McHenry County Transit Plan Implementation Task Force

Agenda
McHenry County Transit Plan
Implementation Task Force

DATE: March 23, 2011
TIME: 2:00 p.m. – 3:30 p.m.
LOCATION: McHenry County Division of Transportation
16111 Nelson Road, Woodstock, IL 60098

---

1. **Call to Order** – Sarah Chadderdon (MCDOT)

2. **Public Participation/Open Comment Period**

3. **Transit Planning Activities**
   - Mobile Data Terminal installation and call center upgrades – Pace
   - County Board and McHenry Count Economic Development Corporation presentations update – Jason Osborn
   - McHenry County Long Range Transportation Plan status – Jason Osborn
   - McHenry County Transit Plan Request for Qualifications update – Jason Osborn
   - Taxi companies operating in McHenry County – ALL
   - Physical improvements to improve access to transportation system – ALL

4. **Transit Grant Program**
   - McHenry County FY 2011 appropriations – Sarah Chadderdon
   - County service update – Sarah Chadderdon
   - Algonquin Township Road District – Anna May Miller
   - City of Marengo – Josh Blakemore
   - Faith in Action – Rhonda Anderson
   - Veterans Assistance Commission – Mike Iwanicki

5. **Funding Program Updates**
   - McHenry County JARC/NF project status – Jason Osborn

6. **Other Business**

7. **Next ITF Bimonthly Meetings**
   Next meeting: Wednesday, May 25, 2011, 2:00 p.m.
   Following meeting: Wednesday, July 27, 2011, 2:00 p.m.

8. **Adjournment**

McHenry County Transit Plan Implementation Task Force

Minutes
McHenry County Transit Plan
Implementation Task Force

DATE: March 23, 2011
TIME: 2:00 – 3:30 p.m.
LOCATION: McHenry County Division of Transportation
16111 Nelson Road, Woodstock, IL 60098

Attendees
Algonquin Township Road District: Derek Lee
City of Crystal Lake: Brad Mitchell
City of McHenry: Doug Martin
Dorr Township: Bob Pierce
Grafton Township: Linda Moore
McHenry County Staff: Jason Osborn, Sarah Chadderdon
McHenry County Board: Diane Evertsen, Ersel Schuster
McHenry Township: Frank De Vita
Northeastern Illinois Area Agency on Aging: Donna Copeland Hill
Pace: Mary Donner, Dan Dembinksi, Brad Logan
Pioneer Center: Jeff Kurth
TranSystems: Larry Deeter
Veterans Assistance Commission: Michael Iwanicki

Sarah Chadderdon from the McHenry County Division of Transportation called the meeting to order at 2:00 p.m. The attendees all introduced themselves.

Brad Logan from Pace provided an update on the mobile data terminals (MDTs) that were installed in all Pace demand-response vehicles in McHenry County in February. The MDTs allow the drivers to see the fare to be paid for each passenger, to hear spoken directions, and to have seamless contact with the dispatchers rather than having to call back and forth for updates to trip information.

On the evening of April 15, Pace will upgrade the call center's phone queuing system. The current phone system requires call takers to place callers on hold and transfer them back and forth to other call takers. The new system will automatically queue callers so that clients are served in a timely manner. In addition, the system enables capture of many statistics that can help improve performance including measures of hold time, talk time, and number of calls, each of which can be studied by call taker. The new system also enables review on a daily basis to identify any changes that need to be made quickly. Frank De Vita from McHenry Township recalled that when the Township went to the centralized

scheduling and dispatching discussion had indicated that MDTs would be installed in the vehicles the Township leased from Pace. Mr. Logan said he would look into this.

Jason Osborn from the McHenry County Division of Transportation gave a brief presentation that combined aspects of presentations given to the McHenry County Board and the McHenry County Economic Development Corporation. The presentation included information on the County's transit program and how it addresses needs identified during the Transit Plan process. Mr. Osborn discussed the relative number of fixed bus routes serving McHenry County compared to other Illinois counties based on density, household car ownership, and poverty. The program's spatial relevance to low-income jobs and low-income residents and future congestion issues in the County were also presented. Summaries of the transit program's registration, ridership, and trip purpose were discussed. The presentation included a visual representation of one week of service in Crystal Lake and information on a survey of riders. Mr. Osborn concluded with a brief summary of the successes and limitations of the program and looked to a future transit system that has increased coordination, clear options, and fewer boundaries.

Doug Martin from the City of McHenry inquired regarding the source of the household and employment data in the presentation and Mr. Osborn confirmed that it was from CMAP's 2030 projections, with some adjustment for local municipalities' plans. Mr. Martin also inquired if lack of knowledge of the system was a hindrance to people using it. Mr. Osborn agreed; and, he explained that despite this lack of knowledge the County's program continues to see regular registrations and is at capacity many times of the day. Sarah Chadderdon from McHenry County DOT thought that because of the new service many people were becoming more aware of existing services. Mary Donner from Pace added that additional shelters and signs definitely would help with visibility of transit overall.

Mr. Osborn next explained that the County's Long-Range Transportation Plan is underway with an agreement between the County and Sam Schwartz Engineering going to the County Board for consideration on April 7. The transit component of that plan was also moving ahead with a request for qualifications to be posted in the near future. [NOTE: The RFQ was subsequently posted on McHenry County's website with submittals due by April 14 at 2:00 p.m.]

Ms. Chadderdon reminded all that coming out of the last ITF meeting, identification of taxi companies operating in McHenry County is underway. The County expects to reach out to these companies to get them involved in the update of the transit plan. Ms. Donner brought up the fairly sophisticated Taxi Access Program managed by Pace in the City of Chicago. From Pace's website (www.pacebus.com) the program is a "flexible option to Pace's ADA Paratransit Program. The Taxi Access Program (TAP) gives certified paratransit customers an opportunity to travel in taxis at reduced rates for trips that originate within the City of Chicago. RTA certified customers can purchase one way taxi rides valued up to $13.50 for the reduced price of $5.00 each." Mike Iwanicki from the Veterans Assistance Commission (VAC) shared that the VAC contracts with a taxi company based in Woodstock to transport veterans between Harvard and Woodstock for an affordable $40 round trip fee. This is much cheaper than the VAC van

doing that same trip for one or two veterans. Donna Copeland Hill from the Northeastern Illinois Area Agency on Aging mentioned that Ride DuPage also has a taxi program. [DuPage County's website identifies two programs: "Pilot II Subsidized Taxi Service" and "County Paratransit".] Mr. Logan clarified that the subsidized taxi program is not run through Pace, but is an additional program sponsored by the County. Ms. Copeland Hill pointed out that local governments that may have been providing this option have been eliminating them in budget pinches, but that bus service isn't always a good match for everyone.

