



## Interurban Transit Partnership

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### Present Performance & Service Committee Members

Charis Austin (Chair)

OPEN

Tracie Coffman

Mayor David LaGrand

Rob Postema

## PRESENT PERFORMANCE & SERVICE COMMITTEE MEETING AGENDA

Tuesday, January 14, 2024 – 4 p.m.

Rapid Central Station Conference Room | 250 Cesar E Chavez, SW

### AGENDA

	<u>PRESENTER</u>	<u>ACTION</u>
<b>1. PUBLIC COMMENT</b>		
<b>2. MINUTES REVIEW – November 12, 2024</b>	Charis Austin	Approval
<b>3. INFORMATION</b>		
<b>A. Ridership and Metrics</b>		
1) Paratransit (November/December 2024)	Jason Prescott	Information
2) On-Demand	Jason Prescott	Information
3) Fixed Route Ridership (November/December 2024)	Tim Roseboom	Information
4) On-Time Performance (November/December 2024)	Nick Monoyios	Information
<b>B. Operational Financial/Impacts</b>		
1) 2025 Capital Budget Overview	Kevin Wisselink	Information
2) 2024 Annual E-Fare Review	Andy Prokopy Nathan Bigelow	Information
<b>C. Employees</b>		
1) New Operator Recruitment & Retention	Linda Medina Lindsay Thomasini	Information
<b>4. ADJOURNMENT</b>		

Next meeting: March 18, 2024



## Interurban Transit Partnership

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### Present Performance & Service Committee Members

Charis Austin      Tracie Coffman      OPEN (Chair)      Rick Baker      Robert Postema

## PRESENT PERFORMANCE AND SERVICE COMMITTEE MEETING MINUTES

Tuesday, November 12, 2024 – 4:00 p.m.

Rapid Central Station Conference Room (250 Cesar E Chavez Avenue, SW)

### **ATTENDANCE:**

#### Committee Members Present:

Charis Austin, Rick Baker, Tracie Coffman

#### Committee Members Absent:

Robert Postema

#### Rapid Attendees:

Tammy Danh, Kris Heald, Jeffrey King, Deron Kippen, Steve Luther, Linda Medina, Nick Monoyios, James Nguyen, Deb Prato, Jason Prescott, Andy Prokopy, Tim Roseboom, Steve Schipper, Kevin Wisselink, Mike Wieringa

#### Public Attendees:

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Ms. Austin called the meeting to order at 4:04 p.m.

### **1. PUBLIC COMMENT**

No Public Comment

### **2. MINUTES – July 23, 2024 (September 17, 2024, meeting was canceled)**

Ms. Austin entertained a motion to approve the meeting minutes from July 23, 2024. The meeting minutes were approved as submitted.

### **3. INFORMATION**

#### **A. Ridership and Metrics**

##### **1. Paratransit, Mr. Jason Prescott**

Mr. Prescott reported this year has presented some unique challenges as we did not have a fully established fiscal year contract with Transdev at the outset. He noted we have been working diligently on several key components, including specific measurements and productivity metrics, as well as negotiations concerning associated costs. As it stands, we

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**MISSION:** *To create, offer and continuously improve a flexible network of public transportation options and mobility solutions.*

are currently in the first of our three option years for the contract and have successfully secured two extensions, with the latest extension keeping our contract active through November 2024. Our leadership team has been actively engaged in finalizing the necessary components of the contract, and we are optimistic about finalizing a new agreement with Transdev that will extend through September 30, 2025.

On a positive note, our On-Time Performance (OTP) metrics have remained strong, consistently falling in the 90s percentile. However, we recognize areas that require our attention, particularly regarding productivity measures, scheduling efficiencies, and enhancing our customer service experience. While we are pleased with our OTP, there has been a slight increase in complaints, which we attribute mainly to challenges related to driver training and performance. We will continue to monitor these issues closely and implement strategies to address them.

2. On-Demand, Mr. Jason Prescott

Mr. Prescott provided an update regarding the On-Demand program based on our recent report. He noted ridership numbers have plateaued in recent months. As we approach the end of next month, we remain committed to enhancing our communication strategies with our customers. The entire team is actively involved in ensuring that our messaging is clear and assessable.

We have received inquiries from customers about alternative options available to them. We are looking to strengthen our PASS program to assist those who may be affected by changes. Following the conclusion of the Rapid Connect service, we will have the opportunity to provide additional routing assistance through both PASS and other options. We believe we are well prepared to support our customers in both Walker and Kentwood.

During the conversation, Ms. Coffman raised a question regarding the number of regular riders who would be most impacted by these changes. Mr. Prescott confirmed that we would delve into this topic further in the meeting when discussing Mr. King's Customer Perceptions Survey report. However, Mr. Prescott feels PASS can accommodate the displaced individuals.

Mr. Baker emphasized the importance of having fixed route options for the displaced customers. Ms. Prato affirmed that most customers would have access to fixed routes. She also stated for individuals living more than 1/3 of a mile away from fixed route, there is the (PASS) service to provide transport to the nearest bus stop.

Ms. Coffman highlighted a significant concern about urban design and walkability, indicating that the city's layout might not be conducive to pedestrians, affecting residents' ability to access fixed route transportation.

Mr. Prescott pointed out a common logistical issue where some residents have easy access to bus stops but face challenges if their destination lacks a bus stop.

3. Fixed Route Ridership (September/October 2024), Mr. Tim Roseboom

Mr. Roseboom highlighted the key points from the Fixed Route Ridership report for September and October 2024, noting significant trends and numbers that reflect the overall performance of public transportation services. The fiscal year wrapped up with strong performance, recording approximately 6.2M passengers overall. Total ridership for September was approximately 650,000 passengers. Although there was a slight decrease in fixed route ridership compared to the same period in the prior year (2023). The total ridership for October exceeded 702,000 riders. The month included an additional weekday, which replaced a Sunday operation, contributing to increased weekday service utilization.

Ms. Coffman is concerned about the decrease in contracted services between October 2019 and October 2024, and whether this is related to the introduction of the DASH service and changes in university student ridership. Mr. Roseboom agrees that the increase in ridership

for DASH and Laker Line, especially with DASH seeing over 100% increases, suggests that people are taking advantage of the free services. However, Ms. Coffman points out that overall ridership is still down compared to 2019, and she asks if the reduction in contracted services is related to DASH routes or if universities have fewer students. Mr. Roseboom indicates that the 2019 numbers serve as a benchmark from before the pandemic, and while the industry has recovered to about 62%, further research is needed to fully understand the dynamics between DASH ridership and university student numbers.

4. On-Time Performance (September/October 2024), Mr. Nick Monoyios  
Mr. Monoyios reported that overall, On-Time Performance for September is 82%. There was a slight decrease from August. Major factors were the impact of ArtPrize on weekends and ongoing construction downtown.  
October On-Time Performance was 84% which is a 2% increase from September and equal to where it was in 2023. Notable travel pattern dips observed during weekends and evenings.  
Scheduling Adjustments for Winter 2025:  
The implementation of Knock Back Scheduling. This strategy involves pausing the schedule five minutes at peak times to improve OTP.  
Current Challenge: 75% OTP noted in October during the 5:00 p.m. peak due to rush hour congestion. The potential improvement with the knock back, data suggests that OTP could have been 91%.  
Benefits of this schedule adjustment:  
Operators can realign with the timetable more easily, enhancing service reliability.  
Higher OTP translates to greater customer satisfaction and reliability.

Ms. Coffman raised concerns about how the schedule change will be communicated to passengers, especially regarding perceived delays.

Mr. Monoyios assured us that the communications team will proactively engage with the community to explain the scheduling changes ahead of the December 30<sup>th</sup> implementation date. The aim is to address community concerns and ensure clarity about the benefits of these changes. Mr. Monoyios noted we will continue to monitor travel patterns and OTP metrics and prepare for a follow-up discussion with the board regarding the impact of these scheduling changes on OTP and customer satisfaction.

