



Present Performance & Service Committee Members

Charis Austin

David Bilardello (Chair)

Tracie Coffman

Steven Gilbert

Andy Guy

PRESENT PERFORMANCE & SERVICE COMMITTEE MEMBERS

Tuesday, August 18, 2020 – 4 p.m.

Virtual Meeting

AGENDA

	<u>PRESENTER</u>	<u>ACTION</u>
1. PUBLIC COMMENT		
2. MINUTES REVIEW – May 12, 2020	David Bilardello	Approval
3. DISCUSSION		
a. COVID Response and Recovery	Steve Schipper	Information
b. Laker Line Update	Nick Monoyios	Information
c. COA Update	Nick Monoyios	Information
4. RIDERSHIP REPORTS		
a. Ridership Update	Nick Monoyios	Information
b. Fixed Route Report Cards	Max Dillivan	Information
c. Paratransit Report Cards	Jason Prescott	Information
5. OTHER ITEMS	Win Irwin	
6. ADJOURNMENT		

Next meeting: November 10, 2020



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PRESENT PERFORMANCE & SERVICE COMMITTEE MEETING MINUTES

Tuesday, May 12, 2020 – 4 p.m.

Virtual Meeting

ATTENDANCE:

Committee Members Present:

Charis Austin, David Bilardello, Tracie Coffman, Andy Guy

Committee Members Absent:

Steven Gilbert

Staff Attendees:

Steve Clapp, Max Dillivan, Julie Ilbrink, Andrew Johnson, Steve Luther, Nick Monoyios, Jason Prescott, Dina Reed, Mike Wieringa

Other Attendees:

Mr. Bilardello called the meeting to order at 4:01p. The meeting was held using the Zoom video conference platform. Attendance was read into the record by Ms. Ilbrink.

1. PUBLIC COMMENT

No public comment was offered.

2. MINUTES – February 18, 2020

Minutes from the February 18, 2020 meeting were distributed and reviewed. The motion made by Ms. Coffman to accept the minutes as written was seconded by Mr. Guy. The motion passed unanimously.

3. DISCUSSION

a. Ridership Update

Mr. Dillivan shared we started to see ridership decrease at the beginning of March, leading up to the executive order beginning on March 25. Since then, we implemented a service change, cut routes, and made changes. We have seen some predictable ridership patterns from that point. Starting in late April, we started seeing some minor increases. Recently we were at an approximate 85% decreased rate.

Mr. Bilardello asked how the riders are adhering to the mask policy, and inquired if we had feedback from the drivers. Mr. Luther shared we are currently looking at 70-80% compliance. Operators are not forcing people off the bus, but are encouraging people to wear masks when they get on the bus. More

people on the platform are also wearing masks. Most of the drivers are wearing masks; only a few are not due to breathing difficulties.

Mr. Johnson shared we have had only a couple of crowding issues where we have needed to send out a replacement bus.

Mr. Bilardello asked if we are marking off the rows or seats. Mr. Luther expressed signs are on seats but they are not roped off. One side of priority seating has been put up to give more room between the driver and the first passenger. The buses are being disinfected a couple times per day.

b. COVID-19 Precautions Update

Mr. Luther shared an update on COVID-19 precautions. Actions include reducing service and a drop in ridership, the team has marked off seats, increased cleaning protocol for buses and facilities, and PPE are in the hands of all our staff.

Mr. Luther shared once the bus is cleaned at night, another crew will do a disinfection, which kills the virus. They do a hot steam treatment and are experimenting with UV light. We have had a huge response to getting fabric masks from the public. We currently have approximately 5,000 masks and are using 50-100 per day. We are being supplied with face shields from two manufacturers in town. The operators have received this product well. Within the buildings, we are enforcing hand washing and social distancing. Starting at the end of this week, we will be doing temperature checks. We also have sanitizer dispensers on each bus.

Mr. Bilardello asked if masks could be provided to passengers. Mr. Luther shared that we will be doing a passenger mask give-out as needed. We don't have a steady supply stream, so that makes it pretty difficult.

c. COVID-19 Easing of Restrictions Plan

Mr. Johnson asked if we have a plan for service that we are rolling out on May 26. We are expecting the stay-at-home order to end eventually, but we expect there will be an easing of that. We anticipate increased ridership when this happens. We are not sure what the guidelines will be on distancing, which is also subject to change. We are anticipating financial hits from the state and local level in the future when the property taxes start coming in. We do know there will be a lot more financial modeling happening before we know what kind of service we can provide.

Mr. Monoyios reviewed and assessed ridership implications. They have put together a model of ridership recovery. They are also aware of the tensions that are present between wanting to accelerate recovery while being mindful of the financial implications. On May 26, they hope to restore all of our routes, except for Route 19, and will be enhancing busier routes to more frequent transportation. They are looking at a service span of 6a to 10p. Late night and early morning trips will continue to stay eliminated.

Mr. Johnson shared that we are looking to continue this current service plan through the end of summer. We also need to pay attention to the ramp up of the economy, and assessing how many people will be actually riding the bus. GVSU just shared they will be having face-to-face classes this fall, but we do not know how many students will be participating. Those numbers will need to go into the modeling. Public transportation worldwide is being blamed for the spread. There is no precise science tying this together, but we are looking at ways to step up our cleaning even more than previously in order to keep people safe.

d. COA Update

Mr. Dillivan shared that are working on public engagement, looking to pivot into some of the original ideas. They would like to look for ways to transform or enhance, but it's not going to be open ended when it comes to the scenarios.

Mr. Bilardello asked about the timeline of the COA. Mr. Dillivan shared prior to the shut-down we were about 65% towards the completion. Our consultants are still comfortable with the timeline. Mr. Bilardello shared that he has received mostly positive feedback from the recommendations in some of the scenarios.

