



The Rapid's Transit Improvement Study

PUBLIC INPUT SUMMARY

DRAFT 2.0

The **ALIGN** study gathered extensive public input through dozens of meetings with key stakeholders across the region, three surveys, two public events, and a digital engagement platform tool about how to improve service. Here is a summary of what we've heard.

WHERE SHOULD ENHANCEMENTS BE FOCUSED?



The Rapid should focus more on both...

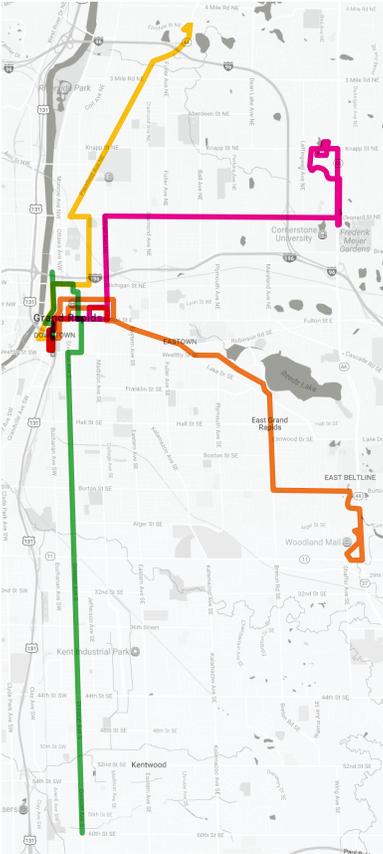
THE CORE

AND

GROWING REGIONAL DESTINATIONS



IMPROVED AMENITIES



MORE FREQUENT **MORE HOURS**

- Route 11**
- Route 15**
- Route 6**
- Silver Line (SL)**

What amenities should be available at bus stops?
(In order of importance)



Where should bus stop amenities be focused?
(In order of importance)



What technologies should be implemented/promoted?



- 122** Menti survey participants
- 375** MetroQuest participants
- 750** MetroQuest map comments
- 631** Rapid customer survey respondents
- +600** MobileGR survey respondents

aligntransit.org
632 visitors
1571 pageviews

254
1,999 GIF views

230 engagements

WHAT ARE THE PREFERENCES FOR ENHANCING THE SYSTEM?

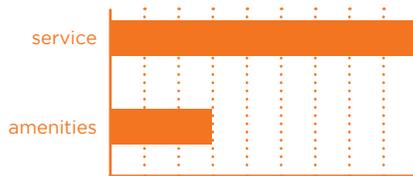
HOW TO IMPROVE SERVICE

What is most important?



CONNECT PEOPLE TO JOBS

Would you rather improve service or amenities?



IMPROVE SERVICE

What is your top priority?

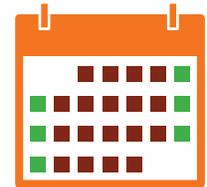


INCREASE FREQUENCY

RELIABILITY + ON-TIME PERFORMANCE



LATER HOURS + MORE FREQUENT SERVICE



FREQUENT RIDERS want later weekend hours and **INFREQUENT/NON-RIDERS** would like later weekday hours and more frequent weekday peak service.

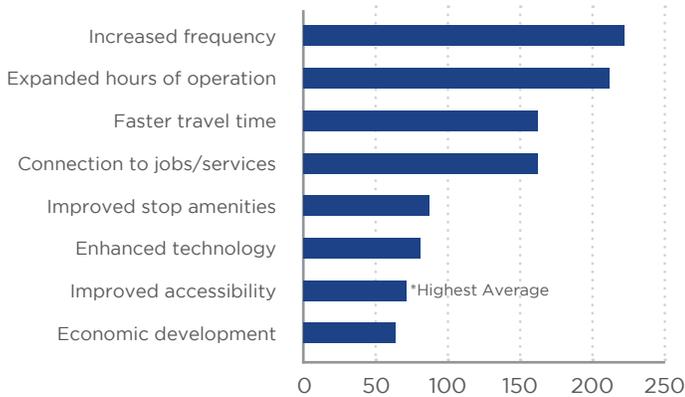
THE STATS

- 20** focus groups representing more than thousands of individuals and businesses
- 2** input events with **+300** attendees at both Rapid Central Station and Woodland Mall
- 24** municipalities and public agencies represented
- 23** members of the citizen advisory and technical committees
- 5** months of community engagement

