



Present Performance & Service Committee Members

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

PRESENT PERFORMANCE & SERVICE COMMITTEE

Tuesday, March 5, 2019, 3:00 p.m.

Rapid Administrative Office, 300 Ellsworth Avenue, SW

AGENDA

PUBLIC COMMENT

1. MINUTES – January 8, 2019 Committee Meeting
2. DISCUSSION ITEMS
 - a) Comprehensive Operational Analysis (COA)
 - b) Ridership Review
 - c) On-Time Performance
 - d) Wave Update
 - e) Report Card Standards
 - f) Winter Bus Stop/Station Maintenance
3. NEXT MEETING – May 7, 2019



MINUTES OF
PRESENT PERFORMANCE & SERVICE COMMITTEE

January 8, 2019

ATTENDANCE

Committee Members Present: Charis Austin, David Bilardello (Chair), Steven Gilbert, Andy Guy

Committee Members Absent: Tracie Coffman

Staff Present: Robin Crothers, Andrew Johnson (CEO), Asher Lockwood (intern), Nick Monoyios, Brian Pouget, Conrad Venema, Mike Wieringa, Kevin Wisselink

Others Present: Watchdog Miller

Mr. Bilardello called the meeting to order at 4:06 p.m.

Mr. Bilardello stated that Steven Gilbert is a new Board member from Walker and he is serving on the Present Performance & Service Committee. Mr. Gilbert provided a brief bio.

PUBLIC COMMENT

Watchdog Miller stated that the Walker Latent Demand Study excludes West Catholic High School. The Rapid blew \$42,000 on that study. He commented that he could do the COA for The Rapid. He said that BRT is a transit divorce because it replaces a local line with an express line. The Laker Line is a \$75 million debacle. The facilities here are a disgrace. Routes 14 and 19 need to connect. There need to be more bus stops. The Rapid lines should be returned to north/south.

1. **MINUTES**

Mr. Bilardello mentioned that the minutes reflect that the Present Performance & Service Committee is the lead on the Comprehensive Operational Analysis (COA) process. The Future Planning & Technology Committee will also provide input.

The minutes of the November 5, 2018 committee meeting were approved as written.

2. DISCUSSION

a) Comprehensive Operational Analysis (COA):

Mr. Venema stated that a COA is the industry standard for evaluation of a transit system. It is recommended about every 10 years. The Rapid system has been mostly static regarding service and funding. The COA is a way to "tune up" the system to match the demand and mobility needs.

The COA will address fixed route and contracted service. It does not address paratransit service. The Rapid system is not broken but it does need adjustment. The Align Study showed the needs regarding system improvement. The radial pulse system, which we have used for many years, will be evaluated.

Mr. Venema commented that the Board needs to develop guiding principles to help direct the COA.

The draft scope of work for the COA was provided. Mr. Venema reviewed the key deliverables and provided highlights on the 12 steps included in the draft scope. We need to be visionary and not limit ourselves in regard to mobility needs and service possibilities.

Mr. Venema noted that the last COA at The Rapid was done in 2005 and all of the recommendations were implemented

He mentioned that the guiding principles should be community based and are critical in this process.

In response to a question from Mr. Bilardello, Mr. Johnson stated Board engagement in the COA includes work with staff and the consultant to come up with guiding principles. These are philosophical in nature, not service specific. We need to work city-by-city and cover the entire system. This will lay the foundation for regional service. Success from the COA is being able to maximize resources and to provide more convenient service without leaving anyone behind. This is difficult to achieve. The consultant will need to determine the right mix of transportation options and convenience. The Board will come up with the overall vision and their individual community needs.

Mr. Guy asked if the COA scope provided to the committee was a draft. Mr. Johnson responded that it is a draft and staff is looking for input and feedback. We hope to have an RFP on the street in March.

Mr. Venema stated that the consultant agreement should be on the May Board agenda.

Mr. Johnson commented that the scope will come back to the committee for final review at their March 5 meeting.

The consultant will work with the Board to develop the guiding principles. The Future Planning & Technology Committee discussed hiring a consultant that will challenge us, generate new ideas and redefine transportation/mobility.

Mr. Bilardello asked about getting a consultant that specializes in doing COA's. Mr. Venema stated that we will get proposals from multiple firms on this project.

Mr. Johnson mentioned that the study will include funding and revenue options. There is a level of disruption in the transportation industry and the focus is on mobility options. The Future Planning & Technology Committee discussed the COA at their meeting this month and there was emphasis on identifying how to refine, redefine and transform service in the region.

Mr. Venema stated that the COA has to focus on networks with BRT and other major investments.

Mr. Johnson commented that convenience is a key factor.

Ms. Austin asked about accessibility not just for people with disabilities. We need to be concerned about the older population. Mr. Venema stated that this will be addressed.

Mr. Pouget mentioned developing more partnerships with employers.

b) Ridership Review

On-Time Performance:

Mr. Wisselink provided a document showing on-time performance and ridership over the last three years. He asked the Committee to let him know if they would like this information provided in a different format or they would like to see additional/different information.

He reviewed the on-time performance information noting that road construction and congestion make the biggest impact on on-time performance. The time of day also has an impact.

In response to a question from Mr. Guy, Mr. Wisselink stated that the on-time performance goal at this time is 83%. The results of the COA may allow us to push that number higher. We need to improve system reliability.

Mr. Bilardello suggested incentives for drivers related to on-time performance. Mr. Venema stated that safety is our number one priority. It is not difficult to stay on

time during the midday. The COA will identify the issues regarding on-time performance.

Ms. Austin asked if there was a way to announce known delays/changes in service. Mr. Johnson responded that we use social media and we have service alerts on Rapid Connect. We need to find the best ways to communicate service issues.

Mr. Venema commented that the biggest problem with congestion is in downtown Grand Rapids.

Ridership:

Mr. Wisselink reviewed the information provided on ridership. There are always seasonal fluctuations but ridership has been on a downward trend for the last four years. Over the past six months, however, we have seen a slight increase.

Ridership on Route 19 is approximately 1,100 trips/day and the 10-minute frequency has been maintained. The Silver Line has experienced nearly a 10% increase over the last two years. Route 28 has had a 4.4%. Route 3 has experienced the largest ridership decline. The COA will address ridership issues.

Mr. Wisselink responded to Mr. Guy's question regarding information about buses being late stating that we are working to improve information at the stop level.

Mr. Gilbert indicated that The Rapid needs to raise awareness of the app for online bus information.

Mr. Guy suggested that staff provide some examples of guiding principles. Mr. Venema noted that a team can be put together to come up with some broad ideas.

Mr. Venema commented that there are many consultants that have done recent COA's. The Rapid is not the only system struggling with the changing transportation market. We are looking for creativity from our consultant.

WAVE:

Mr. Bilardello asked about the WAVE program. Mr. Wisselink responded that the program was launched in August 2018. It is slowly increasing in use. We believe about 20% of rides are taken with the WAVE card. The program will not be fully operational and effective until we have access to the retail network. There needs to be a marketing effort once the retail network is in operation.

Mr. Johnson stated that the retail network is the biggest issue and then the marketing needs.

Mr. Pouget informed the committee that GRPS will start using the WAVE cards soon.

Mr. Bilardello asked for an update on the WAVE program to be included on the committee's meeting agendas.

3. NEXT MEETING – March 5, 2019

Mr. Venema stated he will provide a revised COA scope for the March 5 meeting.

The meeting at adjourned at 5:07 p.m.



Robin Crothers, Board Secretary

REQUEST FOR PROPOSALS

COMPREHENSIVE OPERATIONAL ANALYSIS (COA)



Interurban Transit Partnership
300 Ellsworth Avenue, S.W.
Grand Rapids, MI 49503-4018
(616) 456-7514

SCHEDULE OF EVENTS

Issue RFP	XXXXX
Pre-Proposal Meeting	XXXXX
Questions and Answers	XXXXX
Response to Q & A's	XXXXX
Proposals Due	XXXXX
Interviews	XXXXX
Best and Final Offer Due	XXXXX
The Rapid Board Actions	XXXXX
Contract Award	XXXXX

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SECTION 1: PUBLIC NOTICE

REQUEST FOR PROPOSAL (RFP)

COMPREHENSIVE OPERATIONAL ANALYSIS (COA)

The Rapid is requesting sealed proposals for the provision of a Comprehensive Operational Analysis (COA) for its entire fixed route bus system. The Rapid serves a population of more than 569,935 people with 23 bus routes as well as 7 contracted routes. In FY 2018 total ridership on the system was 10,466,464. The Rapid service area is comprised of six cities—Grand Rapids, East Grand Rapids, Kentwood, Wyoming, and Walker—as well as partnering townships.

Sealed proposals will be accepted by the The Rapid's Purchasing Manager until XXXX. A pre-proposal meeting is scheduled for XXXX at The Rapid's administrative offices located at the address listed below.

The Rapid Board reserves the right to postpone, accept or reject any and all proposals in whole or in part, on such basis as The Rapid Board deems to be in its interest to do so, subject to the rules and regulations set forth by the Federal Transit Administration (FTA).

No proposal may be withdrawn for at least sixty (60) days after the scheduled closing time for receipt of proposals. An original and four (4) copies of the proposal shall be submitted in the format prescribed by the Purchasing Department.

Mark R. Fedorowicz
Purchasing Manager
616-456-7514
Fax: 616-774-1195

The Rapid
300 Ellsworth Ave S.W.
Grand Rapids, MI 49503

SECTION 2: SCOPE OF WORK

Background

The Rapid is seeking to contract with a professional planning firm to produce a Comprehensive Operational Analysis (COA) of the fixed-route bus system. A COA was completed in 2005 that delivered both near-term and longer-term recommendations that have since been implemented. Nevertheless the region has since experienced substantial and continuing growth, demographic changes, and changing ridership patterns. As a result of this growth, areas of employment are increasingly becoming more geographically separate from where people live. The COA must address the increasing geographic separation of home-to-work trips in order for The Rapid to be an effective mobility provider.

In addition, as a result of increasing traffic congestion in the region, a detailed analysis of the on-time performance and reliability of the fixed-route system is required. Lastly, ridership on the system has decreased since the peak in 2014. For these reasons, evaluation of The Rapid's fixed-route system is necessary in order for the transit system to meet the changing mobility needs of the service area.

The COA must consider all mobility options in the process of evaluating the Rapid's fixed-route bus system including an evaluation of the design of a radial pulse system versus a grid system. The COA must recommend route changes designed to improve service efficiency, on-time performance, increase ridership, and the possible reallocation of The Rapid's fixed-route resources. The COA must also leverage the existing (and future) Bus Rapid Transit (BRT) investments including the Silver Line and the Laker Line. The COA will build these recommendations based on extensive data analysis, public outreach, and efforts to inform The Rapid Board of best practices and best use of various types of public transportation modes.