Ms. Coffman asked if there were other items that may now be coming into the picture that were not considered prior to the COVID outbreak. Mr. Dillivan shared that it is imperative to align populations with food, medical facilities and jobs as we move forward.

e. General Project Updates

1) Laker Line

Mr. Monoyios provided an update on the Laker Line. Work is being on done on the BRT platforms, and they are making room for buses.

2) MV Transportation

Mr. Prescott shared there has been a conclusion to the Rapid On-Demand project since February. The project went a little longer than expected. One challenge found was there should have been a call-in feature with the app. Overall, Disability Advocates did a great job working with us, and they loved the flexibility of being able to schedule same day services. As the pandemic services change, we are continuing to look at this service. We may not see a rise in ridership until July or August.

3) Fleet Plan

Mr. Clapp shared the average age of fleet is over 7 years. CNG buses are 31% of our fleet. When we get the vehicles later this year, the percentage will jump to 48%. The Useful Life Benchmark is 12 years. Currently, we have 24 buses in the fleet that exceed ULB, due to miles (> or = 500,000 miles). We also have a 10-bus build with Gillig. Those vehicles will be delivered in July. We have 16 Laker-Line buses being built; to date, we have received 8 of them.

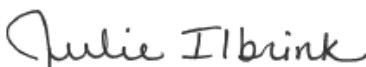
The next bus build is scheduled with Gillig, with delivery next year. There is also a bus build through a grant with anticipate receipt in 2022. Moving forward, we have a 12-bus build that will meet its ULB in 2022, another in 2024, another in 2025, and then Silver Line buses will expire in 2026. Mr. Johnson shared that we are also developing a disposal plan. We are working on keeping the parked buses maintained so that they run when it comes time to start them up.

4. AJOURNMENT

This meeting was adjourned at 5:02p

The next meeting is scheduled for August 18, 2020

Respectfully submitted,



Julie Ilbrink, Board Secretary

Date: August 14, 2020
To: Present Performance & Service Committee
From: Nick Monoyois – Planning Manager
 Maxwell Dillivan, AICP – Senior Planner
Subject: FY 2020 THIRD QUARTER FIXED ROUTE REPORT CARD

BACKGROUND


In keeping with the commitment of reporting system performance to the community, attached is the FY 2020 Third Quarter Fixed Route Report Card (April 2020 through June 2020).



COVID-19’s devastating impacts on ridership continued throughout third quarter of FY 2020. System wide ridership fell by 1.7 million rides, a 78% decrease, compared to third quarter of the previous fiscal year. The majority of contract services were suspended throughout the quarter and therefore were most severely impacted.

The precipitous decrease in ridership coupled with largely unvaried agency-wide expenses equated to extraordinarily high cost per passenger figures, while cost per revenue mile figures were relatively less affected due to the significant reduction in service levels in response to the outbreak. Drastically reduced traffic levels provided a benefit to the fixed route system by allowing for exceptional on-time performance and fewer preventable accidents.




REGULAR FIXED ROUTE SERVICE PERFORMANCE

(Regular fixed route service includes routes 1 – 18, 24, 28, 44, and Silver Line)

Productivity – Fixed route ridership in this quarter (473,307) decreased 74.1% (-1,353,048) compared to the same quarter of FY 2019. This is well below the standard of >0.0% and therefore receives a .

Cost Effectiveness – Cost per passenger was \$17.13 in this quarter. This is \$12.61 above the standard of \$4.87 and receives a . In addition, there were 0.76 passengers per revenue mile in this quarter. This is 0.65 below the standard of 1.41 and therefore receives a .

FY 2020 Third Quarter Report Card – Regular Fixed Route Service

	<u>3rd Quarter Apr-Jun 2020</u>	<u>3rd Quarter Apr-Jun 2019</u>	<u>Change</u>	<u>Standard</u>	<u>Difference From Standard</u>	
<u>Productivity</u>						
¹ Total Fixed-Route Ridership	473,307	1,826,355	-1,353,048	≥ 0.0%	-74.1%	
<u>Cost Effectiveness</u>						
⁶ Cost per Passenger <i>(fixed route only)</i>	\$17.13	\$4.52	\$12.61	≤ \$4.87	-\$12.26	
⁷ Passengers per Revenue Mile	0.76	1.60	-0.84	≥ 1.41	-0.64	

CONTRACTED SERVICE REPORT

(Contracted service includes GVSU, GRCC, Ferris State, and DASH routes)


FY 2020 Third Quarter Report Card – Contracted Service


	3rd Quarter <u>Apr-Jun 2020</u>	3rd Quarter <u>Apr-Jun 2019</u>	<u>Change</u>	<u>Percent Change</u>
Total Fixed-Route Ridership	30,963	427,139	-396,176	-92.8%
Cost per Passenger	\$32.62	\$4.12	\$28.50	691.7%
Passengers per Revenue Mile	0.40	1.76	-1.36	-77.3%


Note: There are no specific standards attached to Contracted Services


TOTAL SERVICE PERFORMANCE



(Performance for the entire fixed route system (regular fixed route and contracted services), not including Go!Bus and Vanpool)

Productivity – Total ridership in this quarter (504,270) decreased 77.6% (-1,749,224) compared to the same quarter of FY 2019. This is 77.6% below the standard of >0.0% and therefore receives a .







Preventable Accidents – There were 0.71 preventable accidents per 100,000 revenue miles in this quarter. This is 1.03 below the standard of 1.50 preventable accidents per 100,000 revenue miles and therefore receives a .

Customer Service – There were 17.25 complaints per 100,000 passengers in this quarter. This 12.75 above the standard of 4.50 and receives a . In addition, there were 0.59 commendations per 100,000 passengers. There is no standard for this category.




