Interurban Transit Partnership

Consumer Advisory Committee Meeting Minutes
March 19, 2019

Attendance

Committee Members Present
David Covey
Tom Behler
Mary Kinnane

Rapid Staff
Lisa Olsen
Maxwell Dillivan
Whitney Ehresman
Conrad Venema

Absent
Tim Steinmeier
Kristen Kelling
Todd Jones
Kendrick Heinlein

MV
Al Klepadlo

Public
Randy Currey

Meeting was called to order at 3:05 PM

1) Introductions

Introductions were made.

ACTION ITEMS

2) Minutes of January 22, 2019 meetings (attached)

A motion to accept the January 22, 2019 was made by Mary, seconded by David. Motion passed.

INFORMATION ITEMS

3) December 2018 and January 2019 Paratransit Ridership & Productivity Reports (attached)

December – 2.6% decrease from previous year (paratransit); ADA up 1.7%, and PASS up 10.7 %. Network 180 down. There were 736 Cascade Township trips. The Go Bus average weekly was up on Sundays from previous year. 93% on-time performance; 92% on-time drop off. Trip cost increase of 4.6% from previous December.

January – January ridership was down 13.4 percent; ADA down 8.3 percent and NDS down 35.4 percent. PASS increase 14.1 percent from previous year. RideLink 24.7 percent decrease and Cascade trips down 14.2 percent. GO!Bus had a 10.1 percent decrease from previous year.

Decreases in ridership were attributed to weather.

4) 1st Quarter Paratransit Report Card

The report card was not discussed at this meeting but will be provided to this committee electronically as a follow-up.

5) December 2018 and January 2019 Fixed Route Productivity Reports (attached)

Maxwell Dillivan introduced himself to this committee and provided an overview of this report; to summarize, December was a positive month, with increases in most areas. However, in January ridership was impacted substantially due to inclement weather. Conrad did note that if students are required to extend school by two weeks (time that was lost due to wintery weather), it may have a positive impact on June ridership.

6) 1st Quarter Fixed Route Report Card

Conrad reaffirmed that things are going really well with Route 19, and Silver Line ridership has increased; Mary shared with the committee that her friends from Middleville love coming into town and taking the Silver Line, and have had positive experiences.

7) New Business

A. MV Transportation

100 drivers, eight new buses in the shop and overall they have a good fleet. Avail is in town looking at process improvements. They appreciate the partnership with ITP and striving towards continuous improvement.

B. 311

David reminded committee that the city is continuing to push for use of the 311 program for addressing snow/shoveling relating to accessibility throughout the city.

C. Will Calls

David would like to discuss the will-call policy relating to therapy appointments at this committees next meeting.

D. Comprehensive Operation Analysis

Conrad shared with this committee that The Rapid will be embarking on a year-long study of the entire system, beginning in June. This process will require substantial engagement, and is the first re-evaluation of the entire system in 12 years.

8) Old Business

E. Membership

Vacancies have been identified; David encourages committee to brand out, see if others are interested in joining committee; more representation is needed on the board, and there is a need to assess which types of organizations are missing. Continued open discussion is needed to determine how to best assess how to address vacancies on the roster; requesting insights from committee members; will table discussion to allow for a short period for recruitment outreach.

9) Public Comments

David motioned to table presentation and invite Randy Currey to share issues regarding route four at next meeting.

There were no comments.

Meeting adjourned at 4:08 PM
Next Board Meeting: March 27, 2019
Next CAC Meeting: May 7, 2019