



Village of South Elgin
TRANSIT IMPROVEMENT PLAN

submitted by:

Land Vision, Inc.
TranSystems Corporation
Vlecides-Schroeder Associates, Inc.

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acknowledgements



Thank you to everyone for participating in the planning process for the Village of South Elgin Transit Improvement Plan. The success of this planning effort is made possible only through the concerted and sustained efforts, input, and insights of the residents, business and property owners, and representatives of the Village of South Elgin, Regional Transportation Authority, Pace, and Metra.

South Elgin Village Board:

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- Bill DiFulvio, *Trustee*
- Lisa Guess, *Trustee*
- Mike Kolodziej, *Trustee*
- Scott Richmond, *Trustee*
- John Sweet, *Trustee*
- Steve Ward, *Trustee*
- Margo Gray, *Village Clerk*



Transit Improvement Plan Steering Committee:

- Steve Super, *Village of South Elgin*
- Megan Golden, *Village of South Elgin*
- Marc McLaughlin, *Village of South Elgin*
- Brian Carlson, *Planning and Zoning Commission*
- Joe Cluchey, *Planning and Zoning Commission*
- Chris Shanahan, *South Elgin Economic Development Council (SEED)*
- Eric Pepa, *South Elgin Economic Development Council (SEED)*
- Noreen Burtner, *South Elgin Economic Development Council (SEED)*
- Heidi Files, *Kane County*
- Patty Mangano, *Regional Transportation Authority*
- Charlotte O'Donnell, *Pace*

Public Transportation Agencies:

Representatives of the Regional Transportation Authority of Northeastern Illinois (RTA), Pace, and Metra.



Planning Consultant Team:

LAND VISION, INC.

601 West Randolph Street, Suite 300
 Chicago, Illinois 60661
 312.775.6220
www.landvision.com



With assistance provided by:

TRANSYSTEMS CORPORATION

222 South Riverside Plaza, Suite 2320
 Chicago, Illinois 60606
 312.669.5839
www.transystems.com



VLECIDES-SCHROEDER ASSOCIATES, INC.

980 North Michigan Avenue, Suite 1277
 Chicago, Illinois 60611
 312.280.5321
www.vlecides-schroeder.com



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Village of South Elgin



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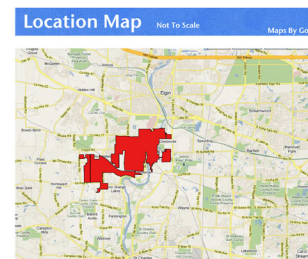
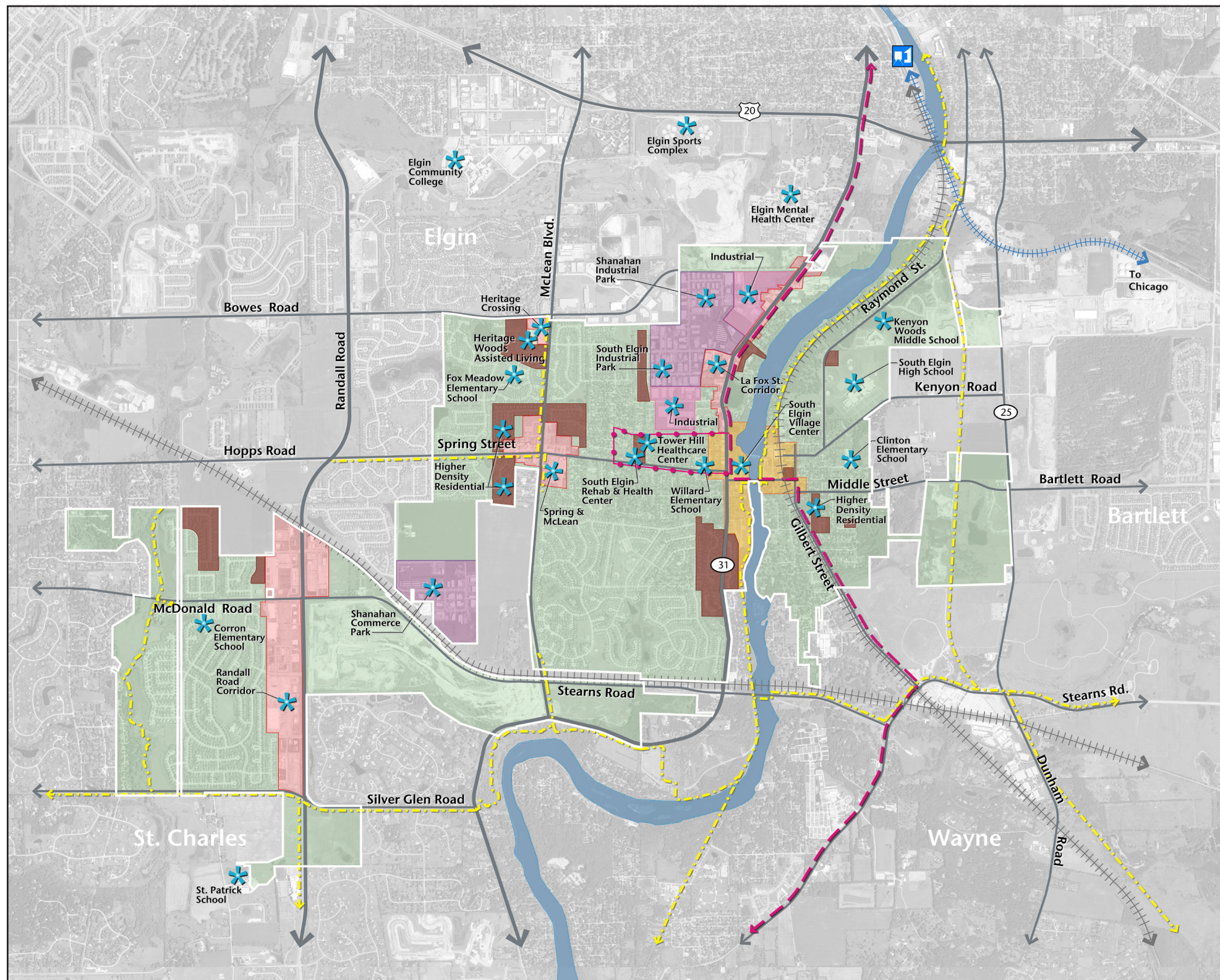
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TRANSIT IMPROVEMENT PLAN

Village of South Elgin



Legend

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Village of South Elgin
-  Metra Milwaukee District/West Commuter Line
-  Freight Rail Line
-  Pace Route 801
-  Pace Route 801 Certain Trips Only
-  Bike Path
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-  Industrial Park
-  Industrial
-  Mixed Use Downtown
-  Higher Density Residential
-  Metra National Street Train Station
-  Point of Interest

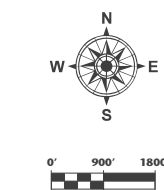


Exhibit 1: South Elgin Community Context

Source: Village of South Elgin





introduction

Purpose & Scope:

With a population of 21,985 (according to the 2010 U.S. Census), the Village of South Elgin is a mature and well established community ranked as one of the best places to live in the United States. Over the past two decades the Village has experienced steady growth, development activity, and an increase in its population base. Furthermore, new higher density residential clusters and existing industrial parks and commercial corridors create positive growth management opportunities within the Village.

Anticipating the on-going transit/transportation demands of South Elgin's population, Village officials recognize the need to periodically evaluate and strategically plan for their transit service needs. This evaluation and planning process allows the Village to identify appropriate improvements and coordinate those initiatives which may maximize effectiveness of the system while simultaneously minimizing its operational costs.

The South Elgin Transit Improvement Plan has been developed via the use of sustained public participation throughout the planning process. It is focused on assessing the travel patterns and mobility needs of community residents, employees, and patrons to identify transit service alternatives that may be implemented incrementally over time and expanded upon based on overall success of the service and future community demand.

Process & Participants:

Representatives from the Village of South Elgin, RTA, Pace, Metra, local institutions, and community stakeholders have been invited to participate in the development of the Transit Improvement Plan. Through on-going Steering Committee interaction, one-on-one interviews, and a series of stakeholder meetings and planning workshops, the Village and consultant team have worked to engage, identify, and ensure that all issues, concerns, and desires are clearly defined.

The Transit Improvement Plan process has involved:

- Identification and evaluation of the various activity nodes that exist within the community or may benefit from enhanced transit accessibility.
- Evaluation of existing travel and mobility patterns within the community through a combination of available data and distribution of targeted transit surveys.
- Meetings with key community businesses, institutions, and agency stakeholders to assess their needs, desires, and support of transit services within the community.
- Meetings with Village and Steering Committee representatives to review the assessment findings, test service improvement alternatives and implementation priorities.
- Presentation of the Transit Improvement Plan for public review, input, and approval.

Goal & Objectives:

The goal of the South Elgin Transit Improvement Plan is to identify and develop transit service improvements that will encourage, promote, and complement existing public transportation and mobility options within the community for residents, employees, patrons, and visitors. Under this goal the plan seeks to achieve a series of guiding objectives which include:

- Enhanced accessibility, efficiency, and safety of transit throughout the community.
- Identifying enhancements that may allow for expansion and phasing of the transit system over time.
- Minimizing operating costs so as to maintain affordability for transit riders.
- Establishing realistic implementation priorities that will ensure the long-term success of the transit system.

These preliminary objectives serve as the guiding principles under which the South Elgin Transit Improvement Plan was conducted and have been routinely reevaluated to ensure successful implementation of its recommended alternatives.



TRANSIT IMPROVEMENT PLAN

Village of South Elgin



background analysis

Where We Started

In order to fully understand the transit issues and opportunities within South Elgin, various documents and supporting materials were reviewed including existing transit services, regional studies, and prior and ongoing projects and recommendations regarding transit within the Village.

The documents reviewed include:

- Village of South Elgin Comprehensive Plan – Combined Area Plans
- Village Center Master Plan – 2007
- SEED 2009-2011 Strategic Plan
- Kane County 2040 Transit Plan – Draft 2010
- Pace Vision 2020: Comprehensive Operating Plan Update
- Regional Transportation Strategic Plan (2007 – The Year of Decision)
- Proposal to Reduce Transportation System Congestion in Northeastern Illinois
- Go To 2040 Plan (CMAP)
- Randall Road Pace Route 529 Plan
- Review and Update of Chicago-Rockford-Dubuque Feasibility Study

A summary overview of each of the above documents is provided on the following pages. The information collected from the documents has been used for reference purposes during development of the various transit improvement plan alternatives.



Fox River and South Elgin Water Tower

South Elgin Comprehensive Plan – Combined Area Plans

In 2002, South Elgin commissioned the consulting firm of Teska Associates, Inc. to prepare the Village Comprehensive Plan – Combined Area Plans. The plan outlines the community’s development vision and objectives for its anticipated high growth areas including the Western Growth Area, Eastern Growth Area, La Fox Street Corridor, and Village Center.

Western Growth Area:

The Western Growth Area is influenced by the community’s development vision for Randall Road. Randall Road is a major north-south regional roadway through South Elgin that offers high visibility and accessibility for commercial and office development serving both the regional and local market. Due to the limited access design of Randall Road, intersecting streets including Hopps Road/Spring Street, McDonald/Stearns Roads and Silver Glen Road will be key nodes/destinations for future growth along the roadway. In addition to Randall Road, McLean Boulevard is viewed by the community as another significant north-south roadway in the Western Growth Area. McLean Boulevard provides access to many of South Elgin’s residential neighborhoods and local shopping destinations.

Key east-west roadways within the Western Growth Area include McDonald Road/Stearns Road, Hopps Road/Spring Street and Silver Glen Road. Historically, Hopps Road/Spring Street served as the dominant east-west roadway due to its proximity to the State Street bridge crossing the Fox River in South Elgin. Construction of the Stearns Road bridge in 2010, provided the second Fox River crossing in South Elgin and enhanced east/west accessibility for residents and travelers within the community.

To meet the anticipated access and circulation needs in the Western Growth Area, future planned roadways for the Western Growth Area include Gyorr Avenue, which will provide access from Stearns Road to the adjacent commercial sites, as well as an extension to N. Lancaster Road. In addition to automobile oriented improvements, the Village plans to establish bikeway system enhancements to more effectively link the paths and natural features located throughout the community.

Eastern Growth Area:

The development goal of the Eastern Growth Area is to establish the Route 25 corridor as a high quality Industrial Business Park and a corridor for new service and retail-oriented business in the community. Route 25 provides access to and from Interstate-90, Elgin, Bartlett, and other Fox River communities. In addition to its vehicular access and circulation responsibilities, the Route 25 corridor also provides a system of pedestrian trails, walkways and bikeways that encourages safe and easy circulation throughout existing and future developments. The Stearns Road/Stearns Bridge arterial, completed in 2010 provides access over the Fox River.

In addition to roadway improvements, the Plan also recommends various bikeway connections to the Illinois Prairie Path, a north-south multi-use path providing regional access through the Eastern Growth Area. Public transit service improvements within the Eastern Growth Area are recommended for exploration with Pace to provide access to the planned and envisioned future employment centers within the area.

La Fox Street Corridor:

IL Route 31 /La Fox Street is one of the Village’s oldest major north-south roads traveling through the center of the community. Being the corridor that serves as a gateway into the community and Village Center, the Comprehensive Plan envisions improvements to existing properties and introduction of new retail and service businesses.

The intersection of La Fox Street/IL Route 31 and North Street serves as the symbolic point of entry to the Village Center and should be highlighted with streetscape improvements. The Plan identifies three categories of redevelopment opportunities within the La Fox Street/IL Route 31 Corridor: Primary, Secondary, and Long-Term. There is a need to improve the pedestrian access and amenities along the corridor.

Village Center:

South Elgin views its Village Center as the heart of the community. As such, efficient and convenient access to and from the Village Center is critical to its long term success. To this end the recommendations of the Combined Area Plans in relation to the Village Center focus on the delivery of a well balanced transportation system which:

- Provides for safe and efficient travel throughout the Village for motor vehicles, pedestrians, bicyclists and transit users.
- Allocates significant attention to the development activities along IL Route 31/La Fox Street as the highest volume road traveling through the Village Center.



Village Center Master Plan – 2007

The goals of the Village Center Master Plan that may be related to the Transit Improvement Plan include the development of a transportation network that addresses congestion through street design, land use, public transportation and pedestrian and bicycle friendly facilities. Objectives to support this goal include:

- Increasing the availability of public transportation that connects the Village Center to employment and shopping within the Village and to nearby Metra commuter rail services.
- Improving east-west traffic flow through the installation of roadway improvements.
- Providing a system of pedestrian trails, walkways and bikeways that encourages safe and easy circulation through existing and future development within and beyond the Village Center.

A Transportation Sub-Committee was formed to oversee the transportation and infrastructure components of the Plan. The mission for the Transportation Sub-Committee was to “identify and recommend techniques to better utilize alternative forms of transportation and parking options throughout the Village Center”. As part of the sub-committee’s oversight, a thorough inventory and evaluation of traffic, pedestrian, and parking conditions was performed. This included an inventory of roadway geometrics and operational controls at twelve important intersections.

The Plan recommends that mass transit play an important role in the future of the area. Consideration may be given to adjusting Route 801 or adding new routes in the future to connect newer residential areas to employment zones and Metra. The Plan also provides information on the location of pedestrian signals, new signals, proposed on-street bikeways, and sidewalk connections.

SEED 2009-2011 Strategic Plan

The SEED 2009-2011 Strategic Plan provides recommendations for implementing the strategies aimed at achieving the organization’s mission, including allocating responsibilities and fulfilling staffing needs. It prioritizes goals and considers their funding needs. It includes a timeline for the implementation of strategies that result in the achievement of goals within the stated timeframe.

In relation to transportation and transit, the 2009-2011 Strategic Plan identifies several key initiatives, including the Stearns Road and Bridge extension project which was completed in 2010. The Stearns Road project provides a new bridge over the Fox River and a 4.6 mile long road realignment that extends from approximately the Kane/DuPage County line to Randall Road.

The extension of this road and the potential for a full interchange at Route 47 and I-90 in Huntley will significantly impact the region through changes to traffic volumes and traffic patterns including those within South Elgin. It is anticipated that the roadway and bridge extension will enhance South Elgin’s ability to attract quality industrial development, especially at the industrial zoned areas near Stearns Road and Randall Road.

Kane County 2040 Transit Plan – 2010

The Kane County 2040 Transit Plan presents a set of recommendations to address the public transportation needs identified in Kane County. The needs are identified by gaps between existing transit services, insufficient levels of transit service, missing connections in the network between population centers and major retail employment centers, and desired transit connections as identified by stakeholders. The needs identified in the South Elgin area include:

- Local service extensions to growing population and employment centers.
- New east-west transit connections over the Fox River using planned bridges. (including Stearns Road bridge)

The Plan identifies an objective to extend fixed route service coverage and improve frequency in South Elgin. Currently, only two daily round trips on Pace Route 549 serve McLean Boulevard as far south as Bowes Road. Frequency of service on Route 801 connecting Elgin to South Elgin is limited. To overcome this issue, additional service via a fixed route bus along the IL Route 31/La Fox Street corridor (also served by Route 801) and extended east-west coverage within South Elgin including to McLean Boulevard and Randall Road are recommended for consideration.

The plan further identifies consideration for bus rapid transit service (BRT) along Randall Road as a long term strategy. This would include regional bus service and the development of such enhancements as transit nodes and Park & Ride facilities. To facilitate this, Kane County is currently conducting a feasibility study and is investigating the land development patterns that would be required to support such efforts.

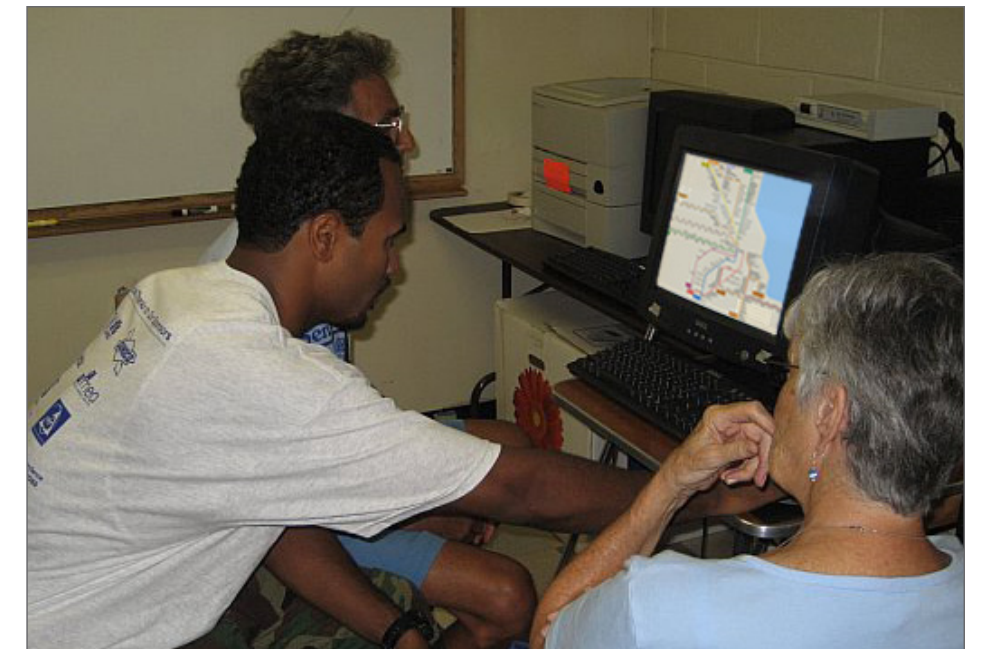
Pace Vision 2020: Comprehensive Operating Plan Update

Pace, the suburban bus division of the Regional Transportation Authority (RTA) hired Wilbur Smith Associates to develop a blueprint for Pace’s 2020 Vision as well as an implementation strategy to achieve its desired goals. The Plan provides Pace with a strategy to reshape its system using new technology and methods to meet market needs and demands.

The study is divided into four (4) primary sections:

- Purpose of Vision 2020
- Proposed Suburban Mobility Network
- Implementing the Vision
- Benefits of Vision 2020

The Proposed Suburban Mobility Network outlines existing and proposed community-based services, implementation of line-haul routes, and development of transportation centers and other passenger facilities. The implementation strategies proposed in the Plan stress the need for transit partnerships between various communities that will help develop strong funding and innovative financing opportunities. Upon implementation, the 20 year Vision Plan will benefit customers, protect the environment, positively influence the region, promote growth, serve the changing demographics, and provide enhanced suburban access.



Computer Aided Dispatch Function part of the Intelligent Bus System



Regional Transportation Strategic Plan (2007 – The Year of Decision)

The Regional Transportation Strategic Plan was developed by the RTA, CTA, Metra, Pace, and various business, civic, and government organizations identified together as Partners for Transit. The goals of the Plan include providing greater transportation options, ensuring the system's financial viability, enhancing livability and economic vitality of the region, and demonstrating the value of transit. The Plan's major components include:

- Condition and adequacy of the existing public transportation system
- External forces and factors influencing transit (e.g. traffic congestion, travel market needs)
- Additional investments needed to meet current and future needs
- Funding and resource allocation to ensure successful implementation

Part of the \$17.9 billion “Invest to Expand” strategy outlines transit expansion projects proposed by various Kane County communities, including a transit hub/center in the Village of South Elgin. The transit hub would serve to connect Kane County communities and destinations within South Elgin utilizing a combination of Connector Bus, Express Bus, Local Bus, and BRT Service.



Proposal to Reduce Transportation System Congestion in Northeastern Illinois

The Chicago Metropolitan Urban Partnership (CMUP) was established in 2002 to help alleviate traffic congestion in metropolitan Chicago. CMUP is comprised of representatives from Illinois Department of Transportation, City of Chicago, Illinois State Toll Highway Authority, regional transit agencies, other local governments, and local business and civic groups. The study provides various techniques and methods to reduce congestion along major transportation corridors. These techniques include:

- Transit Service Improvements (enhanced services, bike-pedestrian improvements)
- Congestion Pricing Measures (variable parking pricing, truck loading fees, etc.)
- Telecommuting and Travel Demand Management (car sharing, flextime, etc.)
- Use of Technology (bus/train tracking, real-time passenger information, etc.)

CMUP proposes implementing Express Bus Service on freeways supported by feeder services from suburban communities. This would help connect suburban communities along the expressways to Chicago's Central Business District.

GO TO 2040 Plan

The Chicago Metropolitan Agency for Planning (CMAP) is the official regional planning organization for the northeastern Illinois counties of Cook, DuPage, Kane, Kendall, Lake, McHenry, and Will. The organization developed and now guides the implementation of its GO TO 2040 Plan, metropolitan Chicago's first comprehensive regional plan in more than 100 years. The Plan establishes coordinated strategies that will help the region's 284 communities address transportation, housing, economic development, open space, environment, and quality-of-life issues in a creative and collaborative manner.

One of the major goals of the GO TO 2040 Plan is to improve the region's transportation system by strategically investing and increasing commitment in public transit services. CMAP is currently working with numerous communities throughout the region as part of its Local Technical Assistance program to implement the established goals and objectives of the GO TO 2040 Plan. Transit service within South Elgin may be influenced as a result of select initiatives undertaken as part of this Plan.



Electronic Signs at Bus Shelters



Clearly Demarcated Pedestrian Crosswalk



Illustration Depicting the Transportation Network in the GO TO 2040 Plan

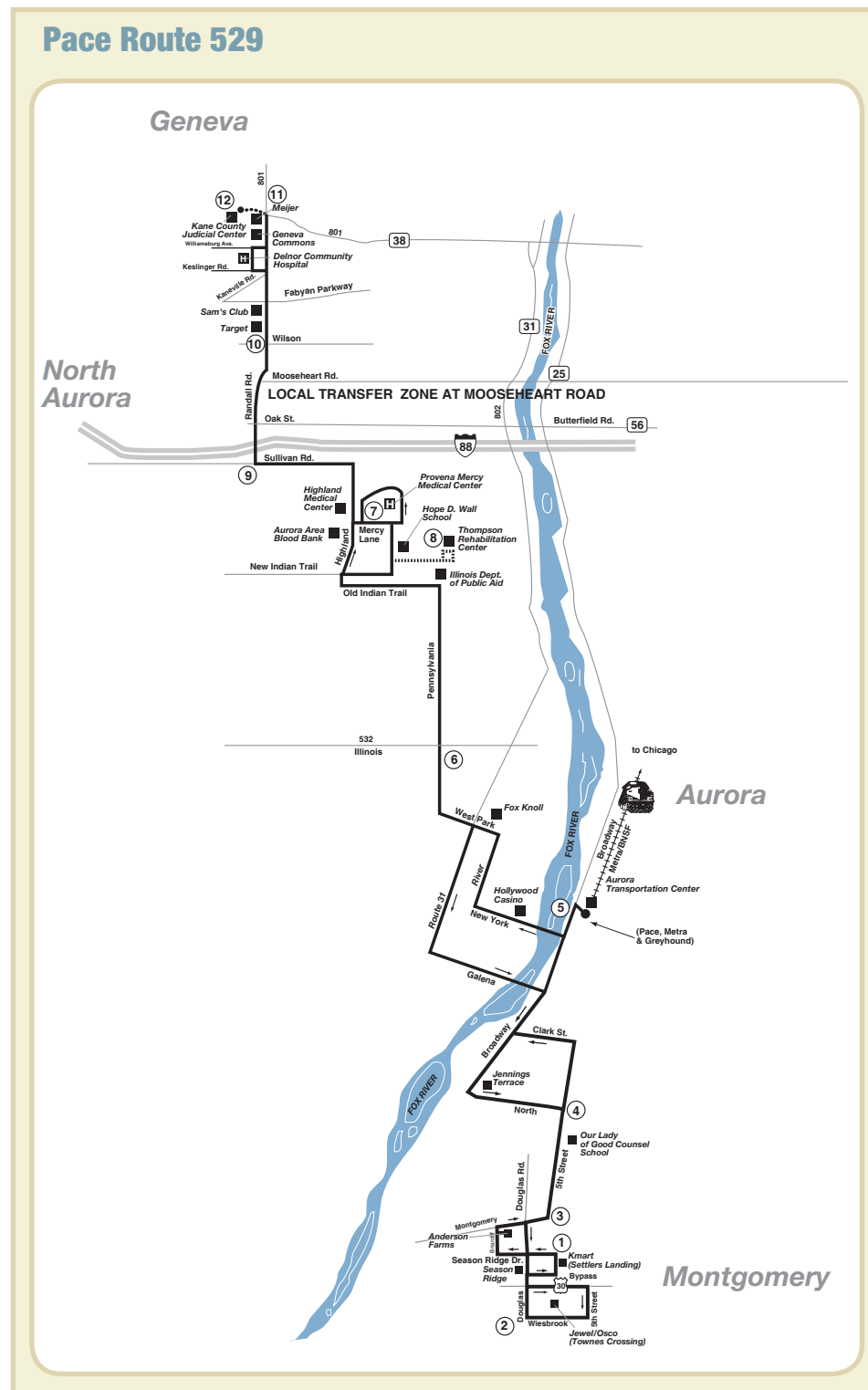


Randall Road Pace Route 529 Plan: Improving Access to Bus Service

The Randall Road Pace Route 529 Plan, prepared by AECOM in 2010 evaluated alternatives for improving bus access and ridership along the Randall Road Corridor from Sullivan Road to Illinois Route 38. While the plan does not directly impact the Village of South Elgin as the Route operates further south in St. Charles, it does outline land use and transit supportive design issues which may assist South Elgin in implementing future transit supportive best practices along their portion of the Randall Road corridor. Among the land use and transit supportive design issues identified in the study include:

- The proliferation and massing of land use types (generally commercial) with large setbacks from the roadway corridor, forcing potential riders to traverse wide spaces with intermittent crossings and long parking lots;
- Limited waiting areas and safe sidewalks to board and alight corridor buses; and
- Limited and/or deteriorated surface infrastructure and access to transit points which inhibit potential ridership.