## **B. Operational Financial/Impacts**

1. Customer Perceptions Survey, Mr. Jeffrey King

Mr. King provided insights from the recent Customer Perception Survey conducted in September 2024, which aimed to gather feedback on customer satisfaction and perceptions of The Rapid's services.

### Methodology:

The survey preparation began six weeks prior, focusing on creating an equitable sampling plan based on ridership data across different routes and times.

It was conducted on board vehicles and transit stops from September 9 to September 20, aimed at maximizing engagement during peak ridership times, particularly targeting the student demographic. A total of 457 responses were collected.

### Demographics:

Racial Composition: 47% White/Caucasian, 39% Black/African American, 15% Hispanic/Latino.

Gender: 52% Female, 47% Male

Age Distribution: 49% under 24, 53% over 25, notably, 70% of riders under 24 primarily use The Rapid for educational purposes. A 7% increase in ridership aged 50 and older, who primarily use the service for social, medical, and shopping activities.

Income: 32% reported an annual income under \$15,000, down from 53% to 45% for those earning \$20,000 or less. Increase in those earning over \$50,000 from 2% to 13%.

#### Trends and Key Findings:

Brand Perception: 85% of respondents indicated a positive perception of The Rapid.

Net Promoter Score (NPS): Increased significantly from -13% to 43%, well above the national average.

#### Overall Satisfaction:

They reached an all-time high of 86%.

#### Key Agreement Statements:

Top three: Brand perception, safety, supporting quality of life.

Bottom three: Innovation, financial transparency, transit investment (though all three exceeded national averages).

#### Convenience Factor:

Key areas of focus included service intervals, transfers, and service availability. Customers expressed a desire for increased frequency, service hours, and reliability.

#### Safety Insights:

Customers rated safety perceptions at their highest since the survey's inception.

Positive factors contributing to satisfaction included the perceived safety of The Rapid, courteous staff, and respectful passengers.

The shift to in-house security was noted as beneficial.

#### National Benchmarks:

On-Time Performance: 73% agreed buses operate on schedule.

Safety: 82% felt safe using The Rapid services.

Satisfaction with Operators: 82% agreed on the courtesy and helpfulness of drivers.

All dimensions exceeded national benchmarks.

#### Next Steps:

Presenting survey findings to community partners and stakeholders through a 'road show'.

The Community Advisory Committee will also review these results.

Mr. Baker inquired about the timing of the last survey; Mr. King confirmed a strategic shift to Fall surveys for improved response rates.

Ms. Coffman asked about open-ended questions; Mr. King noted limited responses in that area.

Ms. Coffman asked did you get any information about parents and children using the bus.

Mr. King discussed the importance of understanding parental use of services, indicating a gap in current data.

Ms. Coffman raised a pertinent question regarding the action plan for the survey results, particularly highlighting the income distribution of riders. She expressed concern that a significant portion of riders earning under \$15,000 may contribute to the perception of transit services as merely a social service. This branding issue could affect broader ridership and community engagement.

Ms. Prato acknowledged that the team has had access to the survey results for only two weeks and is currently analyzing the data in-depth. One of the primary goals when revising the survey questions was to gather information that would facilitate the development of actionable plans. She emphasized the need to not only celebrate the areas of high satisfaction (the top three agreement statements) but also to investigate the aspects where satisfaction has declined (the bottom three agreement statements) and devise strategies for improvement.

Ms. Coffman further probed into the financial transparency agreement that had recorded a drop in satisfaction. She questioned whether the survey included an importance rating for various statements, suggesting that understanding what riders prioritize could inform the action plan. She stressed the need to determine if riders genuinely care about financial transparency and whether action should be taken based on those insights.

Mr. King explained that the analysis conducted by ETC included an importance rating factor. He confirmed that there would be an effort to dive deeper into low-scoring areas to assess how critical these aspects are for the customer base. This analysis will help the team understand where to focus improvements and which issues to prioritize in future actions.

### C. Safety

#### 1. PTASP Update, Mr. Steve Luther

Mr. Luther provided a high-level report on the Public Transit Agency Safety Plan.

Annual Review Requirement:

The PTASP is reviewed annually, typically at the beginning of the year, with the current operation under the 2024 version.

Changes Mandated by FTA: Deadlock Resolution. A need arose to establish a method for resolving deadlocks during safety committee meetings. The original plan involved the CEO as a tiebreaker, which the Federal Transit Administration (FTA) rejected.

After discussions, it was decided to utilize other transit agencies' safety committees to assist in resolving deadlocks. Agreements were made with Lansing and Ann Arbor Transit for mutual support in decision-making processes.

General Directive on Assaults:

A new general directive from the FTA, stemming from 2012 MAP-21 regulations, emphasized addressing assaults on transit workers, which have increased nationally. The FTA's directive was published on September 25, 2024, requiring a report to the National Transit Database (NTD) by December 26, 2024.

The required actions include conducting a safety assessment using a safety management systems approach, identifying risk mitigation strategies, and evaluating the effectiveness of the implemented measures.

Current Status:

Changes related to the FTA's directives have been incorporated into the PTASP. The updated plan will be presented to the Safety Committee for a vote and, pending no deadlocks, it will progress to the Board of Directors for final approval and CEO signature.

Ms. Austin inquired about local incidents of assault. Mr. Luther confirmed that while there have been assaults this year, they remain below the national average. However, two incidents have met the criteria for reporting to NTD.

### D. Fleet and Facilities, Mr. Deron Kippen

#### 1. TOPICS: 1. State of Good Repair – National Transit Database (NTD), 2. Dispatch Remodel,

Key Points:

Reporting Requirements:

The agency is required to report on both the Fleet and Facilities to the National Transit Database (NTD).

Fleet Criteria:

Vehicles are assessed based on mileage (500,000) or age (12 years).

Conditional assessments can extend vehicle usability if deemed appropriate.

Facilities Assessment:

Facilities must be updated annually, with a condition rating system from 1(poor) to 5(excellent). A facility is categorized as in good repair if rated 3 or higher. Criteria for facilities include substructure, shell, interiors, elevators, pumping, HVAC, fire protection, electrical systems, fare collection systems, and other equipment and site conditions.

Facility Ratings:

Rapid Central Station (RCS): rated 4, upgraded to 4+ after renovations to the Information Center and Security office.

Ellsworth Building: Initially rated 3.5, now rated 5 following renovations.

Butterworth Facility: Rebuilt in 2019, currently rated 5.

Busch Drive: Exploring options for a new facility.

Wealthy Operations: Commencing dispatch remodel.

Laker Line Facility: Newly constructed, rated 5, with planned platform updates.

Importance of Asset Ratings:

The Federal Transit Administration (FTA) emphasized high asset ratings to ensure economic advantages, support safety standards, enable reliable service, and enhance customer-facing amenities. Creating a modern and safe work environment is vital for employee retention and satisfaction.

2. Dispatch Remodel, Mr. Deron Kippen

Project Status:

The contract for the dispatch remodel has been awarded. Mr. Kippen is currently working on shop drawings and acquiring necessary permits.

Anticipation to begin construction in December, with a projected lead time of three to four months.

The training team has been relocated to 620 Century SW while the dispatching team moves to the training room for the duration of the remodel.

4. **ADJOURNMENT**

This meeting was adjourned at 5:00 p.m.

