



Present Performance & Service Committee Members

Charis Austin

David Bilardello (Chair)

Tracie Coffman

Steven Gilbert

Andy Guy

PRESENT PERFORMANCE & SERVICE COMMITTEE MEMBERS

Tuesday, May 12, 2020 – 4 p.m.

Electronic Meeting

AGENDA

	<u>PRESENTER</u>	<u>ACTION</u>
1. PUBLIC COMMENT		
2. MINUTES REVIEW – February 18, 2020	David Bilardello	Approval
3. DISCUSSION		
a) Ridership Update	Max Dillivan	
b) COVID-19 Precautions Update	Staff	
c) COVID-19 Easing of Restrictions Plan	Staff	
d) COA Update	Max Dillivan	
e) General Project Updates	Staff	
1) Laker Line		
2) MV Transportation		
3) Fleet Plan		
4. ADJOURNMENT		

Next meeting: August 18, 2020



Present Performance & Service Committee Members

Charis Austin

David Bilardello (Chair)

Tracie Coffman

Steven Gilbert

Andy Guy

PRESENT PERFORMANCE & SERVICE COMMITTEE MEETING MINUTES

Tuesday, February 18, 2020 – 4 p.m.

Rapid Administrative Office, 300 Ellsworth Avenue, SW

ATTENDANCE:

Committee Members Present:

Charis Austin, David Bilardello, Tracie Coffman, Andy Guy

Committee Members Absent:

Steven Gilbert

Staff Attendees:

Max Dillivan, Julie Ilbrink, Andrew Johnson, Bill Kirk, Asher Lockwood, Linda Medina, Dina Reed, Mike Wieringa, Kevin Wisselink

Other Attendees:

Laura St. Louis (DAKC)

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

1. PUBLIC COMMENT

No public comments were made.

2. MINUTES – November 5, 2019 Present Performance & Service Committee Meeting

Minutes from the November 5, 2019 meeting were reviewed. Mr. Guy requested to clarify that his comment made to Mr. Bilardello's comment: the issue of elderly customers climbing over the snowbanks is not a singular incident, but a repeat occurrence. (Portion is located on Page 2, 2nd paragraph). Mr. Wieringa asked that the record reflect that he was present at the November 5 meeting, however, did not record his name on the sign-in sheet.

The motion made by Ms. Austin was supported by Ms. Coffman to approve the minutes with the noted changes. The motion passed unanimously.

3. DISCUSSION

a. Bus Shelter Update

Mr. Dillivan shared his team is working with Mobile GR and the bus improvement program. They are currently developing an RFP in order to select a contract vendor. There will be a number of sites around the city that will receive concrete work first followed by shelter installations. Mr. Bilardello expressed he

has seen a few shelters coming online. Mr. Dillivan shared there were 20 shelters that have been installed recently. Those locations were determined in cooperation with the city of GR. Mr. Bilardellos asked if we have received any feedback. Mr. Dillivan shared that he has received comments from the public that the shelters look nice. He also shared there are two styles of shelters which allow more options to fit in shelters where space is tight.

Ms. Coffman asked if we are going for a variance that will allow us to make it easier to put in shelters. Mr. Johnson stated the exemption would allow us to pick and choose where we want the shelters. Those locations do not need to be put into our grant application. It would also allow the project to get done much faster.

Mr. Bilardello asked if adding these shelters has made it more difficult to maintain clear areas in terms of shoveling. Mr. Johnson shared snow removal has been the same as it was before, and the addition of shelters has not changed that.

b. Laker Line Update

Mr. Monoyios shared they had a meeting with the FTA where they went on a tour to look at the facility. They also reviewed the monthly report, the schedule, construction status, vehicle procurement, etc. Mr. Monoyios shared that went very well. We are 75% complete with the project, and about 85% complete with the platforms. There are two platforms remaining to be completed. Due to water main work at one location, that installment is delayed until the spring. In April, there will be lights added for transportation vehicles only at another location to facilitate the ease of traffic flow.

Mr. Monoyios shared that August 24 will be the ribbon cutting ceremony for the Laker Line.

Mr. Monoyios shared that the bus storage facility will be located on Freeman. There are three bays, bus storage and a bus wash specifically built for the articulated vehicles.