The identified land use and transit supportive design issues were used as the basis to provide corridor appropriate and feasible recommendations to transit infrastructure improvements such as sidewalk locations, signage, bus pads, bus turnouts, and improved access to commercial and employment centers along the corridor. Many of the provided recommendations may be applicable to the Randall Road corridor through South Elgin and should be considered as part of potential transit service improvement through the Village.



Source: Pace, <http://www.pacebus.com/pdf/maps/529map.pdf>



Amtrak Train on Route to Destination

Review and Update of Chicago-Rockford-Dubuque Feasibility Study

In 2010, IDOT Bureau of Railroads authorized URS Corporation to initiate an update of the 2007 Feasibility Report on Proposed Amtrak Service Chicago-Rockford-Galena-Dubuque. The goal of the study was to update the alternative assessments, provide new capital cost estimates, evaluate safety issues that were not addressed as part of the 2007 study, and provide a recommendation on the alternative that best meets test of cost, performance, and reliability. The alternative evaluations resulted in Route C: Chicago-Elgin-Genoa-Rockford-Galena-Dubuque via Amtrak-CN being the recommended route.

In conjunction with the recommended Route, a potential new Amtrak Station is envisioned for an approximately 3.15 acre site immediately west of the Randall Road corridor and north of Gyorr Avenue. This site, located within the Village of South Elgin may provide the community with enhanced transportation opportunities and serve as another amenity/destination attracting riders from throughout the Fox Valley region.





transit conditions & demographics

Existing Pace Services

Pace Bus Routes

The Village of South Elgin is served by Pace Route 801. Route 801 provides service between the cities of Elgin and Geneva, with stops at the Elgin Metra Station, the Pace Transportation Center in downtown Elgin, St. Charles Mall, Charlestowne Centre Mall, St. Charles Business Park, Geneva and Geneva Metra Station. Route 801 also connects with Route 802 and Route 529 for service to Aurora and beyond. Connections can also be made to 11 additional routes at the Elgin Terminal providing service to areas in and around Schaumburg, Hoffman Estates, Dundee, Carpentersville, and Elgin.

Through South Elgin, Route 801 travels southbound along IL Route 31/La Fox Street intersecting State Street. Along State Street, it travels east to Gilbert Street and then continues south along Route 25 to Route 64 in St. Charles. Northbound service follows the reverse routing. Several trips a day deviate from the route at State Street via Spring Street-Renee Drive-Kane Street to provide service to the Tower Hill Healthcare Center and South Elgin Rehabilitation and Health Care Center.

Service on Route 801 is provided at intervals of between 35 minutes and 1 hour 40 minutes during the weekday starting at 5:18 a.m. The final trip leaves the Elgin Transportation Center at 5:20 p.m. Northbound service starts at 6:02 a.m. from the Geneva Metra Station and concludes at 6:08 p.m. Saturday service is provided southbound from 9:08 a.m. to 3:43 p.m. and northbound from 9:53 a.m. to 4:38 p.m. There is no Sunday service.

Pace Ridership

The average daily ridership for Pace Route 801 is shown in the following table. The average ridership numbers are from January through June of 2009.

Pace Route Average Ridership			
Route	Weekday	Saturday	Sunday
Route 801	230	69	n/a

Weekday and Saturday ridership levels are on the lower end of Pace's fixed route services. As a result, Route 801 is currently on Pace's "review" list for underperforming routes. Pace is currently examining the route to determine if any changes can be made to increase its ridership and efficiency.

Stop Level Data

Pace creates profiles of each of its routes showing how many people get on and off the bus at each stop. The data for Route 801 was analyzed to determine the number of boardings and alightings within South Elgin. The route does not have significant ridership exclusively within South Elgin. Locations that had average daily boarding or alighting activity are shown below.

Pace Daily Boardings and Alightings

Stop	Boardings	Alightings
La Fox Street/Sundown Street	1	2
La Fox Street/ Melrose Street	2	1
La Fox Street/Spring Street	0	1
La Fox Street/State Street	1	3
State Street/Water Street	0	1
State Street/Gilbert Street	0	1

Source: Pace

Transit Stops

Pace operates a flag stop system within the Village of South Elgin. The bus may stop upon signal to the driver at any intersection along the route where it is safe to do so. Heavier utilized stops are typically marked with a bus stop sign and sometimes a passenger shelter. In South Elgin, there are limited marked bus stops and only two shelters, at the corner of State Street & Gilbert Street and at the corner of State Street and IL Route 31/La Fox Street. There is a bench for commuters near Woodrow Avenue along IL Route 31/La Fox Street.

The roadway network in South Elgin is a combination of grid and curvilinear patterns, hindering pedestrian accessibility to Pace 801 service for portions of the community. In addition, limited sidewalk access along IL Route 31/La Fox Street prevents convenient access to existing transit routes and stops within the community.



Pace Bus Shelter

Ride in Kane Service (Exhibits 2 & 3)

The Ride in Kane program, launched on February 15, 2008, provides needed transportation services for many senior, disabled, and low-income individuals, including work-trip purposes, in Kane County. The program is funded with "New Freedom" and "Job Access Reverse Commute" Federal grant funds awarded from the Regional Transportation Authority (RTA) and local match funds from local government, Townships, and not-for-profit partners in the program. The local partners include: Aurora Township, City of Batavia, Batavia Township, Dundee Township Partners (Dundee Township, Village of East Dundee, and Village of Sleepy Hollow), City of Elgin, City of Geneva, Kaneville Township, City of St. Charles, St. Charles Township, Village of South Elgin, Association for Individual Development, Hesed House, Blackberry Township, Campton Township, INC Board, Village of Campton Hills, Village of Gilberts, Kane County, and Senior Services Associates. In addition to this, Kane County has recently dedicated funds to the program.

The Ride in Kane partners contract with Pace Suburban Bus to manage the day-to-day operations of the centralized call center, which dispatches taxis, Pace vans, and Pace lift-equipped buses for demand response, curb-to-curb transportation. The program provides collaboration opportunities between local governments and not-for-profit organizations, enhances service hours, improves destination flexibility, and offers rider subsidies to increase affordability.

In order to be eligible for this service, riders must be registered in the program. Only seniors and disabled individuals can register for the program. Once they are registered with a RIK sponsor they can schedule a ride by calling the dispatch number. For the Village of South Elgin, trips need to be of a work or medical nature. Trips can be reserved up to seven days in advance. It is recommended that rides be scheduled at least one day in advance. Transportation services are available 24 hours a day, 7 days a week, 365 days a year including holidays.

The cost of the trip (2011 fares) is \$3.00 for a one-way fare, within a 10 mile distance. Trips outside the 10 mile limitation are charged \$3.00 plus an additional \$1.50 per mile (2011 fares).

Based on the evaluation of origin/destination data related to the Ride in Kane program in South Elgin, there do not appear to be any particular locations that are attracting numerous trips.



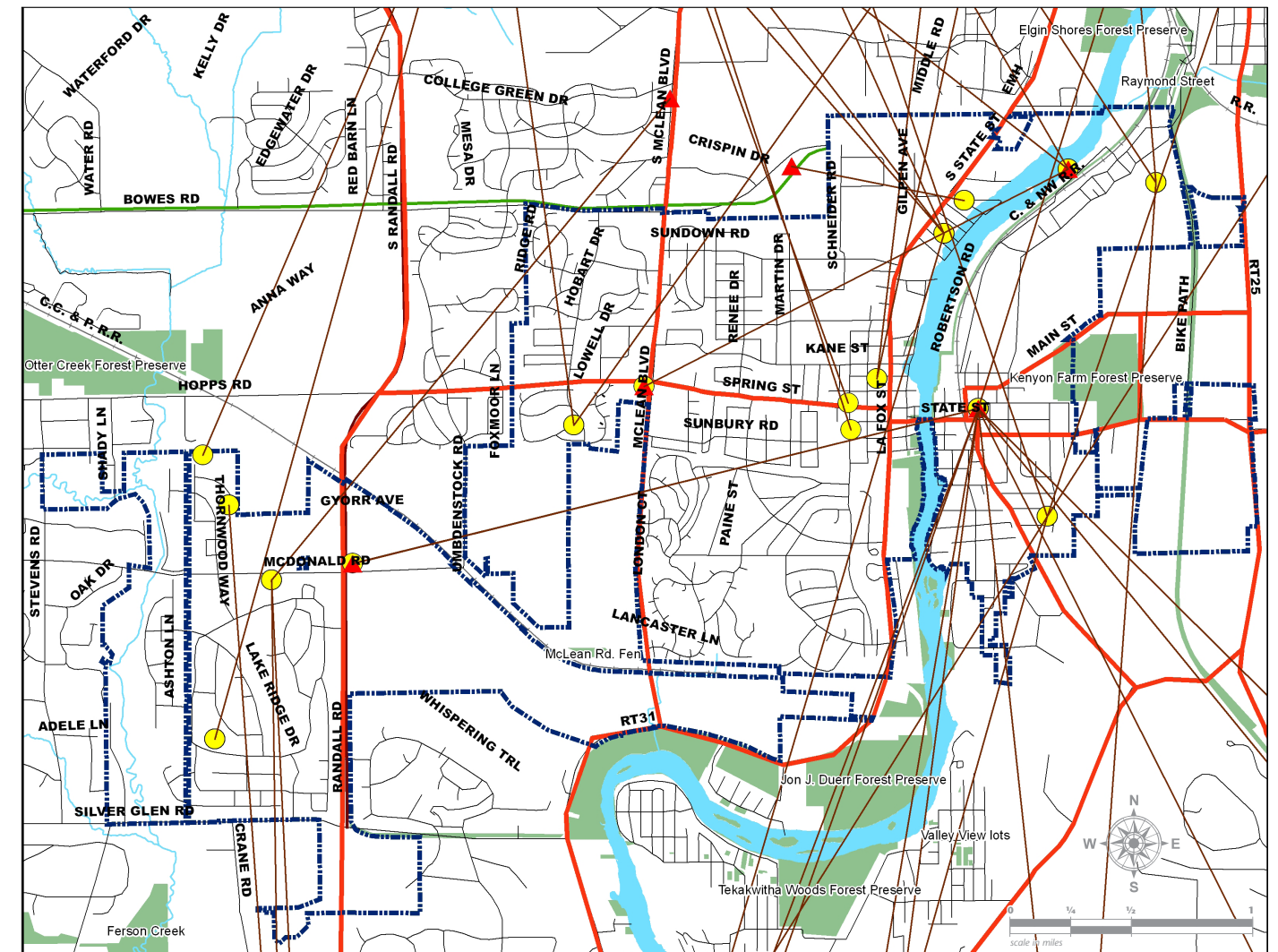
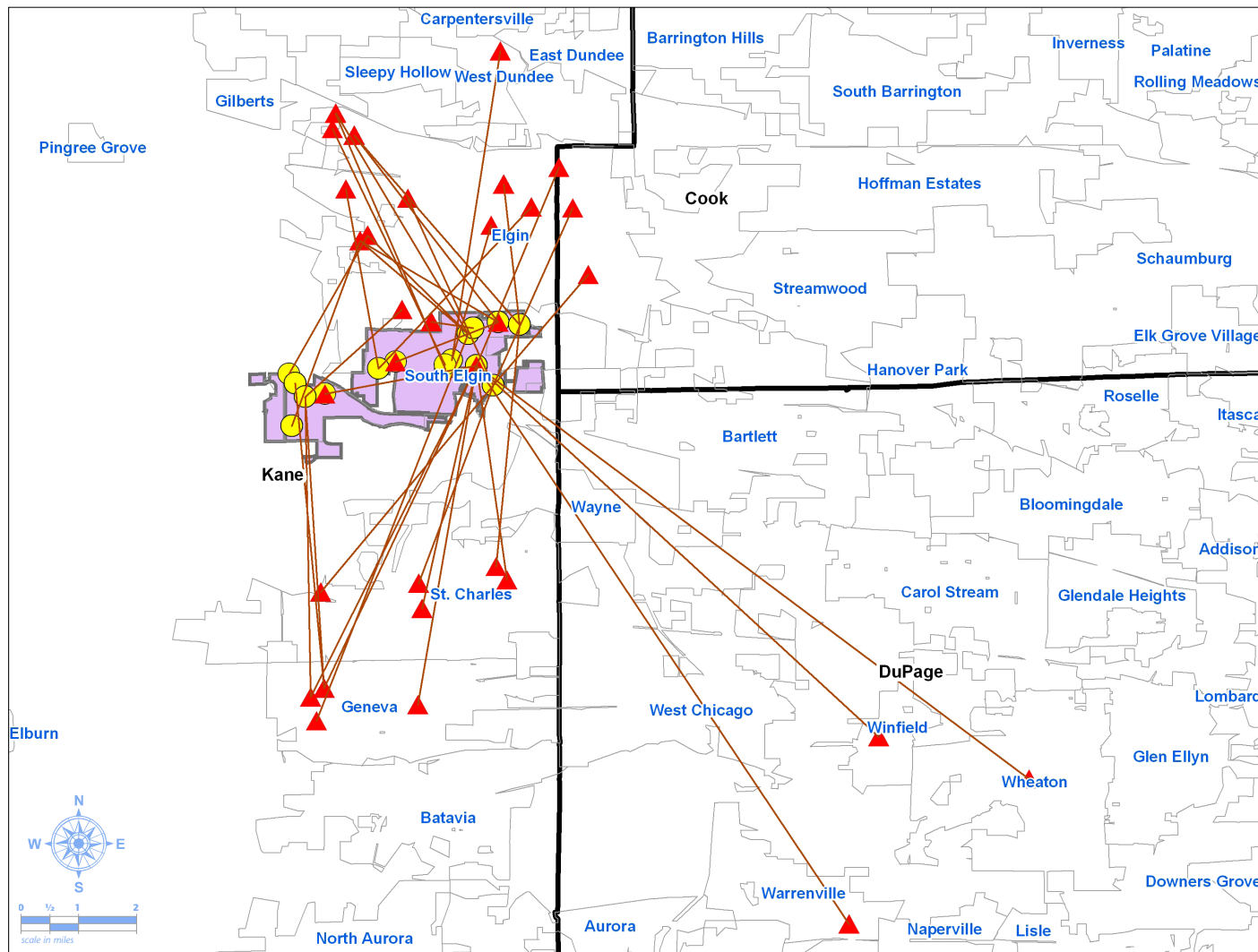


Exhibit 2: Regional Origins and Destinations

Source: Ride-in-Kane Program Data

▲ Destination ● Origin

Exhibit 3: South Elgin Origins and Destinations

Source: Ride-in-Kane Program Data



Pace Vanpool Programs

Pace operates a Vanpool Incentive Program (VIP) in which South Elgin residents and employers are eligible to participate. The Vanpool Program is designed to transport a group of 5-13 people to work in a Pace Van. Employees that live and work near one another and share similar schedules can form a group that conveniently gets them between home and work. Each rider pays a low monthly fare based on their distance to work and the number of participants in the specific “pool”. This fee covers all costs of the vanpool including fuel, maintenance, insurance, tolls, roadside assistance, and van washes. One of the vanpool participants is required to volunteer to be the primary driver. In exchange for serving as the driver, his or her monthly fare is waived and they are permitted to log 300 personal miles a month on the vehicle.

The Employer Shuttle Program provides vans to employers in the Pace service area for their use in work-related passenger trips at a flat rate of \$1,029.00 per month per van.

The Metra Feeder Program allows for a Pace van to park at a Metra station near the worksite so that 5-13 participants taking the train may then use the van to complete their commute to their place of employment. To qualify for this program, at least half of the participants must purchase a Metra monthly pass or 10-ride ticket. In addition, each participant pays \$58 per month, which covers all costs associated with the van including fuel, maintenance, insurance, tolls, roadside assistance, and van washes. Metra fares and parking are not included in this monthly participation rate.

The Advantage Program is available to not-for-profit human service organizations and agencies located in the Pace six county region. Participating organizations and/or agencies must hold a current State of Illinois Developmental Training Certification or equivalent and provide work-related transportation service to persons with disabilities. The cost of the program is \$401 per month per van.



Service to Area Shopping

Metra Service

There is no Metra commuter rail service in South Elgin. Commuters desiring to ride Metra can access the system at various stations in nearby communities including Elgin, Hanover Park, Bartlett, and Geneva. Based on the Metra 2006 Origin-Destination Survey data, it appears that South Elgin residents primarily access Metra service on two different railroad lines- the Metra Milwaukee District West Line and the Union Pacific West Line. Boardings for South Elgin riders along each of the lines are shown below.

Metra Milwaukee District West Line - South Elgin Ridership

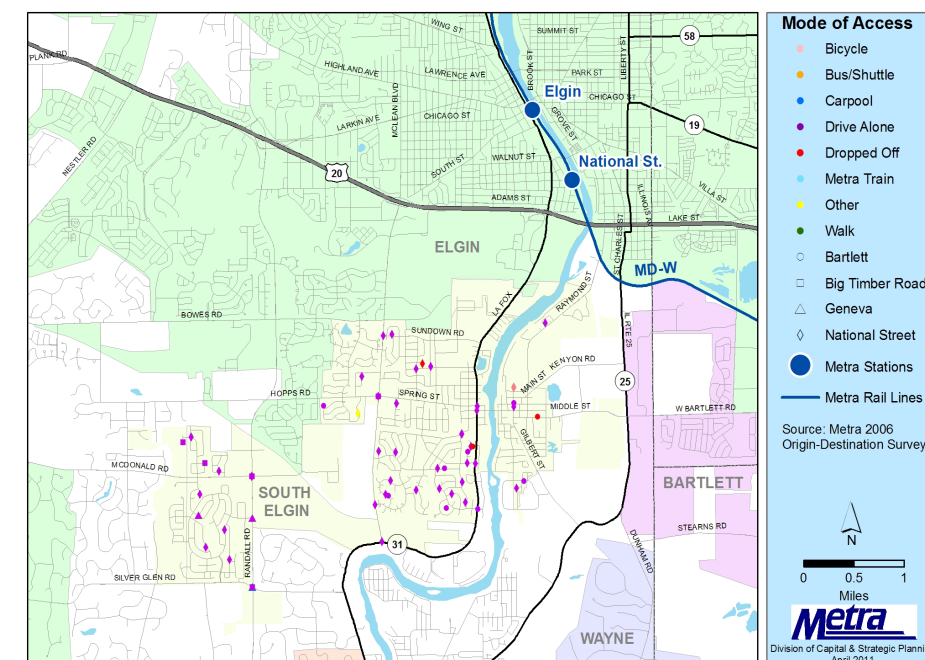
Station Name	Number of South Elgin Residents Boarding Train on Average Weekday	Percent of Total Boardings for Line (all stations)
Hanover Park	7	1%
Bartlett	34	4%
National Street (Elgin)	111	18%
Elgin	2	1%
Big Timber (Elgin)	13	2%

Union Pacific West Line - South Elgin Ridership

Station Name	Number of South Elgin Residents Boarding Train on Average Weekday	Percent of Total Boardings for Line (all stations)
Geneva	12	1%

Source: Metra 2006 Origin-Destination Survey

Exhibit 4: South Elgin Ridership - Origins with Mode of Access



Source: Metra, Division of Strategic Capital Planning

Metra collects data on the origins of its passengers and their mode of access to rail stations. As shown in the previous tables, South Elgin residents access six nearby Metra Stations. For residents accessing the Bartlett, National Street (Elgin) and Big Timber (Elgin) stations on the Milwaukee District West Line, data on mode of access indicates that 89% drove alone, 7% were dropped off, 2% rode their bike, and 2% used another method (i.e. other than driving, carpooling, being dropped off, walking or biking). There is no mode of access information available for the residents who use the Elgin (Chicago Street) or Hanover Park Stations. For residents using the Geneva Station on the Union Pacific West Line, 67% drove alone and 33% drove in a carpool.

Commuter parking is provided at each of the six (6) Metra stations proximate to South Elgin. As shown below, the Elgin Station has the greatest parking utilization (99%) with the fewest total number of parking spaces (147). The limited number of spaces and high utilization rate at this station results in most South Elgin commuters choosing to use one of the five other proximate stations. The National Street (Elgin) and Bartlett stations with their significant number of available parking spaces appear to be the alternate stations of choice for South Elgin commuters. Parking utilization at each of the six (6) stations is shown in the following table:

Utilization of Commuter Parking Lots

Station Name	Total Number of Spaces	Percent of Spaces Utilized
Hanover Park	1,373	85%
Bartlett	740	78%
National Street (Elgin)	567	81%
Elgin	147	99%
Big Timber (Elgin)	688	73%
Geneva	1,373	85%

Source: 2009 Metra Parking Counts



Roadway Conditions (Exhibit 5)

The efficiency of transit circulation within South Elgin is directly affected by the existing roadway system and the corresponding average daily volumes of traffic along the rights-of-way. The Village of South Elgin has a limited grid roadway system which disrupts the traffic pattern and makes it difficult for transit vehicles to serve all areas of the Village. In addition, the Village is divided by the Fox River. There are currently only two east-west crossings of the Fox River at State Street and Stearns Road. It is expected that the Stearns Road river crossing will significantly change travel patterns for residents of South Elgin and surrounding communities, opening up new economic development opportunities in South Elgin.

The roadway system in the Village can be divided into arterials, major collectors, minor collectors and local roads per the South Elgin 2030 Comprehensive Plan. A description of these follows:

Arterial and Major Collector Roadways:

South Elgin's arterial and major collector roadways are intended to move vehicles efficiently through the area. An arterial or major collector road is a high-capacity urban road. The primary function of an arterial or major collector road is to deliver traffic from collector roads to freeways, and between urban centers at the highest level of speed and efficiency as possible. Within the Village of South Elgin, there currently exist two (2) IDOT defined Strategic Regional Arterials (SRA). IDOT defines an SRA as "a route that services both local and through trips as either a primary or collector-distribution roadway and is intended to supplement the region's freeway/expressway system." These SRA's include Randall Road and IL Route 25. Stearns Road is considered a potential future SRA route through the community. Arterial and major collector roadways typically provide a cross section of 4-6 lanes (sometimes less), higher traffic volumes and higher speed limits (35 to 45 mph). Arterial and major collector roadways are laid out as the backbone of a traffic network. Traffic signals are used at most intersections along arterial and major collector roads while other cross streets along the arterials and major collectors are stop controlled.



Randall Road - A Major Arterial

The following arterial roadways and their corresponding vehicles per day volumes (ADTs) if available are below and shown in Exhibit 5 on the following page.

Arterials:

- Randall Road (35,400 VPD)
- IL Route 31/La Fox Street (9,600 to 14,700 VPD)
- IL Route 25 (12,600 VPD)
- Stearns Road/McDonald Road
- McLean Boulevard (20,500 to 24,600 VPD)
- Silver Glen Road
- Bowes Road

Major Collectors:

- Gilbert Street (5,800 VPD)
- Hopps Road/Spring Street
- Middle Street
- Main Street/Kenyon Road
- South Elgin Boulevard/Raymond Street

Minor Collectors:

Minor collectors are designed to provide a greater balance between mobility and land access within residential, commercial, and industrial areas. They provide connectivity between arterials and major collectors, provide connectivity between important neighborhood activity centers such as commercial areas, town centers, schools, parks and residential neighborhoods, accommodates existing or future average daily traffic volumes of 20,000 or less, and can accommodate the local transit system. Minor collectors will accommodate speeds of 25 mph or greater and provide no more than 2-4 travel lanes. There are several designated minor collector streets throughout the Village, as shown in Exhibit 5.

Local Roadways:

Local roadways are streets that are primarily used to gain access to the property bordering them. Many of the local roads have been constructed as part of cul-de-sac residential subdivision, providing limited access to the collectors and local roadways. All roads not classified as arterials or collectors are considered local roadways.

The existing grid roadway system, inconsistent sidewalk access and the various topographic changes present challenges in operating traditional fixed route transit in the Village of South Elgin. Despite these challenges, roadway conditions appear adequate to support delivery of one or more modes of transit within the community.

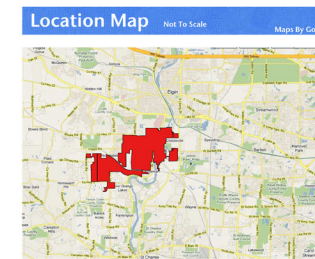
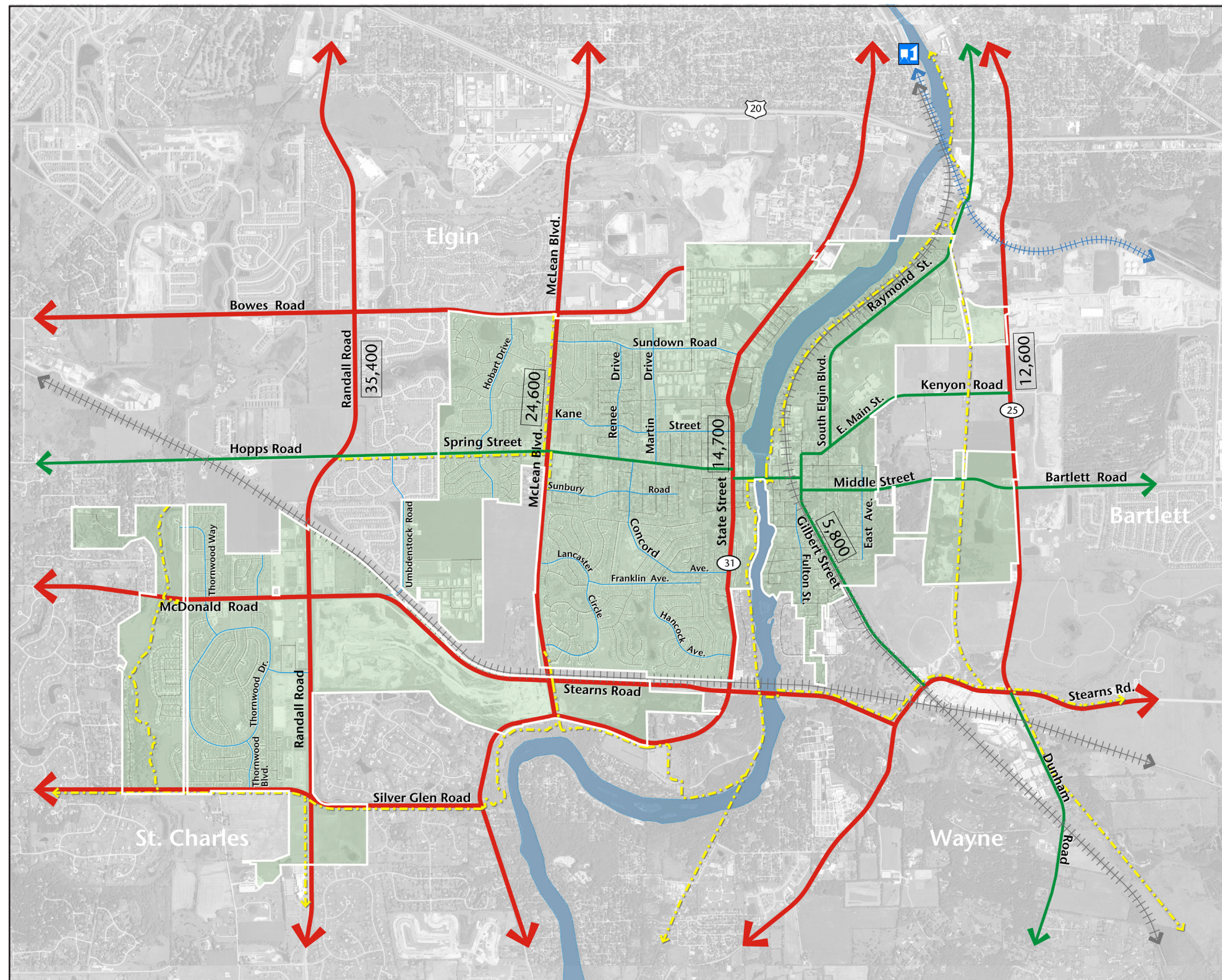


Traffic Movement along Randall Road













Approaching Pace Bus on State Street





Legend

-  Corporate Limits
Village of South Elgin
-  Metra Milwaukee District/West Commuter Line
-  Freight Rail Line
-  Arterial
-  Major Collector
-  Minor Collector
-  Local Street
-  Bike Path
-  12,345 Traffic Counts
-  Metra National Street Train Station

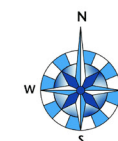


Exhibit 5: Roadway Hierarchy & Average Daily Traffic Counts

Source: Village of South Elgin



Potential Transit Generators (Exhibit 6)

To gain a preliminary understanding of the potential demand for transit within the Village, it is important to identify the existing potential transit generators. Potential transit generators include higher density housing, community facilities, places of employment, and commercial areas to and from which riders may be captured.