In addition, the COA process must use existing planning documents (such as the Transit Master Plan (TMP), the Align Study, the Walker Latent Demand Study, and the future Transit On Demand (TOD) Study), regional plans, and regional initiatives for guidance and as a basis for the final recommendations for the COA outcomes. **Furthermore, the COA shall consider an entire spectrum of service modifications ranging from entirely 'resetting' the system to minor modifications, based on data analysis, public input, and existing documentation.** The COA shall also consider the analysis and potential implementation of all mobility options and how they can each be best utilized to meet the region's mobility needs. The Rapid's Title VI plan and an environmental justice analysis must be considered in all evaluation of service recommendations. The Grand Rapids metropolitan region has many areas of concentrated social need for transit service—in all forms—which must be addressed in the COA.

Of importance to the COA are the relationships between effective transit and land-use, population and employment patterns, as well as social equity and areas of high transit need. Furthermore, new mobility integration is desired as well as buy-in from major employers and the implementation of Transit Demand Management (TDM) and Public-Private Partnerships (PPP) solutions. Other considerations must include the analysis of the downtown DASH service including the evaluation of a

potential policy of a fare free network. In the end, the COA must consider all options to grow the ridership base and compliment smart growth goals of the service area.

The primary goals and objectives are as follows:

- Stakeholder outreach, education and engagement plans;
- Summary of service priorities based on public input, existing plans, as well as cities' and regional initiatives;
- A cost-neutral service plan that addresses the immediate mobility needs for the region;
- Alternate service plan that address The Rapid's priorities for service expansion over the next 3 years;
- Alternate service plan that address The Rapid's priorities for service expansion over the next 4-6 years;
- Implementation plan for each of the proposed service options;
- Operating and capital costs (including facilities needs) requirements to adequately fund each of the proposed service plans;
- Non-traditional service options for the region including the evaluation of the existing PASS service;
- Analysis of infrastructure capacity and functionality to support recommendations for service changes or expansion;
- Truly visionary and innovative approach to the best use of transit resources to best meet the mobility needs of the region;
- Determination of how service options interconnect seamlessly with new mobility options such as car share, bikeshare, WAV on-demand, and TNCs.

In summary the consultant shall focus on providing practical and sustainable recommendations to improve the overall productivity and reliability of The Rapid system, and further enhance The Rapid's image throughout the Grand Rapids metropolitan area in a three-phased approach. The Rapid desires the COA to be completed in 12 months from the start of the study.

The final Work Scope is comprised of the following 12 tasks:

1.0 Project Management

Methodology: The Consultants project manager will meet with The Rapid staff at the start of the project to discuss the work plan, schedule and relevant issues/concerns. The final work scope will provide the blueprint for which ensuing tasks will be conducted. The consultant will manage and coordinate the work elements, prepare monthly progress reports, and provide a single point of communication and responsibility with The Rapid Project Manager.

Product/Deliverable: A final work scope and schedule will be prepared following the kick-off meeting. Monthly progress reports will summarize the project status, outstanding issues, and work planned for next the next month.

2.0 The Rapid Board Engagement and Education

Methodology: The consultant team will create and implement a plan of action to engage with and inform The Rapid Board of best industry practices and the most effective use of transit modes based on land-use, demographics, and travel patterns.

Product/Deliverable: Presentations, board activities, and general board engagement to determine guiding principles for the COA.

3.0 Rapid Staff Engagement

Methodology: The Rapid management will be interviewed to canvass their opinions regarding the current system's operational strengths, weaknesses and opportunities. Interviews will be conducted with operations, bus operators, planning, scheduling, marketing, and customer service departments' management and staff.

Product/Deliverable: A report will be generated that summarizes the input received.

4.0 Community and Stakeholder Outreach and Education

Methodology: The consultant will meet with key stakeholders when crafting the COA plan alternatives. This will provide the necessary framework in order to present and gain meaningful feedback to the final findings to the public once the final COA recommendations are presented.

Product/Deliverable: A report will be generated that summarizes the input received.

5.0 Data Collection

Methodology: The Consultant will assemble and review information presently available and to collect new data for a comprehensive analysis of The Rapid current route performance, system operations and procedures. In addition, data collection must include current travel patterns, stop-level boarding and alighting data, transfer analysis, operating costs data, on-time performance metrics, and stop spacing analysis and other data as required. The consultant shall also collect data on regional job and housing locations, employment centers, population, demographics, and regional travel patterns.

Key documents to be collected by the consultant team are daily and monthly route summary reports, productivity and ridership reports, which The Rapid prepares, to determine ridership characteristics of each route. The Rapid plans for future operations and facilities should be consistent with various transportation and land use development plans and policies developed by local and regional governments.

Product/Deliverable: A report will be generated that summarizes the input received.

6.0 Evaluation of Services

Methodology: Route profiles will be prepared that evaluates the overall productivity, efficiency and effectiveness of each route. Segments and time-of-day productivity will be evaluated when developing individual route profiles.

After completion of the individual route profiles, the project team will review the following key operational, service alignment and schedule issues for each of The Rapid's fixed-route services. This is not a comprehensive list and other data points recommended by the consultant are welcome.

- Social economic equity;
- Headways (service frequencies);
- Passenger loads by route segments relative to capacity;
- Route complexity, including deviations and turn backs;
- Locations of transfer centers, opportunities for timed transfers;
- Equipment utilization and assignment by type and time period;
- Directness and redundancy of route alignments;
- Scheduling arrival/departure times at key generators;
- Transfer needs and opportunities;
- Interlining (scheduled through-routes);
- Time point locations (optimal spacing and schedule adherence management);
- Layover and terminal locations and recovery times;
- Bus stop spacing;
- Operating hours, days of service;
- Scheduled adherence/running times;
- Deadhead operations;
- Reverse commuting/bi-directional demand opportunities;
- Evaluation of alternate service options other than traditional fixed route service such as car share, mobility hubs, new shared mobility, and non-motorized options;
- Traffic and bus turning movement considerations;
- Passenger amenities (facility, shelter and bus stop needs);
- Service frequency recommendations; and
- Evaluation of bus fleet requirements and vehicle size needs.

Product/Deliverable: A report will be generated that summarizes the input received.

7.0 Latent Demand Analysis

Methodology: The Consultant must assess the potential of expanded Rapid service in geographic areas where service does not currently exist or is limited. Where possible, this should be identified by latent demand by time of day, origin-destination zones and user group. In addition, the Consultant team must consider alternate mode of transit—other than fixed route—to address the region's mobility needs.

Current census data will be analyzed to identify markets of potential riders that presently have inadequate transit service. The analysis will focus on identifying markets of disadvantaged populations (i.e., those persons who because of age, mobility limitations, or low income would rely on public transportation), and commuter travel markets. This analysis will be corroborated by public service requests, interviews with management and The Rapid Board, as well as data collected in the TMP, the Align Study, the Walker Latent Demand Study and the future TOD Study. This analysis will identify demographic characteristics of areas with high transit ridership, future land-use planning, and will identify areas that are presently underserved by transit. Key trip generators with regional travel patterns will also be identified.

Product/Deliverable: A report will be generated that summarizes the input received.

8.0 Cost-Neutral Service Plan

Methodology: The cost-neutral service plan will focus on the reallocation of The Rapid's current resources to best meet the changing needs of the Grand Rapids metropolitan region and build upon the investments The Rapid has and will make in the BRT network.

Product/Deliverable: The consultant will deliver a cost-neutral service plan that will address the immediate mobility needs of the region.

9.0 Near-Term Recommendations (1-3 years)

Methodology: The near-term plan will address new service options, additional service, and expansion opportunities within the metropolitan service area with the understanding that additional funding sources may be required. The near-term plan will build on the recommendations from the cost-neutral plan.

Product/Deliverable: The consultant team will deliver a near-term service plan that incorporates the facility needs, operating costs, capital costs, and vehicles needs over this time period.

10.0 Short-Term Recommendations (4-6 years)

Methodology: The near-term plan will address new service options, additional service, and expansion opportunities within the metropolitan service area with the understanding that additional funding sources may be required. This plan will build upon the recommendations from the near-term plan.

Product/Deliverable: The consultant team will deliver a short-term service plan that incorporates facility needs, operating costs, capital costs, and vehicles needs over this time period.

11.0 Presentation of Findings

Methodology: The consultant will present findings of the COA in report, electronic and graphics media and will prepare a Draft COA Report that documents all of the aforementioned work elements, results, and recommendations. After a suitable period of review by Rapid staff, the consultant will prepare the final COA Report, incorporating review comments. The consultant will assist staff in the design and layout of graphic presentation materials, as required. Lastly, the consultant team will present the recommendations of the COA to The Rapid Board of Directors at a regularly scheduled board meeting.

Product/Deliverable: The consultant will prepare a final COA Report that documents all of the aforementioned work elements, results, and recommendations.

12.0 Implementation Plans

Methodology: The consultant will present findings of the COA service plans and provide an implementation plan for each of the alternate service plans. These plans must include all the elements of implementing the various service plan options including operating and capital costs and facilities needs for the various plans.

Product/Deliverable: The consultant team will deliver an implementation plan for each of the service plan options.



Date: January 9, 2019
To: ITP Board
From: Asher Lockwood / Planning Department
Subject: DECEMBER 2018 RIDERSHIP AND PRODUCTIVITY REPORT

BACKGROUND

RIDERSHIP SUMMARY

December 2018 compared to December 2017

Total Ridership by Category:

- Routes 1 – 44 ridership (568,485) increased **1.5%** (8,203)
- **Contracted/Specialized Service ridership (164,786) decreased 2.8% (-4,707)**
- **Demand-Response ridership (28,920) decreased 0.6% (-171)**
- **Total Ridership (974,088) decreased 1.3% (-13,059)**

Daily Averages:

- Average Weekday total ridership (32,019) decreased **0.7%** (-232)
- Average Weekday evening ridership (4,273) increased **1.9%** (81)
- Average Saturday ridership (12,512) increased **7.2%** (841)
- Average Sunday ridership (6,067) increased **14.9%** (788)

Fiscal Year 2019 compared to Fiscal Year 2018

Total Ridership by Category:

- Routes 1 – 44 ridership (1,899,365) increased **1.7%** (31,625)
- **Contracted/Specialized Service ridership (764,615) increased 1.4% (10,430)**
- **Demand-Response ridership (28,920) increased 1.7% (1,017)**
- **Total Ridership (2,156,851) increased 1.6% (34,869)**

Daily Averages:

- Average Weekday total ridership (40,015) decreased **0.9%** (-358)
- Average Weekday evening ridership (5,333) increased **4.8%** (243)
- Average Saturday ridership (13,771) increased **9.1%** (1,153)
- Average Sunday ridership (6,829) increased **14.0%** (838)

ROUTE PERFORMANCE SUMMARY (Routes 1-44 Only)

December 2018 fixed-route system performance increased compared to December 2017 (contracted services not included). The fixed-route summary is as follows:

