



Interurban Transit Partnership

Present Performance & Service Committee Members

Charis Austin (Chair)	Tracie Coffman Clarkston Morgan	Renee Hill David Moore	Mayor David LaGrand	Tim Mroz
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PRESENT PERFORMANCE & SERVICE COMMITTEE MEETING AGENDA

Tuesday, March 17, 2026 – 4 p.m.

Ellsworth Board Room | 300 Ellsworth, SW

AGENDA

	<u>PRESENTER</u>	<u>ACTION</u>
1. PUBLIC COMMENT		
2. MINUTES REVIEW – January 13, 2026		Approval
3. INFORMATION		
A. Ridership and Metrics		
1) Paratransit, February 2026	Jason Prescott	Information
2) Fixed Route Ridership, February 2026	Tim Roseboom	Information
3) On-Time Performance, January/February 2026	Joshua Brink	Information
B. Operational Financial/Impacts		
1) Summer Service, Event Service	Nick Monoyios	Information
C. Employees		
1) Operator Recruitment and Retention	Lindsay Thomasini & Steve Schipper	Information
D. Fleet and Facilities		
1) Maintenance Break Room Refresh	Steve Schipper	Information
2) Early Childhood Center Update	Deb Prato	Information
4. ADJOURNMENT		

Upcoming Procurements:

- Property & Casualty, Workers' Compensation & Unemployment Insurance Brokerage Services.

Next meeting: May 19, 2026



Interurban Transit Partnership

Present Performance & Service Committee Members

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

PRESENT PERFORMANCE AND SERVICE COMMITTEE MEETING MINUTES

Tuesday, January 13, 2026 – 4:00 p.m.

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

ATTENDANCE:

Committee Members Present:

Charis Austin, Tracie Coffman, Renee Hill, David Moore, Clarkston Morgan, Tim Mroz

Committee Members Absent:

Mayor LaGrand

Rapid Attendees:

Joshua Brink, Steve Clapp, Jason Culberson, Kris Heald, Deron Kippen, Linda Medina, Nick Monoyios, James Nguyen, Deb Prato, Jason Prescott, Andy Prokopy, Tim Roseboom, Steve Schipper, Lindsay Thomasini, Mike Wieringa, Kevin Wisselink

Public Attendees:

Ms. Austin called the meeting to order at 4:01 p.m.

1. PUBLIC COMMENT

No public comment

2. MINUTES – September 16, 2025

Ms. Austin asked for any changes or corrections to the meeting minutes from September 16, 2025, there was none. The meeting minutes passed.

3. DISCUSSION

a. Paratransit, November/December 2025, Mr. Jason Prescott

Mr. Prescott gave a brief overall report on the monthly ridership for November and December 2025.

November 2025, ADA ridership increased by 5.4% compared to the previous year. December 2025, ADA ridership increased by 7.3% compared to the previous year.

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

On-Time Performance:
2024: 89.5%
2025: 91%
Goal: 95%

In recent months, there was a slight decline, with December 2025 at approximately 85.84%, below the November performance. The noted cause, a dip coincided with taking over dispatch operations in October 2025.

Transition Details:
October 1, 2025, at the beginning of the fiscal year; The Rapid took over dispatch from the contractor. The scope was in-house management of dispatch, excluding safety, window dispatch, and drivers. The rationale was better control over route assembly, monitoring clear times, and improving efficiency.

Mr. Prescott has been overseeing operations at the DROC location for approximately four months. He noted some former dispatchers moved to The Rapid; two new staff hired, with one vacancy expected to be filled soon.

Mr. Prescott noted improvements such as better distribution of work, reducing driver's idle time, more effective fleet utilization, enhanced vehicle maintenance due to proactive oversight by The Rapid., and twelve (12) new vehicles arriving soon to replace the aging fleet.

On-Time Performance Challenges are primarily due to staffing shortages (dispatchers), though other factors like trip volume and driver availability also influence performance. Driver call-offs and rerouted trips can cause delays and impact on OTP.

Mr. Mroz suggested tracking regular riders for ADA and Paratransit services. Mr. Prescott confirmed the use of subscription trips-recurrent trips taken by the same riders, grouped for efficiency-while respecting privacy concerns.

b. Fixed Route Ridership, November/December 2025, Mr. Tim Roseboom

Mr. Roseboom reported that in November 2025, fixed route ridership decreased by 3.5% to just under 558,000 riders, with reduced weekday operations and no service on Thanksgiving. Black Friday had a shortened schedule. In December, ridership increased slightly by 3% year-over-year to over 460,000 riders, despite a slight decline in fixed routes. Contract service ridership grew by nearly 13%, influenced by the last day of Grand Valley operations and school schedule changes. Overall, December showed just under a 1% decrease year-to-date.

c. On-Time Performance, November/December 2025, Mr. Joshua Brink

Mr. Brink reported on the on-time performance for November.

