



## Interurban Transit Partnership

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### Present Performance & Service Committee Members

Charis Austin (Chair)

Tracie Coffman

Renee Hill

Mayor David LaGrand

Tim Mroz

## PRESENT PERFORMANCE & SERVICE COMMITTEE MEETING AGENDA

Tuesday, May 20, 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 – March 18, 2025</b>		Approval
<b>3. INFORMATION</b>		
<b>A. Ridership and Metrics</b>		
1) Paratransit, March/April 2025	Jason Prescott	
2) Fixed Route Ridership, March/April 2025	Tim Roseboom	
3) On-Time Performance, March/April 2025	Nick Monoyios	
<b>B. Operational Financial/Impacts</b>		
1) Capital Plan 2025, Draft Capital Plan 2026	Prato/Wisselink	
<b>C. Safety</b>		
1) Steve Luther Retirement	Deb Prato	
<b>D. Fleet and Facilities</b>		
1) Rapid Operations Center Dispatch Renovation Update	Deron Kippen	
<b>4. ADJOURNMENT</b>		

Upcoming Procurements:

- No current procurements

Next meeting: July 22, 2025



## Interurban Transit Partnership

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### Present Performance & Service Committee Members

Tracie Coffman                      Charis Austin (Chair)  
Mayor David LaGrand              Tim Mroz

## PRESENT PERFORMANCE AND SERVICE COMMITTEE MEETING MINUTES

Tuesday, March 18, 2025 – 4:00 p.m.

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

### **ATTENDANCE:**

#### Committee Members Present:

Charis Austin, David LaGrand, Tim Mroz

#### Committee Members Absent:

Tracie Coffman

#### Rapid Attendees:

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

#### Public Attendees:

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Chairperson Ms. Austin called the meeting to order at 4:06 p.m.

### **1. PUBLIC COMMENT**

No public comments

### **2. MINUTES – January 14, 2025**

Chairperson Ms. Austin asked for any changes or corrections to the meeting minutes, there was none. The meeting minutes of January 14, 2025, were approved as submitted.

### **3. DISCUSSION**

#### **A. 1. Paratransit, January/February 2025, Mr. Jason Prescott**

Mr. Prescott provided a comprehensive update on the contractual relationship with Transdev and the overall status of the transportation services.

The month-to-month contract has been replaced with a new agreement that will run through September 30, 2025. The contract has options for two additional years beyond this date.

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

Transdev currently employs 79 full-time drivers and 15 part-time drivers, but they are still looking to hire an additional 13 drivers. Their next training class is set with six individuals. The current vehicle fleet consists of 60 propane vehicles, 6 gas-powered vans, and 12 electric buses. Thirteen new vehicles are expected to be added this year, with plans to replace the older propane buses that have reached the end of their useful life. Mr. Prescott's focus includes monitoring the bid process and collaborating with Transdev to address driver's downtime, improving on-time performance, and reducing complaints. Regular meetings occur every two weeks with local management, and attendance of safety meetings is emphasized to ensure effective communication with drivers.

## **2. Fixed Route Ridership, January/February 2025, Mr. Tim Roseboom**

Mr. Roseboom provided an update on fixed route ridership and productivity. In January, the ridership reached 553,000, marking an 8.7% increase systemwide. However, the growth in fixed route ridership is lower than that of contracted services. Despite this, all other metrics improved, although farebox recovery dropped by 9.5% for the month. February saw ridership of nearly 560,000, a decrease from February 2024 due to one less day (as it was a leap year) and adverse weather conditions. Year-to-date ridership is up just over 2.8%, with a post-pandemic recovery at approximately 60%.

Mayor LaGrand raised the issue of potential factors affecting ridership decreases, such as residual fears from COVID-19 and the rise of remote work. Mr. Roseboom confirmed that these trends are seen nationwide, emphasizing that remote work is significant.

Ms. Prato disagreed that fears related to safety, disease, or crime are affecting ridership, citing high community perception survey results regarding safety. She attributed the changes in ridership patterns to remote work, noting an increase in weekend ridership, indicating people are working from home during the weekdays but still require transportation during weekends and evenings.

## **3. On-Time Performance, January/February 2025, Mr. Nick Monoyios**

Mr. Monoyios provided an update on On-Time Performance. He noted On-Time Performance is measured as being anywhere from 0-5 minutes late. This standard has been in place for decades.

January 2025: On-Time Performance was 87.34%, an increase of 2% from December and over 5% from January 2024.

February 2025: On-Time Performance improved to 90.58%, marking a 3% increase from January and nearly 6% increase compared to February of the previous year. Contributing factors include minimal road construction and limited adverse weather conditions.

Mr. Mroz raised concern about buses leaving early and potentially causing missed rides. Mr. Monoyios clarified that no driver should leave a stop early and that a trigger box is used to tag these early departures. The GPS system alerts drivers to early arrivals, prompting them to wait.

Mr. Monoyios noted all trips are tracked by driver, hour, and route to identify patterns and address issues related to on-time performance. Pre-pandemic average on-time performance was 84.29%. Post-pandemic, the drop in traffic and ridership briefly elevated on-time performance to 95%. The fourth quarter of 2024 saw improved on-time performance attributed to better understanding and management of construction impacts. He added a 'knockback' service was introduced to address low on-time performance during peak hours (5-6 p.m.) by having buses wait five minutes to help improve overall punctuality, which has shown significant results.

Mr. Mroz inquired if timetable changes were being made as tracking improved. Mr. Monoyios confirmed this, emphasizing that while changes can be confusing, real-time updates via technology provide more accurate information for customers than fixed schedules.

## B. Operational Financial/Impacts

### 1. Routes 33/34 Fruit Ridge Bridge, Mr. Nick Monoyios

Mr. Monoyios provided an update on Routes 33/34 due to construction.

Due to the construction on the Fruit Ridge Bridge, Route 33, which operates a one-way loop, is being modified. The new configuration will include:

An express route to Alpine along 3 Mile, terminating at a cul-de-sac on North Wilson Commerce Park. Return service along 3 Mile. The frequency of service will be every hour, with increased frequency during peak hours to every 30 minutes.

As a detour due to construction, Route 34 will depart from Central Station, exist at Alpine, and run north on Bristol. It will provide service on Northridge, looping around at Fruit Ridge and 4 Mile, and returning via the Amazon Distribution Center back to Central Station.

These adjustments aim to boost ridership in Walker, a significant employment cluster in the region, especially during the summer when additional service will be offered.

Mr. Mroz highlighted the importance of relationships with local employers to boost ridership on these routes. Mr. Monoyios confirmed ongoing internal discussions to generate communication materials to promote these new and adjusted routes.

Ms. Prato noted that Route 33 originally stemmed from a request by sixteen employers who identified the need for transit services. This customer-led initiative emphasizes collaborative effort in making these routes a reality.

### 2. Summer Service & Construction Impacts Coordination, Mr. Nick Monoyios

Mr. Monoyios noted a pilot program will launch Route 1000 during the summer months (from the end of May to the end of August), serving Millennium Park on weekends (Saturdays and Sundays) from 11:00 a.m. to 7:00 p.m. This route will cover the eastern half of Route 12, deviating south on Covell to Maynard, providing greater access to leisure activities for those without vehicle access. The eastern portion of Route 12 will now operate with 30-minute frequency on Saturdays and 60-minute frequency on Sundays, improving service availability for weekend travelers.

Mr. Mroz confirmed that Route 1000 will connect at the terminus of Route 12. Mr. Monoyios confirmed coordination efforts will ensure proper signage and wayfinding are in place for passengers.

## C. Employees

### 1. Transit Worker Appreciation Day, Ms. Deb Prato

Ms. Prato noted that *Transit Worker Appreciation Day* is a national appreciation day. She called upon the Directors to share their insights of the award recipients.

