

CASCADE CHARTER TOWNSHIP
TRANSPORTATION COMMITTEE
MEETING

Thursday, October 6, 2022

1:30 p.m.

Cascade Township Hall – Large Conference Room
5920 Tahoe Dr. SE
Grand Rapids, MI 49546

- ARTICLE 1.** Call the Meeting to Order
- ARTICLE 2.** Approval of the Agenda
- ARTICLE 3.** Approval of the Minutes of the July 13, 2022 Meeting
- ARTICLE 4.** Review & Discuss Key Takeaways Memo
- ARTICLE 5.** Discuss Next Steps
- ARTICLE 6.** Any Other Business
- ARTICLE 7.** Public Comment (Please limit comment to 3 minutes)
- ARTICLE 8.** Adjournment

**CASCADE CHARTER TOWNSHIP
TRANSPORTATION COMMITTEE
MEETING**

July 13, 2022

10:30 a.m.

Cascade Township Hall – Large Conference
Room 5920 Tahoe Dr. SE
Grand Rapids, MI 49546

Members Present: DDA Members - Puplava, Stephan, Vogel, Supervisor Lesperance

Others Present: Township Manager (TM) Ben Swayze, DDA Director Sandra Korhorn, Chris Khorey of McKenna

ARTICLE 1. Call to Order: Meeting was called to order at 10:30 a.m.

ARTICLE 2. Committee Name: Member Puplava asked the committee members their thoughts on changing the committee's name from the "Bus" Committee to the "Transportation" Committee. Members felt that was appropriate.

ARTICLE 3. Discussion Regarding Direction of Committee: There was discussion regarding the committee and the Open Meetings Act. Future meetings will also be noticed and an agenda will be circulated.

The Committee referenced the Bus Goals memo that was circulated at the DDA meeting and the Decision Path on the bottom of the page. Chris Khorey of McKenna indicated he was at the meeting to help. He stated their office can provide research, resources, best practices, etc. Member Puplava asked that the services to be provided are spelled out.

DDA will have to authorize any additional work to be provided by McKenna. The DDA will have to determine the scope of what is needed. Member Stephan asked if McKenna already has information related to the transportation services for Cascade Township? Khorey clarified that he will be presenting at the next DDA meeting on the Strategic Plan process and any information he has is from that process.

There was discussion on how often the committee should meet. It was decided that there would not be a set schedule and the committee would call meetings as needed.

The Decision Path in the memo benchmarked June to Investigate and Analyze The Rapid service. The committee asked staff to compile information regarding the services and a summary sheet, for the committee.

Khorey mentioned the committee should look into The Rapid Connect service, an on-demand service that recently started and operates in Kentwood and Walker. There was question as to who the service is available to.

Members asked that the August DDA meeting include a packet and summary of the existing Rapid service, including all the metrics as well as information on The Rapid Connect, that includes pricing and how they operate (contract, rider transaction, etc.). It was asked whether The Rapid Connect service drivers are employees of The Rapid or Independent drivers? The Committee asked that this information be circulated to them before the DDA meeting.

There was discussion regarding The Rapid millage and which communities pay the millage.

The committee/DDA must determine where the transportation service needs to go for this to be effective and what are the "Must Haves". Currently, The Rapid Route 29 runs in the DDA District. The committee, when they identify opportunities, can communicate any additional areas with the township board.

The Bus Committee memo benchmarked July for exploring and brainstorming transportation options. Manager Swayze discussed the Paratransit options with Hope Network and the Go!Bus.

There was discussion regarding the Hope Network Wheels to Work program. Staff was asked to clarify exactly how this service works (i.e., cost, are employees on the same shift, do employees pay, service area, is it on on-demand or scheduled service, etc.). What is the reliability and consistency?

Brainstorming for other options – Chris Khorey may be able to provide assistance with this area of discussion. It would be helpful if Khorey could provide a proposal for assisting with transportation solutions. Khorey will provide proposals at the August meeting to help with transportation services as well as a Strategic Plan for the DDA. Any update to the DDA TIF plan would be a separate proposal at a later date.

There was discussion on the timeline for the Decision Path memo. The investigation stage will be pushed out beyond August. The goal of the investigation and decision making is to have everything completed, well in advanced, of the time when the existing Rapid service will be up for a contract renewal.

Khorey asked about the timeline for getting The Rapid involved in the discussion? The committee thought fall was the timeline for engaging The Rapid representatives, although this date is somewhat fluid. The thought was, after we gather all information, we would then go to the public with surveys, etc.

It was asked if the Decision Path timeline is feasible or how it should be tweaked? Khorey indicated that he thinks we will want to come up an option, or multiple options, to see if they are feasible and then take those to the businesses, riders, etc. The committee should look at what the

key objectives are, which also allows for the documentation of the pros and cons. It is easier to see the data in a side-by-side comparison with the same categories, (cost, time of operation, etc.). The committee should decide what the key metrics are.

In the end, the decision will be made by the DDA board, at a public meeting, after given a summary of the options/information.

ARTICLE 4. Adjournment: The meeting adjourned at 11:32 a.m.

DRAFT



Memorandum

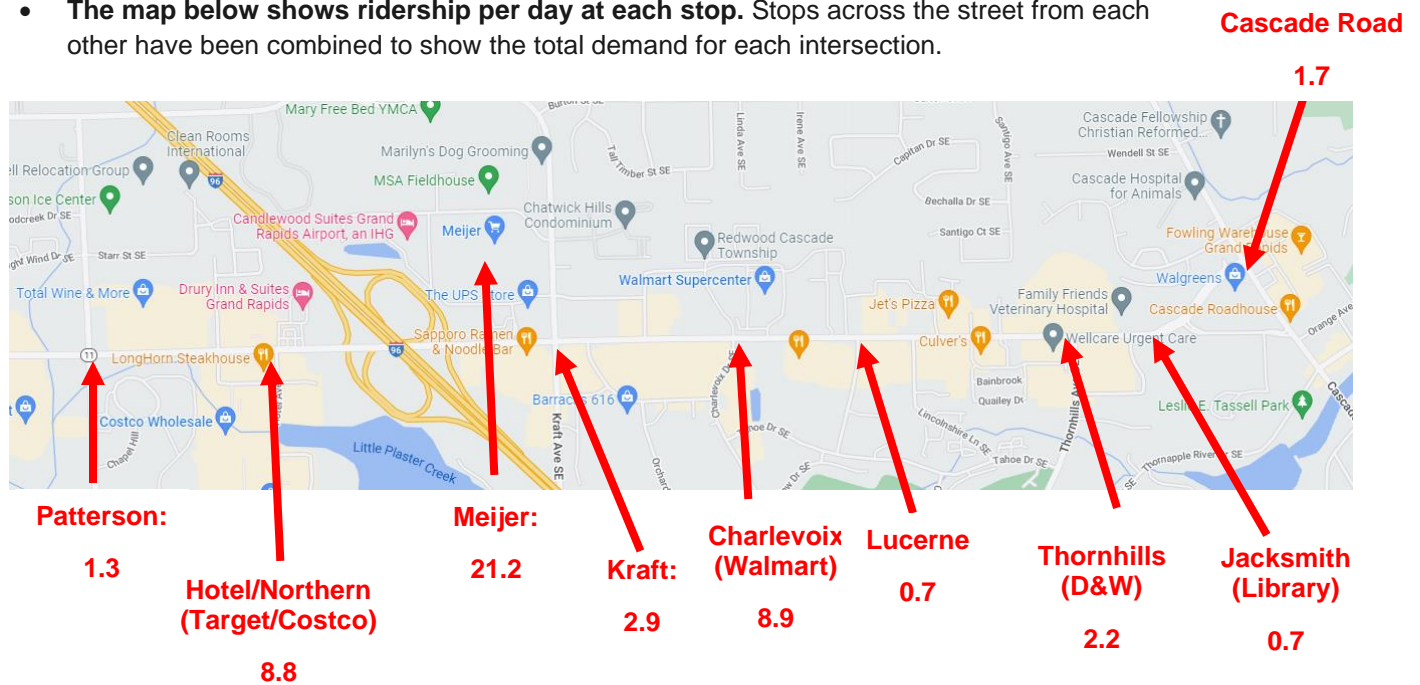
TO: Cascade Township Downtown Development Authority Transportation Committee
FROM: Christopher Khorey, AICP, West Michigan Manager
SUBJECT: **Key Takeaways from Rapid Route 29 Data**
DATE: September 29, 2022

We have reviewed the Rapid Route 29 Ridership Data provided by Executive Director Sandra Korhorn, and have the following key takeaways.

- **Rapid Route 29 began operating in September 2021.** It runs from Woodland Mall (the Rapid's Kentwood Transit Center) to Cascade Village. Prior to September 2021, Cascade Township was served by Rapid Route 28, which ran all the way to Grandville. Route 28 was truncated to Woodland Mall, and Route 29 was added to cover the rest of the corridor.
- **The old Route 28 also used to serve the Mary Free Bed YMCA on Burton.** The bus no longer runs up to Burton, which makes it more efficient, but it now serves fewer destinations. There is an unused Rapid bus shelter outside the YMCA on Burton.
- **Route 29 runs on the following headways:**
 - Weekdays 6 AM to 7 PM: 30 minutes
 - Weekdays 7 PM to 10 PM: 60 minutes (this was changed from 30 minutes in September 2021)
 - Saturday 7:30 AM to 9:30 PM: 60 minutes
 - Sunday 7:30 AM to 6:30 PM: 60 minutes
- **Route 29 serves an average of 131 passengers every weekday.** There are 29 weekday runs, so each bus serves approximately 4-5 riders on weekdays.
- **Route 29 serves an average of 92 riders every Saturday.** There are 14 Saturday runs, so each bus serves 6-7 riders. So Saturday buses are actually the busiest runs, which is not surprising given the amount of retail on the corridor.
- **Route 29 serves an average of 53 riders every Saturday.** There are 11 Sunday runs, so each bus serves 4-5 riders.
- **Ridership is down since the 2021 changes.** Weekday ridership is down 14%, Saturday ridership is down 27%, and Sunday ridership is down 24%. The decrease is not due to Covid. Ridership had recovered to about 75% of pre-Covid levels by September 2021, and was holding steady before the routing and headway changes.



- **The cost to run the service is \$76.37 per hour.** That averages the two-run hours and the one-run hours. When there are two runs, the buses serve around 8-10 people per hour, and when there is one run, they serve 5-7 people per hour.
- **The cost per rider on Route 29 is \$5.39 on weekdays.** It's \$4.39 on Saturdays (because less frequent busses serve more people per bus) and \$5.71 on Sundays.
- **The fare for an adult rider is \$1.75 (\$1.25 for a child).** The exact amount each Route 29 rider pays is complex, though. The fare covers one transfer, so it's possible that the Route 29 rider already paid for a different bus, and is not paying for Route 29. There are also reduced fares for low-income riders, 10 ride passes that cost only \$1.35 per ride, promotional rates, and other discounts.
- **The bus is busiest between 3 and 6 pm,** which is not surprising as that is when all modes of transportation tend to be busiest.
- **The bus is least busy between 8 and 9 am,** which is surprising as that is generally considered "rush hour", though many retailers and restaurants on the corridor open at 10 AM or later.
- **The map below shows ridership per day at each stop.** Stops across the street from each other have been combined to show the total demand for each intersection.



- **Meijer is by far the busiest stop.** Nearly half of all riders that board in Cascade get on at Meijer.



- **Ridership to Walmart, D&W, Target, and Costco is lower than Meijer, but boardings at major retailers are far higher than boardings at other stops.** It's worth noting that the bus drops off in the Meijer parking lot, but the stops for the other major retailers drop off on the 28th Street sidewalk.
- **Ridership drops off noticeably east of Wal-Mart.** Only around 10% of riders get on at one of the stops further east.
- **More people board the bus going westbound than eastbound,** which is not surprising as many riders probably originated at Woodland Mall or elsewhere in Kentwood, and are boarding in Cascade for the return trip.

I look forward to discussing these observations with the Transportation Committee on October 6.

TRANSPORTATION COMMITTEE

To: Transportation Committee

From: Sandra Korhorn, DDA/Economic Development Director *SKK*

Subject: Information Only - Public Transportation Update

Meeting Date: August 16, 2022

The Transportation Committee directed staff to provide information regarding the existing Rapid service and their new on-demand program, The Rapid Connect. Additional information was also requested on the Hope Network Wheels to Work program.

The Rapid – Existing Service

The current contract provides for bus service during the week and on the weekends in the DDA district. The frequency of service is as follows:

Weekday:	Every 30 minutes
Weekday Evening:	Every 60 minutes
Saturday:	Every 60 minutes
Sunday:	Every 60 minutes

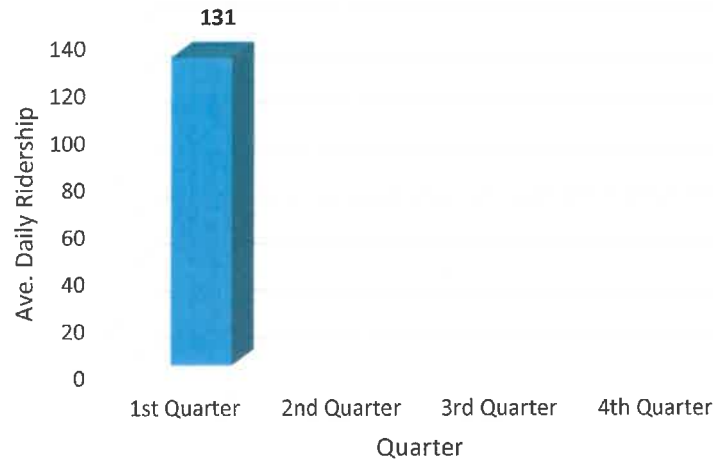
The hours of service are:

Weekday:	5:45 AM – 7:00 PM
Weekday evening:	7:00 PM – 10:30 PM
Saturday:	5:15 AM – 10:00 PM
Sunday:	7:00 AM – 7:00 PM

The FY22 1st Quarter data report is included in the packet as well as reports from 2021 and 2020 (2021 and 2020 do not have GoBus data). We usually receive second quarter data around this time so the information will be updated once received.

Rapid 28th Street - FY2022 1st Quarter Ridership Data

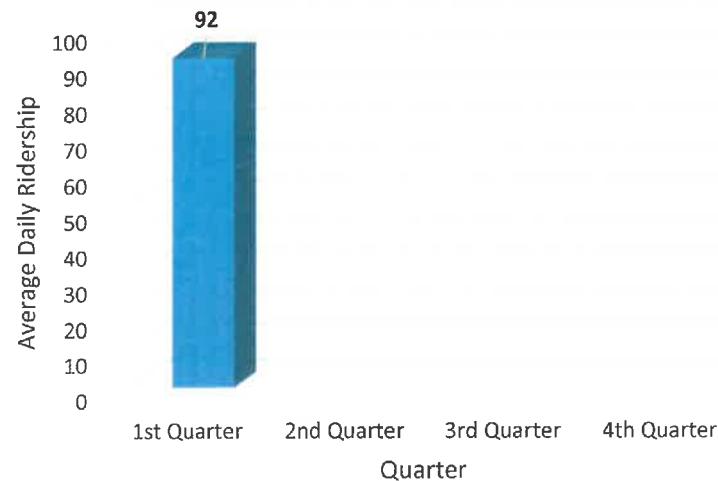
Rapid - 28th Street Weekday Ridership



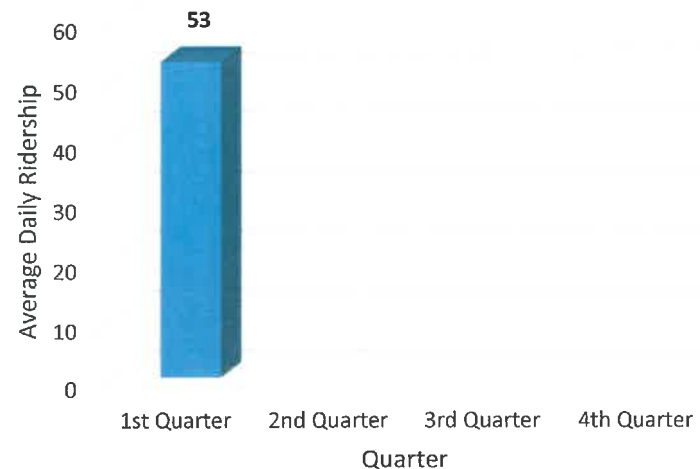
The Rapid collects realtime boarding data and no longer relies on sampling estimates. Boardings and alightings are collected in real time. Ridership in Cascade experiences slightly more alightings than boardings, which is not uncommon. The riders summary is charted on this sheet, while actual rider data and ridership logs are available upon request. Based on the data it appears the ridership has matured, and changes in ridership patterns are due to changes along the route.

