

**CASCADE CHARTER TOWNSHIP**  
**TRANSPORTATION COMMITTEE**  
**MEETING**

Tuesday, January 10, 2023

9:00 a.m.

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

- ARTICLE 1.** Call the Meeting to Order
- ARTICLE 2.** Approval of the Agenda
- ARTICLE 3.** Approval of the Minutes of the November 2, 2022 Meeting
- ARTICLE 4.** Review & Discuss the Rapid Service in Non-Millage Communities
- ARTICLE 5.** Review & Discuss On-Demand Transit Services in Peer Metros
- ARTICLE 6.** Discuss Next Steps
- ARTICLE 7.** Any Other Business
- ARTICLE 8.** Public Comment (Please limit comment to 3 minutes)
- ARTICLE 9.** Adjournment

**CASCADE CHARTER TOWNSHIP  
TRANSPORTATION COMMITTEE  
MEETING**

November 2, 2022

1:30 p.m.

Cascade Township Hall  
5920 Tahoe Dr. SE  
Grand Rapids, MI 49546

**Members Present:** DDA Members - Stephan, Supervisor Lesperance

**Members via Zoom:** Puplava, Vogel

**Others Present:** Chris Khorey & Danielle Bouchard of McKenna, DDA Director Sandra Korhorn

**ARTICLE 1. Call to Order:** Meeting was called to order at 1:30 p.m.

**ARTICLE 2. Approval of Agenda:** Motion to approve the agenda was made by Supervisor Lesperance, supported by Member Stephan. Motion carried 3-0.

**ARTICLE 3. Approval of the Minutes of the July 13, 2022 Meeting:** Motion to approve the minutes was made by Member Stephan, supported by Supervisor Lesperance. Motion carried 3-0.

**ARTICLE 4. Review and Discuss Public Transportation in Other Regions**

Danielle Bouchard indicated this information is based on discussion from the last meeting. The group discussed gathering information from comparable communities within the Great Lakes Region and other areas in Michigan to see what other suburban communities are doing with public transportation.

The memo outlines a summary of other transportation services researched. Demographic information was used to determine comparable communities. A couple of items to note are some communities offer on-demand services, curb to curb, services for individuals with disabilities or Dial a Ride. Some of these options will take riders to the nearest fixed route stop.

It was asked what BRT stands for? Chris Khorey indicated this mean Bus Rapid Transit, similar to the Silver Line or Laker Line that The Rapid has.

Other communities offer a dedicated lane for BRT routes as well as traffic signal priorities so the traffic signal turns green as the bus approaches.

It was asked which area is most similar to Grand Rapids? Chris Khorey felt Ankeny, IA, was most similar. It's an area just north of Des Moines, about the same distance that Cascade is from Grand Rapids. They are at the end of the route and their bus service is irregular. One route only comes 5 times per day, another route runs more frequently during the week with no service on the weekend. This route runs on a loop through the community and then runs direct to Des Moines. They also have On-Demand service within the community. This service operates only during the week.

It was asked who funds these bus services in other regions and communities? Chris said he was unsure but they could look into it.

It was asked how the surrounding areas in Kent County pay for The Rapid service? The core six cities have a millage, which can be looked into further. It is unclear how the outlying communities pay for their service, but McKenna will research this.

How many other outlying communities are using The Rapid? Chris indicated right now Alpine, Gaines and Plainfield are. Byron may be using the service and GVSU may be paying for the Allendale service, but they will look into it.

The On-Demand service (Rapid Connect) is serving Walker and Kentwood at this time.

The committee indicated they would like information on who is using the service in Kent County and how is it paid for, to include the Rapid Connect.

It was asked if anyone reached out to The Rapid to see what types of services they can provide? If not, the committee would like to request this information.

## **ARTICLE 5. Discuss Next Steps**

McKenna will research funding sources in other regions as well as Kent County. They will gather additional information on Rapid Connect. The group would like to know what services The Rapid is able to provide for the same cost the Cascade DDA is currently paying.

It was asked if the group should schedule a meeting before the holidays or wait until after? It was decided to circulate any information received and then schedule a meeting after the holidays.

Scott Vogel joined the meeting via Zoom and the committee updated him on the discussion.

**ARTICLE 6. Any Other Business**

There was no other business to discuss.

**ARTICLE 7. Public Comment**

There was no public comment.