Residential Density Clusters:

The Village of South Elgin has several higher density residential housing clusters (> 3 units per acre) located throughout the Village (see Exhibits 6 & 7). Some of the developments that are located within these high density clusters include, but are not limited to:

- Three story residential units along Ann Street.
- Residential areas surrounding commercial developments at McLean Boulevard and Spring Street.
- River Place Townhomes near the intersection of IL Route 31/La Fox Street and Sundown Road.
- Cambridge Bluffs located along IL Route 31/La Fox Street south of the Trolley Museum.
- Prairie Pointe Townhomes located off Raymond Street north of Kenyon Woods Middle School.
- Planned apartment complex at Stearns Road east of Randall Road.

The design and nature of higher density housing, if properly located, creates opportunities for reducing dependence on personal automobiles and thereby increases potential riders for available transit infrastructure.



Attached Residential Development in the Village

Community Facilities:

Community facilities that may serve as potential transit generators typically consist of municipal and/or non-profit institutions such as:

- Village Hall- Village Hall is located at 10 N. Water Street, near the intersection of IL Route 31/La Fox Street and State Street.
- Parks and Recreational Facilities- There are numerous parks and recreation areas throughout the Village. Parks with more significant facilities include the following:
 - » County Park, 361 South La Fox Street - A wooded nature park with picnic areas, ball fields and access to the Fox River Trail.
 - » Paton Mill Park, 9 North Water Street - The site of the annual Riverfest-Express Festival and other special events held throughout the year.
 - » SEBA Park, 151 Water Street - This park along the river includes portions of the disc golf course and fishing opportunities.
 - » Lions Park, 395 Cherry Street - This park on the east side of the Fox River offers a variety of amenities including a picnic shelter and ball fields.
 - » Concord Park, 338 Valley Forge Avenue - A community park that is the hub of sports recreation in South Elgin in the west side of the Village. Activities include a baseball diamond, a trail, a basketball court, soccer fields, and a picnic shelter.
- Fox River Trolley Museum is located on IL Route 31/La Fox Street, south of the State Street bridge. The museum operates a variety of antique trolleys.

Commercial, Industrial, & Employment Centers:

Commercial, industrial, and employment centers represent a potential opportunity to capture transit riders within South Elgin. Approximately eight (8) significant commercial, industrial, and employment areas exist throughout the Village. These are in addition to numerous smaller employment generators/ areas which may also provide potential transit ridership opportunities. The significant commercial, industrial, and employment areas include:

- Shanahan Commerce Park
- Shanahan Industrial Park
- South Elgin Industrial Park
- Randall Road Commercial Corridor
- McLean Boulevard and Spring Street Commercial Node
- Heritage Crossing Commercial Node
- Village Center
- La Fox Street Commercial & Industrial Corridor



Fox River Trolley Museum



Super Target Along Randall Road



Heritage Crossing Commercial Center



Demographic Analysis

The identification and evaluation of socio-economic characteristics are often used as indicators for support and/or demand for public transportation. Using the Census Bureau and Village Survey statistics, the following socio-economic evaluations were conducted:

- Households Per Acre (2010 U.S. Census)
- Employment Density Per Acre (based on actual contact to employers by Village staff)
- Percent of Senior Population (65+) (2007 ESRI estimates)
- Percent of Youth Population (10-18 Years) (2007 ESRI estimates)
- Households with Limited Vehicle Access (2007 ESRI estimates)
- Percent of Households Below Poverty Level (2007 ESRI estimates)

Households Per Acre: (Exhibit 7)

Household density is an important factor in determining the potential use of transit. The Transit Capacity and Quality of Service Manual considers 3 households per acre to be the minimum acceptable threshold to support fixed route transit service. The consultant team's experience shows that 2-3 units per acre may support either fixed route or flexible route service. 1-2 household units per acre may support flexible route or demand response service. Areas of greater household density are located throughout the Village as shown in Exhibit 7. There are pockets of greater density to the west of McLean Boulevard on both sides of Spring Street. Other areas on the west side of IL Route 31/La Fox Street south of Spring Street, and on the east side of the Fox River, north and south of State Street. Areas where the household density per acre is lower than 1 are in the location of business parks and commercial areas, as well as, some areas east of the river.



Higher Density Residential Units Along Ann Street

Employment Density: (Exhibit 8)

Transit is often viewed as a desirable mode for work related trips as long as it is convenient. As a result, areas of the community with concentrated employment may benefit from access to and/or enhanced transit services.

The Employment Density map indicates the areas of the greatest employment in the Village. This map was put together based on actual survey data. Village staff contacted employers to identify the number of employees and hours that they work. This information has been important for analyzing the potential for new transit services in the Village.

The employment centers with the greatest number of employees include the Randall Road corridor between Silver Glen Road and Hopps Road, an area of major commercial uses and the location of the Shanahan Commerce Park. Additionally, the South Elgin Industrial Park, located to the west of IL Route 31/La Fox Street, north of Spring Street, is another area of high employment. Other areas are the commercial areas along McLean Boulevard at Spring Street and McLean Boulevard and Bowes Road.

Percent of Senior Population (Age 65+) & Youth Population (Ages 10-18): (Exhibits 9 & 10)

Seniors and youths represent groups that may be more dependent on transit. Due to income and age related issues, seniors give up their vehicles. Youths between ages 10 to 18 either cannot drive or do not have access to a vehicle but require the ability to get to after school activities, shopping, and/or work. The overall senior population in South Elgin is 11.8%. Areas of the Village with heavier concentrations (more than 20%) of seniors are in three pockets:

- West of McLean Boulevard and south of Bowes Road
- West of Randall Road and north of Silver Glen Road
- East of McLean Boulevard, north of Stearns Road

A greater percentage of youth population, ages 10-18, is represented throughout most areas of the Village. A slightly lower youth population is located along IL Route 31/La Fox Street on both sides of Spring Street, and on the east side of the Fox River north of Middle Street.

Households With Limited Vehicle Access: (Exhibit 11)

Limited access to a vehicle means that either the household does not own a vehicle at all or that the number of vehicles owned by the household are insufficient to meet their transportation needs. These households may rely on transit service to meet their transportation needs. The area in the Village with greater than 10% of the households having limited access to a vehicle appears to be north of Kane Street, between the Fox River and McLean Boulevard.

Percent of Households Below Poverty Level: (Exhibit 12)

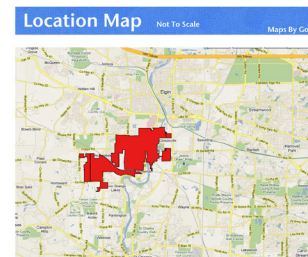
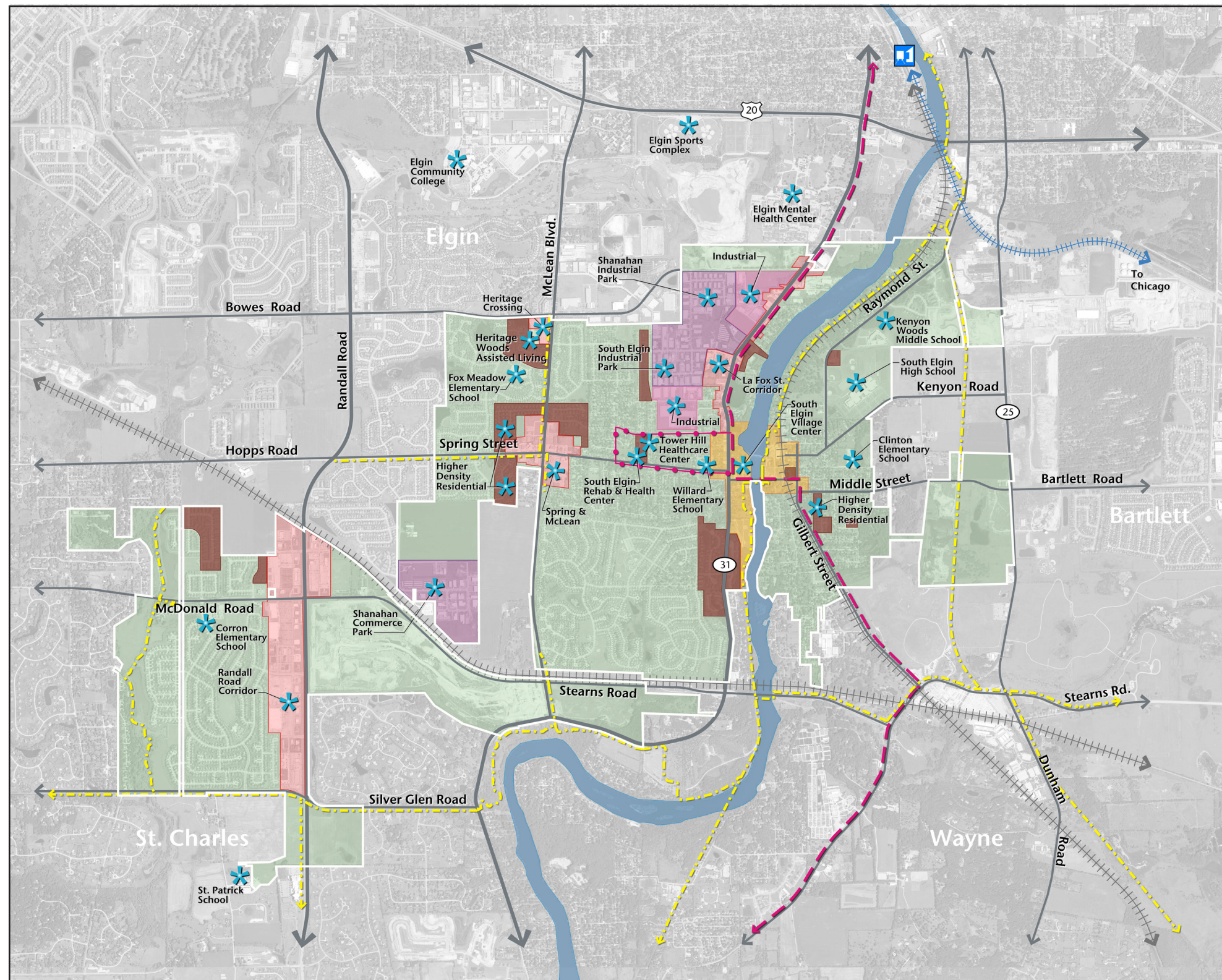
Residents whose income level is below the poverty threshold may not be able to afford to lease, buy, or maintain a vehicle or their vehicle may be unreliable. As a result, these residents may utilize public transit to fulfill their transportation needs. Areas with over 10% of households below the poverty level include:

- North of Kane Street, between Martin Drive and McLean Boulevard (this is the area where the percentage of households without a vehicle is the greatest)
- East of the Fox River, south of Middle Street

















Heritage Woods of South Elgin Assisted Living Community





Legend

-  Corporate Limits
-  Village of South Elgin
-  Metra Milwaukee District/West Commuter Line
-  Freight Rail Line
-  Pace Route 801
-  Pace Route 801 Certain Trips Only
-  Bike Path
-  Commercial Centers
-  Industrial Park
-  Industrial
-  Mixed Use Downtown
-  Higher Density Residential
-  Metra National Street Train Station
-  Point of Interest

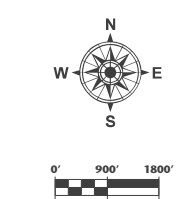
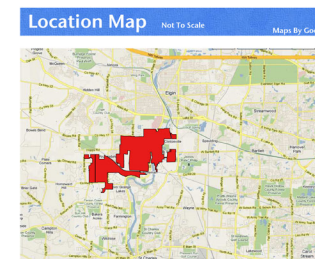
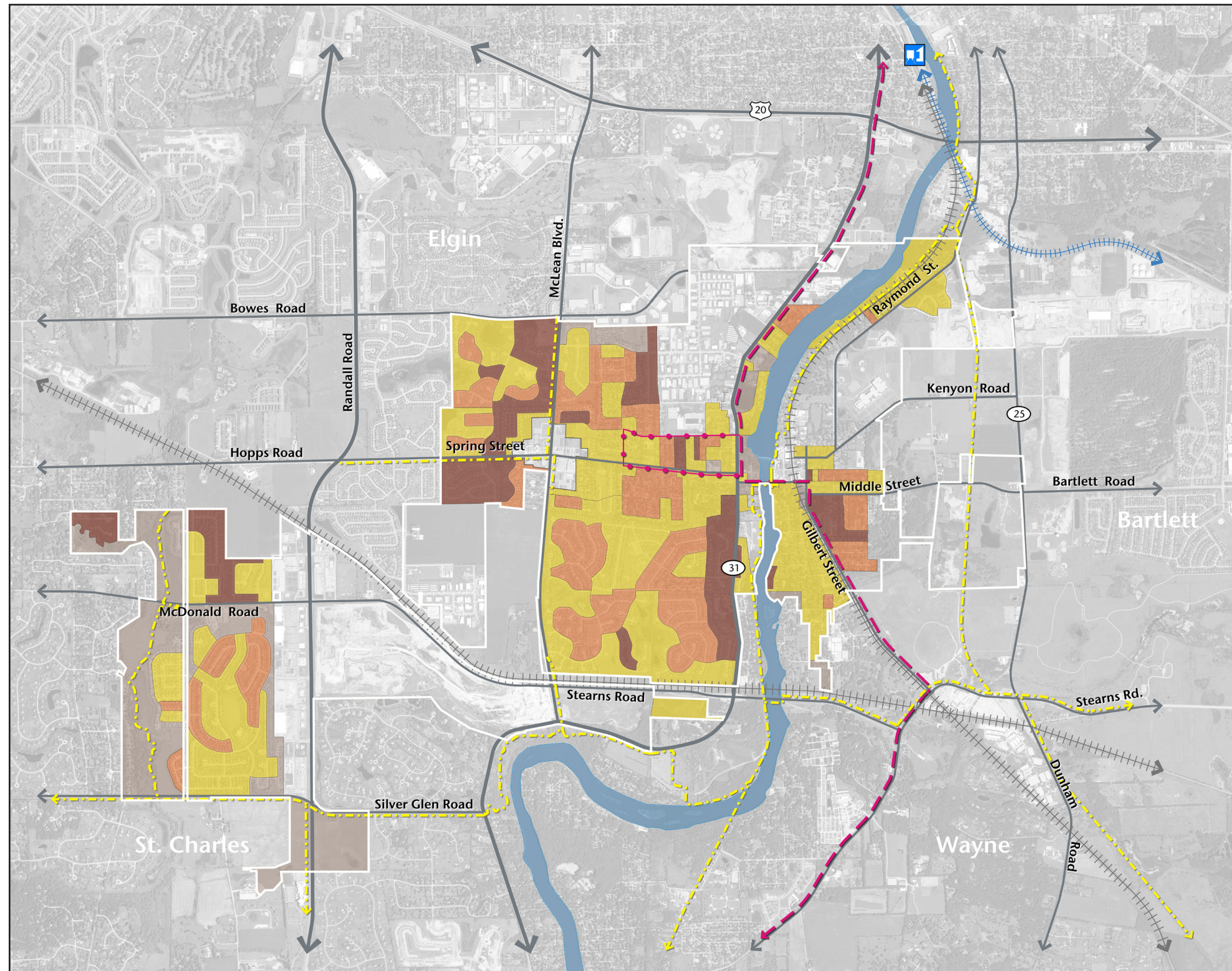


Exhibit 6: Major Employers , Industrial Parks, Commercial Developments, and High Density Residential

Source: Village of South Elgin





Legend












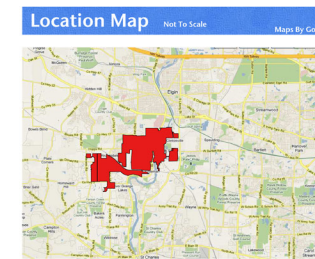
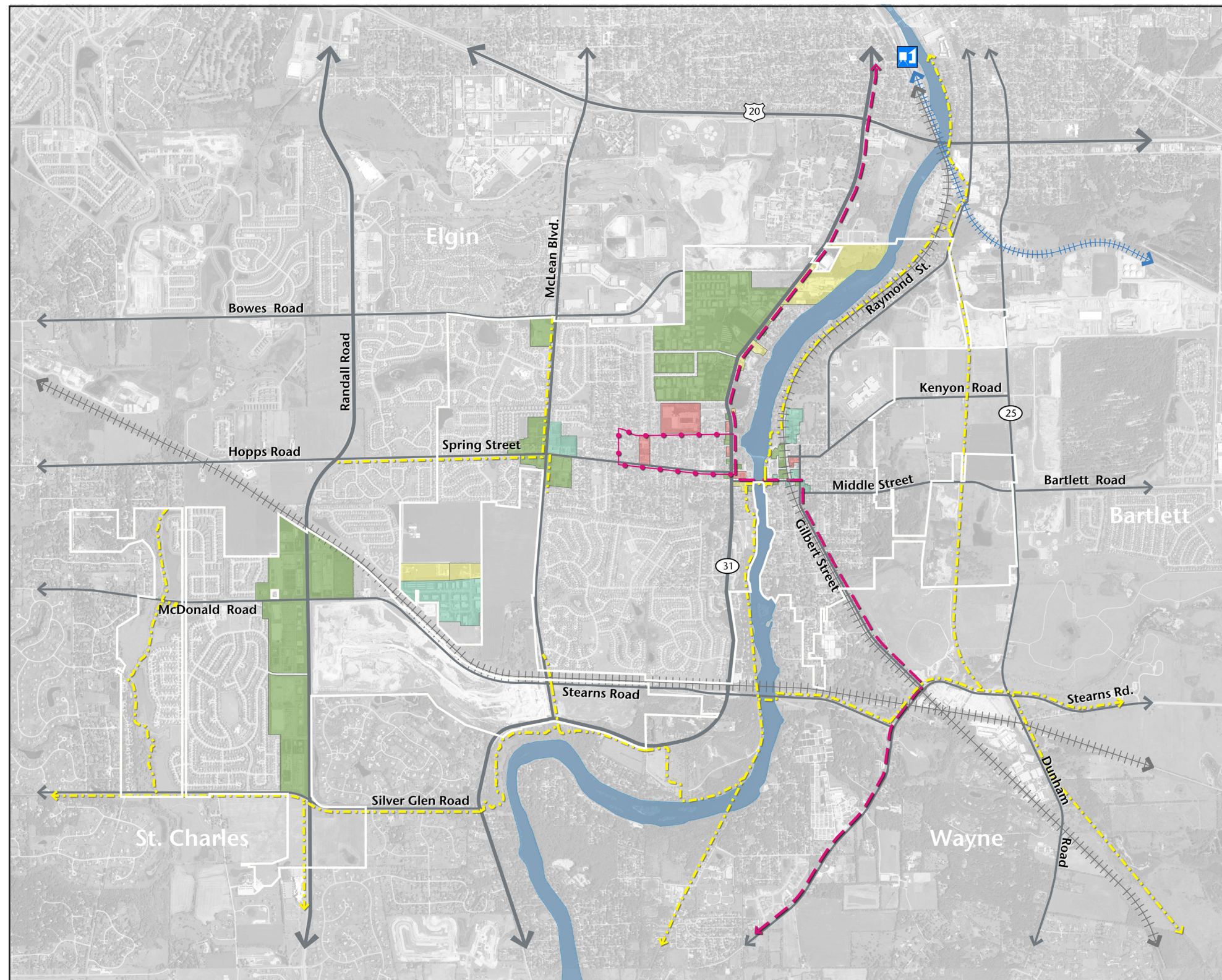
-  Corporate Limits
Village of South Elgin
-  Metra Milwaukee
District/West
Commuter Line
-  Freight Rail Line
-  Pace Route 801
-  Pace Route 801
Certain Trips Only
-  Bike Path
-  Household Density
per Acre Under 1
-  Household Density
per Acre 2
-  Household Density
per Acre 3
-  Household Density
per Acre 3+
-  Metra National Street
Train Station



Exhibit 7: Households per Acre by Block Group
 Source: 2010 Census - Block Level Data (modified to remove Village known industrial and commercial areas)





Legend













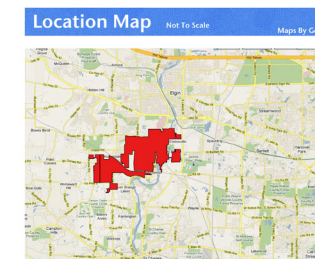
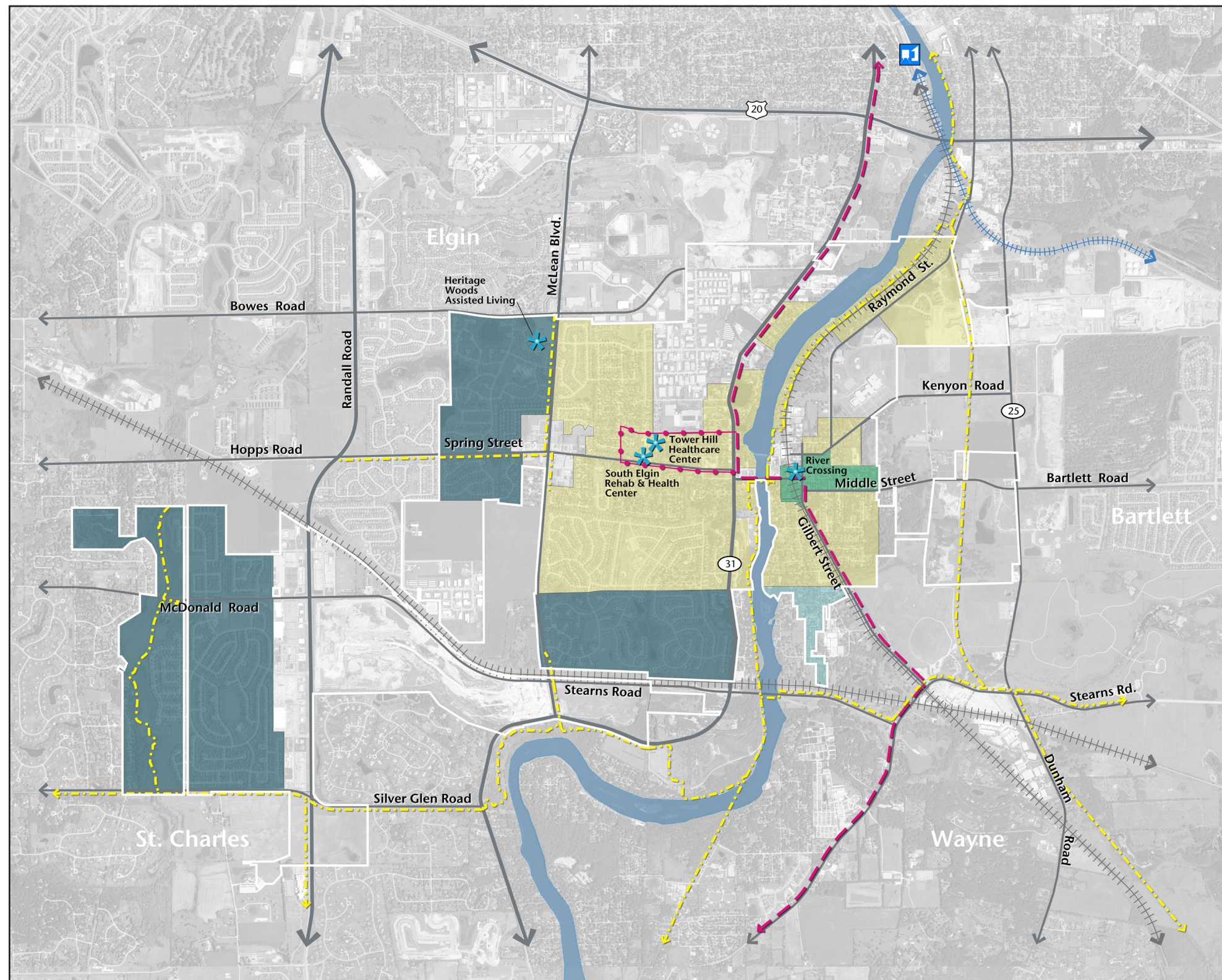
-  Corporate Limits
-  Village of South Elgin
-  Metra Milwaukee District/West Commuter Line
-  Freight Rail Line
-  Pace Route 801
-  Pace Route 801 Certain Trips Only
-  Bike Path
-  Employees per Acre 0-2 Persons
-  Employees per Acre 3-4 Persons
-  Employees per Acre 5-12 Persons
-  Employees per Acre 13-70 Persons
-  Metra National Street Train Station















Exhibit 8: Employment Density Per Acre

Source: South Elgin Employment Survey 2011





Legend

-  Corporate Limits
-  Village of South Elgin
-  Metra Milwaukee District/West Commuter Line
-  Freight Rail Line
-  Pace Route 801
-  Pace Route 801 Certain Trips Only
-  Bike Path
-  Senior Population (65+) Under 10%
-  Senior Population (65+) 10.01%-15%
-  Senior Population (65+) 15.01%-20%
-  Senior Population (65+) Over 20%
-  Metra National Street Train Station

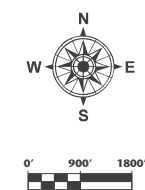
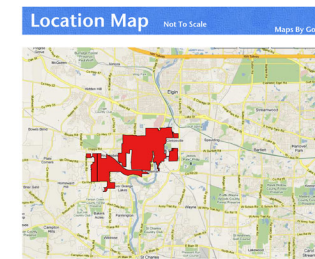
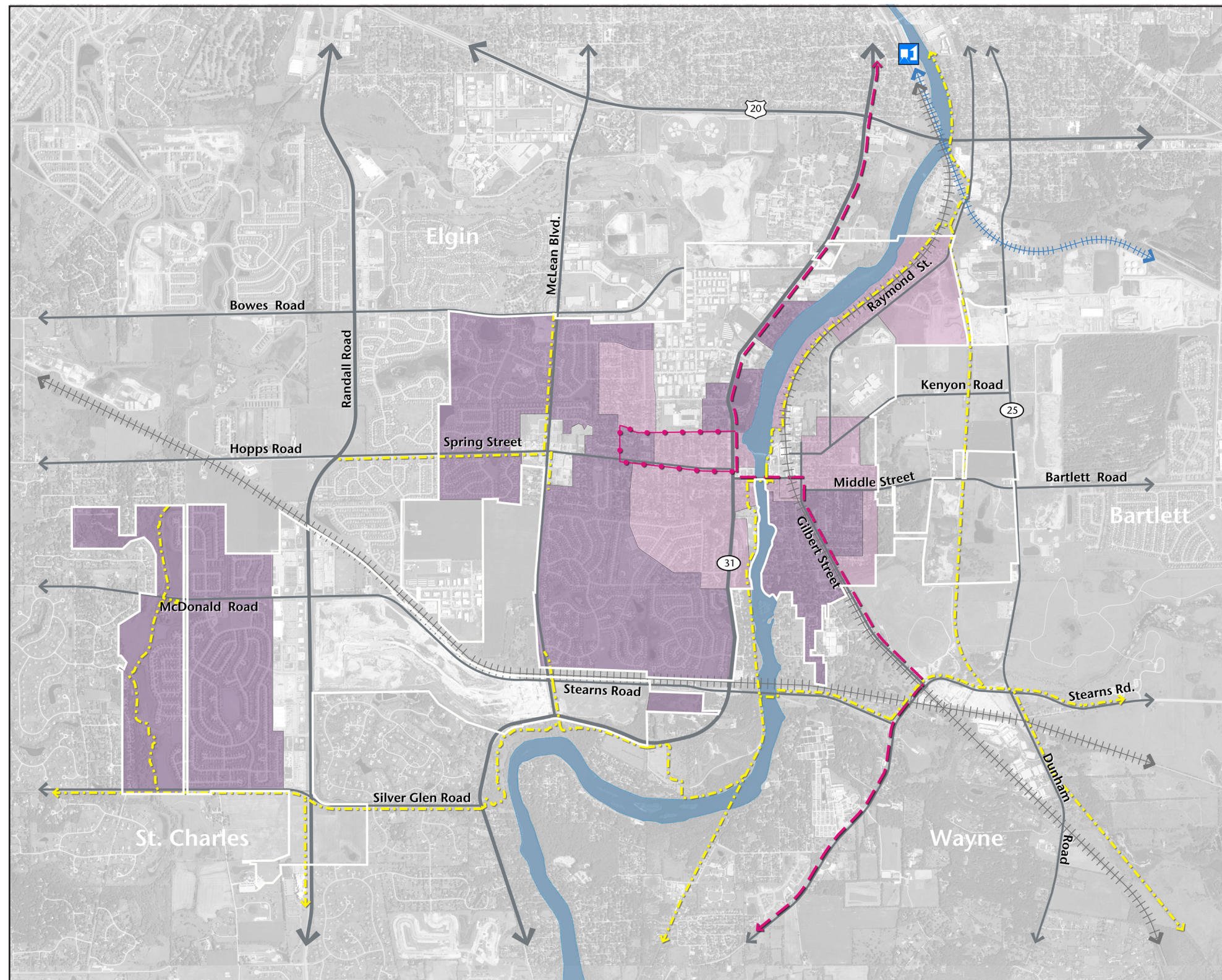