The next meeting is scheduled for January 14, 2025

Respectfully submitted,



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Kris Heald, Board Secretary



**Interurban Transit Partnership**

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DATE: January 14, 2025  
TO: ITP Board  
FROM: Jason Prescott  
SUBJECT: NOVEMBER 2024 PARATRANSIT RIDERSHIP REPORT

**Paratransit ridership information for November 2024, as compared to November 2023**

	2024	2023	% Change
Total Paratransit Ridership	18,254	18,186	0.4%
ADA Ridership	15,706	14,325	9.6%
Non-Disabled Senior (NDS) Ridership	103	131	-21.4%
PASS Ridership	170	193	-11.9%
Network 180	1,999	2,912	-31.4%

**Ridership averages, as compared to 2023**

	2024	2023	% Change
Weekday Ridership	685	646	6.0%
Saturday Ridership	243	252	-3.6%
Sunday Ridership	250	228	9.6%

**Other Performance Measures**

	2024	2023	% Change
On-Time Performance	89.50%	88.00%	1.7%
On-Time Drop-Off	95.00%	94.00%	1.1%
Average Cost Per Trip	\$45.35	\$46.88	-3.3%

## November 2024 Paratransit Ridership and Operating Statistics

	2024	2023	Change	% Change
<b>ADA</b>				
Clients	1,278	1,203	75	6.2%
Passenger Trips	15,706	14,325	1,381	9.6%
<b>NDS</b>				
Clients	11	12	(1)	-8.3%
Passenger Trips	103	131	(28)	-21.4%
<b>PASS</b>				
Clients	10	10	0	0.0%
Passenger Trips	170	193	(23)	-11.9%
<b>CONTRACTED</b>				
Clients	0	0	0	#DIV/0!
Passenger Trips	0	0	0	#DIV/0!
<b>RIDELINK</b>				
Clients	169	250	(81)	-32.4%
Passenger Trips (Performed by The Rapid)	276	625	(349)	-55.8%
<b>TOTALS</b>				
Clients	1,468	1,475	(7)	-0.5%
Passenger Trips	16,255	15,274	981	6.4%
Average Weekday Ridership	685	646	39	6.0%
Average Saturday Ridership	243	252	(9)	-3.6%
Average Sunday Ridership	250	228	22	9.6%
All Ambulatory Passengers	13,350	12,374	976	7.9%
All Wheelchair Passengers	2,905	2,900	5	0.2%
No - Shows	354	353	1	0.3%
Cancellations	369	398	(29)	-7.3%
<b>Transdev</b>				
Average Cost per Trip	\$45.35	\$46.88	(\$1.53)	-3.3%
Riders per Hour	1.8	2.0	(0.2)	-10.0%
Accidents per Month	4.0	1.0	3	300.0%
<b>Trip Denials</b>				
NTD Travel Time (minutes)	32	31	1	3.2%
<b>NETWORK 180</b>				
Passenger Trips	1,999	2,912	(913)	-31.4%
Average Weekday Ridership	105	145	(40)	-27.6%
<b>TOTAL PASSENGER TRIPS</b>	<b>18,254</b>	<b>18,186</b>	<b>68</b>	<b>0.4%</b>
<b>Paratransit Service Quality Statistics: network 180 Excluded</b>				
<b>Complaints</b>				
Transdev Complaints	9	17		-47.1%
<b>On-Time Performance</b>				
On-Time Compliance - Pick-up	89.50%	88.00%	1.5%	1.7%
On-Time Compliance - Drop-off	95.00%	94.00%	1.0%	1.1%



**Interurban Transit Partnership**

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DATE: January 14, 2024  
TO: ITP Board  
FROM: Jason Prescott  
SUBJECT: DECEMBER 2024 PARATRANSIT RIDERSHIP REPORT

**Paratransit ridership information for December 2024, as compared to December 2024**

	2024	2023	% Change
Total Paratransit Ridership	17,079	17,069	0.1%
ADA Ridership	14,913	14,136	5.5%
Non-Disabled Senior (NDS) Ridership	76	106	-28.3%
PASS Ridership	183	218	-16.1%
Network 180	1,652	2,067	-20.1%

**Ridership averages, as compared to 2023**

	2024	2023	% Change
Weekday Ridership	612	644	-5.0%
Saturday Ridership	265	265	0.0%
Sunday Ridership	234	220	6.4%

**Other Performance Measures**

	2024	2023	% Change
On-Time Performance	86.90%	94.22%	-7.8%
On-Time Drop-Off	92.60%	96.92%	-4.5%
Average Cost Per Trip	\$47.27	\$52.99	-10.8%

## December 2024 Paratransit Ridership and Operating Statistics

	2024	2023	Change	% Change
<b>ADA</b>				
Clients	1,285	1,214	71	5.8%
Passenger Trips	14,913	14,136	777	5.5%
<b>NDS</b>				
Clients	13	12	1	8.3%
Passenger Trips	76	106	(30)	-28.3%
<b>PASS</b>				
Clients	11	13	(2)	-15.4%
Passenger Trips	183	218	(35)	-16.1%
<b>CONTRACTED</b>				
Clients	0	0	0	#DIV/0!
Passenger Trips	0	0	0	#DIV/0!
<b>RIDELINK</b>				
Clients	174	248	(74)	-29.8%
Passenger Trips (Performed by The Rapid)	255	542	(287)	-53.0%
<b>TOTALS</b>				
Clients	1,483	1,487	(4)	-0.3%
Passenger Trips	15,427	15,002	425	2.8%
Average Weekday Ridership	612	644	(32)	-5.0%
Average Saturday Ridership	265	265	0	0.0%
Average Sunday Ridership	234	220	14	6.4%
All Ambulatory Passengers	12,218	12,126	92	0.8%
All Wheelchair Passengers	2,954	2,876	78	2.7%
No - Shows	410	427	(17)	-4.0%
Cancellations	589	348	241	69.3%
<b>Transdev</b>				
Average Cost per Trip	\$47.27	\$52.99	(\$5.72)	-10.8%
Riders per Hour	1.8	1.8	0.0	0.0%
Accidents per Month	5.0	1.0	4	400.0%
<b>Trip Denials</b>	0	0	0	#DIV/0!
<b>NTD Travel Time (minutes)</b>	34	33	1	3.0%
<b>NETWORK 180</b>				
Passenger Trips	1,652	2,067	(415)	-20.1%
Average Weekday Ridership	83	109	(26)	-23.9%
<b>TOTAL PASSENGER TRIPS</b>	<b>17,079</b>	<b>17,069</b>	<b>10</b>	<b>0.1%</b>
<b>Paratransit Service Quality Statistics: network 180 Excluded</b>				
<b>Complaints</b>	<b>2024</b>	<b>2023</b>	<b>% of Trips</b>	<b>% Change</b>
Transdev Complaints	25	14	0.2%	78.6%
<b>On-Time Performance</b>				
On-Time Compliance - Pick-up	86.90%	94.22%	-7.3%	-7.8%
On-Time Compliance - Drop-off	92.60%	96.92%	-4.3%	-4.5%



**Interurban Transit Partnership**

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300 Ellsworth SW, Grand Rapids, Michigan 49503-4005 Ph 616 456 7514

**Date:** January 14, 2025

**To:** Board of Directors

**From:** Jason Prescott, Director, Paratransit, ADA and Mobility

**Subject:** Rapid Connect December 2024 Monthly Report

**OVERVIEW**

Rapid Connect mobility on-demand program report from Sunday, December 1 through Tuesday, December 31.

**HISTORICAL CONTEXT**

The Rapid Connect service launched on January 3<sup>rd</sup>, 2022, in Walker and Kentwood to improve accessibility to public transportation within those two jurisdictions. The initial pilot (Jan-Mar) had a service operating on weekdays from 6 a.m. to 6 p.m. Presently the service operates until 10 p.m. on weekdays.

To date, 2,554 people have signed up to use this new service.

All training and testing trips taken by operators or Rapid employees have been omitted from all calculations included in this report.

**CURRENT RIDERSHIP**

Between Sunday, December 1 and Tuesday, December 31, 2024 (1 month service period), there were a total of 707 complete trips.