**ARTICLE 8. Adjournment:**

Motion to adjourn made by Member Vogel and supported by Supervisor Lesperance. Motion carried 4-0. The meeting adjourned at 2:02 p.m.

DRAFT



# Memorandum

**TO:** Cascade Township Transportation Committee  
**FROM:** Danielle Bouchard, AICP  
 Chris Khorey, AICP  
**SUBJECT:** Rapid Service in Non-Millage Communities  
**DATE:** January 5, 2023

The Rapid provides transportation services, including fixed route and on-demand services, in six communities where property owners do not pay the Interurban Transportation Partnership millage. Cascade Township is one, and one of the other communities is Allendale Township in Ottawa County, where services are funded by Grand Valley State University.

The other four communities, all Kent County Townships, are similar to Cascade in both funding source, level of service, and geographic area served. This memo compares the four Kent County non-millage Townships to Cascade, for the use of the Transportation Committee is decision-making.

	Cascade	Byron	Gaines	Alpine	Plainfield
<b>Map</b>					
<b>Number of Fixed Routes</b>	2 (Routes 17 and 29)	1 (Route 10)	3 (Routes 2, 4, and 10)	1 (Route 9)	1 (Route 11)
<b>Fixed Route Milage (Approximate)</b>	<p><b>Route 17:</b> 1 mile on border with Kentwood (northbound only) and 1 mile within Ford Airport</p> <p><b>Route 29:</b> 3 miles</p>	2 miles	<p><b>Route 2:</b> 1 mile</p> <p><b>Route 4:</b> 1 mile, plus loop through apartment complex, plus 1 mile on border with Kentwood and</p> <p><b>Route 10:</b> 0.5 miles (loop through medical complex)</p>	2 miles	0.25 miles



<b>Fixed Route Frequency</b>	Weekday: 30 minutes Weekend: 60 Minutes	Weekday: 30 minutes Saturday: 60 minutes Sunday: None	Weekday: 8-15 minutes (Routes 2 and 4), 30 minutes (Route 10) Saturday: 5-30 minutes (Routes 2 and 4), 60 minutes (Route 10) Sunday: 4-30 minutes (Routes 2 and 4)	Weekday: 30 minutes Saturday: 30-60 minutes Sunday: 60 minutes	Weekday: 15 minutes Weekend: 60 minutes
<b>Fixed Route Hours</b>	Weekdays: 6:20 – 10:00 Saturday: 7:30 – 9:30 Sunday: 7:30 – 6:30	Weekdays: 7:45 – 6:15 Saturday: 5:50 – 5:45 Sunday: None	Weekdays: 5:00 – 10:30 Saturday: 5:20 – 9:15 Sunday: 6:50 – 6:45	Weekdays: 6:00 – 10:45 Saturday: 6:30 – 10:20 Sunday: 7:00 – 7:15	Weekday: 5:40 – 10:40 Saturday: 5:40 – 9:40
<b>Key Township Destinations Served</b>	Target Meijer Wal-Mart Library Cascade Village Ford Airport	Tractor Supply Special Olympics	Meijer Celebration Cinema East Kentwood HS Pine Rest Apartments	Wal-Mart Menard's Apartments	Meijer
<b>Key Township Destinations Not Served</b>	YMCA Industrial Areas Parks	DT Byron Center Byron Center HS Industrial Areas Parks	Davenport Univ Farmer's Insurance Dutton Village Amazon Facility South Christian HS Parks	Library Kenowa Hills HS Parks	DT Comstock Park LMCU Ballpark Lowe's
<b>Key Regional Destinations Served by One-Seat Ride</b>	Woodland Mall Centerpointe Mall	Meijer Palmer Park Downtown GR	County Health Dept. Steelcase Meijer Mercy Health Downtown GR	Target Meijer AMC Theater Downtown GR	City HS Downtown GR
<b>Fixed Route Daily Ridership</b>	Weekday: 131 Saturday: 92 Sunday: 53	?	?	?	?
<b>Other Services</b>	Go!Bus Ride Link	Go!Bus Ride Link	Go!Bus Ride Link	Go!Bus Ride Link	Go!Bus Ride Link



<b>Budget</b>	\$218,000	?	\$55,000	\$98,000	\$0
<b>Funding Source</b>	DDA	Not listed in Township Budget (ITP Millage?)	Township General Fund	Township General Fund	ITP Millage



# Memorandum

**TO:** Cascade Township Transportation Committee  
**FROM:** Danielle Bouchard, AICP  
 Chris Khorey, AICP  
**SUBJECT:** On-Demand Transit Services in Peer Metros  
**DATE:** January 4, 2023

Below please find a description of the on-demand transit services in a number of peer metropolitan regions, for discussion on potential best practices for Cascade. We were unable to obtain some information for some systems (indicated by blank boxes below), though we have reached out to obtain that information, and can continue to follow up if desired by the Transportation Committee. Much of the language in this memo is taken directly from service provider websites.

