Coordinated Public Transit Human Services Transportation Plan

Draft Final Report
January 2021

Regional Transportation Authority

Regional Transportation Authority

HSTP UPDATE
DRAFT FINAL REPORT

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GOALS OF THE HSTP PLAN UPDATE

The Human Services Transportation Plan (HSTP) outlines nine goals to address needs for a more coordinated transportation system in the Chicago area. The goals, strategies, and action items below are described in more detail in Chapter 5 of this plan.

1. Establish **Mobility Management and Travel Training Networks**. A network of full-time mobility managers at the regional and county level will build on travel training education, improve rider equity, and close the information gap between agencies serving the disables, low-income populations, and seniors.

2. Expand **Service Areas and Hours**. Collaborative relationships across jurisdictional boundaries and service providers will help implement accessible point-to-point transportation service for all, when and where they need it.

3. Coordinate Fare Media and **Implement Capped Fares for Certain Trips**. Standardizing the process of paying for transit across providers and addressing price concerns will reduce customer confusion and make transportation more equitable.

4. Coordinate **Volunteer Driver Support** Programs. A regional approach to volunteer driver recruitment, training, and scheduling will coordinate resources and close the gap in providing long distance, evening, and weekend trips that may otherwise be difficult to fulfill.

5. Improve **Access to Suburban Jobs** for residents with low incomes. Exploring options including transit-oriented development, funding transit access improvements such as sidewalks and safe areas to wait for a ride, and coordination with private sector partners to study micromobility options will better connect low-income residents to jobs throughout the region.

6. Expand **Consolidated Vehicle Procurement Type Options**. Enabling the procurement of right-sized vehicles will expand accessibility and meet flexible travel demand and social distancing needs of riders.

7. Explore **Collaboration/Consolidation of Similar Services**. Better coordination of transportation options among agencies serving common eligibility groups such as clients with developmental disabilities or older adults, will increase efficiencies and create cost savings.

8. Establish a **Regional 1 Call/1-Click** Service. Creating a system with up-to-date information, trip planning services, booking assistance, links to trip booking services, and even payment services will provide a one-stop shop for all residents to find transportation services that will best meet their travel needs.

9. Create an **Accessibility Infrastructure Database**. An infrastructure database could provide seniors and persons with disabilities with useful, crowdsourced information for navigating transit in the region.

Priority seating

CHAPTER 1: INTRODUCTION

The Regional Transportation Authority (RTA) is a designated recipient for the Federal Transit Administration (FTA) Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program funds in the Chicago Urbanized Area. As such, RTA administers Federal funding for transit related services that assist targeted population groups. The Fixing America's Surface Transportation (FAST) Act is the current federal legislation that requires projects selected for funding through the Section 5310 Program to be included in a locally developed, coordinated public transit-human services transportation plan (HSTP). The FAST Act also requires that the plan be developed and approved through a process that includes participation by older adults, individuals with disabilities, representatives of the public, and nonprofit, public, and private transportation providers. The RTA's Human Services Transportation Plan (HSTP) Update documents the following:

- Existing demographic and socio-economic conditions (Chapter 2)
- An inventory of current transportation resources in the region (Chapter 3)
- An assessment of unmet transportation needs, gaps, and barriers to mobility as documented through input from older adults, individuals with disabilities, people with low incomes, human service agency representatives, and the general public (Chapter 4)
- Goals and strategies for improving the network of mobility options for older adults, individuals with disabilities, people with low incomes, and the general public (Chapter 5)

The planning area for the study includes Cook, DuPage, Kane, Lake, McHenry, and Will Counties, the urbanized portion of Kendall County, Aux Sable Township in Grundy County, and Sandwich and Somonauk Townships in DeKalb County.

The intent of the HSTP Update is to guide and support a coordinated approach for improving the network of transportation resources for older adults, individuals with disabilities, people with low incomes, and the general public in a manner that maximizes the use of existing resources and introduces new programs that will be most appropriate for addressing the needs identified by local stakeholders.

METHODOLOGY

The fundamental element of the planning process is the identification and assessment of existing transportation resources and local/regional unmet transportation needs and gaps in service. This was accomplished by receiving input from stakeholders and the general public through interviews, focus groups, and surveys. The HSTP Update process incorporated the following planning elements:

1. Review of the previous HSTP Update to develop a basis for evaluation and recommendations;
2. Evaluation of existing economic/demographic conditions in each county using U.S. Census data and other data resources approved by RTA;
3. Conduct of an online general public survey;
4. Conduct of online stakeholder surveys to human service agency staff/drivers, and health and wellness organizations;
5. Conduct of virtual focus groups for stakeholders and interested riders for the purpose of updating needs, service gaps, and developing preliminary strategies;
6. Update of the inventory of existing transportation services provided by public, private and nonprofit organizations;
7. Update of the summary of service areas and eligibility to determine where and how existing services can be better used to meet transportation needs; and
8. Development of an updated implementation plan that includes current goals, strategies, responsible parties, and performance measures.

