



## Interurban Transit Partnership

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### Present Performance & Service Committee Members

Charis Austin (Chair)

Tracie Coffman

Rick Baker

Rob Postema

## PRESENT PERFORMANCE & SERVICE COMMITTEE MEETING

Tuesday, September 17, 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 – July 23, 2024</b>	Charis Austin	Approval
<b>3. INFORMATION</b>		
<b>A. Ridership and Metrics</b>		
1) Paratransit	Jason Prescott	Information
2) On Demand	Jason Prescott	Information
3) Fixed Route Ridership (July/August 2024)	Tim Roseboom	Information
4) On-Time Performance (July/August 2024)	Nick Monoyios	Information
<b>B. Operational Financial/Impacts</b>		
1) RNG Contractor	Kevin Wisselink	Information
<b>C. Employees</b>		
1) Summer Refresher Training/Civil Discourse	Nguyen/Thomasini	Information
<b>D. Fleet and Facilities</b>		
1) EPA Monitoring Wells	Deron Kippen	Information
2) Information Booth/Security Offices	Deron Kippen	Information
3) Dispatch Office Remodel	Deron Kippen	Information
<b>4. ADJOURNMENT</b>		

Upcoming Procurements:

- None at this time

Next meeting: November 12, 2024



## Interurban Transit Partnership

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### 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:

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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**

##### **1. Paratransit, Mr. Jason Prescott**

Mr. Prescott is pleased to report that for July, we are trending at an impressive 94.42% On-Time Performance. This improvement reflects our ongoing efforts to enhance service delivery and efficiency.

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

Mr. Prescott provided an update regarding our Paratransit operations and staffing. Transdev currently employs 82 full-time drivers, with an additional three (3) drivers in training. As we continue to achieve high On-Time Performance rates, Mr. Prescott will be shifting his focus towards enhancing customer service and identifying opportunities to improve efficiencies within our fleet. This strategic shift will be crucial in ensuring we maintain our performance standards while also delivering exceptional service to our customers.

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

Mr. Prescott highlighted several key elements that have played a significant role in our success:

- a. **Leadership Collaboration:** the effective teamwork between The Rapid leadership team and Transdev support has been instrumental in driving our performance improvements.
- b. **New Vehicles:** The introduction of new vehicles has enhanced our reliability and operational efficiency, allowing us to better service our customers.
- c. **Robust Driver Staff:** Having a large, dedicated team of full-time drivers in place has ensured that we have the necessary resources to meet demand and maintain high service levels.

2. **On-Demand, Mr. Jason Prescott**

Mr. Prescott reported on the trends in ridership for June. We have observed a significant decrease in the number of trips taken recently. In Kentwood, the average number of riders has declined from approximately 50 per week to around 30 per week. Similarly, in Walker, we are now seeing about 15 individual riders per week. One trend we have noticed is that customers are increasingly opting to go to the hub rather than utilizing our services directly. It appears they are willing to use whichever service arrives first, whether it's Rapid Connect or Fixed Route.

Mr. Baker pointed out that our ridership numbers from last June and July are consistent with those we are observing this year. He raised an important question regarding the exploration of other areas in town where we could possibly implement On-Demand services.

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.

3. **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.

4. **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 pertinent 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 recover 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 an important 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**

### **1. 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.

### **2. 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 28<sup>th</sup> 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**

1. **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.

2. **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.

Mr. Wisselink said outdoors.

#### **4. ADJOURNMENT**

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

The next meeting is scheduled for September 17, 2024

Respectfully submitted,



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Kris Heald, Board Secretary



**Interurban Transit Partnership**

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DATE: September 17, 2024  
TO: Present Performance & Service Committee  
FROM: Jason Prescott  
SUBJECT: JULY 2024 PARATRANSIT RIDERSHIP REPORT

**Paratransit ridership information for July 2024, as compared to July 2023**

	2024	2023	% Change
Total Paratransit Ridership	18,227	16,814	8.4%
ADA Ridership	15,206	13,315	14.2%
Non-Disabled Senior (NDS) Ridership	134	104	28.8%
PASS Ridership	194	148	31.1%
Network 180	2,242	2,653	-15.5%

**Ridership averages, as compared to 2023**

	2024	2023	% Change
Weekday Ridership	624	613	1.8%
Saturday Ridership	230	209	10.0%
Sunday Ridership	208	210	-1.0%

**Other Performance Measures**

	2024	2023	% Change
On-Time Performance	94.50%	78.00%	21.2%
On-Time Drop-Off	98.00%	88.00%	11.4%
Average Cost Per Trip	\$54.46	\$41.40	31.5%

<b>July 2024 Paratransit Ridership and Operating Statistics</b>				
	<b>2024</b>	<b>2023</b>	<b>Change</b>	<b>% Change</b>
<b>ADA</b>				
Clients	1,231	1,155	76	6.6%
Passenger Trips	15,206	13,315	1,891	14.2%
<b>NDS</b>				
Clients	16	15	1	6.7%
Passenger Trips	134	104	30	28.8%
<b>PASS</b>				
Clients	12	11	1	9.1%
Passenger Trips	194	148	46	31.1%
<b>CONTRACTED</b>				
Clients	0	0	0	#DIV/0!
Passenger Trips	0	0	0	#DIV/0!
<b>RIDELINK</b>				
Clients	218	233	(15)	-6.4%
Passenger Trips (Performed by The Rapid)	451	594	(143)	-24.1%
<b>TOTALS</b>				
Clients	1,477	1,414	63	4.5%
Passenger Trips	15,985	14,161	1,824	12.9%
Average Weekday Ridership	624	613	11	1.8%
Average Saturday Ridership	230	209	21	10.0%
Average Sunday Ridership	208	210	(2)	-1.0%
All Ambulatory Passengers	12,867	11,329	1,538	13.6%
All Wheelchair Passengers	3,118	2,832	286	10.1%
No - Shows	385	412	(27)	-6.6%
Cancellations	351	557	(206)	-37.0%
<b>Transdev</b>				
Average Cost per Trip	\$54.46	\$41.40	\$13.06	31.5%
Riders per Hour	1.7	2.1	(0.4)	-19.0%
Accidents per Month	6.0	4.0	2	50.0%
<b>Trip Denials</b>	0	0	0	#DIV/0!
<b>NTD Travel Time (minutes)</b>	35	28	7	25.0%
<b>NETWORK 180</b>				
Passenger Trips	2,242	2,653	(411)	-15.5%
Average Weekday Ridership	102	139	(37)	-26.6%
<b>TOTAL PASSENGER TRIPS</b>	<b>18,227</b>	<b>16,814</b>	<b>1,413</b>	<b>8.4%</b>
<b>Paratransit Service Quality Statistics: network 180 Excluded</b>				
<b>Complaints</b>	<b>2024</b>	<b>2023</b>	<b>% of Trips</b>	<b>% Change</b>
Transdev Complaints	18	25	0.1%	-28.0%
<b>On-Time Performance</b>				
On-Time Compliance - Pick-up	94.50%	78.00%	16.5%	21.2%
On-Time Compliance - Drop-off	98.00%	88.00%	10.0%	11.4%