Ms. Chadderdon also solicited input on physical improvements to improve access to the transportation system as discussed at the previous ITF meeting in the context of long-range transportation plans. Linda Moore from Grafton Township identified one site where a sidewalk or bike path to access Huntley's High School on Harmony Road would be a big benefit.

Turning to the Transit Grant Program, Ms. Chadderdon informed the ITF that the County Board approved a Resolution Appropriating Funds for the 2011 Transit Grant Program at its meeting on February 15 based on the funding recommendations from the ITF. Ms. Chadderdon also provided a handout with ridership numbers from several agencies providing transportation in McHenry County, as requested by the ITF. Ms. Copeland Hill indicated that she may be able to help provide additional statistics on some services not included in the current handout.

Ms. Chadderdon gave a brief update on the county's pilot program, on which ridership has been steady. A presentation was given to the Greenwood Township Board of Trustees on March 21 regarding the program. The Township was very interested in the program and is eager to join and provide transportation for their Township residents.

Ms. Chadderdon asked the attendees what sort of cancellation policies they had in place, if any. Looking at no shows and late cancellations on the County's service, they account for an average of 16% of trips in a month. Ms. Moore shared that Grafton Township confirms by phone on the day of scheduled service for seniors who have been no shows in the past. For the VAC, Mr. Iwanicki noted that because they use a bus stop type service, veterans aren't scheduling specific trips. If it is known that a veteran doesn't arrive as expected, they follow up with a phone call. Mr. Logan said that if a passenger cancels late (within two hours of a scheduled pickup) on Pace services, dispatchers notify the driver and if a passenger does not get on the vehicle as expected the dispatcher attempts to contact the passenger. However, Pace services in McHenry County have no set cancellation policies. Other Pace services in the region have a $10.00 no show fine and repeated violations can result in service suspension. For ADA paratransit services, Pace staff sends out a letter and works with individuals and support staff to rectify the source of the issue causing repeated no show or late cancel behavior. Ms. Moore pointed out for seniors, it's important to do this kind of follow up as a sort of wellness check as well. Ms. Donner added that in bigger systems, it can be drivers or dispatchers who know regular riders and help keep tabs on them.

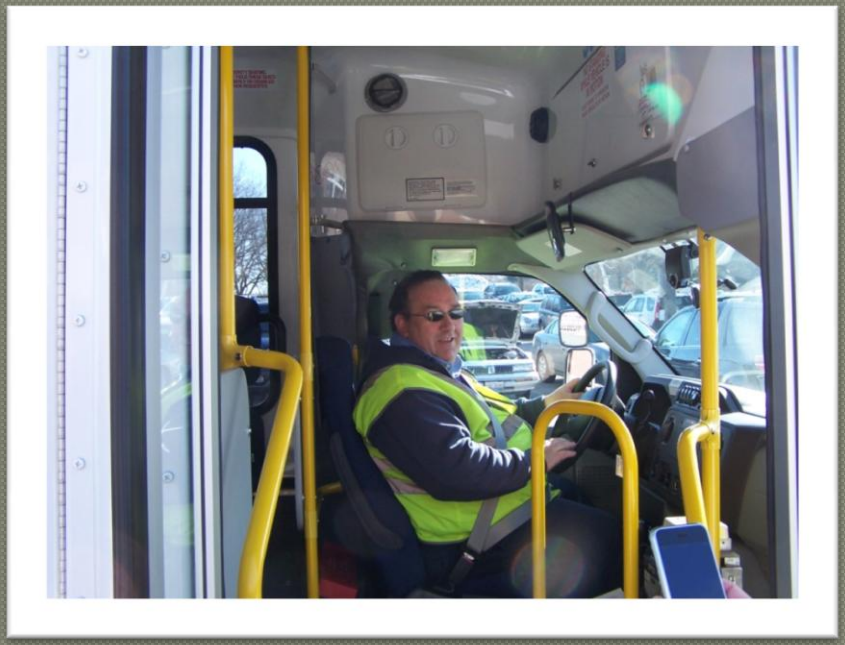
In other service updates, Mr. Iwanicki reported that the VAC plans to lease another vehicle from Pace by July. The VAC is considering using an older vehicle to create a mobile office that would bring services to those that have challenges accessing traditional locations and office hours.

Mr. Osborn provided an update on the Job Access Reverse Commute and New Freedom funds programmed for the County by the RTA. The County is finalizing its application to the RTA and confirming cost estimates. The funding will be available as early as June or July, and the steps to be taken toward greater coordination are being identified. Additional tasks have included meeting with Pace, working out tracking procedures for the grant dollars, and detailing the cost savings of a single contract. Goals for the program are focused on standardization, reducing administrative costs for all parties, and the registration process for users of the current municipal dial-a-rides.

In other business, Ms. Donner reported that the new ad shelters should be placed in McHenry in the next few months as the weather warms up. Ms. Moore suggested that the taxi companies be invited to these ITF meetings.

The meeting concluded at 3:30 with a reminder of the next meeting scheduled for May 25, 2011 at 2:00 p.m. at the usual meeting site of the McHenry County Administration Building in Woodstock.

