



Interurban Transit Partnership

Planning & Technology Committee Members

Mayor Rosalynn Bliss

Jack Hoffman

Andy Guy

Terry Schweitzer (Chair)

Paul Troost

Citizen Members:

Ryan Anderson

Dave Bulkowski

PLANNING & TECHNOLOGY COMMITTEE MEETING AGENDA

Monday, November 6, 2023 – 8:30 a.m.

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

AGENDA

	<u>PRESENTER</u>	<u>ACTION</u>
1. PUBLIC COMMENT		
2. MINUTES REVIEW – September 11, 2023	Terry Schweitzer	Review
3. DISCUSSION		
a. Micromobility 101 – Mobile GR	Trent Cerra	
b. TMP Update	AECOM	
c. TDM Study Final Report	Nick Monoyios	
d. IT Strategic Plan	Andy Prokopy	
e. APTA Expo	All	
4. ADJOURNMENT		

Next meeting: January 8, 2024



Future Planning & Technology Committee Members

Mayor Rosalynn Bliss

Jack Hoffman
Citizen Members:

Robert Postema
Ryan Anderson

Terry Schweitzer (Chair)
Dave Bulkowski

Paul Troost

PLANNING & TECHNOLOGY COMMITTEE MEETING MINUTES

Monday, September 11, 2023 – 8:30 a.m.

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

ATTENDANCE:

Committee Members Present:

Terry Schweitzer, Jack Hoffman, Dave Bulkowski, Andy Guy, Mayor Bliss

Committee Members Absent:

Ryan Anderson, Paul Troost

Staff Attendees:

Steve Clapp, Kris Heald, Deron Kippen, Nick Monoyios, James Nguyen, Deb Prato, Jason Prescott, Andy Prokopy, Kevin Wisselink

Other Attendees:

Adam Erber, Andrew Ittigson, Max Dillivan, Mara Gericke (GVMC)

Mr. Schweitzer called the meeting to order at 8:36 a.m.

1. PUBLIC COMMENT

No Public Comment

2. MINUTES – July 17, 2023

Mr. Schweitzer asked if there were comments or questions regarding the July 17, 2023, meeting minutes. Mr. Bulkowski questioned a note Ms. Heald wrote. The comment was regarding West Michigan Express, and the statement should have read, Mr. Bulkowski would be shocked (not shot) if there were a dozen cars in the parking lot at 60th and Division.

July 17, 2023, meeting minutes are approved and submitted with the correction noted above. The motion passed unanimously.

3. DISCUSSION

a. Transit Master Plan (TMP) Progress Update – AECOM/ Mr. Andrew Ittigson/Mr. Monoyios

Mr. Monoyios introduced Mr. Andrew Ittigson (AECOM). He noted many exciting items are coming regarding the Transit Master Plan (TMP). Next up is a three (3) month public engagement phase.

Mr. Ittigson reported he is pleased to introduce the new *Thriving* template to the committee.

Today's update will be on the technical tasks, and on the aspirational peer interviews that were conducted. We will also talk about the public outreach which will be launching tomorrow.

Technical Tasks Project Status:

- Public Involvement is in progress.
- Peer Review and best practices are in progress.
- Market Analysis is complete.
- Existing and Future Conditions Analysis is complete.
- The West Michigan Express Feasibility Study has been completed, and we are looking at implementation which is approximately 75% complete.
- Corridor Analysis is in progress.

Next, we will be kicking off task 10, which is the Administrative and Operational Staff Evaluation. Workshops will be happening over the next month on this task.

Since July the AECOM Team has had several interviews with aspirational peers. A member of this committee suggested looking at Canada. The three to consider were Waterloo, Ontario. Guelph Ontario, and Kelowna British Columbia. We will report back at the next meeting on what was learned.

Aspirational Peers:

The Ride, Ann Arbor, MI
Cap Metro, Austin, TX
Metro Transit, Minn, MN
Sound Transit, Seattle, WA
LA Metro, Los Angeles, CA
IndyGo, Indianapolis, IN

Mr. Bulkowski asked in your interviews with the peers, are you speaking with transit people, advocates, riders? Who is giving you the information?

Mr. Ittigson answered we are talking to staff at these transits. We spoke with two different people at Metro Minneapolis. One conversation was with the TOD person, and one was with their long-range capital planner. At CAP Metro there are five (5) people on the call representing different departments within the transit. For the LA Metro call, there will be a Sr. Level Program Manager as the main point of contact.

Some of the Peer Interview – Insights are:

Minneapolis was identified as being successful in identifying funding. They put a lot into their policy and can drive development, and they are very well organized. 60% of funding comes from motor vehicle sales tax.

Mayor Bliss said it would be helpful to the board to better understand what we are able to do in Michigan. The opportunities to raise local funds for anything, including transit, are limited. We should also try to understand the enabling legislation we have to push at the state level to allow us to diversify our revenue streams. The conversations should happen with our lobbyists and those of us who spend time in Lansing.

Mr. Bulkowski added not only enabling legislation but constitutional changes unfortunately in Michigan.

Mr. Bulkowski feels we spent too much time selling the 'getting there' as opposed to selling 'the there'. 'The there' is affordable housing, in walkable communities. It's Eastown with thirty (30) additional four-story buildings. When we talk about affordable housing it includes corridors. Mr. Bulkowski noted that at the Chambers Policy Event, it was a very intriguing conversation about corridors and transit is all about corridors. Where are the pictures of 'the there' that transit gets us to? No one wants a 40' bus, but the vast majority want a cooler Eastown and that is only possible with a 40' bus.

Mayor Bliss stated that the city has talked about mobility hubs on our TOD lines for years. We want more flexible systems, and mobility hubs, but if you are not engaged in public transit then how do you know what is needed?

Mr. Monoyios added that one of our North Stars is the storytelling aspect. We need to accurately capture the story to create a unified vision at the end of the TMP process. When we talked with our peers, we asked how they got there, and the main themes were to Go Big, a lot of boots on the ground telling the story, and getting the community engaged.

Mr. Ittigson reported Cap Metro in Austin, TX passed the \$8B measure for funding transit in 2020. Currently, they have a 1% sales tax which allows them to add on a property tax element for 'Project Connect', which is their long-range vision plan. A key takeaway is the city is forward-thinking, innovative marketing, and incentivizing outreach. Cap Metro hired community liaisons (called Community Connectors) for a two-year period who went out in the community and neighborhoods which was very effective. They also used several focus groups, and all participants were given a \$50 gift card to the local grocery store.

Sound Transit, Seattle, WA. Mr. Ittigson reported that they have a large TOD program in which the state requires 80% of their TOD to be affordable housing.

Mr. Ittigson added another creative way they are funding transit is by using the annual car inspection fee.

The Ride, Ann Arbor, MI. This is not a big city, however, we wanted to talk with them as they recently passed a large Mill and we wanted to understand how that was done and what lessons were learned. A key takeaway is they have a strong relationship with their member cities (Ann Arbor and Ypsilanti) The cities realized they had to go big, and they were successful in getting the \$2.38M. In Ann Arbor, 61% of the community voted in favor.

Mr. Guy asked if Mr. Ittigson could speak to the mechanics of the permanent mileage that was renewed.

Mr. Dillivan chimed in and said Ann Arbor and Ypsilanti are permanent and the surrounding cities renew every five (5) years.

Mr. Schweitzer noted both he and Mr. Monoyios were hearing from other communities that they like joint development. Such as agency-owned property that was integrated with private development. Mr. Schweitzer can see how that would grow development on the corridor and provide a revenue stream for the community.

Mr. Monoyios added the big takeaway from Minneapolis was to Buy Property, work with the local jurisdictions, and build relationships. The same was said from Seattle as well.

Mr. Monoyios added there is a lot that can be applicable to Division United as well.

Ms. Prato asked Mr. Monoyios, are they (Minn/SEA) buying through operating funds, not capital funds. Is that how they have the flexibility to negotiate and buy quickly?

Mr. Monoyios replied yes, however, all have a different arrangement for doing it. When it's a local capture they don't need to go through certain regulatory procedures.

Mr. Guy inquired about drilling down to who's leading it, and who's driving it. We know there are things that need to happen at the local government level with planning and zoning, economic development functions, transit functions, and housing groups. Sometimes MPO plays a part like in Minneapolis. Mr. Guy is wondering who is tasked with driving the overall influence.

Mr. Monoyios replied that these functions are representative of the Technical Advisory Committee (TAC), and we can assign these responsibilities as we work through the TMP process.

Mr. Ittigson moved to the Project Schedule.

The main push now is public outreach. We are still working on the Staffing Plan and the West Michigan Express and future scenarios.

October 19 is the big public outreach Open House at Rapid Central Station.

Mr. Ittigson reported on the key themes we heard in focus groups:

Language and translation. English and Spanish may not be enough.

Using more graphics/pictures or universal ways of communication.

Accessibility. Suggested 15 minutes all day on all routes.

Mobility as a service. Reaching the community in ways other than a 40' bus.

The Press Release is coming out tomorrow. An Interactive map on the survey. The survey is going live tomorrow.

Mr. Ittigson introduced and presented the *Transit Thriving Video for the TMP (2 minutes)*

In addition to the video, social media, email outreach, bus stop graphics, and bus graphics, one of the buses will be wrapped with the TMP branding, plus there will be billboards as well.

Next Steps:

Branding Technical Reports Outline

Public Engagement

Next meeting is on November 6

b. 2023 American Society of Civil Engineers (ASCE) Report Card for Michigan Infrastructure

Mr. Monoyios presented the annual report card from the American Society of Civil Engineers. This report is included in the packet. The ASCE goes through an array of infrastructure pieces. Both Mr. Monoyios and Mr. Wisselink were asked to participate in the transit chapter. The sections that were looked at were background capacity, which the Laker Line was recently identified, and the condition of all those transit components. Operations and Maintenance. Funding and future needs. Public safety. Resilience, Innovation.

The primary four (4) bullet points are:

1. Creating new funding tools to support transit operations and capital needs.
2. Follow through on regional transit visions.
3. Intervene in the transit workforce crisis across the country.
4. The importance of land use and how we can better catalyze economic investment through the tool of transit by partnering with all those municipalities.

Mr. Guy asked if the Engineers have any strategy to communicate this in Lansing.

Mr. Monoyios will research and report back.