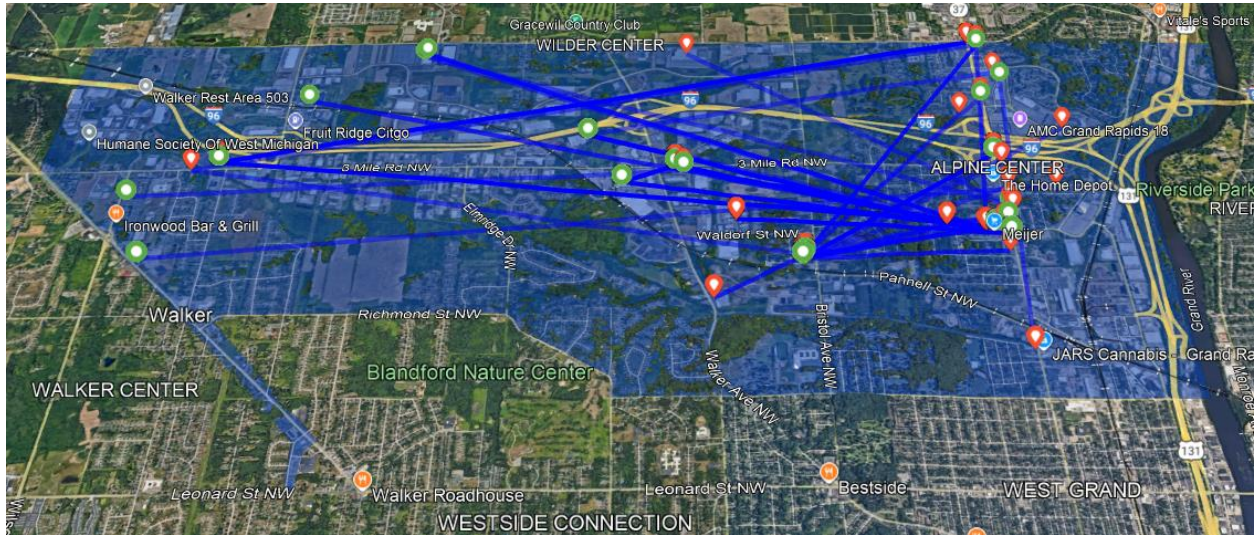


## Interurban Transit Partnership

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300 Ellsworth SW, Grand Rapids, Michigan 49503-4005 Ph 616 456 7514

The earliest trip in Walker for December had a reported arrival time of 5:50 a.m. The latest trip was completed at 9:48 p.m.

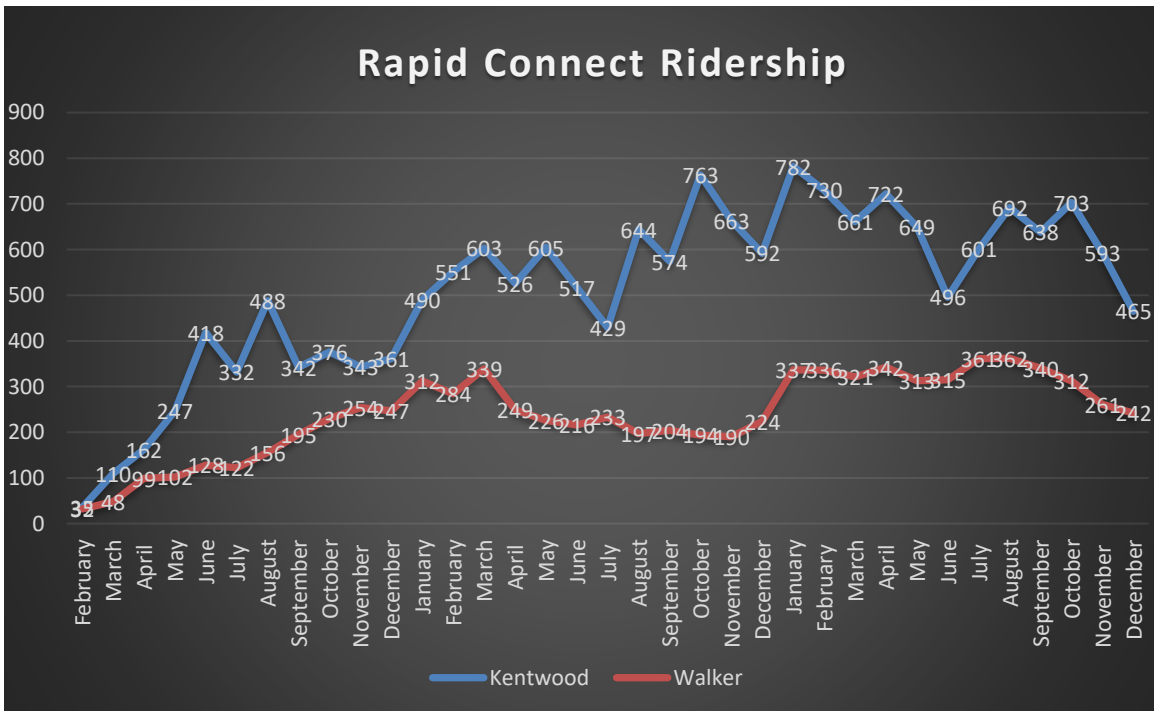
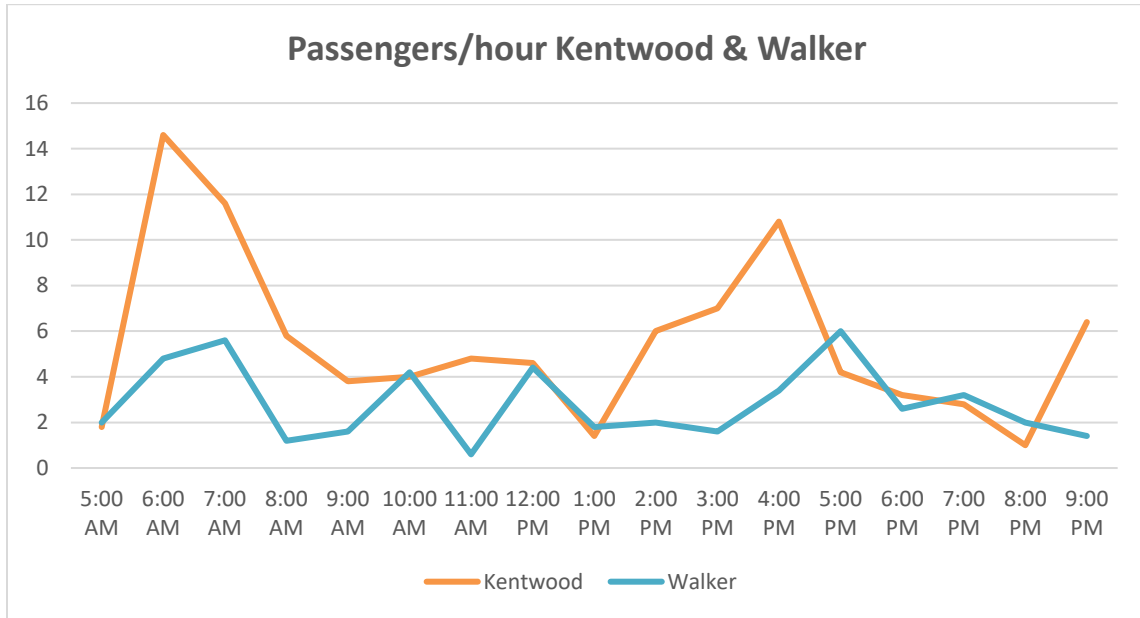


9 Destinations were visited in the expanded zone for December 2024.

- 555 Center Dr NW
- 566 Lankamp
- 2142 Walker Ave NW
- 2263 E Oak St. NW
- 1815 Alpine Ave NW
- 3165 Alpine Ave NW
- 3248 Alpine Ave NW
- 3410 Alpine Ave NW
- 3596 Alpine Ave NW

**Interurban Transit Partnership**

300 Ellsworth SW, Grand Rapids, Michigan 49503-4005 Ph 616 456 7514



**Date:** January 14, 2025  
**To:** Present Performance & Service Committee  
**From:** Tim Roseboom – Senior Planner  
**Subject:** FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – November 2024

**OVERVIEW:** In November 2024, there was a 4.4% increase in total monthly route ridership as compared to November 2023. Contract services increased 15.7%, but regular fixed routes services decreased 1.4%. It should be noted that November 2024 had one less weekday and one more Saturday than November 2023. Pre-pandemic ridership recovery is 64.5% compared to November 2019 and 64.5% year-to-date. Farebox recovery was 11.4%, up by 0.2% since November 2023.