McHenry County Transit Program



A presentation by the McHenry County Division of Transportation

March 8, McHenry County EDC

Meeting Needs

Of the 95 respondents that have difficulty finding labor, almost one-third felt public transit would make it easier to attract and retain employees

– *McHenry County Transit Plan Employer Survey*

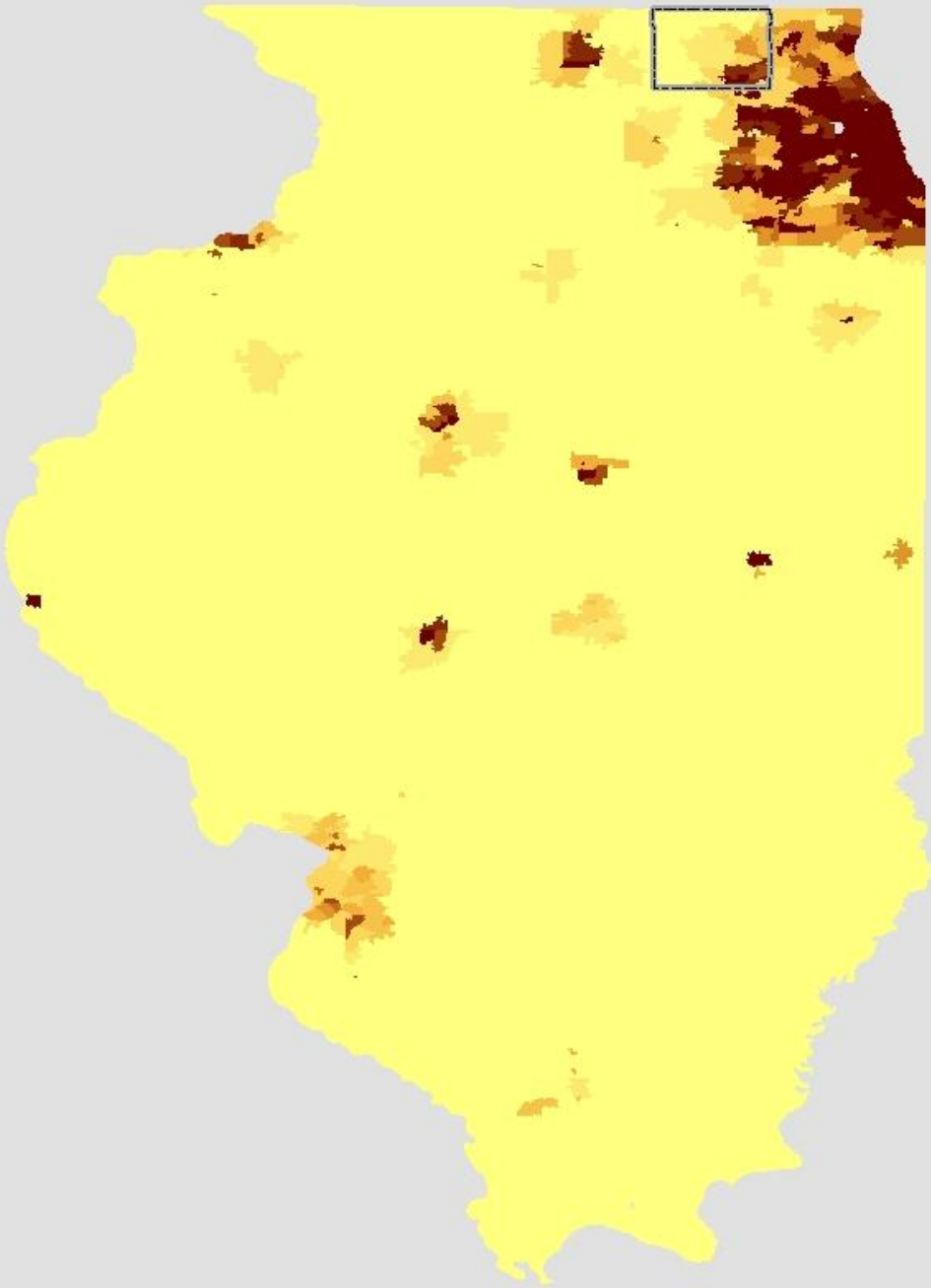
Meeting Needs

The ability to move between the cities of Crystal Lake, Woodstock and McHenry is important.

– *McHenry County Transit Plan Stakeholder Interviews Summary*

Duplication, Confusion, Boundaries

Source: www.peakfreaks.com



Legend

2010 Population/Square Miles

- 1 - 250
- 256 - 500
- 506 - 750
- 762 - 1,000
- 1,009 - 1,250
- 1,257 - 1,500
- 1,530 - 1,750
- 1,777 - 2,000
- 2,009 - 2,500
- 2,526 - 40,000

Meeting Current Needs - Density

			Comparable # of Bus Routes	
County	Bus Routes	Persons/Square Mile	Minimum	Maximum
Cook	254	5,594	108	373
DuPage	61	2,847	55	190
Lake	31	1,606	31	107
Kane	23	984	19	66
Will	24	819	16	55
Winnebago	12	584	11	39
McHenry	**3**	**532**	**10**	**35**
St. Clair (E. St. Louis)	17	401	8	27
Madison (SIU St. Louis Metro)	25	375	7	25
Rock Island (Quad-cities)	12	343	7	23

Data Set: 2005-2009 American Community Survey 5-Year Estimates
Persons per square mile were divided by total bus routes. This ratio was indexed for the other counties to calculate comparable minimum and maximum number of bus routes.

Meeting Current Needs - Car Ownership

County	Bus Routes	Households w/o cars	Comparable # of Bus Routes	
			Minimum	Maximum
Cook	254	333,478	254	1,619
DuPage	61	12,549	18	61
Lake	31	10,005	14	49
Kane	23	8,235	12	40
Will	24	7,912	11	38
Winnebago	12	8,314	12	40
McHenry	**3**	**3,181**	**5**	**15**
St. Clair (E. St. Louis)	17	8,803	13	43
Madison (SIU St. Louis Metro)	25	6,188	9	30
Rock Island (Quad-cities)	12	5,027	7	24