## **Interurban Transit Partnership**

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

**Date:** September 17, 2024

**To:** Present Performance & Service Committee

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

**Subject:** Rapid Connect July 2024 Monthly Report

### **OVERVIEW**

Rapid Connect mobility on-demand program report from Monday, July 1 through Wednesday, July 31.

### **HISTORICAL CONTEXT**

The Rapid Connect service launched on January 3<sup>rd</sup>, 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, 2,322 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 Monday, July 1 and Wednesday, July 31, 2024 (1 month service period), there were a total of 962 completed trips.

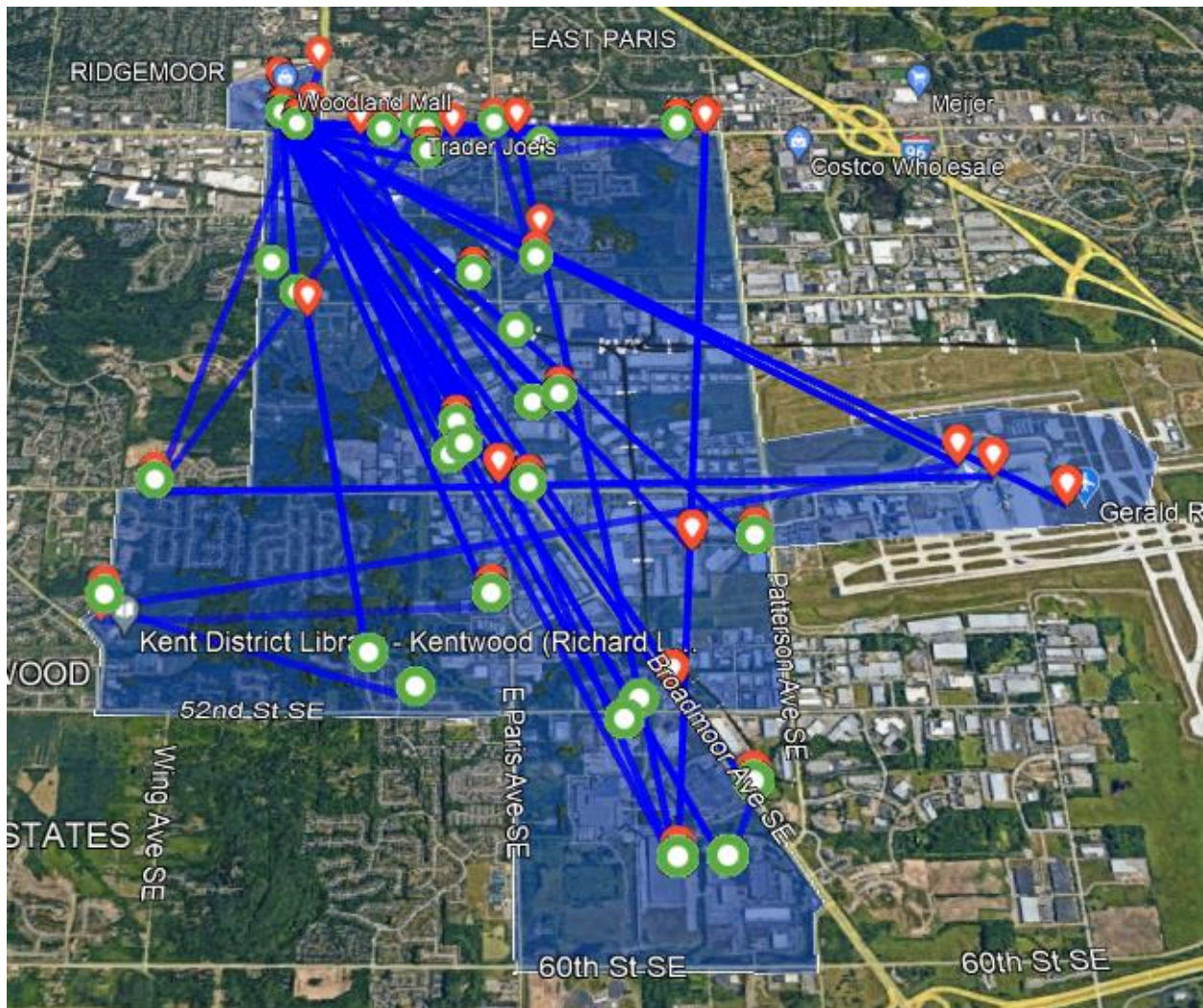
## Interurban Transit Partnership

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

There were 601 completed trips in Kentwood (62%), and 361 trips completed in Walker (38%). There were 55 individual riders in Kentwood and 28 in Walker that made up these trip counts for the month of July.

The average fare trip distance in Kentwood is 2.96 miles, and 2.95 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 July had a reported arrival time of 5:51 a.m. The latest trip was completed at 9:52 p.m.

