



KANE COUNTY
LONG RANGE TRANSIT PLAN

APPENDIX C: EXISTING TRANSIT SERVICES

TECHNICAL MEMORANDUM #1

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Existing and Planned Transportation Services

This memorandum presents existing transportation services in Kane County. As part of the Regional Transportation Authority's six-county region, Kane County is served by both regional and local public transportation services. This memo consists of a brief overview followed by details on each type of transportation service, including service descriptions, recent service changes, performance evaluations, and operating costs¹.

Existing Services Overview

Kane County is served by a combination of regional and local public transportation services. The Regional Transportation Authority (RTA) system provides commuter rail, fixed-route bus and ADA complementary paratransit service in the larger urban areas. Some local municipalities and/or townships provide additional demand-responsive (dial a ride) service in their communities. The RTA is the second largest transportation system in the United States², governing transportation services in the six county region including Kane, McHenry, Lake, DuPage, Cook and Will counties, as shown in Figure 1. Under the RTA's oversight, Pace and Metra and Chicago Transit Authority (CTA) provide transit services in the RTA region. In Kane County, Pace operates fixed-routes, paratransit and vanpool services. Also, Metra provides commuter rail services connecting Kane County with suburban communities to the east and downtown Chicago. The following summarizes transit services available in Kane County. The remainder of this memorandum provides further details about these services.

Pace Fixed-Route Bus Service

Pace operates 23 fixed-route buses within Kane County, serving the cities of Aurora, Geneva and Elgin. Services are provided from Monday through Saturday, except five routes that operate only on weekdays. Late night (after 9:30 PM) and Sunday services are not currently provided. All fixed-route buses are wheelchair accessible and equipped with bike racks. The one-way fare is \$1.75 for general public and \$.85 for youth and people with disabilities. Seniors aged 65 or older may ride free through the RTA's Seniors Ride Free program. People with disabilities (age 16 or older) who meet income eligibility requirements can also ride free with the RTA's Circuit permit.

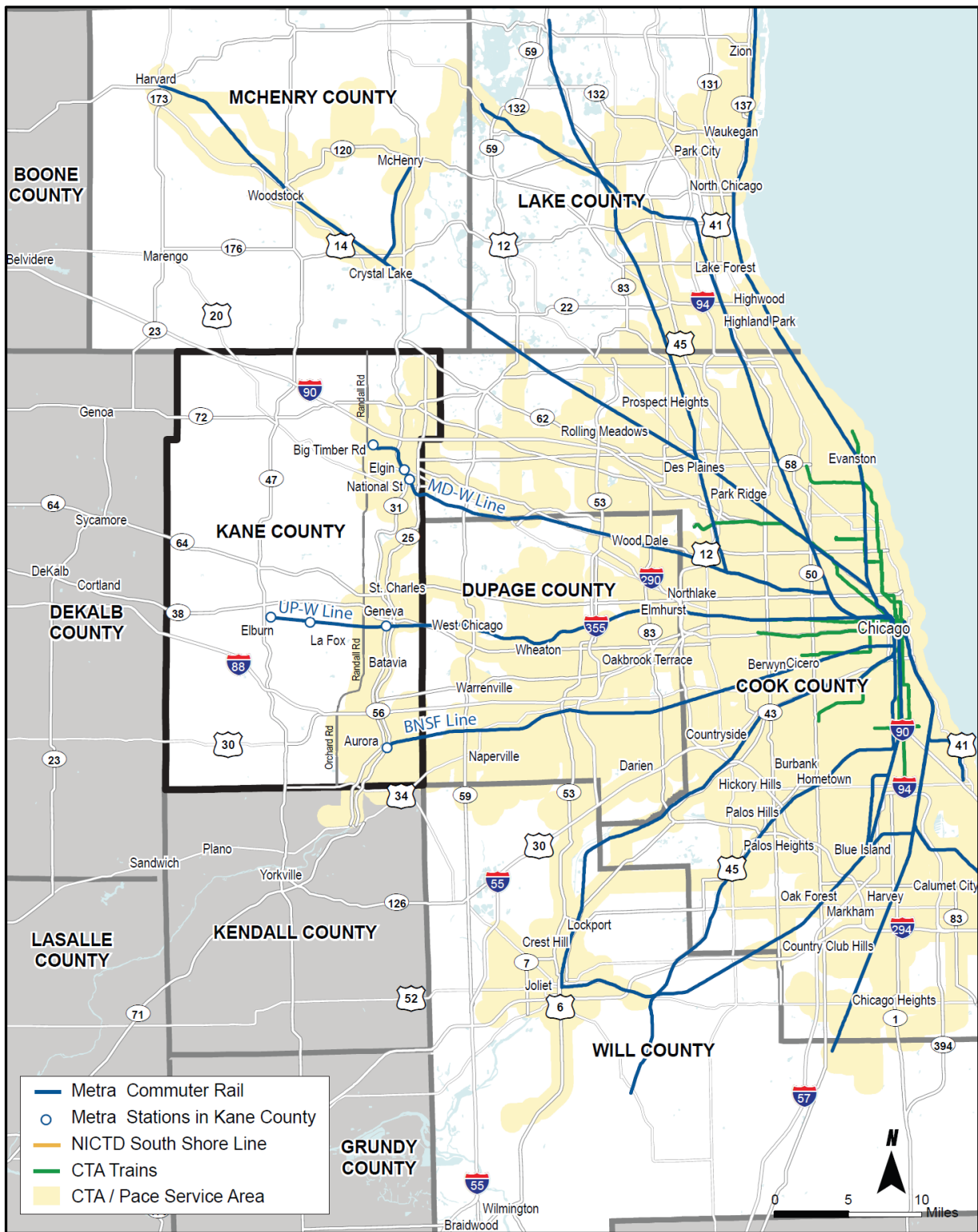
Pace ADA Paratransit Service

Pace provides pre-arranged paratransit service within ¾ mile of fixed-route bus system. Service days and hours are the same as fixed-route bus services. To use the service, riders must obtain a permit through the RTA's ADA Paratransit Certification program. The one-way fare is \$3.00, and one registered personal care attendant can ride free.

¹ This memorandum provides an initial overview of each service's operating costs. Technical Memorandum #5 will discuss financial needs and constraints in detail.

² RTA website. <http://www.rtachicago.com/about-the-rta/overview-history-of-the-rta.html>

Figure 1 Six County Region Map



Ride in Kane Program

Kane County and Pace launched this dial-a-ride program in 2008. Pace has funding and service agreements with cities, townships and non-profit agencies which directly provide services to seniors, low-income population and people with disabilities. As of December 2009, 18 sponsors provide services through this program. Services are coordinated at the central call center operated and maintained by Pace. Fares and eligibility requirements vary depending on a service provider.

Pace Vanpool Program

Pace provides a variety of vanpool services under its Vanpool Incentive Program (VIP). These programs are: traditional vanpool; Metra feeder; employer shuttle; Advantage Van for non-profits; and Municipal Vanpool. With traditional vanpools, grouped individuals utilize Pace-owned vans for work-related trips. Advantage Vans allow non-profit agencies to rent a van to transport disabled individuals who make regular trips to worksites or rehabilitation centers. And the Municipal Vanpool program provides vans to townships or cities to provide community-based services.

Metra Commuter Rail

Metra operates 11 commuter rail lines in the RTA six-county region, connecting downtown Chicago with suburban communities in the region. Of the 11 lines, Kane County is served by three routes with seven stops within the county, including Aurora, La Fox, Elburn Geneva, Elgin, National Street, and Big Timber Road. The commuter rail lines operate every day, except at the Big Timber Road station where Sunday service is not provided.

Other Transportation Services

Private companies and organizations also provide transportation services. Continental Airport Express provides a door-to-door shuttle services to and from the Chicago O'Hare International Airport, with a one-way fare of \$50 or more. Limousine companies also provide an airport service to the Chicago airports, as well as hourly rental services. Some companies utilize lift-equipped vans to transport seniors and people with disabilities to social service medical facilities. Delnor Hospital operates Health Ride which is a free shuttle service to and from Delnor Hospital facilities in Geneva and St Charles. Greyhound buses with stops at Elgin and Aurora transportation centers also provide interstate travel options to Kane County residents.

Existing Service Details

Fixed-Route Bus Services

Pace operates 217 bus routes serving 240 communities in the RTA six-county region. Of the 217 routes, 23 routes serve the eastern part of Kane County, including the cities of Aurora, Geneva and Elgin. Figure 2 summarizes the 23 routes, detailing their service areas and levels of service.

All routes, except Route 803, serve either one of the two transportation centers (TC) in Kane County - the Aurora TC and the Elgin TC. There is no direct connection between the two transit centers. At both locations, transfers can be made to Metra commuter rail and Greyhound buses. Route 534 provides connections from Aurora to Naperville TC which is the closest Amtrak train station to Kane County.

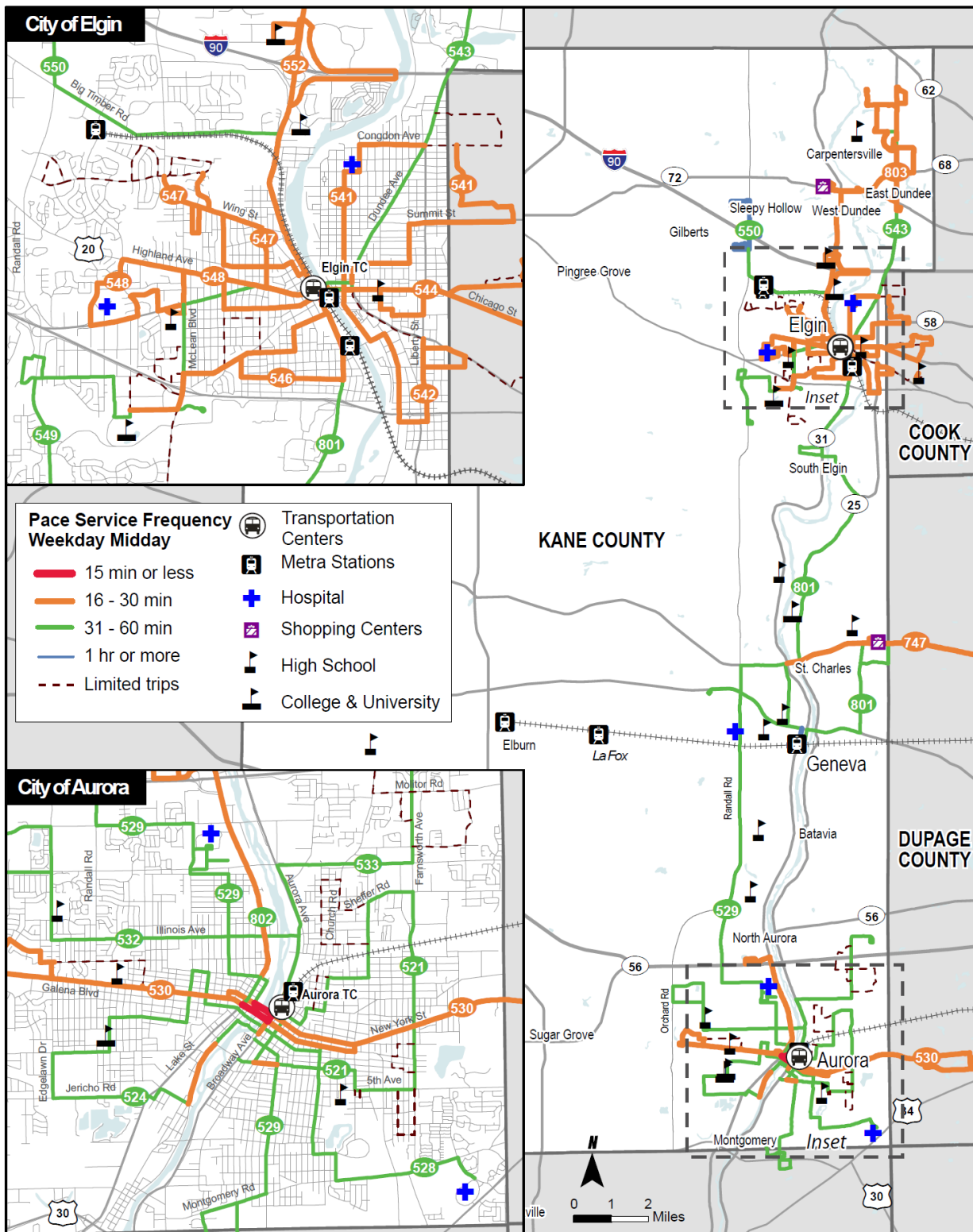
Most routes operate between 12 and 14 hours a day from Monday through Saturday. Late night service (after 9:30 PM) and Sunday service are not provided as of January 2010. Three routes (Routes 534, 554, 907) operate only during peak hours on weekdays. Pace will terminate the Saturday service on Route 528 on February 2010 due to the current budget shortfall. Appendix C.1 includes more detailed descriptions of each route, including service hours, transfers, and major destinations served.

Figures 3, 4 and 5 display each route by its frequency of service for weekday midday hours, weekday peak hours, and Saturday midday hours. Most routes serving the city of Elgin provide more frequent service, with headways every 30 minutes. Routes serving Aurora operate every 40 minutes or more. On Saturdays, some routes serving the west side of Aurora and Geneva operate every 1 hour or more.

