



# CASCADE CHARTER TOWNSHIP

5920 Tahoe Dr. SE Grand Rapids, Michigan  
49546-7140

## NOTICE OF PUBLIC MEETING VIA VIDEO CONFERENCE

The Cascade Charter Township Downtown Development Authority will conduct a special meeting on Tuesday, March 30, 2021 at 9:00 a.m. utilizing the Zoom video conferencing platform, for the purpose of conducting official business to help prevent the spread of COVID-19. For up-to-date information regarding the ongoing public health crisis, please visit:

<http://www.Michigan.gov/coronavirus> or <http://www.CDC.gov/coronavirus>

## INSTRUCTIONS FOR ACCESS AND PARTICIPATION

Please click the link below to join the webinar:

<https://us02web.zoom.us/j/86232222690>

Or One tap mobile :

US: +13017158592,,86232222690# or +13126266799,,86232222690#

Or Telephone:

Dial(for higher quality, dial a number based on your current location):

US: +1 301 715 8592 or

+1 312 626 6799 or

+1 929 205 6099 or

+1 253 215 8782 or

+1 346 248 7799 or

+1 669 900 6833

Webinar ID: 862 3222 2690

International numbers available: <https://us02web.zoom.us/j/86232222690>

*\*\*Members of the public with disabilities may utilize the Michigan Relay System (7-1-1) to participate in the meeting. If other aids or services are needed for individuals with disabilities please contact the Township Assistant Manager, Stephanie Fast at [sfast@cascadetwp.com](mailto:sfast@cascadetwp.com) or*

*616-949-1500 at least 24 hours prior to the meeting\*\**

## **PUBLIC PARTICIPATION**

Members of the public will be able to listen to and view all discussion by the Downtown Development Authority and all official materials for this meeting prepared for the Downtown Development Authority will be included in the meeting packet and available to the public on the Township website at [www.cascadetwp.com](http://www.cascadetwp.com).

Individuals will be permitted to speak during public comment periods in accordance with the Township Remote Public Meeting Procedure Policy.

If you would like to contact the Township about any matter, on the agenda or otherwise, please do so via email at the addresses below a minimum of 8 hours prior to the meeting. If you wish comments to be read into the public record during the public comment period, you must indicate so and draft communication that can be read in the allotted 3-minute timeframe.

Clerk Sue Slater: [sslater@cascadetwp.com](mailto:sslater@cascadetwp.com)

Manager Ben Swayze: [bswayze@cascadetwp.com](mailto:bswayze@cascadetwp.com)

DDA Director Sandra Korhorn: [sandra@cascadetwp.com](mailto:sandra@cascadetwp.com)

**AGENDA**  
Cascade Charter Township  
Downtown Development Authority Board of Directors  
March 30, 2021  
9:00 a.m.  
Virtual Meeting

**SPECIAL MEETING – PLEASE NOTE MEETING TIME**

- ARTICLE 1.** Call the Meeting to Order  
Record the Attendance
  
- ARTICLE 2.** Approval of the Agenda
  
- ARTICLE 3.** Approval of the Minutes of February 16, 2021 Meeting
  
- ARTICLE 4.** Acknowledge visitors and those wishing to speak to non-agenda items *(Comments are limited to five minutes per speaker)*
  
- ARTICLE 5.** Discuss and Consider The Rapid Bus Funding
  
- ARTICLE 6.** Any Other Business
  
- ARTICLE 7.** Adjournment

MINUTES  
Cascade Charter Township  
Downtown Development Authority Board of Directors  
Tuesday, February 16, 2021  
5:30pm  
Virtual Meeting

Prior to the 5:30 P.M. start of the DDA Meeting, Director Korhorn held a Q&A session with local Boy Scout Troop 290. This session started around 5 P.M., and was intended to help the Troop better understand a part of local government. This will help the Scouts meet requirements for badges and rank advancements. Boy Scout Troops in the past have attended in person Cascade Township Zoning Board meetings, and the parent volunteer (Mrs. Dalin Clark) who coordinated this with Director Korhorn said that they have enjoyed this way to learn.

**ARTICLE 1.** Chairman Puplava called the meeting to order at 5:31 P.M.  
Members Present: Stephan, Growney, Puplava, DeWitt, Siegle, Vogel, and Lesperance  
Members Absent: Makkar, Kleyla  
Others Present: DDA Director Sandra Korhorn, and members/parents of Boy Scout Troop 290

**ARTICLE 2. Approve the Current Agenda.**

**Motion was made by Member Lesperance to approve the current Agenda. Supported by Member Growney. Motion carried 7 to 0.**

**ARTICLE 3. Approve the Minutes of the January 19, 2021 meeting.**

**Motion was made by Member Growney to approve the Minutes of the January 19, 2021 meeting. Supported by Member Siegle. Motion carried 7 to 0.**

**ARTICLE 4. Acknowledge visitors and those wishing to speak to non-agenda items.**

A couple of Boy Scouts asked Director Korhorn and Chairwoman Puplava questions about fire departments in the Township, and formalities of meeting actions.

**ARTICLE 5. Status of DDA Projects & Joint Meeting Agenda Items**

Chairwoman Puplava explained that the DDA has had joint meetings in the past with different Boards (Planning Commission, Zoning Board, Parks Committee, and Township Board) to discuss the status of active projects for future planning purposes. Chairwoman Puplava stated that Director Korhorn has summarized the ongoing DDA projects to use to put together an agenda of items to discuss during the next joint meeting.

Director Korhorn shared a timeline of Township plans from 2011-2019, stating that the Community Gathering Space has been a focus for many years. Director Korhorn reviewed the Gathering Space Master Plan, sharing pictures while explaining intent and the process of putting it together over the years.

Director Korhorn reviewed the Lower Village Plan, and the plans for developing that area along the Thornapple River.

Director Korhorn reviewed The Rapid Bus service in Cascade Township, and possible improvements to bus stop locations along the route.

Director Korhorn discussed the concept of a synthetic ice rink in the Township, and possible locations.

Director Korhorn discussed the creation of the Brownfield Redevelopment Authority, and reviewed their role in Township development.

Director Korhorn stated that Staff will discuss potential dates for the Joint Meeting with other Boards, Commissions, and Township Staff to discuss these and other possible DDA projects.

Member Siegle asked if the slope pictured in the grass near the amphitheater in the Lower Village plan could potentially be seating, with small event and vendor space nearby. Director Korhorn stated that is a possibility for the future of that space.

Conversation followed regarding the priorities and wants/needs for both residents and Staff in relation to redeveloping spaces within the DDA district.

Chairwoman Puplava and Director Korhorn answered questions from the Boy Scouts throughout the presentation and discussion of these Joint Meeting Agenda Items, and explained to the Boy Scouts how they can share their thoughts and ideas with Staff during public meetings.

Member Vogel asked if there are assets within the Township that can be considered and discussed that would aid in accomplishing future DDA projects. Chairwoman Puplava and Director Korhorn both agreed that yes, there are potential assets within the Township, and that this will be discussed during the Joint Meeting.

Member Siegle asked about the timeline to develop the Tuffy property, Director Korhorn stated it could potentially be 10 years as the business owner has two, five-year lease renewal options at this time.

Member Lesperance asked if there are any options for the Township to partner with private owners to develop projects in certain areas of the Township. Director Korhorn stated that is a possibility, has been previously discussed, and can be discussed again in the future.

Member Siegle asked if partnering with a restaurant and renting the land of the Tuffy property is an option. Chairwoman Puplava stated that because of the remediation process of that property, anything other than a park might be tough to accomplish, Director Korhorn agrees.

Member Lesperance asked about the Verberg property and the possibility of that business moving to another location. Director Korhorn stated that without the acquisition of the other properties in that area, it would be hard to accomplish anything in that space.

Member Vogel asked if there is a way to use each potential new space in the Township year-round, serving as multi-purpose spaces for all ages of residents while highlighting specific features of Cascade.

Member Lesperance agrees with Member Vogel that enhancing areas that residents love in Cascade is important.

Chairwoman Puplava and Director Korhorn state that these ideas can be kept in mind and revisited when planning projects.

**ARTICLE 6. Discuss Holiday Lighting**

Director Korhorn stated that Bronner's (where Township holiday decorations are purchased) is having their annual sale through March 1<sup>st</sup>, and is looking for input from Members on how they think current decorations look, if anything else is needed, or if no additional decorations should be purchased this year.

Chairwoman Puplava stated that she thinks the current decorations looked nice, and are sufficient for holiday decorations.

Member Lesperance also stated that she believes the current decorations are sufficient.

Both Chairwoman Puplava and Member Lesperance agree that no additional decorations need to be purchased this year.

Member Growney states that she would like to see live decorations (such as wreaths) purchased from local businesses next holiday season.

Director Korhorn stated that it has been discussed in the past to decorate the bridge over the river even though it is not in the DDA District.

Chairwoman Puplava stated that it sounds like all Members are in agreeance that the purchase of any additional holiday decorations can be skipped this year.

**ARTICLE 7. Any Other Business**

**a. Update on Planning Activities**

Director Korhorn stated that there are no current updates for any planning activities.

Member Lesperance asked Director Korhorn if she knows who bought the Pizza Hut location on 28<sup>th</sup> St. Director Korhorn stated that she is unaware at this point.

**ARTICLE 8. Adjournment.**

**Motion was made by Member DeWitt to adjourn. Supported by Member Siegle. Motion carried 7 to 0. The meeting was adjourned at 6:26 P.M.**

DRAFT

**The DDA held a scheduled Informational Meeting after the conclusion of the regularly scheduled 2/16/21 meeting.**

**ARTICLE 1. Chairman Puplava called the Meeting to order at 6:27pm.**

**ARTICLE 2. What is a DDA and How DDA's Work**

Director Korhorn stated that a DDA (Downtown Development Authority) is authorized by the State of Michigan, and the main purpose of a DDA is to promote economic growth, halt property value deterioration and increase property tax value where possible, and to eliminate causes of deterioration. The Cascade DDA was established in 1993, expanded in 2003 to the Interchange Area, and then expanded again in 2004 to the Centennial Business District.

Director Korhorn stated that the current Cascade DDA is governed by a Board of Directors that has nine Members who are appointed by the Township Board. The majority of DDA Board Members are required to be business owners within the District, and also has DDA residents, and at-large residents as Members.

Director Korhorn stated that the DDA can be funded by donations, mills (up to 2), bonds, revenue from properties, grants, special assessments, tax increment financing, and more. Cascade DDA is funded by tax increment financing. Any DDA captured funds need to be spent within the District, and any project needs to be public, not private.

**ARTICLE 3. Review of Projects Completed over the Last Year**

Some projects completed by the DDA in the past few years have been sidewalks and decorative lighting down 28<sup>th</sup> Street, the Museum Gardens Park, the black traffic signal masts that hold traffic lights across the street at interchanges, and a midblock crossing across on Cascade Road.

**ARTICLE 4. Future Plans/Projects**

In addition to sponsoring these events in the past, the DDA will also sponsor events such as the Cascade Metro Cruise Warm-Up, concerts at the library, and the tree lighting ceremony. Projects such as the Gathering Space and Lower Village Plan are included in future plans of the DDA.

**ARTICLE 5. Acknowledge visitors and those wishing to speak.**

Director Korhorn and Chairwoman Puplava received and answered questions from the Boy Scout Troop in attendance of tonight's meeting.

The Boy Scouts expressed interest in being able to voice their opinions and be involved at future Township meetings, Chairwoman Puplava and Director Korhorn explained to them how to find the schedule of these meetings, and how to attend them.

**ARTICLE 6. Adjournment**

**Motion was made by Member Siegle to adjourn the Informational Meeting. Supported by Member DeWitt. Motion carried 7 to 0. The Meeting was adjourned at 6:47 P.M.**

Respectfully Submitted,  
Rene Growney, Secretary

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## DDA MEMORANDUM

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**To:** Cascade Township DDA Board

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

**Subject:** Discuss and Consider The Rapid Bus Funding

**Meeting Date:** March 30, 2021

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In 2016, the Township worked with The Rapid to institute a 3-year pilot program to bring bus service into the Township. The service is the 28<sup>th</sup> Street Route, which travels east on 28<sup>th</sup> Street, north on Patterson, east on Burton, south on Kraft, east on 28<sup>th</sup> Street, south on Cascade Rd, loops back to 28<sup>th</sup> Street on Old 28<sup>th</sup> Street, west on 28<sup>th</sup> Street past Patterson. At the conclusion of the pilot program, the township continued the transit service.

The current contract with The Rapid expires May 15 and if service is to continue, a new contract needs to be signed. Currently the funding for this service is divided between the DDA (50%) and general fund (50%).

The Township Board, at their March 24 meeting, discussed the transit service and funding of this service. In the end, they voted that in order for this service to continue, the DDA provide 100% of the funding for the 28<sup>th</sup> Street Route.

The DDA Board will need to discuss the contract and funding of this service and provide a recommendation to the Township Board regarding funding of the 28<sup>th</sup> Street Route.

I have included ridership information, a survey, feedback from businesses as well as a memo from Township Manager, Ben Swayze in the packet.

03/26/2021

## BUDGET REPORT FOR LIZ THOMPSON

CASCADE CHARTER TOWNSHIP  
2020 RECOMMENDED BUDGET REPORT

GL NUMBER	DESCRIPTION	2019	2020	2021
		AMENDED BUDGET	AMENDED BUDGET	ORIGINAL BUDGET
<b>Dept 000</b>				
248-000-401-401	TAXES - CASCADE TOWNSHIP	241,884	290,326	311,182
248-000-401-402	TAXES - G.R.C.C.	130,000	157,548	159,934
248-000-401-403	TAXES-KENT COUNTY	465,000	543,393	559,777
248-000-401-406	KDL TAXES-DDA	88,953	106,167	113,574
248-000-665-000	INTEREST REVENUE	20,000	25,000	15,000
248-000-667-001	RENT-TUFFY		66,000	69,122
248-000-671-671	MISCELLANEOUS INCOME		8,111	
248-000-675-300	DDACONTRIB & DONATION- METRO	5,000		5,000
248-000-698-000	BOND/LOAN PROCEEDS	800,000		
NET OF REVENUES/APPROPRIATIONS - 000 -		1,750,837	1,196,545	1,233,589
<b>Dept 170 - DDA OPERATIONS/CONSTRUCTION</b>				
248-170-723-000	DDA - MEMBERSHIP AND DUES	915	1,655	1,220
248-170-724-000	DDA - EDUCATION	2,000	2,000	2,000
248-170-787-000	MISCELLANEOUS	5,000	7,200	7,000
248-170-802-300	DDA ADMINISTRATIVE	98,077	99,426	99,426
248-170-821-000	ENGINEERING	15,000	25,000	75,000
248-170-826-265	LEGAL	2,000	2,000	2,500
248-170-860-000	DDA - MILEAGE	400	400	400
248-170-861-100	BUS SERVICE 28TH ST	176,894	191,576	214,712
248-170-921-000	ELECTRICITY	25,000	25,000	20,000
248-170-922-000	STREETLIGHTS	5,000	5,000	5,000
248-170-924-100	CELL PHONES	850	850	850
248-170-927-000	WATER-SEWER	6,500	6,500	6,500
248-170-931-000	MAINT & REPAIR/IMPROVEMENTS	77,800	47,800	35,000
248-170-931-300	DDA REPAIR & MAINT- METRO CRUIS	12,000		8,000
248-170-950-000	DDA PROPERTY TAX REFUNDS	10,000	12,000	50,000
248-170-967-000	SPECIAL PROJECTS	50,000	25,000	71,700
248-170-981-000	OFFICE EQUIPMENT	2,000	1,000	1,000
NET OF REVENUES/APPROPRIATIONS - 170 - DDA OPERATIO		489,436	452,407	600,308
<b>Dept 901 - CAPITAL OUTLAY</b>				
248-901-970-000	CAPITAL OUTLAY - FFE	30,000		230,000
248-901-974-000	CAPITAL OUTLAY - LANDIMP	650,000	410,000	
248-901-975-000	BUILDING ADDTIONS & IMPROVEME	800,000		
NET OF REVENUES/APPROPRIATIONS - 901 - CAPITAL OUTLA		1,480,000	410,000	230,000

Dept 990 - DEBT SERVICE

248-990-992-003	MUN BOND 2010 /PRINCIPAL	100,000	103,000	
248-990-992-007	LOAN PRINCIPAL		61,300	70,000
248-990-996-001	INTEREST AND FEES		20,367	24,050
248-990-996-003	MUN BOND 2010 / INT & FEES	7,210	3,760	
NET OF REVENUES/APPROPRIATIONS - 990 - DEBT SERVICE		107,210	188,427	94,050
ESTIMATED REVENUES - FUND 248		1,750,837	1,196,545	1,233,589
APPROPRIATIONS - FUND 248		2,076,646	1,050,834	924,358
NET OF REVENUES/APPROPRIATIONS - FUND 248		(325,809)	145,711	309,231
BEGINNING FUND BALANCE		1,099,984	1,002,351	
ENDING FUND BALANCE		774,175	1,148,062	



# CASCADE CHARTER TOWNSHIP

5920 Tahoe Dr. SE, Grand Rapids, Michigan 49546-7140

**Date:** March 24, 2021  
**To:** Supervisor Lesperance and Township Board Members  
**From:** Ben Swayze, Township Manager  
**Subject:** Interurban Transit Partnership Transportation Services Contract

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## FACTS:

Cascade Township contracts with the Interurban Transit Partnership (commonly known as “The Rapid”) to provide route specific linehaul transportation services as well as paratransit services to individuals with disabilities that live within  $\frac{3}{4}$  mile of the linehaul designated route. There are two linehaul routes within the Township:

- **28<sup>th</sup> Street Route** – East on 28<sup>th</sup> Street, North on Patterson, East on Burton, South on Kraft, East on 28<sup>th</sup> Street, turnaround in Thornapple Center, west on 28<sup>th</sup> Street past Patterson.
- **36<sup>th</sup> Street Route** – West on 36<sup>th</sup> Street, north on Kraft Avenue, East on 33<sup>rd</sup> Street, south on Patterson, west on 36<sup>th</sup> Street. (Peak periods only, 15 trips daily)

In December 2020 the Township received proposed contracts with the Rapid for the 28th Street and 36th Street service. While the contract year typically begins in in October, the Rapid had agreed to extend the contracts at the previous rate for 3 additional months while they worked on adjusting rates based on State and Federal funding levels that they expected to fluctuate due to the effects of the Covid-19 pandemic.

The proposed contracts received in December contained a 12.08% increase from \$68.48 to \$76.75. At the time the Township indicated to the Rapid that the increase was not acceptable and that we would need to come up with alternatives, including altering the physical route, altering the route frequency or altering the funding models, before the Township would consider the new contracts.

After review the potential alternatives, The Rapid has agreed to a funding model that takes into account the “revenue hours” model in Cascade rather than the Township bearing the “full bus cost” model that had been previously utilized. Under the full bus cost model, the Township was responsible for paying the full amount of the additional bus that had to be added to Route 28 in order to serve Cascade. Under the new revenue hours model, the Township will only pay for the time the bus is actually in Cascade Township, effectively sharing part of the cost of the service with the Rapid.

Below are the calculations of what the services would cost (May 15 – September 30) under the new model vs. the old model.

<b>Billing Model</b>	<b>Billable Hours</b>	<b>Contract Cost</b>
Full Vehicle Cost (current arrangement)	2,216.66	\$155,776.41
Revenue Hours (proposed arrangement)	1,274.70	\$97,833.23

The resulting savings is \$57,943.18, or 37.2% over what it would have been utilizing the old model. It should be noted that this savings is for the 28th Street route only, the 36th Street route already was serviced under the revenue hours model. If approved it is anticipated that the savings would be allocated to the general fund portion of the payments.

I have attached both the 28th Street and 36th Street contracts for your review. The language in the contracts is the same as previous years except for the contract amount and the change in cost share model

**28<sup>th</sup> Street Route** - For the FY2021 contract (through September), the proposed cost is \$97,833.23. This is calculated at 1,274.70 billable hours at a contract rate of \$76.75 per hour.

**36<sup>th</sup> Street Route** - For the FY2021 contract (through September), the proposed cost is \$15,657. This is calculated at 204 billable hours at a contract rate of \$76.75 per hour. This represents a

Attached for your review are:

- Proposed agreement between The Interurban Transit Partnership and Cascade Township For Linehaul and Paratransit Services for both the 28<sup>th</sup> Street and 36<sup>th</sup> Street Services
- Rapid 28<sup>th</sup> Street – 4<sup>th</sup> Quarter Ridership Data reports for FY2020 and FY2019

### **ANALYSIS & CONCLUSIONS:**

The agreement is the same that has been approved by the Township in previous years, with the exception of the change in the funding model. Though the contract rate is based on service hours for the linehaul service, the paratransit service is included as well, no matter the usage. The paratransit service applies to any individual that qualifies for the service and lives within ¾ mile of the linehaul route.

The most recent comprehensive ridership reports have been included for your review as well. The report indicated that the 28th Street Service in 4<sup>th</sup> Quarter 2020 saw weekday daily ridership (boardings and alightings) of approximately 207 riders per day, Saturday ridership of 145 riders per day and Sunday ridership of 73 riders per day. According to Rapid personnel, those numbers compare favorably to other crosstown routes and the 28th Street route has performed in the top 25% of routes throughout the Rapid system. It should also be noted that the system saw significant ridership drops in 2020 as a whole due to the COVID-19 pandemic, but it appears those ridership numbers have stabilized.

While each contract is for the remainder of the Rapid fiscal year (May 15, 2021 – September 30, 2021), the contracts can be terminated at any time, by either party, with a 3-month notification. It should also be noted that if the contracts are not approved by the Township Board, the Rapid will begin the process of winding down service in Cascade and the bus program will cease as of May 15. The Personnel and Finance Committee reviewed these contracts at their March meeting and voted 2-1 to recommend the Township Board approve the contracts.

**FINANCIAL CONSIDERATIONS:**

The estimated contract cost for 28<sup>th</sup> Street contract for FY 2021 contract (May 15 – September 31) is \$97,833.23. This currently this amount is split 50/50 between the General Fund and the Downtown Development Authority in the approved FY 2021 budget. However, it is recommended that this cost move to a 25% GF / 75% DDA split due to studies showing a majority of the benefits are in the DDA. The plan is to make this proposal to the DDA at an upcoming meeting. This also would represent a total savings of almost \$58,000 over the currently budgeted amounts.

The estimated contract cost for 36<sup>th</sup> Street contract for FY 2021 contract (May 15 – December 31) is \$15,657. This amount is budgeted entirely in the General Fund in the FY 2021 budget.

**RECOMMENDED ACTION:**

Approve the *Agreement Between the Interurban Transit Partnership and Cascade Township For Linehaul and Paratransit Services on 28<sup>th</sup> Street* and the *Agreement Between the Interurban Transit Partnership and Cascade Township For Linehaul and Paratransit Services on 36<sup>th</sup> Street* and authorize the Township Manager to execute the agreements on behalf of the Township.

**AGREEMENT BETWEEN**  
**THE INTERURBAN TRANSIT PARTNERSHIP**  
**AND**  
**CASCADE CHARTER TOWNSHIP**  
**FOR LINEHAUL AND PARATRANSIT SERVICES on 28<sup>th</sup> Street**

Agreement made by and between Cascade Charter Township, hereinafter called the "Township", and the Interurban Transit Partnership, hereinafter called "ITP", with offices at 300 Ellsworth Ave., S.W., Grand Rapids, MI, 49503.

**ARTICLE I – RECITALS**

1. Whereas, ITP provides regular bus service over established routes during published hours and at published frequencies, and
2. Whereas, ITP has the capability of expanding its bus service, particularly service in the Township area, and
3. Whereas, the use of ITP bus service is advantageous for Township residents.

Now, therefore, be it resolved that the Township wishes to encourage the use of ITP bus service by Township residents. The responsibilities of the Township and ITP in the execution of this resolve are set forth below.

**ARTICLE II – RESPONSIBILITIES OF ITP**

1. ITP shall provide bus service to the Township. The route(s) will be developed in agreement with both ITP and the Township. Passenger fares charged for both linehaul and paratransit service shall be those currently adopted by the ITP Board. ITP shall retain all passenger fare revenue.
2. ITP shall provide paratransit service pursuant to the requirements of the Americans with Disabilities Act. All equipment used in providing service to the Township shall be accessible to persons with disabilities. The ADA requires paratransit service be provided to those with a physical or mental disability who are prevented from utilizing linehaul. The paratransit service shall be provided during the same days and hours of operation of the linehaul service, and shall be provided to those whose trips begin or end within the  $\frac{3}{4}$  mile corridor either side

of the linehaul service within the township. ITP shall perform all certifications necessary to determine paratransit eligibility.

3. Liability and Risk

A. ITP shall provide for a Certificate of Insurance to be issued naming the Township as an additional insured. This insurance certificate shall be supplied prior to the start of service. ITP agrees to maintain such insurance for the duration of the project or the term for which services will be rendered.

- Workmen's Compensation (including occupational disease) under the terms of the Michigan Workmen's Compensation Act.
- General Liability: \$3,000,000 ultimate net loss each occurrence.
- Automobile Liability: \$3,000,000 ultimate net loss each occurrence.

B. In addition to the above insurance provision, ITP shall indemnify and hold harmless the Township and Township agents, servants, and employees against all loss, damages, legal expenses, and other expenses which they may sustain or become liable for on account of injury to or death of persons, or on account of damage to or destruction of property resulting from any accident resulting from activities conducted by ITP pursuant to this Agreement.

### **ARTICLE III – RESPONSIBILITIES OF THE TOWNSHIP**

For linehaul and paratransit service:

Actual linehaul and paratransit costs per hour, less Michigan Department of Transportation Operating Assistance, which shall be 31.60% of expenses for FY 2020-21. For purposes of calculating this cost, the Township shall pay for all hours of service that a bus(es) are in revenue service within the Township's boundaries.

The cost per hour to the Township, after MDOT assistance, is as follows:

\$76.75 per revenue hour

### **ARTICLE IV – MARKETING AND INFORMATION**

ITP shall provide all materials, schedules, and maps necessary to promote the service.

**ARTICLE V – TERM OF AGREEMENT**

1. This Agreement shall be effective starting May 10 through September 30. The Township shall make its intentions to ITP for renewal of the agreement on or before May 15. The hourly rates shall adjusted at renewal based upon inflationary increases in operating expenses, a decrease in local or State revenues to ITP, or a change in the service levels provided to the Township.
2. This Agreement may be terminated by either party with a minimum three -month prior written notification to the other party.
3. If at any time during the term of this Agreement, either party shall fail to satisfactorily meet the provisions of this Agreement, the dissatisfied party shall so advise the other party by registered mail, indicating in specific detail the nature and basis of its dissatisfaction. If the complaint is based on reasonable cause, the party to whom the complaint is addressed shall have an opportunity to correct the situation giving rise to the complaint within forty-five (45) days written notice by registered mail.


**ARTICLE VI – ADDITIONAL CONDITIONS**

1. ITP shall install all bus stops within the Township service area at its expense.
2. Service shall only be offered on days which the ITP linehaul operates, the hours of service shall be mutually agreed upon and made part of this agreement as attachment "A".
3. Additional services may be provided as permitted under Federal Transit Administration charter regulations. Under these guidelines, the service must be advertised and open to the general public. ITP must control the route and determine the fares to be charged. Any trips which do not meet these criteria, as determined by ITP, must first be offered to the private sector. The cost for any charter work shall be at ITP's current charter rate.

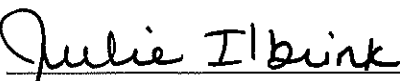
The Agreement is dated the 26<sup>th</sup> day of Feb., A.D., 2021.

INTERURBAN TRANSIT  
PARTNERSHIP

CASCADE CHARTER TOWNSHIP

By:   
Interim Chief Executive Officer

By: \_\_\_\_\_  
Appointing Officer

Attest: 

Attest: \_\_\_\_\_

# ATTACHMENT A

## FY 2021 Fixed-Route Services in Cascade Township – 28<sup>th</sup> Street May 10, 2021 – September 30, 2021

### Route Description:

East on 28<sup>th</sup> Street, North on Patterson, East on Burton, South on Kraft, East on 28<sup>th</sup> Street, turn around in Thornapple Center, west on 28<sup>th</sup> Street past Patterson

### Frequency of Service:

**Weekdays:** Every 30-minutes  
**Saturdays:** Every 30-minutes mid-day peak  
Every 60-minutes off-peak  
**Sundays:** Every 60 minutes

### Hours of Service

**Weekday:** 6:00 AM – 10:30 PM  
**Saturday Peak:** 9:00 AM – 5:30 PM  
**Saturday Off-Peak** 7:00 AM – 9:00 AM  
5:30 PM – 10:30 PM  
**Sunday:** 7:00 AM – 7:00 PM

### Cost of Service

<b>Billable Hours:</b>	<b>1,274.70</b>
<b>Contract Rate:</b>	<b>\$76.75</b>
<b>Total Cost:</b>	<b>\$97,833.23</b>

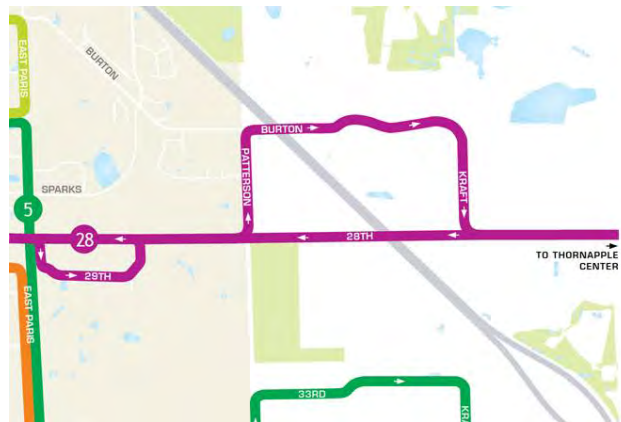


Figure 1 - FY 2021 Route 28 Alignments in Cascade Township

**AGREEMENT BETWEEN**  
**THE INTERURBAN TRANSIT PARTNERSHIP**  
**AND**  
**CASCADE CHARTER TOWNSHIP**  
**FOR LINEHAUL AND PARATRANSIT SERVICES on 36<sup>th</sup> Street**

Agreement made by and between Cascade Charter Township, hereinafter called the "Township", and the Interurban Transit Partnership, hereinafter called "ITP", with offices at 300 Ellsworth Ave., S.W., Grand Rapids, MI, 49503.

**ARTICLE I – RECITALS**

1. Whereas, ITP provides regular bus service over established routes during published hours and at published frequencies, and
2. Whereas, ITP has the capability of expanding its bus service, particularly service in the Township area, and
3. Whereas, the use of ITP bus service is advantageous for Township residents.

Now, therefore, be it resolved that the Township wishes to encourage the use of ITP bus service by Township residents. The responsibilities of the Township and ITP in the execution of this resolve are set forth below.

**ARTICLE II – RESPONSIBILITIES OF ITP**

1. ITP shall provide bus service to the Township. The route(s) will be developed in agreement with both ITP and the Township. Passenger fares charged for both linehaul and paratransit service shall be those currently adopted by the ITP Board. ITP shall retain all passenger fare revenue.
2. ITP shall provide paratransit service pursuant to the requirements of the Americans with Disabilities Act. All equipment used in providing service to the Township shall be accessible to persons with disabilities. The ADA requires paratransit service be provided to those with a physical or mental disability who are prevented from utilizing linehaul. The paratransit service shall be provided during the same days and hours of operation of the linehaul service, and shall be provided to those whose trips begin or end within the  $\frac{3}{4}$  mile corridor either side

of the linehaul service within the township. ITP shall perform all certifications necessary to determine paratransit eligibility.

3. Liability and Risk

A. ITP shall provide for a Certificate of Insurance to be issued naming the Township as an additional insured. This insurance certificate shall be supplied prior to the start of service. ITP agrees to maintain such insurance for the duration of the project or the term for which services will be rendered.

- Workmen's Compensation (including occupational disease) under the terms of the Michigan Workmen's Compensation Act.
- General Liability: \$3,000,000 ultimate net loss each occurrence.
- Automobile Liability: \$3,000,000 ultimate net loss each occurrence.

B. In addition to the above insurance provision, ITP shall indemnify and hold harmless the Township and Township agents, servants, and employees against all loss, damages, legal expenses, and other expenses which they may sustain or become liable for on account of injury to or death of persons, or on account of damage to or destruction of property resulting from any accident resulting from activities conducted by ITP pursuant to this Agreement.

**ARTICLE III – RESPONSIBILITIES OF THE TOWNSHIP**

For linehaul and paratransit service:

Actual linehaul and paratransit costs per hour, less Michigan Department of Transportation Operating Assistance, which shall be 31.60% of expenses for FY 2020-21. For purposes of calculating this cost, the Township shall pay for all hours of service that a bus(es) are in revenue service within the Township's boundaries.

The cost per hour to the Township, after MDOT assistance, is as follows:

\$76.75 per revenue hour

**ARTICLE IV – MARKETING AND INFORMATION**

ITP shall provide all materials, schedules, and maps necessary to promote the service.

**ARTICLE V – TERM OF AGREEMENT**

1. This Agreement shall be effective starting May 10 through September 30. The Township shall make its intentions to ITP for renewal of the agreement on or before May 15. The hourly rates shall adjusted at renewal based upon inflationary increases in operating expenses, a decrease in local or State revenues to ITP, or a change in the service levels provided to the Township.
2. This Agreement may be terminated by either party with a minimum three-month prior written notification to the other party.
3. If at any time during the term of this Agreement, either party shall fail to satisfactorily meet the provisions of this Agreement, the dissatisfied party shall so advise the other party by registered mail, indicating in specific detail the nature and basis of its dissatisfaction. If the complaint is based on reasonable cause, the party to whom the complaint is addressed shall have an opportunity to correct the situation giving rise to the complaint within forty-five (45) days written notice by registered mail.

**ARTICLE VI – ADDITIONAL CONDITIONS**

1. ITP shall install all bus stops within the Township service area at its expense.
2. Service shall only be offered on days which the ITP linehaul operates, the hours of service shall be mutually agreed upon and made part of this agreement as attachment "A".
3. Additional services may be provided as permitted under Federal Transit Administration charter regulations. Under these guidelines, the service must be advertised and open to the general public. ITP must control the route and determine the fares to be charged. Any trips which do not meet these criteria, as determined by ITP, must first be offered to the private sector. The cost for any charter work shall be at ITP's current charter rate.

The Agreement is dated the 20<sup>th</sup> day of Feb., A.D., 2021.