Beginning in September of 2021, the Rapid and the Township implemented a reduced service schedule. The new schedule reduces weekday service to 60 min after 6pm (previously every 30 min) and 60 min all day Saturday. Sunday service remained unchanged (60 min). Ridership has decreased on all days compared to 1st Quarter 2021: Weekday ridership (153 in 2021 compared to 131 in 2022), Saturday ridership (126 in 2021 compared to 92 in 2022) and Sunday (70 in 2021 to 53 in 2022)

Rapid - 28th Street Saturday Ridership



Rapid - 28th Street Sunday Ridership

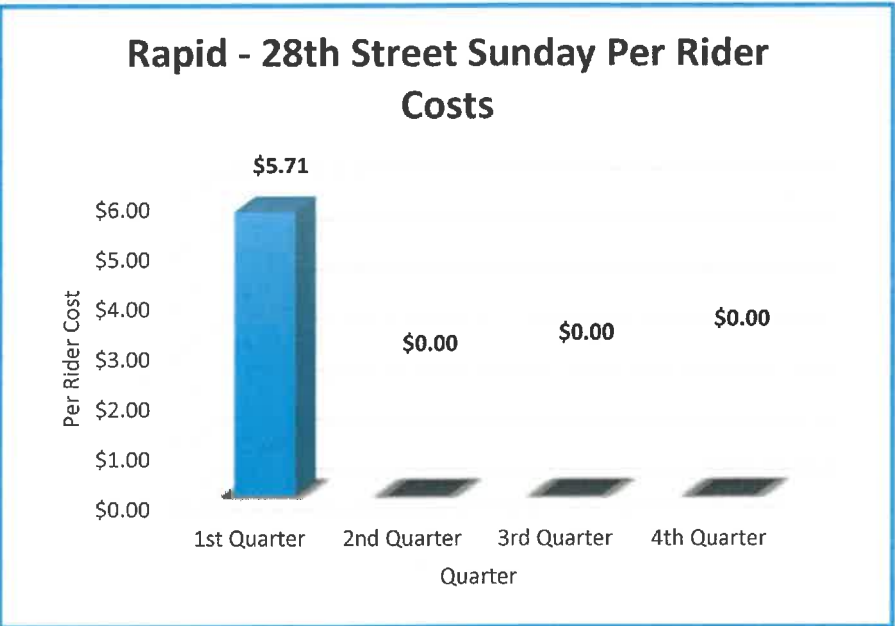
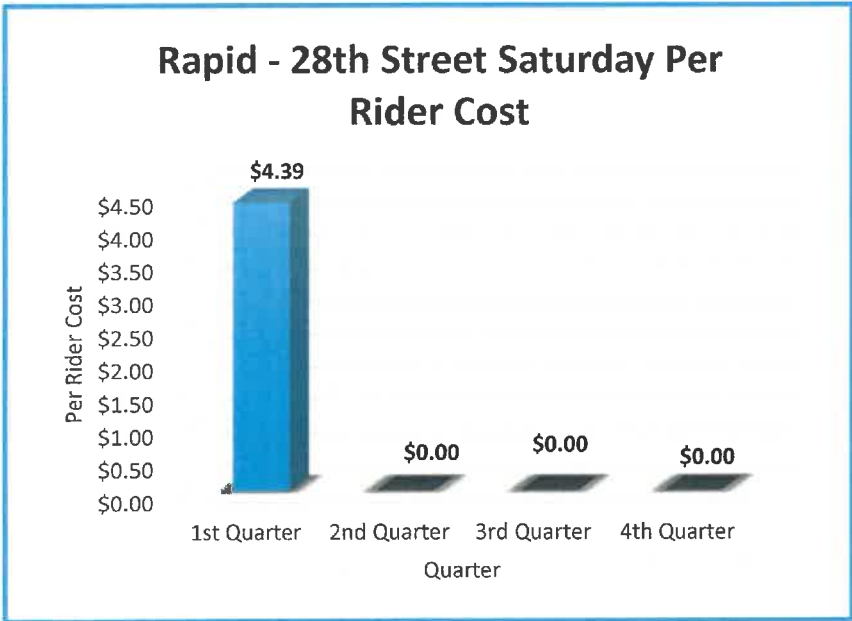
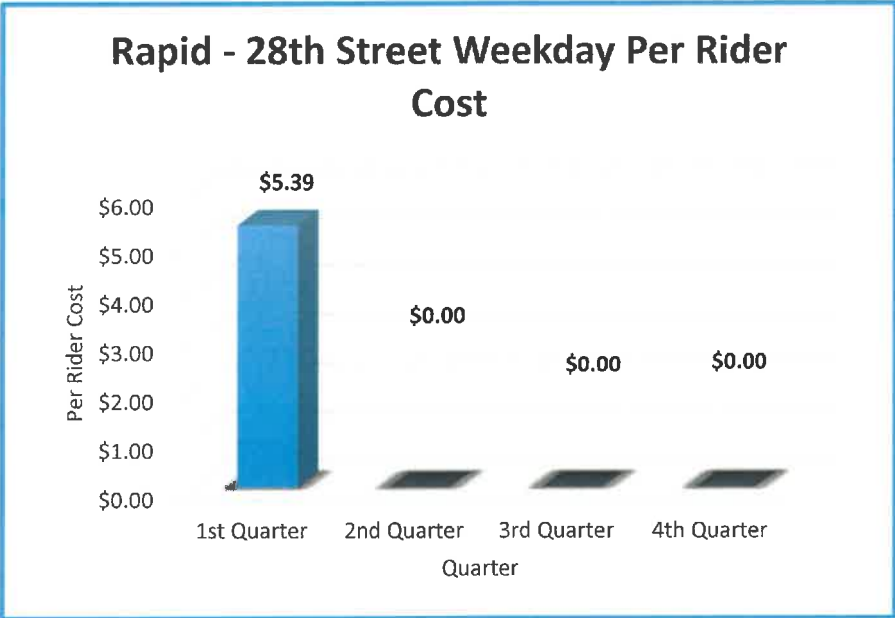


Rapid 28th Street - FY2022 1st Quarter Financial Data

Cascade Township funds the 28th Street Linehaul service on a "per service hour" formula, which is \$75.71 per service hour for the 1st Quarter of 2022 (will move to \$76.37 for the 4th Quarter.) Based on the hours of service, the Township pays the following "per day" costs:

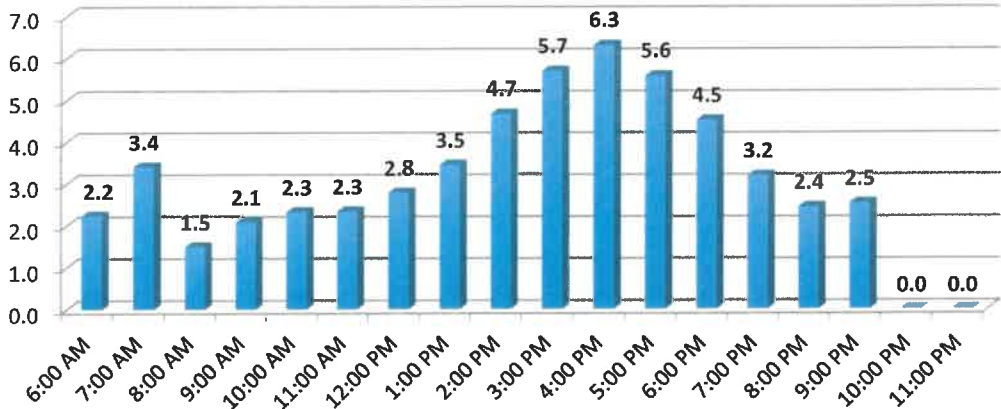
Weekday - \$706.37 Saturday - \$403.53 Sunday - \$302.84

Because the costs per day are fixed, the subsidy that is spent per rider is variable based on the volume of riders, the more riders that utilize the service the lower the subsidy per rider paid by the Township. In 3rd Quarter, the Rapid and Township agreed to a funding model that charged the Township for "service hours" in the community rather than "full bus cost." The change in the funding model saw a significant reduction in costs, and subsequently a reduction in the per rider subsidy. The new funding model is approved through May 2022.



Rapid 28th Street - FY 2022 1st Quarter Hourly Boarding Data

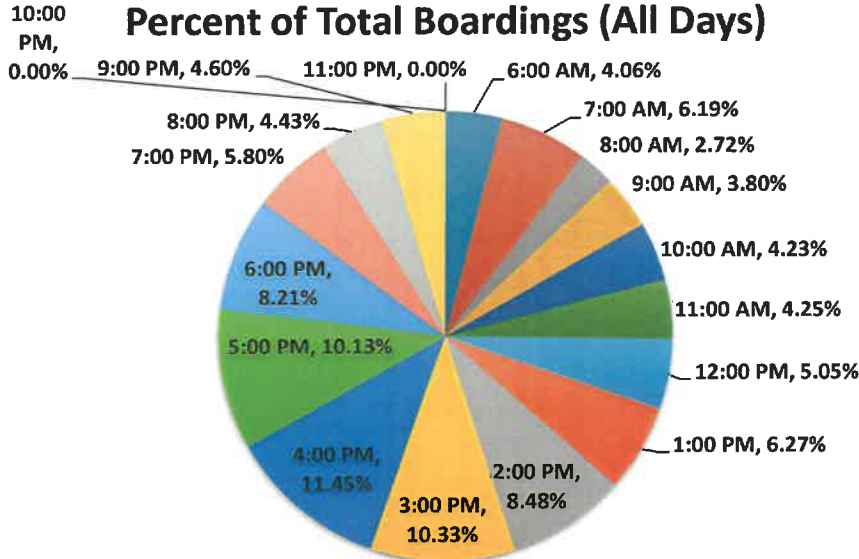
Average Boardings By Hour (All Days)



The Rapid busses are outfitted with data collection devices that count every boarding in the system. The top chart represents the amount of boardings, per hour of service, for all of the Cascade Township stops. Similar data is available for allightings, but it typically follows the same trend. It should be noted that the data is for all days (week day and weekend days). Service at 10am and 11am was eliminated in 2021 as part of service restructuring.

The bottom chart represents the same data set as the top chart, but expressed as a percentage of total boardings rather than a number. The smallest percentage of boardings happens in the 8am hour (2.72%) and the largest occurs in the 4 pm hour (11.45%)

Percent of Total Boardings (All Days)

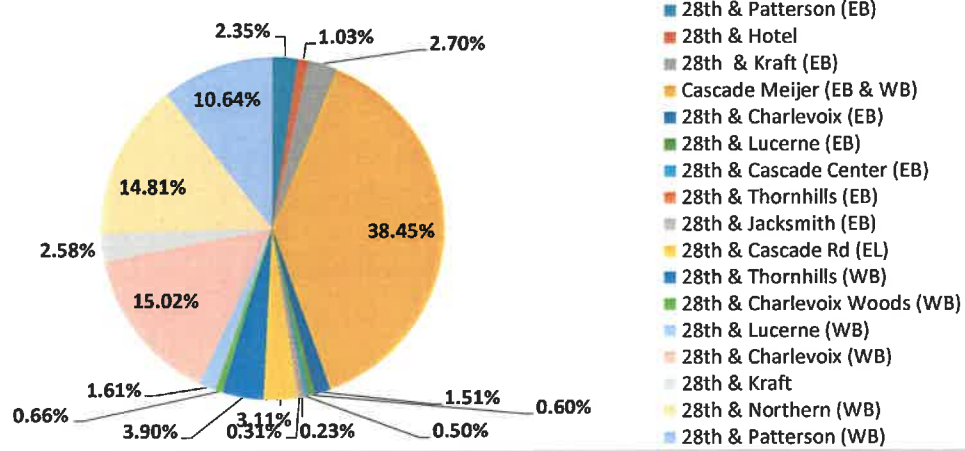


Rapid 28th Street - FY 2022 1st Quarter Stop Boarding Data

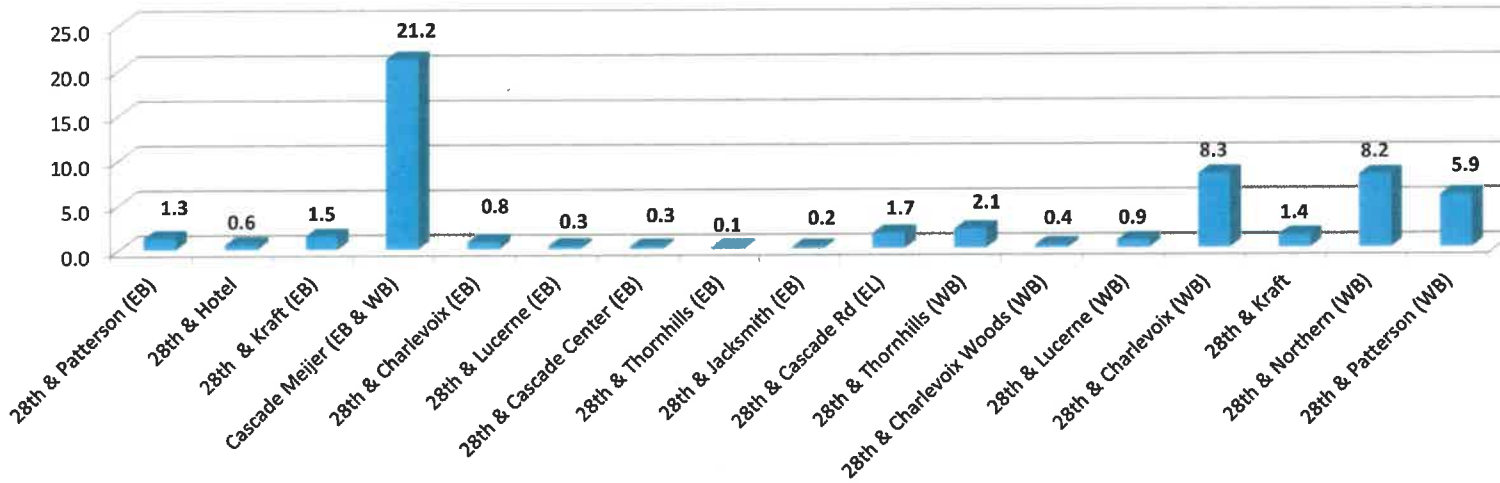
The Rapid bus data collection system also collects stop location data for boardings. By far the largest amount of stops occur at the Meijer stop, though it should be noted that this stop is utilized both EB and WB on the route. In September of 2021 the route was realigned to eliminate the branch that followed Patterson to Burton back to 28th Street. The route now goes straight up and down 28th Street.

The bottom chart represents the same data set as the top chart, but expressed as the average boardings per day for each stop. The Meijer stop has the highest number (21.2) while several stops average less than 5 boardings per day. It should be noted the data represents all weekdays and weekend days.