Technician of the Year: Nathan Hulst (Nominated by Mr. Steve Clapp)

Mr. Clapp is proud to announce that Nathan Hulst, a dedicated 2<sup>nd</sup> Shift Technician in the Fleet Shop, has been awarded the Technician of the Year award. Nathan has been a member of The Rapid team for 4 ½ years and is a Class 2 Certified Technician. Mr. Clapp highlighted that the selection process for this award involves nominations from supervisors, followed by a vote from a committee. The award recognizes technicians who exemplify exceptional qualities, including a positive attitude, a willingness to assist colleagues, high-quality work, initiative, and a commitment to self-improvement and enhancing shop processes. Nathan embodies all these qualities and his dedication to excellence makes him a deserving recipient of this award.

Operator of the Year: Ms. Diane Hicks (Nominated by Mr. James Nguyen)

Mr. Nguyen proudly announced Ms. Diane Hicks as the Operator of the Year. With two decades of experience at The Rapid, she is recognized for her positive demeanor and exemplary role as a model for others in the organization.

Administration Employee of the Year: Nadya Taylor (Nominated by Mr. Jason Prescott)  
Mr. Prescott nominated Nadya Taylor for the Administration Employee of the Year award. He commended her 18 years of service and noted her positive energy and commitment to personal growth, emphasizing how she actively seeks out training and professional development opportunities.

#### **D. Fleet and Facilities**

##### **1. Rapid Central Station (RCS) Update, Mr. Deron Kippen**

Mr. Kippen provided an update on Rapid Central Station, announcing that after two years of dedicated planning and extensive review of the entire building, a partnership has been established with Wolverine and the YMCA to initiate the Early Child Care construction project. This project will take place on the first and second floors of Rapid Central Station. Although not all permits are in place yet, demolition has already begun, and construction will commence once all required permits are secured.

Ms. Prato shared some historical context regarding the open space within the building. Originally designed 20 years ago to serve as a multipurpose facility, it has primarily hosted only one tenant, Goodwill, who operated a small coffee shop until it closed. Despite numerous efforts to attract additional renters, success has been limited. However, with the involvement of Ms. Tracie Coffman, a member of The Rapid Board of Directors and an employee of the Kellogg Foundation, funding has been secured for the YMCA, Grand Rapids Public Schools (GRPS), and Head Start to establish Early Child Care Classrooms in this space. The project will create 100 slots for children, providing excellent service for customers who can drop their children off in a safe environment.

##### **2. Rapid Operations Center Dispatch Renovation Update, Mr. Deron Kippen**

Mr. Kippen noted the Dispatch Renovation project started in December 2024. The project is expected to take 8-10 weeks to complete.

##### **3. Shelter Project Update, Mr. Nick Monoyios**

Mr. Monoyios provided an update on the Shelter Project detailing the progress made over the past decade since partnering with the City of Grand Rapids to enhance bus stop amenities.

Ten years ago, The Rapid and the City of Grand Rapids implemented a bus stop improvement program, contributing capital resources to elevate bus shelter amenities. As a result, the number of bus shelters has increased fivefold.

Annually, The Rapid collaborates with the City of Grand Rapids and the five other cities to evaluate and select new shelter locations based on several criteria: Ridership statistics, nearby trip generators, community character and placemaking opportunities.

The design of shelters has evolved to include cantilevered shelters, which utilize a thinner profile supported by two legs, allowing for more efficient use of space in areas where the right-of-way is limited.

Mr. Monoyios noted a delay due to an engineering standard requiring that the shelter overhang does not extend over the adjacent sidewalk's immediate influence.

Thirty-seven (37) locations have been identified for these new shelters.

The construction schedule for concrete pads and shelter installations to commence in Fall 2025.

#### **4. ADJOURNMENT**

This meeting was adjourned at 4:50 p.m.

The next meeting is scheduled for May 20, 2025

Respectfully submitted,



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Kris Heald, Board Secretary



**Interurban Transit Partnership**

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DATE: May 20, 2025  
TO: ITP Board  
FROM: Jason Prescott  
SUBJECT: MARCH 2025 PARATRANSIT RIDERSHIP REPORT

**Paratransit ridership information for March 2025, as compared to March 2024**

	2025	2024	% Change
Total Paratransit Ridership	19,711	19,387	1.7%
ADA Ridership	16,912	16,232	4.2%
Non-Disabled Senior (NDS) Ridership	122	149	-18.1%
PASS Ridership	167	234	-28.6%
Network 180	2,031	2,118	-4.1%

**Ridership averages, as compared to 2024**

	2025	2024	% Change
Weekday Ridership	699	712	-1.8%
Saturday Ridership	253	269	-5.9%
Sunday Ridership	251	218	15.1%

**Other Performance Measures**

	2025	2024	% Change
On-Time Performance	89.00%	91.00%	-2.2%
On-Time Drop-Off	95.00%	96.00%	-1.0%
Average Cost Per Trip	\$44.32	\$45.88	-3.4%

<b>March 2025 Paratransit Ridership and Operating Statistics</b>				
<b>ADA</b>	<b>2025</b>	<b>2024</b>	<b>Change</b>	<b>% Change</b>
Clients	1,327	1,273	54	4.2%
Passenger Trips	16,912	16,232	680	4.2%
<b>NDS</b>				
Clients	18	14	4	28.6%
Passenger Trips	122	149	(27)	-18.1%
<b>PASS</b>				
Clients	9	11	(2)	-18.2%
Passenger Trips	167	234	(67)	-28.6%
<b>RIDELINK</b>				
Clients	243	242	1	0.4%
Passenger Trips (Performed by The Rapid)	479	654	(175)	-26.8%
<b>TOTALS</b>				
Clients	1,597	1,540	57	3.7%
Passenger Trips	17,680	17,269	411	2.4%
Average Weekday Ridership	699	712	(13)	-1.8%
Average Saturday Ridership	253	269	(16)	-5.9%
Average Sunday Ridership	251	218	33	15.1%
All Ambulatory Passengers	14,262	14,056	206	1.5%
All Wheelchair Passengers	3,418	3,213	205	6.4%
No - Shows	427	409	18	4.4%
Cancellations	411	472	(61)	-12.9%
<b>Transdev</b>				
Average Cost per Trip	\$44.32	\$45.88	(\$1.56)	-3.4%
Riders per Hour	2.0	2.0	0.0	0.0%
Accidents per Month	10.0	2.0	8	400.0%
<b>Trip Denials</b>				
	0	0	0	#DIV/0!
<b>NTD Travel Time (minutes)</b>	31	29	2	6.9%
<b>NETWORK 180</b>				
Passenger Trips	2,031	2,118	(87)	-4.1%
Average Weekday Ridership	97	101	(4)	-4.0%
<b>TOTAL PASSENGER TRIPS</b>	<b>19,711</b>	<b>19,387</b>	<b>324</b>	<b>1.7%</b>
<b>Paratransit Service Quality Statistics: network 180 Excluded</b>				
<b>Complaints</b>	<b>2025</b>	<b>2024</b>	<b>% of Trips</b>	<b>% Change</b>
Transdev Complaints	17	13	0.1%	30.8%
<b>On-Time Performance</b>				
On-Time Compliance - Pick-up	89.00%	91.00%	-2.0%	-2.2%
On-Time Compliance - Drop-off	95.00%	96.00%	-1.0%	-1.0%



**Interurban Transit Partnership**

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DATE: May 20, 2025  
TO: ITP Board  
FROM: Jason Prescott  
SUBJECT: APRIL 2025 PARATRANSIT RIDERSHIP REPORT

**Paratransit ridership information for April 2025, as compared to April 2024**

	2025	2024	% Change
Total Paratransit Ridership	20,224	19,961	1.3%
ADA Ridership	17,070	16,457	3.7%
Non-Disabled Senior (NDS) Ridership	122	137	-10.9%
PASS Ridership	174	200	-13.0%
Network 180	2,290	2,473	-7.4%