- Average passengers per hour (19.2) decreased 1.4% (-0.1 points)
- Average passengers per mile (1.56) decreased 0.7% (-0.1 points)
- Average farebox recovery percent (26.2%) decreased 2.3% (-0.3 points)
- Average daily passengers (18,482) increased 2.1% (-1.0 points)
- **Monthly system performance (80.7 points) decreased 4.4% (-3.7 points)**
- **FY 2019 system performance (84.4 points) decreased 2.4% (-2.1 points) compared to FY 2018**

Monthly Fixed-Route Point Summary

	FY 19	FY 18	FY 19	FY 18		%
	<u>Avg</u>	<u>Avg</u>	<u>Points</u>	<u>Points</u>	<u>Change</u>	<u>Change</u>
Avg Passengers per Hour per Route:	19.2	19.5	9.6	9.7	-0.1	-1.4%
Avg Passengers per Mile per Route:	1.56	1.57	12.0	12.1	-0.1	-0.7%
Avg Fare-box Recovery % per Route:	26.2%	26.8%	13.1	13.4	-0.3	-2.3%
Avg Daily Fixed-Route Passengers:	18,482	18,104	40.2	41.1	-1.0	2.1%
December Total:			74.9	76.4	-1.5	-2.0%
Year Average:			81.2	83.1	-1.9	-2.3%

- **18 of 23 (78.3 %) fixed-routes performed within the average range (within one standard deviation of the system mean)**
- **The Silver Line above standard (greater than 66.7% above the system mean)**
- Route 1 – Division, Route 2 – Kalamazoo and Route 9 – Alpine performed one standard deviation above the system mean
- Route 17 – Woodland/Airport performed one standard deviation below the system mean
- **No routes performed below standard (less than 66.7% below the system mean)**

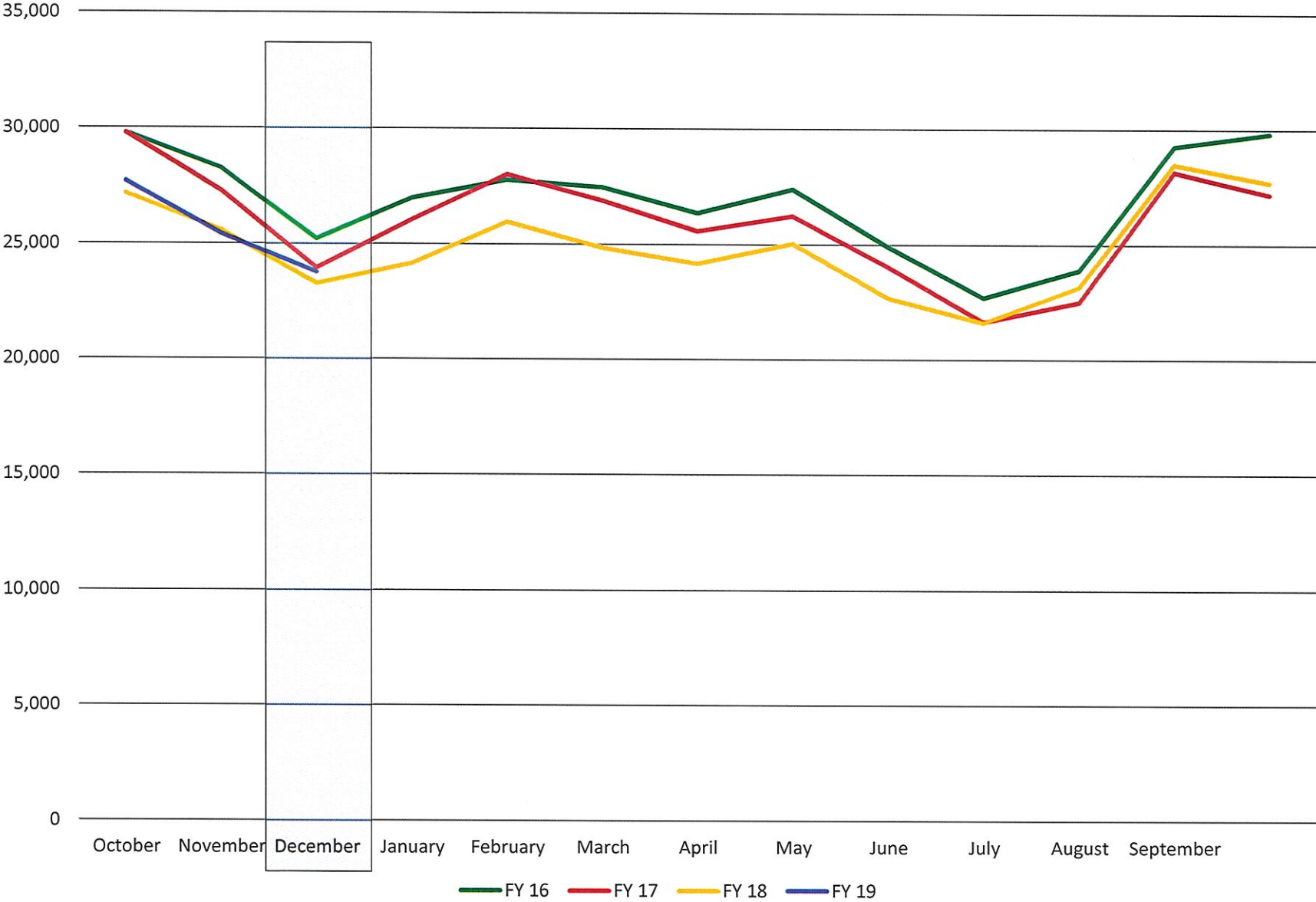
December 2018 Fixed Route Ridership Change: **3.4%**
 December 2018 Total Ridership Change: **0.5%**

Change in service days from December 2018 to December 2017

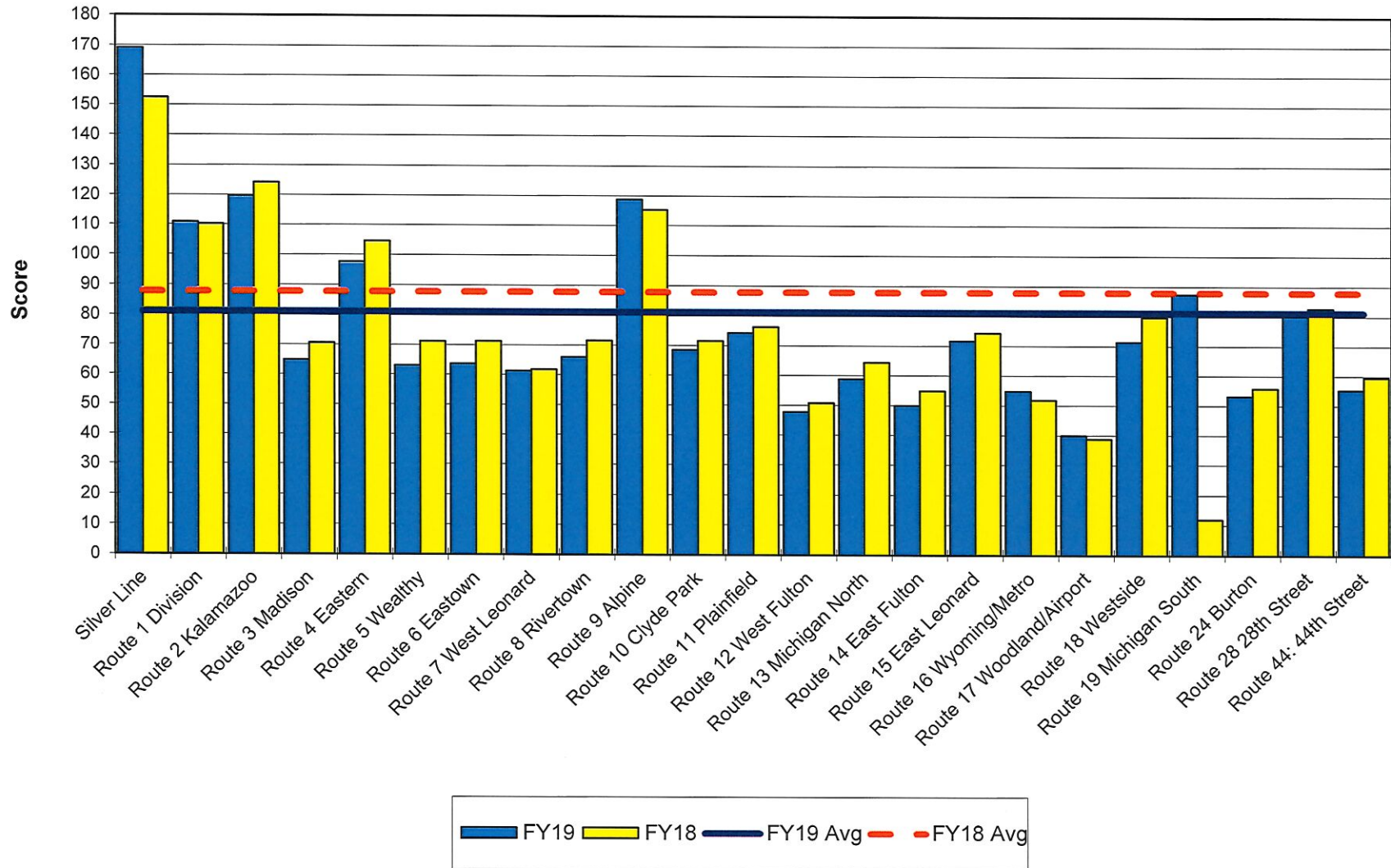
	FY 2018	FY 2017	Change
Total Service Weekdays	20	20	0
Total Service Saturdays	5	5	0
Total Service Sundays	5	5	0

Attached is a graphical summary of the system and individual fixed-route performance