On-Time Performance – Routes operated on-time 90.0% of the time in this quarter. This is 7.0% above the on-time performance standard of 83.0%. As a result, this category receives a .

Cost Effectiveness – Cost per passenger was \$18.08 in this quarter. This is \$13.63 above the standard of \$4.45 and therefore receives a . In addition, there were 0.72 passengers per revenue mile in this quarter. This is 0.65 below the standard of 1.37 passengers per revenue mile and therefore receives a .

FY 2020 Third Quarter Report Card – Contracted and Fixed Route Services

	3rd Quarter <u>Apr-Jun 2020</u>	3rd Quarter <u>Apr-Jun 2019</u>	<u>Change</u>	<u>Standard</u>	<u>Difference From Standard</u>	
<u>Productivity</u>						
Total Fixed-Route Ridership	504,270	2,253,494	-1,749,224	≥ 0.0%	-77.6%	
<u>Preventable Accidents</u>						
Accidents per 100,000 Revenue Miles	0.71	1.74	-1.03	≥ 1.50	-0.79	
<u>Customer Service</u>						
Complaints per 100,000 Passengers	17.25	4.22	13.03	≤ 4.50	12.75	
Commendations per 100,000 Passengers	0.59	0.71	-0.12	none	n/a	
<u>On Time Performance</u>						
Percentage of On-Time Buses	90.0%	83.9%	6.12%	≥ 83.0%	7.0%	
<u>Cost Effectiveness</u>						
Cost per Passenger	\$18.08	\$4.45	\$13.63	≤ \$4.89	\$13.19	
Passengers per Revenue Mile	0.72	1.63	-0.91	≥ 1.37	-0.65	

FY 2020 Report Card Standards

Category	Measurement Standard			
<u>Productivity</u>				
¹ Total Ridership	Trending over past years	> 0.0%	≤ 0.0% and > -5.0%	≤ -5.0%
		> 0.0%	≤ 0.0% and > -5.0%	≤ -5.0%
<u>Safety</u>				
² Preventable Accidents per 100,000 Miles	Trending over past years	≤ 1.50	>1.50 and < 1.75	≥ 1.75
<u>Customer Service</u>				
³ Complaints per 100,000 Passengers	Trending over past years	≤ 4.50	> 4.50 and < 6.00	≥ 6.00
⁴ Commendations per 100,000 Passengers	None	n/a	n/a	n/a
<u>On Time Performance</u>				
⁵ Percentage of On-Time Buses	Fixed standard	≥ 83.0%	< 83.0% and > 80.0%	≤ 80.0%
<u>Cost Effectiveness</u>				
⁶ Cost per Passenger (fixed route only)	Projected fixed-route operating expenses divided by ridership projection; seasonally adjusted	≤ \$4.34	> \$4.34 and < \$4.70	≥ \$4.70
		≤ \$3.97	> \$3.97 and < \$4.33	≥ \$4.33
⁷ Passengers per Mile	Projected ridership/route growth; seasonally adjusted	≥ 1.45	< 1.45 and > 1.27	≤ 1.27
		≥ 1.58	< 1.58 and > 1.33	≤ 1.33

Fixed Route specific measures are in **BLUE** and total services specific measures are in **ORANGE**

- ¹ Total passengers carried on The Rapid line haul services (Regular fixed and contracted services excluding GO!Bus and vanpool).
- ² Total number of preventable accidents per 100,000 miles. "Preventable" is defined as any accident involving a company vehicle that results in property damage and/or personal injury in which the employee failed to exercise every reasonable precaution to prevent the accident.
- ³ Registered complaints logged by customer service via phone, mail, walk-in or by email regarding the fixed-route system. Late bus complaints due to the weather conditions are not included.
- ⁴ Registered commendations logged by customer service via phone, mail, walk-in or by email regarding the fixed-route system.
- ⁵ This category is based on Avail GPS data that track all fixed-route buses. "On-time" is defined as departing from zero minutes before to five minutes after scheduled departure time.
- ⁶ Total line-haul operating expenses divided by total passengers carried. Capital expenses are 100% Federally and State funded and therefore are not included in operating expense calculations. Standards adjust quarterly based on averages from the previous 3 years.
- ⁷ The number of passengers carried per revenue mile. "Revenue mileage" does not include miles traveled to/from the beginning/end of a route. Standards adjust quarterly based on averages from the previous 3 years.

Date: April 14, 2020
To: Present Performance & Service Committee
From: Nick Monoyois – Planning Manager
 Maxwell Dillivan, AICP – Senior Planner
Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – APRIL 2020

OVERVIEW

The continuing effects of the coronavirus pandemic have prompted an unprecedented total system ridership decrease of 86% in April 2020 compared to April 2019. Drastic ridership declines of this magnitude have been experienced by transit agencies across the country and beyond. Throughout the month, the fixed route system was operating as a skeleton network with only 14 essential routes operating at reduced frequencies. There was a clear trend of routes operating at higher frequencies which serve grocery stores, medical facilities, and other essential locations performing notably better than those which serve fewer of those key destinations.