## COMPARISON SUMMARY TABLE

	Kalamazoo	Ann Arbor	Dayton	Peoria	Des Moines	Rochester	Toledo	Grand Rapids
<b>Area Covered</b>	60-mile radius	Ann Arbor, Ypsi, Ypsi Twp	Countywide	See pg. 5	See pg. 6	¾ mile of fixed route service area	Selected Suburbs	See pg. 8
<b>Cost Per Ride</b>	\$0	A-Ride: \$3 GoldRide: Free Grocery Rides \$0.75	\$2 Ages 13+, \$1 reduced rate, \$3.50 paratransit, children 12 and under free	CityLift: \$2, County Link: \$6	\$0	Pricing varies by area (\$0.75 up to \$8)	TARPS: \$3 (free on fixed route with ID)., Call-A-Ride : \$3 or \$1.50 transfer.	Go! Bus: ADA \$3.50, 65+ \$8 per ride, Rapid Connect: \$1.75 Ride Link: \$2 donation
<b>Hailing Method</b>	Online	Online & Phone	Online & Phone	Online & Phone	Online & Phone	Online & Phone	Online & Phone	Online & phone
<b>Interaction with Fixed Route</b>			See pg. 4		See pg. 6			
<b>Ridership #'s</b>								
<b>Hours of Service</b>		hours that fixed route buses operate	8:00 a.m. - 5:00 p.m. (7 days a week)	Monday-Friday: 5:30 a.m. to 12:45 a.m.	Flex Connect: 5:30 a.m. – 6:30 p.m	4 a.m.-1 a.m.	TARPS: 4:55 a.m. – 10:23 p.m	See pg. 8
<b># in Fleet</b>	11					100		
<b>Budget</b>								
<b>Funding Sources</b>	MDOT, CCTA							
<b>Fare Box Ratio</b>	0%				0%			





## **KALAMAZOO: METRO SHARE**

- Geographic area covered: **60-mile radius from Kalamazoo**
- Cost per ride: **No cost**
- Method of hailing a ride: **Apply online**
- Interaction with fixed-route bus services:
- Ridership numbers:
- Hours of Service:
- Number of vehicles in fleet: **11 vans**
- Total budget:
- Funding sources: **MDOT Specialized Services Program, Central County Transportation Authority**
- Fare box ratio (% of funds that come from fares): **0%**

The Kalamazoo Share program is a part of the Kalamazoo Metro system. The Metro Share Program is a specialized service providing vehicles to approved agencies serving seniors and individuals with disabilities at no cost. Approved agencies include governmental organizations, non-profits serving seniors and individuals with disabilities, and others approved by Metro. This program is funded in part by the Michigan Department of Transportation. The program has eleven vehicles available for use by approved agencies with one located in Portage and one in Vicksburg and nine at Metro in Kalamazoo. Volunteer drivers, trained and certified by Metro staff use the vehicles to transport individuals up to 60 miles from Kalamazoo (remaining in the State of Michigan). Vans are reserved on a first come, first-serve basis and the program is designed to complement existing Metro services. To become eligible for use of this service, an application process must be completed. The application process includes a mandatory, one-time orientation program and a two-hour annual refresher course.