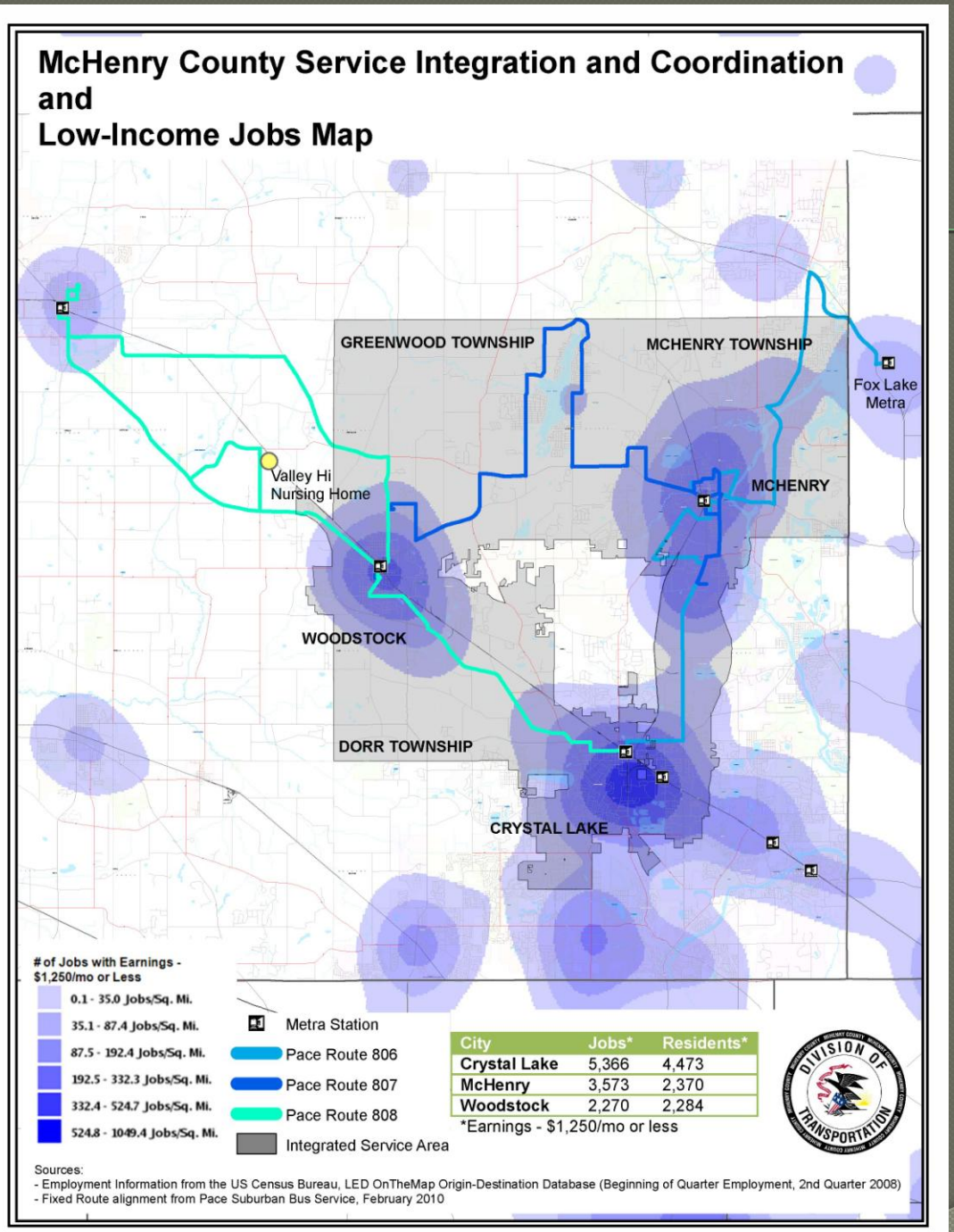
Data Set: 2005-2009 American Community Survey 5-Year Estimates
Total households w/o cars were divided by total bus routes. This ratio was indexed for each County to calculate comparable minimum and maximum number of bus routes.

Meeting Current Needs - Poverty

			Comparable # of Bus Routes	
County	Bus Routes	Poverty	Minimum	Maximum
Cook	254	781,017	218	986
DuPage	61	48,317	14	61
Lake	31	46,040	13	58
Kane	23	43,091	12	54
Will	24	41,864	12	53
Winnebago	12	42,935	12	54
McHenry	**3**	**17,334**	**5**	**22**
St. Clair (E. St. Louis)	17	38,887	11	49
Madison (SIU St. Louis Metro)	25	31,368	9	40
Rock Island (Quad-cities)	12	17,901	5	23

Data Set: 2005-2009 American Community Survey 5-Year Estimates
Total number of individuals living in poverty was divided by total bus routes. This ratio was indexed for each County to calculate comparable minimum and maximum number of bus routes.

