

FALL PUBLIC ENGAGEMENT

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FALL OPEN HOUSE SUMMARY

OVERVIEW

The fall open house asked for feedback on short term and long term goals for The Rapid. The spring open house will focus on identifying priorities for implementation. Both open house(s) aim to inform the broader public, gain insight, and build support for the plan.

FALL OPEN HOUSE OVERVIEW

The fall open house was attended by **67 people** on **October 19, 2023** at Rapid Central Station in Grand Rapids. This open house introduced the Transit Master Plan (TMP) and gave the community an opportunity to provide feedback, comments and have discussions with the project team.

Public engagement activities were created to allow open house attendees opportunity to learn more about the Transit Master Plan, The Rapid and provide feedback. The materials for the open house included following: interactive boards, maps, comments cards, surveys, kids activities and a photo booth. The interactive boards, maps and activities encouraged attendees to voice their concerns, comments and ideas about the future of The Rapid:

Interactive Map Board - This map encouraged attendees to place dots or post-it comments within the service area to show where improvements or expansions are needed. The map had five (5) categories: Add a New Transit Station/Facility, Service Expansion, Improve Bike/Pedestrian Access, Improve Existing Transit Station and Other Ideas/Comments.

Bus Stop Amenities Board - This board



prompted attendees to select their top two (2) bus stop amenities by placing dots and post-it comments. The amenities demonstrated on this board include: WI-FI for all buses and stops, benches, art, digital info screens at stops, streetscape improvements, accent lighting, transit shelters and other suggestions.

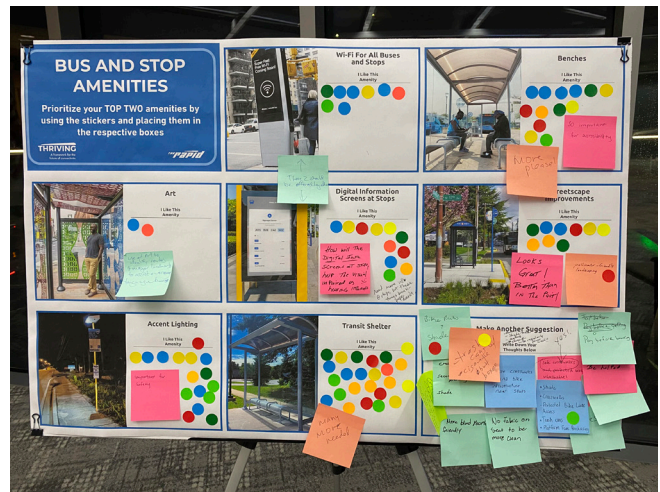
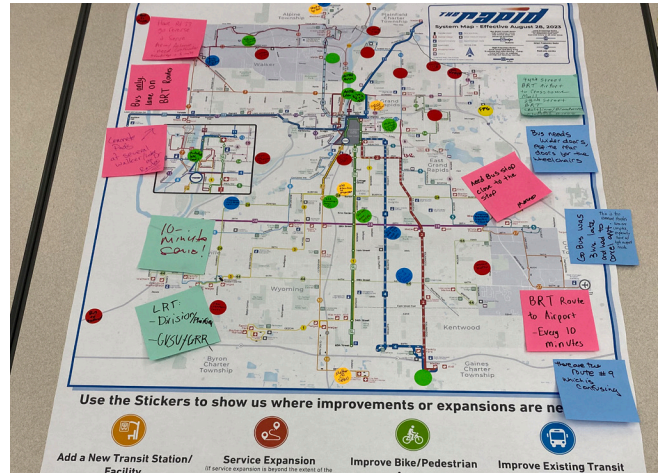
Why Do You Ride Board - This board prompted attendees to place a dot a category that best describes what type of Rapid rider they would describe themselves as.

The Vision - This board prompted attendees to place comments and tell us how they wanted The Rapid transit services to be improved or expanded to prepare for future growth. The most common themes were: Adding a light-rail system, provide more space for bus lanes and less for cars, decrease in car use and more crosstown and neighborhood connections.

Comment Cards - The comment cards allowed attendees to ask additional questions, provide feedback on open house activities and provide demographic info.

Kids Activities - The kids activities allowed kids to engage through a wordsearch, 'Design Your Own Bus' coloring sheet and 'Design Your Own Bus Stop' cut out sheet.

Photo-Booth - The photobooth encouraged attendees to write why they ride transit and take photos with transit-related cut-outs.