Figure 2 Pace Fixed Bus Routes Serving Kane County

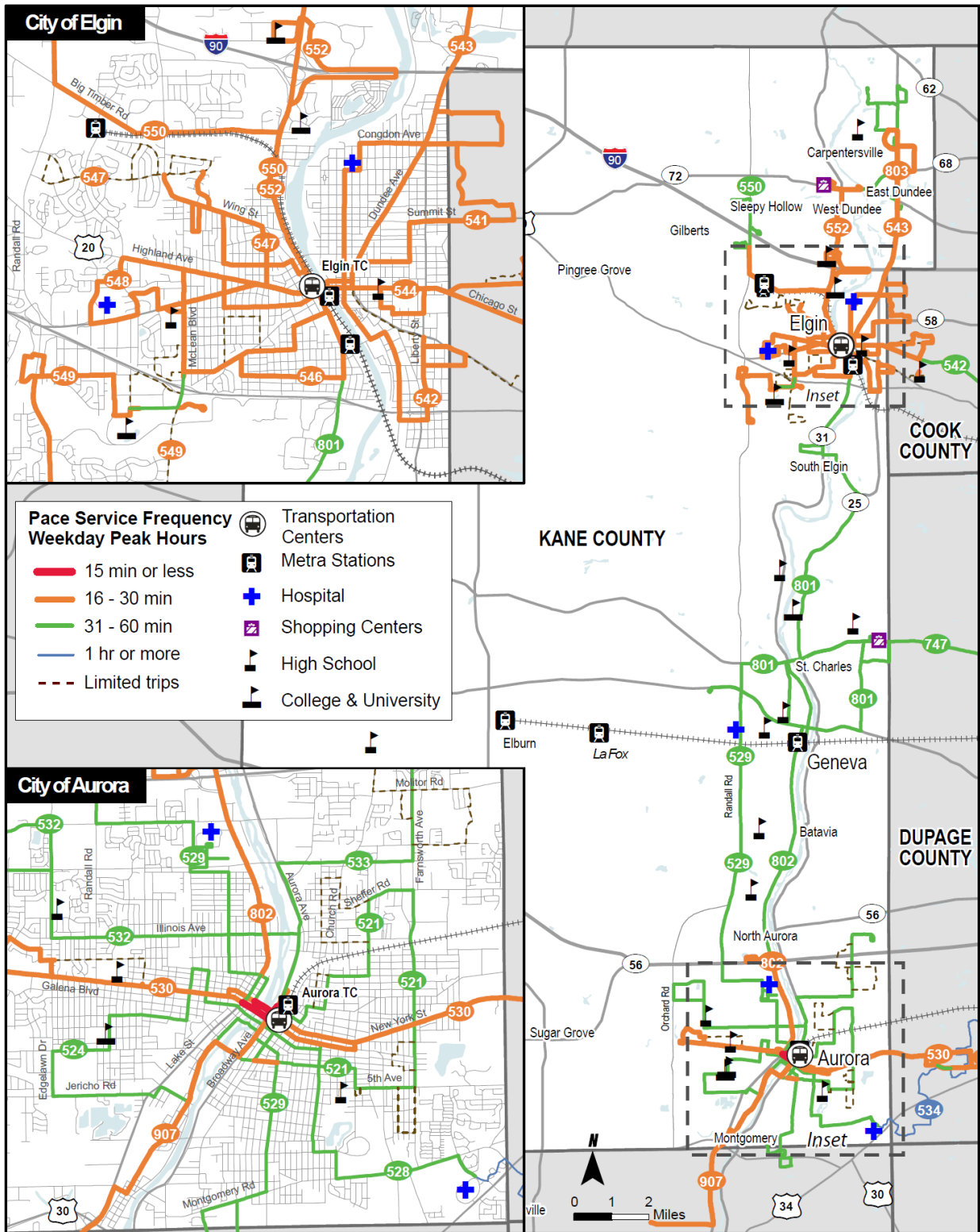
Route	Route Name	Communities Served	Hubs served	Base Frequency (min.)	Peak Frequency (min.)	Service Hours	Saturday Frequency (min.)	Saturday Service Hours
521	East Circulator	Aurora	Aurora TC / Metra Station	40	40	6:00 am - 6:00 pm	40	7:30 am - 5:30 pm
524	West Aurora Circulator	Aurora	Aurora TC / Metra Station	40	40	6:00 am - 6:00 pm	80	7:30 am - 5:30 pm
528	Aurora Tran. Ctr. - Rush-Copley Med	Aurora, Montgomery	Aurora TC / Metra Station	40	40	6:00 am - 6:00 pm	Service cut (Feb 2010)	
529	Randall Road - 5th Street	Aurora, Batavia, Geneva	Aurora TC / Metra Station	1 hr	1 hr	6:00 am - 9:30 pm	1 hr	7:30 am - 9:30 pm
530	West Galena-Westfield Shoppingtown Fox Valley Ctr	Aurora, Naperville	Aurora TC / Metra Station, Naperville Metra Station	30	30	6:00 am - 9:15 pm	30	7:00 am - 9:15 pm
532	Illinois Avenue	Aurora	Aurora TC / Metra Station	40	40	6:00 am - 6:00 pm	80	8:00 am - 5:00 pm
533	Molitor	Aurora	Aurora TC / Metra Station	40	40	6:00 am - 6:00 pm	40	7:30 am - 5:30 pm
534	Fox Valley Villages / Rt 59 Metra Station	Aurora	Route 59 Metra Station	None	Peak only	AM / PM peak hours only	None	None
541	Northeast Elgin	Elgin	Pace Elgin TC / Metra Station	30	30	6:00 am - 8:30 pm	30	7:15 am - 6:30 pm
542	Bluff City	Elgin	Pace Elgin TC / Metra Station	30	30	6:00 am - 8:30 pm	30	7:30 am - 6:30 pm
543	Dundee-Carpentersville	Carpentersville, East Dundee, Elgin	Pace Elgin TC / Metra Station	1 hr	30	6:00 am - 7:45 pm	1 hr	7:45 am - 6:30 pm
544	Chicago Street	Elgin	Pace Elgin TC / Metra Station	30	30	6:00 am - 7:30 pm	30	7:15 am - 6:00 pm
546	Orange-Walnut	Elgin	Elgin Terminal / Metra Station	30	30	6:00 am - 7:30 pm	30	7:30 am - 6:00 pm
547	Wing Park	Elgin	Elgin Terminal / Metra Station	30	30	6:00 am - 7:30 pm	30	7:15 am - 6:00 pm
548	Highland	Elgin	Pace Elgin TC / Metra Station	30	30	6:00 am - 7:30 pm	30	7:15 am - 6:00 pm
549	South Randall	Elgin	Pace Elgin TC / Metra Station	1 hr	30	6:30 am - 8:30 pm	1 hr	7:30 am - 6:30 pm
550	Big Timber-North Randall	Elgin, Sleepy Hollow	Elgin Terminal / Metra Station	1 hr	30	6:30 am - 7:00 pm	None	None
552	North State - Spring Hill Mall	Elgin, West Dundee	Elgin Terminal / Metra Station	30	30	6:00 am - 8:30 pm	30	7:15 am - 7:00 pm
554	Elgin - Woodfield	Elgin, Hoffman Estates, Schaumburg, Streamwood	Pace Elgin TC / Metra Station, Northwest TC	None	Peak only	AM / PM peak hours only	None	None
801	Elgin-Geneva	Elgin, Geneva	Elgin Terminal / Metra Station	90	50	8:15 am - 7:00 pm	100	9:00 am - 5:00 pm
802	Aurora-St. Charles	Aurora, Batavia, Geneva, North Aurora, St Charles	Aurora TC, Geneva Metra Station	50	50	5:30 am - 8:30 pm	50	7:15 am - 7:00 pm
803	Carpentersville Local	Carpentersville, East Dundee, West Dundee	None	30	1 hr	5:30 am - 9:30 pm	30	7:00 am - 6:30 pm
907	Oswego- Aurora Metra Shuttle	Aurora, Oswego	Aurora TC , Oswego P&R	None	Peak only	AM / PM peak hours only	None	None

Figure 3 Pace Bus Route Service Frequency – Weekday Midday



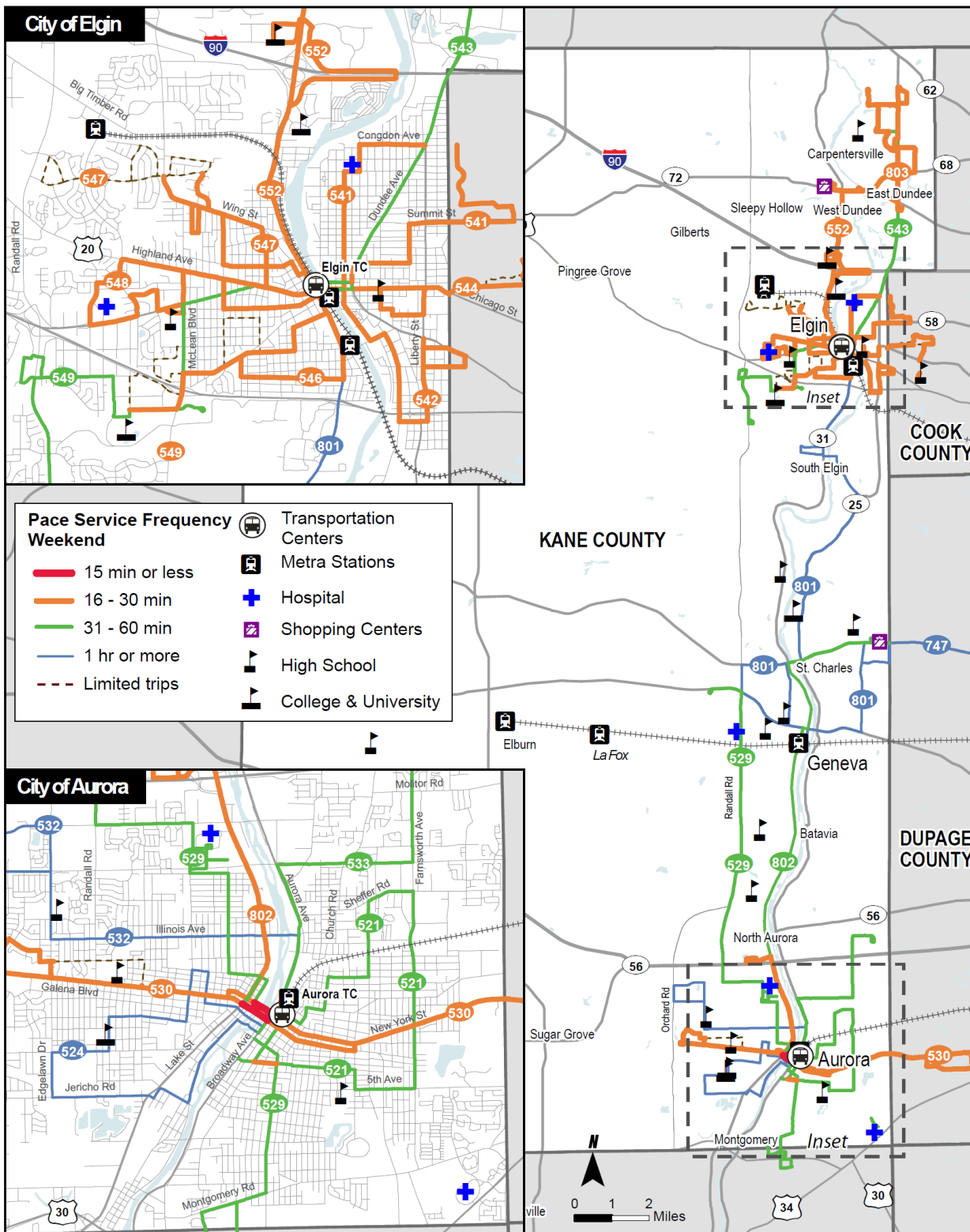
Source: Pace, Kane County, Illinois DOT

Figure 4 Pace Bus Route Service Frequency – Weekday Peak



Source: Pace, Kane County, Illinois DOT

Figure 5 Pace Bus Route Service Frequency – Weekend



Source: Pace, Kane County, Illinois DOT

Recent Service Changes

Route 556: Elgin / UPS – Palatine was terminated on April 2009. This route transported UPS employees from downtown Elgin to the UPS distribution center in Palatine. A service adjustment was also made on Route 550 to serve the new Sherman Hospital (opened on December 15, 2009) located at Randall Road and Fox Lane in Elgin. The route no longer serves the Miller Davis industrial park on McLean Blvd. Also, on February 7, 2010, Pace is going to terminate the Saturday service on Route 528: Aurora TC to Rush Copley Medical due to the budget shortfall.

Vehicle Fleet

A majority of the fixed-route buses are standard 30-foot vehicles, which provide seating for 27 passengers and have capacity for 15 standing passengers. Pace has purchased shorter vehicles since 2006, 30 or 32 feet in length. All fixed-route buses are wheelchair accessible and equipped with bike racks. The fixed-route fleet has an average age of 7.1 years which is consistent with industry standards.

Fares

General Public

The general public pays \$1.75 for a one-way trip and \$.25 for a transfer. Transfer trips are free but must be made within two hours of the initial trip. Monthly and 7-day passes also are available, as shown in Figure 6. Passengers with a Metra monthly pass can purchase a Link-Up pass for \$39, which allows them to ride Pace and CTA on limited days and times. Discounted passes are available for students and commuters.

Figure 6 Passes

Passes	Price	Valid on		
		Pace	CTA	Metra Rail
Pace/CTA 30-Day Pass	\$86	X	X	
Link-Up Pass (affixed to Metra monthly pass)	\$39	X	Limited	X
PlusBus Pass (affixed to Metra monthly pass)	\$30	X		
Commuter Club Card (monthly)	\$60	X		
Student Haul Pass (monthly during school year)	\$30	X		
Summer Haul Pass (May through August)	\$45	X		
Pace / CTA 7-Day Pass	\$28	X	X	

Reduced Fares for Youth (Age 7 – 11)

Children aged 7 through 11 pay \$.85 for a one-way trip. Pace allows up to two children under age 7 to ride for free when accompanied by a fare-paying adult. Students aged 12 through 20 with a valid school ID can also pay a reduced fare on school days.

Reduced Fares for People with Disabilities

Disabled individuals with a RTA Temporary Reduced Fare Card or an RTA Permanent Reduced Fare Card pay a reduced fare of \$.85 for a one-way trip and \$.15 for a transfer. Pace/CTA 30-Day

Regular riders can purchase a discounted monthly pass for \$35 (the full price is \$86), and the Commuter Club Card for \$30 (\$60).

Free Rides

Pace offers free rides for qualified individuals, as described below.