All public involvement and stakeholder outreach activities were conducted virtually or online to protect

the health and safety of participants during the COVID-19 restrictions on travel and social gatherings.

HISTORY OF THE HSTP

RTA adopted the Coordinated Public Transit-Human Services Transportation Plan or HSTP in 2007. The 2007 HSTP met the requirements of the governing surface transportation act at the time, Safe, Accountable, Flexible, Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU), and allowed the region to access federal funding.

In 2013, RTA updated the plan, per requirements of the subsequent surface transportation act, Moving Ahead for Progress in the 21st Century (MAP-21). It concluded with identification of four strategies to support improved coordination of services to meet the identified needs. The strategies were as follows:

1. Improving service integration:
    - Contracting with agency operators
    - Contracting with common service providers
    - Short-term loans
2. Improving accessibility:
    - Accessibility improvements at non-key rail stations
    - Improving access to fixed-route bus routes
3. Tools that improve productivity:
    - Tools that improve data integrity, fare collection, cost sharing/allocation, billing/reporting, and transfers
    - Consolidating functions
    - Centralized information
    - Tools that support live dispatch
    - Sharing resources
4. Flexible transit services:
    - Agency/Employment "Tripper" services
    - Community bus routes
    - Taxi subsidy programs
    - Volunteer driver/escort programs
    - Reverse commute

Since 2013, the RTA and other participating organizations have made progress within each strategy through Mobility Management and Travel Training programs and careful prioritizing of Section 5310 grant funds to support transportation programs that address unmet needs and strategies identified through the 2013 planning process.

TRANSPORTATION MODES

Different types or modes of transportation are discussed throughout the report. For reference, each mode is described below.

Public transportation is the heart of the region's transportation network. With its various modal options, the Chicago Transit Authority (CTA), Metra, and Pace offer options for anyone traveling within the service areas including routes and services outside of Cook County.

Specialized transportation programs and services offered by other agencies were created to address the gaps in public transit services with more specialized programs that meet the specific needs of unserved or underserved populations. Some of the gaps that specialized transportation services sought to address include trips with origins or destinations outside of the public transit bus/rail routes and ADA paratransit service area boundaries; door-to-door trips for people with mobility limitations preventing them from accessing fixed routes; on-demand transportation for trips that cannot be scheduled in advance or to address the need for travel directly from origin to destination; and/or group trips to meet agency program client needs.

Human service agencies (HSAs) represent one of the primary types of organizations that have developed specialized transportation programs to fill gaps and unmet transportation needs. HSA transportation programs provide rides to individuals who meet specific eligibility requirements such as older adults, individuals with disabilities, and/or people with low incomes. They are operated or administered by public or private nonprofit organizations that provide transportation as an ancillary service to their clients or an eligible segment of the population, although some provide transportation as a critical resource for their clients. An example of an HSA program in the region

is vehicles operated by agencies serving individuals with intellectual and other types of developmental disabilities to bring passengers to or from essential daily living activities, such as Community Day Services, employment, medical appointments and more. . These trips are typically operated within a limited geographic service area immediately surrounding the agency's facility and with limited hours of operation. A handful of organizations have the flexibility to provide service to a much larger area as needed and with unlimited hours of operation. Some, but not all, of these programs have wheelchair-accessible vehicles.

Non-emergency medical transportation (NEMT) for Medicaid-eligible trips are funded through the Department of Human Services and managed through the Medicaid program. These services provide trips for eligible purposes and individuals.

Veterans also have access to transportation programs that are funded locally or at the federal level. These programs typically operate with volunteer drivers and are regional, offering service in multiple counties and to veterans who are traveling to appointments at the Veterans Affairs Medical Center.

Many **public or private nonprofit** agencies provide transportation for their eligible members or consumers because other available transportation programs do not meet their needs. These agencies often operate services with specialized aspects such as drivers with additional training for unique passenger requirements, or single passenger per trip services for passengers that may need a direct trip due to health or other conditions. Nonprofit organizations often develop transportation programs to fill the gaps that cannot be served by other agencies. Many of these programs operate entirely or partially with volunteer drivers.

Finally, **private transportation** services such as taxis, medical transportation services, and transportation network companies (TNCs) provide specialized transportation for older adults and individuals with disabilities as well as for the general public. Private companies exist on passenger fares and/or contracts with public or private entities.

Together, this network of transportation options supports mobility in the region for trips that are not completed with a personal vehicle, friend, or family member.