### **Metro Share Program Eligibility Requirements**

- Service to be provided must serve the transportation needs of senior persons and/or person with disabilities. Public service must be 'incidental' per FTA C9070.1F.
- Service supported by the local coordinating committee and transit agency in a coordinated plan.
- Service that does not duplicate or replace existing services funded from other sources.
- Service within the legal service area with proper authority. (60-mile radius and must be registered, and certified, with the Metro Share Program).
- There is no existing public transportation or Paratransit (e.g., ADA Paratransit, fixed route, dial-a-ride services) in proposed project service area available to serve the described target population.
- Available public transportation and Paratransit services are insufficient to meet the needs of the target population or equipment needs replacement to ensure continuance of service. (Examples: service at capacity, service parameters, routes, hours, need not met due to eligibility and/or trip criteria, projected future need, vehicles inaccessible, etc.)
- Target population has unique or special needs, which are difficult or impossible to serve on available public transportation and/or paratransit. Example: lack of wheelchair accessibility.
- Non-Emergency Transportation



## **ANN ARBOR: A-RIDE (DISABILITY RIDE SHARE)**

- Geographic area covered: **Ann Arbor, Ypsilanti, and portions of Ypsilanti Township**
- Cost per ride: **A-Ride:** \$3 per ride (Personal Care Attendants: Free), **GoldRide:** Free, **Grocery Rides** \$.75, **Half-Fare** (50% off fare price for reduced income individuals)
- Method of hailing a ride: **Online or by phone.**
- Interaction with fixed-route bus services:
- **Ridership numbers: ?**
- Hours of Service: **During the hours that fixed route buses operate.**
- **Number of vehicles in fleet: ?**
- **Total budget: ?**
- **Funding sources: ?**
- **Fare box ratio (% of funds that come from fares): ?**

**A-Ride** is a shared, reservation-based accessibility service. This service provides quality transportation for persons with disabilities. A-Ride works similarly to our fixed route service with origin-to-destination, curb-to-curb, and door-to-door service. A-Ride trips are provided in accessible lift-equipped buses.

A-Ride service operates during fixed-route service hours.

### **A-Ride Program Eligibility Requirements**

- You must have a valid A-Ride I.D. to use this service.
- You must make a reservation to use A-Ride. Reservations can be made up to 3-days in advance.

### **GoldRIDE (65+ ride share)**

- GoldRide is a special service for seniors ages 65 or older. Eligible seniors travel free on any of our regular fixed routes with their GoldRide I.D. card.
- GoldRide service has been expanded to be more equitable for all member communities by adding in the service area of the City of Ypsilanti and portions of Ypsilanti Township, which were not previously served.
- GoldRide Premium Demand Response Service is available within 3/4 mile of fixed routes in the Cities of Ann Arbor and Ypsilanti as well as Pittsfield and Ypsilanti Townships.
- GoldRide Premium Demand Response Service fares.

### **Getting Your GoldRide I.D. Card**

Download and fill out the GoldRide application form online to see if you are eligible for an I.D. card. You may also have an application mailed to your home address. Submit your completed application in person, along with the required photo identification, to TheRide's main office at 2700 S. Industrial Hwy. Ann Arbor, MI.

### **Fare Deal Program (qualified individuals ride share)**

The Fare Deal program allows qualified individuals to ride on our fixed-route buses at a reduced rate. You must meet certain requirements to qualify for a Fare Deal I.D. card.



## Grocery Ride

GroceryRide provides weekly trips from several senior housing communities in Ann Arbor to local grocery stores for \$.75 each way.

## DAYTON REGIONAL TRANSIT AUTHORITY (RTA): ON-DEMAND AND PARATRANSIT

- Geographic area covered: Montgomery County: Connect OnDemand: Zone maps
- Cost per ride: **\$2 Ages 13+, \$1 reduced rate, \$3.50 paratransit, children 12 and under free**
- Method of hailing a ride: **Phone: 937-425-8300 or Connect Online**
- Interaction with fixed-route bus services: **para-transit mimics fixed route, OnDemand services are just in areas where bus services don't exist.**
- **Ridership numbers: ?**
- Hours of Service: **8:00 a.m. - 5:00 p.m. (7 days a week)**
- **Number of vehicles in fleet: ?**
- **Total budget: ?**
- **Funding sources: ?**
- **Fare box ratio (% of funds that come from fares): ?**

**On Demand:** RTA Connect On-Demand offers the convenience of booking your trip around your schedule. On-Demand offers door-to-door service within certain areas of the Miami Valley where fixed-route service is either unavailable or limited. This service is available from 5:00 a.m. to 1:00 a.m., 7 days a week by either booking with the Lyft or Uber app or making an advanced or recurring reservation with RTA Customer Service. Trips can also be requested as-needed through RTA Customer Service. Wait times may vary based on availability.