- Children (age 0 - 7): Up to two children age under seven can ride free with a fare-paying adult.
- Seniors with a RTA Senior Ride Free Smart Card Permit: RTA issues a permit to seniors aged 65 or older who reside in the RTA's six-county service area through the region's Senior Ride Free program. The permit allows seniors to ride free not only on Pace bus routes but also on fixed routes operated by the CTA and on Metra rail services.
- Circuit Breaker Program: Illinois residents (age 16 or older) who meet the income eligibility requirements can enroll in the Illinois Circuit Breaker program. RTA issues the Circuit permit to enrolled individuals upon request, which allows free rides on Pace, CTA, and Metra busses and rails.

Stop and Station Facilities

Stop Types

Pace utilizes two types of stop operations. On most bus routes, Pace employs a “flag stop” operation, in which passengers can request a bus driver to stop anywhere along the route.

On some routes, passengers are allowed to board or alight the bus only at posted stops with the Pace bus sign shown in Figure 7. In Kane County, two routes employ the posted bus stop operation along the part of their routes: Route 529 on Randall Road between Sullivan Road and the Judicial Center; and Route 530 between Aurora Avenue /West Street and Metra BNSF Naperville station.

Bus Shelters and Benches

Bus shelters are typically installed at high-volume bus stops³. Benches are made available, by property owners, at stops having moderate use and where shelters are not feasible. Pace encourages community members to participate in Pace's bus shelter maintenance program, called the “Adopt-a-Shelter” program. A volunteer can pick a shelter to “adopt” from available shelters listed on the Pace's website. The volunteer is responsible for maintenance of a shelter (such as a regular cleaning and damage report), in exchange for 10-ride tickets on a monthly basis.

Figure 7 Stop Signs



Source: Pace

³ The Pace Development Guidelines (1999) provides general guidance on the provision of shelters and benches at busier stops. These Guidelines are currently being updated. A high volume bus stop is determined by Pace staff on a case by case basis based on variables such as service frequency, ridership, and pedestrian links.

Transportation Centers

There are two transportation centers in Kane County. Both of these transfer locations connect Pace bus routes with Metra commuter rail and Greyhound bus services.

Aurora Transportation Center / Metra Station

The Aurora TC / Metra station is located in downtown Aurora. This facility is served by eight Pace fixed-route buses (521, 524, 528, 529, 530, 532, 533, and 802), Metra Burlington Northern Sante Fe Railway and Greyhound buses. There are four parking lots adjacent to the station, providing a total of 1,290 parking spaces, with a parking fee of \$1.50 per day. The 2008 parking study revealed these lots were at capacity; 97% of the spaces were occupied on weekdays⁴.

Elgin Transportation Center / Metra Station

The Elgin Transportation Center / Metra station is located on Chicago St. in downtown Elgin. This TC is served by 11 fixed-route buses (541, 542, 543, 544, 546, 547, 548, 549, 550, 552, 554, and 801), Metra Milwaukee District / West Line, and Greyhound buses. A total of 476 parking spaces are provided at the Elgin Metra station, with a parking fee of \$1.50 per day. The 2008 parking study shows that 98% of the parking spaces were occupied on weekdays⁵.

Park-and-Ride Facilities

The fixed-route bus system in Kane County does not have dedicated park-and-ride facilities. In addition to the parking at or adjacent to the two transportation centers in the county, parking is available at the Metra station areas. These facilities are described in the following Metra section.

Ridership

This section presents the current ridership activity on the Pace routes serving Kane County. The following sections detail ridership by route and by major destination. A final subsection compares the ridership levels to Pace's performance standards.

2009 Ridership by Route

Route 530, connecting Aurora and Naperville, recorded the highest average ridership in 2009, as shown in Figure 8. This route serves two major transportation hubs, Aurora TC and Naperville Metra Station, as well as Westfield Fox Valley Shopping Mall and Edward Hospital in DuPage County. The route's high ridership is partially due to the longer service hours; from 6 AM to 9 PM on weekdays and 7 AM to 9 PM on Saturdays.

Route 801, connecting Elgin TC and Geneva Metra station, has the lowest ridership. Route 534 is another route with a daily ridership of less than 100 passengers. However, this route operates only during peak hours (4 trips a day), while Route 801 operates throughout the day.

⁴ Regional Transportation Asset Management System, <http://www.rtams.org/ui/homepage.asp>

⁵ Regional Transportation Asset Management System, <http://www.rtams.org/rtams/asset?id=51212366>

Figure 8 Average Ridership by Route in 2009 (January to July)

Route	Name	Weekday Daily Ridership	Saturday Daily Ridership
521	East Circulator	328	131
524	West Aurora Circulator	146	63
528	Aurora Tran. Ctr. - Rush-Copley Med	119	61
529	Randall Road - 5th Street	412	194
530	West Galena-Westfield Shoppingtown Fox Valley Ctr	756	608
532	Illinois Avenue	140	44
533	Molitor	221	152
534	Fox Valley Villages / Rt 59 Metra Station	68	NA
541	Northeast Elgin	302	176
542	Bluff City	282	200
543	Dundee-Carpentersville	256	183
544	Chicago Street	214	152
546	Orange-Walnut	303	206
547	Wing Park	315	226
548	Highland	315	131
549	South Randall	337	187
550	Big Timber-North Randall	151	NA
552	North State - Spring Hill Mall	332	331
554	Elgin - Woodfield	102	NA
801	Elgin-Geneva	64	75
802	Aurora-St. Charles	194	183
803	Carpentersville Local	312	278
907	Oswego- Aurora Metra Shuttle	294	NA

Data Source: Pace

Major Destinations

Figure 9 lists the top 10 destinations served by the bus routes within Kane County. Elgin and Aurora transportation hubs ranked as the top two. Spring Hill Mall in West Dundee and also Westfield Fox Valley Shopping Mall ranked third and fourth respectively. At Westfield Shopping Mall, the alighting counts exceeded the boarding counts by 49 passengers. This indicates some riders may leave the shopping center by using modes of transportation other than Pace buses. This is probably due to the limited bus service in evenings (i.e. no eastbound buses to Naperville between 6 PM and 8 PM).

Figure 9 Top 10 Major Destinations in 2009 (October, Weekday)

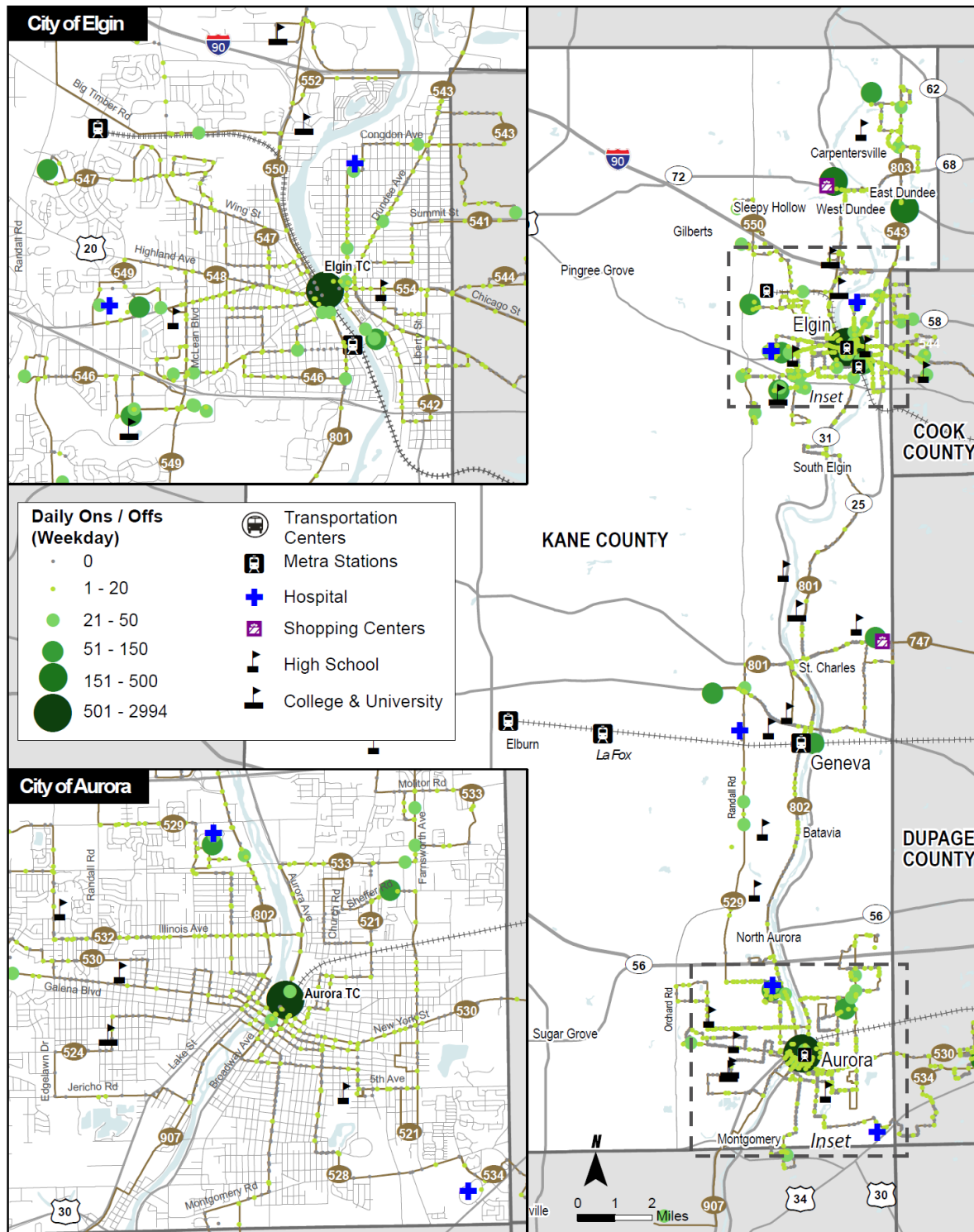
Stops	Pace Routes Serving the Stop	Weekday Daily Ridership		
		Boardings	Alightings	Total
Elgin TC	541, 542, 543, 544, 546, 547, 548, 549, 550, 552, 554, 801	1,396	1,598	2,994
Aurora TC	521, 524, 528, 529, 530, 532, 533, 802	424	441	865
Spring Hill Mall	552, 803	145	134	279
Westfield Fox Valley Shopping Mall *	530	88	137	225
Wal-Mart (East Dundee)	543, 803	113	87	200
Fox View Apartments	803	66	72	138
Lyle / Grandstand	548	60	65	125
Naperville Metra station*	530	62	60	122
Second / Elgin Community College	549	62	51	113
Geneva Metra station	801, 802	34	38	72

* Westfield Fox Valley Shopping Mall and Naperville Metra station are located outside of Kane County.

Data Source: Pace

Figure 10 illustrates the stop locations with daily weekday ridership in October 2009. The larger dark green circles indicate the highest number of activities. The figure shows that bus stops with high ridership are concentrated in the city of Elgin and the villages of East and West Dundee to the north. Downtown Geneva and the Charlestowne Mall also experienced a relatively large number of boardings.

Figure 10 Daily Boardings and Alightings (Weekday, October 2009)



NelsonNygaard
consulting associates

Source: Pace, Kane County, Illinois DOT

Long-Term Ridership Trends

Figure 11 displays weekday ridership changes between August 2004 and 2009. Overall, the ridership increased by 12% over the last five years. Of the 23 routes serving Kane County, 12 routes experienced increases in ridership. Route 907 doubled its ridership. Route 530, connecting Aurora and Nashville, had the highest net gain, an increase of 263 riders. In contrast, eight routes experienced a reduction in ridership. Route 528 had the largest reduction—38%.

Figure 11 Daily Ridership by Route from 2004 to 2009 (Weekday, August)

Route	Name	2004	2009	% change
521	East Circulator	216	236	9%
524	West Aurora Circulator	137	137	0%
528	Aurora Tran. Ctr. - Rush-Copley Med	213	131	-38%
529*	Randall Road - 5th Street	215	414	93%
530	West Galena-Westfield Shoppingtown Fox Valley Ctr	516	779	51%
532	Illinois Avenue	179	142	-21%
533	Molitor	202	206	2%
534	Fox Valley Villages / Rt 59 Metra Station	57	59	4%
541	Northeast Elgin	331	297	-10%
542	Bluff City	342	301	-12%
543	Dundee-Carpentersville	348	287	-18%
544	Chicago Street	257	215	-16%
546	Orange-Walnut	312	313	0%
547	Wing Park	327	339	4%
548	Highland	302	302	0%
549	South Randall	306	339	11%
550	Big Timber-North Randall	139	161	16%
552	North State - Spring Hill Mall	404	370	-8%
554	Elgin - Woodfield	110	143	30%
801	Elgin-Geneva	211	216	2%
802	Aurora-St. Charles	254	316	24%
803	Carpentersville Local	357	306	-14%
907	Oswego- Aurora Metra Shuttle	46	100	117%
TOTAL		6,396	7,177	12%

* Route 529 served only within Aurora. The October 2005 service adjustment extended the route to Aurora TC.

Data Source: Regional Transportation Asset Management System

Performance Measures

Pace established performance standards to evaluate service performance every year. Figure 12 shows cost effectiveness measurements used in the Pace 2010 Annual Budget Book. The figures revealed the 23 routes serving Kane County were more cost effective than the system-wide routes and exceeded the performance standards.

Figure 12 Cost Effectiveness in 2009 (April – June)

Performance Measures	Kane County routes only (Actual)*	System-wide (Projected)**	Performance Standards
Expense per revenue mile	\$4.60	\$6.08	\$6.50 or less
Expense per revenue hour	\$76.96	\$101	\$105 or less
Recovery ratio	21%	23.8%	18% or more

* Actual figures, obtained from the 2009 2nd Quarterly Report (April to June 2009)

** Projected figures, obtained from Pace 2010 Annual Budget Book Appendix D: Performance Measures

Service productivity is another measurement used to evaluate Pace service performance. *Passengers per revenue hour* and *passengers per mile* are traditional measurements used to assess a service’s return for a unit of investment. Figure 13 summarizes the average service productivity performance measurements by service classification. Overall, Kane County routes performed effectively during the second quarter of FY 2009, exceeding the minimum standards of both passengers per revenue hour and passengers per revenue mile.

