



Interurban Transit Partnership

Present Performance & Service Committee Members

Charis Austin

David Bilardello (Chair)

Tracie Coffman

Steven Gilbert

Andy Guy

PRESENT PERFORMANCE & SERVICE COMMITTEE MEETING

Tuesday, January 17, 2023 – 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 – November 8, 2022	David Bilardello	Approval
3. INFORMATION		
A. Ridership and Metrics		
1) Fixed Route	Max Dillivan	
2) Paratransit	Jason Prescott	
3) On-Demand	Jason Prescott	
4) On-Time Performance	Max Dillivan	
B. Operational Financial/Impacts		
1) New Route 33 Performance	Nick Monoyios	
2) Two New Peak Only Routes	Nick Monoyios	
3) TransDev Status	Jason Prescott	
4) Securitas Performance	Steve Schipper	
C. Employees		
1) Recruitment/Retention	Nancy Groendal	
2) Employee Resource Group (ERG)/Affinity		
3) GRCC		
D. Safety		
1) PTASP	Steve Schipper	
E. Fleet and Facilities		
1) Blizzard Response	Deb Prato	
4. ADJOURNMENT		

Next meeting: March 21, 2023

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



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PRESENT PERFORMANCE & SERVICE COMMITTEE MEETING MINUTES

Tuesday, November 8, 2022 – 4 p.m.

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

ATTENDANCE:

Committee Members Present:

Charis Austin, Dave Bilardello, Tracie Coffman, Steve Gilbert, Andy Guy

Committee Members Absent:

Staff Attendees:

Deb Prato, Steve Schipper, Andy Prokopy, Linda Medina, Nancy Groendal, Deron Kippen, Steve Luther, Jason Prescott, James Nguyen, Kevin Wisselink, Jeffrey King, Amanda Moore, Adam Erber, Wardell Frazier, Max Dillivan, Mike Wieringa

Other Attendees:

Mr. Bilardello called the meeting to order at 4:03 p.m.

1. PUBLIC COMMENT

Mr. Bilardello asked for public comment. No public comments were offered.

2. Minutes – September 13, 2022, Present Performance & Service Committee Meeting

Mr. Bilardello asked for approval of the September 13, 2022, Minutes. The minutes were approved unanimously without any changes or edits.

3. INFORMATION

3A.1 Fixed Route Ridership

Mr. Dillivan reported there have been no major changes since the last meeting of the Present Performance Committee in September. Ridership recovery continues to hover in the mid-fifty percentile. However, ridership is 15% higher than the same time last year. In early October we experienced higher ridership than normal on the two DASH routes, attributed to Art Prize. Mr. Dillivan noted the routes that are performing best are those with high frequency, 15-minutes or

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greater during the weekday. Those route average 70% ridership recovery. We have maintained that pattern since late August with the Fall service change.

3A.2 Paratransit

Mr. Prescott reminded the Committee paratransit services struggled at end of fiscal year due to the transition from MV Transportation to Transdev. Transdev has now been in place for one full month and eight days, and he reports improvement in performance. Mr. Prescott monitors the contractor's on-time performance, missed trips or late trips, and any customer trip time greater than 2-hours. Each one of those metrics have improved in October. In September, on-time performance was 61.23%, there were 296 missed trips, and 90 trips greater than 2-hours. In October, on-time performance was 75.39%, there were 172 missed trips and 76 trips greater than 2-hours. While those numbers are trending positively, there is more improvement required to meet our expectations for a satisfactory customer experience. Contributing to the less than satisfactory performance is the continuing shortage of labor, turnover, and high daily operator call-offs. Mr. Prescott has seen several administrative and operational changes in Transdev's approach to the performance issues. He is optimistic about what he has seen in this brief time and for the future.

Committee Chairman Bilardello asked Ms. Austin for her perspective on the changeover. Ms. Austin responded saying she thinks it has been good. She has talked with drivers that are happier, and drivers have commented they now get a break, which they rarely did when they were employed by MV. She thinks Transdev has inherited what MV left them in terms of poor maintenance, which has also contributed to performance issues. She cited her husband was on a Go!Bus recently and said it caught fire. She knows people who were not happy about rides greater than 2-hours, and she has talked to them, and tells over time it will get better. She works to advocate for both sides, the agency, and the customer.

Chairman Bilardello asked if there were any additional questions for Mr. Prescott. Mr. Guy asked Mr. Prescott about the metrics he uses for tracking the performance of the service, and asked Mr. Prescott to explain the 2-hour metric. Mr. Prescott responded saying many people think to comply with the Americans with Disabilities Act (ADA) a trip must not be longer than ninety (90) minutes in duration. Mr. Prescott indicated that is inaccurate. The trip time metric he uses is calculated by taking the similar fixed route travel time and adding fifteen minutes to the start and end of the trip. This added time at the start and end allows for time associated with the door-to-door service, and the customer boarding and alighting process. Mr. Prescott gave an example of a fixed route duration of one hour from point A to point B and indicated the paratransit transit customer trip would have an hour and thirty minutes. There is no set requirement or rule related to this. Mr. Prescott's follows the general rule of thumb that any trip over 1.5 hours is too long. Mr. Guy stated it is very understandable and he appreciates explanation of the logic behind the metric.

Chairman Bilardello asked a follow-up question asking when the time starts and when the time ends. He gave an example of customer scheduled to be picked up at 1 p.m. and asked when does the time start? Mr. Prescott replied each individual rider has their own set time. Each customer may have other customers picked-up and dropped-off, or detours along the way to their destination.

A Paratransit Scheduler is assigned the task of watching each run to monitor for excessive trip time. Unlike MV, Transdev places buses and drivers throughout the city which can be used to mitigate excessive trip times.

Chairman Bilardello asked what is a call-off? Mr. Prescott responded a call-off is when the driver calls in to work and reports they will not be coming to work. Transdev has experienced 22 call-offs in their first month of operations or an average of 3 per day, which leaves Transdev scrambling to reschedule the rides booked for the day.

3A.3. On-Demand Rapid Connect

Mr. Prescott continues to track the key metrics of Rapid Connect: ridership in Walker and Kentwood zones, on-time performance, and the super-user ridership. The Walker zone rides have been consistently increasing. On-time performance is consistently over the goal of 95%. Mr. Prescott reported a slight drop in super-user ridership in September, however the numbers bounced back in October. Mr. Prescott thanked the outreach team for the support of the program and the difference they are making in marketing the service.