**Ridership averages, as compared to 2024**

	2025	2024	% Change
Weekday Ridership	696	678	2.7%
Saturday Ridership	255	239	6.7%
Sunday Ridership	253	217	16.6%

**Other Performance Measures**

	2025	2024	% Change
On-Time Performance	90.00%	91.00%	-1.1%
On-Time Drop-Off	96.00%	95.60%	0.4%
Average Cost Per Trip	\$44.75%	\$42.27	5.9%

<b>April 2025 Paratransit Ridership and Operating Statistics</b>				
	<b>2025</b>	<b>2024</b>	<b>Change</b>	<b>% Change</b>
<b>ADA</b>				
Clients	1,316	1,267	49	3.9%
Passenger Trips	17,070	16,457	613	3.7%
<b>NDS</b>				
Clients	16	12	4	33.3%
Passenger Trips	122	137	(15)	-10.9%
<b>PASS</b>				
Clients	7	11	(4)	-36.4%
Passenger Trips	174	200	(26)	-13.0%
<b>CONTRACTED</b>				
Clients	0	0	0	#DIV/0!
Passenger Trips	0	0	0	#DIV/0!
<b>RIDELINK</b>				
Clients	287	282	5	1.8%
Passenger Trips (Performed by The Rapid)	568	694	(126)	-18.2%
<b>TOTALS</b>				
Clients	1,626	1,572	54	3.4%
Passenger Trips	17,934	17,488	446	2.6%
Average Weekday Ridership	696	678	18	2.7%
Average Saturday Ridership	255	239	16	6.7%
Average Sunday Ridership	253	217	36	16.6%
All Ambulatory Passengers	14,513	14,269	244	1.7%
All Wheelchair Passengers	3,421	3,219	202	6.3%
No - Shows	413	312	101	32.4%
Cancellations	381	431	(50)	-11.6%
<b>Transdev</b>				
Average Cost per Trip	\$44.75	\$42.27	\$2.48	5.9%
Riders per Hour	1.9	1.9	0.0	0.0%
Accidents per Month	0.0	2.0	(2)	-100.0%
<b>Trip Denials</b>	0	0	0	#DIV/0!
<b>NTD Travel Time (minutes)</b>	32	32	0	0.0%
<b>NETWORK 180</b>				
Passenger Trips	2,290	2,473	(183)	-7.4%
Average Weekday Ridership	104	112	(8)	-7.1%
<b>TOTAL PASSENGER TRIPS</b>	<b>20,224</b>	<b>19,961</b>	<b>263</b>	<b>1.3%</b>
<b>Paratransit Service Quality Statistics: network 180 Excluded</b>				
<b>Complaints</b>	<b>2025</b>	<b>2024</b>	<b>% of Trips</b>	<b>% Change</b>
Transdev Complaints	10	7	0.1%	42.9%
<b>On-Time Performance</b>				
On-Time Compliance - Pick-up	90.00%	91.00%	-1.0%	-1.1%
On-Time Compliance - Drop-off	96.00%	95.60%	0.4%	0.4%

**Date:** May 20, 2025  
**To:** ITP Board of Directors  
**From:** Tim Roseboom – Senior Planner  
**Subject:** FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – March 2025

**OVERVIEW:** In March 2025, there was a 7.3% increase in total monthly route ridership as compared to March 2024. Contract services increased 10.4%, and regular fixed routes services increased 5.8%. Pre-pandemic ridership recovery is 63.8% compared to March 2019 and 62.7% year-to-date. Year-to-date ridership remains on pace to increase 4.9% for FY2025.

**BACKGROUND INFORMATION**

**Monthly Ridership**

	<b>March 2025</b>	<b>March 2024</b>	<b>% Change</b>
Regular Fixed Route Service ( <i>Routes 1–44</i> )	388,727	367,469	5.8%
Contracted Service ( <i>GVSU, DASH, GRCC, and Ferris</i> )	198,033	179,349	10.4%
<b>Total Monthly Fixed Route Ridership</b>	<b>586,760</b>	<b>546,818</b>	<b>7.3%</b>

**Daily Average Ridership**

	<b>March 2025</b>	<b>March 2024</b>	<b>% Change</b>
Weekday Total	24,477	22,757	7.6%
Weekday Evening	3,455	3,508	-1.5%
Saturday	9,799	9,231	6.2%
Sunday	4,748	4,552	4.3%

**Productivity Summary**

	<b>March 2025</b>	<b>March 2024</b>	<b>% Change</b>
Average passengers per hour per route	14.8	14.6	1.6%
Average passengers per mile per route	1.04	1.08	-3.1%
Average farebox recovery percent per route	10.5%	10.2%	2.5%

**Fiscal Year Ridership**

	<b>FY 2025</b>	<b>FY 2024</b>	<b>% Change</b>
Regular Fixed Route Service ( <i>Routes 1–44</i> )	2,193,280	2,181,880	0.5%
Contracted Service ( <i>GVSU, DASH, GRCC, and Ferris</i> )	1,235,843	1,085,787	13.8%
<b>Total Fixed Route Ridership YTD</b>	<b>3,429,123</b>	<b>3,267,667</b>	<b>4.9%</b>

## COMPARISON OF MARCH 2025 TO MARCH 2019

### Monthly Ridership

	<b>March 2025</b>	<b>March 2019</b>	<b>% Change</b>
Regular Fixed Route Service ( <i>Routes 1–44</i> )	388,727	654,736	-40.6%
Contracted Service ( <i>GVSU, DASH, GRCC, and Ferris</i> )	198,033	265,482	-25.4%
<b>Total Monthly Fixed Route Ridership</b>	<b>586,760</b>	<b>920,218</b>	<b>-36.2%</b>

### Daily Average Ridership

	<b>March 2025</b>	<b>March 2019</b>	<b>% Change</b>
Weekday Total	24,477	39,037	-37.3%
Weekday Evening	3,455	5,418	-36.2%
Saturday	9,799	13,775	-28.9%
Sunday	4,748	6,313	-24.8%

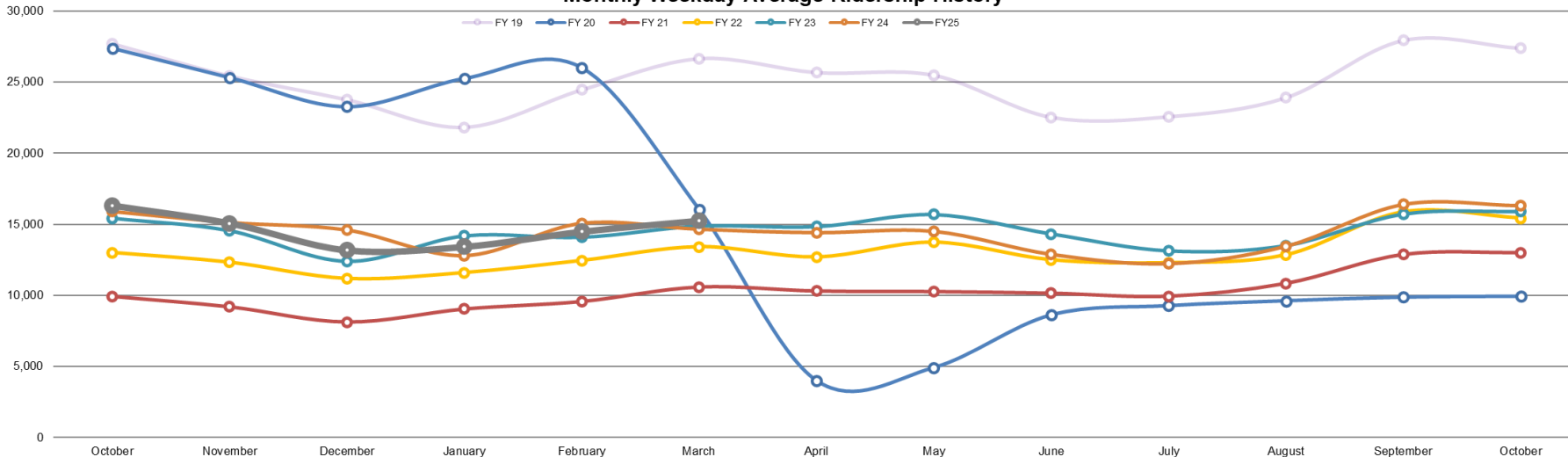
### Productivity Summary

	<b>March 2025</b>	<b>March 2019</b>	<b>% Change</b>
Average passengers per hour per route	14.8	19.1	-22.4%
Average passengers per mile per route	1.04	1.51	-31.1%
Average farebox recovery percent per route	10.5%	25.2%	-58.3%