At an individual route level, four Kane County routes did not meet all the minimum standards of productivity in the second quarter of 2009. Route 528 and 529 scored lower than the minimum weekend standards of both service performance measurements. Route 554 (weekday service) and Route 801 (both weekday and Saturday services) carried less than the minimum standard of 0.6 passengers per revenue mile.

Figure 13 Service Productivity by Classification (April – June 2009)

Performance Measures	Average (Kane County routes only)*		Minimum Standard		System Average by classification	
	Weekday	Weekend	Weekday	Weekend	Weekday	Weekend
<i>Passengers per revenue hour</i>						
Intra-community routes**	21.2	17.9	10.8	9.2	21.5	18.3
Suburban link routes	17.2	15.7	8.8	9.2	17.5	18.3
Commuter Service	23.9	NA	23.5	NA	11.8	NA
<i>Passengers per revenue mile</i>						
Intra-community routes**	1.32	1.10	0.6	0.6	1.36	1.35
Suburban link routes	0.77	0.78			0.69	0.77
Commuter Service	1.35	NA			1.44	NA

*Obtained from the Pace 2009 2nd Quarterly Report (April to June 2009)

** Most routes serving Kane County are classified as Intra-community routes, except Route 530, 554, 801, 802, 803 (suburban link routes) and Route 534 (commuter service), and Route 907 (Metra Feeder). Data were not available for Metra feeder routes.

Service reliability, often measured by an on-time performance rate, is another indicator used to assess service performance. The system wide on-time performance rate⁶ is 71%, which is 14% lower than the performance standard (greater than 85%). Services that are not on-time are perceived as unreliable to riders.

⁶ Route-level data for Kane County routes were not available for this analysis, but the system-wide performance is reflected in Kane County rider perceptions of bus reliability (see stakeholder feedback in Technical Memorandum #2).

Planned Service Changes

Current planning efforts do not include short-term service expansions in Kane County. As detailed, recent budget cuts have resulted in service reductions. Some of the region's long-term plans⁷ have identified specific corridors for increased levels of service. These include Bus Rapid Transit operation on Randall Rd from Aurora to Crystal Lake as well as on IL-38, IL-62 and IL-19 connecting Kane County communities to eastern suburbs. The region's plans to provide express bus service on local interstates, including I-90 and I-88, are part of the long-range vision. These efforts also identified:

- Connecting bus service between Randall Road and institutions of higher education, county judicial buildings and central business districts along the Fox River corridor;
- Bus Rapid Transit along Kirk Road and IL-25;
- Transit hubs and centers for Elgin, Aurora, Geneva, Hampshire, Montgomery, South Elgin, St. Charles, La Fox and Sugar Grove;
- New local service zones covering eastern Aurora and North Aurora;
- New local service zone Sugar Grove - West Aurora;
- New local service zone Montgomery/Oswego;
- Increased Saturday service;
- New Sunday service;
- Increased frequency;
- New arterial route on Illinois Route 59;
- Feeder route improvements; and
- Express buses from park-and-rides serving all express trains on Metra BNSF.

Subsequent stages of this study will further evaluate these proposals when assessing future needs and opportunities to address them.

⁷ Pace Arterial Rapid Transit Study (2009) and RTA Moving Beyond Congestion: Regional Transportation Strategic Plan (2007)

Operating Costs

For 2010, system-wide suburban bus service will cost Pace about \$129,000,000 (net of fare revenue and after budget balancing actions).⁸ Regional sales tax revenues along with fares cover most of these costs as summarized in Figure 14.

Figure 14 Pace Suburban Bus Operating Budget (000's)

Budget Item	Proposed 2010 Budget
Net Operating Cost*	\$191,000
Operating Revenues (fares)	\$55,000
Sales Tax Revenue	\$100,000
Other Revenues	\$30,000

Source: Pace 2010 Annual Budget Book (November 2009)

Note: Operating cost is net of proposed \$6,948 budget balancing actions

Pace ADA Paratransit Service

The Americans with Disabilities Act of 1990 requires public transit agencies to provide paratransit service within ¼ mile of fixed-route services during the same hours that the fixed-route service operates. Express, or intercity, services that operate “closed-door” between long distance stops are not required to provide complementary paratransit service. This section discusses ADA paratransit service provided by Pace.

Service Descriptions

Pace provides a door-to-door paratransit service for people with disabilities. The service is provided in the areas within ¼ mile of the regular fixed-route services (see Figure 15). The service hours are same as the regular fixed routes, and late night (after 9:30 PM) and Sunday services are not provided.

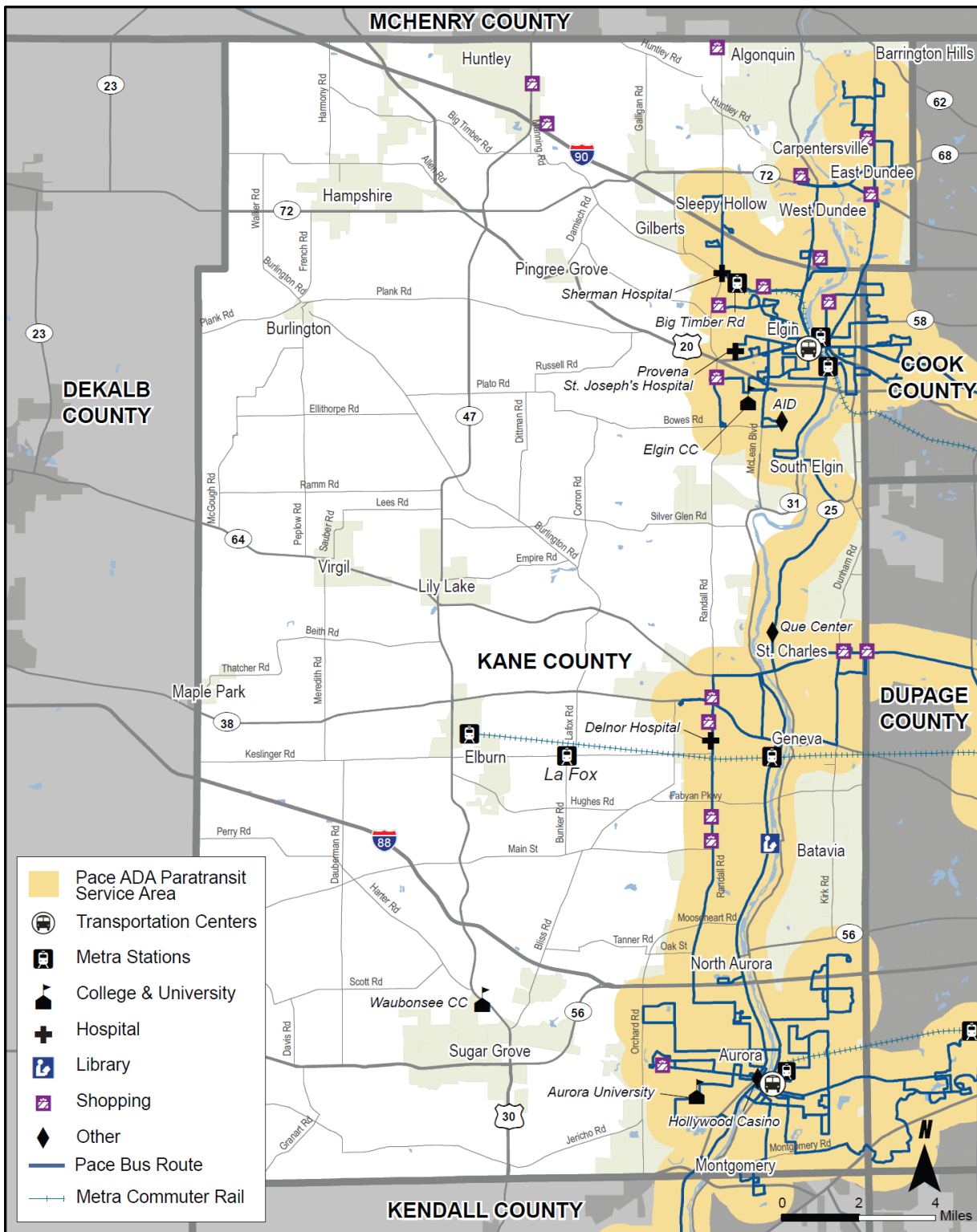
To use the paratransit service, riders must obtain a permit through RTA’s ADA Paratransit Certification Program. The program determines eligibility based on health conditions that prevent individuals from riding fixed-route services. Some applicants are classified as “conditionally eligible”, which means they are allowed to use the paratransit service under certain conditions.

To schedule a trip, users must call the day before the trip. Cancellation needs to be made at least two hours prior to a scheduled pick-up time to avoid a no-show or late-cancellation penalty. Pace allows one registered personal care attendant (PCA) to accompany the rider, without an additional cost. Pace also permits one companion, in addition to a PCA. Companions are required to pay the same fare as the accompanied rider.

Subscription service is available for those who make the same ride at the same time at least twice a week over an extended period of time. Riders do not need to call to request a ride for each trip. Due to the limited availability of the subscription service, some riders may be placed on a waiting-list.

⁸ Pace 2010 Annual Budget

Figure 15 Pace ADA Paratransit Service Area



NelsonNygaard
consulting associates

Source: Kane County

Fare

The fare is \$3.00 for a one-way ride. A PCA riding with the fare paying user can ride for free. Riders can pay either in cash or using a Pace ADA ticket (sold only in a booklet of 10 tickets for \$30). The fare is set higher than that for fixed-bus routes to provide an incentive for using regular bus service, where a discounted fare (\$.85) is available for people with disabilities. Long distance trips can be made within the Pace service area for the single fare price, but can require multiple transfers (between Pace ADA vans).

Recent Service Change

The paratransit fare was increased to \$3.00 on November 15, 2009 due to the budget shortfall affecting the FY 2009 paratransit budget. This fare increase also addressed the issue of non-uniform paratransit fares in the region: \$2.25 in Chicago, \$3.00 in suburban Cook and DuPage Counties, and \$2.50 in the rest of the region. With this fare adjustment, all paratransit users in the region pay the same fare of \$3.00 for a one-way ride.

Vehicle Fleet

Pace utilizes 19 and 23 foot lift-equipped vehicles to provide the paratransit service in the region. The fleet has an average age of 4.5 years which is just slightly older than the industry average.

Operating Costs

For 2010, regional ADA paratransit service will cost Pace about \$128 million. Regional sales tax revenues along with fares cover most of these costs as summarized in Figure 16.

Figure 16 Pace Regional Paratransit Operating Budget (000's)

Budget Item	Proposed 2010 Budget
Net Operating Cost	\$128,000
Operating Revenues (fares)	\$8,400
Sales Tax Revenue	\$90,300
Other Revenues	\$28,900

Source: Pace staff

Ride in Kane Service

In February 2008, Kane County launched a dial-a-ride program called Ride in Kane. Under this program, cities, townships and non-profit organizations make service agreements with Pace where the local sponsor directly provides service to seniors, low-income population, and people with disabilities and Pace provides call center functions – processing reservations for ride requests. This section provides detailed descriptions of the Kane in Ride program.

Service Descriptions

In 2003, Kane County started the process of consolidating dial-a-ride services in Kane County by forming the Kane County Paratransit Coordinating Council. Prior to the launch of the program, dial-a-ride services were provided by individual communities and organizations, and users often faced difficulties of traveling across jurisdictional boundaries. In February 2008, Kane County

launched the Ride in Kane program with a goal of improving coordination among dial-a-ride services within the county.

Pace currently has partnerships with eighteen units of local government and non-profit organizations. The services are coordinated through the central call and dispatch center operated by Pace. The new computerized scheduling system and GPS-equipped vehicles allow more efficient coordination of the services delivered by individual providers. The eighteen sponsors are listed below.

- Association for Individual Development
- Aurora TWP/Batavia/Batavia TWP
- Blackberry Township
- Campton Township
- City of Elgin
- City of Geneva/City of St. Charles/
Geneva TWP
- Dundee Township Partners
- Hanover Township Mental Health Board
- Hesed House/PADS of Aurora
- Kaneville Township
- Mental Health & Mental Retardation Services, Inc.
- Senior Services Associates, Inc.
- St. Charles Township
- Sugar Grove Partners (Sugar Grove TWP/Village of Sugar Grove)
- Village of Campton Hills
- Village of South Elgin
- Visiting Nurses' Association

Users need to be registered in order to utilize the service, and eligibility requirements vary depending on the sponsor. Most sponsors provide services to seniors and people with disabilities. Sugar Grove Partners also provides services to low-income individuals who meet income requirements.

Registered users can schedule a trip up to seven days in advance. Same day reservations must be made at least four hours in advance.

Recent Service Change

The program is still new; it was launched in February 2008. The program has been implemented through two phases: Phase I in summer 2008 and Phase II in fall 2009. During the Phase II implementation process, nine new sponsors joined the program. However, three Phase I partners dropped out of the partnership due to financial constraints. Funding for Phase III and part of Phase IV have been awarded.

Fare

Fares are \$3.00 for a one-way ride for the first 10 miles and \$1.50 per additional mile. One travel companion can ride with a registered rider without any additional cost.

Vehicle Fleet

Individual providers utilize their vehicles including vans and taxis, as well as Pace-owned lift-equipped vans.

Trip Patterns

The 2009 October figures⁹ show the majority of the trips were work-related (58% of total trips), followed by community (22%) and medical trips (20%). The high number of work trips includes people with disabilities going to workshops and training programs. Most trips occurred in the morning from 7 AM to 9 AM and in the afternoon from 2 PM to 4 PM. The data also show a majority of the trips were less than five miles, with an average trip distance of 4.2 miles.

Registrations and Trip Counts

Current Status

The latest data on registrations from July 2009 show 3,413 registrants in the program (Figure 17). Aurora Township has the highest number of registrants with 1,231 registrants, which represents more than one-third of the registrants. This is followed by the City of Elgin with 852 registrants (25%). Figure 18 also shows the number of trips delivered in July 2009. Aurora Township and the City of Elgin ranked as the top two sponsors based on the number of trips delivered. The Association for Individual Development (AID) ranked third, despite its small share of registrants.

