



**McHenry County Transit Plan
Outreach Event Summary
July 7, 2018**

Plan outreach took place at the **Woodstock Farmers Market** on Saturday, July 7, 2018 from 8:00 am – 1:00 pm. The event took place throughout downtown Woodstock with our table set up in the town square. Team members in attendance included Susan Borucki, Scott Hennings and Cody Sheriff from McHenry County and Victoria Watts from Images, Inc.

The event went well, having conversations with about 14 people and about 20 people taking materials. The team displayed information on MCRide, Pace, County maps, paper copies of the transit survey and flyers with the web and survey address.

The following are comments received:

- Interested in direct service to O'Hare Airport (x3)
- Question about whether the taxi drivers working under MCRide are trained
- An MCRide user and found the driver was rude and they were late for their medical appointment. They were also made to pay full price even though they have a mental disability. In general, for this rider, the fares are too high.
- Need more Metra stops in Woodstock so that service is more similar to Crystal Lake
- Need more McHenry trains; one user currently rides Metra every day for work from McHenry to Chicago. Rider cannot accept any overtime because of lack of evening trains. Too expensive to take the train to Crystal Lake and then have to get a cab up to McHenry (existing 806 bus schedule doesn't help this).
- In general, service seems to have decreased
- Need to increase the fixed routes
- Does not understand why you cannot just hop on the bus to take a ride (e.g., if you see the bus out where you are, but it is dial-a-ride not fixed route, you cannot get on if you don't have a reservation)
- Need an app for more spontaneous trips
- Would pay extra for rides that did not need to be reserved a day in advance
- Consider having call-and-ride-like service by Wal-Mart