Mr. Hoffman added that on the road user fee issue, he checked out the Governor's Growing Michigan Together Council website, and this report is highlighted with information for the members of the council.

c. Model Michigan Mileage-Based User Fee Program – Mr. Hoffman

Mr. Hoffman wished to update the committee, as he has been advocating to the board and this committee for a paradigm change in transportation funding. Governor Whitmer kicked the issue to her Growing Michigan Together Committee. Mr. Hoffman believes nothing will happen on transportation reform until after the 2024 election. He noted that Mr. Bulkowski says we need a transportation constitutional amendment; Mr. Hoffman believes that is not true.

If the legislature wanted to solve this issue by the end of the year, they could be enabling an ACT that says we recognize the state constitution puts jurisdiction over provider fee policy in the transportation commission. Commercial vehicles pay 2 cents per mile. We are paying 12 cents a mile, so they are getting a free ride already and they are doing 32 cents a mile of damage. It is impossible to solve Michigan Transportation funding without going this route. Mr. Hoffman wants to ask this committee how is this good for transit. If this was a tax, we would get 10%, but it's not a tax. The gas tax and registration tax cannot be more than 10%. A user fee is not subject to that. In this case, we should use comprehensive transportation instead of public transportation. The model plan he is advocating for is congestion fees go to comprehensive funding. Mr. Hoffman feels the only solution is to put the proceeds of the congestion fees into alternative modes. It is not just pavement we spend those proceeds on, it is the whole transportation in our environment. The Governor has signaled that nothing is going to be done until 2025.

Mr. Hoffman is thankful for being put on the agenda.

Mayor Bliss agrees with Mr. Hoffman, and it is an issue that needs to be solved. This is also a great opportunity to know who the allies in the state of Michigan are and can come together through a coalition and drive some change. She will be in Lansing this week, and she will start to identify some potential allies there. This was helpful.

Mr. Bulkowski asked who is working on this. He noted he received an email that said fix my state MI. Who is championing this? Is it a user fee or is it a tax?

Mr. Hoffman replied that milage-based user fees are inevitable.

Mr. Schweitzer asked Mr. Hoffman, is MDOT looking at this?

Mr. Hoffman replied yes, they say we are spending 50% of what we need to. Roads are turning to gravel. Mr. Bulkowski is correct in the sense no one will disagree with it. We will never have good transportation for people until the purpose is to maximize vehicle traffic, not people.

d. Fall 2023 Service Update

Mr. Dillivan reported that we had three (3) major changes going into effect this fall; transitioning Route 33 to an Express, expanding the Rapid Connect Walker zone, and the termination of Route 29.

Route 33 previously was interlined with Route 9. Now it will travel to and from the Walker industrial zone via US 131 which will reduce travel times by 25 minutes.

The Rapid Connect Walker zone was expanded by five (5) square miles to create higher levels of use. The zone was expanded east toward the Grand River and south to Richmond Street.

The termination of Route 29. Earlier this summer we engaged in contract negotiations with Cascade Township officials. They hired a planning consultant to put together a few service alternatives. Only one of those options was found to be viable. The one found feasible did not result in cost savings substantial enough for the township to proceed with. In response to that, The Rapid is extending Route 5 to help cover the 28th Street corridor as much as possible.

Lastly, some seasonal changes; the resumption of some of the school services, the DASH circulator had a minor change to Division Avenue to remove the counterclockwise service on Ionia, and the Michigan Turkey Route deviation will no longer be served.

Mr. Bulkowski asked what the lessons were learned from Michigan Turkey.

Mr. Dillivan replied the community wanted this, but no one wanted to pay for it.

Ms. Prato added we lost our champion from inside the organization. Mr. Erber had in-depth conversations with the contact, but then this integral person stopped talking with him. We did not have one single rider.

e. TDM Study

Mr. Monoyios reported we just received a draft report from Ms. Laurel Joseph which is 180 pages long. The final plan will be based on some of the strategies we went over with this group in July. Overall, it is the same strategy and Mr. Monoyios will have more to share next time.

f. IT Strategic Plan Status

Mr. Prokopy provided a brief update on the IT Strategic Plan which kicked off in June. It included Right Turn/Left Turn, which is a five-year mid-range plan to look at our customer-facing and transit technology. This was broken down into three (3) tasks:

1. Information Gathering
2. Peer Review/Industry Trend Analysis
3. Needs Assessment/Gap Analysis

g. APTA Annual Meeting

Mr. Monoyios informed the board that several leadership staff will be in Orlando, FL, the second week of October, for the APTA Expo/Conference. Leaders will report back to the board at the next meeting.

4. ADJOURNMENT

This meeting was adjourned at 9:48 a.m.

The next meeting is scheduled for November 6, 2023

Respectfully submitted,



Kris Heald, Board Secretary



Grand Rapids Shared Micromobility Program Overview

Planning & Tech Committee | November 6, 2023

Trent Cerra, Mobile GR

Program Background

- Started a pilot of the shared micromobility program in 2020
- Used multiple vendors through end of 2021
- Lime has been exclusive vendor since 2022



How it Works



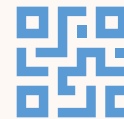
Download the Lime app and create an account



Accept the Lime User Agreement



Find a nearby e-bike or scooter



Scan the QR code on the device to unlock



Ride responsibly, obeying all traffic signs and safety regulations



Park in a DPZ and end the ride through the Lime app

Lime Pricing

Standard

\$1 to unlock + 30 cents per minute

(15 min ride = \$5.50)

Neighborhoods of Focus

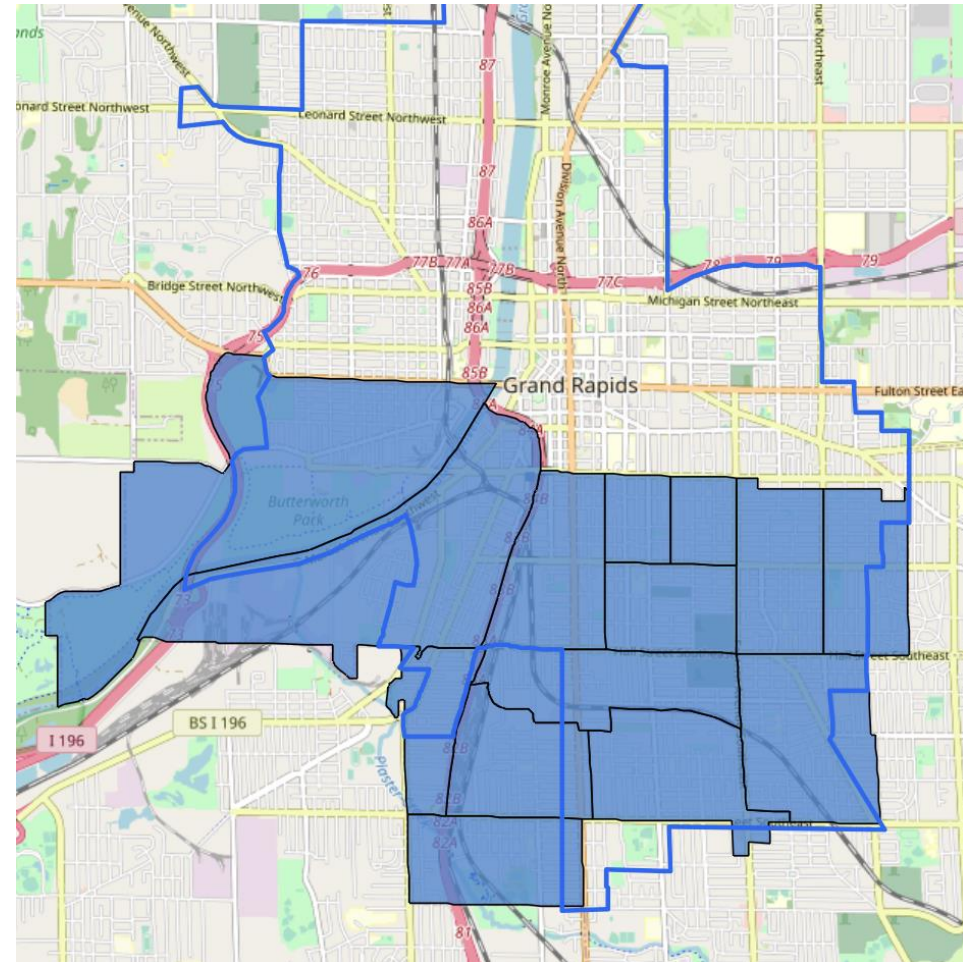
\$0.70 to unlock and 20 cents per minute

(15 min ride = \$3.70)

Lime Access

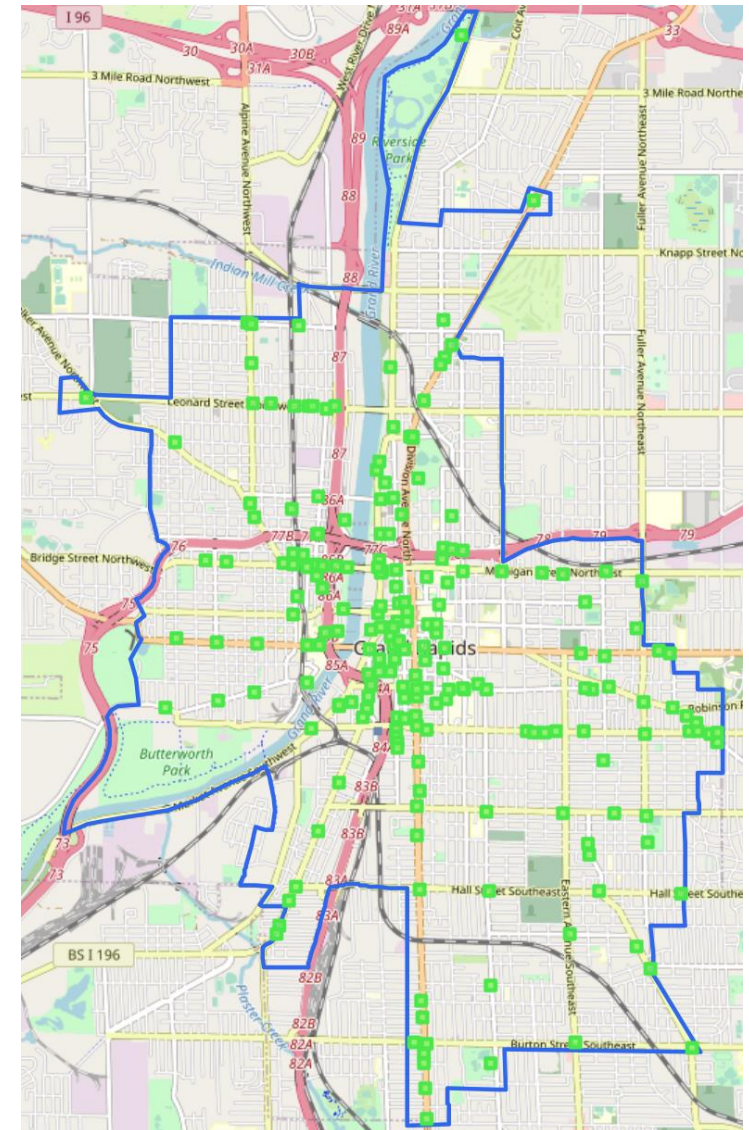
\$0.50 to unlock and 15 cents per minute