Figure 17 Registrations and Trip Counts by Service Provider (July 2009)

Sponsor	Registrations		Trips	
	N	%	N	%
Association for Individual Development (AID)	117	3%	1,006	12%
Aurora Township	1231	36%	3,148	38%
City of Batavia	266	8%	361	4%
Batavia Township	37	1%	91	1%
Dundee Partners	249	7%	419	5%
Ecker Center	0	0%	0	0%
City of Elgin	852	25%	1902	23%
Elgin Partners	7	0%	0	0%
Elgin Township	0	0%	0	0%
City of Geneva	185	5%	416	5%
Geneva Township	0	0%	0	0%
Village of Hampshire	0	0%	0	0%
Hesed House	11	0%	16	0%
Hanover Township Mental Health Board (HTMHB)	10	0%	353	4%
Village of South Elgin	2	0%	3	0%
City of St. Charles	445	13%	623	7%
St. Charles. Township	1	0%	0	0%

Data Source: Kane County

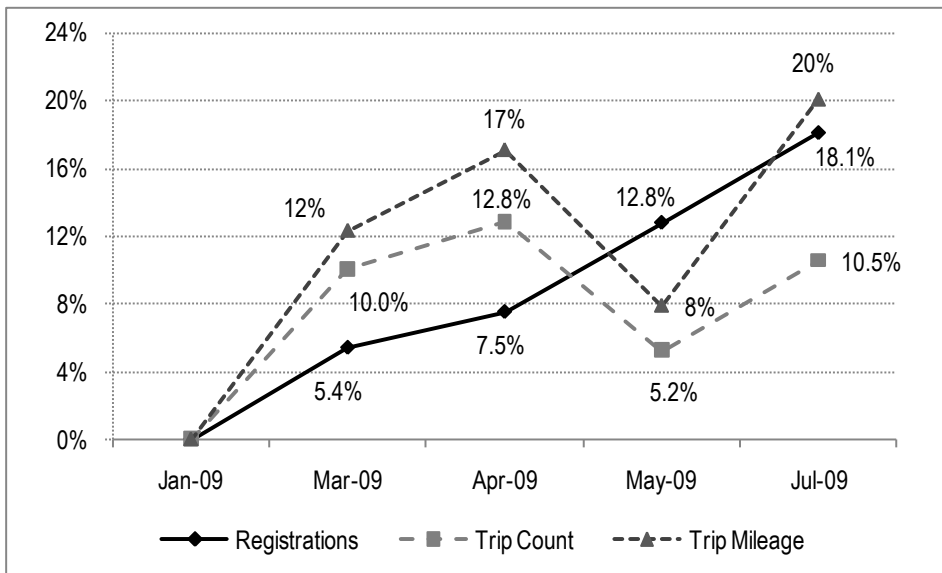
⁹ From October 2009 Pace analysis

Trends

The total number of registrations was 1,285 users in February 2008. In October 2008, the number of registrants increased to 2,636, which represents a 100% increase during the first six months.

In 2009, this upward trend has continued. Figure 18 shows the percent change in the number of registrations, trips delivered, and trip mileage from January to July in 2009. The number of registrations increased by 18% – from 2,891 in January to 3,413 in July. Despite the dip in May, the overall figures show a 10.5% increase in trips delivered and a 20% increase in trip mileage.

Figure 18 Percent Change in Registration and Trips, Compared to January 2009

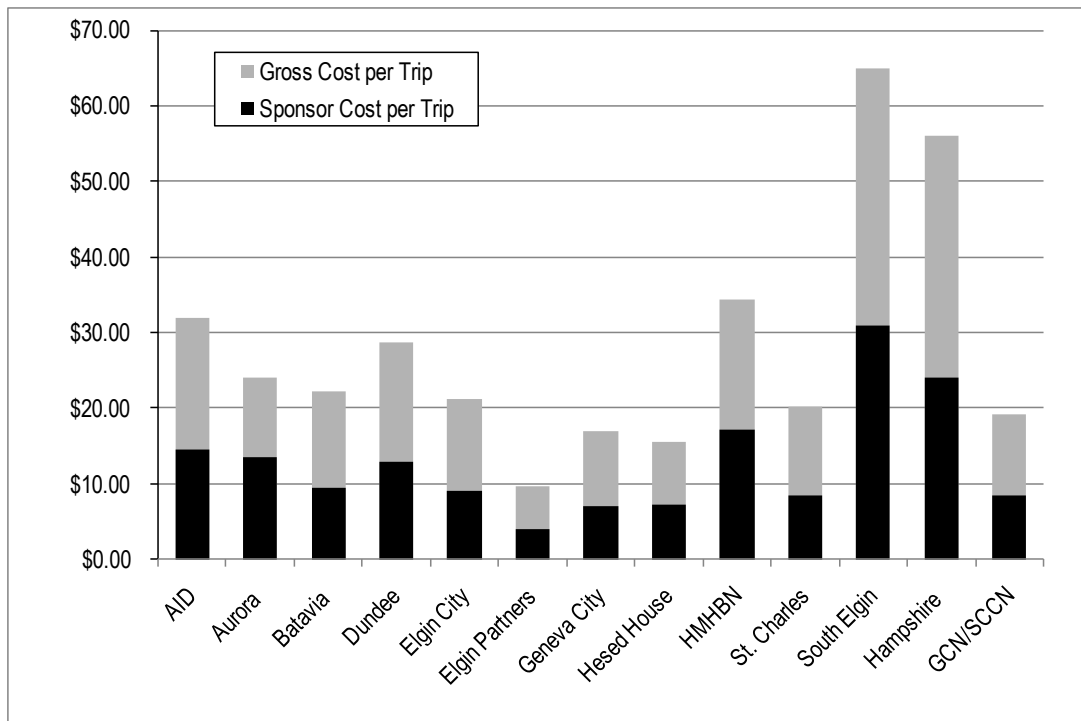


Data Source: Kane County

Cost per Trip

The average cost per trip was \$22.41 in 2009. Elgin Partners provides the most cost effective service, \$9.70 per trip (Figure 19). In contrast, the cost per trip for the village of South Elgin is more than six times higher, \$64.98 per trip due to a small number of registrants. Each service sponsor is required to provide matching funds to finance their portion of the program. Figure 19 also shows the sponsor cost per trip, which represent approximately 40% to 50% of the total cost per trip.

Figure 19 Average Cost per Trip in 2009 (January to July)



Operating Costs and Funding Sources

The total operating cost for 2009 was \$2.4 million, with an average monthly gross operating cost of \$200,100 per month.¹⁰ Costs increased between 2008 and 2009 due to the expansion of the program – reflected in the higher number of registrants and more trips delivered in 2009.

To launch the program in 2008, Pace received a total of \$2.4 million of federal funding: \$1.6 million of New Freedom Initiative (NFI) funding and \$772,000 of Job Access Reverse Commute (JARC) funding. Of the \$2.4 million, \$1.6 million was allocated for the 2008 operational budget. This represented 51% of the total annual budget in 2008.

In 2009, the program received federal funding of \$1.8 million toward operating costs¹¹. The 50% local match includes fare revenues, Pace contributions, sponsors’ contributions, and other local funding sources.

Pace has funding agreements with sponsors. Under the agreements, sponsors are required to contribute at least 50% local matching funds to finance the program. The 50% local match does not include fare revenue. Depending on the sponsor, the amount of local matching funds ranges from \$1,000 to over \$200,000. Pace provides a subsidy to sponsors that provided dial-a-ride services, with Pace assistance, prior to Ride in Kane. Pace subsidizes these sponsors at \$3.00 per trip or 75% of the deficit, whichever is smaller, up to a capped budgeted amount.

¹⁰ The average monthly cost was based on 11 months of data (January to November) in 2009 according to Pace staff.

¹¹ RTA 2008 list of funded programs

Figure 20 Budget Summary (000's)

	2008 Actual	2009 Estimated	% Change
Revenue	\$738	\$869	18%
NFI / JARC Funding (Federal)	\$2,400		
Local Matching Fund	\$1,700		
Expenses	\$2,149	\$2,694	25%

Source: Pace 2010 Annual Budget Book

Pace Vanpool Programs

Pace operates a vanpool program mainly to provide travel options for work-related trips in the service area. This section discusses the Vanpool Incentive Program (VIP) which is comprised of multiple sub-programs including: traditional; employer shuttle; Metra feeder; Advantage; and municipal.

Service Descriptions

The Pace Vanpool Program is primarily intended to provide transportation options for work-related trips and activities. The Municipal Vanpool Program is less restrictive, allowing cities and townships to provide any community service allowed by the Federal Transit Administration. Participants, including groups of individuals, agencies, employers and non-profit organizations, rent a van from Pace. They are required to provide a driver. They are also required to submit a monthly report detailing mileage and ridership. Below is a description of primary sub-programs.

- Traditional Vanpool Program is designed to transport 4 to 14 passengers. Participants who live near each other and share a similar work schedule can form a small group to commute to and from work. Participants pay a monthly fee based on the distance traveled and the number of participants in the group. The fees cover all the costs for fuel, tolls, maintenance, van washes, roadside assistance, and insurance.
- Metra Feeder Program provides a van to travel to and from a Metra Station. At least half of the participants need to have either a monthly Metra pass or a 10-ticket booklet. Each participant pays \$58 per month to cover all vanpool costs, but parking and Metra fares are not included.
- Employer (Corporate) Shuttle Program provides vans to employers that transport their employees from nearby transit stops to their worksites. Participating employers are required to pay for a rented van and supply a driver, and it is optional for them to charge their participating employees. Non-profit agencies can rent a van at a discounted rate.
- Advantage Program focuses on providing transportation options to people with disabilities who travel to workplaces or rehabilitation centers. The program is contracted through agencies; who then provide vans for their members. This program is especially beneficial for those who are not able to use the regular ADA paratransit service or live outside of the ¾ mile area.
- Municipal Vanpool Program provides vans to local units of government (townships or cities) or not-for-profit agencies for their use in serving their community. Pace charges a monthly fee of \$100 in addition to a \$1,000 security deposit per vehicle. The participating agency must assure that the program's driver and insurance requirements are met. Also, municipalities are required to pay for all operating costs including fuel, insurance, maintenance, which differentiates this program from other Pace vanpool programs. There

are two vans currently serving the Aurora area and these are the only two program vans in Kane County. One of the vans is operated by the Association for Individual Development.

Kane County Vanpool Participants

A total of 30 vans are in use within Kane County. Program summaries follow, and further details are provided in Appendix C.2.

- Traditional Vanpools – 12 vans operate to sites in Elgin and Aurora. Another 11 vans originate in Kane County, taking employees to Lake and Cook County suburbs and the city of Chicago.
- Metra Feeder – One van is used in Elgin
- Municipal Vanpools – Six vans are used in the Aurora area for Association for Individual Development and Family Focus programs/services.

Fees for Individual Users

The amount of fees participants pay depends on the type of program. In the Traditional Vanpool Program, the monthly fee for an individual participant varies depending on travel distance and number of participants, ranging from \$73 (1 - 20 mile round trip, 13 - 14 riders) to \$174 (151 - 160 miles, 4 riders). The primary drivers do not pay the fee and also receive 300 free personal miles per month. Backup drivers receive a \$10 discount on a monthly fee. Riders participating in the Metra Feeder program pay a uniform fee of \$58 per month.

Vehicle Rental Fees

The Vanpool Incentive Program requires participants to pay a monthly fee that covers all the costs including fuel, maintenance, tolls, roadside assistance, van washes and insurance. The Employer Shuttle Program and the Advantage Program require employers and organizations to pay for vehicle rental. As of February 2010, Pace rents vehicles at a monthly rate of \$1,029 to for-profit employers and \$768 to non-profit organizations. Organizations participating in the Advantage Program can rent a vehicle at a rate of \$401 per month and must possess a developmental training certification or equivalent and be a non-profit.

Vehicle Types

Four types of vans are available through the Vanpool programs (see Figure 21). Wheelchair accessible vans can carry up to two wheelchairs per vehicle.

Figure 21 Van Types

Types	Max. Num of Passengers	Max. Num of Wheelchairs
Minivan	4 to 6	0
Ramped Minivan	4	2
Conversion Van	11 or 14	0
Lift-equipped Conversion Van	7	2

Source: Pace



Pace conversion van

Source: Pace

Ridership

Figure 22 shows ridership and the number of vehicles in service for 2008 and 2009. Since vanpool programs are eligible for all employers and workers in the six-county service area, the numbers included in the table are for the entire region, not just Kane County.

The overall ridership and number of vehicles in service show the vanpool program has expanded since 2008. The 16% reduction in vehicle miles for the Corporate Shuttle Program indicates that the participants traveled less distance in 2009 while ridership remained constant during the two years.

Figure 22 Ridership and Number of Vehicles in Service, 2008 - 2009

	2008 Actual	2009 Estimate	% Change
Ridership (number of groups)			
Traditional Vanpool Program	866	929	7%
Corporate Shuttle Program	68	68	0%
Advantage Program	763	767	1%
Vehicle Miles			
Traditional Vanpool Program	6,364	6,705	5%
Corporate Shuttle Program	325	274	-16%
Advantage Program	3,934	4,116	5%
Number of Vehicles In Service			
Traditional Vanpool Program	260	314	21%
Corporate Shuttle Program	19	22	16%
Advantage Program	292	315	8%

Source: Pace 2010 Budget Book

Operating Cost and Revenue

As shown in Figure 23, the estimated revenue for 2009 is \$4.2 million, which is a 9% increase from the 2008 figure. Overall the vanpool programs are financially self-sustaining, which means the total revenue exceeded the total expenses, with a recovery ratio estimated at 113% in 2009.