INTERURBAN TRANSIT  
PARTNERSHIP

By: Earl S. Swin  
Interim Chief Executive Officer

CASCADE TOWNSHIP

By: \_\_\_\_\_  
Appointing Officer

Attest: Julie Ilbink

Attest: \_\_\_\_\_

# ATTACHMENT A

## FY 2021 Fixed-Route Services in Cascade Township – 36<sup>th</sup> Street May 10, 2021 – September 30, 2021

### Route Description:

West on 36th, north on Kraft, East on 33rd, and south on Patterson. **Weekday peak periods only (5 AM - 8:30 AM, 3:30 PM - 7 PM: 15 trips)**

### Frequency of Service:

**Weekday peak:** Every 30-minutes

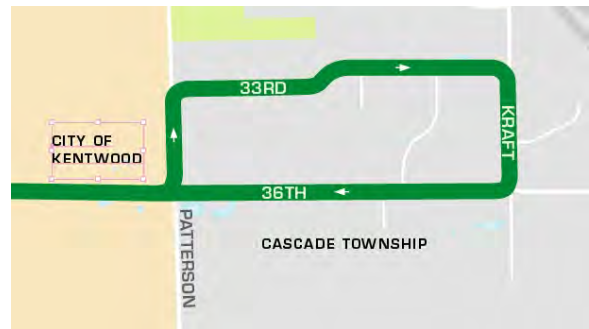
### Hours of Service

**Weekday:** 5:00 AM - 8:30 AM  
and 3:30 PM - 7:00 PM

**Weekday Evening:** None

**Saturday:** None

**Sunday:** None



**Figure 1 - FY 2021 Route 5 Alignments in Cascade Township**

### Cost of Service

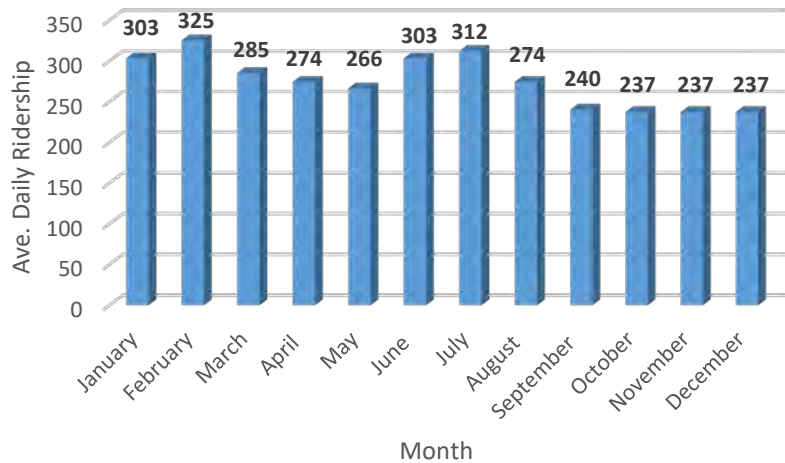
**Billable Hours:** 204.00

**Contract Rate:** \$76.75

**Total Cost:** \$15,657

# Rapid 28th Street - FY2018 4th Quarter Ridership Data

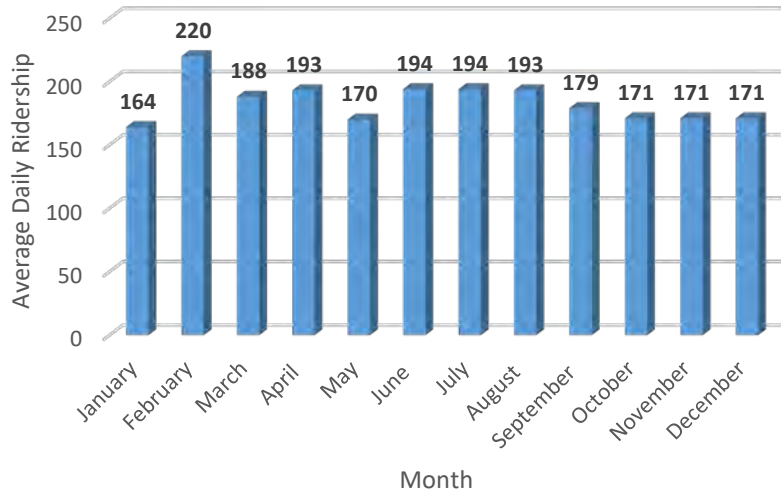
## Rapid - 28th Street Weekday Ridership



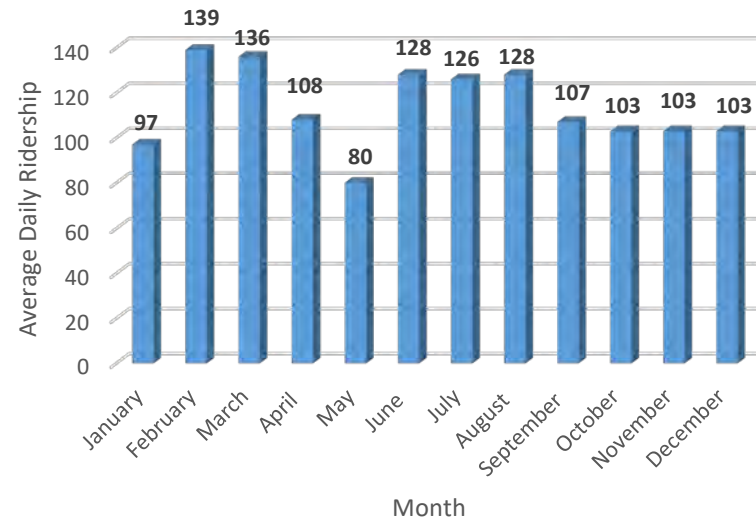
Beginning in December 2016, the Rapid began collecting realtime boarding data and no longer relies on sampling estimates. Alightings are still estimated, with one alighting estimated per boarding. The riders summary is charted on this sheet, while actual rider data is included in the back of this report. Ridership logs are available upon request. Beginning in 4th Quarter we now receive quarterly ridership numbers rather than monthly. The Oct/Nov/Dec numbers are an average

Through 4th Quarter 2018, average weekday ridership peaked in Feb with an average of 325 riders (one-way trips) per day. Saturday and Sunday ridership also peaked in Feb with 220 and 139 respective riders per day. An unseasonably mild February may help explain the uptick in riders for that month. Ridership numbers have decreased from July - Dec, a trend that may be partially explained by the closure of Teleperformance, whom had several regular riders.

## Rapid - 28th Street Saturday Ridership



## Rapid - 28th Street Sunday Ridership



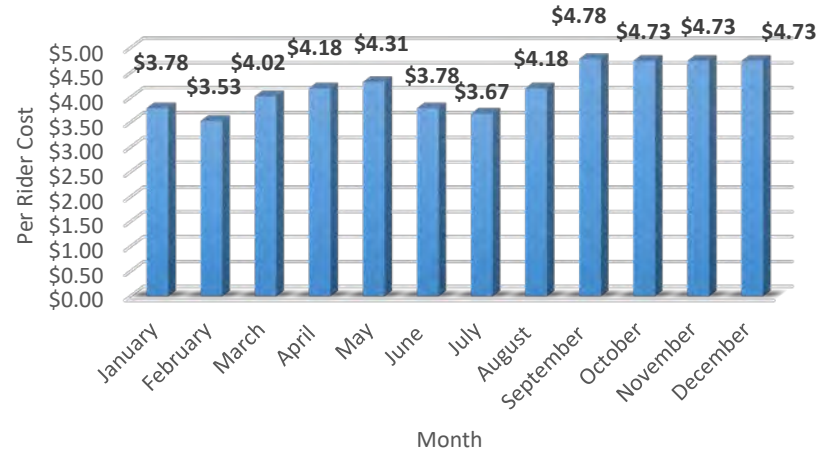
# Rapid 28th Street - FY2018 4th Quarter Financial Data

Cascade Township funds the 28th Street Linehaul service on a "per service hour" formula, which is \$63.68 per service hour for the current contract (and was \$68.05 in 2017.) Based on the hours of service, the Township pays the following "per day" costs:

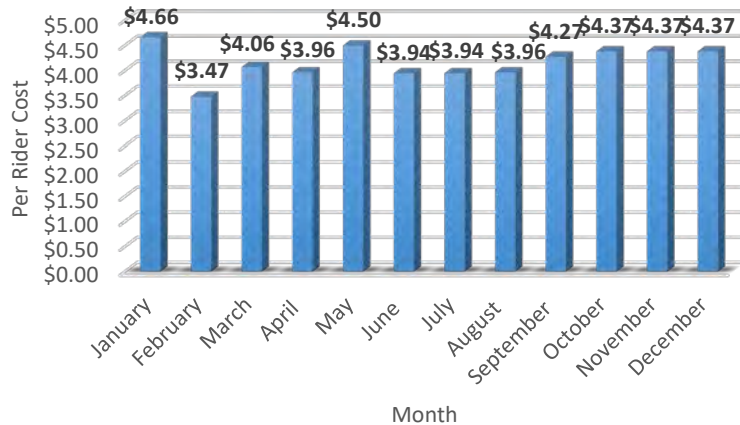
**Weekday - \$1,146.24    Saturday - \$764.16    Sunday - \$382.08**

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. Through the 4th Quarter 2018 the subsidy per rider was lowest in Feb when the highest ridership was realized. With ridership dipping at the end of the quarter, the subsidy has increased. In 2017 the per rider subsidy reached a weekday low of \$3.01 in May.

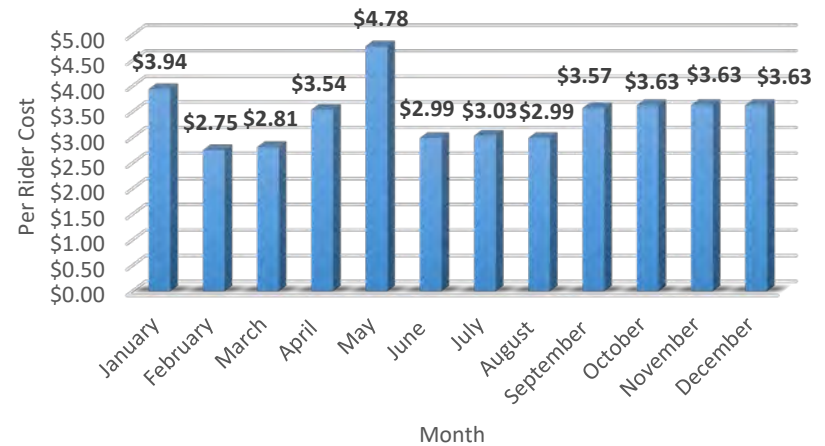
### Rapid - 28th Street Weekday Per Rider Cost



### Rapid - 28th Street Saturday Per Rider Cost

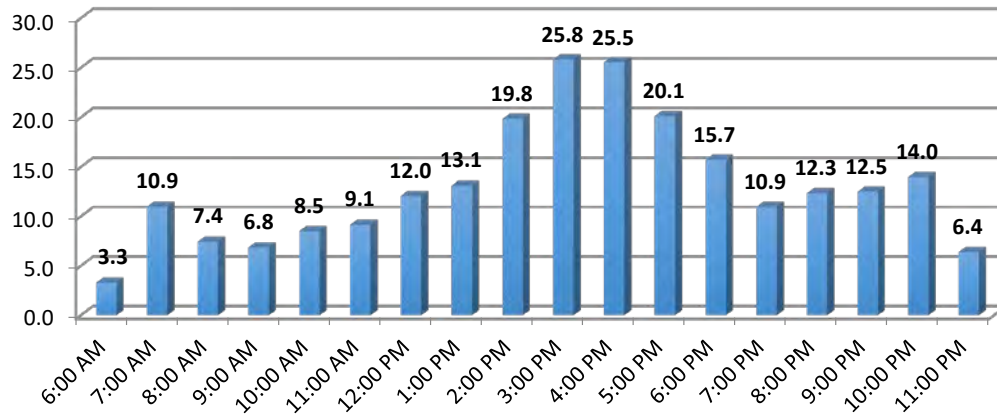


### Rapid - 28th Street Sunday Per Rider Costs



# Rapid 28th Street - FY 2018 4th Quarter Hourly Boarding Data

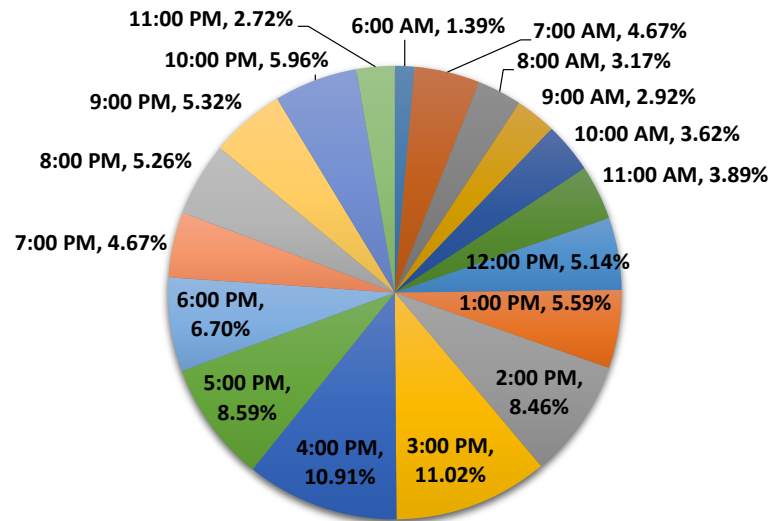
## Average Boardings By Hour (All Days)



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) so the periods that aren't offered for weekend service will be naturally lower.

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 6 am hour (1.39%) and the largest occurs in the 3 pm hour (11.02%)

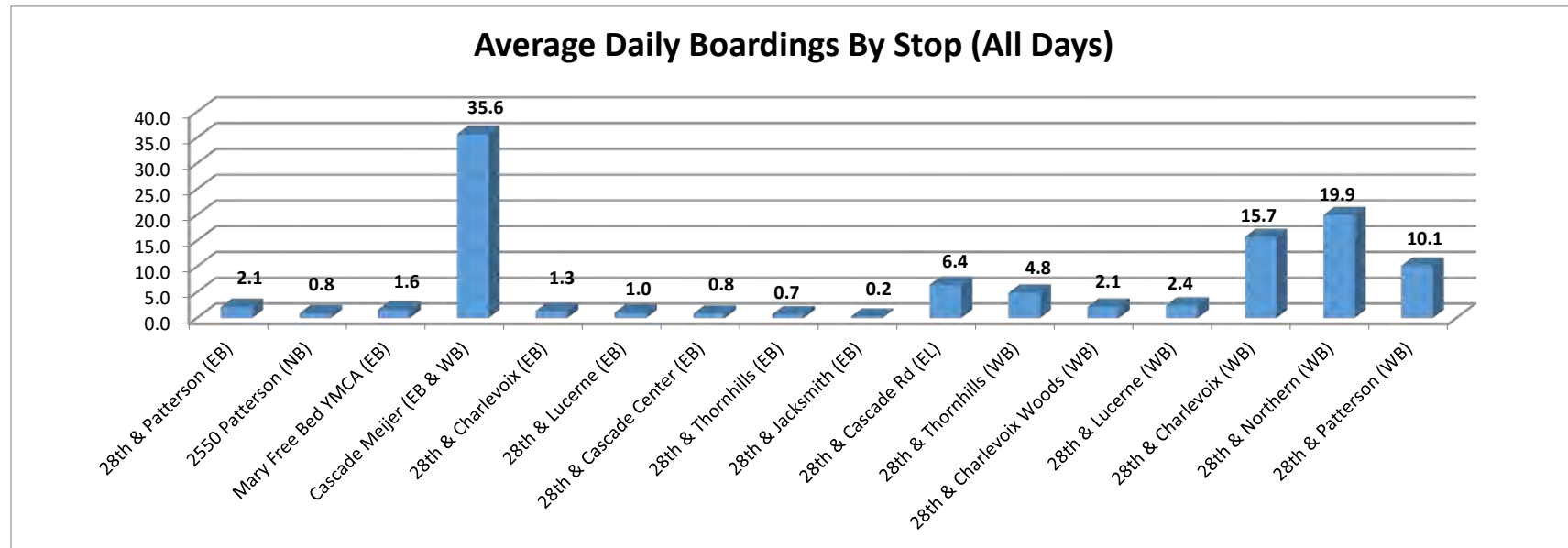
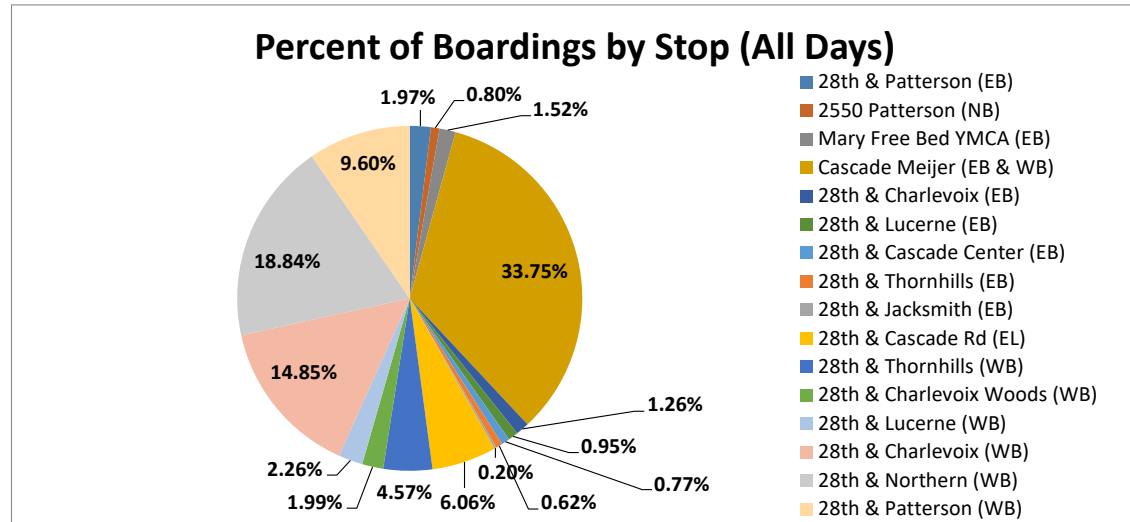
## Percent of Total Boardings (All Days)



# Rapid 28th Street - FY 2018 4th Quarter Stop Boarding Data

The Rapid bus data collection system also collects stop location data for boardings. The chart only represents August through December, as new technology has allowed us to further split the EB and WB routes. 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.

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 (35.6) while several stops average less than 5 boardings per day. It should be noted the data represents all weekdays and weekend days.



### Trips Per Day

Date	Boardings	Estimated Alightings	Estimated Total Trips
1/2/2018	120	120	240
1/3/2018	115	115	230
1/4/2018	122	122	244
1/5/2018	147	147	294
1/6/2018	84	84	168
1/7/2018	21	21	42
1/8/2018	93	93	186
1/9/2018	208	208	416
1/10/2018	160	160	320
1/11/2018	157	157	314
1/12/2018	139	139	278
1/13/2018	74	74	148
1/14/2018	55	55	110
1/15/2018	131	131	262
1/16/2018	169	169	338
1/17/2018	173	173	346
1/18/2018	132	132	264
1/19/2018	161	161	322
1/20/2018	74	74	148
1/21/2018	65	65	130
1/22/2018	119	119	238
1/23/2018	164	164	328
1/24/2018	226	226	452
1/25/2018	142	142	284
1/26/2018	173	173	346
1/27/2018	95	95	190
1/28/2018	52	52	104
1/29/2018	142	142	284
1/30/2018	166	166	332
1/31/2018	172	172	344
<b>Total</b>	<b>3851</b>	<b>3851</b>	<b>7702</b>

### Boardings by Time of Day

Time	Number of Boardings	Average Boardings/Day	Percent of Total
6:00 AM	74	2.5	1.9
7:00 AM	177	5.9	4.6
8:00 AM	108	3.6	2.8
9:00 AM	122	4.1	3.2
10:00 AM	185	6.2	4.8
11:00 AM	154	5.1	4.0
12:00 PM	233	7.8	6.1
1:00 PM	215	7.2	5.6
2:00 PM	296	9.9	7.7
3:00 PM	466	15.5	12.1
4:00 PM	343	11.4	8.9
5:00 PM	309	10.3	8.0
6:00 PM	211	7.0	5.5
7:00 PM	177	5.9	4.6
8:00 PM	225	7.5	5.8
9:00 PM	219	7.3	5.7
10:00 PM	200	6.7	5.2
11:00 PM	137	4.6	3.6
<b>Total</b>	<b>3,851</b>	<b>128</b>	<b>100</b>

### Daily Average

Average Trips per weekday	<b>303</b>
Average Trips per Saturday	<b>164</b>
Average Trips per Sunday	<b>97</b>

### Trips Per Stop

Stop	Total Boardings	Boardings/Day	Estimated Alightings/Day	Total Activity/Day	% of Total Activity
2550 Patterson	29	1.0	1.0	1.9	0.8
28th and Cascade Center	21	0.7	0.7	1.4	0.5
28th and Cascade Rd	229	7.6	7.6	15.3	5.9
28th and Charlevoix	433	14.4	14.4	28.9	11.2
28th and Charlevoix Woods	125	4.2	4.2	8.3	3.2
28th and Jacksmith	10	0.3	0.3	0.7	0.3
28th and Lucerne	78	2.6	2.6	5.2	2.0
28th and Northern	860	28.7	28.7	57.3	22.3
28th and Patterson	513	17.1	17.1	34.2	13.3
28th and Thornhills	237	7.9	7.9	15.8	6.2
Cascade Meijer	1290	43.0	43.0	86.0	33.5
Mary Free Bed YMCA	26	0.9	0.9	1.7	0.7
<b>Total</b>		<b>128</b>	<b>128</b>	<b>257</b>	<b>100</b>

### Trips Per Day

Date	Boardings	Estimated Alightings	Estimated Total Trips
2/1/2018	171	171	342
2/2/2018	172	172	344
2/3/2018	113	113	226
2/4/2018	59	59	118
2/5/2018	207	207	414
2/6/2018	169	169	338
2/7/2018	121	121	242
2/8/2018	187	187	374
2/9/2018	147	147	294
2/10/2018	120	120	240
2/11/2018	71	71	142
2/12/2018	146	146	292
2/13/2018	168	168	336
2/14/2018	204	204	408
2/15/2018	189	189	378
2/16/2018	176	176	352
2/17/2018	120	120	240
2/18/2018	78	78	156
2/19/2018	144	144	288
2/20/2018	136	136	272
2/21/2018	149	149	298
2/22/2018	163	163	326
2/23/2018	153	153	306
2/24/2018	87	87	174
2/25/2018	70	70	140
2/26/2018	183	183	366
2/27/2018	148	148	296
2/28/2018	121	121	242
<b>Total</b>	<b>3972</b>	<b>3972</b>	<b>7944</b>

### Boardings by Time of Day

Time	Number of Boardings	Average Boardings/Day	Percent of Total
6:00 AM	48	1.7	1.2
7:00 AM	173	6.2	4.4
8:00 AM	126	4.5	3.2
9:00 AM	82	2.9	2.1
10:00 AM	136	4.9	3.4
11:00 AM	176	6.3	4.4
12:00 PM	256	9.1	6.4
1:00 PM	269	9.6	6.8
2:00 PM	299	10.7	7.5
3:00 PM	395	14.1	9.9
4:00 PM	404	14.4	10.2
5:00 PM	308	11.0	7.8
6:00 PM	283	10.1	7.1
7:00 PM	177	6.3	4.5
8:00 PM	230	8.2	5.8
9:00 PM	198	7.1	5.0
10:00 PM	258	9.2	6.5
11:00 PM	154	5.5	3.9
<b>Total</b>	<b>3,972</b>	<b>142</b>	<b>100</b>

### Daily Average

Average Trips per weekday	<b>325</b>
Average Trips per Saturday	<b>220</b>
Average Trips per Sunday	<b>139</b>

### Trips Per Stop

Stop	Total Boardings	Boardings/Day	Estimated Alightings/Day	Total Activity/Day	% of Total Activity
2550 Patterson	30	1.1	1.1	2.1	0.8
28th and Cascade Center	23	0.8	0.8	1.6	0.6
28th and Cascade Rd	249	8.9	8.9	17.8	6.3
28th and Charlevoix	486	17.4	17.4	34.7	12.2
28th and Charlevoix Woods	118	4.2	4.2	8.4	3.0
28th and Jacksmith	3	0.1	0.1	0.2	0.1
28th and Lucerne	145	5.2	5.2	10.4	3.7
28th and Northern	866	30.9	30.9	61.9	21.8
28th and Patterson	619	22.1	22.1	44.2	15.6
28th and Thornhills	176	6.3	6.3	12.6	4.4
Cascade Meijer	1217	43.5	43.5	86.9	30.6
Mary Free Bed YMCA	40	1.4	1.4	2.9	1.0
<b>Total</b>		<b>142</b>	<b>142</b>	<b>284</b>	<b>100</b>

### Trips Per Day

Date	Boardings	Estimated Alightings	Estimated Total Trips
3/1/2018	157	157	314
3/2/2018	181	181	362
3/3/2018	94	94	188
3/4/2018	84	84	168
3/5/2018	118	118	236
3/6/2018	111	111	222
3/7/2018	145	145	290
3/8/2018	151	151	302
3/9/2018	169	169	338
3/10/2018	95	95	190
3/11/2018	61	61	122
3/12/2018	141	141	282
3/13/2018	118	118	236
3/14/2018	190	190	380
3/15/2018	160	160	320
3/16/2018	178	178	356
3/17/2018	101	101	202
3/18/2018	58	58	116
3/19/2018	139	139	278
3/20/2018	143	143	286
3/21/2018	120	120	240
3/22/2018	182	182	364
3/23/2018	146	146	292
3/24/2018	91	91	182
3/25/2018	69	69	138
3/26/2018	125	125	250
3/27/2018	126	126	252
3/28/2018	80	80	160
3/29/2018	162	162	324
3/30/2018	168	168	336
3/31/2018	89	89	178
<b>Total</b>	<b>3952</b>	<b>3952</b>	<b>7904</b>

### Boardings by Time of Day

Time	Number of Boardings	Average Boardings/Day	Percent of Total
6:00 AM	52	1.7	1.4
7:00 AM	204	6.6	5.5
8:00 AM	108	3.5	2.9
9:00 AM	96	3.1	2.6
10:00 AM	110	3.5	3.0
11:00 AM	125	4.0	3.4
12:00 PM	186	6.0	5.0
1:00 PM	208	6.7	5.6
2:00 PM	305	9.8	8.2
3:00 PM	381	12.3	10.2
4:00 PM	463	14.9	12.4
5:00 PM	293	9.5	7.9
6:00 PM	241	7.8	6.5
7:00 PM	151	4.9	4.1
8:00 PM	234	7.5	6.3
9:00 PM	197	6.4	5.3
10:00 PM	250	8.1	6.7
11:00 PM	118	3.8	3.2
<b>Total</b>	<b>3,722</b>	<b>120</b>	<b>100</b>

### Daily Average

Average Trips per weekday	<b>285</b>
Average Trips per Saturday	<b>188</b>
Average Trips per Sunday	<b>136</b>

### Trips Per Stop

Stop	Total Boardings	Boardings/Day	Estimated Alightings/Day	Total Activity/Day	% of Total Activity
2550 Patterson	36	1.2	1.2	2.3	1.0
28th and Cascade Center	21	0.7	0.7	1.4	0.6
28th and Cascade Rd	175	5.6	5.6	11.3	4.7
28th and Charlevoix	529	17.1	17.1	34.1	14.2
28th and Charlevoix Woods	95	3.1	3.1	6.1	2.6
28th and Jacksmith	8	0.3	0.3	0.5	0.2
28th and Lucerne	121	3.9	3.9	7.8	3.3
28th and Northern	850	27.4	27.4	54.8	22.8
28th and Patterson	625	20.2	20.2	40.3	16.8
28th and Thornhills	180	5.8	5.8	11.6	4.8
Cascade Meijer	1042	33.6	33.6	67.2	28.0
Mary Free Bed YMCA	40	1.3	1.3	2.6	1.1
<b>Total</b>		<b>120</b>	<b>120</b>	<b>240</b>	<b>100</b>

### Trips Per Day

Date	Boardings	Estimated Alightings	Estimated Total Trips
5/1/2018	151	151	302
5/2/2018	131	131	262
5/3/2018	138	138	276
5/4/2018	131	131	262
5/5/2018	96	96	192
5/6/2018	38	38	76
5/7/2018	132	132	264
5/8/2018	124	124	248
5/9/2018	123	123	246
5/10/2018	125	125	250
5/11/2018	128	128	256
5/12/2018	91	91	182
5/13/2018	48	48	96
5/14/2018	137	137	274
5/15/2018	151	151	302
5/16/2018	140	140	280
5/17/2018	155	155	310
5/18/2018	100	100	200
5/19/2018	69	69	138
5/20/2018	45	45	90
5/21/2018	101	101	202
5/22/2018	106	106	212
5/23/2018	115	115	230
5/24/2018	121	121	242
5/25/2018	193	193	386
5/26/2018	84	84	168
5/27/2018	28	28	56
5/29/2018	151	151	302
5/30/2018	123	123	246
5/31/2018	148	148	296
<b>Total</b>	<b>3423</b>	<b>3423</b>	<b>6846</b>

### Boardings by Time of Day

Time	Number of Boardings	Average Boardings/Day	Percent of Total
6:00 AM	55	1.8	1.6
7:00 AM	163	5.4	4.9
8:00 AM	98	3.3	2.9
9:00 AM	87	2.9	2.6
10:00 AM	126	4.2	3.8
11:00 AM	126	4.2	3.8
12:00 PM	160	5.3	4.8
1:00 PM	181	6.0	5.4
2:00 PM	274	9.1	8.2
3:00 PM	369	12.3	11.0
4:00 PM	374	12.5	11.2
5:00 PM	250	8.3	7.5
6:00 PM	241	8.0	7.2
7:00 PM	159	5.3	4.7
8:00 PM	182	6.1	5.4
9:00 PM	174	5.8	5.2
10:00 PM	244	8.1	7.3
11:00 PM	88	2.9	2.6
<b>Total</b>	<b>3,351</b>	<b>112</b>	<b>100</b>

### Daily Average

Average Trips per weekday	266
Average Trips per Saturday	170
Average Trips per Sunday	80

### Trips Per Stop

Stop	Total Boardings	Boardings/Day	Estimated Alightings/Day	Total Activity/Day	% of Total Activity
2550 Patterson	30	1.0	1.0	2.0	0.9
28th and Cascade Center	43	1.4	1.4	2.9	1.3
28th and Cascade Rd	218	7.3	7.3	14.5	6.4
28th and Charlevoix	586	19.5	19.5	39.1	17.1
28th and Charlevoix Woods	71	2.4	2.4	4.7	2.1
28th and Jacksmith	12	0.4	0.4	0.8	0.4
28th and Lucerne	102	3.4	3.4	6.8	3.0
28th and Northern	710	23.7	23.7	47.3	20.7
28th and Patterson	515	17.2	17.2	34.3	15.0
28th and Thornhills	159	5.3	5.3	10.6	4.6
Cascade Meijer	912	30.4	30.4	60.8	26.6
Mary Free Bed YMCA	66	2.2	2.2	4.4	1.9
<b>Total</b>		<b>114</b>	<b>114</b>	<b>228</b>	<b>100</b>

### Trips Per Day

Date	Boardings	Estimated Alightings	Estimated Total Trips
4/1/2018	65	65	130
4/2/2018	134	134	268
4/3/2018	142	142	284
4/4/2018	125	125	250
4/5/2018	141	141	282
4/6/2018	138	138	276
4/7/2018	103	103	206
4/8/2018	67	67	134
4/9/2018	152	152	304
4/10/2018	111	111	222
4/11/2018	150	150	300
4/12/2018	171	171	342
4/13/2018	153	153	306
4/14/2018	85	85	170
4/15/2018	58	58	116
4/16/2018	141	141	282
4/17/2018	113	113	226
4/18/2018	153	153	306
4/19/2018	147	147	294
4/20/2018	96	96	192
4/21/2018	100	100	200
4/22/2018	26	26	52
4/23/2018	160	160	320
4/24/2018	136	136	272
4/25/2018	146	146	292
4/26/2018	119	119	238
4/27/2018	127	127	254
4/28/2018	98	98	196
4/29/2018	54	54	108
4/30/2018	127	127	254
<b>Total</b>	<b>3538</b>	<b>3538</b>	<b>7076</b>

### Boardings by Time of Day

Time	Number of Boardings	Average Boardings/Day	Percent of Total
6:00 AM	72	2.4	2.0
7:00 AM	164	5.5	4.6
8:00 AM	108	3.6	3.1
9:00 AM	98	3.3	2.8
10:00 AM	123	4.1	3.5
11:00 AM	167	5.6	4.7
12:00 PM	150	5.0	4.2
1:00 PM	154	5.1	4.4
2:00 PM	328	10.9	9.3
3:00 PM	416	13.9	11.8
4:00 PM	424	14.1	12.0
5:00 PM	323	10.8	9.1
6:00 PM	211	7.0	6.0
7:00 PM	143	4.8	4.0
8:00 PM	198	6.6	5.6
9:00 PM	208	6.9	5.9
10:00 PM	178	5.9	5.0
11:00 PM	73	2.4	2.1
<b>Total</b>	<b>3,538</b>	<b>118</b>	<b>100</b>

### Daily Average

Average Trips per weekday	274
Average Trips per Saturday	193
Average Trips per Sunday	108

### Trips Per Stop

Stop	Total Boardings	Boardings/Day	Estimated Alightings/Day	Total Activity/Day	% of Total Activity
2550 Patterson	39	1.3	1.3	2.6	1.1
28th and Cascade Center	31	1.0	1.0	2.1	0.9
28th and Cascade Rd	219	7.3	7.3	14.6	6.2
28th and Charlevoix	543	18.1	18.1	36.2	15.3
28th and Charlevoix Woods	63	2.1	2.1	4.2	1.8
28th and Jacksmith	5	0.2	0.2	0.3	0.1
28th and Lucerne	111	3.7	3.7	7.4	3.1
28th and Northern	730	24.3	24.3	48.7	20.6
28th and Patterson	582	19.4	19.4	38.8	16.4
28th and Thornhills	156	5.2	5.2	10.4	4.4
Cascade Meijer	1015	33.8	33.8	67.7	28.7
Mary Free Bed YMCA	44	1.5	1.5	2.9	1.2
<b>Total</b>		<b>118</b>	<b>118</b>	<b>236</b>	<b>100</b>

### Trips Per Day

Date	Boardings	Estimated Alightings	Estimated Total Trips
6/1/2018	150	150	300
6/2/2018	95	95	190
6/3/2018	63	63	126
6/4/2018	158	158	316
6/5/2018	126	126	252
6/6/2018	169	169	338
6/7/2018	168	168	336
6/8/2018	144	144	288
6/9/2018	72	72	144
6/10/2018	51	51	102
6/11/2018	161	161	322
6/12/2018	166	166	332
6/13/2018	155	155	310
6/14/2018	178	178	356
6/15/2018	137	137	274
6/16/2018	132	132	264
6/17/2018	61	61	122
6/18/2018	135	135	270
6/19/2018	208	208	416
6/20/2018	126	126	252
6/21/2018	155	155	310
6/22/2018	145	145	290
6/23/2018	80	80	160
6/24/2018	81	81	162
6/25/2018	121	121	242
6/26/2018	137	137	274
6/27/2018	130	130	260
6/28/2018	153	153	306
6/29/2018	164	164	328
6/30/2018	107	107	214
<b>Total</b>	<b>3928</b>	<b>3928</b>	<b>7856</b>

### Boardings by Time of Day

Time	Number of Boardings	Average Boardings/Day	Percent of Total
6:00 AM	45	1.5	1.2
7:00 AM	209	7.0	5.4
8:00 AM	100	3.3	2.6
9:00 AM	113	3.8	2.9
10:00 AM	192	6.4	4.9
11:00 AM	147	4.9	3.8
12:00 PM	161	5.4	4.1
1:00 PM	214	7.1	5.5
2:00 PM	322	10.7	8.3
3:00 PM	432	14.4	11.1
4:00 PM	407	13.6	10.5
5:00 PM	338	11.3	8.7
6:00 PM	301	10.0	7.7
7:00 PM	177	5.9	4.5
8:00 PM	204	6.8	5.2
9:00 PM	231	7.7	5.9
10:00 PM	199	6.6	5.1
11:00 PM	99	3.3	2.5
<b>Total</b>	<b>3,891</b>	<b>130</b>	<b>100</b>

### Daily Average

Average Trips per weekday	<b>303</b>
Average Trips per Saturday	<b>194</b>
Average Trips per Sunday	<b>128</b>

### Trips Per Stop

Stop	Total Boardings	Boardings/Day	Estimated Alightings/Day	Total Activity/Day	% of Total Activity
2550 Patterson	26	0.9	0.9	1.7	0.7
28th and Cascade Center	48	1.6	1.6	3.2	1.2
28th and Cascade Rd	241	8.0	8.0	16.1	6.1
28th and Charlevoix	722	24.1	24.1	48.1	18.4
28th and Charlevoix Woods	78	2.6	2.6	5.2	2.0
28th and Jacksmith	20	0.7	0.7	1.3	0.5
28th and Lucerne	96	3.2	3.2	6.4	2.4
28th and Northern	715	23.8	23.8	47.7	18.2
28th and Patterson	529	17.6	17.6	35.3	13.5
28th and Thornhills	155	5.2	5.2	10.3	3.9
Cascade Meijer	1241	41.4	41.4	82.7	31.6
Mary Free Bed YMCA	55	1.8	1.8	3.7	1.4
<b>Total</b>		<b>131</b>	<b>131</b>	<b>262</b>	<b>100</b>

