



Interurban Transit Partnership

Present Performance & Service Committee Members

Charis Austin (Chair)

Tracie Coffman

Mayor David LaGrand

Tim Mroz

PRESENT PERFORMANCE & SERVICE COMMITTEE MEETING AGENDA

Tuesday, March 18, 2025 – 4 p.m.

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

AGENDA

	<u>PRESENTER</u>	<u>ACTION</u>
1. PUBLIC COMMENT		
2. MINUTES REVIEW – January 14, 2025		Approval
3. INFORMATION		
A. Ridership and Metrics		
1) Paratransit, January/February 2025	Jason Prescott	
2) Fixed Route Ridership, January/February 2025	Tim Roseboom	
3) On-Time Performance, January/February 2025	Nick Monoyios	
B. Operational Financial/Impacts		
1) Summer Service & Construction Impacts Coordination	Nick Monoyios	
2) Routes 33/34 Fruit Ridge Bridge	Nick Monoyios	
C. Employees		
1) Transit Worker Appreciation Day	Deb Prato	
D. Fleet and Facilities		
1) Rapid Central Station Update	Deron Kippen	
2) Rapid Operations Center Dispatch Renovation Update	Deron Kippen	
3) Shelter Project Update	Deron Kippen	
4. ADJOURNMENT		

Upcoming Procurements:

- No current procurements

Next meeting: May 20, 2025



Interurban Transit Partnership

Present Performance & Service Committee Members

Tracie Coffman Mayor David LaGrand Charis Austin (Chair) OPEN EGR Robert Postema

PRESENT PERFORMANCE AND SERVICE COMMITTEE MEETING MINUTES

Tuesday, January 14, 2025 – 4:00 p.m.

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

ATTENDANCE:

Committee Members Present:

Charis Austin, Tracie Coffman, Rob Postema

Committee Members Absent:

Mayor David LaGrand

Rapid Attendees:

Nathan Bigelow, Josh Brink, Steve Clapp, Kris Heald, Jeffrey King, Deron Kippen, Linda Medina, James Nguyen, Deb Prato, Jason Prescott, Andy Prokopy, Tim Roseboom, Steve Schipper, Lindsay Thomasini, Mike Wieringa, Kevin Wisselink

Public Attendees:

Ms. Austin called the meeting to order at 4:15 p.m.

1. PUBLIC COMMENT

No public comment

2. MINUTES – November 12, 2024

NOTE: There was no quorum at the start of the meeting. Ms. Coffman arrived after Mr. Prescott's On-Demand report. Chair Ms. Austin proceeded with the approval of the November 12, 2024, meeting minutes.

Ms. Austin asked for any changes or corrections to the meeting minutes of November 12, 2024. Ms. Coffman motioned to approve, and Mr. Postema supported it. The motion passed unanimously.

3. INFORMATION

A. Ridership and Metrics

1. Paratransit – November/December 2024, Mr. Jason Prescott

Mr. Prescott reported that ridership has shown a slight year-over-year increase for both November and December. He highlighted the significant influx of applications for paratransit service, with

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

approximately 10-15 applications being submitted daily, which is a notable rise. On-Time Performance has declined over the past two months, attributed partly to weather conditions and other unexpected road issues.

To improve efficiency, Mr. Prescott mentioned that the team is collaborating with our contractor, Transdev, to ensure that the routes operate as intended. In cases of route cancellations or driver absences, efforts are being made to assign new drivers without dismantling the entire preplanned route. Currently, Transdev employs 80 full-time drivers and 13 part-time drivers; Transdev is still short of 12 drivers to meet full staffing levels. Mr. Prescott noted that hiring efforts are ongoing, with two drivers training and one currently in on-the-road training.

The agency has been operating under a monthly contract since the beginning of the fiscal year (October 1, 2024). Mr. Prescott indicated that a discussion between our core leadership and Transdev's leadership is set for tomorrow, which may lead to negotiations aimed at extending the contract through the remainder of the fiscal year, concluding in September 2025.

2. On-Demand, Mr. Jason Prescott

Mr. Prescott provided an overview of the Rapid Connect report, which not only details the results from December but also marks the conclusion of the program on December 27, 2024. As of January 10, 2025, all six Rapid Connect vehicles have been rebranded and integrated into the Transdev Paratransit fleet. Mr. Prescott reported there have been no complaints received since the program's closure. The PASS (Passenger Adaptive Suburban Service) program has seen a slight increase in signups. However, it was noted that the new signups have not yet resulted in any rides taken.

3. Fixed Route Ridership – November/December 2024, Mr. Tim Roseboom

Mr. Roseboom presented the ridership reports for November and December, highlighting that November concluded with over 578,000 trips, marking a slight 4% increase compared to the previous November. He pointed out strong growth in contract services, while fixed route ridership saw a slight decline.

December followed a similar trend, finishing with just over 446,000 trips taken, which represented a 2.8% decrease from December 2023. He noted the decline could be attributed in part to winter weather conditions and school closures during the month. Despite the decrease in December, the fiscal year-to-date ridership stands at 1.7M, reflecting a 6.7% increase compared to the same period in 2024.

Ms. Austin inquired about the progress toward ridership recovery since the pandemic. In response, Mr. Roseboom stated that this metric is monitored every month. He reported that ridership recovery was at 64.5% in November, but it dropped to just over 60% in December. He assured the committee that they would continue to provide updates on ridership.

4. On-Time Performance – November/December 2024, Mr. Tim Roseboom for Mr. Nick Monoyios

Mr. Roseboom highlighted November's on-time rate of 84.21% reflects a slight decline compared to the previous year, attributing to the decline to significant construction projects. December saw a slight recovery with on-time performance at 85.31%, though it still fell short of last year's performance again likely due to severe winter weather conditions and three school closure days.

Ms. Coffman inquired about how the performance metrics stack up against other similar agencies. Mr. Roseboom's response points to an industry standard of 88%, with an aspirational goal of reaching 90%.