(15 min ride = \$2.75)



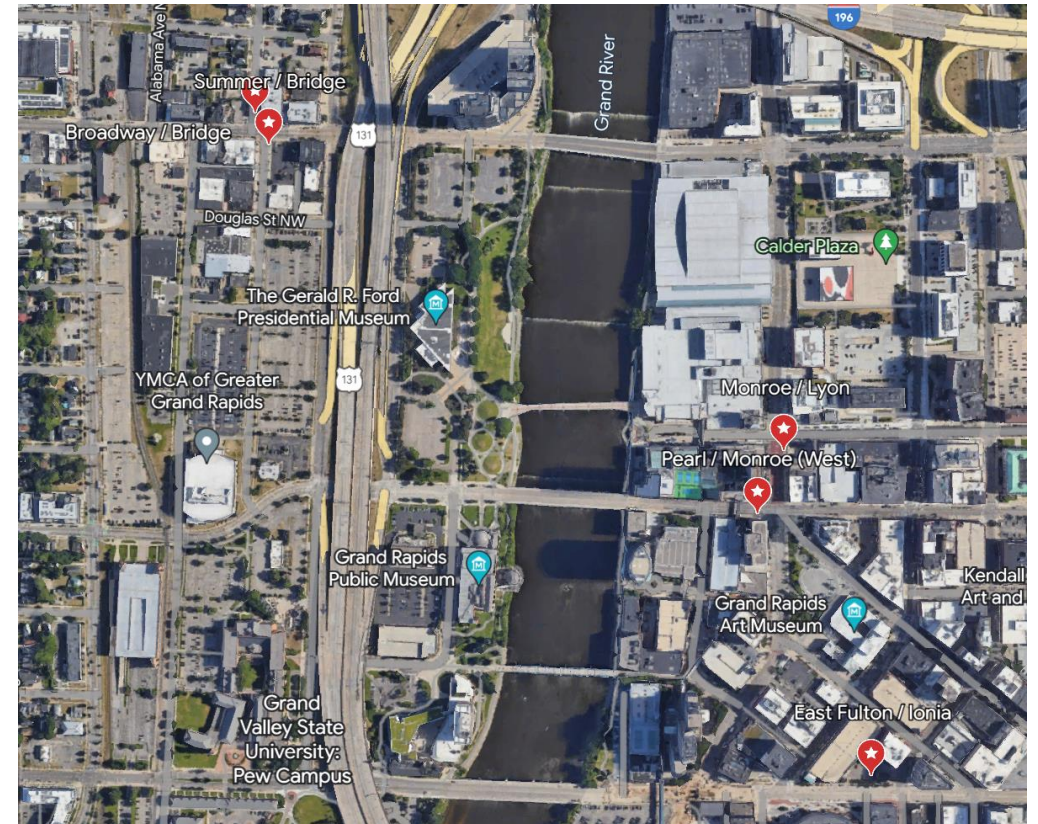
Lime // City of Grand Rapids

- Designated Parking Zones
 - Based on ridership data
 - Installed and maintained by the City
 - 200+ already active, more to come
- Neighborhoods of Focus discount
- Public events and promos
 - Public engagement at City events
 - Free helmet giveaways
- Local operations team
 - Rebalancing
 - Fleet maintenance
 - Customer service



Ridership Highlights

- Ridership has increased 157% from 2022 to 2023
- Avg ride distance is 1.1 miles
- Avg ride duration is 15 minutes
- Most popular DPZs
 - Monroe / Lyon
 - Broadway / Bridge
 - Pearl / Monroe (West)
 - Summer / Bridge
 - East Fulton / Ionia



