



Interurban Transit Partnership

Present Performance & Service Committee Members

Charis Austin

OPEN (Chair)

Tracie Coffman

Rick Baker

Rob Postema

PRESENT PERFORMANCE & SERVICE COMMITTEE MEETING AGENDA

Tuesday, November 12, 2024 – 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 – July 23, 2024 (September 17 canceled)		Approval
3. INFORMATION		
A. Ridership and Metrics		
1) Paratransit	Jason Prescott	
2) On-Demand	Jason Prescott	
3) Fixed Route Ridership (September/October 2024)	Tim Roseboom	
4) On-Time Performance (September/October 2024)	Nick Monoyios	
B. Operational Financial/Impacts		
1) Customer Perceptions Survey	Jeffrey King	
C. Safety		
1) PTASP Update	Steve Luther	
D. Fleet and Facilities		
1) State of Good Repair – NTD	Deron Kippen	
2) Dispatch Remodel	Deron Kippen	
4. ADJOURNMENT		

Next meeting: January 14, 2025



Interurban Transit Partnership

Present Performance & Service Committee Members

Charis Austin Tracie Coffman David Bilardello (Chair) Rick Baker Robert Postema

PRESENT PERFORMANCE AND SERVICE COMMITTEE MEETING MINUTES

Tuesday, July 23, 2024 – 4:00 p.m.

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

ATTENDANCE:

Committee Members Present:

David Bilardello, Charis Austin, Rick Baker

Committee Members Absent:

Tracie Coffman, Robert Postema

Rapid Attendees:

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

Public Attendees:

Vice Chairman Bilardello called the meeting to order at 4:02 p.m.

1. PUBLIC COMMENT

No Public Comment

2. MINUTES – June 12, 2024 (rescheduled from May 21, 2024)

Vice Chairman Bilardello entertained a motion to approve the meeting minutes from June 12, 2024. Mr. Baker motioned to approve, and Ms. Austin supported it. The motion passed unanimously.

3. DISCUSSION

A. Ridership and Metrics – Mr. Jason Prescott

Mr. Prescott reported a commendable 94.4% On-Time Performance for July. This achievement reflects consistent efforts aimed at improving service delivery and operational efficiency in Paratransit operations.

He noted Transdev currently employs 82 full-time drivers and has an additional three drivers in training. This robust staffing level is vital for meeting demand and maintaining a high-quality service.

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

With high On-Time Performance rates established, Mr. Prescott plans to shift his focus toward:

- Enhancing Customer Service: Developing initiatives that will improve customer experience.
- Identifying Fleet Efficiencies: Looking for ways to optimize operations and reduce costs without compromising service quality.

Mr. Baker inquired what specifically contributed to the excellent numbers.

Mr. Prescott identified several critical factors that contributed to the impressive On-Time Performance:

Leadership Collaboration: Strong teamwork between The Rapid Leadership and Transdev has been essential in driving improvements in performance metrics.

New Vehicles: The integration of new vehicles into the fleet has significantly enhanced reliability and operational efficiency, enabling better service provision.

Robust Driver Staff: A committed team of full-time drivers has ensured that The Rapid can adequately meet customer demand while maintaining high service levels.

Mr. Prescott reported a significant decrease in On-Demand ridership for June:

In Kentwood, average weekly riders have dropped from approximately 50 to 30.
In Walker, ridership has decreased to about 15 individual riders per week.

A notable trend observed is that customers are increasingly favoring trips to the transit hub instead of using direct On-Demand services. This suggests passengers may prefer whichever service arrives first, be it Rapid Connect or the Fixed Route system.

Mr. Baker pointed out that the ridership numbers for June and July this year are consistent with the previous year's trends, indicating an ongoing pattern in user behavior. He raised the idea of exploring other areas in the city where On-Demand services could potentially be implemented to boost ridership.

Mr. Prescott indicated that this topic will be further addressed later in today's meeting. He also shared that a comprehensive study has recently been completed in collaboration with Nelson Nygard and VIA. This study evaluated our entire service area and identified key potential areas for enhancements.

Fixed Route Ridership – May/June 2024, Mr. Tim Roseboom

Mr. Roseboom reported in May that we experienced a promising increase in ridership, with an overall rise of 6%. However, this trend did not continue in June, when we experienced a significant decrease of nearly 7%. It's important to note that June 2023 had some unusual factors contributing to the earlier spike in ridership, including an extra day in the month and the occurrence of clean air action days, which covered about one-third of the month. When we look at the year-to-date figures compared to FY'23, we are currently just under a 6% increase, which is a positive sign despite the recent fluctuations.

On-Time Performance – May/June 2024, Mr. Nick Monoyios

Mr. Monoyios provided an update regarding our On-Time Performance (OTP) metrics for May, which stood at 78.3%. This figure reflects a decrease compared to previous months. Several factors contributing to this decline include ongoing construction projects that have led to detours on multiple routes. It's worth mentioning that May 6 marked the beginning of our new schedule adjustments, which we hope will help improve our performance moving forward.

During the discussion, Mr. Bilardello raised a question regarding the impact of a late bus on subsequent routes. Mr. Monoyios explained that while late arrivals can affect the timing of subsequent routes, a buffer known as recovery time is built into the schedule to help mitigate these

effects. Additionally, Mr. Monoyios assured us that his team is actively monitoring and identifying problem areas, allowing for timely adjustments to enhance overall service reliability.

B. Operational Financial/Impacts

1. Rapid Connect Recommendation

Ms. Prato provided an update on the Rapid Connect service following the study conducted by Nelson Nygard and VIA approximately six (6) months ago. According to the findings, the service currently serves a limited number of users, with only 19 users in Walker and 69 unique users in Kentwood. Notably, five of these users are located more than a mile away from the service points. One of the key recommendations from Nelson Nygard is to explore a pre-booked option for Uber/Lyft, which may enhance our offerings. While the On-Demand service has shown high value, it appears to be at the expense of our line haul operations. Considering these factors and the low utilization rates of the Rapid Connect service, Ms. Prato has recommended that we consider discontinuing the service effective January 1, 2025. This decision will allow us to redirect resources towards more effective transportation solutions.

Mr. Bilardello inquired whether the findings and recommendations regarding the Rapid Connect service had been discussed with another committee, Ms. Prato confirmed that these matters were indeed addressed at the Finance Committee.

Mr. Bilardello emphasized the importance of involving the two Mayors from the On-Demand zones for their input and insights into the community needs and perspectives.