Chairman Bilardello asked Mr. Gilbert as a representative of Walker for his impression of the program. Mr. Gilbert said Walker has been happy to see consistent steady growth. From the Walker perspective they were a little disappointed where we started, but happy now to see it continue to grow and develop into a sustainable service. Mr. Gilbert indicated the City of Walker believes there is more there, as evidenced by the Route 33 discussion. Walker is pleased to see the business community beginning to get involved and participate.

3A.4. On-Time Performance

Mr. Dillivan reported there has been little change in on-time performance. Systemwide, we are averaging 85%, just shy of the 90% on-time performance goal we set for ourselves. There have been some changes across the system as we examine route by route on-timer performance. These are many of the same things that were mentioned at the last meeting of the Present Performance Committee; the closure at Market and Fulton Street intersection, the closure of the Spectrum Health ramp has hampered the Silver Line as well as other routes that exit and enter Rapid Central Station using the Market Street and Fulton Street intersection. As construction season is ending, we are starting to see on-time performance trend back up. Mr. Dillivan also reported this is the time of year we begin working with our partners in the six cities, MDOT, GVMC and the County Road Commission to identify next construction season projects allowing us to start to prepare for and identify projects that will impact our routes and future schedules.

Chairman Bilardello commented it was great to see on-time performance consistent and added we all run into construction related traffic issues. Mr. Guy added it appeared Market and Fulton would open back up soon; he noted workers moving road closed signs on his way to the meeting today.

B. Mock Triennial Process

Mr. Wisselink reported The Rapid will be entering our triennial review and are preparing by participating in a mock triennial process. The federal triennial process covers approximately 20 different areas of operations, from financial management, to procurement, our EEO program. We will be reviewed to ensure compliance with FTA requirements. Triennials are conducted every three years. Our last triennial review was conducted in 2019. There was a one-year delay due to the pandemic. Our actual triennial will likely be conducted in spring or summer of 2023.

Chairman Bilardello asked if we use a consultant to walk us through this process. Mr. Wisselink responded we use John Caruolo Associates. They conduct this process for many other transits and performed the last one for The Rapid, he noted they do an excellent job getting us prepared.

C. Operator Availability and Service Cuts

Steve Schipper reported as noted by Mr. Prescott in his earlier agenda related to Transdev hiring, fixed route is also experiencing issues related to the labor shortage. Mr. Schipper stated we could add thirty (30) more drivers into the system today. The Operations team do their best to ensure all runs are filled each night for the next day of service however, operator call-offs are impacting our operations. In reviewing last month of service, the high call-offs have been on every Friday, with Halloween being the only other day with high call-offs. Mr. Schipper feels it is clearly about people wanting to spend time with their families. He stated every other day of the week we can fill that work, and do the work we are supposed to do, there is just not enough labor to go around.

There have been as many as eighteen (18) cancelled runs in a day. The highest day in the last 6 weeks, was 9 cancelled runs. We have twenty-one (21) new operators in the pipeline, and we look forward to them getting through the training process and coming on board.

Chairman Bilardello asked Mr. Schipper when you have that situation, are we just running the buses less on Fridays? Mr. Schipper responded we cancel any route we are unable to fill in our system. The customer can see when the next bus will arrive if they are using the tools online. However, customers are not always looking at those tools. We do get complaints, but the customers have been patient with us, and we are certainly keeping it to a minimum.

Chairman Bilardello cited his personal experience of intending to take the Route 6 at the arena. He said, using the online tools it appears the bus is going to arrive. Then about the time it is supposed to leave central station, it looks like it is not going to come. Then twice it has come, even though it does not show it is coming. Is there an explanation for that?

Mr. Schipper explained the situation described may be related to software issues we have recently identified. We have found if a bus operator logs into the Avail system, inside of the Wealthy operations building, it may not trigger the system that the bus is on the street until the bus reaches its first designated stop location. We have found this situation is currently impacting about 22% of our routes.

Chairman Bilardello asked Mr. Schipper to give an update on the Silver Line fare collection changes. Mr. Schipper explained the Silver Line at the time of its launch was equipped with the latest and greatest technology available. Customers paid off board, much like light rail, boarded the bus and fare enforcement officers validated the fare onboard. There have been a lot of technology improvements since the launch of the Silver Line, along with the launch of the wave card. The Rapid will soon be launching open payments which will allow contactless payment options for customers to pay their fare, or they can continue to use their wave card. The Silver Line ticket vending machines are at the end-of-life and the labor shortage has impacted our ability to hire Fare Enforcement Officers. This change allows us to be more efficient with the fare box and the tap reader and prepare for the future.

Chairman Bilardello recalled conversations of vandalism on the ticket vending machines and asked if the machines will be removed. Mr. Schipper responded the machines will eventually be removed; they are at their end-of-life. The maintenance agreement has been expired for 2-years, and the machines are expensive to continue to maintain.

Chairman Bilardello inquired about the Laker Line ticket vending machines. Mr. Schipper responded the Laker Line is newer technology, it is only 2-years old and will stay as is for now. Mr. Schipper concurred with Chairman Bilardello; we will need to revisit the Laker Line technology down the road.

Andy Guy commented he was also thinking about the interaction with the customer. Mr. Schipper responded the only change will be boarding at the front door. Ms. Prato added there will be signage on the outside of bus directing customers to board at the front to pay their fare. The external speakers will play a message at each stop to board and pay fare at the front door. There will also be messaging on the bus related to the change in boarding and fare payment.

D. Winter Pick – New Route 33

Mr. Monoyios introduced the new Route 33. This new route will begin on January 2, 2023, with the start of the winter pick. Mr. Monoyios showed the Committee the map of the northwest quadrant of our system; the new Route 33, the Walker On-Demand Zone, and the current Route 9 alignment. Mr. Monoyios reminded the Committee throughout the Comprehensive Operational Analysis (COA) process this area was identified by the consultant as ideal for micro-transit due to the disparate nature of trip generators, the street network, and the then small clusters of employment. Since the pandemic, Northridge Drive has completed through, there has been intensive development in the area, along with robust outreach and marketing done for the On-Demand service in this area. Based on feedback we have heard from businesses and their employees along Northridge Drive there is a strong desire for fixed route service, with a predictable schedule and pick-up locations to serve these businesses.