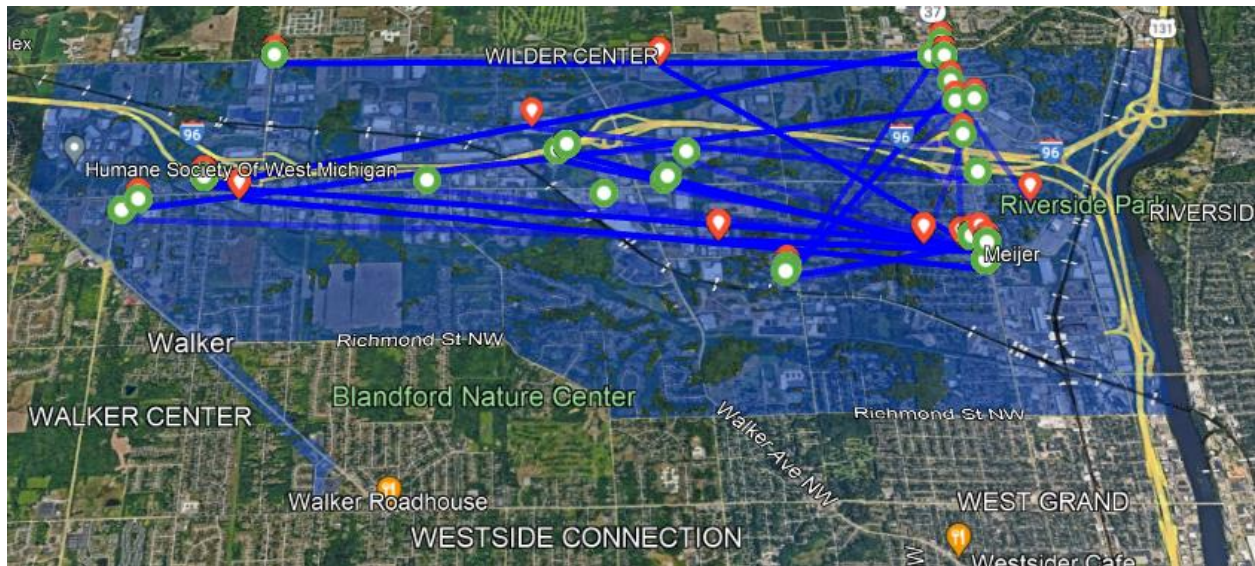


## Interurban Transit Partnership

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

The earliest trip in Walker for July had a reported arrival time of 6:03 a.m. The latest trip was completed at 9:59 p.m.

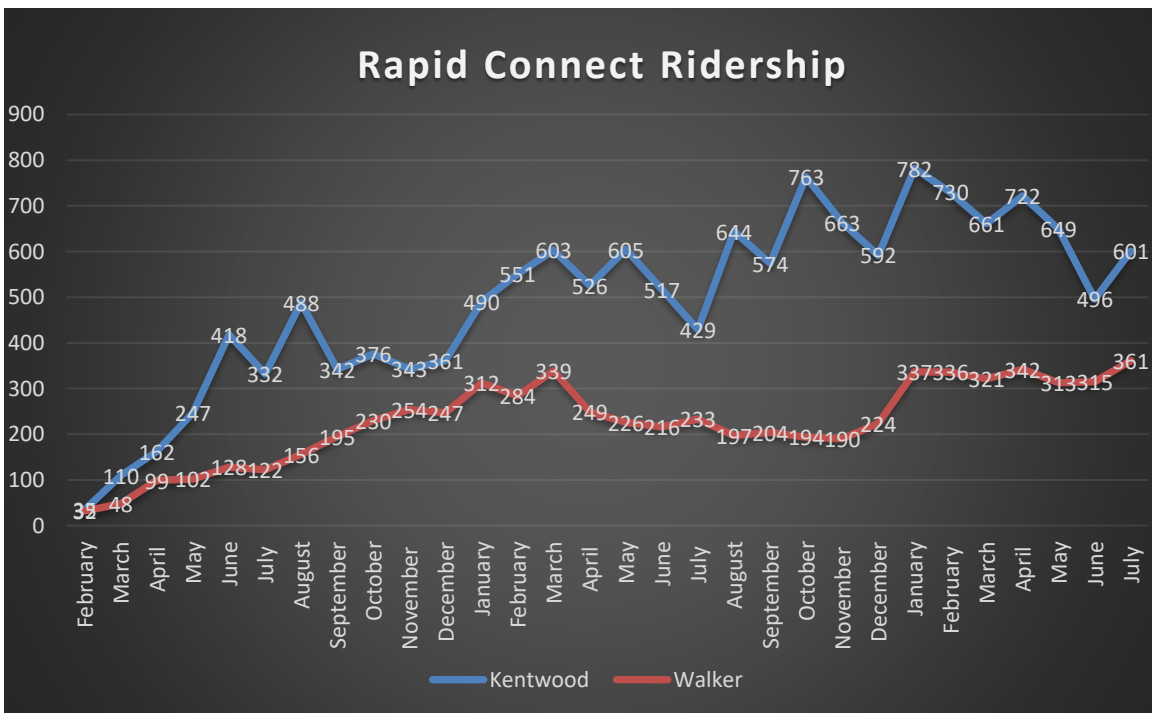
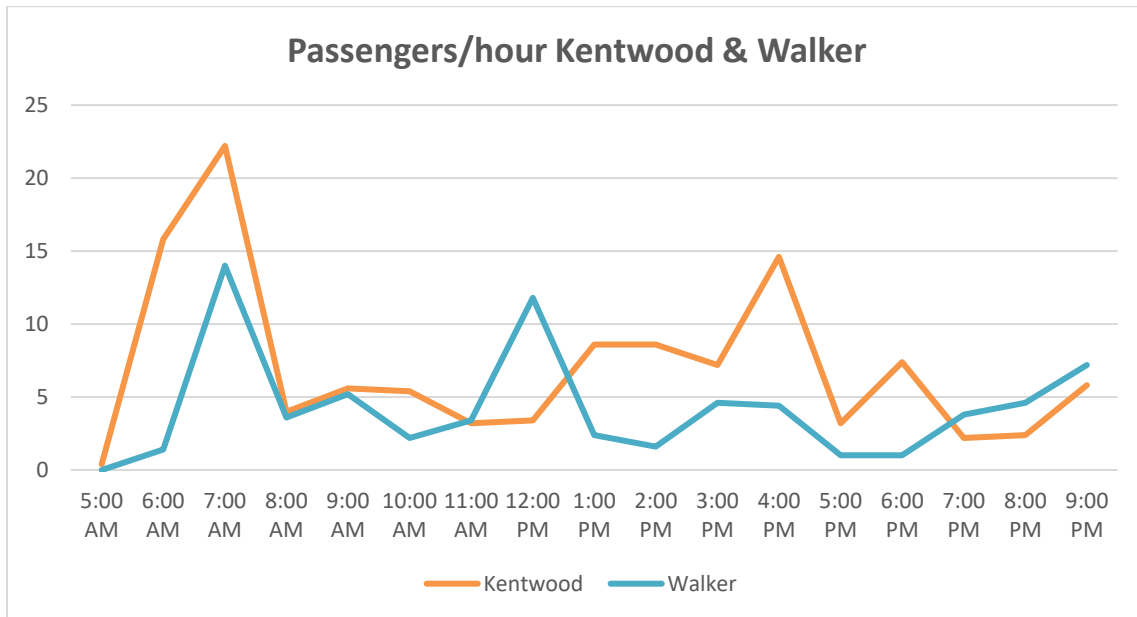