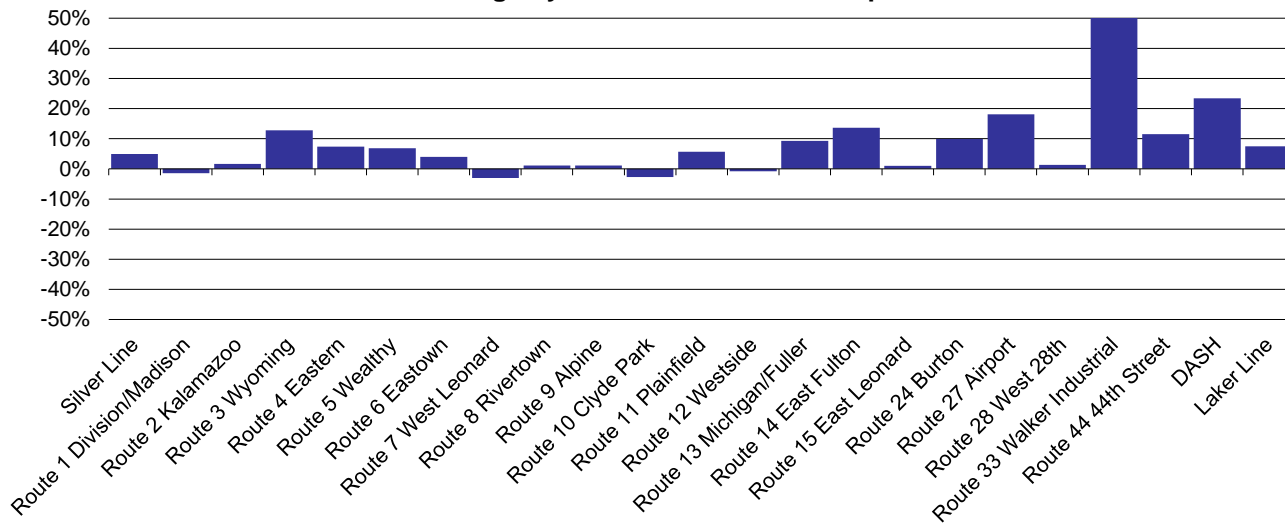
### Fiscal Year Ridership

	<b>FY 2025</b>	<b>FY 2019</b>	<b>% Change</b>
Regular Fixed Route Service ( <i>Routes 1–44</i> )	2,193,280	3,668,637	-40.2%
Contracted Service ( <i>GVSU, DASH, GRCC, and Ferris</i> )	1,235,843	1,798,492	-31.3%
<b>Total Fixed Route Ridership YTD</b>	<b>3,429,123</b>	<b>5,467,129</b>	<b>-37.3%</b>

**Monthly Weekday Average Ridership History**



**Percent Change by Route: March 2025 compared to March 2024**



**Date:** May 20, 2025  
**To:** Present Performance & Service Committee  
**From:** Nick Monoyios – Director of Planning  
**Subject:** FAREBOX RECOVERY ANALYSIS FOR FARE POLICY RECOMMENDATIONS

**BACKGROUND**

Since the beginning of ITP, farebox recovery was calculated for fixed routes as a function of total monthly fare revenue divided by the product of total monthly revenue hours and the associated fiscal year’s budgeted operating and maintenance cost per hour. This calculation can be applied to each fixed route separately or to the system as a whole (see formula below).

$$\frac{\text{Total Monthly Fare Revenue}}{(\text{Total Monthly Revenue Hours} \times \text{FY Budgeted O\&M Cost Per Hour})}$$

As staff currently evaluates alternatives to the existing Fare Policy for recommendation at the July 2025 Board Budget Workshop, examining the impact that the transfer structure has on potential farebox recovery percentages throughout the system is an essential element to include for understanding ideal fare policy considerations. Staff will evaluate an array of methodologies for understanding the fiscal impact of the current transfer structure along with proposed restructuring recommendations.

Below is a table that outlines only one (1) iteration for examining the implications of transfers related to farebox recovery using March 2025 data. The table below averages the transfer boarding percentages by route and applies a corresponding ratio into each respective route’s farebox recovery percentages. This method provides insights into the ratio of transfers per route may relate to their respective farebox recovery percentages.

This is one of many iterations staff will examine to assess the impact of the current transfer structure related to farebox recovery, and collectively these iterations will discern a confident assessment of the impacts for any proposed fare policy restructuring recommendation.

Table 1 – transfer percentages by route factored into farebox recovery percentages by route

Route	Transfers To	Ridership	Farebox Recovery %	% Transfers	Avg. Transfer %	% of Transfers to Avg. Transfers	Adjusted Farebox Recovery % (factoring transfers)
1	7,831	24,199	11.17%	32.36%	34.90%	92.72%	10.36%
2	12,168	34,637	10.94%	35.13%	34.90%	100.66%	11.01%
3	3,854	11,986	11.95%	32.15%	34.90%	92.13%	11.01%
4	9,811	30,618	11.54%	32.04%	34.90%	91.81%	10.59%
5	5,415	14,347	9.28%	37.74%	34.90%	108.15%	10.03%
6	7,086	18,820	8.96%	37.65%	34.90%	107.88%	9.66%
7	4,141	11,841	8.52%	34.97%	34.90%	100.21%	8.54%
8	3,692	11,155	9.21%	33.10%	34.90%	94.83%	8.73%
9	11,357	33,264	13.10%	34.14%	34.90%	97.83%	12.81%
10	6,085	16,667	11.43%	36.51%	34.90%	104.61%	11.96%
11	7,398	21,394	10.97%	34.58%	34.90%	99.08%	10.87%
12	6,138	14,718	10.91%	41.70%	34.90%	119.50%	13.04%
13	3,518	10,927	8.53%	32.20%	34.90%	92.25%	7.87%
14	1,979	6,741	10.32%	29.36%	34.90%	84.12%	8.69%
15	5,968	18,044	13.71%	33.07%	34.90%	94.77%	12.99%
24	2,989	11,559	9.60%	25.86%	34.90%	74.09%	7.11%
27	1,240	3,189	8.19%	38.88%	34.90%	111.41%	9.12%
28	6,764	17,476	9.75%	38.70%	34.90%	110.90%	10.82%
33	496	1,202	2.93%	41.26%	34.90%	118.24%	3.47%
34	64	161	1.27%	39.75%	34.90%	113.90%	1.45%
44	7,541	21,069	9.38%	35.79%	34.90%	102.56%	9.62%
SL	11,550	37,455	10.56%	30.84%	34.90%	88.36%	9.33%

# FAREBOX RECOVERY %

*Farebox recovery percentage is calculated for all non-contracted fixed route service*

$$\frac{\text{Total Monthly Fare Revenue}}{(\text{Total Monthly Revenue Hours} \times \text{FY Budgeted O\&M Cost Per Hour})}$$

Route ① example (April 2025):

$$\begin{array}{r} \$20,695.28 \\ \hline 1,619.73 \times \$115.14 \\ \hline = 11.10\% \end{array}$$

*Fares Collected*

*Revenue Hours*

*FY25 Budgeted O&M Cost Per Hour*

11.10% of the cost to operate Route 1 are recovered through fare payments

**Date:** May 20, 2025  
**To:** ITP Present Performance & Service Committee  
**From:** Tim Roseboom – Senior Planner  
**Subject:** FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – April 2025

**OVERVIEW:** In April 2025, there was a 2.3% decrease in total monthly route ridership as compared to April 2024. Contract services decreased 3.4%, and regular fixed route services decreased 1.6%. Pre-pandemic ridership recovery is 59.8% compared to April 2019 and 62.3% year-to-date. Year-to-date ridership remains on pace to increase 3.9% for FY2025. The decreased ridership can be attributed to GVSU service operating one less and GRCC two less days in 2025 than 2024.