OVERVIEW OF RELEVANT FEDERAL FUNDING AND PROGRAMS

Federal Section 5310 – Enhanced Mobility of Seniors and Individuals with Disabilities

Section 5310 is a federal formula grant program administered by the RTA and Illinois Department of Transportation (IDOT) for the six-county region. The program is intended to enhance the mobility for seniors and persons with disabilities by providing funds for eligible programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities Act (ADA) complementary paratransit services. Grants require a 20-50% local match. Local match may be derived from any eligible non-U.S. Department of Transportation federal program, state programs, or local contributions or grants. IDOT manages Section 5310 program grants for capital equipment (vehicles), RTA is responsible for administration of the region's Mobility Management grants and programs. Both Mobility Management and capital equipment grants are eligible for 80% funding through the Section 5310 program.

The Human Services Transportation Plan must be adopted for the region as a requirement for the distribution of Section 5310 funding. Any awarded projects must be derived from the adopted HSTP.

Fixing America's Surface Transportation (FAST) Act

On December 4, 2015, President Barack Obama signed the Fixing America's Surface Transportation (FAST) Act, reauthorizing surface transportation programs through Fiscal Year 2020. Details about the Act are available at www.transit.dot.gov/FAST. FAST Act includes the requirement for Human Services Transportation Plans for certain federal transportation grants.

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CHAPTER 2: DEMOGRAPHIC AND SOCIO-ECONOMIC CONDITIONS

Certain demographic characteristics are strong indicators of demand for transportation service. For example, demographic factors such as high population densities of senior citizens, individuals with disabilities, and/or zero vehicle households indicate the potential for a higher likelihood (or propensity) for transportation services operated by public or human service agency programs to be needed and used.

The data provided in this chapter were gathered from multiple sources, including the American Community Survey (ACS) 2014–2018 Five-Year Estimates, and projections created by the Chicago Metropolitan Agency for Planning (CMAP). These sources are used to ensure the most current and accurate information is presented. As a five-year estimate, the ACS data do not represent a direct population count, but offer an estimated population based on supplemental samples taken after the decennial census. Demographic and socioeconomic data variables include the following:

- Total population and median age of the population
- Population per square mile
- Rural and urban land area
- Population age 65 and older (and percent of total population)
- Population of individuals with disabilities (and percent of total population)
- Total households and median household income
- Population of individuals at, or below, the federal poverty level (and percent of total population)
- Zero and one-vehicle households
- Population of individuals who identify as minorities (and percent of total population)
- Veteran population

Using this information, a Transit Propensity score is calculated for all of the census tracts in the study area. The score provides a snapshot of the potential for the residents of a given tract to use transit in a high-medium-low context. This image helps describe where transit and human service transportation trips are originating. The inventory section will document service areas of the various public and human service agency transportation providers so that those service areas can be compared to the geographic areas shown here where transit propensity is likely to be highest.

This section provides a regional overview, demographic maps for each county are provided in the appendices.

REGIONAL POPULATION

The RTA region includes Cook, DuPage, Kane, Lake, McHenry, and Will Counties, the urbanized portion of Kendall County, Aux Sable Township in Grundy County, and Sandwich and Somonauk Townships in DeKalb County. The total population of the region, based on American Community Survey (ACS) 2014–2018 5-year data, is estimated at 8,517,917 people. In Table 2, the total population for each county (and portion of the county within the RTA region) is shown alongside the median age for the county. In each of the following tables, the dark-shaded cell is the highest number for the grouping, and the light-shaded cell is the lowest number. The largest population is found in Cook County. McHenry County has the lowest total population and the highest median age, at 40.2 years old. DeKalb County has the lowest median age at 31. A deeper discussion of the age of the population is presented later in this chapter.

A sense of the density for each county comes from calculating the population per square mile shown in Table 1. The greatest density is found in Cook County, with 5,522 people per square mile. The least dense county is McHenry at 510 people per square mile, while the least dense portion of the study areas are Sandwich and Somonauk Townships at 286 people per square mile.

Transit typically takes a different form depending on the population density in a given area. The highest population density can support a mix of passenger rail, light rail, and fixed route bus services. At a medium density (e.g., a first ring suburb), the fixed route bus is still viable and can be supported by dial-a-ride and private services (Uber, Lyft, taxis) that can provide enough trips to charge modest rates. At the low end, there are not enough people in close proximity to support bus stops, so a demand-response bus service is more typical. The use of dial-a-ride is still appropriate where there are population clusters. But as the area becomes rural, the length and cost of the trips will exceed what can be supported with scheduled-route service. Demand Response bus services may be available in the most rural areas, and volunteer programs, friends and family members typically fill the gap when traditional transportation programs cannot.

Table 1. Population per Square Mile

LOCATION	TOTAL POPULATION	SQUARE MILES	POPULATION PER SQUARE MILE
Cook County	5,223,719	946	5,522
DuPage County	931,743	334	2,790
Kane County	530,839	521	1,019
Lake County	703,619	448	1,571
McHenry County	307,789	604	510
Will County	688,697	837	823
DeKalb (Sandwich & Somonauk Townships)	9,928	35	286
Grundy (Aux Sable Township)	13,223	30	436
Urban Area Kendall County (Estimate)	108,360	181	600
total	8,517,917	3,936	2,164

Senior Population

Older adults are most likely to use transportation services when they are unable to drive or choose not to drive. Older adults also tend to be on a limited retirement income, which makes using transportation services more economical than owning and maintaining a vehicle. For these reasons, an area's older adult population is an indicator of potential transit demand.