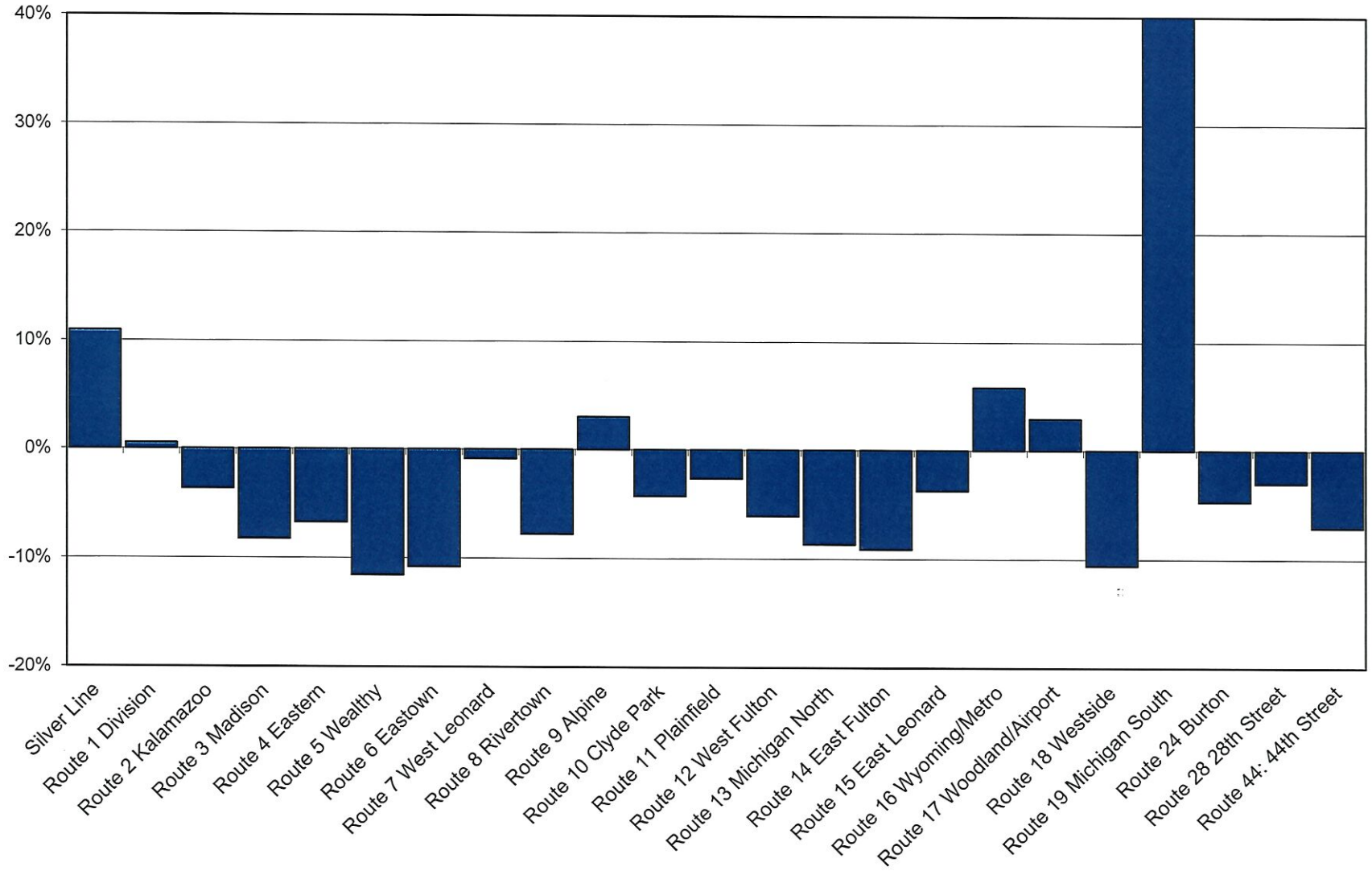
Monthly Weekday Average Ridership History



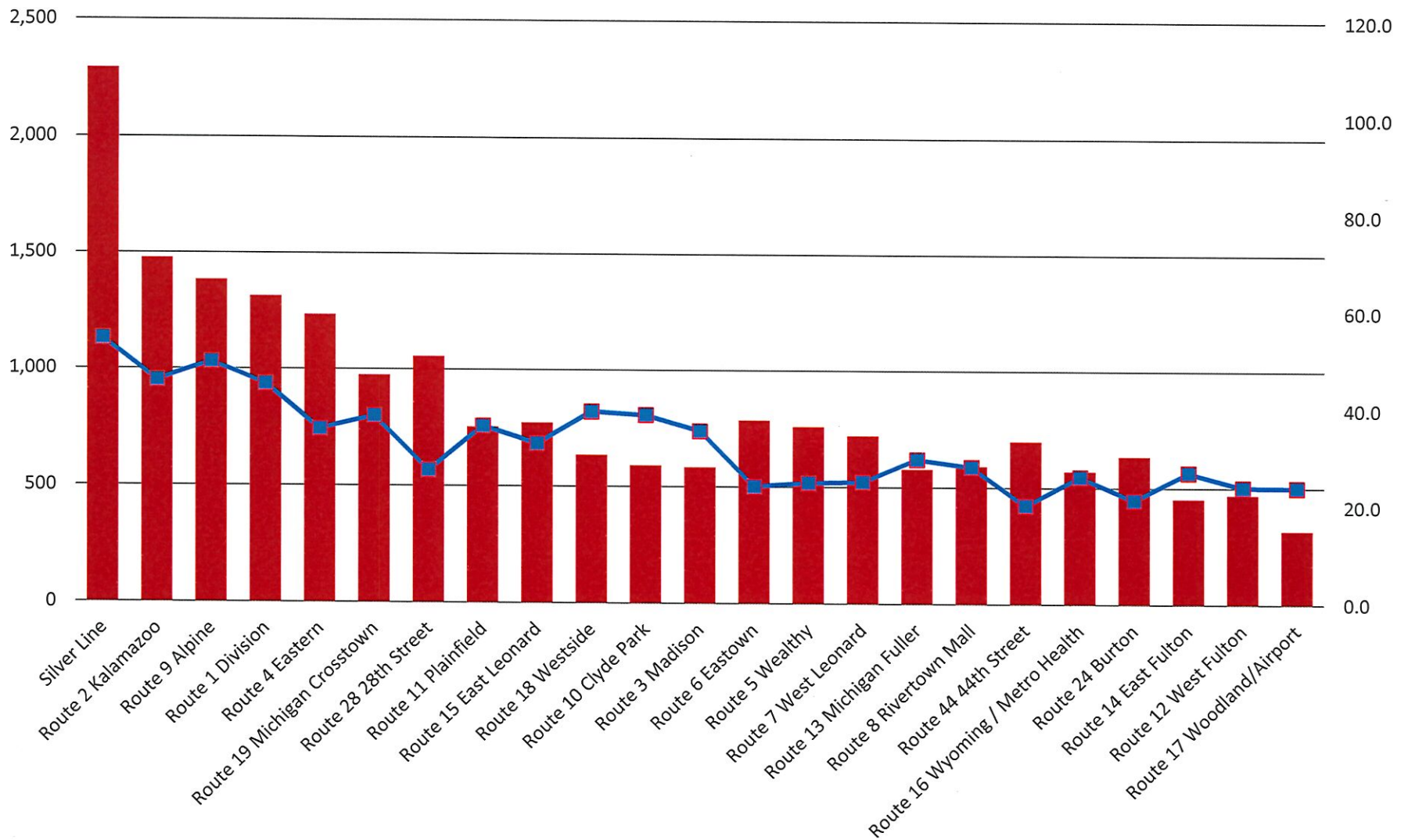
Fixed-Route Scoring Summary: December 2018 Compared to December 2017



Percent Change by Route: December 2018 Compared to Compared December 2017



Fixed Route Efficiency Score and Ridership Levels - December 2018



The Efficiency Score is an average of Farebox Recovery Rate, Passengers/Mile and Passengers/Hour.

■ Effectiveness Score ■ Efficiency Score

December 2018 Ridership Report
Ridership by Fare Category

Regular Route Summary	November 2018	November 2017	Actual Change	% Change
\$1.75 Cash Fare	66,504	71,274	-4,770	-6.7%
\$1.75 Adult One-Ride Ticket	7,278	9,402	-2,124	-22.6%
\$1.35 Adult Ticket	26,283	34,738	-8,455	-24.3%
\$1.05 Student Ticket, Aquinas, Calvin and Kendall Tickets	75,103	91,270	-16,167	-17.7%
\$0.85 Senior / Disabled Ticket and Cash	18,774	23,594	-4,820	-20.4%
\$47 Regular and \$30 Reduced 31-Day Month Pass	81,368	112,844	-31,476	-27.9%
\$3.50 One-Day Pass	23,937	27,777	-3,840	-13.8%
\$16.00 Seven-Day Pass	10,602	15,007	-4,405	-29.4%
Spectrum Health Employee Pass and Route 19	25,742	4,556	21,186	465.0%
Free ADA	10,893	11,468	-575	-5.0%
GVSU Students on Routes 1-44	11,783	13,281	-1,498	-11.3%
Miscellaneous Fare	27,990	36,247	-8,257	-22.8%
Wave Card	68,556	0	68,556	n/a
Transfers	85,363	99,384	-14,021	-14.1%
Silver Line	71,920	67,697	4,223	6.2%
Total Regular Route Ridership	612,096	618,539	-6,443	-1.0%

Contracted/Specialized Services Summary

DASH	48,124	32,670	15,454	47.3%
GRCC Shuttle	16,365	18,458	-2,093	-11.3%
GVSU Campus Connector	121,644	131,178	-9,534	-7.3%
GVSU Off-Campus Shuttle	61,338	63,762	-2,424	-3.8%
GVSU South Campus Express	81,369	89,243	-7,874	-8.8%
FSU	1,192	869	323	37.2%
Vanpools	3,040	3,337	-297	-8.9%
Total Contracted Ridership	333,072	339,517	-6,445	-1.9%

Demand Response Summary

GOIBus	28,338	28,574	-236	-0.8%
PASS North Ridership (Including Transfers)	244	255	-11	-4.3%
PASS SE Ridership (Including Transfers)	201	197	4	2.0%
PASS SW Ridership (Including Transfers)	137	65	72	110.8%
Total Demand Response Ridership	28,920	29,091	-171	-0.6%

	2018	2017	Change	YTD Change
Total Service Weekdays	21	21	0	1
Total Service Saturdays	4	4	0	0
Total Service Sundays	4	4	0	-1
Total Holidays	1	1	0	0
Total Service Days	29	29	0	0
Total Days	30	30	0	0

Total Weekday Fixed-Route Ridership	748,206	778,161	-29,955	-3.8%
Total Weekday Evening Fixed-Route Ridership	113,146	106,731	6,415	6.0%
Total Weekday and Weekday Evening Fixed-Route Ridership	861,352	884,892	-23,540	-2.7%
Total Saturday Fixed-Route Ridership	56,251	49,234	7,017	14.3%
Total Sunday Fixed-Route Ridership	27,565	23,930	3,635	15.2%
Avg Weekday Daytime Fixed-Route Ridership	35,629	37,055	-1,426	-3.8%
Avg Weekday Evening Fixed-Route Ridership	5,388	5,082	305	6.0%
Avg Weekday and Weekday Evening Fixed-Route Ridership	41,017	42,138	-1,121	-2.7%
Avg Saturday Fixed-Route Ridership	14,063	12,309	1,754	14.3%
Avg Sunday Fixed-Route Ridership	6,891	5,983	909	15.2%