**BACKGROUND INFORMATION**

**Monthly Ridership**

	November 2024	November 2023	% Change
Regular Fixed Route Service (Routes 1–44)	361,218	366,416	-1.4%
Contracted Service (GVSU, DASH, GRCC, and Ferris)	217,101	187,680	15.7%
<b>Total Monthly Fixed Route Ridership</b>	<b>578,319</b>	<b>554,096</b>	<b>4.4%</b>

**Daily Average Ridership**

	November 2024	November 2023	% Change
Weekday Total	25,378	23,911	6.1%
Weekday Evening	3,393	3,100	9.5%
Saturday	9,870	8,362	18.0%
Sunday	5,351	4,632	15.5%

**Productivity Summary**

	November 2024	November 2023	% Change
Average passengers per hour per route	15.1	13.7	10.2%
Average passengers per mile per route	1.12	1.01	10.8%
Average farebox recovery percent per route	11.4%	11.2%	2.3%

**Fiscal Year Ridership**

	FY 2025	FY 2024	% Change
Regular Fixed Route Service (Routes 1–44)	794,360	770,956	3.0%
Contracted Service (GVSU, DASH, GRCC, and Ferris)	487,803	390,390	25.0%
<b>Total Fixed Route Ridership YTD</b>	<b>1,282,163</b>	<b>1,161,346</b>	<b>10.4%</b>

## COMPARISON OF NOVEMBER 2024 TO NOVEMBER 2019

### Monthly Ridership

	<b>November 2024</b>	<b>November 2019</b>	<b>% Change</b>
Regular Fixed Route Service ( <i>Routes 1–44</i> )	361,218	592,888	<b>-39.1%</b>
Contracted Service ( <i>GVSU, DASH, GRCC, and Ferris</i> )	217,101	304,071	<b>-28.6%</b>
<b>Total Monthly Fixed Route Ridership</b>	<b>578,319</b>	<b>896,959</b>	<b>-35.5%</b>

### Daily Average Ridership

	<b>November 2024</b>	<b>November 2019</b>	<b>% Change</b>
Weekday Total	25,378	40,112	<b>-36.7%</b>
Weekday Evening	3,393	5,264	<b>-35.5%</b>
Saturday	9,870	13,343	<b>-26.0%</b>
Sunday	5,351	6,999	<b>-23.5%</b>

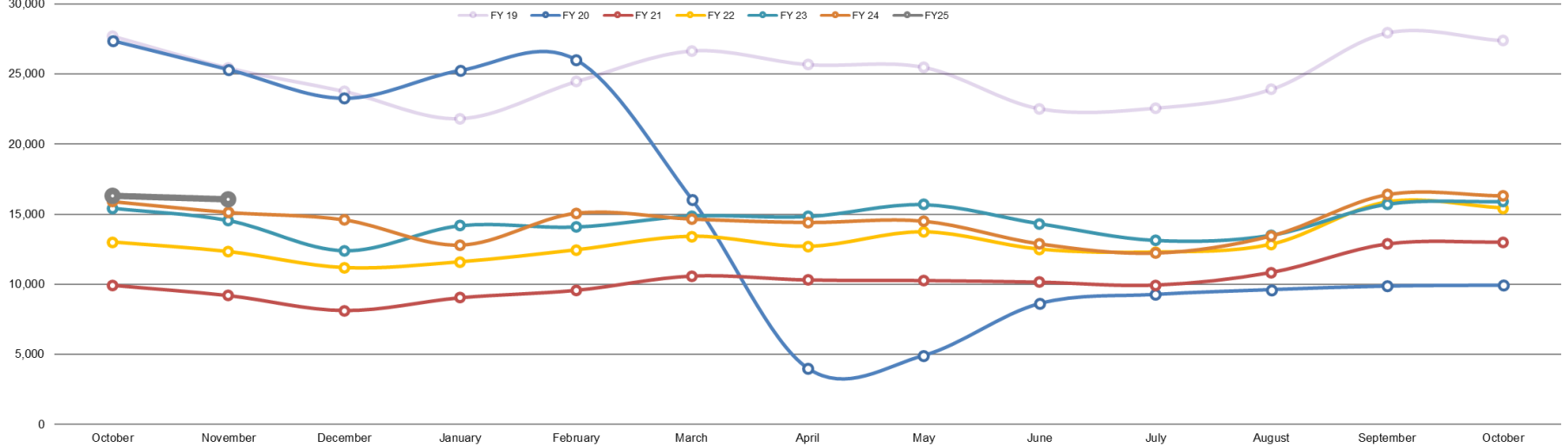
### Productivity Summary

	<b>November 2024</b>	<b>November 2019</b>	<b>% Change</b>
Average passengers per hour per route	15.1	20.1	<b>-25.2%</b>
Average passengers per mile per route	1.12	1.54	<b>-27.5%</b>
Average farebox recovery percent per route	11.4%	23.6%	<b>-51.7%</b>

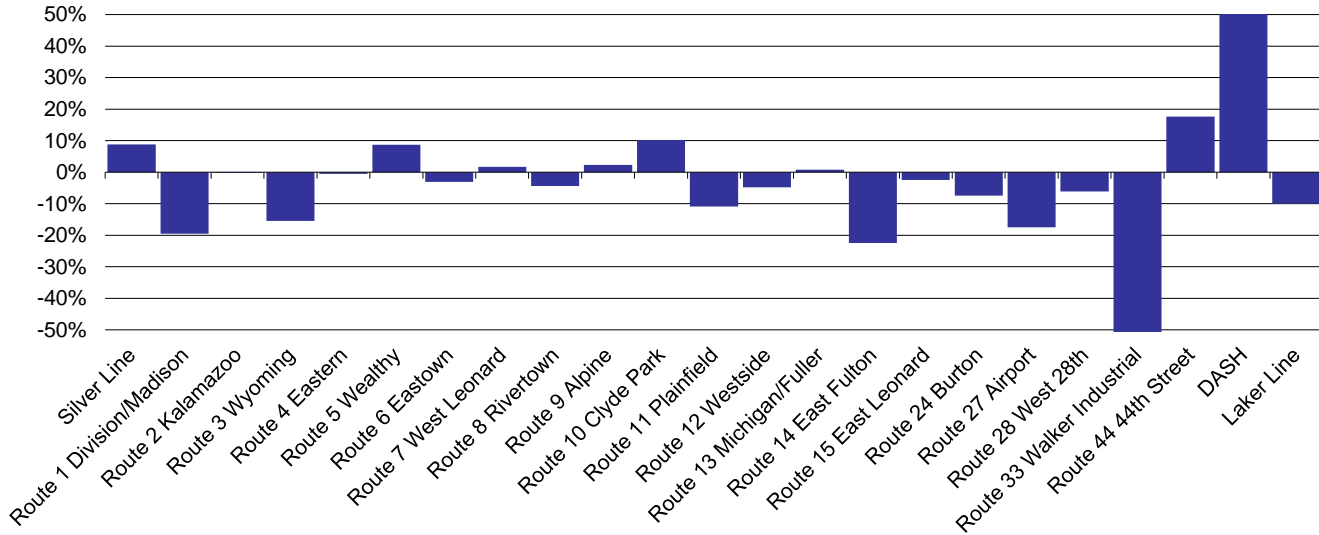
### Fiscal Year Ridership

	<b>FY 2025</b>	<b>FY 2019</b>	<b>% Change</b>
Regular Fixed Route Service ( <i>Routes 1–44</i> )	794,360	1,305,447	<b>-39.2%</b>
Contracted Service ( <i>GVSU, DASH, GRCC, and Ferris</i> )	487,803	683,222	<b>-28.6%</b>
<b>Total Fixed Route Ridership YTD</b>	<b>1,282,163</b>	<b>1,988,669</b>	<b>-35.5%</b>