There is a trend occurring in the United States related to the aging of the population. The two age cohorts with the largest percentage of growth over the last decade were the 50–54-year-old cohort and the 45–49-year-old cohort, who will be aging into 'Senior' status over the coming decades. Further the Administration on Aging (U.S. Department of Health and Human Services) reports that, based on a comprehensive survey of older adults, longevity is increasing and younger seniors are healthier than in all previously-measured time in our history. Quality of life issues and an individual's desire to live independently will put increasing pressure on existing transit services to provide mobility to this population. As older adults live longer and remain independent, the potential need for transit services greatly increases.

Table 3 shows the percentage of the population aged 65 and better in each county. DuPage County has the highest proportion of older adults for the whole county, while Sandwich and Somonauk Townships have the highest overall percentage at 15.4%. Grundy Township has the lowest percentage at 7.8%, and Will County has the lowest full county percentage of older adults.

Table 2. Total Population and Median Age by County

LOCATION	TOTAL POPULATION	MEDIAN AGE
Cook County	5,223,719	36.6
DuPage County	931,743	39.1
Kane County	530,839	37.0
Lake County	703,619	38.2
McHenry County	307,789	40.2
Will County	688,697	37.6
DeKalb (Sandwich & Somonauk Townships)	9,928	31.0
Grundy (Aux Sable Township)	13,223	37.6
Urban Area Kendall County (Estimates)	108,360	34.9

Table 3. Percent Population 65 and Older

LOCATION	TOTAL POPULATION	AGE 65 AND OVER	PERCENTAGE 65 AND OVER
Cook County	5,223,719	724,730	13.9%
DuPage County	931,743	134,729	14.5%
Kane County	530,839	67,018	12.6%
Lake County	703,619	93,069	13.2%
McHenry County	307,789	41,446	13.5%
Will County	688,697	83,650	12.1%
DeKalb (Sandwich & Somonauk Townships)	9,928	1,527	15.4%
Grundy (Aux Sable Township)	13,223	1,033	7.8%
Urban Area Kendall County (Estimates)	108,360	10,765	9.9%
total	8,517,917	1,157,967	13.6%

Individuals with Disabilities

Enumeration of the population with disabilities in any community presents challenges. First, there is a complex and lengthy definition of an individual with a disability in the Americans with Disabilities Act implementing regulations, found in 49 CFR Part 37.3. This definition, when applied to transportation services applications, is designed to permit a functional approach to disability determination, rather than a strict categorical definition. In a functional approach, the mere presence of a condition typically thought to be disabling gives way to consideration of an individual's abilities to perform various life functions. In short, an individual's capabilities, rather than the mere presence of a medical condition, determine transportation disability.

The U.S. Census offers no method of identifying individuals as having a transportation-related disability. The best data is available through the ACS Five-Year Estimates of disability for the non-institutionalized population. Table 4 is intended to provide a comparison of the population with a disability in each county. Cook County has the highest percentage of individuals who have a disability, at 10.2%, representing 526,347 of the total 803,472 people with a disability in the region. Aux Sable Township has the smallest estimated number and percentage of people with a disability, at 800 and 6.1%. Sandwich and Somonauk Townships have the second lowest number, but the second highest percentage at 975 people, or 10% of their local population. The other counties range from 7.4% up to 9.4% of the population.

Minority Population

Table 5 shows minority population percentages in the RTA region range from 14% in Sandwich and Somonauk Townships to 57% in Cook County. Across the region the average is 48.6% of the population, which is about 10% higher than the national average of 38%.

Table 4. Disability Incidence by County

LOCATION	TOTAL POPULATION	TOTAL WITH A DISABILITY	PERCENT WITH A DISABILITY
Cook County	5,177,243	526,347	10.2%
DuPage County	925,916	75,514	8.2%
Kane County	527,595	43,733	8.3%
Lake County	687,874	61,017	8.9%
McHenry County	306,531	28,854	9.4%
Will County	681,426	59,972	8.8%
DeKalb (Sandwich & Somonauk Townships)	9,791	975	10.0%
Grundy (Aux Sable Township)	13,223	800	6.1%
Urban Area Kendall County (Estimates)	84,116	6,260	7.4%
total	8,413,715	803,472	9.5%