Ridership Trends



2022

Total rides: 163,690
Avg Ride Duration: 14.6 minutes
Avg Ride Distance: 1.1 mile

Unique Monthly Riders: 8,816
Monthly Lime Access Users: 9



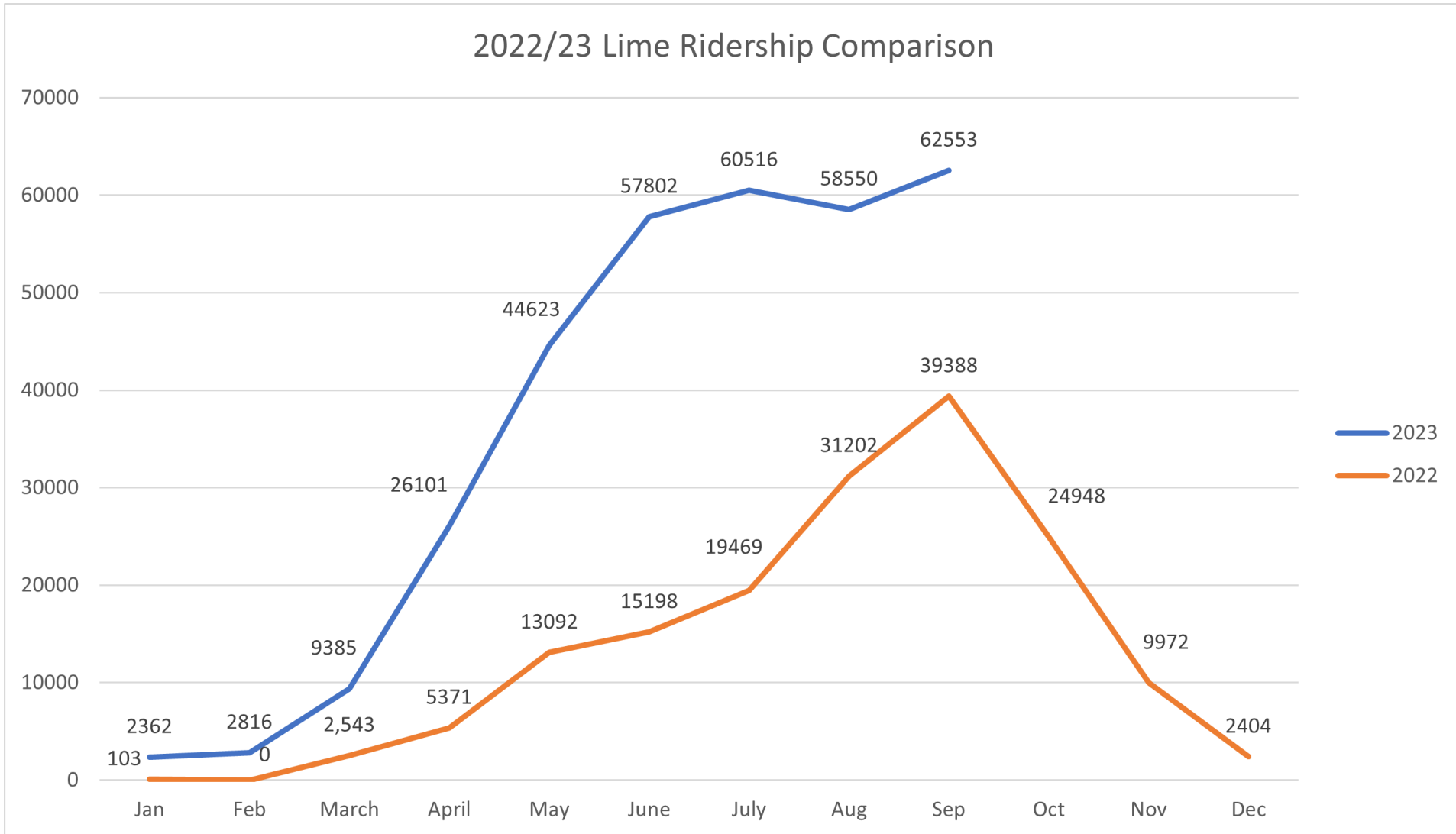
2023*

Total rides: 324,708
Avg Ride Duration: 15.8 minutes
Avg Ride Distance: 1 mile

Unique Monthly Riders: 18,259
Monthly Lime Access Users: 20

*January 1 – September 30

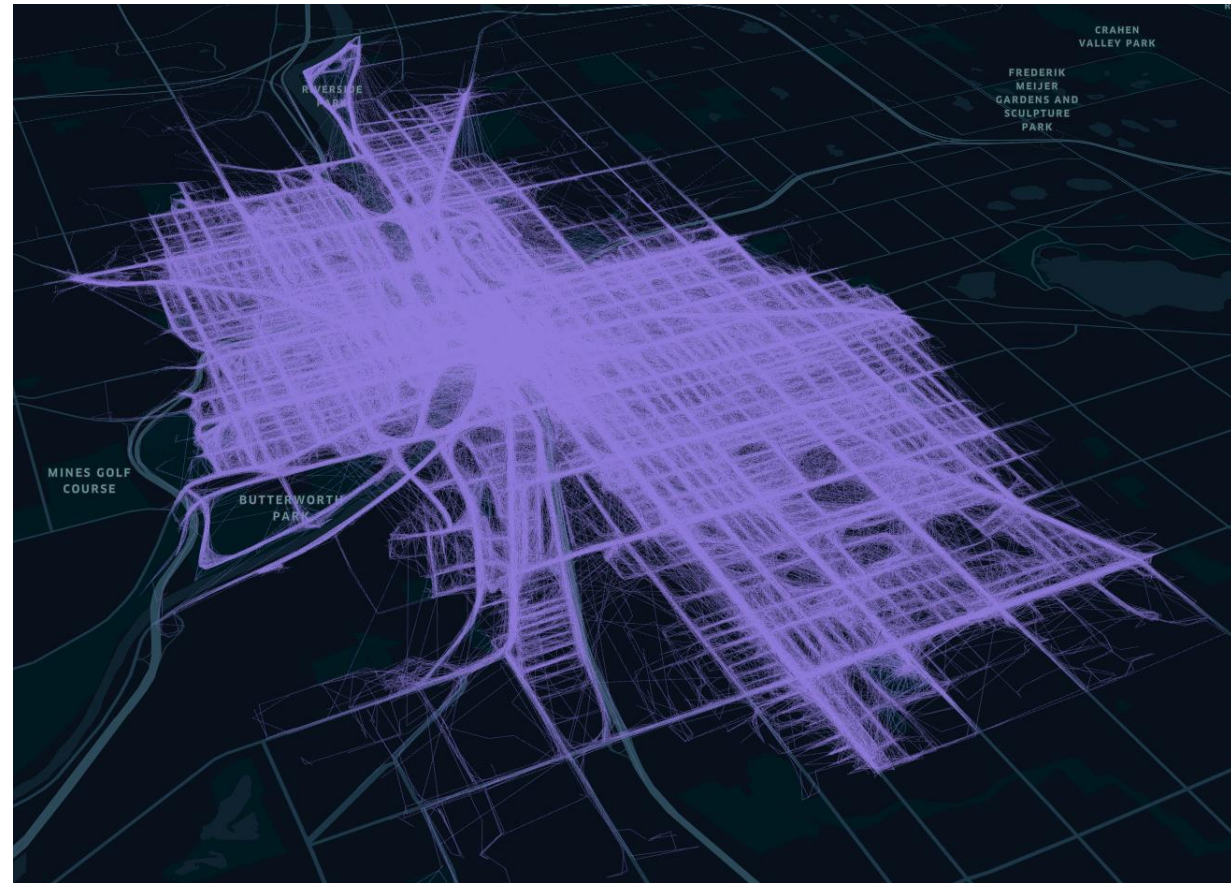
2022/23 Ridership



Ride Heatmaps



2022



2023

- Lime Access Promotion
 - Ongoing
- Updating Bicycle & Micromobility Ordinance
 - Fall/Winter 2023
- Safety Messaging
 - Early Spring 2024
- Affordability Program
 - Spring 2024

Thank You





THRIVING

Planning and Technology Committee Meeting

November 6, 2023

A framework for the future of connectivity.

Agenda

Project Schedule/Technical Updates

- Peer Interview Takeaways
- WMX Implementation Plan

Public Involvement

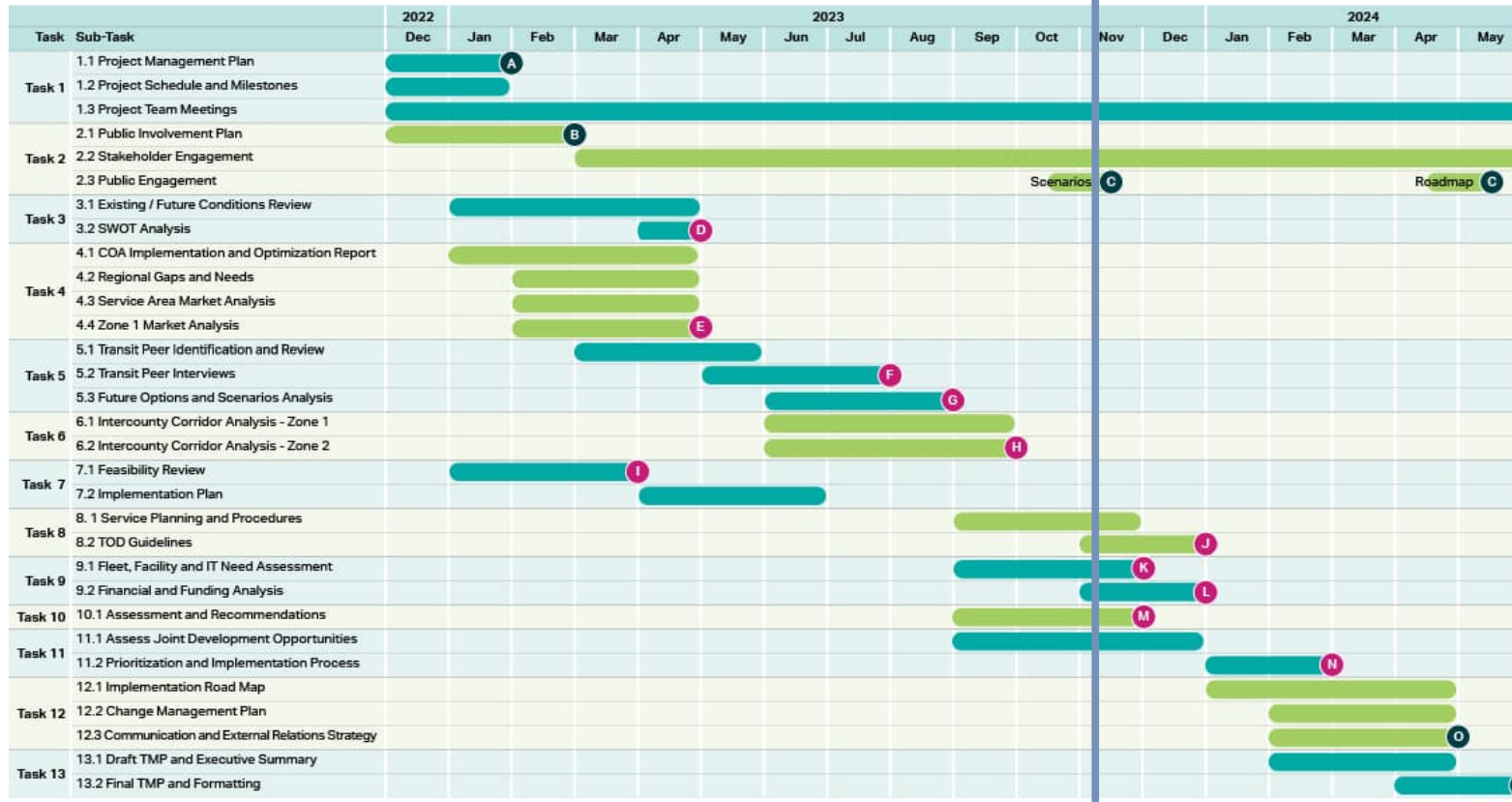
- Fall Outreach Highlights
- Focus Group Feedback

Next Steps



Project Schedule

we are here



- Deliverables** ● = tech memo
- A Project Management Plan
 - E Market Analysis
 - J Planning Guidelines, Policies and Performance Measures
 - O Phased Implementation Strategy
 - B Public Involvement Plan
 - F Peer Review
 - K Fleet, Facilities and IT Strategy
 - P Final Transit Master Plan
 - C Public Input Summaries
 - G Future Options and Scenarios
 - L Financial and Funding Analysis
 - M Administrative and Operational Staffing Evaluation
 - D Existing and Future Conditions (including COA Report)
 - H Corridor Analysis
 - N Joint Development Opportunities
 - I West Michigan Express



Project Status

IN PROGRESS

COMPLETE

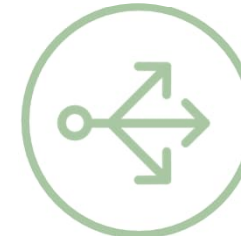
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Public Involvement
Building partnerships (throughout the process, public workshops targeted for Fall 2023 and Spring 2024)



Market Analysis
Transit demand, travel patterns, mobility need



Future Options and Scenarios Analysis
Who and where to serve? How?



Existing and Future Conditions Analysis
Strengths, weaknesses, opportunities, threats



Peer Review
Best practices from similar and aspirational mobility providers

COMPLETE

COMPLETE

Project Status

COMPLETE



West Michigan Express Planning

Reassess feasibility, develop implementation plan

ON DECK



Planning Guidelines, Policies and Performance Measures

How to measure and ensure success?

IN PROGRESS



Administrative and Operational Staffing Evaluation

How to staff?



Corridor Analysis

Connections to places outside current service area



Fleet, Facilities and IT Strategy

How to support?

IN PROGRESS

Project Status

ON DECK



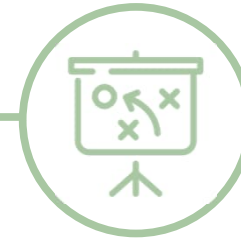
Joint Development Opportunities

How to shape what happens next to transit?
(Nov 2023-Feb 2024)



Phased Implementation Strategy

(Jan-April 2024)



Final Transit Master Plan

(April-May 2024)



Financial and Funding Analysis

How to fund?
(Nov-Dec 2023)

ON DECK

Task: Joint Development Opportunities (*On Deck*)

Joint Development: agreement between a public agency and private entity to develop a property in accordance with community goals

Scope

- Identify and analyze joint development opportunities
- Develop plans and policies to collaborate with local communities and developers

Denver Union Station – Joint Development



Denver Union Station – Joint Development Cont.

