



Interurban Transit Partnership

Present Performance & Service Committee Members

Charis Austin (Chair) Tracie Coffman Renee Hill Mayor David LaGrand Tim Mroz
Clarkston Morgan David Moore

PRESENT PERFORMANCE & SERVICE COMMITTEE MEETING AGENDA

Tuesday, January 13, 2026 – 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 – September 16, 2025		Approval
3. INFORMATION		
A. Ridership and Metrics		
1) Paratransit, November/December 2025	Jason Prescott	
2) Fixed Route Ridership, November/December 2025	Tim Roseboom	
3) On-Time Performance, November/December 2025	Joshua Brink	
B. Presentation		
1) How we Develop the Ridership and Performance Reports	Nick Monoyios	
C. Annual Audit Update FY24/25	Linda Medina	
D. Fleet and Facilities		
1) Status Busch Drive Build	Steve Schipper	
2) Status of Early Childcare Center	Deron Kippen	
4. ADJOURNMENT		

Upcoming Procurements:

- Transit Bus Simulator
- Metal Cladding for Butterworth Facility
- Silver Line Bus Replacement
- Transit Millage Polling Services
- Digital Signage for Rapid Central Station
- Rapid Central Station Door Renovation

Next meeting: March 17, 2026

NOTE: March 17, 2026, meeting will be held in the Ellsworth Board Room.

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



Interurban Transit Partnership

Present Performance & Service Committee Members

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

PRESENT PERFORMANCE AND SERVICE COMMITTEE MEETING MINUTES

Tuesday, September 16, 2025 – 4:00 p.m.

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

ATTENDANCE:

Committee Members Present:

Charis Austin, Renee Hill, Mayor LaGrand, Tim Mroz

Committee Members Absent:

Tracie Coffman

Rapid Attendees:

Josh Brink, Kris Heald, Jeffrey King, Deron Kippen, Nick Monoyios, James Nguyen, Deb Prato, Jason Prescott, Andy Prokopy, Tim Roseboom, Mike Wieringa

Public Attendees:

Max Dillivan (GR Mobile)

Ms. Austin called the meeting to order at 4:03 p.m.

1. PUBLIC COMMENT

No public comment

2. MINUTES – May 20, 2025 (July 22, 2025-canceled)

Ms. Austin asked for any changes or corrections to the meeting minutes from May 20, 2025, there were none. The meeting minutes from May 20, 2025, were approved as submitted.

3. DISCUSSION

a. Ridership and Metrics

1) Paratransit – August 2025, Mr. Jason Prescott

Mr. Prescott began with a few highlights from the report. He noted overall ridership increased slightly compared to the previous year. Decreases observed in nondisabled senior passes and Network 180 trips, however there is an increase seen primarily in ADA group ridership.

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The decline in nondisabled senior ridership is partly due to users switching between Ride Link and nondisabled senior programs, as services run differently (Sunday-Saturday for nondisabled seniors, Monday-Friday for Ride Link). Mr. Prescott noted some riders are leaving the area, purchasing vehicles, or seeking alternative transportation options, contributing to PASS ridership decline.

Ms. Prato asked Mr. Prescott to explain the PASS Program for our newer board members. Mr. Prescott explained the program was designed to assist with first mile/last mile connectivity. It serves individuals 1/3 mile or farther from bus stops. Users schedule trips with the call center; GO!Bus picks them up and takes them to the nearest bus stop for fixed route transit.

Mr. Prescott noted Network 180 Trips have decreased due to reliance on Hope Network for day program transportation. The Rapid acts as a pass-through service; some trips are outside service area and are assisted with State Operating Assistance. Some users are shifting to Medicare/Medicaid options due to cost considerations, favoring GO!Bus.

Lastly, Mr. Prescott discussed the new Contract with Transdev. Effective October 1st, paratransit operations continue. Drivers, training, and safety remain under Transdev. The Rapid will oversee dispatch and maintenance. He sees opportunities to improve productivity, on-time performance, and reduce costs. Weekly meetings are now underway to facilitate oversight and improvements.

b. 2) Fixed Route Ridership – August 2025, Mr. Tim Roseboom

Mr. Roseboom reported on the August 2025 Fixed Route Ridership. He noted just over 474,000 trips, representing a slight decrease of nearly 5,000 trips compared to previous August.

Route Performance:

Fixed Route (Routes 1-44) experienced a decline. Contract Services, Grand Valley, DASH, GRCC, and Ferris showed healthy increases, a pattern observed throughout the year.

Operational Changes and Factors:

August was the first month where all contract services and Grand Rapids Public School trippers operate simultaneously. One fewer weekday in August 2025 compared to August 2024, and one additional Sunday in August 2024, influenced ridership numbers. No Clean Air Action days occurred in August 2025; typically, these days see about 200 additional rides due to no fare charges.

Weekend Ridership Trends:

Both Saturday and Sunday ridership increased in 2024 and 2025, as well as over the five-year average. Mr. Mroz noted that demand appears higher on weekends, and longer head times may reflect this trend. Mr. Roseboom confirmed that the increase is in average daily ridership, and healthy weekend growth is observed. He noted Sunday service was added on Route 12 (Westside/Standale Meijer) two Sundays prior.

Factors Affecting Ridership:

Ms. Hill inquired if increased parking fees downtown on weekends contribute to higher bus usage. Mr. Roseboom agreed that recent parking rate hikes and extended evening hours may impact ridership. The Rapid offers a cost-effective option at \$60/month for unlimited rides, especially increased downtown activity due to festivals and events like ArtPrize.

Mr. Roseboom will further investigate the impact of parking fee changes and downtown activity on ridership patterns.

c. 3) On-Time Performance – July/August 2025, Mr. Nick Monoyios

Mr. Monoyios reported on July and August On-Time Performance.

Performance Overview:

July 2025: 84.59% on time (over 5% increase from June 2025; plus 1.55% from July 2024)

August 2025: 82.31% on time (slight decrease from July)

Mr. Monoyios defined On-Time Performance. A threshold set at up to 5 minutes (0-5 minutes on time, early if before scheduled)

Factors Influencing Performance:

Every year the planning team coordinates with municipalities regarding roadwork and construction. The use of new scheduling software, Optibus, provides predictive modeling for travel time impacts, especially on routes affected by detours. He noted detours and adjacent roadwork (e.g., Amphitheatre construction near Central Station) impact systemwide operations, even on routes not directly detoured such as Routes 1, 12, and DASH.

Ms. Prato asked Mr. Monoyios to explain the knock back initiative.

Mr. Monoyios explained last year we instituted the 'knock back'. At 5:00 p.m., all routes pause for 5 minutes to improve system connectivity. This pulse helps maintain connections despite minor delays, though it adds a few minutes to each trip. Schedules are adjusted to reflect this change, improving connection times, especially at Central Station where 34% of riders transfer.

Mr. Mroz inquired about Route 72 and what is going on there. Mr. Monoyios clarified the routes numbered in the 70's are the school trippers. Those are one trip in the morning and one trip in the afternoon. Mr. Monoyios noted those trips are added here as a comprehensive look at all the routes.

Ms. Prato added that a recent change in Union High School's bell schedule has led to buses staying later, impacting on-time performance.

4) Community Value Survey 2025 Highlights, Mr. Jeffrey King

Mr. King provided a top-line overview of the 2025 Community Value Survey results. He presented the *attached slides*. Below is the conversation discussed during his presentation.

Mayor LaGrand expressed skepticism about the high reported walker rates in Walker, noting potential discrepancies due to margins of error.

The survey's Importance-Satisfaction (I-S) Matrix identified strengths to maintain (areas G, J, L, M) and opportunities for focus.

There's concern that transportation, especially bus ridership, is perceived as last resort rather than a primary choice, influenced by messaging and community perceptions.

The survey results suggest middle-class individuals may not see transit as a useful or affordable option, highlighting a possible messaging gap.

Mayor LaGrand emphasized that housing affordability is intertwined with transportation costs and suggested that messaging around Transit Oriented Housing could influence ridership and community perception.

Community and Planning Context:

Ms. Prato highlighted the survey's role in supporting upcoming millage discussions and the Transit Master Plan (TMP), particularly around transit-oriented development. She emphasized the importance of transportation in addressing broader issues like employment, childcare, and housing, forming a 'triangle' critical to community planning. There was discussion about whether transit improvements could positively impact property values- Mayor LaGrand was skeptical, but Ms. Prato noted that in places like New York, proximity to transit often correlates with higher rents.

Survey Content and Future Directions:

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Mr. King mentioned that the current survey hasn't directly addressed housing experiences, but there's interest in adding such questions in future iterations.

Mayor LaGrand suggested including a specific question about the connection between housing affordability and transit access.

Ms. Austin inquired about a millage coming up in a couple of years, how far back we look to say we are a valuable service.

The conversation touched on the importance of reducing traffic congestion and urban density, with Ms. Prato pointing out that zoning and land use are significant challenges in service the region's sprawling development.

B. Operational Financial/Impacts

1) State Budget Update, Ms. Deb Prato

Ms. Prato noted the recent House budget package removed the \$20M in one-time funds previously allocated. An additional \$60M was added, linked to an efficiency quotient tied to farebox recovery rates, making it highly relevant to our fare structure. The outcome of these budget proposals remains uncertain, as Ms. Prato plans to advocate in Lansing on Thursday. The agency budgeted for 26% of the Governor's proposed budget, but the actual allocation is expected to be around 24%, indicating a potential shortfall. Ms. Prato anticipates some divergency between the budget requested and what is ultimately approved.

