



**McHenry County Transit Plan  
Outreach Event Summary – McHenry Township Senior Center  
May 30, 2018**

The **McHenry Township Senior Center** welcomed us as a guest speaker on Wednesday, May 30, 2018. There were 19 seniors participating in the conversation. Team members in attendance included Susan Borucki from McHenry County and Janet Henderson from Images, Inc.

Our presentation started just before 11:00 and after an open group discussion, one on one conversations took place until noon. Seniors had questions about specific destination locations, discount passes, and how to use the system. The team displayed information on MCRide, Pace, maps and paper copies of the transit survey. The Center agreed to display a poster with information to take the survey electronically. Staff will be returning to the Center in October, at which time an update on the project will be presented.

Comments received during the discussion included:

Places they currently take transit to:

- Medical appointments
- Shopping
- Senior center
- Hair appointments
- Restaurants
- Assisted living facility
- Visit friends or those in the hospital

Places they would like to go if served by transit:

- Church
- Milwaukee Airport

Issues they have with transit:

- Responsiveness of service
- Lack of travel spontaneity; dial-a-ride requires 2-24 hour lead time just to go a few miles
- Shared ride trips takes too long
- MCRide is not door-to-door like the township bus; many with mobility challenges need this extra assistance and have trouble using MCRide because it is only curb-to-curb
- Sunday hours are needed
- Township bus does not have Saturday service hours
- Need more busses and drivers, in hopes of reducing travel times
- Confusion over specific locations to/from which they can travel
- Majority do not use Pace fixed bus because of the infrequent schedule and inability to access the route/stops. There was some confusion between Pace dial-a-ride and fixed routes.

Future Needs:

- Bus service that goes beyond County (and Township) borders