Exhibit 9: Percent of Senior Population (Age 65+) by Block Group

Source: ESRI 2007 US Census Projections by Block Group





Legend












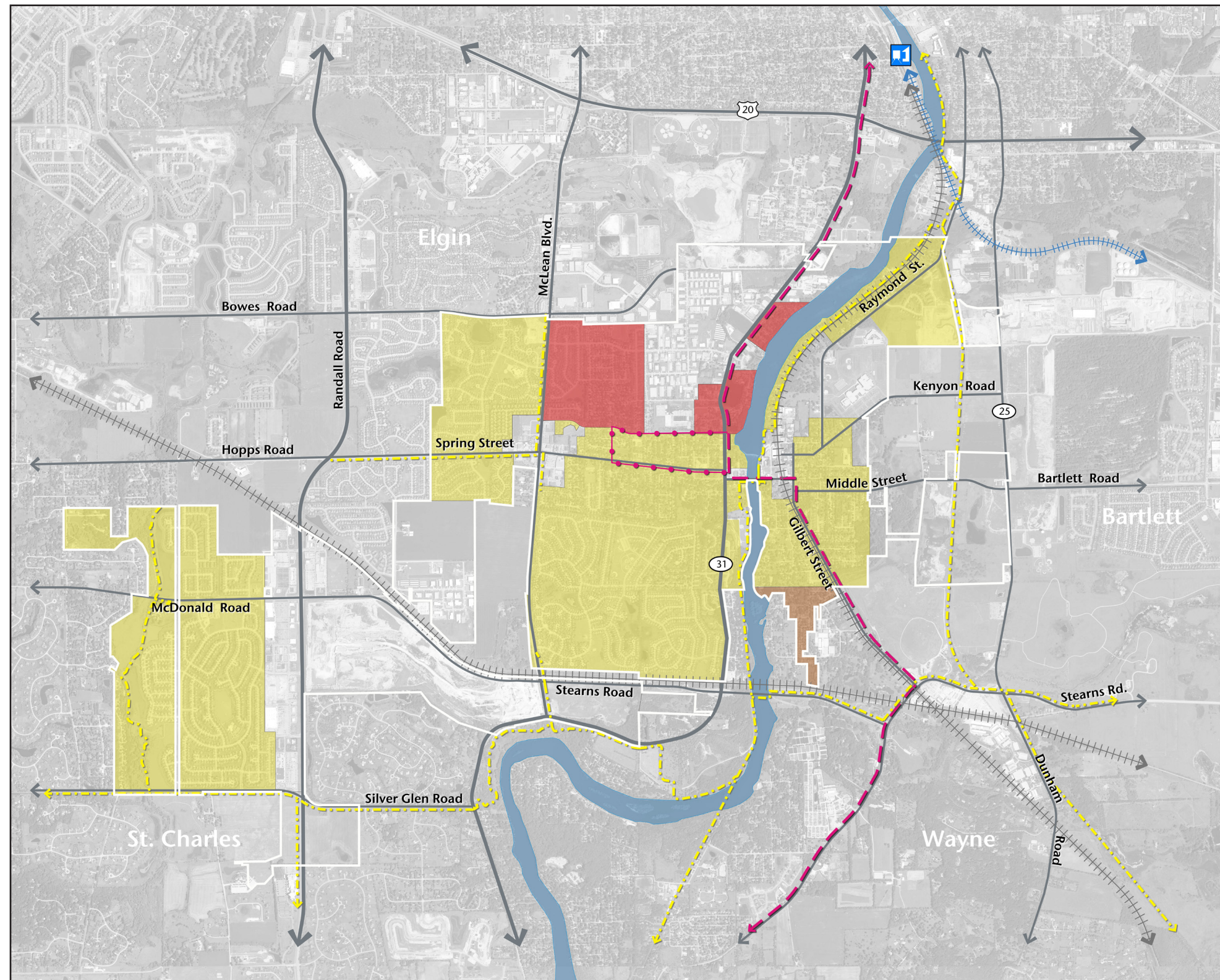
-  Corporate Limits
-  Village of South Elgin
-  Metra Milwaukee District/West Commuter Line
-  Freight Rail Line
-  Pace Route 801
-  Pace Route 801 Certain Trips Only
-  Bike Path
-  Youth Population (10-18) Below 16%
-  Youth Population (10-18) 16%-20%
-  Youth Population (10-18) Over 20%
-  Metra National Street Train Station



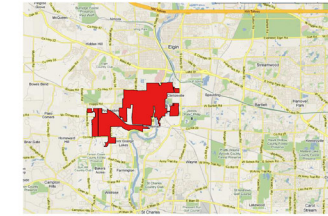
Exhibit 10: Percent of Youth Population by Block Group (10-18 Years)

Source: ESRI 2007 US Census Projections by Block Group





Location Map Not To Scale Maps By Google



Legend

- Corporate Limits Village of South Elgin
- Metra Milwaukee District/West Commuter Line
- Freight Rail Line
- Pace Route 801
- Pace Route 801 Certain Trips Only
- Bike Path
- 1-3% of Households
- 4-5% of Households
- 6-10% of Households
- Over 10% of Households
- Metra National Street Train Station

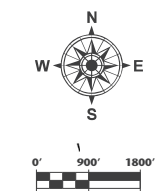
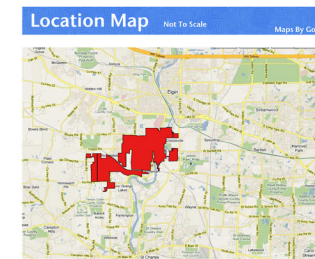
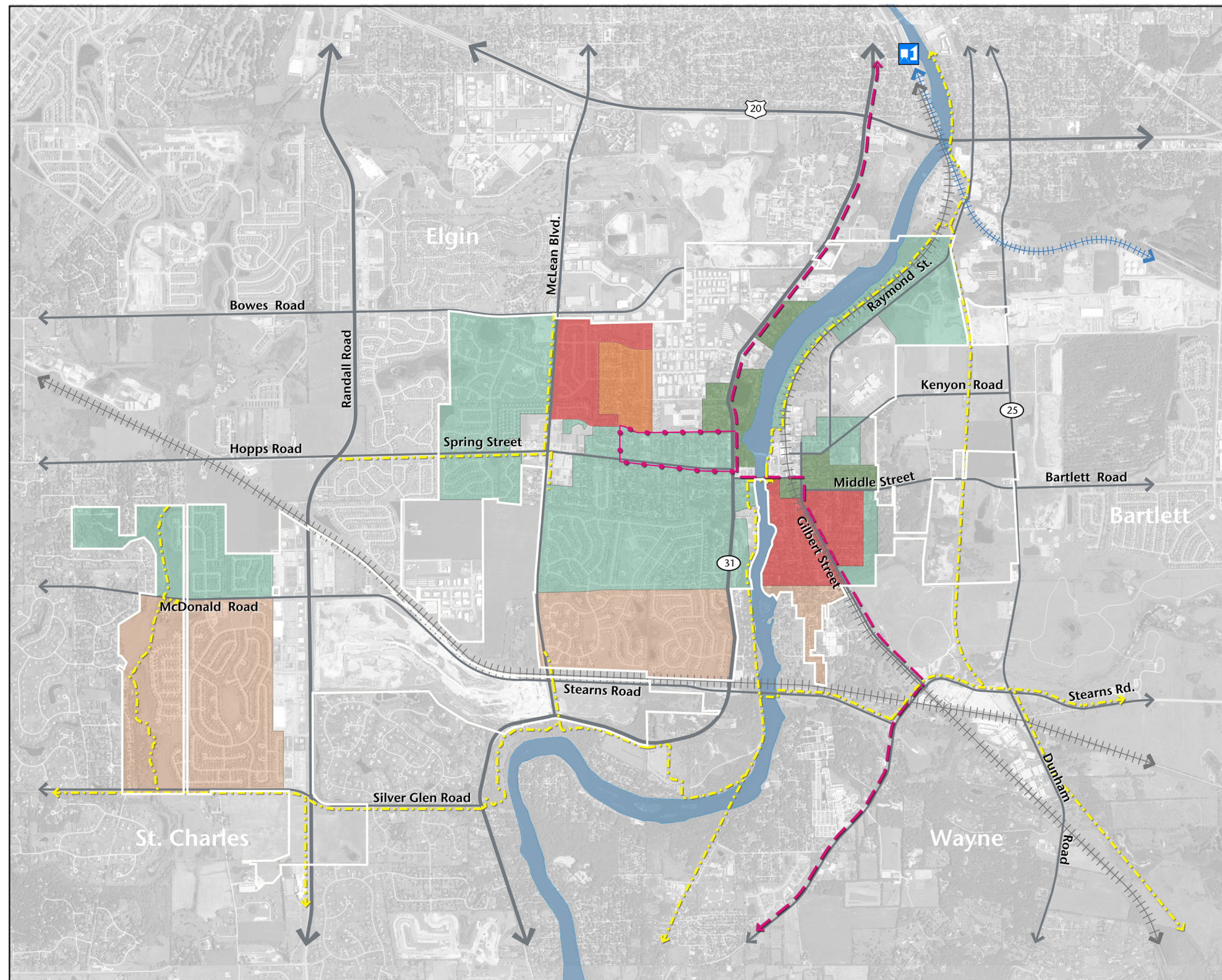















Exhibit 11: Households With Limited Vehicle Access by Block Group
 Source: ESRI 2007 US Census Projections by Block Group





Legend

-  Corporate Limits
-  Village of South Elgin
-  Metra Milwaukee District/West Commuter Line
-  Freight Rail Line
-  Pace Route 801
-  Pace Route 801 Certain Trips Only
-  Bike Path
-  Under 1% of Households Below Poverty
-  1-3% of Households Below Poverty
-  4-5% of Households Below Poverty
-  6-10% of Households Below Poverty
-  Over 10% of Households Below Poverty
-  Metra National Street Train Station

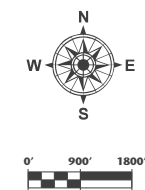


Exhibit 12: Percent of Households Below Poverty by Block Group

Source: ESRI 2007 US Census Projections by Block Group



Journey To Work Data: (Exhibit 13)

Journey to Work data is available thru the 2000 U.S. Census by census tract geography. The data is a record of a person's work trip, noting their origin (i.e. their home) and their destination (i.e. place of employment). The data is based on a sample of households that responded to the U.S. Census "long" form; this form was distributed to approximately 1 in 6 households. It is important to note that since 2000, a significant amount of retail development has been added along Randall Road in the southeast quadrant of the Village. Work trips to this area is not accounted for in the 2000 Journey to Work data

Exhibit 13 shows work trips (50 trips or greater) for South Elgin residents. Note that the pattern of direction from the place of residence to the place of employment is indicated by the arrow. As indicated, the most significant number of trips is coming from residents who live east of the Fox River and commute to the Shanahan Industrial Park. The red line on Exhibit 13 means that over 200 residents are making this trip daily. In addition to this work trip pattern, other more significant trips include residents who live on the east side of the Fox River traveling south to employment centers near Main Street and Kirk Road in St. Charles as indicated by the yellow line. Another significant trip pattern is residents living in this area traveling north and west to the City of Elgin to work along the McLean Boulevard commercial corridor. This trip pattern is also indicated by a yellow line. (Note the destination points are not shown on the map). Other trip patterns shown in blue, and representing 50 to 100 daily trips are dispersed throughout the Village from various origins and destinations.

It is important to point out more significant work trips that are made on a daily basis in order to determine if these trips could be served by transit.

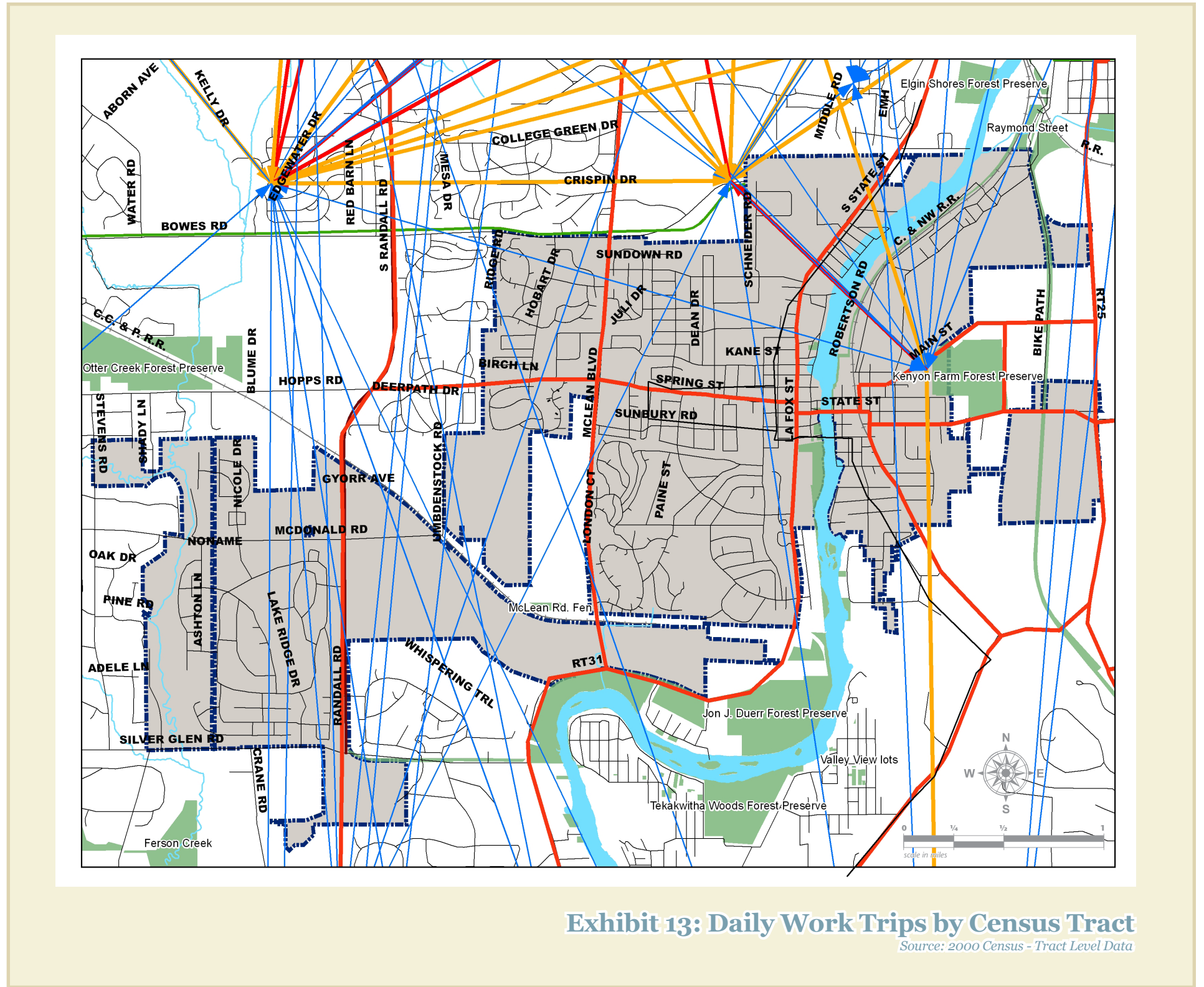


Exhibit 13: Daily Work Trips by Census Tract

Source: 2000 Census - Tract Level Data





stakeholder interviews

Interviewed Stakeholders:

In order to understand the current and potential end users' travel needs and expectations, interviews were conducted with a representative collection of Village stakeholders. Stakeholders were individually contacted and asked to provide their input on existing transit service gaps or deficiencies, their personal and/or organizational needs, desires, and potential benefits that may be derived as a result of transit service improvements within the community.

The stakeholders interviewed for this purpose include:

- South Elgin Economic Development Council (SEED)
- South Elgin Rehabilitation & Health Care Center
- South Elgin Parks & Recreation Department
- South Elgin Community United Methodist Church
- Kane County Department of Transportation
- Bearco Management Company

Additional stakeholders from businesses, tourism agencies, religious organizations, educational institutions, and homeowner/condominium associations were given the opportunity to participate in the interview process, but either declined or did not return calls or emails.

The following is a summary of input/comments collected during each of the respective stakeholder interviews.

South Elgin Economic Development Council (SEED)

Stakeholder Interview Contact:
Mr. Chris Shanahan, Chairman

- Not much experience with utilizing public transit in the village, and therefore not sure if the village's existing transit services are adequate for residents.
- Businesses would surely benefit from the provision of transit.
- The Village's Village Center Master Plan recommendations should be implemented.
- Important destinations to be linked via transit include:
 - » State Street corridor
 - » Industrial Park along Umbdenstock Road
 - » Development along Stearns Road east of Randall Road
 - » Development along Stearns Road behind the Jewel Osco superstore
 - » Sherman Urgent Care facility west of Randall Road along McDonald Road
 - » Nursing Home and Assisted Living Facility on east side of South Elgin
- The transit improvements in South Elgin should cater mainly to residents and employees. The Village of South Elgin is different from Geneva, and should design its transit services accordingly.
- The planned Amtrak station should be taken into consideration while designing transit improvements. The Amtrak station would provide a stimulus to existing businesses as well as attract new ones.
- The Village should make a conscious effort to inform residents and business owners regarding ongoing and planned infrastructure improvements. There is a need to make people aware of all the infrastructure improvements related to transit.
- KDOT, IDOT, and the Village's Public Works Department will have a list of infrastructure improvements planned within or adjacent to the Village.
- There is value in expanding the bike network within the Village, however this should be a long-term objective instead of short-term objective.

South Elgin Rehabilitation & Health Care Center

Stakeholder Interview Contact:
Ms. Mary Karson, Administrator

- There is a need to significantly expand the transit services in the Village. The number of bus stops for the existing Pace Bus Route 801 are also limited and need to be increased.
- At present, none of the residents avail the existing transit service provided by the Village. However, a small number of visitors to the Center utilize public transit.
- The Center's employees would be interested in utilizing public transit if it were made available to them. None of the employees currently utilize public transportation to get to work.
- The Center has a Shared-Van Service available to its residents (seniors) for their travel needs. A majority of the trips currently are made to medical facilities within the Village.
- The Center has recently started a program wherein any senior in the Village of South Elgin would be able to utilize the Shared-Van Service for their medical needs. The program would be offered as a pay-per-use service or billed through Medicaid.
- There is a need to better communicate the locations and availability of bus timings and schedule information to allow commuters to better plan their travel and utilize public transit in an efficient manner.
- The Center would like to see additional bus stops at the intersection of Randall Road and Main Street as well as McLean Boulevard and Spring Street.



South Elgin Parks and Recreation Department

Stakeholder Interview Contact:

Mr. Jim Reuter, Director

- Public transit in South Elgin is scarce and weak.
- Bike paths are in much better condition, although they are not well linked to adjacent communities and between destinations.
- Most parks within the Village contain good bikeways, but there is a lack of on-street bike lanes. The village should identify good routes to create 'non-trail' bikeways that connect the parks and recreational amenities.
- The residential neighborhoods are not well connected to the Village Center. There is a need to provide transit/bikeway connections.
- Randall Road is a major corridor that needs to be connected to the Village Center.



Recreational Open Space along Fox River

South Elgin Community United Methodist Church

Stakeholder Interview Contact:

Ms. Jan Comerford, Minister

- None of the people attending church use public transit.
- A majority of people either drive or walk to the church. The minister is unaware of anyone riding the bus to the church.
- Alcoholics Anonymous (AA) Meetings are held every Friday night at the church.
- The church does a Food Pantry Distribution twice a month (1st and 3rd Wednesday between 9:30am and 12:00pm) and most people either walk or drive to it. There is an opportunity to provide transit for participants.
- Sidewalks and pedestrian access to the church are adequate and used by many people.
- Bus transit could be beneficial but the church is unsure of the demand.
- A large number of attendees to the church come from the Valley View neighborhood. There may be an opportunity to provide transit connection to that neighborhood.
- The minister is willing to distribute a survey at the Food Pantry Distribution.
- Contact minister with additional questions via email at jancomerford@att.net

Kane County Department of Transportation

Stakeholder Interview Contact:

Ms. Heidi Files, Project Manager

- Kane County will be providing additional details on recommendations for South Elgin transit improvements in accordance with the 2040 Kane County Transit Plan. These recommendations will be incorporated into final transit service plans as appropriate.

Bearco Management Company

Stakeholder Interview Contact:

Mr. David Bear, Owner

- Owns and operates two McDonald's restaurants in South Elgin: one at Spring Street and McLean Boulevard; the other at Randall Road near Thornwood Avenue. There are approximately 50 employees at each location.
- Both restaurants lack access to public transportation at this time, which has affected employees' ability to get to and from work, especially for those who live in South Elgin. A large percentage of daytime employees at the South Elgin locations live in Elgin.
- Elgin restaurant locations are all immediately adjacent to public transit.
- The age range of restaurant employees is typically 18-45. Younger employees tend to rely more on public transportation and therefore work fewer early morning and late evening hours when Pace buses are not in service.
- It is typical for employees to take transit one way to work and either be picked up or dropped off for the reverse trip as a result of limited transit service hours. There are a number of employees who have arranged their own car pool service.
- McDonald's does not offer transit incentives to its employees. Management did look into Pace Van Pool service a number of years ago but it did not fit well with their schedules and employee needs.
- Mr. Bear has considered setting up a private transit service for his employees.
- There is a strong need to get shoppers and potential customers west to Randall Road via transit. East-west access via transit is very limited at the moment.
- Consideration should be given to providing transit access to the South Elgin High School in the afternoon to allow students to be able to get to work.
- Given the current market conditions, it is important to improve transit options so that people can get to and from available employment.
- McDonald's would be willing to help advertise any route improvements to its employees as well as the larger community.





transit market surveys

Purpose

Surveys serve as an effective tool in gauging the needs, desires, and opinions of residents and potential transit riders. The survey portion of the South Elgin Transit Improvement Plan was completed as part of the Existing Travel Patterns & Mobility Inventory task.

The survey was established to solicit specific data and feedback on community use and satisfaction with existing services, needed/desired types of transit, anticipated frequency of use, desired amenities, connectivity and linkages, origin and destination points, hours of operation, fares, payment methods, and operational characteristics.

The results collected from the survey responses were used in the development of recommendations applicable and appropriate for the Village of South Elgin.

Survey Design

The survey form was designed to be completed either by responding to a hard copy or entering information into a website. Both versions are identical, with 23 questions and were printed in English and Spanish. The hard copy was available at community events and was distributed among South Elgin employers and establishments by the Village staff. The digital version was advertised on Pace buses, the Village website, and on the hard copy version itself.

The digital version was provided through SurveyMonkey, an online-based survey company which allows users to create and collect surveys via the internet. Two separate web addresses were provided for English and Spanish and were distributed to the Village of South Elgin for posting on their website, as well as on the project website.

Collection Method

In all, 202 people responded to the survey. A total of 127 English and 44 Spanish surveys were collected from survey respondents who used the hard copy version. Surveys were mailed to, faxed to, or picked up by the Village staff. Upon receipt, hard copy versions were manually entered into the SurveyMonkey website. This allowed for the use of SurveyMonkey's data generation features, which provide a variety of methods to compile, cross-tabulate, and produce spreadsheets for analysis. A total of 31 English and zero Spanish surveys were collected from survey respondents who used the online version.

THE VILLAGE OF SOUTH ELGIN Where tradition meets the future

Community Transit Survey

HELP US Improve public transportation in South Elgin!

Please take a few moments to answer some questions regarding public transportation in the South Elgin community area. The Village of South Elgin is administering this survey as part of a larger effort to make informed decisions about planning transportation infrastructure and service improvements. For more information, please visit our website at www.SouthElgin.com.

4 Ways You Can Complete This Survey:

- Online (Preferred!):** Complete the survey from the convenience of your home or office by logging on to the following address: www.SurveyMonkey.com/SouthElginTransit
- Dropbox:** Handed this survey by a friendly face from the Village? Complete this form now and either return it to the community development office, the dropbox in the Village Hall vestibule or the dropbox located in the turnaround at the end of Spring Street.
- HR Office:** Received the survey from your employer? Simply complete it and hand it in to your personnel or human resource manager.
- Mail It:** After completing all questions on this form, simply attach a first-class US postage stamp to a standard sized envelope and send to the address listed below.

SOUTH ELGIN COMMUNITY TRANSIT SURVEY

Village Hall
10 North Water Street
South Elgin, IL 60177-1602
Attention: Megan Golden

A quick note about existing transit service in South Elgin:
Pace suburban bus offers Route 801 - Elgin-Geneva, which circulates in downtown South Elgin and connects the Elgin and Geneva Metra train stations via US 31 (N. LaFox Street), S. Gilbert Street, and US 25.

PLEASE MARK AN "X" IN THE APPROPRIATE BOXES.

1. If you currently use Pace service, please indicate the routes you use the most often (mark all that apply):

541 <input type="checkbox"/>	547 <input type="checkbox"/>	552 <input type="checkbox"/>	802 <input type="checkbox"/>
542 <input type="checkbox"/>	548 <input type="checkbox"/>	554 <input type="checkbox"/>	921 <input type="checkbox"/>
543 <input type="checkbox"/>	549 <input type="checkbox"/>	556 <input type="checkbox"/>	None <input type="checkbox"/> (skip to #3)
544 <input type="checkbox"/>	550 <input type="checkbox"/>	801 <input type="checkbox"/>	Other: <input type="checkbox"/>

2. How often have you used any Pace service(s) in the past MONTH:

Once <input type="checkbox"/>	Twice a month <input type="checkbox"/>	Weekly <input type="checkbox"/>	2-5 times a week <input type="checkbox"/>	Not at all <input type="checkbox"/>
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3. Do you use Route 801 to access a Metra station?

Yes No
(Note: If you answered "No" to this question, skip to question 5)

4. If yes, which station?

Geneva <input type="checkbox"/>	Elgin <input type="checkbox"/>	National Street <input type="checkbox"/>
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5. On a scale of 1 to 5, with 1 being the worst and 5 being the best, how would you rate the existing Pace bus services (in terms of schedule, frequency, and coverage of your community)?

1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	Not sure <input type="checkbox"/>
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6. When going to work, what is the mode of transportation you use the MOST OFTEN?