B. Operational Financial/Impacts

1. 2025 Capital Budget, Mr. Kevin Wisselink

Mr. Wisselink opened his comments by reminding the committee members of the capital improvement plan for 2025, was initially brought forward in July and approved by the board in August. He noted that some items in the draft plan have been oversubscribed, necessitating a return to the board to revise totals before submitting them to the Grand Valley Metro Council (GVMC) and the

Federal Transit Administration (FTA). These revisions are scheduled for presentation at the January 29th board meeting.

Mr. Wisselink noted most items in the plan remain unchanged. The one significant alteration is the change of the Busch Drive expansion project and shifting funding to procure buses. The decision to exclude this project from this capital plan stems from a previous determination that it is more beneficial to rebuild the entire facility rather than renovating the existing structure, and the project remains in FTA environmental review.

As part of the project's due diligence, an environmental review mandated by the FTA is well underway. Although this process was initiated last summer, it has been slower than anticipated, particularly due to ongoing historical property considerations related to a State Section 106 Review. Due to these delays, the project is not progressing as quickly as hoped. Mr. Wisselink reminded the committee there is currently \$3M from the original grant to begin the project as environmental approvals are received. If the environmental review progresses swiftly, there may be opportunities to pursue pre-awards, enabling the use of available funds while awaiting reimbursement from the 2026 budget. Additionally, Mr. Wisselink indicated that funds would be drawn from the Paratransit budget to address fleet needs, along with a minor allocation for office furniture to serve as a reserve placeholder. These funds are expected to be available by September 2025.

Ms. Coffman raised a question regarding the liquidity of the \$3M, inquiring whether it would require rolling over. Mr. Wisselink clarified that these funds are not cash on hand; rather, they are part of a request that will now be made for the 2026 budget instead of the 2025 budget. He also noted that the environmental review impacts all future funding requests.

In response to Ms. Coffman's follow-up question regarding potential changes from President Trump's federal funding pause that could affect funding requests, Mr. Wisselink reassured the committee that the current five-year legislation, which determines funding levels, is still in place, with approximately two years remaining. Most of the necessary funds have already been allocated, indicating relative stability for their core funding moving forward.

2. 2024 Annual E-Fare Review, Mr. Nathan Bigelow

Mr. Bigelow detailed several key initiatives and projects that the IT department has undertaken in 2024, focusing on addressing customer complaints and enhancing service delivery. The following highlights were discussed:

Credit Card Processing Overhaul: The IT department has upgraded the hardware and software within the Information Center. New tap-enabled credit card terminals have been installed to speed up transaction processing, addressing customer complaints about slow authorization times.

Ticket Vending Machine (TVM) upgrades: Changes to TVM screens at Rapid Central Station (RCS), Kentwood Station, and along Laker Line platforms are in the final stages. These updates aim to improve the user interface and accessibility, particularly for customers with visual impairments.

Promotional Graphics: Custom graphics are being added to the bottom of receipts at the Information Center and at the TVMs, aimed at promoting new initiatives such as the West Michigan Rides program.

New Shipping Options for Partners: Implementation of shipping charges for bulk orders allow partners and institutions to receive orders through the mail instead of picking them up, enhancing operational efficiency.

Partner Program Enhancements: A streamlined partner program has been established for greater clarity and accessibility, allowing all partners to apply via a centralized mailbox and submit a simple one-page application form for tax-exempt discounts, which are reviewed and approved by the CEO. Active accounts have increased, ending the year with 204 active partner accounts.

Specialty Programs: Grand Rapids Community College (GRCC). A contract to provide all system access wave cards to GRCC students and staff, currently there are 737 student passes and 44 employee passes, ensuring students have access to transportation and removing one more barrier from higher education.

A Rapid Path Forward/Village 99 Initiative: Distribution of 108 monthly passes to assist teens in reaching summer jobs, as part of a collaborative effort with local partners.

MDOT VIA Transit Study: Participation in a program that incentivizes transit use through a rewards system.

Clean Air Action Days: Introduction of a code in the system for free bussing when air quality is poor, automatically displayed on the tap screen.

Open Payments System: The Open Payments (Apple Pay, Samsung Pay, etc.) system has seen an increase in usage, with tap payments rising by 8%, demonstrating a shift towards contactless payment methods.

In a response to a question from Ms. Coffman regarding the GRCC program, Mr. Bigelow clarified that the counts of passes for employees and students refer to unique users, confirming that each of the 737 cards distributed to students was a distinct individual wave card.

C. Employees

1. New Operator Recruitment & Retention, Ms. Linda Medina and Ms. Lindsay Thomasini
Ms. Medina presented a Financial Analysis: Operator Labor Costs:
She noted approximately 61% of the total budget is allocated towards operator wages and benefits. This percentage has remained relatively consistent over the past three years. The Rapid budgets for 245 full-time operators and 20 part-time operators. This number has been consistent post-pandemic. Before the pandemic, and COA, The Rapid employed between 237 and 275 bus operators.

Current Staffing Levels (FY23-FY25):
FY23 (fall pick): 202 bus operators
FY24 (end of year): 194 bus operators
FY25 (current): 208 bus operators

Ms. Medina emphasizes the importance of increasing staffing levels to meet budgeted targets, ensuring budget stability, and maintaining high levels of service.

Ms. Thomasini highlighted several challenges in recruiting and retaining bus operators, including: A post pandemic shortage in the labor force of qualified individuals willing to work in face-to-face customer service positions.

He noted many individuals prefer remote positions, making it challenging to attract candidates for in-person and customer-facing roles. She also noted a general all- industry trend of employees are leaving without notice or reason, which can be difficult to address. The work schedules for bus operators can be unpredictable and may not align with the preferences of new hires.

To address the challenges it faces, The Rapid has implemented several key strategies, including:

Enhanced Recruitment Process: The agency has introduced a phone screening process prior to in-person interviews. This step allows for a more effective assessment of candidates and helps ensure that only the most suitable applicants move forward in the hiring process.