November 2025:

Performance: 86.83% On-Time, just below the 90% target.

Comparison: Improved from 82.9% in October (growth of 3.93%).

Notes: No service on Thanksgiving; typical November except for numerous detours.

Main Issue: Detours significantly impacted on-time performance.

December 2025:

Performance: 84.3% slightly lower than November.

Contributing Factors: Shopping congestion at malls (Woodland and River Town) affected routes, but fewer detours than in November.

Mr. Morgan asked if on-time performance relates to ridership and profitability.

Mr. Brink clarified that farebox recovery (fares vs. operating costs) is a key metric. Tying on-time performance directly to profitability is complex, as customer behavior and service reliability influence revenue over time.

Mr. Morgan requested data on ridership and service impact for the Division Corridor (36th to 44th Street), especially between businesses and residents focusing on understanding the necessity of this service for profitability and community impact.

Mr. Brink discussed Automatic Passenger Counters (APCs) on buses, providing detailed ridership data. Ridership at certain stops, like the corner in question, is among the highest system wide. Economic benefits are broad – supporting employment and local spending – beyond just ridership numbers. He noted the data analysis is complex but essential for strategic planning.

Presentation

How we Develop the Ridership and Performance Reports, Mr. Nick Monoyios and Team

The service planning team presented how we prepare the reports for ridership and performance.

Data Collection and Systems:

Mr. Roseboom explained how they produce the reports from the data. Primary Data Sources.

Transaction Data: When passengers board the bus, data is recorded via multiple systems. The Wave Card System is contactless fare payment (cards, credit/debit, Apple Pay, etc.). The system recognizes fare categories and records transactions. Cash Payments. Driver records cash fare via farebox interface. Free Riders: Drivers record free riders (e.g., students, employees, children).

The Automatic Passenger Counter (APC). Laser beams record boardings and alighting, geolocated for accuracy.

Avail System: Tracks boardings and alighting with data such as route, driver, timestamp, and geocode.

GFI System: Cash system tracking route, time, and fare data, especially useful for student and circulator ridership (notably Grand Valley).

Data Integration:

Data from these systems are consolidated in INIT Software, enabling detailed transaction analysis (route, time, fare category, etc.).

The scheduling software attaches hours and miles to generate productivity metrics. Historical data (over 20 years) from the Ridership Productivity Report informs current reports and comparisons.

Reporting and Metrics. Monthly and Yearly Reports:

Includes ridership, route-specific data, fare categories, and comparison (Year-over year, quarterly, year to date). Data is reported to the National Transit Database (NTD), mandated by federal law for systems receiving substantial federal funding.

System Performance Measures:

Efficiency and effectiveness metrics such as passengers per mile/hour, farebox recovery, and route rankings. An annual system summary ranks performance across measures for strategic review.

Importance of NTD:

Mandated by Congress, it ensures accurate reporting of hours, miles, ridership, and passenger miles. Data is audited for accuracy, supporting transparency and federal funding eligibility.

On-Time Performance (OTP) Reporting & Methodology, Mr. Joshua Brink

Data Inputs: Raw operational data is processed to generate productivity and performance reports. OTP Target: 90% monthly, reflecting service reliability and customer satisfaction. The purpose is to monitor schedule adherence, inform schedule adjustments, and evaluate operator performance.

Operational Discussions. Road Projects and Detours:

Mr. Nguyen discussed Policy and Notification. There is currently no formal policy; notifications are sent as quickly as possible upon road closures or detours. Sometimes unplanned events (accidents, water main breaks) cause sudden detours. He noted detours often follow city recommendations, but buses may need to adapt to street constraints, considering passenger safety and convenience. Customer stops during detours. Every right-hand corner is treated as a potential stop. Drivers are trained to identify and pick up waiting passengers at all safe and accessible points, including making courtesy stops if roads are hazardous.

Fare Collection and Profitability

Data on Revenue: Route-level revenue data is tracked via Wave Card transactions and farebox collections. Route productivity is analyzed through passenger counts, fare revenue, and passenger miles/hour.

Transfer Policy. Cash paying riders cannot transfer; wave card holders can transfer within a specified window. Ridership patterns show approximately 34% of riders use two-seat rides, indicating transfer activity.