Pilot Project and Low-Income Jobs Map

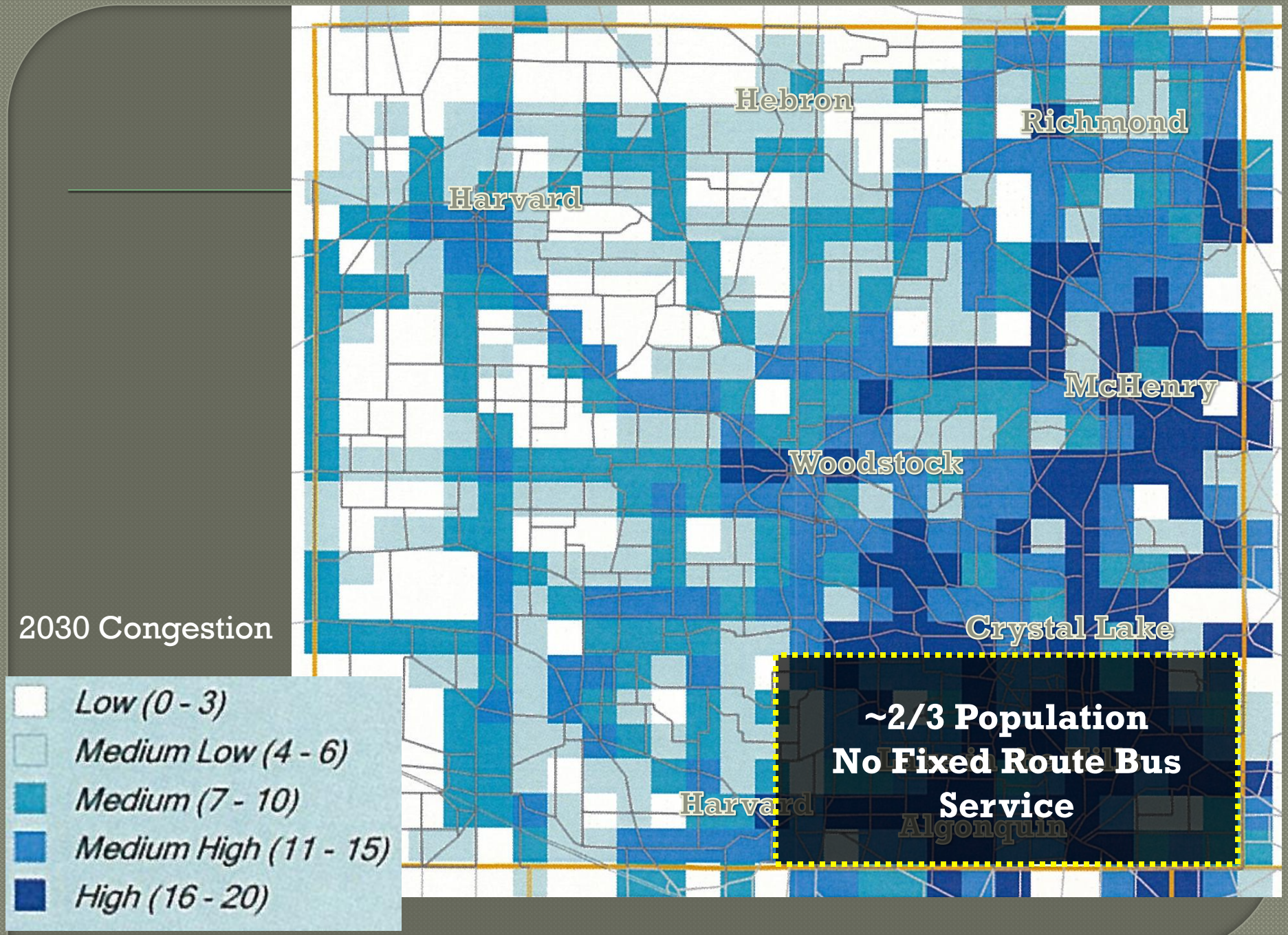


Meeting Future Needs - Reduce Congestion

Change in Congestion by 2030		
	AM Peak	PM Peak
Miles of Travel	46%	47%
Hours of Travel	54%	56%
Congested Miles of Travel	**↑ 101%**	**↑ 106%**
Hours of Delay	115%	118%

With the following:

- W. Algonquin Bypass
- Richmond Bypass
- S. McHenry Bypass
- Woodstock Bypass
- IL 47 widened from Reed Road to Ackman Road & in Woodstock
- US 14 widened between Woodstock & Crystal Lake
- Ackman Road widened from Lakewood to Randall
- Randall Road widened
- 53 Toll Highway Extension in Lake Co.


Hebron
Richmond
Harvard
McHenry
Woodstock
Crystal Lake
Harvard
Algonquin
2030 Congestion
Low (0 - 3)
Medium Low (4 - 6)
Medium (7 - 10)
Medium High (11 - 15)
High (16 - 20)
~2/3 Population
No Fixed Route Bus
Service

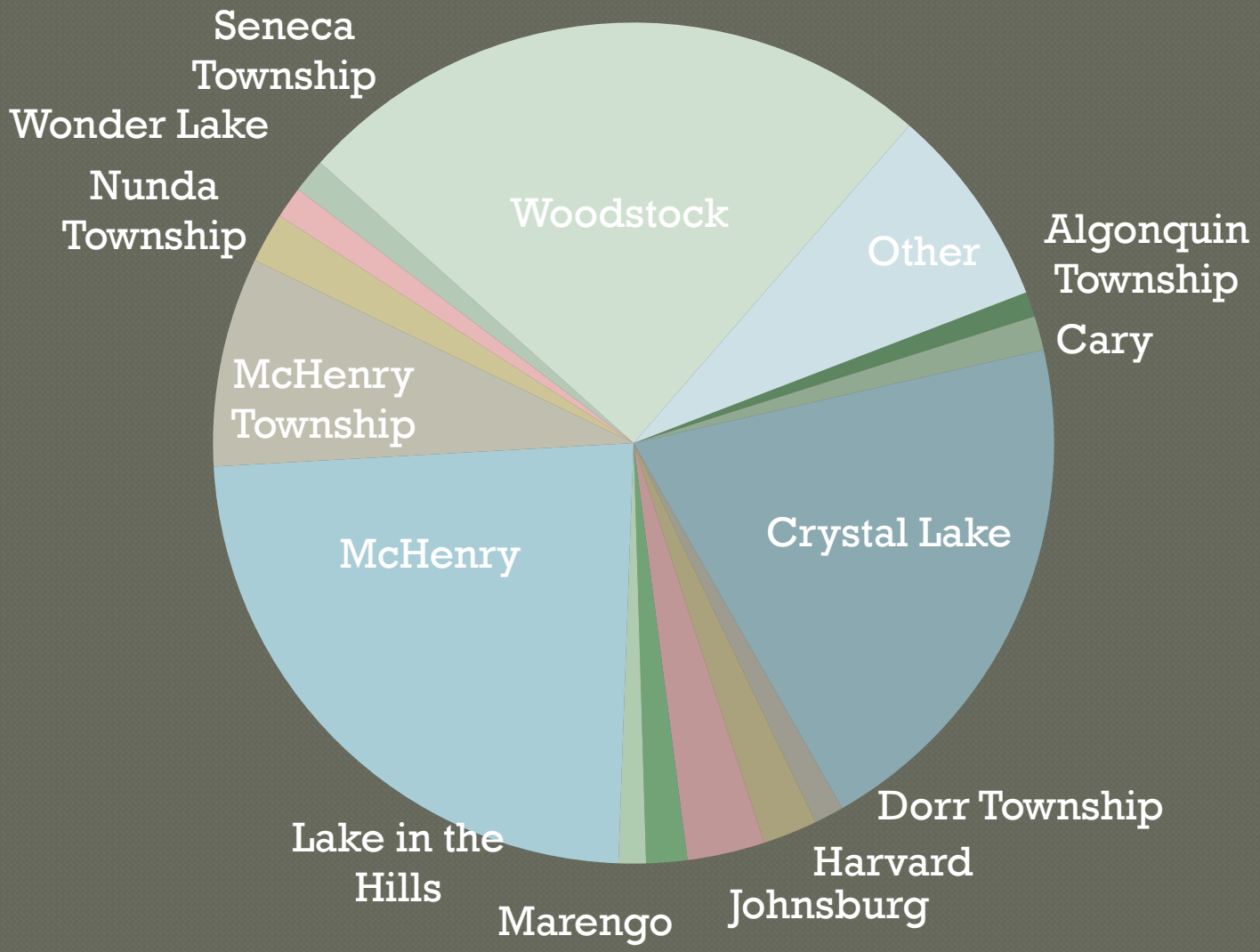
Meeting Future Needs - Reduce Transportation Costs