Strengthened Onboarding: New hires receive a comprehensive bus operator guide, and communication has significantly increased throughout the onboarding process. This proactive approach helps new employees acclimated more quickly to their roles.

Training Program Review: A consultant has been engaged to review and update the existing training program, ensuring it is effective and relevant to the needs of new employees.

Benefits and Incentives: The Rapid has introduced various benefits to attract and retain talent, including night and weekend shift premiums, paid personal leave, wage increases, and accelerated eligibility for health benefits.

To further enhance its recruitment and retention efforts, The Rapid has started tracking critical data concerning:

Termination Reasons: Analyzing causes such as misconduct, attendance violations, and preventable accidents to identify trends and areas for improvement.

Resignation Reasons: Understanding factors like pursuing other job opportunities or personal circumstances that lead employees to leave.

Training Completion Rates: Monitoring the number of individuals who do not start or finish their training to assess program effectiveness.

Pre-employment Challenges: Tracking candidates who fail to pass initial drug and alcohol tests or have issues with attendance during the hiring process.

This data-driven approach will enable The Rapid to refine its processes and implement targeted improvements. The agency is actively adapting to the evolving workforce and organizational demands through several initiatives.

Flexible Interview Times: Offering interview slots outside of typical business hours to accommodate candidates' schedules.

Open Interview: Hosting open interview events that allow candidates to attend at their convenience, further streamlining the hiring process.

Diverse Training Programs: Creating training programs that cater to various learning styles to enhance comprehension and retention.

Career Closet Initiative: Establishing a Career Closet that provides professional attire for new trainees, helping them to present themselves confidently in a professional setting.

By consistently reviewing data and implementing innovative strategies, The Rapid aims to improve its recruitment and retention rates, ultimately maintaining a stable and competent workforce.

During the discussion, Ms. Austin raised the question of employee receptiveness to the numerous changes implemented by The Rapid. Ms. Thomasini responded affirmatively, indicating a belief that the changes are generally well received, emphasizing that communication plays a crucial role in ensuring employees understand and embrace these adjustments.

Ms. Prato brought attention to the challenge of determining the optimal class size for the new bus operator training. She pointed out that the July class proved to be excessive with 20 candidates, particularly during the initial two weeks when trainees transition from having a regular driver's license to obtaining a Commercial Driver's License (CDL) permit. A larger class size not only overwhelms the training process but can also strain resources once these candidates enter revenue training. During this phase, each trainee is paired with a seasoned operator, necessitating that the organization backfill positions to maintain service levels.

Ms. Prato sought feedback from the committee regarding the relevance of the shared data on recruitment and retention. Ms. Coffman expressed appreciation for the information and suggested that the committee should receive updates on these metrics twice a year to monitor progress effectively.

In response to Mr. Postema's inquiry regarding the frequency of new classes, Ms. Prato clarified that a new class for bus operators is once a month. This regular schedule allows The Rapid to consistently grow its workforce while attempting to balance training capacity and service demands.

4. ADJOURNMENT

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

The next meeting is scheduled for March 18, 2025

Respectfully submitted,



Kris Heald, Board Secretary



Interurban Transit Partnership

DATE: March 18, 2025
TO: ITP Board
FROM: Jason Prescott
SUBJECT: JANUARY 2025 PARATRANSIT RIDERSHIP REPORT

Paratransit ridership information for February 2025, as compared to February 2024

	2025	2024	% Change
Total Paratransit Ridership	18,431	18,154	1.5%
ADA Ridership	15,849	14,722	7.7%
Non-Disabled Senior (NDS) Ridership	88	142	-38.0%
PASS Ridership	184	278	-33.8%
Network 180	98	101	-3.0%

Ridership averages, as compared to 2024

	2025	2024	% Change
Weekday Ridership	646	648	-0.3%
Saturday Ridership	233	218	6.9%
Sunday Ridership	232	165	40.6%

Other Performance Measures

	2025	2024	% Change
On-Time Performance	88.00%	93.00%	-5.4%
On-Time Drop-Off	92.00%	94.00%	-2.1%
Average Cost Per Trip	\$45.19	\$46.42	-2.6%

January 2025 Paratransit Ridership and Operating Statistics				
	2025	2024	Change	% Change
ADA				
Clients	1,291	1,202	89	7.4%
Passenger Trips	15,849	14,722	1,127	7.7%
NDS				
Clients	12	15	(3)	-20.0%
Passenger Trips	88	142	(54)	-38.0%
PASS				
Clients	10	16	(6)	-37.5%
Passenger Trips	184	278	(94)	-33.8%
CONTRACTED				
Clients	0	0	0	#DIV/0!
Passenger Trips	0	0	0	#DIV/0!
RIDELINK				
Clients	159	297	(138)	-46.5%
Passenger Trips (Performed by The Rapid)	252	894	(642)	-71.8%
TOTALS				
Clients	1,472	1,530	(58)	-3.8%
Passenger Trips	16,373	16,036	337	2.1%
Average Weekday Ridership	646	648	(2)	-0.3%
Average Saturday Ridership	233	218	15	6.9%
Average Sunday Ridership	232	165	67	40.6%
All Ambulatory Passengers	13,437	13,228	209	1.6%
All Wheelchair Passengers	2,936	2,808	128	4.6%
No - Shows	494	437	57	13.0%
Cancellations	523	508	15	3.0%
Transdev				
Average Cost per Trip	\$45.19	\$46.42	(\$1.23)	-2.6%
Riders per Hour	1.8	1.9	(0.1)	-5.3%
Accidents per Month	6.0	4.0	2	50.0%
Trip Denials				
NTD Travel Time (minutes)	0	0	0	#DIV/0!
	33	32	1	3.1%
NETWORK 180				
Passenger Trips	2,058	2,118	(60)	-2.8%
Average Weekday Ridership	98	101	(3)	-3.0%
TOTAL PASSENGER TRIPS	18,431	18,154	277	1.5%
Paratransit Service Quality Statistics: network 180 Excluded				
Complaints	2024	2023	% of Trips	% Change
Transdev Complaints	16	20	0.1%	-20.0%
On-Time Performance				
On-Time Compliance - Pick-up	88.00%	93.00%	-5.0%	-5.4%
On-Time Compliance - Drop-off	92.00%	94.00%	-2.0%	-2.1%



