



Interurban Transit Partnership

Date: August 14, 2019
To: ITP Board
From: Conrad Venema / Planning Department
Subject: FY 2019 THIRD QUARTER FIXED ROUTE REPORT CARD

BACKGROUND

In keeping with the commitment of reporting system performance to the community, attached is the FY 2019 Third Quarter Report Card (April 2019 through June 2019).

System-wide performance for the quarter was predominantly positive as only two metrics fell into red categories. Ridership increased compared to third quarter of FY18 for both fixed route and contracted services. While fixed route cost per passenger fell squarely in the red category, it was down from the same quarter last year. Further, passengers per revenue mile figures were within close proximity to the established standards. On-time performance remained strong through quarter as well despite traffic congestion issues stemming from the WB I-196 closure in downtown Grand Rapids. One concerning metric is the number of preventable accidents which increased significantly from third quarter of last year.




FIXED ROUTE SERVICE PERFORMANCE

(Fixed Route service, including Routes 1 - 44 and Silver Line)

Productivity – Fixed route ridership in this quarter (1,826,355) increased 1.8% (32,577) compared to the same quarter of FY 2018. This is above the standard of > 0.0% and therefore receives a 🟢.

Cost Effectiveness – Cost per passenger was \$4.52 in this quarter. This is \$0.57 above the standard of \$3.95 and receives a 🟡. In addition, there were 1.61 passengers per revenue mile in this quarter. This is 0.04 below the standard of 1.65 passengers per revenue mile and therefore receives a 🟡.

FY 2019 Third Quarter Report Card – Fixed Route

	<u>3rd Quarter Apr-Jun 2019</u>	<u>3rd Quarter Apr-Jun 2018</u>	<u>Change</u>	<u>Standard</u>	<u>Difference Standard</u>	
<u>Productivity</u>						
¹ Total Fixed-Route Ridership	1,826,355	1,793,778	32,577	≥ 0.0%	1.8%	
<u>Cost Effectiveness</u>						
⁶ Cost per Passenger (fixed route only)	\$4.52	\$4.60	-\$0.08	≤ \$3.95	\$0.57	
⁷ Passengers per Revenue Mile	1.61	1.59	0.02	≥ 1.65	-0.04	

CONTRACTED SERVICE REPORT

(Contracted service includes GVSU, GRCC, Ferris State and DASH routes)


FY 2019 Third Quarter Report Card – Contracted


	<u>3rd Quarter Apr-Jun 2019</u>	<u>3rd Quarter Apr-Jun 2018</u>	<u>Change</u>	<u>Percent Change</u>
Total Fixed-Route Ridership	443,450	364,857	78,593	21.5%
Cost per Passenger	\$3.98	\$3.84	\$0.14	3.6%
Passengers per Revenue Mile	1.83	1.80	0.03	1.9%


Note: There are no specific standards attached to Contracted Services


TOTAL SERVICE PERFORMANCE



(Total ridership for the quarter, not including GO!Bus and RapidVan)

Productivity – Total ridership in this quarter (2,269,805) increased 5.2% (111,170) compared to the same quarter of FY 2018. This is 5.2% above the standard of 0.0% and therefore receives a .

Preventable Accidents – There were 1.75 preventable accidents per 100,000 revenue miles in this quarter. This is 0.25 above the standard of 1.5 preventable accidents per 100,000 revenue miles and therefore receives a .

Customer Service – There were 4.22 complaints per 100,000 passengers in this quarter. This is 0.28 below the standard of 4.50 and receives a . In addition there were 0.71 commendations per 100,000 passengers. There is no standard for this category.







On-Time Performance – Routes operated on-time 83.9% of the time in this quarter. This is 0.9% above the on-time performance standard of 83.0%. As a result, this category receives a .

Cost Effectiveness – Cost per passenger was \$4.41 in this quarter. This is \$0.19 above the standard of \$4.22 and therefore receives a . In addition, there were 1.65 passengers per revenue mile in this quarter. This is 0.01 above the standard of 1.64 passengers per revenue mile and therefore receives a .




FY 2019 Quarterly Cost Effectiveness Standards

	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 2019 Second Quarter Report Card – Contracted and Fixed Route

	3rd Quarter <u>Apr-Jun 2019</u>	3rd Quarter <u>Apr-Jun 2018</u>	<u>Change</u>	<u>Standard</u>	<u>Difference From Standard</u>	
<u>Productivity</u>						
Total Fixed-Route Ridership	2,269,805	2,158,634	111,170	≥ 0.0%	5.2%	
<u>Preventable Accidents</u>						
Accidents per 100,000 Revenue Miles	1.75	1.06	0.69	≥ 1.50	0.25	
<u>Customer Service</u>						
Complaints per 100,000 Passengers	4.22	5.37	-1.16	≤ 4.50	-0.28	
Commendations per 100,000 Passengers	0.71	0.28	0.43	none	n/a	
<u>On Time Performance</u>						
Percentage of On-Time Buses	83.9%	87.1%	-3.25%	≥ 83.0%	0.9%	
<u>Cost Effectiveness</u>						
Cost per Passenger (incl. contract)	\$4.41	\$4.22	\$0.19	≤ \$4.22	\$0.19	
Passengers per Revenue Mile	1.65	1.64	0.02	≥ 1.64	0.01	

FY 2019 Report Card Standards

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	-	-	-
		-	-	-
³ Complaints per 100,000 Passengers	Trending over past years	≤ 1.5	>1.50 and < 1.75	≥ 1.75
		-	-	-
<u>Customer Service</u>				
⁴ Commendations per 100,000 Passengers	None	≤ 4.50	> 4.50 and < 6.00	≥ 6.00
		-	-	-
⁵ Percentage of On-Time Buses	Fixed standard	n/a	n/a	n/a
		-	-	-
<u>On Time Performance</u>				
⁶ Cost per Passenger (fixed route only)	Projected fixed-route operating expenses divided by ridership projection	≥ 83.0%	< 83.0% and > 80.0%	≤ 80.0%
		-	-	-
⁷ Passengers per Mile	Projected ridership/route growth	≤ \$3.95	> \$3.95 and < \$4.31	≥ 4.31
		≤ \$3.56	> \$3.56 and < \$3.90	≥ \$3.90
		-	-	-
		-	-	-
		≥ 1.65	< 1.65 and > 1.47	≤ 1.47
		≥ 1.83	< 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.