



**Present Performance & Service Committee Members**

Charis Austin

David Bilardello (Chair)

Tracie Coffman

Steven Gilbert

Andy Guy

**PRESENT PERFORMANCE & SERVICE COMMITTEE MEMBERS**

**Tuesday, February 18, 2020 – 4 p.m.**

**Rapid Administrative Office, 300 Ellsworth Avenue, SW**

**AGENDA**

	<u>PRESENTER</u>	<u>ACTION</u>
<b>1. PUBLIC COMMENT</b>		
<b>2. MINUTES – November 5, 2019 Present Performance &amp; Service Committee Meeting</b>	David Bilardello	Approval
<b>3. DISCUSSION</b>		
a) Bus Shelter Update	Max Dillivan	Presentation
b) Laker Line Update	Nick Monoyios	Presentation
c) On-Time Performance (Reliability) Update	Max Dillivan	Presentation
d) Comprehensive Operational Analysis (COA) Presentation	Nick Monoyios	Presentation
<b>4. ADJOURNMENT</b>		

Next meeting: May 19, 2020



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**PRESENT PERFORMANCE & SERVICE COMMITTEE MEETING MINUTES**

**Tuesday, November 5, 2019 – 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, Nick Monoyios, Jason Prescott, Andy Prokopy, Dina Reed

Other Attendees:

Lexi Lieski (Cornerstone University), Hannah May (Cornerstone University), Abigail McKenzie (Cornerstone University)

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

**1. PUBLIC COMMENT**

Ms. Lieski, Ms. May and Ms. McKenzie, all from Cornerstone University, stated they are doing a policy advocacy study in class. While driving around, they noticed many bus stops that don't have benches or shelters. Ms. McKenzie is also an intern at the Pregnancy Resource Center (PRC). She shared there have a lot of moms that come out of the business who need the bus and carry their children and lots of belongings and supplies. She noticed there is no way for them to stay out of the weather while they wait for a bus. The students shared that a representative from The Rapid told them that a bench or shelter was available to be used, and wondered if they could be placed outside the PRC. Mr. Johnson shared that he will take this issue under advisement.

**2. MINUTES – May 7, 2019**

Mr. Bilardello asked for corrections to the minutes. None were offered. The minutes from May 7, 2019 meeting were approved as written.

**3. DISCUSSION**

**a. Wave Update**

Mr. Prokopy distributed information about the E-Fare status update. Tickets will still be sold through the TVM's until they are sold out. At that time, only one-way fares will be sold out of the TVM's.

Discussions are in place with Meijer and Family Fare to sell The Wave cards.

Mr. Prokopy shared that there have been two public meetings where this information was presented. Overhead announcements are in place on all the buses. Extra phone lines along with a dedicated email address have been established to handle any incoming questions. There has been outreach with the business partnerships who provide one-way tickets to help them understand the changes that are coming.

Mr. Prokopy reviewed a map that shows all the locations where The Wave card can be purchased. The cards can be reloaded online and at these facilities. There are more locations that sell The Wave cards than sold the paper tickets. Ms. Coffman asked about businesses that have purchased single-ride tickets, and what the plan is to provide them with rides. Mr. Prokopy shared that the organizations will be given bar code sheets that can be used one time only and then become deactivated. Ms. Coffman also inquired how other similar transit agencies have made these changes and worked with their business partners. Mr. Johnson shared that they are working to make the process easier than what was originally thought. Ms. Reed shared that one of our IT staff is at a conference at the moment learning about this process. Mr. Guy asked if there has been an increase in card sales from the retail outlets. Mr. Prokopy shared that they are working with the retail locations to ensure that the cards are on display on the gift card racks.

#### **b. Ridership and On-Time Performance Review**

Mr. Dillivan shared the data on on-time performance by month. He shared that the construction projects in the area have increased some challenges with keeping on schedule. They have put together a map showing which areas are the most problematic to study if there are ways to make the system better. On Ozone Actions Days, they have seen an increase in on-time runs as customers don't need to use tickets or money to access the bus, therefore the service speeds up.