Ms. Prato noted in 2021 a Comprehensive Operational Analysis led to route adjustments focused on productivity, improving efficiency post-pandemic. She emphasized the value of transit over cost, considering federal subsidies and operator costs as core factors.

Mr. Monoyios presented a live demonstration from the Business Intelligent Suite from Avail, which is our CAD AVL system used for enterprise transit management. During the presentation, he highlighted all the input data that Mr. Brink and Mr. Roseboom receive for their reports, emphasizing the system's capabilities and the data flow involved.

Annual Audit Update FY24/25, Ms. Linda Medina

Ms. Medina provided a brief overview of the Fiscal Year 2025 Annual Audit. She informed the committee that a draft of the audit will be presented to the Finance Committee on January 21, 2026, for review and recommendation to the Board of Directors for approval.

The audit, conducted annually by an independent auditor, assesses internal controls, policies, procedures, procurement, expenses, and revenue within both the operating and grant environments. This ensures compliance with federal, state, and local regulations, which are crucial for the funding sources.

Currently, BDO has been our auditor for 25 years, and the audits have consistently been unqualified ("clean"). The FY25 audit process was smooth, with no major weaknesses, deficiencies, or changes observed from start to finish.

Overall, it was a successful year. The agency was under budget for expenses and revenue, with revenue exceeding expenses, allowing for an anticipated deposit of \$2.1M into reserves.

Fleet and Facilities

Status Busch Drive Build, Mr. Steve Schipper

Mr. Schipper reported that in 2021, a facility master plan was developed, which identified the locations of all campuses and highlighted existing gaps. It has been known for some time that Paratransit operations are managed by a contractor, who rents a facility for vehicle storage and maintenance. This arrangement was identified as a gap since the agency did not own the property.

To address this, the agency began searching for property and identified a site in Grandville. Mr. Schipper noted that the FTAs requirements for real estate purchases are highly complex. The agency partnered with Yellow Rose Trucking, which was operating on the site. The site is located on a 100-year flood plain, posing certain challenges.

A diagram was shared showing that The Rapid will construct a new building on this site. Although remodeling the existing site was considered, the costs associated with remodeling versus building a new led to the decision to construct a new facility. The plan is to occupy and build the new location simultaneously, then deconstruct the old building once the new facility is operational.

Final plans from Progressive AE are expected soon for internal review, after which the project will be put out to bid with construction anticipated to begin this fall.

Status of Early Childcare Center, Mr. Deron Kippen

Mr. Kippen provided an update on the Early Childcare Center project. Approximately a year ago, the YMCA partnered with Grand Rapids Public Schools and Head Start to develop a childcare facility at Rapid Central Station. The facility is designed with customer access in mind, featuring a stairwell and ramp leading to the first level, which includes the intake area and toddler zone. The lower level is dedicated to gross motor skills activities, while the second floor is for Pre-K.

The project is approximately 80-90% complete. It includes outdoor playgrounds on the ground floor and the roof. Due to the rooftop playground, the building required fireproofing to meet a 1-hour and 2-hour fire rating, which is about 80% finished.

The overall project is expected to be completed by the end of April 2026, with classes scheduled to begin in August 2026.

4. ADJOURNMENT

This meeting was adjourned at 5:22 p.m.

The next meeting is scheduled for March 17, 2026

Respectfully submitted,



Kris Heald, Board Secretary



Interurban Transit Partnership

DATE: March 17, 2026
TO: ITP Board
FROM: Jason Prescott
SUBJECT: FEBRUARY 2026 PARATRANSIT RIDERSHIP REPORT

Paratransit ridership information for February 2026, as compared to February 2025

	2026	2025	% Change
Total Paratransit Ridership	19,572	18,165	7.7%
ADA Ridership	16,751	15,582	7.5%
Non-Disabled Senior (NDS) Ridership	131	112	17.0%
PASS Ridership	97	153	-36.6%
Network 180	2,119	2,006	5.6%

Ridership averages, as compared to 2025

	2026	2025	% Change
Weekday Ridership	768	695	10.5%
Saturday Ridership	292	244	19.7%
Sunday Ridership	326	236	38.1%

Other Performance Measures

	2026	2025	% Change
On-Time Performance	84.17%	85.93%	-2.0%
On-Time Drop-Off	92.57%	91.76%	0.9%
Average Cost Per Trip	\$35.58	\$42.29	-15.9%