**Trips Per Day**

Date	Boardings	Estimated Alightings	Estimated Total Trips
7/1/2018	71	71	142
7/2/2018	125	125	250
7/3/2018	128	128	256
7/5/2018	161	161	322
7/6/2018	160	160	320
7/7/2018	125	125	250
7/8/2018	76	76	152
7/9/2018	182	182	364
7/10/2018	155	155	310
7/11/2018	137	137	274
7/12/2018	168	168	336
7/13/2018	182	182	364
7/14/2018	114	114	228
7/15/2018	75	75	150
7/16/2018	145	145	290
7/17/2018	153	153	306
7/18/2018	149	149	298
7/19/2018	162	162	324
7/20/2018	138	138	276
7/21/2018	78	78	156
7/22/2018	46	46	92
7/23/2018	141	141	282
7/24/2018	205	205	410
7/25/2018	181	181	362
7/26/2018	150	150	300
7/27/2018	177	177	354
7/28/2018	71	71	142
7/29/2018	46	46	92
7/30/2018	148	148	296
7/31/2018	128	128	256
<b>Total</b>	<b>3977</b>	<b>3977</b>	<b>7954</b>

**Boardings by Time of Day**

Time	Number of Boardings	Average Boardings/Day	Percent of Total
6:00 AM	19	0.6	0.5
7:00 AM	156	5.2	4.0
8:00 AM	123	4.1	3.1
9:00 AM	180	6.0	4.6
10:00 AM	122	4.1	3.1
11:00 AM	135	4.5	3.5
12:00 PM	182	6.1	4.7
1:00 PM	217	7.2	5.6
2:00 PM	309	10.3	7.9
3:00 PM	433	14.4	11.1
4:00 PM	417	13.9	10.7
5:00 PM	380	12.7	9.7
6:00 PM	319	10.6	8.2
7:00 PM	207	6.9	5.3
8:00 PM	204	6.8	5.2
9:00 PM	193	6.4	4.9
10:00 PM	191	6.4	4.9
11:00 PM	122	4.1	3.1
<b>Total</b>	<b>3,909</b>	<b>130</b>	<b>100</b>

**Daily Average**

Average Trips per weekday	<b>312</b>
Average Trips per Saturday	<b>194</b>
Average Trips per Sunday	<b>126</b>

**Trips Per Stop**

Stop	Total Boardings	Boardings/Day	Estimated Alightings/Day	Total Activity/Day	% of Total Activity
2550 Patterson	51	1.7	1.7	3.4	1.3
28th and Cascade Center	21	0.7	0.7	1.4	0.5
28th and Cascade Rd	257	8.6	8.6	17.1	6.5
28th and Charlevoix	791	26.4	26.4	52.7	19.9
28th and Charlevoix Woods	78	2.6	2.6	5.2	2.0
28th and Jacksmith	10	0.3	0.3	0.7	0.3
28th and Lucerne	118	3.9	3.9	7.9	3.0
28th and Northern	701	23.4	23.4	46.7	17.6
28th and Patterson	463	15.4	15.4	30.9	11.6
28th and Thornhills	156	5.2	5.2	10.4	3.9
Cascade Meijer	1267	42.2	42.2	84.5	31.8
Mary Free Bed YMCA	66	2.2	2.2	4.4	1.7
<b>Total</b>		<b>133</b>	<b>133</b>	<b>265</b>	<b>100</b>

**Trips Per Day**

Date	Boardings	Estimated Alightings	Estimated Total Trips
8/1/2018	110	110	220
8/2/2018	127	127	254
8/3/2018	167	167	334
8/4/2018	127	127	254
8/5/2018	64	64	128
8/6/2018	139	139	278
8/7/2018	144	144	288
8/8/2018	142	142	284
8/9/2018	148	148	296
8/10/2018	169	169	338
8/11/2018	93	93	186
8/12/2018	61	61	122
8/13/2018	125	125	250
8/14/2018	141	141	282
8/15/2018	165	165	330
8/16/2018	144	144	288
8/17/2018	134	134	268
8/18/2018	103	103	206
8/19/2018	57	57	114
8/20/2018	139	139	278
8/21/2018	131	131	262
8/22/2018	156	156	312
8/23/2018	115	115	230
8/24/2018	140	140	280
8/25/2018	62	62	124
8/26/2018	73	73	146
8/27/2018	104	104	208
8/28/2018	83	83	166
8/29/2018	113	113	226
8/30/2018	148	148	296
8/31/2018	166	166	332
<b>Total</b>	<b>3790</b>	<b>3790</b>	<b>7580</b>

**Boardings by Time of Day**

Time	Number of Boardings	Average Boardings/Day	Percent of Total
6:00 AM	41	1.3	1.1
7:00 AM	162	5.2	4.3
8:00 AM	117	3.8	3.1
9:00 AM	108	3.5	2.8
10:00 AM	136	4.4	3.6
11:00 AM	129	4.2	3.4
12:00 PM	211	6.8	5.6
1:00 PM	185	6.0	4.9
2:00 PM	367	11.8	9.7
3:00 PM	479	15.5	12.6
4:00 PM	389	12.5	10.3
5:00 PM	348	11.2	9.2
6:00 PM	272	8.8	7.2
7:00 PM	173	5.6	4.6
8:00 PM	177	5.7	4.7
9:00 PM	193	6.2	5.1
10:00 PM	225	7.3	5.9
11:00 PM	78	2.5	2.1
<b>Total</b>	<b>3,790</b>	<b>122</b>	<b>100</b>

**Daily Average**

Average Trips per weekday	274
Average Trips per Saturday	193
Average Trips per Sunday	128

Stop	Direction	Stop ID	Total Boardings	Boardings/Day	Estimated Alightings/Day	Total Activity	% of the Total
28th and Patterson	EB	9270	70	2.3	35.2	37.4	15.3%
2550 Patterson	EB	9272	43	1.4	1.4	2.8	1.1%
Mary Free Bed YMCA	EB	9274	49	1.6	1.6	3.2	1.3%
Cascade Meijer	EB/WB	9275	1,206	38.9	38.9	77.8	31.8%
28th and Charlevoix	EB	9277	53	1.7	20.2	21.9	9.0%
28th and Lucerne	EB	9279	19	0.6	2.7	3.4	1.4%
28th and Cascade Center	EB	9281	25	0.8	2.6	3.4	1.4%
28th and Thornhills	WB	9283	22	0.7	2.3	3.0	1.2%
28th and Jacksmith	EB	9284	11	0.4	2.3	2.6	1.1%
28th and Cascade Rd	EB/WB	9286	269	8.7	8.7	17.4	7.1%
28th and Thornhills	WB	9288	141	4.5	1.1	5.6	2.3%
28th and Charlevoix Woods	WB	9290	80	2.6	0.8	3.4	1.4%
28th and Lucerne	WB	9292	85	2.7	0.6	3.4	1.4%
28th and Charlevoix	WB	9294	627	20.2	1.7	21.9	9.0%
28th and Northern	WB	9298	706	22.8	1.1	23.9	9.8%
28th and Patterson	WB	9300	384	12.4	1.1	13.5	5.5%
<b>Total</b>			<b>3,790</b>	<b>122.3</b>	<b>122.3</b>	<b>244.5</b>	

**Trips Per Day**

Date	Boardings	Estimated Alightings	Estimated Total Trips
9/1/2018	80	80	160
9/2/2018	56	56	112
9/4/2018	136	136	272
9/5/2018	119	119	238
9/6/2018	130	130	260
9/7/2018	117	117	234
9/8/2018	92	92	184
9/9/2018	62	62	124
9/10/2018	121	121	242
9/11/2018	112	112	224
9/12/2018	104	104	208
9/13/2018	107	107	214
9/14/2018	137	137	274
9/15/2018	94	94	188
9/16/2018	43	43	86
9/17/2018	123	123	246
9/18/2018	114	114	228
9/19/2018	117	117	234
9/20/2018	116	116	232
9/21/2018	118	118	236
9/22/2018	79	79	158
9/23/2018	63	63	126
9/24/2018	113	113	226
9/25/2018	117	117	234
9/26/2018	120	120	240
9/27/2018	162	162	324
9/28/2018	101	101	202
9/29/2018	102	102	204
9/30/2018	44	44	88
<b>Total</b>	<b>2999</b>	<b>2999</b>	<b>5998</b>

**Boardings by Time of Day**

Time	Number of Boardings	Average Boardings/Day	Percent of Total
6:00 AM	33	1.1	1.1
7:00 AM	118	3.8	3.9
8:00 AM	104	3.4	3.5
9:00 AM	68	2.2	2.3
10:00 AM	86	2.8	2.9
11:00 AM	125	4.0	4.2
12:00 PM	132	4.3	4.4
1:00 PM	185	6.0	6.2
2:00 PM	289	9.3	9.6
3:00 PM	331	10.7	11.0
4:00 PM	318	10.3	10.6
5:00 PM	299	9.6	10.0
6:00 PM	210	6.8	7.0
7:00 PM	145	4.7	4.8
8:00 PM	121	3.9	4.0
9:00 PM	157	5.1	5.2
10:00 PM	190	6.1	6.3
11:00 PM	88	2.8	2.9
<b>Total</b>	<b>2,999</b>	<b>97</b>	<b>100</b>

**Daily Average**

Average Trips per weekday	<b>240</b>
Average Trips per Saturday	<b>179</b>
Average Trips per Sunday	<b>107</b>

Stop	Direction	Stop ID	Total Boardings	Boardings/Day	Estimated Alightings/Day	Total Activity	% of theTotal
28th and Patterson	EB	9270	35	1.2	28.9	30.1	14.5%
2550 Patterson	EB	9272	25	0.9	0.9	1.7	0.8%
Mary Free Bed YMCA	EB	9274	58	2.0	2.0	4.0	1.9%
Cascade Meijer	EB/WB	9275	1,015	35.0	35.0	70.0	33.8%
28th and Charlevoix	EB	9277	50	1.7	15.6	17.3	8.4%
28th and Lucerne	EB	9279	15	0.5	2.3	2.9	1.4%
28th and Cascade Center	EB	9281	28	1.0	2.4	3.3	1.6%
28th and Thornhills	WB	9283	4	0.1	2.4	2.5	1.2%
28th and Jacksmith	EB	9284	5	0.2	2.4	2.6	1.2%
28th and Cascade Rd	EB/WB	9286	200	6.9	6.9	13.8	6.7%
28th and Thornhills	WB	9288	139	4.8	0.3	5.1	2.5%
28th and Charlevoix Woods	WB	9290	69	2.4	1.0	3.3	1.6%
28th and Lucerne	WB	9292	68	2.3	0.5	2.9	1.4%
28th and Charlevoix	WB	9294	451	15.6	1.7	17.3	8.4%
28th and Northern	WB	9298	555	19.1	0.6	19.7	9.5%
28th and Patterson	WB	9300	282	9.7	0.6	10.3	5.0%
<b>Total</b>			<b>2,999</b>	<b>103.4</b>	<b>103.4</b>	<b>206.8</b>	

**Trips Per Day**

Date	Boardings	Estimated Alightings	Estimated Total Trips
10/1/2018	112	112	224
10/2/2018	145	145	290
10/3/2018	130	130	260
10/4/2018	156	156	312
10/5/2018	133	133	266
10/6/2018	109	109	218
10/7/2018	59	59	118
10/8/2018	138	138	276
10/9/2018	120	120	240
10/10/2018	110	110	220
10/11/2018	143	143	286
10/12/2018	131	131	262
10/13/2018	99	99	198
10/14/2018	54	54	108
10/15/2018	83	83	166
10/16/2018	133	133	266
10/17/2018	147	147	294
10/18/2018	135	135	270
10/19/2018	119	119	238
10/20/2018	76	76	152
10/21/2018	62	62	124
10/22/2018	140	140	280
10/23/2018	130	130	260
10/24/2018	127	127	254
10/25/2018	121	121	242
10/26/2018	151	151	302
10/27/2018	96	96	192
10/28/2018	52	52	104
10/29/2018	111	111	222
10/30/2018	37	37	74
10/31/2018	127	127	254
11/1/2018	133	133	266
11/2/2018	101	101	202
11/3/2018	96	96	192
11/4/2018	37	37	74
11/5/2018	144	144	288
11/6/2018	81	81	162
11/7/2018	120	120	240
11/8/2018	128	128	256
11/9/2018	125	125	250
11/10/2018	74	74	148
11/11/2018	47	47	94
11/12/2018	107	107	214
11/13/2018	119	119	238
11/14/2018	147	147	294
11/15/2018	130	130	260
11/16/2018	116	116	232
11/17/2018	97	97	194
11/18/2018	51	51	102
11/19/2018	110	110	220
11/20/2018	111	111	222
11/21/2018	140	140	280
11/22/2018	0	0	0
11/23/2018	126	126	252
11/24/2018	75	75	150
11/25/2018	61	61	122
11/26/2018	101	101	202
11/27/2018	110	110	220
11/28/2018	136	136	272
11/29/2018	96	96	192
11/30/2018	119	119	238
12/1/2018	93	93	186
12/2/2018	57	57	114
12/3/2018	117	117	234
12/4/2018	112	112	224
12/5/2018	135	135	270
12/6/2018	128	128	256
12/7/2018	108	108	216
12/8/2018	64	64	128
12/9/2018	62	62	124
12/10/2018	96	96	192
12/11/2018	113	113	226
12/12/2018	106	106	212
12/13/2018	131	131	262
12/14/2018	126	126	252
12/15/2018	88	88	176
12/16/2018	50	50	100
12/17/2018	104	104	208
12/18/2018	115	115	230
12/19/2018	121	121	242
12/20/2018	122	122	244
12/21/2018	121	121	242
12/22/2018	75	75	150
12/23/2018	42	42	84
12/24/2018	62	62	124
12/25/2018	0	0	0
12/26/2018	103	103	206
12/27/2018	99	99	198
12/28/2018	119	119	238
12/29/2018	68	68	136
12/30/2018	38	38	76
12/31/2018	69	69	138
<b>Total</b>	<b>9,368</b>	<b>9,368</b>	<b>18,736</b>

**Boardings by Time of Day**

Time	Number of Boardings	Average Boardings/Day	Percent of Total
6:00 AM	151	1.7	1.6
7:00 AM	455	5.1	4.9
8:00 AM	351	3.9	3.7
9:00 AM	283	3.1	3.0
10:00 AM	319	3.5	3.4
11:00 AM	367	4.1	3.9
12:00 PM	510	5.7	5.4
1:00 PM	540	6.0	5.8
2:00 PM	799	8.9	8.5
3:00 PM	969	10.8	10.3
4:00 PM	1084	12.0	11.6
5:00 PM	792	8.8	8.5
6:00 PM	552	6.1	5.9
7:00 PM	469	5.2	5.0
8:00 PM	455	5.1	4.9
9:00 PM	486	5.4	5.2
10:00 PM	590	6.6	6.3
11:00 PM	195	2.2	2.1
12:00 AM	1	0.0	0.0
<b>Total</b>	<b>9,368</b>	<b>104.1</b>	<b>100.0</b>

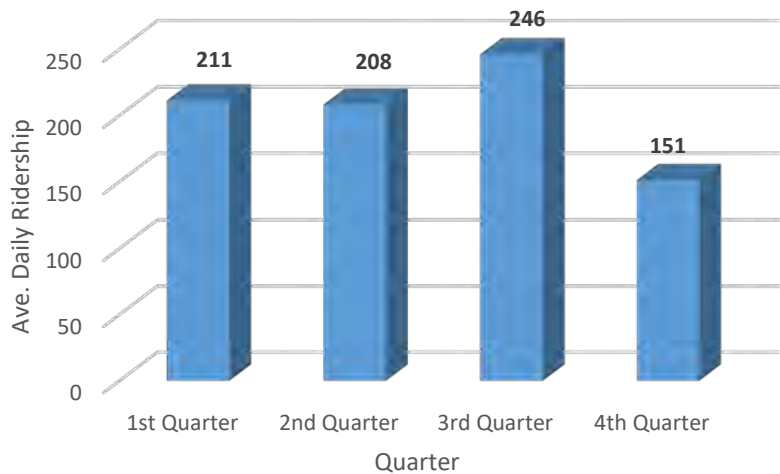
**Daily Average**

Average Trips per Weekday	237
Average Trips per Saturday	171
Average Trips per Sunday	103

Stop	Direction	Stop ID	Total Boardings	Boardings/Day	Estimated Alightings/Day	Total Activity	% of the Total
28th and Patterson	EB	9270	213	2.4	2.4	4.7	2.3%
2550 Patterson	EB	9272	62	0.7	0.7	1.4	0.7%
Mary Free Bed YMCA	EB	9274	138	1.5	1.5	3.1	1.5%
Cascade Meijer	EB/WB	9275	3,232	35.9	35.9	71.8	34.5%
28th and Charlevoix	EB	9277	100	1.1	1.1	2.2	1.1%
28th and Lucerne	EB	9279	119	1.3	1.3	2.6	1.3%
28th and Cascade Center	EB	9281	71	0.8	0.8	1.6	0.8%
28th and Thornhills	WB	9283	74	0.8	0.8	1.6	0.8%
28th and Jacksmith	EB	9284	16	0.2	0.2	0.4	0.2%
28th and Cascade Rd	EB/WB	9286	510	5.7	5.7	11.3	5.4%
28th and Thornhills	WB	9288	459	5.1	5.1	10.2	4.9%
28th and Charlevoix Woods	WB	9290	172	1.9	1.9	3.8	1.8%
28th and Lucerne	WB	9292	212	2.4	2.4	4.7	2.3%
28th and Charlevoix	WB	9294	1,322	14.7	14.7	29.4	14.1%
28th and Northern	WB	9298	1,783	19.8	19.8	39.6	19.0%
28th and Patterson	WB	9300	885	9.8	9.8	19.7	9.4%
<b>Total</b>			<b>9,368</b>	<b>104.1</b>	<b>104.1</b>	<b>208.2</b>	<b>100.0%</b>

# Rapid 28th Street - FY2019 4th Quarter Ridership Data

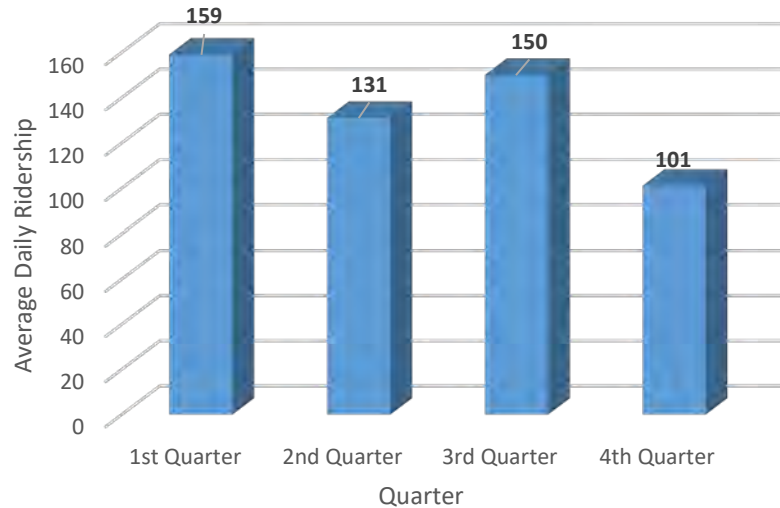
## Rapid - 28th Street Weekday Ridership



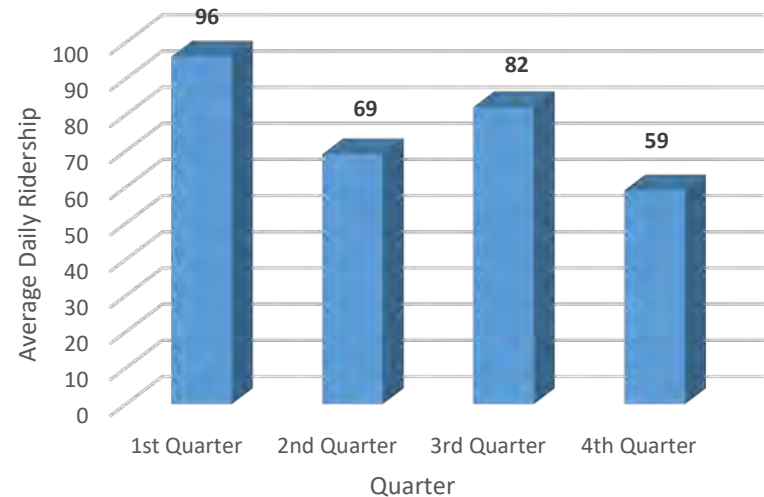
The Rapid collects realtime boarding data and no longer relies on sampling estimates. Alightings are still estimated, with one alighting estimated per boarding. The riders summary is charted on this sheet, while actual rider data and ridership logs are available upon request. Based on data from 2018 and 2019, it appears the ridership has matured, and changes in ridership patterns are due more to changes along the route than the availability of the service.

Through 3rd Quarter 2019, average weekday ridership has begun to creep up again after two quarters of down ridership. The decrease in ridership is more than likely related to the closure of businesses (i.e. Teleperformance) with high ridership numbers. First and second quarter numbers were also likely effected by a colder than normal winter and wetter than normal spring, which can effect the number of "voluntary" riders.

## Rapid - 28th Street Saturday Ridership



## Rapid - 28th Street Sunday Ridership



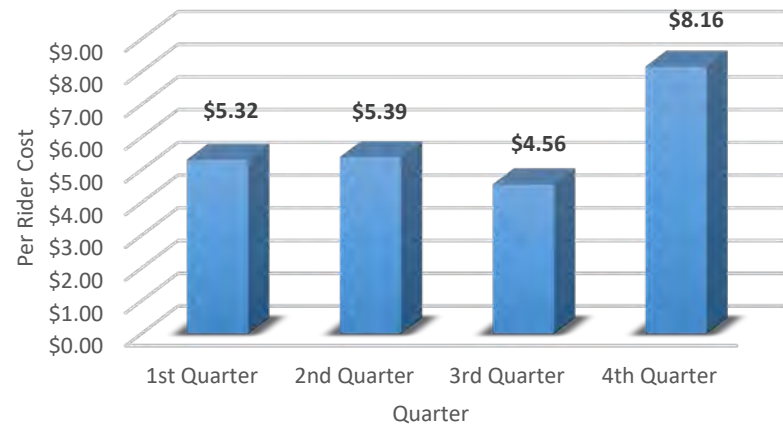
# Rapid 28th Street - FY2019 4th Quarter Financial Data

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 \$62.34 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. In 4th Quarter 2019 the per ride subsidy for weekdays was significantly higher than in the previous 3 quarters this is due to two items, the amount of riders decreasing, and the cost charged by ITP to the Township increasing. You will see similar increases to both the Saturday and Sunday subsidy per rider as well.

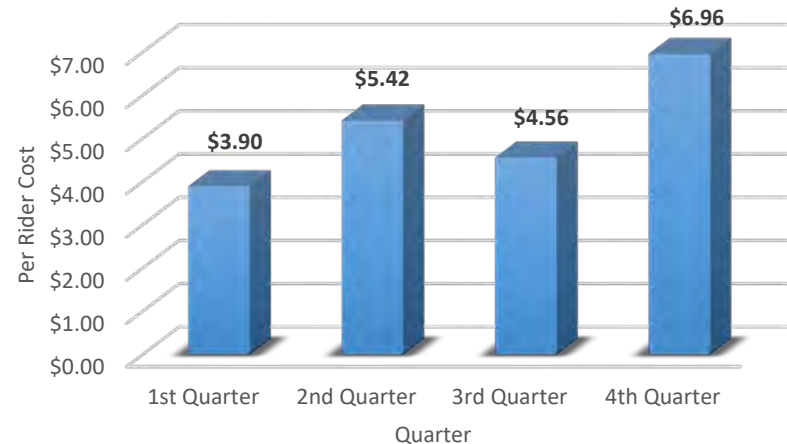
## Rapid - 28th Street Weekday Per Rider Cost



## Rapid - 28th Street Saturday Per Rider Cost

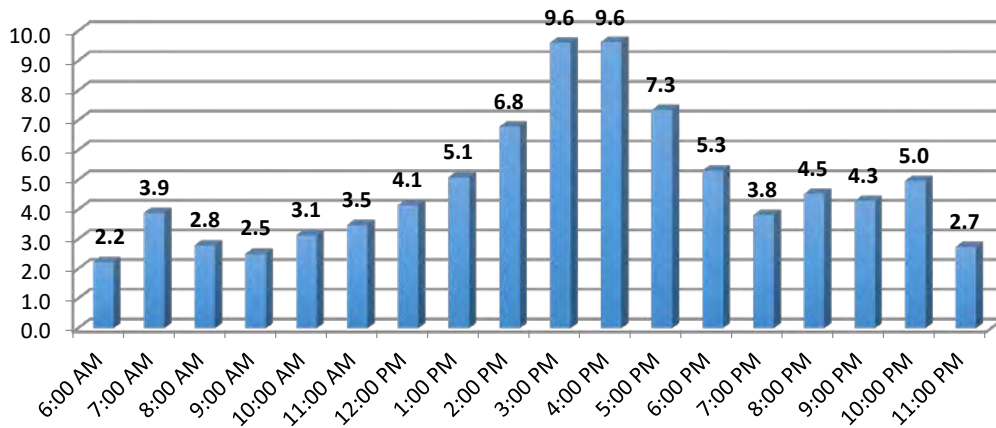


## Rapid - 28th Street Sunday Per Rider Costs



# Rapid 28th Street - FY 2019 4th Quarter Hourly Boarding Data

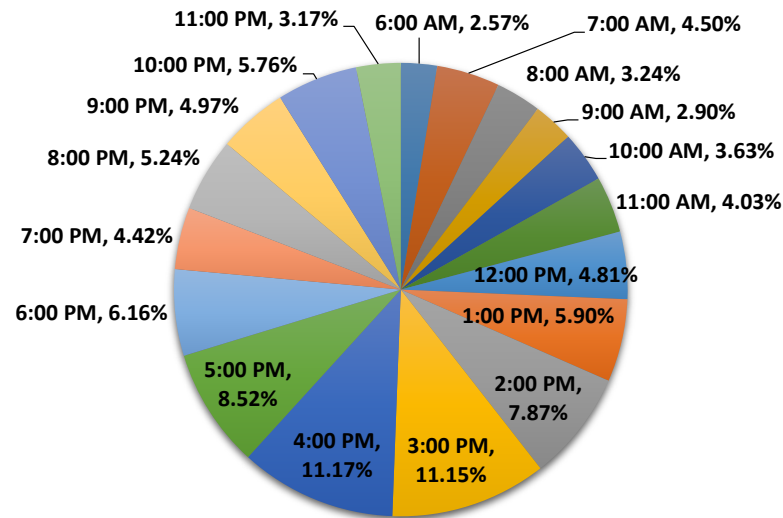
## Average Boardings By Hour (All Days)



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 6 am hour (2.57%) and the largest occurs in the 4 pm hour (11.75%)

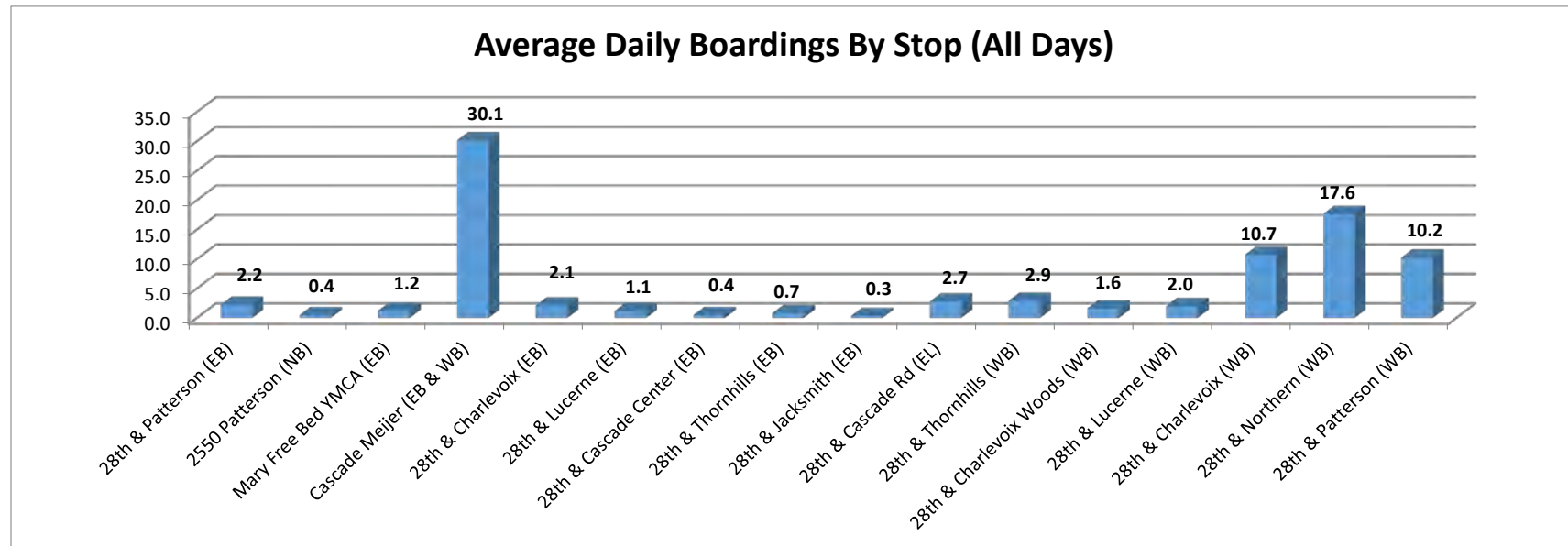
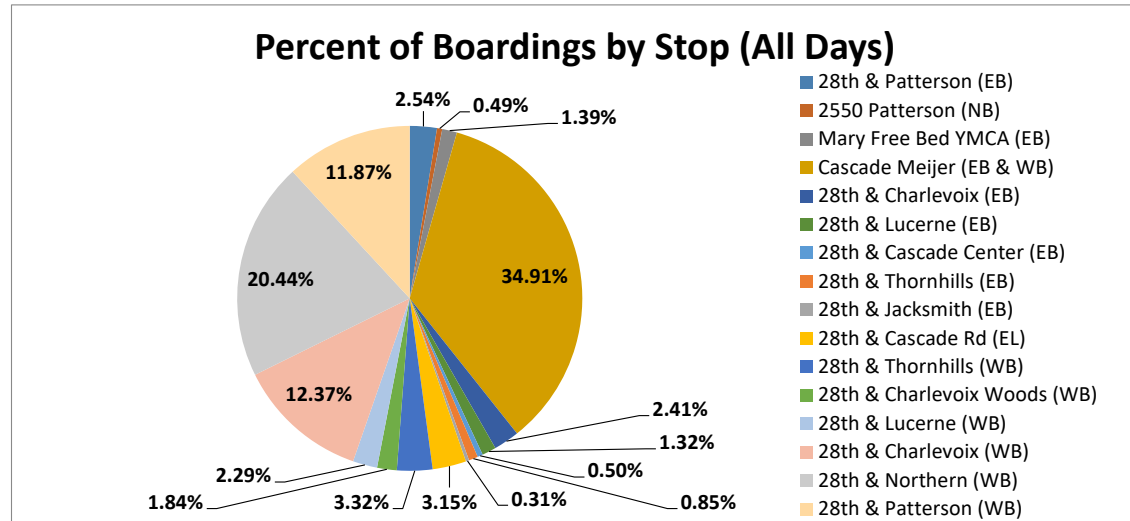
## Percent of Total Boardings (All Days)



# Rapid 28th Street - FY 2019 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 (30.1) while several stops average less than 5 boardings per day. It should be noted the data represents all weekdays and weekend days.



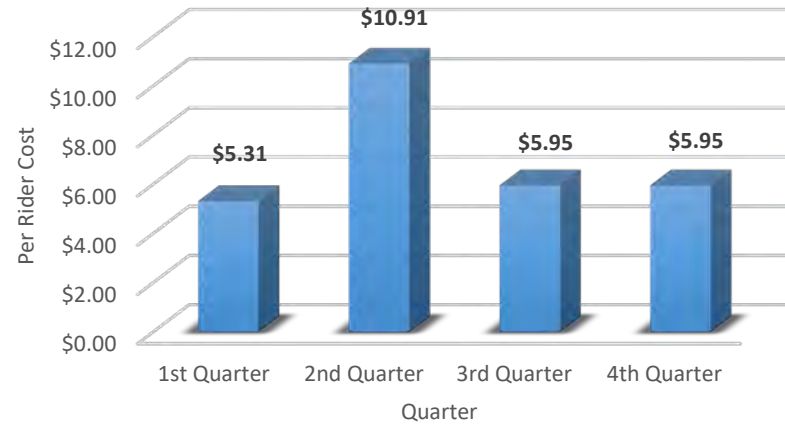
# Rapid 28th Street - FY2019 4th Quarter Financial Data

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:

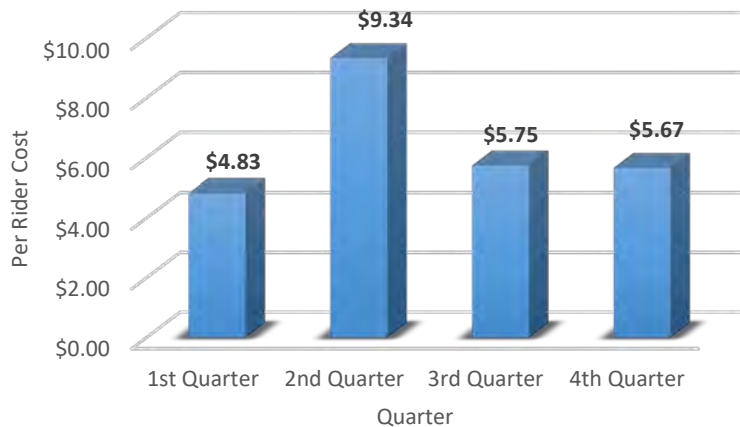
**Weekday - \$1,232.64   Saturday - \$821.76   Sunday - \$410.88**

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.