Interurban Transit Partnership

DATE: March 18, 2025
TO: ITP Board
FROM: Jason Prescott
SUBJECT: FEBRUARY 2025 PARATRANSIT RIDERSHIP REPORT

Paratransit ridership information for February 2025, as compared to February 2024

	2025	2024	% Change
Total Paratransit Ridership	18,165	19,262	-5.7%
ADA Ridership	15,582	15,957	-2.4%
Non-Disabled Senior (NDS) Ridership	112	169	-33.7%
PASS Ridership	153	224	-31.7%
Network 180	2,006	2,250	-10.8%

Ridership averages, as compared to 2024

	2025	2024	% Change
Weekday Ridership	695	723	-3.9%
Saturday Ridership	244	258	-5.4%
Sunday Ridership	236	236	0.0%

Other Performance Measures

	2025	2024	% Change
On-Time Performance	85.93%	93.90%	-8.5%
On-Time Drop-Off	91.76%	95.60%	-4.0%
Average Cost Per Trip	\$42.29	\$45.93	-7.9%

February 2025 Paratransit Ridership and Operating Statistics				
	2025	2024	Change	% Change
ADA				
Clients	1,265	1,262	3	0.2%
Passenger Trips	15,582	15,957	(375)	-2.4%
NDS				
Clients	18	17	1	5.9%
Passenger Trips	112	169	(57)	-33.7%
PASS				
Clients	9	14	(5)	-35.7%
Passenger Trips	153	224	(71)	-31.7%
CONTRACTED				
Clients	0	0	0	#DIV/0!
Passenger Trips	0	0	0	#DIV/0!
RIDELINK				
Clients	168	249	(81)	-32.5%
Passenger Trips (Performed by The Rapid)	312	662	(350)	-52.9%
TOTALS				
Clients	1,460	1,542	(82)	-5.3%
Passenger Trips	16,159	17,012	(853)	-5.0%
Average Weekday Ridership	695	723	(28)	-3.9%
Average Saturday Ridership	244	258	(14)	-5.4%
Average Sunday Ridership	236	236	0	0.0%
All Ambulatory Passengers	13,165	13,906	(741)	-5.3%
All Wheelchair Passengers	2,994	3,106	(112)	-3.6%
No - Shows	348	377	(29)	-7.7%
Cancellations	446	447	(1)	-0.2%
Transdev				
Average Cost per Trip	\$42.29	\$45.93	(\$3.64)	-7.9%
Riders per Hour	2.0	2.0	0.0	0.0%
Accidents per Month	6.0	2.0	4	200.0%
Trip Denials				
Trip Denials	0	0	0	#DIV/0!
NTD Travel Time (minutes)	30	30	0	0.0%
NETWORK 180				
Passenger Trips	2,006	2,250	(244)	-10.8%
Average Weekday Ridership	100	107	(7)	-6.5%
TOTAL PASSENGER TRIPS	18,165	19,262	(1,097)	-5.7%
Paratransit Service Quality Statistics: network 180 Excluded				
Complaints	2025	2024	% of Trips	% Change
Transdev Complaints	27	23	0.2%	17.4%
On-Time Performance				
On-Time Compliance - Pick-up	85.93%	93.90%	-8.0%	-8.5%
On-Time Compliance - Drop-off	91.76%	95.60%	-3.8%	-4.0%

Date: March 18, 2025
To: Present Performance & Service Committee
From: Tim Roseboom – Senior Planner
Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – January 2025

OVERVIEW: In January 2025, there was an 8.7% increase in total monthly route ridership as compared to January 2024. Contract services increased 13.6%, and regular fixed routes services increased 5.9%. Pre-pandemic ridership recovery is 57.8% compared to January 2020 and 62.0% year-to-date. Farebox recovery was 9.5%, down by 1.1% compared to January 2024. Year-to-date ridership is on pace to increase 7.2% for FY2025.

BACKGROUND INFORMATION

Monthly Ridership

	January 2025	January 2024	% Change
Regular Fixed Route Service (Routes 1–44)	343,388	324,384	5.9%
Contracted Service (GVSU, DASH, GRCC, and Ferris)	210,218	185,122	13.6%
Total Monthly Fixed Route Ridership	553,606	509,506	8.7%

Daily Average Ridership

	January 2025	January 2024	% Change
Weekday Total	22,694	20,959	8.3%
Weekday Evening	3,096	2,964	4.5%
Saturday	8,960	8,013	11.8%
Sunday	4,624	4,088	13.1%

Productivity Summary

	January 2025	January 2024	% Change
Average passengers per hour per route	13.3	12.9	2.9%
Average passengers per mile per route	0.94	0.95	-1.5%
Average farebox recovery percent per route	9.5%	10.6%	-10.1%

Fiscal Year Ridership

	FY 2025	FY 2024	% Change
Regular Fixed Route Service (Routes 1–44)	1,465,865	1,446,470	1.3%
Contracted Service (GVSU, DASH, GRCC, and Ferris)	816,757	683,351	19.5%
Total Fixed Route Ridership YTD	2,282,622	2,129,821	7.2%

COMPARISON OF JANUARY 2025 TO JANUARY 2019

Monthly Ridership

	January 2025	January 2020	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	343,388	626,351	-45.2%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	210,218	330,725	-36.4%
Total Monthly Fixed Route Ridership	553,606	957,076	-42.2%

