



**McHenry County Transit Plan
Focus Group
August 9, 2018
Summary**

The third and final McHenry County Transit Plan Update Focus Group Meeting was held on August 9, 2018 at the McHenry Public Library, 809 Front Street, McHenry, Illinois from 6-7:15 PM. **Three (3) people** were in attendance at this meeting (sign-in sheet attached), which was conducted in a round table discussion style format. Project team members present included Scott Hennings and Susan Borucki (McHenry County); Andrew Parker (TranSystems); and Janet Henderson and Victoria Watts (Images, Inc.). Exhibit boards displayed the current transit system conditions and proposed alternatives to the transit plan.

The participants were prompted with questions by the project team and remained very engaged throughout the discussion.

Below is a list of comments made throughout the Focus Group Meeting:

General Comments

- People who need the transit services cannot get to the bus stop/train stop in the first place
- More people rely on biking than public transportation; need safer bike routes
- The people who have lost their licenses are the ones who rely on public transportation most
- Private sectors should be more willing to help get their employees to and from work
- Would be interested in a bike sharing program

MCRide

- Not well-known; few people are aware of its existence
- Hard to figure out how to use; even with pamphlets
- People are accustomed to instant service
- We should push Facebook to pass along the information, how-to guides, etc.
- Consider running in city newsletters
- Senior citizens are skeptical of service because they prefer more familiarity
- Should consider holding a tutorial for staff so they can more adequately pass along the information (businesses, churches, city halls, etc.)



- Even if you're aware of the program it is still complicated/hard to figure out
- Would be willing to use if fare structure wasn't so complicated (e.g., if all rides were \$5)
- Would prefer flat rate charge even if that meant more expensive, because it would be easier to operate
- Wish MCRide could guarantee arrival to work on time
- MCRide services are always late

Fixed Routes

- Employees can't get from work to home
- Employees don't use fixed routes because the scheduled times don't work out to get them to their jobs on time
- Mostly first shift workers could not get to work on time with the current operating schedules
- The buses that are going through town (Woodstock) seem to be empty
- If added more fixed routes, more people would use because they would know the busses would be there every hour or half hour; they would like the reliability

Metra

- Would like weekend services in McHenry
- Currently McHenry residents have to travel to Crystal Lake, in order to use Metra on the weekends
- Would be help downtown McHenry if weekend services were offered

Summary of Recommendations

- Want weekend services
- Like the idea of more fixed routes but don't want to take MCRide services away from people who actually use it
- Think seniors, individuals with disabilities and those without cars/licenses should be served first



PHOTOS





Event: Transit Plan Focus Group

Location: McHenry Library 600

Date: 8/9/18

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