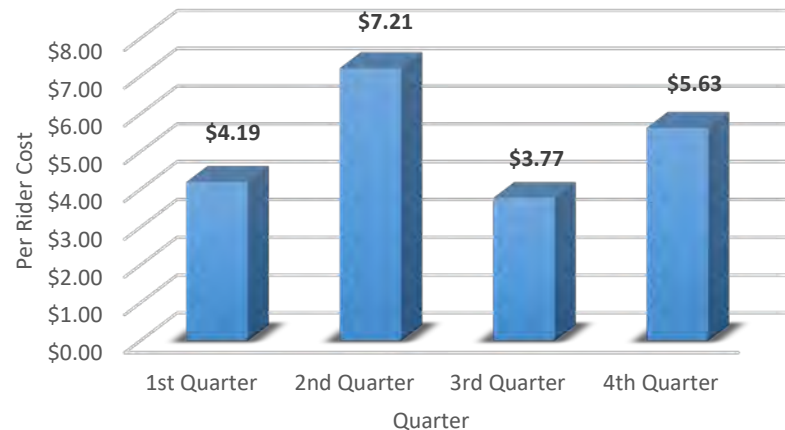
### Rapid - 28th Street Weekday Per Rider Cost



### Rapid - 28th Street Saturday Per Rider Cost



### Rapid - 28th Street Sunday Per Rider Costs



**Trips Per Day**

Date	Boardings	Estimated Alightings	Estimated Total Trips
1/1/2019	0	0	0
1/2/2019	106	106	212
1/3/2019	121	121	242
1/4/2019	132	132	264
1/5/2019	87	87	174
1/6/2019	45	45	90
1/7/2019	90	90	180
1/8/2019	110	110	220
1/9/2019	121	121	242
1/10/2019	121	121	242
1/11/2019	119	119	238
1/12/2019	76	76	152
1/13/2019	49	49	98
1/14/2019	89	89	178
1/15/2019	93	93	186
1/16/2019	94	94	188
1/17/2019	99	99	198
1/18/2019	115	115	230
1/19/2019	62	62	124
1/20/2019	40	40	80
1/21/2019	59	59	118
1/22/2019	72	72	144
1/23/2019	109	109	218
1/24/2019	123	123	246
1/25/2019	103	103	206
1/26/2019	79	79	158
1/27/2019	48	48	96
1/28/2019	65	65	130
1/29/2019	46	46	92
1/30/2019	39	39	78
1/31/2019	68	68	136
2/1/2019	84	84	168
2/2/2019	66	66	132
2/3/2019	49	49	98
2/4/2019	83	83	166
2/5/2019	88	88	176
2/6/2019	117	117	234
2/7/2019	105	105	210
2/8/2019	94	94	188
2/9/2019	75	75	150
2/10/2019	44	44	88
2/11/2019	119	119	238
2/12/2019	93	93	186
2/13/2019	129	129	258
2/14/2019	124	124	248
2/15/2019	106	106	212
2/16/2019	89	89	178
2/17/2019	45	45	90
2/18/2019	88	88	176
2/19/2019	104	104	208
2/20/2019	119	119	238
2/21/2019	114	114	228
2/22/2019	115	115	230
2/23/2019	80	80	160
2/24/2019	34	34	68
2/25/2019	90	90	180
2/26/2019	95	95	190
2/27/2019	95	95	190
2/28/2019	119	119	238
3/1/2019	107	107	214
3/2/2019	100	100	200
3/3/2019	85	85	170
3/4/2019	80	80	160
3/5/2019	67	67	134
3/6/2019	102	102	204
3/7/2019	129	129	258
3/8/2019	117	117	234
3/9/2019	88	88	176
3/10/2019	47	47	94
3/11/2019	110	110	220
3/12/2019	136	136	272
3/13/2019	134	134	268
3/14/2019	133	133	266
3/15/2019	117	117	234
3/16/2019	80	80	160
3/17/2019	41	41	82
3/18/2019	123	123	246
3/19/2019	116	116	232
3/20/2019	120	120	240
3/21/2019	138	138	276
3/22/2019	123	123	246
3/23/2019	62	62	124
3/24/2019	42	42	84
3/25/2019	112	112	224
3/26/2019	101	101	202
3/27/2019	165	165	330
3/28/2019	119	119	238
3/29/2019	118	118	236
3/30/2019	89	89	178
3/31/2019	55	55	110
<b>Total</b>	<b>8,299</b>	<b>8,299</b>	<b>16,598</b>

**Boardings by Time of Day**

Time	Number of Boardings	Average Boardings/Day	Percent of Total
5:00 AM	194	2.2	2.3
7:00 AM	371	4.1	4.5
8:00 AM	262	2.9	3.2
9:00 AM	249	2.8	3.0
10:00 AM	214	2.4	2.6
11:00 AM	309	3.4	3.7
12:00 PM	370	4.1	4.5
1:00 PM	526	5.8	6.3
2:00 PM	653	7.3	7.9
3:00 PM	891	9.9	10.7
4:00 PM	957	10.6	11.5
5:00 PM	687	7.6	8.3
6:00 PM	540	6.0	6.5
7:00 PM	398	4.4	4.8
8:00 PM	474	5.3	5.7
9:00 PM	451	5.0	5.4
10:00 PM	521	5.8	6.3
11:00 PM	232	2.6	2.8
12:00 AM	0	0.0	0.0
<b>Total</b>	<b>8,299</b>	<b>92.2</b>	<b>100.0</b>

**Daily Average**

Average Trips per Weekday	211
Average Trips per Saturday	159
Average Trips per Sunday	96

Stop	Direction	Stop ID	Total Boardings	Boardings/Day	Estimated Alightings/Day	Total Activity	% of the Total
28th and Patterson	EB	9270	180	2.0	2.0	4.0	2.2%
2550 Patterson	EB	9272	31	0.3	0.3	0.7	0.4%
Mary Free Bed YMCA	EB	9274	112	1.3	1.3	2.5	1.3%
Cascade Meijer	EB/WB	9275	2,827	31.8	31.8	63.5	34.1%
28th and Charlevoix	EB	9277	147	1.7	1.7	3.3	1.8%
28th and Lucerne	EB	9279	152	1.7	1.7	3.4	1.8%
28th and Cascade Center	EB	9281	47	0.5	0.5	1.1	0.6%
28th and Thornhills	WB	9283	88	1.0	1.0	2.0	1.1%
28th and Jacksmith	EB	9284	21	0.2	0.2	0.5	0.3%
28th and Cascade Rd	EB/WB	9286	254	2.9	2.9	5.7	3.1%
28th and Thornhills	WB	9288	339	3.8	3.8	7.6	4.1%
28th and Charlevoix Woods	WB	9290	106	1.2	1.2	2.4	1.3%
28th and Lucerne	WB	9292	258	2.9	2.9	5.8	3.1%
28th and Charlevoix	WB	9294	1,184	13.3	13.3	26.6	14.3%
28th and Northern	WB	9298	1,624	18.2	18.2	36.5	19.6%
28th and Patterson	WB	9300	929	10.4	10.4	20.9	11.2%
<b>Total</b>			<b>8,299</b>	<b>93.2</b>	<b>93.2</b>	<b>186.5</b>	<b>100.0%</b>

**Trips Per Day**

Date	Boardings	Estimated Alightings	Estimated Total Trips
Monday 4/1/2019	97	97	194
Tuesday 4/2/2019	65	65	130
Wednesday 4/3/2019	153	153	306
Thursday 4/4/2019	115	115	230
Friday 4/5/2019	116	116	232
Saturday 4/6/2019	82	82	164
Sunday 4/7/2019	37	37	74
Monday 4/8/2019	101	101	202
Tuesday 4/9/2019	88	88	176
Wednesday 4/10/2019	112	112	224
Thursday 4/11/2019	107	107	214
Friday 4/12/2019	100	100	200
Saturday 4/13/2019	70	70	140
Sunday 4/14/2019	36	36	72
Monday 4/15/2019	97	97	194
Tuesday 4/16/2019	126	126	252
Wednesday 4/17/2019	97	97	194
Thursday 4/18/2019	119	119	238
Friday 4/19/2019	102	102	204
Saturday 4/20/2019	78	78	156
Sunday 4/21/2019	22	22	44
Monday 4/22/2019	104	104	208
Tuesday 4/23/2019	76	76	152
Wednesday 4/24/2019	72	72	144
Thursday 4/25/2019	101	101	202
Friday 4/26/2019	92	92	184
Saturday 4/27/2019	74	74	148
Sunday 4/28/2019	35	35	70
Monday 4/29/2019	87	87	174
Tuesday 4/30/2019	88	88	176
Wednesday 5/1/2019	79	79	158
Thursday 5/2/2019	109	109	218
Friday 5/3/2019	27	27	54
Saturday 5/4/2019	68	68	136
Sunday 5/5/2019	24	24	48
Monday 5/6/2019	86	86	172
Tuesday 5/7/2019	98	98	196
Wednesday 5/8/2019	106	106	212
Thursday 5/9/2019	111	111	222
Friday 5/10/2019	159	159	318
Saturday 5/11/2019	63	63	126
Sunday 5/12/2019	27	27	54
Monday 5/13/2019	84	84	168
Tuesday 5/14/2019	99	99	198
Wednesday 5/15/2019	88	88	176
Thursday 5/16/2019	130	130	260
Friday 5/17/2019	103	103	206
Saturday 5/18/2019	67	67	134
Sunday 5/19/2019	32	32	64
Monday 5/20/2019	96	96	192
Tuesday 5/21/2019	72	72	144
Wednesday 5/22/2019	114	114	228
Thursday 5/23/2019	124	124	248
Friday 5/24/2019	111	111	222
Saturday 5/25/2019	30	30	60
Sunday 5/26/2019	36	36	72
Monday 5/27/2019	<i>Memorial Day - NO SERVICE</i>		
Tuesday 5/28/2019	104	104	208
Wednesday 5/29/2019	96	96	192
Thursday 5/30/2019	77	77	154
Friday 5/31/2019	109	109	218
Saturday 6/1/2019	58	58	116
Sunday 6/2/2019	29	29	58
Monday 6/3/2019	95	95	190
Tuesday 6/4/2019	93	93	186
Wednesday 6/5/2019	122	122	244
Thursday 6/6/2019	112	112	224
Friday 6/7/2019	117	117	234
Saturday 6/8/2019	69	69	138
Sunday 6/9/2019	31	31	62
Monday 6/10/2019	77	77	154
Tuesday 6/11/2019	100	100	200
Wednesday 6/12/2019	168	168	336
Thursday 6/13/2019	75	75	150
Friday 6/14/2019	97	97	194
Saturday 6/15/2019	62	62	124
Sunday 6/16/2019	46	46	92
Monday 6/17/2019	101	101	202
Tuesday 6/18/2019	103	103	206
Wednesday 6/19/2019	112	112	224
Thursday 6/20/2019	112	112	224
Friday 6/21/2019	101	101	202
Saturday 6/22/2019	58	58	116
Sunday 6/23/2019	42	42	84
Monday 6/24/2019	112	112	224
Tuesday 6/25/2019	149	149	298
Wednesday 6/26/2019	133	133	266
Thursday 6/27/2019	164	164	328
Friday 6/28/2019	108	108	216
Saturday 6/29/2019	71	71	142
Sunday 6/30/2019	49	49	98
<b>Total</b>	<b>7,944</b>	<b>7,944</b>	<b>15,888</b>

**Boardings by Time of Day**

Time	Number of Boardings	Average Boardings/Day	Percent of Total
5:00 AM	213	2.4	2.7
7:00 AM	346	3.8	4.4
8:00 AM	248	2.8	3.1
9:00 AM	220	2.4	2.8
10:00 AM	321	3.6	4.0
11:00 AM	373	4.1	4.7
12:00 PM	395	4.4	5.0
1:00 PM	447	5.0	5.6
2:00 PM	571	6.3	7.2
3:00 PM	907	10.1	11.4
4:00 PM	886	9.8	11.2
5:00 PM	634	7.0	8.0
6:00 PM	504	5.6	6.3
7:00 PM	331	3.7	4.2
8:00 PM	428	4.8	5.4
9:00 PM	386	4.3	4.9
10:00 PM	429	4.8	5.4
11:00 PM	298	3.3	3.8
12:00 AM	7	0.1	0.1
<b>Total</b>	<b>7,944</b>	<b>88.3</b>	<b>100.0</b>

**Daily Average**

Average Trips per Weekday	208
Average Trips per Saturday	131
Average Trips per Sunday	69

Stop	Direction	Stop ID	Total Boardings	Boardings/Day	Estimated Alightings/Day	Total Activity	% of the Total
28th and Patterson	EB	9270	225	2.5	2.5	5.1	2.8%
2550 Patterson	EB	9272	43	0.5	0.5	1.0	0.5%
Mary Free Bed YMCA	EB	9274	110	1.2	1.2	2.5	1.4%
Cascade Meijer	EB/WB	9275	2,820	31.7	31.7	63.4	35.5%
28th and Charlevoix	EB	9277	87	1.0	1.0	2.0	1.1%
28th and Lucerne	EB	9279	73	0.8	0.8	1.6	0.9%
28th and Cascade Center	EB	9281	37	0.4	0.4	0.8	0.5%
28th and Thornhills	WB	9283	65	0.7	0.7	1.5	0.8%
28th and Jacksmith	EB	9284	16	0.2	0.2	0.4	0.2%
28th and Cascade Rd	EB/WB	9286	212	2.4	2.4	4.8	2.7%
28th and Thornhills	WB	9288	296	3.3	3.3	6.7	3.7%
28th and Charlevoix Woods	WB	9290	165	1.9	1.9	3.7	2.1%
28th and Lucerne	WB	9292	187	2.1	2.1	4.2	2.4%
28th and Charlevoix	WB	9294	1,028	11.6	11.6	23.1	12.9%
28th and Northern	WB	9298	1,641	18.4	18.4	36.9	20.7%
28th and Patterson	WB	9300	939	10.6	10.6	21.1	11.8%
<b>Total</b>			<b>7,944</b>	<b>89.3</b>	<b>89.3</b>	<b>178.5</b>	<b>100.0%</b>

**Trips Per Day**

Date	Boardings	Estimated Alightings	Estimated Total Trips
Monday 7/1/2019	117	117	234
Tuesday 7/2/2019	125	125	250
Wednesday 7/3/2019	175	175	350
Thursday 7/4/2019	<i>Fourth of July - NO SERVICE</i>		
Friday 7/5/2019	118	118	236
Saturday 7/6/2019	56	56	112
Sunday 7/7/2019	42	42	84
Monday 7/8/2019	135	135	270
Tuesday 7/9/2019	115	115	230
Wednesday 7/10/2019	136	136	272
Thursday 7/11/2019	107	107	214
Friday 7/12/2019	135	135	270
Saturday 7/13/2019	81	81	162
Sunday 7/14/2019	52	52	104
Monday 7/15/2019	155	155	310
Tuesday 7/16/2019	110	110	220
Wednesday 7/17/2019	132	132	264
Thursday 7/18/2019	248	248	496
Friday 7/19/2019	173	173	346
Saturday 7/20/2019	141	141	282
Sunday 7/21/2019	38	38	76
Monday 7/22/2019	101	101	202
Tuesday 7/23/2019	98	98	196
Wednesday 7/24/2019	101	101	202
Thursday 7/25/2019	118	118	236
Friday 7/26/2019	126	126	252
Saturday 7/27/2019	77	77	154
Sunday 7/28/2019	54	54	108
Monday 7/29/2019	123	123	246
Tuesday 7/30/2019	115	115	230
Wednesday 7/31/2019	132	132	264
Thursday 8/1/2019	118	118	236
Friday 8/2/2019	148	148	296
Saturday 8/3/2019	83	83	166
Sunday 8/4/2019	41	41	82
Monday 8/5/2019	113	113	226
Tuesday 8/6/2019	120	120	240
Wednesday 8/7/2019	93	93	186
Thursday 8/8/2019	101	101	202
Friday 8/9/2019	134	134	268
Saturday 8/10/2019	60	60	120
Sunday 8/11/2019	45	45	90
Monday 8/12/2019	123	123	246
Tuesday 8/13/2019	111	111	222
Wednesday 8/14/2019	115	115	230
Thursday 8/15/2019	139	139	278
Friday 8/16/2019	97	97	194
Saturday 8/17/2019	78	78	156
Sunday 8/18/2019	40	40	80
Monday 8/19/2019	131	131	262
Tuesday 8/20/2019	81	81	162
Wednesday 8/21/2019	135	135	270
Thursday 8/22/2019	112	112	224
Friday 8/23/2019	139	139	278
Saturday 8/24/2019	58	58	116
Sunday 8/25/2019	48	48	96
Monday 8/26/2019	90	90	180
Tuesday 8/27/2019	133	133	266
Wednesday 8/28/2019	162	162	324
Thursday 8/29/2019	140	140	280
Friday 8/30/2019	125	125	250
Saturday 8/31/2019	85	85	170
Sunday 9/1/2019	40	40	80
Monday 9/2/2019	<i>Labor Day - NO SERVICE</i>		
Tuesday 9/3/2019	136	136	272
Wednesday 9/4/2019	114	114	228
Thursday 9/5/2019	138	138	276
Friday 9/6/2019	124	124	248
Saturday 9/7/2019	59	59	118
Sunday 9/8/2019	42	42	84
Monday 9/9/2019	112	112	224
Tuesday 9/10/2019	96	96	192
Wednesday 9/11/2019	109	109	218
Thursday 9/12/2019	127	127	254
Friday 9/13/2019	112	112	224
Saturday 9/14/2019	67	67	134
Sunday 9/15/2019	31	31	62
Monday 9/16/2019	106	106	212
Tuesday 9/17/2019	104	104	208
Wednesday 9/18/2019	127	127	254
Thursday 9/19/2019	95	95	190
Friday 9/20/2019	102	102	204
Saturday 9/21/2019	53	53	106
Sunday 9/22/2019	35	35	70
Monday 9/23/2019	139	139	278
Tuesday 9/24/2019	91	91	182
Wednesday 9/25/2019	111	111	222
Thursday 9/26/2019	129	129	258
Friday 9/27/2019	97	97	194
Saturday 9/28/2019	77	77	154
Sunday 9/29/2019	28	28	56
Monday 9/30/2019	112	112	224
<b>Total</b>	<b>9,347</b>	<b>9,347</b>	<b>18,694</b>

**Boardings by Time of Day**

Time	Number of Boardings	Average Boardings/Day	Percent of Total
6:00 AM	196	2.2	2.1
7:00 AM	425	4.7	4.5
8:00 AM	319	3.5	3.4
9:00 AM	286	3.2	3.1
10:00 AM	389	4.3	4.2
11:00 AM	357	4.0	3.8
12:00 PM	460	5.1	4.9
1:00 PM	535	5.9	5.7
2:00 PM	713	7.9	7.6
3:00 PM	1,090	12.1	11.7
4:00 PM	1,011	11.2	10.8
5:00 PM	830	9.2	8.9
6:00 PM	561	6.2	6.0
7:00 PM	401	4.5	4.3
8:00 PM	477	5.3	5.1
9:00 PM	421	4.7	4.5
10:00 PM	541	6.0	5.8
11:00 PM	327	3.6	3.5
12:00 AM	6	0.1	0.1
<b>Total</b>	<b>9,347</b>	<b>103.9</b>	<b>100.0</b>

**Daily Average**

Average Trips per Weekday	246
Average Trips per Saturday	150
Average Trips per Sunday	82

Stop	Direction	Stop ID	Total Boardings	Boardings/Day	Estimated Alightings/Day	Total Activity	% of the Total
28th and Patterson	EB	9270	238	2.7	2.7	5.3	2.5%
2550 Patterson	EB	9272	48	0.5	0.5	1.1	0.5%
Mary Free Bed YMCA	EB	9274	141	1.6	1.6	3.2	1.5%
Cascade Meijer	EB/WB	9275	3,213	36.1	36.1	72.2	34.4%
28th and Charlevoix	EB	9277	341	3.8	3.8	7.7	3.6%
28th and Lucerne	EB	9279	147	1.7	1.7	3.3	1.6%
28th and Cascade Center	EB	9281	50	0.6	0.6	1.1	0.5%
28th and Thornhills	WB	9283	65	0.7	0.7	1.5	0.7%
28th and Jacksmith	EB	9284	30	0.3	0.3	0.7	0.3%
28th and Cascade Rd	EB/WB	9286	283	3.2	3.2	6.4	3.0%
28th and Thornhills	WB	9288	245	2.8	2.8	5.5	2.6%
28th and Charlevoix Woods	WB	9290	214	2.4	2.4	4.8	2.3%
28th and Lucerne	WB	9292	200	2.2	2.2	4.5	2.1%
28th and Charlevoix	WB	9294	1,051	11.8	11.8	23.6	11.2%
28th and Northern	WB	9298	2,051	23.0	23.0	46.1	21.9%
28th and Patterson	WB	9300	1,030	11.6	11.6	23.1	11.0%
<b>Total</b>			<b>9,347</b>	<b>105.0</b>	<b>105.0</b>	<b>210.0</b>	<b>100.0%</b>

**Trips Per Day**

	Date	Boardings	Estimated Alightings	Estimated Total Trips
Tuesday	10/1/2019	105	105	210
Wednesday	10/2/2019	99	99	198
Thursday	10/3/2019	114	114	228
Friday	10/4/2019	107	107	214
Saturday	10/5/2019	52	52	104
Sunday	10/6/2019	38	38	76
Monday	10/7/2019	95	95	190
Tuesday	10/8/2019	127	127	254
Wednesday	10/9/2019	94	94	188
Thursday	10/10/2019	145	145	290
Friday	10/11/2019	69	69	138
Saturday	10/12/2019	64	64	128
Sunday	10/13/2019	31	31	62
Monday	10/14/2019	89	89	178
Tuesday	10/15/2019	96	96	192
Wednesday	10/16/2019	87	87	174
Thursday	10/17/2019	80	80	160
Friday	10/18/2019	96	96	192
Saturday	10/19/2019	66	66	132
Sunday	10/20/2019	38	38	76
Monday	10/21/2019	68	68	136
Tuesday	10/22/2019	90	90	180
Wednesday	10/23/2019	73	73	146
Thursday	10/24/2019	84	84	168
Friday	10/25/2019	113	113	226
Saturday	10/26/2019	50	50	100
Sunday	10/27/2019	36	36	72
Monday	10/28/2019	102	102	204
Tuesday	10/29/2019	96	96	192
Wednesday	10/30/2019	76	76	152
Thursday	10/31/2019	66	66	132
Friday	11/1/2019	91	91	182
Saturday	11/2/2019	83	83	166
Sunday	11/3/2019	47	47	94
Monday	11/4/2019	85	85	170
Tuesday	11/5/2019	102	102	204
Wednesday	11/6/2019	56	56	112
Thursday	11/7/2019	61	61	122
Friday	11/8/2019	84	84	168
Saturday	11/9/2019	51	51	102
Sunday	11/10/2019	35	35	70
Monday	11/11/2019	94	94	188
Tuesday	11/12/2019	92	92	184
Wednesday	11/13/2019	72	72	144
Thursday	11/14/2019	60	60	120
Friday	11/15/2019	74	74	148
Saturday	11/16/2019	45	45	90
Sunday	11/17/2019	31	31	62
Monday	11/18/2019	60	60	120
Tuesday	11/19/2019	49	49	98
Wednesday	11/20/2019	74	74	148
Thursday	11/21/2019	65	65	130
Friday	11/22/2019	63	63	126
Saturday	11/23/2019	37	37	74
Sunday	11/24/2019	20	20	40
Monday	11/25/2019	90	90	180
Tuesday	11/26/2019	62	62	124
Wednesday	11/27/2019	52	52	104
Thursday	11/28/2019	<i>Thanksgiving - NO SERVICE</i>		
Friday	11/29/2019	59	59	118
Saturday	11/30/2019	22	22	44
Sunday	12/1/2019	22	22	44
Monday	12/2/2019	57	57	114
Tuesday	12/3/2019	73	73	146
Wednesday	12/4/2019	68	68	136
Thursday	12/5/2019	55	55	110
Friday	12/6/2019	76	76	152
Saturday	12/7/2019	43	43	86
Sunday	12/8/2019	21	21	42
Monday	12/9/2019	56	56	112
Tuesday	12/10/2019	54	54	108
Wednesday	12/11/2019	40	40	80
Thursday	12/12/2019	60	60	120
Friday	12/13/2019	76	76	152
Saturday	12/14/2019	48	48	96
Sunday	12/15/2019	25	25	50
Monday	12/16/2019	72	72	144
Tuesday	12/17/2019	57	57	114
Wednesday	12/18/2019	58	58	116
Thursday	12/19/2019	72	72	144
Friday	12/20/2019	55	55	110
Saturday	12/21/2019	51	51	102
Sunday	12/22/2019	20	20	40
Monday	12/23/2019	60	60	120
Tuesday	12/24/2019	37	37	74
Wednesday	12/25/2019	<i>Christmas Day - NO SERVICE</i>		
Thursday	12/26/2019	64	64	128
Friday	12/27/2019	46	46	92
Saturday	12/28/2019	44	44	88
Sunday	12/29/2019	21	21	42
Monday	12/30/2019	55	55	110
Tuesday	12/31/2019	36	36	72
<b>Total</b>		<b>5,886</b>	<b>5,886</b>	<b>11,772</b>

**Boardings by Time of Day**

Time	Number of Boardings	Average Boardings/Day	Percent of Total
6:00 AM	207	2.3	3.5
7:00 AM	275	3.1	4.7
8:00 AM	189	2.1	3.2
9:00 AM	158	1.8	2.7
10:00 AM	219	2.4	3.7
11:00 AM	228	2.5	3.9
12:00 PM	287	3.2	4.9
1:00 PM	348	3.9	5.9
2:00 PM	538	6.0	9.1
3:00 PM	619	6.9	10.5
4:00 PM	660	7.3	11.2
5:00 PM	529	5.9	9.0
6:00 PM	333	3.7	5.7
7:00 PM	260	2.9	4.4
8:00 PM	270	3.0	4.6
9:00 PM	306	3.4	5.2
10:00 PM	320	3.6	5.4
11:00 PM	133	1.5	2.3
12:00 AM	7	0.1	0.1
<b>Total</b>	<b>5,886</b>	<b>65.4</b>	<b>100.0</b>

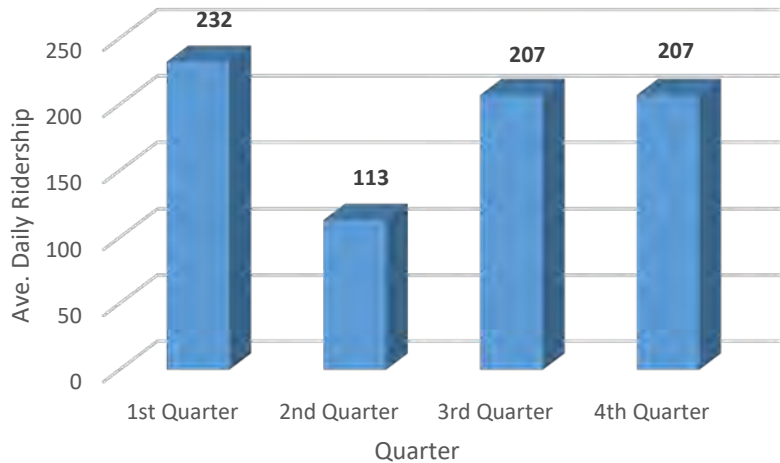
**Daily Average**

Average Trips per Weekday	151
Average Trips per Saturday	101
Average Trips per Sunday	59

Stop	Direction	Stop ID	Total Boardings	Boardings/Day	Estimated Alightings/Day	Total Activity	% of the Total
28th and Patterson	EB	9270	155	1.7	1.7	3.5	2.6%
2550 Patterson	EB	9272	32	0.4	0.4	0.7	0.5%
Mary Free Bed YMCA	EB	9274	74	0.8	0.8	1.7	1.3%
Cascade Meijer	EB/WB	9275	2,128	23.9	23.9	47.8	36.2%
28th and Charlevoix	EB	9277	184	2.1	2.1	4.1	3.1%
28th and Lucerne	EB	9279	44	0.5	0.5	1.0	0.7%
28th and Cascade Center	EB	9281	24	0.3	0.3	0.5	0.4%
28th and Thornhills	WB	9283	51	0.6	0.6	1.1	0.9%
28th and Jacksmith	EB	9284	31	0.3	0.3	0.7	0.5%
28th and Cascade Rd	EB/WB	9285	243	2.7	2.7	5.5	4.1%
28th and Thornhills	WB	9288	165	1.9	1.9	3.7	2.8%
28th and Charlevoix Woods	WB	9290	95	1.1	1.1	2.1	1.6%
28th and Lucerne	WB	9292	75	0.8	0.8	1.7	1.3%
28th and Charlevoix	WB	9294	630	7.1	7.1	14.2	10.7%
28th and Northern	WB	9298	1,117	12.6	12.6	25.1	19.0%
28th and Patterson	WB	9300	838	9.4	9.4	18.8	14.2%
<b>Total</b>			<b>5,886</b>	<b>66.1</b>	<b>66.1</b>	<b>132.3</b>	<b>100.0%</b>

# Rapid 28th Street - FY2020 4th Quarter Ridership Data

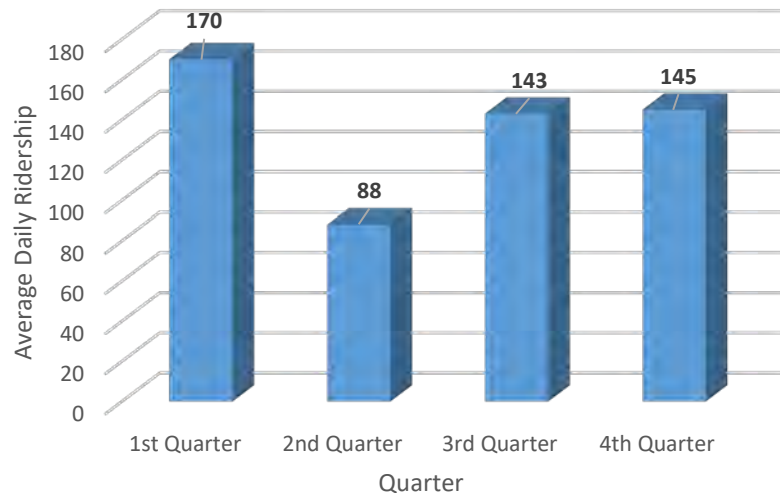
## Rapid - 28th Street Weekday Ridership



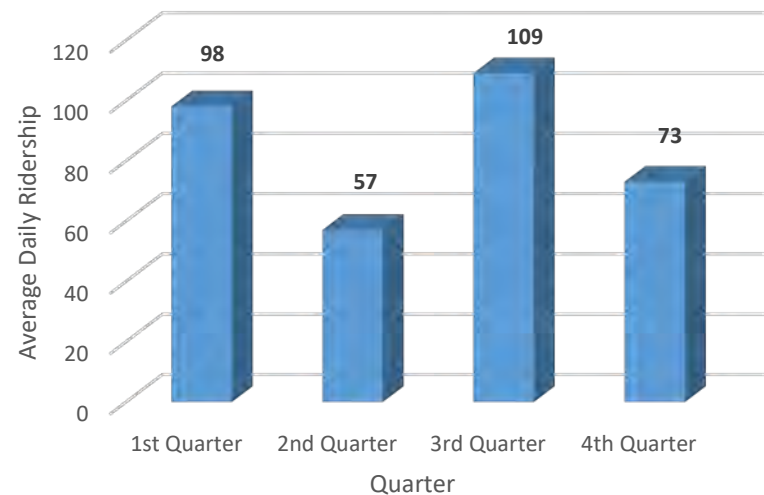
The Rapid collects realtime boarding data and no longer relies on sampling estimates. Boardings and alightings are collected in real time. Ridership in Cascade experiences slightly more alightings than boardings, which is not uncommon. The riders summary is charted on this sheet, while actual rider data 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.

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 Saturday Ridership

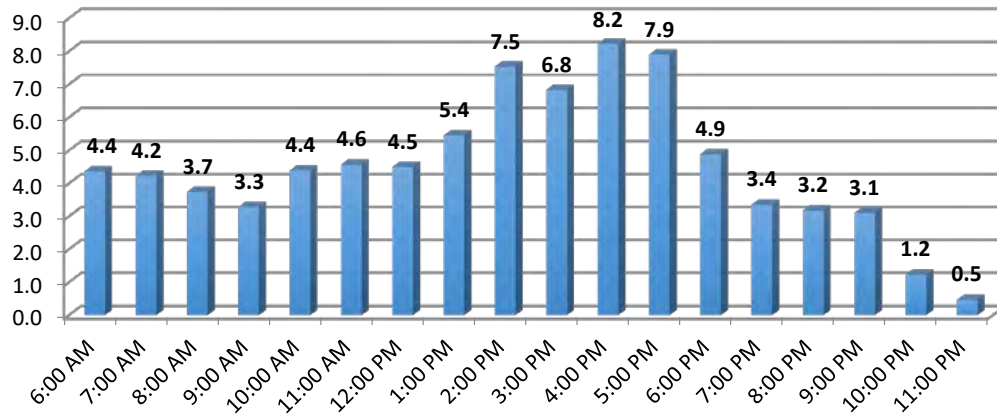


## Rapid - 28th Street Sunday Ridership



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

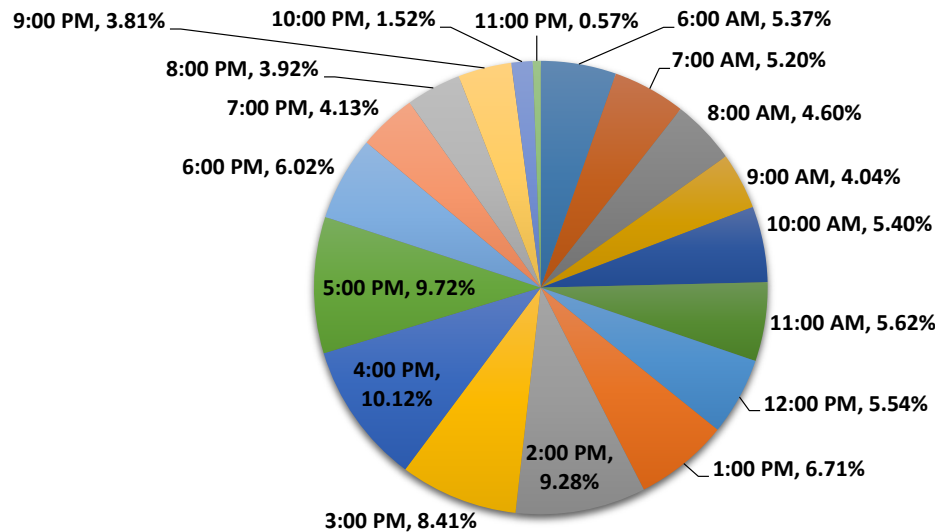
## Average Boardings By Hour (All Days)



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%)

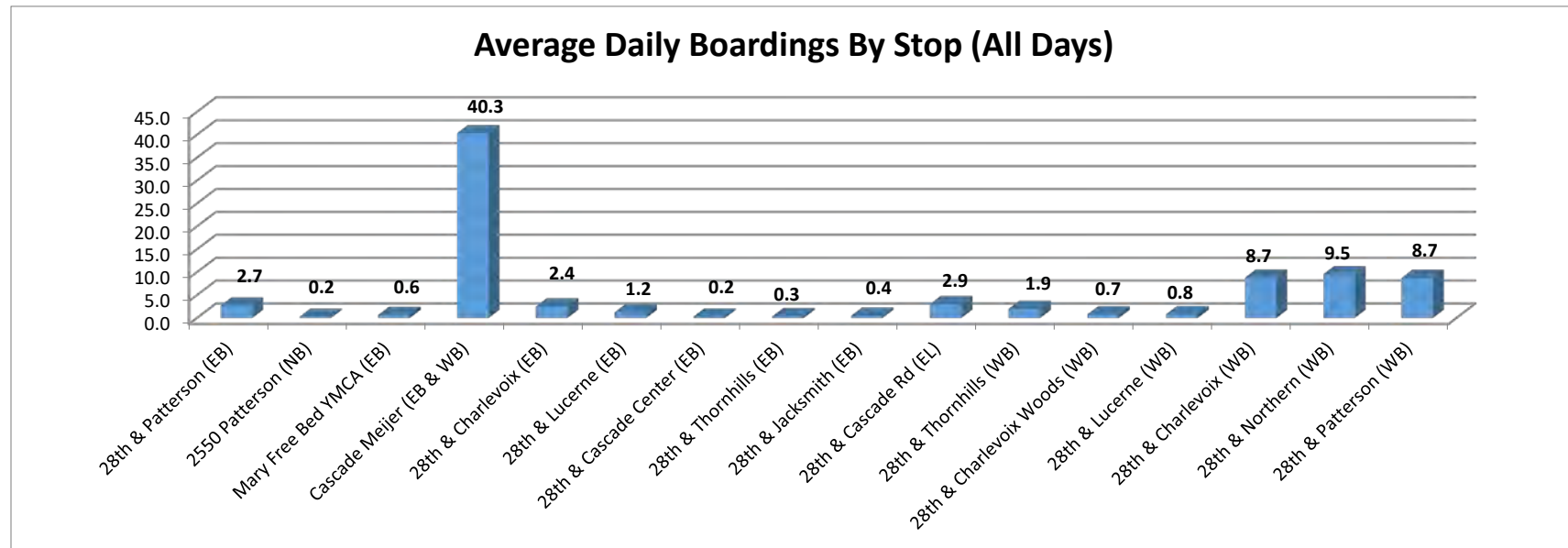
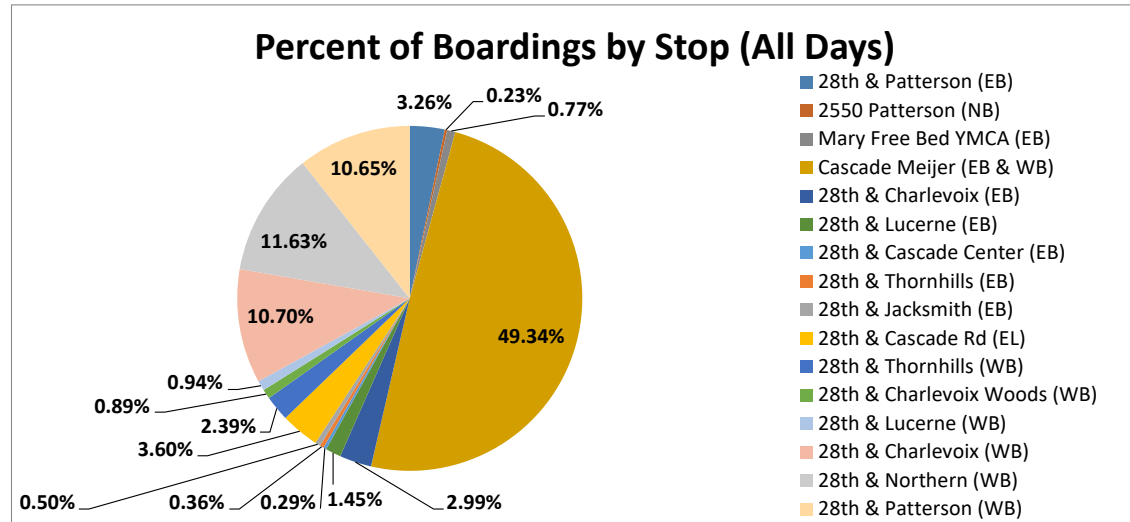
## Percent of Total Boardings (All Days)