Daily Average Ridership

	January 2025	January 2020	% Change
Weekday Total	22,694	40,037	-43.3%
Weekday Evening	3,096	5,087	-39.1%
Saturday	8,960	12,588	-28.8%
Sunday	4,624	6,479	-28.6%

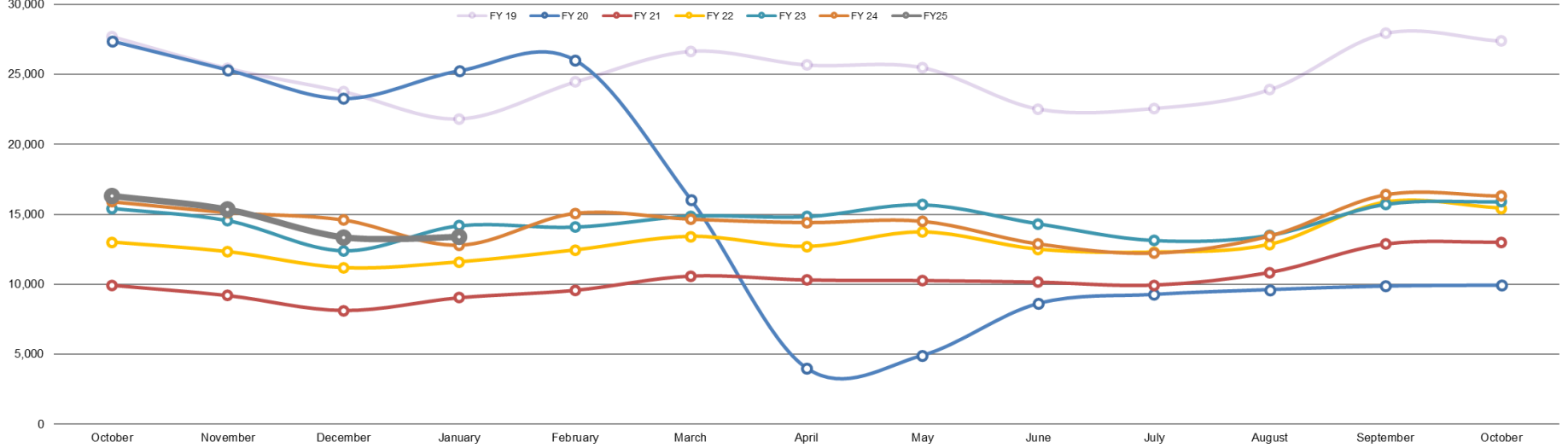
Productivity Summary

	January 2025	January 2020	% Change
Average passengers per hour per route	13.3	20.0	-33.5%
Average passengers per mile per route	0.94	1.53	-38.7%
Average farebox recovery percent per route	9.5%	19.9%	-52.3%

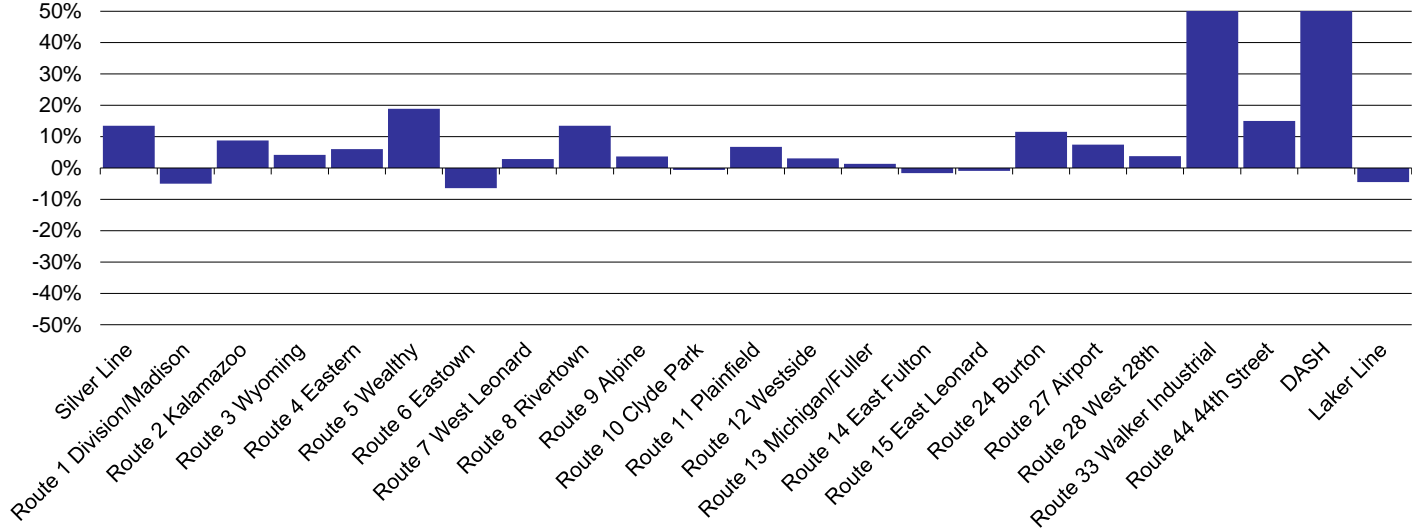
Fiscal Year Ridership

	FY 2025	FY 2020	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	1,465,865	2,498,810	-41.3%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	816,757	1,182,468	-30.9%
Total Fixed Route Ridership YTD	2,282,622	3,681,278	-38.0%

Monthly Weekday Average Ridership History



Percent Change by Route: January 2025 compared to January 2024



Date: March 18, 2025
To: Present Performance & Service Committee
From: Tim Roseboom – Senior Planner
Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – February 2025

OVERVIEW: In February 2025, there was a 5.3% decrease in total monthly route ridership as compared to February 2024. Contract services decreased 0.9%, and regular fixed routes services decreased 8.0%. It should be noted that 2024 was a leap year, and February 2024 had 21 weekdays compared to 20 in February 2025. Pre-pandemic ridership recovery is 59.2% compared to February 2020 and 60.5% year-do-date. Year-to-date ridership remains on pace to increase 2.5% for FY2025.