Customers under 18 years of age must contact RTA Customer Service to schedule an On-Demand reservation. All child restraining laws apply to children riding in RTA Connect Vehicles. It is the responsibility of the parent or guardian to comply with all prevailing regulations. Children under 6 years old weighing 40 pounds or less must ride in a child safety seat. The customer must provide the safety seat, secure the seat and secure the child in the seat.

Every child under 8 years old must ride in a booster seat or other appropriate child safety seat unless the child is 4'9" or taller. Follow the seat manufacturer's instructions for weight limits and proper use. More information can be found by visiting: [Accessibility](#).

Unless there is a life-threatening situation, or the parent has an affidavit signed by a licensed physician exempting the child from the law due to a physical impairment, or the vehicle is a taxicab or a public safety vehicle and is regulated under Ohio Revised Code 5104.011 or was manufactured without seat belts.

**Paratransit Service:** The Paratransit Program offers door-to-door service to certified customers with disabilities who are unable to use regular fixed routes. This program covers all of Montgomery County and three-fourths of a mile of fixed-route services outside Montgomery County. Paratransit services are available upon completion of an application and certification assessment through the RTA Certification Center. The Americans with Disabilities Act (ADA) defines the following categories of eligibility:

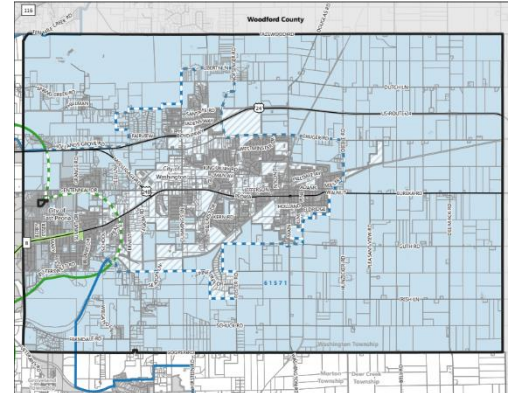
- You are unable to independently board, ride or exit a fixed route bus, due to a disability.
- Due to impairment-related conditions you are prevented from traveling to or from a bus stop and therefore unable to complete the trip using a fixed route bus.



- You are unable to complete a trip using the fixed-route bus due to a combination of your disability and architectural and environmental factors

## PEORIA: CITY LIFT: PARATRANSIT, COUNTY LINK, FREE RIDE PROGRAM

- Geographic area covered: **See map**
- Cost per ride: **CityLift:** \$2 per trip, **County Link:** \$6 per trip
- Method of hailing a ride: **In-person, online, or by phone**
- Interaction with fixed-route bus services:
- **Ridership numbers: ?**
- Hours of Service: **Monday-Friday: 5:30 a.m. to 12:45 a.m.**
- **Number of vehicles in fleet: ?**
- **Total budget: ?**
- **Funding sources: ?**
- **Fare box ratio (% of funds that come from fares): ?**



**City Lift:** CityLift paratransit service is a shared ride, door-to-door transportation program utilizing specialized vehicles. The service is provided by Transdev under the supervision of the Greater Peoria Mass Transit District (CityLink). A map showing the service area is at the right.

### Who is eligible?

Any individual who has a disability or multiple disabilities that result in the following may be eligible for CityLift paratransit service:

- Inability to get on a fixed-route bus.
- Inability to disembark from a fixed-route bus.
- Inability to get to or from or wait at a fixed-route bus stop.

### County Link

CountyLink operates a door-to-door service. There are no fixed routes or designated stops for getting on or off the vehicles. Customers are picked up at their home or another specified location and dropped off at a specified destination. Door-to-door service is provided for all passengers. Door-to-door service means the CountyLink driver will assure that any passenger will be picked up at their door and dropped off at the front door of their destination. The CountyLink driver is responsible for assisting the passenger to and from the vehicle. CountyLink service must begin or end in the rural part of the County; generally outside the Peoria City limits and the CityLink service area. Service is available in the following areas:

Bartonville, Brimfield, Chillicothe, Dunlap, Edelstein, Edwards, Elmwood, Glasford, Hanna City, Kickapoo, Kingston Mines, Laura, Mapleton, Mossville, Norwood, Oak Hill, Orchard Mines, Princeville, Rome, Smithville, Trivoli, Tuscarora, and West Peoria.

Townships: Akron, Brimfield, Chillicothe, Elmwood, Hallock, Hollis, Jubilee, Kickapoo, Limestone, Logan, Medina, Millbrook, Peoria, Princeville, Radnor, Richwoods, Rosefield, Timber, Trivoli, and West Peoria.