8 Destinations were visited in the expanded zone for July 2024.

- 566 Lankamp St. NW
- 2263 E Oak St. NW
- 3000 Alpine Ave NW
- 3248 Alpine Ave NW
- 3352 Alpine Ave NW
- 3515 Alpine Ave NW
- 3531 Alpine Ave NW
- 3596 Alpine Ave NW

## Interurban Transit Partnership

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



**Date:** September 17, 2024  
**To:** Present Performance & Service Committee  
**From:** Tim Roseboom – Senior Planner  
**Subject:** FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – July 2024

**OVERVIEW:** In July 2024, there was 2.0% increase in total monthly route ridership as compared to July 2023. Contract services increased 65.0%, however regular fixed routes services decreased 6.0%. July 2023 had a total of nine Clean Air Action Days compared to one in July 2024. Additionally, July 2024 had two more weekdays and one less Saturday and Sunday than July 2023.

**BACKGROUND INFORMATION**

**Monthly Ridership**

	<b>July 2024</b>	<b>July 2023</b>	<b>% Change</b>
Regular Fixed Route Service ( <i>Routes 1–44</i> )	298,343	317,224	-6.0%
Contracted Service ( <i>GVSU, DASH, GRCC, and Ferris</i> )	65,874	39,933	65.0%
<b>Total Monthly Fixed Route Ridership</b>	<b>364,217</b>	<b>357,157</b>	<b>2.0%</b>

**Daily Average Ridership**

	<b>July 2024</b>	<b>July 2023</b>	<b>% Change</b>
Weekday Total	14,256	14,711	-3.1%
Weekday Evening	2,909	2,364	23.0%
Saturday	8,084	8,179	-1.2%
Sunday	4,562	4,410	3.4%

**Productivity Summary**

	<b>July 2024</b>	<b>July 2023</b>	<b>% Change</b>
Average passengers per hour per route	12.5	12.1	3.6%
Average passengers per mile per route	0.93	0.89	4.1%
Average farebox recovery percent per route	10.1%	12.0%	-15.5%

**Fiscal Year Ridership**

	<b>FY 2024</b>	<b>FY 2023</b>	<b>% Change</b>
Regular Fixed Route Service ( <i>Routes 1–44</i> )	3,568,251	3,565,897	0.1%
Contracted Service ( <i>GVSU, DASH, GRCC, and Ferris</i> )	1,511,825	1,243,568	21.6%
<b>Total Fixed Route Ridership YTD</b>	<b>5,080,076</b>	<b>4,809,465</b>	<b>5.6%</b>

## COMPARISON OF JULY 2024 TO JULY 2019

### Monthly Ridership

	<b>July 2024</b>	<b>July 2019</b>	<b>% Change</b>
Regular Fixed Route Service ( <i>Routes 1–44</i> )	298,343	560,988	-46.8%
Contracted Service ( <i>GVSU, DASH, GRCC, and Ferris</i> )	65,874	71,979	-8.5%
<b>Total Monthly Fixed Route Ridership</b>	<b>364,217</b>	<b>632,967</b>	<b>-42.5%</b>

### Daily Average Ridership

	<b>July 2024</b>	<b>July 2019</b>	<b>% Change</b>
Weekday Total	14,256	25,388	-43.8%
Weekday Evening	2,909	4,452	-34.7%
Saturday	8,084	12,631	-36.0%
Sunday	4,562	5,979	-23.7%

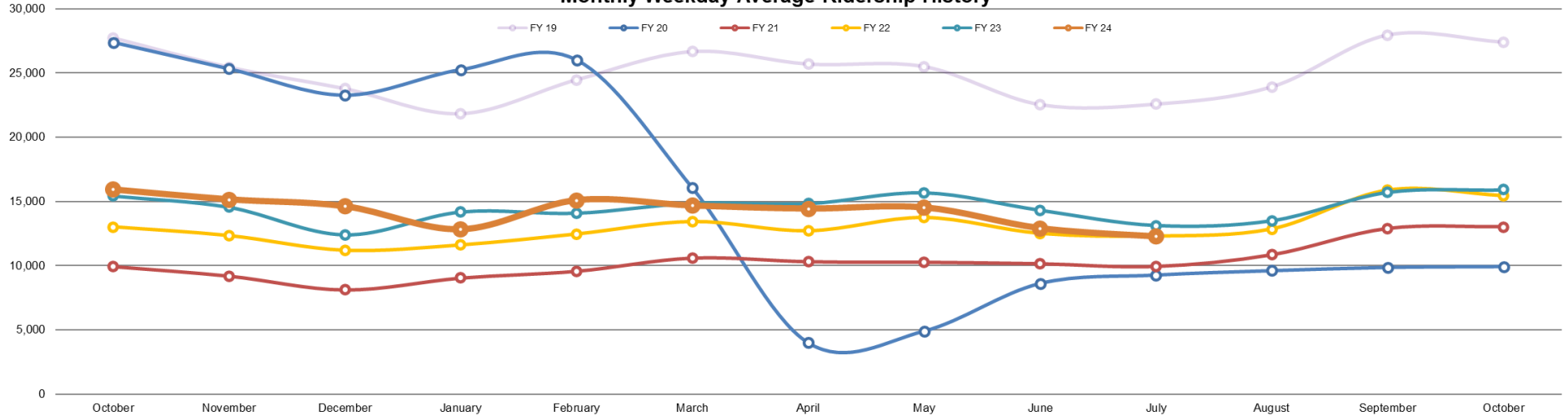
### Productivity Summary

	<b>July 2024</b>	<b>July 2019</b>	<b>% Change</b>
Average passengers per hour per route	12.5	17.9	-30.3%
Average passengers per mile per route	0.93	1.46	-36.3%
Average farebox recovery percent per route	10.1%	25.3%	-59.9%