Finally, we are including farebox recovery for fixed routes in this month’s report and going forward.

**BACKGROUND INFORMATION**

**Monthly Ridership**

	<b>April 2025</b>	<b>April 2024</b>	<b>% Change</b>
Regular Fixed Route Service ( <i>Routes 1–44</i> )	362,581	368,545	-1.6%
Contracted Service ( <i>GVSU, DASH, GRCC, and Ferris</i> )	199,315	206,399	-3.4%
<b>Total Monthly Fixed Route Ridership</b>	<b>561,896</b>	<b>574,944</b>	<b>-2.3%</b>

**Daily Average Ridership**

	<b>April 2025</b>	<b>April 2024</b>	<b>% Change</b>
Weekday Total	22,892	23,378	-2.1%
Weekday Evening	3,380	3,561	-5.1%
Saturday	9,703	10,029	-3.3%
Sunday	4,868	5,126	-5.0%

**Productivity Summary**

	<b>April 2025</b>	<b>April 2024</b>	<b>% Change</b>
Average passengers per hour per route	13.9	14.6	-5.0%
Average passengers per mile per route	0.97	1.08	-9.8%
Average farebox recovery percent per route	10.9%	10.8%	0.6%

**Fiscal Year Ridership**

	<b>FY 2025</b>	<b>FY 2024</b>	<b>% Change</b>
Regular Fixed Route Service ( <i>Routes 1–44</i> )	2,555,861	2,550,425	0.2%
Contracted Service ( <i>GVSU, DASH, GRCC, and Ferris</i> )	1,435,158	1,292,186	11.1%
<b>Total Fixed Route Ridership YTD</b>	<b>3,991,019</b>	<b>3,842,611</b>	<b>3.9%</b>

## COMPARISON OF APRIL 2025 TO APRIL 2019

### Monthly Ridership

	<b>April 2025</b>	<b>April 2019</b>	<b>% Change</b>
Regular Fixed Route Service ( <i>Routes 1–44</i> )	362,581	647,402	-44.0%
Contracted Service ( <i>GVSU, DASH, GRCC, and Ferris</i> )	199,315	292,623	-31.9%
<b>Total Monthly Fixed Route Ridership</b>	<b>561,896</b>	<b>940,025</b>	<b>-40.2%</b>

### Daily Average Ridership

	<b>April 2025</b>	<b>April 2019</b>	<b>% Change</b>
Weekday Total	22,892	38,964	-41.2%
Weekday Evening	3,380	5,471	-38.2%
Saturday	9,703	14,396	-32.6%
Sunday	4,868	6,310	-22.8%

### Productivity Summary

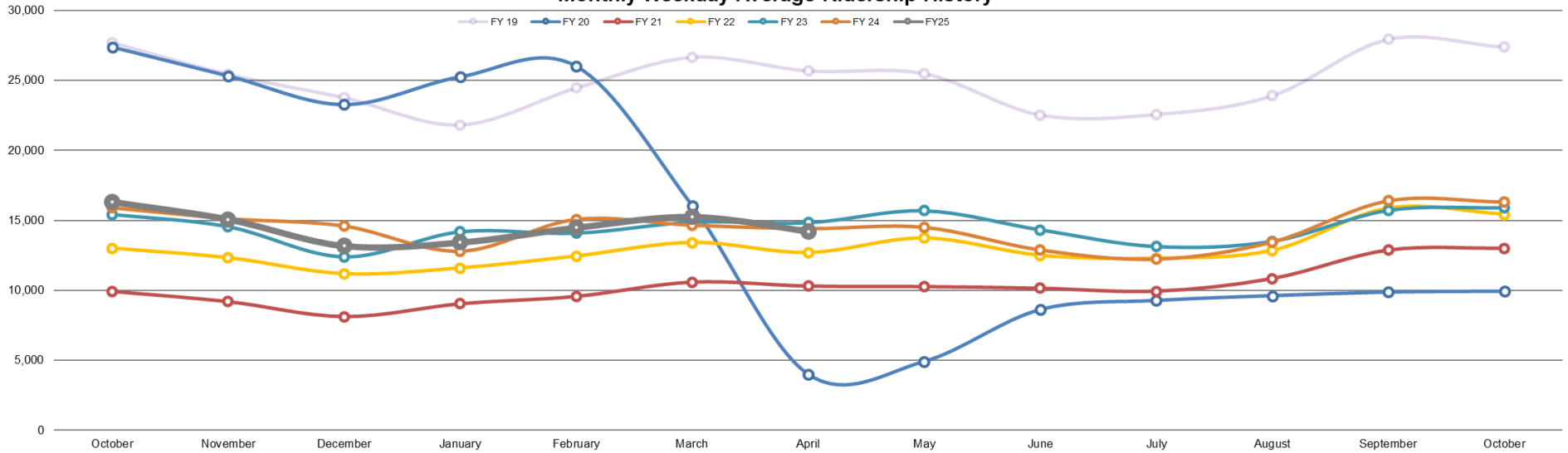
	<b>April 2025</b>	<b>April 2019</b>	<b>% Change</b>
Average passengers per hour per route	13.9	19.7	-29.5%
Average passengers per mile per route	0.97	1.56	-37.6%
Average farebox recovery percent per route	10.9%	24.6%	-55.7%

### Fiscal Year Ridership

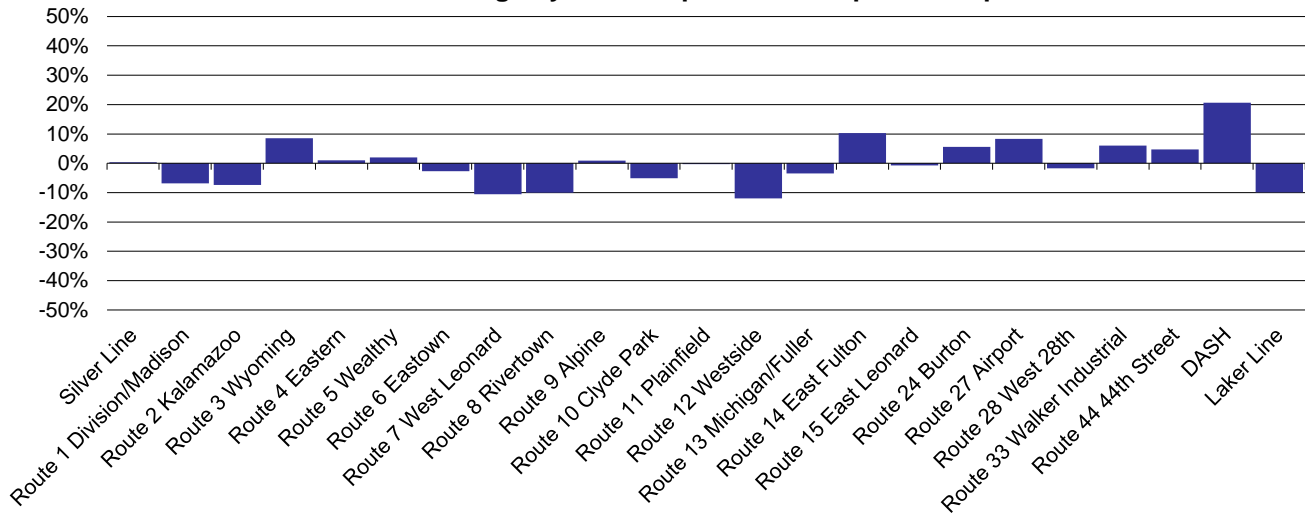
	<b>FY 2025</b>	<b>FY 2019</b>	<b>% Change</b>
Regular Fixed Route Service ( <i>Routes 1–44</i> )	2,555,861	4,316,039	-40.8%
Contracted Service ( <i>GVSU, DASH, GRCC, and Ferris</i> )	1,435,158	2,091,115	-31.4%
<b>Total Fixed Route Ridership YTD</b>	<b>3,991,019</b>	<b>6,407,154</b>	<b>-37.7%</b>