C. Fleet and Facilities

1) Central Station ECE Update, Mr. Deron Kippen

Mr. Kippen gave an update on the Early Childcare project. The ECE project is progressing and is expected to be completed by spring. Mr. Kippen provided visual updates through pictures of the site. Once completed, the facility will off 100 daycare spots, supporting community needs for childcare.

4. ADJOURNMENT

This meeting was adjourned at 5:00 p.m.

The next meeting is scheduled for November 11, 2025

Respectfully submitted.



Kris Heald, Board Secretary



Interurban Transit Partnership

DATE: January 13, 2026
TO: ITP Board
FROM: Jason Prescott
SUBJECT: NOVEMBER 2025 PARATRANSIT RIDERSHIP REPORT

Paratransit ridership information for November 2025, as compared to November 2024

	2025	2024	% Change
Total Paratransit Ridership	18,439	17,502	5.4%
ADA Ridership	15,397	15,706	-2.0%
Non-Disabled Senior (NDS) Ridership	106	103	2.9%
PASS Ridership	138	170	-18.8%
Network 180	105	105	0

Ridership averages, as compared to 2024

	2025	2024	% Change
Weekday Ridership	723	685	5.5%
Saturday Ridership	275	243	13.2%
Sunday Ridership	281	250	12.4%

Other Performance Measures

	2025	2024	% Change
On-Time Performance	91.00%	89.5%	1.7%
On-Time Drop-Off	96.5%	95.00%	1.6%
Average Cost Per Trip	\$38.01	\$45.35	-16.2%

November 2025 Paratransit Ridership and Operating Statistics

	2025	2024	Change	% Change
ADA				
Clients	1,301	1,278	23	1.8%
Passenger Trips	15,397	15,706	(309)	-2.0%
NDS				
Clients	19	11	8	72.7%
Passenger Trips	106	103	3	2.9%
PASS				
Clients	6	10	(4)	-40.0%
Passenger Trips	138	170	(32)	-18.8%
RIDELINK				
Clients	269	169	100	59.2%
Passenger Trips (Performed by The Rapid)	477	176	301	171.0%
TOTALS				
Clients	1,595	1,320	275	20.8%
Passenger Trips	16,539	15,503	(37)	6.7%
Average Weekday Ridership	723	685	38	5.5%
Average Saturday Ridership	275	243	32	13.2%
Average Sunday Ridership	281	250	31	12.4%
All Ambulatory Passengers	11,975		11,975	#DIV/0!
All Wheelchair Passengers	4,564	2,905	1,659	57.1%
No - Shows	393	354	39	11.0%
Cancellations	381	369	12	3.3%
Transdev				
Average Cost per Trip	\$38.01	\$45.35	(\$7.34)	-16.2%
Riders per Hour	1.8	1.8	0.0	0.0%
Accidents per Month	8.0	4.0	4	100.0%
Trip Denials	0	0	0	#DIV/0!
NTD Travel Time (minutes)	32	32	0	0.0%
NETWORK 180				
Passenger Trips	1,900	1,999	(99)	-5.0%
Average Weekday Ridership	105	105	0	0.0%
TOTAL PASSENGER TRIPS	18,439	17,502	(136)	5.4%
Paratransit Service Quality Statistics: network 180 Excluded				
Complaints	2025	2024	% of Trips	% Change
Transdev Complaints	17	9	0.1%	88.9%
On-Time Performance				
On-Time Compliance - Pick-up	91.00%	89.50%	1.5%	1.7%
On-Time Compliance - Drop-off	96.50%	95.00%	1.5%	1.6%



Interurban Transit Partnership

DATE: January 13, 2026
TO: ITP Board
FROM: Jason Prescott
SUBJECT: DECEMBER 2025 PARATRANSIT RIDERSHIP REPORT

Paratransit ridership information for December 2025, as compared to December 2024

	2025	2024	% Change
Total Paratransit Ridership	18,327	17,079	7.3%
ADA Ridership	16,109	14,913	8.0%
Non-Disabled Senior (NDS) Ridership	135	76	77.6%
PASS Ridership	176	183	-3.8%
Network 180	92	83	10.8%

Ridership averages, as compared to 2024

	2025	2024	% Change
Weekday Ridership	683	612	11.6%
Saturday Ridership	272	265	2.6%
Sunday Ridership	306	234	30.8%

Other Performance Measures

	2025	2024	% Change
On-Time Performance	85.4%	86.9%	-1.2%
On-Time Drop-Off	91.84%	92.6%	-0.8%
Average Cost Per Trip	\$37.60	\$47.27	-20.5%

December 2025 Paratransit Ridership and Operating Statistics

	2025	2024	Change	% Change
ADA				
Clients	1,342	1,285	57	4.4%
Passenger Trips	16,109	14,913	1,196	8.0%
NDS				
Clients	21	13	8	61.5%
Passenger Trips	135	76	59	77.6%
PASS				
Clients	8	11	(3)	-27.3%
Passenger Trips	176	183	(7)	-3.8%
RIDELINK				
Clients	174	174	0	0.0%
Passenger Trips (Performed by The Rapid)	255	255	0	0.0%
TOTALS				
Clients	1,545	1,487	58	3.9%
Passenger Trips	16,675	15,002	1,248	11.2%
Average Weekday Ridership	683	612	71	11.6%
Average Saturday Ridership	272	265	7	2.6%
Average Sunday Ridership	306	234	72	30.8%
All Ambulatory Passengers	11,490	12,218	(728)	-6.0%
All Wheelchair Passengers	4,930	2,954	1,976	66.9%
No - Shows	441	410	31	7.6%
Cancellations	630	589	41	7.0%
Transdev				
Average Cost per Trip	\$37.60	\$47.27	(\$9.67)	-20.5%
Riders per Hour	1.8	1.8	0.0	0.0%
Accidents per Month	4.0	5.0	(1)	-20.0%
Trip Denials	0	0	0	#DIV/0!
NTD Travel Time (minutes)	33	34	-1	-4.1%
NETWORK 180				
Passenger Trips	1,843	1,652	191	11.6%
Average Weekday Ridership	92	83	9	10.8%
TOTAL PASSENGER TRIPS	18,327	17,079	1,439	7.3%
Paratransit Service Quality Statistics: network 180 Excluded				
Complaints	2025	2024	% of Trips	% Change
Transdev Complaints	13	25	0.1%	-48.0%
On-Time Performance				
On-Time Compliance - Pick-up	85.84%	86.90%	-1.1%	-1.2%
On-Time Compliance - Drop-off	91.84%	92.60%	-0.8%	-0.8%

Date: January 13, 2026
To: ITP Present Performance & Service Committee
From: Tim Roseboom – Senior Planner
Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – NOVEMBER 2025

OVERVIEW: In November 2025, there was a 3.5% decrease in total monthly route ridership as compared to November 2024. Contract services decreased 0.2%, and regular fixed route services decreased 5.5%. Pre-pandemic ridership recovery is 62.2% compared to November 2019 and 62.4% FY 2026 to date. November 2025 had one less weekday and one more Sunday than November 2024. The Rapid did not operate service on Thanksgiving Day and operated a limited schedule on Black Friday.

BACKGROUND INFORMATION

Monthly Ridership

	November 2025	November 2024¹	% Change
Regular Fixed Route Service (Routes 1–44)	341,253	361,218	-5.5%
Contracted Service (GVSU, DASH, GRCC, and Ferris)	216,583	217,101	-0.2%
Total Monthly Fixed Route Ridership	557,836	578,319	-3.5%

Daily Average Ridership

	November 2025	November 2024¹	% Change
Weekday Total	25,324	25,378	-0.2%
Weekday Evening	3,539	3,393	4.3%
Saturday	10,034	9,870	1.7%
Sunday	5,300	5,351	-0.9%

Productivity Summary

	November 2025	November 2024¹	% Change
Average passengers per hour per route	14.2	15.1	-5.8%
Average passengers per mile per route	1.02	1.12	-8.8%
Average farebox recovery percent per route	9.7%	11.4%	-15.0%

Fiscal Year Ridership

	FY 2026	FY 2025¹	% Change
Regular Fixed Route Service (Routes 1–44)	768,666	785,589	-2.2%
Contracted Service (GVSU, DASH, GRCC, and Ferris)	471,884	487,803	-3.3%
Total Fixed Route Ridership YTD	1,240,550	1,273,392	-2.6%

¹ Prior-year monthly ridership figures shown in this report may differ from those published in last year’s Committee/Board report for the same month due to delayed farebox data retrieval.