BACKGROUND INFORMATION

Monthly Ridership

	April 2020	April 2019	% Change
Routes 1 – 44 (<i>non-contracted regular fixed routes, incl. 19</i>)	129,144	647,402	↓ 80.1%
Contracted/Specialized Service (<i>GVSU, DASH, etc.</i>)	5,049	292,623	↓ 98.3%
Demand-Response (<i>Go!Bus, PASS</i>)	4,825	31,607	↓ 84.7%
Total Monthly Ridership	139,018	971,632	↓ 85.7%

Daily Average Ridership

	April 2020	April 2019	% Change
Weekday Total	5,105	38,964	↓ 86.9%
Weekday Evening	183	5,471	↓ 96.7%
Saturday	3,315	14,396	↓ 77.0%
Sunday	2,157	6,310	↓ 65.8%

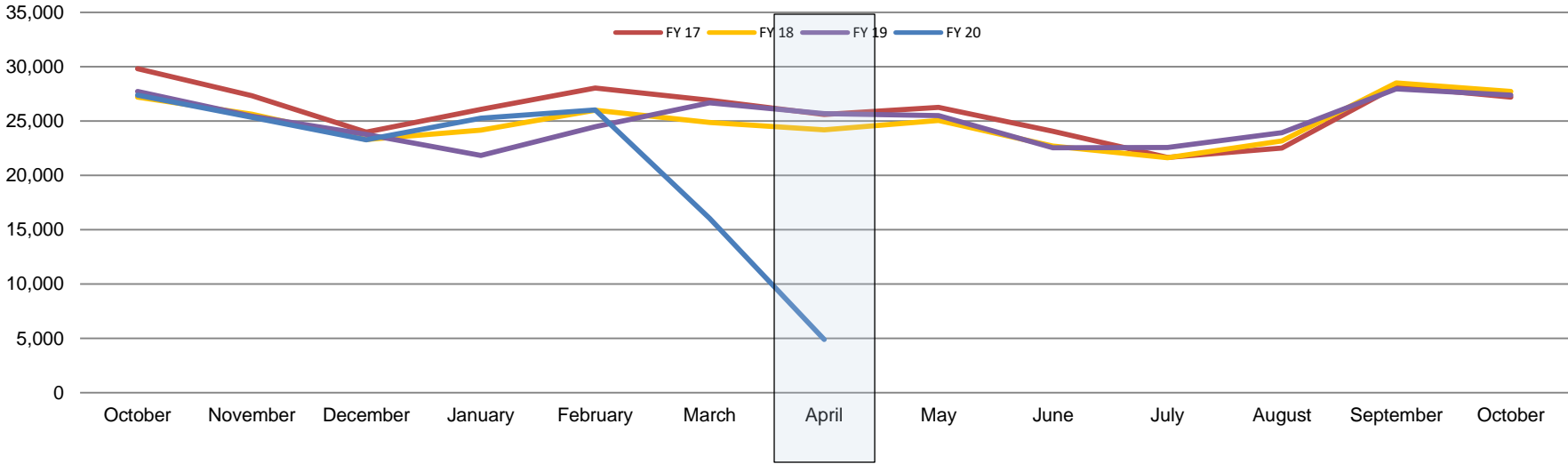
Fiscal Year Ridership

	Fiscal Year 2020	Fiscal Year 2019	% Change
Routes 1 – 44 (<i>non-contracted regular fixed routes, incl. 19</i>)	3,657,547	4,316,039	↓ 15.3%
Contracted/Specialized Service (<i>GVSU, DASH, etc.</i>)	1,603,143	2,091,115	↓ 23.3%
Demand-Response (<i>Go!Bus, PASS</i>)	166,627	201,596	↓ 17.3%
Total Monthly Ridership YTD	5,427,317	6,608,750	↓ 17.9%

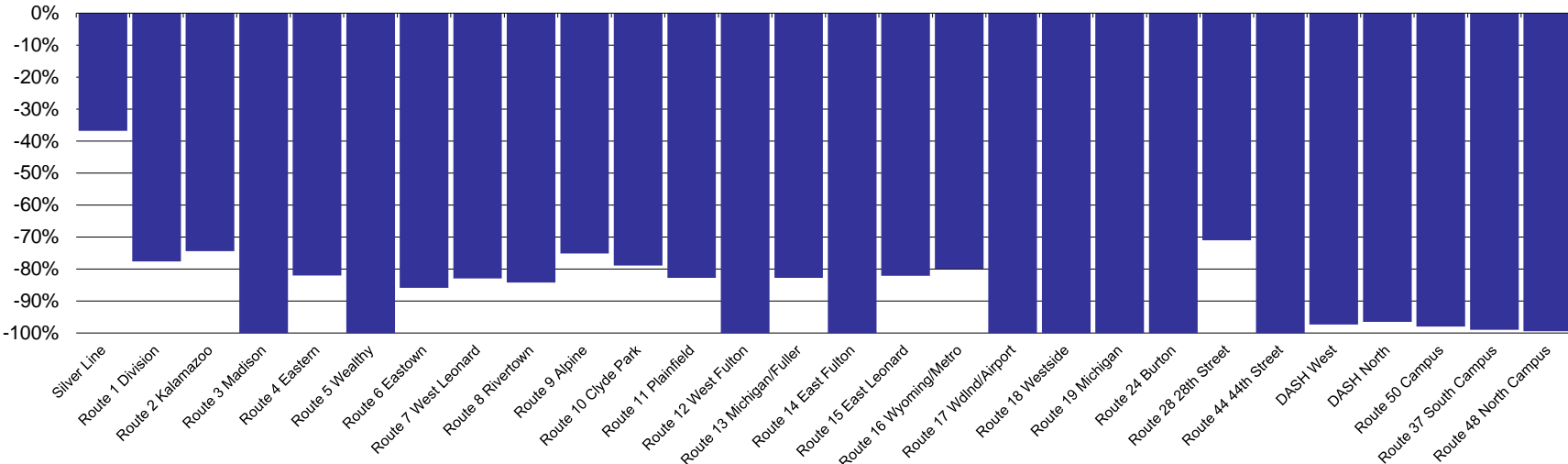
Productivity Summary

	April 2020	April 2019	% Change
Average passengers per hour per route	14.0	20.7	↓ 32.5%
Average passengers per mile per route	1.04	1.68	↓ 38.1%
Average farebox recovery percent per route	15.2%	23.8%	↓ 36.3%
Average daily passengers	4,299	21,022	↓ 79.6%