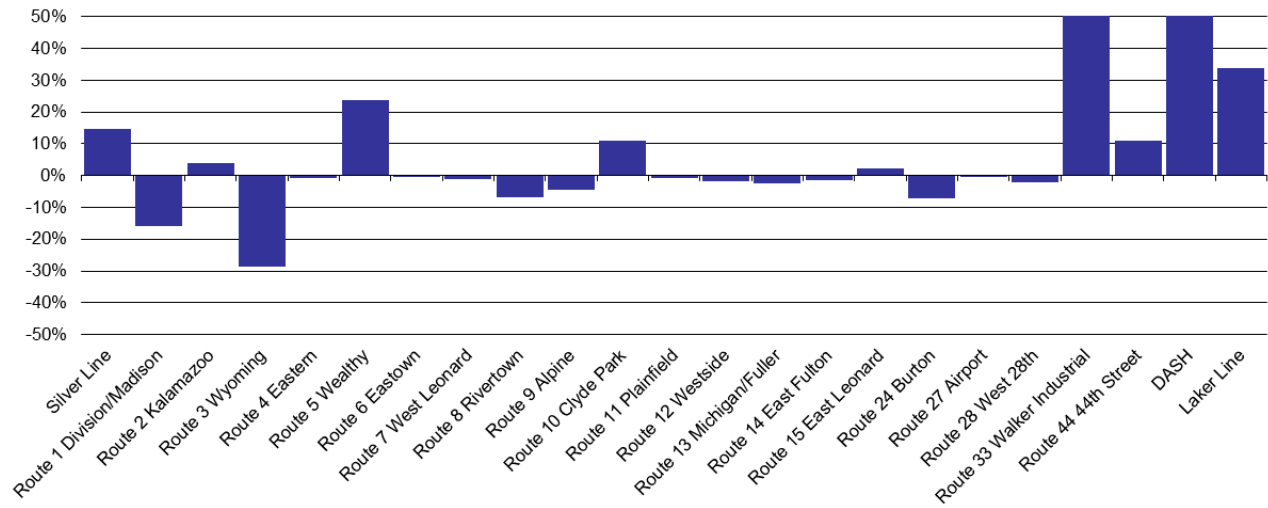
### Fiscal Year Ridership

	<b>FY 2024</b>	<b>FY 2019</b>	<b>% Change</b>
Regular Fixed Route Service ( <i>Routes 1–44</i> )	3,568,251	6,055,980	-41.1%
Contracted Service ( <i>GVSU, DASH, GRCC, and Ferris</i> )	1,511,825	2,305,354	-34.4%
<b>Total Fixed Route Ridership YTD</b>	<b>5,080,076</b>	<b>8,361,334</b>	<b>-39.2%</b>

**Monthly Weekday Average Ridership History**



**Percent Change by Route: July 2024 compared to July 2023**



**Date:** September 17, 2024  
**To:** Present Performance & Service Committee  
**From:** Tim Roseboom – Senior Planner  
**Subject:** FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – August 2024

**OVERVIEW:** In August 2024, there was an 8.4% increase in total monthly route ridership as compared to August 2023. Contract services increased 45.9%, however regular fixed routes services decreased 0.6%. August 2023 had two Clean Air Action Days compared to one in August 2024. Additionally, August 2024 had one less weekday and one more Saturday than August 2023.

**BACKGROUND INFORMATION**

**Monthly Ridership**

	<b>August 2024</b>	<b>August 2023</b>	<b>% Change</b>
Regular Fixed Route Service ( <i>Routes 1–44</i> )	353,761	355,975	-0.6%
Contracted Service ( <i>GVSU, DASH, GRCC, and Ferris</i> )	125,283	85,844	45.9%
<b>Total Monthly Fixed Route Ridership</b>	<b>479,044</b>	<b>441,819</b>	<b>8.4%</b>

**Daily Average Ridership**

	<b>August 2024</b>	<b>August 2023</b>	<b>% Change</b>
Weekday Total	18,890	16,943	11.5%
Weekday Evening	3,071	2,558	20.1%
Saturday	8,906	8,416	5.8%
Sunday	4,735	4,618	2.5%

**Productivity Summary**

	<b>August 2024</b>	<b>August 2023</b>	<b>% Change</b>
Average passengers per hour per route	13.7	12.3	11.5%
Average passengers per mile per route	1.02	0.91	11.8%
Average farebox recovery percent per route	11.4%	11.2%	2.0%

**Fiscal Year Ridership**

	<b>FY 2024</b>	<b>FY 2023</b>	<b>% Change</b>
Regular Fixed Route Service ( <i>Routes 1–44</i> )	3,922,012	3,921,872	0.0%
Contracted Service ( <i>GVSU, DASH, GRCC, and Ferris</i> )	1,637,107	1,329,413	23.1%
<b>Total Fixed Route Ridership YTD</b>	<b>5,559,119</b>	<b>5,251,285</b>	<b>5.9%</b>

## COMPARISON OF AUGUST 2024 TO AUGUST 2019

### Monthly Ridership

	<b>August 2024</b>	<b>August 2019</b>	<b>% Change</b>
Regular Fixed Route Service ( <i>Routes 1–44</i> )	353,761	608,801	-41.9%
Contracted Service ( <i>GVSU, DASH, GRCC, and Ferris</i> )	125,283	165,264	-24.2%
<b>Total Monthly Fixed Route Ridership</b>	<b>479,044</b>	<b>774,065</b>	<b>-38.1%</b>

### Daily Average Ridership

	<b>August 2024</b>	<b>August 2019</b>	<b>% Change</b>
Weekday Total	18,890	30,866	-38.8%
Weekday Evening	3,071	4,939	-37.8%
Saturday	8,906	13,740	-35.2%
Sunday	4,735	6,577	-28.0%