Mr. Baker raised a concern during the discussion, seeking clarification regarding the impact of discontinuing the Rapid Connect service. He noted that if 86% of the trips originate in Kentwood, we need to consider how users in that area will be able to access transportation options to get to work once the service is discontinued.

Ms. Prato mentioned that many people are willing to walk up to a quarter mile to access transportation options, which could influence our planning as we consider potential alternatives. She highlighted that the decision regarding the Rapid Connect service is a challenging one and suggested that we might allocate funds toward establishing a partnership with Lyft to enhance our transportation offerings. Additionally, she emphasized the need to develop a user-friendly app to support this service, enabling residents to access transportation easily. This initiative was initially designed as a pilot program to gauge what works effectively and what may need adjustment.

C. Employees

Negotiations Update, Mr. Steve Schipper

Mr. Schipper noted we have conducted ten (10) bargaining sessions to date, and the current contract has expired. At this point, it is the responsibility of the union to request an extension to ensure that operations continue smoothly while we work toward a resolution. Our primary focus remains on seeking clarification on various areas of the contract and establishing a predictive service that meets the needs of all stakeholders involved. We recognize the urgency of reaching an agreement, particularly as we have been working toward a wage increase for approximately 18 months now. It is essential for us to maintain open lines of communication and remain committed to this process.

Open Hiring Event, Ms. Deb Prato

Ms. Prato reported that we had a successful turnout at the Open Hiring Event with 65 attendees, and she is thrilled to inform you that 43 individuals received job offers on the spot. This demonstrates our strong recruitment efforts and the demand for positions within our organization. Additionally, she would like to highlight the status of our training programs. The class that began on July 28th now has 20 students enrolled, which is an encouraging sign of interest and talent coming into our team. We are also exploring a proposed \$1 shift incentive, as well as a \$4 incentive for senior operators willing to take on some of the less desirable shifts, particularly those that are harder to fill. Looking ahead,

she is pleased to report that we already have eight (8) candidates lined up for the August class, which underscores our ongoing recruitment success. Furthermore, she is pleased to report we are currently fully staffed with technicians, ensuring that our operational needs are met.

D. Fleet and Facilities

RCS Security and Info Booth Update, Mr. Deron Kippen

Mr. Kippen reported we are making significant progress, and while there are still a few items left to complete, we anticipate that the space will be ready in approximately four (4) weeks. This renovation is designed to enhance our operations and improve the overall experience for both our staff and customers.

Busch Drive Update, Mr. Kevin Wisselink

Mr. Wisselink reported on a couple items going on at Busch Drive. A proposal has been submitted to the Federal Transit Administration (FTA) to secure environmental approval for our projects. Please note that this process can be lengthy, and we appreciate your understanding as we navigate through the necessary steps. We have received an earmark for the purchase of twelve (12) Electric Vans. This marks a significant step towards our commitment to sustainable transportation. However, before we can fully deploy these vehicles, certain electrical work will need to be completed. These vans will represent our first service with electric vehicles, and we are eager to integrate them into our operations.

Mr. Bilardello asked if The Rapid has an EV port.

Mr. Wisselink confirmed that we currently have two (2) service vehicles equipped with EV capabilities at the Wealthy location. Additionally, we are planning to install an EV port along with an operator as the Busch facility. This project will enhance our ability to support our electric fleet as we continue to grow our sustainable transportation initiatives.

Mr. Bilardello asked if the charging ports are indoors, or outdoors, to which Mr. Wisselink replied, outdoors.

4. ADJOURNMENT

This meeting was adjourned at 5:03 p.m.

The next meeting is scheduled for September 17, 2024

Respectfully submitted,



Kris Heald, Board Secretary



Interurban Transit Partnership

DATE: November 12, 2024
TO: ITP Board
FROM: Jason Prescott
SUBJECT: OCTOBER 2024 PARATRANSIT RIDERSHIP REPORT

Paratransit ridership information for October 2024, as compared to October 2023

	2024	2023	% Change
Total Paratransit Ridership	20,715	19,173	8.0%
ADA Ridership	17,389	15,299	13.7%
Non-Disabled Senior (NDS) Ridership	115	106	8.5%
PASS Ridership	207	196	5.6%
Network 180	2,499	2,829	-11.7%

Ridership averages, as compared to 2023

	2024	2023	% Change
Weekday Ridership	690	657	5.0%
Saturday Ridership	224	231	-3.0%
Sunday Ridership	223	214	4.2%

Other Performance Measures

	2024	2023	% Change
On-Time Performance	91.58%	80.00%	14.5%
On-Time Drop-Off	96.04%	88.00%	9.1%
Average Cost Per Trip	\$47.04	\$41.88	12.3%

October 2024 Paratransit Ridership and Operating Statistics				
ADA	2024	2023	Change	% Change
Clients	1,296	1,205	91	7.6%
Passenger Trips	17,389	15,299	2,090	13.7%
NDS				
Clients	12	11	1	9.1%
Passenger Trips	115	106	9	8.5%
PASS				
Clients	10	11	(1)	-9.1%
Passenger Trips	207	196	11	5.6%
RIDELINK				
Clients	242	268	(26)	-9.7%
Passenger Trips (Performed by ITP)	505	743	(238)	-32.0%
TOTALS				
Clients	1,560	1,495	65	4.3%
Passenger Trips	18,216	16,344	1,872	11.5%
Average Weekday Ridership	690	657	33	5.0%
Average Saturday Ridership	224	231	(7)	-3.0%
Average Sunday Ridership	223	214	9	4.2%
All Ambulatory Passengers	15,002	13,300	1,702	12.8%
All Wheelchair Passengers	3,214	3,044	170	5.6%
No - Shows	427	267	160	59.9%
Cancellations	366	605	(239)	-39.5%
Transdev				
Average Cost per Trip	\$47.04	\$41.88	\$5.16	12.3%
Riders per Hour	1.8	2.2	(0.4)	-16.4%
Accidents per Month	2.0	2.0	0	0.0%
Trip Denials	0	0	0	#DIV/0!
NTD Travel Time (minutes)	33	28	5	16.1%
NETWORK 180				
Passenger Trips	2,499	2,829	(330)	-11.7%
Average Weekday Ridership	108	129	(21)	-16.3%
TOTAL PASSENGER TRIPS	20,715	19,173	1,542	8.0%
Paratransit Service Quality Statistics: network 180 Excluded				
Complaints	2024	2023	% of Trips	% Change
Transdev Complaints	14	23	0.1%	-39.1%
On-Time Performance				
On-Time Compliance - Pick-up	91.58%	80.00%	11.6%	14.5%
On-Time Compliance - Drop-off	96.04%	88.00%	8.0%	9.1%



Interurban Transit Partnership

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

Date: November 12, 2024

To: Board of Directors

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

Subject: Rapid Connect October 2024 Monthly Report

OVERVIEW

Rapid Connect mobility on-demand program report from Tuesday, October 1 through Thursday, October 31.