	<b>Monthly Farebox Recovery</b>	<b>Weekday Farebox Recovery</b>	<b>Saturday Farebox Recovery</b>	<b>Sunday Farebox Recovery</b>
Silver Line	11.79%	12.39%	14.76%	11.98%
Route 1 Division/Madison	11.10%	12.14%	10.62%	9.63%
Route 2 Kalamazoo	10.98%	11.85%	11.93%	9.28%
Route 3 Wyoming/Rivertown	12.67%	14.75%	11.17%	8.09%
Route 4 Eastern	11.67%	12.50%	10.12%	10.86%
Route 5 Wealthy	10.05%	10.42%	10.11%	n/a
Route 6 Eastown	9.97%	11.46%	9.06%	12.91%
Route 7 West Leonard	8.25%	8.94%	8.22%	8.27%
Route 8 Prairie/Rivertown	9.27%	10.63%	9.91%	6.04%
Route 9 Alpine	13.99%	14.71%	17.60%	20.43%
Route 10 Clyde Park	12.67%	13.37%	12.05%	11.13%
Route 11 Plainfield	11.74%	12.64%	12.02%	14.88%
Route 12 Westside	10.42%	11.12%	7.74%	n/a
Route 13 Michigan/Fuller	9.96%	10.42%	8.88%	n/a
Route 14 East Fulton	11.40%	12.85%	6.84%	n/a
Route 15 East Leonard	13.69%	15.40%	11.39%	14.37%
Route 24 Burton	9.73%	10.41%	7.37%	n/a
Route 27 Airport Industrial	8.22%	8.22%	n/a	n/a
Route 28 West 28th	10.71%	11.63%	10.60%	10.92%
Route 33 Walker Industrial	2.64%	2.64%	n/a	n/a
Route 34 Northridge	1.46%	1.46%	n/a	n/a
Route 44 44th Street	9.64%	10.57%	9.90%	5.78%
<b> </b>				
Route 71 Central 4A	34.49%	34.49%	n/a	n/a
Route 72 Central 10A	39.31%	39.31%	n/a	n/a
Route 73 Union 3A	66.02%	66.02%	n/a	n/a
Route 74 Union 7A	44.25%	44.25%	n/a	n/a
Route 75 Union 10B	38.60%	38.60%	n/a	n/a
Route 76 Union 12A	116.24%	116.24%	n/a	n/a

**Monthly Weekday Average Ridership History**



**Percent Change by Route: April 2025 compared to April 2024**



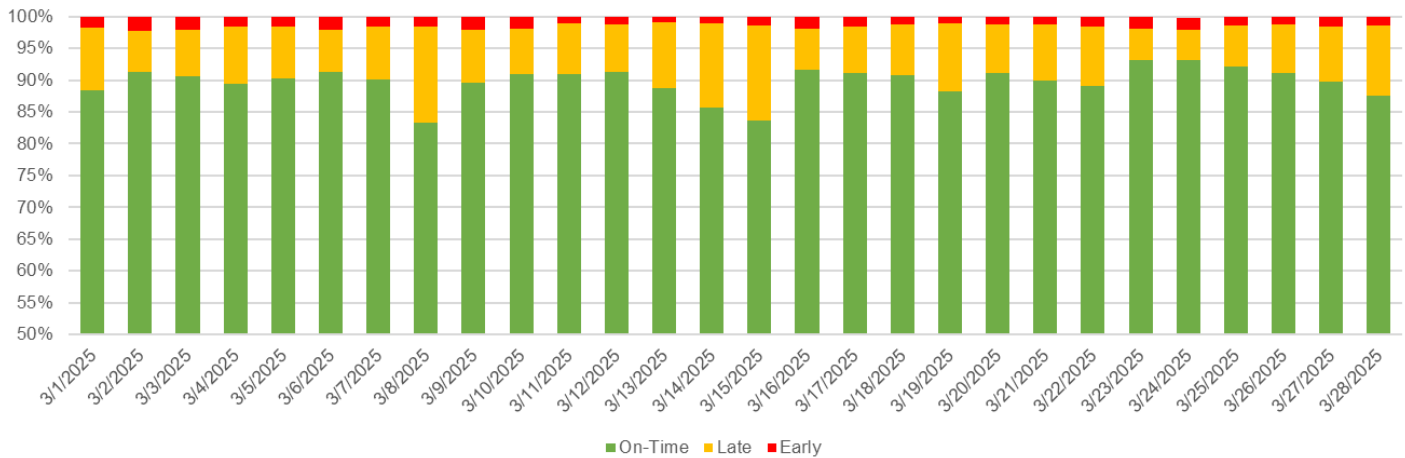
**Date:** May 20, 2025  
**To:** Present Performance & Service Committee  
**From:** Nicholas Monoyios – Director of Planning  
**Subject:** FIXED ROUTE ON-TIME PERFORMANCE REPORT – March 2025

**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 March 2025.

**Systemwide Daily On-Time Analysis**  
 March 1 through March 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 2025.

In March 2025, 89.55% of service was on time, with incidents of lateness occurring 8.91% and incidents of earliness at 1.53%. This month had a 3.25% increase in OTP from March 2024 and a decrease of 1.03% from February 2025. Minimal detours, and relatively low weather-related impacts contributed to the high OTP percentage.

Year	March On-Time	February On-Time	Δ
2025	89.55%	90.58%	-1.03%
2024	86.30%		
Δ	+3.25%		

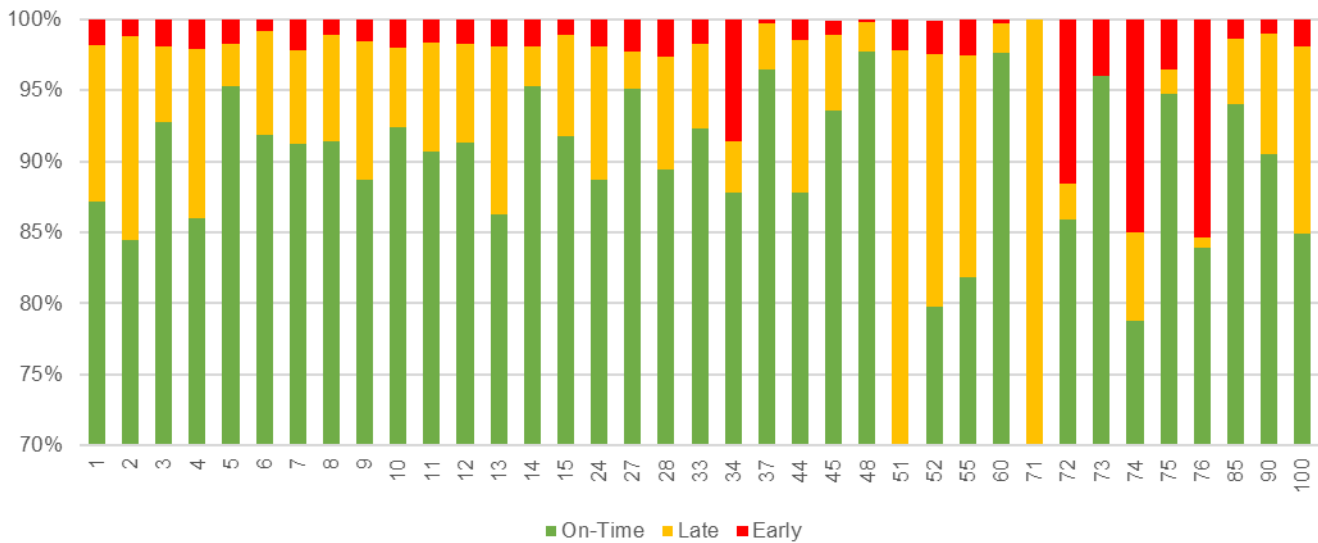
## ROUTE BY ROUTE ANALYSIS

As Spring approaches, street closures and detours stemming from road projects become the primary cause of decreased on-time performance. Aside from minor short-term occurrences, the only major project to impact on-time performance was:

- Leonard St. between Alpine Ave. & Powers Ave. – last week in March (impacts Route 7)

OTP by route is illustrated in the graph below.

**Route by Route On-Time Analysis**  
March 1 through March 31



## Systemwide Bus Routes

Route 1 - Division/Madison	Route 11 - Plainfield	Route 34 - Northridge	Route 72 - Central 10A
Route 2 - Kalamazoo	Route 12 - Westside	Route 37 - GVSU North Campus	Route 73 - Union 3A
Route 3 - Wyoming/Rivertown	Route 13 - Michigan/Fuller	Route 44 - 44th Street	Route 74 - Union 7A
Route 4 - Eastern	Route 14 - Fulton	Route 45 - Laker Line	Route 75 - Union 10B
Route 5 - Wealthy	Route 15 - East Leonard	Route 48 - GVSU South Campus	Route 76 - Union 12A
Route 6 - Eastown	Route 24 - Burton	Route 51 - DASH CW	Route 77 - Union 12B
Route 7 - West Leonard	Route 27 - Airport Industrial	Route 52 - DASH CCW	Route 85 - GVSU Apartment Connector
Route 8 - Prairie/Rivertown	Route 28 - West 28th	Route 55 - DASH Work	Route 90 - Silver Line
Route 9 - Alpine	Route 29 - East 28th	Route 60 - GRCC Shuttle	Route 100 - FSU Express
Route 10 - Clyde Park	Route 33 - 3 Mile	Route 71 - Central 4A	

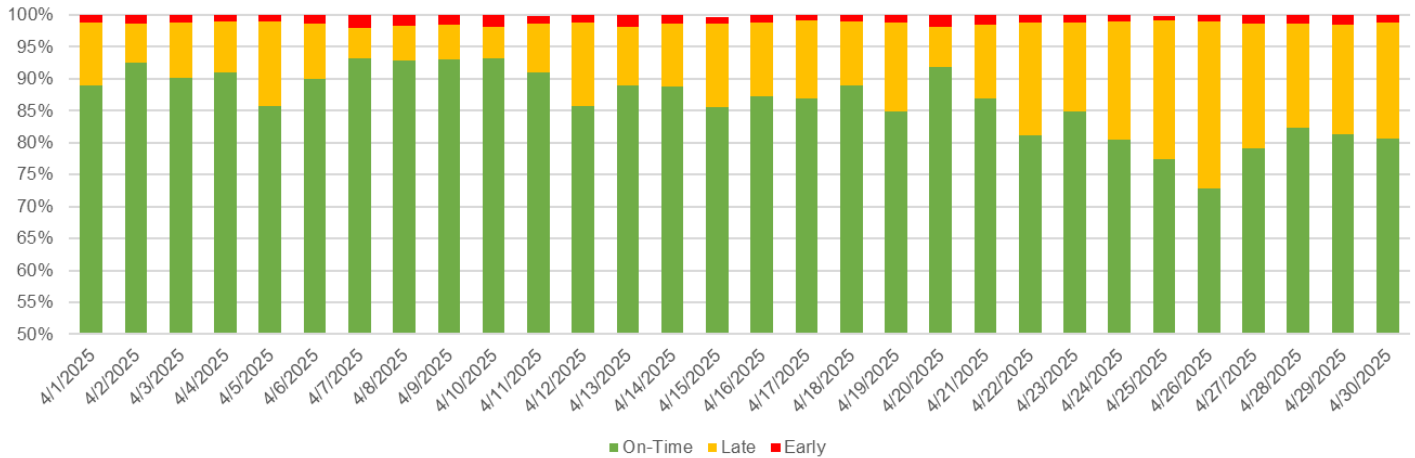
**Date:** May 20, 2025  
**To:** Present Performance & Service Committee  
**From:** Nicholas Monoyios – Director of Planning  
**Subject:** FIXED ROUTE ON-TIME PERFORMANCE REPORT – April 2025

**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 April 2025.

**Systemwide Daily On-Time Analysis**  
*April 1 through April 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 2025.

In April 2025, 86.60% of service was on time, with incidents of lateness occurring 12.10% and incidents of earliness at 1.30%. This month had a 3.60% increase in OTP from April 2024 and a decrease of 2.95% from March 2025. The beginning of road construction projects contributed to the overall decreasing OTP percentage throughout the month.

Year	April On-Time	March On-Time	Δ
2025	86.60%	89.55%	-2.95%
2024	83.00%		
Δ	+3.60%		

## ROUTE BY ROUTE ANALYSIS

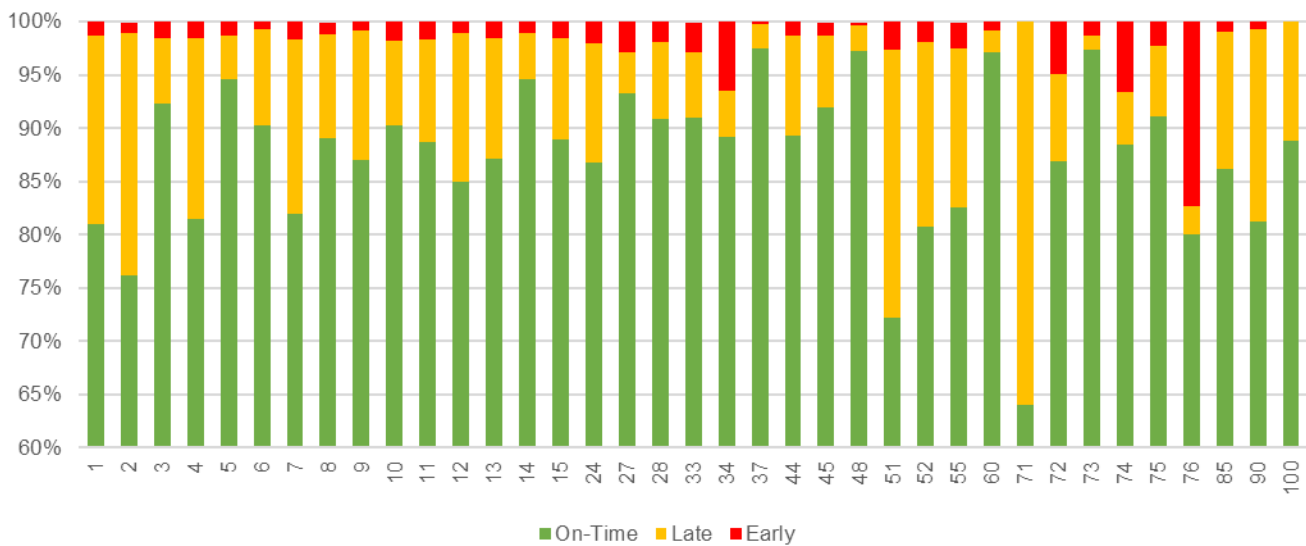
As Spring approaches, street closures and detours stemming from road projects become the primary cause of decreased on-time performance. Aside from minor short-term occurrences, the major projects to impact on-time performance were:

- Cherry St. between Sheldon & LaGrave (impacts Routes 2 & 4)
- Leonard St. between Alpine Ave. & Powers Ave. – last week in March (impacts Route 7)
- I-196 underpass work at Bridge St. (impacts Route 12)
- Division Ave. between 36<sup>th</sup> & 44<sup>th</sup> (impacts Route 1 & the Silver Line)

OTP by route is illustrated in the graph below.