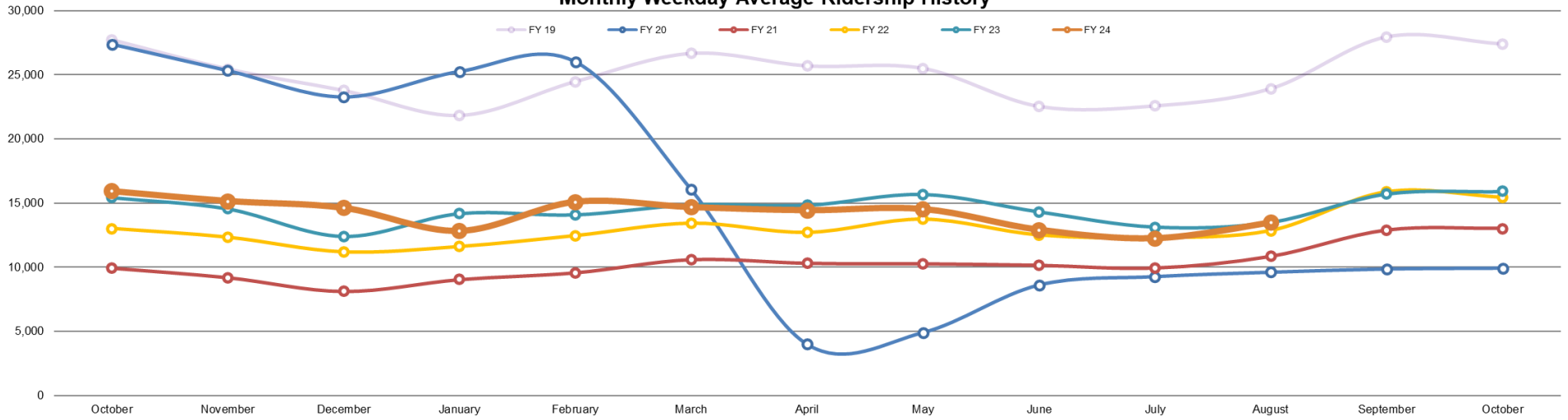
### Productivity Summary

	<b>August 2024</b>	<b>August 2019</b>	<b>% Change</b>
Average passengers per hour per route	13.7	19.1	-28.1%
Average passengers per mile per route	1.02	1.55	-34.4%
Average farebox recovery percent per route	11.4%	24.8%	-53.9%

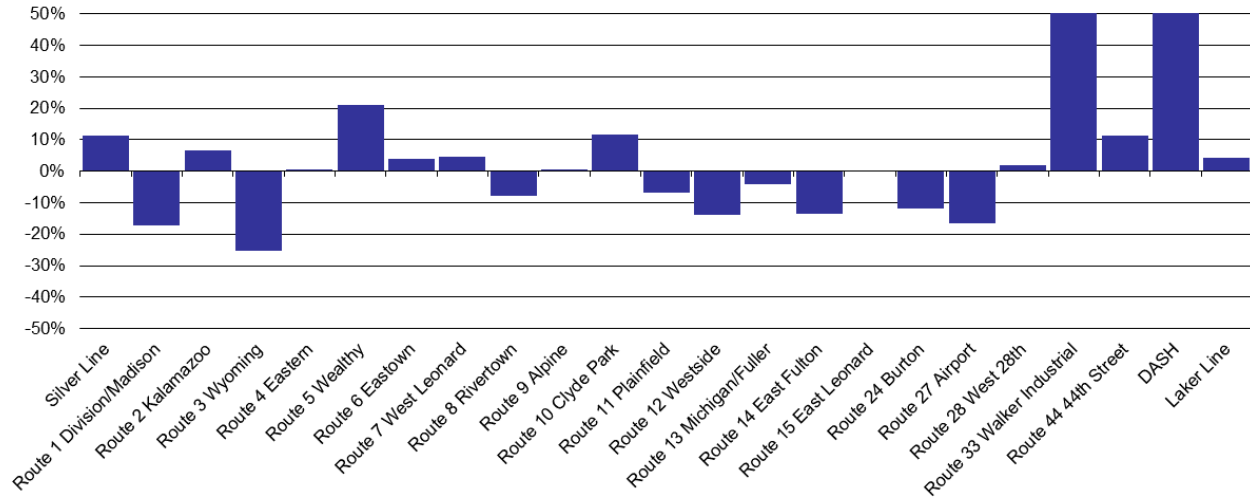
### Fiscal Year Ridership

	<b>FY 2024</b>	<b>FY 2019</b>	<b>% Change</b>
Regular Fixed Route Service ( <i>Routes 1–44</i> )	3,922,012	6,664,781	-41.2%
Contracted Service ( <i>GVSU, DASH, GRCC, and Ferris</i> )	1,637,107	2,470,618	-33.7%
<b>Total Fixed Route Ridership YTD</b>	<b>5,559,119</b>	<b>9,135,399</b>	<b>-39.1%</b>