HISTORICAL CONTEXT

The Rapid Connect service launched on January 3rd, 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.

Sign-ups remain consistent from week to week. To date, 2,495 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 Tuesday, October 1 and Thursday, October 31, 2024 (1 month service period), there were a total of 1,015 complete trips.

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There were 703 trips completed in Kentwood (69%), and 312 trips completed in Walker (31%). There were 54 individual riders in Kentwood and 23 in Walker that made up these trips for the month of October.

The average fare trip distance in Kentwood is 2.85 miles, and 3.09 miles in Walker. The fare trip distance is the distance between the pickup and drop off points and does not consider other stops on the route.

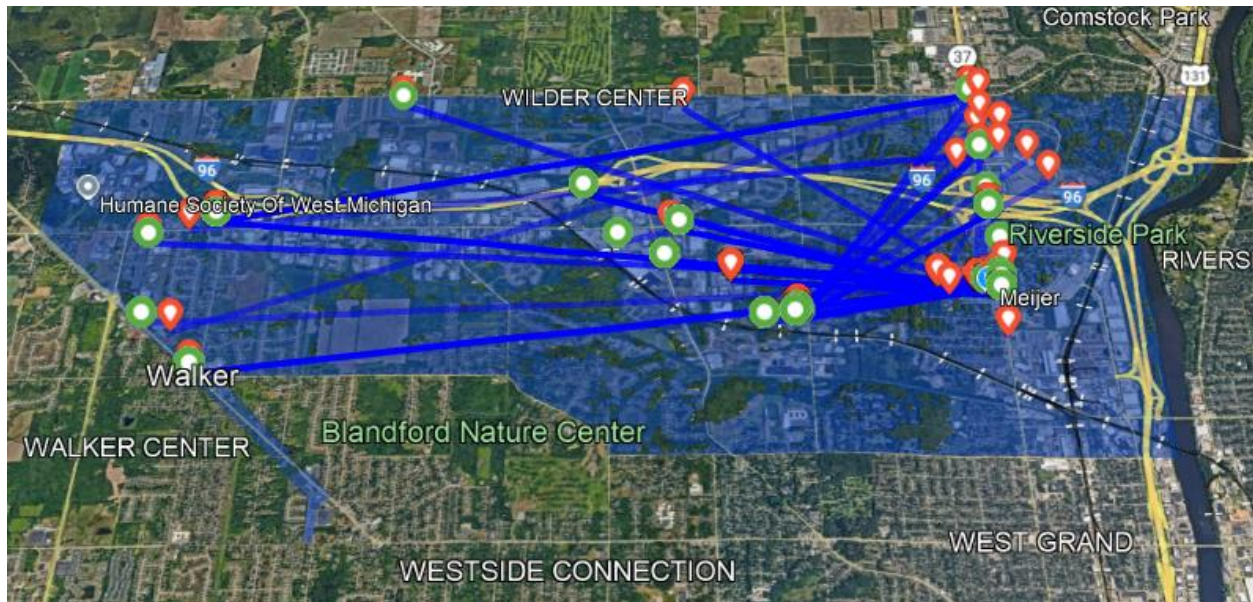
The earliest trip in Kentwood for October had a reported arrival time of 5:58 a.m. The latest trip was completed at 9:56 p.m.



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The earliest trip in Walker for October had a reported arrival time of 6:01 a.m. The latest trip was completed at 9:55 p.m.

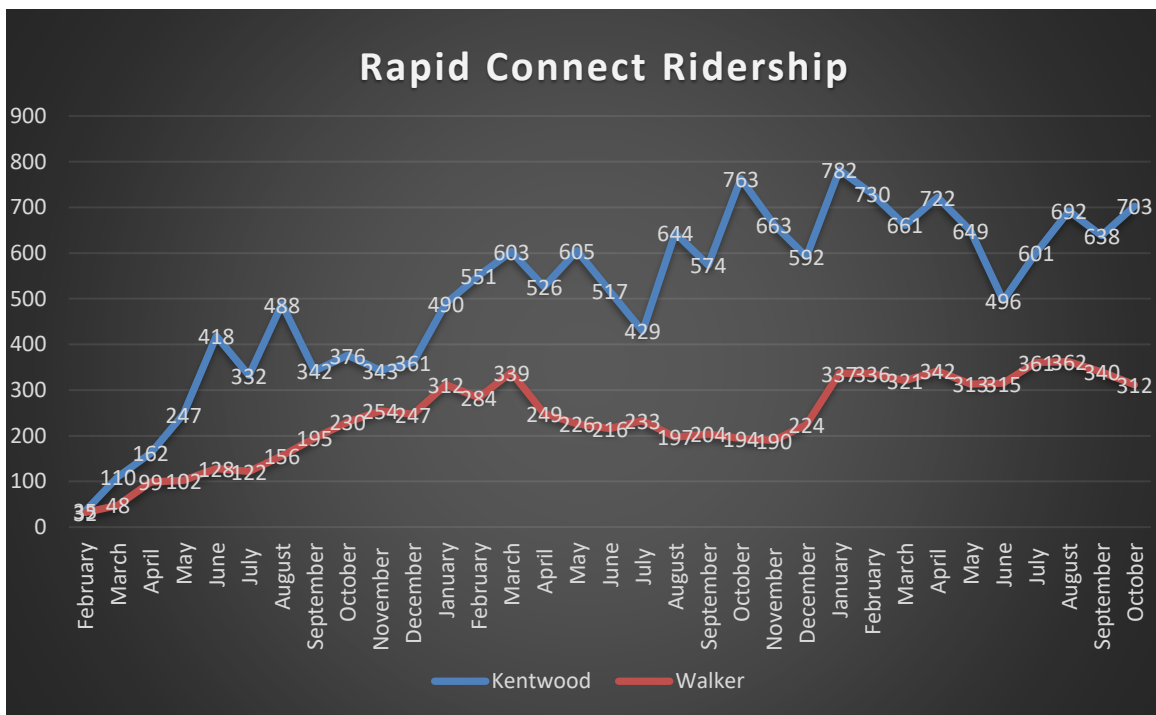
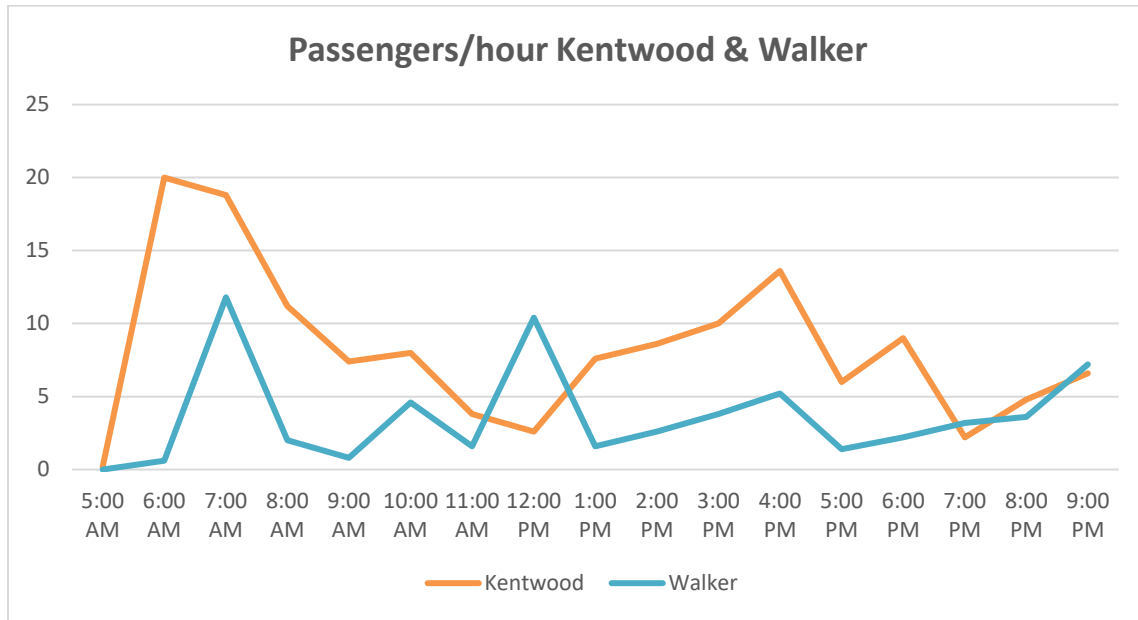