February 2026 Paratransit Ridership and Operating Statistics				
	2026	2025	Change	% Change
ADA				
Clients	1,361	1,265	96	7.6%
Passenger Trips	16,751	15,582	1,169	7.5%
NDS				
Clients	18	18	0	0.0%
Passenger Trips	131	112	19	17.0%
PASS				
Clients	6	9	(3)	-33.3%
Passenger Trips	97	153	(56)	-36.6%
RIDELINK				
Clients	250	168	82	48.8%
Passenger Trips (Performed by The Rapid)	474	312	162	51.9%
TOTALS				
Clients	1,635	1,460	175	12.0%
Passenger Trips	17,453	16,159	1,294	8.0%
Average Weekday Ridership	768	695	73	10.5%
Average Saturday Ridership	292	244	48	19.7%
Average Sunday Ridership	326	236	90	38.1%
All Ambulatory Passengers	12,457	13,165	(708)	-5.4%
All Wheelchair Passengers	4,996	2,994	2,002	66.9%
No - Shows	395	348	47	13.5%
Cancellations	509	446	63	14.1%
Transdev				
Average Cost per Trip	\$35.58	\$42.29	(\$6.71)	-15.9%
Riders per Hour	2.0	2.0	0.0	0.0%
Accidents per Month	9.0	6.0	3	50.0%
Trip Denials	0	0	0	#DIV/0!
NTD Travel Time (minutes)	29	30	-1	-2.0%
NETWORK 180				
Passenger Trips	2,119	2,006	113	5.6%
Average Weekday Ridership	106	100	6	6.0%
TOTAL PASSENGER TRIPS	19,572	18,165	1,407	7.7%
Paratransit Service Quality Statistics: network 180 Excluded				
	2026	2025	% of Trips	% Change
Complaints				
Transdev Complaints	20	27	0.1%	-25.9%
On-Time Performance				
On-Time Compliance - Pick-up	84.17%	85.93%	-1.8%	-2.0%
On-Time Compliance - Drop-off	92.57%	91.76%	0.8%	0.9%

Date: March 17, 2026
To: ITP Present Performance & Service Committee
From: Tim Roseboom – Senior Planner
Subject: FIXED ROUTE RIDERSHIP AND PRODUCTIVITY REPORT – FEBRUARY 2026

OVERVIEW: In February 2026, there was a 6.0% increase in total monthly route ridership as compared to February 2025. Contract services increased 9.0%, and regular fixed route services increased 4.1%. Pre-pandemic ridership recovery is 62.7% compared to February 2020 and 60.1% FY 2026 to date. February 2026 had the same number of weekdays, Saturdays, and Sundays as February 2025. GVSU did not have any closures or academic breaks during February, and GRPS was closed February 16-17 for mid-winter break, which also fell in February in 2025.

BACKGROUND INFORMATION

Monthly Ridership

	February 2026	February 2025¹	% Change
Regular Fixed Route Service (Routes 1–44)	352,707	338,688	4.1%
Contracted Service (GVSU, DASH, GRCC, and Ferris)	240,856	221,053	9.0%
Total Monthly Fixed Route Ridership	593,563	559,741	6.0%

Daily Average Ridership

	February 2026	February 2025¹	% Change
Weekday Total	26,287	25,148	4.5%
Weekday Evening	4,022	3,423	17.5%
Saturday	11,634	9,466	22.9%
Sunday	5,320	4,731	12.4%

Productivity Summary

	February 2026	February 2025¹	% Change
Average passengers per hour per route	14.5	13.8	5.2%
Average passengers per mile per route	1.05	1.00	5.3%
Average farebox recovery percent per route	10.1%	10.4%	-2.7%

Fiscal Year Ridership

	FY 2026	FY 2025¹	% Change
Regular Fixed Route Service (Routes 1–44)	1,767,071	1,775,090	-0.5%
Contracted Service (GVSU, DASH, GRCC, and Ferris)	1,013,089	1,037,810	-2.4%
Total Fixed Route Ridership YTD	2,780,160	2,812,900	-1.2%

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 FEBRUARY 2026 TO FEBRUARY 2020

Monthly Ridership

	February 2026	February 2020	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	352,707	618,961	-43.0%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	240,856	327,051	-26.4%
Total Monthly Fixed Route Ridership	593,563	946,012	-37.3%

Daily Average Ridership

	February 2026	February 2020	% Change
Weekday Total	26,287	42,265	-37.8%
Weekday Evening	4,022	5,508	-27.0%
Saturday	11,634	14,281	-18.5%
Sunday	5,320	7,326	-27.4%