Percent of Boardings by Stop (All Days)



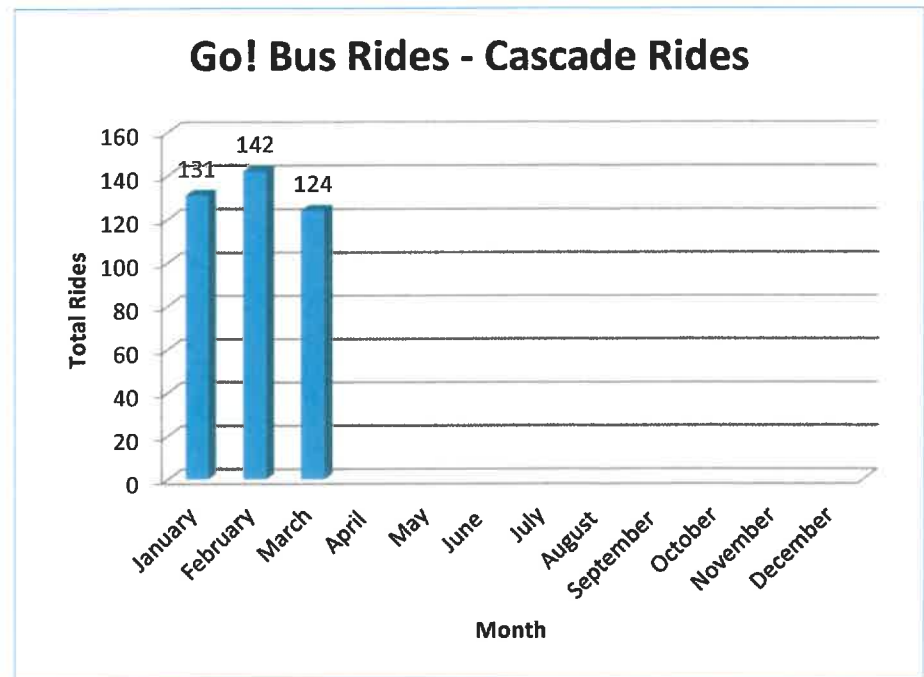
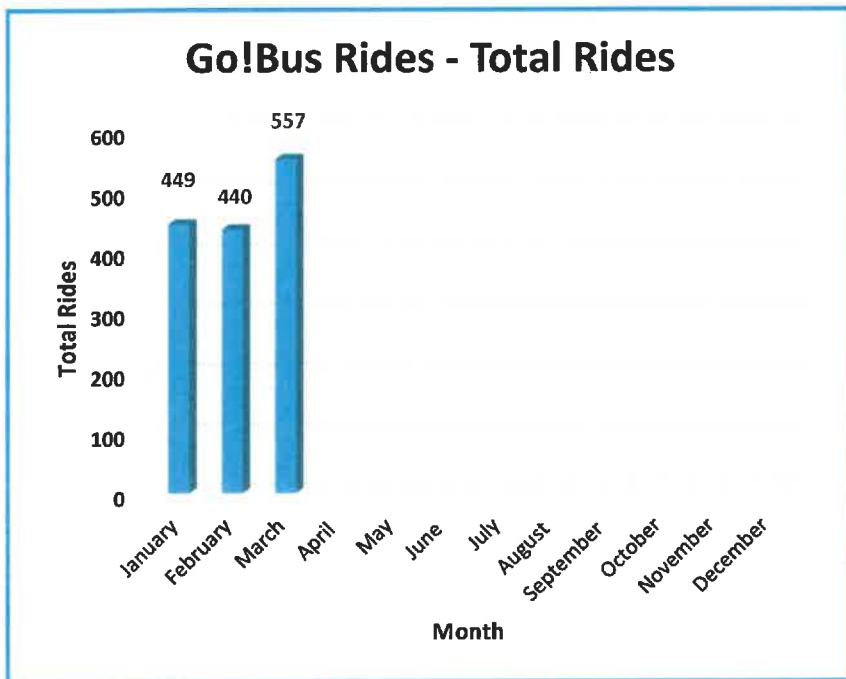
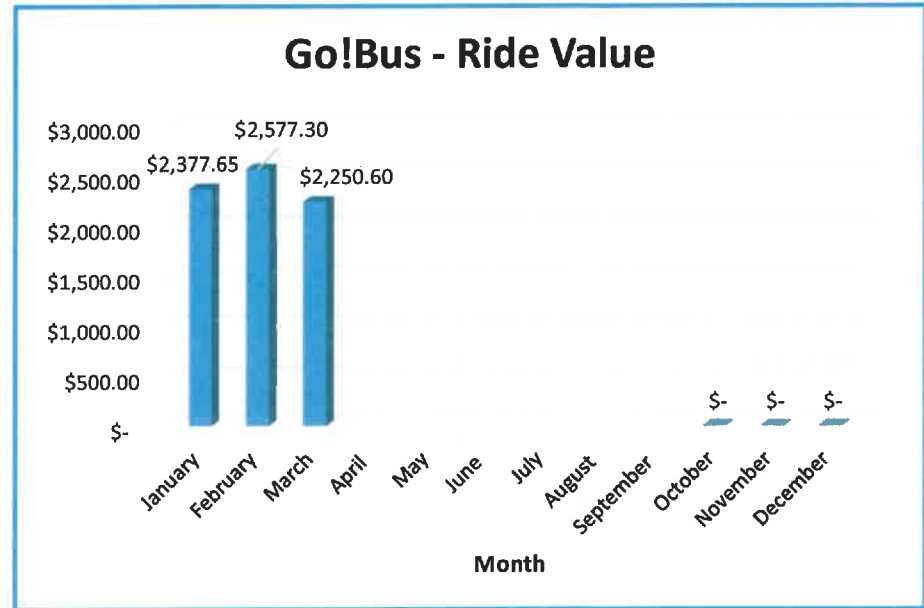
Average Daily Boardings By Stop (All Days)



Go!Bus - FY2022 1st Quarter Ridership Data

Through FY 2022 1st Quarter, there have been 1,446 Go!Bus trips that have either originated in Cascade Township or had a destination in Cascade Township. We have also been able to single out rides that were given to Cascade residents, which we weren't previously able to do. Through FY 2022 1st Quarter there have been 397 rides given to Cascade residents through the Go!Bus system, rides that otherwise would have been given through the Hope Network service, funded by limited CDBG dollars.

The chart to the right indicates the value of the GoBus! Rides if they had been given through the Hope Network rather than the GoBus! Service. The charts on the bottom represent the amount of GoBus! rides that either had an origin or destination in Cascade. The second chart specifically counts Cascade residents utilizing the service. In order to be eligible for the service riders must live within 3/4 mile of the route and meet eligibility requirements (disability status or age)



Trips Per Day

	Date	Boardings	Alightings	Total Trips
Saturday	1/1/2022		<i>No service - New Year's Day</i>	
Sunday	1/2/2022	25	28	53
Monday	1/3/2022	64	64	128
Tuesday	1/4/2022	91	86	177
Wednesday	1/5/2022	43	50	93
Thursday	1/6/2022	53	60	113
Friday	1/7/2022	75	77	152
Saturday	1/8/2022	43	51	94
Sunday	1/9/2022	26	26	52
Monday	1/10/2022	50	61	111
Tuesday	1/11/2022	73	68	141
Wednesday	1/12/2022	67	74	141
Thursday	1/13/2022	80	78	158
Friday	1/14/2022	65	73	138
Saturday	1/15/2022	38	40	78
Sunday	1/16/2022	26	26	52
Monday	1/17/2022	51	56	107
Tuesday	1/18/2022	56	55	111
Wednesday	1/19/2022	58	69	127
Thursday	1/20/2022	61	64	125
Friday	1/21/2022	67	71	138
Saturday	1/22/2022	38	48	86
Sunday	1/23/2022	32	36	68
Monday	1/24/2022	45	52	97
Tuesday	1/25/2022	62	68	130
Wednesday	1/26/2022	66	71	137
Thursday	1/27/2022	62	64	126
Friday	1/28/2022	73	77	150
Saturday	1/29/2022	39	44	83
Sunday	1/30/2022	23	31	54
Monday	1/31/2022	56	64	120
Tuesday	2/1/2022	67	69	136
Wednesday	2/2/2022	62	63	125
Thursday	2/3/2022	73	74	147
Friday	2/4/2022	67	81	148
Saturday	2/5/2022	45	54	99
Sunday	2/6/2022	27	27	54
Monday	2/7/2022	54	71	125
Tuesday	2/8/2022	69	80	149
Wednesday	2/9/2022	67	67	134
Thursday	2/10/2022	60	50	110
Friday	2/11/2022	69	80	149
Saturday	2/12/2022	42	51	93
Sunday	2/13/2022	24	25	49
Monday	2/14/2022	49	56	105
Tuesday	2/15/2022	69	78	147
Wednesday	2/16/2022	81	70	151
Thursday	2/17/2022	42	52	94
Friday	2/18/2022	59	53	112
Saturday	2/19/2022	42	46	88
Sunday	2/20/2022	28	33	61
Monday	2/21/2022	65	60	125
Tuesday	2/22/2022	64	69	133
Wednesday	2/23/2022		<i>Error - No Data</i>	
Thursday	2/24/2022	57	67	124
Friday	2/25/2022	60	71	131
Saturday	2/26/2022	56	62	118
Sunday	2/27/2022	23	31	54
Monday	2/28/2022	58	62	120
Tuesday	3/1/2022	74	75	149
Wednesday	3/2/2022	65	63	129
Thursday	3/3/2022	76	75	151
Friday	3/4/2022	58	67	125
Saturday	3/5/2022	44	48	92
Sunday	3/6/2022	16	23	39
Monday	3/7/2022	67	71	138
Tuesday	3/8/2022	86	90	176
Wednesday	3/9/2022	69	72	141
Thursday	3/10/2022	69	67	136
Friday	3/11/2022	65	56	121
Saturday	3/12/2022	32	43	75
Sunday	3/13/2022	22	25	47
Monday	3/14/2022	46	58	104
Tuesday	3/15/2022	64	56	120
Wednesday	3/16/2022	73	73	146
Thursday	3/17/2022	69	58	127
Friday	3/18/2022	42	74	116
Saturday	3/19/2022	46	61	107
Sunday	3/20/2022	28	32	60
Monday	3/21/2022	75	81	156
Tuesday	3/22/2022	60	64	124
Wednesday	3/23/2022	56	55	111
Thursday	3/24/2022	78	86	164
Friday	3/25/2022	79	81	160
Saturday	3/26/2022	38	50	88
Sunday	3/27/2022	17	29	46
Monday	3/28/2022	68	59	127
Tuesday	3/29/2022	62	69	131
Wednesday	3/30/2022	61	57	118
Thursday	3/31/2022	55	64	119
Total		4,848	5,216	10,064

Boardings by Time of Day

Time	Number of Boardings	Average Boardings/Day	Percent of Total
6:00 AM	197	2.2	4.1
7:00 AM	300	3.3	6.2
8:00 AM	132	1.5	2.7
9:00 AM	184	2.0	3.8
10:00 AM	205	2.3	4.2
11:00 AM	206	2.3	4.2
12:00 PM	245	2.7	5.1
1:00 PM	304	3.4	6.3
2:00 PM	411	4.6	8.5
3:00 PM	501	5.6	10.3
4:00 PM	555	6.2	11.4
5:00 PM	491	5.5	10.1
6:00 PM	398	4.4	8.2
7:00 PM	281	3.1	5.8
8:00 PM	215	2.4	4.4
9:00 PM	223	2.5	4.6
10:00 PM	0	0.0	0.0
11:00 PM	0	0.0	0.0
12:00 AM	0	0.0	0.0
Total	4,848	53.9	100.0

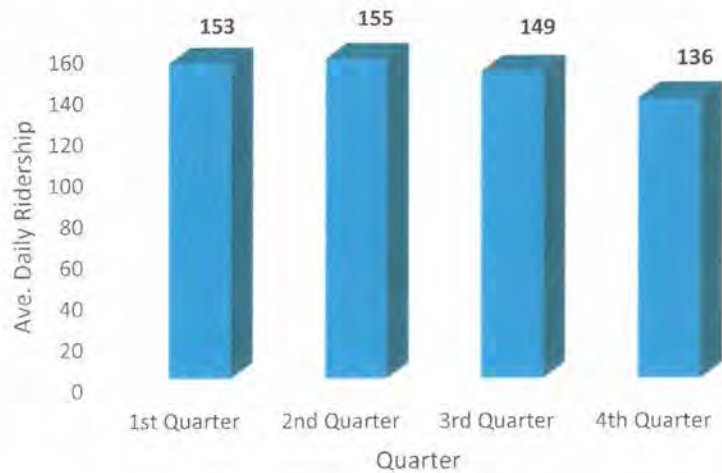
Daily Average

Average Trips per Weekday	131
Average Trips per Saturday	92
Average Trips per Sunday	53

Stop	Direction	Stop ID	Total Boardings	Boardings/Day	Total Alightings	Alightings/Day	Total Activity	% of the Total
28th and Patterson	EB	9270	114	1.3	533	5.9	7.2	6.4%
28th and Hotel	EB	9272	50	0.6	658	7.3	7.9	7.0%
28th and Kraft	EB	9274	131	1.5	1,214	13.5	14.9	13.2%
Cascade Meijer	WB	9275	1,864	20.7	715	7.9	28.7	25.3%
28th and Charlevoix	EB	9277	73	0.8	958	10.6	11.5	10.1%
28th and Lucerne	EB	9279	29	0.3	310	3.4	3.8	3.3%
28th and Cascade Center	EB	9281	24	0.3	110	1.2	1.5	1.3%
28th and Thornhills	WB	9283	11	0.1	116	1.3	1.4	1.2%
28th and Jacksmith	EB	9284	15	0.2	50	0.6	0.7	0.6%
28th and Cascade Rd	EB/WB	9286	151	1.7	266	3.0	4.6	4.1%
28th and Thornhills	WB	9288	189	2.1	94	1.0	3.1	2.8%
28th and Charlevoix Woods	WB	9290	32	0.4	3	0.0	0.4	0.3%
28th and Lucerne	WB	9292	78	0.9	8	0.1	1.0	0.8%
28th and Charlevoix	WB	9294	728	8.1	71	0.8	8.9	7.9%
28th and Kraft	WB	9295	125	1.4	32	0.4	1.7	1.5%
28th and Northern	WB	9298	718	8.0	77	0.9	8.8	7.8%
28th and Patterson	WB	9300	516	5.7	111	1.2	7.0	6.2%
Total			4,848	53.9	5,326	59.2	113.0	100.0%

Rapid 28th Street - FY2021 4th Quarter Ridership Data

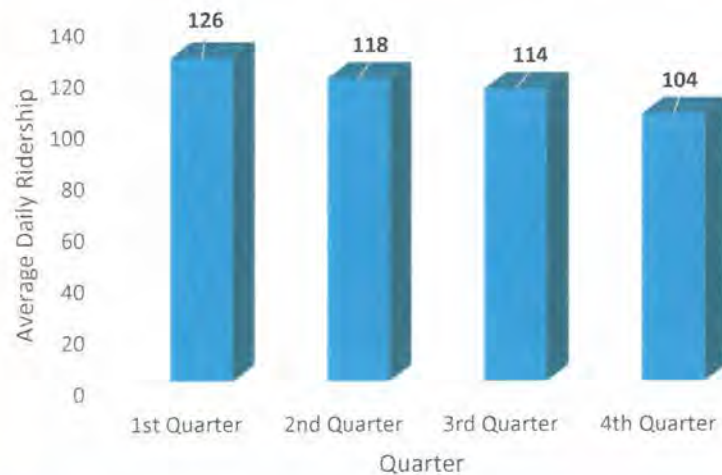
Rapid - 28th Street Weekday Ridership



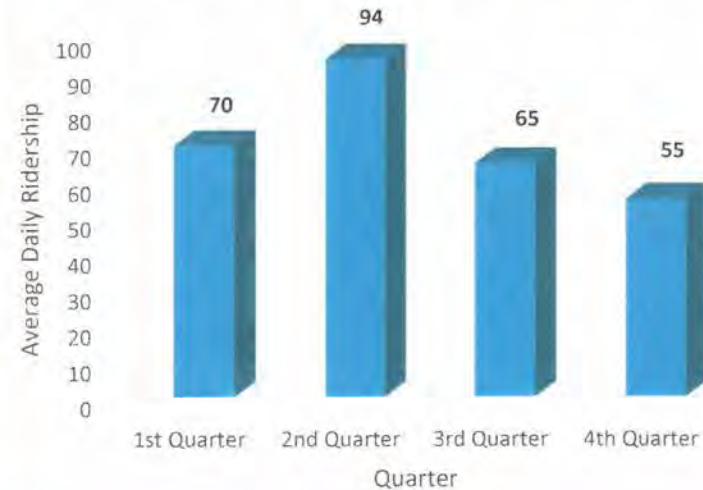
The Rapid collects realtime boarding data and no longer relies on sampling estimates. Boardings and alightings are collected in real time. Ridership in Cascade experiences slightly more alightings than boardings, which is not uncommon. The riders summary is charted on this sheet, while actual rider data and ridership logs are available upon request. Based on the data it appears the ridership has matured, and changes in ridership patterns are due to changes along the route.

Beginning in September of 2021, the Rapid and the Township implemented a reduced service schedule. The new schedule reduces weekday service to 60 min after 6pm (previously every 30 min) and 60 min all day Saturday. Sunday service remained unchanged (60 min). Weekday and Saturday service saw small decreases in ridership, but it is unknown whether this is related to the new schedule. Interestingly, Sunday saw the biggest decrease in ridership despite not having a schedule change.

Rapid - 28th Street Saturday Ridership



Rapid - 28th Street Sunday Ridership



Rapid 28th Street - FY2021 4th Quarter Financial Data

Cascade Township funds the 28th Street Linehaul service on a "per service hour" formula, which is \$75.71 per service hour for the 4th Quarter of 2021 (and was \$76.75 for the 3rd Quarter.) Based on the hours of service, the Township pays the following "per day" costs:

Weekday - \$706.37 Saturday - \$403.53 Sunday - \$302.84

Because the costs per day are fixed, the subsidy that is spent per rider is variable based on the volume of riders, the more riders that utilize the service the lower the subsidy per rider paid by the Township. In 3rd Quarter, the Rapid and Township agreed to a funding model that charged the Township for "service hours" in the community rather than "full bus cost." The change in the funding model saw a significant reduction in costs, and subsequently a reduction in the per rider subsidy. The new funding model is approved through May 2022.