BACKGROUND INFORMATION

Monthly Ridership

	February 2025	February 2024	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	338,688	367,941	-8.0%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	221,053	223,088	-0.9%
Total Monthly Fixed Route Ridership	559,741	591,029	-5.3%

Daily Average Ridership

	February 2025	February 2024	% Change
Weekday Total	25,148	25,391	-1.0%
Weekday Evening	3,423	3,482	-1.7%
Saturday	9,466	9,422	0.5%
Sunday	4,731	5,031	-6.0%

Productivity Summary

	February 2025	February 2024	% Change
Average passengers per hour per route	14.2	15.1	-6.4%
Average passengers per mile per route	1.00	1.12	-10.5%
Average farebox recovery percent per route	10.7%	12.0%	-11.5%

Fiscal Year Ridership

	FY 2025	FY 2024	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	1,785,549	1,814,411	-1.6%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	1,012,715	906,438	11.7%
Total Fixed Route Ridership YTD	2,798,264	2,720,849	2.8%

COMPARISON OF FEBRUARY 2025 TO FEBRUARY 2020

Monthly Ridership

	February 2025	February 2020	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	343,388	618,961	-45.3%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	210,218	327,051	-32.4%
Total Monthly Fixed Route Ridership	553,606	946,012	-40.8%

Daily Average Ridership

	February 2025	February 2020	% Change
Weekday Total	22,694	42,265	-40.5%
Weekday Evening	3,096	5,508	-37.9%
Saturday	8,960	14,281	-33.7%
Sunday	4,624	7,326	-35.4%

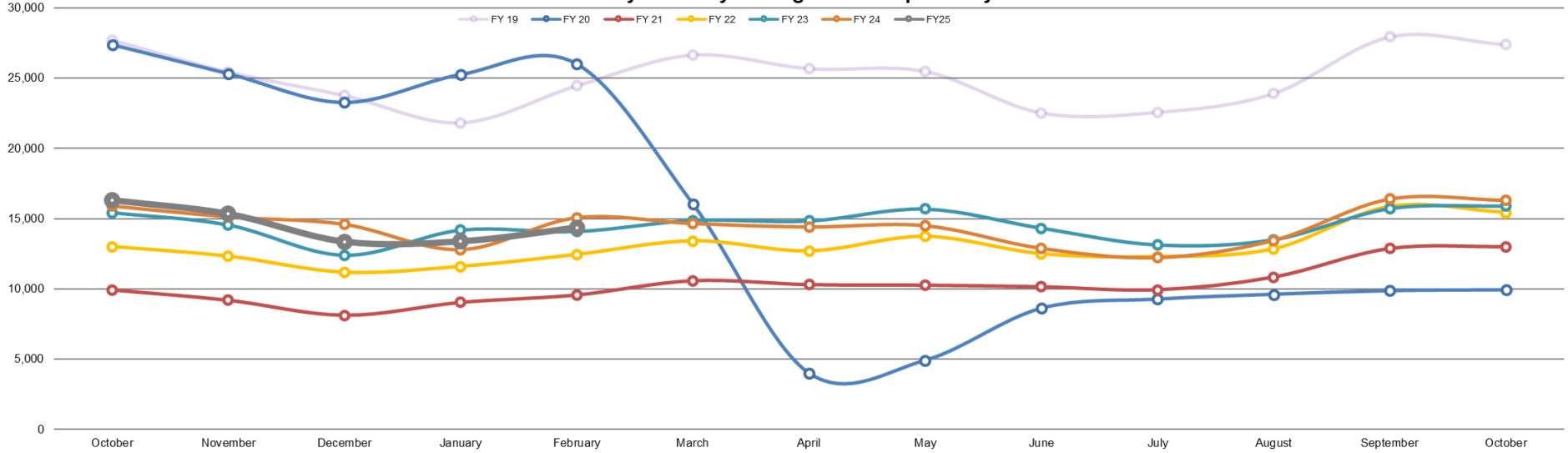
Productivity Summary

	February 2025	February 2020	% Change
Average passengers per hour per route	13.3	21.0	-32.6%
Average passengers per mile per route	0.94	1.61	-37.8%
Average farebox recovery percent per route	9.5%	20.3%	-47.4%

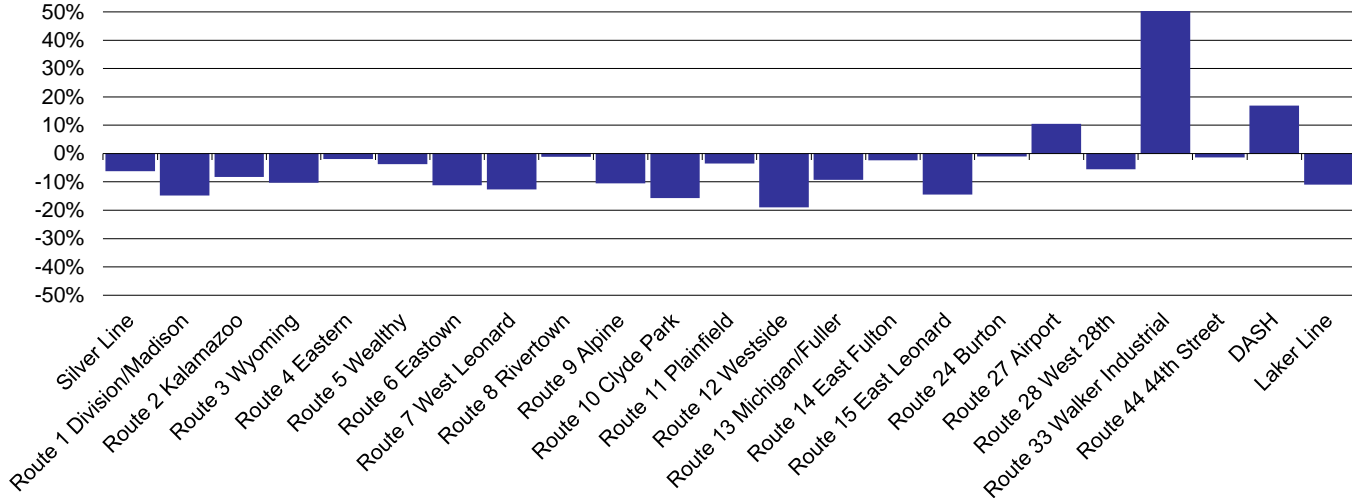
Fiscal Year Ridership

	FY 2025	FY 2020	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	1,465,865	3,117,771	-42.7%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	816,757	1,509,519	-32.9%
Total Fixed Route Ridership YTD	2,282,622	4,627,290	-39.5%