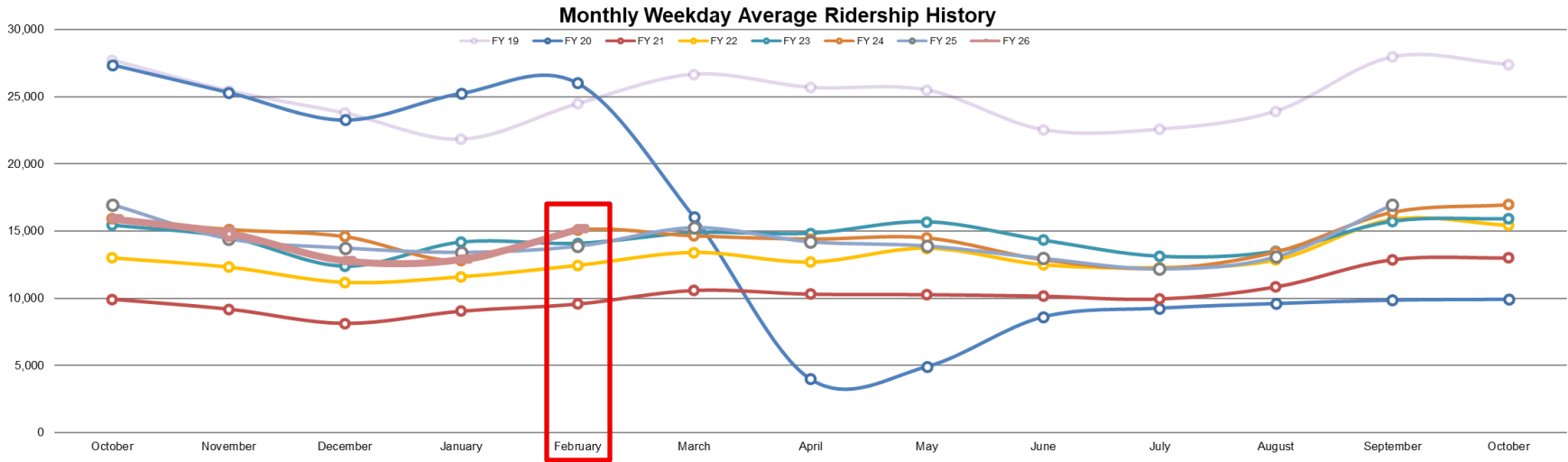
Productivity Summary

	February 2026	February 2020	% Change
Average passengers per hour per route	14.5	21.0	-31.0%
Average passengers per mile per route	1.05	1.61	-34.5%
Average farebox recovery percent per route	10.1%	20.3%	-50.2%