Figure 23 Revenues and Expenses, 2008 – 2009 (000's)

	2008 Actual	2009 Estimate	% Change
Revenue			
Vanpool Incentive Program	2,075	2,261	9%
Corporate Shuttle	308	336	9%
Advantage	1,427	1,556	9%
Total	3,810	4,153	9%
Expenses			
Vanpool Incentive Program	1,885	1,762	-7%
Corporate Shuttle	119	106	-11%
Advantage	1,922	1,804	-6%
Total	3,926	3,672	-6%
Recovery Ratio			
Vanpool Incentive Program	110%	128%	17%
Corporate Shuttle	259%	317%	22%
Advantage	74%	86%	16%
Total	97%	113%	17%

Source: Pace 2010 Annual Budget Book

Metra Commuter Rail

Metra operates 11 commuter rail lines, serving 240 stations in the RTA six-county region. Metra provided an estimated 82 million trips in 2009¹². Of the 11 rail lines, three operate in Kane County. This section discusses the three commuter rail lines in Kane County, which serve stations in Aurora, Geneva, La Fox, Elgin and Elburn.

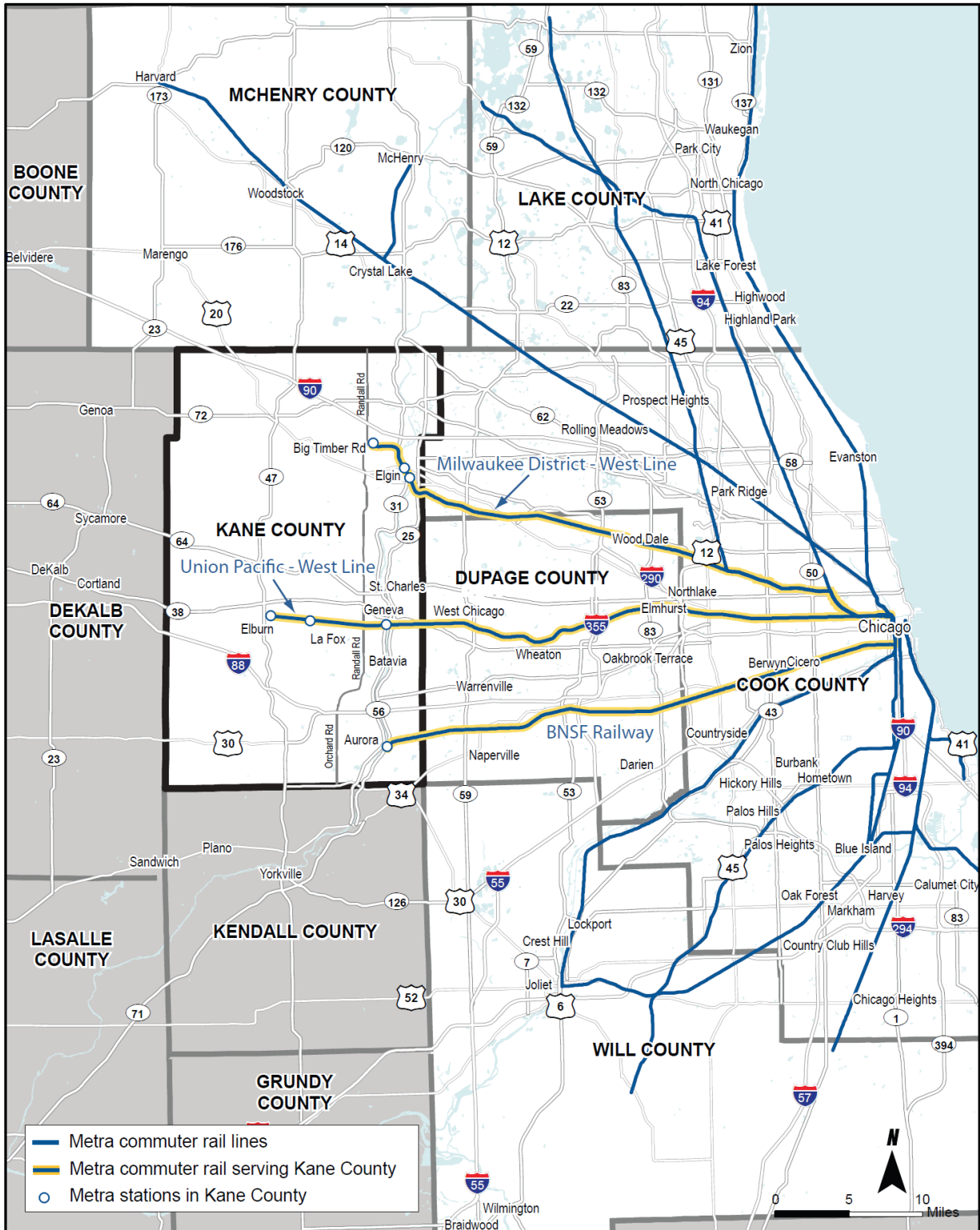
Service Descriptions

Three Metra commuter rail lines serve Kane County, connecting Kane with Cook County, DuPage County and downtown Chicago. The following further describes the three routes:

- Milwaukee District / West (MD-W) Line travels 40 miles through northern DuPage County and southern Cook County, connecting downtown Chicago and the city of Elgin. The route contains three stops in the northeastern part of Kane County: National St. Station (in Elgin), Elgin TC Station, and Big Timber Road Station.
- Union Pacific / West (UP-W) Line is Metra's sixth busiest line which operates between downtown Chicago and the village of Elburn in Kane County. The route travels 44 miles serving 62 communities in Kane, central DuPage, and western Cook Counties. The line stops at three locations in Kane County: Geneva, La Fox, and Elburn.
- Burlington Northern Santa Fe (BNSF) Line carries the highest number of riders among the eleven Metra lines. This route travels 38 miles between downtown Chicago and Aurora through southern DuPage County. Of the 25 outlying stations served by this route, the Aurora Station is the only station located in Kane County.

¹² Metra 2010 Proposed Program and Budget Book.

Figure 24 Metra Commuter Rail System Map



Service Frequency

As shown in Figure 25, Metra commuter rail service runs every 15 to 30 minutes, depending on the station, during peak hours. The service operates every hour in midday. The service is provided seven days a week. The weekend service is less frequent, with a service frequency of one hour or more.

Figure 25 Service Frequency by Metra Station

Routes	Station	Service Frequency			Service Hours
		Weekday Midday	Weekday Peak	Weekend	
MD-W Line	National St	1 hr	20 min	1 hr in AM / 2 hrs in PM	4:30 AM – 2:00 AM (Mon – Fri) / 6:00 AM – 2:00 AM (Sat – Sun)
	Elgin TC	1 hr	20 min	1 hr in AM / 2 hrs in PM	4:30 AM – 2:00 AM (Mon – Fri) / 6:00 AM – 2:00 AM (Sat – Sun)
	Big Timber Rd	1 hr	30 min	None	5:30 AM – 2:00 AM (Mon – Fri)
UP-W Line	Geneva	1 hr	20 min	2 hrs	5:30 AM – 2:00 AM (Mon – Fri) / 6:30 AM – 2:00 AM (Sat – Sun)
	La Fox	1 hr	30 min	2 hrs	
	Elburn	1 hr	30 min	2 hrs	
BNSF Line	Aurora TC	1 hr	15 min	1 hr in AM / 2 hrs in PM	4:30 AM – 2:00 AM (Mon – Fri) / 5:30 AM – 2:00 AM (Sat – Sun)

Proposed Service Change

Metra is proposing a service upgrade on the Union Pacific - West Line. The proposed changes include the addition of six additional inbound trains and two reverse commuter trains during AM peak hours, parking improvements, and platform enhancement at stations. This project is seeking funding under the Federal Transit Administration (FTA) New Starts Program and is currently awaiting approval to enter the Preliminary Engineering stage, the first phase of detailed engineering. Construction is expected to begin in 2014, which will take over three years to complete. The service changes are anticipated to start in late 2017. In addition, Metra is currently undertaking a Public Private Partnership (PPP) with the Union Pacific Railroad on this line. The UP-W PPP will enhance safety at stations and add operational flexibility to the line to improve freight / passenger interaction. The UP-W New Starts project will leverage the UP-W PPP investments.

Fare

Full Fare

Metra employs a zone fare system. The service area is divided into twelve zones, from zone A through M, based on travel distance from downtown Chicago. Passengers pay \$2.25 for one-zone travel, and \$8.50 for 12-zone travel. When passengers pay cash fare on a train, passengers are charged an extra \$3 as a penalty, except when boarding at a station without a station agent or ticket vending machine.

Regular users can purchase passes and 10-ride ticket. Monthly passes are about 30% cheaper than buying single tickets. The price ranges from \$58.05 for one-zone monthly passes to \$217.35 for twelve-zone passes. Riders can also purchase 10-ride passes to save 20% on fares. Also \$5 Weekend Pass permits unlimited rides both on Saturday and Sunday.

Figure 26 summarizes fares for a regular passenger traveling between Kane County and downtown Chicago. It costs approximately \$6 to travel from Kane County to downtown Chicago, when a one-way ticket is purchased.

Figure 26 Fare for traveling between Kane County to Downtown Chicago

Routes	Station	Num of Zones Traveled	One-Way	10-Ride Ticket	Monthly Pass
MD-W Line	National St / Elgin TC / Big Timber Rd	8 (A – H)	\$6.00	\$48.05	\$152.55
Union Pacific / West Line	Geneva	8 (A – H)	\$6.00	\$48.05	\$152.55
	La Fox / Elburn	9 (A – I)	\$6.50	\$51.85	\$164.70
BNSF Line	Aurora TC	8 (A – H)	\$6.00	\$48.05	\$152.55

Transfer Stickers

Passengers can use a transfer sticker in conjunction with a monthly pass, which allows unlimited transfers between Metra commuter rail services and Pace and/or CTA buses. Two types of transfer stickers are available.

- Link-Up Sticker, priced at \$39, can be used in conjunction with Metra monthly passes. Link-up passes allow monthly pass holders to utilize all CTA or Pace buses. However, CTA usage is restricted to peak travel hours from 6 a.m. to 9:30 a.m. and from 3:30 p.m. to 7 p.m.
- PlusBus Sticker, priced at \$30, allows Metra monthly pass holders to transfer only to suburban Pace buses.

Reduced Fare

Reduced fares are available for youth, seniors, and people with disabilities.

- Youth fare allows children age 7 to 11 to ride for half fare. Children younger than age 7 may ride free with a fare-paying adult. Passengers between 12 and 17 years old can ride for half fare on weekends and select holidays.
- Student fare can be purchased by students enrolled in grade schools and high schools. The fares for reduced one-way tickets are approximately half of the regular fares, \$1.00 for one zone and \$3.25 for nine zones.
- Seniors Ride Free Program allows residents of the six-county RTA region who are 65 or older to ride free. Seniors need to present a RTA Senior Ride Free card at each boarding.
- People with Disabilities Ride Free Program allows enrolled individuals with disabilities to ride free.
- Disability and senior fare is also available for those who are not qualified for the Senior Ride Free Program or People with Disabilities Ride Free Program due to a residency restriction. Passengers can pay a reduced fare (a one-way ticket is approximately half of the full fare) with a valid Reduced Fare Permit or Medicare Card.

Fare Adjustment in February 2010

Metra increased fares in February 2010. The increase was 6% on one-way fares (an average of 30 cents per one-way ticket). The prices of monthly passes and 10-ride tickets remained the same. The weekend fare also increased from \$5 to \$7 – the first fare increase since the weekend fare program was introduced in 1991.

The penalty for on-board ticket purchase increased from \$2 to \$3 to encourage riders to purchase tickets at stations or on Metra’s website. The website accepts credit cards for monthly passes and 10-ride ticket purchases. Beginning in February 2010, credit cards are now accepted at all stations where an agent is on duty.

Ridership

Current Ridership

The most recent data available on Metra commuter rail ridership was collected in 2006. Figure 27 shows ridership for the three lines serving Kane County. The Burlington Northern Santa Fe (BNSF) Line carries the highest ridership of Metra’s 11 commuter rail lines, with weekday daily boardings of approximately 55,000 passengers in 2006. The Aurora TC station recorded over 2,000 daily boardings and alightings on weekdays in 2006. This is the seventh highest among the 243 outlying stations (outside of downtown Chicago) in the entire Metra system in 2006.

The Geneva station had approximately 1,500 daily boardings and alightings, which makes it the third busiest station among the 18 outlying stations served by the Union Pacific - West Line.

Figure 27 Weekday Ridership Counts (Fall 2006)

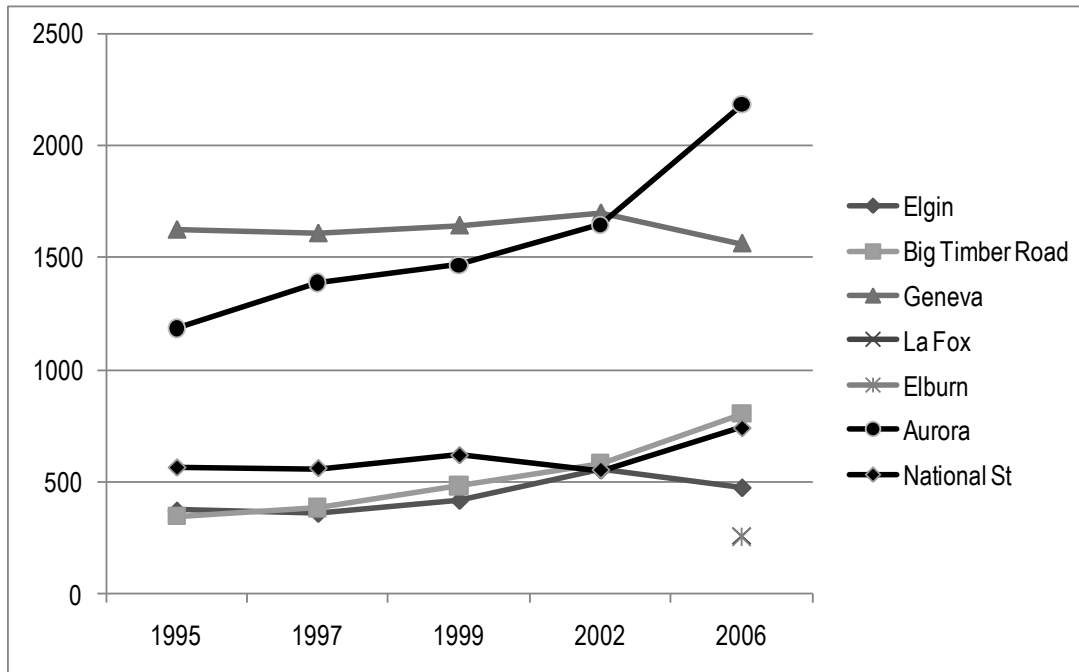
Routes	By Route		By Station		
	Total Boardings	Total Alightings		Boardings	Alightings
MD-W Line	22,343	22,343	National St	742	746
			Elgin TC	476	499
			Big Timber	803	698
Union Pacific-West Line	25,013	25,013	Geneva	1,562	1,517
			La Fox	261	273
			Elburn	255	258
BNSF Line	55,439	55,439	Aurora TC	2,180	2,066

Source: Metra 2006 Boarding and Alighting Counts

Ridership Trend

Figure 28 shows the boarding counts at the seven Metra stations in Kane County from 1995 to 2006. Aurora TC Station recorded the highest ridership in 2006 and has experienced a rapid growth in ridership, with a net gain of over 1,000 riders from 1995 to 2006. Big Timber Road and National Street Stations also showed a gradual ridership increase since 1997. In contrast, Elgin and Geneva Stations experienced a slight reduction in ridership from 2002 to 2006: from 554 in 2002 to 476 in 2006 at Elgin Station and from 1,698 to 1,562 at Geneva Station. This may be in part due to the new Union Pacific - West Line stations west of Geneva that opened in 2006.