Monthly Weekday Average Ridership History



Percent Change by Route: April 2020 compared to April 2019



Date: August 14, 2020
To: Present Performance & Service Committee
From: Nick Monoyois – Planning Manager
 Maxwell Dillivan, AICP – Senior Planner
Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – MAY 2020

OVERVIEW

Many of the same trends observed in April 2020 continued throughout the month of May 2020. Several routes were suspended throughout May, consequently suppressing ridership further beyond the effects of the pandemic. Top performing routes throughout April (i.e., those serving essential locations such as grocery stores and medical facilities) continued their performance in May. These routes include Silver Line, Route 1 Division, Route 2 Kalamazoo, Route 4 Eastern, Route 9 Alpine, and Route 28 28th Street Crosstown.

BACKGROUND INFORMATION

Monthly Ridership

	May 2020	May 2019	% Change
Routes 1 – 44 (<i>non-contracted regular fixed routes, incl. 19</i>)	125,207	643,084	↓ 80.5%
Contracted/Specialized Service (<i>GVSU, DASH, etc.</i>)	4,613	69,718	↓ 93.4%
Demand-Response (<i>Go!Bus, PASS</i>)	5,834	30,598	↓ 80.9%
Total Monthly Ridership	135,654	743,400	↓ 81.8%

Daily Average Ridership

	May 2020	May 2019	% Change
Weekday Total	5,099	29,099	↓ 82.5%
Weekday Evening	303	4,306	↓ 93.0%
Saturday	3,426	12,291	↓ 72.1%
Sunday	2,131	5,867	↓ 63.5%

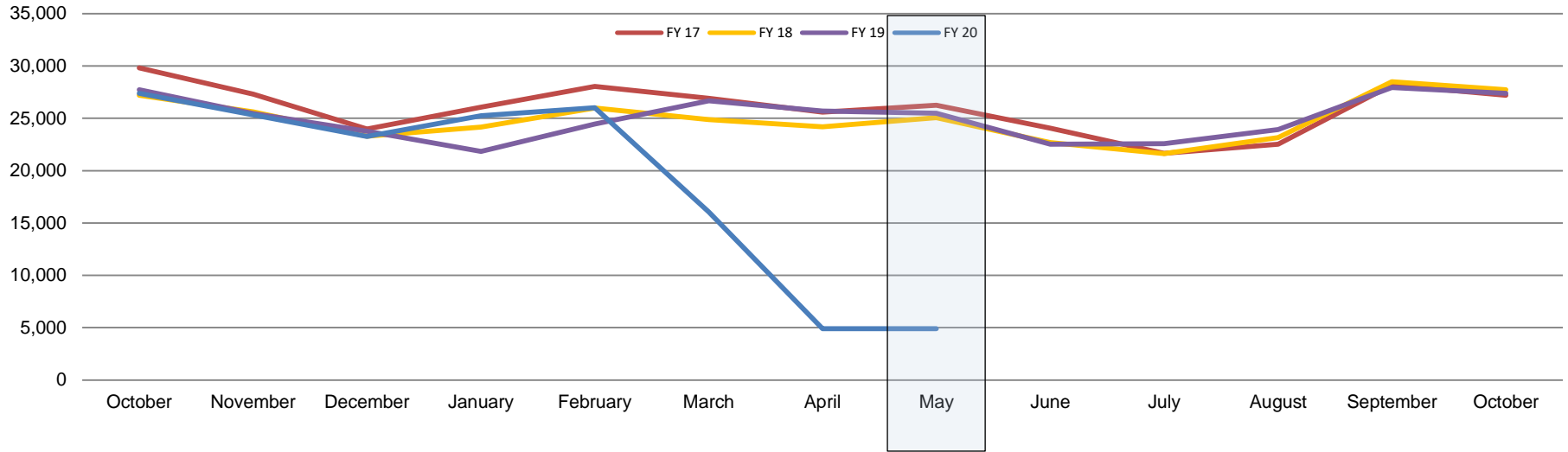
Fiscal Year Ridership

	Fiscal Year 2020	Fiscal Year 2019	% Change
Routes 1 – 44 (<i>non-contracted regular fixed routes, incl. 19</i>)	3,782,754	4,959,123	↓ 23.7%
Contracted/Specialized Service (<i>GVSU, DASH, etc.</i>)	1,607,756	2,160,833	↓ 25.6%
Demand-Response (<i>Go!Bus, PASS</i>)	172,461	232,194	↓ 25.7%
Total Monthly Ridership YTD	5,562,971	7,352,150	↓ 24.3%