Mr. Monoyios reported the Laker Line will return to 10-minute headways in the winter pick, we have seen an increase in ridership with a lot of trips at capacity. System-wide on Friday afternoons we have seen a lot less demand, we will be reducing frequency to an evening frequency at 3 p.m. The team continually works to monitor and refine our system.

Chairman Bilardello called for questions. Steve Gilbert noted as he looks at the map presented, and knowing SAS is a major user of the micro-transit solution, Mr. Gilbert asked if the corner of Three Mile and Fruitridge would make sense as a stop location, or were the ones on the map set in stone? Mr. Monoyios responded the dots on the map shown are time points, not bus stops. The Rapid is actively coordinating with City of Walker staff to identify preferences for bus stop locations, including the corner of Three Mile and Fruitridge. The Rapid and the City of Walker are also coordinating the infrastructure requirements of concrete pads and the work to connect sidewalks for these bus stops.

Chairman Bilardello also wondered about the stops and thanked Mr. Monoyios for the explanation. Chairman Bilardello stated it appeared the frequency of the service is 1-hour. Mr. Monoyios confirmed the service is hourly. Mr. Monoyios said the new Route 33 is conveniently interlined with the short pattern of the Route 9 which terminates at Green Ridge Mall. At Green Ridge Mall the service will turn into Route 33, it will complete the loop shown in the map and will return to Green Ridge Mall. At the time it reaches the mall the route will convert back to the Route 9 for the return trip to Rapid Central Station. This will be a seamless connection and transfer point for customers coming to, or from Central Station.

Chairman Bilardello asked about the 10-minute frequency on the Laker Line on Friday. Mr. Monoyios confirmed Friday stands alone, 10-minute frequency until 3 p.m. At 3 p.m. the Laker Line will go to 15-minute frequency, the lowest frequency allowed for Bus Rapid Transit (BRT).

E. Community Engagement/Outreach

Mr. Erber and Mr. Frazier shared their work and the excitement in the Walker business community related to the new Route 33. They will continue their outreach to employers, including staffing agencies. They shared Ridgeview Industries, a key stakeholder and employer along the route, is ready to change their employees to flex schedules to coincide with the new Route 33 frequencies. Mr. Erber shared three upcoming events welcoming the Committee and The Rapid team to join. The Rapid will participate in the Grand Rapids Junior Chamber Santa Parade on November 19th, the Wyoming Kentwood Chamber Parade on December 10th, and The Rapid will serve as a warming station at the DGRI World of Winter Festival silent disco on February 4, 2023.

Mr. Frazier shared in addition to the work with businesses for the Route 33 creation, they have been working with businesses along 68th Street, near Broadmoor, meeting with Steelcase, Amazon and Davenport University who have all given a verbal commitment to becoming a partner in creating a route to help with their recruitment and retention of employees. Mr. Frazier indicated there is strong interest from Coca-Cola, but no official meeting conducted yet. Mr. Erber and Mr. Frazier will be meeting with Aspen Surgical and multiple other employers within the industrial park this coming week. The employers in this area are excited about resuming a conversation related to transit they started back in 2020.

The team has a meeting with GRCC and West Michigan Works to discuss The Rapid's talent pipeline. The discussion will focus on forming a partnership to create an apprenticeship program and career pathways program for students to enter for our workforce. Mr. Frazier indicated while the discussion is only in the beginning phase there is high interest and great potential among our partners.

Mr. Frazier reported he and Mr. Erber continually strive to participate in many community events; they actively participate of many committees within the Chamber, as well as the Essential Needs Taskforce. Most recently as they have worked to impact awareness of Rapid Connect. They visited multiple employers and employees at Woodland Mall to ensure they were aware of the service. They found many they talked with were not aware and are now very interested.

Chairman Bilardello called for any questions from the Committee. Ms. Coffman is very interested in the potential of creating an apprenticeship program and asked if the program would be certified by the Department of Labor (DOL) and which job families are being targeted? Mr. Erber responded the job family The Rapid is targeting is Maintenance Technicians. Ms. Coffman asked if there was a DOL certification, or if Michigan Works was pursuing a DOL certification? Mr. Erber responded he did not think there was a certification. Ms. Coffman was enthusiastic about the possibility of creating an apprenticeship, the work of the local Michigan Works, as well as the benefits of partnering with them.

F. Employees Recruitment and Retention

Ms. Groendal reported on a successful job fair held October 5, 2022, which was conducted on the platform at Rapid Central Station with other employers along our routes. She said all the partner participants indicated they would like to team up again in the future to hold an even larger event. As a result of the event The Rapid was able to extend offers for the position of Bus Operator. They will begin on November 17, 2022. This class is comprised of 7 women; 2 Hispanic, 3 Black, and 2 White as well as 6 men; 1 Hispanic, 3 Black, 1 Two or more races, and 1 White. There is also another class of 4 Bus Operators starting comprised of 4 males, 1 Hispanic, 2 Black, and 1 White male. Ms. Groendal reported a recent hire in the position of Accounting Specialist, a white male. Ms. Groendal added of those newly hired, 2 are Veterans.

The Rapid is currently seeking 2 Utility Technicians, a Facility Technician, 8 Mechanics, an IT Intern, a Part-time Mobility Assistant, 2 Dispatchers and continuously recruits for Bus Operators.

Chairman Bilardello asked Ms. Groendal if it feels like hiring is going to be awhile or is the ability to hire getting better? Ms. Groendal confirmed hiring is getting better and said we have been able to hire some great new employees. To assist in recruitment efforts, we modified new employee benefit eligibility for the union positions. Changing eligibility from ninety (90) days, to the first of the month following the date of hire.

Chairman Bilardello thanked Ms. Groendal for all her hard work in this very challenging environment.

G. Safety Update/COVID

Mr. Luther took the podium and reported the most recent Covid related statistics. In August, The Rapid experienced 10 employee positive covid cases. In both September and October there were 5 positive cases, and to-date in November there are 5 positive cases, representing an uptick which is tracking with Kent County statistics. The Rapid continues to follow the CDC guidelines and precautions related to positive and symptomatic cases.