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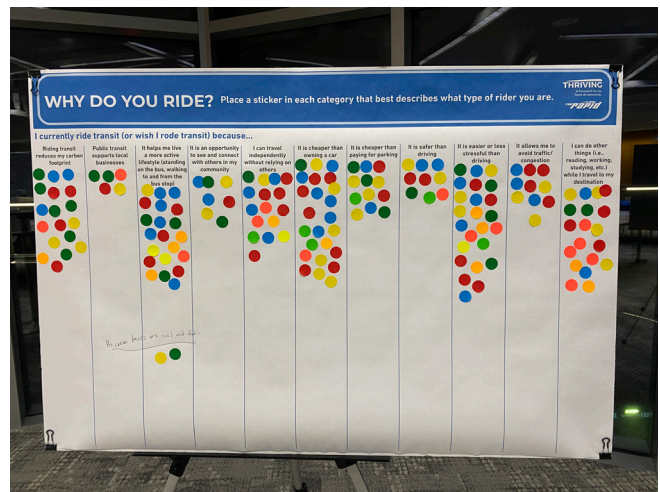
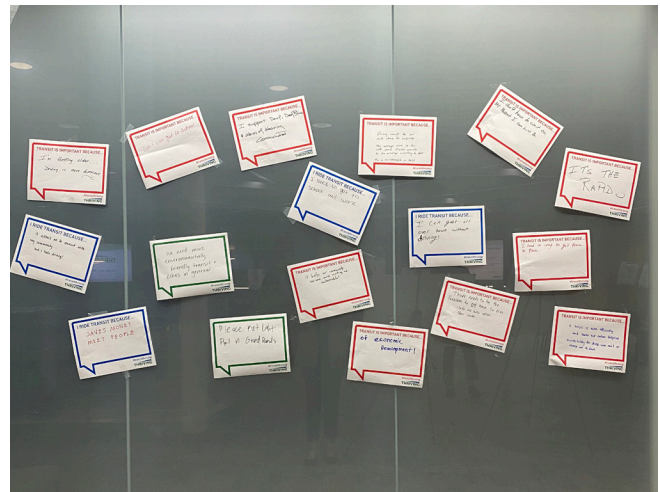
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FALL OPEN HOUSE SUMMARY OF FEEDBACK

The comments and feedback provided during the open house centered around expanding service and adding amenities for riders. These themes spread across all activities and were frequently commented, or selected. Below summarizes the comments provided at each activity, to view the full set of responses please refer to the appendix.

Interactive Map Board - With over 90 dots and over 120 comments, the interactive map boards allowed community members to provide feedback on improvements or expansions within the service area. Comments related to Service Expansion and 'Other' were the most placed comments. The following demonstrate the comment themes:

- Service expansion to other regional locations, surrounding jurisdictions and the airport.
- Additional stop amenities are needed to make the stops more comfortable, safe and accessible.
- A bus lane should be added.
- Existing service hours and frequency should be expanded.
- Additional pedestrian and bike infrastructure should be added near stop locations.



Bus Stop Amenities Board - The bus stop amenities board received 13 comments and 87 dots. The top three (3) amenities that were voted on were transit shelters, accent lighting and benches. Additionally, many comments were centered around cleanliness, pedestrian and bike infrastructure and accessibility.

Why Do You Ride Board - A total of 167 dots were placed on this board, demonstrating how and why people ride The Rapid. The top five (5) categories were as follows:

- It is cheaper than owning a car
- It is easier or less stressful than driving
- It helps me live a more active lifestyle (standing on the bus, walking to and from the bus stops)
- I can do other things (i.e. reading, working, studying, etc.) while I travel to my destination
- Riding transit reduces my carbon footprint

Comment Cards - A total of 16 comment cards/exit surveys were received. The most common themes for comments and questions were:

- How can efforts be fast tracked, and how can I help?
- How is the plan addressing accessibility needs?
- What is the budget?

- Who is on-board? i.e. local organizations, jurisdictions etc.
- How will riders be updated?

Kids Activities - A total of nine (9) 'Design your own Bus Stop' and 'Design your own Bus' activities were completed. The most commonly used cut outs for designing a bus stop were: lighting, trees, bike racks and trash cans.

Photo-Booth - A total of 17 attendees filled out the photo-booth prompts, 'Transit is important because...', 'I ride transit because...' and other. The most common themes were:

- It takes me to work, school and other destinations.
- Saves money and allows connection with the community.
- Allows access to the community for aging community members, car-less riders and students.
- Riding is sustainable and more environmentally friendly.