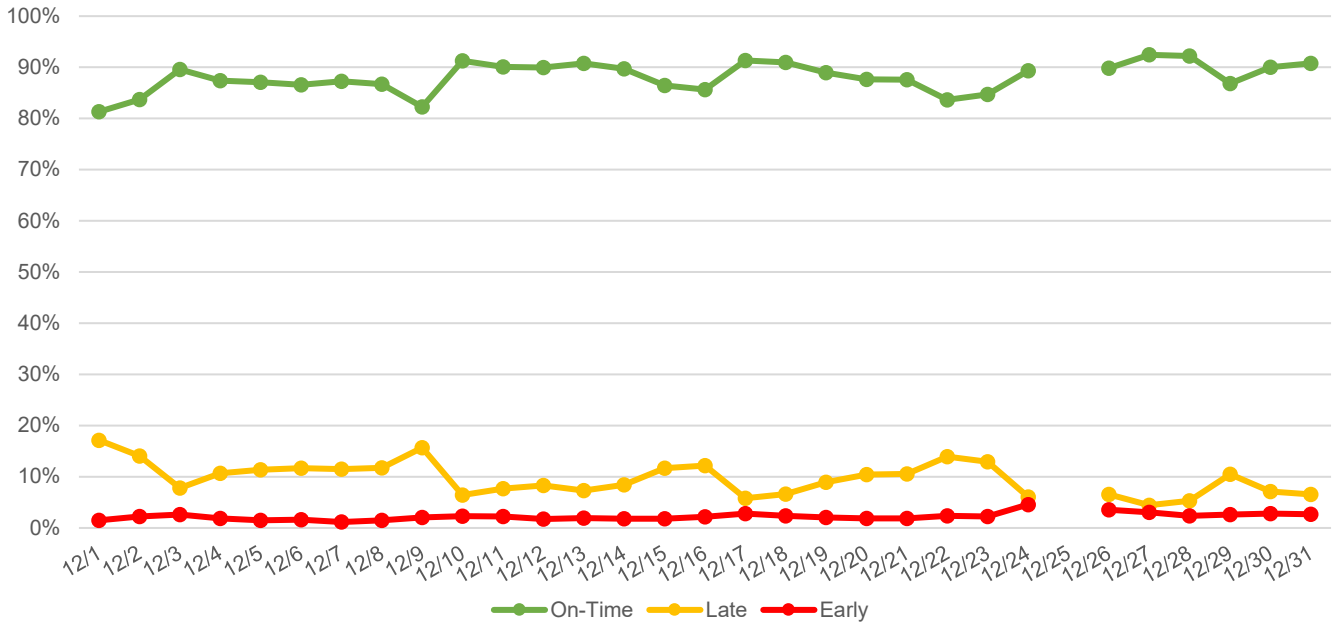


Date: January 10, 2024
To: Present Performance & Service Committee
From: Maxwell Dillivan, AICP – Senior Planner
Subject: FIXED ROUTE ON-TIME PERFORMANCE REPORT – DECEMBER 2023

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
December 1 through December 31



The figure above demonstrates daily on-time performance over the past month. Through the month of December 2023, systemwide on-time performance was 88.0% with incidents of lateness reaching 9.8% and incidents of earliness reaching 2.1%. This represents an increase from 87.1% on-time the system operated at during the month of November 2023 as well as an increase from 85.9% the system operated at during December 2022. Very temperate weather through the month of December 2023 created favorable road conditions enabling improved schedule adherence.

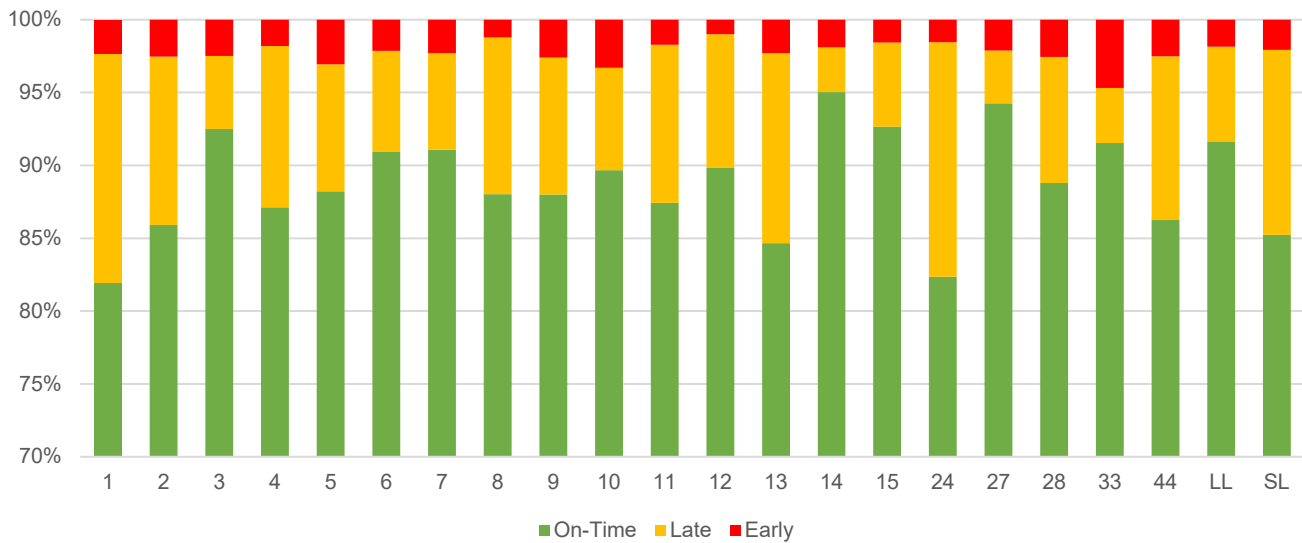
ROUTE BY ROUTE ANALYSIS

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:

- Corewell Health parking ramp (impacts Silver Line and Route 6) – *expected to continue until end of construction season.*
- Oxford Street at Norwich Ave (impacts Route 8) – *began mid-September, expected to continue through remainder of construction season.*

Route by Route On-Time Analysis

December 1 through December 31



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.