Chairman Bilardello commented at the large hospital system where he is employed, the uptick in cases has been with a diagnosis of RSV, mostly children however, adults can also become ill. He wondered if some of the cases we have had reported as Covid were actually RSV. Mr. Luther responded all the employees tested positive for Covid. We receive proof of their tests to document the absence.

H. Fleet and Facilities

Mr. Kippen outlined the remodeling work The Rapid has done since September 1, 2022, at the Demand Response Operations Building on Busch Drive. The building received new flooring, new carpeting, interior painting, new LED lighting has been installed as well as power washing the interior maintenance area and exterior of the building. The new propane tank is operational, and the 2 existing diesel tanks have been removed. Parking lot lighting base units have been installed and are awaiting poles.

The Standale Park and Ride continues to progress. Carbon Six has paved the lot, the brick piers will be installed, fencing will be installed, and concrete work will be completed. All landscaping will be installed; the landscaping plants have a 1-year guarantee to survive or will be replaced. The project is on track for completion the first week of December, with an anticipated opening date in mid-December.

The Ellsworth remodel project continues to advance. The design and finishes have been selected.

4. ADJOURNMENT

This meeting adjourned at 5:09 p.m.

The next meeting is scheduled for January 17, 2023

Respectfully submitted,

Deb Prato, Chief Executive
Officer



Interurban Transit Partnership

Date: December 27, 2022
To: ITP Board
From: Maxwell Dillivan, AICP – Senior Planner
Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – November 2022

OVERVIEW

November 2022 ridership and productivity saw continued out-pacing of the same month in the prior year as was seen in October. Overall systemwide performance modestly dipped from last month, primarily due to some of the disruptions to ridership incurred with the transition to on-board fare collection on the Silver Line BRT system.

BACKGROUND INFORMATION

Monthly Ridership

Table with 4 columns: Service Type, Nov 2022, Nov 2021, % Change. Rows include Regular Fixed Route Service, Contracted Service, and Total Monthly Fixed Route Ridership.

Daily Average Ridership

Table with 4 columns: Day, Nov 2022, Nov 2021, % Change. Rows include Weekday Total, Weekday Evening, Saturday, and Sunday.

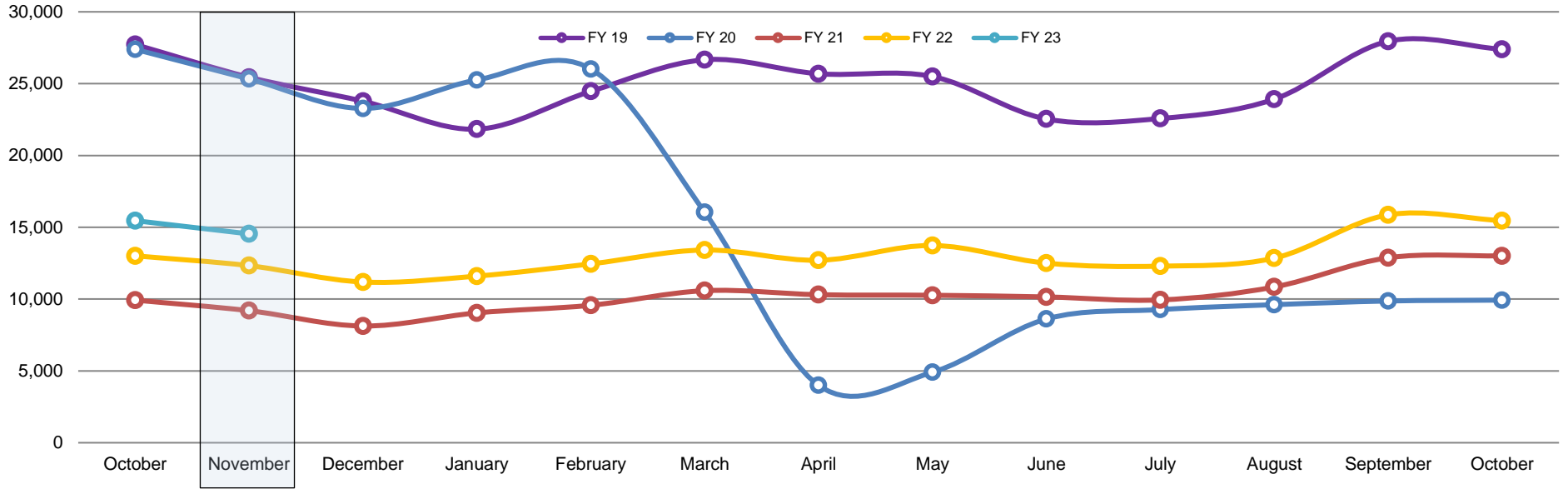
Productivity Summary

Table with 4 columns: Metric, Nov 2022, Nov 2021, % Change. Rows include Average passengers per hour per route, Average passengers per mile per route, and Average farebox recovery percent per route.