Rapid - 28th Street Weekday Per Rider Cost



Rapid - 28th Street Saturday Per Rider Cost

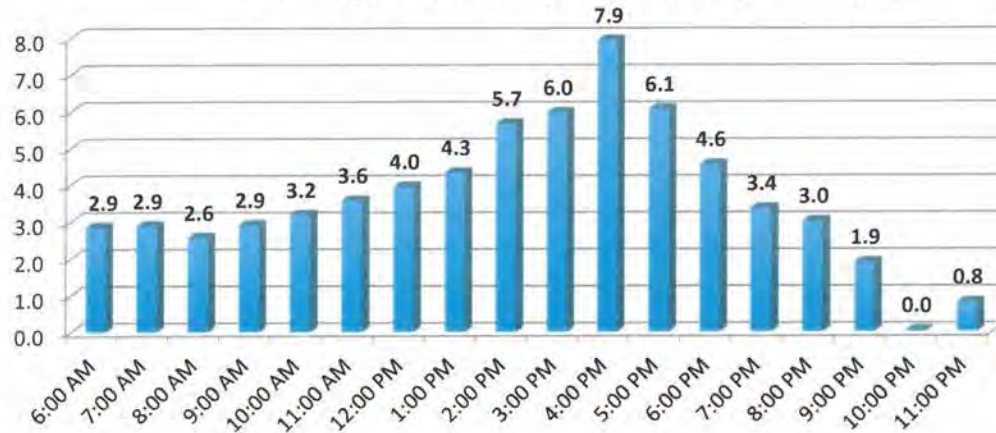


Rapid - 28th Street Sunday Per Rider Costs



Rapid 28th Street - FY 2021 4th Quarter Hourly Boarding Data

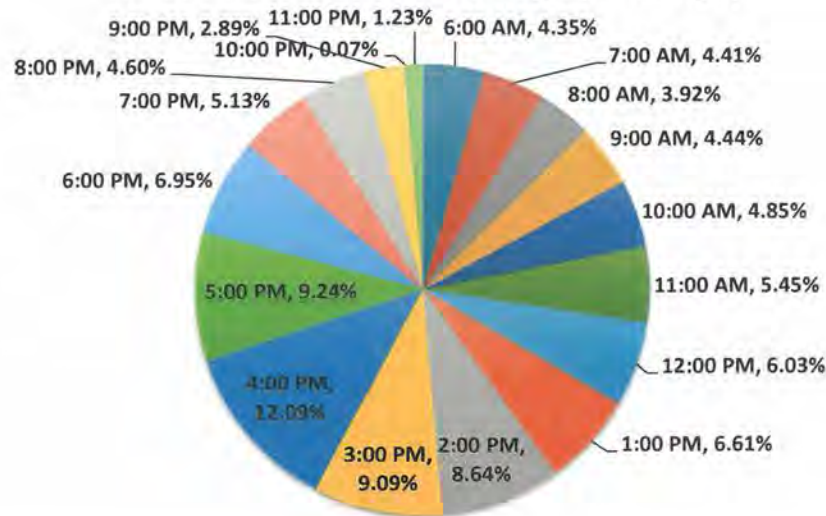
Average Boardings By Hour (All Days)



The Rapid busses are outfitted with data collection devices that count every boarding in the system. The top chart represents the amount of boardings, per hour of service, for all of the Cascade Township stops. The data collection system does not collect alighting information. It should be noted that the data is for all days (week day and weekend days). The chart continues to follow the same trend seen in previous charts, with peak ridership mid-day.

The bottom chart represents the same data set as the top chart, but expressed as a percentage of total boardings rather than a number. The smallest percentage of boardings happens in the 10 pm hour (0.07%) and the largest occurs in the 4 pm hour (12.09%)

Percent of Total Boardings (All Days)

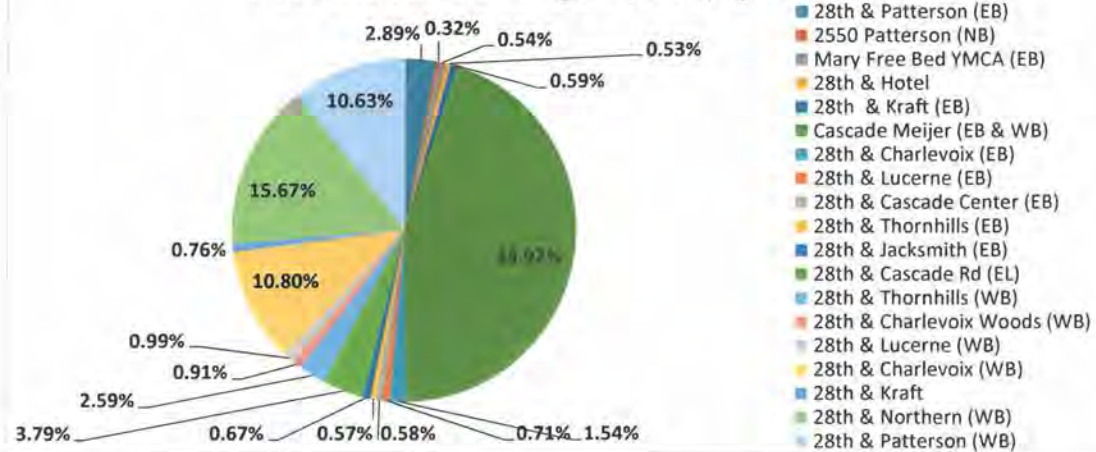


Rapid 28th Street - FY 2021 4th Quarter Stop Boarding Data

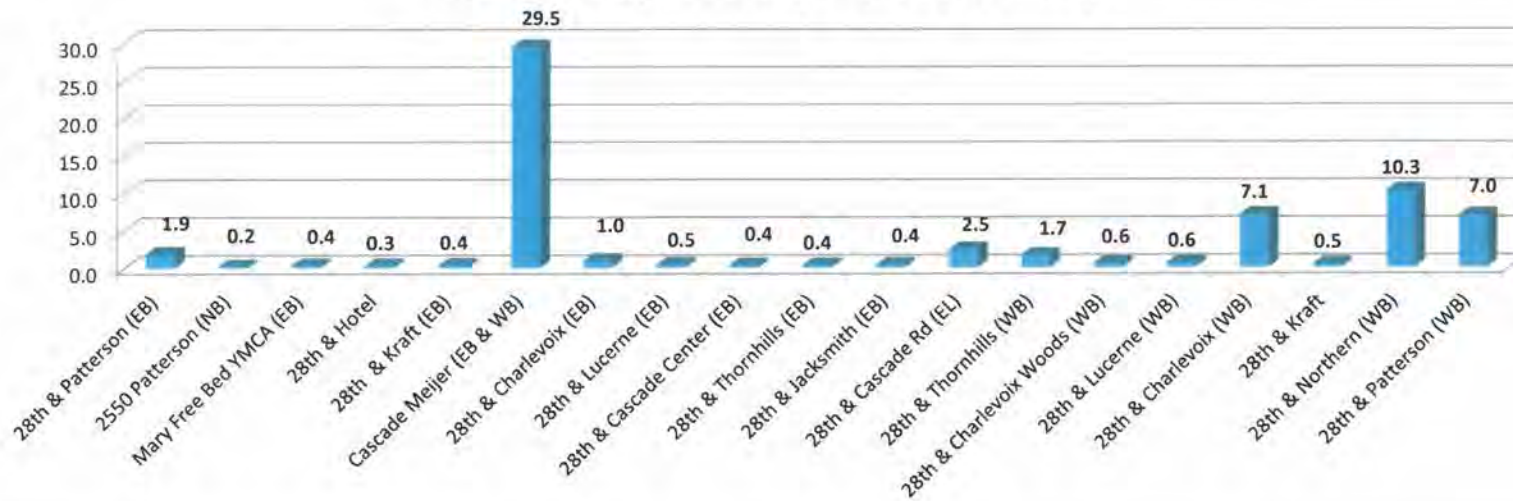
The Rapid bus data collection system also collects stop location data for boardings. By far the largest amount of stops occur at the Meijer stop, though it should be noted that this stop is utilized both EB and WB on the route. In September of 2021 the route was realigned to eliminate the branch that followed Patterson to Burton back to 28th Street. The route now goes straight up and down 28th Street. Because of this, some stops have less than 4 quarters of data.

The bottom chart represents the same data set as the top chart, but expressed as the average boardings per day for each stop. The Meijer stop has the highest number (29.5) while several stops average less than 5 boardings per day. It should be noted the data represents all weekdays and weekend days.

Percent of Boardings by Stop (All Days)



Average Daily Boardings By Stop (All Days)



Trips Per Day

Date	Boardings	Estimated Alightings	Estimated Total Trips
<i>No Service - New Years Day</i>			
Friday 1/1/2021	73	73	146
Saturday 1/2/2021	33	33	66
Sunday 1/3/2021	55	55	110
Monday 1/4/2021	84	84	168
Tuesday 1/5/2021	71	71	142
Wednesday 1/6/2021	93	93	186
Thursday 1/7/2021	74	74	148
Friday 1/8/2021	71	71	142
Saturday 1/9/2021	39	39	78
Sunday 1/10/2021	83	83	166
Monday 1/11/2021	61	61	122
Tuesday 1/12/2021	76	76	152
Wednesday 1/13/2021	92	92	184
Thursday 1/14/2021	85	85	170
Friday 1/15/2021	68	68	136
Saturday 1/16/2021	34	34	68
Sunday 1/17/2021	64	64	128
Monday 1/18/2021	77	77	154
Tuesday 1/19/2021	86	86	172
Wednesday 1/20/2021	67	67	134
Thursday 1/21/2021	70	70	140
Friday 1/22/2021	55	55	110
Saturday 1/23/2021	37	37	74
Sunday 1/24/2021	66	66	132
Monday 1/25/2021	68	68	136
Tuesday 1/26/2021	81	81	162
Wednesday 1/27/2021	65	65	130
Thursday 1/28/2021	65	65	130
Friday 1/29/2021	73	73	146
Saturday 1/30/2021	68	68	136
Sunday 1/31/2021	53	53	104
Monday 2/1/2021	25	25	50
Tuesday 2/2/2021	65	65	130
Wednesday 2/3/2021	73	73	146
Thursday 2/4/2021	68	68	136
Friday 2/5/2021	79	79	158
Saturday 2/6/2021	54	54	108
Sunday 2/7/2021	46	46	92
Monday 2/8/2021	25	25	50
Tuesday 2/9/2021	65	65	130
Wednesday 2/10/2021	71	71	142
Thursday 2/11/2021	62	62	124
Friday 2/12/2021	82	82	164
Saturday 2/13/2021	96	96	192
Sunday 2/14/2021	64	64	128
Monday 2/15/2021	79	79	158
Tuesday 2/16/2021	56	56	112
Wednesday 2/17/2021	67	67	134
Thursday 2/18/2021	107	107	214
Friday 2/19/2021	71	71	142
Saturday 2/20/2021	64	64	128
Sunday 2/21/2021	51	51	102
Monday 2/22/2021	78	78	156
Tuesday 2/23/2021	66	66	132
Wednesday 2/24/2021	74	74	148
Thursday 2/25/2021	82	82	164
Friday 2/26/2021	79	79	158
Saturday 2/27/2021	68	68	136
Sunday 2/28/2021	40	40	80
Monday 2/29/2021	66	66	132
Tuesday 3/1/2021	90	90	180
Wednesday 3/2/2021	76	76	152
Thursday 3/3/2021	97	97	194
Friday 3/4/2021	72	72	144
Saturday 3/5/2021	53	53	106
Sunday 3/7/2021	42	42	84
Monday 3/8/2021	75	75	150
Tuesday 3/9/2021	90	90	180
Wednesday 3/10/2021	77	77	154
Thursday 3/11/2021	79	79	158
Friday 3/12/2021	88	88	176
Saturday 3/13/2021	57	57	114
Sunday 3/14/2021	48	48	96
Monday 3/15/2021	111	111	222
Tuesday 3/16/2021	87	87	174
Wednesday 3/17/2021	81	81	162
Thursday 3/18/2021	70	70	140
Friday 3/19/2021	88	88	176
Saturday 3/20/2021	86	86	172
Sunday 3/21/2021	42	42	84
Monday 3/22/2021	80	80	160
Tuesday 3/23/2021	60	60	120
Wednesday 3/24/2021	90	90	180
Thursday 3/25/2021	82	82	164
Friday 3/26/2021	70	70	140
Saturday 3/27/2021	75	75	150
Sunday 3/28/2021	35	35	70
Monday 3/29/2021	75	75	150
Tuesday 3/30/2021	87	87	174
Wednesday 3/31/2021	81	81	162
Total	6,104	6,104	12,208

Boardings by Time of Day

Time	Number of Boardings	Average Boardings/Day	Percent of Total
6:00 AM	365	4.1	6.0
7:00 AM	325	3.7	5.3
8:00 AM	311	3.5	5.1
9:00 AM	265	3.0	4.3
10:00 AM	284	3.2	4.7
11:00 AM	325	3.7	5.3
12:00 PM	400	4.5	6.6
1:00 PM	417	4.7	6.8
2:00 PM	479	5.4	7.8
3:00 PM	510	5.7	8.4
4:00 PM	556	6.2	9.1
5:00 PM	433	4.9	7.1
6:00 PM	383	4.3	6.3
7:00 PM	176	2.0	2.9
8:00 PM	251	2.8	4.1
9:00 PM	144	1.6	2.4
10:00 PM	15	0.2	0.2
11:00 PM	0	0.0	0.0
12:00 AM	280	3.1	4.6
Total	6,104	68.8	100.0

Daily Average

Average Trips per Weekday	153
Average Trips per Saturday	126
Average Trips per Sunday	70

Stop	Direction	Stop ID	Total Boardings	Boardings/Day	Estimated Alightings/Day	Total Activity	% of the Total
28th and Patterson	EB	9270	214	2.4	2.4	4.8	1.5%
2550 Patterson	EB	9277	18	0.2	0.2	0.4	0.3%
Mary Free Bell YMCA	EB	9274	38	0.4	0.4	0.8	0.6%
Cascade Meier	EB/WB	9275	2,348	27.0	27.0	54.0	48.7%
28th and Charlevois	EB	9277	126	1.4	1.4	2.8	2.1%
28th and Lucerne	EB	9279	57	0.6	0.6	1.3	0.9%
28th and Cascade Center	EB	9281	45	0.5	0.5	1.0	0.7%
28th and Thornhills	WB	9281	41	0.5	0.5	1.0	0.7%
28th and Jackson	WB	9284	40	0.5	0.5	1.0	0.7%
28th and Cascade Hill	EB/WB	9286	199	2.2	2.2	4.5	3.1%
28th and Thornhills	WB	9288	115	1.3	1.3	2.6	1.9%
28th and Charlevois Woods	WB	9290	65	0.7	0.7	1.5	1.1%
28th and Lucerne	WB	9292	56	0.6	0.6	1.3	0.9%
28th and Charlevois	WB	9294	566	6.4	6.4	12.7	9.3%
28th and Northern	WB	9298	1,005	11.3	11.3	22.6	16.5%
28th and Patterson	WB	9300	564	6.4	6.4	12.8	9.9%
Total			6,104	68.8	68.8	137.2	100.0%