- Bus Rider $1,320 each Year
  - $6/day * 220 = $1,320/Year
- Car Driver $8,100 each Year
  - $2,755 car payments + $2,715 gas and oil + 2,621 other = $8,100/Year (Source: 2008 BLS Consumer Expenditures Report)

The Transit Grant Program

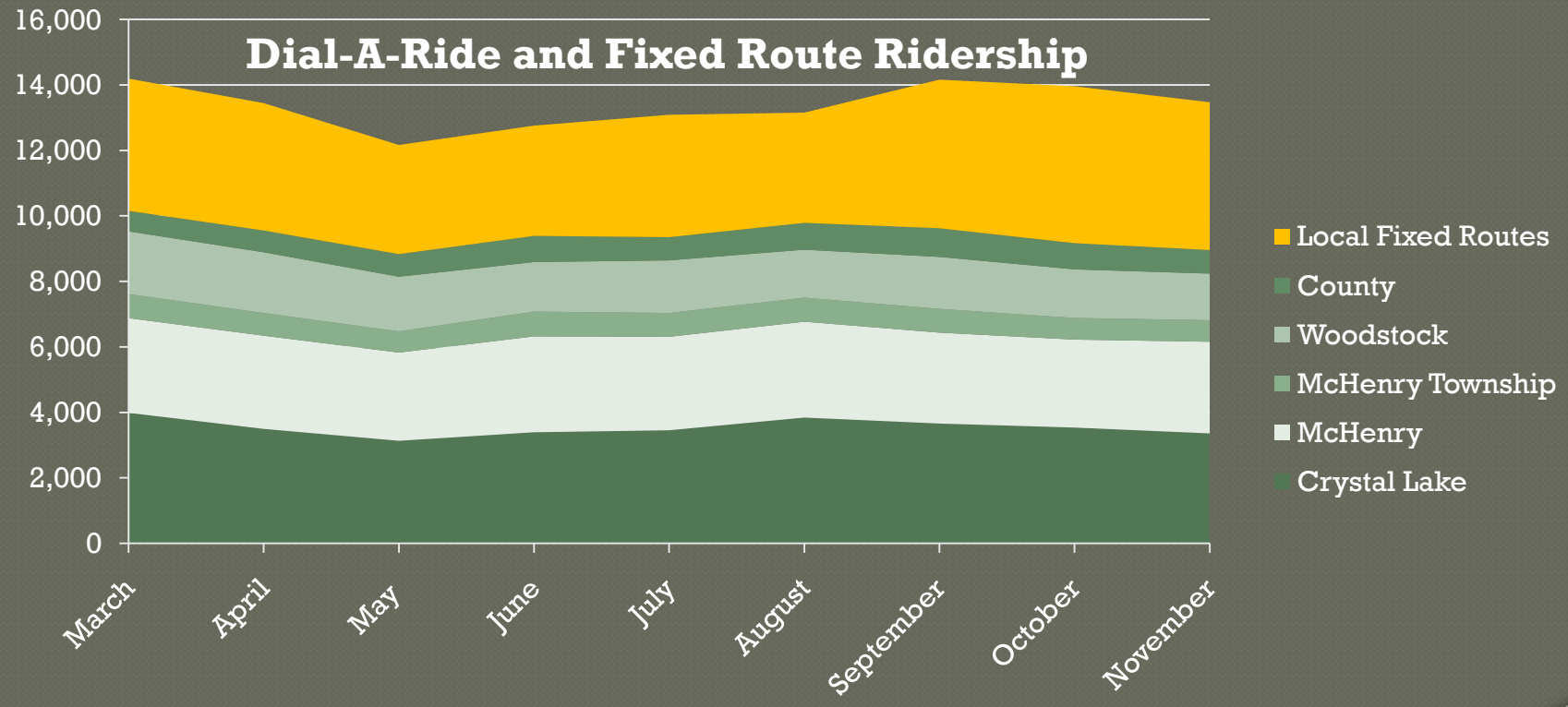
- "Pilot Program"
  - aka Tri-City, aka County Project, aka MCRIDE
- Other Grant Program Projects
  - Marengo Dial-a-Ride
  - Algonquin Township Senior Bus
  - Faith in Action of McHenry County
  - Northern Illinois Special Recreation Association
  - Veterans Assistance Commission

Where do our riders live?