Monthly Weekday Average Ridership History



Percent Change by Route: February 2025 compared to February 2024



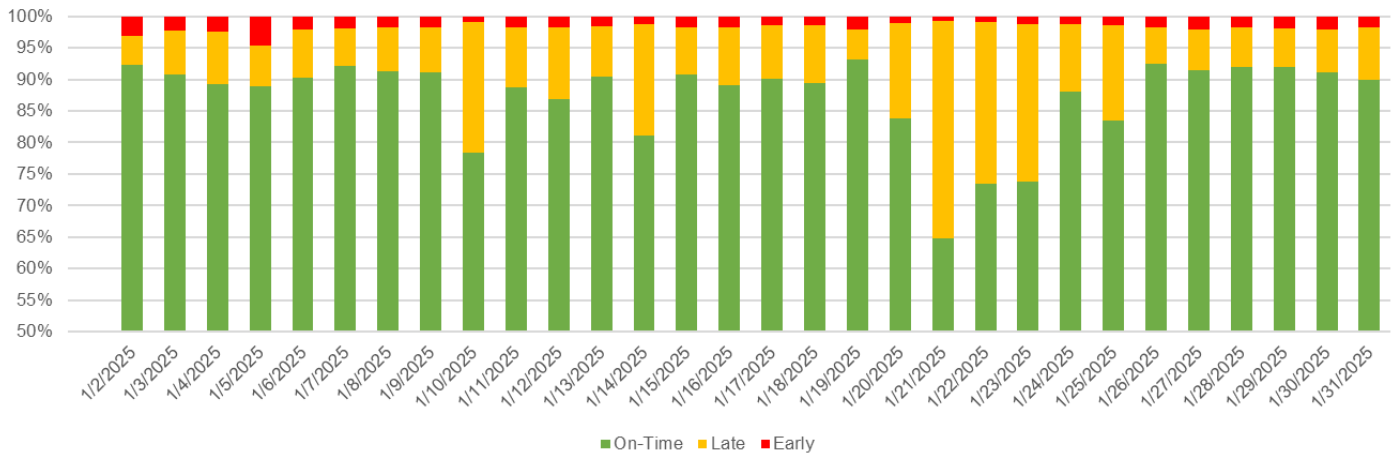
Date: March 18, 2025
To: Present Performance & Service Committee
From: Nicholas Monoyios – Director of Planning
Subject: FIXED ROUTE ON-TIME PERFORMANCE REPORT – JANUARY 2025

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 January 2025.

Systemwide Daily On-Time Analysis
January 1 through January 31



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.

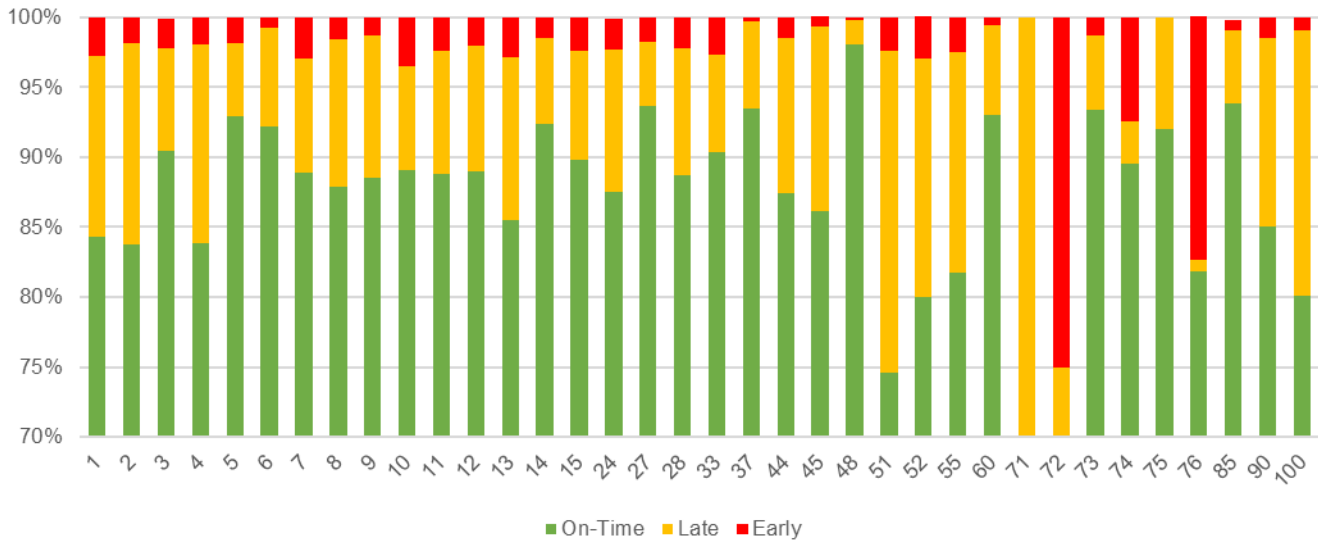
In January 2025, 87.34% of service was on time, with incidents of lateness occurring 10.86% and incidents of earliness at 1.78%. This month had a 5.34% increase in OTP from January 2024 and an increase of 2.03% from December 2024. Minimal detours, and a few major snow events contributed to an overall increased performance level.