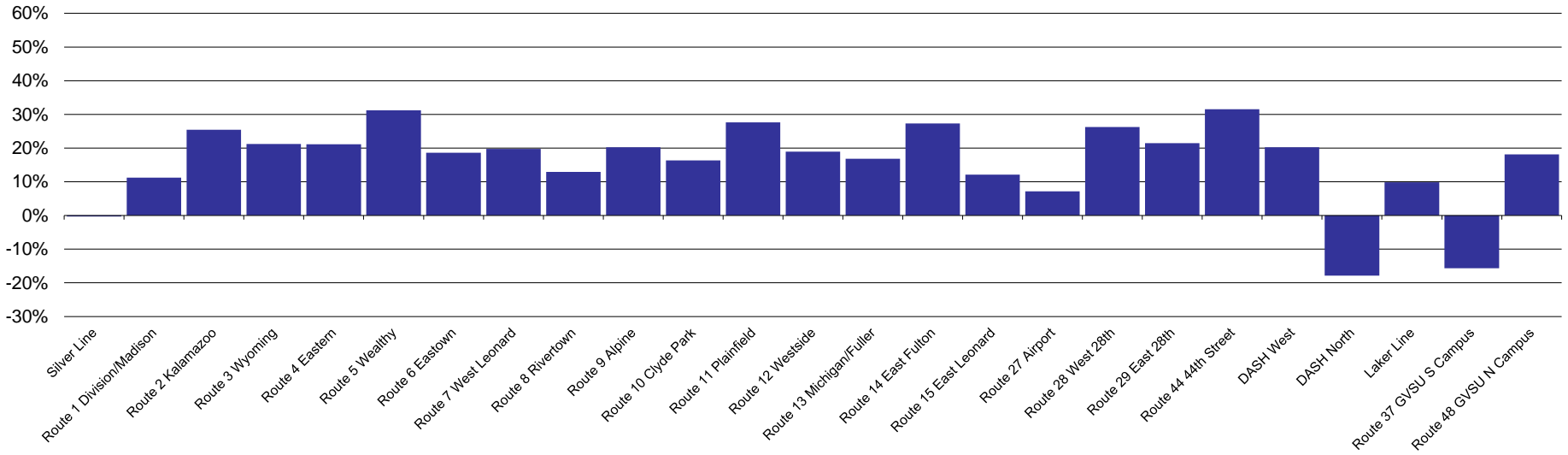
Fiscal Year Ridership

Table with 4 columns: Service Type, FY 2023, FY 2022, % Change. Rows include Regular Fixed Route Service, Contracted Service, and Total Fixed Route Ridership YTD.

Monthly Weekday Average Ridership History



Percent Change by Route: November 2022 compared to November 2021





Interurban Transit Partnership

Date: January 5, 2022
To: ITP Board
From: Maxwell Dillivan, AICP – Senior Planner
Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – December 2022

OVERVIEW

December 2022 ridership and productivity outperformed December 2021 but by a more modest margin than had been seen in previous months when compared to the same month the previous year. However, an additional weekday in December 2021 and extremely inclement weather during the third week of December 2022 collectively explain the discrepancy. After a second consecutive month, Silver Line no longer ranks as the system’s top-performing route – a place now held by Route 9 Alpine.

BACKGROUND INFORMATION

Monthly Ridership

Table with 4 columns: Service Type, Dec 2022, Dec 2021, % Change. Rows include Regular Fixed Route Service, Contracted Service, and Total Monthly Fixed Route Ridership.

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Productivity Summary

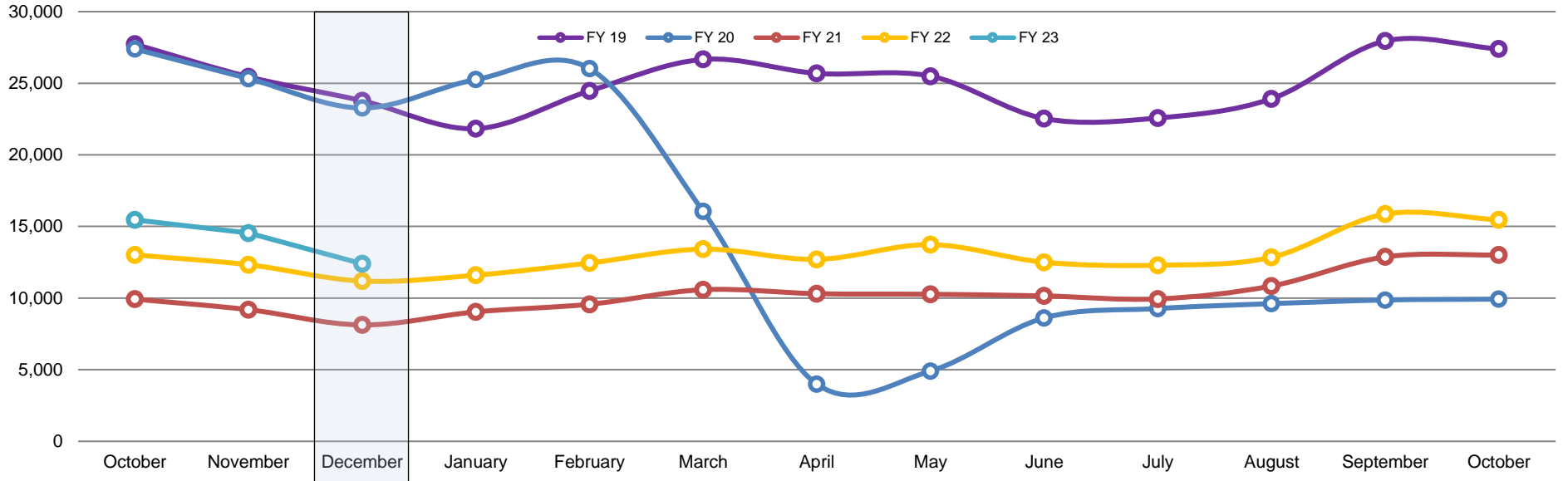
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Fiscal Year Ridership

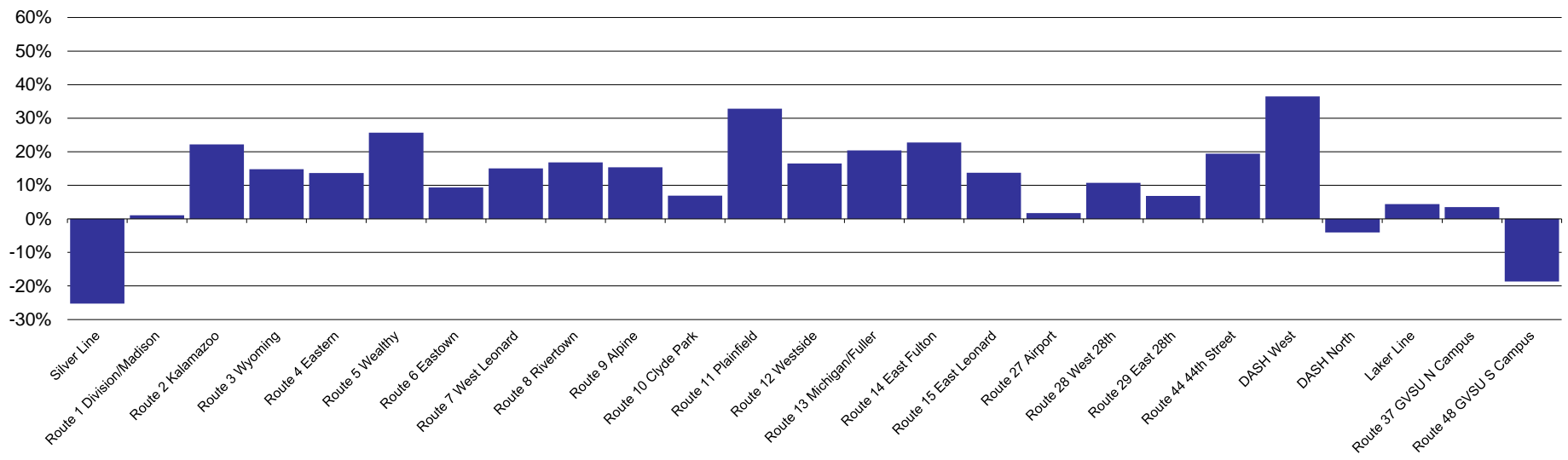
Table with 4 columns: Service Type, FY 2023, FY 2022, % Change. Row includes Regular Fixed Route Service.

Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	456,330	420,610	↑ 8.5%
Total Fixed Route Ridership YTD	1,511,827	1,332,288	↑ 13.4%

Monthly Weekday Average Ridership History



Percent Change by Route: December 2022 compared to December 2021





Interurban Transit Partnership

DATE: December 15, 2022
TO: ITP Board
FROM: Jason Prescott
SUBJECT: NOVEMBER 2022 PARATRANSIT RIDERSHIP REPORT

Paratransit ridership information for November 2022, as compared to November 2021

	2022	2021	% Change
Total Paratransit Ridership	17,965	16,839	6.7%
ADA Ridership	14,194	13,231	7.3%
Non-Disabled Senior (NDS) Ridership	107	69	55.1%
PASS Ridership	229	355	-35.5%
Network 180	2,608	2,475	5.4%
Cascade Township/Funding source	150	94	60%

Ridership averages, as compared to 2021

	2022	2021	% Change
Weekday Ridership	651	654	-0.5%
Saturday Ridership	216	249	-13.3%
Sunday Ridership	203	213	-4.7%

Other Performance Measures

	2022	2021	% Change
On-Time Performance	75.00%	86.00%	-12.8%
On-Time Drop-Off	80.00%	92.00%	-13.0%
Average Cost Per Trip	\$39.75	\$30.71	29.4%



Interurban Transit Partnership

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

Date: January 5, 2023

To: Board of Directors

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

Subject: Rapid Connect

OVERVIEW

Rapid Connect mobility-on-demand program report from Thursday, December 29 through Wednesday, January 4. The intent of these reports is to be distributed weekly on Friday mornings. The reports will always cover a five-day service period.

HISTORICAL CONTEXT

The Rapid Connect service was 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, 1,257 people have signed up to use this new service (a 2% increase from the previous week).

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

CURRENT RIDERSHIP

Between Thursday, December 29 and Wednesday, January 4 (five-day service period), there were a total of completed 162 trips. All 162 trips were scheduled on-demand through the app.

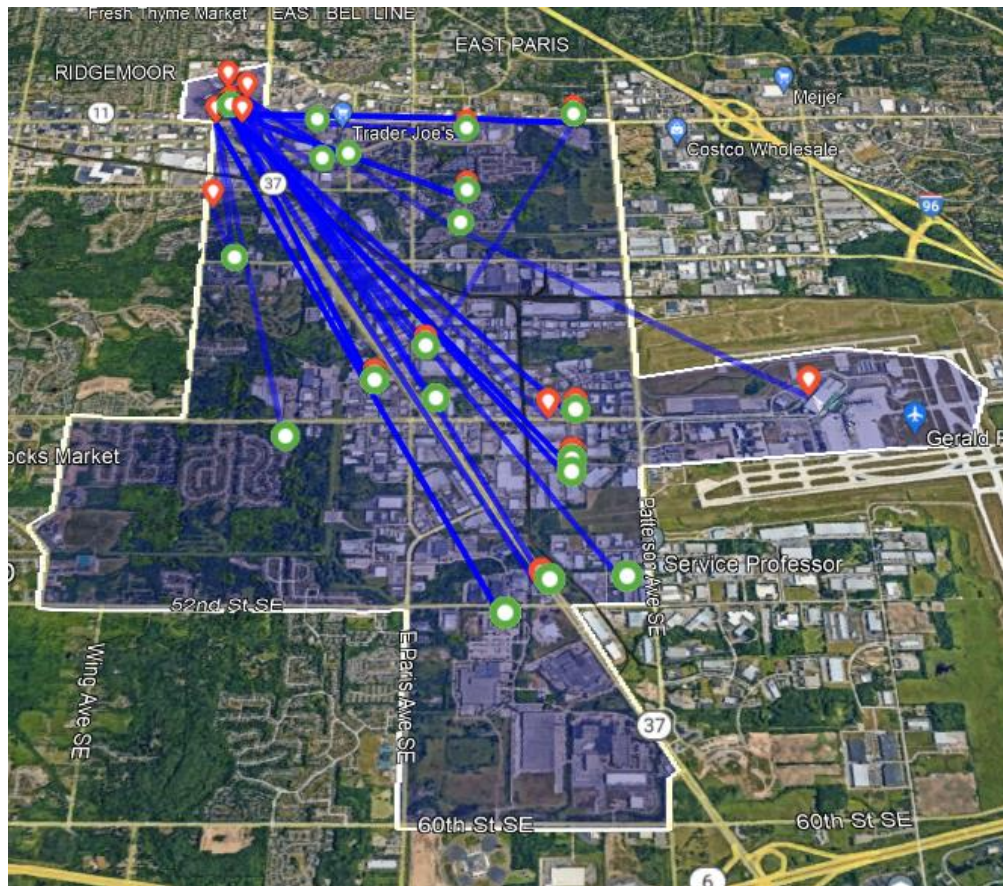
Interurban Transit Partnership

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There were completed 91 trips in Kentwood (56%), and 71 trips completed in Walker (44%). There were 27 individual riders in Kentwood and 14 in Walker that made up these trip counts for this week.