**Monthly Weekday Average Ridership History**



**Percent Change by Route: November 2024 compared to November 2023**



**Date:** January 14, 2025  
**To:** Present Performance & Service Committee  
**From:** Tim Roseboom – Senior Planner  
**Subject:** FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – December 2024

**OVERVIEW:** In December 2024, there was a 2.8% decrease in total monthly route ridership as compared to December 2023. Contract services increased 9.6%, but regular fixed routes services decreased 6.6%. It should be noted that school closures due to winter weather occurred three more times in December 2024 than 2023, and ridership was an average of 11,000 less than days with no closures. Pre-pandemic ridership recovery is 60.7% compared to December 2019 and 63.4% year-do-date. Farebox recovery was 10.5%, down by 0.4% since December 2023.

**BACKGROUND INFORMATION**

**Monthly Ridership**

	December 2024	December 2023	% Change
Regular Fixed Route Service (Routes 1–44)	328,007	351,130	-6.6%
Contracted Service (GVSU, DASH, GRCC, and Ferris)	118,229	107,838	9.6%
<b>Total Monthly Fixed Route Ridership</b>	<b>446,236</b>	<b>458,968</b>	<b>-2.8%</b>

**Daily Average Ridership**

	December 2024	December 2023	% Change
Weekday Total	18,469	19,779	-6.6%
Weekday Evening	2,520	2,629	-4.2%
Saturday	8,879	8,568	3.6%
Sunday	4,573	4,109	11.3%

**Productivity Summary**

	December 2024	December 2023	% Change
Average passengers per hour per route	13.4	13.2	1.1%
Average passengers per mile per route	0.99	0.98	1.3%
Average farebox recovery percent per route	10.5%	10.9%	-3.7%

**Fiscal Year Ridership**

	FY 2025	FY 2024	% Change
Regular Fixed Route Service (Routes 1–44)	1,122,367	1,122,086	0.0%
Contracted Service (GVSU, DASH, GRCC, and Ferris)	606,031	498,228	21.6%
<b>Total Fixed Route Ridership YTD</b>	<b>1,728,398</b>	<b>1,620,314</b>	<b>6.7%</b>

## COMPARISON OF DECEMBER 2024 TO DECEMBER 2019

### Monthly Ridership

	<b>December 2024</b>	<b>December 2019</b>	<b>% Change</b>
Regular Fixed Route Service ( <i>Routes 1–44</i> )	328,007	567,012	-42.2%
Contracted Service ( <i>GVSU, DASH, GRCC, and Ferris</i> )	118,229	168,521	-29.8%
<b>Total Monthly Fixed Route Ridership</b>	<b>446,236</b>	<b>735,533</b>	<b>-39.3%</b>

### Daily Average Ridership

	<b>December 2024</b>	<b>December 2019</b>	<b>% Change</b>
Weekday Total	18,469	31,191	-40.8%
Weekday Evening	2,520	4,211	-40.1%
Saturday	8,879	12,594	-29.5%
Sunday	4,573	6,027	-24.1%

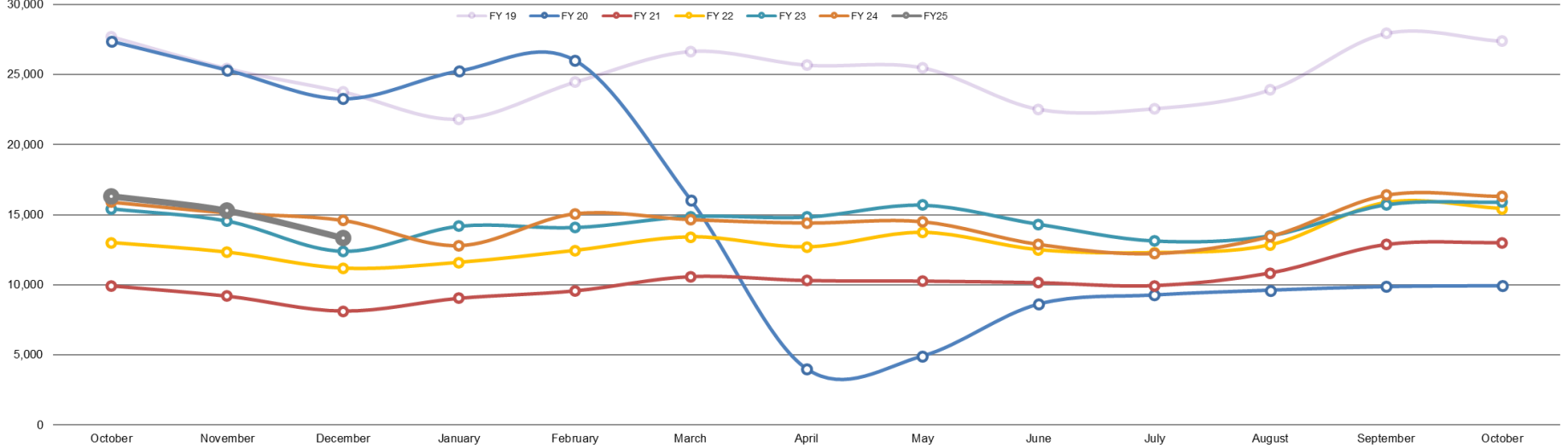
### Productivity Summary

	<b>December 2024</b>	<b>December 2019</b>	<b>% Change</b>
Average passengers per hour per route	13.4	18.7	-28.3%
Average passengers per mile per route	0.99	1.43	-30.8%
Average farebox recovery percent per route	10.5%	19.6%	-46.6%

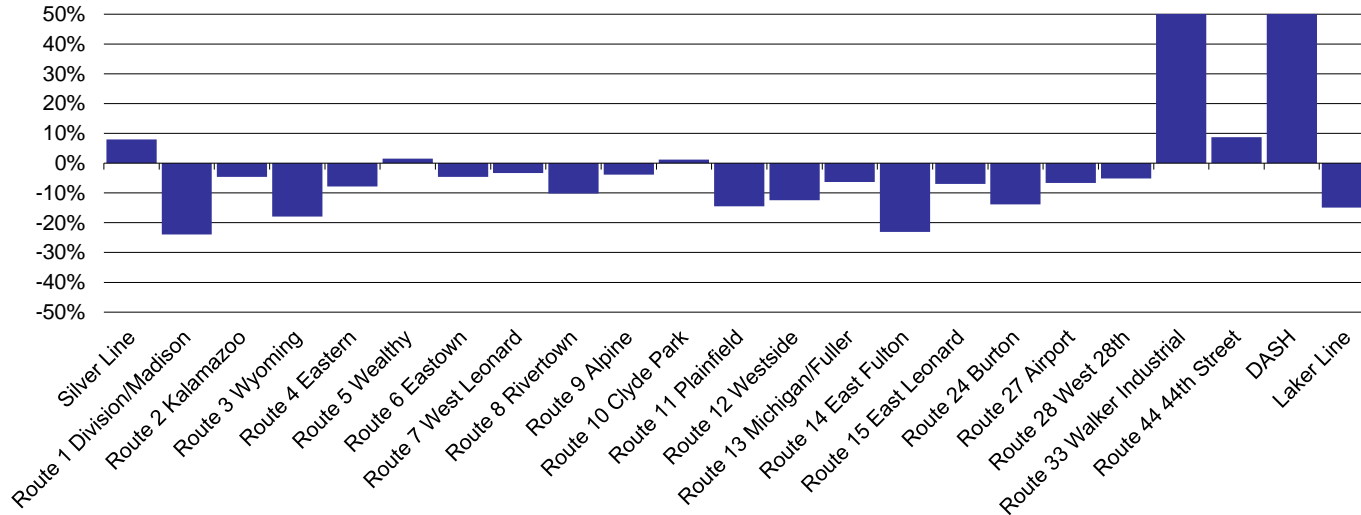
### Fiscal Year Ridership

	<b>FY 2025</b>	<b>FY 2019</b>	<b>% Change</b>
Regular Fixed Route Service ( <i>Routes 1–44</i> )	1,122,367	1,872,459	-40.1%
Contracted Service ( <i>GVSU, DASH, GRCC, and Ferris</i> )	606,031	851,743	-28.8%
<b>Total Fixed Route Ridership YTD</b>	<b>1,728,398</b>	<b>2,724,202</b>	<b>-36.6%</b>