Mr. Monoyios shared that we recently received the Michigan Concrete Award for the GVSU concrete design work.

c. On-Time Performance (Reliability) Update

Mr. Monoyios shared they are reviewing how they are monitoring on-time performance with the routes. They are assessing the outcome of the results, and working to ensure the improvement of performance. By monitoring the performance, we are better able to determine reliability and determining whether or not to adjust timing of the runs. The next run cut will take place in May, and will happen again in August. Mr. Monoyios shared that the run cuts are put out three times a year, which serve as the check points where we want the schedules updated and ready to publish. Mr. Dillivan shared that through the COA work, they are able to better determine where the trouble spots are located.

d. Comprehensive Operational Analysis (COA) Presentation

Mr. Dillivan reviewed the Mobility for All Update presentation with the committee. The power point presentation will be attached to the minutes.

Mr. Dillivan shared digital and paper prints of the maps, identifying which routes will be eliminated, and which routes will be added and/or increased in service frequency. Mr. Monoyios shared that with the updated service frequency plan, we would no longer need every single bus to leave Central Station at the same time, which ends up stacking at the exit points. This also means that when a customer arrives at Central Station and needs to transfer to a new route, the longest they would wait is 15 minutes.

Mr. Dillivan shared how Route 9 will change with working within the 15 minute time, and utilizing 30

minute service north of 4 Mile. Every other bus would go up to the Walmart. Conversations are still being had with Alpine Township regarding extending the entire route.

Mr. Dillivan showcased the proposed on-demand zone in the Walker area. On the hour, passengers could catch the bus from two locations. These vehicles would be available as specific times, and would be able to pick up at the business entrance, while dropping off at the bus station. This may be done through a call-ahead line or app on their phone. The result is covering more of the business sector.

Mr. Dillivan shared there would be another option at Oak Industrial Drive and in Kentwood. A transportation hub would be located at Woodland Mall and Kentwood City Hall.

Ms. Coffman asked about the thought process behind providing service to only the first shift people. Mr. Johnson shared that a meeting with city Mayors resulted in a commitment to focus on first shift at this time.

Mr. Dillivan shared that Route 17 would be eliminated, with a van pool hub available to take passengers directly to the airport.

Mr. Johnson shared that the ultimate goal is to partner with all townships for a cost-recovery process. We want to make sure that we are no longer diverting funds that belong with the partnership to other areas.

Mr. Dillivan shared Routes 5 and 6 would be consolidated. Routes 2 and 4 would have 15-minute all day service. Route 1 would be diverted to Madison to cover the eliminated portion of Route 3. Additional service would be added to the Gezon Parkway business area. The hub at the library in Grandville would be moved to Rivertown Mall, in a similar manner as Woodland Mall.

Mr. Dillivan continued with changes proposed in Scenario 2, including a straight line service route on Leonard Street, additional stop at Knapp's Corner, a 15-minute service to Gezon Parkway, and still including the Rivertown Mall hub.

Mr. Dillivan continued with changes proposed in Scenario 3, including increased service on Saturday and Sunday while not stressing the 15-minute service, along with a late-night transit partnership (Uber or Lyft) that would cover 0.25 miles of our stops. Mr. Guy asked for more information about the TNC service. Mr. Dillivan shared that this could be accessed by using the Wave card, however, that is still to be fully vetted.

Mr. Bilardello asked if there was a demand for more service on the weekends in terms of people who are working, or people that are looking for transportation for leisure activities. Mr. Monoyios shared this process is establishing a baseline to help us understand the variables, and what we need to do in the short-term and long-term to meet rider needs.

Mr. Johnson shared these are only potential options based on the data we've received. While there may be ideas that will not vet out, there may also be ideas that are generated through the public input. We want to create a network that will work with the community.

Mr. Guy shared he wanted to commend the team for their hard work on this project. Mr. Guy offered suggestions on how to present this information to the public. Ms. Coffman expressed an idea to present the material in a one-page handout with a table format showing the current route, and the difference in the scenarios to highlight what you get and what you lose in each proposed change. This will allow the public to quickly see the overall project in a glance.

Ms. Coffman asked if Hope Network has been consulted as to our potential route changes to make sure their patient population is being met. Mr. Dillivan shared that conversations have been had, and Hope Network has expressed a commitment to fill in the gaps as necessary.

Mr. Monoyios commended his team on their hard work with these projects.

4. AJOURNMENT

This meeting was adjourned at 5:09 p.m.
The next meeting is scheduled for May 19, 2020.

Respectfully submitted,



Julie Ilbrink, Board Secretary