13 Destinations were visited in the expanded zone for September 2024.

- 555 Center Dr NW
- 745 Center Dr NW
- 1739 Vinecroft St NW
- 2263 E Oak St. NW
- 2200 Alpine Ave NW
- 3000 Alpine Ave NW
- 3165 Alpine Ave NW
- 3248 Alpine Ave NW
- 3343 Alpine Ave NW
- 3378 Alpine Ave NW
- 3462 Alpine Ave NW
- 3583 Alpine Ave NW
- 3596 Alpine Ave NW

Interurban Transit Partnership

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



Date: November 12, 2024
To: ITP Board of Directors
From: Tim Roseboom – Senior Planner
Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – September 2024

OVERVIEW: In September 2024, there was a 15.8% increase in total monthly route ridership as compared to September 2023. Contract services increased 37.2%, and regular fixed routes services increased 4.8%. Fiscal Year (FY) 2024 ended with total ridership increasing 3.2% over FY 2023, however fixed route ridership decreased slightly by 0.8%. FY 2024 total ridership was 6,209,291, and ridership recovery from FY 2019 prior to the Covid pandemic is 61.2%.

BACKGROUND INFORMATION

Monthly Ridership

	September 2024	September 2023	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	388,229	370,599	4.8%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	261,943	190,986	37.2%
Total Monthly Fixed Route Ridership	650,172	561,585	15.8%

Daily Average Ridership

	September 2024	September 2023	% Change
Weekday Total	29,170	24,979	16.8%
Weekday Evening	4,243	3,404	24.6%
Saturday	10,185	8,883	14.6%
Sunday	5,207	4,395	18.5%

Productivity Summary

	September 2024	September 2023	% Change
Average passengers per hour per route	16.2	14.1	15.1%
Average passengers per mile per route	1.20	1.04	15.6%
Average farebox recovery percent per route	12.1%	11.7%	3.1%

Fiscal Year Ridership

	FY 2024	FY 2023	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	4,310,241	4,345,846	-0.8%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	1,899,050	1,671,452	13.6%
Total Fixed Route Ridership YTD	6,209,291	6,017,297	3.2%

COMPARISON OF SEPTEMBER 2024 TO SEPTEMBER 2019

Monthly Ridership

	September 2024	September 2019	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	388,229	636,788	-39.0%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	261,943	374,697	-30.1%
Total Monthly Fixed Route Ridership	650,172	1,011,485	-35.7%

Daily Average Ridership

	September 2024	September 2019	% Change
Weekday Total	29,170	45,523	-35.9%
Weekday Evening	4,243	6,337	-33.0%
Saturday	10,185	16,956	-39.9%
Sunday	5,207	6,639	-21.6%