	2018	2017	Change	% Change
Fixed-Route Ridership Month to Date	612,096	618,539	-6,443	-1.0%
Contracted/Specialized Service Ridership Month to Date	333,072	339,517	-6,445	-1.9%
Demand Response Ridership Month to Date	28,920	29,091	-171	-0.6%
Total Monthly Ridership	974,088	987,147	-13,059	-1.3%
	2018	2017	Change	% Change
Fixed-Route Ridership Year to Date	1,330,880	1,307,458	23,422	1.8%
Contracted/Specialized Service Ridership Year to Date	764,615	754,185	10,430	1.4%
Demand Response Ridership Year to Date	61,356	60,339	1,017	1.7%
Total Ridership Year to Date	2,156,851	2,121,982	34,869	1.6%

December 2018 Productivity Report

Fixed-Route Services	Passengers per Bus Hour	Passengers per Bus Mile	Farebox Recovery %	Efficiency Score	Daily Passengers	Effectiveness Score	Total Score	Distance from Mean	Current Rank	FY 2018 Rank	Change	Total Passengers	Peak Frequency
Silver Line	30.7	2.29	42.8%	54.4	2,295	114.7	169.1	120.5%	1	1	0	68,843	10
Route 2 Kalamazoo	25.3	2.13	33.5%	45.8	1,478	73.9	119.7	56.1%	2	2	0	44,331	15
Route 9 Alpine	24.9	2.59	34.3%	49.6	1,384	69.2	118.8	54.9%	3	3	0	41,510	15
Route 1 Division	24.7	1.94	35.6%	45.1	1,314	65.7	110.8	44.5%	4	4	0	39,417	15
Route 4 Eastern	19.1	1.60	27.9%	35.8	1,235	61.7	97.6	27.2%	5	5	0	37,046	15
Route 19 Michigan Crosstown	18.5	2.02	27.4%	38.5	977	48.8	87.4	13.9%	6	23	17	19,536	15
Route 28 28th Street	15.2	1.06	23.1%	27.3	1,058	52.9	80.2	4.5%	7	6	-1	31,725	15
Route 11 Plainfield	20.4	1.72	26.2%	36.5	756	37.8	74.3	-3.2%	8	8	0	22,665	15
Route 15 East Leonard	18.0	1.66	22.2%	32.9	775	38.7	71.6	-6.6%	9	9	0	23,241	15
Route 18 Westside	21.8	2.00	26.5%	39.5	637	31.8	71.4	-6.9%	10	7	-3	15,913	30
Route 10 Clyde Park	22.9	1.64	29.6%	38.8	593	29.6	68.5	-10.7%	11	11	0	17,785	30
Route 3 Madison	20.1	1.67	25.3%	35.6	585	29.2	64.8	-15.5%	12	14	2	14,613	30
Route 6 Eastown	13.6	1.30	14.8%	24.1	789	39.4	63.6	-17.1%	13	10	-3	23,659	15
Route 5 Wealthy	13.8	1.19	17.8%	24.9	761	38.1	63.0	-17.9%	14	12	-2	19,030	15
Route 7 West Leonard	15.2	0.99	19.7%	25.1	722	36.1	61.2	-20.2%	15	16	1	18,057	15
Route 13 Michigan Fuller	16.9	1.47	20.1%	29.8	580	29.0	58.8	-23.3%	16	15	-1	14,497	15
Route 8 Rivertown Mall	16.8	1.18	21.5%	28.3	593	29.6	57.9	-24.5%	17	13	-4	17,785	30
Route 44 44th Street	11.1	0.82	16.9%	20.3	700	35.0	55.3	-27.9%	18	17	-1	17,496	30
Route 16 Wyoming / Metro Health	15.1	1.13	20.1%	26.3	571	28.5	54.8	-28.5%	19	21	2	17,126	30
Route 24 Burton	11.3	0.88	18.1%	21.5	635	31.7	53.2	-30.6%	18	19	1	15,872	30
Route 14 East Fulton	15.6	1.31	18.7%	27.2	454	22.7	49.9	-35.0%	21	18	-3	11,349	30
Route 12 West Fulton	13.8	1.28	14.8%	24.2	471	23.6	47.7	-37.8%	22	20	-2	11,776	30
Route 17 Woodland/Airport	14.2	1.00	18.5%	24.1	317	15.8	39.9	-47.9%	23	22	-1	6,337	30
System Summary	19.2	1.56	26.2%		840		76.7	n/a				549,609	

	Passengers per Bus Hour	Passengers per Bus Mile	Farebox Recovery %	Efficiency Score	Daily Passengers	Effectiveness Score	Total Score	Distance from Mean
System Average (mean)	19.2	1.56	26.2%	34.7	840	42.0	76.7	n/a
Standard deviation	4.3	0.46	6.2%	8.8	318	15.9	30.0	n/a
Routes above standard (equal or greater than 66.7% of mean)	32.0	2.60	43.7%	57.8	1,400	70.0	127.8	66.7%
Routes above one standard deviation of mean	31.9	2.59	43.6%	57.7	1,399	70.0	127.7	66.6%
Above average routes within one standard deviation of mean	23.5	2.02	32.4%	43.5	1,158	57.9	106.7	39.1%
Average routes	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean	+/- 12.5% mean
Below average routes within one standard deviation of mean	14.9	1.10	20.0%	25.9	523	26.1	46.7	-39.1%
Routes below one standard deviation of mean	6.5	0.53	8.8%	11.7	281	14.0	25.7	-66.6%
Routes below standard (equal or less than 66.7% of mean)	6.4	0.52	8.7%	11.6	280	14.0	25.6	-66.7%

Contracted/Specialized Services	Passengers per Bus Hour	Passengers per Bus Mile	Farebox Recovery %	Efficiency Score	Daily Passengers	Effectiveness Score	Total Score	Distance from Mean	Current Rank	FY 2014 Rank	Change	Total Passengers	Peak Frequency
GVSU Campus Connector	25.3	1.43	n/a	36.7	3,059	152.9	189.6	n/a	n/a	n/a	n/a	52,002	7
GVSU South Campus Express	58.0	5.73	n/a	111.9	3,217	160.9	272.8	n/a	n/a	n/a	n/a	35,391	10
GVSU Off-Campus	55.1	6.00	n/a	112.6	2,338	116.9	229.5	n/a	n/a	n/a	n/a	25,720	10
GVSU CHS Express	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	5
GRCC Shuttle	46.6	11.79	n/a	171.6	1,252	62.6	234.3	n/a	n/a	n/a	n/a	6,262	10
DASH South	n/a	n/a	n/a	n/a	0	0.0	n/a	n/a	n/a	n/a	n/a	0	5
DASH West	18.5	2.37	n/a	41.9	1,323	66.1	108.0	n/a	n/a	n/a	n/a	26,453	5
DASH North	8.3	0.88	n/a	16.7	775	38.8	55.4	n/a	n/a	n/a	n/a	15,501	20
FSU	4.0	0.10	n/a	4.4	38	1.9	6.3	n/a	n/a	n/a	n/a	417	120
	24.02	2.00	n/a									161,746	

Total System Summary **20.31** **1.66** **26.67%** Farebox includes GRPS services

The range of values comprising approximately 68% of the samples above and below the mean
 Routes with scores greater than 66.7% above the mean
 Routes with scores between 1 standard deviation above the mean and 66.7% above the mean
 Routes with scores within 1 standard deviation above the mean
 Routes with scores with +/- 12.5% of the mean
 Routes with scores within 1 standard deviation below the mean
 Routes with scores between 1 standard deviation below the mean and 66.7% below the mean
 Routes with scores greater than 66.7% below the mean

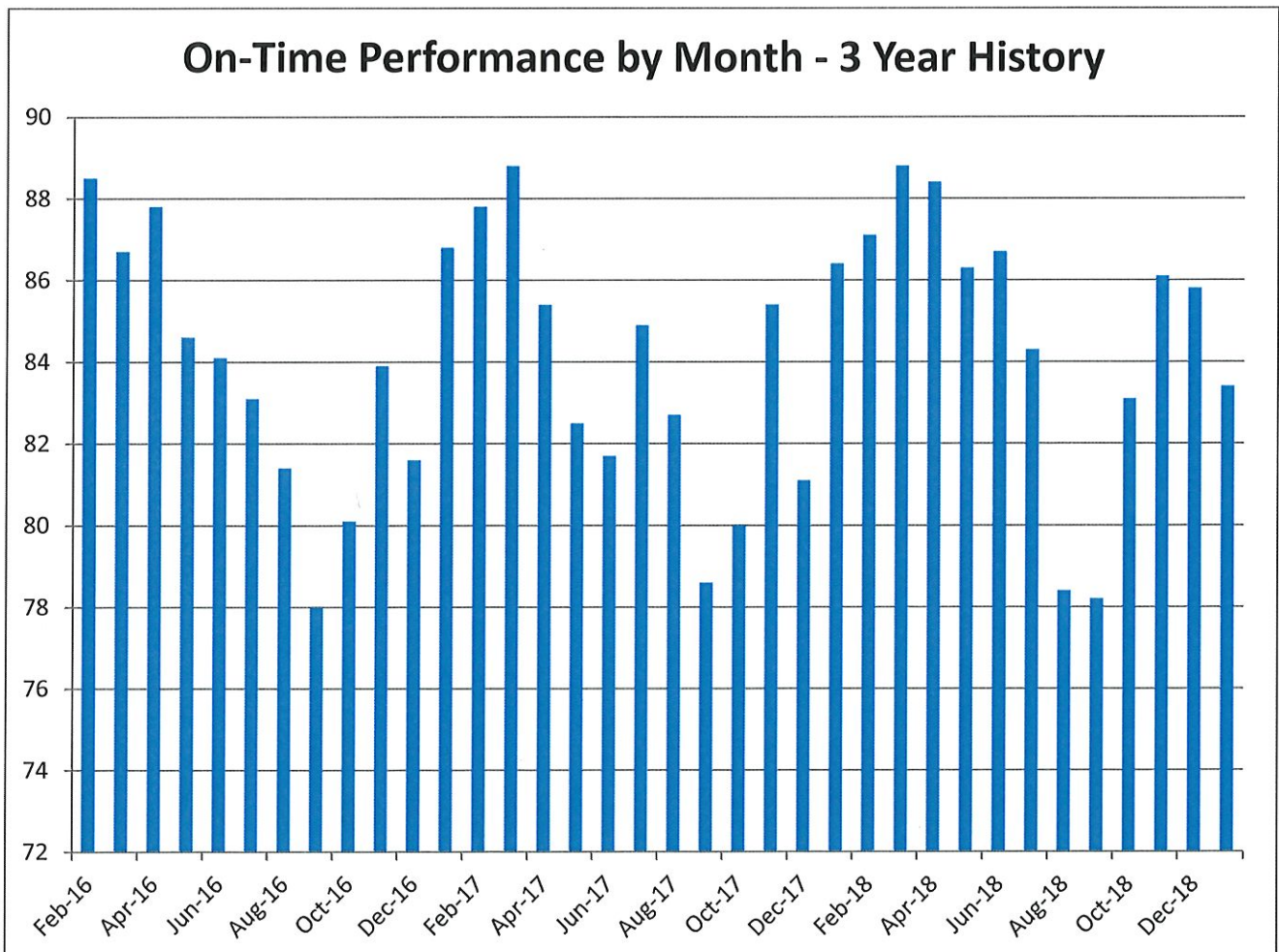


Date: February 28, 2019
To: ITP Board
From: PLANNING DEPARTMENT
Subject: ON-TIME PERFORMANCE HISTORY

ON-TIME PERFORMANCE

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.