The average fare trip distance in Kentwood is 2.94 miles, and 2.81 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.

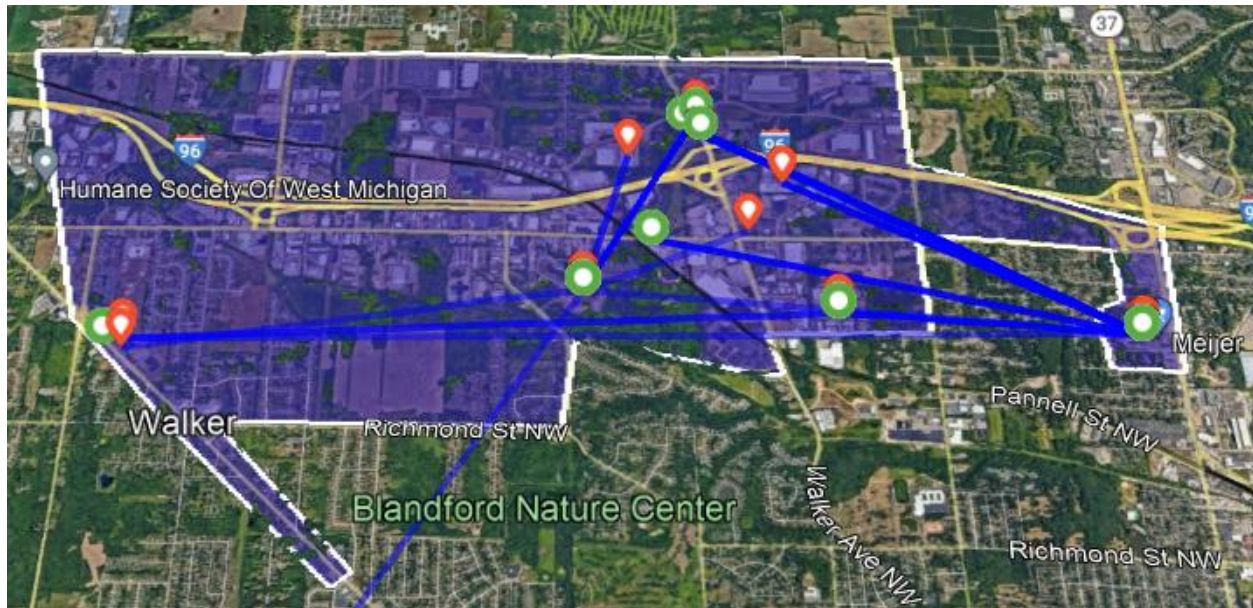
The earliest trip in Kentwood for this five-day service period had a reported arrival time of 5:53 a.m. The latest trip was completed at 9:36 p.m.



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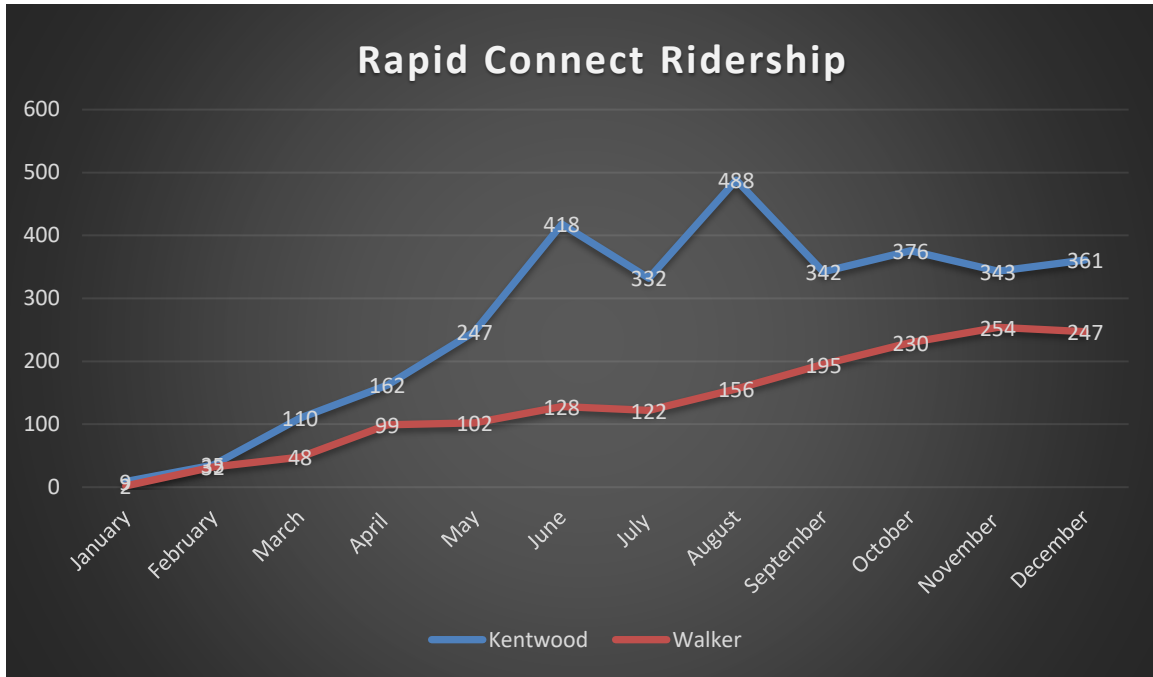
300 Ellsworth SW, Grand Rapids, Michigan 49503-4005 Ph 616 456 7514

The earliest trip in Walker for this five-day service period had a reported arrival time of 6:03 a.m. The latest trip was completed at 9:14 p.m.