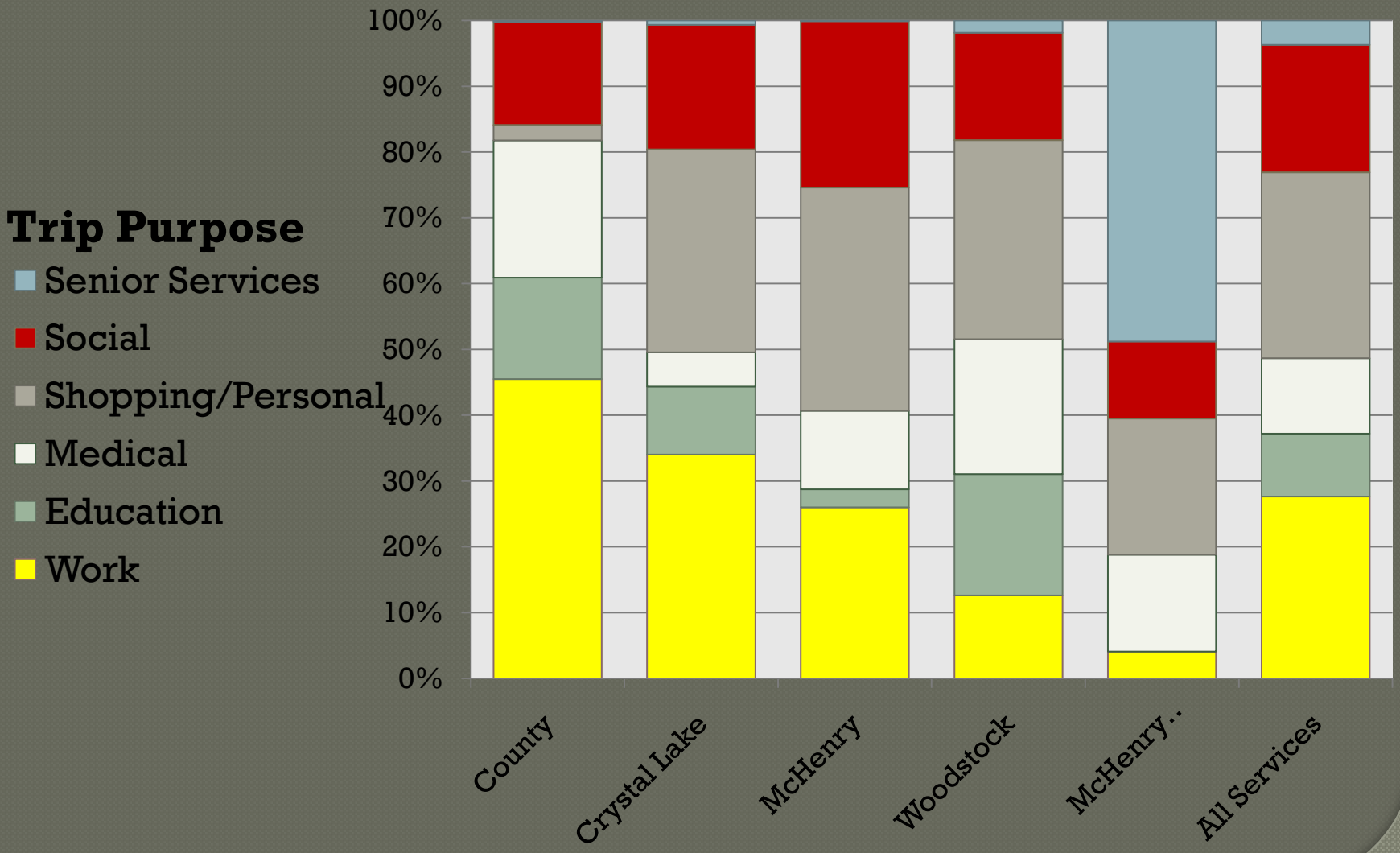


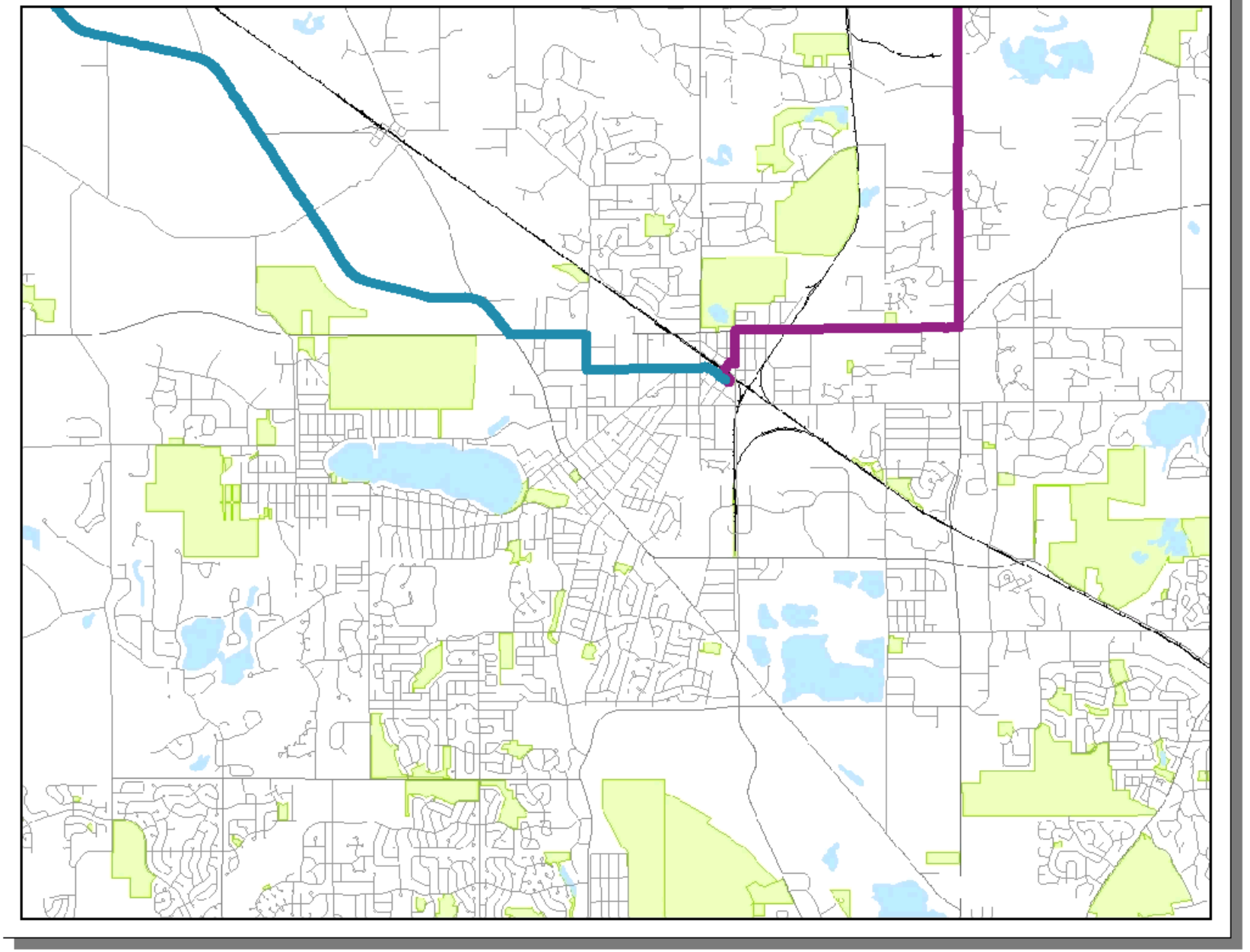
Ridership

- County Pace Contract – 700 to 900 trips each month
- Pilot and partners - 9,000 to 10,000 trips each month