### Benefit Access/Free Ride Program

Seniors and individuals with disabilities who wish to qualify for the Ride Free Transit Card must apply using the IL-1363 application and meet the eligibility requirements for Benefit Access. CityLink will provide eligible individuals with a CityLink issued identification card once qualifications have been met.

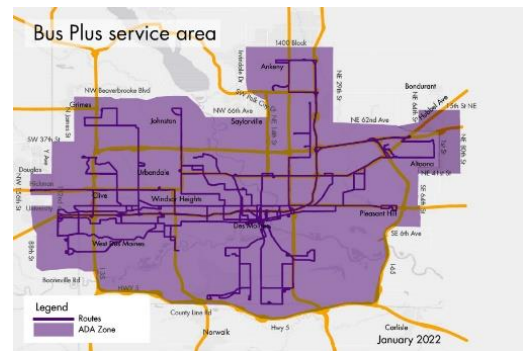


The length of the validity for the ID has been extended to two years. CityLink will process the IDs throughout the year for qualified individuals. The following forms of identification must be brought with individuals when getting an ID renewed or being issued a new ID:

- Certificate of Eligibility
- Photo ID
- \$1.00 fee

### DES MOINES AREA REGIONAL TRANSIT (DART): FLEX CONNECT (ONDEMAND), PARATRANSIT, HALF-FARE PROGRAM

- Geographic area covered: The Des Moines metro region, pictured below and right.
- Cost per ride: **Flex Connect:** Free during pilot program until September of 2023. Riders pay regular fare when they connect to a DART route.
- Method of hailing a ride: **Paratransit:** phone, **Flex Connect:** Rideshare apps or phone reservation
- Interaction with fixed-route bus services: **Flex Connect replaces Route 73. Riders can take Uber, Yellow Cab, or CART accessible vehicle from 3 transfer points.**
- Ridership numbers: ?
- Hours of Service: **Flex Connect: 5:30 a.m. – 6:30 p.m.**
- Number of vehicles in fleet: ?
- Total budget: ?
- Funding sources: ?
- Fare box ratio (% of funds that come from fares): ?



#### Half-Fare Program:

DART offers a Half Fare program for people to ride for about half the cost of regular bus fare.

- Who is Eligible?
- Adults 65 and older
- Persons with disabilities
- Refugees

#### Paratransit

DART will host two public meetings on Monday, Nov. 14, 2022 to discuss potential changes to its ADA Bus Plus Paratransit service. Click here for location and login information for these meetings.

#### Overview

DART Paratransit's Bus Plus service provides transportation for people who have a disability that prevents them from using fixed-route bus service. All Paratransit service is door-to-door and wheelchair accessible.

#### Eligibility

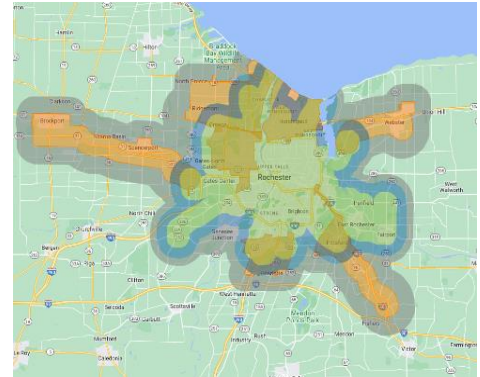
Bus Plus is DART's ADA door-to-door complementary service for riders with a disability that keeps them from being able to use Fixed Route services. Riders must apply to use the service. Once approved, riders may travel within the Bus Plus zone (see map below) for any reason and must pay a \$3.50 fare for each ride they take.



To start the eligibility process, fill out a DART Bus Service Eligibility Form. This form is available through the links below and must be submitted to DART's Paratransit Department, which will review the application and mail back the results within 21 days.