# 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.



**Trips Per Day**

Date	Boardings	Estimated Alightings	Estimated Total Trips
Wednesday 1/1/2020		New Years Day - NO SERVICE	
Thursday 1/2/2020	115	115	230
Friday 1/3/2020	155	155	310
Saturday 1/4/2020	97	97	194
Sunday 1/5/2020	35	35	70
Monday 1/6/2020	104	104	208
Tuesday 1/7/2020	136	136	272
Wednesday 1/8/2020	134	134	268
Thursday 1/9/2020	141	141	282
Friday 1/10/2020	92	92	184
Saturday 1/11/2020	45	45	90
Sunday 1/12/2020	56	56	112
Monday 1/13/2020	139	139	278
Tuesday 1/14/2020	117	117	234
Wednesday 1/15/2020	111	111	222
Thursday 1/16/2020	133	133	266
Friday 1/17/2020	136	136	272
Saturday 1/18/2020	85	85	170
Sunday 1/19/2020	47	47	94
Monday 1/20/2020	112	112	224
Tuesday 1/21/2020	91	91	182
Wednesday 1/22/2020	132	132	264
Thursday 1/23/2020	120	120	240
Friday 1/24/2020	120	120	240
Saturday 1/25/2020	78	78	156
Sunday 1/26/2020	61	61	122
Monday 1/27/2020	142	142	284
Tuesday 1/28/2020	120	120	240
Wednesday 1/29/2020	143	143	286
Thursday 1/30/2020	176	176	352
Friday 1/31/2020	129	129	258
Saturday 2/1/2020	75	75	150
Sunday 2/2/2020	54	54	108
Monday 2/3/2020	104	104	208
Tuesday 2/4/2020	145	145	290
Wednesday 2/5/2020	148	148	296
Thursday 2/6/2020	131	131	262
Friday 2/7/2020	136	136	272
Saturday 2/8/2020	111	111	222
Sunday 2/9/2020	60	60	120
Monday 2/10/2020	150	150	300
Tuesday 2/11/2020	97	97	194
Wednesday 2/12/2020	138	138	276
Thursday 2/13/2020	164	164	328
Friday 2/14/2020	106	106	212
Saturday 2/15/2020	90	90	180
Sunday 2/16/2020	50	50	100
Monday 2/17/2020	93	93	186
Tuesday 2/18/2020	119	119	238
Wednesday 2/19/2020	153	153	306
Thursday 2/20/2020	111	111	222
Friday 2/21/2020	113	113	226
Saturday 2/22/2020	99	99	198
Sunday 2/23/2020	55	55	110
Monday 2/24/2020	132	132	264
Tuesday 2/25/2020	120	120	240
Wednesday 2/26/2020	135	135	270
Thursday 2/27/2020	117	117	234
Friday 2/28/2020	117	117	234
Saturday 2/29/2020	85	85	170
Sunday 3/1/2020	58	58	116
Monday 3/2/2020	126	126	252
Tuesday 3/3/2020	126	126	252
Wednesday 3/4/2020	126	126	252
Thursday 3/5/2020	144	144	288
Friday 3/6/2020	139	139	278
Saturday 3/7/2020	93	93	186
Sunday 3/8/2020	54	54	108
Monday 3/9/2020	119	119	238
Tuesday 3/10/2020	127	127	254
Wednesday 3/11/2020	137	137	274
Thursday 3/12/2020	137	137	274
Friday 3/13/2020	136	136	272
Saturday 3/14/2020	92	92	184
Sunday 3/15/2020	54	54	108
Monday 3/16/2020	74	74	148
Tuesday 3/17/2020	104	104	208
Wednesday 3/18/2020	96	96	192
Thursday 3/19/2020	80	80	160
Friday 3/20/2020	93	93	186
Saturday 3/21/2020	63	63	126
Sunday 3/22/2020	31	31	62
Monday 3/23/2020	82	82	164
Tuesday 3/24/2020	35	35	70
Wednesday 3/25/2020	51	51	102
Thursday 3/26/2020	45	45	90
Friday 3/27/2020	55	55	110
Saturday 3/28/2020	40	40	80
Sunday 3/29/2020	23	23	46
Monday 3/30/2020	39	39	78
Tuesday 3/31/2020	29	29	58
<b>Total</b>	<b>9,118</b>	<b>9,118</b>	<b>18,236</b>

**Boardings by Time of Day**

Time	Number of Boardings	Average Boardings/Day	Percent of Total
6:00 AM	407	4.5	4.5
7:00 AM	403	4.5	4.4
8:00 AM	285	3.2	3.1
9:00 AM	328	3.6	3.6
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
<b>Total</b>	<b>9,118</b>	<b>101.3</b>	<b>100.0</b>

**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%
<b>Total</b>			<b>9,118</b>	<b>101.3</b>	<b>101.3</b>	<b>202.6</b>	<b>100.0%</b>

**Trips Per Day**

	Date	Boardings	Estimated Alightings	Estimated Total Trips
Wednesday	4/1/2020	53	53	106
Thursday	4/2/2020	35	35	70
Friday	4/3/2020	45	45	90
Saturday	4/4/2020	30	30	60
Sunday	4/5/2020	32	32	64
Monday	4/6/2020	44	44	88
Tuesday	4/7/2020	35	35	70
Wednesday	4/8/2020	39	39	78
Thursday	4/9/2020	34	34	68
Friday	4/10/2020	38	38	76
Saturday	4/11/2020	29	29	58
Sunday	4/12/2020	36	36	72
Monday	4/13/2020	31	31	62
Tuesday	4/14/2020	34	34	68
Wednesday	4/15/2020	33	33	66
Thursday	4/16/2020	35	35	70
Friday	4/17/2020	48	48	96
Saturday	4/18/2020	35	35	70
Sunday	4/19/2020	21	21	42
Monday	4/20/2020	44	44	88
Tuesday	4/21/2020	20	20	40
Wednesday	4/22/2020	29	29	58
Thursday	4/23/2020	33	33	66
Friday	4/24/2020	54	54	108
Saturday	4/25/2020	29	29	58
Sunday	4/26/2020	23	23	46
Monday	4/27/2020	54	54	108
Tuesday	4/28/2020	33	33	66
Wednesday	4/29/2020	48	48	96
Thursday	4/30/2020	42	42	84
Friday	5/1/2020	62	62	124
Saturday	5/2/2020	36	36	72
Sunday	5/3/2020	28	28	56
Monday	5/4/2020	40	40	80
Tuesday	5/5/2020	33	33	66
Wednesday	5/6/2020	45	45	90
Thursday	5/7/2020	60	60	120
Friday	5/8/2020	53	53	106
Saturday	5/9/2020	30	30	60
Sunday	5/10/2020	10	10	20
Monday	5/11/2020	46	46	92
Tuesday	5/12/2020	56	56	112
Wednesday	5/13/2020	50	50	100
Thursday	5/14/2020	14	14	28
Friday	5/15/2020	66	66	132
Saturday	5/16/2020	43	43	86
Sunday	5/17/2020	19	19	38
Monday	5/18/2020	46	46	92
Tuesday	5/19/2020	35	35	70
Wednesday	5/20/2020	55	55	110
Thursday	5/21/2020	43	43	86
Friday	5/22/2020	62	62	124
Saturday	5/23/2020	38	38	76
Sunday	5/24/2020	17	17	34
Monday	5/25/2020	<i>No Service - Memorial Day</i>		
Tuesday	5/26/2020	59	59	118
Wednesday	5/27/2020	60	60	120
Thursday	5/28/2020	77	77	154
Friday	5/29/2020	60	60	120
Saturday	5/30/2020	42	42	84
Sunday	5/31/2020	22	22	44
Monday	6/1/2020	60	60	120
Tuesday	6/2/2020	64	64	128
Wednesday	6/3/2020	81	81	162
Thursday	6/4/2020	103	103	206
Friday	6/5/2020	90	90	180
Saturday	6/6/2020	51	51	102
Sunday	6/7/2020	43	43	86
Monday	6/8/2020	81	81	162
Tuesday	6/9/2020	77	77	154
Wednesday	6/10/2020	67	67	134
Thursday	6/11/2020	84	84	168
Friday	6/12/2020	85	85	170
Saturday	6/13/2020	61	61	122
Sunday	6/14/2020	36	36	72
Monday	6/15/2020	83	83	166
Tuesday	6/16/2020	75	75	150
Wednesday	6/17/2020	84	84	168
Thursday	6/18/2020	80	80	160
Friday	6/19/2020	89	89	178
Saturday	6/20/2020	72	72	144
Sunday	6/21/2020	42	42	84
Monday	6/22/2020	86	86	172
Tuesday	6/23/2020	73	73	146
Wednesday	6/24/2020	80	80	160
Thursday	6/25/2020	60	60	120
Friday	6/26/2020	84	84	168
Saturday	6/27/2020	65	65	130
Sunday	6/28/2020	43	43	86
Monday	6/29/2020	82	82	164
Tuesday	6/30/2020	67	67	134
<b>Total</b>		<b>4,551</b>	<b>4,551</b>	<b>9,102</b>

**Boardings by Time of Day**

Time	Number of Boardings	Average Boardings/Day	Percent of Total
6:00 AM	225	2.5	4.9
7:00 AM	231	2.6	5.1
8:00 AM	142	1.6	3.1
9:00 AM	163	1.8	3.6
10:00 AM	246	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	12.5
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	0.1
11:00 PM	0	0.0	0.0
12:00 AM	0	0.0	0.0
<b>Total</b>	<b>4,551</b>	<b>50.6</b>	<b>100.0</b>

**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	0.5%
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%
<b>Total</b>			<b>4,551</b>	<b>50.6</b>	<b>50.6</b>	<b>101.1</b>	<b>100.0%</b>

**Trips Per Day**

	Date	Boardings	Alightings	Total Trips
Wednesday	7/1/2020	85	104	189
Thursday	7/2/2020	78	99	177
Friday	7/3/2020	102	125	227
Saturday	7/4/2020	<i>No service - Independence Day</i>		
Sunday	7/5/2020	60	46	106
Monday	7/6/2020	100	105	205
Tuesday	7/7/2020	106	112	218
Wednesday	7/8/2020	120	117	237
Thursday	7/9/2020	104	106	210
Friday	7/10/2020	111	154	265
Saturday	7/11/2020	90	90	180
Sunday	7/12/2020	44	50	94
Monday	7/13/2020	138	112	250
Tuesday	7/14/2020	90	100	190
Wednesday	7/15/2020	127	119	246
Thursday	7/16/2020	109	108	217
Friday	7/17/2020	126	120	246
Saturday	7/18/2020	92	88	180
Sunday	7/19/2020	38	42	80
Monday	7/20/2020	90	99	189
Tuesday	7/21/2020	118	117	235
Wednesday	7/22/2020	107	129	236
Thursday	7/23/2020	99	104	203
Friday	7/24/2020	100	119	219
Saturday	7/25/2020	84	87	171
Sunday	7/26/2020	76	61	137
Monday	7/27/2020	85	100	185
Tuesday	7/28/2020	117	119	236
Wednesday	7/29/2020	89	90	179
Thursday	7/30/2020	128	122	250
Friday	7/31/2020	110	115	225
Saturday	8/1/2020	42	41	83
Sunday	8/2/2020	41	42	83
Monday	8/3/2020	100	96	196
Tuesday	8/4/2020	100	107	207
Wednesday	8/5/2020	96	99	195
Thursday	8/6/2020	110	103	213
Friday	8/7/2020	89	100	189
Saturday	8/8/2020	60	74	134
Sunday	8/9/2020	47	53	100
Monday	8/10/2020	82	93	175
Tuesday	8/11/2020	89	95	185
Wednesday	8/12/2020	95	109	204
Thursday	8/13/2020	92	95	187
Friday	8/14/2020	93	104	197
Saturday	8/15/2020	60	73	133
Sunday	8/16/2020	65	157	222
Monday	8/17/2020	99	111	210
Tuesday	8/18/2020	75	72	147
Wednesday	8/19/2020	72	64	136
Thursday	8/20/2020	100	103	203
Friday	8/21/2020	101	106	207
Saturday	8/22/2020	56	53	109
Sunday	8/23/2020	69	70	139
Monday	8/24/2020	86	94	180
Tuesday	8/25/2020	100	96	196
Wednesday	8/26/2020	98	82	180
Thursday	8/27/2020	98	91	189
Friday	8/28/2020	99	99	198
Saturday	8/29/2020	79	73	152
Sunday	8/30/2020	56	56	112
Monday	8/31/2020	105	103	208
Tuesday	9/1/2020	102	104	206
Wednesday	9/2/2020	109	99	208
Thursday	9/3/2020	106	143	249
Friday	9/4/2020	127	117	244
Saturday	9/5/2020	65	73	138
Sunday	9/6/2020	49	45	94
Monday	9/7/2020	<i>No service - Labor Day</i>		
Tuesday	9/8/2020	85	94	179
Wednesday	9/9/2020	104	101	205
Thursday	9/10/2020	86	97	183
Friday	9/11/2020	96	108	204
Saturday	9/12/2020	78	83	161
Sunday	9/13/2020	40	44	84
Monday	9/14/2020	105	112	217
Tuesday	9/15/2020	111	104	215
Wednesday	9/16/2020	140	145	285
Thursday	9/17/2020	99	108	207
Friday	9/18/2020	94	96	190
Saturday	9/19/2020	63	68	131
Sunday	9/20/2020	50	45	95
Monday	9/21/2020	92	104	196
Tuesday	9/22/2020	75	88	163
Wednesday	9/23/2020	95	98	193
Thursday	9/24/2020	111	110	221
Friday	9/25/2020	119	120	239
Saturday	9/26/2020	70	72	142
Sunday	9/27/2020	36	36	72
Monday	9/28/2020	82	96	178
Tuesday	9/29/2020	123	132	255
Wednesday	9/30/2020	89	93	182
<b>Total</b>		<b>8,078</b>	<b>8,489</b>	<b>16,567</b>

**Boardings by Time of Day**

Time	Number of Boardings	Average Boardings/Day	Percent of Total
6:00 AM	354	3.9	4.4
7:00 AM	442	4.9	5.5
8:00 AM	368	4.1	4.6
9:00 AM	406	4.5	5.0
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
<b>Total</b>	<b>8,078</b>	<b>89.8</b>	<b>100.0</b>

**Daily Average**

Average Trips per Weekday	207
Average Trips per Saturday	143
Average Trips per Sunday	109

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%
25th Patterson	EB	9272	14	0.2	159	1.8	1.9	1.0%
Mary Flee Bed 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 Thornhills	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 Thornhills	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%
<b>Total</b>			<b>8,078</b>	<b>89.8</b>	<b>8,489</b>	<b>94.3</b>	<b>184.1</b>	<b>100.0%</b>

**Trips Per Day**

	Date	Boardings	Alightings	Total Trips
Thursday	10/1/2020	99	93	192
Friday	10/2/2020	108	113	221
Saturday	10/3/2020	64	64	148
Sunday	10/4/2020	28	33	61
Monday	10/5/2020	105	100	205
Tuesday	10/6/2020	90	92	182
Wednesday	10/7/2020	297	260	557
Thursday	10/8/2020	105	105	210
Friday	10/9/2020	116	135	251
Saturday	10/10/2020	81	82	163
Sunday	10/11/2020	44	27	71
Monday	10/12/2020	94	101	195
Tuesday	10/13/2020	101	99	200
Wednesday	10/14/2020	75	84	159
Thursday	10/15/2020	108	102	210
Friday	10/16/2020	94	111	205
Saturday	10/17/2020	64	71	135
Sunday	10/18/2020	44	42	86
Monday	10/19/2020	110	117	227
Tuesday	10/20/2020	81	91	172
Wednesday	10/21/2020	81	80	161
Thursday	10/22/2020	99	109	208
Friday	10/23/2020	86	88	174
Saturday	10/24/2020	112	160	272
Sunday	10/25/2020	37	38	75
Monday	10/26/2020	72	76	148
Tuesday	10/27/2020	94	106	200
Wednesday	10/28/2020	71	83	154
Thursday	10/29/2020	105	112	217
Friday	10/30/2020	84	102	186
Saturday	10/31/2020	60	54	114
Sunday	11/1/2020	45	39	84
Monday	11/2/2020	110	112	222
Tuesday	11/3/2020	80	75	155
Wednesday	11/4/2020	74	72	146
Thursday	11/5/2020	111	113	224
Friday	11/6/2020	95	90	185
Saturday	11/7/2020	88	73	161
Sunday	11/8/2020	43	38	81
Monday	11/9/2020	102	103	205
Tuesday	11/10/2020	81	93	174
Wednesday	11/11/2020	91	116	207
Thursday	11/12/2020	107	119	226
Friday	11/13/2020	94	93	187
Saturday	11/14/2020	70	75	145
Sunday	11/15/2020	42	40	82
Monday	11/16/2020	80	93	173
Tuesday	11/17/2020	78	83	161
Wednesday	11/18/2020	95	95	190
Thursday	11/19/2020	101	110	211
Friday	11/20/2020	93	113	206
Saturday	11/21/2020	78	85	163
Sunday	11/22/2020	24	26	50
Monday	11/23/2020	99	98	197
Tuesday	11/24/2020	122	120	242
Wednesday	11/25/2020	81	88	169
Thursday	11/26/2020	<i>No service - Thanksgiving Day</i>		
Friday	11/27/2020	354	310	664
Saturday	11/28/2020	60	71	131
Sunday	11/29/2020	41	41	82
Monday	11/30/2020	84	87	171
Tuesday	12/1/2020	429	329	758
Wednesday	12/2/2020	83	87	170
Thursday	12/3/2020	77	60	137
Friday	12/4/2020	67	79	146
Saturday	12/5/2020	87	102	189
Sunday	12/6/2020	40	35	75
Monday	12/7/2020	99	79	178
Tuesday	12/8/2020	92	94	186
Wednesday	12/9/2020	155	189	344
Thursday	12/10/2020	107	98	205
Friday	12/11/2020	70	71	141
Saturday	12/12/2020	49	51	100
Sunday	12/13/2020	22	19	41
Monday	12/14/2020	90	88	178
Tuesday	12/15/2020	45	49	94
Wednesday	12/16/2020	82	94	176
Thursday	12/17/2020	55	64	119
Friday	12/18/2020	95	106	201
Saturday	12/19/2020	46	51	97
Sunday	12/20/2020	45	37	82
Monday	12/21/2020	52	46	98
Tuesday	12/22/2020	83	72	155
Wednesday	12/23/2020	98	97	195
Thursday	12/24/2020	54	65	119
Friday	12/25/2020	<i>No service - Christmas Day</i>		
Saturday	12/26/2020	86	93	179
Sunday	12/27/2020	44	31	75
Monday	12/28/2020	92	83	175
Tuesday	12/29/2020	109	108	217
Wednesday	12/30/2020	86	90	176
Thursday	12/31/2020	83	73	156
<b>Total</b>		<b>8,054</b>	<b>8,161</b>	<b>16,215</b>

**Boardings by Time of Day**

Time	Number of Boardings	Average Boardings/Day	Percent of Total
6:00 AM	605	6.7	7.5
7:00 AM	465	5.2	5.8
8:00 AM	569	6.3	7.1
9:00 AM	299	3.3	3.7
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
<b>Total</b>	<b>8,054</b>	<b>89.5</b>	<b>100.0</b>

**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	8.6%
2550 Patterson	EB	9272	16	0.2	132	1.5	1.6	0.9%
Mary Free Bed YMCA	EB	9274	34	0.4	66	0.7	1.1	0.6%
Cascade Meijer	EB/WB	9275	4,821	53.6	4,584	50.9	104.5	58.0%
28th and Charlevok	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	9286	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 Charlevok 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 Charlevok	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%
<b>Total</b>			<b>8,054</b>	<b>89.5</b>	<b>8,161</b>	<b>90.7</b>	<b>180.2</b>	<b>100.0%</b>

## Rapid Route 28 Rider Survey



The Rapid is surveying riders using Route 28 within Cascade Township (Patterson Road to Cascade Road). Please take a couple of minutes to answer the questions below to help The Rapid understand how our passengers are using this service.

1. What City do you live in?

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2. What is your Zip Code?

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3. What is the nearest major intersection to your home?

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4. How often do you ride the bus into Cascade Township?

- |  |   |
|--|---|
| <input type="radio"/> Once a month or less | <input type="radio"/> 2 to 3 times a week       |
| <input type="radio"/> Once a week          | <input type="radio"/> 4 times a week or greater |

5. Which stop(s) do you use in Cascade Township (Patterson Rd to Cascade Rd)?

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6. If you work in Cascade Township, which company do you work for?

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City	Zip Code	Intersection	Frequency	Motive	Stop used	Stop used	Company
Ada	49301	Grand River/Buttrick	2-3 week	Other	Cascade YMCA	N/A	N/A
Wyoming	49506	N/A	2-3 week	Work	Patterson	Cascade	N/A
Grand Rapids	49546	Woodland Mall	4+	All	Meijer	N/A	Meijer
Kentwood	49508	44th/Kalamazoo	4+	Work	Thornhills	N/A	Pizza Hut
Byron Center	49418	56th/Wilson	-1	Shopping	Meijer	N/A	Meijer
Kentwood	49512	Breton/44th	4+	Work	Charlevoix	Meijer	Crown Plaza
Kentwood	49512	32nd/Shaffer	-1	Other	Meijer	N/A	N/A
Grand Rapids	49505	N/A	-1	Shopping	Meijer	N/A	N/A
Grand Rapids	49507	N/A	2-3 week	Work	N/A	N/A	N/A
Kentwood	49508	N/A	-1	Other	N/A	N/A	N/A
Kentwood	49512	28th/Aquest	-1	Shopping	N/A	Thornapple Cente	N/A
Grand Rapids	49508	28th/Kalamazoo	-1	Work	N/A	N/A	N/A
Grand Rapids	49507	Burton/Eastern	1	Work	Meijer	N/A	Gordon Food Service
Grand Rapids	49508	28th/Kalamazoo	2-3 week	Work	Patterson	N/A	N/A
Grand Rapids	49503	N/A	4+	Work	28th/Lucerne	N/A	Freddy's
Grand Rapids	49506	N/A	4+	Work	Cascade Rd	28th/Lucerne	Freddy's
Grand Rapids	49546	East Paris	1	Shopping	Meijer	Library	N/A
Grand Rapids	49508	28th/Kalamazoo	4+	Work	Walmart	N/A	Crowne Plaza
Grand Rapids	49507	Burton/Kalamazoo	-1	Work	Walmart	N/A	Walmart
Grand Rapids	49505	Leonard/Fuller	4+	Work	Meijer	N/A	N/A
Wyoming	49548	N/A	4+	Work	Patterson	N/A	N/A
Grand Rapids	49507	N/A	-1	Other	Meijer	N/A	N/A
Grand Rapids	49546	N/A	4+	Work	N/A	N/A	N/A
Grand Rapids	49506	Division/Fulton	4+	Work	Meijer	N/A	My Daily Bread
Grand Rapids	49509	Franklin/Eastern	4+	Work	Meijer	N/A	Holiday Express
Grand Rapids	49546	28th/Beltline	1	Work	Meijer	N/A	Meijer
Kentwood	49543	28th/Division	4+	Work	Meijer	N/A	Meijer
Grand Rapids	49546	Beltline	4+	Work	Meijer	N/A	Meijer Gas Station
Wyoming	49509	Clyde Park/36th	-1	Shopping	N/A	N/A	N/A
Grand Rapids	49508	N/A	-1	Shopping	Walmart	N/A	Walmart
Wyoming	49509	28th/Burlingame	4+	Work	Walmart	N/A	Walmart
Washington D.C.	20016	N/A	4+	Work	Meijer	N/A	Meijer
Grand Rapids	49505	Plainfield/3 Mile	3-Feb	Work	Meijer	N/A	Goodwill
Grand Rapids	49546	Burton/Beltline	4+	Work	Meijer	N/A	Meijer
Grand Rapids	49506	Lake Dr/Wealthy	4+	Work	Meijer	N/A	Goodwill
Kentwood	49512	Breton	N/A	Work	N/A	N/A	N/A
Grand Rapids	49503	Wealthy/Division	4+	Work	Meijer	N/A	N/A
Grandville	49509	44th/Ivanrest	4+	Shopping	Library	N/A	N/A
Grand Rapids	49508	28th St	2-3 week	Work	Meijer	Walmart	PrideStaff
Wyoming	49548	36th St	4+	Work	Patterson	Northern Dr	Clarion Inn Suites
Grand Rapids	49507	Division	-1	Social	N/A	N/A	N/A
Grand Rapids	49546	Lk Ebrook/Camelot	4+	Shopping	Cascade Rd	N/A	N/A
Grand Rapids	49507	28th/Division	4+	Work	28th/Lucerne	N/A	Freddy's
Kentwood	49512	E. Beltline	2-3 week	Work	Patterson	N/A	Applebee's
Grand Rapids	49546	N/A	2-3 week	Other	Cascade Rd	N/A	N/A
Grand Rapids	49546	N/A	1	Shopping	N/A	N/A	N/A
Wyoming	49509	44th Street	4+	Work	N/A	N/A	N/A
Grand Rapids	49507	Kalamazoo/Burton	4+	Work	28th/Lucerne	N/A	Freddy's
Wyoming	49519	44th/Burlingame	4+	Work	Meijer	Walmart	Crowne Plaza
Grand Rapids	49505	Michigan	4+	Work	Cascade	N/A	Meijer
Grand Rapids	49507	Burton/Division	4+	Shopping	Patterson	N/A	N/A
Grand Rapids	49506	28th/Breton	4+	Work	Patterson	N/A	N/A
Wyoming	49509	Clyde Park/36th	1	Work	YMCA	N/A	N/A
Grand Rapids	49507	N/A	4+	Work	YMCA	N/A	YMCA
Grand Rapids	49503	Division/Wealthy	2-3 week	Shopping	Meijer	N/A	N/A
Wyoming	49519	Burlingame/28th	4+	Work	Cascade Rd	N/A	Big Lots
Wyoming	49548	Division/54th	4+	Work	Cascade Rd	N/A	Crowne Plaza
Grand Rapids	49507	Eastern/28th	2-3 week	Work	Cascade Rd	28th/Northern	Citco
Grand Rapids	49507	28th St	4+	Work	28th/Northern	N/A	Bob Evans
Kentwood	49512	28th/E. Beltline	4+	Work	Meijer	N/A	Qdoba
Grand Rapids	49504	11th/Turner	4+	Work	28th/Northern	N/A	Bob Evans
Grand Rapids	49548	N/A	4+	Work	Meijer	N/A	Meijer
Wyoming	49509	N/A	-1	Shopping	N/A	N/A	N/A
Grand Rapids	49507	Franklin/Madison	4+	Work	YMCA	N/A	YMCA

# Cascade Township Bus Study

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July 2017





# Background on Cobalt Community Research

- 501c3 not for profit research coalition
- Mission to provide research and education
- Developed to meet the research needs of schools, local governments and nonprofit organizations



# Study Goals

- Engage business community to determine if pilot bus service should be continued
- Determine benefits of the service
- Understand businesses reasons to support or oppose continuation
- For those supporting continuation, review future funding models



# Bottom Line

- About 65% of respondents agree the service is a benefit to the Township, and 10% do not agree
- When asked if respondents agree the service should be continued, about 45% supported continuation, while 23% did not (33% not sure)
  - Support was closely correlated with the number of employees
  - Businesses with only 1 employee were the only group to have 50% against continuation of the service
  - Midsize businesses were the largest group of “not sure” respondents
- For those agreeing to continue the service, the funding mechanism with the most support (40%) was a 1 mil tax with remaining from existing Township/DDA funding
  - Comments also spoke to raising fares, annual fees, smaller/fuller busses and reducing the projected cost



# Bottom Line

- Strongest arguments in favor:
  - The service increases employee attraction and retention
  - The service helps visitors and residents get around town more easily
  - The service increases business for shops, hotels, restaurants and other businesses in the Township
- Strongest arguments against:
  - The service has too many empty busses driving around town
  - The cost of the service is too high for the Township and the DDA
  - The funds spent on the service should be used in other ways



# Preserving Voice: Looking Into Detail

Sample Thermal Map:  
Seeing consistency or divergence between demographic groups

2017 Cascade Charter Township Bus Service Study - Local Businesses		How bus service affects your employees								
		I have employees who use The Rapid to get to work			Bus service improves the pool of people I can hire			Proximity to a bus stop helps me attract and retain employees		
		Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know
<b>Overall</b>		23%	71%	6%	44%	41%	13%	35%	47%	18%
Time in Township	<1 year	100%	-	-	100%	-	-	100%	-	-
	1-5 years	24%	59%	18%	47%	41%	12%	47%	41%	12%
	6-10 years	23%	77%	-	38%	31%	31%	31%	23%	46%
	10+ years	22%	74%	4%	44%	43%	11%	32%	53%	15%
Number of Employees	1	-	100%	-	33%	67%	-	-	67%	33%
	2-10	9%	89%	2%	36%	49%	13%	27%	60%	13%
	11-25	20%	72%	8%	44%	32%	24%	36%	36%	28%
	26-50	33%	53%	13%	47%	40%	13%	33%	40%	27%
	50+	75%	17%	8%	75%	25%	-	75%	25%	-
Continue Service?	Yes	44%	51%	4%	82%	9%	7%	73%	13%	13%
	No	4%	91%	4%	-	96%	4%	-	100%	-
	Not sure	6%	85%	9%	-	-	-	6%	58%	36%

Consistent Low

Mixed Response

Consistent High



# Methodology

- Assessment was delivered to 368 businesses in the business corridor
- Conducted using two mailings in June of 2017 with a voice mail request to complete the survey
- 114 responses, giving a solid response rate of 30%
- 105 responses used in the analysis (that were valid and received by cutoff date)
- Margin of error of +/- 6.8 percent (90% confidence)



# Respondent Profile

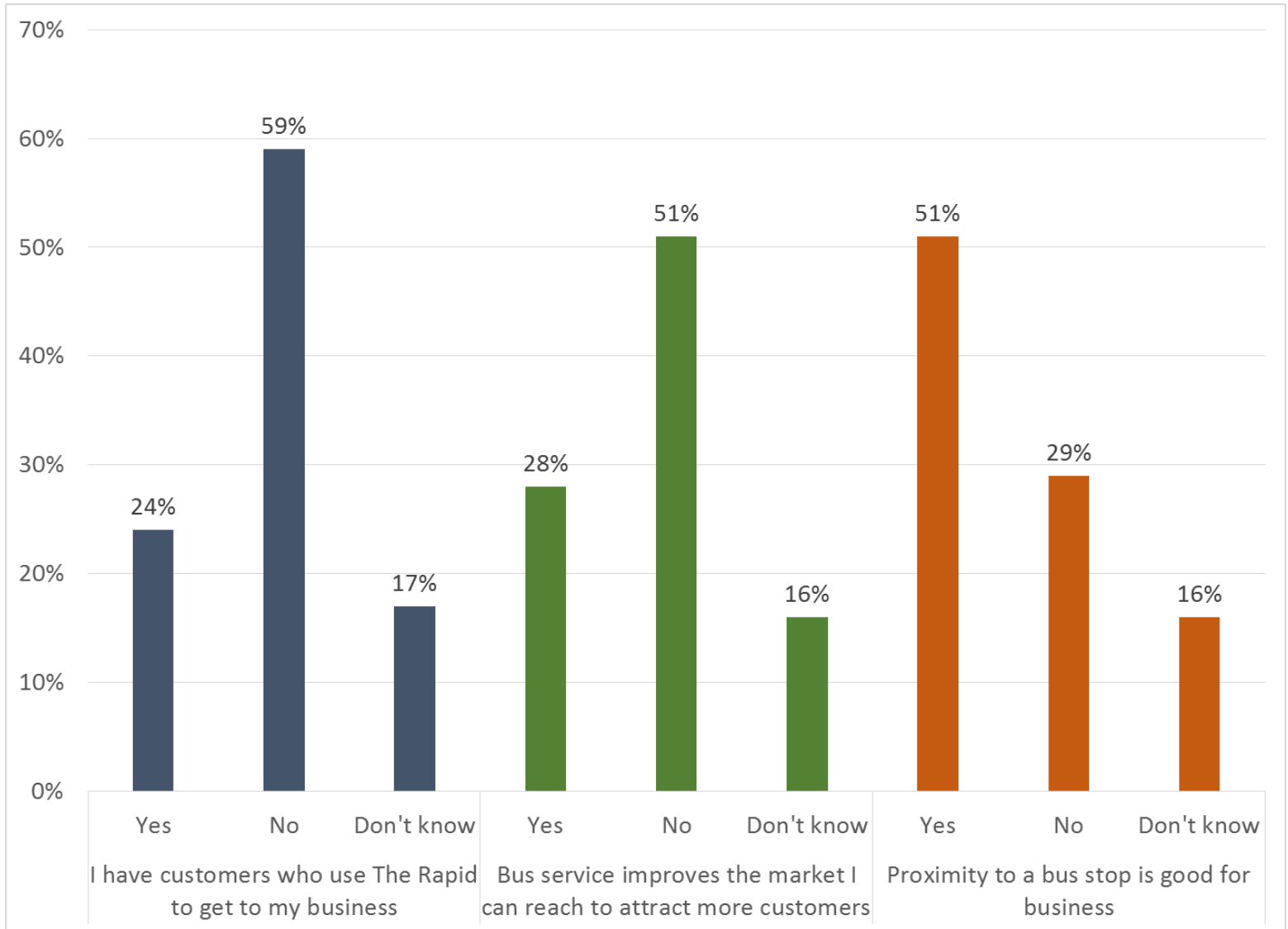
2017 Cascade Charter Township Bus Service Study - Local Businesses			
Overall		105	100%
Time in Township	<1 year	1	1%
	1-5 years	17	16%
	6-10 years	13	12%
	10+ years	72	69%
Number of Employees	1	6	6%
	2-10	45	43%
	11-25	25	24%
	26-50	15	14%
	50+	12	11%