COMPARISON OF NOVEMBER 2025 TO NOVEMBER 2019

Monthly Ridership

	November 2025	November 2019	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	341,253	592,888	-42.4%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	216,583	304,071	-28.8%
Total Monthly Fixed Route Ridership	557,836	896,959	-37.8%

Daily Average Ridership

	November 2025	November 2019	% Change
Weekday Total	25,324	40,112	-36.9%
Weekday Evening	3,539	5,264	-32.8%
Saturday	10,034	13,343	-24.8%
Sunday	5,300	6,999	-24.3%

Productivity Summary

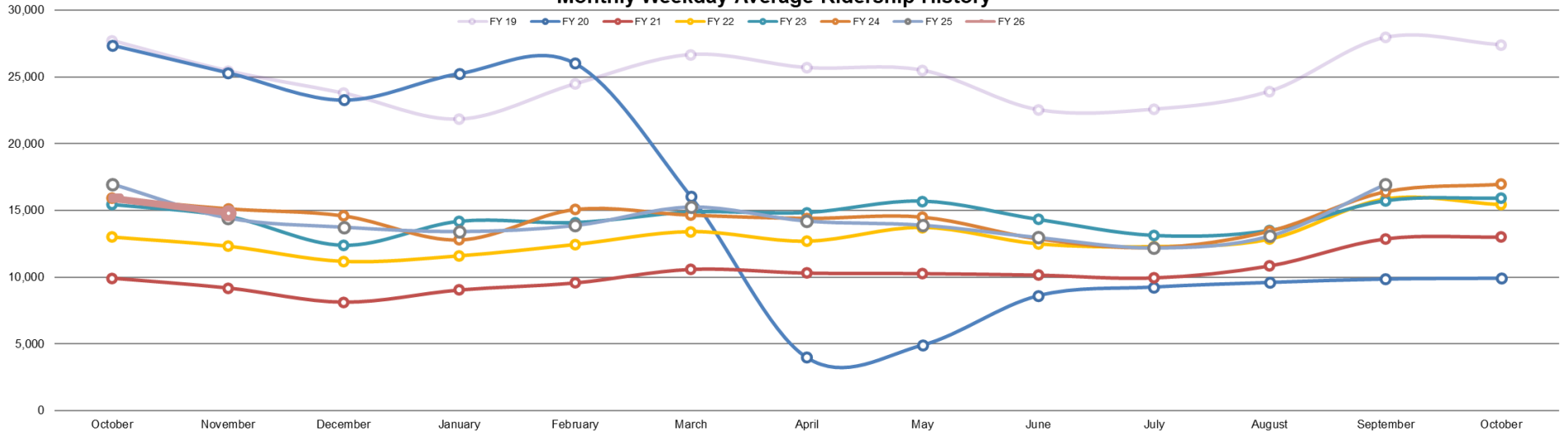
	November 2025	November 2019	% Change
Average passengers per hour per route	14.2	18.1	-21.3%
Average passengers per mile per route	1.02	1.35	-24.2%
Average farebox recovery percent per route	9.7%	22.7%	-57.2%

Fiscal Year Ridership

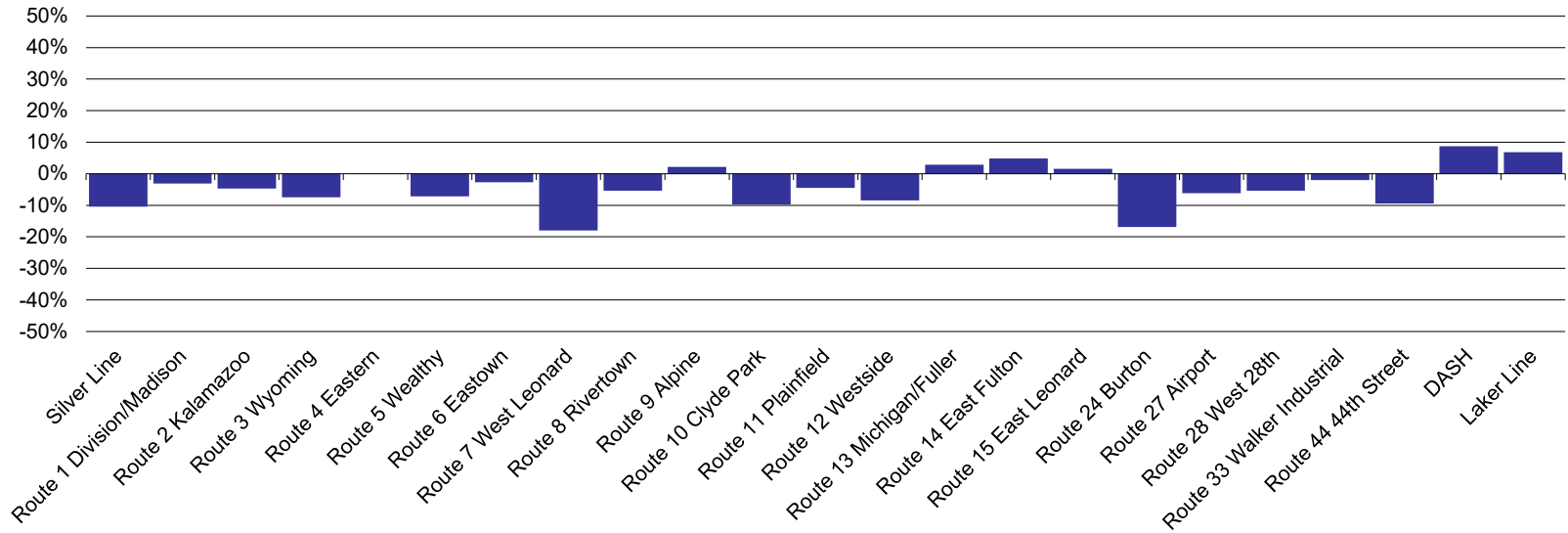
	FY 2026	FY 2019	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	768,666	1,305,447	-41.1%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	471,884	683,222	-30.9%
Total Fixed Route Ridership YTD	1,240,550	1,988,669	-37.6%

	Monthly Farebox Recovery	Weekday Farebox Recovery	Saturday Farebox Recovery	Sunday Farebox Recovery
Silver Line	10.03%	9.94%	10.89%	9.82%
Route 1 Division/Madison	9.44%	9.91%	7.80%	7.24%
Route 2 Kalamazoo	9.70%	9.81%	10.46%	7.83%
Route 3 Wyoming/Rivertown	10.62%	11.76%	8.83%	6.20%
Route 4 Eastern	11.91%	12.23%	9.50%	12.04%
Route 5 Wealthy	9.07%	9.18%	8.22%	n/a
Route 6 Eastown	8.48%	8.48%	7.35%	10.82%
Route 7 West Leonard	6.77%	6.78%	6.76%	6.53%
Route 8 Prairie/Rivertown	8.95%	9.32%	8.92%	6.30%
Route 9 Alpine	13.13%	12.65%	14.03%	18.73%
Route 10 Clyde Park	9.89%	9.68%	10.54%	11.55%
Route 11 Plainfield	10.18%	10.18%	9.09%	12.53%
Route 12 Westside	8.63%	9.21%	6.65%	3.73%
Route 13 Michigan/Fuller	8.84%	9.12%	6.93%	n/a
Route 14 East Fulton	8.65%	9.42%	5.34%	n/a
Route 15 East Leonard	13.11%	13.78%	8.76%	13.51%
Route 24 Burton	8.12%	8.50%	6.08%	n/a
Route 27 Airport Industrial	8.16%	8.16%	n/a	n/a
Route 28 West 28th	9.52%	9.67%	9.17%	8.54%
Route 33 Walker Industrial	2.37%	2.37%	n/a	n/a
Route 34 Northridge	2.34%	2.34%	n/a	n/a
Route 44 44th Street	9.15%	9.29%	9.18%	7.67%
Route 1000 Millenium Park	n/a	n/a	n/a	n/a
Route 71 Central 4A	10.93%	10.93%	n/a	n/a
Route 72 Central 10A	20.93%	20.93%	n/a	n/a
Route 73 Union 3A	53.02%	53.02%	n/a	n/a
Route 74 Union 7A	46.82%	46.82%	n/a	n/a
Route 75 Union 10B	42.11%	42.11%	n/a	n/a
Route 76 Union 12A	39.83%	39.83%	n/a	n/a

Monthly Weekday Average Ridership History



Percent Change by Route: November 2025 compared to November 2024



Date: January 13, 2026
To: ITP Present Performance & Service Committee
From: Tim Roseboom – Senior Planner
Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – DECEMBER 2025

OVERVIEW: In December 2025, there was a 3.0% increase in total monthly route ridership as compared to December 2024. Contract services increased 12.9%, but regular fixed route services decreased 0.5%. Pre-pandemic ridership recovery is 62.6% compared to December 2019 and remains 62.4% FY 2026 to date. December 2025 had one more weekday and one less Sunday than December 2024. The Rapid did not operate service on Christmas Day and last trips on Christmas Eve were during the 7:00 PM hour, which was the same schedule as 2024. The last day of the semester for GVSU was December 13. The last full day for GRPS was December 16, and GRPS had half days December 17, 18, and 19.

BACKGROUND INFORMATION

Monthly Ridership

	December 2025	December 2024¹	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	326,446	328,117	-0.5%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	134,023	118,737	12.9%
Total Monthly Fixed Route Ridership	460,469	446,854	3.0%

Daily Average Ridership

	December 2025	December 2024¹	% Change
Weekday Total	18,587	18,499	0.5%
Weekday Evening	2,689	2,520	6.7%
Saturday	8,554	8,879	-3.7%
Sunday	4,337	4,573	-5.2%

Productivity Summary

	December 2025	December 2024¹	% Change
Average passengers per hour per route	12.5	13.4	-6.8%
Average passengers per mile per route	0.90	0.99	-9.3%
Average farebox recovery percent per route	9.1%	10.5%	-13.3%

Fiscal Year Ridership

	FY 2026	FY 2025¹	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	1,095,112	1,109,832	-1.3%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	605,907	606,539	-0.1%
Total Fixed Route Ridership YTD	1,701,019	1,716,371	-0.9%

¹ Prior-year monthly ridership figures shown in this report may differ from those published in last year’s Committee/Board report for the same month due to delayed farebox data retrieval.