Figure 28 Weekday Daily Boarding Counts from 1995 to 2006



Notes: La Fox and Elburn Stations opened in January 2006.

Source: Metra 2006 Boarding and Alighting Counts

Stations

Most Metra Stations meet the requirements of the Americans with Disabilities Act (ADA). Approximately 10% of the Metra stations in the region are only partially ADA-accessible, and 20% are inaccessible. In Kane County, all seven stations are fully accessible with wheelchair ramps and handicapped parking spaces. In the Metra system, 94% of daily boardings take place at ADA-accessible stations.

Metra stations with high ridership generally have station agents on duty. Beginning in February 2010, passengers can use credit cards to purchase tickets at stations with agents. In Kane County, the Elgin TC, Geneva and Aurora stations are the only stations where passengers will be able to use credit cards.

Figure 29 Metra Stations in Kane County

Routes	Station	Waiting room hours	Agent	Pace Bus Connections
MD-W Line	National St	4:00 AM - 1:30 PM	No	549, 801
	Elgin TC	4:00 AM - 8:40 PM	Yes	541, 542, 543, 544, 546, 547, 548, 549, 550, 552, 554, 801
	Big Timber Rd	4:00 AM - 1:30 PM	No	None
Union Pacific - West Line	Geneva	5:00 AM - 12:50 PM	Yes	801, 802
	La Fox	4:30 AM - 1:00 PM	No	None
	Elburn	4:00 AM - 1:30 PM	No	None
BNSF Line	Aurora TC	4:30 AM - 10:00 PM	Yes	501, 524, 528, 529, 530, 532, 533, 802

Service Connections

Three Metra stations, National St, Elgin TC and Aurora TC stations, are served by Pace fixed-route bus services. However, Pace does not provide fixed-route bus services on Sundays while these stations operate seven days a week. The other three Metra stations – Big Timber Road, La Fox and Elburn – are not served by Pace fixed-route buses.

Park-and-Ride Facilities

Parking Capacity and Occupancy

Parking is available at each of the Metra stations in Kane County. Typically, these facilities are provided by the municipality in which the station is located. Facilities at La Fox, Big Timber Road, Elgin and National Street stations are managed by Impark, Metra’s parking lot operator. Parking lots are at capacity at Elgin TC, Geneva Station and Aurora TC with observed utilization rates of over 95% in 2008. The station improvement and parking expansion at Aurora TC Station was recently completed, adding 145 parking spaces. The 2008 parking study also shows that Big Timber Road Station and La Fox Station had approximately 20% unoccupied spaces.

Figure 30 Effective Utilization Rate in 2008

Routes	Station	Daily Fee	Capacity	Utilization Rate in 2008
MD-W Line	National St	\$1.50	567	87%
	Elgin TC	\$1.50	147	98%
	Big Timber Rd	\$1.50	692	82%
Union Pacific / West Line	Geneva	N/A	1,008	100%
	La Fox	\$1.50	301	79%
	Elburn	\$1.25	294	73%
BNSF Line	Aurora TC	\$1.50	1,290	97%

Source: Metra

Note: Effective use: all sold permit spaces are assumed to be used, even if unoccupied during parking survey.

Planned Station Improvements

As of January 2010, three station area improvement projects are underway or recently completed, as described below.

- Elgin National Street Station Area Plan: this project will create a transit supportive environment around the National Street Station by increasing the density of the surrounding residential and commercial developments. The concept plan is currently being drafted, which will be presented to the steering committee in January 2010 and at public meetings in March 2010. This project is funded and administered by the RTA under a 2009 Community Planning grant.
- The Geneva Downtown / Station Area Master Plan: the project is intended to foster transit-oriented development, with a focus on increasing retail spaces and residential density as well as expanding parking spaces. Funding for the project was approved in December 2009 and it will formally start in summer 2010. This project is being funded and administered by the RTA under a 2010 Community Planning grant.
- Elburn Station Parking Expansion: the project (completed in December 2009) doubled the number of parking spaces at the Elburn Station by providing an additional 330 spaces. The project was funded by the American Recovery and Reinvestment Act (ARRA) and was administered by Metra.
- Geneva Station Parking Expansion: construction of a third level on the existing tow-level commuter parking structure in Geneva is proposed. Some of these additional spaces in Geneva will be needed to offset parking lost due to the extension of the third main line through Geneva proposed in the UP-W PPP. A portion of the expected proceeds from the recent State of Illinois transit bond program has been allocated for this project, which would be administered by Metra.

Service Performance

State of Illinois Office of Audit conducted a performance evaluation of transit services in the Chicago area, including Metra commuter rail lines. The study utilized 2000 - 2004 data, and Metra was compared against five peer agencies in the U.S. including Massachusetts Bay Area Transportation Authority (Boston metropolitan area), Long Island Railroad, New Jersey Transit, Southeastern Pennsylvania Transportation Authority (Philadelphia), and MTA (New York City). The results showed Metra exceeded the peer averages in nearly all service efficiency and effectiveness measurements, except farebox recovery (Figure 31). Metra's farebox recovery ratio is 44%, 4% lower than the peer average. However, Metra's farebox ratio declined at a slower pace than peer agencies. Metra experienced an annual rate of 1.5% decline from 2002 to 2004, compared to 3.2% for the peer group.

Figure 31 Service Performance Measures (2000 – 2004)

Performance Measures	Evaluation
Efficiency	
Operating cost per vehicle hour	Better than peers
Fringe costs as a percent of salaries	Better than peers
Operators wages per vehicle hour	Better than peers
Vehicle maintenance expenses per vehicle mile	Better than peers
General and administrative hours per train hour	Better than peers
Effectiveness	
Passenger per vehicle hour	Better than peers
Cost per passenger	Better than peers
Operating cost per passenger mile	Better than peers
Fare recovery shortfall per passenger	Better than peers
Farebox recovery	Worse than peers

Source: the State of Illinois Office of the Auditor General Performance Audit: March 2007

Operating Cost and Funding Sources

Metra’s total operating cost is projected to be \$603 million in 2009 (Figure 32). This represents an increase from the 2008 figure. This operating cost increase is partially due to increasing fuel prices. In 2004, the price of diesel fuel was \$0.79 per gallon. In 2009, the price is estimated to be \$1.63, and the projected price for 2010 is \$2.15. Higher fuel costs created a greater financial burden on Metra’s operating expenses; the share of fuel costs in overall operating expenses grew from 4% in 2004 to 7% in 2009.

Figure 32 Projected Operating Costs, 2009

Category		Amount	%
Operation Expenses	Transportation	\$ 154M	26%
	Maintenance	\$ 203M	34%
	Administrative	\$ 64M	11%
	Downtown stations	\$ 14M	2%
High-Volatility Expenses	Diesel Fuel	\$ 54M	9%
	Security	\$ 17M	3%
	Insurance	\$ 63M	10%
	Other	\$ 34M	6%
TOTAL		\$ 603M	100%

Source: Metra 2010 Budget and Program Book

Metra’s total farebox revenue is estimated at \$326 million for 2009, which represents 39% of total revenue. Approximately one-third of the revenue was generated from the RTA sales tax in 2009. Metra received a total of \$133 million from the FTA, RTA and IDOT combined.

Figure 33 2009 Revenue and Funding Sources

Category		Amount	%
Operating Revenue	Farebox revenue	\$ 326M	39%
Operating Assistance	RTA 85% Sales Tax	\$ 265M	32%
	New Transit Funding	\$ 109M	13%
Capital Grants	FTA	\$ 104M	12%
	RTA	\$ 23M	3%
	IDOT	\$ 6M	1%
Total Revenue		\$ 833M	100%

Source: Metra 2009 Budget and Program Book

Other Transportation Services

This section discusses other transportation services available in Kane County, including Greyhound buses, airport shuttles, and hospital shuttles, and non-emergency transportation services provided by private carriers.

Greyhound

Greyhound bus service is a long-distance bus service that travels across the U.S. Kane County has two Greyhound stations located at Aurora and Elgin Transportation Centers. At Aurora TC, Greyhound buses are provided two to three times a day. Dixon (approximately 70 miles from Aurora) is the next stop when traveling to the west from Aurora. Downtown Chicago is the closest station to the east. At Elgin TC, Greyhound buses stop once a day. Rockford Station (approximately 50 miles northwest of Elgin) and Chicago Cumberland Ave Station (28 miles east of Elgin) are the two closest stations.

Delnor Health Ride

Delnor Hospital utilizes four vans to provide free shuttle services to and from the Delnor Hospital main campus in Geneva and the community hospital in St. Charles. Passengers need to make reservations in advance to utilize the service. This service is not marketed to the general public due to the limited service capacity.

Airport Shuttle

Go Airport Shuttle (also called Continental Airport Express) provides door-to-door shuttle services to and from Chicago O'Hare International (ORD) airport. The fare is \$51 for a one-way ride from Aurora, and \$60 from Elgin. Reservations need to be made in advance. The shuttle runs seven days a week. The last shuttle van leaves O'Hare Airport at 11:30 PM.

Limousines

A number of private companies provide door-to-door limousine service to and from the Chicago airports. Limousine companies utilize different types of vehicles depending on the number of passengers. For example, Limousine of Chicago utilizes 13 types of vehicles, from a 3-passenger sedan to a 20-passenger SUV. The fare varies depending on travel distance and vehicle type. Limousine of Chicago offers a one-way travel from Aurora to the Chicago O'Hare airport at a rate of \$79 for up to 3 passengers and \$316 with a 20-passenger vehicle. Limousine companies also provide an hourly rental service. The rental costs are approximately \$50 for a three-passenger sedan to \$200 for a 20-passenger limousine.

Taxis

Taxi companies also provide local transportation options. The fare is approximately \$2.50 per mile. Some taxi companies offer flat rate airport service to / from the Chicago airports. For example, Aurora Taxi Inc. charges approximately \$50 for one-way travel from Aurora to O'Hare Airport.

Other Providers

Private companies also provide non-emergency transportation services to seniors and people with disabilities. The providers listed below utilize lift-equipped vans to transport passengers to medical and social service facilities. Hours of operations and fares vary depending on the provider. Some providers accept Medicaid.

- Aurora Transport L.L.C
- Illinois Medicar
- First Care (in Aurora)
- Spare Wheel (in St. Charles)

APPENDICES

Appendix C.1: Detailed Descriptions of Pace Fixed Bus Routes

This section provides detailed descriptions of the 23 fixed-route buses serving Kane County. The description includes major attractions, service hours and frequency, and transfer connections.

Route 521: Aurora Circulator	
Descriptions	Provides a circular service between Aurora TC and northern and southeast Aurora
Major destinations	Aurora Community Center Social Service Campus, St. Joseph School, Simmons MS, Cowherd MS, St. Therese, Forest Ridge, Allen School, Aurora East HS and Maple Terrace
Service hours	6:00 AM to 6:00 PM (Mon – Fri) , 7:30 AM to 5:30 PM (Sat)
Service frequency	every 40 minutes
Transfer	Pace routes (524, 528, 529, 530, 532, 533, 802, 907), Metra commuter rail (BNSF Line), and Greyhound buses
Transportation Hub	Aurora Transportation Center

Route 524: Western Aurora Circulator	
Descriptions	Provides a circular service between Aurora TC and southwest Aurora
Major destinations	Aurora University, Aurora Public Library, Country Club Square, Jericho Circle, Hesed House, downtown Aurora, YMCA, and Sci-Tech Museum
Service hours	6 AM to 6 PM (Mon – Fri), 7:30 AM to 5:30 PM (Sat)
Service frequency	every 40 minutes (Mon – Fri), every 80 minutes (Sat)
Transfer	Pace routes (521, 528, 529, 530, 532, 533, 802, and 907), Metra commuter rail (BNSF Line), and Greyhound
Transportation Hub	Aurora Transportation Center

Route 528: Aurora TC – Rush Copley Medical Center	
Descriptions	Provides service to south central Aurora and Montgomery
Major destinations	Waldo Middle School, Phillips Park, Fox Pointe, Home Town Aurora, St. Paul Lutheran School, and Rush-Copley Medical Center
Service hours	6 AM to 6 PM (Mon – Fri), 7:30 AM to 5:30 PM (Sat) (Saturday service will be terminated in February 2010)
Service frequency	every 40 minutes (Mon – Fri)
Transfer	Pace routes (521, 524, 529, 530, 532, 533, 802, and 907), Metra commuter rail (BNSF Line), and Greyhound buses
Transportation Hub	Aurora Transportation Center
Note	The Saturday service is going to be terminated on February 2010 due to the budget shortfall.