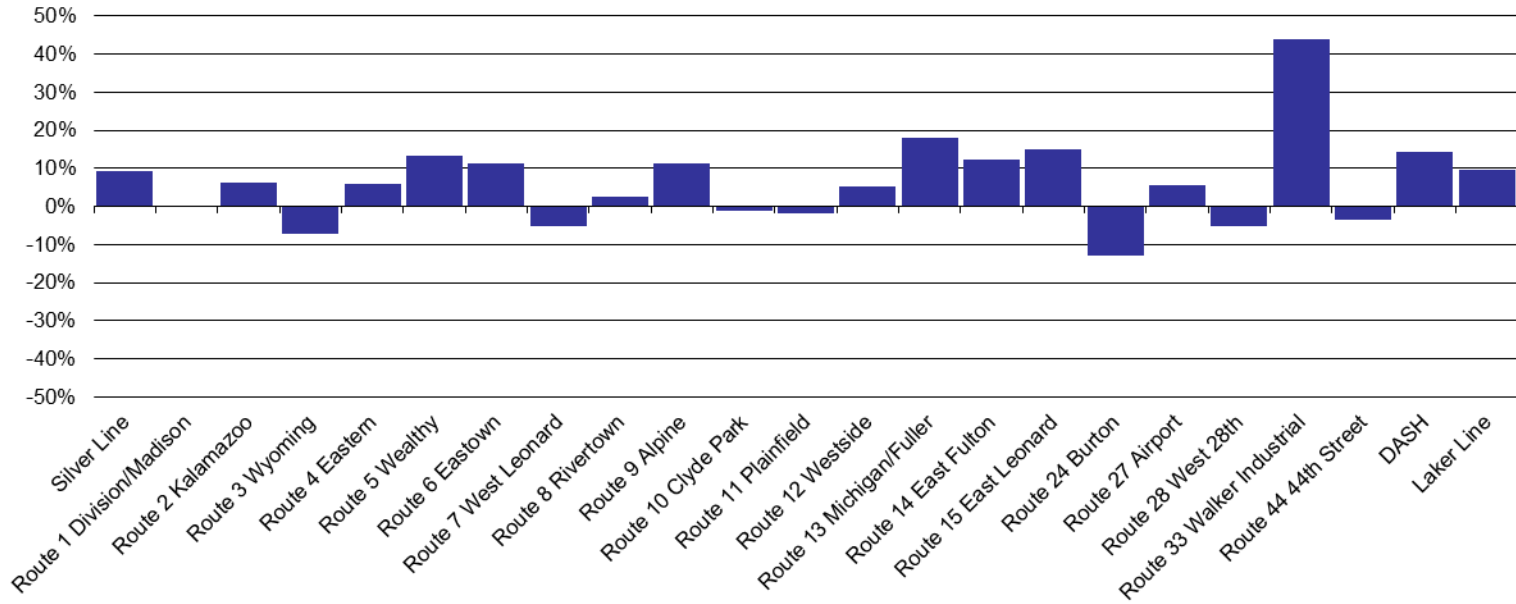
Fiscal Year Ridership

	FY 2026	FY 2020	% Change
Regular Fixed Route Service (<i>Routes 1–44</i>)	1,767,071	3,117,771	-43.3%
Contracted Service (<i>GVSU, DASH, GRCC, and Ferris</i>)	1,013,089	1,509,519	-32.9%
Total Fixed Route Ridership YTD	2,780,160	4,627,290	-39.9%

	Monthly Farebox Recovery	Weekday Farebox Recovery	Saturday Farebox Recovery	Sunday Farebox Recovery
Silver Line	11.33%	11.15%	12.91%	11.43%
Route 1 Division/Madison	10.01%	10.38%	8.58%	7.33%
Route 2 Kalamazoo	10.81%	10.96%	10.92%	8.97%
Route 3 Wyoming/Rivertown	9.94%	10.79%	8.07%	5.45%
Route 4 Eastern	12.00%	12.20%	9.99%	11.84%
Route 5 Wealthy	9.86%	9.90%	9.41%	n/a
Route 6 Eastown	9.15%	9.20%	7.55%	11.87%
Route 7 West Leonard	7.21%	7.07%	8.10%	8.03%
Route 8 Prairie/Rivertown	8.70%	8.93%	8.07%	7.30%
Route 9 Alpine	13.15%	12.76%	14.40%	18.46%
Route 10 Clyde Park	9.52%	9.50%	9.00%	10.93%
Route 11 Plainfield	10.53%	10.41%	10.58%	12.89%
Route 12 Westside	9.52%	9.81%	8.02%	6.62%
Route 13 Michigan/Fuller	10.59%	10.91%	7.70%	n/a
Route 14 East Fulton	10.99%	11.80%	6.50%	n/a
Route 15 East Leonard	13.41%	13.86%	9.13%	14.43%
Route 24 Burton	7.42%	7.62%	5.91%	n/a
Route 27 Airport Industrial	8.40%	8.40%	n/a	n/a
Route 28 West 28th	8.80%	8.84%	7.98%	9.75%
Route 33 Walker Industrial	2.82%	2.82%	n/a	n/a
Route 34 Northridge	2.25%	2.25%	n/a	n/a
Route 44 44th Street	8.99%	9.01%	9.19%	8.43%
Route 1000 Millenium Park	n/a	n/a	n/a	n/a
Route 71 Central 4A	12.51%	12.51%	n/a	n/a
Route 72 Central 10A	20.64%	20.64%	n/a	n/a
Route 73 Union 3A	49.73%	49.73%	n/a	n/a
Route 74 Union 7A	40.61%	40.61%	n/a	n/a
Route 75 Union 10B	40.10%	40.10%	n/a	n/a
Route 76 Union 12A	37.94%	37.94%	n/a	n/a