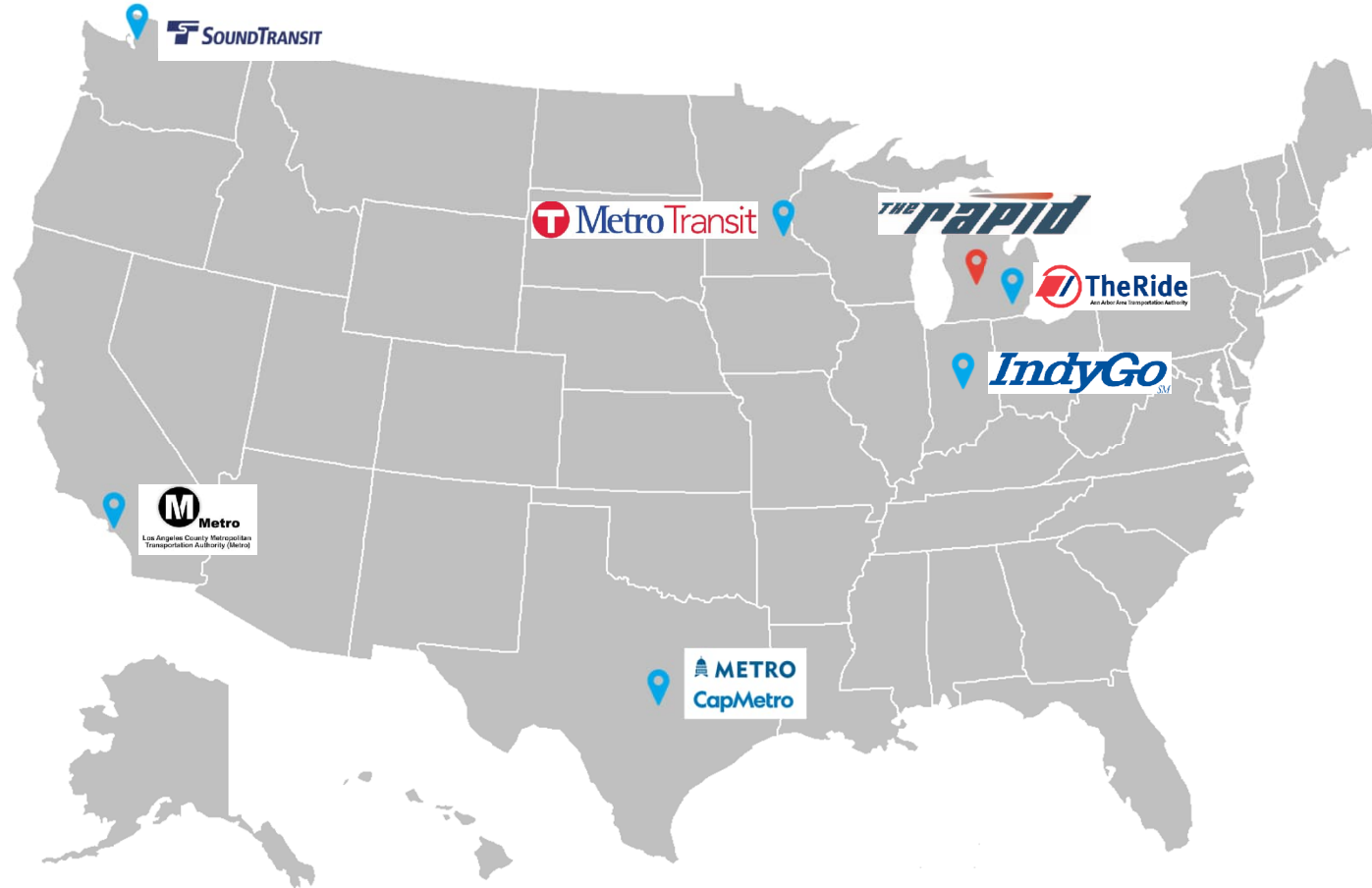




Technical Updates

- Peer Interviews
- West Michigan Express - Implementation Plan

Peers Analysis - Aspirational Peers



Peers

- ✓ **The Ride**
(Ann Arbor, MI)
- ✓ **IndyGo updates**
(Indianapolis, IN)
- ✓ **CapMetro** (Austin, TX)
- ✓ **LA Metro updates**
(Los Angeles, CA)
- ✓ **Metro Transit**
(Minneapolis, MN)
- ✓ **Sound Transit**
(Seattle, WA)

Peer Interviews - Insights

LA Metro (Los Angeles, CA)

Sustainable Funding

- Considering a Vehicle Mile Traveled (VMT) fee in parts of the service area. Would need to mitigate with a transit alternative

Innovative Marketing

- Ambassador Program – contracted staff who provide information to customers at stations and on buses/trains

Affordable Housing/TOD

- Transit Oriented Communities program – work with cities on assessing development opportunities within ½ mile of BRT or LRT stations. Working towards a 10,000 home commitment.

Success with Regional Expansion/Partnership

- Stronger Together alignment among the numerous member cities

Peer Interviews - Insights

IndyGo (Indianapolis, IN)

Sustainable Funding

- Similar funding challenges as the Rapid
- Strategic effort to diversify funding sources due to mandate from CEO
- New income tax dedicated to transit funding

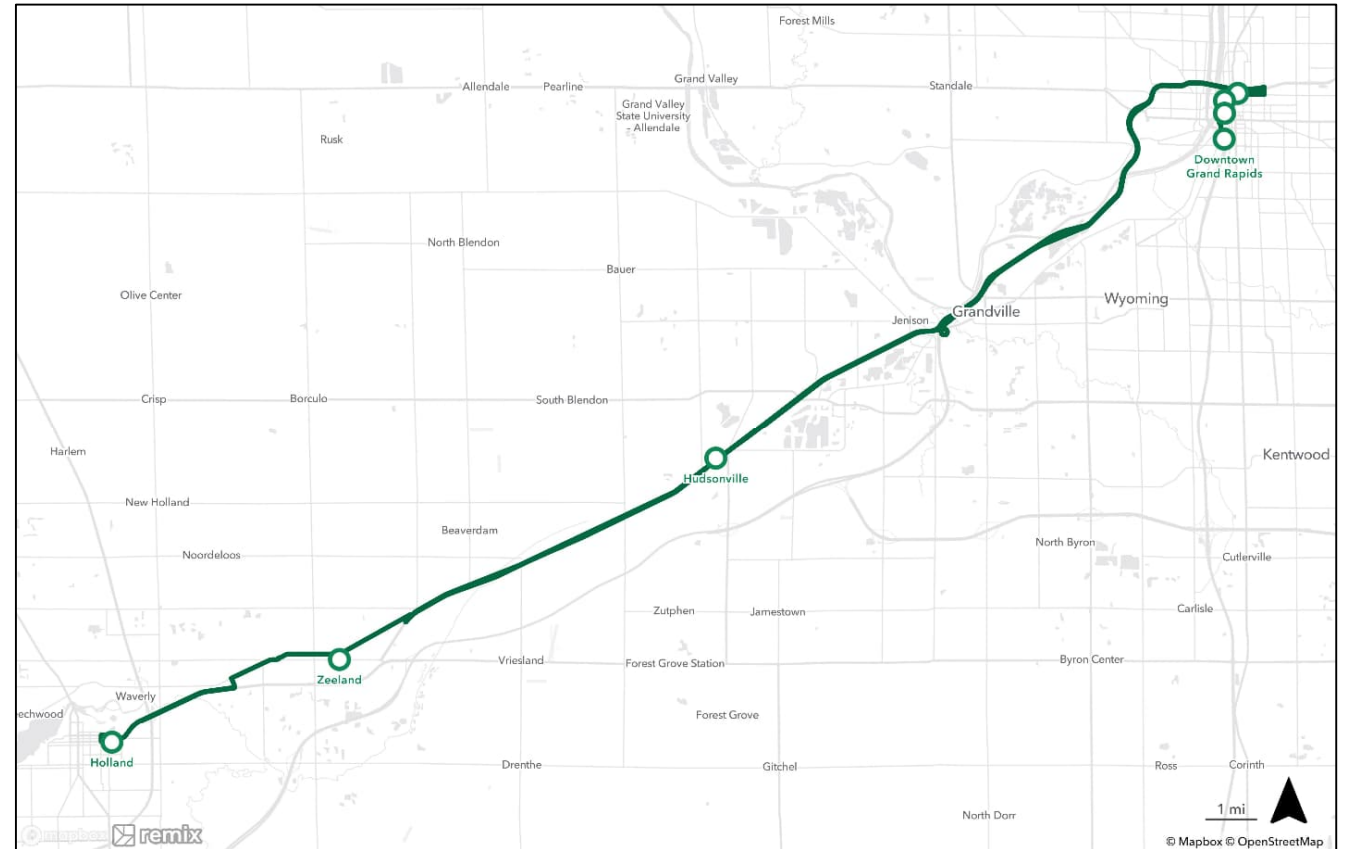
Affordable Housing/TOD

- Challenge qualifying for Joint Development Grant program (because no surplus land during development)
- Joint development opportunity on new Blue Line with local Community Development Financial Institution (CDFI), Indianapolis Neighborhood Housing Partnership (INHP)
- Value capture

West Michigan Express – Implementation Plan

In Coordination with the WMX Task Force:

- Service Options
- Station Selection
- Cost Estimates





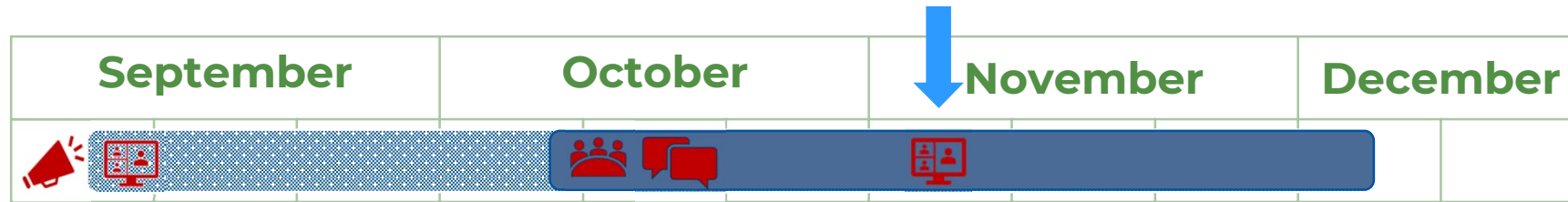
Public Involvement Update

- Fall Outreach Highlights
- Fall Focus Group Feedback

Outreach Plan

Fall Public Outreach Schedule

September – December 2023



 Marketing Materials/Engagement

 P&T Committee Meetings

 Public Announcement / Kickoff

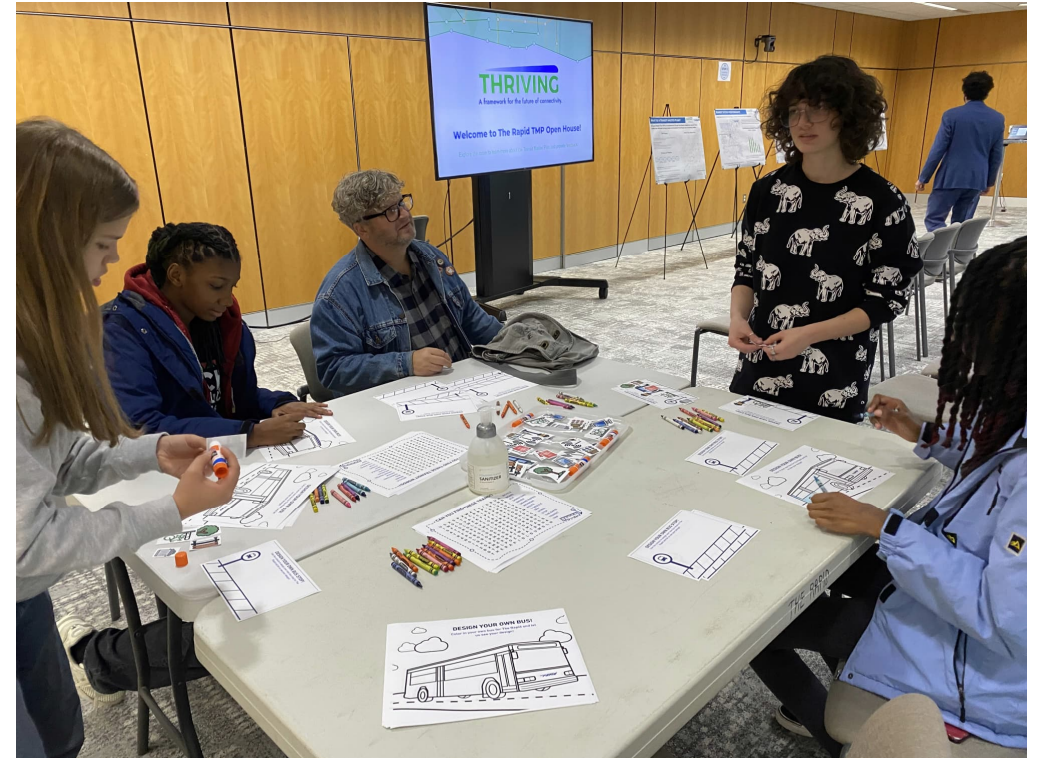
 Public Open House Event

 Focus Groups

 Aligned Planning Engagement with 150+ Regional Stakeholders Groups

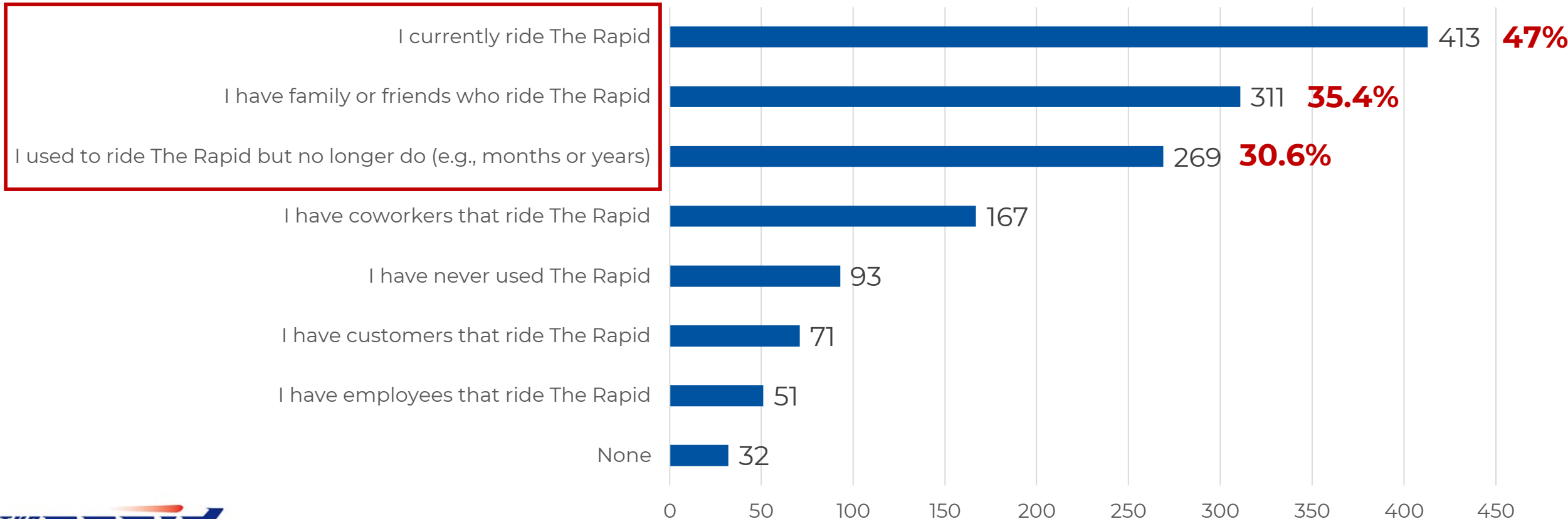
Outreach Update – Online *(as of 10/27)*

- **879** Survey Responses
- **43** Map Comments
- **83** Idea Wall Responses

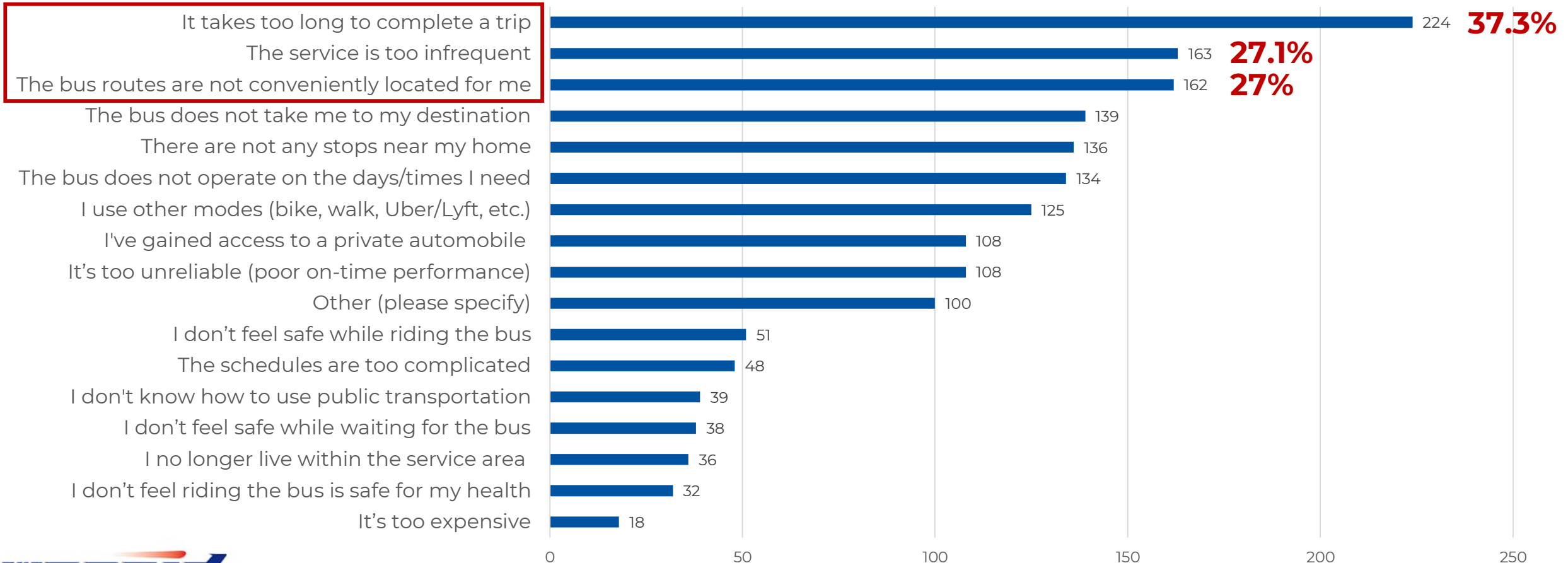


What is your relationship with The Rapid?

Note: **74%** of survey respondents do have access to a vehicle.



Why did you stop using public transportation? 601/879 (68.4%)



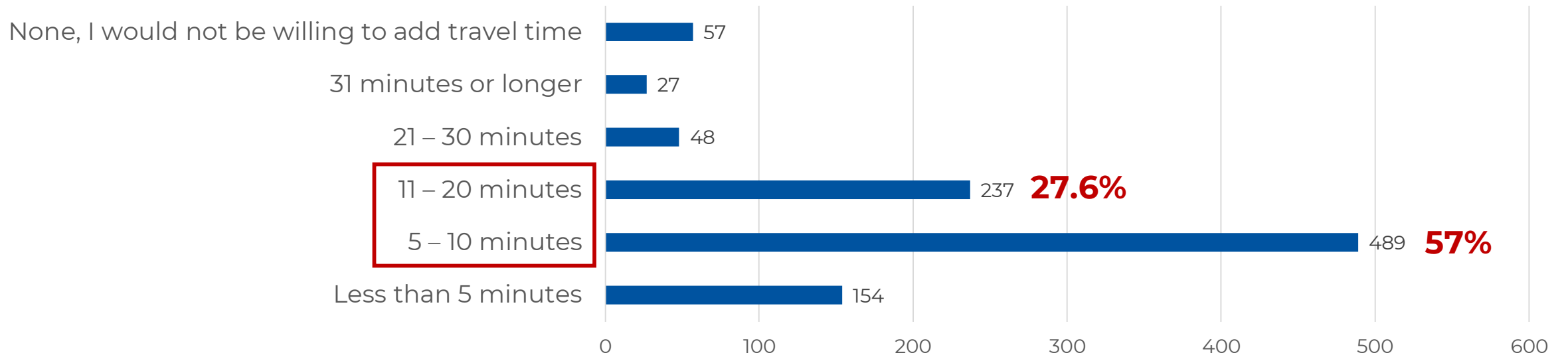
Rank how important each factor is when choosing your most frequent mode of transportation:
(1 is most important, 5 is least important)

1	Reliability of my travel mode (I know it will be there when I need it)	1.57
2	Travel time	1.83
3	Safety	2.13
4	Accessibility (I can use it with little to no help from others)	2.13
5	Cost/affordability	2.33
6	Lack of reasonable alternatives	2.34
7	Congestion/traffic	2.53
8	Parking cost/availability	2.62

Highest Score

What is the additional travel time you would be willing to add to a short trip (less than 20 minutes)?

*Note: Most commutes are between **10-30 minutes** in length.*



What do you consider to be the most important to improve the current transit system?