Generally, on-time performance does much better in winter months except in times of extreme weather conditions. This was true for the first quarter of FY 2019, which experienced an average on-time performance rate of 85%. Weather in January 2019 was unlike any we have experienced in our region for quite some time. Buses continued to operate throughout the severe winter weather, and so there was a slight overall drop in on-time performance, but Rapid buses still maintained an on-time performance of 83.4% for the month which actually exceeds our report card standard.



We can also look at the change in on-time performance by route by year. The table reveals that there have not been dramatic changes over the past 3 years and that overall system performance has stayed very close to 84% overall.

% On-Time Performance By Route

Route	FY 2016	FY 2017	FY 2018	Change FY16-FY18
Route 6 – Eastown	81.7	87.7	86.2	5.5%
Route 8 – Rivertown	84.2	89.2	88.4	5.0%
Route 1 – Division	77	78.8	80.7	4.8%
Route 4 – Eastern	79.2	81.8	82.7	4.4%
Route 2 – Kalamazoo	80.1	79.9	83.2	3.9%
Route 10 – Clyde Park	86.5	89.1	87.9	1.6%
Route 28 – 28 th Street	76.6	77.3	77.7	1.4%
Route 3 – Madison	88.1	89.6	89.3	1.4%
Route 17 – Airport	90.8	91.8	91.6	0.9%
Route 18 – Westside	88.5	86.7	88.7	0.2%
Route 5 – Wealthy	92	91.2	92.2	0.2%
Route 24 – Burton	91.4	91.3	91.2	-0.2%
Route 15 – East Leonard	86	80.2	85.8	-0.2%
Route 12 – West Fulton	93.6	91.7	93.1	-0.5%
Route 9 – Alpine	84.8	85.8	84.2	-0.7%
Route 44 – 44 th Street	89.5	86.4	88.7	-0.9%
Route 14 – East Fulton	93	92.6	91.6	-1.5%
Route 11 – Plainfield	83.7	83	81.8	-2.3%
Route 16 – Metro Health	92.6	89	89.7	-3.1%
Route 13 – Michigan/Fuller	89.6	87.6	85.7	-4.4%
Route 7 – West Leonard	87.8	84.3	83.2	-5.2%
Route 90 – Silver Line	81.8	76.9	77	-5.9%
Route 19 –Michigan	89	84.6	82.5	-7.3%
Total	84.6	83.7	84.3	-0.4%



Date: January 10, 2019
To: ITP Board
From: Kevin Wisselink
Subject: FY 2019 FIXED ROUTE REPORT CARD STANDARDS

ACTION REQUESTED

Staff is requesting the Board to approve the FY 2019 Report Card Standards. This item is requested by the Rapid Board in effort to update productivity measurement standards for fixed-route service on an annual basis. In summary, staff recommends maintaining the same standards as last year except for productivity measures which have been adjusted to reflect the goal of a ridership increase based on last year's ridership and productivity measures and for an adjustment to the customer complaints category.

BACKGROUND

Since FY 2004, staff has provided quarterly report cards, keeping the commitment of reporting system performance to the community. These report cards measure service productivity against predetermined standards. Each fiscal year, these standards are updated based on statistical analysis of previous years and the expectations of the following year.

In FY 2015 staff began breaking out performance measures by service type: Fixed Route Service (Routes 1-44 and Silver Line), Contracted Service (GVSU, DASH, GRCC, FSU and vanpool) and Total Service. This was done because looking at the various types can help the Board better understand and evaluate the various service types The Rapid offers. Staff applies performance standards to Fixed Route and Total Service as The Rapid has more control in these areas while reporting on Contracted Service as well. Staff recommends maintaining this multi-pronged approach to looking at performance standards for FY 2019.

METHODOLOGY

Productivity – FY 2018 was another down year for ridership (down 4.7% overall). However, ridership did perform much better over the second half of the year, with the fourth quarter of 2018 being The Rapid's first green light (increase) for ridership in over three years.

Staff continues to feel that a green light should be maintained at greater than 0% (ridership growth) and recommends a standard of **higher than 0% ridership change**. Staff also recommends moving the red light to lower than 5.0% ridership change as a better measure of The Rapid's change in ridership.

Preventable Accidents – There were an average of 1.22 preventable accidents per 100,000 revenue miles in FY 2018, a green light for this category, albeit 0.10 higher than in FY 2017. The Rapid is committed to maintaining high standards, particularly for preventable accidents, and staff recommends maintaining the standard for FY 2019 of **1.50 preventable accidents per 100,000 revenue miles**.

Customer Service – There were an average of 5.53 complaints per 100,000 passengers in FY 2018, higher than the standard of 3.50 complaints and a red light for the year. This increase we have seen over the past few years is probably primarily due to how many different avenues customers have to file complaints, especially through their mobile devices, making it much easier to lodge these complaints. Therefore, staff recommends increasing this standard to meet this new reality to **4.50 complaints per 100,000 passengers for FY 2019**.

In addition, there was an average of 0.31 commendations per 100,000 passengers, up from 0.29 for the previous year. Staff proposes the continued absence of a commendation standard.

On Time Performance – In FY 2013 we began tracking on time performance with real-time GPS units on the buses for the first time and adopted a standard of 83% on-time performance. Actual performance for FY 2018 was 84.25% on-time. One of the priorities of the Comprehensive Operations Analysis to be commenced in 2019 is to improve reliability and on-time performance. For the time being, staff recommends maintaining an **on-time performance standard of 83.0% for FY 2019**.

Cost Effectiveness – Cost effectiveness is measured through Cost per Passenger and Passengers per Mile. Because most of the GVSU service is very productive, cost effectiveness performance for Total Service are generally better than for just Fixed Route Service.

Fixed Route – In FY 2018 Fixed Route Service (Routes 1 -44 and the Silver Line) averaged a cost of \$3.95 per passenger and carried 1.65 passengers per mile. Maintaining the productivity goal of a ridership increase for FY 2019, staff recommends standards for **a cost of \$3.95 per passenger and carrying 1.65 passengers per mile** as the productivity standards for FY 2019, goals we should hit if we were to have a ridership increase.

Total Service – In FY 2018 Total Service (All line haul buses including Contracted services) averaged a cost of \$3.56 per passenger and carried 1.83 passengers per mile. Once again maintaining the productivity goal of a ridership increase for FY 2019, staff recommends the Total Service standard of a **\$3.56 cost per passenger and carrying 1.83 passengers per mile for FY 2019**.

As with previous standards, staff recommends adjusting the Total Service standards quarterly based on historical trends, as Total Service productivity tends to fluctuate greatly due to seasonal changes in student ridership levels. The recommended quarterly levels are as follows:

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Average
Cost per Passenger	\$3.28	\$3.17	\$4.22	\$3.76	\$3.56
Passengers per Mile	1.99	1.91	1.64	1.77	1.83

FY 2018 Annual Report Card – Total Service

	<u>2018 Annual</u>	<u>2017 Annual</u>	<u>Change</u>	<u>Standard</u>	<u>Difference</u>
<u>Productivity</u>					
¹ Total Fixed-Route Ridership	10,077,134	10,577,699	-500,565	≥ 0.0%	-4.7%
<u>Safety</u>					
² Accidents per 100,000 Revenue Miles	1.22	1.12	0.10	≤ 1.50	-0.28
<u>Customer Service</u>					
³ Complaints per 100,000 Passengers	5.53	4.55	0.98	≤ 3.50	2.03
⁴ Commendations per 100,000 Passengers	0.31	0.29	0.02	none	n/a
<u>On Time Performance</u>					
⁵ Percentage of On-Time Buses	84.25%	83.90%	0.35%	≥ 83.0%	1.25%
<u>Cost Effectiveness</u>					
⁶ Cost per Passenger (fixed route only)	\$3.56	\$3.10	\$0.46	≤ \$3.10	\$0.46
⁷ Passengers per Revenue Mile	1.83	1.92	-0.09	≥ 1.92	0.09

FY 2018 Annual Report Card – Fixed Route




	<u>2018 Annual</u>	<u>2017 Annual</u>	<u>Change</u>	<u>Standard</u>	
<u>Productivity</u>					
Total Fixed-Route Ridership	7,345,299	7,652,425	-307,126	≥ 0.0%	-4.0%
<u>Cost Effectiveness</u>					
Cost per Passenger (fixed route only)	\$3.95	\$3.47	\$0.48	≤ \$3.10	\$0.85
Passengers per Revenue Mile	1.65	1.72	-0.07	≥ 1.72	-0.07

FY 2018 Annual Report Card – Contracted

	<u>Year-End 2018</u>	<u>Year-End 2017</u>	<u>Change</u>
Total Fixed-Route Ridership	2,731,835	2,925,274	-193,439
Cost per Passenger	\$2.51	\$2.16	\$0.35
Passengers per Revenue Mile	2.58	2.76	-0.18

Note: There are no specific standards attached to Contracted Services.

FY 2019 Report Card Standards Summary

Category	Measurement Standard			
<u>Productivity</u>				
¹ Total Ridership	Trending over past years	> 0.0%	≤ 0.0% and > -5.0%	≤ -5.0%
		> 0.0%	≤ 0.0% and > -5.0%	≤ -5.0%
<u>Preventable Accidents</u>				
² Preventable Accidents per 100,000 Miles	Trending over past years	-	>1.50 and < 1.75	≥ 1.75
		-	>1.50 and < 1.75	≥ 1.75
<u>Customer Service</u>				
³ Complaints per 100,000 Passengers	Trending over past years	-	> 4.50 and < 6.00	≥ 6.00
		-	> 4.50 and < 6.00	≥ 6.00
⁴ Commendations per 100,000 Passengers	None	n/a	n/a	n/a
<u>On Time Performance</u>				
⁵ Percentage of On-Time Buses	Fixed standard	-	< 83.0% and > 80.0%	≤ 80.0%
<u>Cost Effectiveness</u>				
⁶ Cost per Passenger (fixed route only)	Projected fixed-route operating expenses divided by ridership projection	-	> \$3.95 and < \$4.31	≥ 4.31
		-	> \$3.56 and < \$3.90	≥ \$3.90
⁷ Passengers per Mile	Projected ridership/route growth	-	< 1.65 and > 1.47	≤ 1.47
		-	< 1.83 and > 1.63	≤ 1.63

Fixed Route specific measures are in **BLUE** and total services specific measures are in **ORANGE**

¹ Total passengers carried on The Rapid line haul services (Regular fixed and contracted services excluding GO!Bus and vanpool).