COMPARISON OF DECEMBER 2025 TO DECEMBER 2019

Monthly Ridership

	December 2025	December 2019	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	326,446	567,012	-42.4%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	134,023	168,521	-20.5%
Total Monthly Fixed Route Ridership	460,469	735,533	-37.4%

Daily Average Ridership

	December 2025	December 2019	% Change
Weekday Total	18,587	31,191	-40.4%
Weekday Evening	2,689	4,211	-36.1%
Saturday	8,554	12,594	-32.1%
Sunday	4,337	6,027	-28.0%

Productivity Summary

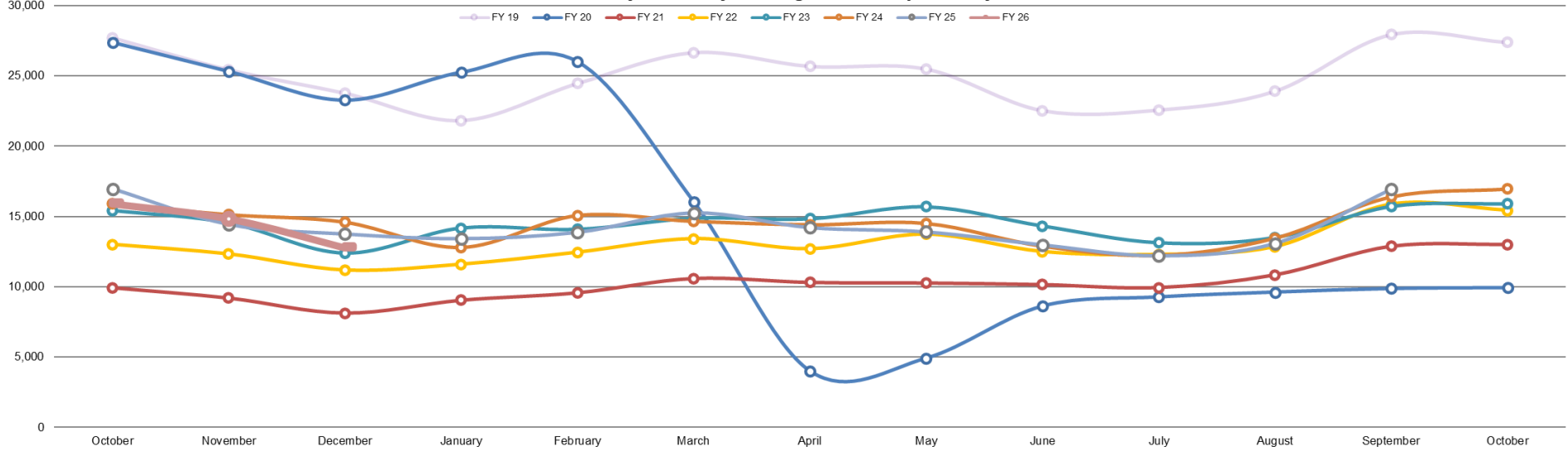
	December 2025	December 2019	% Change
Average passengers per hour per route	12.5	18.7	-33.1%
Average passengers per mile per route	0.90	1.43	-37.2%
Average farebox recovery percent per route	8.5%	19.6%	-56.5%

Fiscal Year Ridership

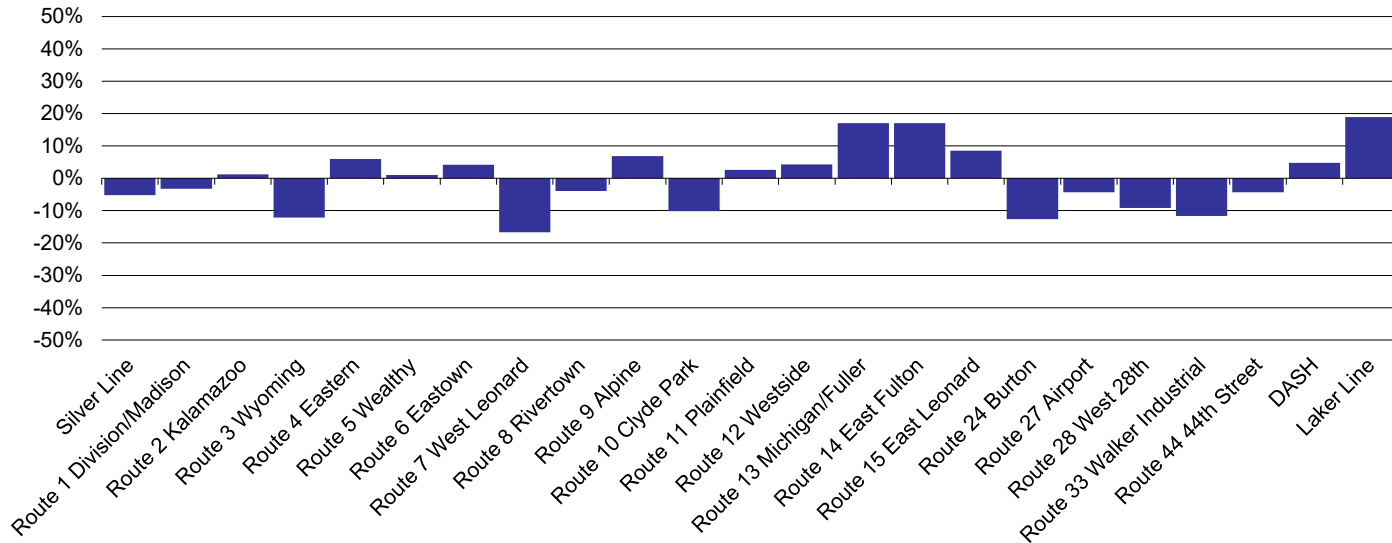
	FY 2026	FY 2019	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	1,095,112	1,872,459	-41.5%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	605,907	851,743	-28.9%
Total Fixed Route Ridership YTD	1,701,019	2,724,202	-37.6%

	Monthly Farebox Recovery	Weekday Farebox Recovery	Saturday Farebox Recovery	Sunday Farebox Recovery
Silver Line	9.56%	9.39%	11.26%	9.69%
Route 1 Division/Madison	8.77%	9.01%	8.16%	6.30%
Route 2 Kalamazoo	9.25%	9.31%	10.26%	7.33%
Route 3 Wyoming/Rivertown	9.00%	9.58%	7.83%	5.63%
Route 4 Eastern	11.03%	11.19%	9.20%	11.29%
Route 5 Wealthy	8.55%	8.44%	9.72%	n/a
Route 6 Eastown	7.96%	7.98%	6.70%	10.39%
Route 7 West Leonard	6.23%	6.17%	7.16%	6.07%
Route 8 Prairie/Rivertown	8.29%	8.43%	8.95%	6.01%
Route 9 Alpine	12.51%	11.96%	15.29%	18.62%
Route 10 Clyde Park	8.88%	8.72%	9.69%	10.48%
Route 11 Plainfield	9.41%	9.23%	9.70%	12.85%
Route 12 Westside	8.42%	8.57%	8.10%	5.83%
Route 13 Michigan/Fuller	8.97%	9.10%	7.59%	n/a
Route 14 East Fulton	8.91%	9.48%	5.42%	n/a
Route 15 East Leonard	12.34%	12.63%	8.81%	14.00%
Route 24 Burton	7.16%	7.28%	6.21%	n/a
Route 27 Airport Industrial	7.09%	7.09%	n/a	n/a
Route 28 West 28th	8.91%	8.97%	8.47%	8.70%
Route 33 Walker Industrial	1.83%	1.83%	n/a	n/a
Route 34 Northridge	2.24%	2.24%	n/a	n/a
Route 44 44th Street	8.48%	8.43%	9.56%	7.70%
Route 1000 Millenium Park	n/a	n/a	n/a	n/a
Route 71 Central 4A	6.17%	6.17%	n/a	n/a
Route 72 Central 10A	9.64%	9.64%	n/a	n/a
Route 73 Union 3A	24.15%	24.15%	n/a	n/a
Route 74 Union 7A	19.26%	19.26%	n/a	n/a
Route 75 Union 10B	21.99%	21.99%	n/a	n/a
Route 76 Union 12A	21.86%	21.86%	n/a	n/a