# Results



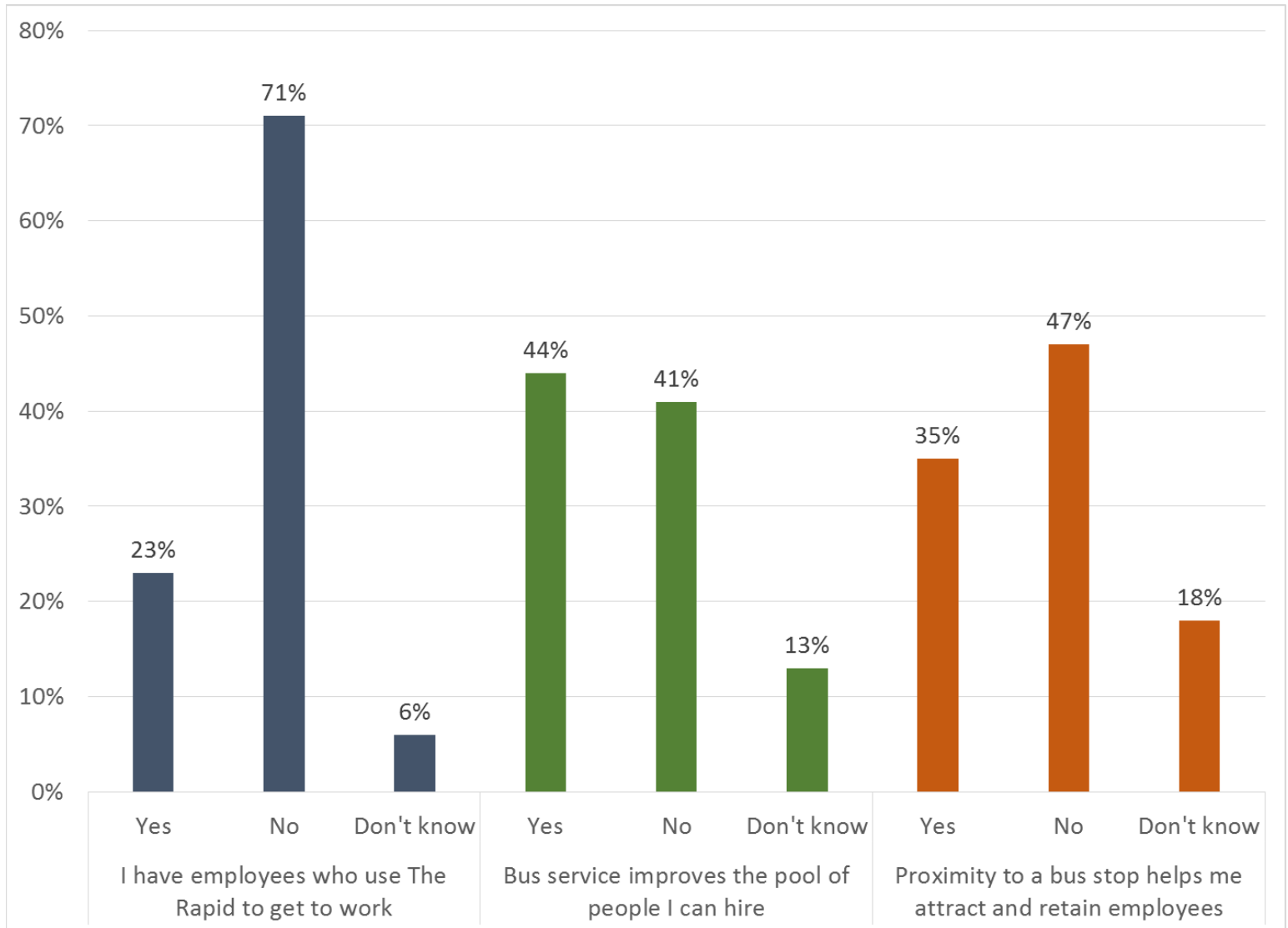


# Service Affect on Customers is Limited





# Service Affect on Employees Stronger



# Comments: How has the service affected your business?

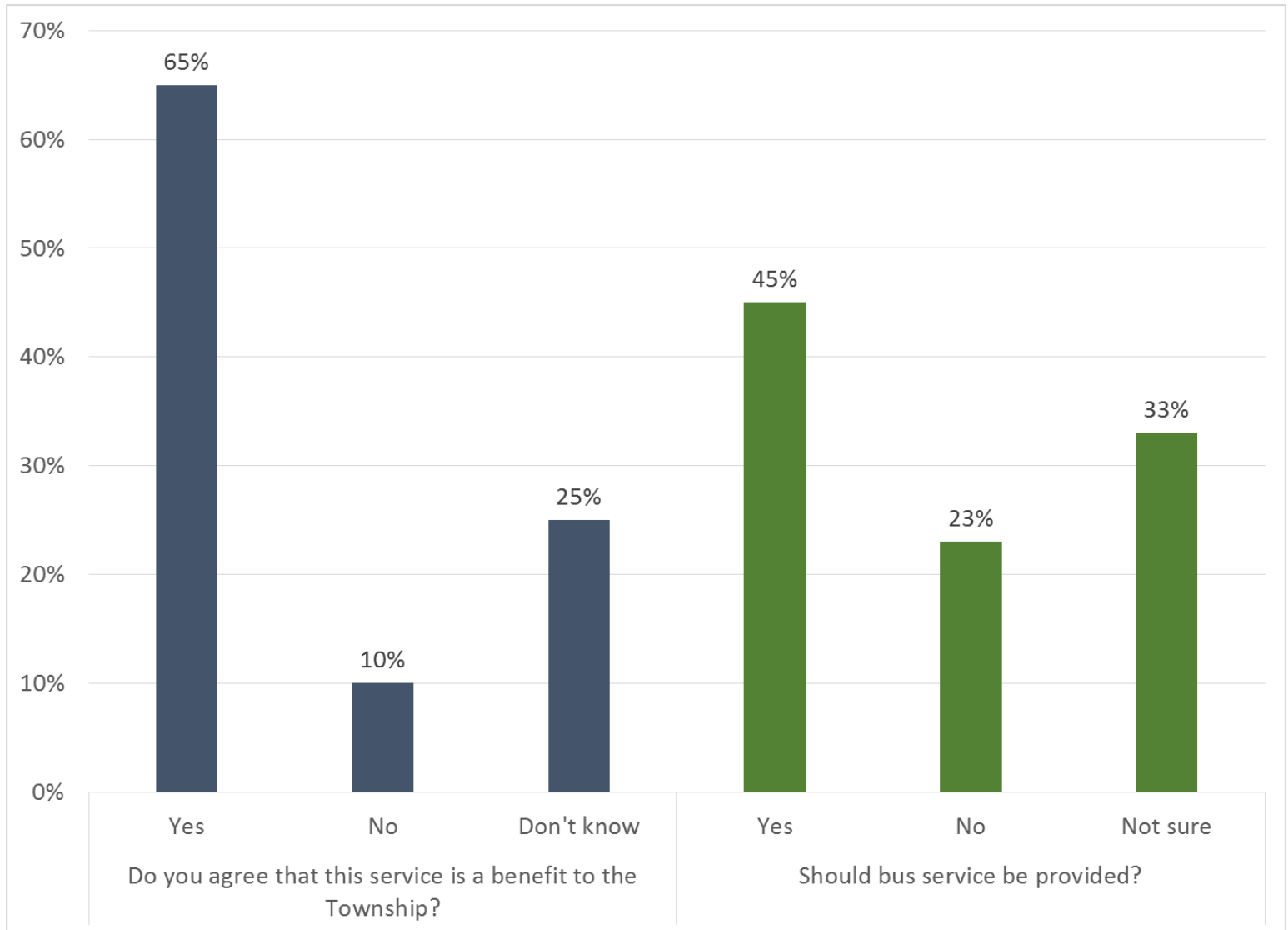
## Themes:

- Helps employees get to work
- Easier for patients and customers who do not drive
- No effect on the business
- Attracts nuisance riders who loiter, litter, ask for change, and steal



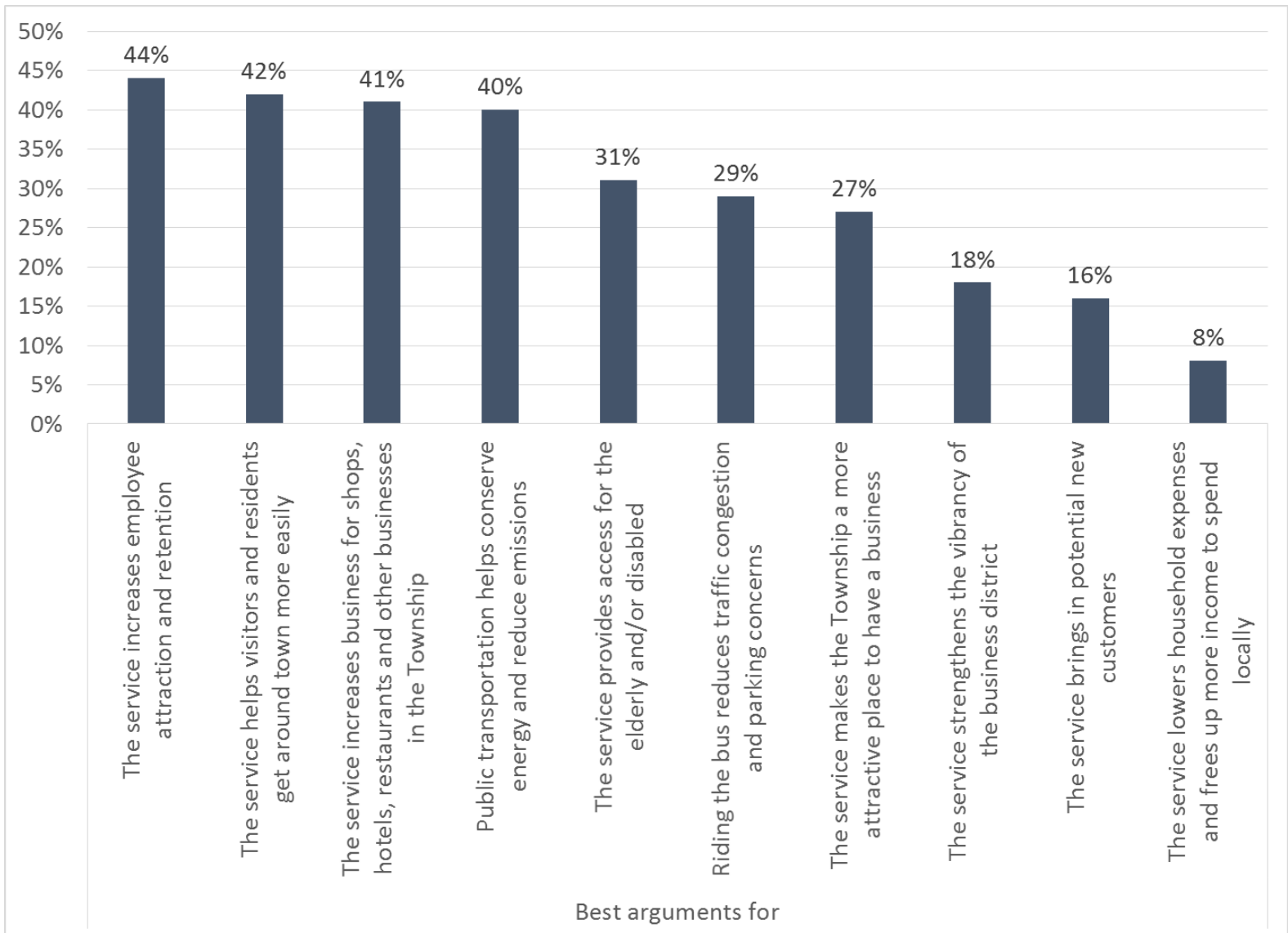


# Agreement on Benefit and Continuation





# Arguments in Support of Continuation





# Arguments in Support of Continuation That Respondents Rated the Strongest

## Respondents in favor:

- The service increases **employee attraction and retention**
- The service makes the Township **a more attractive place to have a business**
- The service helps visitors and residents **get around town** more easily

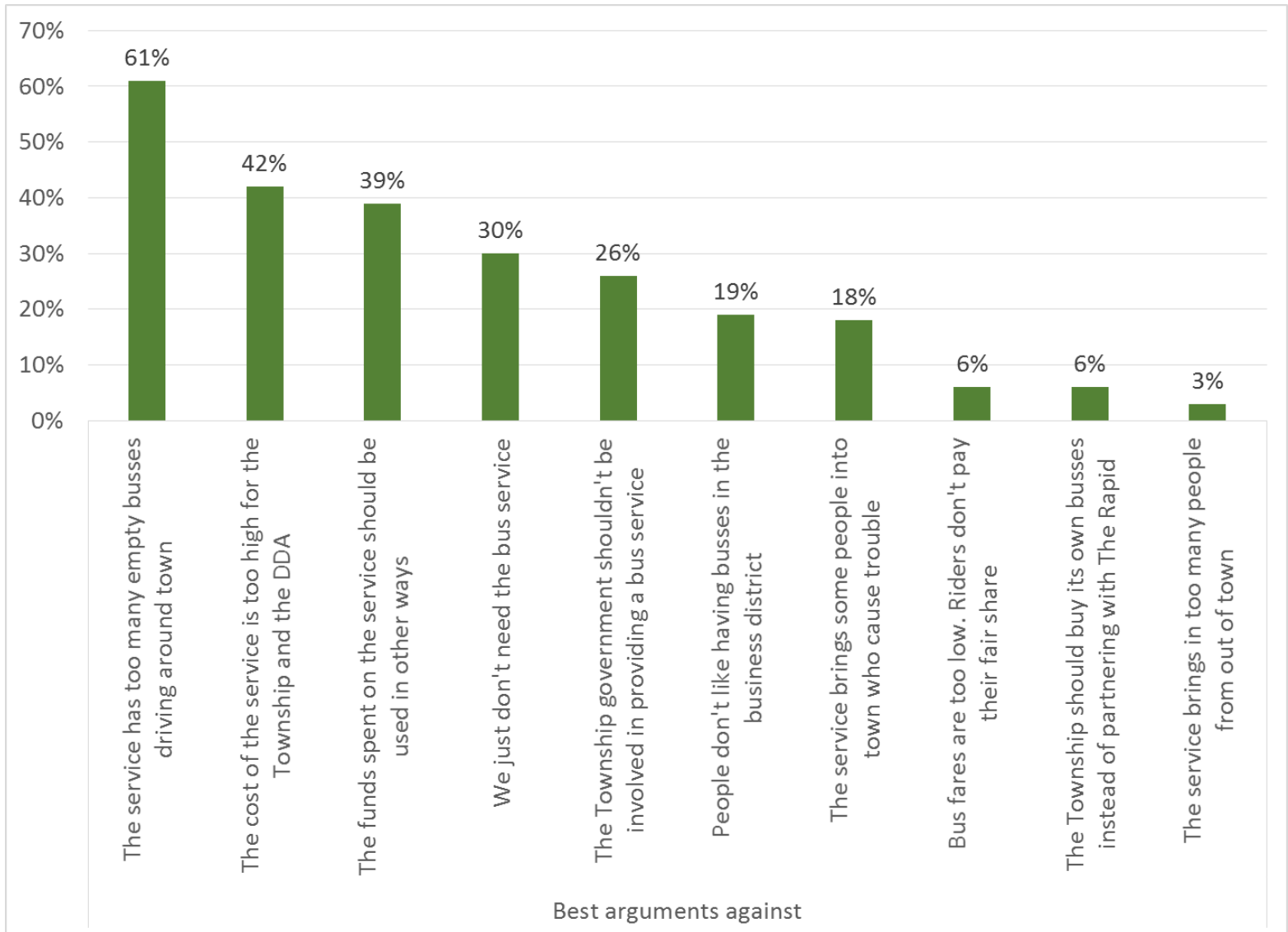
## Respondents opposed:

- Public transportation helps **conserve energy and reduce emissions**
- The service provides access for the **elderly and/or disabled**
- The service **increases business** for shops, hotels, restaurants and other businesses in the Township

## Respondents who are not sure:

- The service helps visitors and residents **get around town** more easily
- The service **increases business** for shops, hotels, restaurants and other businesses in the Township
- Public transportation helps **conserve energy and reduce emissions**
- Riding the bus **reduces traffic congestion** and parking concerns

# Arguments Against Continuation





# Arguments Against Continuation That Respondents Rated the Strongest

## Respondents in favor:

- The service has too many **empty busses** driving around town
- The **cost** of the service is too high for the Township and the DDA
- The Township government **shouldn't be involved** in providing a bus service
- People **don't like having busses** in the business district

## Respondents opposed:

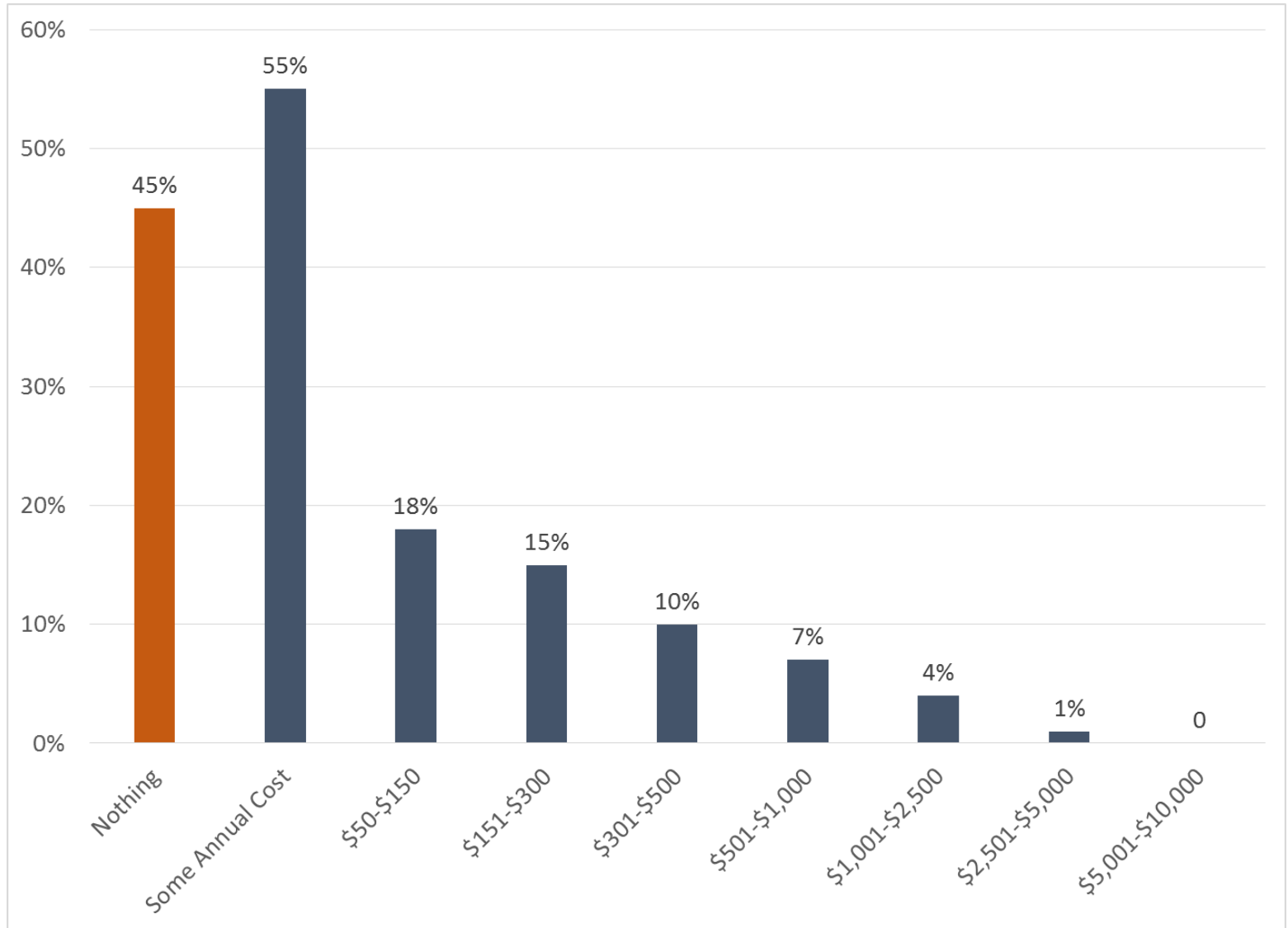
- The service has too many **empty busses** driving around town
- The funds spent on the service should be **used in other ways**
- We just **don't need** the bus service

## Respondents who are not sure:

- The service has too many **empty busses** driving around town
- The **cost** of the service is too high for the Township and the DDA
- The funds spent on the service should be **used in other ways**

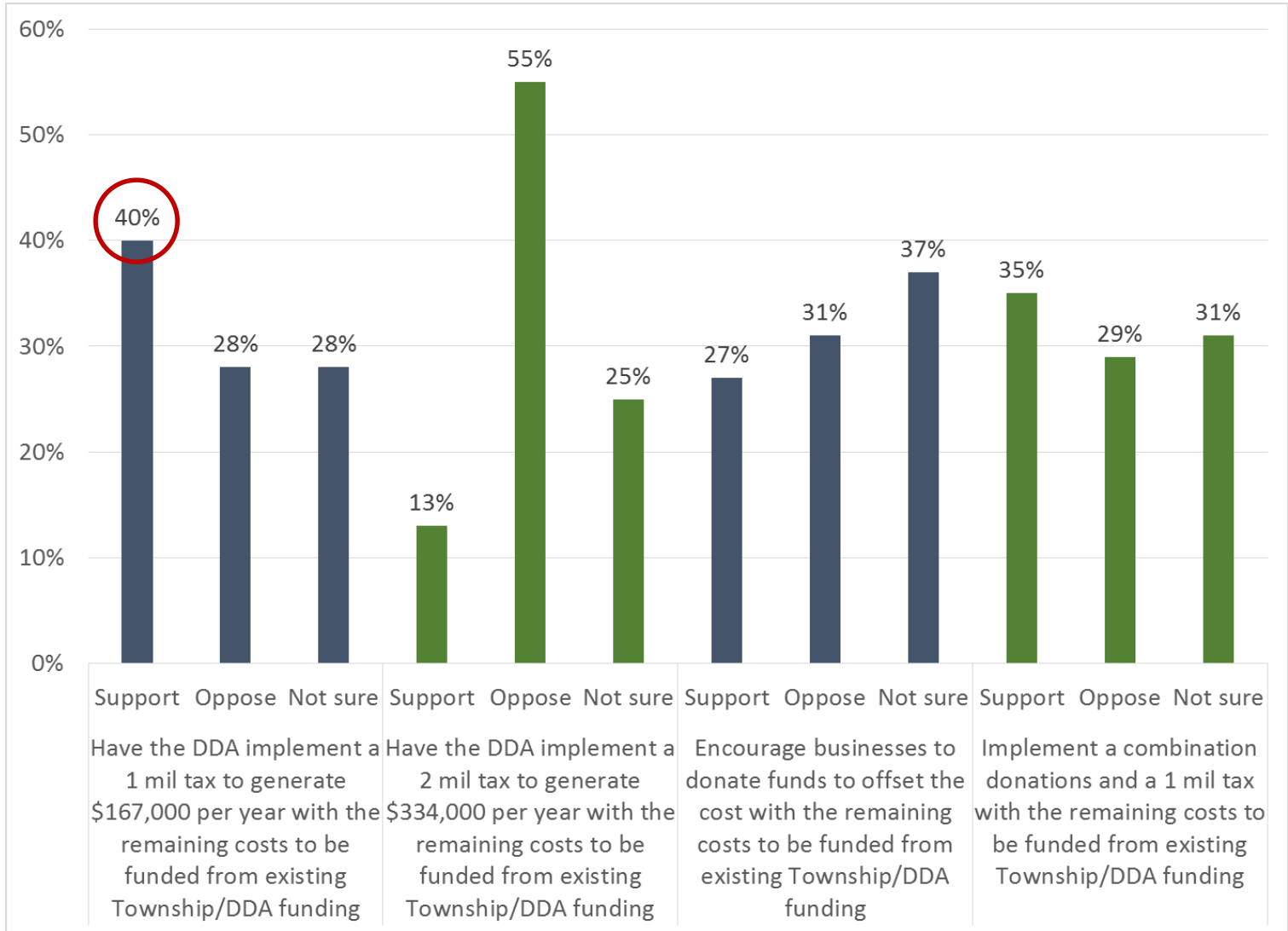


# Amount Comfortable Spending Annually to Continue the Service (only people supporting continuation)





# Funding Methods: 1-mil Tax has greatest support (only people supporting continuation)



# Other Approaches to Fund

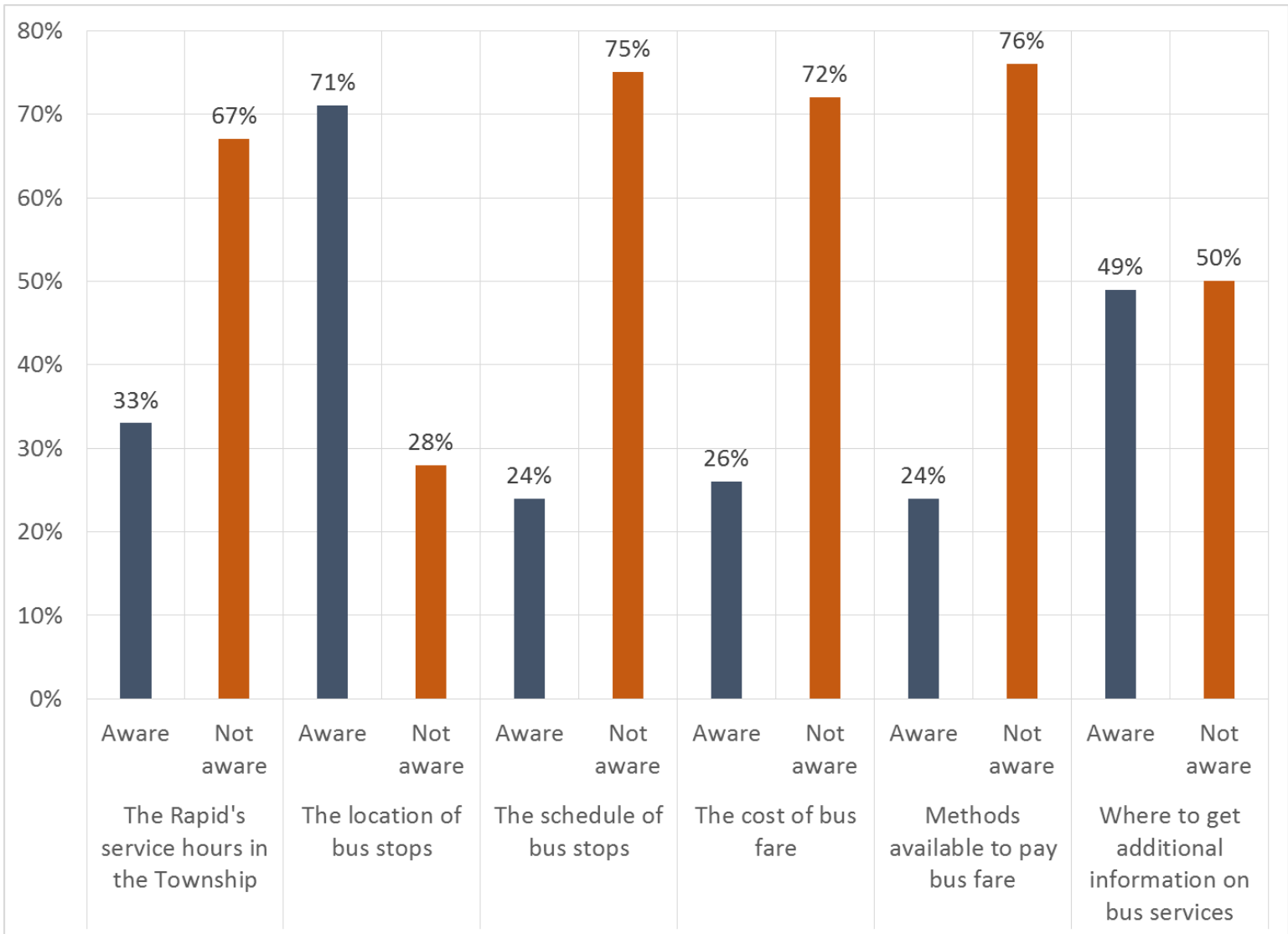
## Themes:

- Increase fares
- Charge annual fees
- Fill busses/use smaller busses
- Projected cost is high



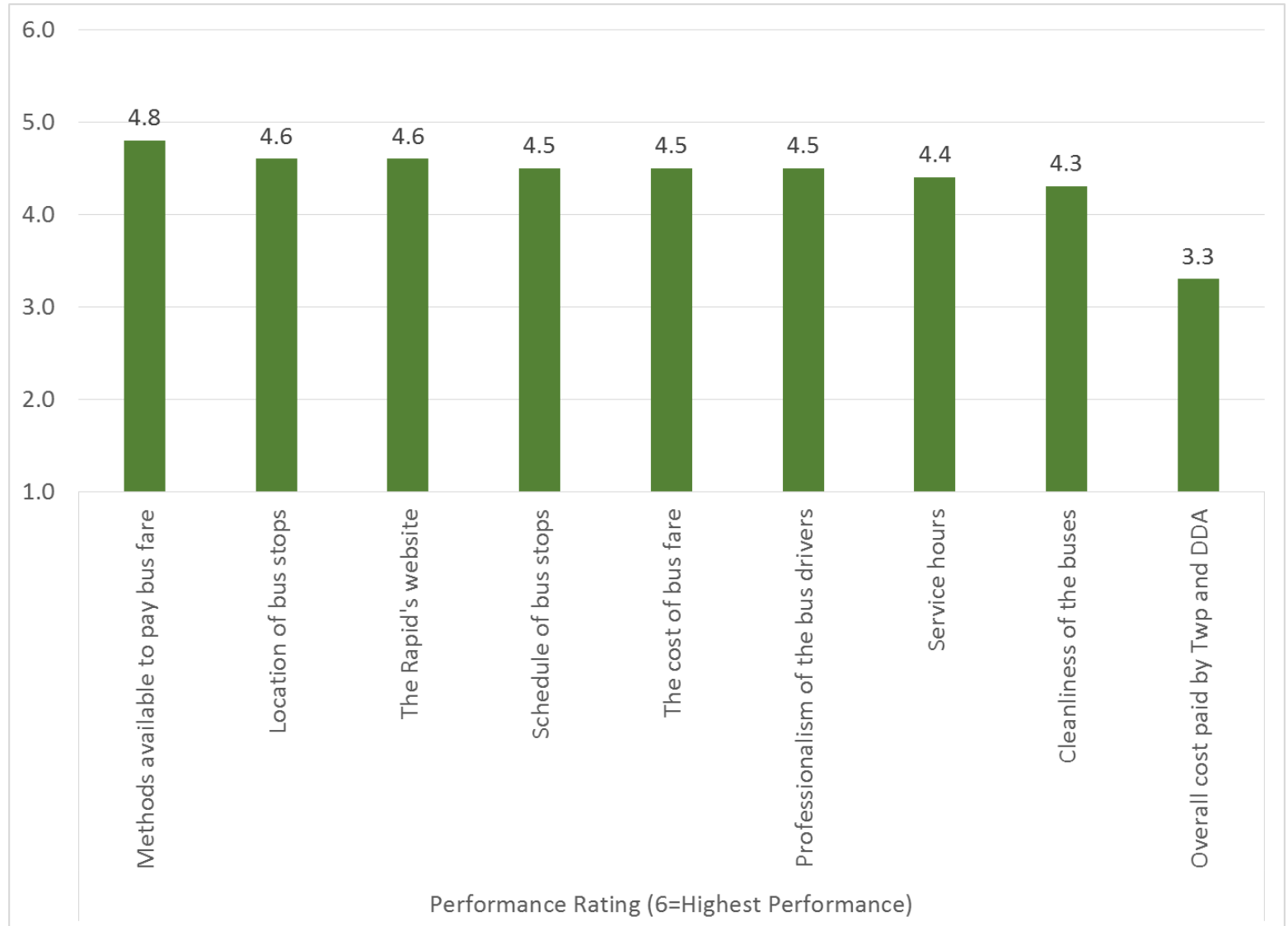


# Many Opportunities to Improve Service Awareness





# Service Performance Ratings High, but Service Considered Expensive for Township and DDA



# Other Comments to Share

## Themes:

- Service is helpful, but expensive
- Good for employees and customers
- Not enough demand



2017 Cascade Charter Township Bus Service Study - Local Businesses		How bus service affects your customers								
		I have customers who use The Rapid to get to my business			Bus service improves the market I can reach to attract more customers			Proximity to a bus stop is good for business		
		Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know
<b>Overall</b>		<b>24%</b>	<b>59%</b>	<b>17%</b>	<b>28%</b>	<b>51%</b>	<b>16%</b>	<b>51%</b>	<b>29%</b>	<b>16%</b>
Time in Township	<1 year	100%	-	-	-	-	100%	100%	-	-
	1-5 years	24%	71%	6%	35%	53%	6%	59%	12%	18%
	6-10 years	23%	54%	23%	38%	46%	15%	69%	8%	23%
	10+ years	24%	57%	19%	25%	51%	18%	46%	36%	15%
Number of Employees	1	-	67%	33%	17%	83%	-	33%	50%	17%
	2-10	31%	58%	11%	33%	47%	16%	56%	20%	20%
	11-25	16%	60%	24%	16%	60%	24%	44%	36%	20%
	26-50	13%	67%	20%	27%	53%	13%	47%	33%	13%
	50+	42%	50%	8%	42%	33%	17%	67%	33%	-
Continue Service?	Yes	49%	38%	13%	51%	29%	18%	82%	7%	9%
	No	4%	96%	-	-	91%	4%	13%	70%	17%
	Not sure	6%	64%	30%	15%	55%	24%	36%	30%	27%

2017 Cascade Charter Township Bus Service Study - Local Businesses		How bus service affects your employees								
		I have employees who use The Rapid to get to work			Bus service improves the pool of people I can hire			Proximity to a bus stop helps me attract and retain employees		
		Yes	No	Don't know	Yes	No	Don't know	Yes	No	Don't know
<b>Overall</b>		<b>23%</b>	<b>71%</b>	<b>6%</b>	<b>44%</b>	<b>41%</b>	<b>13%</b>	<b>35%</b>	<b>47%</b>	<b>18%</b>
Time in Township	<1 year	100%	-	-	100%	-	-	100%	-	-
	1-5 years	24%	59%	18%	47%	41%	12%	47%	41%	12%
	6-10 years	23%	77%	-	38%	31%	31%	31%	23%	46%
	10+ years	22%	74%	4%	44%	43%	11%	32%	53%	15%
Number of Employees	1	-	100%	-	33%	67%	-	-	67%	33%
	2-10	9%	89%	2%	36%	49%	13%	27%	60%	13%
	11-25	20%	72%	8%	44%	32%	24%	36%	36%	28%
	26-50	33%	53%	13%	47%	40%	13%	33%	40%	27%
	50+	75%	17%	8%	75%	25%	-	75%	25%	-
Continue Service?	Yes	44%	51%	4%	82%	9%	7%	73%	13%	13%
	No	4%	91%	4%	-	96%	4%	-	100%	-
	Not sure	6%	85%	9%	21%	48%	30%	6%	58%	36%

2017 Cascade Charter Township Bus Service Study - Local Businesses		Agree that bus service is a benefit to the Township		
		Do you agree that this service is a benefit to the Township?		
		Yes	No	Don't know
<b>Overall</b>		<b>65%</b>	<b>10%</b>	<b>25%</b>
Time in Township	<1 year	100%	-	-
	1-5 years	63%	6%	31%
	6-10 years	92%	-	8%
	10+ years	61%	13%	26%
Number of Employees	1	50%	33%	17%
	2-10	59%	7%	34%
	11-25	72%	8%	20%
	26-50	53%	13%	33%
	50+	92%	8%	-
Continue Service?	Yes	98%	-	2%
	No	22%	39%	39%
	Not sure	52%	3%	45%

2017 Cascade Charter Township Bus Service Study - Local Businesses		Best arguments for									
		Best arguments for									
		The service increases employee attraction and retention	The service helps visitors and residents get around town more easily	The service increases business for shops, hotels, restaurants and other businesses in the Township	Public transportation helps conserve energy and reduce emissions	The service provides access for the elderly and/or disabled	Riding the bus reduces traffic congestion and parking concerns	The service makes the Township a more attractive place to have a business	The service strengthens the vibrancy of the business district	The service brings in potential new customers	The service lowers household expenses and frees up more income to spend locally
<b>Overall</b>		<b>44%</b>	<b>42%</b>	<b>41%</b>	<b>40%</b>	<b>31%</b>	<b>29%</b>	<b>27%</b>	<b>18%</b>	<b>16%</b>	<b>8%</b>
Time in Township	<1 year	100%	-	-	-	-	-	100%	100%	-	-
	1-5 years	29%	41%	47%	41%	29%	18%	24%	18%	29%	12%
	6-10 years	38%	69%	31%	54%	31%	38%	15%	8%	8%	8%
	10+ years	48%	37%	42%	37%	32%	31%	29%	18%	14%	8%
Number of Employees	1	50%	17%	17%	67%	50%	50%	17%	17%	17%	-
	2-10	24%	50%	50%	36%	33%	26%	29%	19%	19%	7%
	11-25	39%	35%	35%	48%	26%	30%	35%	26%	9%	13%
	26-50	75%	50%	42%	33%	33%	42%	8%	-	8%	8%
	50+	83%	33%	33%	33%	17%	17%	33%	17%	25%	-
Continue Service?	Yes	64%	38%	36%	36%	22%	20%	40%	20%	18%	2%
	No	22%	28%	50%	56%	56%	39%	6%	6%	22%	-
	Not sure	26%	58%	45%	35%	26%	35%	23%	23%	10%	19%