² Total number of preventable accidents per 100,000 miles. "Preventable" is defined as any accident involving a company vehicle that results in property damage and/or personal injury in which the employee failed to exercise every reasonable precaution to prevent the accident.

³ Registered complaints logged by customer service via phone, mail, walk-in or by email regarding the fixed-route system. Late bus complaints due to the weather conditions are not included.

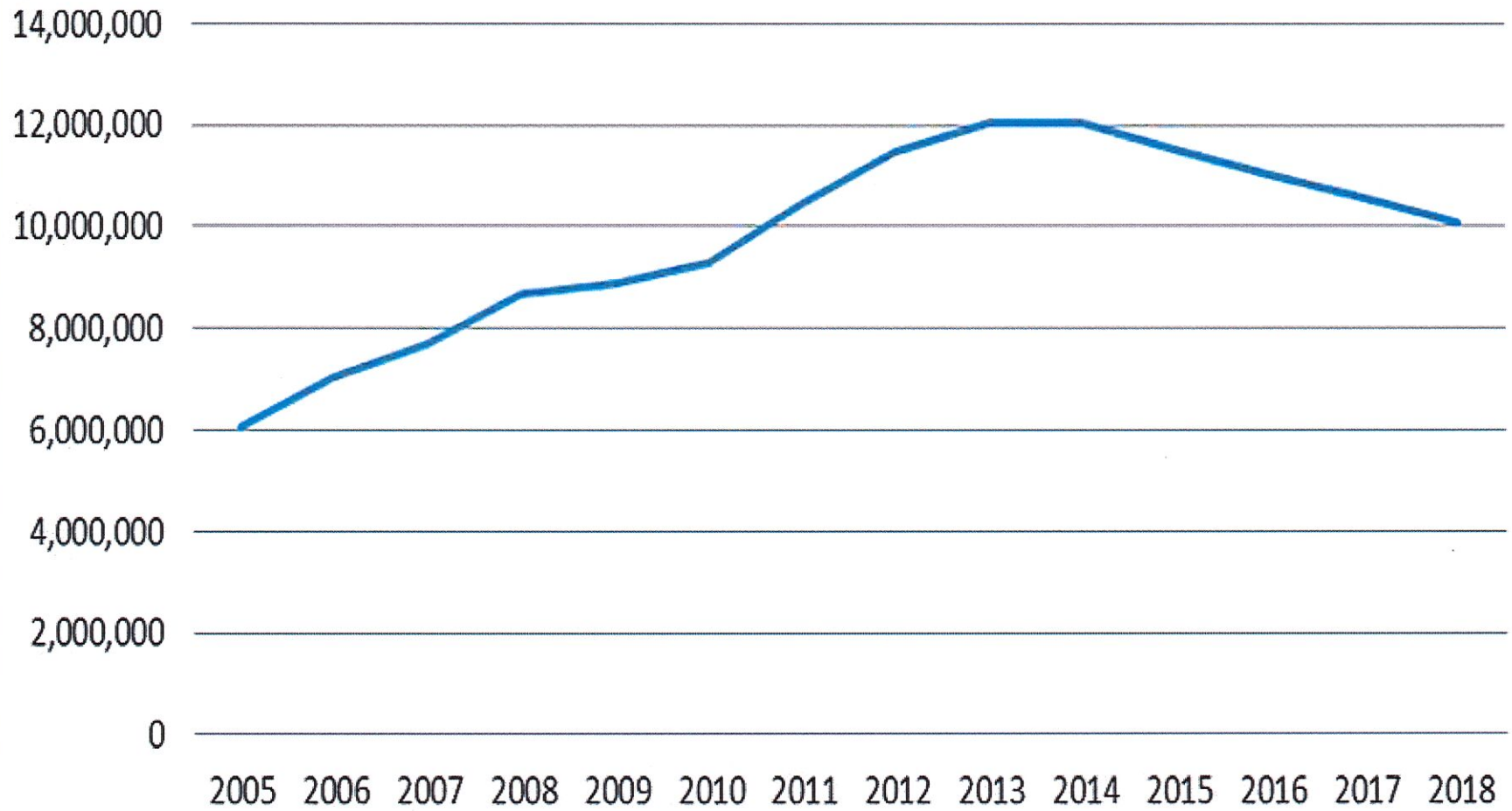
⁴ Registered commendations logged by customer service via phone, mail, walk-in or by email regarding the fixed-route system.

⁵ This category is based on Avail GPS data that track all fixed-route buses. "On-time" is defined as departing from zero minutes before to five minutes after scheduled departure time.

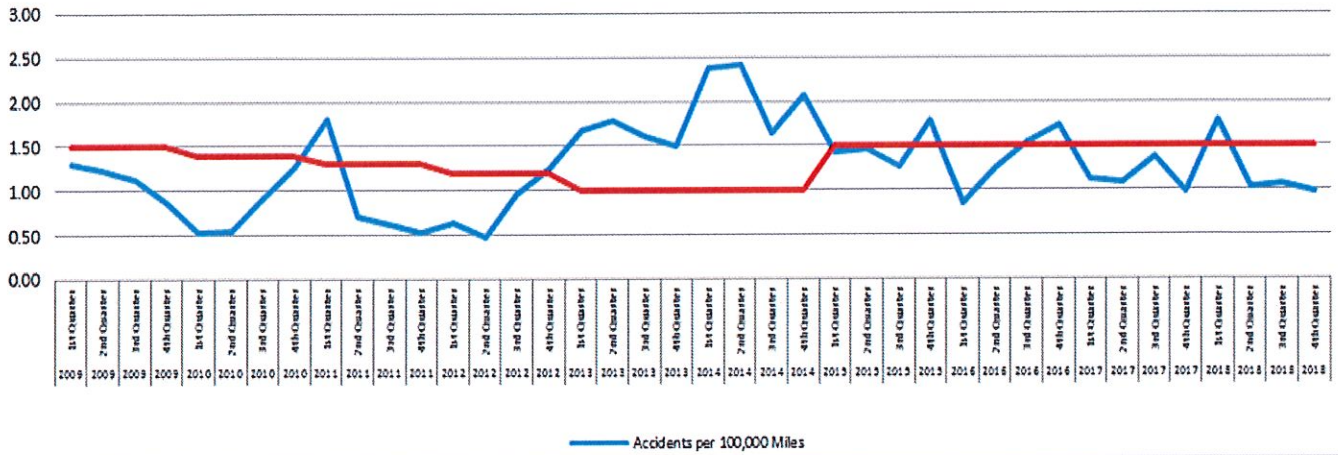
⁶ Total line-haul operating expenses divided by total passengers carried. Capital expenses are 100% Federally and State funded and therefore are not included in operating expense calculations. Standards adjust quarterly based on averages from the previous 3 years.

⁷ The number of passengers carried per revenue mile. "Revenue mileage" does not include miles traveled to/from the beginning/end of a route. Standards adjust quarterly based on averages from the previous 3 years.