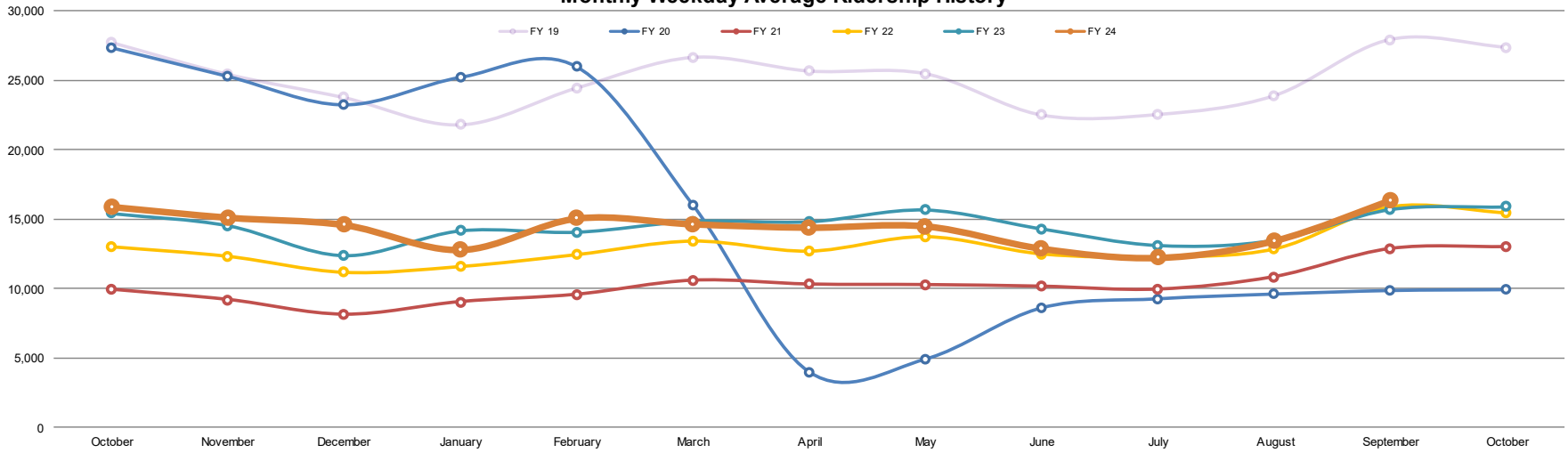
Productivity Summary

	September 2024	September 2019	% Change
Average passengers per hour per route	16.2	21.9	-26.1%
Average passengers per mile per route	1.20	1.78	-32.5%
Average farebox recovery percent per route	12.1%	28.7%	-57.9%

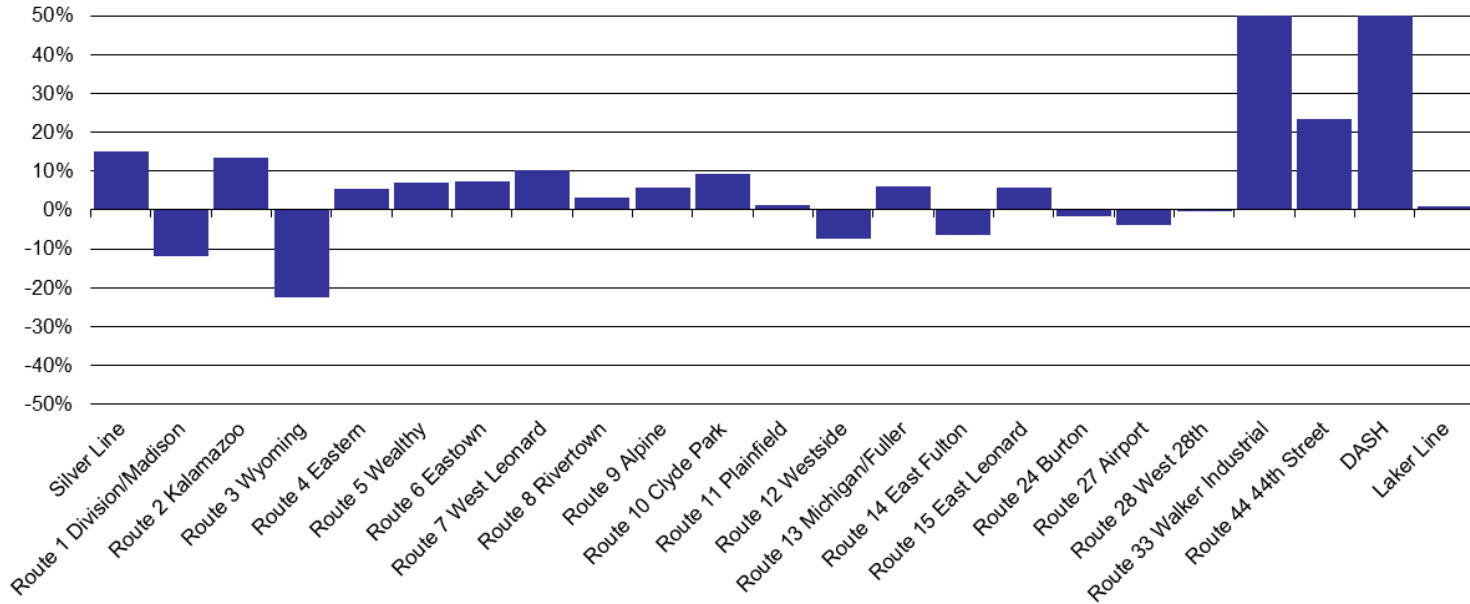
Fiscal Year Ridership

	FY 2024	FY 2019	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	4,310,241	7,301,569	-41.0%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	1,899,050	2,845,315	-33.3%
Total Fixed Route Ridership YTD	6,209,291	10,146,884	-38.8%

Monthly Weekday Average Ridership History



Percent Change by Route: September 2024 compared to September 2023



Date: November 12, 2024
To: ITP Present Performance & Service Committee
From: Tim Roseboom – Senior Planner
Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – October 2024

OVERVIEW: In October 2024, there was a 15.6% increase in total monthly route ridership as compared to October 2023. Contract services increased 32.8%, and regular fixed routes services increased 7.1%. It should be noted that October 2024 had one more weekday and one less Sunday than October 2023. Ridership compared to October 2019 prior to the Covid remains 35.7% down.

BACKGROUND INFORMATION

Monthly Ridership

	October 2024	October 2023	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	433,100	404,540	7.1%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	269,100	202,711	32.8%
Total Monthly Fixed Route Ridership	702,200	607,251	15.6%

Daily Average Ridership

	October 2024	October 2023	% Change
Weekday Total	27,733	24,977	11.0%
Weekday Evening	3,949	3,310	19.3%
Saturday	10,927	8,360	30.7%
Sunday	5,158	4,862	6.1%

Productivity Summary

	October 2024	October 2023	% Change
Average passengers per hour per route	16.4	14.1	16.6%
Average passengers per mile per route	1.22	1.04	17.2%
Average farebox recovery percent per route	11.4%	11.7%	-2.7%

Fiscal Year Ridership

	FY 2025	FY 2024	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	433,100	387,644	11.7%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	269,100	202,711	32.8%
Total Fixed Route Ridership YTD	702,200	590,355	18.9%

COMPARISON OF OCTOBER 2024 TO OCTOBER 2019

Monthly Ridership

	October 2024	October 2019	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	433,100	712,559	-39.2%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	269,100	379,151	-29.0%
Total Monthly Fixed Route Ridership	702,200	1,091,710	-35.7%

Daily Average Ridership

	October 2024	October 2019	% Change
Weekday Total	27,733	43,545	-36.3%
Weekday Evening	3,949	5,910	-33.2%
Saturday	10,927	15,858	-31.1%
Sunday	5,158	6,685	-22.8%