**Monthly Weekday Average Ridership History**



**Percent Change by Route: December 2024 compared to December 2023**



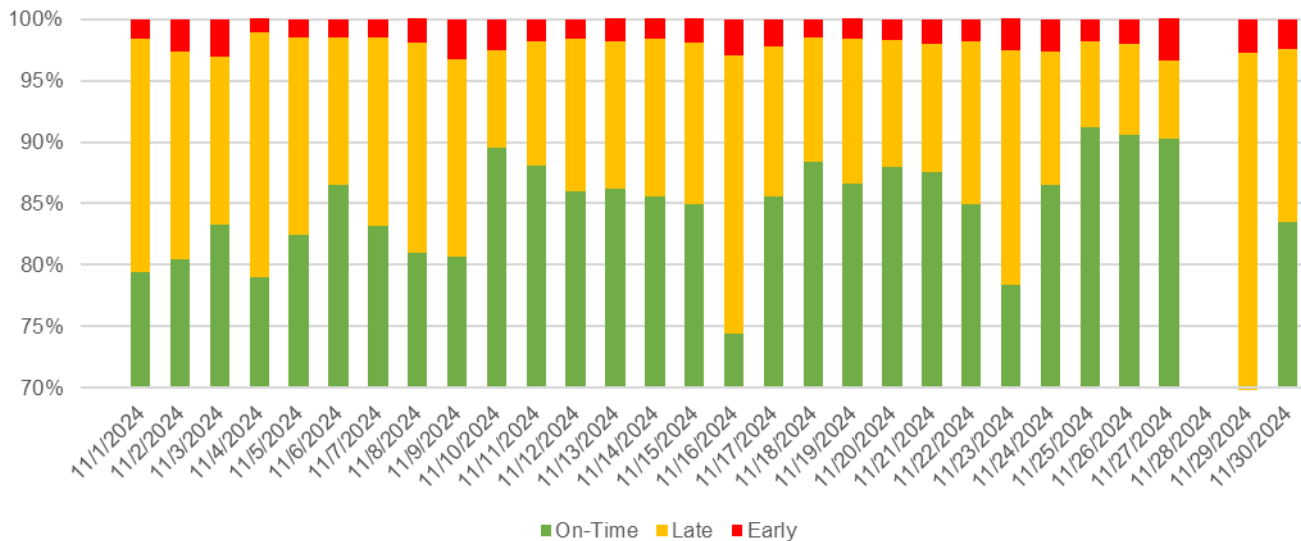
**Date:** January 14, 2025  
**To:** Present Performance & Service Committee  
**From:** Nicholas Monoyios – Director of Planning  
**Subject:** FIXED ROUTE ON-TIME PERFORMANCE REPORT – November 2024

**SYSTEMWIDE ANALYSIS**

The Rapid considers a route 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 considered not to be on time.

The figure below demonstrates systemwide daily on-time performance (OTP) for November 2024.

**Systemwide Daily On-Time Analysis**  
 November 1 through November 30



The table below summarizes systemwide on-time performance for the month and compares to the same month in the previous year, and the previous month in 2024.

In November 2024, 84.21% of service was on time, with incidents of lateness reached 13.69% and incidents of earliness reaching 2.10%. This month had a 3.18% decrease in OTP from November 2023 and a decrease of 0.2% from October 2024. Multiple road construction projects, general traffic level increases, weather, and Black Friday contributed to a mid-80% performance level.

Year	November On-Time	October On-Time	Δ
2024	84.21%	84.41%	-0.20%
2023	87.39%		
Δ	-3.18%		

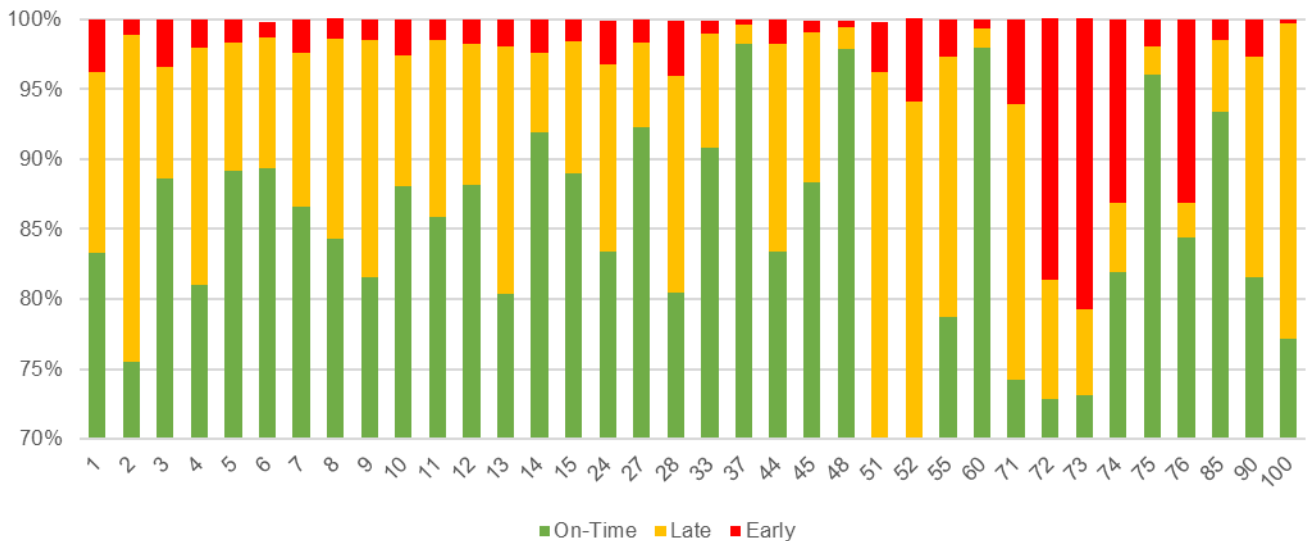
## ROUTE BY ROUTE ANALYSIS

Like in previous months, street closures and detours stemming from road projects are the primary cause of decreased on-time performance. Road projects anticipated to have a duration throughout the entire service period (four months) are considered for schedule adjustments, though shorter-term projects demonstrate the larger impacts.