Year	January On-Time	December On-Time	Δ
2025	87.34%	85.31%	+2.03%
2024	82.00%		
Δ	+5.34%		

ROUTE BY ROUTE ANALYSIS

Aside from periodic weather impacts (snow events) throughout the month, there were minimal short-term detours. OTP by route is illustrated in the graph below.

Route by Route On-Time Analysis
January 1 through January 31



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 - 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	

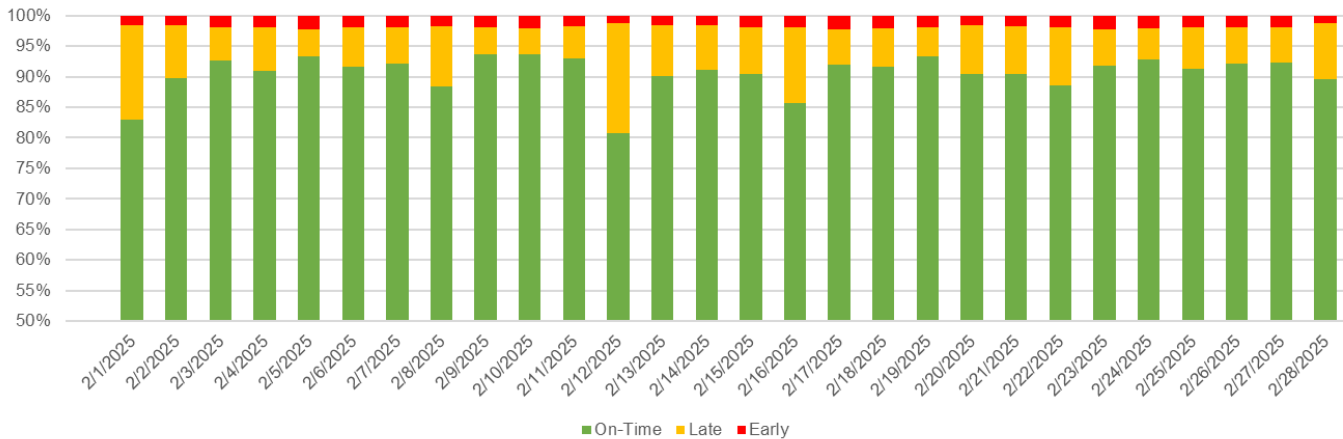
Date: March 18, 2025
To: Present Performance & Service Committee
From: Nicholas Monoyios – Director of Planning
Subject: FIXED ROUTE ON-TIME PERFORMANCE REPORT – February 2025

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 February 2025.

Systemwide Daily On-Time Analysis
 February 1 through February 28



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 2025.

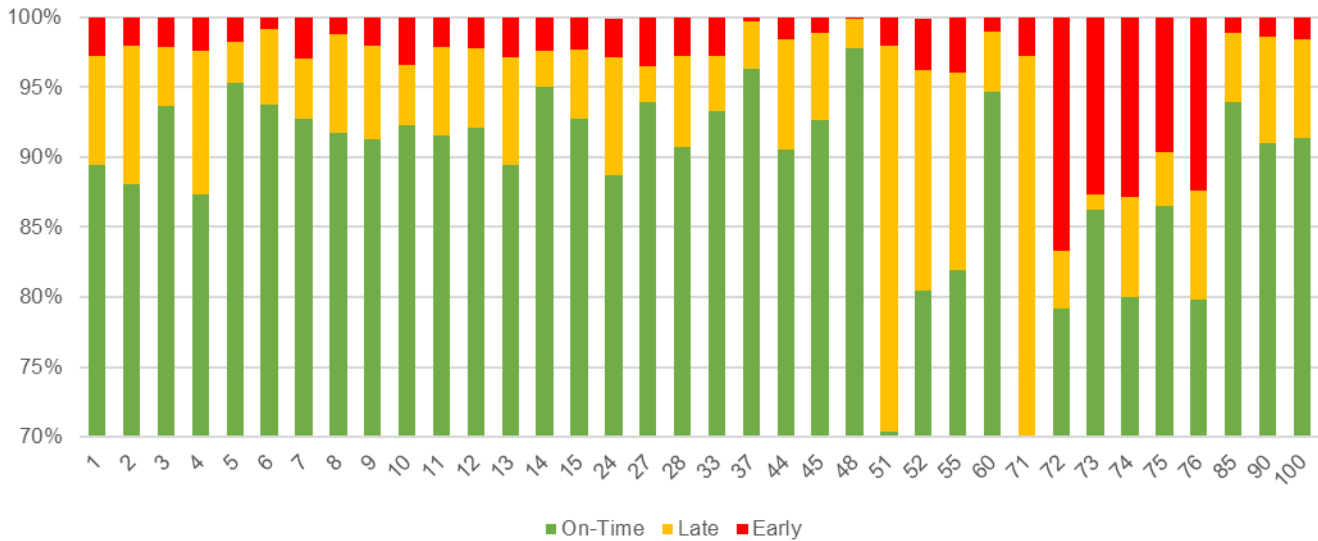
In February 2025, 90.58% of service was on time, with incidents of lateness occurring 7.57% and incidents of earliness at 1.85%. This month had a 5.98% increase in OTP from February 2024 and an increase of 3.24% from January 2025. Minimal detours, and relatively low weather-related impacts contributed to the high OTP percentage.

Year	February On-Time	January On-Time	Δ
2025	90.58%	87.34%	+3.24%
2024	84.60%		
Δ	+5.98%		

ROUTE BY ROUTE ANALYSIS

Aside from minimal weather impacts (snow events) throughout the month, there were very few short-term detours throughout the month. OTP by route is illustrated in the graph below.

Route by Route On-Time Analysis
February 1 through February 28



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 - 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	