Automobile - Drive Alone <input type="checkbox"/>	Bicycle <input type="checkbox"/>
Automobile - Dropped off <input type="checkbox"/>	Walk <input type="checkbox"/>
Automobile - Carpool <input type="checkbox"/>	Other <input type="checkbox"/>
Transit (Bus and/or train) <input type="checkbox"/>	I do not work or I work from home (skip to #10) <input type="checkbox"/>

7. How often did you commute using this mode in the past MONTH:

Once <input type="checkbox"/>	Twice a month <input type="checkbox"/>	Weekly <input type="checkbox"/>	2-5 times a week <input type="checkbox"/>	Every day <input type="checkbox"/>
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8. At what major intersection does your work trip end?

Street 1: _____
Street 2: _____

CONTINUE →

Community Transit Survey Administered as Part of Study

Essential Information Solicited

The survey form covered various aspects of community needs using five groupings of questions. These groups of questions are not distinctly identified in the survey form itself; rather, the blocks of questions flow together in fluid and cogent sequence to help keep the survey respondent focused. The categories used for analysis examine the questions, first by existing ridership and trends, then by future preferences and desires, and lastly by analysis of demographics. These groupings highlight the occurring trends while providing a clearer vision of the direction the community would like to move in.

The raw data collected from the surveys can be found in the appendix in the form of tables and graphics. The data from the collected survey responses was then synthesized and analyzed and the following is a bullet list and associated commentary on the findings generated.

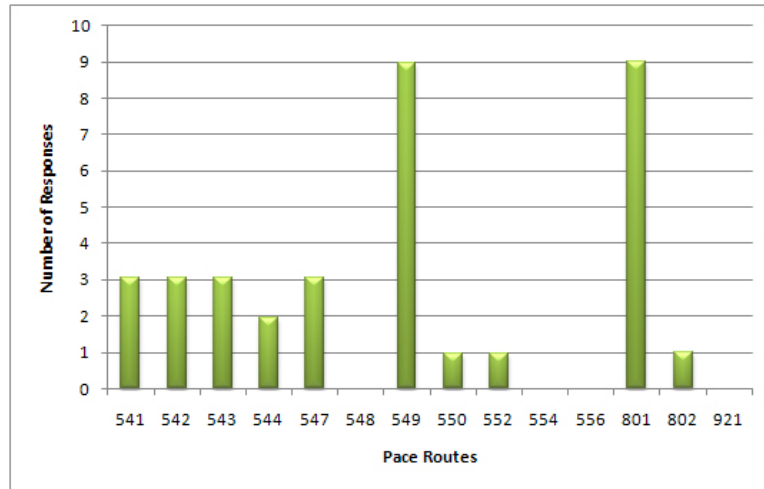
Current Pace and Metra Ridership (Questions 1-5)

This group of questions examine current ridership trends of the respondents. This includes usage of public transit, as well as satisfaction. The following are significant findings based on the responses:

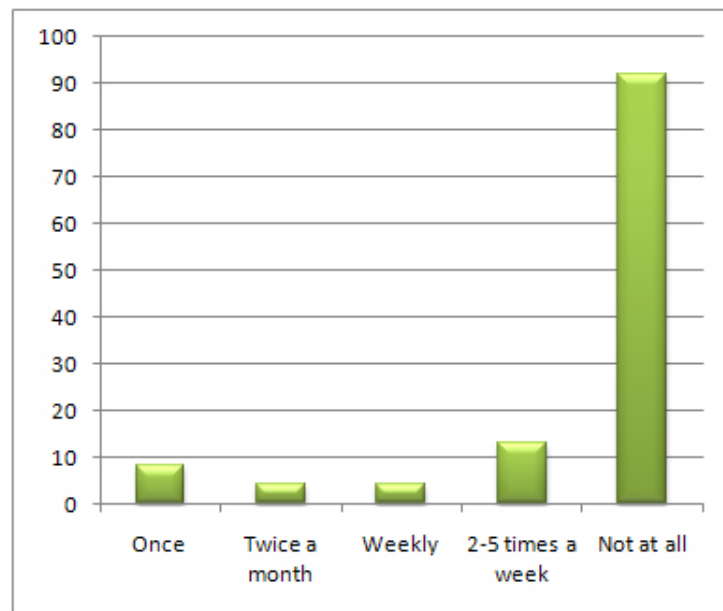
- Sixty-six percent (66%) of the respondents answered Question 1 and 60% answered Question 2. Most survey respondents are not current users of Metra and only a limited number use Pace. This appears to in part be due to the fact that most people (82%) work in South Elgin, thus there is limited need to take Metra to access the area. Among the 35 respondents who are Pace users, most take either the 549 or 801 services.
- Among those who complete a transfer between Pace Route 801 and a Metra train, the Elgin Metra station was most popular, followed by the National Street Metra station.
- Well over half of respondents were not sure how to rate Pace in terms of service quality, most likely due to the fact that most don't use the Pace services on a regular basis. Those who did rate it, expressed fairly high satisfaction.
- The responses provided for Questions 1-5 appear to demonstrate a greater need to focus on attracting more riders to Pace and Metra services in South Elgin than on increasing rider satisfaction with current services. Bus routes connecting with Metra Stations or with large retailers are currently the most popular, highlighting the types of trips current riders make, and providing insight into potential success of proposed routes.



1. If you currently use Pace service, please indicate the route or routes you use most often:



2. How often have you used any Pace service(s) in the past MONTH:



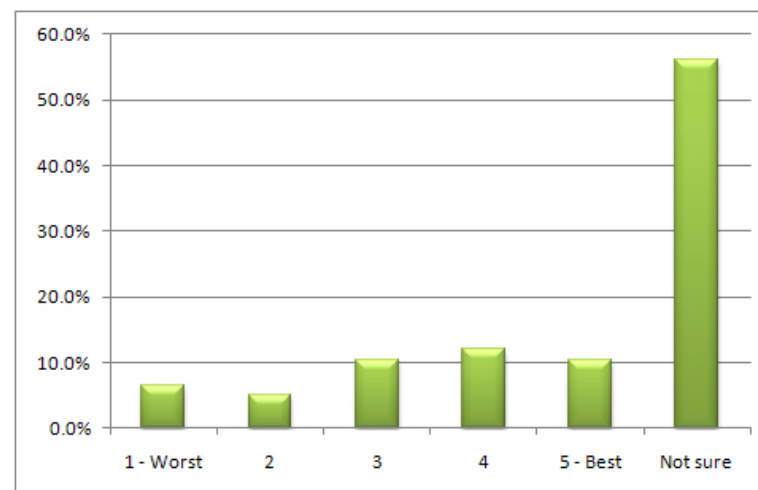
3. Do you use Route 801 to access a Metra station?

Answer Options	Response Percent	Response Count
Yes	14.5%	25
No (Note - you will automatically skip to #5 if you select this response)	85.5%	147
answered question		172
skipped question		30
participation rate		85%

4. If YES, which station?

Answer Options	Response Percent	Response Count
Elgin	61.8%	21
Geneva	8.8%	3
National Street	29.4%	10
answered question		34
skipped question		168
participation rate		17%

5. On a scale of 1 to 5, with 1 being the worst and 5 being the best, how would you rate the existing Pace bus services (in terms of schedule, frequency, and coverage of your community)?

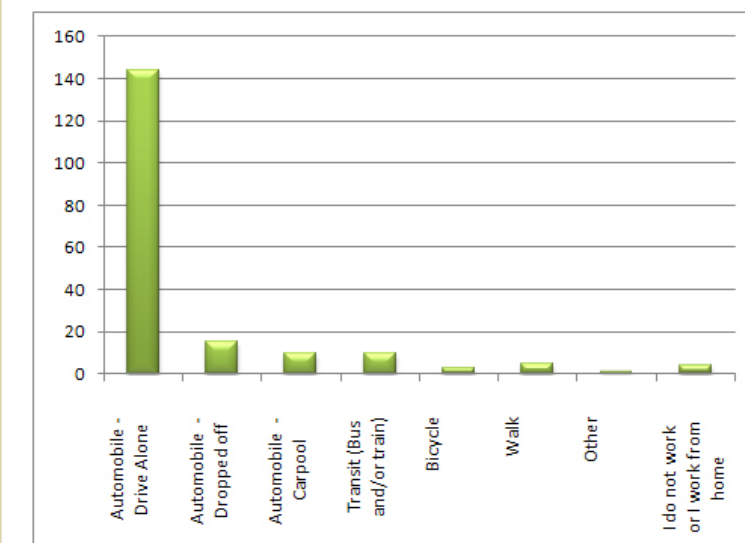


Existing Commuting Trends (Questions 6, 7, and 9)

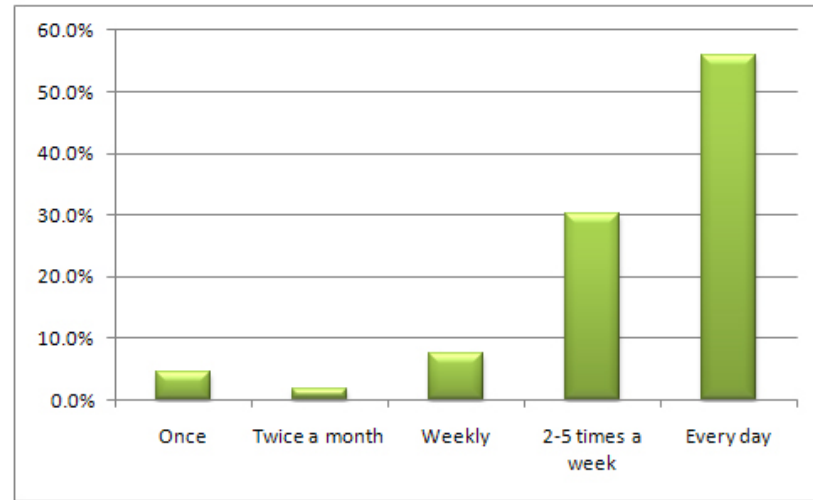
This group of questions examine commuting occurring within the community and to areas outside South Elgin. The following are significant findings based on the responses:

- Question 6 received the highest participation rate (95%) of any question on the survey. The vast majority of the respondents drive alone as their most frequent mode of transportation. Over one-half of South Elgin respondents use their preferred travel mode everyday with another 30% of respondents using it 2-5 times per week (see Question 7). This is consistent with the earlier responses reflecting a limited use of public transit within the community.
- More than 82% of survey respondents work in South Elgin, with the remaining 18% scattered among various nearby villages in the west and northwest suburbs of Chicago. As shown later in the survey (Question 20), the majority of respondents appear to also live in and very near to South Elgin. The close proximity of home and workplace for so many respondents may be a contributing factor to the overall low usage of public transit in the area, in particular, the Metra. It may also be seen as an opportunity to make improvements targeted towards local riders for shorter trips.

6. When going to work, what is the mode of transportation you use the MOST often?



7. How often did you commute using this mode of transportation in the past MONTH?



9. Which city or village is your place of work located in?

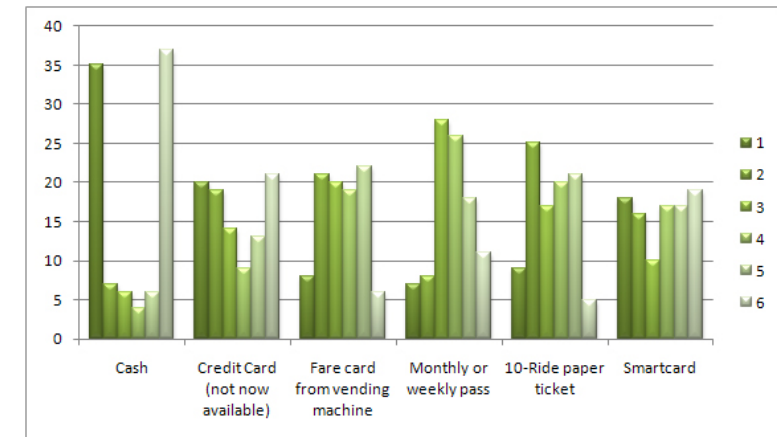
Answer Options	Response Percent	Response Count
South Elgin	82.1%	115
Elgin	6.2%	9
Bartlett	0.0%	0
St. Charles	2.1%	3
Chicago	3.4%	5
Other (please specify)	9.6%	14
answered question		190
skipped question		12
participation rate		94%

Bus Service Preferences (Questions 10-14)

This group of questions examine community preferences in regards to payment for public transit, incentives for using transit, and desired forms of transit. The following are significant findings based on the responses:

- Question 10 results indicate that respondents have very strong preference both towards and against using cash as a fare medium, with both ranking nearly equal at 37 and 35 responses, respectively. Monthly/weekly pass did not show any strong preference either for or against; however, it achieved the highest “3” and “4” rankings of any option so it may be considered as an option most people would be comfortable utilizing. The remaining options of credit card, fare card, 10-ride, and smartcard were inconclusive as the preferences were spread out fairly evenly. Based on the strong preferences for and against cash fares, it may be important that Pace consider retaining the option for riders to pay with cash, in addition to providing a non-cash option. The manual survey had similar findings, however, discrepancies associated with the manual survey are detailed in the appendix.
- Question 11 indicates some consensus among survey respondents, who demonstrate a strong preference towards more frequent service and service closer to home. Service closer to their destination ranked strongest in the middle, with later and earlier weekday services having the highest number of people reporting it as a “1” or “2” – indicating such are of least importance. Similarly, the manual survey produced consistent results, exhibiting that “more frequent service” and “service closer to home” are more important. The response results appear typical for suburban transit riders and may be used in part with more detailed origin-destination data to identify and recommend routes to better serve regular transit users.
- South Elgin survey takers had strong opinions both in favor and against “I would not use bus service” in Question 12 with 40 ranking it a “5” and 31 ranking it “1”. The remaining choices had relatively evenly-reported rankings and are therefore inconclusive. This appears to be consistent with historic perceptions of transit usage within suburban environments such as South Elgin with strong personal vehicle ownership.

10. Please rank the following responses to indicate how you prefer to pay when boarding a transit vehicle. Number each option from 6 to 1; do not use any number more than once. “6” indicates most preferred and “1” indicates least preferred.



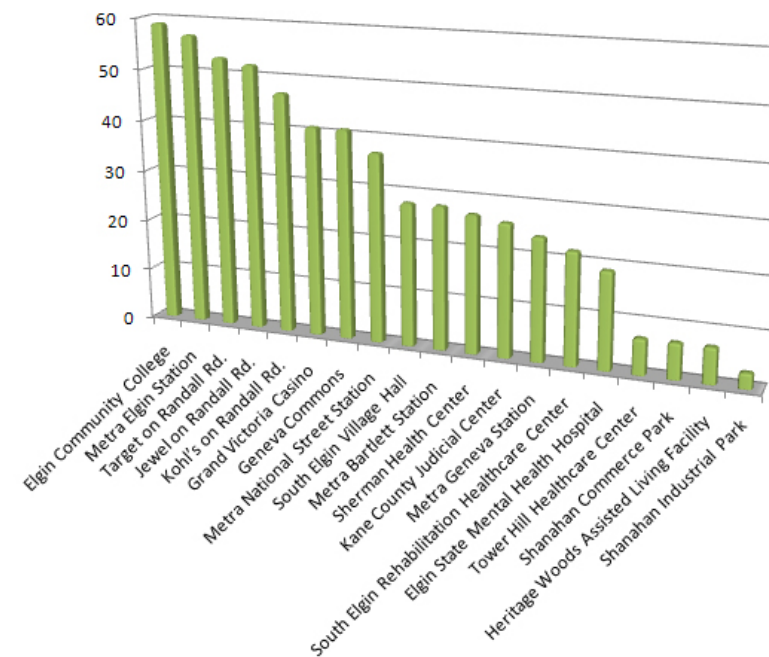
11. Please rank order the following responses to indicate what would encourage you to ride Pace buses more often. Number each option from 5 to 1; do not use any number more than once. “5” indicates most preferred and “1” indicates least preferred.



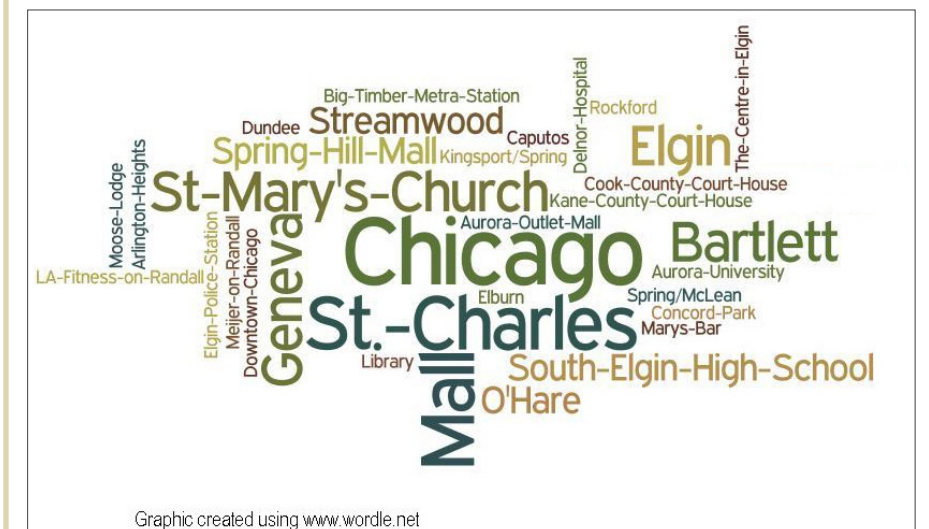
12. Please rank order the following responses to indicate the type of bus service you prefer to ride in South Elgin. Number each option from 5 to 1; do not use any number more than once. "5" indicates most preferred and "1" indicates least preferred.

Answer Options	1	2	3	4	5	Rating Average	Response Count
Dial-a-Ride service where I can make travel arrangements up to 1 hour in advance	12	17	19	14	16	3.06	78
Dial-a-Ride service where I can make travel arrangements up to 1 day in advance	13	21	23	21	1	2.70	79
Service operating on a fixed schedule and timetable	7	18	21	20	17	3.26	83
Subscription service that I sign up for and take to work/home daily at the same time	13	21	12	22	10	2.93	78
I would not use bus service	31	1	4	1	40	3.23	77
	answered question						84
	skipped question						118
	participation rate						42%

13. Would you take Pace bus service to any of the following destinations? (mark all that apply)



14. What other destinations within or outside of South Elgin would you take transit to? (write-in up to 3 locations, using place names or intersections)



Respondents to Question 13 indicate that the following places are of highest importance in terms of potential future transit connections.

- Elgin Community College
- Metra Elgin Station
- Target store on Randall Road
- Jewel grocery store on Randall Road
- Kohl's department store on Randall Road
- Grand Victoria Casino
- Geneva Commons retail center

Once again, large retail destinations and institutional uses (Elgin Community College and Elgin Metra Station) appear to be most desirable/frequent destinations for transit riders.

Question 14 was the least-answered question on the survey form, with only 23% participating. Among the 63 suggestions that were offered, the most common places where people would like transit to go are as follows:

- Chicago
- St. Charles
- The Spring Hill Mall (or just "mall")
- St. Mary's Church
- Elgin
- Geneva
- Bartlett

With the exception of the City of Chicago, the identified destinations are fairly geographically proximate and thereby may be able to be more easily interconnected via the regional bus transit system.

The following figure illustrates the popularity of the provided responses. It provides a visual sense of which places are most important to the 23% of respondents who answered the question.



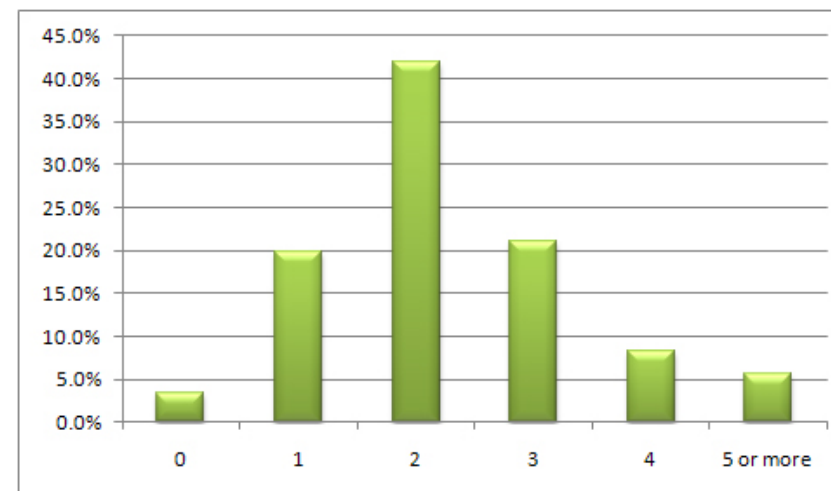
Demographics (Questions 15-18 and 20-23)

This group of questions examine the socio-economic demographics of the respondents, as they relate to this study. The following are significant findings based on the responses:

- South Elgin residents and workers have a high car-ownership rate, with an average of two cars per household. This is consistent with the high percentage of respondents relying on automobiles, with low reliability on and/or desirability to utilize other modes of transportation within the area.
- Respondents were evenly split between male and female. While white respondents made up a majority of ethnic categories at 51.9%, Hispanic respondents comprised more than one third of all respondents at 37%. The high number of Hispanic respondents can be attributed at least in part to the fact that there was a Spanish version of the survey. Spanish version respondents made up nearly one quarter of all responses; in addition, 26 of the 138 (19%) English language respondents identified themselves as Hispanic. This may indicate that South Elgin has a high proportion of Hispanic workers; the 2010 US Census reports that 15.5% of South Elgin residents are Hispanic. This is a significant increase over the 10.3% reported by 2000 US Census figures. The growing Hispanic population (resident and/or employee) may provide increased opportunities to support transit as minority populations tend to utilize transit more frequently than non-minority populations.
- The highest ranking age group of respondents was 35-44 years old, with 25-34 coming in close behind. More 15-19 year-olds than 20-24 year-olds responded to the survey.
- Home zip codes for respondents were nearly exclusively grouped into 60123 (southern Elgin) and 60177 (South Elgin).
- Average household size of South Elgin residents and workers is about four people, followed closely by five people, then two people. The number of employed people per household averages two; this is again consistent with previous responses of employment being concentrated in South Elgin, a majority of people driving to work, and a household having an average of two cars.

- Lastly, household income distribution is skewed toward the lower end, with about 35% of respondents in households with income levels under \$29,000; however, all other income brackets are fairly evenly represented. While not an exclusive indicator of potential transit demand, lower income levels can provide an opportunity to capture riders that may not otherwise be able to afford the carrying costs for multiple vehicles within a single household.
- When combining all data, the respondents' average household income is \$66,275, with median household income calculated at about \$52,500 (which is the average value of the \$45,000 - \$59,000 category, where the true median value lies somewhere within).

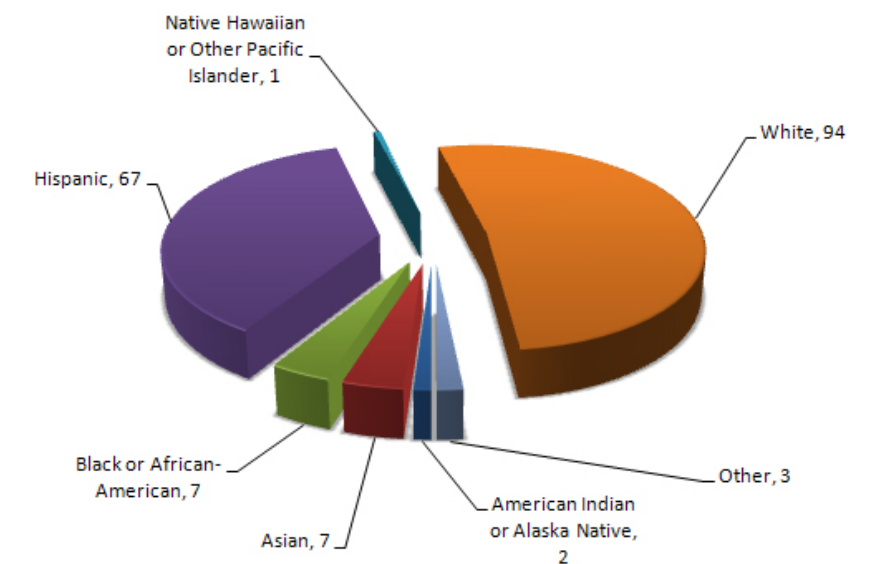
15. How many motor vehicles (car, van, truck, or other) are owned or leased by people in your household?



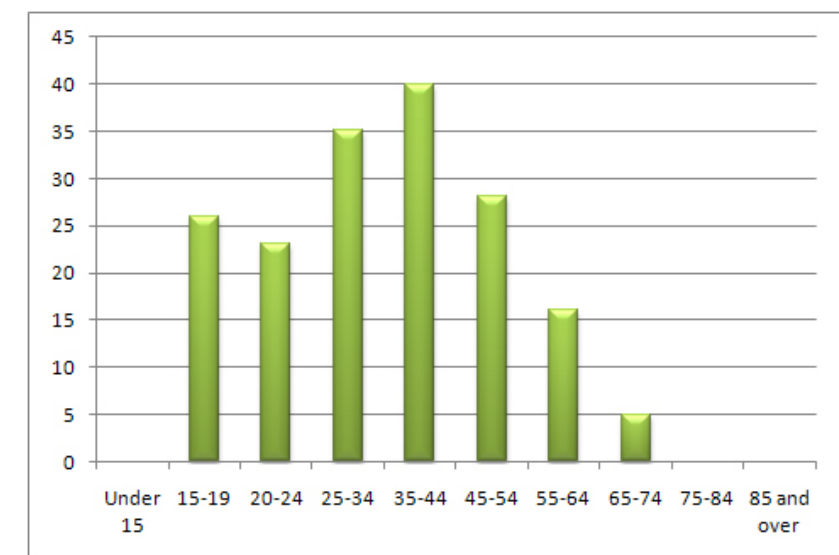
16. Are you:

Answer Options	Response Percent	Response Count
Male	50.3%	88
Female	49.7%	87
answered question		175
skipped question		27
participation rate		87%

17. Are you:



18. What is your age?



20. What is your zip code at home?

Write-in Responses	Response Count
60103	6
60118	3
60120	11
60123	48
60124	4
60140	3
60156	2
60174	7
60175	6
60177	52
60510	2
60649	2
60677	2
answered question	176
skipped question	26
participation rate	87.1%

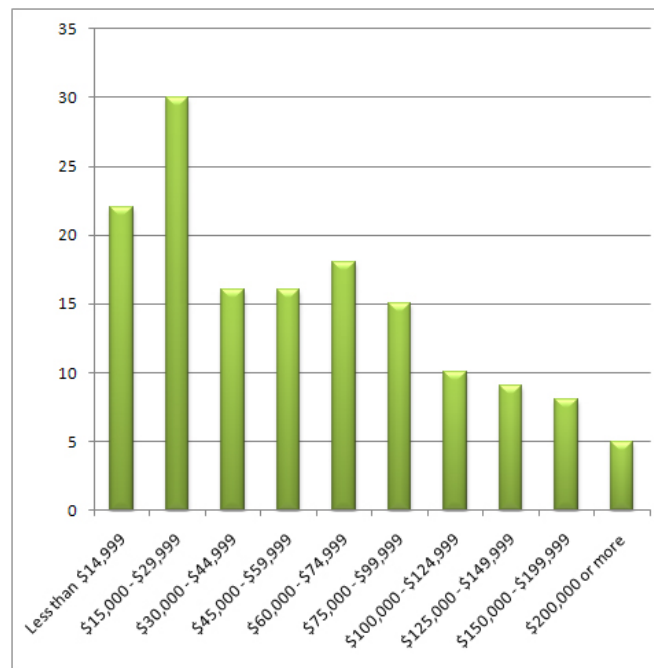
21. Including yourself, how many people live in your household?