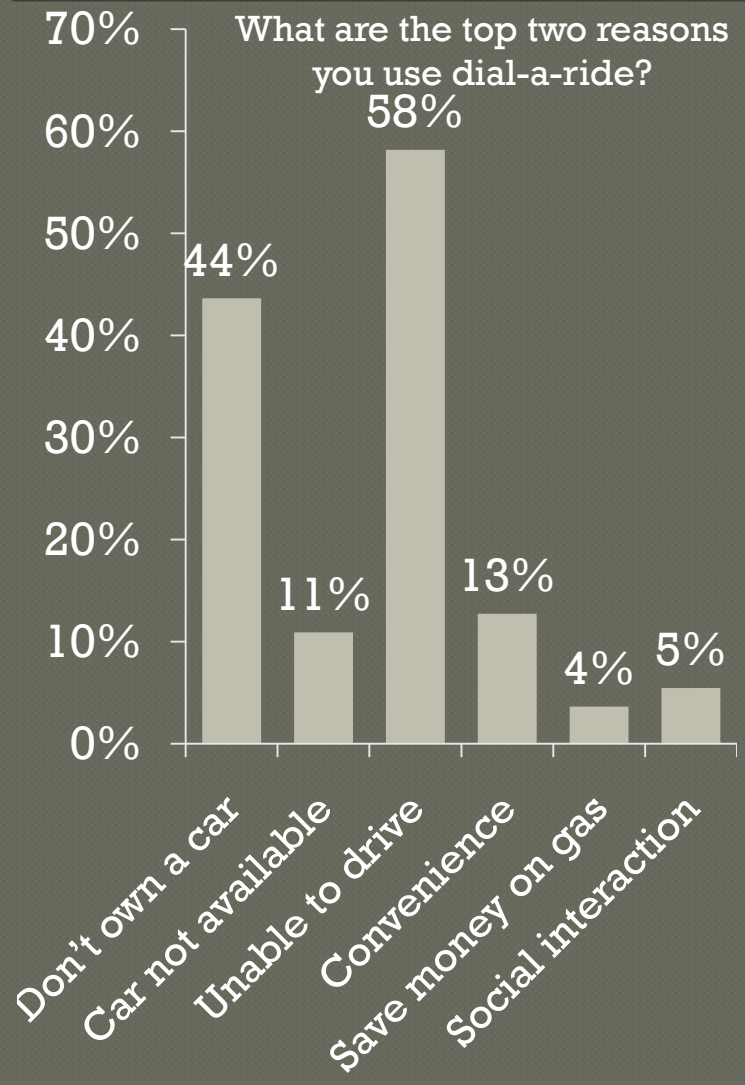
Ridership


Trip Purpose
Senior Services
Social
Shopping/Personal
Medical
Education
Work
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
County
Crystal Lake
McHenry
Woodstock
McHenry..
All Services



Visualizing one week of service in Crystal Lake – September 27 to October 2

Survey



"...no other way to get where I wanted to go."

"..only available public transportation that is practical for me."

- Created to supplement technical service data
- Small survey of those who provided e-mail addresses during registration
- 24% response rate from those invited to take the survey

How is it working?

- Successes
  - McHenry Township scheduling and dispatch is working
  - Dorr Township pay-as-you-use
  - Detailed service information
  - Meeting transportation needs
  - Registration and ridership is steady
  - Costs consistent with other services
- Limitations
  - Eligibility and service area
  - Difficulty in scheduling/timeliness

Coordinated
Clear Options
Fewer Boundaries
Your thoughts?

2010	January	February	March	April	May	June	July	August	September	October	November	December
County Dial-A-Ride		229	626	665	691	799	709	819	875	800	719	609
Crystal Lake Dial-A-Ride	4,287	3,953	3,986	3,496	3,132	3,393	3,454	3,842	3,659	3,536	3,358	3,548
McHenry Dial-A-Ride	2,648	2,617	2,893	2,846	2,695	2,929	2,855	2,928	2,777	2,687	2,800	2,945
Woodstock Dial-A-Ride	2,572	2,111	1,916	1,855	1,669	1,513	1,605	1,466	1,586	1,485	1,423	1,544
McHenry Township Senior Express	***686***	***686***	734	693	647	756	728	733	726	660	658	624
Algonquin Township Senior Bus	149	142	170	167	169	177	162	171	183	191	184	181
Faith in Action of McHenry County	1,023	1,036	1,200	1,137	1,144	1,285	1,338	1,362	1,407	1,139	1,178	1,276
Veterans Assistance Commission	328	344	238	360	393	372	405	495	422	363	364	342
Harvard Dial-A-Ride	206	192	246	208	202	211	216	242	216	201	184	221
Marengo Dial-A-Ride	236	211	237	270	209	209	214	208	215	227	265	238
Midday 805 Dial-A-Ride	265	200	259	291	250	327	291	303	216	224	243	245
Southeast Dial-A-Ride	517	534	612	588	613	586	487	522	627	642	623	578
Route 806	951	1,006	1,116	1,073	967	1,139	1,159	1,139	1,309	1,370	1,200	1,427
Route 807	1,614	1,552	1,510	1,400	1,270	1,074	1,333	1,074	1,491	1,608	1,613	1,436
Route 808	1,217	1,330	1,413	1,417	1,096	1,154	1,247	1,154	1,739	1,814	1,702	1,491
Midday 806	455	331	321	265	249	276	243	263	196	207	190	187
Midday 807	504	494	564	463	425	27	541	505	480	631	535	462
Midday 808	20	31	17	6	1	4	1	2	1	0	0	0
ADA Paratransit												
NISRA	441	1,659	1,546	1,061	1,211	1,684	2,765	1,218	398	1,298	1,009	
Pioneer Center Routes	***2,890***	***2,890***	***3,324***	***3,179***	***3,035***	***3,179***	***3,035***	***3,179***	***3,179***	***3,035***	***3,179***	***3,179***
Richmond Township												
Nunda Township												
Grafton Township	205	245	275	285	242	255	313	349	302	218	290	357
Senior Services Associates												

2011	January	February	March	April	May	June	July	August	September	October	November	December
County Dial-A-Ride	691	***726***										
Crystal Lake Dial-A-Ride	3,676	***3,189***										
McHenry Dial-A-Ride	2,894	***2,607***										
Woodstock Dial-A-Ride	1,579	***1,371***										
McHenry Township Senior Express	618	***436***										
Algonquin Township Senior Bus	162											
Faith in Action of McHenry County	1,268											
Veterans Assistance Commission	389	298										
Harvard Dial-A-Ride												
Marengo Dial-A-Ride												
Midday 805 Dial-A-Ride												
Southeast Dial-A-Ride												
Route 806	1,090	947										
Route 807	1,699	1,504										
Route 808	1,543	1,528										
Midday 806												
Midday 807												
Midday 808												
ADA Paratransit												
NISRA												
Pioneer Center Routes	***3,035***	***2,890***										
Richmond Township												
Nunda Township												
Grafton Township												
Senior Services Associates												