2017 Cascade Charter Township Bus Service Study - Local Businesses		Best arguments against									
		Best arguments against									
		The service has too many empty busses driving around town	The cost of the service is too high for the Township and the DDA	The funds spent on the service should be used in other ways	We just don't need the bus service	The Township government shouldn't be involved in providing a bus service	People don't like having busses in the business district	The service brings some people into town who cause trouble	Bus fares are too low. Riders don't pay their fair share	The Township should buy its own busses instead of partnering with The Rapid	The service brings in too many people from out of town
<b>Overall</b>		<b>61%</b>	<b>42%</b>	<b>39%</b>	<b>30%</b>	<b>26%</b>	<b>19%</b>	<b>18%</b>	<b>6%</b>	<b>6%</b>	<b>3%</b>
Time in Township	<1 year	-	-	-	-	-	-	-	-	-	-
	1-5 years	80%	10%	20%	30%	20%	20%	30%	-	20%	-
	6-10 years	44%	44%	44%	33%	44%	22%	-	-	-	-
	10+ years	60%	47%	41%	29%	24%	19%	19%	9%	5%	3%
Number of Employees	1	33%	33%	50%	33%	33%	17%	33%	-	-	-
	2-10	71%	37%	40%	34%	29%	20%	9%	6%	9%	3%
	11-25	61%	39%	39%	22%	22%	28%	39%	6%	6%	6%
	26-50	56%	33%	33%	44%	22%	-	11%	-	-	-
	50+	44%	78%	33%	11%	22%	22%	11%	22%	11%	-
Continue Service?	Yes	52%	37%	15%	11%	30%	30%	7%	15%	11%	4%
	No	61%	43%	57%	48%	17%	13%	22%	-	-	4%
	Not sure	70%	44%	48%	33%	30%	15%	26%	4%	7%	-

2017 Cascade Charter Township Bus Service Study - Local Businesses		Agree that bus service should be continued			Reasonable annual cost							
		Should bus service be provided?			Annual amount supported							
		Yes	No	Not sure	Nothing	\$50-\$150	\$151-\$300	\$301-\$500	\$501-\$1,000	\$1,001-\$2,500	\$2,501-\$5,000	\$5,001-\$10,000
<b>Overall</b>		<b>45%</b>	<b>23%</b>	<b>33%</b>	<b>45%</b>	<b>18%</b>	<b>15%</b>	<b>10%</b>	<b>7%</b>	<b>4%</b>	<b>1%</b>	<b>-</b>
Time in Township	<1 year	100%	-	-	-	-	-	-	100%	-	-	-
	1-5 years	47%	18%	35%	38%	15%	8%	23%	8%	8%	-	-
	6-10 years	54%	-	46%	62%	15%	8%	-	-	8%	8%	-
	10+ years	41%	29%	30%	43%	20%	20%	9%	7%	2%	-	-
Number of Employees	1	33%	50%	17%	67%	33%	-	-	-	-	-	-
	2-10	41%	20%	39%	53%	26%	12%	-	6%	3%	-	-
	11-25	36%	20%	44%	59%	6%	12%	12%	12%	-	-	-
	26-50	50%	21%	29%	18%	18%	9%	18%	9%	18%	9%	-
	50+	75%	25%	-	13%	-	50%	38%	-	-	-	-
Continue Service?	Yes	100%	-	-	21%	17%	26%	14%	12%	7%	2%	-
	No	-	100%	-	-	-	-	-	-	-	-	-
	Not sure	-	-	100%	77%	19%	-	3%	-	-	-	-

2017 Cascade Charter Township Bus Service Study - Local Businesses		Potential approaches											
		Have the DDA implement a 1 mil tax to generate \$167,000 per year with the remaining costs to be funded from existing Township/DDA funding			Have the DDA implement a 2 mil tax to generate \$334,000 per year with the remaining costs to be funded from existing Township/DDA funding			Encourage businesses to donate funds to offset the cost with the remaining costs to be funded from existing Township/DDA funding			Implement a combination donations and a 1 mil tax with the remaining costs to be funded from existing Township/DDA funding		
		Support	Oppose	Not sure	Support	Oppose	Not sure	Support	Oppose	Not sure	Support	Oppose	Not sure
<b>Overall</b>		<b>40%</b>	<b>28%</b>	<b>28%</b>	<b>13%</b>	<b>55%</b>	<b>25%</b>	<b>27%</b>	<b>31%</b>	<b>37%</b>	<b>35%</b>	<b>29%</b>	<b>31%</b>
Time in Township	<1 year	100%	-	-	-	-	100%	100%	-	-	100%	-	-
	1-5 years	36%	21%	43%	21%	50%	21%	14%	36%	43%	29%	43%	21%
	6-10 years	46%	38%	15%	8%	62%	23%	15%	38%	38%	31%	31%	31%
	10+ years	38%	28%	28%	13%	55%	26%	32%	28%	36%	36%	26%	34%
Number of Employees	1	33%	33%	33%	-	67%	33%	-	67%	33%	33%	33%	33%
	2-10	36%	39%	18%	12%	61%	21%	24%	36%	33%	27%	36%	30%
	11-25	25%	30%	45%	15%	45%	35%	30%	25%	40%	25%	35%	35%
	26-50	70%	10%	20%	-	80%	10%	30%	20%	40%	60%	10%	20%
	50+	56%	-	33%	33%	22%	33%	33%	22%	44%	56%	11%	33%
Continue Service?	Yes	60%	7%	26%	24%	40%	24%	29%	29%	33%	48%	14%	29%
	No	-	-	-	-	-	-	-	-	-	-	-	-
	Not sure	15%	55%	30%	-	73%	27%	24%	33%	42%	18%	48%	33%

2017 Cascade Charter Township Bus Service Study - Local Businesses		Service awareness											
		The Rapid's service hours in the Township		The location of bus stops		The schedule of bus stops		The cost of bus fare		Methods available to pay bus fare		Where to get additional information on bus services	
		Aware	Not aware	Aware	Not aware	Aware	Not aware	Aware	Not aware	Aware	Not aware	Aware	Not aware
<b>Overall</b>		<b>33%</b>	<b>67%</b>	<b>71%</b>	<b>28%</b>	<b>24%</b>	<b>75%</b>	<b>26%</b>	<b>72%</b>	<b>24%</b>	<b>76%</b>	<b>49%</b>	<b>50%</b>
Time in Township	<1 year	100%	-	100%	-	100%	-	100%	-	100%	-	100%	-
	1-5 years	19%	81%	69%	31%	13%	88%	44%	50%	25%	75%	50%	50%
	6-10 years	31%	69%	62%	38%	15%	85%	15%	85%	23%	77%	54%	46%
	10+ years	37%	63%	73%	25%	27%	72%	24%	75%	23%	77%	48%	51%
Number of Employees	1	50%	50%	67%	33%	33%	67%	17%	83%	33%	67%	50%	50%
	2-10	29%	71%	69%	29%	13%	84%	22%	76%	16%	84%	47%	51%
	11-25	32%	68%	68%	32%	24%	76%	28%	72%	24%	76%	44%	56%
	26-50	23%	77%	69%	31%	15%	85%	8%	92%	15%	85%	38%	62%
	50+	50%	50%	83%	17%	58%	42%	58%	33%	50%	50%	75%	25%
Continue Service?	Yes	55%	45%	89%	9%	39%	61%	41%	55%	43%	57%	73%	25%
	No	32%	68%	68%	32%	23%	73%	18%	82%	9%	91%	41%	59%
	Not sure	6%	94%	52%	48%	3%	97%	12%	88%	6%	94%	24%	76%

2017 Cascade Charter Township Bus Service Study - Local Businesses		Service performance								
		Performance Rating (6=Highest Performance)								
		Methods available to pay bus fare	Location of bus stops	The Rapid's website	Schedule of bus stops	The cost of bus fare	Professionalism of the bus drivers	Service hours	Cleanliness of the buses	Overall cost paid by Twp and DDA
<b>Overall</b>		<b>4.8</b>	<b>4.6</b>	<b>4.6</b>	<b>4.5</b>	<b>4.5</b>	<b>4.5</b>	<b>4.4</b>	<b>4.3</b>	<b>3.3</b>
Time in Township	<1 year	5.0	6.0	-	5.0	6.0	6.0	3.0	5.0	5.0
	1-5 years	4.8	4.5	4.2	5.0	4.3	4.8	5.0	4.0	3.3
	6-10 years	5.3	4.7	5.2	4.5	4.0	5.5	4.8	5.0	3.0
	10+ years	4.7	4.5	4.6	4.3	4.5	4.2	4.3	4.2	3.3
Number of Employees	1	5.0	5.0	5.5	-	4.0	6.0	5.0	5.5	2.0
	2-10	4.7	4.4	4.1	4.6	4.1	4.5	4.6	4.1	3.6
	11-25	5.0	4.5	4.8	3.5	5.0	4.3	4.3	4.2	2.5
	26-50	4.3	4.1	4.8	4.0	5.0	2.0	3.3	2.0	2.0
	50+	4.9	5.0	5.1	4.8	4.6	4.7	4.6	4.5	3.7
Continue Service?	Yes	4.7	4.8	4.7	4.5	4.5	4.5	4.3	4.2	3.9
	No	6.0	3.4	3.3	4.0	4.5	3.0	4.7	4.0	2.2
	Not sure	4.5	4.7	5.0	3.0	4.3	5.0	4.4	5.0	1.8

## 2017 Cascade Charter Township Bus Service Study - Local Businesses

Overall		105	100%
Time in Township	<1 year	1	1%
	1-5 years	17	16%
	6-10 years	13	12%
	10+ years	72	69%
Number of Employees	1	6	6%
	2-10	45	43%
	11-25	25	24%
	26-50	15	14%
	50+	12	11%

How the bus service has affected your business
We here @ Sentinel Pointe have approx. 15 staff members that rely on the bus service daily to get here for their job. Without this service we would lose valuable employees.
It has not helped. I am 200 yards away from bus stop and across the street
Allowed employees to ride the bus when vehicle is at the shop or not available.
Not sure if any employees or customers use bus service
It hasn't.
No affect. Only 2 employees here who drive for their occupation.
Our guests without vehicles use it to get around 28th St
Unfortunately, we recently experienced a break-in where investigators found the perpetrators rode the bus to this area from the inner city to conduct criminal acts. With that said, bus service can be beneficial to the area.
We don't see any customer's who use the bus
Hasn't
People wanting to use restroom - waiting inside with bad weather - wanting change - having to pick up trash at bus stop
None
We're a car wash so every customer comes in a car. I can't say it affects us at all.
Low ridership numbers most buses are empty!
Don't know
The stop is just before our business entrance - so when the bus is stopped - our entrance is blocked to cars
Maintaining staff
I have treated dental patients through a Donated Services program that used the bus to reach my office
It has not.
It improves the 'marketability' of our office space to prospective tenants who have employees that do use the bus service.
Staff can use bus service to get to work versus drive only...
I have not been able to directly link the bus service with an increase of business. I was hoping to attract employees though, which I have not yet.
I have multiple employees who utilize the bus service.
None known
The bus service provides backup for my car
Provides transportation to 3 employees
We have customers who take the Rapid to come in and start up their insurance with us and it also makes it easier for current customers to get here to make payments or changes.
It is available to employees.
Patients that do not drive - very convenient!
It allows those with lack of transportation to get here!
Not applicable
If an employees car was to break down they could always catch bus to work till they figured something else out
With no stop very close guest find it hard to explore downtown
I have 4 employees who use the bus service to get to work
More businesses interested in locating here
None Theft has risen
It has not. My customers and employees do not rely on the bus.
Don't know
We work with clients who often don't drive.
Foot traffic
Professional office - not the clientele that we serve.

Questions have been raised about safety with my employees over people coming from outside the area
doesn't allow for our employees to get here in a timely manner.
My employees (while I pay above minimum wage) do not have reliable transportation and the bus provides them a way to get to work. As well, a # of millennials do not have cars.
None
I am not aware of any affect on my business, but I believe it could have an affect on ability to hire employees.
NO
It hasn't
Bus service brings hoodlums into the community.
I can't think of one.
We definitely have been able to attract more applicants
Just a few time one of the staff had problem with his car took bus. But it was too far from the buses.
No effect
During winter people/customer to my store due to having bus service nearby
Greater customer access to the business with the bus coming all the way into Cascade and it has opened up a larger pool of applicants who can now apply for work because of the bus
Many of our employees utilize this service
We have several tenants that would not be here if not for the bus service. We are also finding when new tenants are looking in the area, having bus service has become a very important question they have in their evaluation of locations.
There are many people at the bus stops so it is bringing people into Cascade

Other Approaches to Fund After 2018
Encourage more people to ride the bus!
Private donors.
Businesses that are retail, or employee larger than 5-10 employees, can donate.
Increase fares to cover cost.
Take money from existing funds only
The projected cost seems inflated
Ridership should pay to ride
Maybe make bus fare more for everyone but seniors
Fee increases, donations, grants, solicit funding from businesses
Have businesses pay an annual fee for the service to continue
Smaller Rapid Service Bus. Do empty buses make sense for \$380,000?
The twsp should not be funding a bus service

Other comments to share
I don't think this is an effective way to spend tax dollars
Most of the time we do not see enough people on the bus! If more retail business was in Cascade I could see the potential for a bus. We should work on, filling up the empty commercial property we have had for the last several years, to justify keeping the bus line. We need shops to pull in customers. 28th St and Patterson bad stop area, causes traffic back up all the time in an already congested area.
It would be a step back if bus service would stop!
I do not believe there is enough demand for bus service.
I'm sure it's valuable for local people to get around to stores and workplaces in the area
It does not affect our business. Would not like to pay for service we don't use.
Cost may not be justified by utility of resource. Primary use appears to be minimum-wage workers.
The bus is helpful, but costly
In regards to question 3, waste of tax dollars. In regards to question 5, I do not believe that any of these reasons justifies the huge cost to the township. The cost of the service simply does not benefit enough township tax payers to justify the service any longer.
The township business' cater to affluent customers - do they actually ride a bus? Ours do not!
I don't see the bus service helping my bus. at all
I don't pay real close attention to it, but I don't see many people on it.
Cascade Township should not violate the Michigan Public Health Code for promoting Public Health and allow for advertising via street placards for flu shots. Alex Rinougli
A utilization report would be valuable - how many use the service? where? why?
As a business operator, I am very happy having the bus service not only for staff; but for guests that are used to/comfortable using public transit!
I believe it benefits the township as a whole.
Don't ask local businesses to pay for service w/o benefit to businesses.
380K for a single line seems poorly managed
Try to continue its use
I think its great!
I see bus empty, no one travelling most of the time. I am anticipating, no business owner/manager aware of any of the question/answer, unless we know from the study that how many of the citizens use this service, and at what cost?
One of the first questions should have been, "Do any of your employees or customers use the bus service?". If the answer was no, that should be the end.
The bus service is a great thing for local businesses, unemployment is low so we need to attract employees.
Our taxes are already too high. They can pay for it out of the surplus instead of building anen. township hall.
The bus service is a complete waste of resources!
Make it profitable or even or don't get involved
Who gets the bus fare, shouldn't the fare goes towards the program?

Would like more involvement
jan@airleader.us
baymontgr@gmail.com
David R. Prindiville (616) 975-9807
jeffreyreavis@gmail.com
brian@cascadeprint.com 616-222-2937
Scott.Vagel@nothingbundtcakes.com
prbiruk@gmail.com 616-283-9844

## Sandra

---

**From:** Stuart Poltrock <[REDACTED]>  
**Sent:** Tuesday, November 5, 2019 11:21 AM  
**To:** Sandra  
**Subject:** Re: The Rapid Bus Service

Hi Sandra: I've been in business in Cascade for 25 years.  
I like the idea of the busline here. The busline has no impact  
on my one-person business.

~ Stuart Poltrock. Sound Post

1. Does the bus help your business?

No

1.  
2. Do you have employees who use the bus?

No

2.  
3. If so, approximately how many?

0

3.  
4. Does it bring customers to your business?

No

4.  
5. Do you have tenants who request to be on the bus line?

No

5.  
6. What would the impact to your business be if the bus no longer served the  
Township?

None

6.

Stuart Poltrock  
[www.soundpoststudios.com](http://www.soundpoststudios.com)  
6806 Old 28th Street, SE  
Grand Rapids, MI 49546

## Sandra

---

**From:** Kirk Driesenga <[REDACTED]>  
**Sent:** Tuesday, November 5, 2019 11:21 AM  
**To:** Sandra  
**Subject:** RE: The Rapid Bus Service

Per your request about the impact of the Rapid bus service. I would like to respond on a couple of fronts. First, every morning when I am in the office I witness multiple (I would estimate 20-30) people walking across our parking lot at Centennial Plaza from the bus going to work at various businesses with in Centennial Park. I would think that without this bus line most if not all of these people would not have access to their employment.

Secondly, being responsible for leasing several building within the Township as prospective tenants consider which area (the Township or somewhere else) they would consider, one of the critical criteria that is included on every request for proposal is whether or not the property is on a bus line. There are two reasons for this, one is the availability for workers without transportation to come to work. And second something that is becoming more common is people and companies that want to promote a greener option as part of their lifestyle/corporate culture.

We have several tenants now that I know for a fact, that we would not have without availability of the bus line and if it went away, they would relocate. One in particular that employs several hundred people within Cascade Office Park.

I would strongly encourage you to continue the bus line. We are seeing great momentum with this area and would like this to continue.

Please let me know if you have any questions.

**Kirk R. Driesenga**  
**The Hinman Company**  
ph: [616-957-3711](tel:616-957-3711) Grand Rapids  
ph: [231-722-0102](tel:231-722-0102) Muskegon  
cell: [616-443-6986](tel:616-443-6986)  
[REDACTED]

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**From:** Sandra [mailto:Sandra@cascadetwp.com]  
**Sent:** Tuesday, November 5, 2019 11:01 AM  
**To:** Sandra <Sandra@cascadetwp.com>  
**Subject:** The Rapid Bus Service

Good morning,

I am again asking for your input regarding The Rapid bus service in Cascade Township.

In 2016 the Township worked with The Rapid to institute a 3 year pilot program to bring bus service into the Township. The pilot program timeline is completed and while the bus is still operating in the

## Sandra

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**From:** Kristin Carlson <[REDACTED]>  
**Sent:** Tuesday, November 5, 2019 11:19 AM  
**To:** Sandra  
**Subject:** Re: The Rapid Bus Service

1. Does the bus help your business? No
2. Do you have employees who use the bus? No
3. If so, approximately how many? 0
4. Does it bring customers to your business? No
5. Do you have tenants who request to be on the bus line? No
6. What would the impact to your business be if the bus no longer served the Township? None

### ***Kristin Carlson***

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Grand Rapids, MI 49546  
(616) 956-1119  
[Bridal Elegance](#)

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Monday-Friday 11-5 Saturday 10-4 Sunday Closed

[Find us on Facebook!](#)

On Tue, Nov 5, 2019 at 11:01 AM Sandra <[Sandra@cascadetwp.com](mailto:Sandra@cascadetwp.com)> wrote:

Good morning,

I am again asking for your input regarding The Rapid bus service in Cascade Township.

In 2016 the Township worked with The Rapid to institute a 3 year pilot program to bring bus service into the Township. The pilot program timeline is completed and while the bus is still operating in the Township, the Downtown Development Authority and Township board are interested in your experience with the bus service.

## Sandra

---

**From:** Louie <[REDACTED]>  
**Sent:** Tuesday, November 5, 2019 11:29 AM  
**To:** Sandra  
**Cc:** paul@sheldondrycleaners.com  
**Subject:** RE: The Rapid Bus Service

Hi Sandra

I have not heard of anyone using the busses.

I know my business patrons and my tenants patrons said they do not use the busses.

The only unsolicited feedback from the buss service was that some of the nearby landlords voiced concern about the busses tearing up their parking lot.

Thanks

Louie Cares

Sheldon Cleaners

P&L Co. LLC.

-----Original Message-----

**From:** Sandra <Sandra@cascadetwp.com>  
**Sent:** Tuesday, November 5, 2019 11:01 AM  
**To:** Sandra <Sandra@cascadetwp.com>  
**Subject:** The Rapid Bus Service

Good morning,

I am again asking for your input regarding The Rapid bus service in Cascade Township.

In 2016 the Township worked with The Rapid to institute a 3 year pilot program to bring bus service into the Township. The pilot program timeline is completed and while the bus is still operating in the Township, the Downtown Development Authority and Township board are interested in your experience with the bus service.

1. Does the bus help your business?
2. Do you have employees who use the bus?
3. If so, approximately how many?
4. Does it bring customers to your business?
5. Do you have tenants who request to be on the bus line?
6. What would the impact to your business be if the bus no longer served the Township?

If you could send me an email or letter, it would be appreciated! This information will be passed on to the DDA board as well as our Township Board.

My email is [sandra@cascadetwp.com](mailto:sandra@cascadetwp.com)<mailto:sandra@cascadetwp.com> or the mailing address is:

Cascade Township

**Sandra**

---

**From:** Mike Ritzema <[REDACTED]>  
**Sent:** Tuesday, November 5, 2019 11:34 AM  
**To:** Sandra  
**Subject:** Re: The Rapid Bus Service

HI Sandra

None of my employees or customers use the bus line. It does nothing for my business.

Mike Ritzema  
President  
Superior Trucking Payroll Service

----- On Tue, 05 Nov 2019 11:01:10 -0500 **Sandra** <[Sandra@cascadetwp.com](mailto:Sandra@cascadetwp.com)> wrote -----

Good morning,

I am again asking for your input regarding The Rapid bus service in Cascade Township.

In 2016 the Township worked with The Rapid to institute a 3 year pilot program to bring bus service into the Township. The pilot program timeline is completed and while the bus is still operating in the Township, the Downtown Development Authority and Township board are interested in your experience with the bus service.

1. Does the bus help your business?
2. Do you have employees who use the bus?
3. If so, approximately how many?
4. Does it bring customers to your business?
5. Do you have tenants who request to be on the bus line?
6. What would the impact to your business be if the bus no longer served the Township?

If you could send me an email or letter, it would be appreciated! This information will be passed on to the DDA board as well as our Township Board.

My email is [sandra@cascadetwp.com](mailto:sandra@cascadetwp.com) or the mailing address is:

## Sandra

---

**From:** Bill Krall <[REDACTED]>  
**Sent:** Tuesday, November 5, 2019 11:35 AM  
**To:** Sandra  
**Subject:** Re: The Rapid Bus Service

Hi Sandra,

1. Yes, the bus system helps my business
2. I have 6 employees who take the bus to work.
3. I am not aware of any customers who take the bus but probably none.
4. I don't have a any knowledge of tenant who use the bus.
5. Eliminating the bus would make it difficult more some of my staff to get to work. The bus system is a reliable and very cost effective means of transportation for employees .

Thank you.

Best Regards,

Bill Krall  
Leo's Coney Island  
248.346.6733  
[REDACTED]

On Nov 5, 2019, at 11:01 AM, Sandra <[Sandra@cascadetwp.com](mailto:Sandra@cascadetwp.com)> wrote:

Good morning,

I am again asking for your input regarding The Rapid bus service in Cascade Township.

In 2016 the Township worked with The Rapid to institute a 3 year pilot program to bring bus service into the Township. The pilot program timeline is completed and while the bus is still operating in the Township, the Downtown Development Authority and Township board are interested in your experience with the bus service.

1. Does the bus help your business?
2. Do you have employees who use the bus?
3. If so, approximately how many?
4. Does it bring customers to your business?
5. Do you have tenants who request to be on the bus line?
6. What would the impact to your business be if the bus no longer served the Township?

## Sandra

---

**From:** Rene Growney <[REDACTED]>  
**Sent:** Tuesday, November 5, 2019 11:36 AM  
**To:** Sandra  
**Subject:** Re: The Rapid Bus Service

Sandra,

The Rapid bus service does not help or hurt my business. The service is currently not used by employees or customer and would not impact my business if the service was eliminated. Thank you, Rene

On Tue, Nov 5, 2019 at 11:02 AM Sandra <[Sandra@cascadetwp.com](mailto:Sandra@cascadetwp.com)> wrote:

Good morning,

I am again asking for your input regarding The Rapid bus service in Cascade Township.

In 2016 the Township worked with The Rapid to institute a 3 year pilot program to bring bus service into the Township. The pilot program timeline is completed and while the bus is still operating in the Township, the Downtown Development Authority and Township board are interested in your experience with the bus service.

1. Does the bus help your business?
2. Do you have employees who use the bus?
3. If so, approximately how many?
4. Does it bring customers to your business?
5. Do you have tenants who request to be on the bus line?
6. What would the impact to your business be if the bus no longer served the Township?

If you could send me an email or letter, it would be appreciated! This information will be passed on to the DDA board as well as our Township Board.

My email is [sandra@cascadetwp.com](mailto:sandra@cascadetwp.com) or the mailing address is:

Cascade Township

**Sandra**

---

**From:** Jon Gill <[REDACTED]>  
**Sent:** Tuesday, November 5, 2019 11:41 AM  
**To:** Sandra  
**Subject:** Re: The Rapid Bus Service

Hi Sandra,

Here are the answers to the questions regarding Rapid bus service.

1. Does the bus help your business?
2. Do you have employees who use the bus?
3. If so, approximately how many?
4. Does it bring customers to your business?
5. Do you have tenants who request to be on the bus line?
6. What would the impact to your business be if the bus no longer served the Township?

1. We do not feel it helps us as all of our clients come by means of their own vehicle.
2. We do not have any staff members that use the bus.
3. N/A
4. No, we do not feel it brings us clients.
5. No we do not.
6. There would be no impact on our business.

Hope you have an awesome day!

Kind regards,  
Jon Gill

Renewal Skin Spa  
6735 Cascade Rd SE  
Suite 100  
Grand Rapids, MI 49546

616-940-1177  
[www.renewalskinspa.com](http://www.renewalskinspa.com)

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On Tuesday, November 5, 2019, 11:01:28 AM EST, Sandra <sandra@cascadetwp.com> wrote:

**Sandra**

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**From:** [REDACTED]  
**Sent:** Tuesday, November 5, 2019 11:44 AM  
**To:** Sandra  
**Subject:** Re: The Rapid Bus Service

I don't believe that anyone who has worked at the Kumon Center of attended its programs has ever taken advantage of the bus service.

Anne L. Gruber

**Kumon Math & Reading Center**

[//www.kumon.com/cascade](http://www.kumon.com/cascade)

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6810 Old 28th Street, Suite 6

Grand Rapids MI 49546

Office phone 616 977-0729

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Monday and Thursday: 2pm - 7:30pm

Tuesday and Wednesday: 3:30pm - 7:30pm

Saturday: 10am - 1pm

-----Original Message-----

From: Sandra <Sandra@cascadetwp.com>

To: Sandra <Sandra@cascadetwp.com>

Sent: Tue, Nov 5, 2019 11:01 am

Subject: The Rapid Bus Service

Good morning,

I am again asking for your input regarding The Rapid bus service in Cascade Township.

In 2016 the Township worked with The Rapid to institute a 3 year pilot program to bring bus service into the Township. The pilot program timeline is completed and while the bus is still operating in the Township, the Downtown Development Authority and Township board are interested in your experience with the bus service.

1. Does the bus help your business?
2. Do you have employees who use the bus?
3. If so, approximately how many?
4. Does it bring customers to your business?
5. Do you have tenants who request to be on the bus line?

## Sandra

---

**From:** Laura Sullivan <[REDACTED]>  
**Sent:** Tuesday, November 5, 2019 11:47 AM  
**To:** Sandra  
**Subject:** RE: The Rapid Bus Service

My responses below in BLUE

Thanks,

Lala

Fowling Warehouse Grand Rapids

**From:** Sandra [mailto:Sandra@cascadetwp.com]  
**Sent:** Tuesday, November 5, 2019 11:01 AM  
**To:** Sandra <Sandra@cascadetwp.com>  
**Subject:** The Rapid Bus Service

Good morning,

I am again asking for your input regarding The Rapid bus service in Cascade Township.

In 2016 the Township worked with The Rapid to institute a 3 year pilot program to bring bus service into the Township. The pilot program timeline is completed and while the bus is still operating in the Township, the Downtown Development Authority and Township board are interested in your experience with the bus service.

1. Does the bus help your business? NO
2. Do you have employees who use the bus? NO
3. If so, approximately how many?
4. Does it bring customers to your business? NO
5. Do you have tenants who request to be on the bus line? NO
6. What would the impact to your business be if the bus no longer served the Township? NONE

If you could send me an email or letter, it would be appreciated! This information will be passed on to the DDA board as well as our Township Board.

My email is [sandra@cascadetwp.com](mailto:sandra@cascadetwp.com) or the mailing address is:

Cascade Township  
Attn: Sandra Korhorn  
2865 Thornhills Ave. SE  
Grand Rapids, MI 49546

Please let me know if you have questions.

Thank you!

Sandra Korhorn

## Sandra

---

**From:** Larry Walt <[REDACTED]>  
**Sent:** Tuesday, November 5, 2019 11:51 AM  
**To:** Sandra  
**Subject:** Re: The Rapid Bus Service

Sandra, sorry for the slow response.  
I have zero knowledge of the bus service affecting our business our customers or employees.

Respectfully

Larry Walt  
President  
Design 1 Salon Spa  
4485 Plainfield NE #108  
Grand Rapids Mi 49525  
616-293-5995  
Sent from my iPhone

On Nov 5, 2019, at 11:01 AM, Sandra <Sandra@cascadetwp.com> wrote:

Good morning,

I am again asking for your input regarding The Rapid bus service in Cascade Township.

In 2016 the Township worked with The Rapid to institute a 3 year pilot program to bring bus service into the Township. The pilot program timeline is completed and while the bus is still operating in the Township, the Downtown Development Authority and Township board are interested in your experience with the bus service.

1. Does the bus help your business?
2. Do you have employees who use the bus?
3. If so, approximately how many?
4. Does it bring customers to your business?
5. Do you have tenants who request to be on the bus line?
6. What would the impact to your business be if the bus no longer served the Township?

If you could send me an email or letter, it would be appreciated! This information will be passed on to the DDA board as well as our Township Board.

My email is [sandra@cascadetwp.com](mailto:sandra@cascadetwp.com) or the mailing address is:

Cascade Township  
Attn: Sandra Korhorn

## Sandra

---

**From:** Wayne Meulendyk <[REDACTED]>  
**Sent:** Tuesday, November 5, 2019 11:53 AM  
**To:** Sandra  
**Subject:** The Rapid Bus Service

### Sandra:

I tried to use them before they had extended their reach, but since then I have not had a need for their service.  
You ask:

1. Does the bus help your business? No. We are an industrial tool distributor whose customers mostly call or email their requests to us.
2. Do you have employees who use the bus? No. Almost did had one, but that fell through.
3. If so, approximately how many? Had a couple of applicants who took the bus to the interview.
4. Does it bring customers to your business? No. We are not retail. We get no customers coming to our building.
5. Do you have tenants who request to be on the bus line? This is a possibility for the future, but not today.
6. What would the impact to your business be if the bus no longer served the Township? Sadly, no impact to my business either way. I like the idea of The Rapid serving Cascade Twp.

Wayne R. Meulendyk  
8:00 AM to 5:00 PM EST  
Gage Crib Worldwide Inc  
6701 Old 28<sup>th</sup> St SE, Suite B  
Grand Rapids, MI 49546-6937  
USA

Cell: **616.516.3370**  
Phone: 616.954.6581 x370  
Fax: 616.954.6583  
e-mail: [gageguy@gagecrib.com](mailto:gageguy@gagecrib.com)  
Web: [www.gagecrib.com](http://www.gagecrib.com)  
Web: [www.ring-plug-thread-gages.com](http://www.ring-plug-thread-gages.com)  
Web: [www.medi-luer.com](http://www.medi-luer.com)

### Gage Crib Staff Directory

#### Sales:

Lea Burger x122 [office@gagecrib.com](mailto:office@gagecrib.com)  
Steve Williams x121 [sales1@gagecrib.com](mailto:sales1@gagecrib.com)  
Haley Kendall x118 [sales2@gagecrib.com](mailto:sales2@gagecrib.com)  
Rachael Boyer x123 [sales3@gagecrib.com](mailto:sales3@gagecrib.com)  
Melissa Kramer x124 [sales4@gagecrib.com](mailto:sales4@gagecrib.com)

Order Processing: Alicia Bracey x116 [support@gagecrib.com](mailto:support@gagecrib.com)  
Order Processing: Heidi Bonner x 117 [buyer@gagecrib.com](mailto:buyer@gagecrib.com)  
Order Tracking: Yvonne Smith x114 [ship@gagecrib.com](mailto:ship@gagecrib.com)  
Problem Resoultion: Craig Mete x125 [QA@gagecrib.com](mailto:QA@gagecrib.com)  
AR/AP: Linda Hawk x115 [ar-ap@gagecrib.com](mailto:ar-ap@gagecrib.com)  
Technical: Wayne Meulendyk x370 [gageguy@gagecrib.com](mailto:gageguy@gagecrib.com)

## Sandra

---

**From:** Karl Knieling <[REDACTED]>  
**Sent:** Tuesday, November 5, 2019 12:07 PM  
**To:** Sandra  
**Subject:** Rapid Bus Service

Hi Sandra,

Thank you for sending the survey in regard to testimony of usage for employees that use the service.

1. The bus line does help our service as it serves as a primary mode of transportation of 70% of our employee base. Without the service many of our employees would not be able to work on this side of town.
2. We have about 70% of our workforce who has used the service
3. We have about 60 employees who benefit from the service
4. It does not have a significant number of customers that it brings but without the employees we would not be able to service our guests
5. N/A
6. It would be a challenge for employees to get to work on this side of town. The next closest stop is too far in walking distance to get people to work.

Thanks,

Karl Knieling  
General Manager  
Crowne Plaza Grand Rapids Airport Hotel  
(616) 942-3170  
kkniling@crowneplazagr.com

**Sandra**

---

**From:** Moon, Deb <[REDACTED]>  
**Sent:** Tuesday, November 5, 2019 12:09 PM  
**To:** Sandra  
**Subject:** RE: The Rapid Bus Service

Sandra,

My responses are recorded below

**Deb Moon | Edward Jones Investments**  
*Financial Advisor*



6740 Cascade Road SE  
Suite 3  
Grand Rapids, MI 49546  
616-957-3660  
Fax 800-431-3927  
[REDACTED]

*The greatest compliment from a client is the introduction to someone they care about.  
I deeply value and appreciate your trust and the referral of my services.*

**For your protection we cannot accept trade or cash disbursement instructions via email. Please contact the office at (616) 957-3660 to speak directly with us.**

**You can now TEXT to reach us!**  
**Text "Connect" to 31268 and follow the link to [www.edwardjones.com/text](http://www.edwardjones.com/text) for options and instructions.**

---

Deb Moon  
Financial Advisor  
Edward Jones  
6740 Cascade Rd Se  
Suite 3  
Grand Rapids, MI 49546  
(616) 957-3660  
[www.edwardjones.com](http://www.edwardjones.com)

If you are not the intended recipient of this message (including attachments) or if you have received this message in error, immediately notify us and delete it and any attachments.

If you do not wish to receive any email messages from Edward Jones, excluding administrative communications, please email this request to [Opt-Out@edwardjones.com](mailto:Opt-Out@edwardjones.com) from the email address you wish to unsubscribe.

For important additional information related to this email, visit [www.edwardjones.com/disclosures/email.html](http://www.edwardjones.com/disclosures/email.html). Edward D. Jones & Co., L.P. d/b/a Edward Jones, 12555 Manchester Road, St. Louis, MO 63131 © Edward Jones. All rights reserved.

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**From:**  
**Sent:** Tuesday, November 05, 2019 11:01 AM  
**To:**  
**Subject:** The Rapid Bus Service

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good morning,

I am again asking for your input regarding The Rapid bus service in Cascade Township.

In 2016 the Township worked with The Rapid to institute a 3 year pilot program to bring bus service into the Township. The pilot program timeline is completed and while the bus is still operating in the Township, the Downtown Development Authority and Township board are interested in your experience with the bus service.