Monthly Weekday Average Ridership History



Percent Change by Route: December 2025 compared to December 2024



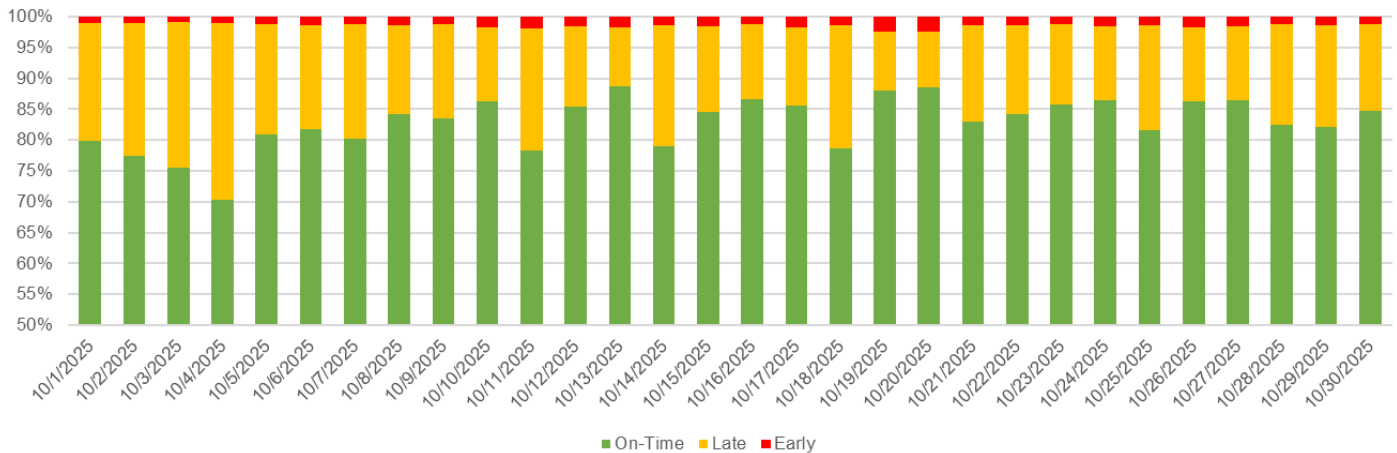
Date: January 13, 2026
To: ITP Board
From: Joshua Brink - Planner
Subject: FIXED ROUTE ON-TIME PERFORMANCE REPORT – November 2025

SYSTEMWIDE ANALYSIS

The Rapid considers a route to be on time if it is anywhere from 0 to 5 minutes late. A bus that arrives before the scheduled time or 5 minutes after the scheduled time is considered not to be on time.

The figure below demonstrates systemwide daily on-time performance (OTP) for November 2025.

Systemwide Daily On-Time Analysis
November 1 through November 30



The table below summarizes systemwide on-time performance for the month and compares to the same month in the previous year, and the previous month in 2025.

In November 2025, 86.83% of service was on time, with incidents of lateness occurring 11.36% and incidents of earliness at 1.81%. This month had a 2.62% increase in OTP from November 2024 and an increase of 3.93% from October 2025. Road construction projects and detours continue to impact OTP throughout the month. November 27th was Thanksgiving and no service was run.

Year	Nov. On-Time	Oct. On-Time	Δ
2025	86.83%	82.90%	3.93%
2024	84.21%		
Δ	2.62%		

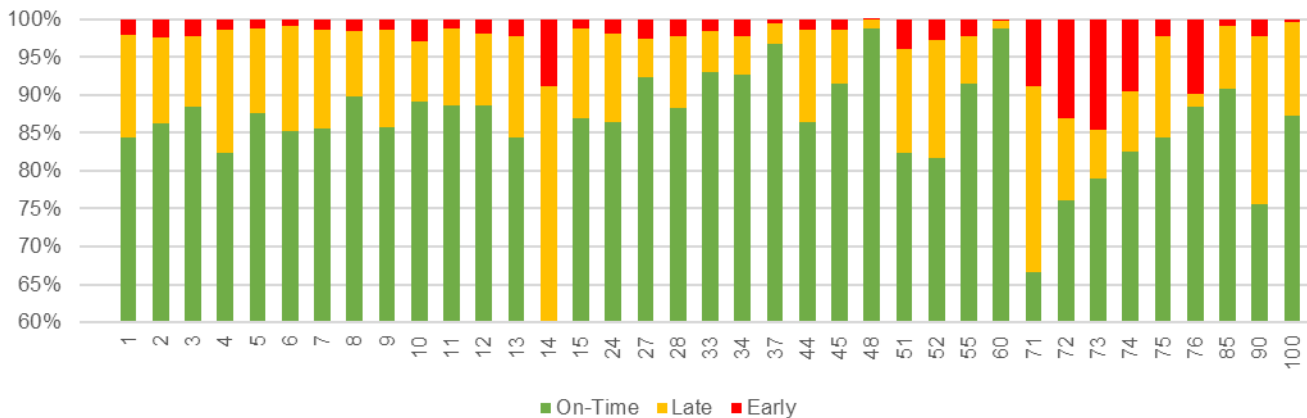
ROUTE BY ROUTE ANALYSIS

Aside from minor short-term occurrences, the major projects to impact on-time performance were:

- Michigan/Maryland Closure (Route 14)
- Division closure between Fulton and Michigan (Routes 6, DASH & 100)
- Division closure between 36th & 44th (Routes 1 & SL)
- Market closure causing backups on Cesar E. Chavez Ave. due to rerouted traffic, especially during peak times (All Buses but most significantly Routes 8, 12 and DASH)
- Lyon closure (Route 6)
- Madison closure (Route 1)
- RCS Bartlett Exit closure (Route 90 SB)
- Leonard closure (Route 7, DASH and tripper route 74)

OTP by route is illustrated in the graph below.

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



Systemwide Bus Routes

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

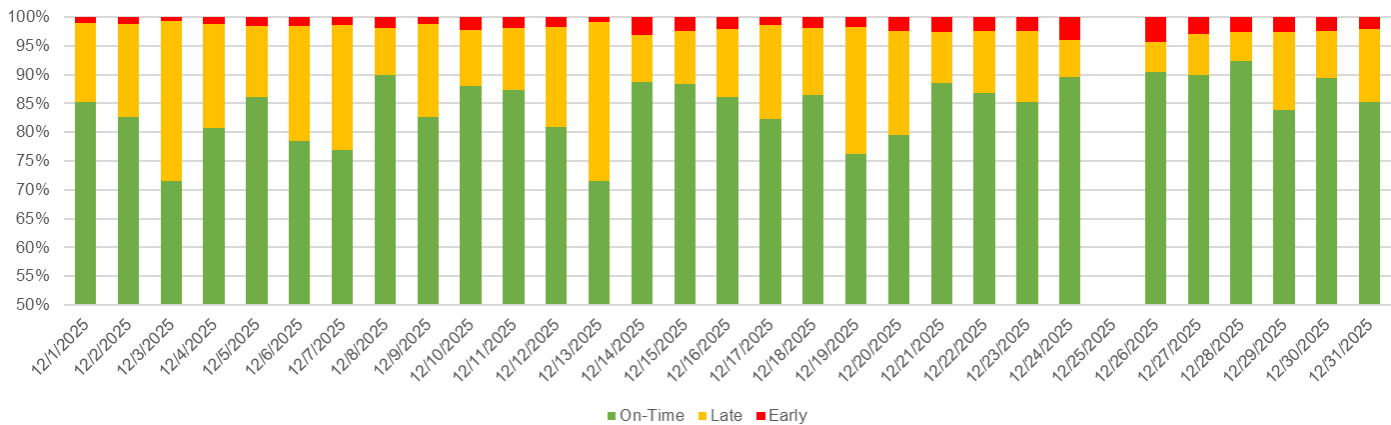
Date: January 13, 2025
To: ITP Board
From: Joshua Brink - Planner
Subject: FIXED ROUTE ON-TIME PERFORMANCE REPORT – December 2025

SYSTEMWIDE ANALYSIS

The Rapid considers a route to be on time if it is anywhere from 0 to 5 minutes late. A bus that arrives before the scheduled time or 5 minutes after the scheduled time is considered not to be on time.

The figure below demonstrates systemwide daily on-time performance (OTP) for December 2025.

Systemwide Daily On-Time Analysis
 December 1 through December 31



The table below summarizes systemwide on-time performance for the month and compares to the same month in the previous year, and the previous month in 2025.

In December 2025, 84.30% of service was on time, with incidents of lateness occurring 13.71% and incidents of earliness at 1.99%. This month had a -1.01% decrease in OTP from December 2024 and a decrease of 2.53% from November 2025. Weather incidents and detours continue to impact OTP throughout the month, shopping congestion also impacted many of the routes that terminate at malls. December 25th was Christmas and no service was run.