**ROCHESTER TRANSIT SERVICE (RTS): RTS ACCESS - PARATRANSIT**

- Geographic area covered:  $\frac{3}{4}$  mile of fixed route service area
- Cost per ride: **Pricing varies by area (\$0.75 up to \$8 per ride).**
- Method of hailing a ride: **Online or by phone**
- Interaction with fixed-route bus services:
- **Ridership numbers: ?**
- Hours of Service: **4 a.m. – 1 a.m.,**
- Number of vehicles in fleet: **100**
- **Number of vehicles in fleet: ?**
- **Total budget: ?**
- **Funding sources: ?**
- **Fare box ratio (% of funds that come from fares): ?**



**RTS Access – Paratransit**

RTS Access is RTS' paratransit program that provides coordinated ride-sharing transportation for people with disabilities who are unable to ride RTS transit buses due to their disability. RTS Access is a complementary service, meaning it matches the service area and operation hours of RTS' system, and is provided under the criteria set forth by the Americans with Disabilities Act (ADA) of 1990. As an origin-to-destination service, RTS Access routinely provides curb-to-curb service with exterior door-to-exterior door service provided upon advanced notice.

**RTS Access' Service Area**

RTS Access trips must begin and end within the service area as defined by the ADA. The RTS Access service area is  $\frac{3}{4}$  of a mile beyond the RTS fixed-route bus service (this does not include Park and Ride or commuter services).

**TOLEDO AREA REGIONAL TRANSIT AUTHORITY (TARTA): TARPS – PARATRANSIT, CALL-A-RIDE, SERVICE TO SCHOOLS, UNIVERSITY SERVICE, COMMUTE WITH ENTERPRISE - VANPOOLS**

- Geographic area covered: TARPS: Anywhere within system boundaries. Call-A-Ride: Selected Suburbs (see below).
- Cost per ride: **TARPS: \$3 (free on fixed route with TARPS ID), Call-A-Ride : \$3 or \$1.50 when using a fixed-line transfer.**
- Method of hailing a ride: **Phone or online**
- Interaction with fixed-route bus services:
- Ridership numbers: ?
- Hours of Service: **TARPS: 4:55 a.m. – 10:23 p.m.**
- **Number of vehicles in fleet: ?**
- **Total budget: ?**
- **Funding sources: ?**





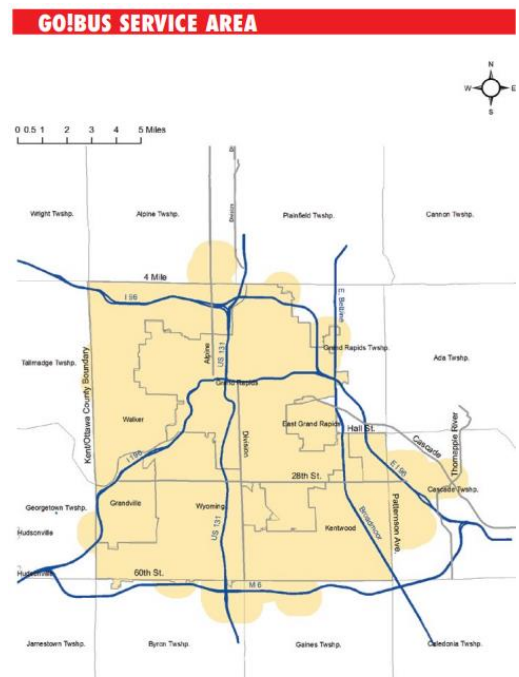
- **Fare box ratio (% of funds that come from fares): ?**

**Toledo Area Paratransit Service (TARPS):** Riders with disabilities gain the freedom of the city and its surroundings with TARPS paratransit service. Buses with lifts, ramps and attentive staff make the going easy.

**Call-A-Ride:** TARTA's convenient and accessible Call-A-Ride service can pick you up in Maumee, Ottawa Hills, Sylvania, Sylvania Township and Waterville.

**GRAND RAPIDS: THE RAPID: GO! BUS - PARATRANSIT, PASSENGER ADAPTIVE SUBURBAN SERVICE (P.A.S.S.), RIDELINK – 60+, RAPID CONNECT, DASH – DOWNTOWN AREA SHUTTLE**

- **Geographic area covered:** In addition to the City of Grand Rapids, the system also serves the cities of East Grand Rapids, Grandville, Kentwood, Walker, and Wyoming. Some routes extend into neighboring townships including Alpine Township (route 9), Byron Township (route 1), and Gaines Township (route 4).
- **Cost per ride: Go! Bus:** ADA individuals \$3.50 per ride, 65+ \$8 per ride, **Rapid Connect:** \$1.75 per ride, **Ride Link:** \$2 donation encouraged
- **Method of hailing a ride: Go! Bus:** phone, **PASS:** phone, **Rapid Connect:** Online App or phone, **Ride Link:** online or phone
- **Ridership numbers: ?**
- **Hours of Service: Rapid Connect:** 6 a.m. – 10 p.m., **Ride Link:** M-F, 7:30 a.m. - 4:30 p.m., **DASH:** 6:30 a.m. – 10:00 p.m.
- **Number of vehicles in fleet: ?**
- **Total budget: ?**
- **Funding sources: ?**
- **Fare box ratio (% of funds that come from fares): ?**