1. Does the bus help your business? **No impact**
2. Do you have employees who use the bus? **No**
3. If so, approximately how many?
4. Does it bring customers to your business? **No**
5. Do you have tenants who request to be on the bus line? **N/A**
6. What would the impact to your business be if the bus no longer served the Township? **No impact but still feel strongly that the service should be available as we continue to grow**

If you could send me an email or letter, it would be appreciated! This information will be passed on to the DDA board as well as our Township Board.

My email is [sandra@cascadetwp.com](mailto:sandra@cascadetwp.com) or the mailing address is:

Cascade Township  
Attn: Sandra Korhorn  
2865 Thornhills Ave. SE  
Grand Rapids, MI 49546

Please let me know if you have questions.

Thank you!

Sandra Korhorn  
Cascade Charter Township  
DDA/Economic Development Director  
Phone: (616) 949-1500  
Fax: (616) 949-3918  
[sandra@cascadetwp.com](mailto:sandra@cascadetwp.com)

**Sandra**

---


**From:** Maggie Gutowsky <[REDACTED]>  
**Sent:** Tuesday, November 5, 2019 11:54 AM  
**To:** Sandra  
**Cc:** Dan Wiersma  
**Subject:** The Rapid Bus Service

Hello Sandra,

Please see answers for DPT Solutions below in green.

Thank you and have a wonderful day,



**Maggie Gutowsky**   
Office Manager | [dptsolutions.com](http://dptsolutions.com)  
D: (616) 828-5404 | O: (616) 957-1727  
*Strategic. Human-Centered. Business Solutions.*

**From:** Sandra <[Sandra@cascadetwp.com](mailto:Sandra@cascadetwp.com)>  
**Subject:** The Rapid Bus Service  
**Date:** November 5, 2019 at 11:01:10 AM EST  
**To:** Sandra <[Sandra@cascadetwp.com](mailto:Sandra@cascadetwp.com)>

Good morning,

I am again asking for your input regarding The Rapid bus service in Cascade Township.

In 2016 the Township worked with The Rapid to institute a 3 year pilot program to bring bus service into the Township. The pilot program timeline is completed and while the bus is still operating in the Township, the Downtown Development Authority and Township board are interested in your experience with the bus service.

1. Does the bus help your business? **Bus does not help our business.**
2. Do you have employees who use the bus? **No.**
3. If so, approximately how many? **N/A**
4. Does it bring customers to your business? **No.**
5. Do you have tenants who request to be on the bus line? **N/A**
6. What would the impact to your business be if the bus no longer served the Township? **There would be no impact on our business.**

If you could send me an email or letter, it would be appreciated! This information will be passed on to the DDA board as well as our Township Board.

My email is [sandra@cascadetwp.com](mailto:sandra@cascadetwp.com) or the mailing address is:

**Sandra**

---

**From:** Michael McDaniels <[REDACTED]>  
**Sent:** Tuesday, November 5, 2019 12:10 PM  
**To:** Sandra  
**Subject:** Re: The Rapid Bus Service

Good morning. I am responding as property manager of the multi-tenant office building at 3033 Orchard Vista Dr. SE.

None of the employees use the bus service and it has never been requested.

Michael McDaniels

On Tuesday, November 5, 2019, 11:01:31 AM EST, Sandra <sandra@cascadetwp.com> wrote:

Good morning,

I am again asking for your input regarding The Rapid bus service in Cascade Township.

In 2016 the Township worked with The Rapid to institute a 3 year pilot program to bring bus service into the Township. The pilot program timeline is completed and while the bus is still operating in the Township, the Downtown Development Authority and Township board are interested in your experience with the bus service.

1. Does the bus help your business?
2. Do you have employees who use the bus?
3. If so, approximately how many?
4. Does it bring customers to your business?
5. Do you have tenants who request to be on the bus line?
6. What would the impact to your business be if the bus no longer served the Township?

If you could send me an email or letter, it would be appreciated! This information will be passed on to the DDA board as well as our Township Board.

My email is [sandra@cascadetwp.com](mailto:sandra@cascadetwp.com) or the mailing address is:

## Sandra

---

**From:** Kathie Rademacher <[REDACTED]>  
**Sent:** Tuesday, November 5, 2019 12:17 PM  
**To:** Sandra  
**Subject:** Re: The Rapid Bus Service

Good afternoon --- I just spoke with our District Manager that oversees the Sundance Grill in Cascade and she says it's very help! See below... thank you~

1. Does the bus help your business? yes
2. Do you have employees who use the bus? we do - several and it has improved their timeliness getting to work and not having to drop shifts
3. If so, approximately how many? 3 to 4
4. Does it bring customers to your business? hard to tell
5. Do you have tenants who request to be on the bus line? unsure
6. What would the impact to your business be if the bus no longer served the Township? employees would have to go back to finding rides or ride sharing and one assumes they would be late or drop shifts.

On Tue, Nov 5, 2019 at 11:01 AM Sandra <[Sandra@cascadetwp.com](mailto:Sandra@cascadetwp.com)> wrote:

Good morning,

I am again asking for your input regarding The Rapid bus service in Cascade Township.

In 2016 the Township worked with The Rapid to institute a 3 year pilot program to bring bus service into the Township. The pilot program timeline is completed and while the bus is still operating in the Township, the Downtown Development Authority and Township board are interested in your experience with the bus service.

1. Does the bus help your business?
2. Do you have employees who use the bus?
3. If so, approximately how many?
4. Does it bring customers to your business?
5. Do you have tenants who request to be on the bus line?
6. What would the impact to your business be if the bus no longer served the Township?

If you could send me an email or letter, it would be appreciated! This information will be passed on to the DDA board as well as our Township Board.

## Sandra

---

**From:** [REDACTED]  
**Sent:** Tuesday, November 5, 2019 12:24 PM  
**To:** Sandra  
**Subject:** RE: The Rapid Bus Service

Sandra –  
Here are the responses you've requested.

1. Does the bus help your business? No
2. Do you have employees who use the bus? No
3. If so, approximately how many? None
4. Does it bring customers to your business? No
5. Do you have tenants who request to be on the bus line? No
6. What would the impact to your business be if the bus no longer served the Township? In the last 18 months we've had three break-ins that cost the store in excess of \$15,000 in insurance deductibles and additional security measures due to stolen cars and car keys, not to mention the untold damage from the experiences of our effected customers whose vehicles were stolen. In all three cases, the criminals had taken the bus from the inner city to get to the dealership and exact their crimes. We are still spending valuable time on the criminal cases as they are active in the court systems of three counties!

**From:** Sandra <Sandra@cascadetwp.com>  
**Sent:** Tuesday, November 5, 2019 11:01 AM  
**To:** Sandra <Sandra@cascadetwp.com>  
**Subject:** The Rapid Bus Service

Good morning,

I am again asking for your input regarding The Rapid bus service in Cascade Township.

In 2016 the Township worked with The Rapid to institute a 3 year pilot program to bring bus service into the Township. The pilot program timeline is completed and while the bus is still operating in the Township, the Downtown Development Authority and Township board are interested in your experience with the bus service.

1. Does the bus help your business?
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3. If so, approximately how many?
4. Does it bring customers to your business?
5. Do you have tenants who request to be on the bus line?
6. What would the impact to your business be if the bus no longer served the Township?

If you could send me an email or letter, it would be appreciated! This information will be passed on to the DDA board as well as our Township Board.

**Sandra**

---

**From:** Fred Burkhart <[REDACTED]>  
**Sent:** Tuesday, November 5, 2019 12:27 PM  
**To:** Sandra  
**Cc:** Dan Wiersma; Partners; Deb Brewer  
**Subject:** FW: The Rapid Bus Service - Cascade Township and Oxford Partners

Sandra, we are a small law firm. I am not aware of any of our personnel who ride the bus. Also, we have very little traffic in our office so I doubt if many visitors take the bus either. Fred

**Frederick S Burkhart**

Attorney | Direct: 616.975.5504

**GARDNER LINN**

INTELLECTUAL PROPERTY COUNSEL

GARDNER LINN BURKHART & ONDERSMA, LLP Main: 616.975.5500  
2900 Charlevoix Dr., S.E., Suite 300 Fax: 616.975.5505  
Grand Rapids, Michigan 49546 [www.gardner-linn.com](http://www.gardner-linn.com)



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**From:** Deb Brewer  
**Sent:** Tuesday, November 5, 2019 11:38 AM  
**To:** Partners <Partners@Gardner-Linn.com>  
**Subject:** FW: The Rapid Bus Service - Cascade Township and Oxford Partners

If you are interested in responding to this survey on bus services...

Deb

GARDNER LINN BURKHART & ONDERSMA, LLP Main: 616.975.5500  
2900 Charlevoix Dr., S.E., Suite 300 Fax: 616.975.5505  
Grand Rapids, Michigan 49546 [www.gardner-linn.com](http://www.gardner-linn.com)



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**From:** Michelle Graham <[REDACTED]>  
**Sent:** Tuesday, November 5, 2019 11:31 AM  
**Cc:** Dan Wiersma <[dwiersma@oxfordbus.com](mailto:dwiersma@oxfordbus.com)>; Nancy Mosier <[nmosier@oxfordbus.com](mailto:nmosier@oxfordbus.com)>; Leah Sluiter

## Sandra

---

**From:** Baymont GR Airport <[Paul.Wilson@grhospitals.com](mailto:Paul.Wilson@grhospitals.com)>  
**Sent:** Tuesday, November 5, 2019 12:30 PM  
**To:** Sandra  
**Subject:** Re: The Rapid Bus Service

Hello Sandra,

Thank you for reaching out to us. Yes we have 2 employees who currently use the bus for transportation to work and home. As far as guests go normally we do not have guests who ride the bus to get to the hotel, we service many guests from the airport and we have a shuttle for that. I feel it would

On Tue, Nov 5, 2019 at 11:48 AM Baymont GM 17855 <[\[REDACTED\]](mailto:)> wrote:

----- Forwarded message -----

**From:** Sandra <[Sandra@cascadetwp.com](mailto:Sandra@cascadetwp.com)>  
**Date:** Tue, Nov 5, 2019 at 11:01 AM  
**Subject:** The Rapid Bus Service  
**To:** Sandra <[Sandra@cascadetwp.com](mailto:Sandra@cascadetwp.com)>

Good morning,

I am again asking for your input regarding The Rapid bus service in Cascade Township.

In 2016 the Township worked with The Rapid to institute a 3 year pilot program to bring bus service into the Township. The pilot program timeline is completed and while the bus is still operating in the Township, the Downtown Development Authority and Township board are interested in your experience with the bus service.

1. Does the bus help your business?
2. Do you have employees who use the bus?
3. If so, approximately how many?
4. Does it bring customers to your business?
5. Do you have tenants who request to be on the bus line?
6. What would the impact to your business be if the bus no longer served the Township?

If you could send me an email or letter, it would be appreciated! This information will be passed on to the DDA board as well as our Township Board.

**Sandra**

---

**From:** S.P. Singh Makkar <[REDACTED]>  
**Sent:** Tuesday, November 5, 2019 12:50 PM  
**To:** Sandra  
**Cc:** [REDACTED]; Rishi, Int.Bev.  
**Subject:** The Rapid Bus Service

Hi Sandra,

Let me work on it with our employees and customers too about their views and i will get back to you soon with my observation.

Thanks,

Paul

---

**From:** Sandra <Sandra@cascadetwp.com>  
**Sent:** Tuesday, November 5, 2019 4:01 PM  
**To:** Sandra <Sandra@cascadetwp.com>  
**Subject:** The Rapid Bus Service

Good morning,

I am again asking for your input regarding The Rapid bus service in Cascade Township.

In 2016 the Township worked with The Rapid to institute a 3 year pilot program to bring bus service into the Township. The pilot program timeline is completed and while the bus is still operating in the Township, the Downtown Development Authority and Township board are interested in your experience with the bus service.

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3. If so, approximately how many?
4. Does it bring customers to your business?
5. Do you have tenants who request to be on the bus line?
6. What would the impact to your business be if the bus no longer served the Township?

If you could send me an email or letter, it would be appreciated! This information will be passed on to the DDA board as well as our Township Board.

My email is [sandra@cascadetwp.com](mailto:sandra@cascadetwp.com) or the mailing address is:

Cascade Township  
Attn: Sandra Korhorn  
2865 Thornhills Ave. SE  
Grand Rapids, MI 49546

**Sandra**

---

**From:** Jaime Ritenburgh <[REDACTED]>  
**Sent:** Tuesday, November 5, 2019 1:25 PM  
**To:** Sandra  
**Subject:** Re: The Rapid Bus Service

Hi There,

Please see our answers below and we appreciate you seeking our feedback!

Thank you,

---

Jaime Ritenburgh

DIRECTOR OF SALES

[towneplacesales@grandhospitality.net](mailto:towneplacesales@grandhospitality.net)

t 616.552.6003

f 616.949.2566

**TOWNEPLACE SUITES GRAND RAPIDS AIRPORT**

5430 28th st CT SE Grand Rapids, MI 49546

**add life to longer stays**

On 2019-11-05 11:01, Sandra wrote:

Good morning,

I am again asking for your input regarding The Rapid bus service in Cascade Township.

In 2016 the Township worked with The Rapid to institute a 3 year pilot program to bring bus service into the Township. The pilot program timeline is completed and while the bus is still operating in the Township, the Downtown Development Authority and Township board are interested in your experience with the bus service.

1. Does the bus help your business? It certainly does not hurt.
2. Do you have employees who use the bus? Yes-Several!
3. If so, approximately how many? approx 7-10
4. Does it bring customers to your business? unsure.
5. Do you have tenants who request to be on the bus line? unsure.

6. What would the impact to your business be if the bus no longer served the Township? We would lose several of our employees.

If you could send me an email or letter, it would be appreciated! This information will be passed on to the DDA board as well as our Township Board.

My email is [sandra@cascadetwp.com](mailto:sandra@cascadetwp.com) or the mailing address is:

Cascade Township  
Attn: Sandra Korhorn  
2865 Thornhills Ave. SE  
Grand Rapids, MI 49546

Please let me know if you have questions.

Thank you!

Sandra Korhorn  
Cascade Charter Township  
DDA/Economic Development Director  
Phone: (616) 949-1500  
Fax: (616) 949-3918  
[sandra@cascadetwp.com](mailto:sandra@cascadetwp.com)

**Sandra**

---

**From:** Jennifer Cordelier <[REDACTED]>  
**Sent:** Tuesday, November 5, 2019 2:06 PM  
**To:** Sandra  
**Subject:** Re: The Rapid Bus Service

1. Does the bus help your business? **No**
2. Do you have employees who use the bus? **Yes**
3. If so, approximately how many? **1**
4. Does it bring customers to your business? **It did in the past; prostitutes and drug dealers. This is what the Kent Co. Sheriff told us.**
5. Do you have tenants who request to be on the bus line? **No**
6. What would the impact to your business be if the bus no longer served the Township? **It would impact my employee getting to work.**

---

**Jennifer Cordelier, GM, CTA • Country Inn & Suites By Radisson, Grand Rapids Airport**

5399 - 28th Street Court SE, Grand Rapids, MI 49546

p: 616.977.0909 f: 616.464.0995

e: [countrygm@grandhospitality.net](mailto:countrygm@grandhospitality.net)

w: <https://www.radissonhotels.com/en-us/hotels/country-inn-grand-rapids-airport-mi>



On 2019-11-05 11:01 am, Sandra wrote:

Good morning,

I am again asking for your input regarding The Rapid bus service in Cascade Township.

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6. What would the impact to your business be if the bus no longer served the Township?

**Sandra**

---

**From:** dis.gr.171.gm.Kim.Halbrehder <[REDACTED]>  
**Sent:** Tuesday, November 5, 2019 2:54 PM  
**To:** Sandra  
**Subject:** RE: The Rapid Bus Service

Good afternoon Sandra,

- 1) Yes
- 2) Yes
- 3) 3
- 4) Yes
- 5) No
- 6) Team members would have difficulty getting to work and would reduce customer traffic to local retailers.

Thank you,

**Kim Halbrehder**  
General Manager  
Drury Inn & Suites Grand Rapids  
P 616-942-8511 (ext. 7070)  
F 616-956-6759  
[www.druryhotels.com](http://www.druryhotels.com)

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**RANKED #1.**  
**13 Years in a Row.**



TRAVEL happy

---

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**From:** Sandra [mailto:Sandra@cascadetwp.com]  
**Sent:** Tuesday, November 05, 2019 11:01 AM  
**To:** Sandra <Sandra@cascadetwp.com>  
**Subject:** EXT\_The Rapid Bus Service

Good morning,

## Sandra

---

**From:** Haley McNeil <[REDACTED]>  
**Sent:** Tuesday, November 5, 2019 3:03 PM  
**To:** Sandra  
**Subject:** Re: The Rapid Bus Service

Hello

I am little mixed about this

My employees do not use it. It brings some people in to my place but mostly it brings a few "different " some unwanted people as we have them loiter around and sit on our bench for awhile without buying anything and sometimes asking for free hand outs.

Probably not helpful but I'm a little on the NO side but fairly indifferent 😞

Thanks

Haley

Sent from my iPhone

On Nov 5, 2019, at 11:01 AM, Sandra <[Sandra@cascadetwp.com](mailto:Sandra@cascadetwp.com)> wrote:

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Cascade Township  
Attn: Sandra Korhorn  
2865 Thornhills Ave. SE  
Grand Rapids, MI 49546

Please let me know if you have questions.

## Sandra

---

**From:** Bev Scranton <[REDACTED]>  
**Sent:** Tuesday, November 5, 2019 4:20 PM  
**To:** Sandra  
**Cc:** Jen Bouwman  
**Subject:** RE: The Rapid Bus Service

Good Afternoon Sandra,  
Here are the answers to your questions from VA Holdings / VA Enterprises.  
#1 - No  
#2 - No  
#3 - N/A  
#4 - NO  
#5 - NO  
#6 - No impact to our business.  
Thank you. Beverly Scranton



**Beverly Scranton | Executive Assistant**  
Bev.Scranton@vaegr.com  
P: 616.808.2711  
F: 616.808.2724  
C: 616.890.8378

VA Enterprises • Grand Rapids • MI • United States

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**From:** Sandra [mailto:Sandra@cascadetwp.com]  
**Sent:** Tuesday, November 5, 2019 11:01 AM  
**To:** Sandra  
**Subject:** The Rapid Bus Service

Good morning,

I am again asking for your input regarding The Rapid bus service in Cascade Township.

In 2016 the Township worked with The Rapid to institute a 3 year pilot program to bring bus service into the Township. The pilot program timeline is completed and while the bus is still operating in the Township, the Downtown Development Authority and Township board are interested in your experience with the bus service.

1. Does the bus help your business?
2. Do you have employees who use the bus?
3. If so, approximately how many?
4. Does it bring customers to your business?
5. Do you have tenants who request to be on the bus line?

## Sandra

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**From:** Tova Salon <[REDACTED]>  
**Sent:** Tuesday, November 5, 2019 7:03 PM  
**To:** Sandra  
**Subject:** Re: The Rapid Bus Service

Hi Sandra,

The bus service hasn't brought business into us and we do not have any employees that use it. The bus service has not benefited nor hurt our business either way. Hope you are well and staying warm!

Thank you  
Sherri  
Tova Salon

On Tuesday, November 5, 2019, Sandra <[Sandra@cascadetwp.com](mailto:Sandra@cascadetwp.com)> wrote:

Good morning,

I am again asking for your input regarding The Rapid bus service in Cascade Township.

In 2016 the Township worked with The Rapid to institute a 3 year pilot program to bring bus service into the Township. The pilot program timeline is completed and while the bus is still operating in the Township, the Downtown Development Authority and Township board are interested in your experience with the bus service.

1. Does the bus help your business?
2. Do you have employees who use the bus?
3. If so, approximately how many?
4. Does it bring customers to your business?
5. Do you have tenants who request to be on the bus line?
6. What would the impact to your business be if the bus no longer served the Township?

If you could send me an email or letter, it would be appreciated! This information will be passed on to the DDA board as well as our Township Board.

My email is [sandra@cascadetwp.com](mailto:sandra@cascadetwp.com) or the mailing address is:

## Sandra

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**From:** SANDY KINGSLAND <[REDACTED]>  
**Sent:** Tuesday, November 5, 2019 7:14 PM  
**To:** Sandra  
**Subject:** Re: The Rapid Bus Service

On November 5, 2019 at 11:01 AM Sandra <Sandra@cascadetwp.com> wrote:

Good morning,

I am again asking for your input regarding The Rapid bus service in Cascade Township.

In 2016 the Township worked with The Rapid to institute a 3 year pilot program to bring bus service into the Township. The pilot program timeline is completed and while the bus is still operating in the Township, the Downtown Development Authority and Township board are interested in your experience with the bus service.

1. Does the bus help your business? no
2. Do you have employees who use the bus? no
3. If so, approximately how many? n/a
4. Does it bring customers to your business? no
5. Do you have tenants who request to be on the bus line? no
6. What would the impact to your business be if the bus no longer served the Township? no

If you could send me an email or letter, it would be appreciated! This information will be passed on to the DDA board as well as our Township Board.

My email is [sandra@cascadetwp.com](mailto:sandra@cascadetwp.com) or the mailing address is:

Cascade Township

Attn: Sandra Korhorn

## Sandra

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**From:** [REDACTED]  
**Sent:** Wednesday, November 6, 2019 7:47 AM  
**To:** Sandra  
**Subject:** RE: The Rapid Bus Service

Answers below in red:

**From:** Barb Carpenter <[barbaracarpenter@familyfriendsvet.com](mailto:barbaracarpenter@familyfriendsvet.com)>  
**Sent:** Tuesday, November 5, 2019 11:06 AM  
**To:** jason.sutphen <[jason.sutphen@familyfriendsvet.com](mailto:jason.sutphen@familyfriendsvet.com)>  
**Subject:** Fwd: The Rapid Bus Service

Sent from my iPhone

Begin forwarded message:

**From:** Sandra <[Sandra@cascadetwp.com](mailto:Sandra@cascadetwp.com)>  
**Date:** November 5, 2019 at 11:01:24 AM EST  
**To:** Sandra <[Sandra@cascadetwp.com](mailto:Sandra@cascadetwp.com)>  
**Subject:** The Rapid Bus Service

Good morning,

I am again asking for your input regarding The Rapid bus service in Cascade Township.

In 2016 the Township worked with The Rapid to institute a 3 year pilot program to bring bus service into the Township. The pilot program timeline is completed and while the bus is still operating in the Township, the Downtown Development Authority and Township board are interested in your experience with the bus service.

1. Does the bus help your business? **Not that I am aware of**
2. Do you have employees who use the bus? **No**
3. If so, approximately how many? **0**
4. Does it bring customers to your business? **Not that I am aware of**
5. Do you have tenants who request to be on the bus line? **NA**
6. What would the impact to your business be if the bus no longer served the Township? **Minimal**

If you could send me an email or letter, it would be appreciated! This information will be passed on to the DDA board as well as our Township Board.

My email is [sandra@cascadetwp.com](mailto:sandra@cascadetwp.com) or the mailing address is:

Cascade Township

**Sandra**

---

**From:** Bob Schautz <[REDACTED]>  
**Sent:** Wednesday, November 6, 2019 9:35 AM  
**To:** Sandra  
**Cc:** [REDACTED]  
**Subject:** Re: The Rapid Bus Service

Sandra, Thanks for your email and here is my reply.

I think that the bus may help us some but not very much. 2. We do not have any employees who use the bus. 3. NONE 4. I do not remember anyone talking a bus to our office to buy or sell any real estate. 5. We do not have any tenants as we are really not into the rental market. I think for some retail and offices may have a few customers or clients but not many as it seems we are on the very edge of shopping and services offered in other areas. I hope this helps and please let me know if I can be of service with any other township business. Thanks, Bob Bob Schautz Re/Max SunQuest  
616.550.6968

On Tue, 5 Nov 2019 16:01:10 +0000

Sandra <Sandra@cascadetwp.com> wrote:  
Good morning,

I am again asking for your input regarding The Rapid bus service in Cascade Township.

In 2016 the Township worked with The Rapid to institute a 3 year pilot program to bring bus service into the Township. The pilot program timeline is completed and while the bus is still operating in the Township, the Downtown Development Authority and Township board are interested in your experience with the bus service.

1. Does the bus help your business?
2. Do you have employees who use the bus?
3. If so, approximately how many?
4. Does it bring customers to your business?
5. Do you have tenants who request to be on the bus line?
6. What would the impact to your business be if the bus no longer served the Township?

If you could send me an email or letter, it would be appreciated!

This information will be passed on to the DDA board as well as our Township Board.

My email is [sandra@cascadetwp.com](mailto:sandra@cascadetwp.com)<mailto:sandra@cascadetwp.com> or the mailing address is:

Cascade Township  
Attn: Sandra Korhorn  
2865 Thornhills Ave. SE

**Sandra**

---

**From:** Eric Fouch <[REDACTED]>  
**Sent:** Wednesday, November 6, 2019 3:30 PM  
**To:** Sandra  
**Subject:** Re: The Rapid Bus Service

1. Does the bus help your business?

Yes. We do have people that bus into our business

1.  
2. Do you have employees who use the bus?

I know we have in the past. Currently I don't know.

2.  
3. If so, approximately how many?

IDK

3.  
4. Does it bring customers to your business?

See answer #1

4.  
5. Do you have tenants who request to be on the bus line?

No

5.  
6. What would the impact to your business be if the bus no longer served the Township?

I can't really say. I'm sure it would be negative.

Sent from my iPhone

On Nov 5, 2019, at 11:01 AM, Sandra <[Sandra@cascadetwp.com](mailto:Sandra@cascadetwp.com)> wrote:

Good morning,

I am again asking for your input regarding The Rapid bus service in Cascade Township.

In 2016 the Township worked with The Rapid to institute a 3 year pilot program to bring bus service into the Township. The pilot program timeline is completed and while the bus is still operating in the Township, the Downtown Development Authority and Township board are interested in your experience with the bus service.

**Sandra**

---

**From:** Scott White <[REDACTED]>  
**Sent:** Thursday, November 7, 2019 8:01 AM  
**To:** Sandra  
**Subject:** Cascade Bus Service

Sandra,  
Below are the answers to the question you asked for.

1. Does the bus help your business? – Yes, very much
2. Do you have employees who use the bus? - Yes
3. If so, approximately how many? - 5
4. Does it bring customers to your business? - No
5. Do you have tenants who request to be on the bus line? No
6. What would the impact to your business be if the bus no longer served the Township? – We would lose employees that have no other way to get to work.

Thanks,

**Scott White**

General Manager  
[REDACTED]

T-616.552.6003  
F-616.949.2566

**TOWNEPLACE SUITES Grand Rapids Airport**  
5430 28<sup>th</sup> St. Ct. SE – Grand Rapids, MI 49546

**Sandra**

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**From:** Pamela Matthews <[REDACTED]>  
**Sent:** Thursday, November 7, 2019 10:41 AM  
**To:** Sandra  
**Subject:** RE: FW: The Rapid Bus Service

Hello,

The impact to our business if the bus no longer serviced the area would be most felt by loss of employees. We do have 5 hotels in the area with another planned and finding employees is our greatest challenge in this economy. We would lose housekeepers, whom I consider the top of the list for impact on the hotels. We do have numerous requests for the bus from guests that do not want to stay Downtown but still would like a economical way to go visit. It is one of the ways we can compete with all the new supply hotels in the Downtown area for the guest who do not want to pay parking fees or deal with the traffic. Our guests also utilize the bus to visit the malls and restaurants.

Sincerely,

Matt Piomari

**From:** Matt Piomari <[REDACTED]>  
**Sent:** Tuesday, November 5, 2019 1:30 PM  
**To:** Pamela Matthews <[REDACTED]>  
**Subject:** Fwd: The Rapid Bus Service

Sent from my iPhone

Begin forwarded message:

**From:** Sandra <[Sandra@cascadetwp.com](mailto:Sandra@cascadetwp.com)>  
**Date:** November 5, 2019 at 11:01:45 AM EST  
**To:** Sandra <[Sandra@cascadetwp.com](mailto:Sandra@cascadetwp.com)>  
**Subject:** The Rapid Bus Service

Good morning,

I am again asking for your input regarding The Rapid bus service in Cascade Township.

In 2016 the Township worked with The Rapid to institute a 3 year pilot program to bring bus service into the Township. The pilot program timeline is completed and while the bus is still operating in the Township, the Downtown Development Authority and Township board are interested in your experience with the bus service.

**Sandra**

---

**From:** Richard L. Siegle, DVM <[redacted]>  
**Sent:** Thursday, November 7, 2019 11:05 AM  
**To:** Sandra  
**Subject:** Bus system

Hi Sandra

I have 2 rental buildings with 9 tenants plus CHFA - no customers or employees use the bus system.  
It does not help me at all.

there has been no requests from employees or customers to my knowledge.

Rick

Richard L Siegle DVM  
Hospital Director  
Cascade Hospital for Animals  
616-949-0960  
[www.chfa.net](http://www.chfa.net)

**Sandra**

---

**From:** Lynch, Emily <[REDACTED]>  
**Sent:** Thursday, November 7, 2019 11:13 AM  
**To:** Sandra  
**Subject:** RE: The Rapid Bus Service

Hi Sandra,

The bus route is huge for our business not only the customers that use it but the TMs that rely on it to get to work.

- 1)yes
- 2)yes
- 3)I'd say about 30% of my team; which is about 130 TMs. The hotel TMs also use it frequently
- 4)yes
- 5)The hotels use it frequently
- 6) It would be a huge detriment not only to the customers that use it but also the TMs that rely on it to get to work. I worked at this building about 6 years ago when we did not have the bus route, and having it now has added positive growth to the community.

Let me know if you need anything else.

Thanks,  
Emily



Emily Lynch | Store Director  
Store 050 | 5531 28<sup>th</sup> Street SE | Grand Rapids, MI 49512  
P: 616-954-6009 Ext. 611 | F: 616-954-6099  
[REDACTED]

**From:** Sandra [mailto:Sandra@cascadetwp.com]  
**Sent:** Tuesday, November 05, 2019 11:01 AM  
**To:** Sandra <Sandra@cascadetwp.com>  
**Subject:** The Rapid Bus Service

Good morning,

I am again asking for your input regarding The Rapid bus service in Cascade Township.

In 2016 the Township worked with The Rapid to institute a 3 year pilot program to bring bus service into the Township. The pilot program timeline is completed and while the bus is still operating in the Township, the Downtown Development Authority and Township board are interested in your experience with the bus service.

1. Does the bus help your business?

**Sandra**

---

**From:** Scott Minke <[REDACTED]>  
**Sent:** Friday, November 8, 2019 7:37 AM  
**To:** Sandra  
**Subject:** Re: The Rapid Bus Service

Sandra,

Hope all is well! We would not be affected if the bus service no longer served the township. Thanks for checking though!

**Scott Minke**  
X-Golf Michigan  
248.431.8277 (cell)



On Tue, Nov 5, 2019 at 11:01 AM Sandra <[Sandra@cascadetwp.com](mailto:Sandra@cascadetwp.com)> wrote:

Good morning,

I am again asking for your input regarding The Rapid bus service in Cascade Township.

In 2016 the Township worked with The Rapid to institute a 3 year pilot program to bring bus service into the Township. The pilot program timeline is completed and while the bus is still operating in the Township, the Downtown Development Authority and Township board are interested in your experience with the bus service.

1. Does the bus help your business?
2. Do you have employees who use the bus?
3. If so, approximately how many?
4. Does it bring customers to your business?
5. Do you have tenants who request to be on the bus line?
6. What would the impact to your business be if the bus no longer served the Township?

**Sandra**

---

**From:** Ilze Vizulis <[REDACTED]>  
**Sent:** Saturday, November 9, 2019 3:59 PM  
**To:** Sandra  
**Subject:** Re: The Rapid Bus Service

Hi Sandra,

Below are our businesses answers to your questions.

1. No
2. No
3. 0
4. No
5. No
6. None

Have a good one!

On Sat, Nov 9, 2019 at 1:56 PM Ilze Vizulis <[REDACTED]> wrote:  
Thanks Amy, I will respond to them.

Hope you had a good week!

On Tue, Nov 5, 2019 at 9:03 AM Amy Carpentier <[REDACTED]> wrote:  
Forwarding on. Not sure if there is anything you want to inform them about.

Amy Carpentier  
A.K.RIKK's  
Men's Merchandise Coordinator  
Finance Manager  
616.957.3242

----- Forwarded message -----  
**From:** Sandra <[Sandra@cascadetwp.com](mailto:Sandra@cascadetwp.com)>  
**Date:** Tue, Nov 5, 2019 at 11:01 AM  
**Subject:** The Rapid Bus Service  
**To:** Sandra <[Sandra@cascadetwp.com](mailto:Sandra@cascadetwp.com)>

Good morning,

**Sandra**

---

**From:** CookieCutters WestMI <[REDACTED]>  
**Sent:** Tuesday, November 12, 2019 9:22 PM  
**To:** Sandra  
**Subject:** Bus service Inquiry

We just opened Cookie Cutters Haircuts for Kids in September of this year. I have no input to give.  
Susie Muller  
Owner Cookie Cutters

## Sandra

---

**From:** Brian Ebbers <[REDACTED]>  
**Sent:** Wednesday, November 13, 2019 11:37 AM  
**To:** Sandra  
**Subject:** FW: The Rapid Bus Service

Sandra,

Thank you for extending the invitation to provide input.

1. Does the bus help your business? Not directly or discernably.
2. Do you have employees who use the bus? No.
3. If so, approximately how many?
4. Does it bring customers to your business? No.
5. Do you have tenants who request to be on the bus line? N/A
6. What would the impact to your business be if the bus no longer served the Township? No impact.

Brian Ebbers

Cascade Printing and Graphics  
6504 28<sup>th</sup> Street SE Grand Rapids, MI 49546  
Phone: 616-222-2937  
[www.cascadeprint.com](http://www.cascadeprint.com)

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**From:** Cascade Printing and Graphics [mailto:[REDACTED]]  
**Sent:** Tuesday, November 05, 2019 11:03 AM  
**To:** [REDACTED]  
**Subject:** FW: The Rapid Bus Service

---

**From:** Sandra [mailto:Sandra@cascadetwp.com]  
**Sent:** Tuesday, November 05, 2019 11:01 AM  
**To:** Sandra  
**Subject:** The Rapid Bus Service

Good morning,

I am again asking for your input regarding The Rapid bus service in Cascade Township.

In 2016 the Township worked with The Rapid to institute a 3 year pilot program to bring bus service into the Township. The pilot program timeline is completed and while the bus is still operating in the Township, the Downtown Development Authority and Township board are interested in your experience with the bus service.

1. Does the bus help your business?

## Sandra

---

**From:** sherry granzotto <[REDACTED]>  
**Sent:** Thursday, November 14, 2019 11:40 AM  
**To:** Sandra  
**Subject:** Sentinel Pointe/ Rapid Bus Service

Good morning Sandra,

The Rapid Bus does help our business!

We have approximately 7 staff members that commute to work on the Rapid on a daily basis.

Typically we do not see potential residents utilize the bus to get to our community.

We have several residents who utilize the bus service to attend events outside of our community.

If the Rapid service was no longer available, it would greatly affect our staffing, therefore negatively affect our residents.

Thank you!  
Sherry Granzotto

--

Sherry Granzotto  
Marketing Director  
Sentinel Pointe Retirement Community  
2900 Thornhills Ave. S.E.  
Grand Rapids, MI  
49546  
Office (616) 957-9767  
Fax (616) 957-9769  
[sherry@sentinelpointe.com](mailto:sherry@sentinelpointe.com)

[Sentinel Pointe facebook](#)

[Welcome Home video](#)

## Sandra

---

**From:** Raymond Lamse <[REDACTED]>  
**Sent:** Tuesday, November 5, 2019 11:23 AM  
**To:** Sandra  
**Subject:** The Rapid bus service

Hi Sandy - The bus brings no clients or workers to my business.  
Impact on my business...zero.  
I do lik that the bus runs as a backup.  
Ray



Ray Lamse  
Licensed Massage & Wellness Therapist  
**The Essential Touch Therapeutic Massage**  
*Grand Rapids Pain Treatment Center Since 1997*

[REDACTED]  
[www.grandrapidsmassage.com](http://www.grandrapidsmassage.com)  
616-258-1485 cell