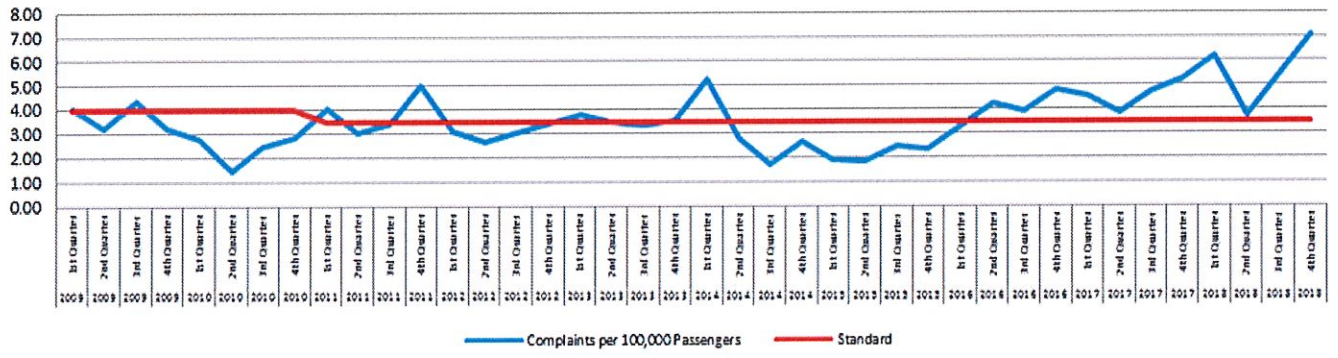
Annual Ridership FY 2005 - FY 2018



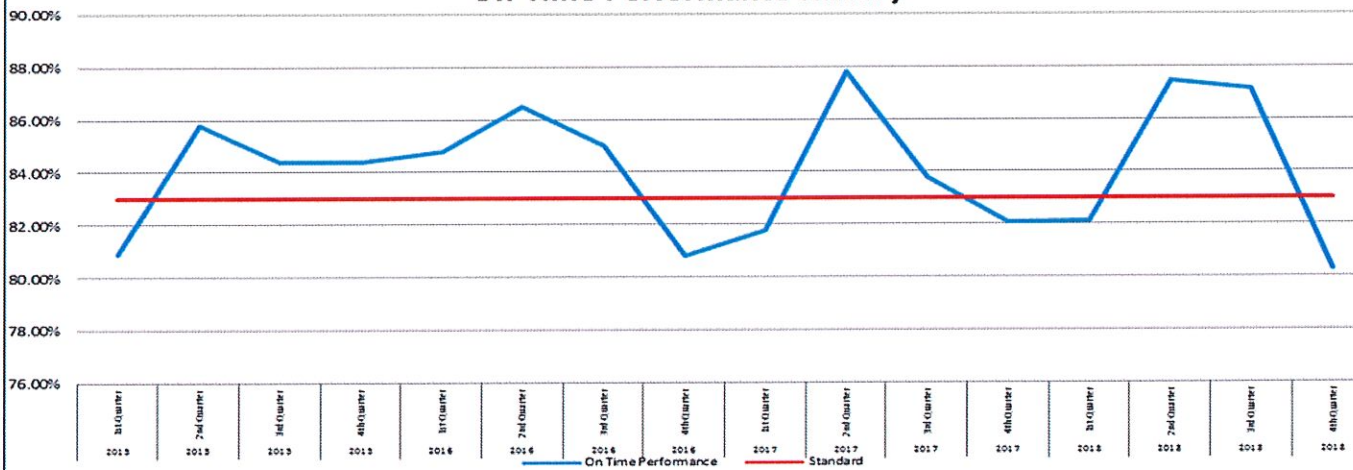
Preventable Accidents History



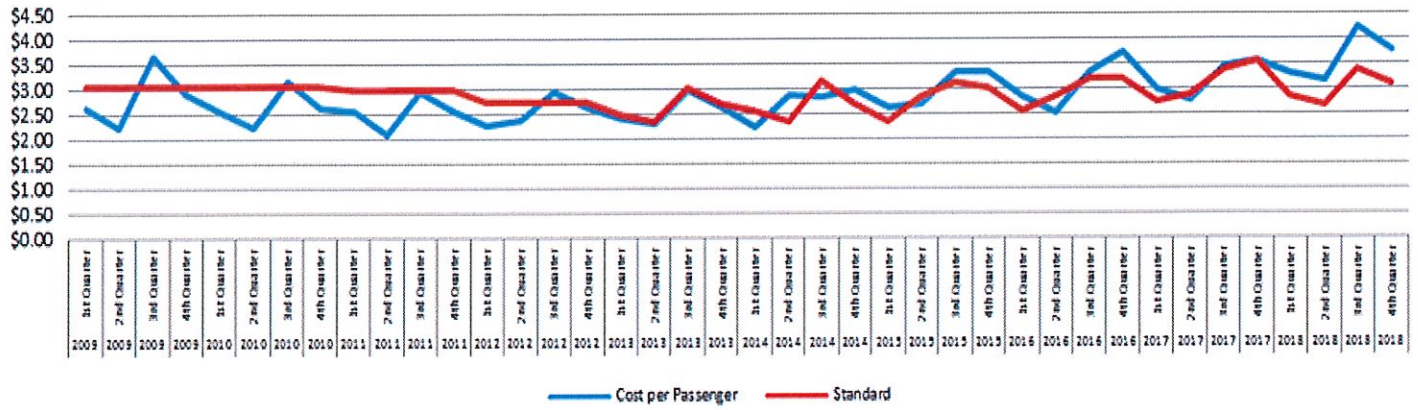
Customer Service History



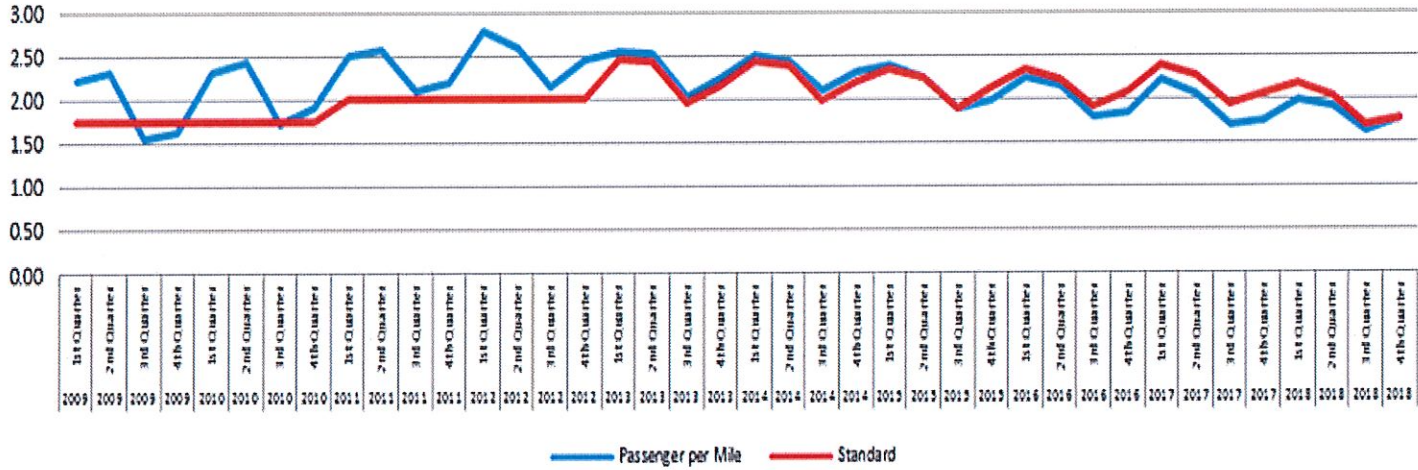
On-Time Performance History



Cost per Passenger History



Passengers per Mile History





Date: January 17, 2019
To: ITP Board
From: Brian Pouget
Subject: FY 2019 PARATRANSIT REPORT CARD STANDARDS

ACTION REQUESTED

Approval of the FY 2019 Report Card Standards is requested.

BACKGROUND

Since FY 2004, staff has provided quarterly report cards, keeping the commitment of reporting system performance to the community. These report cards measure paratransit productivity against a predetermined standard. Each fiscal year, these standards are reviewed and updated as needed, based on an analysis of previous years and the expectations of the current year.

Listed below is the rationale used to evaluate and recommend paratransit performance standards for FY 2019.

PERFORMANCE MEASUREMENT

Total Ridership – 276,357 paratransit rides were provided in FY 2018. Historically, there has not been a standard set for paratransit ridership. Users of the paratransit special services are pre-qualified based on their functional ability to use the fixed route bus or by age or by some other contractual guidelines. Many factors go into the increase or decrease in ridership. One example is the effort to promote fixed-route service for individuals who are paratransit eligible yet able to take fixed-route for at least some trips. Shifting trips that *can* be made on fixed-route to fixed-route is a goal that may affect total paratransit ridership. This shift has a positive impact on the passengers yet has the potential to decrease the number of paratransit trips. Trips that are provided by The Rapid under contract are subject to change as contracting entities' needs change, much as we have seen in recent years with Network 180. **No change is proposed for the current system.**

Passengers Per Hour – The average passenger trip per hour has averaged 2.0 over the last eight years, and is the current standard. **No change is proposed.**

Travel Time – The average trip length has fluctuated between 29 and 30 minutes over the last five years, with occasional months where it has averaged 31 minutes. The current standard is 30 minutes. With the existing scheduling software, combined with the technology in each vehicle, **no change to the current standard is recommended.**

Preventable Accidents – The current standard is 1.0 preventable accidents per 100,000 revenue miles. Over the past five years, we have been better than the standard twice, and fallen short of the standard three times. There was an average of 1.33 preventable accidents in FY

2018. Rather than proposing a change, we will continue working with our contracted provider to reduce the rate of preventable accidents. **No change to the current standard is proposed.**

Customer Service – There have been fewer than 0.9 complaints per 1,000 passengers over the last two years, which is below the current standard of 1.0 complaints per 1,000 passengers. While passenger complaints help improve the overall service delivery, it is proposed that the **current standard be changed from 1.0 to 0.9 complaints per 1,000 passengers.**

On-Time Performance – The current on-time performance standard is 95.0%. On-time performance continues to be one of the most important facets of customer satisfaction with paratransit service and one of the standards that the Federal Transit Administration (FTA) monitors in its triennial review for ADA trips. On-time performance is determined by a pick-up window of 10 minutes before the scheduled pick-up time through 15 minutes after that time. Since drivers have to wait until at least the scheduled pick-up time before leaving, this performance report is based on trips that are beyond the 15 minute pick-up window. Actual on-time performance was consistently maintained at or above 95% until FY 2018, when it dipped to 94.23%. **Based on our history and our continued emphasis on providing great customer service, no change is recommended for this standard.**

On-Time Appointment Drop-Off Standard – In the 2016 Triennial review, the FTA determined that we needed to have a standard for getting passengers who have appointment times to their appointments on-time. The FTA considers this a capacity constraint if do not get to their appointments on time (a requirement for ADA trips only). The performance standard has been set at 95%; while we were just under the bar at 94.97% in FY 2017, the average declined to 93.77% in FY 2018. **Again, based on our expectation of providing great customer service, no change is recommended for this standard.**




Cost-Effectiveness – The cost per passenger has averaged **\$24.50** each of the last two years. The current contract rate is \$49.56 per hour. Based on the expected average of 2.0 passengers per hour and this contracted rate, cost is expected to be **\$24.78** per passenger. While the cost per passenger is noted each month, there has not been an established standard for cost, and **no change is proposed for the current system.**

Ratio of Paratransit to Fixed-Route – The average ratio of paratransit passengers to fixed-route passengers has generally ranged from 1:30 upwards to 1:32. While it declined to 1:27 in FY 2018, **no change to the current standard is proposed**, as early indications suggest that it is returning to historical norms.

A summary of the FY 2018 performance compared to proposed FY 2019 report card standards is attached, as well as the proposed FY 2019 green light, yellow light, and red light standards.

Category	FY 2018 Standards	FY 2018 Actual	Proposed FY 2019 Standards
<u>Productivity</u>			
¹ Total Ridership	n/a	276,357	n/a
Passengers per hour	≥2.0	2.0	≥2.0
<u>Preventable Accidents</u>			
² Accidents per 100,000 Miles	1.0	1.33	1.0
<u>Customer Service</u>			
³ Complaints per 1,000 Passengers	1.0	0.86	≤0.9
⁴ Travel Time	30	30	30
<u>On Time Performance</u>			
⁵ Percentage of On-Time Trips	95%	94.23%	95%
⁶ Percentage of On-Time Drop-Offs	95%	93.77%	95%
<u>Cost Effectiveness</u>			
⁷ Cost per Passenger	n/a	\$4.50	n/a
⁸ Ratio of Paratransit to Fixed-Route Ridership	1:30	1:27	1:30

Proposed FY 2019 Report Card Standards

Category	Measurement			
<u>Productivity</u>				
¹ Total Ridership	n/a	n/a	n/a	n/a
Passengers per hour	Fixed standard	≥2.0	<2.0 and >1.7	≤1.7
<u>Preventable Accidents</u>				
² Accidents per 100,000 Miles	Fixed standard	≤ 1.0	>1.0 and < 1.5	≥ 1.5
<u>Customer Service</u>				
³ Complaints per 1,000 Passengers	Fixed standard	≤ 0.9	> 0.9 and < 1.5	≥ 1.5
⁴ Travel Time	Fixed standard	≤ 30	>30 and <33	≥ 33
<u>On Time Performance</u>				
⁵ Percentage of On-Time Trips	Fixed Standard	≥ 95%	< 95% and > 93%	≤ 93%
⁶ Percentage of On-time Drop-offs	Fixed Standard	≥ 95%	<95% and >93%	≤ 93%
<u>Cost Effectiveness</u>				
⁷ Cost per Passenger	n/a	n/a	n/a	n/a
⁸ Ratio of Paratransit to Fixed Route Ridership	Fixed standard	≥ 30	<30 and >27	≤ 27

¹ Total ridership on Paratransit system excluding network 180, CCT, RideLink and ACSET contracted service.

² Total number of preventable accidents per 100,000 miles, as reported by service providers.

³ Registered complaints logged by customer service via phone, mail, walk-in or by email regarding Paratransit Services.

⁴ Average time a passenger will travel on any given trip based on number of passengers divided by revenue hours.

^{5 and 6} Percentage of on-time trips. On-time is defined as pickups within 15 minutes of the scheduled pickup time and dropping off on or before scheduled drop off time.

⁷ Cost per passenger is defined as total amount paid to service providers plus cost of administration divided by total number of passengers.

⁸ Total number of paratransit passengers compared to total number of fixed-route passengers.