Year	Nov. On-Time	Oct. On-Time	Δ
2025	84.30%	86.83%	-2.53%
2024	85.31%		
Δ	-1.01%		

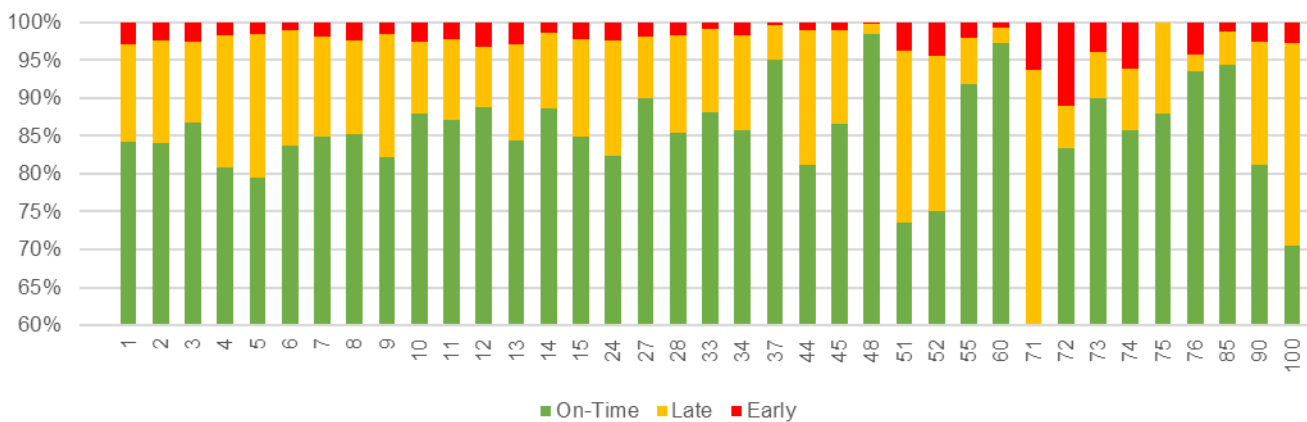
ROUTE BY ROUTE ANALYSIS

Aside from minor short-term occurrences, the major projects to impact on-time performance were:

- Division closure between Fulton and Michigan (Routes 6, DASH & 100)
- SB Market closure causing backups on Cesar E. Chavez Ave. due to rerouted traffic, especially during peak times (All Buses but most significantly Routes 8, 12 and DASH)
- RCS Bartlett Exit closure (Route 90 OB)

OTP by route is illustrated in the graph below:

Route by Route On-Time Analysis
December 1 through December 31



Systemwide Bus Routes

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

REPORTING RIDERSHIP & PERFORMANCE DATA

ITP PRESENT PERFORMANCE & SERVICE (PPS)
COMMITTEE

January 13, 2026

OVERVIEW

- FARE PAYMENT & BOARDING DATA
- TRANSACTION DATA
- PRODUCTIVITY REPORT
- PRODUCTIVITY REPORT USES
- REPORTING METHODOLOGY
- HOW OTP IS COLLECTED
- ON-TIME PERFORMANCE REPORT
- OTP IMPLEMENTATION



FARE PAYMENT

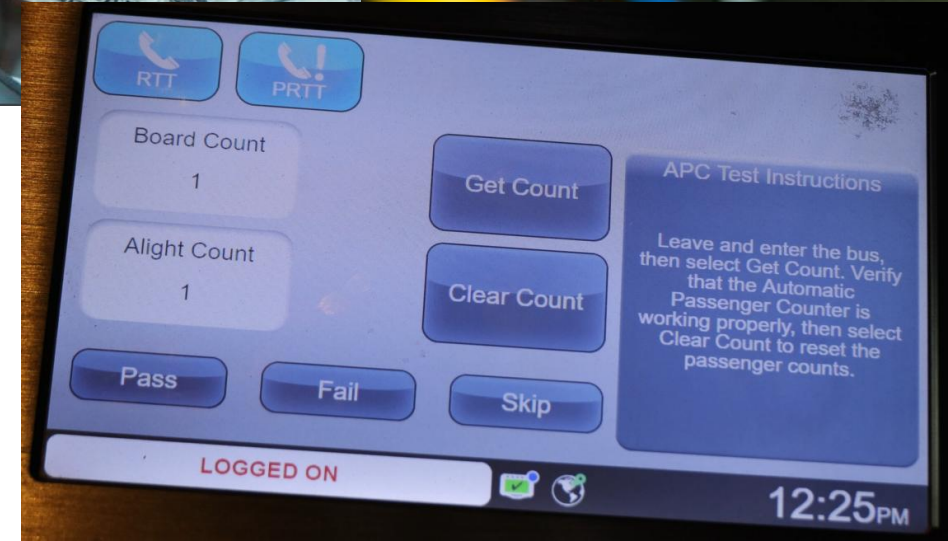
HOW BOARDING DATA IS COLLECTED

- **WITH FARE**

- WAVE CARD
- CONTACTLESS
- CASH

- **WITH IDENTIFICATION**

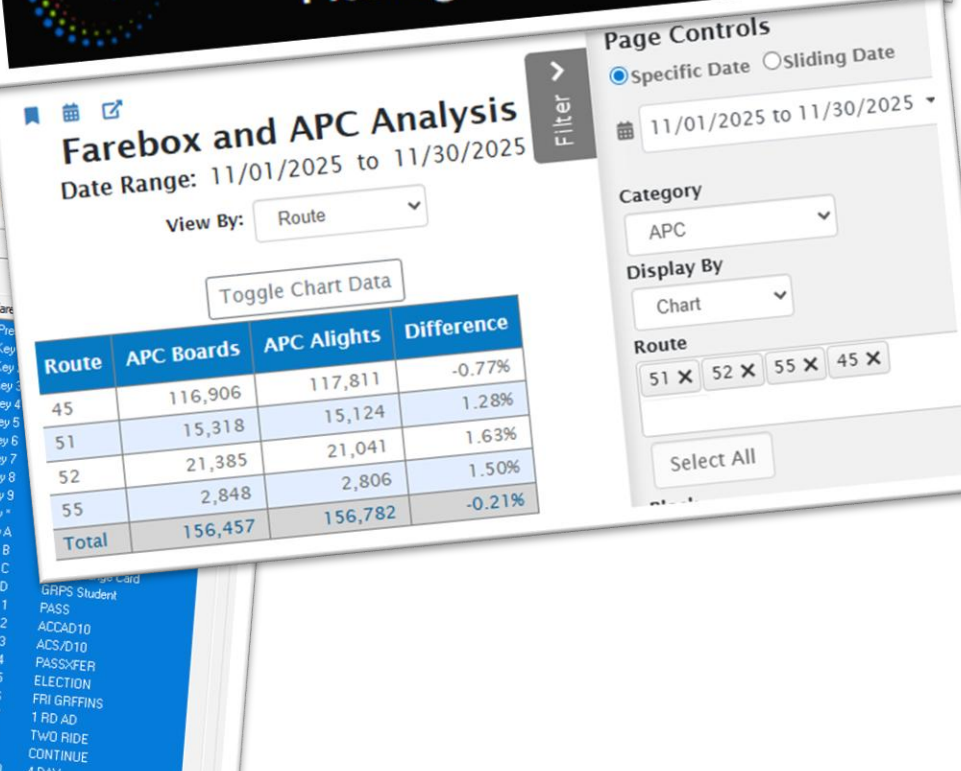
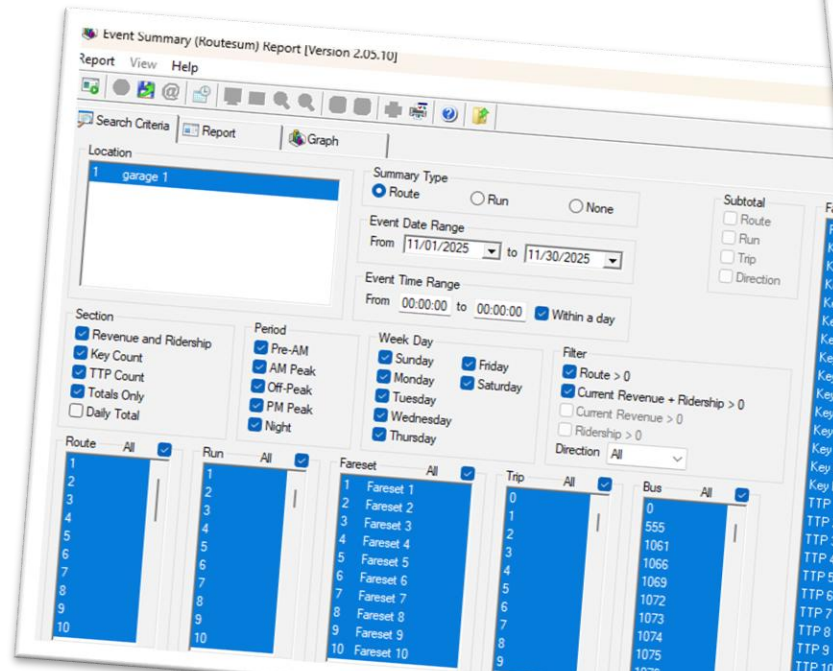
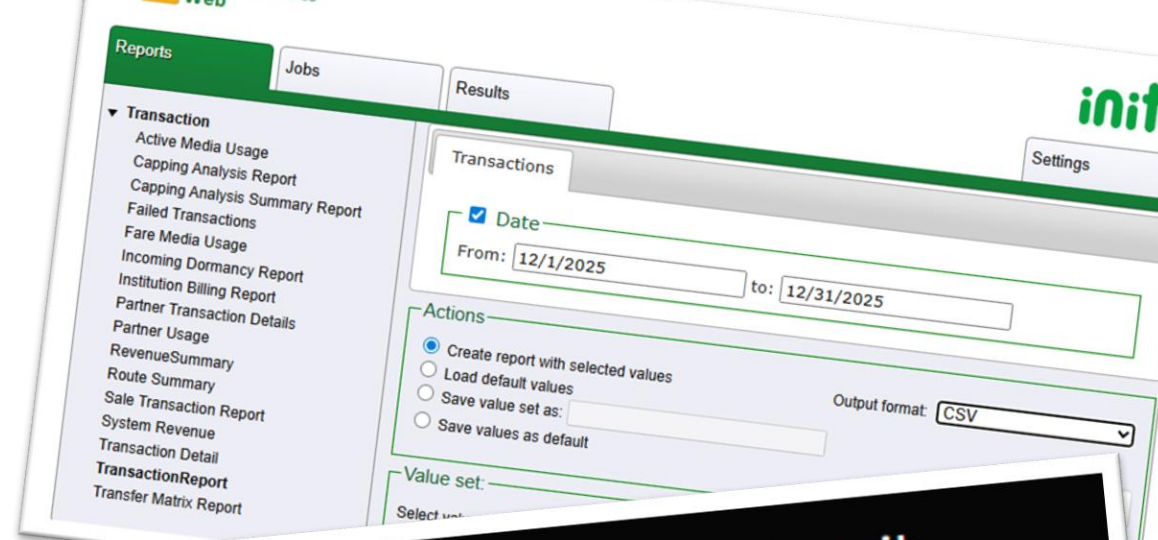
- KEY COUNT (i.e. child, free ADA, GVSU, etc.)
- AUTOMATIC PASSENGER COUNTER