**Monthly Weekday Average Ridership History**



**Percent Change by Route: August 2024 compared to August 2023**

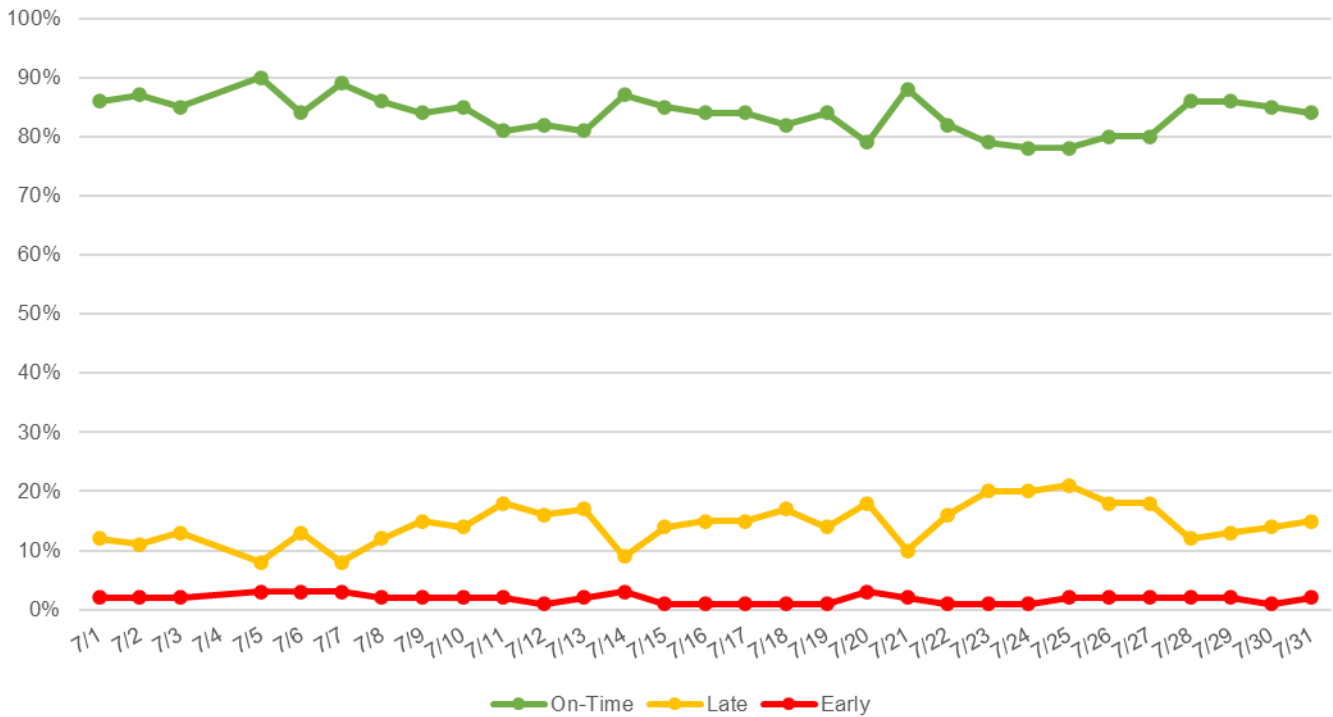


**Date:** September 17, 2024  
**To:** Present Performance & Service Committee  
**From:** Nicholas Monoyios – Director of Planning  
**Subject:** FIXED ROUTE ON-TIME PERFORMANCE REPORT – July 2024

**SYSTEMWIDE ANALYSIS**

The Rapid considers a 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**  
*July 1 through July 31*



The figure above demonstrates daily on-time performance for July 2024. Through the month of July 2024, systemwide on-time performance was 84.0% with incidents of lateness reaching 14.0% and incidents of earliness reaching 2.0%. This represents an increase from 83.0% on-time the system operated during the month of June 2024, but a slight decrease from 86.2% the system operated during July 2023. Multiple road construction projects in July 2024 contributed to mid-80% performance level.

## ROUTE BY ROUTE ANALYSIS

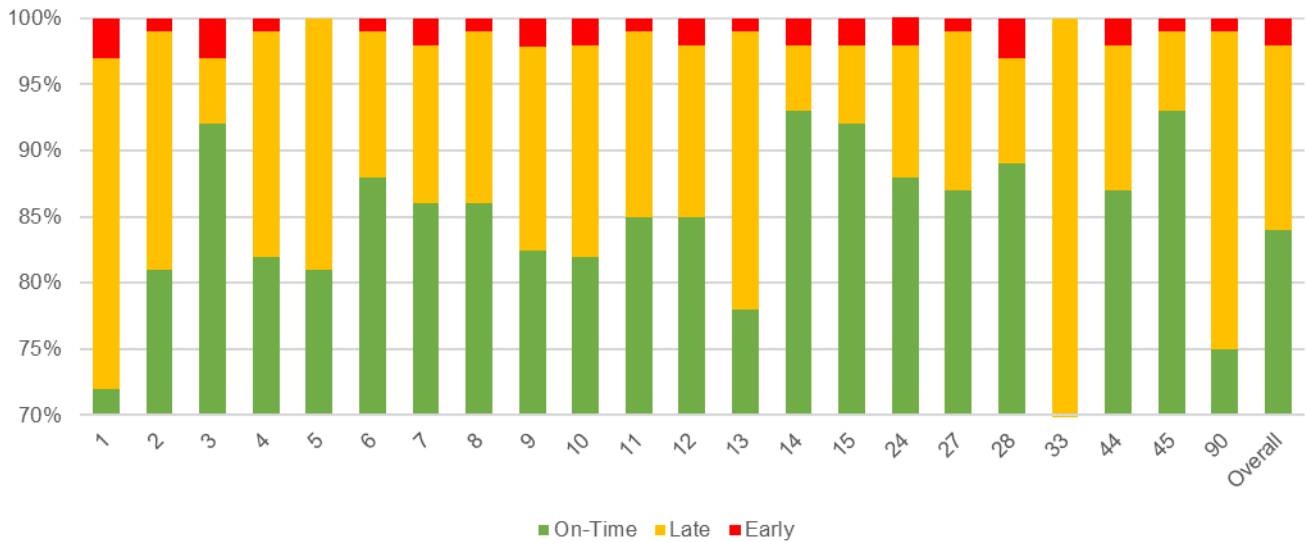
During construction season, street closures and detours stemming from road projects are the primary cause of decreased on-time performance. Road projects anticipated to have a duration throughout the entire service period (four months) are considered for schedule adjustments, though shorter-term projects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

The following is a list of road projects with major impacts to on-time performance:

- Weatherford & Center roundabout construction (impacts Route 9)
- Gezon Parkway lane closures (impacts Route 1)
- Jefferson Ave. reconstruction (impacts Route 2 & Silver Line)
- Division Ave. in downtown GR (impacts many routes)
- C. Chavez Ave reconstruction (impacts Route 3, 10, and 13)
- Clyde Park lane closures from 36<sup>th</sup> St. to 44<sup>th</sup> St. (impacts Route 10)
- 131 & I-96 interchange construction (impacts Route 33)
- Hall & Plymouth (impacts Route 5)
- US-131 at US-I96 (impacts Route 33)
- Michigan St. & Fuller Ave. (impacts Route 13)