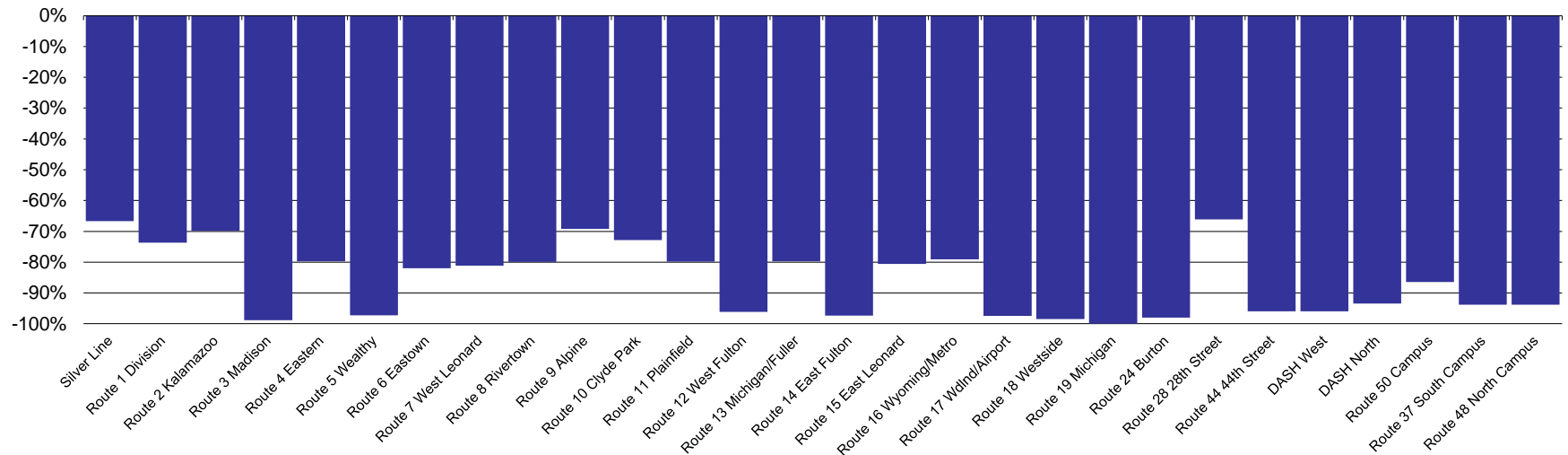
Productivity Summary

	May 2020	May 2019	% Change
Average passengers per hour per route	10.1	20.5	↓ 50.6%
Average passengers per mile per route	0.76	1.67	↓ 54.8%
Average farebox recovery percent per route	10.8%	24.1%	↓ 55.4%
Average daily passengers	4,173	20,836	↓ 80.0%

Monthly Weekday Average Ridership History



Percent Change by Route: May 2020 compared to May 2019



Date: August 14, 2020
To: Present Performance & Service Committee
From: Nick Monoyois – Planning Manager
 Maxwell Dillivan, AICP – Senior Planner
Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – JUNE 2020

OVERVIEW

June 2020 brought about a considerable ridership resurgence compared to recent months of the pandemic. Service levels were increased significantly on May 26th as frequency on several high-productivity routes was enhanced to 15-minute service from 6 a.m. to 6 p.m., and several temporarily-suspended routes returned to service. This recovery plan focused on enhancing service along corridors and communities of concern as determined in the COA, including Silver Line, Route 1 Division, Route 2 Kalamazoo, Route 4 Eastern (to 28th Street), Route 9 Alpine (to Greenridge Mall), and Route 28 28th Street Crosstown. Additionally, the trend of daily new coronavirus cases began decreasing throughout the month helping contribute to an increased willingness to ride transit and improved confidence in its safety.

BACKGROUND INFORMATION

Monthly Ridership

	June 2020	June 2019	% Change
Routes 1 – 44 (<i>non-contracted regular fixed routes</i>)	218,956	535,869	↓ 59.1%
Contracted/Specialized Service (<i>GVSU, DASH, etc.</i>)	22,587	72,542	↓ 68.9%
Demand-Response (<i>Go!Bus, PASS</i>)	9,797	27,017	↓ 63.7%
Total Monthly Ridership	251,340	635,428	↓ 60.4%

Daily Average Ridership

	June 2020	June 2019	% Change
Weekday Total	1,211	4,340	↓ 72.1%
Weekday Evening	9,302	25,779	↓ 63.9%
Saturday	6,249	12,755	↓ 51.0%
Sunday	2,978	5,811	↓ 48.8%

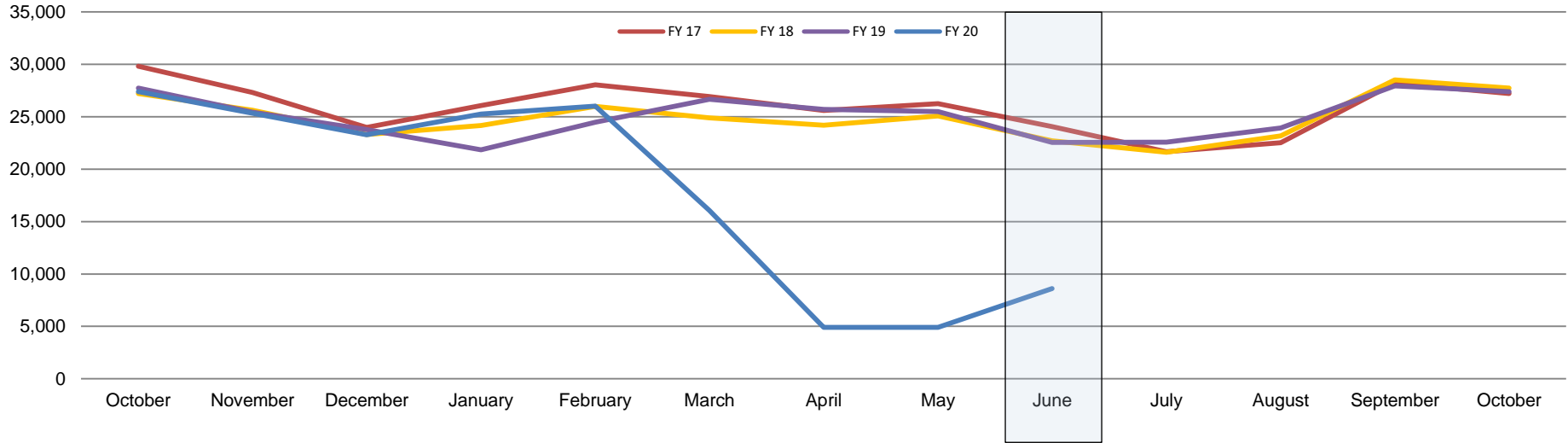
Fiscal Year Ridership

	Fiscal Year 2020	Fiscal Year 2019	% Change
Routes 1 – 44 (<i>non-contracted regular fixed routes</i>)	4,001,710	5,494,992	↓ 27.2%
Contracted/Specialized Service (<i>GVSU, DASH, etc.</i>)	1,630,605	2,233,375	↓ 27.0%
Demand-Response (<i>Go!Bus, PASS</i>)	182,258	259,211	↓ 29.7%
Total Monthly Ridership YTD	5,814,573	7,987,578	↓ 27.2%