Trips Per Day

Date	Boardings	Estimated Alightings	Estimated Total Trips
Thursday 4/1/2021	71	73	142
Friday 4/2/2021	70	73	143
Saturday 4/3/2021	131	33	164
Sunday 4/4/2021	32	56	98
Monday 4/5/2021	75	64	139
Tuesday 4/6/2021	81	71	152
Wednesday 4/7/2021	75	93	168
Thursday 4/8/2021	71	74	151
Friday 4/9/2021	65	73	136
Saturday 4/10/2021	78	39	118
Sunday 4/11/2021	78	83	122
Monday 4/12/2021	75	51	126
Tuesday 4/13/2021	81	76	157
Wednesday 4/14/2021	82	92	174
Thursday 4/15/2021	92	85	177
Friday 4/16/2021	124	68	192
Saturday 4/17/2021	64	34	98
Sunday 4/18/2021	33	64	97
Monday 4/19/2021	71	77	148
Tuesday 4/20/2021	72	64	138
Wednesday 4/21/2021	73	67	140
Thursday 4/22/2021	78	70	148
Friday 4/23/2021	83	55	138
Saturday 4/24/2021	67	37	104
Sunday 4/25/2021	35	66	101
Monday 4/26/2021	75	68	143
Tuesday 4/27/2021	80	81	161
Wednesday 4/28/2021	61	65	126
Thursday 4/29/2021	61	65	126
Friday 4/30/2021	77	52	129
Saturday 5/1/2021	71	25	96
Sunday 5/2/2021	45	65	110
Monday 5/3/2021	76	73	149
Tuesday 5/4/2021	69	68	137
Wednesday 5/5/2021	75	79	154
Thursday 5/6/2021	65	54	119
Friday 5/7/2021	71	71	142
Saturday 5/8/2021	45	65	110
Sunday 5/9/2021	67	25	92
Monday 5/10/2021	100	73	173
Tuesday 5/11/2021	96	62	158
Wednesday 5/12/2021	79	82	161
Thursday 5/13/2021	79	96	175
Friday 5/14/2021	82	64	146
Saturday 5/15/2021	72	29	101
Sunday 5/16/2021	37	56	93
Monday 5/17/2021	73	67	140
Tuesday 5/18/2021	80	107	187
Wednesday 5/19/2021	83	71	154
Thursday 5/20/2021	89	84	153
Friday 5/21/2021	76	51	127
Saturday 5/22/2021			
Sunday 5/23/2021			
Monday 5/24/2021			
Tuesday 5/25/2021	48	82	130
Wednesday 5/26/2021	84	79	163
Thursday 5/27/2021	61	75	136
Friday 5/28/2021	82	66	148
Saturday 5/29/2021	71	80	151
Sunday 5/30/2021	81	86	99
Monday 5/31/2021			
Tuesday 6/1/2021	98	98	196
Wednesday 6/2/2021	131	133	262
Thursday 6/3/2021	98	98	196
Friday 6/4/2021	99	99	198
Saturday 6/5/2021	89	89	178
Sunday 6/6/2021	79	29	108
Monday 6/7/2021	79	79	158
Tuesday 6/8/2021	81	81	162
Wednesday 6/9/2021	70	70	140
Thursday 6/10/2021	91	91	182
Friday 6/11/2021	79	79	158
Saturday 6/12/2021	59	50	109
Sunday 6/13/2021	45	40	85
Monday 6/14/2021	82	82	164
Tuesday 6/15/2021	73	73	146
Wednesday 6/16/2021	82	82	164
Thursday 6/17/2021	66	66	132
Friday 6/18/2021	80	80	160
Saturday 6/19/2021	60	60	120
Sunday 6/20/2021	30	30	60
Monday 6/21/2021	72	72	144
Tuesday 6/22/2021	80	80	160
Wednesday 6/23/2021	74	74	148
Thursday 6/24/2021	63	63	126
Friday 6/25/2021	70	70	140
Saturday 6/26/2021	60	60	120
Sunday 6/27/2021	31	31	62
Monday 6/28/2021	86	86	172
Tuesday 6/29/2021	101	101	202
Wednesday 6/30/2021	81	81	162
Total	6,329	6,329	12,658

Boardings by Time of Day

Time	Number of Boardings	Average Boardings/Day	Percent of Total
6:00 AM	297	3.4	4.7
7:00 AM	307	3.5	4.9
8:00 AM	242	2.8	3.8
9:00 AM	256	2.9	4.0
10:00 AM	114	1.4	1.8
11:00 AM	142	1.7	2.3
12:00 PM	437	5.0	6.9
1:00 PM	423	4.9	6.7
2:00 PM	614	7.1	9.7
3:00 PM	576	6.6	9.1
4:00 PM	708	8.1	11.2
5:00 PM	544	6.3	8.6
6:00 PM	455	5.2	7.2
7:00 PM	302	3.5	4.8
8:00 PM	351	4.0	5.5
9:00 PM	159	1.8	2.5
10:00 PM	2	0.0	0.0
11:00 PM	0	0.0	0.0
12:00 AM	0	0.0	0.0
Total	6,329	72.7	100.0

Daily Average

Average Trips per Weekday	155
Average Trips per Saturday	114
Average Trips per Sunday	94

Stop	Direction	Stop ID	Total Boardings	Boardings/Day	Estimated Alightings/Day	Total Activity	% of the Total
28th and Patterson	EB	9270	220	2.5	2.5	5.1	3.5%
2550 Patterson	EB	9272	8	0.1	0.1	0.2	0.1%
Mary Fine Bldg/VMCB	EB	9274	51	0.6	0.6	1.2	0.9%
Cascade Merger	EB/WB	9275	3,026	34.8	34.8	69.6	47.8%
28th and Charlevix	EB	9277	92	1.1	1.1	2.2	1.5%
28th and Luzerne	EB	9279	25	0.3	0.3	0.6	0.4%
28th and Cascade Center	EB	9283	40	0.5	0.5	0.9	0.6%
28th and Thornhills	WB	9283	51	0.6	0.6	1.2	0.8%
28th and Jackson	EB	9284	40	0.5	0.5	0.9	0.6%
28th and Cascade Rd	EB/WB	9286	247	2.8	2.8	5.7	4.3%
28th and Thornhills	WB	9288	141	1.6	1.6	3.2	2.2%
28th and Charlevix Woods	WB	9290	67	0.8	0.8	1.5	1.1%
28th and Luzerne	WB	9292	63	0.7	0.7	1.4	1.0%
28th and Charlevix	WB	9294	589	6.9	6.9	13.8	9.5%
28th and Northern	WB	9298	960	11.0	11.0	22.1	15.2%
28th and Patterson	WB	9300	694	8.0	8.0	16.0	11.9%
Total			6,329	72.7	72.7	145.5	100.0%

Trips Per Day

Date	Boardings	Estimated Alightings	Estimated Total Trips
Thursday 7/1/2021	68	68	176
Friday 7/2/2021	100	100	200
Saturday 7/3/2021	54	54	108
Sunday 7/4/2021	No Service - Independence Day		
Monday 7/5/2021	68	68	136
Tuesday 7/6/2021	69	69	138
Wednesday 7/7/2021	76	76	152
Thursday 7/8/2021	70	70	140
Friday 7/9/2021	85	85	170
Saturday 7/10/2021	54	54	108
Sunday 7/11/2021	28	28	56
Monday 7/12/2021	66	66	132
Tuesday 7/13/2021	65	65	130
Wednesday 7/14/2021	77	77	154
Thursday 7/15/2021	82	82	164
Friday 7/16/2021	71	71	142
Saturday 7/17/2021	58	58	116
Sunday 7/18/2021	38	38	76
Monday 7/19/2021	72	72	144
Tuesday 7/20/2021	74	74	148
Wednesday 7/21/2021	87	87	174
Thursday 7/22/2021	84	84	168
Friday 7/23/2021	75	75	150
Saturday 7/24/2021	55	55	110
Sunday 7/25/2021	33	33	66
Monday 7/26/2021	53	53	106
Tuesday 7/27/2021	72	72	144
Wednesday 7/28/2021	68	68	136
Thursday 7/29/2021	72	72	144
Friday 7/30/2021	93	93	186
Saturday 7/31/2021	63	63	126
Sunday 8/1/2021	19	19	38
Monday 8/2/2021	60	60	120
Tuesday 8/3/2021	73	73	146
Wednesday 8/4/2021	106	106	210
Thursday 8/5/2021	83	83	166
Friday 8/6/2021	82	82	164
Saturday 8/7/2021	57	57	114
Sunday 8/8/2021	23	23	46
Monday 8/9/2021	71	71	142
Tuesday 8/10/2021	69	69	138
Wednesday 8/11/2021	70	70	140
Thursday 8/12/2021	74	74	148
Friday 8/13/2021	72	72	144
Saturday 8/14/2021	68	68	136
Sunday 8/15/2021	27	27	54
Monday 8/16/2021	77	77	154
Tuesday 8/17/2021	73	73	146
Wednesday 8/18/2021	67	67	134
Thursday 8/19/2021	71	71	142
Friday 8/20/2021	84	84	168
Saturday 8/21/2021	70	70	140
Sunday 8/22/2021	43	43	86
Monday 8/23/2021	81	81	162
Tuesday 8/24/2021	64	64	128
Wednesday 8/25/2021	75	75	150
Thursday 8/26/2021	74	74	148
Friday 8/27/2021	77	77	154
Saturday 8/28/2021	74	74	148
Sunday 8/29/2021	34	34	68
Monday 8/30/2021	89	89	178
Tuesday 8/31/2021	86	86	172
Wednesday 9/1/2021	88	88	176
Thursday 9/2/2021	79	79	158
Friday 9/3/2021	81	81	162
Saturday 9/4/2021	57	57	114
Sunday 9/5/2021	32	32	64
Monday 9/6/2021	No Service - Labor Day		
Tuesday 9/7/2021	64	64	128
Wednesday 9/8/2021	68	68	136
Thursday 9/9/2021	83	83	166
Friday 9/10/2021	79	79	158
Saturday 9/11/2021	42	42	84
Sunday 9/12/2021	19	19	38
Monday 9/13/2021	54	54	108
Tuesday 9/14/2021	73	73	146
Wednesday 9/15/2021	80	80	160
Thursday 9/16/2021	76	76	152
Friday 9/17/2021	85	85	170
Saturday 9/18/2021	49	49	98
Sunday 9/19/2021	23	23	46
Monday 9/20/2021	51	51	102
Tuesday 9/21/2021	46	46	92
Wednesday 9/22/2021	70	70	140
Thursday 9/23/2021	71	71	142
Friday 9/24/2021	79	79	158
Saturday 9/25/2021	50	50	100
Sunday 9/26/2021	29	29	58
Monday 9/27/2021	59	59	118
Tuesday 9/28/2021	65	65	130
Wednesday 9/29/2021	60	60	120
Thursday 9/30/2021	66	66	132
Total	5,952	5,952	11,904

Boardings by Time of Day

Time	Number of Boardings	Average Boardings/Day	Percent of Total
6:00 AM	142	1.6	2.4
7:00 AM	206	2.4	3.5
8:00 AM	202	2.3	3.4
9:00 AM	298	3.4	5.0
10:00 AM	295	3.4	5.0
11:00 AM	354	4.1	5.9
12:00 PM	331	3.8	5.6
1:00 PM	167	1.9	2.8
2:00 PM	483	5.6	8.1
3:00 PM	519	6.0	8.7
4:00 PM	897	10.3	15.1
5:00 PM	587	6.9	10.0
6:00 PM	471	5.4	7.9
7:00 PM	121	1.4	2.0
8:00 PM	284	3.3	4.8
9:00 PM	187	2.1	3.1
10:00 PM	1	0.0	0.0
11:00 PM	0	0.0	0.0
12:00 AM	0	0.0	0.0
Total	5,952	68.4	100.0

Daily Average

Average Trips per Weekday	149
Average Trips per Saturday	114
Average Trips per Sunday	65

Stop	Direction	Stop ID	Total Boardings	Boardings/Day	Estimated Alightings/Day	Total Activity	% of the Total
28th and Patterson	EB	9270	149	1.7	1.7	3.3	2.5%
28th and Hotel	EB	9272	50	0.6	0.6	1.1	0.8%
Mary Free Bed VMCA	EB	9274	38	0.4	0.4	0.8	0.6%
Cascade Menor	EB/WB	9275	2,615	29.1	29.1	58.1	43.6%
28th and Charlevois	EB	9277	73	0.8	0.8	1.6	1.2%
28th and Lucerne	EB	9279	46	0.5	0.5	1.0	0.8%
28th and Cascade Center	EB	9281	37	0.4	0.4	0.7	0.5%
28th and Thornhills	WB	9283	31	0.3	0.3	0.7	0.5%
28th and Jackminis	EB	9284	44	0.5	0.5	1.0	0.7%
28th and Cascade Rd	EB/WB	9286	251	2.8	2.8	5.6	4.2%
28th and Thornhills	WB	9288	156	1.7	1.7	3.5	2.6%
28th and Charlevois Woods	WB	9290	44	0.5	0.5	1.0	0.7%
28th and Lucerne	WB	9292	66	0.7	0.7	1.5	1.1%
28th and Charlevois	WB	9294	865	9.4	9.4	18.8	11.7%
28th and Kraft	WB	9295	53	0.6	0.6	1.2	0.9%
28th and Northern	WB	9298	979	10.9	10.9	21.8	16.4%
28th and Patterson	WB	9300	460	5.1	5.1	10.2	7.7%
Total			5,952	66.1	66.1	132.3	100.0%

Trips Per Day

Date	Boardings	Alightings	Total Trips
Friday 10/1/2021	67	85	147
Saturday 10/2/2021	52	60	112
Sunday 10/3/2021	26	26	51
Monday 10/4/2021	53	62	115
Tuesday 10/5/2021	59	75	134
Wednesday 10/6/2021	57	58	110
Thursday 10/7/2021	57	71	128
Friday 10/8/2021	66	75	141
Saturday 10/9/2021	40	52	92
Sunday 10/10/2021	18	35	53
Monday 10/11/2021	63	66	128
Tuesday 10/12/2021	64	63	124
Wednesday 10/13/2021	65	73	138
Thursday 10/14/2021	84	92	176
Friday 10/15/2021	72	84	156
Saturday 10/16/2021	47	53	100
Sunday 10/17/2021	33	18	51
Monday 10/18/2021	55	60	115
Tuesday 10/19/2021	71	83	154
Wednesday 10/20/2021	52	63	114
Thursday 10/21/2021	66	72	138
Friday 10/22/2021	67	79	146
Saturday 10/23/2021	42	54	96
Sunday 10/24/2021	29	29	58
Monday 10/25/2021	37	44	81
Tuesday 10/26/2021	80	77	157
Wednesday 10/27/2021	63	66	128
Thursday 10/28/2021	73	73	146
Friday 10/29/2021	65	80	144
Saturday 10/30/2021	57	77	134
Sunday 10/31/2021	30	28	58
Monday 11/1/2021	85	76	161
Tuesday 11/2/2021	78	87	160
Wednesday 11/3/2021	77	85	162
Thursday 11/4/2021	24	41	65
Friday 11/5/2021	92	86	178
Saturday 11/6/2021	47	60	106
Sunday 11/7/2021	34	42	76
Monday 11/8/2021	63	63	124
Tuesday 11/9/2021	81	86	177
Wednesday 11/10/2021	85	73	158
Thursday 11/11/2021	67	64	130
Friday 11/12/2021	71	84	155
Saturday 11/13/2021	59	64	124
Sunday 11/14/2021	32	25	57
Monday 11/15/2021	55	63	118
Tuesday 11/16/2021	62	64	125
Wednesday 11/17/2021	43	49	92
Thursday 11/18/2021	57	70	127
Friday 11/19/2021	94	101	195
Saturday 11/20/2021	62	62	124
Sunday 11/21/2021	27	38	65
Monday 11/22/2021	71	72	143
Tuesday 11/23/2021	71	71	144
Wednesday 11/24/2021	50	60	110
Thursday 11/25/2021	No service - Thanksgiving Day		
Friday 11/26/2021	71	80	151
Saturday 11/27/2021	35	38	73
Sunday 11/28/2021	10	16	27
Monday 11/29/2021	68	58	124
Tuesday 11/30/2021	88	89	178
Wednesday 12/1/2021	83	76	159
Thursday 12/2/2021	74	75	149
Friday 12/3/2021	50	48	99
Saturday 12/4/2021	54	52	106
Sunday 12/5/2021	30	28	58
Monday 12/6/2021	67	65	131
Tuesday 12/7/2021	64	71	135
Wednesday 12/8/2021	53	67	120
Thursday 12/9/2021	54	70	124
Friday 12/10/2021	64	59	123
Saturday 12/11/2021	41	35	76
Sunday 12/12/2021	25	31	56
Monday 12/13/2021	71	79	150
Tuesday 12/14/2021	74	78	152
Wednesday 12/15/2021	54	61	115
Thursday 12/16/2021	72	72	144
Friday 12/17/2021	67	82	148
Saturday 12/18/2021	48	53	101
Sunday 12/19/2021	26	33	59
Monday 12/20/2021	58	68	126
Tuesday 12/21/2021	54	61	115
Wednesday 12/22/2021	50	60	110
Thursday 12/23/2021	67	55	122
Friday 12/24/2021	35	45	80
Saturday 12/25/2021	No service - Christmas Day		
Sunday 12/26/2021	24	27	50
Monday 12/27/2021	59	72	131
Tuesday 12/28/2021	66	87	152
Wednesday 12/29/2021	56	60	116
Thursday 12/30/2021	58	60	118
Friday 12/31/2021	87	87	174
Total	5,180	5,615	10,795