**Go! Bus – paratransit:**

GO!Bus is a shared ride, advanced reservation, ADA paratransit service intended to provide a comparable level of transportation to that which is provided by a The Rapid fixed-route bus. GO!Bus riders share trips if they are generally traveling in the same direction at the same time. Trips are scheduled without regard to the purpose of the trip.

GO!Bus operates to and from all points within the 180-mile service area outlined (in yellow) on the map pictured right. This includes six cities in the metropolitan Grand Rapids area plus portions of Alpine, Byron, Cascade and Gaines Townships.

The Rapid also provides GO!Bus service to non-disabled seniors (NDS) aged 65 and older.

**Passenger Adaptive Suburban Service (P.A.S.S.):**

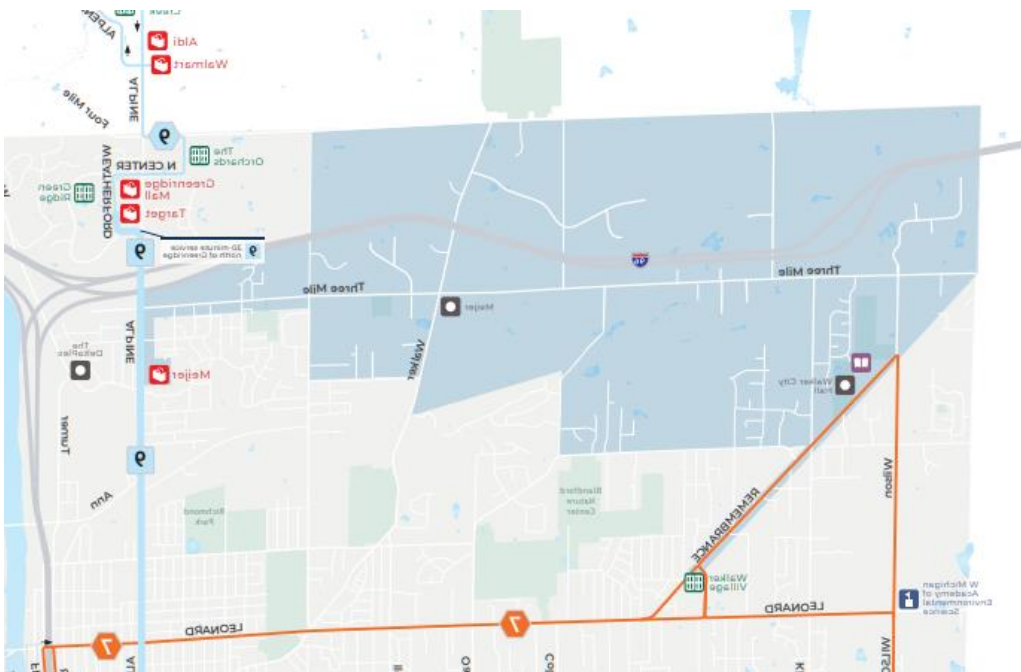


Passenger Adaptive Suburban Service (PASS) is a suburban feeder shuttle that transports passengers from their curb to The Rapid fixed-route system. If you live more than one-third of a mile off a bus line, PASS may be able to connect you to the nearest bus stop for only \$3.50. This fare includes a transfer to the fixed-route bus.

**RideLink:** The Rapid participates in RideLink, a network of area transportation providers. RideLink offers transportation to persons aged 60 or older to any destination, including doctor visits, recreational visits, and shopping trips **within Kent County**. Providers include Hope Network Transportation, Senior Neighbors, Kent County Community Action, United Methodist Community House and The Rapid. GO!Bus vehicles provide trips for RideLink.

**Rapid Connect:** Use *Rapid Connect* to get anywhere within the defined Kentwood and Walker service areas. This service allows you to connect to our transit system to access the:

- **Three Mile area of Walker (e.g., Alpine Meijer Hub)**







- Broadmoor area of Kentwood (e.g., Kentwood Station Hub)