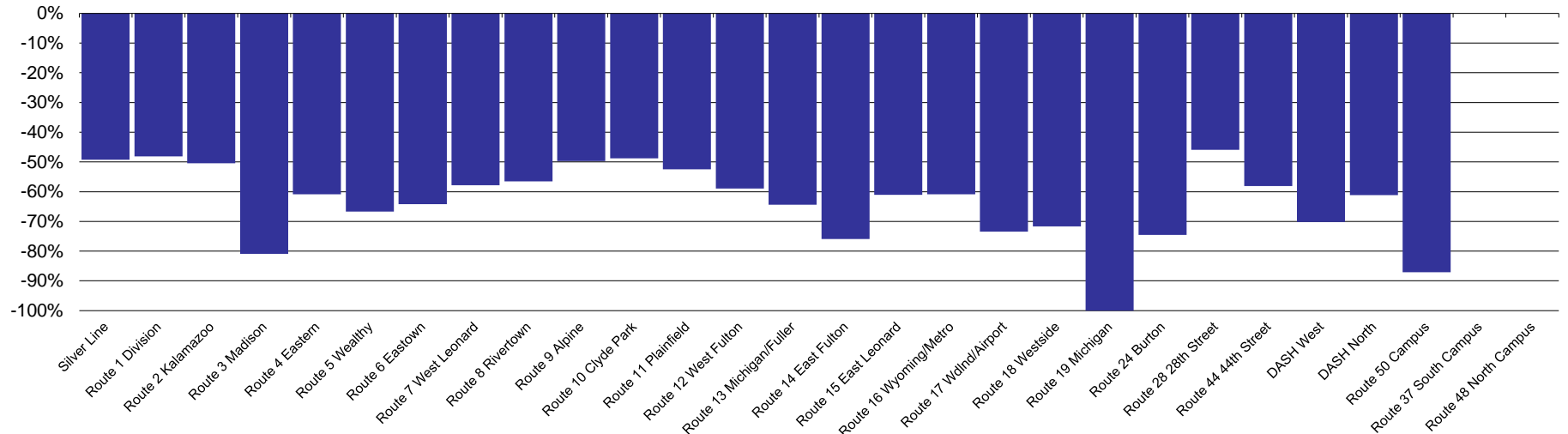
Productivity Summary

	June 2020	June 2019	% Change
Average passengers per hour per route	9.1	18.1	↓ 49.6%
Average passengers per mile per route	0.64	1.47	↓ 56.3%
Average farebox recovery percent per route	9.4%	23.9%	↓ 60.7%
Average daily passengers	7,297	17,626	↓ 58.6%

Monthly Weekday Average Ridership History



Percent Change by Route: June 2020 compared to June 2019




Date: August 14, 2020
To: Present Performance & Service Committee
From: Jason Prescott, Special Services Manager
Subject: FY 2020 THIRD QUARTER PARATRANSIT REPORT CARD


BACKGROUND


In keeping with the commitment of reporting system performance to the community, attached is the FY 2020 Third Quarter Paratransit Report Card.


Productivity – Paratransit ridership for the quarter (18,394) decreased by 73% (50,833 passengers) compared to the same quarter of Fiscal Year 2019.


 **Preventable Accidents** – There were 0 preventable accident per 100,000 revenue miles. This is below the maximum acceptable average of one preventable accident per 100,000 revenue miles.

 **Customer Service** – There was .01 complaints per 1,000 passengers. This is below the maximum acceptable average of one .9 complaints per 1,000 passengers.


 **Travel Time** – Average trip length was 29 minutes. This is less than the maximum acceptable average trip length of 30 minutes.

 **Passengers per Hour:** Service was provided to 1.6 passengers per hour. This is less than the acceptable average.

 **On-Time Performance** – The paratransit vehicles were on-time for 98.06% of the trips. This is more than the minimum acceptable on-time performance of 95%.

 **On-Time Appointment Drop-Off** – The paratransit vehicles dropped passengers off on time for appointments 97.20% of the time which is more often than the acceptable appointment time drop-off standard of 95% of the time.

Cost Per Trip – Cost per paratransit trip is \$34.93 for this quarter, an increase of (\$10.28) compared to the same quarter of 2019.

 **Ratio to Fixed-Route bus** - For every one passenger who boarded a paratransit vehicle, 27 passengers boarded the fixed-route bus system.




A summary of the report card is attached.