### Route by Route On-Time Analysis

April 1 through April 30



## Systemwide Bus Routes

Route 1 - Division/Madison	Route 11 - Plainfield	Route 34 - Northridge	Route 72 - Central 10A
Route 2 - Kalamazoo	Route 12 - Westside	Route 37 - GVSU North Campus	Route 73 - Union 3A
Route 3 - Wyoming/Rivertown	Route 13 - Michigan/Fuller	Route 44 - 44th Street	Route 74 - Union 7A
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Route 7 - West Leonard	Route 27 - Airport Industrial	Route 52 - DASH CCW	Route 85 - GVSU Apartment Connector
Route 8 - Prairie/Rivertown	Route 28 - West 28th	Route 55 - DASH Work	Route 90 - Silver Line
Route 9 - Alpine	Route 29 - East 28th	Route 60 - GRCC Shuttle	Route 100 - FSU Express
Route 10 - Clyde Park	Route 33 - 3 Mile	Route 71 - Central 4A	



### VII. FY 2025 Capital Improvement Plan

	Project Description	Previous Funding	FY 2025 5307 Award	FY 2025 5337 Award	FY 2025 5339 Award	Competitive Awards	CMAQ	Total Funding
Vehicles	Demand Response Buses	\$ -	\$ 2,704,753	\$ -	\$ 1,345,427	\$ 1,517,808	\$ -	\$ 5,567,988
	Fixed Route Buses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 496,010	\$ 496,010
	Bus Collision Avoidance System	\$ -	\$ -	\$ -	\$ -	\$ 1,181,000	\$ -	\$ 1,181,000
	Vehicle Purchase Subtotal	\$ -	\$ 2,704,753	\$ -	\$ 1,345,427	\$ 2,698,808	\$ 496,010	\$ 7,244,998
New Facilities	Real Estate Acquisition	\$ -	\$ 5,000,000	\$ -	\$ -	\$ -	\$ -	\$ 5,000,000
	Busch Drive Expansion	\$ 3,000,000	\$ 3,000,000	\$ -	\$ -	\$ -	\$ -	\$ 6,000,000
	New Shelters	\$ -	\$ 400,000	\$ -	\$ -	\$ -	\$ -	\$ 400,000
	New/Rehab Facilities Subtotal	\$ 3,000,000	\$ 8,400,000	\$ -	\$ -	\$ -	\$ -	\$11,400,000
Vehicle Main.	Revenue Tire Lease	\$ -	\$ 312,518	\$ -	\$ -	\$ -	\$ -	\$ 312,518
	Shop Equipment	\$ -	\$ 29,844	\$ -	\$ -	\$ -	\$ -	\$ 29,844
	Vehicle Maintenance Subtotal	\$ -	\$ 342,362	\$ -	\$ -	\$ -	\$ -	\$ 342,362
Facility Main.	Dispatch Remodel	\$ 450,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 450,000
	BRT State of Good Repair	\$ -	\$ -	\$1,976,496	\$ -	\$ -	\$ -	\$ 1,976,496
	Facilities Rehabilitation	\$ -	\$ 50,000	\$ -	\$ -	\$ -	\$ -	\$ 50,000
	ROC HVAC Rehabilitation	\$ -	\$ 100,000	\$ -	\$ -	\$ -	\$ -	\$ 100,000
	Facility Maintenance Subtotal	\$ 450,000	\$ 150,000	\$1,976,496	\$ -	\$ -	\$ -	\$ 2,576,496
IT	IT Hardware	\$ -	\$ 335,000	\$ -	\$ -	\$ -	\$ -	\$ 335,000
	IT Software	\$ -	\$ 475,000	\$ -	\$ -	\$ -	\$ -	\$ 475,000
	Bus Videor Storage Upgrade	\$ -	\$ 300,000	\$ -	\$ -	\$ -	\$ -	\$ 300,000
	Paratransit Bus Camera System	\$ -	\$ 127,000	\$ -	\$ -	\$ -	\$ -	\$ 127,000
	Intelligent Transportation Systems	\$ -	\$ 600,000	\$ -	\$ -	\$ -	\$ -	\$ 600,000
	Farebox Replacement	\$ -	\$ 1,918,805	\$ -	\$ -	\$ -	\$ -	\$ 1,918,805
	Information Technology Subtotal	\$ -	\$ 3,755,805	\$ -	\$ -	\$ -	\$ -	\$ 3,755,805
Operations	GO!Bus Operations	\$ -	\$ 1,200,000	\$ -	\$ -	\$ -	\$ -	\$ 1,200,000
	Preventative Maintenance	\$ -	\$ 4,000,000	\$ -	\$ -	\$ -	\$ -	\$ 4,000,000
	Operations Subtotal	\$ -	\$ 5,200,000	\$ -	\$ -	\$ -	\$ -	\$ 5,200,000
Safety	General Security Maintenance	\$ -	\$ 145,000	\$ -	\$ -	\$ -	\$ -	\$ 145,000
	Security Subtotal	\$ -	\$ 145,000	\$ -	\$ -	\$ -	\$ -	\$ 145,000
UPWP	UPWP Activities	\$ -	\$ 236,000	\$ -	\$ -	\$ -	\$ -	\$ 236,000
	UPWP Subtotal	\$ -	\$ 236,000	\$ -	\$ -	\$ -	\$ -	\$ 236,000
	<b>Totals</b>	<b>\$ 3,450,000</b>	<b>\$20,933,920</b>	<b>\$1,976,496</b>	<b>\$ 1,345,427</b>	<b>\$ 2,698,808</b>	<b>\$ 496,010</b>	<b>\$30,900,661</b>

<b>Project #</b>	<b>Project Title</b>	<b>2026 Funding Request</b>
1	Computer Hardware	\$370,000
2	Computer Software	\$420,000
3	Intelligent Transportation Systems	\$300,000
4	E-Fare Software upgrade / cloud migration	\$750,000
5	Paratransit E-Fare System Upgrade	\$650,000
6	Bus Wash	\$500,000
7	RCS Parking Lot Resurface	\$75,000
8	RCS Public Restroom Renovation	\$75,000
9	Rehab Facilities	\$50,000
10	UST Tank Removal	TBD
11	Hoist Replacements	\$750,000
12	A&E	\$50,000
13	General Security	\$80,000
14	Camera System Replacement Servers	\$250,000
15	Silver Line BRT Stations Equipment	\$235,000
16	Busch Drive Building Security Project	\$150,000
17	Bus Stop/Shelter Improvements	\$400,000
18	ADA Parts for Revenue Vehicles	\$35,257
19	Associated Capital Maintenance	\$0
20	Revenue Tire Lease	\$282,042
21	Shop Equipment	\$31,500
22	Revenue Vehicle Replacements	\$2,305,642
23	Demand Response Vehicle Replacements	\$1,476,957
24	Non-Revenue Vehicle Replacements	\$0
25	Bus Collision Avoidance System	\$1,110,660
26	Busch Drive Phase II Construction	\$3,200,000
27	Office Furniture	\$150,000
28	Capital Cost of Contracting	\$1,300,000
29	Preventive Maintenance	\$4,000,000
	<b>Total</b>	<b>\$18,997,058</b>