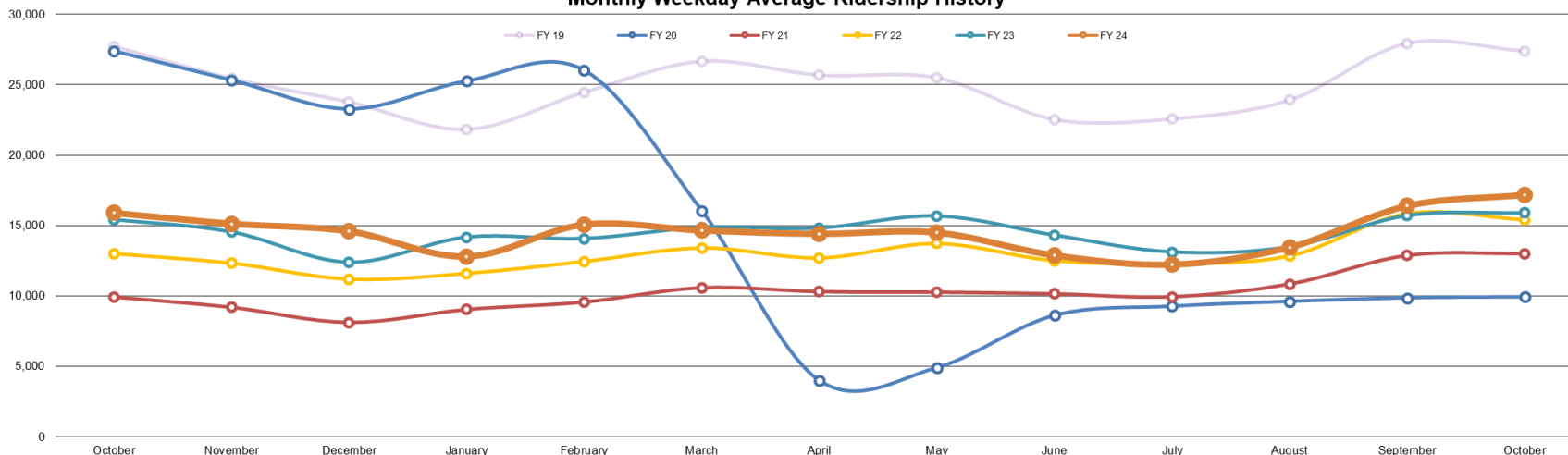
Productivity Summary

	October 2024	October 2019	% Change
Average passengers per hour per route	16.4	21.8	-24.8%
Average passengers per mile per route	1.22	1.67	-27.1%
Average farebox recovery percent per route	11.4%	24.9%	-54.3%

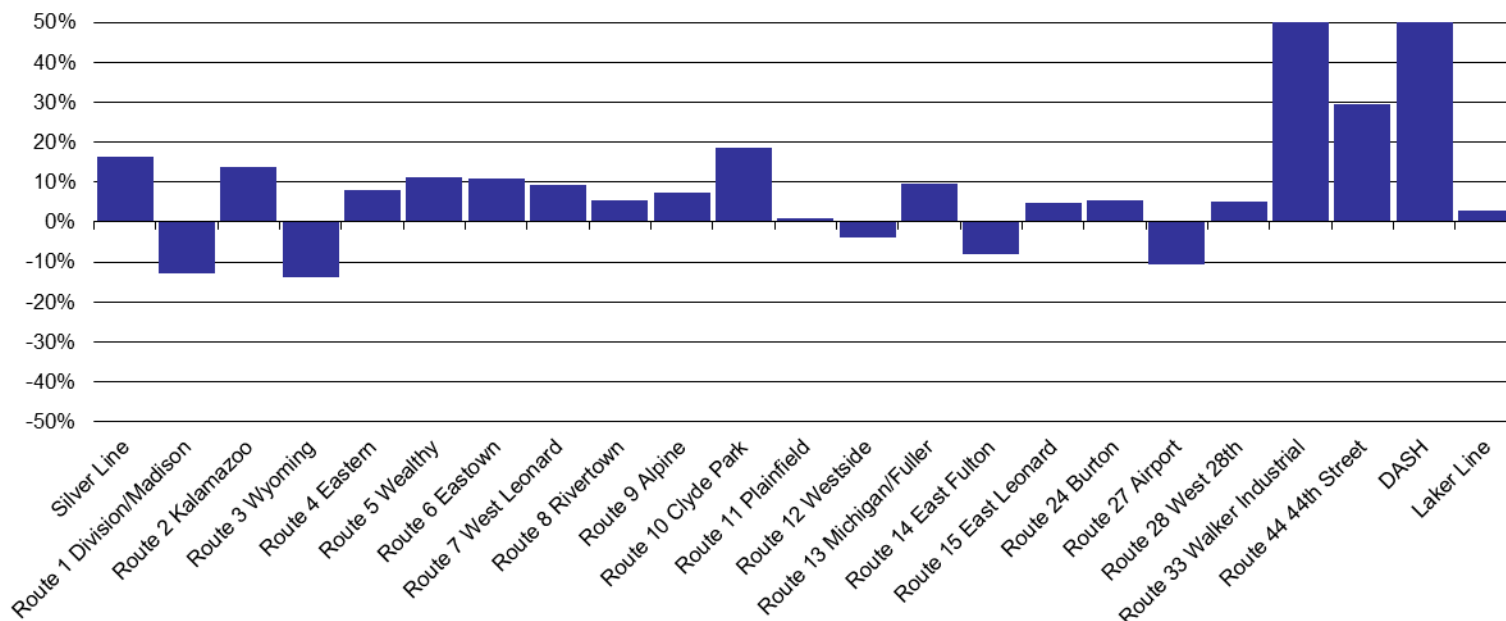
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Monthly Weekday Average Ridership History