TRANSACTIONAL DATA

TASKS REQUIRED TO RETRIEVE DATA:

- Wave data: INIT export
- APC data: Avail export
- Cash and key count: GFI RouteSum report
- Data to Monthly Productivity Report
- Hours and Miles Data: Scheduling



PRODUCTIVITY REPORT

MONTHLY RIDERSHIP

- MONTHLY MEMO TO BOARD AND PPS
- INCLUDES PRODUCTIVITY MEASURES:
 - PASSENGERS PER HOUR/MILE
 - FAREBOX RECOVERY
- HOW IS REPORT PRODUCED?

THE RAPID Interurban Transit Partnership

Date: November 24, 2025
 To: ITP Board of Directors
 From: Tim Roseboom – Senior Planner
 Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – OCTOBER 2025

OVERVIEW: In October 2025, there was a 3.0% decrease in total monthly route ridership as compared to October 2024. Contract services decreased 5.7%, and regular fixed route services decreased 1.3%. Pre-pandemic ridership recovery is 62.5% compared to October 2019 and the same FY 2026 to date.

BACKGROUND INFORMATION

Monthly Ridership

	October 2025	October 2024	% Change
Regular Fixed Route Service (Routes 1–44)	427,413	433,142	-1.3%
Contracted Service (GVSU, DASH, GRCC, and Ferris)	255,301	270,702	-5.7%
Total Monthly Fixed Route Ridership	682,714	703,844	-3.0%

Daily Average Ridership

	October 2025	October 2024	% Change
Weekday Total		27,804	-3.1%
Weekday Evening	26,934	3,959	1.8%
Saturday		0,927	-2.7%
Sunday		1,158	0.5%

	Monthly Farebox Recovery	Weekday Farebox Recovery	Saturday Farebox Recovery	Sunday Farebox Recovery
Silver Line	10.76%	10.60%	12.41%	11.13%
Route 1 Division/Madison	10.17%	10.49%	8.50%	7.90%
Route 2 Kalamazoo	10.75%	10.89%	11.30%	8.30%
Route 3 Wyoming/Rivertown	12.23%	13.07%	10.71%	6.81%
Route 4 Eastern	11.99%	12.21%	10.02%	10.94%
Route 5 Wealthy	9.96%	9.91%	10.50%	n/a
Route 6 Eastown	8.95%	8.79%	8.42%	12.40%
Route 7 West Leonard	7.52%	7.50%	8.00%	6.95%
Route 8 Prairie/Rivertown	9.24%	9.39%	10.17%	6.49%
Route 9 Alpine	13.43%	12.91%	15.58%	20.65%
Route 10 Clvde Park	10.87%	10.75%	11.88%	11.41%



PRODUCTIVITY REPORT USES

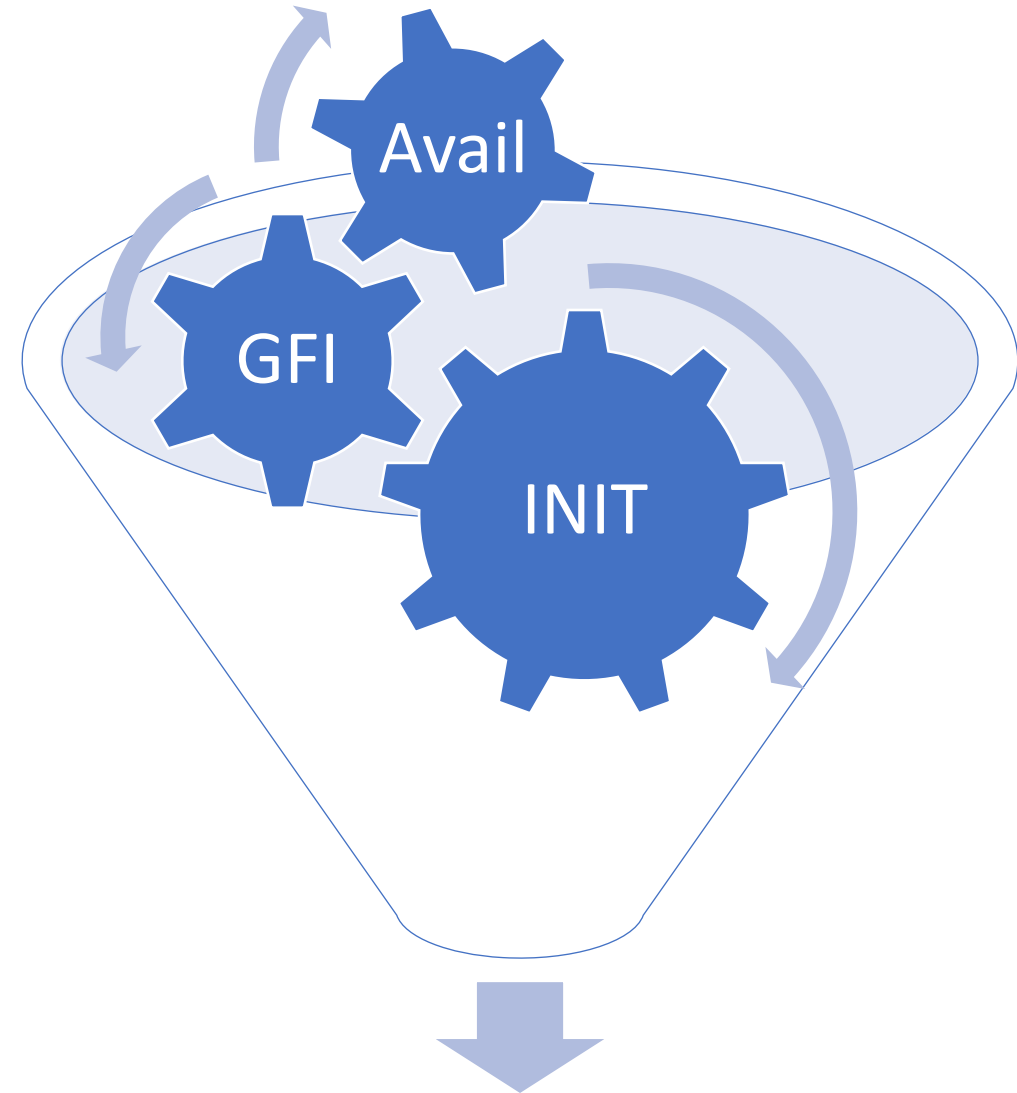
Board Report: Memo to ITP board showing fixed route and contracted ridership, average weekday, passengers per mile/hour, and farebox recovery.

Ridership Report tab: Compares month to previous year, shows ridership by fare category, contract route, paratransit, service days, fiscal year to date, quarterly ridership.

Standard Deviation tab: Ranks routes by productivity measures using efficiency and effectiveness scores.

MDOT Quarterly tab: Shows hours, miles, passengers by day of week, type, and paratransit for external report.

System Summary: Updated monthly with productivity data, tracks average daily ridership by route, weekday, Saturday, Sunday farebox, passenger per hour/mile, change by month, and is used for annual standard deviation report.