Mr. Dillivan reviewed a document indicating the ridership numbers for the past couple of fiscal years. He stated that overall, our numbers have seen an increase. Specifically, Route 19 has seen a 2,130.4% increase in ridership. Mr. Dillivan shared that the relationship built with Spectrum Health has contributed greatly to the increase.

#### **c. Bus Shelter Maintenance and Snow Removal**

Mr. Johnson shared we are in development of an initiative where people can "Adopt A Stop", taking some oversight on the upkeep of a specific stop. Mr. Johnson shared that the snow melt equipment along the Laker Line is having some issues, and this is being addressed. Mr. Guy expressed that the City of Grand Rapids has budgeted some money to assist with the clearing of sidewalks. Mr. Guy asked if we've had any coordination with the City of Grand Rapids to advocate for any areas that could benefit from additional services. Mr. Monoyios shared that he has looked into this topic and the areas that are benefitting from these funds. He will evaluate the pilot program to determine if this is something we would be able to continue. Mr. Coffman shared that Neighborhoods of Focus (NOF's) are identified by high population, high ethnic diversity, and low income. These are primary areas for the City of Grand Rapids' pilot program.

Mr. Guy expressed concern for the level of realistic volunteerism that we would see in helping to keep the bus stops cleared. Mr. Bilardello inquired what was being seen during last year's snow events. Mr. Guy shared that snow banks were quite high, and elderly customers had to climb over the banks. Additionally, the amount of snow prevented the bus from getting close to the curb to pick up passengers safely.

Mr. Bilardello reiterated the public comment about the need for increased shelters and/or benches at bus stops. Mr. Johnson expressed that the usage of the stop generally determines which stops are eligible for shelter. Mr. Guy shared that new and additional shelters in the downtown area will begin being installed. Mr. Dillivan stated that some of the shelters are also being installed in the NOF's. He

shared this is being done so that it's not just one area that is being service or getting priority treatment. He stated that a lot of evaluation has taken place with each shelter or bench that is placed, especially when it comes to private properties.

**d. Laker Line Update**

Mr. Monoyios expressed that everything is on schedule. There are two platforms left that are being finished. A water main needed to be moved, and increased rain amounts delayed the construction from being completed. Mr. Monoyios shared that it is anticipated that the construction will be finished in spring of 2020. Mr. Monoyios shared that GVSU is excited about the work that is being done at Kirkhoff center. The features nicely blend the West side into downtown Grand Rapids. First day of service is set for August 24, 2020. There will be a grand launch event involving the community, employees and board members.

**e. Review committee meeting schedule for 2020**

Mr. Bilardello reviewed the committee meeting schedule for 2020. Each of these meetings will take place on a quarterly basis, and still on Tuesdays at 4 p.m. Committee approved the meeting dates. Ms. Ilbrink will send out calendar invites for each of the meeting sessions.

**f. Other Business**

**1) Fare Evasion Study**

Mr. Bilardello asked the committee to discuss the RFP for the fare evasion study. Mr. Monoyios shared that the consultant is finalizing their report, and will be able to do a presentation in a couple of months.

**2) Behavioral Issues on the Buses**

Mr. Guy requested the committee to discuss rider and operator safety with the recent behavioral issues seen on the bus routes. Mr. Johnson shared they have seen an increase in behavioral concerns. He discussed that work is being done with law enforcement agencies to discuss how they can holistically look at the entire situation in all areas. Ms. Coffman inquired about criminalizing the poor behavior, given the increase in the State of Michigan decriminalizing such incidents. More conversations will be taking place.

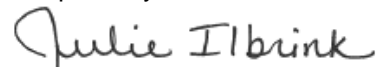
Mr. Guy expressed that he would like to see some incident data to help identify where some of the situations are coming from, and then using that date to create solutions. He shared this information could be used in ridership education to promote positive behavior, and to display what will be done in the case of poor behavior. Ms. Austin asked that this process be applied to the Go!Bus rides as well. Mr. Guy shared that this is where having the data available will help determine the point of focus. He expressed there would be benefit in increased enforcement.

**4. AJOURNMENT**

This meeting was adjourned at 4:56 p.m.

The next meeting is scheduled for February 18, 2020

Respectfully submitted,



Julie Ilbrink, Board Secretary