(1 is most important, 5 is least important)

1	Expanded service areas	2.33
2	Higher service frequency (bus comes more often)	2.34
3	More or all routes running on weekends	2.36
4	Improve travel time	2.39
5	Longer service hours (day/night)	2.41
6	Increase funding to operate additional transit services	2.43
7	More dense, walkable development near transit services	2.45
8	Better walking/biking access to transit services	2.46
9	System operations efficiency	2.56
10	More affordable housing options near transit services	2.64
11	Information/accessibility (easier to understand how to use the service)	2.79
12	Improved marketing/communications for services provided	2.9
13	Reduce the cost to ride	2.99

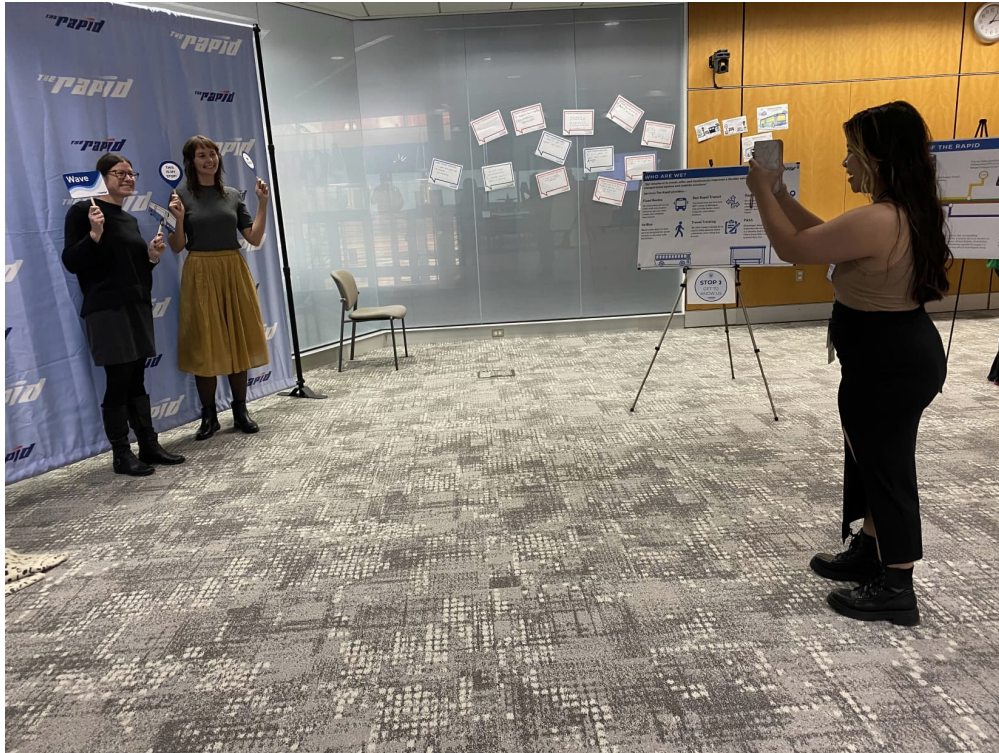
*Highest
Score*

Outreach Update – Fall Open House (10/19)

- ▶ **61** Open House Attendees
- ▶ **17** Focus Group Participants
- ▶ **30+** Station Platform Engagements



Fall Open House - Photobooth



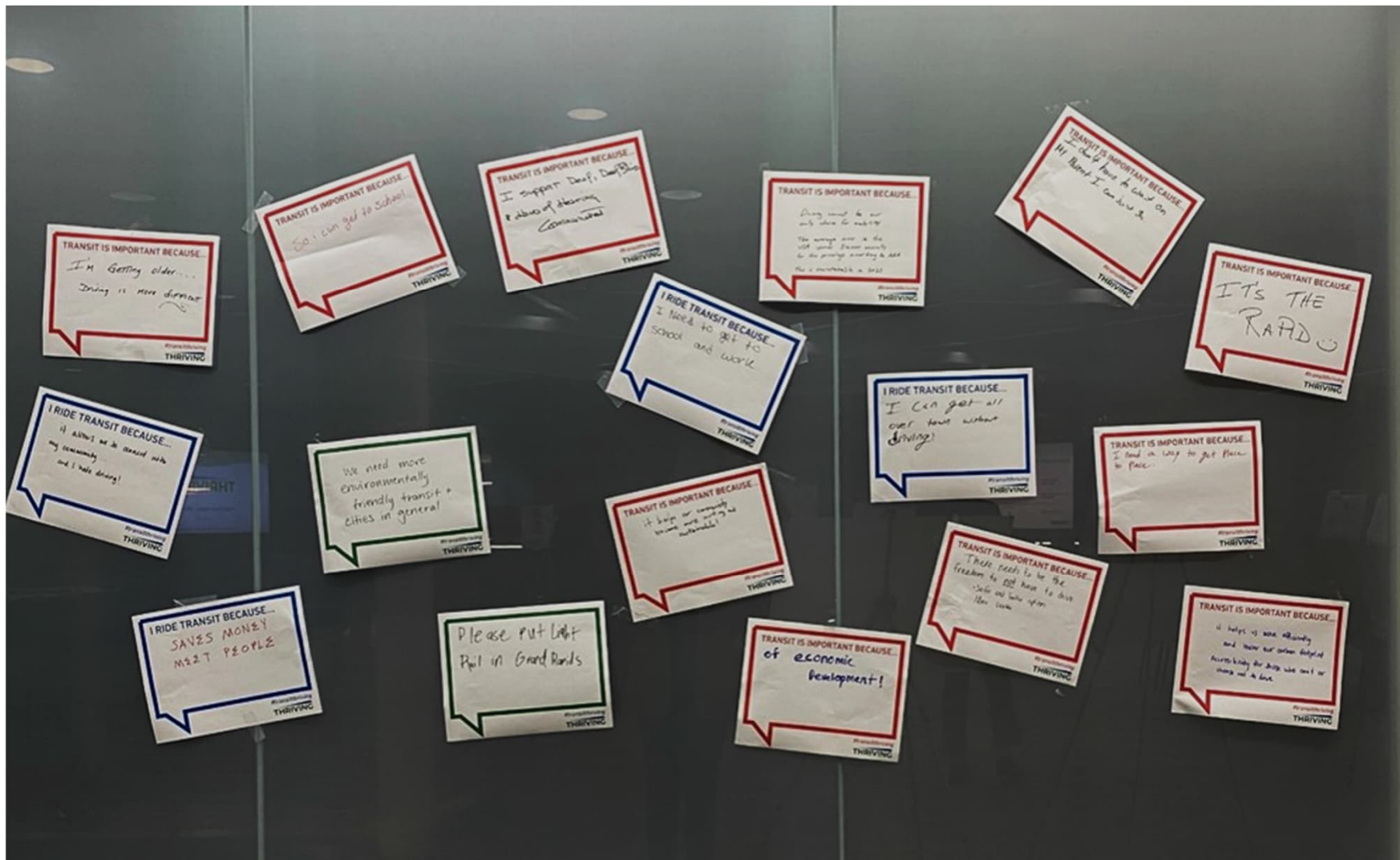
#TransitThriving



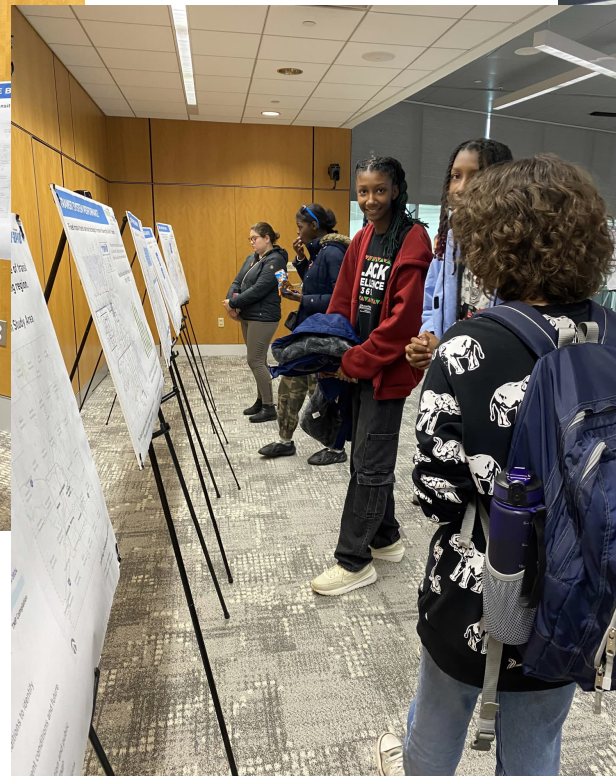
Feedback – Photobooth Activity

I ride Transit because....

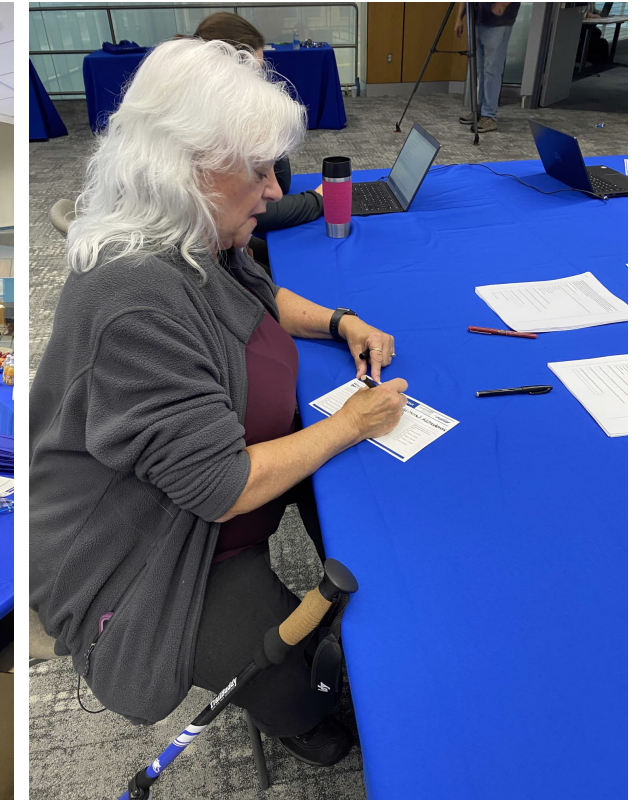
Transit is important because...