Table 5. Minority Population

LOCATION	TOTAL POPULATION	WHITE ALONE	MINORITY (INCLUDES HISPANIC OR LATINO)	PERCENT MINORITY
Cook County	5,223,719	2,217,734	3,005,985	57.5%
DuPage County	931,743	627,050	304,693	32.7%
Kane County	530,839	304,340	226,499	42.7%
Lake County	703,619	437,597	266,022	37.8%
McHenry County	307,789	250,987	56,802	18.5%
Will County	688,697	442,248	246,449	35.8%
DeKalb (Sandwich & Somonauk Townships)	9,928	8,537	1,391	14.0%
Grundy (Aux Sable Township)	13,223	10,284	2,939	22.2%
Urban Area Kendall County (Estimates)	108,360	76,343	32,017	29.5%
total	8,517,917	4,375,120	4,142,797	48.6%

Veteran Population

Veterans make up 4.6% of the region's population 18 years of age and over, as shown in Table 6. This is lower than the U.S. average of 8%. Cook County has the lowest overall percentage of veterans in the region, at 4.1%, but the largest number with 164,687 people who are veterans. The highest county percentage is in McHenry, at 6.5%, with the highest overall percentage in Aux Sable Township at 7.8%.

Table 6. Veteran Population

LOCATION	CIVILIAN POPULATION 18 YEARS AND OVER	VETERANS	PERCENT VETERANS
Cook County	4,062,016	164,687	4.1%
DuPage County	716,588	33,751	4.7%
Kane County	390,967	21,299	5.4%
Lake County	519,702	31,211	6.0%
McHenry County	233,343	15,224	6.5%
Will County	511,269	30,191	5.9%
DeKalb (Sandwich & Somonauk Townships)	7,607	524	6.9%
Grundy (Aux Sable Township)	8,836	685	7.8%
Urban Area Kendall County (Estimates)	77,269	5,011	6.5%
total	6,527,597	302,583	4.6%

POPULATION AND EMPLOYMENT FORECAST

Right now, it is very difficult to predict what the future will hold. Acknowledging the pandemic as a major disruptor, both of life and livelihood, provides little direction. But looking back at past events leads us to understand that both life and livelihood will continue and grow, as they have before. CMAP prepared forecasts of populations, households and employment in support of their *ON TO 2050* publication. The data uses 2010 Census and previous estimates (to 2040) that were updated in 2018. Their methodology is described in Part 2 of the *ON TO 2050* appendix "ON TO 2050 Socioeconomic Forecast," available on the CMAP Data Hub.

Population Forecast

The total population for the region will grow 26% from approximately 8,496,076 people in 2020 to an estimated 10,701,426 residents in 2050. The rate of births will far outpace the rate of deaths, and more people will move into the region than will move out to other areas of the country.

The data in Table 7 and Table 8 below are color-coded to indicate rough generational groupings; the 'greatest' generation (currently folks 75 and better), the Baby Boomers (aged 55 through 74), GenX (ages 40–55), the Millennials or GenY (ages 20–39), and the current youth, Generation Z (0–19). Table 8, depicting the 2050 population estimates, is color-coded using the same brackets, even though the generations will have aged 30

Table 7. Estimated Population by County in 2020

	COOK	DUPAGE	KANE	KENDALL	LAKE	MCHENRY	WILL	TWPS IN DEKALB	AUX SABLE/ GRUNDY
Under 5 years	316,851	55,149	33,832	8,874	40,183	16,534	40,491	758	1,147
5 to 9 years	301,489	59,689	37,706	11,840	43,792	18,558	41,935	590	1,342
10 to 14 years	323,668	58,099	39,196	10,833	52,487	23,076	56,044	587	1,177
15 to 19 years	309,410	60,345	39,971	9,519	53,736	22,002	52,084	681	998
20 to 24 years	334,239	57,392	33,551	7,196	50,841	17,221	44,783	846	809
25 to 29 years	435,500	57,794	31,532	6,298	39,260	17,543	41,502	711	754
30 to 34 years	411,333	60,020	31,695	9,004	38,709	17,451	40,759	711	1,084
35 to 39 years	367,286	62,141	38,038	9,938	43,965	18,669	45,394	499	1,050
40 to 44 years	334,579	58,224	34,528	11,648	43,696	20,432	48,073	474	1,043
45 to 49 years	328,132	61,469	37,417	9,532	48,242	23,029	52,697	810	896
50 to 54 years	320,807	64,240	36,787	7,464	50,359	24,020	50,828	606	735
55 to 59 years	325,891	66,269	37,003	6,083	50,847	24,942	45,325	657	696
60 to 64 years	313,367	63,997	29,879	6,193	44,914	20,476	41,966	471	459
65 to 69 years	242,883	47,250	26,897	4,114	32,334	16,001	31,585	465	441
70 to 74 years	189,645	37,979	17,713	3,743	26,976	11,716	23,429	351	174
75 to 79 years	136,400	24,145	12,808	2,750	17,048	7,121	15,679	242	91
80 to 84 years	88,900	16,173	8,092	1,011	10,655	4,600	8,727	232	190
85 years and over	100,113	18,214	7,571	1,875	12,788	5,179	11,009	237	137

years. Kendall County population is included in total, rather than pulling out only the urbanized area. Sandwich and Somonauk Townships in DeKalb County, and Aux Sable Township in Grundy County are depicting only the township populations.