Answer Options	1	2	3	4	5	6	7	8	9 or more	Response Count
	11	35	24	48	39	19	2	3	0	181
answered question										181
skipped question										21
participation rate										89.6%

22. Please indicate the number of employed person(s) in your household.

Answer Options	0	1	2	3	4	5 or more	Response Count
	1	42	76	40	11	11	181
answered question							181
skipped question							21
participation rate							89.6%

22. What was your 2009 combined household income?





case studies

Similar Transit Systems:

To assist in identifying the elements of successful transit systems, two case study transit systems were selected and interviewed as part of the South Elgin Transit Improvement Plan. These systems include:

- Villages of Thornton and Northglenn, Colorado
- Village of Niles, Illinois - "Free Bus"

These systems were selected based on their respective similarities to the Village of South Elgin in regards to a combination of recognized transit supportive socio-economic characteristics, route length, and desired system components.

Village of Thornton & Village of Northglenn, Colorado

Case Study Contact: Brian Matthews – Call-n-Ride Manager

Thornton and Northglenn are adjacent cities approximately 12 miles north of downtown Denver and 20 miles southeast of Boulder, Colorado. They are considered to be middle income communities with a mix of residential, multifamily housing, commercial areas, and industrial parks. Bus service is provided by the Denver Regional Transit District (RTD). Fixed route buses serve the general area but the success of fixed route service is constrained by the scattered land use and long distance to destinations within these cities.

The South Thorntown/Northglenn Call-n-Ride service began three years ago when the two municipalities worked together to apply for a grant for the new service. The Call-n-Ride service is a curb-to-curb transportation service that takes riders anywhere they want to go within a designated service area. The rider must call a designated Call-n-Ride phone number to book the trip; trips must be booked at least one hour in advance to up to two weeks from the time of travel. Trips can be taken to any destination within the designated service area. For the service, drivers may combine individual trip requests to create shared rides. Service is available on a first-come, first-served basis.

Using the RTD's assistance, the communities filled out a grant application from the Federal Transit Administration (FTA) and the RTD was awarded a grant on their behalf to operate the service for three years. After the grant funding ran out in August 2010, the RTD agreed to continue to fund the service since it was considered successful. The service averages 3.5 passengers per hour or approximately 50 passengers/day.



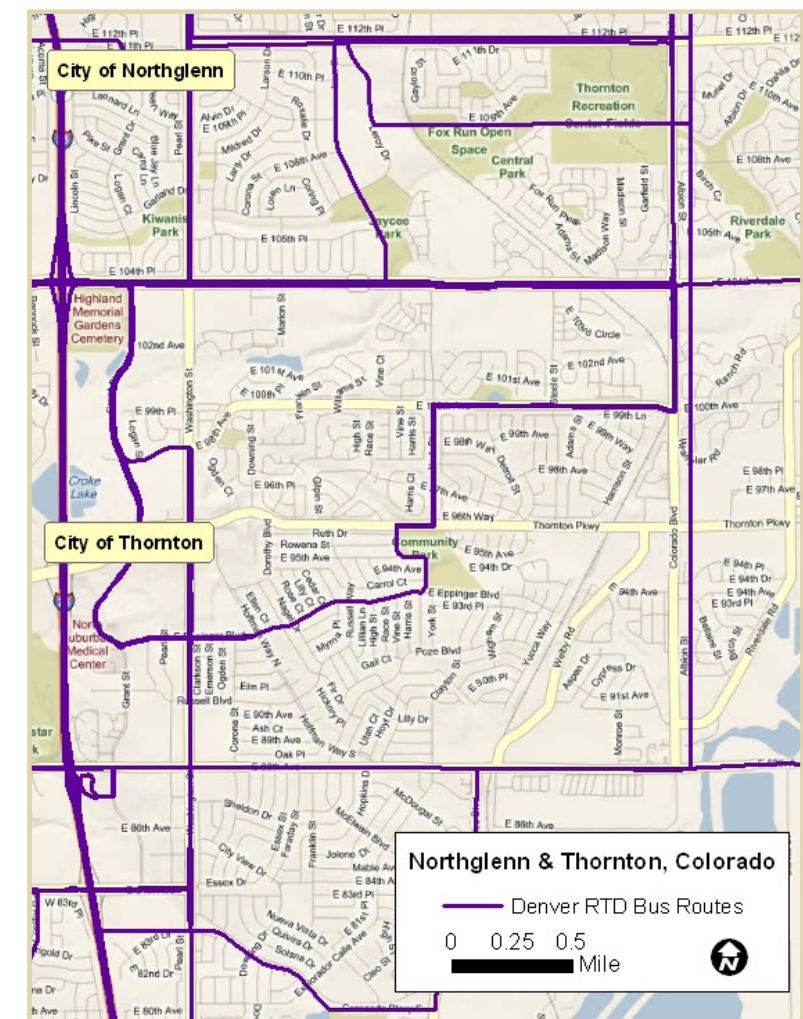
Denver Regional Transit District

The Call-n-Ride covers a part of each municipality and some adjacent areas. RTD has learned from operating Call-n-Rides throughout the Denver metropolitan area that political boundaries do not necessarily make sense as service area boundaries. In Thornton and Northglenn, the municipalities originally wanted the Call-n-Ride to only operate within their Village limits since they were the driving force for the service. RTD did not support the limitations of the service, however, so destinations outside the Village's limits were also included. Utilizing the Call-n-Ride, the passenger is able to make connections with local and express bus routes for travel throughout the metro area as well as with SkyRide service to Denver International Airport.

RTD guidelines on Call-n-Ride services aim to limit the service area of a Call-n-Ride to 5-8 square miles. A longer service area creates longer trips and forces the service to carry fewer passengers. The Call-n-Ride service operates 5:30 am – 8:00 pm on weekdays. There is not enough demand for Saturday service. The service is open to the general public on a first-come-first-serve basis. The service uses 22-ft long buses that can navigate all types of streets. The regular fare is \$2.00 one way; discounted fares for seniors and disabled is \$1.00 one way. Children age 5 years and younger are free.

The ridership demographics include 25-35% seniors and many middle school students who cannot yet drive. Frequent destinations are shopping areas and medical centers. If a Wal-Mart is within a service area, RTD has found that the Wal-Mart is always the top destination creating the most Call-n-Ride trips. Approximately 40% of riders participate in a subscription service. Many of these riders are workers at minimum wage service jobs at grocery stores or shopping centers. Although the Thornton/Northglenn area includes industrial sites, workers at these jobs typically have cars and do not appear to rely on use of the Call-n-Ride service. Throughout the Denver metropolitan area, industrial sites do not attract many Call-n-Ride trips.

When evaluating Call-n-Ride service, RTD desires to have at least 3 passengers/hour to maintain service. It deems a service to be highly successful when carrying at least 5 passengers per hour. Subsidies for Call-n-Ride service are approximately \$12/boarding, which is higher than the subsidy for fixed route service. In customer surveys, RTD has found that Call-n-Ride is its highest ranking service among users, viewed more favorably than rail. Marketing for the Call-n-Ride service includes information and brochures on RTD's website. Since local officials often request Call-n-Ride service, they are active in assisting in advertising the service to their residents. Brochures are included in welcome packets for new residents and with water bills in the mail. Word-of-mouth is viewed as the best advertising once the service proves to provide a benefit to the community.



Existing Denver Regional Transit District (RTD) Bus Routes



TRANSIT IMPROVEMENT PLAN

Village of South Elgin

Village of Niles, Illinois

Case Study Contact: Mr. Michael Haws, Fleet Manager, Village of Niles

Started in the early 1970's the Niles Free Bus is a Village supported circulator system of 10, thirty foot buses running multiple routes throughout the community. The routes are known as Pace routes 411, 412, and 413.

The Village's objective in providing the service is to ensure alternative transportation options for community residents and linkages between the Village's various activity generators. The system and routes are intentionally configured to complement the existing fixed-route services that are provided by Pace along Niles' major rights-of-way.

Niles circulator system design is arranged to maximize accessibility by minimizing the walking distance to circulator routes/stops. As currently configured, most areas in Niles are within a two block walk of a circulator route/stop. To avoid conflicts with Pace's fixed routes the Nile Free Bus is restricted predominantly to Village side streets. Free Bus routes are developed by the community and forwarded to Pace for final approval. This allows the Village to efficiently address local ridership needs and destination desires



Village of Niles Free Bus

while also minimizing overlap with established Pace routes and operations. The Village of Niles currently maintains a fleet of 10 vehicles and is responsible for all vehicle maintenance and hiring of drivers. All maintenance is conducted by the Village within its own facility. Typically, 8 of the 10 vehicles are in use daily while 2 vehicles are held for emergency backup in the event of an equipment breakdown. To meet the service demands of the existing routes, Niles employs approximately 25 part-time drivers.

While a free service to riders, the cost to operate the system is significant. Niles stated that it would be unlikely to afford to start the service today without the reimbursements that it receives from Pace. These reimbursements include driver pay, parts for buses, and a portion of the total fuel costs. Depending on total ridership, the cost to Niles range from \$325,000 to \$400,000 annually. The per person reimbursement value varies by rider type with \$0.50 per ride for seniors, children, and the disabled, and \$1.00 for adults. The largest percentage of system riders are senior citizens. Seniors make up approximately 70% of total riders followed by adults at 20%, and youth at 10%.

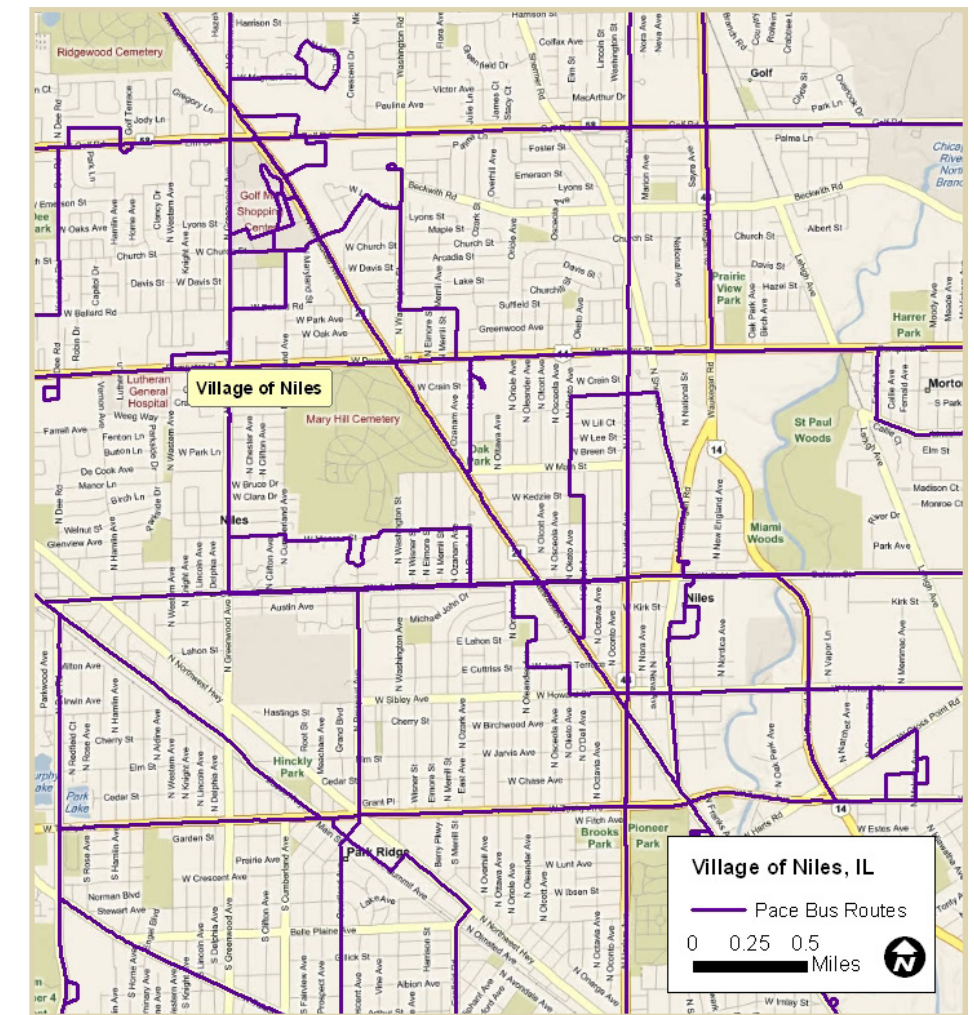
Niles Free Bus - Average Daily Ridership

Route	Weekday Ridership	Saturday Ridership	Sunday Ridership
411	636	452	264
412	236	212	116
413	58	54	25

While ridership remains strong, Niles rider demographics have been changing in recent years as more seniors own cars and continue driving later into life. Seniors have become very reluctant to give up their cars and transition to the use of public transit despite age or health consideration that may necessitate the change. To help maintain ridership the Village does promote the system through its new resident "welcome" packets, how to seminars at the Village Hall, library, and retirement homes, as well as postings on its web site, and printed system maps.

Despite the Niles Free Bus overall success in meeting its objectives and providing needed transportation alternatives for the community it does face a series of challenges. Among the most difficult is the lack of contiguous streets. The meandering routes that are required to get between points contribute to inconsistent arrival times and complaints from riders about the inability to maintain scheduled appointments. This issue is further exacerbated by continuous road construction which causes route deviations and/or increased travel times. In addition to these challenges, the use of part-time drivers, while beneficial in controlling costs does present issues to workforce reliability. Part time drivers are generally retirees who demonstrate a potential to miss work which can result in an inability by the Village to service particular route(s) due to a shortage of drivers.

The development of any future transit circulator service should work to involve those agencies and individuals with extensive experience, such as Pace so as to avoid expensive and time consuming pitfalls of system operation. Inclusion and/or cooperation with these experienced entities does require some loss of flexibility/control but the benefits of a smoother operating system typically outweigh the costs.



Niles Free Bus Routes





service design alternatives

Transit Service Options

Based on the existing conditions evaluations, including the responses collected as part of the transit market survey and stakeholder interviews, there appears to be a desire to provide at a minimum enhanced mobility options into the City of Elgin, to Elgin Community College, the South Elgin Crossing Shopping Center, the industrial park along Sundown Road and South Elgin High School (particularly to provide service for after school activities). In evaluating these expressed desires in conjunction with the estimated ridership demand, there appear to be three potential services that could provide these enhanced mobility options, including:

- Restructured Pace Route 801
- Call-n-Ride Service
- Pace Rideshare Programs

The tabulated responses from the transit market survey indicated a preference for fixed route service. A restructured Pace Route 801 may be the most efficient option from an operational perspective to be able to meet the expressed public transportation needs. A Call-n-Ride service is an alternative designed for the bus to get closer to where people live, work, shop, or go to school. This curb-to-curb demand response type service can increase transit service accessibility to persons who may live and/or work too far from a fixed route or bus stop to make its use convenient.



Elgin Community College Campus Facility

A. Restructured Pace Route 801 Service Option

Pace has informed the Village that it intends to restructure Route 801 as a regional route connecting several communities (e.g. Elgin, South Elgin, St. Charles, Geneva) in the Fox Valley. The restructuring of Route 801 is being done in conjunction with the implementation of a Call-n-Ride service in St. Charles and Geneva. The restructured route would initiate in the City of Elgin, and operate on Route 31, traveling along Spring Street/Hopps Road, and then along Randall Road to the Kane County Judicial Center (See Figure 1). The route would serve the South Elgin Crossing Shopping Center via Thornwood Avenue, Redington Drive, Crestwood Drive, and Briargate Drive. The restructured Route 801 would connect to Route 529 at the Kane County Judicial Center thereby providing transfer options and connectivity to a larger portion of the Fox Valley.

Frequency and Span of Service

The restructured Route 801 would operate approximately every 90 minutes. It is important to have a schedule that operates on a regular basis so that riders may anticipate arrival and departure time and thereby become more comfortable using the service.

The proposed service characteristics for the restructured Route 801 are shown in Table 1.

Table 1: Restructured Pace Route 801 Service Characteristics

	Restructured Pace Route 801
Service Area	Elgin, South Elgin, St. Charles, Geneva
Days of Service	Monday - Saturday
Service Span	Weekdays: 5:20a.m. - 6:50p.m. Saturday: 9:10a.m. - 5:10p.m.
Frequency	Every 90 minutes
Vehicles	Two
Estimated Daily Service Hours	Weekdays: 13.5 hours Saturday: 8 hours

Estimated Annual Cost

Pace publishes the daily operating cost for existing routes in its Quarterly Operating Report. Route 801 currently costs approximately \$77 per hour to operate. The estimated daily cost and annual cost is shown in Table 2.

Table 2: Restructured Pace Route 801 Estimated Operating Cost

	Estimated Daily Cost	Estimated Annual Cost
Weekday	\$1,450.00	\$366,500
Saturday	\$635.00	\$33,000
TOTAL:		\$399,500

Fares and Funding

Funding the potential restructured Pace Route 801 service may require revenues from fares, Pace's operating budget, partnerships, and other sources. Pace's regular and local fares will continue to be charged on the restructured route. The adult fare is \$1.75 and the reduced fare is \$0.85. Reduced fares require a RTA Reduced Card/Permit, School ID, CTA Student Riding Permit, or Pace Permit. Transfers are \$0.25 for adults and \$0.15 for reduced fare passengers. Local transfers, valid only within a local transfer zone are free. The fare for children ages 7-11 is \$0.85. Free rides are allowed for uniformed military personnel or up to two children less than 7 years of age when accompanied by a fare-paying adult.

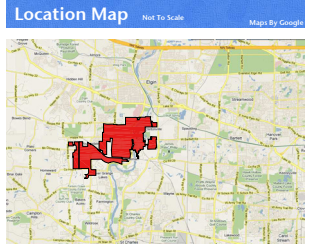
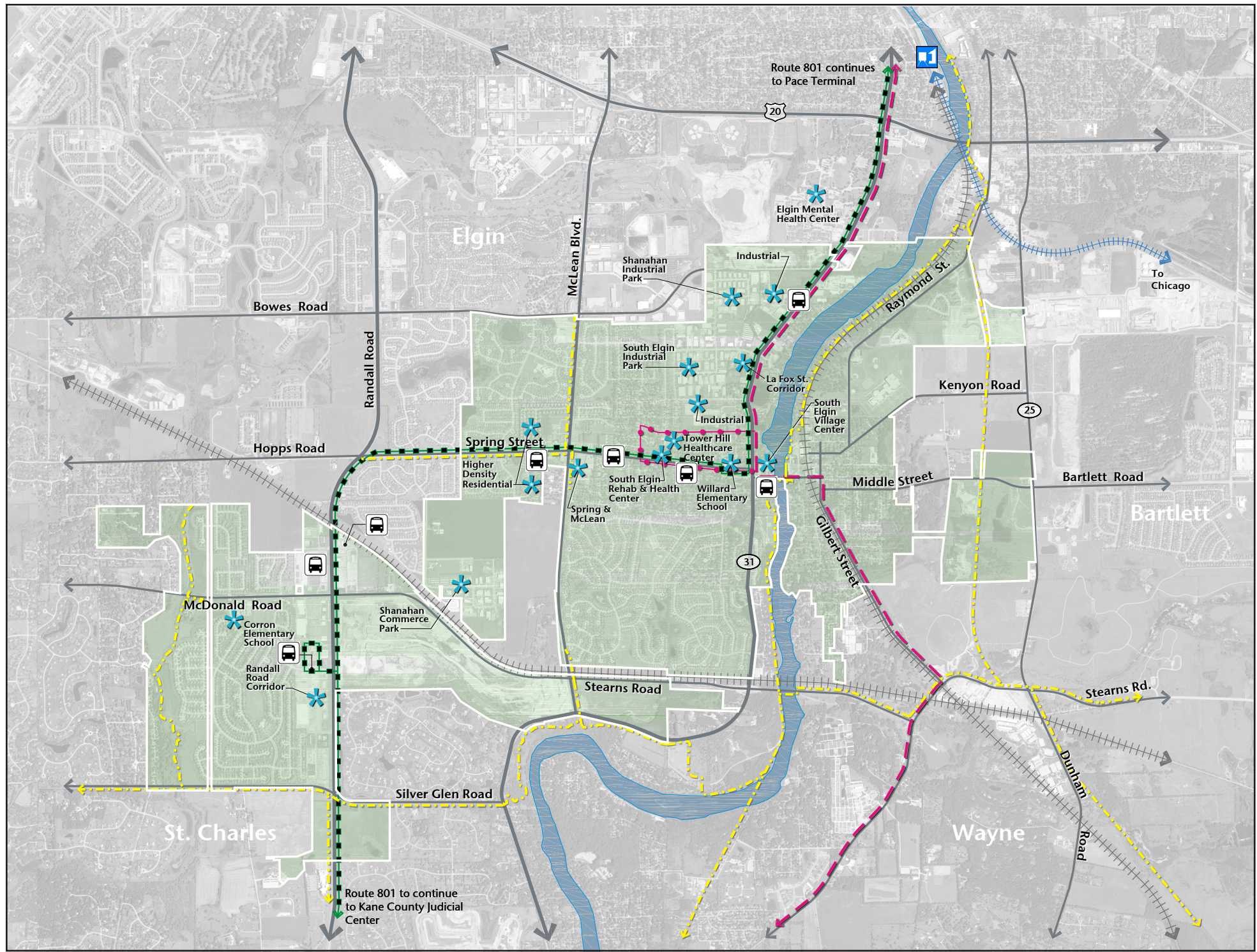
Ridership

Weekday ridership on Pace Route 801 currently averages 230 passengers and 69 passengers on Saturdays. This equates to an annual ridership of approximately 62,250. Overall, an increase in ridership is anticipated as a result of the proposed service restructuring. As mentioned previously, this restructuring is occurring concurrent with the implementation of a Call-n-Ride service in St. Charles and Geneva.

Vehicles

Pace uses 30-foot transit coaches on Route 801. These low-floor vehicles are wheelchair-accessible. These types of vehicles cost Pace approximately \$300,000 and have a useful life of twelve years. No additional vehicles will be required to operate the restructured Route 801.





- Legend**
- Corporate Limits Village of South Elgin
 - Restructured Pace Route 801
 - Existing Pace Route 801
 - Existing Pace Route 801 Certain Trips Only
 - Metra Milwaukee District/West Commuter Line
 - Freight Rail Line
 - Bike Path
 - Metra National Street Train Station

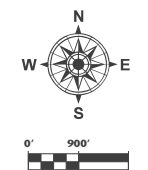


Exhibit 14: Restructured Pace Route 801 Service Option



Stop Locations, Support Facilities, & Pedestrian Access

Pace currently operates a “flag stop” service in South Elgin. This means that the bus will stop at any intersection where it is safe to do so if someone is requesting the bus to stop, often by waving at the bus driver. Pace is beginning to implement a designated stop-only system throughout the metropolitan region. To capture as many riders as possible, it is recommended that consideration be given to installation of passenger amenities (e.g. shelters) at key locations along the restructured Route 801. This effort may contribute to ridership convenience and comfort and as a result enhance ridership demand along the restructured route.

Appropriate locations to consider the installations/provision of shelters include :

- La Fox Street and Beck Avenue
- McLean Boulevard and Spring Street – East
- McLean Boulevard and Spring Street – West
- Thornwood Avenue
- South Elgin Rehabilitation
- Randall Road and Gyorr Avenue

In addition to the potential stops listed above, other stop locations may be evaluated and added as appropriate in the future based upon ridership characteristics and general market demand.

Pace provides a standardized set of shelter designs that may be selected from for placement at the identified locations. Where appropriate, the shelters should blend into South Elgin’s streetscape in an aesthetically pleasing way. Pace’s Ad Shelter Program may provide enhanced design flexibility and could be considered by the Village to achieve their design/aesthetic aspirations for the community. In addition to the shelter, other passenger amenities such as lighting, bench, heating, trash receptacle, and a display space for a local map with the route displayed, hours of operations, service area, fares, arrival times for scheduled stops, and advertising purposes may be considered. To make the service more appealing, an electronic panel that displays route information and real-time next-bus information may also be considered. Implementation of any additional passenger amenities will be dependent on the Village of South Elgin securing outside funding sources such as grants and/or private contributions to offset the costs of these expenditures.

Convenient, safe, and easily recognizable pedestrian access to transit routes and services are critical to maximizing ridership and thereby the overall success of these services. The Village should consider working to enhance where necessary the contributing elements of pedestrian accessibility, specifically:

- Sidewalk linkages between transit stops and stations and the abutting commercial, institutional, and residential neighborhoods;
- Conformance with ADA requirements for area sidewalks and roadway crossings;
- Striping improvements for pedestrian crosswalks as well as pedestrian signals at busy intersections;
- Wayfinding and signage demarcations leading to and from transit nodes and key activity and employment areas;
- Connectivity of local South Elgin bike trails/paths with larger regional systems;
- Streetscape amenities including but not limited to pedestrian scale lighting and landscaping to promote a sense of safety; and
- Transit supportive site design/massing standards (e.g. setbacks, parking placement, and density) for future development and redevelopment activities in the Village.

B. Call-n-Ride Service Option

Call-n-Ride service is a reservation-based, curb-to-curb service that picks riders up and drops them off anywhere within a designated service area. Pace currently operates two Call-n-Rides, one in West Joliet and another in the Round Lake area, and is implementing a third Call-n-Ride in St. Charles and Geneva.

A unique feature of this service is that passengers call the driver directly (via the driver’s cell phone) to arrange their desired trip. The potential service area for the proposed Call-n-Ride would include the Village of South Elgin’s municipal boundaries with the exception of the areas south of the Canadian National railroad tracks and the industrial areas off of Umbdenstock Road (Exhibit 15). Approximately 4.6 square miles are included within the potential Call-n-Ride service area. This type of service may be operated as a “local” service and provide connections to the proposed restructured Route 801 as a regional service. This service differs from the existing Ride In Kane program as that program in South Elgin is restricted to elderly or disabled residents for medical and work/training trip purposes only.

The proposed Call-n-Ride service is open to anyone desiring to use the service within the designated service area boundaries. Passengers do not need to be registered or signed-up to use the proposed service. To schedule/reserve a Call-n-Ride trip, passengers simply call the driver’s cell phone. Passengers may call at least one hour in advance for same day service and/or may schedule trips up to 24 hours in advance. When scheduling a trip, passengers will provide their name, date of travel, pick-up location, destination, and desired arrival time. The driver will inform the passenger of an anticipated pick-up time. Passengers are required to be ready at least 10 minutes before their scheduled pick-up time. To ensure the reliability of the service for other users/passengers, the driver may not wait for passengers who are not ready at their assigned pick-up time.

Passengers with a recurring trip (same days and times) may be able to schedule a subscription trip. These trips are arranged at the same time and day for an extended period of time. This allows regular users to ride the service without calling each day.



Trip reservations are granted on a first come, first served basis. The driver will be responsible for determining the most efficient routing for the passengers. The Call-n-Ride is a shared ride service. There may be multiple passengers in the vehicle at the same time.

A Call-n-Ride service within the study area may be operated independently by the Village of South Elgin or in cooperation with Pace Suburban Bus System. The level of control varies between the two options. South Elgin would be able to control every detail of the service if they directly operated the proposed Call-n-Ride. The Village will not have control over every aspect of the proposed Call-n-Ride if it is operated by Pace. For example, the Village may be able to determine operating hours, but may not be involved in hiring the driver.



Frequency and Span of Service

The proposed service characteristics for the Call-n-Ride Service option are shown in Table 3. Providing early morning and evening service, the service allows people who are not working traditional 8:00 a.m. to 5:00 p.m. workdays to use the service.

Table 3: Call-n-Ride Service Characteristics

	Call-n-Ride Service
Service Area	The Village of South Elgin (north of railroad tracks along Stearns Road)
Days of Service	Monday – Saturday
Service Span	Weekdays: 6:00a.m. – 9:00p.m. Saturday: 7:00a.m. – 7:00p.m.
Frequency	On-demand
Vehicles	One
Estimated Daily Service Hours	Weekdays: 15 hours Saturday: 12 hours

Estimated Annual Cost

The first step in estimating the annual cost for the proposed Call-n-Ride service is to multiply the estimated daily service hours by an estimated cost per hour to produce the estimated daily cost. The cost per hour is estimated to range from \$50 - \$65 per hour based on data from Pace’s existing operations. The cost per hour includes drivers’ salaries, fuel, maintenance, insurance, and overhead costs.