Boardings by Time of Day

Time	Number of Boardings	Average Boardings/Day	Percent of Total
6:00 AM	220	2.4	4.3
7:00 AM	200	2.2	3.9
8:00 AM	158	1.8	3.1
9:00 AM	228	2.5	4.4
10:00 AM	250	2.8	4.8
11:00 AM	263	2.9	5.1
12:00 PM	252	2.8	4.9
1:00 PM	349	3.9	6.6
2:00 PM	458	5.1	8.9
3:00 PM	335	3.7	6.5
4:00 PM	647	7.2	12.5
5:00 PM	602	6.7	11.7
6:00 PM	428	4.8	8.1
7:00 PM	398	4.4	8.0
8:00 PM	157	1.7	3.0
9:00 PM	196	2.2	3.8
10:00 PM	2	0.0	0.0
11:00 PM	0	0.0	0.0
12:00 AM	0	0.0	0.0
Total	5,180	57.3	100.0

Daily Average

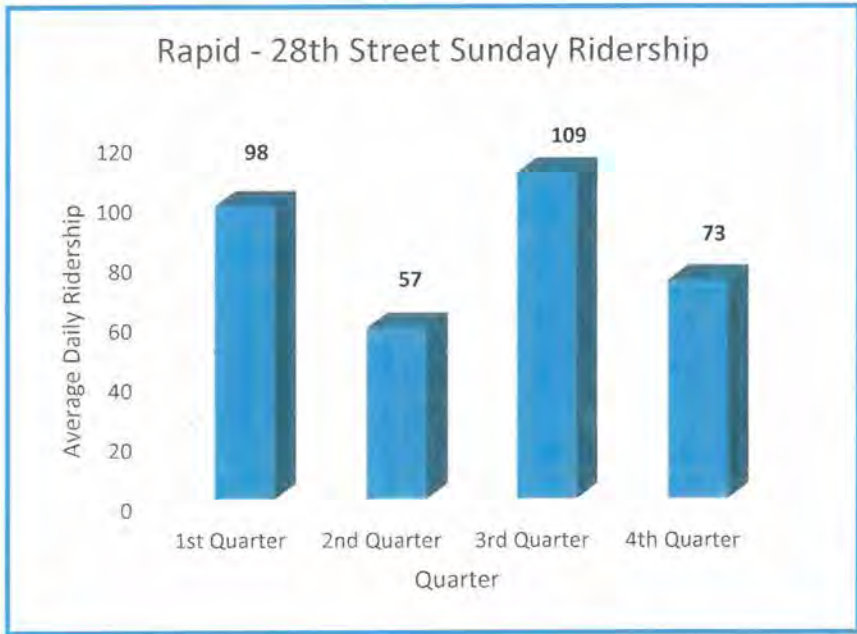
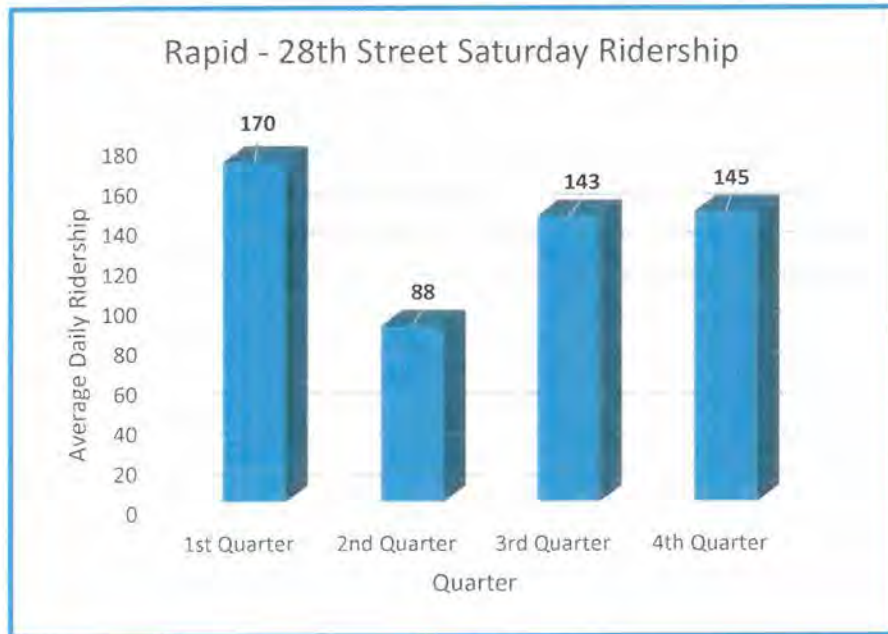
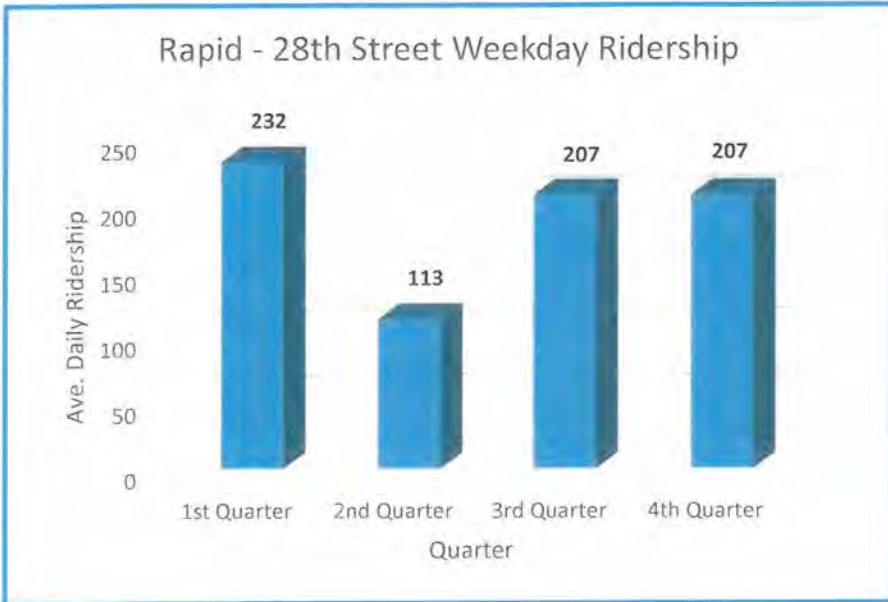
Average Trips per Weekday	136
Average Trips per Saturday	104
Average Trips per Sunday	55

Stop	Direction	Stop ID	Total Boardings	Boardings/Day	Total Alightings	Alightings/Day	Total Activity	% of the Total
28th and Patterson	EB	9270	95	1.1	93	6.6	7.3	6.4%
28th and Hotel	EB	9272	125	1.4	635	7.1	8.4	7.3%
28th and Kraft	EB	9274	139	1.5	1,254	13.9	15.9	13.9%
Cascade Meier	EB/WB	9275	2,087	23.2	845	9.4	23.6	21.0%
28th and Charlevois	WB	9277	67	0.7	987	11.0	11.7	9.8%
28th and Lucerne	WB	9279	39	0.4	215	2.4	2.8	2.4%
28th and Cascade Center	WB	9281	20	0.2	87	1.0	1.2	1.0%
28th and Thornhill	WB	9283	9	0.1	117	1.4	1.7	1.4%
28th and Jacksmd	WB	9284	28	0.3	68	0.8	1.1	0.9%
28th and Cascade Rd	EB/WB	9286	195	2.2	293	3.3	5.4	4.5%
28th and Thornhill	WB	9288	198	2.2	170	1.9	3.5	2.9%
28th and Charlevois Woods	WB	9290	38	0.4	1	0.0	0.5	0.4%
28th and Lucerne	WB	9292	48	0.5	11	0.1	0.7	0.6%
28th and Charlevois	WB	9294	713	7.9	96	1.1	9.0	7.5%
28th and Kraft	WB	9295	126	1.4	23	0.3	1.7	1.4%
28th and Northern	WB	9298	746	8.3	346	3.9	9.9	8.3%
28th and Patterson	WB	9300	485	5.4	118	1.3	6.7	5.6%
Total			5,180	57.3	5,615	62.4	119.7	100.0%

Rapid 28th Street - FY2020 4th Quarter Ridership Data

The Rapid collects realtime boarding data and no longer relies on sampling estimates. Boardings and alightings are collected in real time. Ridership in Cascade experiences slightly more alightings than boardings, which is not uncommon. The riders summary is charted on this sheet, while actual rider data and ridership logs are available upon request. Based on the data it appears the ridership has matured, and changes in ridership patterns are due to changes along the route.

As with most Township services, ridership was effected greatly by the COVID-19 pandemic. The most telling ridership data is in 2nd Quarter when the least was known about the virus and the State experienced the most significant lockdown restrictions. By 3rd quarter ridership began to normalize and I would anticipate that the 4th quarter statistics are the most reliable for determining the long term effect of the pandemic on ridership.



Rapid 28th Street - FY2020 4th Quarter Financial Data

Cascade Township funds the 28th Street Linehaul service on a "per service hour" formula, which is \$68.48 per service hour for the 4th Quarter of 2019 (and was \$68.48 for the first 3 quarters.) Based on the hours of service, the Township pays the following "per day" costs:

Weekday - \$1,232.64 Saturday - \$821.76 Sunday - \$410.88

Because the costs per day are fixed, the subsidy that is spent per rider is variable based on the volume of riders, the more riders that utilize the service the lower the subsidy per rider paid by the Township. The COVID-19 pandemic caused significant ridership reductions in the 2nd Quarter, resulting in a significant per rider subsidy. It should be noted, however, the Township did receive reduced billing during this quarter, which is not reflected in the service cost numbers. By 4th quarter the per rider subsidy had normalized to and expected level seen in pre-pandemic ridership levels.

Rapid - 28th Street Weekday Per Rider Cost



Rapid - 28th Street Saturday Per Rider Cost

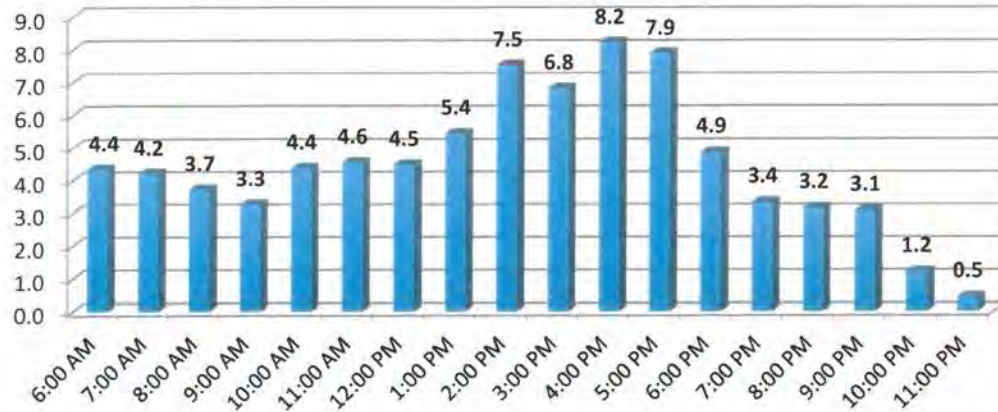


Rapid - 28th Street Sunday Per Rider Costs



Rapid 28th Street - FY 2020 4th Quarter Hourly Boarding Data

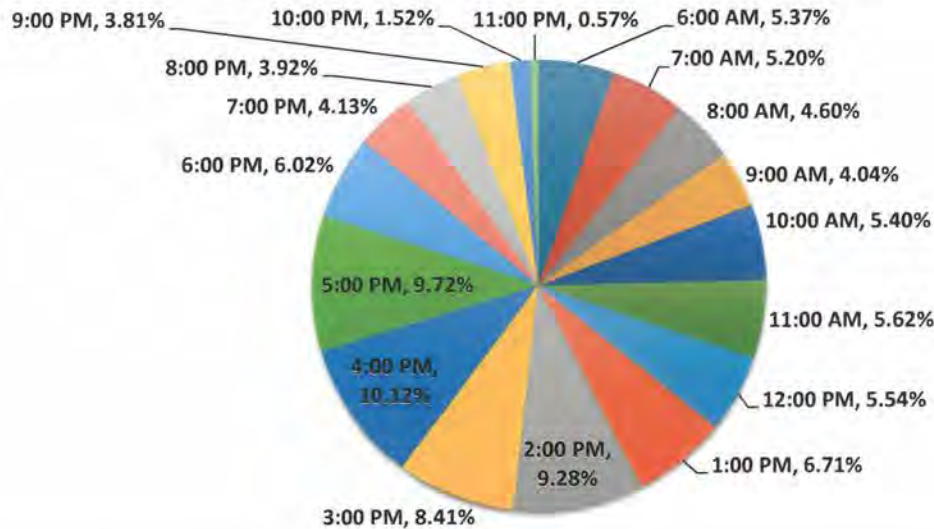
Average Boardings By Hour (All Days)



The Rapid busses are outfitted with data collection devices that count every boarding in the system. The top chart represents the amount of boardings, per hour of service, for all of the Cascade Township stops. The data collection system does not collect alighting information. It should be noted that the data is for all days (week day and weekend days). The chart continues to follow the same trend seen in previous charts, with peak ridership mid-day.

The bottom chart represents the same data set as the top chart, but expressed as a percentage of total boardings rather than a number. The smallest percentage of boardings happens in the 11 pm hour (0.57%) and the largest occurs in the 4 pm hour (10.12%)

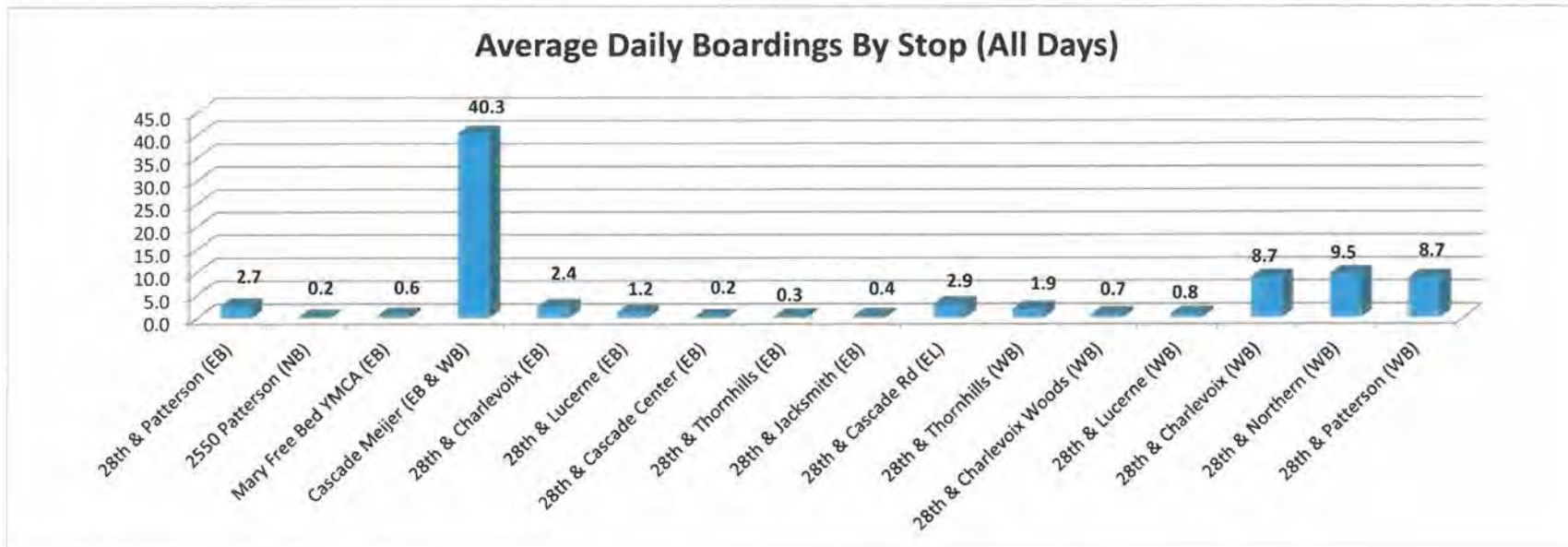
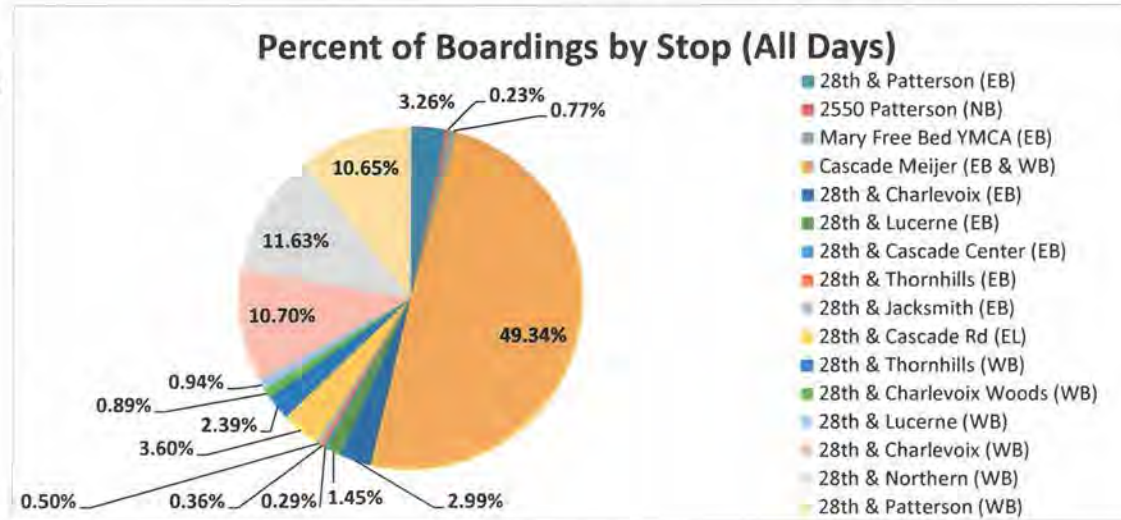
Percent of Total Boardings (All Days)



Rapid 28th Street - FY 2020 4th Quarter Stop Boarding Data

The Rapid bus data collection system also collects stop location data for boardings. By far the largest amount of stops occur at the Meijer stop, though it should be noted that this stop is utilized both EB and WB on the route. The boardings patterns shows that the ridership constitutes primarily riders coming into Cascade. It should also be noted that a rider may not board and alight at the same location. Some will alight on an EB stop and board on a WB stop.