In 2020, the proportion of older people aged 65 and better to the whole is 14%. The proportion of older adults 75 and above is 6%. These figures help transportation planners to understand the demand that is likely to be placed on the services used by older adults. If a person lives to age 75 (if they are not taken early by accidents, addictions, or suicides, which shorten the average life span of the whole population) they are likely to live to an old age. Men are likely to live for 7 more years, and women likely to live for 10 more years. However, age 75 is also an average age for people to stop or modify their driving due to medical issues like arthritis and failing sight, complications from medications, and other physical or cognitive limitations that affect their driving. For these reasons it is said that older adults will outlive their driving ability by 7 to 10 years. When they stop driving, these residents will need transportation resources in their communities. By 2050, the senior population 65+ is projected to be 17% of the regions' population, with 7% aged 75 and older.

Table 8. Estimated Population by County in 2050

	COOK	DUPAGE	KANE	KENDALL	LAKE	MCHENRY	WILL	TWPS IN DEKALB	AUX SABLE/ GRUNDY
Under 5 years	360,172	62,925	59,234	22,148	63,414	35,043	79,427	721	1,336
5 to 9 years	360,337	69,493	65,409	24,032	68,752	38,339	90,875	805	1,367
10 to 14 years	377,048	73,144	61,466	21,055	70,548	35,646	87,998	829	1,462
15 to 19 years	377,974	65,633	56,028	17,810	64,473	34,875	79,260	804	1,518
20 to 24 years	346,564	54,571	40,089	12,863	41,845	23,439	49,427	944	1,106
25 to 29 years	430,131	61,356	44,012	15,301	46,081	25,255	56,954	719	1,175
30 to 34 years	412,296	63,916	53,438	21,141	53,933	32,536	72,524	619	1,253
35 to 39 years	387,833	67,049	56,388	20,979	56,323	33,828	78,455	787	1,247
40 to 44 years	388,264	72,394	61,770	22,049	65,731	39,050	84,857	778	1,340
45 to 49 years	402,741	84,306	60,118	20,256	72,203	40,129	85,357	1,047	1,471
50 to 54 years	402,154	83,813	52,185	17,993	68,251	35,584	78,440	1,030	1,617
55 to 59 years	356,411	69,722	45,722	15,465	54,374	29,083	59,912	894	1,464
60 to 64 years	296,668	60,889	40,199	14,120	47,142	24,975	53,335	812	1,078
65 to 69 years	310,045	69,591	42,004	15,594	51,033	30,633	63,107	709	869
70 to 74 years	238,273	39,642	32,670	10,091	35,024	20,407	42,845	672	663
75 to 79 years	191,656	32,842	23,493	8,380	26,321	13,343	26,978	445	502
80 to 84 years	150,097	25,835	15,274	4,509	18,133	10,302	22,158	326	334
85 years and over	132,818	23,782	13,455	2,926	14,678	7,064	16,392	262	279

A more detailed picture of the generations and where they are located within the region is provided in the following tables. Table 9 and Table 10 show the proportions of the age cohorts to the whole, and are color-coded with the darker blue colors identifying higher concentrations within the tables. By looking over the subtly darker waves in the data, the generations stand out. This visualization of the generations also shows a trend of younger working professionals living in Cook County, and more families (in the 35–55 age range) with young children (ages 5–19) in several of the outlying counties. Kendall has the youngest families, and McHenry and Will Counties have the oldest in 2020. As these groups of people age 30 years and new families come along, similar patterns are found in 2050. The impact of people who have put down roots in an outlying community and want to age in place will be greatest in those communities that currently do not provide transportation services.