FY 2020 Third Quarter Report Card

	3rd Quarter Apr-Jun 2020	3rd Quarter Apr-Jun 2019	Change From Same Quarter	Standard	Difference	
<u>Productivity</u>						
¹ Total Ridership	18,394	69,227	50,833	n/a	-73%	n/a
Passengers per hour	1.6	1.9	.3	≥2.0	-15%	
<u>Preventable Accidents</u>						
² Accidents per 100,000 Miles	0	.61	.61	≤ 1.0	-100%	
<u>Customer Service</u>						
³ Complaints per 1,000 Passengers	.01	.51	.5	≤ 0.9	-98%	
⁴ Travel Time	29	30	1	≤ 30	-3.3%	
<u>On Time Performance</u>						
⁵ Percentage of On-Time Trips	98.06%	95.82%	2.24%	≥ 95%	2.3%	
⁶ Percentage of On-time Drop-offs	97.20%	96.46%	.74%	≥95%	.76%	
<u>Cost Effectiveness</u>						
⁷ Cost per Passenger	\$34.93	\$24.65	\$10.28	n/a	41%	n/a
⁸ Ratio of Paratransit to Fixed Route Ridership	1:27	1:27	0	≥1:30	0%	

FY 2020 Report Card Standards

Category	Measurement			
<u>Productivity</u>				
¹ Total Ridership	n/a	n/a	n/a	n/a
Passengers per hour	Fixed standard	≥ 2.0	< 2.0 and > 1.7	≤ 1.7
<u>Preventable Accidents</u>				
² Accidents per 100,000 Miles	Fixed standard	≤ 1.0	> 1.0 and < 1.5	≥ 1.5
<u>Customer Service</u>				
³ Complaints per 1,000 Passengers	Fixed standard	≤ 0.9	> 0.9 and < 1.5	≥ 1.5
⁴ Travel Time	Fixed standard	≤ 30	> 30 and < 33	≥ 33
<u>On Time Performance</u>				
⁵ Percentage of On-Time Trips	Fixed Standard	$\geq 95\%$	$< 95\%$ and $> 93\%$	$\leq 93\%$
⁶ Percentage of On-time Drop-offs	Fixed Standard	$\geq 95\%$	$< 95\%$ and $> 93\%$	$\leq 93\%$
<u>Cost Effectiveness</u>				
⁷ Cost per Passenger	n/a	n/a	n/a	n/a
⁸ Ratio of Paratransit to Fixed Route Ridership	Fixed standard	≥ 30	< 30 and > 27	≤ 27

¹ Total ridership on Paratransit system excluding network 180, CCT, RideLink and ACSET contracted service.

² Total number of preventable accidents per 100,000 miles, as reported by service providers.

³ Registered complaints logged by customer service via phone, mail, walk-in or by email regarding Paratransit Services.

⁴ Average time a passenger will travel on any given trip based on number of passengers divided by revenue hours.

⁵ and ⁶ Percentage of on-time trips. On-time is defined as pickups within 15 minutes of the scheduled pickup time and dropping off on or before scheduled drop off time.

⁷ Cost per passenger is defined as total amount paid to service providers plus cost of administration divided by total number of passengers.

⁸ Total number of paratransit passengers compared to total number of fixed-route passengers.

DATE: August 14, 2020
TO: Present Performance & Service Committee
FROM: Jason Prescott, Special Services Manager
SUBJECT: June 2020 PARATRANSIT RIDERSHIP REPORT

Paratransit ridership information for June 2020, as compared to June 2019

	2020	2019	% Change
Total Paratransit Ridership	9,797	27,017	-63.7%
ADA Ridership	8,314	20,684	-59.8%
Non-Disabled Senior (NDS) Ridership	40	87	-54.0%
PASS Ridership	123	539	-77.2%
Network 180	632	4,652	-86.6%
Cascade Township	197	712	-72%

Ridership averages, as compared 2019

	2020	2019	% Change
Weekday Ridership	372	953	-61.0%
Saturday Ridership	163	334	-51.2%
Sunday Ridership	82	326	-74.8%

Other Performance Measures

	2020	2019	% Change
On-Time Performance	96.69%	96.97%	-.2%
On-Time Drop-Off	95.05%	96.01%	-1%
Average Cost Per Trip	\$30.32	\$25.33	19.7%

June 2020 Paratransit Ridership and Operating Statistics

ADA	2020	2019	Change	% Change
Clients	879	1,606	(727)	-45.3%
Passenger Trips	8,314	20,684	(12,370)	-59.8%

NDS

Clients	3	13	(10)	-76.9%
Passenger Trips	40	87	(47)	-54.0%

PASS

Clients	12	32	(20)	-62.5%
Passenger Trips	123	539	(416)	-77.2%

CONTRACTED

Clients	0	2	(2)	-100.0%
Passenger Trips	0	10	(10)	-100.0%

RIDELINK

Clients	242	356	(114)	-32.0%
Passenger Trips	697	1,045	(348)	-33.3%
Phone Calls	2,070	3,955		
Total Trips sched. thru Rapid call center	1,859	4,906		

TOTALS

Clients	1,136	2,009	(873)	-43.5%
Passenger Trips	9,174	22,365	(13,191)	-59.0%
Average Weekday Ridership	372	953	(581)	-61.0%
Average Saturday Ridership	163	334	(171)	-51.2%
Average Sunday Ridership	82	326	(244)	-74.8%
All Ambulatory Passengers	5,237	14,838	(9,601)	-64.7%
All Wheelchair Passengers	3,937	7,527	(3,590)	-47.7%
No - Shows	326	501	(175)	-34.9%
Cancellations	8,364	5,001	3,363	67.2%
MV				
Average Cost per Trip	\$30.32	\$25.33	\$4.99	19.7%
Riders per Hour	1.6	1.9	(0.3)	-15.8%
Accidents per 100,000 Miles	0.0	1.1	(1)	-100.0%

Trip Denials	1	3	-2	-66.7%
NTD Travel Time (minutes)	32	30	2	6.7%

NETWORK 180

Passenger Trips	623	4,652	(4,029)	-86.6%
Average Weekday Ridership	29	232	(203)	-87.5%

TOTAL PASSENGER TRIPS	9,797	27,017	(17,220)	-63.7%
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Paratransit Service Quality Statistics: network 180 Excluded

	2020	2019	% of Trips	% Change
Complaints				
MV Complaints	6	14	0.1%	-57.1%

On-Time Performance

On-Time Compliance - Pick-up	96.69%	96.97%
On-Time Compliance - Drop-off	95.05%	96.01%