The bottom chart represents the same data set as the top chart, but expressed as the average boardings per day for each stop. The Meijer stop has the highest number (40.3) while several stops average less than 5 boardings per day. It should be noted the data represents all weekdays and weekend days.



35	70
104	208
136	272
134	268
141	282
92	184
45	90
56	112
139	278
117	234
111	222
133	266
136	272
85	170
47	94
112	224
91	182
132	264
120	240
120	240
78	156
61	122
142	284
120	240
143	286
176	352
129	258
75	150
54	108
104	208
145	290
148	296
131	262
136	272
111	222
60	120
150	300
97	194
138	276
164	328
106	212
90	180
50	100
93	186
119	238
153	306
111	222
113	226
99	198
55	110
132	264
120	240
135	270
117	234
117	234
85	170
58	116
126	252
126	252
126	252
144	288
139	278
93	186
54	108
119	238
127	254
137	274
137	274
136	272
92	184
54	108
74	148
104	208
96	192
80	160
93	186
63	126
31	62
82	164
35	70
51	102
45	90
55	110

10:00 AM	421	4.7	4.6
11:00 AM	417	4.6	4.6
12:00 PM	483	5.4	5.3
1:00 PM	591	6.6	6.5
2:00 PM	853	9.5	9.4
3:00 PM	868	9.6	9.5
4:00 PM	978	10.9	10.7
5:00 PM	937	10.4	10.3
6:00 PM	437	4.9	4.8
7:00 PM	320	3.6	3.5
8:00 PM	380	4.2	4.2
9:00 PM	426	4.7	4.7
10:00 PM	416	4.6	4.6
11:00 PM	134	1.5	1.5
12:00 AM	34	0.4	0.4
Total	9,118	101.3	100.0

Daily Average	
Average Trips per Weekday	232
Average Trips per Saturday	170
Average Trips per Sunday	98

Stop	Direction	Stop ID	Total Boardings	Boardings/Day	Estimated Alightings/Day	Total Activity	% of the Total
28th and Patterson	EB	9270	307	3.4	3.4	6.8	3.4%
2550 Patterson	EB	9272	21	0.2	0.2	0.5	0.2%
Mary Free Bed YMCA	EB	9274	124	1.4	1.4	2.8	1.4%
Cascade Meijer	EB/WB	9275	3,364	37.4	37.4	74.8	36.9%
28th and Charlevoix	EB	9277	358	4.0	4.0	8.0	3.9%
28th and Lucerne	EB	9279	197	2.2	2.2	4.4	2.2%
28th and Cascade Center	EB	9281	49	0.5	0.5	1.1	0.5%
28th and Thornhills	WB	9283	54	0.6	0.6	1.2	0.6%
28th and Jacksmith	EB	9284	73	0.8	0.8	1.6	0.8%
28th and Cascade Rd	EB/WB	9286	301	3.3	3.3	6.7	3.3%
28th and Thornhills	WB	9288	283	3.1	3.1	6.3	3.1%
28th and Charlevoix Woods	WB	9290	135	1.5	1.5	3.0	1.5%
28th and Lucerne	WB	9292	106	1.2	1.2	2.4	1.2%
28th and Charlevoix	WB	9294	1,061	11.8	11.8	23.6	11.6%
28th and Northern	WB	9298	1,493	16.6	16.6	33.2	16.4%
28th and Patterson	WB	9300	1,192	13.2	13.2	26.5	13.1%
Total			9,118	101.3	101.3	202.6	100.0%

32	64
44	88
35	70
39	78
34	68
38	76
29	58
36	72
31	62
34	68
33	66
35	70
48	96
35	70
21	42
44	88
20	40
29	58
33	66
54	108
29	58
23	46
54	108
33	66
48	96
42	84
62	124
36	72
28	56
40	80
33	66
45	90
60	120
53	106
30	60
10	20
46	92
56	112
50	100
14	28
56	112
43	86
19	38
46	92
35	70
55	110
43	86
62	124
38	76
17	34
Service - Memorial Day	
59	118
60	120
77	154
60	120
42	84
22	44
60	120
64	128
81	162
103	206
90	180
51	102
43	86
81	162
77	154
67	134
84	168
85	170
61	122
36	72
83	166
75	150
84	168
80	160
89	178
72	144
42	84
86	172
73	146
80	160
60	120
84	168

10:00 AM	346	2.7	5.4
11:00 AM	281	3.1	6.2
12:00 PM	289	3.2	6.4
1:00 PM	418	4.6	9.2
2:00 PM	505	5.6	11.1
3:00 PM	416	4.6	9.1
4:00 PM	573	6.4	12.6
5:00 PM	586	6.5	12.9
6:00 PM	203	2.3	4.5
7:00 PM	112	1.2	2.5
8:00 PM	88	1.0	1.9
9:00 PM	70	0.8	1.5
10:00 PM	3	0.0	0.3
11:00 PM	0	0.0	0.0
12:00 AM	0	0.0	0.0
Total	4,551	50.6	100.0

Daily Average	
Average Trips per Weekday	113
Average Trips per Saturday	88
Average Trips per Sunday	57

Stop	Direction	Stop ID	Total Boardings	Boardings/Day	Estimated Alightings/Day	Total Activity	% of the Total
28th and Patterson	EB	9270	212	2.4	2.4	4.7	4.7%
2550 Patterson	EB	9272	19	0.2	0.2	0.4	0.4%
Mary Free Bed YMCA	EB	9274	8	0.1	0.1	0.2	0.2%
Cascade Meijer	EB/WB	9275	2,012	22.4	22.4	44.7	44.2%
28th and Charlevoix	EB	9277	187	2.1	2.1	4.2	4.1%
28th and Lucerne	EB	9279	65	0.7	0.7	1.4	1.4%
28th and Cascade Center	EB	9281	9	0.1	0.1	0.2	0.2%
28th and Thornhills	WB	9283	12	0.1	0.1	0.3	0.3%
28th and Jacksmith	EB	9284	8	0.1	0.1	0.2	0.2%
28th and Cascade Rd	EB/WB	9286	159	1.8	1.8	3.5	3.5%
28th and Thornhills	WB	9288	86	1.0	1.0	1.9	1.9%
28th and Charlevoix Woods	WB	9290	25	0.3	0.3	0.6	0.5%
28th and Lucerne	WB	9292	28	0.3	0.3	0.6	0.6%
28th and Charlevoix	WB	9294	616	6.8	6.8	13.7	13.5%
28th and Northern	WB	9298	521	5.8	5.8	11.6	11.4%
28th and Patterson	WB	9300	584	6.5	6.5	13.0	12.8%
Total			4,551	50.6	50.6	101.1	100.0%

46	106
105	205
112	218
117	237
106	210
154	265
90	180
50	94
112	250
100	190
119	246
108	217
120	246
88	180
42	80
99	189
117	235
129	236
104	203
119	219
87	171
61	137
100	185
119	236
90	179
122	250
115	225
41	83
42	83
96	196
107	207
99	195
103	213
100	189
74	134
53	100
93	175
96	185
109	204
95	187
104	197
73	133
157	222
111	210
72	147
64	136
103	203
106	207
53	109
70	139
94	180
96	196
82	180
91	189
99	198
73	152
56	112
103	208
104	206
99	208
143	249
117	244
73	138
45	94
No service - Labor Day	
94	179
101	205
97	183
108	204
83	161
44	84
112	217
104	215
145	285
108	207
95	190
68	131
45	95
104	196
88	148
98	193
110	221
120	239

10:00 AM	439	4.9	5.4
11:00 AM	534	5.9	6.6
12:00 PM	436	4.8	5.4
1:00 PM	647	7.2	8.0
2:00 PM	690	7.7	8.5
3:00 PM	629	7.0	7.8
4:00 PM	724	8.0	9.0
5:00 PM	755	8.4	9.3
6:00 PM	546	6.1	6.8
7:00 PM	385	4.3	4.8
8:00 PM	325	3.6	4.0
9:00 PM	375	4.2	4.6
10:00 PM	23	0.3	0.3
11:00 PM	0	0.0	0.0
12:00 AM	0	0.0	0.0
Total	8,078	89.8	100.0

Daily Average	
Average Trips per Weekday	207
Average Trips per Saturday	143
Average Trips per Sunday	189

Stop	Direction	Stop ID	Total Boardings	Boardings/Day	Total Alightings	Alightings/Day	Total Activity	% of the Total
28th and Patterson	EB	9270	236	2.6	1,110	12.3	15.0	8.1%
2550 Patterson	EB	9272	14	0.2	159	1.8	1.9	1.0%
May Free Bldg YMCA	EB	9274	63	0.7	83	0.9	1.6	0.9%
Cascade Meijer	EB/WB	9275	4,508	50.1	4,555	50.6	100.7	54.7%
28th and Charlevoix	EB	9277	246	2.7	1,205	13.4	16.1	8.8%
28th and Lucerne	EB	9279	86	1.0	242	2.7	3.6	2.0%
28th and Cascade Center	EB	9281	11	0.1	105	1.2	1.3	0.7%
28th and Thornhill	WB	9283	15	0.2	139	1.5	1.7	0.9%
28th and Jacksmith	EB	9284	42	0.5	69	0.8	1.2	0.7%
28th and Cascade Rd	EB/WB	9286	354	3.9	311	3.5	7.4	4.0%
28th and Thornhill	WB	9288	191	2.1	116	1.3	3.4	1.9%
28th and Charlevoix Woods	WB	9290	59	0.7	3	0.0	0.7	0.4%
28th and Lucerne	WB	9292	57	0.6	9	0.1	0.7	0.4%
28th and Charlevoix	WB	9294	820	9.1	63	0.7	9.8	5.3%
28th and Northern	WB	9298	656	7.3	160	1.8	9.1	4.9%
28th and Patterson	WB	9300	720	8.0	160	1.8	9.8	5.3%
Total			8,078	89.8	3,489	94.3	184.1	100.0%

100	205
92	182
260	557
105	210
135	251
82	163
27	71
101	195
99	200
84	159
102	210
111	205
71	135
42	86
117	227
91	172
80	161
109	208
88	174
160	272
38	75
76	148
105	200
83	154
112	217
102	186
54	114
39	84
112	222
75	155
77	146
113	224
90	185
73	161
38	81
103	205
93	174
116	207
119	226
93	187
75	145
40	82
93	173
83	161
95	190
110	211
113	206
85	163
26	50
98	197
120	242
88	169
service - Thanksgiving Day	
310	664
71	131
41	82
87	171
329	758
87	170
60	137
79	146
102	189
35	75
79	178
94	186
189	344
98	205
71	141
51	100
19	41
88	178
49	94
94	176
64	119
106	201
51	97
37	82
46	98
72	155
97	195
65	119
service - Christmas Day	
93	179

10:00 AM	495	5.5	6.1
11:00 AM	434	4.8	5.4
12:00 PM	433	4.8	5.4
1:00 PM	512	5.7	6.4
2:00 PM	702	7.8	8.7
3:00 PM	579	6.4	7.2
4:00 PM	724	8.0	9.0
5:00 PM	602	6.7	7.5
6:00 PM	596	6.6	7.4
7:00 PM	406	4.5	5.0
8:00 PM	367	4.1	4.6
9:00 PM	259	2.9	3.2
10:00 PM	7	0.1	0.1
11:00 PM	0	0.0	0.0
12:00 AM	0	0.0	0.0
Total	8,054	89.5	100.0

Daily Average	
Average Trips per Weekday	207
Average Trips per Saturday	145
Average Trips per Sunday	73

Stop	Direction	Stop ID	Total Boardings	Boardings/Day	Total Alightings	Alightings/Day	Total Activity	% of the Total
28th and Patterson	EB	9270	216	2.4	1,179	13.1	15.5	0.6%
2550 Patterson	EB	9272	16	0.2	132	1.5	1.6	0.9%
Mary Free Red YMCA	EB	9274	34	0.4	66	0.7	1.1	0.6%
Cascade Meyer	EB/WB	9275	4,821	53.6	4,584	50.9	104.5	58.0%
28th and Charlevoix	EB	9277	101	1.1	1,021	11.3	12.5	6.9%
28th and Lucerne	EB	9279	85	0.9	252	2.8	3.7	2.1%
28th and Cascade Center	EB	9281	17	0.2	97	1.1	1.3	0.7%
28th and Thornhills	WB	9283	27	0.3	149	1.7	2.0	1.1%
28th and Jacksmith	EB	9284	25	0.3	42	0.5	0.7	0.4%
28th and Cascade Rd	EB/WB	9285	260	2.9	255	2.8	5.7	3.2%
28th and Thornhills	WB	9288	151	1.7	40	0.4	2.1	1.2%
28th and Charlevoix Woods	WB	9290	46	0.5	3	0.0	0.5	0.3%
28th and Lucerne	WB	9292	89	1.0	3	0.0	1.0	0.6%
28th and Charlevoix	WB	9294	692	7.7	47	0.5	8.2	4.6%
28th and Northern	WB	9298	796	8.8	143	1.6	10.4	5.8%
28th and Patterson	WB	9300	678	7.5	148	1.6	9.2	5.1%
Total			8,054	89.5	8,161	90.7	180.2	100.0%

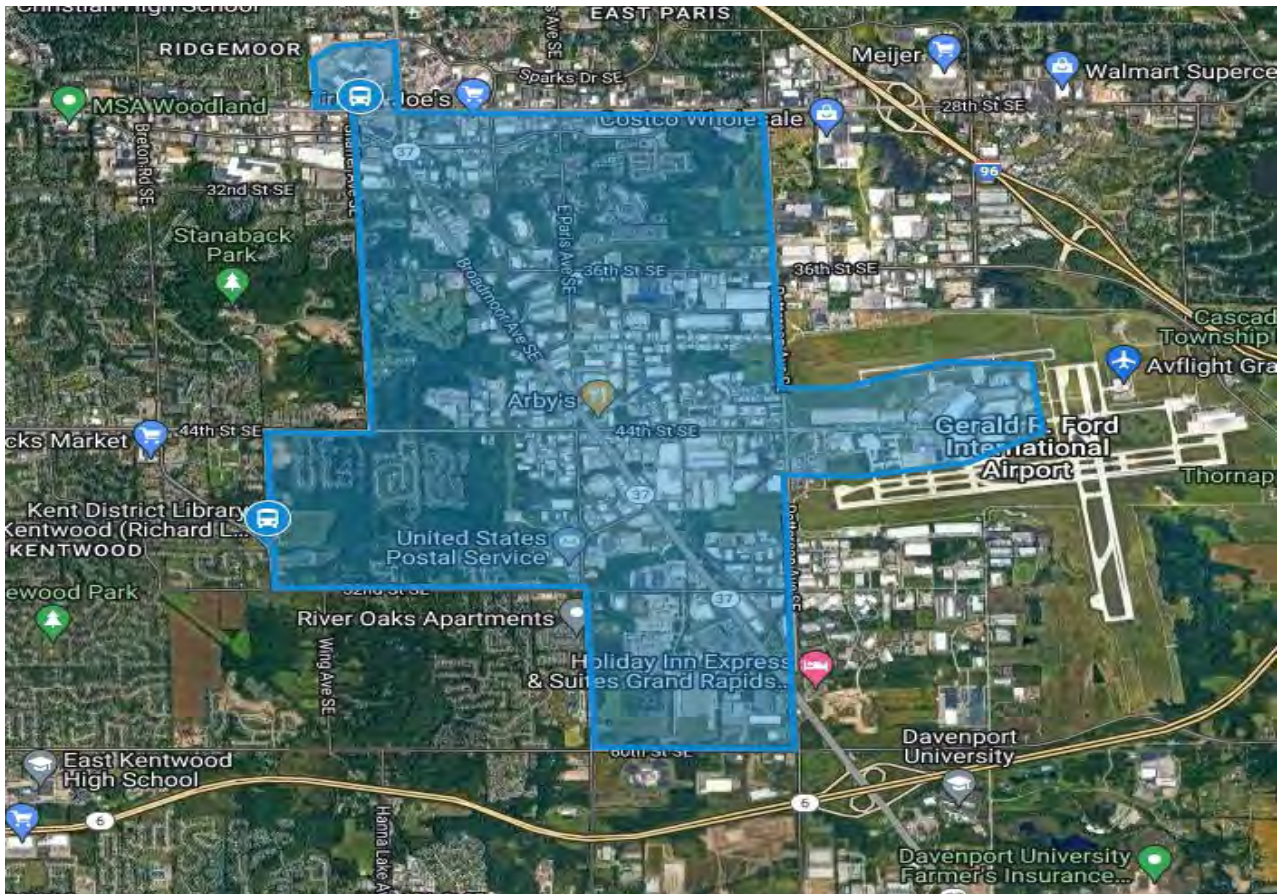
The Rapid Connect

Rapid Connect allows riders to get anywhere within the defined Kentwood and Walker service areas. This service also allows riders to connect to regular bus system route.