Percent Change by Route: October 2024 compared to October 2023

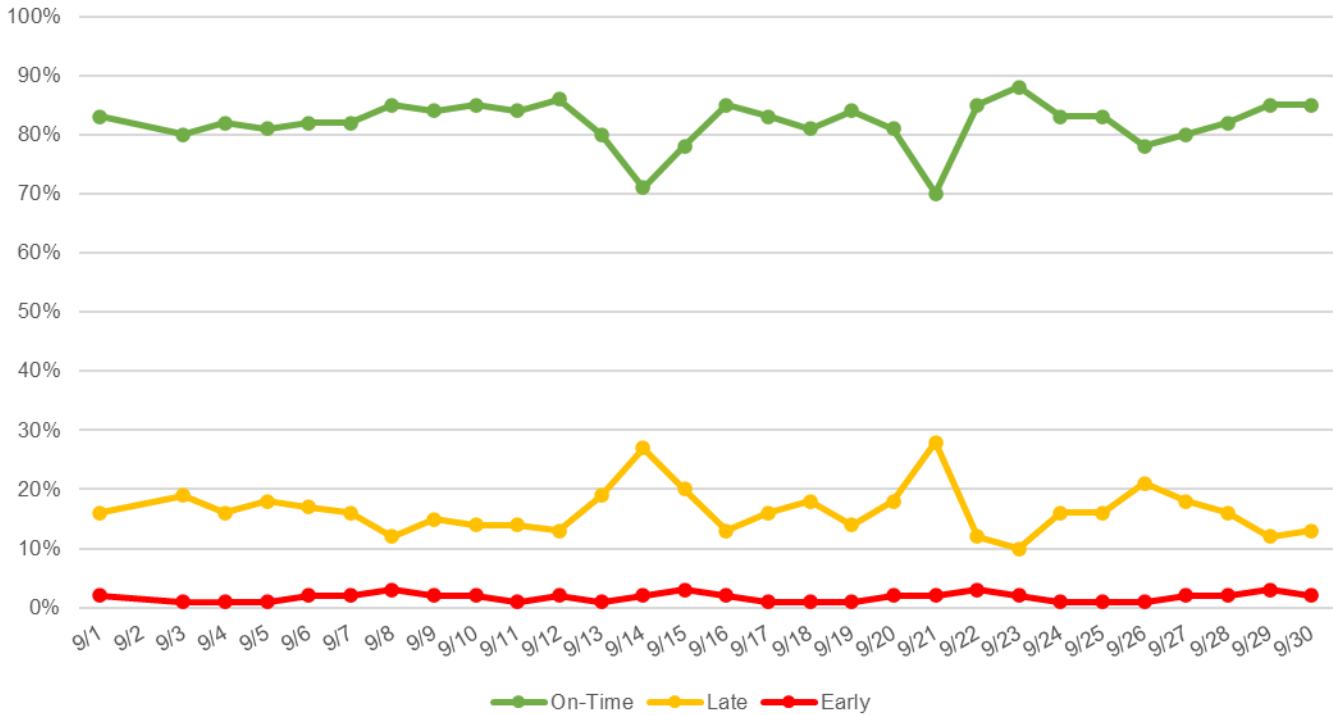


Date: November 12, 2024
To: Present Performance & Service Committee
From: Nicholas Monoyios – Director of Planning
Subject: FIXED ROUTE ON-TIME PERFORMANCE REPORT – September 2024

SYSTEMWIDE ANALYSIS

The Rapid considers the bus 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.

Systemwide Daily On-Time Analysis
September 1 through September 30



The figure above demonstrates daily on-time performance for September 2024. Through the month of September 2024, systemwide on-time performance was 82% with incidents of lateness reaching 16% and incidents of earliness reaching 2%. This represents a slight decrease from 84% on-time performance the system operated during the month of August 2024, but an increase from 79% the system operated during September 2023. Multiple road construction projects, general traffic level increases, and Art Prize in September 2024 contributed to mid-80% performance level.

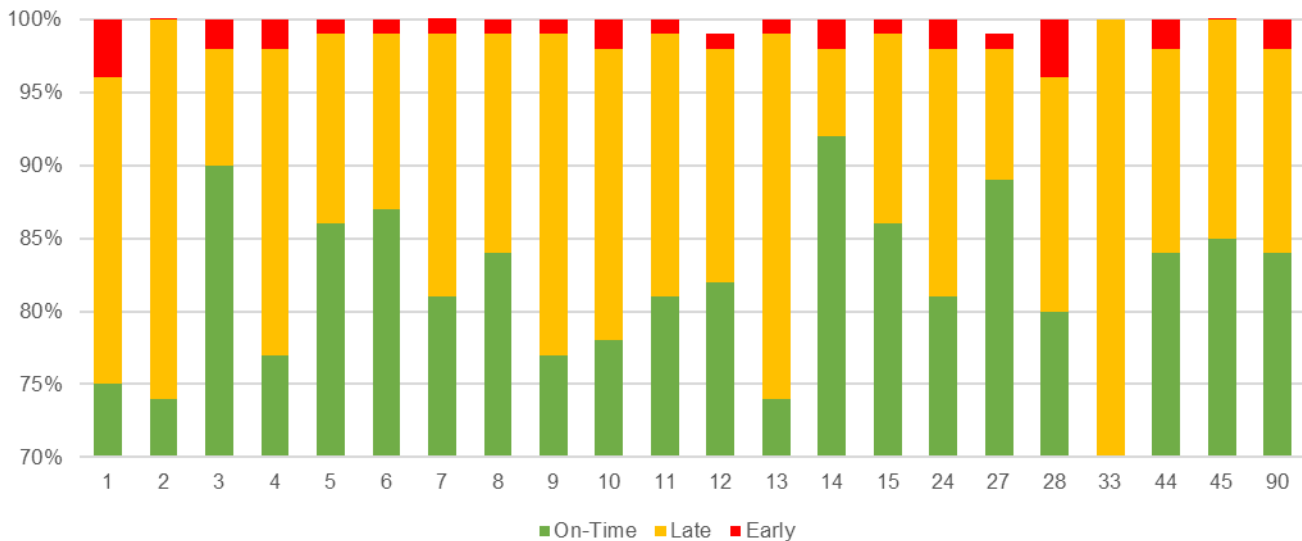
ROUTE BY ROUTE ANALYSIS

During construction season, 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 on time performance:

- Art Prize
- Monroe & Lyon Lane closures (impacts many routes)
- Kalamazoo & 28th St. Lane closures (Route 2, 28)
- Gezon Parkway Lane closures (impacts Route 1)
- Division Ave. in downtown GR (impacts many routes)
- C. Chavez Ave reconstruction (impacts Route 3, 10, and 13)
- Hall & Plymouth (impacts Route 5)
- US-131 at US-196 (impacts Route 33)
- 36th St. & Fairlanes (Route 28)