Table 9. Proportion of Population by Age and County, 2020

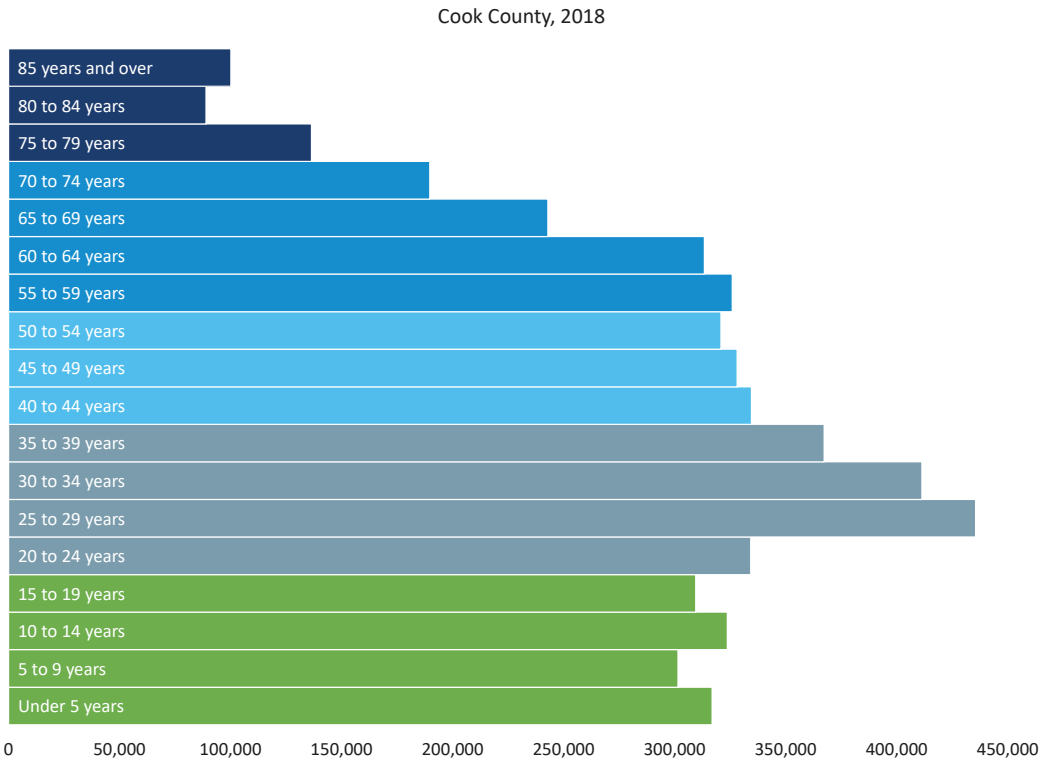
	COOK	DUPAGE	KANE	KENDALL	LAKE	MCHENRY	WILL	TWPS IN DEKALB	AUX SABLE/ GRUNDY
Under 5 years	6.1%	5.9%	6.3%	6.9%	5.7%	5.4%	5.8%	7.6%	8.7%
5 to 9 years	5.8%	6.4%	7.1%	9.3%	6.2%	6.0%	6.1%	5.9%	10.1%
10 to 14 years	6.2%	6.3%	7.3%	8.5%	7.5%	7.5%	8.1%	5.9%	8.9%
15 to 19 years	6.0%	6.5%	7.5%	7.4%	7.7%	7.1%	7.5%	6.9%	7.5%
20 to 24 years	6.5%	6.2%	6.3%	5.6%	7.3%	5.6%	6.5%	8.5%	6.1%
25 to 29 years	8.4%	6.2%	5.9%	4.9%	5.6%	5.7%	6.0%	7.2%	5.7%
30 to 34 years	7.9%	6.5%	5.9%	7.0%	5.5%	5.7%	5.9%	7.2%	8.2%
35 to 39 years	7.1%	6.7%	7.1%	7.8%	6.3%	6.1%	6.6%	5.0%	7.9%
40 to 44 years	6.5%	6.3%	6.5%	9.1%	6.2%	6.6%	6.9%	4.8%	7.9%
45 to 49 years	6.3%	6.6%	7.0%	7.5%	6.9%	7.5%	7.6%	8.2%	6.8%
50 to 54 years	6.2%	6.9%	6.9%	5.8%	7.2%	7.8%	7.3%	6.1%	5.6%
55 to 59 years	6.3%	7.1%	6.9%	4.8%	7.3%	8.1%	6.5%	6.6%	5.3%
60 to 64 years	6.0%	6.9%	5.6%	4.8%	6.4%	6.6%	6.1%	4.7%	3.5%
65 to 69 years	4.7%	5.1%	5.0%	3.2%	4.6%	5.2%	4.6%	4.7%	3.3%
70 to 74 years	3.7%	4.1%	3.3%	2.9%	3.8%	3.8%	3.4%	3.5%	1.3%
75 to 79 years	2.6%	2.6%	2.4%	2.1%	2.4%	2.3%	2.3%	2.4%	0.7%
80 to 84 years	1.7%	1.7%	1.5%	0.8%	1.5%	1.5%	1.3%	2.3%	1.4%
85 years and over	1.9%	2.0%	1.4%	1.5%	1.8%	1.7%	1.6%	2.4%	1.0%

The following charts provide county-by-county age trends. These are color-coded to allow a quick visualization of the generations as they move into the future. The light blue and gray generations move up, and the youngest, green generation fills in below. The bar at the top of the chart represents 85 years and better, and the bar along the bottom is Under 5 years. The other trend that can be visually identified is that while the population of all the counties is growing, there is movement of additional population predominantly to the outlying counties.