### Route by Route On-Time Analysis

July 1 through July 31



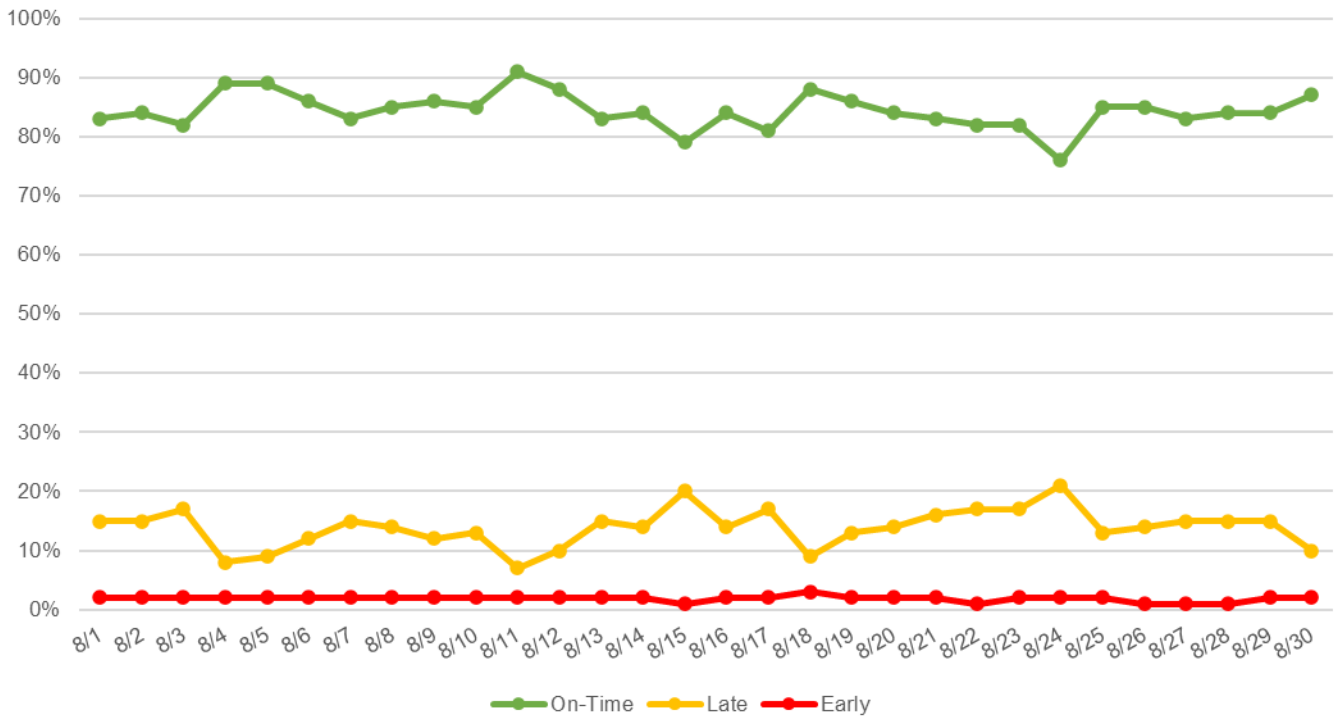
Planning continues to monitor on-time performance at a granular level to make necessary minor adjustments to schedules and provide recommendations to address on-time performance issues.

**Date:** September 17, 2024  
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**SYSTEMWIDE ANALYSIS**

The Rapid considers a 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**  
 August 1 through August 30



The figure above demonstrates daily on-time performance for August 2024. Through the month of August 2024, systemwide on-time performance was 84.0% with incidents of lateness reaching 14.0% and incidents of earliness reaching 2.0%. This represents an equal rate of 84.0% on-time the system operated during the month of July 2024, and an increase from 81.8% the system operated during August 2023. Multiple road construction projects and public events in August 2024 contributed to mid-80% performance level.

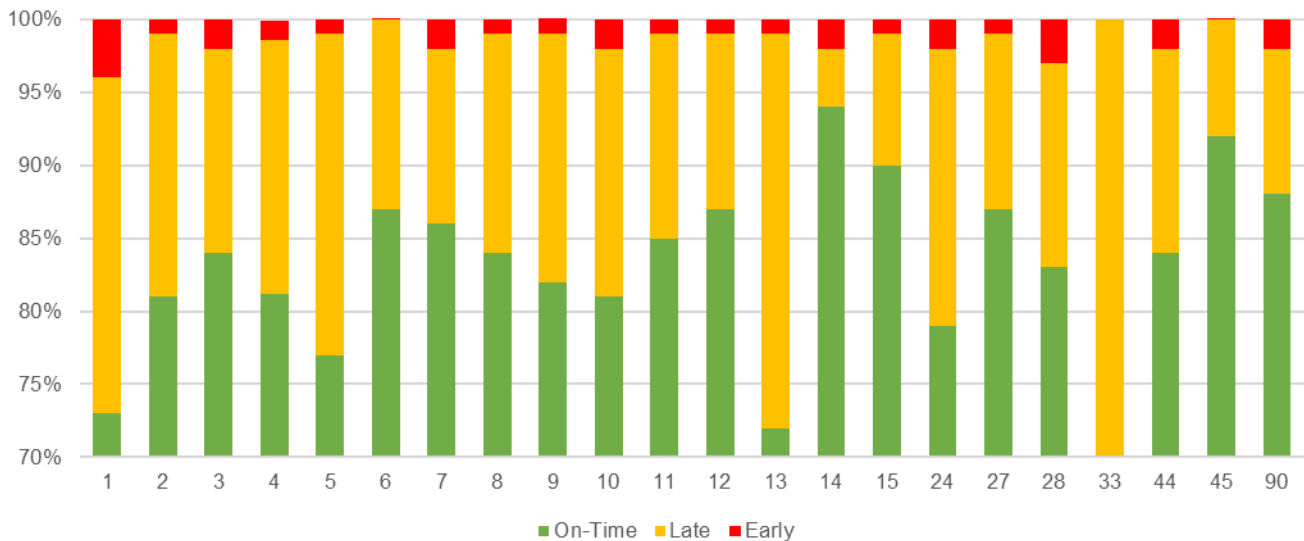
## ROUTE BY ROUTE ANALYSIS

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 to on-time performance:

- Weatherford & Center roundabout construction (impacts Route 9)
- Gezon Parkway lane closures (impacts Route 1)
- Jefferson Ave. reconstruction (impacts Route 2 & Silver Line)
- Division Ave. in downtown GR (impacts many routes)
- C. Chavez Ave reconstruction (impacts Route 3, 10, and 13)
- Clyde Park lane closures from 36<sup>th</sup> St. to 44<sup>th</sup> St. (impacts Route 10)
- Metro Cruise on 28<sup>th</sup> Street on August 24<sup>th</sup> (impacts many routes)
- Hall & Plymouth (impacts Route 5)
- US-131 at US-I96 (impacts Route 33)

**Route by Route On-Time Analysis**  
*August 1 through August 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.