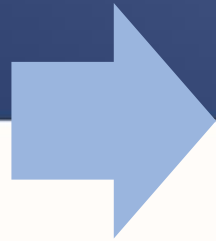


Monthly, Quarterly & Annual Reports

MONTHLY REPORTING



Data Inputs



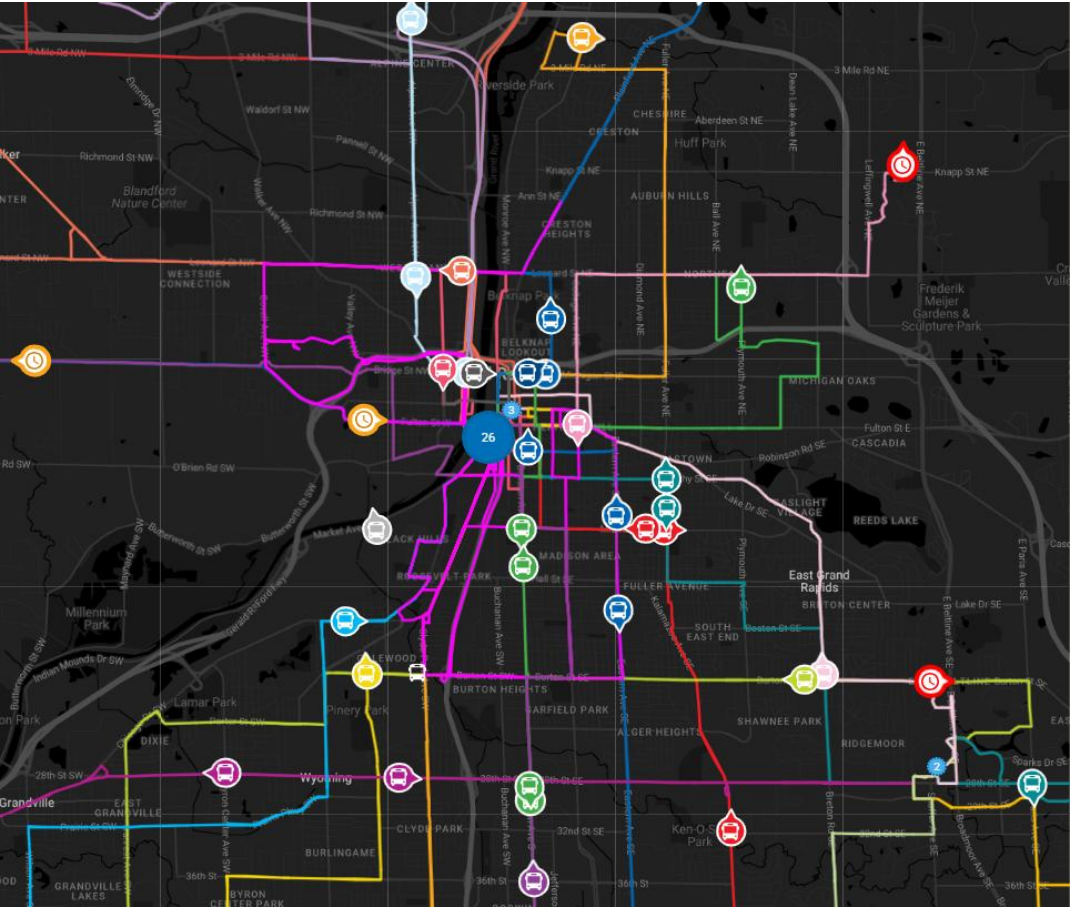
Productivity and
Performance
Reports



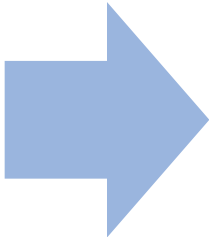
Policy Direction
and
Implementation

ON-TIME PERFORMANCE

HOW IS THE DATA POPULATED?



LIVE MAP



On-time Departure Performance by Route

Route	On-time Percent	On-time Departures	Early Percent	Early Departures	Late Percent	Late Departures	Actual Departures
1	87%	3376	4%	146	10%	372	3894
2	85%	5710	4%	243	11%	741	6694
3	85%	2177	3%	81	11%	291	2549
4	86%	4697	3%	136	11%	609	5442
5	78%	2334	2%	58	20%	602	2994
6	88%	2858	1%	46	11%	358	3262
7	88%	2017	2%	55	9%	209	2281
8	86%	1677	2%	37	13%	245	1959
9	83%	4212	2%	121	15%	750	5083
10	91%	2980	3%	110	6%	189	3279
11	90%	3100	3%	108	7%	231	3439
12	90%	1686	5%	92	6%	105	1883
13	88%	1725	5%	97	8%	149	1971
14	92%	1154	2%	22	7%	83	1259
15	87%	2461	4%	112	9%	268	2841
24	80%	2115	3%	81	17%	447	2643
27	88%	485	3%	16	9%	52	553
28	84%	3587	2%	71	15%	634	4292
33	93%	560	1%	7	6%	34	601
34	92%	526	2%	10	6%	36	572
44	82%	3899	1%	67	17%	794	4760
45	94%	923	0%	2	6%	54	979
46	92%	6885	1%	59	7%	510	7454
51	74%	1608	4%	94	21%	461	2163
52	76%	1878	5%	130	19%	465	2473
55	91%	489	4%	19	6%	31	539
71	0%	0	0%	0	100%	4	4
72	100%	2	0%	0	0%	0	2
73	75%	3	25%	1	0%	0	4
74	75%	3	0%	0	25%	1	4
75	100%	2	0%	0	0%	0	2
76	100%	6	0%	0	0%	0	6
86	93%	420	1%	6	6%	25	451
90	88%	8346	4%	336	9%	853	9535
Overall	86%	73001	3%	2363	11%	9603	85867

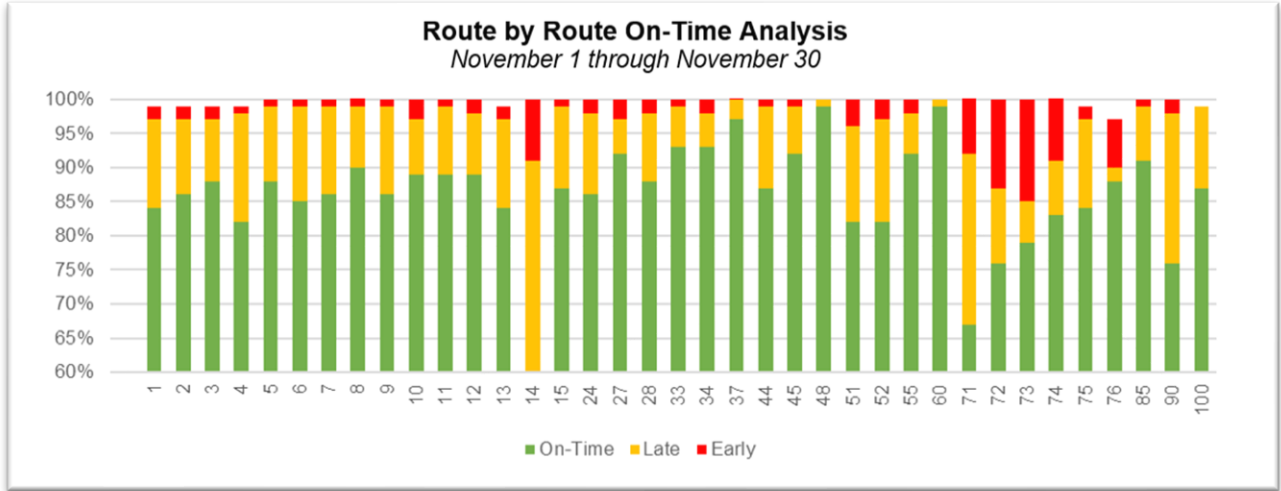
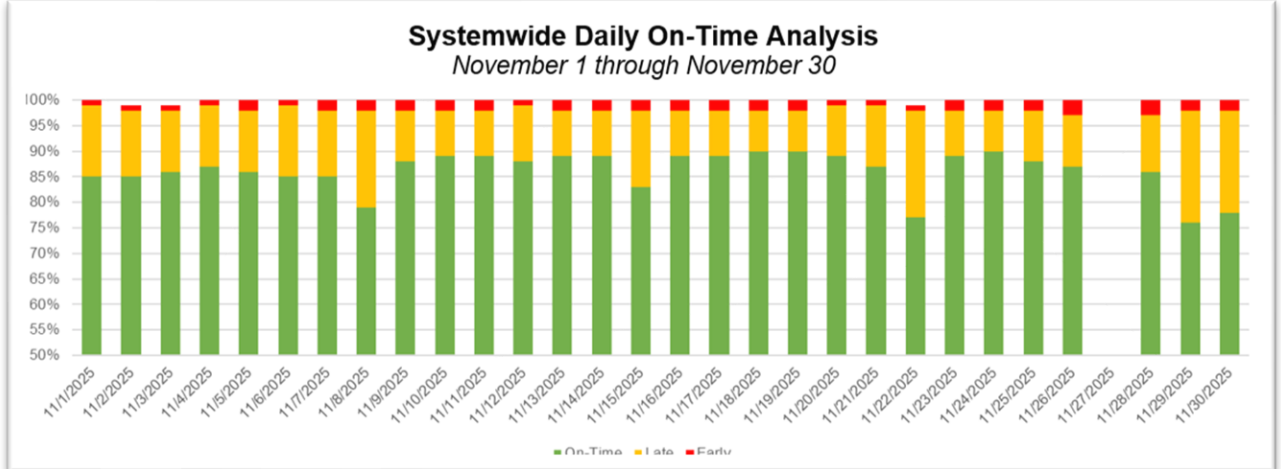
RAW DATA



ON-TIME PERFORMANCE (OTP) REPORT

HOW IS THE HEALTH OF OUR SCHEDULE?

- MONTHLY MEMO TO BOARD AND PPS
- 5 MINUTES IS CONSIDERED LATE
- OUR GOAL IS TO BE 90% ON-TIME
- INCLUDES ANALYSIS BY:
 - DATE
 - ROUTE
- COMPARES BOTH THE PREVIOUS MONTH AND THE SAME MONTH LAST YEAR



OTP IMPLEMENTATION

WHAT DOES THE REPORT TELL US?



Paints a picture of how well we are doing in serving our customers at the time that they expect to be served



Provides insight into where schedules may need to be tweaked



Equips us with context on how much certain detours are affecting certain routes



Contributes to our knowledge of operator behavior and if there is room for improvement