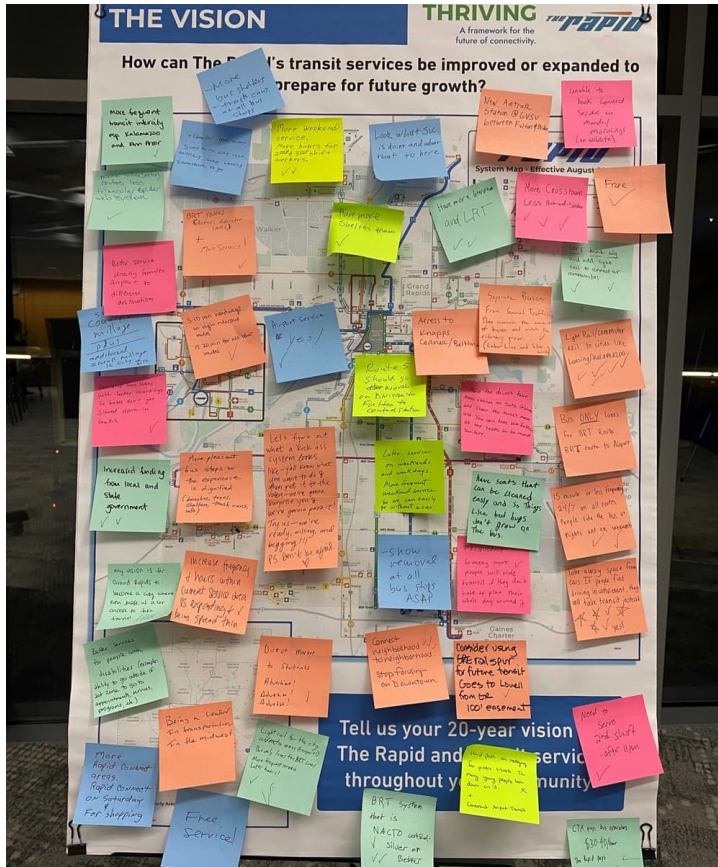
Fall Open House – Existing Conditions Insights



Fall Open House – Feedback Opportunities



Feedback – Vision Board



Comment	"Votes"
Take away space from cars, if people find driving inconvenient they will take transit instead	7
Light rail/commuter rail to cities like Lansing/Kalamazoo	5
my vision is for grand rapids to become a city where even those w/a car choose to take transit!	5
More crosstown less hub and spoke	3
Light rail for the city and metro areas (+airport), bus only lanes for BRT line, more frequent service, later hours!	3
BRT system that is NACTO certified, silver or better	3
Connect neighborhood to neighborhood, stop focusing on downtown	3
More weekend service, more hours for 2nd + 3rd shift workers	2
Have more interuptions and LRT	2
Increased funding from local and state government	2
15 minute or less frequency, 24/7 on all routes, people ride the bus at nights and on weekends	2

Open House Feedback – Bus and Stop Amenities



Improvement	"Votes"
Transit Shelter	24
<ul style="list-style-type: none"> Many more needed! 	
Accent Lighting	16
<ul style="list-style-type: none"> Important for safety 	
Benches	13
<ul style="list-style-type: none"> More please! so important for accessibility 	
Make Another Suggestion	13
<ul style="list-style-type: none"> pay before boarding how will visually impaired be helped tables shade, access to crosswalks, protected bike lane access, trash cans, platform fare purchasing +1 dot no fabric on seat to be more clean more crosswalks and bike infrastructure near stops safe crosswalks (yes!), and protected bike infrastructure! shade trees, seating, clean + regularly powerwash trash cans w/cigarette butt boxes +1 dot bike racks + shade +1 dot crosswalks, secure bike parking, shade More blind people friendly bike racks critical - clear ice + snow + snowbanks from all stops 	
Digital Information Screens at Stops	11
<ul style="list-style-type: none"> how will the digital info screens at stops help the visually impaired or hearing impaired :) Need more info @stops, but these things break - paper doesn't 	
Streetscape Improvements	10
<ul style="list-style-type: none"> Looks great! Better than in the past! Pollinator-friendly landscaping +1 dot 	
Wi-Fi for all Buses and Stops	8
<ul style="list-style-type: none"> These 2 should be offered (unknown) either (Screens + Wifi) 	
Art	2
<ul style="list-style-type: none"> use of art to identify routes + (unknown) landmarks to assist overcoming language barriers 	

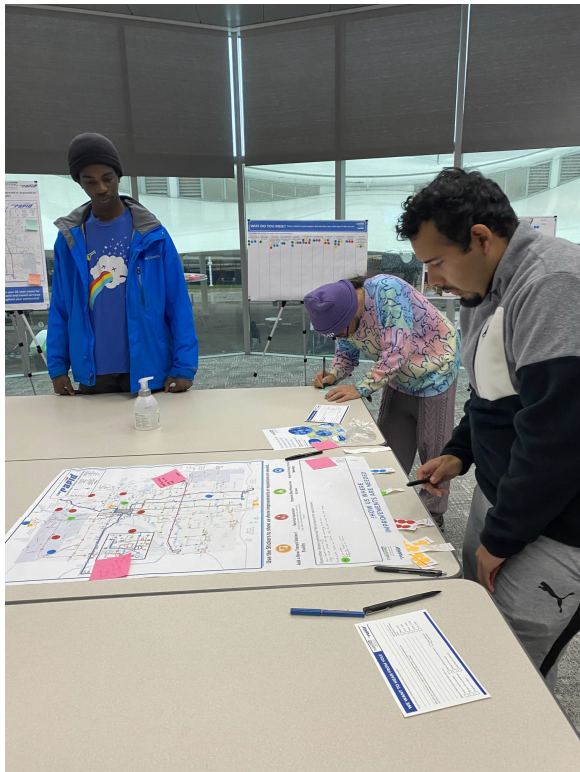
Open House Feedback – Why do you ride?

167 Responses



Category added by an open house attendee!

Open House Feedback – Transit System Improvements



Service Expansion (34 Dots)

- Frequent flyer
- Connect some existing bus routes
- Connections outside of grand rapid
- General expansion comments

Improve Existing Transit Service (15 Dots)

- Improve weekend service
- Comments related to operators (friendly/demeanor)
- Consistency of operators on route)
- Bus services every 15 min and longer hours
- Safety

Improve Bike/Pedestrian Access (14 Dots)

- Protected bike lanes
- Crosswalks/sidewalk connections

Add a New Transit Station/Facility (9 Dots)

- More shelters

Other Comments (21)

- Frequency increases
- TOD
- Mobility-oriented development/coordination with ped/bikes
- Different system connection (ring route, radial, etc.)

Stakeholder Focus Groups – October 18 & 19

Representatives include:

Summer

- Innovators (*June*)
- Disabled Community & Consumer Advisory Committee (*July*)
- Customers (*July*)
- Employers (*July*)
- Health institutions (*July*)

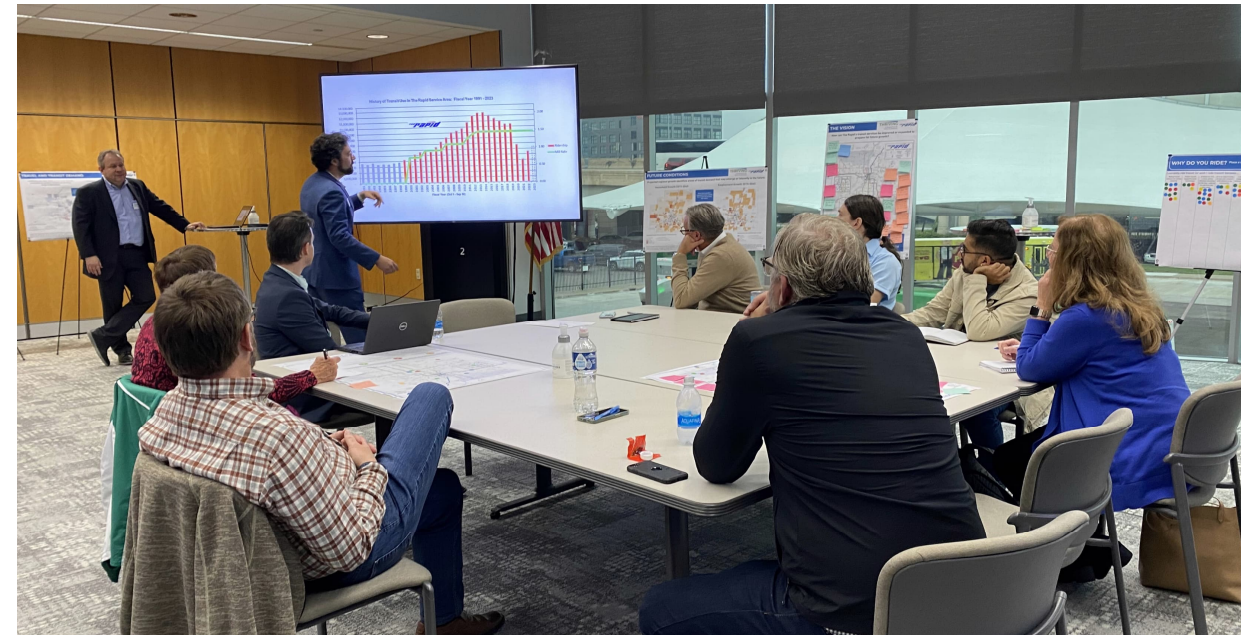
Fall

- **State and Government Officials**
- **Developers**
- **Tourism**
- **Local Communications**
- **Non-Transit Riders**
- **Students**
- **Real Estate**



Focus Group Feedback - Themes

- Expanding service to cover second (& third) shift workers
- A community with transit is desirable for attracting talent (workforce)
- Improving reliability (customer experience)
- Rider experience for people with disabilities
- Transit system's pattern should follow where people are traveling to/from
- Service to the Airport (tourism/convention center)
- Service information should be accessible for people of all abilities and languages
 - Education programs with refugee/immigrant community



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Next Steps



Next Steps

Upcoming Completed Technical Reports

- WMX – Implementation Plan
- Peer Analysis
- Public Engagement Memo – Fall Outreach

Upcoming Planning and Technology Committee Meetings

- January 8
- March 11



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Thank You!

A framework for the future of connectivity.