Route 529: Randall Road – 5th Ave	
Descriptions	Travels along Randal Rd between Aurora TC and Montgomery
Major destinations	Our Lady of Good Counsel School, Jennings Terrace, Hollywood Casino, Fox Knoll, Illinois Department of Public Aid, Provena Mercy Center Hospital, Thompson Rehabilitation Center, Highland Medical Center, Hope D. Wall School, Delnor Hospital, and Kane County Judicial Center
Service hours	6 AM to 9:30 PM (Mon – Fri), 7:30 AM to 5:30 PM (Sat)
Service frequency	every 1 hr
Transfer	Pace routes (521, 524, 528, 530, 532, 533, 801, 802, 907), Metra commuter rail (BNSF Line), and Greyhound buses
Transportation Hub	Aurora Transportation Center

Route 530: West Galena – Westfield Shopping Town Fox Valley Center	
Descriptions	Operates between West Aurora and Naperville in DuPage County
Major destinations	West Aurora Plaza, Dreyer Medical Clinic, Hollywood Casino, Paramount Arts Centre, Aurora West High School, and Jefferson Middle School in Aurora, and Naper West Plaza and Edward Hospital in Naperville.
Service hours	6 AM to 9:15 PM (Mon – Fri), 7 AM to 9:15 PM (Sat)
Service frequency	every 30 min
Transfer	Pace routes (521, 524, 528, 529, 532, 533, 787, 788, 802, 907), Metra commuter rail (BNSF Line), Greyhound buses, Naperville Routes 787/788, and Amtrak train
Transportation Hub	Aurora Transportation Center, Naperville Transportation Center

Route 532: Illinois Avenue	
Descriptions	Operates in northeast Aurora via Illinois Avenue and Engle Drive
Major destinations	Cleery School, Aurora Central Catholic HS, Rosary HS, and Illinois Mathematics & Science Academy
Service hours	6 AM to 6 PM (Mon – Fri), 8 AM to 5 PM (Sat)
Service frequency	every 40 min (Mon - Fri), every 80 min (Sat)
Transfer	Pace (521, 524, 528, 529, 530, 533, 802, 907), and Metra commuter rail (BNSF Line), and Greyhound
Transportation Hub	Aurora Transportation Center

Route 533: Molitor	
Descriptions	Travels between Aurora TC and northeast Aurora
Major destinations	Corporate Blvd Office Complex, O'Donnell School, Indian Trail Plaza, East Gate Shopping Center and Simmons Jr. High School and Chicago Premium Outlets
Service hours	every 40 min
Service frequency	6 AM to 6 PM (Mon – Fri), 7:30 AM to 5:30 PM (Sat)
Transfer	Pace routes (521, 524, 528, 529, 530, 802, 907), Metra Commuter Rail (BNSF Line), and Greyhound buses
Transportation Hub	Aurora Transportation Center
Note	Services to Simoons Middle School, O'Donnell School, and Corporate Blvd Business Park are provided only during weekday peak hours

Route 534: Fox Valley Village / RT 159 Metra Station

Descriptions	Provides weekday rush hour service between Fox Pointe and Route 59 Metra Station
Major destinations	Westfield Fox Valley Park-and-Ride and Meridian Business Campus
Service hours	AM / PM Peak hours only
Service frequency	Two trips in AM peak hours, two trips in PM peak hours
Transfer	Pace route (530), Metra Commuter Rail (BNSF Line)
Transportation Hub	Route 59 Metra Station

Route 541: Northeast Elgin	
Descriptions	Operates between Elgin TC and the northeast part of Elgin
Major destinations	Sherman Hospital, YMCA, and the Fox Valley Professional Park
Service hours	6:00 AM to 8:30 PM (Mon – Fri), 7:15 AM to 6:30 PM (Sat)
Service frequency	every 30 min
Transfer	Pace routes (542, 543, 544, 546, 547, 548, 549, 550, 552, 554, and 801), Metra commuter rail (Milwaukee District / West Line), and Greyhound buses
Transportation Hub	Elgin Transportation Center

Route 542: Bluff City	
Descriptions	Provides connections between the southeast Elgin residential areas with the Elgin TC
Major destinations	Clock Tower Plaza, ECC - Fountain Square Campus, Elgin Child and Family Resource Center, Elgin High School, and Grand Victoria Casino
Service hours	6:00 AM to 8:30 PM (Mon – Fri), 7:30 AM to 6:30 PM (Sat)
Service frequency	every 30 min
Transfer	Pace routes (541, 543, 544, 546, 547, 548, 549, 550, 552, 554, and 801), Metra commuter rail (Milwaukee District / West Line), and Greyhound buses
Transportation Hub	Elgin Transportation Center

Route 543: Dundee-Carpentersville	
Descriptions	Provides services to the commercial and residential areas along Dundee Ave and IL25 in East Dundee
Major destinations	Meadowdale Shopping Center, Larsen Middle School
Service hours	6:00 AM to 7:45 PM on weekdays, and from 7:45 AM to 6:30 PM on Saturday.
Service frequency	every 30 minutes (weekday peak hours), and every 60 minutes (weekday midday & Sat)
Transfer	Pace routes (541, 542, 544, 546, 547, 548, 549, 550, 552, 554, 801), Metra commuter rail (Milwaukee District / West Line), and Greyhound
Transportation Hub	Elgin Transportation Center

Route 544: Chicago Street	
Descriptions	Serves the residential area in the east side of Elgin via Chicago St, Bode Rd, and Irving Park Rd
Major destinations	Sherman Health Resource Center of Elgin, Channing Memorial School, Ellis Jr. High, and St. Mary's School
Service hours	6:00 AM - 7:30 PM (Mon - Fri), 7:15 AM - 6:00 PM (Saturday)
Service frequency	every 30 minutes
Transfer	Pace routes (541, 542, 543, 546, 547, 548, 549, 550, 552, 553, 554, 801), Metra commuter rail (Milwaukee District / West Line), and Greyhound buses
Transportation Hub	Elgin Transportation Center

Route 546: Orange-Walnut	
Descriptions	Serves the southwest residential area of Elgin
Major destinations	Westwind and Knollwood Towers, Elgin Mall, Elgin Community College, Larkin High School, and Abbott Middle School
Service hours	6:00 AM to 7:30 PM (Mon – Fri), and 7:30 AM to 6:00 PM (Sat)
Service frequency	every 30 minutes (see note)
Transfer	Pace routes (541, 542, 543, 544, 547, 548, 549, 550, 552, 554, 801), Metra Commuter Rail (Milwaukee District / West Line), and Greyhound
Transportation Hub	Elgin Transportation Center
Note	The service to Elgin Community College is provided every hour.

Route 547: Wing Park	
Descriptions	Serves the northwest residential area of Elgin
Major destinations	Wing Park Shopping Center, Kimball Jr. High and Social Security Office
Service hours	from 6:00 AM to 7:30 PM (Mon – Fri), and 7:30 AM to 6:00 PM (Sat)
Service frequency	every 30 minutes (see note)
Transfer	Pace routes (541, 542, 543, 544, 546, 548, 549, 550, 552, 554, 801), Metra Commuter Rail (Milwaukee District / West Line), and Greyhound buses
Transportation Hub	Elgin Transportation Center
Note	The service to Social Security Office and Kimball Jr. High is provided every one hour.

Route 548: Highland	
Descriptions	Serves the west side of Elgin
Major destinations	Larkin High School, Abbott Middle School, Ecker Center and St. Joseph Hospital
Service hours	6:00 AM to 7:30 PM (Mon – Fri), and 7:15 AM to 6:00 (Sat)
Service frequency	every 30 minutes
Transfer	Pace routes (541, 542, 543, 544, 546, 547, 549, 550, 551, 553, 554, 801), Metra commuter rail (Milwaukee District / West Line), and Greyhound buses
Transportation Hub	Elgin Transportation Center

Route 549: South Randall	
Descriptions	Serves the southwest side of Elgin
Major destinations	Elgin Community College, Elgin Mall, Elgin Rehabilitation Center, Jayne Shover Center, Larkin High School, and Otter Creek Shopping Center
Service hours	6:00 AM to 8:30 PM (Mon – Fri), and 7:30am to 6:30 PM (Sat)
Service frequency	every 30 minutes (weekday peak hours), every 1 hour (weekday midday & Sat)
Transfer	Pace routes (541, 542, 543, 544, 546, 547, 548, 550, 551, 553, 554, 801), Metra commuter rail (Milwaukee District / West Line), and Greyhound buses
Transportation Hubs	Elgin Transportation Center
Notes	The service to Elgin Rehabilitation is provided only on weekdays.

Route 550: Bit Timber – North Randall	
Descriptions	Provides weekday service connecting businesses along Big Timber and Randall Roads with the Elgin TC
Major destinations	Sherman Hospital, J P Morgan Chase, Fisher Corporate Center, Northwest Corporate Park, and Judson University.
Service hours	6:30 AM to 7 PM (Mon – Fri)
Service frequency	every 30 minutes (weekday peak hours), every 1 hour (weekday midday & Sat)
Transfer	Pace routes (541, 542, 543, 544, 546, 547, 548, 549, 552, 554, 801), Metra commuter rail (Milwaukee District / West Line), and Greyhound buses
Transportation Hub	Elgin Transportation Center

Route 552: North Street – Spring Hill Mall	
Descriptions	Serves the north side of Elgin and Elgin West Dundee
Major destinations	Judson University and Spring Hill Mall
Service hours	6:30 AM to 7 PM (Mon – Fri), 7:15 AM to 7 PM (Sat)
Service frequency	every 30 minutes
Transfer	Pace Routes (541, 542, 543, 544, 546, 547, 548, 549, 550, 554, 801), Metra commuter rail (Milwaukee District / West Line), and Greyhound buses
Transportation Hub	Elgin Transportation Center

Route 554: Elgin - Woodfied	
Descriptions	Serves the north side of Elgin and Elgin West Dundee
Major destinations	Judson University and Spring Hill Mall
Service hours	6:30 AM to 7 PM (Mon – Fri), and from 7:15 AM to 7 PM (Sat)
Service frequency	every 30 minutes
Transfer	Pace routes (541, 542, 543, 544, 546, 547, 548, 549, 550, 554, 801), Metra commuter rail and Greayhound buses
Transportation Hub	Elgin Transportation Center

Route 801: Elgin - Geneva	
Descriptions	Provides service between Elgin and Geneva
Major destinations	Charlestown Mall, Kane County Judicial Center, Secretary of State Facility, St Charles Business Park, Tower Hill Healthcare Center
Service hours	8:15 AM – 7:00 PM (Mon – Fri), 9 AM – 5 PM (Sat)
Service frequency	90 min (weekday midday), 50 min (weekday peak), 100 min (Sat)
Transfer	Pace (802), Metra Commuter Rail and Greyhound
Transportation Hub	Elgin Transportation Center, Geneva Metra Station

Route 802: Aurora – St Charles	
Descriptions	Operates between Aurora and St. Charles, serving Aurora TC, North Aurora, Batavia, Geneva Metra Station and Charlestowne Mall.
Major destinations	Charlestown Mall, Fox Valley Garage, Hollywood Casino, Prisco Community Center
Service hours	5:30 AM – 8:30 PM (Mon – Fri), 7:15 AM – 7:00 PM (Sat)
Service frequency	Every 50 min
Transfer	Pace routes (521, 524, 528, 529, 530, 532, 533, 747, 801, 907), Metra commuter rail, Greyhound
Transportation Hub	Aurora Transportation Center, Geneva Metra Station

Route 803: Carpentersville Local	
Descriptions	Provides services to Carpentersville and East and West Dundee
Major destinations	Foxview Apartments, Meadowdale Plaza, Spring Hill Mall, Target/Best Buy - West Dundee, Walmart - West Dundee
Service hours	5:30 AM – 8:30 PM (Mon – Fri), 7:15 AM – 7:00 PM (Sat)
Service frequency	Every 30 min (weekday midday & Sat), 1 hr (weekday peak hours)
Transfer	Pace (543, 552), Metra commuter rail, Greyhound buses
Transportation Hub	Elgin Transportation Center

Route 907: Oswego – Aurora Metra Shuttle	
Descriptions	Provides a peak hour service from Oswego Park-n-Ride lot to the Aurora TC
Major destinations	Aurora TC, Oswego Park-n-Ride
Service hours	AM / PM peak hours
Service frequency	Six trips during AM / PM peak hours (every 20 min)
Transfer	Pace routes (521, 522, 523, 524, 525, 526, 527, 528, 529, 530, 532, 533, 802), Metra (BNSF line), Greyhound buses
Transportation Hub	Elgin Transportation Center, Oswego Park-n-Ride

Appendix C.2: Vanpools in Kane County

Vans with Destination in Kane County				
Agency / Company name	Originating community	Destination City	Program Type	Num of Vans
Caterpillar Inc.	Seneca, Peru and Utica in LaSalle County	Aurora	Traditional	4
Communications Test Design	Machesny Park and Rockford in Winnebago County; Poplar Grove in Boone County	Elgin	Traditional	3
Kalmus and Associates	Forest Park in Cook County	Aurora	Traditional	1
United States Postal Service	Richton Park, Homewood, Chicago and Glenwood in Cook County	Aurora	Traditional	4
Motorola	Elgin	Elgin	Metra Feeder	1
			Total	13
Vans Originating in Kane County				
Agency / Company name	Originating community	Designating City	Program Type	Num of Vans
Abbott Laboratories	Oswego	Abbott park	Traditional	1
Abbott Laboratories	Aurora	Abbott park	Traditional	1
Allstate	Batavia	Northbrook	Traditional	1
Discover	Hampshire	Riverwoods	Traditional	1
Discover	Elgin	Riverwoods	Traditional	1
Federal Aviation Administration	Aurora	Des Plaines	Traditional	1
Federal Aviation Administration	Elburn	Des Plaines	Traditional	1
Federal Aviation Administration	Carpentersville	Des Plaines	Traditional	1
OHS-TSA	Belvidere	Chicago	Traditional	1
Underwriters Laboratories	Aurora	Northbrook	Traditional	1
United Airlines	Elgin	Chicago	Traditional	1
			Total	11

Source: Pace Vanpool Program