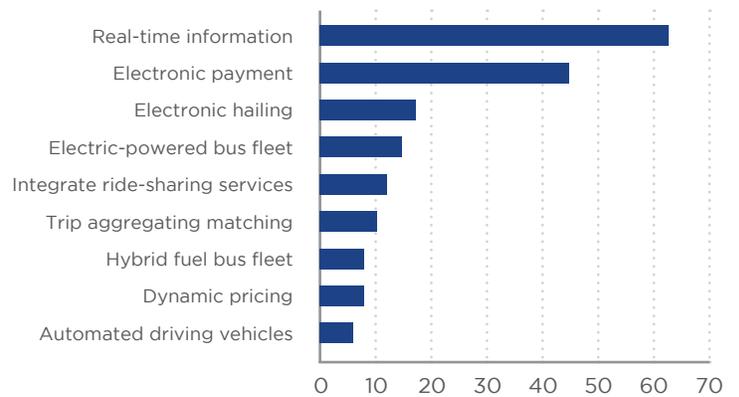
METROQUEST DIGITAL ENGAGEMENT PLATFORM

A digital engagement platform called “MetroQuest” was deployed to receive comments from the public at-large. Feedback was solicited from riders and non-riders through a survey, priority ranking, and interactive mapping exercises. Over 375 users participated making 750 comments.

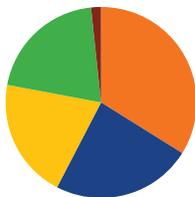
Priorities



Which types of enhanced technologies would you like to see implemented?

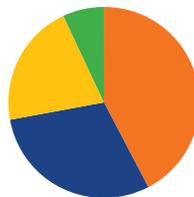


What would improve accessibility at stops?



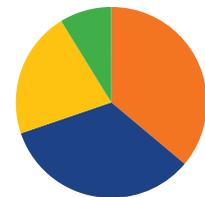
- Snow clearing - 34%
- Sidewalks linking to stops/stations - 24%
- Safer crosswalks near stops/stations - 20%
- Better facilities for people with disabilities - 20%
- Sidewalks located farther from road - 2%

What causes slow travel time?



- Traffic congestion - 42%
- Passenger boarding - 30%
- Frequent stops - 21%
- Bus operator - 7%

When would you most like to see frequency increased?



- Evenings - 21%
- On the weekends - 34%
- Weekday peak - 36%
- Midday - 9%

QUALITATIVE COMMENTS

Through the first phase of the ALIGN study, a large volume of qualitative comments were received. Below represents a number of comments which were echoed by several individuals during the engagement activities.

- Medical facilities are expanding outside the current Rapid service area and are becoming less accessible.
- Employment is expanding near the airport, along M-37/Broadmoor Ave., and Three Mile Road (Walker).
- First- and third-shift workers and retail employees need expanded service hours to reach their jobs at the start or end of shifts.
- More crosstown routes are needed; especially Fulton, Michigan/Bridge, Leonard, north of Leonard, and Wilson Ave. and increased frequency of existing crosstown routes (Burton, 28th, and 44th).
- Stop amenity improvements are needed such as increased typeface on schedules, audible features, level-platform boarding. Also, space for wheelchairs can be limited causing people in wheelchairs to be forced to wait for next bus when full.
- The system should begin moving away from “hub and spoke” system with all routes converging at Central Station to more of a grid system with frequently-running crosstown routes.