The estimated daily cost was multiplied by 255 weekdays (365 days minus 52 Saturdays minus 52 Sundays minus the six major holidays per year) to determine the annual weekday cost. To estimate the annual Saturday cost, the estimated daily cost is multiplied by 52 Saturdays. The cost for weekdays was added to the cost for Saturdays to get the estimated annual operating cost. The estimated daily cost and annual cost is shown in Table 4.

Table 4: Call-n-Ride Estimated Operating Cost

	Estimated Daily Cost	Estimated Annual Cost
Weekday	\$750-\$975	\$191,300-\$248,700
Saturday	\$600-\$780	\$31,200-\$40,600

TOTAL: \$222,500-\$289,300

Fares and Funding

Funding the potential Call-n-Ride service may require revenues from fares, local partnerships and other sources. A fare of \$1.75 is recommended. This is the same fare Pace charges on their existing Call-n-Ride services. Since the Call-n-Ride is not a fixed route service, Pace offers no reduced fares or free rides for seniors, Circuit Permit holders, or those with RTA Reduced Fare ID cards. Free rides are allowed for uniformed military personnel or up to two children less than 7 years of age when accompanied by a fare-paying adult.

Ridership

Pace has developed a formula for estimating ridership on proposed Call-n-Rides. This formula uses the following inputs:

- Zone size
- Population density
- Employment density
- Number of connecting bus routes
- Percentage of the population in the zone over age 65

For the potential South Elgin Call-n-Ride, 3.4 riders per hour are predicted to utilize the service as proposed. Weekday ridership is estimated to be 50 and Saturday ridership is estimated to be 40. Annual ridership is estimated to be 15,000.

Vehicles

To be able to meet the estimated ridership demand projected for the service area a 10– 12 passenger, wheelchair-accessible vehicle is recommended. These types of vehicles typically cost between \$50,000 and \$75,000 and have a useful life of five to seven years. If the Village operates the service, they may be able to lease at a very low cost a vehicle from Pace through its Community Vehicle Program. If a Pace vehicle were to be used for this service, it is recommended that a different paint scheme than the one used on their other paratransit vehicles be implemented. This would help to differentiate the proposed Call-n-Ride vehicle and prevent confusion with other Ride-in-Kane paratransit vehicles operating in the area.



Pace Community Vehicle Program

Stop Locations and Support Facilities

Ridership comfort and convenience is a significant contributor to generating successful ridership demand. To capture as many riders as possible, it is recommended that consideration be given to installation of passenger amenities (e.g. shelters) at key locations in the proposed Call-n-Ride zone. An important location to consider for installation/provision of a shelter includes the South Elgin Crossing Shopping Center.

Pace provides a standardized set of shelter designs that may be selected from for placement at the identified locations. Where appropriate, the shelters should blend into South Elgin’s streetscape in an aesthetically pleasing way. Pace’s Ad Shelter Program may provide enhanced design flexibility and could be considered by the Village to achieve their design/aesthetic aspirations for the community. In addition to the shelter, other passenger amenities such as lighting, bench, heating, trash receptacle, and a display space for a local map with the service area displayed, hours of operations, fares, and advertising purposes may be considered. Implementation of any additional passenger amenities will be dependent on the Village of South Elgin securing outside funding sources such as grants and/or private contributions to offset the costs of these expenditures.

C. Additional Transit Options - Pace Rideshare Programs

There are two programs offered by Pace that may meet the needs of employees in South Elgin (especially those within the local office or industrial parks) who cannot use the recommended services. These programs include: 1) Pacerideshare.com is a free web service that helps match people together who are interested in carpooling. Once matched, interested parties utilize their own vehicles, set their own hours and split commuting costs for fuel, tolls, parking and vehicle wear and tear as mutually agreed upon. 2) If a carpool has 5 or more participants, then they are eligible to form a Pace vanpool. A vanpool is designed to transport a group of 5 – 13 people who live and work near one another and share a similar work schedule. Each rider pays a low monthly fare based on the distance traveled and number of participants. The fare covers the entire cost of the vanpool including gas, maintenance, insurance, cleaning, and tolls. One of the participants volunteers to drive the van. The driver does not pay a fare and receives 300 miles for personal use per month. A back-up driver also receives a small monthly fare discount. Employers can sign up for the Pace Rideshare Program as a way to encourage their employees to “share the ride” and lower commuting costs while reducing the number of parking spaces needed at their place of employment.



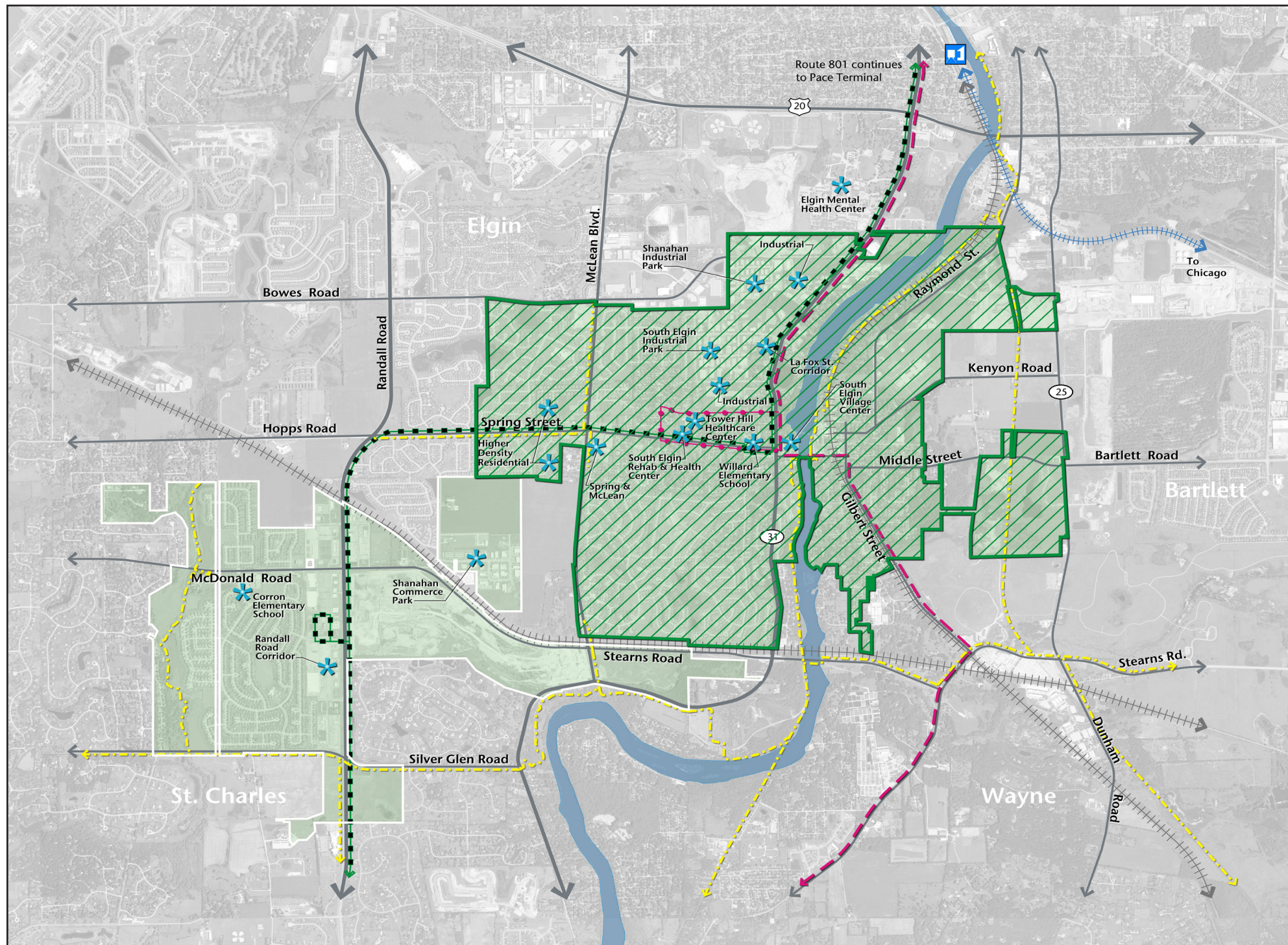


Exhibit 15: Call-n-Ride Service Option





implementation priorities

Implementation Strategy:

Developing the desired transit improvement alternatives for the Village of South Elgin is the initial step in the planning process to enhance opportunities within the community. To assist the Village, the following implementation priorities provide a description of the tasks, initiatives, and responsibilities of the Village and other agencies, and organizations charged with moving the envisioned projects forward. Timeframes have been assigned to each implementation step. Those noted as Immediate are suggested to occur within year 1; Short-Term are to occur in 1 to 3 years; and Long-Term have an anticipated timeframe of 3+ years.

Among the stakeholders anticipated to be involved in the plan's implementation include:

- Pace, RTA, KDOT, IDOT, and Metra who may assist with the design coordination and implementation of the potential transit service improvements.
- Federal and state agencies providing funding for transit service infrastructure (e.g. vehicles, shelters, operators, etc.) as identified within the service alternatives.
- The Village of South Elgin who may assist in overall coordination, planning, financing, and system guidance related to service development.
- Local businesses, institutions, property owners, and developers who may be utilized to assist in securing the necessary financing and comprehensive marketing and promotion of the desired services.
- The South Elgin Economic Development Council (SEED) who may assist by encouraging businesses to promote the transit services and recruit ridership via their visitors and patrons, provide marketing activities, and connect local businesses with possible advertising opportunities that may be used to provide a portion of the service funding.
- Residents, business owners, employees, and patrons who may assist by committing to use the service when patronizing and supporting businesses and institutions within the service area.

The conditions and variables upon which the Transit Improvement Plan is built, are by their nature fluid, and cannot be predicted with 100% accuracy. To ensure the plan's assumptions, goals, objectives, and alternatives continue to be representative of the community, they should be periodically reevaluated. This reevaluation will allow necessary modifications and adjustments to the plan so this is kept current with the long-term vision and needs of the Village of South Elgin. It is recommended that the plan be reviewed annually, with preparation and adoption of appropriate updates every five years.

To ensure the success of the Transit Improvement Plan, the Village will have to overcome continually changing priorities, budgetary constraints, facilitation difficulties among the various public agencies and private interests impacting transit and transportation systems in the community. This is the challenge facing the Village of South Elgin. It is a challenge that was welcomed by the Village when this Transit Improvement Plan was commissioned. It is a challenge that South Elgin will overcome in continuing to provide the highest quality transit options for its residents, businesses, and patrons/visitors.

Approve and Incorporate the South Elgin Transit Improvement Plan into an Update of the Village Comprehensive Plan

The value and effectiveness of the South Elgin Transit Improvement Plan is directly correlated to the Village's willingness to embrace its alternatives and aggressively work toward their implementation. Approval and incorporation of the Plan as part of the Comprehensive Plan is a definitive first step in demonstrating the Village's belief in and commitment to the positive benefits that the Plan may provide to the community. Immediately following completion of the Plan the Village may undertake the necessary and appropriate steps to approve and incorporate as an addendum the Plan into the Village's Comprehensive Plan.

Priority, Timeframe, and Responsible Parties:

- Priority: High Priority
- Timeframe: Immediate
- Responsible Parties: Village of South Elgin

Action Steps:

The Village may consider undertaking the following activities to approve and incorporate as an addendum the South Elgin Transit Improvement Plan into the Village Comprehensive Plan:

- Assign a liaison from the Transit Improvement Plan Steering Committee (presumably a South Elgin staff member) to serve in an advisory role on the amendment to the Comprehensive Plan. The liaison may be available to address specific questions in relation to goals, objectives, Transit Improvement Plan alternatives, and implementation priorities identified within the plan.
- In conformance with the regulatory procedures for updates to the Comprehensive Plan, distribute the updated Plan documents to the Planning and Zoning Commission for their review.
- Schedule the requisite public hearings before the Planning and Zoning Commission for review and public comment of the Comprehensive Plan update.
- Following closure of the public hearing, the Planning and Zoning Commission may vote on a recommendation to the Village Board to approve, amend, or deny the Comprehensive Plan addendum.
- The Village Board may consider the received recommendation of the Planning and Zoning Commission in regards to the Comprehensive Plan addendum and following which they may vote to approve, amend, or deny the addendum to the Comprehensive Plan.



The success to implementation depends upon the cooperative, concerted, and coordinated efforts of the above agencies.



Coordinate with Pace on Implementation of the Proposed Route 801 Reconfiguration

Pace is currently in the process of evaluating the potential to reconfigure Route 801 to better serve as a regional service route between the communities of Elgin, St. Charles, Geneva, and South Elgin. The Village of South Elgin should work cooperatively with Pace to refine and formalize the parameters of the reconfigured Route 801, including the route, service hours, and operational characteristics to allow for a definitive determination of its benefits to transit operations within the Elgin, St. Charles, Geneva, and South Elgin area.

Priority, Timeframe, and Responsible Parties:

- **Priority:** High Priority
- **Timeframe:** Immediate
- **Responsible Parties:** Pace Suburban Bus Service with support from the Village of South Elgin

Action Steps:

The Village should consider working collaboratively with Pace Suburban Bus Service to complete the following task in regards to the agency's implementation for the Route 801 reconfiguration:

- Meet with Pace to discuss the recommendations of the South Elgin Transit Improvement Plan as it relates to the proposed reconfiguration of Route 801.
- Review Pace's internal evaluations and recommendations in regards to the rerouting of the Route 801 service.
- South Elgin should assign a direct liaison from the Village to promptly provide Pace with any requested information, address questions that may develop during the service evaluation, and serve as a conduit for Pace to access Village Officials, staff, and community stakeholders.
- Request from Pace a preliminary timeline of when implementation of the Route 801 service reconfiguration may be completed.
- Request from Pace a list of any information needed to assist in the rerouting evaluation.
- Request from Pace the opportunity to actively participate in the identification of the new route and operational characteristics of the proposed service based on the adopted Transit Improvement Plan and any additional evaluation parameters.
- Based on the recommendation of the rerouting evaluation South Elgin may work to secure municipal support for implementation of the service. This support may take the form of a formal letter of support from the Village for the restructured route to be provided to Pace during the course of the public hearing process. South Elgin may also encourage other municipalities (e.g. Elgin, St. Charles, Geneva, and Kane County) to also support the restructuring.
- Assist Pace where possible with promotion, marketing, and education initiatives to inform the general public of the new Route 801.

Coordinate with Pace to Monitor Route 801 Restructuring

During the initial year of operation it is critical that the restructured Route 801 be routinely monitored for its success in meeting the defined goals and objectives of the rerouting. On-going monitoring will allow Pace and the Village to make appropriate adjustments to the route during its infancy to ensure its maximum convenience and ridership potential.

Priority, Timeframe, and Responsible Parties:

- **Priority:** High Priority
- **Timeframe:** Immediate/Short Term
- **Responsible Parties:** Pace Suburban Bus Service with support from the Village of South Elgin

Action Steps:

The Village should consider working collaboratively with Pace Suburban Bus Service to complete the following task in regards to monitoring ridership changes resulting from Route 801 reconfiguration:

- Request from Pace, on and off ridership data for each stop along the restructured Route 801 at three, six, nine, and twelve months intervals following implementation of the Route 801 restructuring.
- Examine the ridership data for stops with increasing boarding and alighting activity. Locations with increasing activity may be candidates for the provision of bus shelters or other rider amenities.
- Work with Pace to develop and conduct a passenger survey to determine how their use of the Route 801 has changed.
- Work with Pace to implement any appropriate service changes that may be identified as necessary based on the data collected during the first year of operation.



The RTA offers four specific planning, operating, and capital funding programs. These programs target innovative projects that will increase transit usage, improve the efficiency and effectiveness of the region's current transit system, provide for better mobility for seniors and people with disabilities, and improve job access.

Coordinate a Call-n-Ride Feasibility Evaluation

The South Elgin Call-n-Ride option identified within the plan is designed to enhance service to those portions of the community that may not be easily accessible to the proposed Route 801 reconfiguration. Pace has implemented this type of service in other communities (e.g. West Joliet and Round Lake) and is currently working toward implementation in the Cities of St. Charles and Geneva. The Village of South Elgin should work cooperatively with Pace to refine and formalize the parameters of the recommended service, including service hours, and operational responsibilities and characteristics to allow for a detailed evaluation and definitive determination of its benefits to transit operations with the South Elgin area.

Priority, Timeframe, and Responsible Parties:

- **Priority:** Medium Priority
- **Timeframe:** Short Term
- **Responsible Parties:** Village of South Elgin with support from Pace Suburban Bus Service

Action Steps:

The Village should consider working collaboratively with Pace Suburban Bus Service to complete the following task in regards to the preparation of a feasibility evaluation for the South Elgin Call-n-Ride service:

- Meet with Pace to discuss the recommendations of the South Elgin Transit Improvement Plan, specifically the recommendations related to a local Call-N-Ride service within the community.
- South Elgin should assign a direct liaison from the Village to work with Pace to jointly develop the feasibility evaluation and serve as a conduit between Village Officials, staff, community stakeholders, and Pace.
- Request from Pace a list of any additional information beyond that contained within the Transit Improvement Plan that is typically used to assist in the formalization of the Call-n-Ride.
- Actively cooperate with Pace in the formalization of the service area and operational responsibilities and characteristics of the potential service based on the adopted Transit Improvement Plan and any additional evaluation parameters.
- Based upon the findings of the feasibility evaluation make a determination as to the most appropriate entity to be responsible for operation of the Call-N-Ride service (e.g. Village of South Elgin, Pace, private operator)
- South Elgin may work to secure municipal support and where appropriate funding assistance for implementation of the service.



Pace's Call-n-Ride Service

In 2008, Pace launched its first ever Call-n-Ride program in West Joliet and its second, dubbed the Round Lake Area Call-n-Ride, at the end of 2009. This innovative new approach to local public transit service is a reservation-based, curb-to-curb service that picks up riders and takes them anywhere within a designated geographic service area. This service differs from other curb-to-curb service like Dial-a-Ride and ADA Paratransit service because it is open to the general public.



Riders can travel to many destinations, including work, school, shopping, medical offices or to other Pace routes as long as these destinations are within the geographic boundaries of the service area. Riders travel on a small, wheelchair-accessible Call-n-Ride bus. The vehicle is recognizable with its large green phone number and "phone on wheels" logo (see photo to the top right). Trip reservations are granted on a first come, first served basis.

Call-n-Ride is a "shared ride" service, so there will typically be other passengers in the vehicle at the same time. Various passengers' destinations may not be directly in line with each other, and the driver is in charge of serving all destinations in a logical manner.

Call-n-Ride is a service that operates in addition to existing transportation services. The difference between a Call-n-Ride and Dial-a-Ride is that Call-n-Ride is open to anyone, the hours of service are different, and Call-n-Ride reservations can be made on the same day. Service boundaries and fares are also different.

Establish Public/Private Financing Partnerships

Work with community institutions, agencies, organizations, businesses, and developers to help fund a test program as well as provide on-going funding of the service following completion of the test program. Partnership participants may include the Village of South Elgin Parks and Recreation Department, SEED, Randall Road Corridor, Tower Hill Healthcare Center, South Elgin Rehabilitation & Health Center, Elgin Mental Health Center, Shanahan Industrial Park, South Elgin Industrial Park, City of Elgin, and others.

Priority, Timeframe, and Responsible Parties:

- **Priority:** Medium Priority
- **Timeframe:** Short Term
- **Responsible Parties:** Village of South Elgin, Local Businesses, Organizations, and Institutions

Action Steps:

- Prepare a list of targeted businesses, organizations, and institutions currently providing and/or likely to directly benefit from the Village's provision of transit service improvements (e.g. reconfigured Route 801 and Call-N-Ride).
- Initiate discussions with the identified businesses, organizations, and institutions to inquire about their specific needs and/or services as well as existing costs for those currently providing independent transit service operations for their clients/employees.
- Prepare a cost benefit analysis for those businesses, organizations, and institutions to demonstrate how partnering with the Village as part of the proposed Call-n-Ride Service can both meet their needs and save them financial resources on an annual basis.
- Solicit participation agreements with those businesses, developers, and organizations to fund start-up and on-going operations of the proposed Call-N-Ride Service.

Establish a Village Transit Improvement Task Force

In order to effectively advocate, promote, market, and monitor the delivery of the transit services, the Village of South Elgin should consider the establishment of a Transit Improvement Task Force. The Task Force should be comprised of a highly diversified collection of stakeholders from throughout the community. This may include Village officials and staff, residents, employers, leaders of neighborhood groups and organization, as well as representative experts from local and regional transportation agencies (i.e. RTA, Pace, and Metra). Task Force's first activities would include monitoring ridership changes resulting from the Route 801 restructuring and working towards the implementation of a South Elgin Call -n-Ride.

Priority, Timeframe, and Responsible Parties:

- **Priority:** Medium Priority
- **Timeframe:** Long Term
- **Responsible Parties:** Village of South Elgin with assistance from SEED, RTA, Pace, and Metra

Action Steps:

- Prepare a mission statement outlining the Task Force structure, membership composition, appointment procedures, appointment term lengths, goals, objectives, responsibilities, and organizational/meeting characteristics. The Village Board should review and approve creation of the Transit Improvement Task Force.
- Prepare a list of qualified candidates from the representative stakeholders groups for consideration to appointment to the Transit Improvement Task Force.
- Initiate regular Transit Improvement Task Force meetings in accordance with the requirements and responsibilities outlined and approved with the group's mission statement.





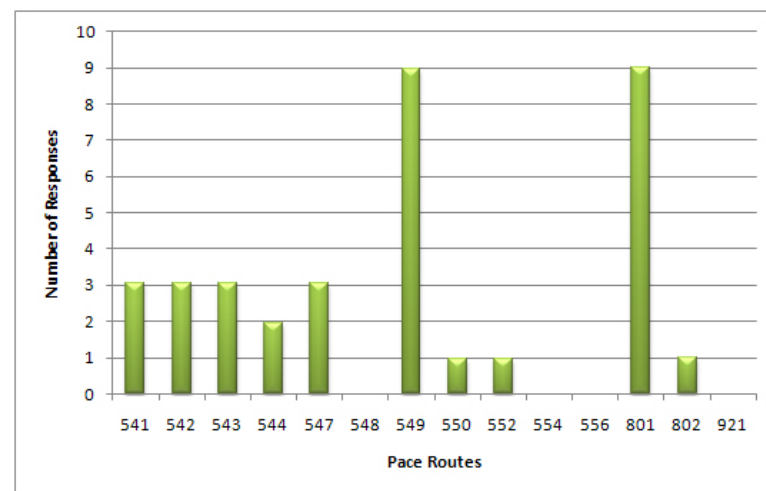
appendix

Information Solicited

Unlike the synthesized information presented in the “transit market surveys”, the tables and graphics in the appendix are based on the raw data collected through the digital and manual surveys. The tables provide detailed responses, with supporting charts and graphics.

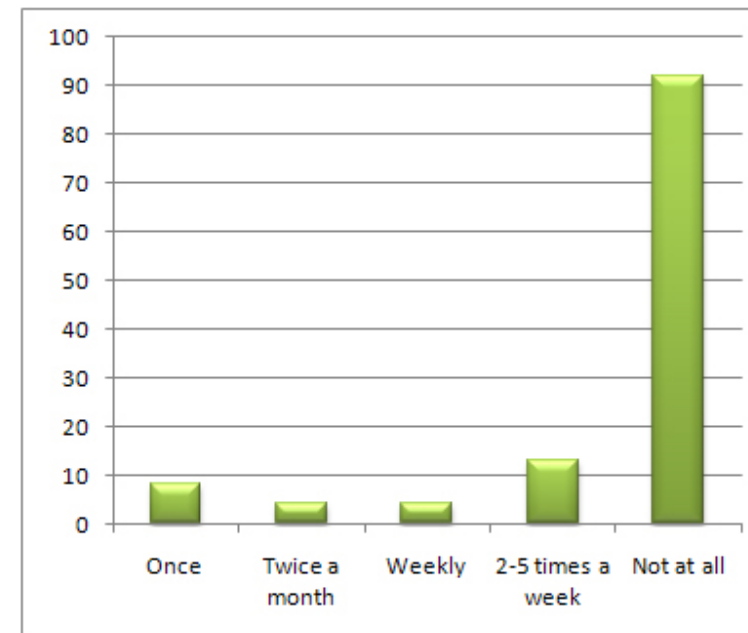
1. If you currently use Pace service, please indicate the route or routes you use most often:

Answer Options	Response Percent	Response Count
541	2.3%	3
542	2.3%	3
543	2.3%	3
544	1.5%	2
547	2.3%	3
548	0.0%	0
549	6.7%	9
550	0.7%	1
552	0.7%	1
554	0.0%	0
556	0.0%	0
801	6.7%	9
802	0.7%	1
921	0.0%	0
None (skip to question 3)	85.0%	114
Other (please specify)	0.0%	0
answered question		134
skipped question		68
participation rate		66%



2. How often have you used any Pace service(s) in the past MONTH:

Answer Options	Response Percent	Response Count
Once	6.6%	8
Twice a month	3.3%	4
Weekly	3.3%	4
2-5 times a week	10.8%	13
Not at all	76.1%	92
answered question		121
skipped question		81
participation rate		60%



3. Do you use Route 801 to access a Metra station?

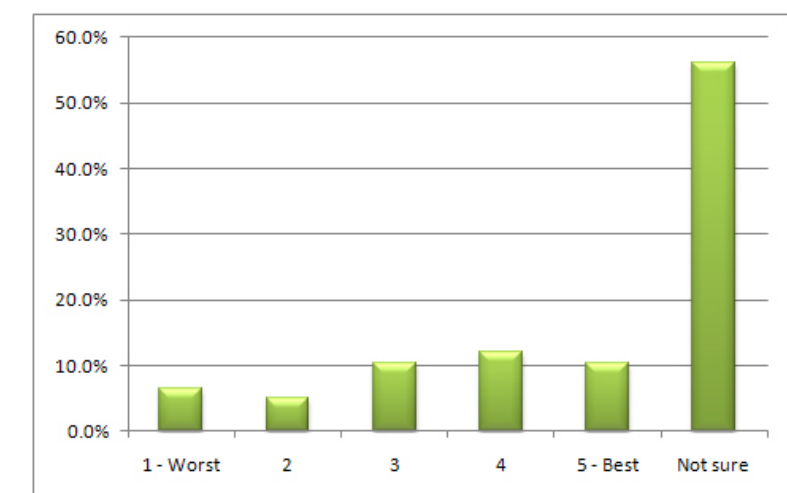
Answer Options	Response Percent	Response Count
Yes	14.5%	25
No (Note - you will automatically skip to #5 if you select this response)	85.5%	147
answered question		172
skipped question		30
participation rate		85%

4. If YES, which station?

Answer Options	Response Percent	Response Count
Elgin	61.8%	21
Geneva	8.8%	3
National Street	29.4%	10
answered question		34
skipped question		168
participation rate		17%

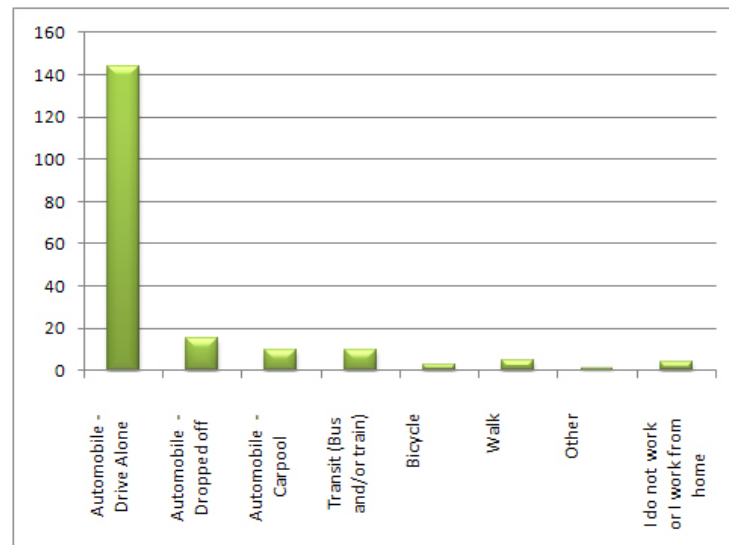
5. On a scale of 1 to 5, with 1 being the worst and 5 being the best, how would you rate the existing Pace bus services (in terms of schedule, frequency, and coverage of your community)?