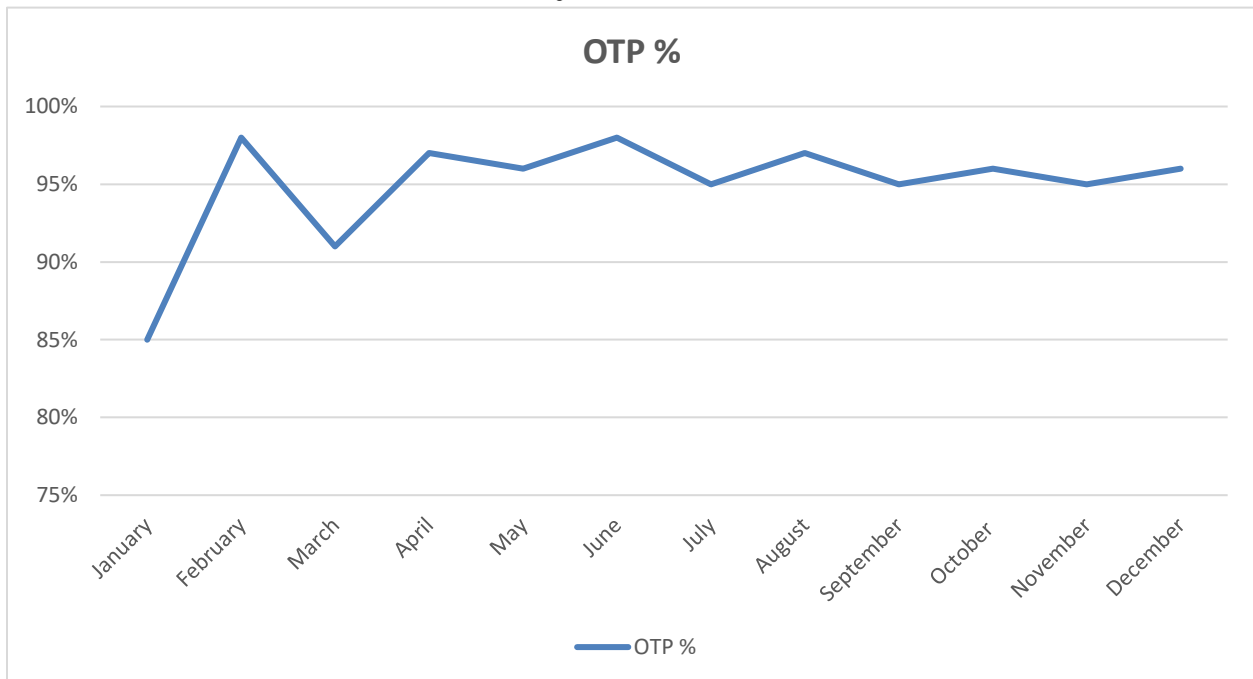
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Rapid Connect Ridership

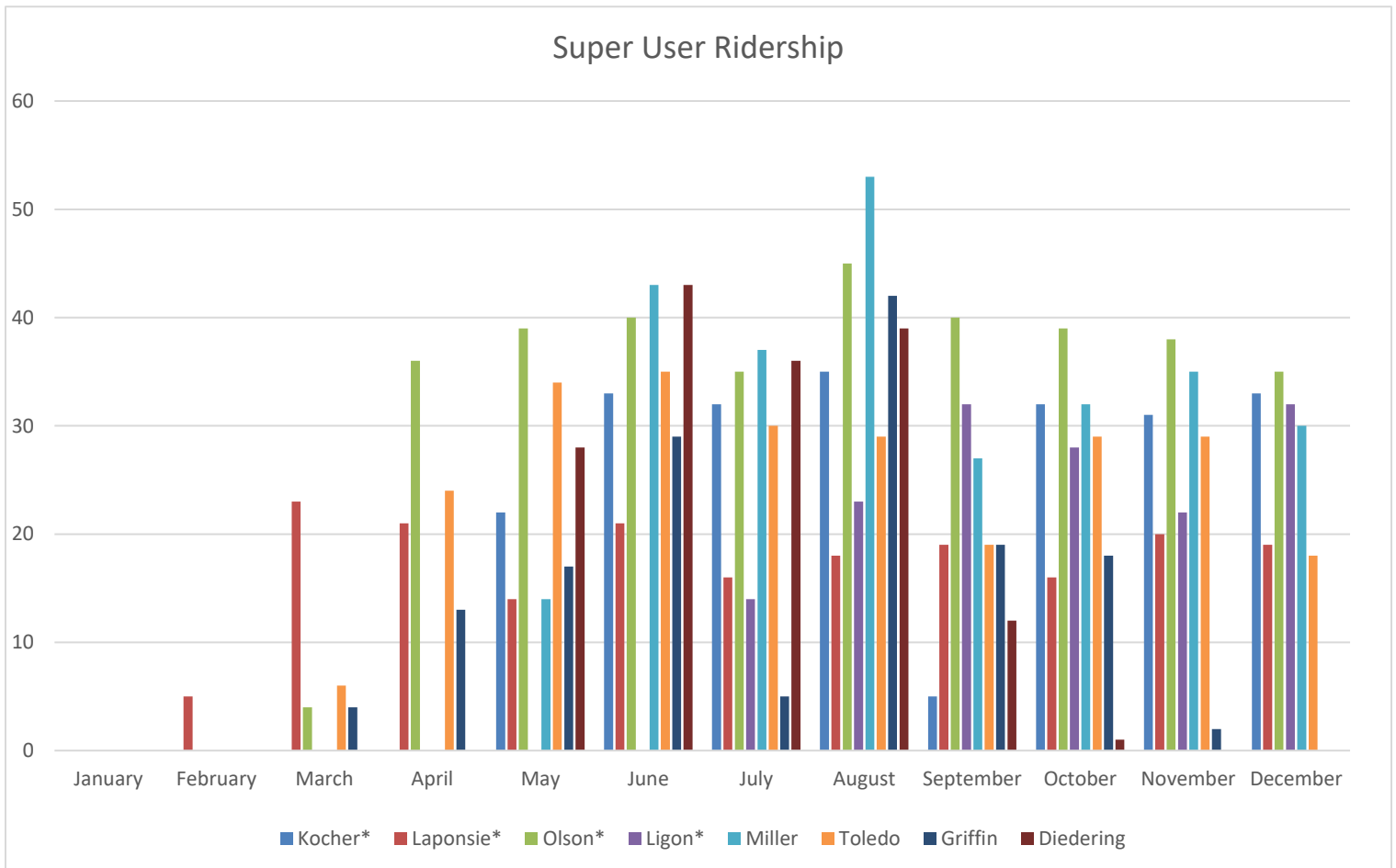
January 2022 – Present



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January 2022 – Present



*Indicates Walker Resident