The following is a list of road projects or events with major impacts to on-time performance:

- Division Ave. in downtown GR (impacts many routes)

**Route by Route On-Time Analysis**  
November 1 through November 30



## Systemwide Bus Routes

Route 1 - Division/Madison	Route 11 - Plainfield	Route 37 - GVSU North Campus	Route 73 - Union 3A
Route 2 - Kalamazoo	Route 12 - Westside	Route 44 - 44th Street	Route 74 - Union 7A
Route 3 - Wyoming/Rivertown	Route 13 - Michigan/Fuller	Route 45 - Laker Line	Route 75 - Union 10B
Route 4 - Eastern	Route 14 - East Fulton	Route 48 - GVSU South Campus	Route 76 - Union 12A
Route 5 - Wealthy	Route 15 - East Leonard	Route 51 - DASH CW	Route 77 - Union 12B
Route 6 - Eastown	Route 24 - Burton	Route 52 - DASH CCW	Route 85 - GVSU Apartment Connector
Route 7 - West Leonard	Route 27 - Airport Industrial	Route 55 - DASH Work	Route 90 - Silver Line
Route 8 - Prairie/Rivertown	Route 28 - West 28th	Route 60 - GRCC Shuttle	Route 100 - FSU Express
Route 9 - Alpine	Route 29 - East 28th	Route 71 - Central 4A	
Route 10 - Clyde Park	Route 33 - Walker Industrial	Route 72 - Central 10A	

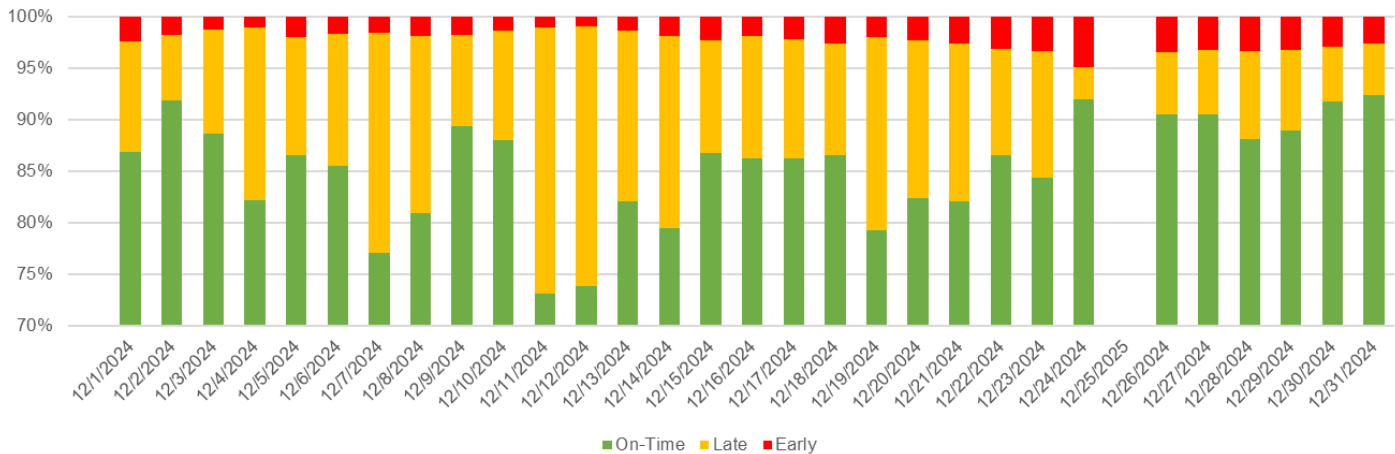
**Date:** January 14, 2025  
**To:** Present Performance & Service Committee  
**From:** Nicholas Monoyios – Director of Planning  
**Subject:** FIXED ROUTE ON-TIME PERFORMANCE REPORT – December 2024

**SYSTEMWIDE ANALYSIS**

The Rapid considers a route 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 considered not to be on time.

The figure below demonstrates systemwide daily on-time performance (OTP) for December 2024.

**Systemwide Daily On-Time Analysis**  
 December 1 through December 30



The table below summarizes systemwide on-time performance for the month and compares to the same month in the previous year, and the previous month in 2024.

In December 2024, 85.31% of service was on time, with incidents of lateness reached 12.41% and incidents of earliness at 2.28%. This month had a 2.68% decrease in OTP from December 2023 and an increase of 1.1% from November 2024. Road construction projects, general traffic level increases, weather, and holiday events contributed to a mid-80% performance level.

Year	December On-Time	November On-Time	Δ
2024	85.31%	84.21%	+1.10%
2023	87.99%		
Δ	-2.68%		

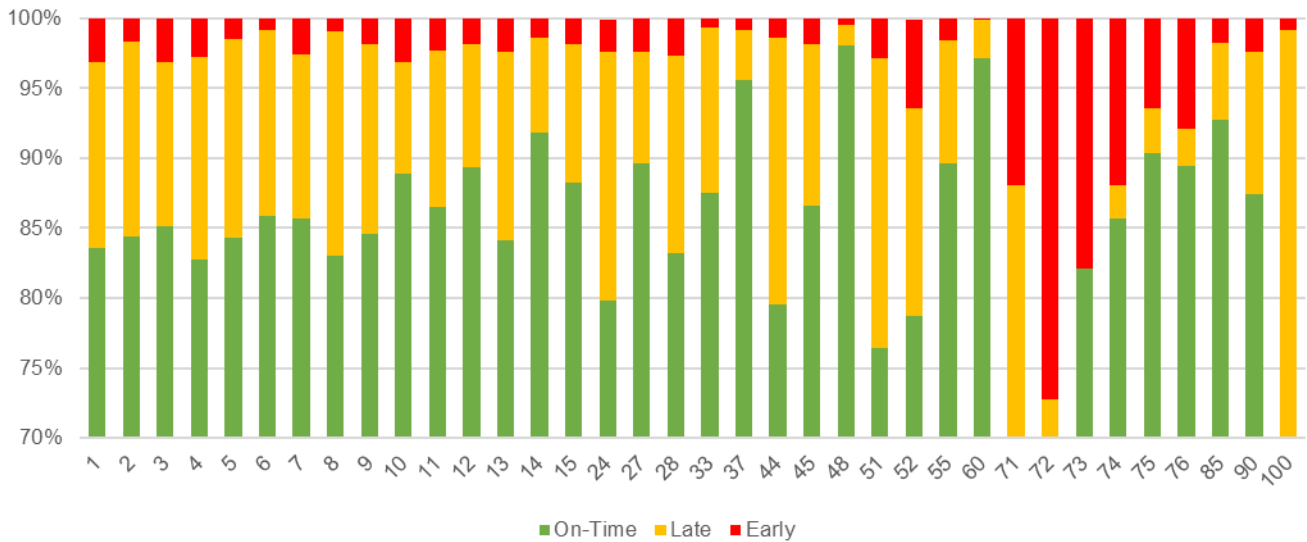
## ROUTE BY ROUTE ANALYSIS

Like in previous months, street closures and detours stemming from road projects are the primary cause of decreased on-time performance. Road projects anticipated to have a duration throughout the entire service period (four months) are considered for schedule adjustments, though shorter-term projects demonstrate the larger impacts.

The following is a list of road projects or events with major impacts to on-time performance:

- Division Ave. & Lyon St. in downtown GR (impacts Route 6)

**Route by Route On-Time Analysis**  
December 1 through December 30



## Systemwide Bus Routes

Route 1 - Division/Madison	Route 11 - Plainfield	Route 37 - GVSU North Campus	Route 73 - Union 3A
Route 2 - Kalamazoo	Route 12 - Westside	Route 44 - 44th Street	Route 74 - Union 7A
Route 3 - Wyoming/Rivertown	Route 13 - Michigan/Fuller	Route 45 - Laker Line	Route 75 - Union 10B
Route 4 - Eastern	Route 14 - East Fulton	Route 48 - GVSU South Campus	Route 76 - Union 12A
Route 5 - Wealthy	Route 15 - East Leonard	Route 51 - DASH CW	Route 77 - Union 12B
Route 6 - Eastown	Route 24 - Burton	Route 52 - DASH CCW	Route 85 - GVSU Apartment Connector
Route 7 - West Leonard	Route 27 - Airport Industrial	Route 55 - DASH Work	Route 90 - Silver Line
Route 8 - Prairie/Rivertown	Route 28 - West 28th	Route 60 - GRCC Shuttle	Route 100 - FSU Express
Route 9 - Alpine	Route 29 - East 28th	Route 71 - Central 4A	
Route 10 - Clyde Park	Route 33 - Walker Industrial	Route 72 - Central 10A	