Route by Route On-Time Analysis
September 1 through September 30



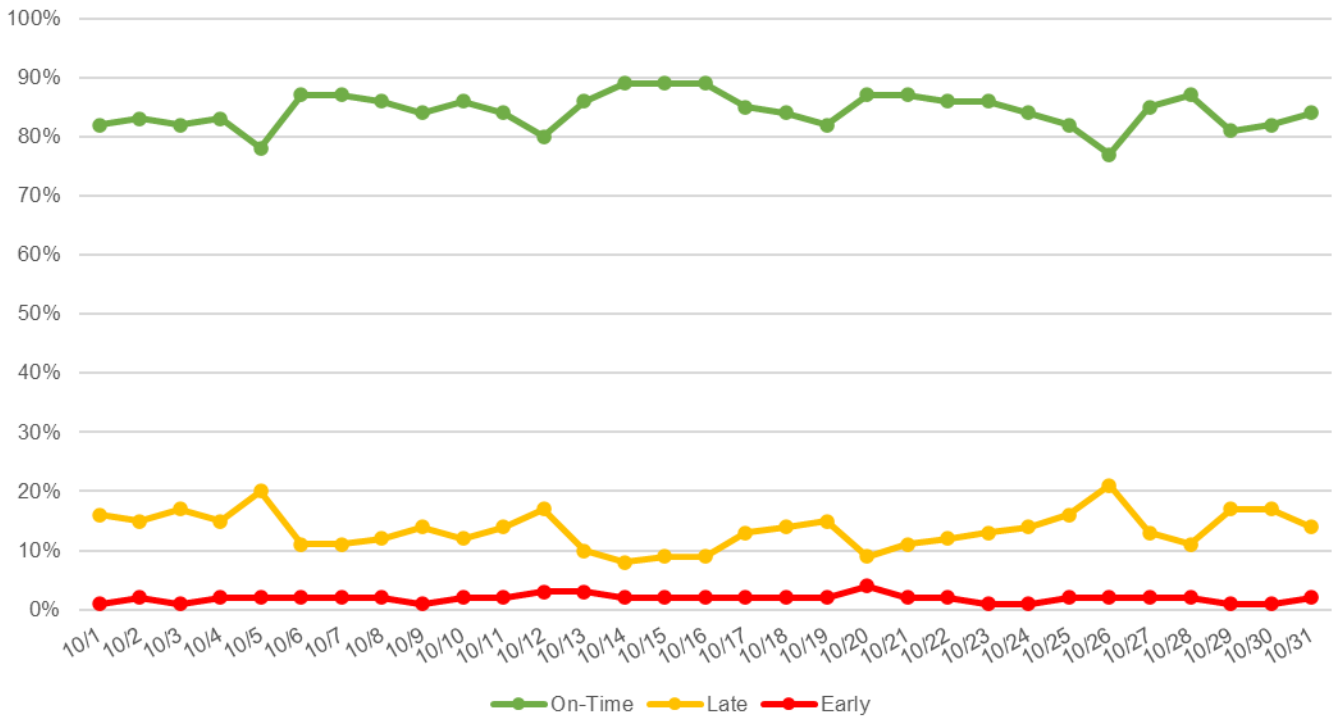
Planning continues to monitor on-time performance at a granular level to make necessary minor adjustments to schedules and provide recommendations to address on-time performance issues.

Date: November 12, 2024
To: Present Performance & Service Committee
From: Nicholas Monoyios – Director of Planning
Subject: FIXED ROUTE ON-TIME PERFORMANCE REPORT – October 2024

SYSTEMWIDE ANALYSIS

The Rapid considers the bus 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.

Systemwide Daily On-Time Analysis
October 1 through October 31



The figure above demonstrates daily on-time performance for October 2024. Through the month of October 2024, systemwide on-time performance was 84% with incidents of lateness reaching 14% and incidents of earliness reaching 2%. This represents an equal 82% on-time performance the system operated during the month of October 2024, and an equal 84% the system operated on-time during September 2023. Multiple road construction projects, general traffic level increases, and increased Saturday activities in downtown Grand Rapids in September 2024 contributed to mid-80% performance level.

ROUTE BY ROUTE ANALYSIS

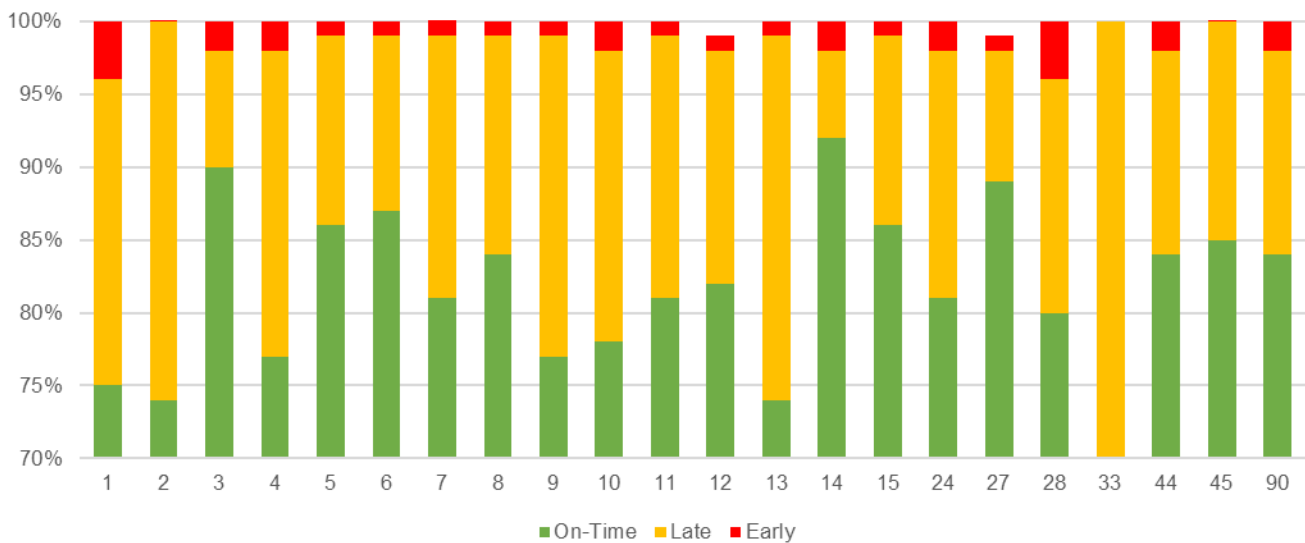
During construction season, street closures and detours stemming from road projects are the primary cause of decreased on-time performance. Road projects anticipated to have a duration throughout the entire service period (four months) are considered for schedule adjustments, though shorter-term projects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

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

- Division Ave. in downtown GR (impacts many routes)
- Division closed at Plaster Creek (Route 1, SL)
- Kalamazoo & 28th St. (Route 2, 28)
- Monroe & Lyon lane closures (impacts many routes)

Route by Route On-Time Analysis

October 1 through October 31



Planning continues to monitor on-time performance at a granular level to make necessary minor adjustments to schedules and provide recommendations to address on-time performance issues.