Percent Change by Route: February 2026 compared to February 2025



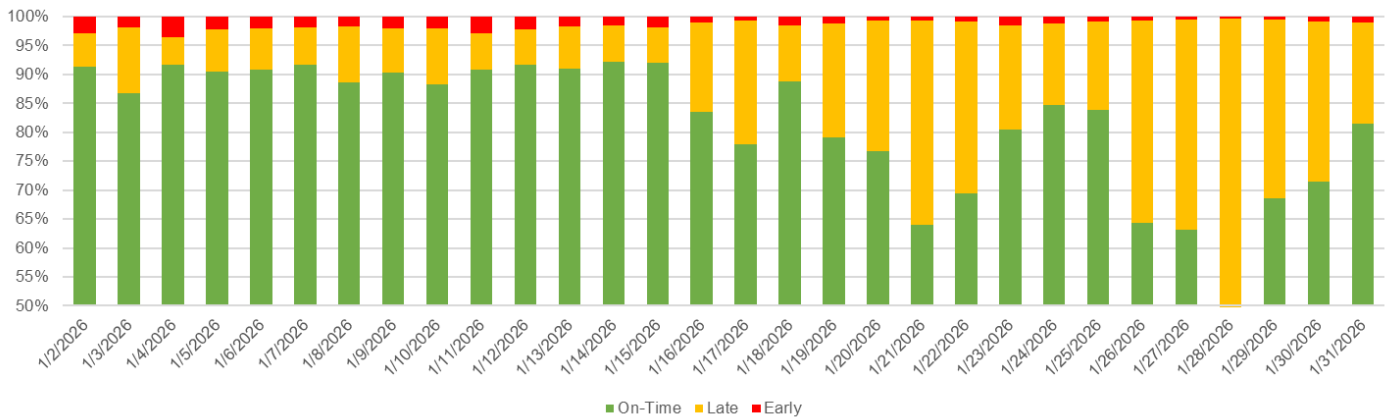
Date: March 17, 2026
To: ITP Board
From: Joshua Brink - Planner
Subject: FIXED ROUTE ON-TIME PERFORMANCE REPORT – January 2026

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 January 2026.

Systemwide Daily On-Time Analysis
January 2 through January 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 January 2026, 80.31% of service was on time, with incidents of lateness occurring 18.29% and incidents of earliness at 1.40%. This month had a -7.03% decrease in OTP from January 2025 and a decrease of 4.00% from December 2025. Weather incidents and detours impacted OTP throughout the month, with the Laker Line being particularly affected. January 1st was New Years Day and no service was run.

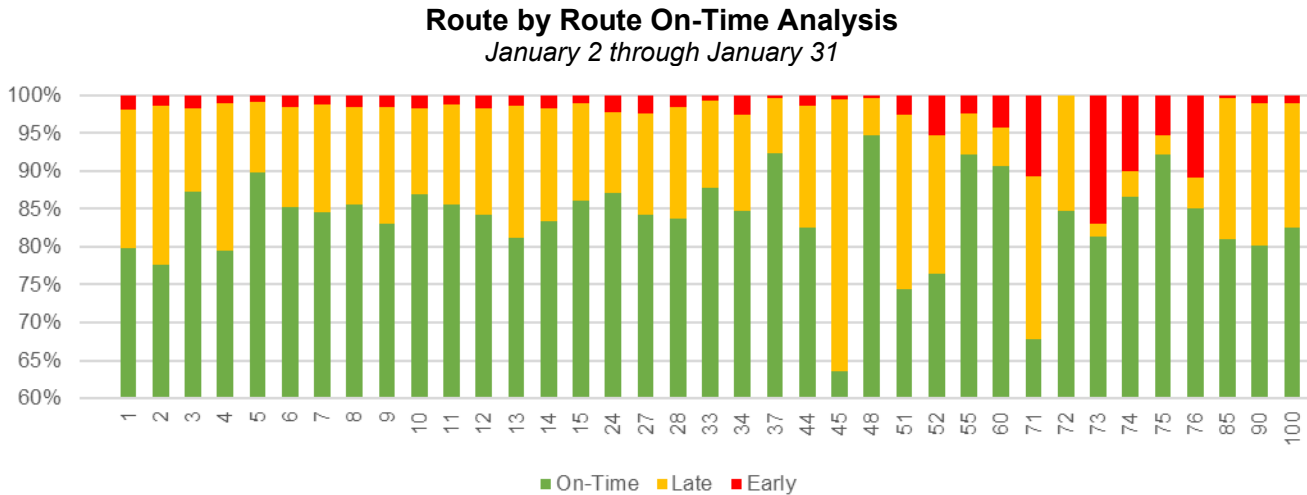
Year	Jan. On-Time	Dec. On-Time	Δ
2025/2026	80.31%	84.30%	-4.00%
2025	87.34%		
Δ	-7.03%		

ROUTE BY ROUTE ANALYSIS

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

- RCS Bartlett Exit closure (Route 90 OB)
- Michigan St. rerouting because of weather throughout a good portion of the month (Route 11, 13, SL but most importantly LL which was rerouted quite significantly.)
- Cherry Hill Detour (DASH, Routes 2 and 4)

OTP by route is illustrated in the graph below:



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	

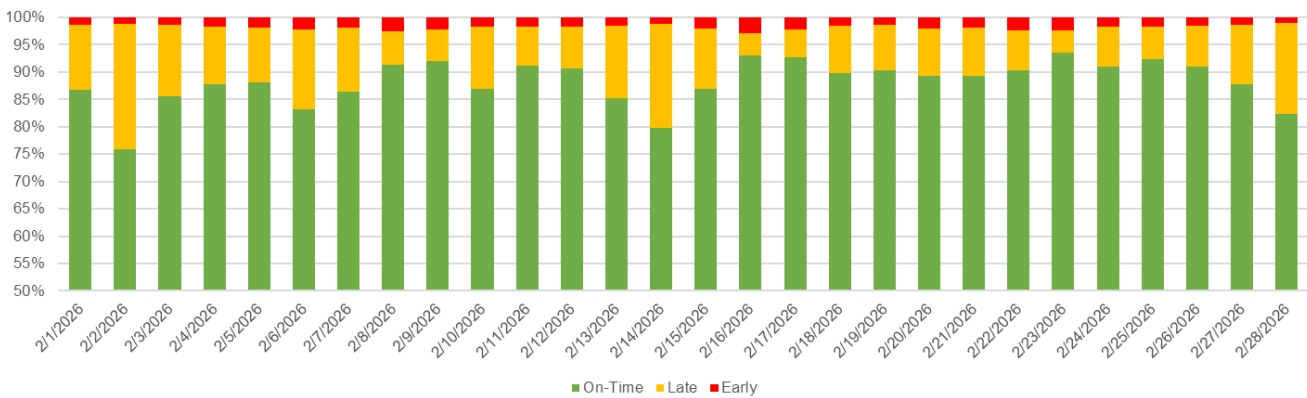
Date: March 17, 2026
To: ITP Board
From: Joshua Brink - Planner
Subject: FIXED ROUTE ON-TIME PERFORMANCE REPORT – February 2026

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 February 2026.

Systemwide Daily On-Time Analysis
 February 1 through February 28



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 2026.

In February 2026, 88.53% of service was on time, with incidents of lateness occurring 9.70% and incidents of earliness at 1.77%. This month had a -2.05% decrease in OTP from February 2025 and an increase of 8.22% from January 2026. Weather incidents and detours impacted OTP throughout the month.

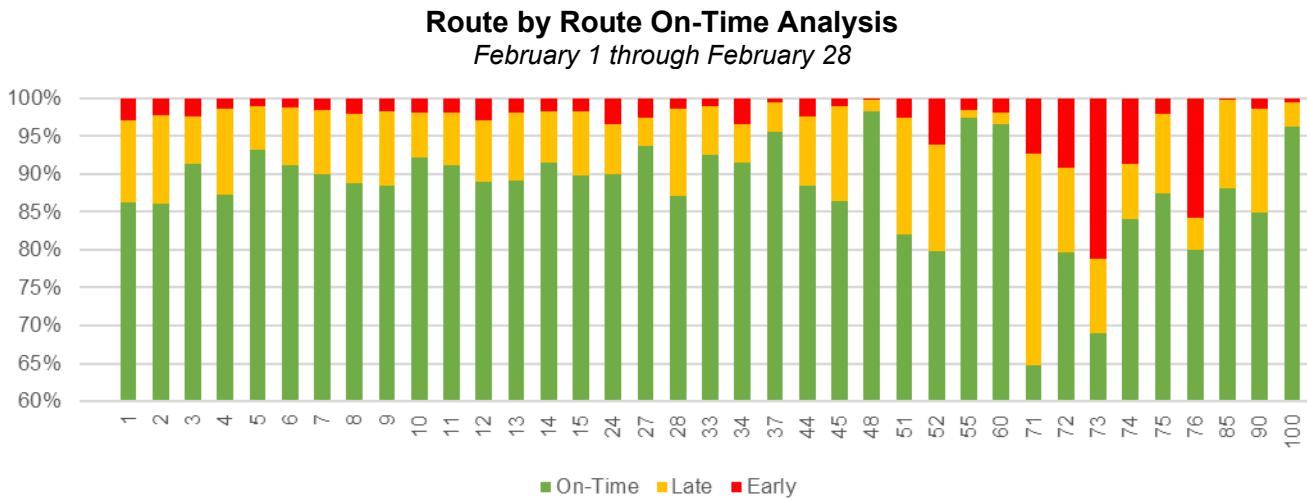
Year	Feb. On-Time	Jan. On-Time	Δ
2026	88.53%	80.31%	+8.22%
2025	90.58%		
Δ	-2.05%		

ROUTE BY ROUTE ANALYSIS

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

- RCS Bartlett Exit closure (Route 90 OB)

OTP by route is illustrated in the graph below:



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	