Users book a ride on the Rapid Connect Transit OnDemand mobile app.

This service currently operates Monday – Friday from 6 AM to 10 PM and is not available on Saturdays and Sundays. Adult rides are \$1.75 per person.

Kentwood Service Area



Please see the information below:

- **How early does the rider have to schedule an appointment?**
Rapid Connect is an on-demand service which allows customers to book rides that connect to our regular fixed route bus system in real-time using a mobile app. Rides may be booked up to seven (7) days in advance or as close as 30 minutes prior to the requested departure time. Customers are encouraged to book rides in as much advance

as possible, though the true value and benefit of the service is being able to request the trip “on the fly.” It should also be noted, rides cannot be cancelled less than 30 minutes before the scheduled pick-up.

- **Can they schedule day of?**

Yes, same-day scheduling is available as close as 30 minutes prior to the requested departure time. The vast majority of users currently are scheduling trips in this manner.

- **Is the mobile app the only way to schedule a ride?**

The mobile app is the easiest manner to schedule trips; however, trips may also be scheduled by phone as well. The Rapid’s call center takes trip requests for both Rapid Connect and GO!Bus.

- **Is this service available to any type of rider?**

Yes, any member of the public is eligible to utilize the service, including those with disabilities. Vehicles are equipped with wheelchair ramps and are ADA-accessible.

- **The rider pays when they are picked up at their stop, either with cash or a Wave card. Where are Wave cards purchased?**

Wave cards may be purchased at Rapid Central Station, Walgreen’s, CVS’s, Speedway’s, at one of our retail partners’ locations, or ordered online and shipped to your preferred location.

- **Are the Rapid Connect driver’s employees of The Rapid or independent drivers?**

The service is currently operated utilizing ITP operators.

- **Is there demand for weekend and/or extended weekday hours?**

Yes, we have heard from employers that there is a need for overnight (third shift) service on weekdays and weekends; however, we are currently offering the service 6am – 10pm Monday through Friday as we assess feasibility and productivity of the system.

- **Any feedback on the service to date?**

Generally, the service is working very well though ridership has been slow to grow and various kinks and bugs with the system have had to be ironed out. Surveys of customers have shown a strongly positive feeling toward the service and customer wait times have remained very low. We are conducting extensive marketing efforts with employers in the on-demand zones to raise awareness and generate ridership.

Hope Network – Wheels To Work

Wheels to Work is a ride-to-work program for those with transportation barriers and people simply looking for a reliable and affordable transportation alternative. Users access neighborhood-based hubs, each serving as a pick up and drop off point.

Wheels To Work operate currently in Kent, Ottawa, Muskegon, Newaygo, Kalamazoo and Ionia Counties and are in talks for starting up in additional counties.

General Overview of the Program

- The company signs and returns the purchase order
- The company sends over the completed rider app forms
- Staff puts together a route, the vehicle used is determined by the route we develop
- Dispatch calls each rider and lets them know what their 15-minute window of pick up is and the start date
- Services begin for the company
- The company is billed monthly for the services actually used

Once the company becomes a participating employer, their information will be put on the web site. Any person looking for a job can apply to the company directly from that page knowing they have transportation to work.

Additional Information

- **What is the cost of the program?**
The cost is an hourly fee according to the size of the vehicle used for the route. The hourly fee for a small bus (up to 13 passengers) is \$67.00 per hour and \$85.00 for a CDL bus (up to 22-24 passengers).
- **If a business is interested, it appears that it's best to try to get a group of employees on the same shift?**
This is entirely up to the employer. I work with them to devise the best plan.
- **I'm assuming the business can decide whether it wants to payroll deduct for cost reimbursement?**
Each company determines how much if any money is payroll deducted. I am enclosing the current percentages (Please see What Employers Are Paying memo at the end of packet).
- **Is this service On-Demand or Scheduled?**
This is a scheduled service. 12-hour notice of changes is needed. If a company has a request for last minute OT then we ask a minimum of a 4-hour notice. But with less than 12 hours' notice we can't guarantee service.

- **If scheduled, how far in advance do they have to schedule a ride?**
 At least 12 hours except for weekend coverage. The weekend cut off is noon on Thursday to noon on Monday.
- **If business is located in Cascade (Kent County), does the rider have to come from Kent County or will you pick up from another service area (i.e. Ottawa or Muskegon County)?**
 We are currently in 6 counties. The employer decides how far we will travel for their ridership.
- **Will the pickup occur at the rider's home or must they get to a hub?**
 It can be both. Most companies use both methods. Currently, I only have one company that only utilizes hub pickups.
- **What is the reliability and consistency of the service?**
 Our riders and companies are very pleased. During the pandemic there were some rough times but they have been solved.
- **If the business doesn't have any users, can they end the service at any time?**
 With written notice they can end the service. They are not charged when there are no riders.
- **I'm assuming the vehicle picks up people from other companies if they are along the same route. Does the company get billed for the cost of the entire route, even when picking up/dropping off at other locations?**
 We do not double-dip for charges. The companies that are cost sharing the ride are only charged for their passenger's time not another company's time. This is all calculated via our tablets on the bus and our computing programs in-house. The only time a company is charged for the entire route is if there aren't any other riders or the company requires that only their employees are on the bus.

Company 1

Unfortunately, we had to stop using Wheels to Work over a year ago because their cost went up significantly. The service was reliable for the most part – there were some hiccups, but nothing that was persistent.

We are located by 52nd and Kraft. Because there is no public transportation near us, Wheels to Work was a great option for employees who had limited or no transportation. Often, I get questions from our corporate management about recruiting and one of our issues is the fact that we are not near any public transportation.

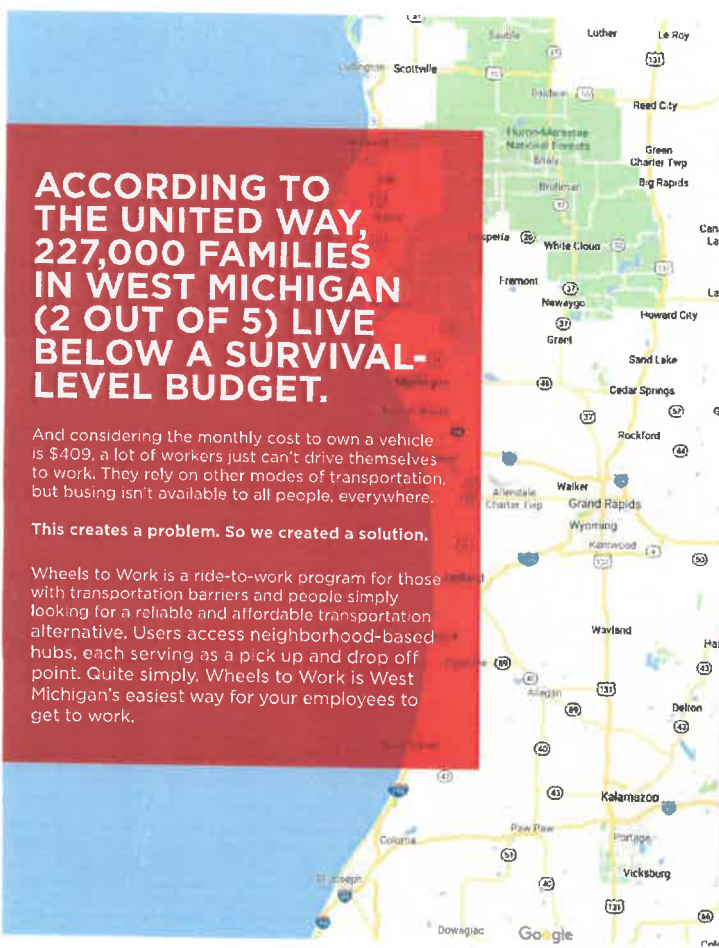
Company 2

We did use Wheels to Work a few years ago, before Covid, but have not had any employees utilize recently. The current cost is prohibitive, if I remember correctly. We tried to line something up for an employee who was struggling with reliable transportation. He was using Uber to get to/from work but there wasn't always a driver available in the area and for the time he needed so we thought Wheels to Work would be a better option. The cost was more than Ubering.

We have been exploring carpooling but did not get much interest from our workforce so have not pursued too hard. Our workforce comes from very diverse areas – we have people coming from Greenville, Hudsonville, GR, Kentwood, Caledonia, Dorr, Plainwell, Kalamazoo so it's difficult to coordinate a transportation solution.

Ultimately, reliable transportation seems to be the biggest issue for us and it's for employees who live in more rural communities (Dorr is our most recent employee transportation issue).

Hope that helps. I wish I could have provided better details on Wheels to Work. I was really hopeful about the opportunities it may provide but it didn't work for our current workforce.



ACCORDING TO THE UNITED WAY, 227,000 FAMILIES IN WEST MICHIGAN (2 OUT OF 5) LIVE BELOW A SURVIVAL-LEVEL BUDGET.

And considering the monthly cost to own a vehicle is \$409, a lot of workers just can't drive themselves to work. They rely on other modes of transportation, but busing isn't available to all people, everywhere.

This creates a problem. So we created a solution.

Wheels to Work is a ride-to-work program for those with transportation barriers and people simply looking for a reliable and affordable transportation alternative. Users access neighborhood-based hubs, each serving as a pick up and drop off point. Quite simply, Wheels to Work is West Michigan's easiest way for your employees to get to work.

SOME QUESTIONS YOU MIGHT BE WONDERING.

WHAT AREAS DO YOU COVER?

We currently cover all of West Michigan. Our largest concentration is in Grand Rapids and the surrounding six cities. We are launching additional routes in Southern Ottawa and Muskegon counties along with Western Ionia and Eastern Newaygo counties. We are open to conversations of developing routes anywhere in Michigan.

HOW MANY RIDERS DO I NEED TO START?

This depends upon if you are starting up in a new territory or an existing one. If you are in West Michigan, you can start the program as soon as the paperwork, and rider registrations have been submitted to Hope Network Transportation and a viable route has been developed.

HOW HAVE COMPANIES INFORMED THEIR EMPLOYEES ABOUT THE PROGRAM?

Companies have posted this info on their intranet, put posters in the breakrooms, on their websites, and in newsletters. Some companies have sent letters to their employees and placement agencies. Others attract new talent with special Wheels to Work Participating Employer road signs.

FOR MORE FAQs, VISIT OUR WEBSITE, RIDEWHEELSTOWORK.COM.

READY TO GET ON BOARD?

We try to make this as easy as possible. Call 616.243.0876 or email riderequest@hopenetwork.org to get rollin'.

For more detailed information, call 616.340.1558 and ask for Debbi Coleman, or email dcoleman@hopenetwork.org. We're proud to serve the West Michigan business community and would be proud to serve your company, too.

WHEELS TO WORK

DECREASE COSTS.

SAVE TIME.

MAXIMIZE ROI.

ATTRACT AND RETAIN TALENT.

GETTING YOUR EMPLOYEES TO WORK JUST GOT A WHOLE LOT EASIER.

RIDEWHEELSTOWORK.COM

THE WHEELS TO WORK DIFFERENCE.

SPECIALIZED

Unlike community transportation created with all individuals and destinations in mind, Wheels to Work is specifically made for workers who need transportation that goes right to their workplace.

AFFORDABLE

Both the employee and employer share a flat, affordable fare. Since research shows the cost of replacing an employee is in the thousands, Wheels to Work is an extremely worthwhile investment for companies.

COLLABORATIVE

Based in Grand Rapids, Michigan, Hope Network serves as the single point of contact, driving the program and coordinating with other transportation partners across West Michigan to find most cost-effective solution for each trip.

SOME OF THE EMPLOYERS WE'RE ROLLING WITH.

HERE'S JUST A FEW OF THE EMPLOYERS WHERE WHEELS TO WORK HAS DELIVERED OVER 1,900 WORKERS. SEE THE FULL LIST OF PARTICIPATING EMPLOYERS AT RIDEWHEELSTOWORK.COM/EMPLOYERS.



EMPLOYERS LOVE OUR SERVICE AND WHAT IT MEANS FOR THEIR COMPANY, BUT DON'T TAKE OUR WORD FOR IT. HEAR IT FROM OUR PARTNERS.

"I would say W2W is a Win! Win! Our employees win because they have access to employment, which allows them to support their families and contribute in a meaningful way. We have over 50 riders daily using this program. Praxis wins because we are a service provider and we only succeed if we have employees. Offering transportation allows us access to applicants we couldn't secure otherwise."

Amy Saunders-Ferrell
Vice President of Human Resources | Praxis Packaging Solutions

"Custom Profile appreciates our partnership with Hope Network and the Wheels to Work program. Thanks to Wheels to Work we are able to offer a reliable, cost-effective transportation benefit option to our employees."

Jenny Redes, SHRM-CP
Human Resources Manager | Custom Profile

WHY USE WHEELS TO WORK?

SHORT ANSWER: BECAUSE INSUFFICIENT TRANSPORTATION OPTIONS MIGHT BE COSTING YOUR BUSINESS AND MINIMIZING YOUR ATTRACTION OF NEW TALENT.

Unreliable transportation hurts worker turnover, which is a huge cost to your business. A study of hiring costs in the United States estimated that hiring costs an average of \$4,000 per vacancy, varying from approximately \$2,000 for blue-collar and manual labor workers to as much as \$7,000 for professional and managerial employees¹. In addition, companies must train new employees, incurring additional costs. Another study found that turnover costs were approximately 16 percent of employee salaries for employees paid \$30,000 or less².

Similarly, absenteeism and tardiness resulting from transportation challenges can also impact company productivity, and these costs may be significant. A study of absenteeism costs to companies in Canada estimated these costs made up between 15 and 20 percent of all direct and indirect payroll expenses³.

Once you are a participating employer, you are added to our website, ridewheelstowork.com. New talent will have the ability to apply for a job at your company directly from our website.



BENEFITS THAT'LL KEEP YOUR BUSINESS ON THE ROAD TO SUCCESS.

82%

of employees improved attendance

88%

of employees improved being on time

51%

of employees report being able to work more overtime

65%

of businesses report making more money

20%

increase in business production overall



What Employers are paying in 2021

- 18% pay 100% of the employees cost
- 1% charges the employees 100%
- 1% charges the employees \$4.50 per ride
- 1% charges the employee \$21.75 per ride
- 2% charges the employees \$2.00 per ride
- 8% charges the employees \$4.00 per ride
- 69% charges the employees \$3.00 per ride