Answer Options	Response Percent	Response Count
1 - Worst	6.4%	10
2	5.1%	8
3	10.2%	16
4	12.1%	19
5 - Best	10.2%	16
Not sure	56.1%	88
answered question		157
skipped question		45
participation rate		78%



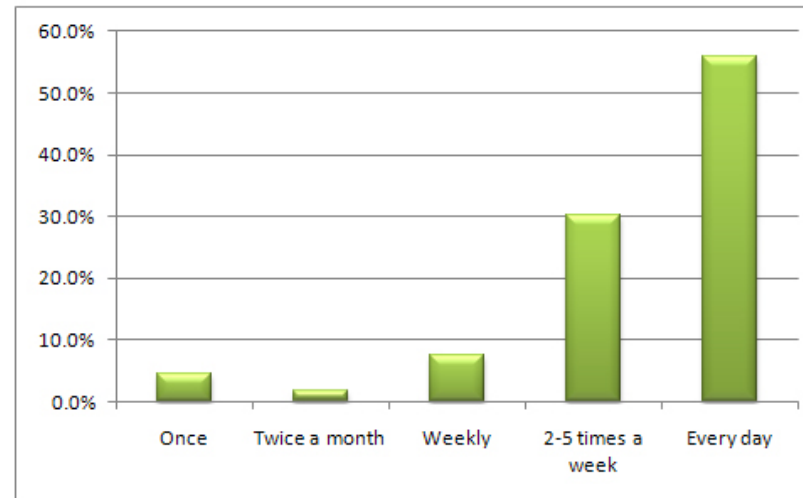
6. When going to work, what is the mode of transportation you use the MOST often?

Answer Options	Response Percent	Response Count
Automobile - Drive Alone	75.0%	144
Automobile - Dropped off	7.8%	15
Automobile - Carpool	5.2%	10
Transit (Bus and/or train)	5.2%	10
Bicycle	1.5%	3
Walk	2.6%	5
Other	0.5%	1
I do not work or I work from home	2.1%	4
answered question		192
skipped question		10
participation rate		95%



7. How often did you commute using this mode of transportation in the past MONTH?

Answer Options	Response Percent	Response Count
Once	4.6%	8
Twice a month	1.7%	3
Weekly	7.6%	13
2-5 times a week	30.2%	52
Every day	55.8%	96
answered question		172
skipped question		30
participation rate		85%



8. At what major intersection does your work trip end?

Question 8 asked respondents to choose from a list of streets for the intersection closest to their workplace and saw an 81% participation rate. The question gauged the areas where respondents work.

9. Which city or village is your place of work located in?

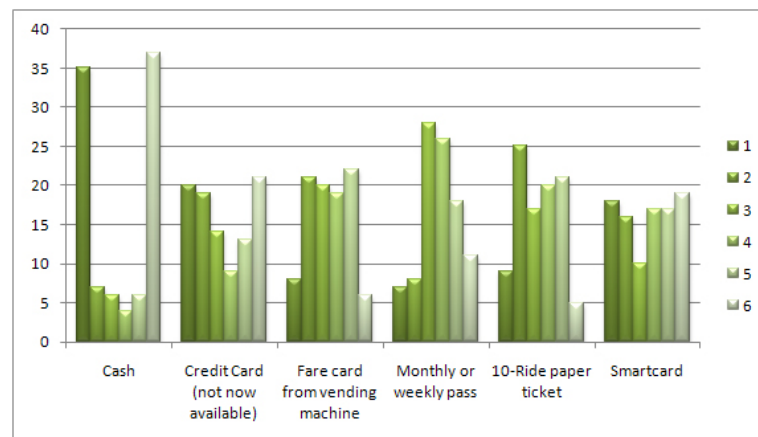
Answer Options	Response Percent	Response Count
South Elgin	82.1%	115
Elgin	6.2%	9
Bartlett	0.0%	0
St. Charles	2.1%	3
Chicago	3.4%	5
Other (please specify)	9.6%	14
answered question		190
skipped question		12
participation rate		94%

Other (please specify)
Arlington Heights
Barrington
Batavia (x 2)
Carol Stream
Franklin Park
Geneva
Hoffman Estates
Naperville
Roselle
Wheaton
Woodstock IL



10. Please rank the following responses to indicate how you prefer to pay when boarding a transit vehicle. Number each option from 6 to 1; do not use any number more than once. “6” indicates most preferred and “1” indicates least preferred.

Answer Options	1	2	3	4	5	6	Rating Average	Response Count
Cash	35	7	6	4	6	37	3.53	95
Credit Card (not now available)	20	19	14	9	13	21	3.41	96
Fare card from vending machine	8	21	20	19	22	6	3.46	96
Monthly or weekly pass	7	8	28	26	18	11	3.75	98
10-Ride paper ticket	9	25	17	20	21	5	3.35	97
Smartcard	18	16	10	17	17	19	3.58	97
answered question								99
skipped question								103
participation rate								49%



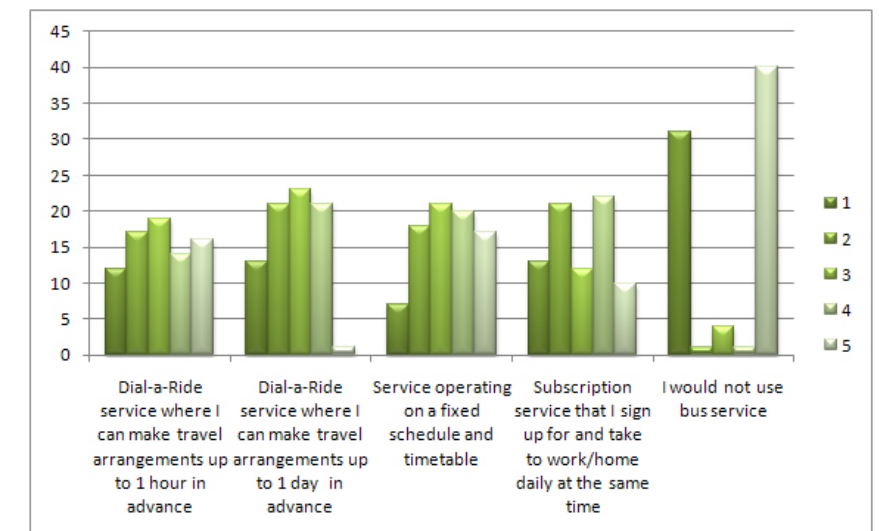
11. Please rank order the following responses to indicate what would encourage you to ride Pace buses more often. Number each option from 5 to 1; do not use any number more than once. “5” indicates most preferred and “1” indicates least preferred.

Answer Options	1	2	3	4	5	Rating Average	Response Count
More frequent service	27	7	17	20	24	3.85	95
Service closer to home	15	16	13	22	30	4.22	96
Service closer to destination	4	17	35	24	15	4.22	95
Later weekday service	13	36	20	15	11	3.72	95
Earlier weekday service	36	18	9	14	17	3.53	94
answered question							98
skipped question							104
participation rate							49%



12. Please rank order the following responses to indicate the type of bus service you prefer to ride in South Elgin. Number each option from 5 to 1; do not use any number more than once. “5” indicates most preferred and “1” indicates least preferred.

Answer Options	1	2	3	4	5	Rating Average	Response Count
Dial-a-Ride service where I can make travel arrangements up to 1 hour in advance	12	17	19	14	16	3.06	78
Dial-a-Ride service where I can make travel arrangements up to 1 day in advance	13	21	23	21	1	2.70	79
Service operating on a fixed schedule and timetable	7	18	21	20	17	3.26	83
Subscription service that I sign up for and take to work/home daily at the same time	13	21	12	22	10	2.93	78
I would not use bus service	31	1	4	1	40	3.23	77
answered question							84
skipped question							118
participation rate							42%



Manual Entry Exceptions

Question numbers 10, 11, and 12 generated several formats of answers from respondents taking the hard copy version of the survey that varied from the associated instructions with the questions. Each question asked the respondent to rank-order 5-6 preferences on a sliding scale from 5 (or 6) to 1, with “5” (or “6”) indicated most preferred and “1” indicating least preferred. Respondents who took the digital version of the survey all answered the questions correctly because the SurveyMonkey requires that only one preference for each criterion can be selected, and that selection cannot be used for more than one criterion. For example, one cannot rank a “3” for two of the five statements regarding one’s fare preference for boarding a bus; the program automatically erases the first “3” the user selected. Furthermore, it requires the respondent to make another selection for the preference and rank all other preferences before continuing on to the next question (or else to skip the question entirely).

Comparatively, while approximately one quarter of hard copy respondents followed the instructions and ranked-ordered responses correctly, another quarter skipped the questions, and about half the respondents answered the question incorrectly. Realizing that the incorrectly answered questions still contain valuable information that respondents were trying to communicate, these questions were extracted and a separate, parallel analysis of these questions were performed.

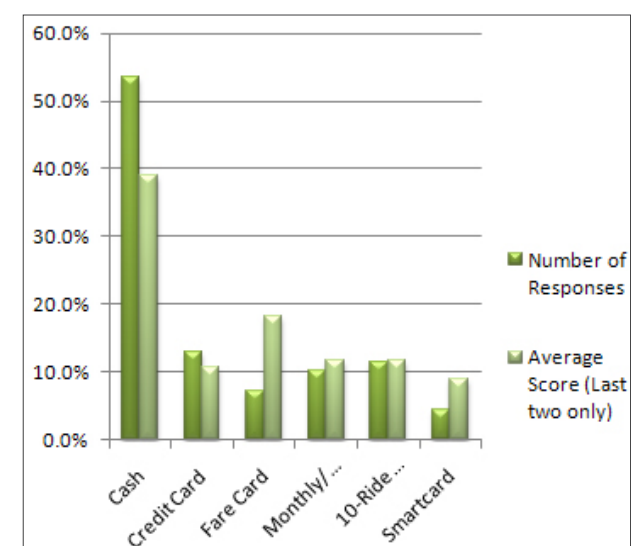
Incorrectly-completed responses were divided into three categories including:

- Where only one of the 5-6 preferences was marked – either by a checkmark or x-mark.
- Questions where a single numeric value was selected for only one preference while leaving the rest of the preferences blank.
- Questions where numeric values were used more than once – for example using “1” for four preferences, “5” for another and skipping the last, or any similar combination involving an answer to more than one response.

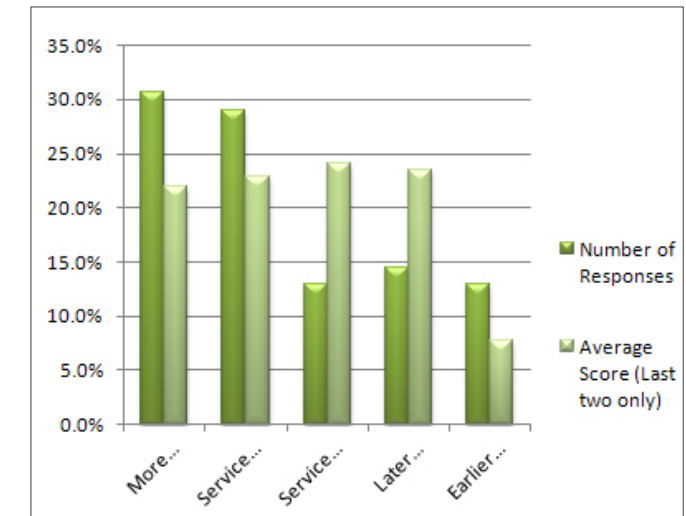
While these answers do not provide a comparative evaluation of user preference against all other choices (and thus a different type of analysis), they still provide some insight into what single mode(s) users prefer. Taken together, both correctly and incorrectly answered questions provide sufficient indicators of personal preference.

- Results for Question 10 using this form of analysis reiterate strong feelings towards using cash; this option had both the highest number of responses and the highest average score. This form of analysis may also suggest that those who correctly completed the survey could have mistaken the relative weighting of response choices “1” and “6”. For instance, those who selected “6” may have erroneously thought it meant “most preferred”; if so, both analyses of Question 10 would indicate cash is the most preferred fare option overall. Subsequently, the ability to use cash as a fare option appears to remain highly desirable among survey respondents.
- Responses to Question 11 indicate that “later service” is of the least importance. “More frequent service” and “service closer to home” were important to the largest number of respondents, consistent with the results of the correctly answered questionnaires. One possible improvement which would address this desire is a call-n-ride service which would pick up passengers at their homes at a scheduled time and bring them to connecting local and express bus routes.
- Finally, Question 12 concurs with the correctly answered responses in terms of preference not to use bus service. However, analysis shows a clearer preference towards fixed service being a high priority.

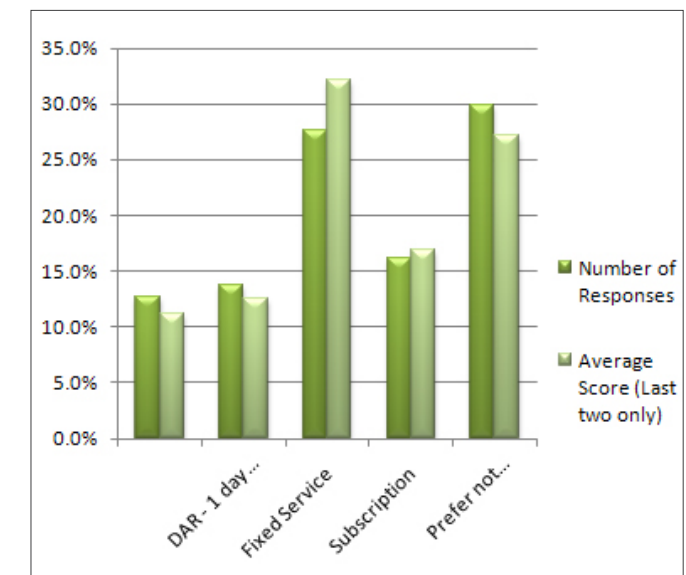
10. Please rank the following responses to indicate how you prefer to pay when boarding a transit vehicle. Number each option from 6 to 1; do not use any number more than once. “6” indicates most preferred and “1” indicates least preferred.



11. Please rank order the following responses to indicate what would encourage you to ride Pace buses more often. Number each option from 5 to 1; do not use any number more than once. “5” indicates most preferred and “1” indicates least preferred.

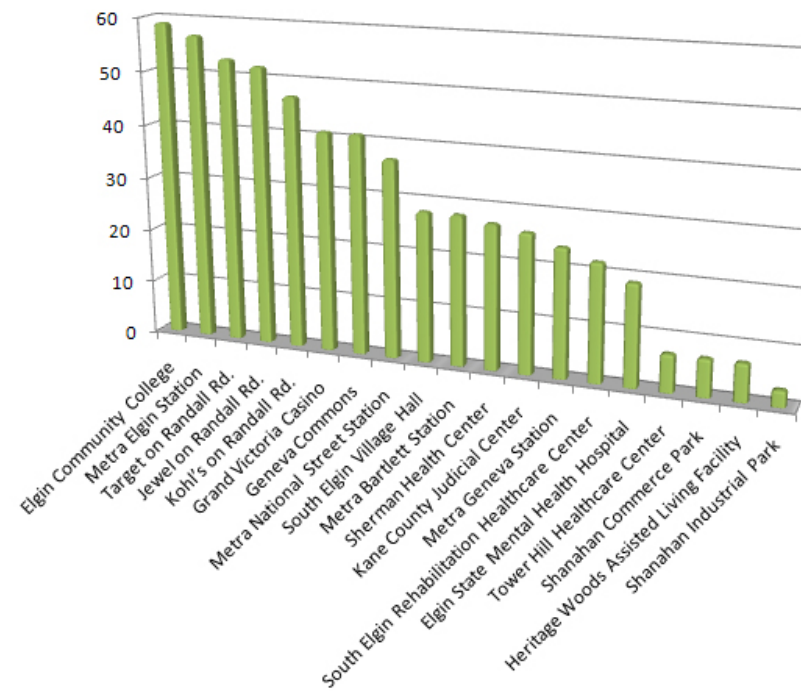


12. Please rank order the following responses to indicate the type of bus service you prefer to ride in South Elgin. Number each option from 5 to 1; do not use any number more than once. “5” indicates most preferred and “1” indicates least preferred.



13. Would you take Pace bus service to any of the following destinations? (mark all that apply)

Answer Options	Response Percent	Response Count
Elgin Community College	48.7%	59
Metra Elgin Station	47.1%	57
Target on Randall Rd.	43.8%	53
Jewel on Randall Rd.	42.9%	52
Kohl's on Randall Rd.	38.8%	47
Grand Victoria Casino	33.9%	41
Geneva Commons	33.8%	41
Metra National Street Station	30.5%	37
South Elgin Village Hall	23.2%	28
Metra Bartlett Station	23.1%	28
Sherman Health Center	22.3%	27
Kane County Judicial Center	21.5%	26
Metra Geneva Station	19.9%	24
South Elgin Rehabilitation Healthcare Center	18.2%	22
Elgin State Mental Health Hospital	15.7%	19
Tower Hill Healthcare Center	5.8%	7
Shanahan Commerce Park	5.8%	7
Heritage Woods Assisted Living Facility	5.8%	7
Shanahan Industrial Park	2.5%	3
answered question		121
skipped question		81
participation rate		60%



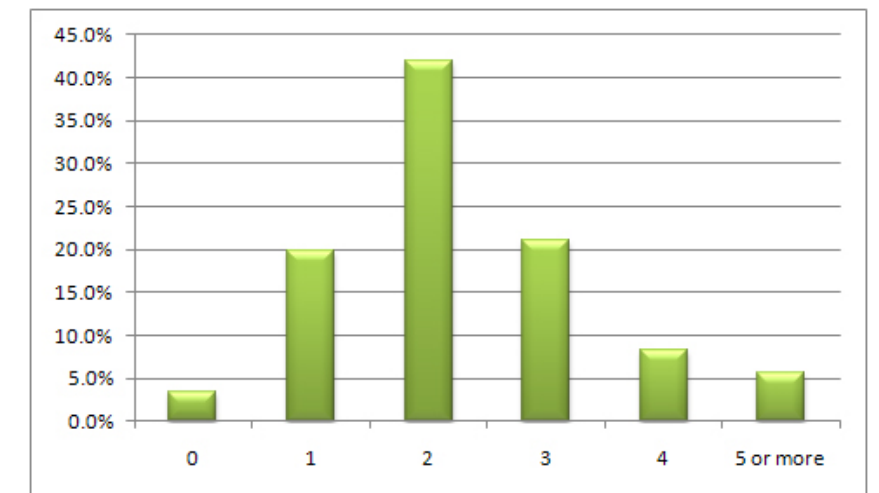
14. What other destinations within or outside of South Elgin would you take transit to? (write-in up to 3 locations, using place names or intersections)



Graphic created using www.wordle.net

15. How many motor vehicles (car, van, truck, or other) are owned or leased by people in your household?

Answer Options	0	1	2	3	4	5 or more	Response Count
Count	6	36	76	38	15	10	181
Percent	3.3%	19.9%	42.0%	21.0%	8.3%	5.5%	100.0%
answered question							181
skipped question							21
participation rate							89.6%



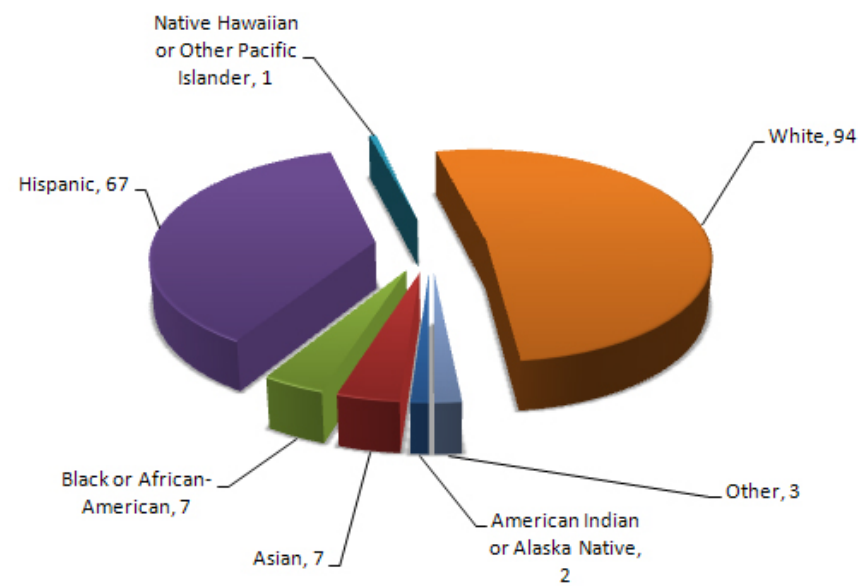
16. Are you:

Answer Options	Response Percent	Response Count
Male	50.3%	88
Female	49.7%	87
answered question		175
skipped question		27
participation rate		87%



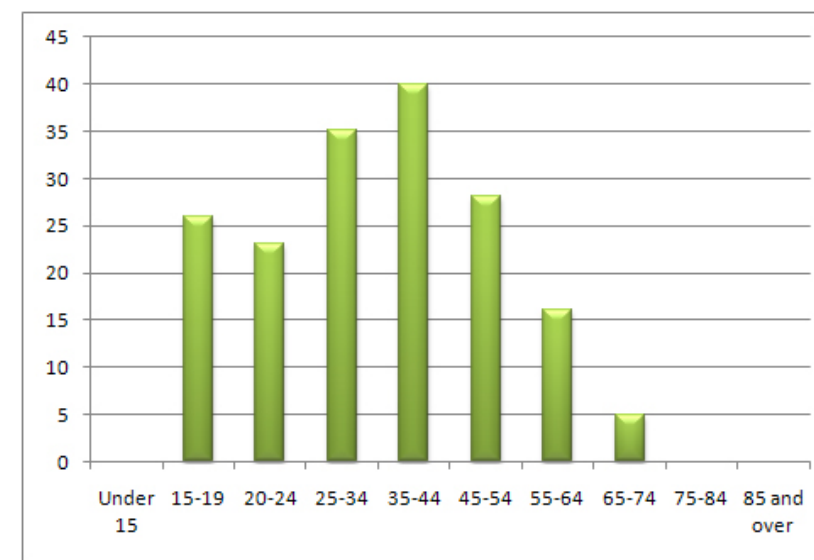
17. Are you:

Answer Options	Response Percent	Response Count
American Indian or Alaska Native	1.1%	2
Asian	3.8%	7
Black or African-American	3.9%	7
Hispanic	37.0%	67
Native Hawaiian or Other Pacific Islander	0.5%	1
White	51.9%	94
Other	1.6%	3
answered question		181
skipped question		21
participation rate		90%



18. What is your age?

Answer Options	Under 15	15-19	20-24	25-34	35-44	45-54	55-64	65-74	75-84	85 and over	Response Count
-	0	26	23	35	40	28	16	5	0	0	173
-	0.0%	15.0%	13.3%	20.2%	23.1%	16.2%	9.2%	2.9%	0.0%	0.0%	100.0%
answered question											173
skipped question											29
participation rate											86%

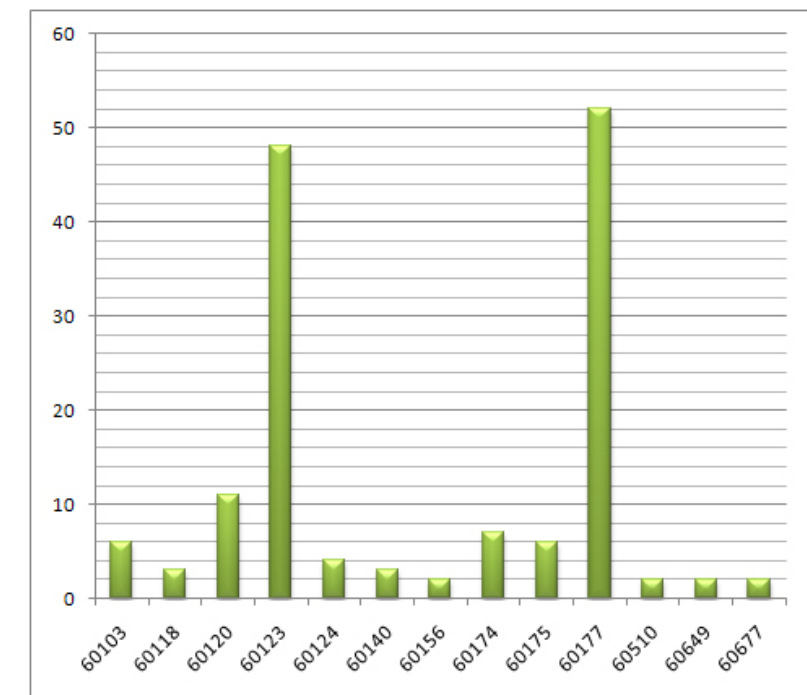


19. What major intersection is closest to your home?

Question 19 asked respondents to choose from a list of streets for the intersection closest to their home and saw an 81% participation rate. The question gauged the areas where respondents live.

20. What is your zip code at home?

Write-in Responses	Response Count	
60103	6	
60118	3	
60120	11	
60123	48	
60124	4	
60140	3	
60156	2	
60174	7	
60175	6	
60177	52	
60510	2	
60649	2	
60677	2	
answered question		176
skipped question		26
participation rate		87.1%

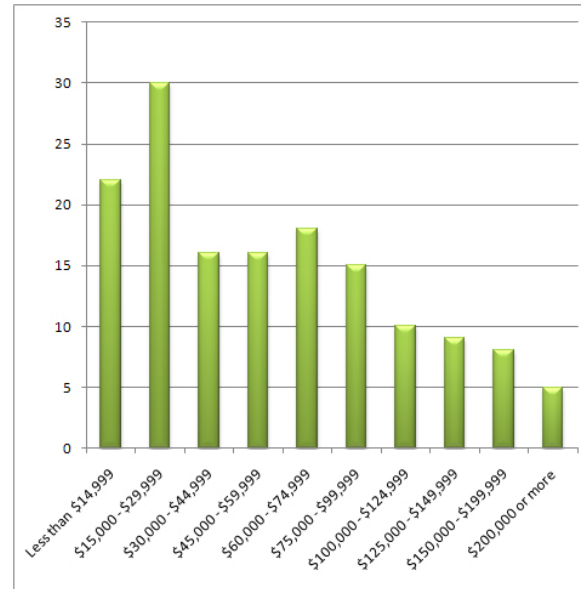


21. Including yourself, how many people live in your household?

Answer Options	1	2	3	4	5	6	7	8	9 or more	Response Count
	11	35	24	48	39	19	2	3	0	181
answered question										181
skipped question										21
participation rate										89.6%

22. Please indicate the number of employed person(s) in your household.

Answer Options	0	1	2	3	4	5 or more	Response Count
	1	42	76	40	11	11	181
answered question							181
skipped question							21
participation rate							89.6%



23. What was your 2009 combined household income?

Less than \$14,999	\$15,000 - \$29,999	\$30,000 - \$44,999	\$45,000 - \$59,999	\$60,000 - \$74,999	\$75,000 - \$89,999	\$90,000 - \$104,999	\$105,000 - \$119,999	\$120,000 - \$134,999	\$135,000 - \$149,999	\$150,000 - \$199,999	\$200,000 or more	Response Count
22	30	16	16	18	15	10	9	8	5	5	5	149
answered question												149
skipped question												53
participation rate												73.8%