Table 10. Proportion of Population by Age and County, 2050

	COOK	DUPAGE	KANE	KENDALL	LAKE	MCHENRY	WILL	TWPS IN DEKALB	AUX SABLE/ GRUNDY
Under 5 years	6.1%	5.8%	7.2%	7.7%	6.9%	6.9%	7.0%	5.5%	6.7%
5 to 9 years	6.1%	6.4%	7.9%	8.4%	7.5%	7.5%	8.1%	6.1%	6.8%
10 to 14 years	6.4%	6.8%	7.5%	7.3%	7.7%	7.0%	7.8%	6.3%	7.3%
15 to 19 years	6.4%	6.1%	6.8%	6.2%	7.0%	6.8%	7.0%	6.1%	7.6%
20 to 24 years	5.9%	5.0%	4.9%	4.5%	4.6%	4.6%	4.4%	7.1%	5.5%
25 to 29 years	7.3%	5.7%	5.3%	5.3%	5.0%	5.0%	5.0%	5.4%	5.9%
30 to 34 years	7.0%	5.9%	6.5%	7.4%	5.9%	6.4%	6.4%	4.7%	6.2%
35 to 39 years	6.5%	6.2%	6.9%	7.3%	6.1%	6.6%	7.0%	6.0%	6.2%
40 to 44 years	6.6%	6.7%	7.5%	7.7%	7.2%	7.7%	7.5%	5.9%	6.7%
45 to 49 years	6.8%	7.8%	7.3%	7.1%	7.9%	7.9%	7.6%	7.9%	7.3%
50 to 54 years	6.8%	7.8%	6.3%	6.3%	7.4%	7.0%	7.0%	7.8%	8.1%
55 to 59 years	6.0%	6.5%	5.6%	5.4%	5.9%	5.7%	5.3%	6.8%	7.3%
60 to 64 years	5.0%	5.6%	4.9%	4.9%	5.1%	4.9%	4.7%	6.2%	5.4%
65 to 69 years	5.2%	6.4%	5.1%	5.4%	5.6%	6.0%	5.6%	5.4%	4.3%
70 to 74 years	4.0%	3.7%	4.0%	3.5%	3.8%	4.0%	3.8%	5.1%	3.3%
75 to 79 years	3.2%	3.0%	2.9%	2.9%	2.9%	2.6%	2.4%	3.4%	2.5%
80 to 84 years	2.5%	2.4%	1.9%	1.6%	2.0%	2.0%	2.0%	2.5%	1.7%
85 years and over	2.2%	2.2%	1.6%	1.0%	1.6%	1.4%	1.5%	2.0%	1.4%

Exhibit 1. Cook County Projections 2018–2050



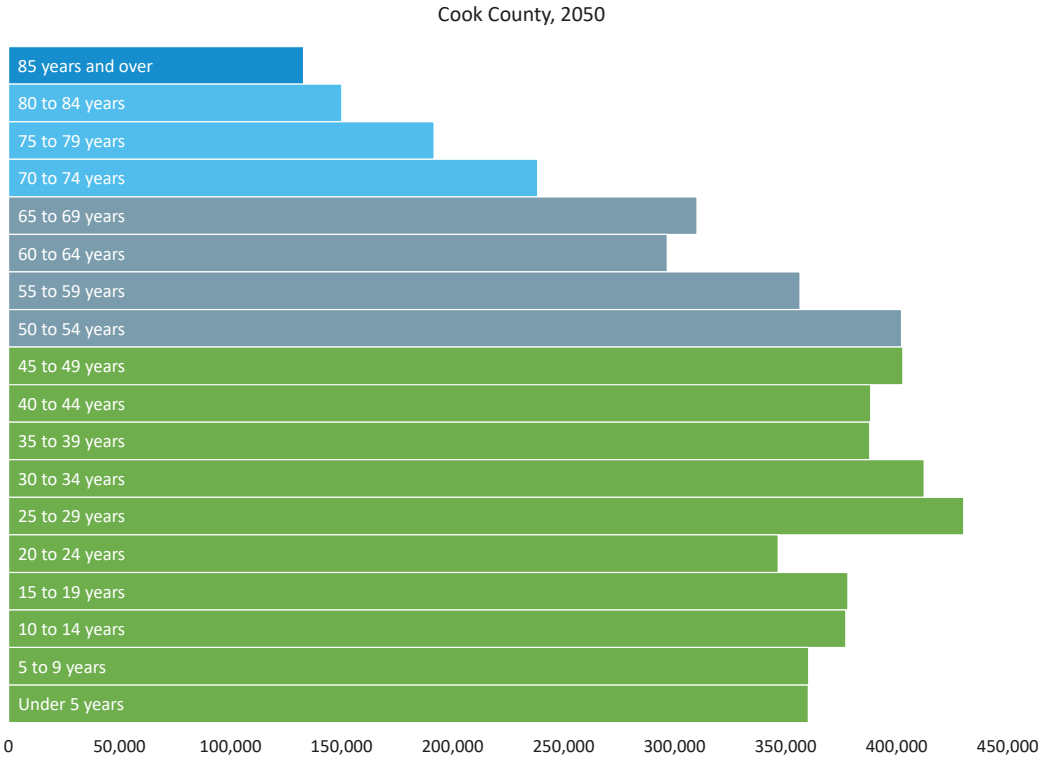
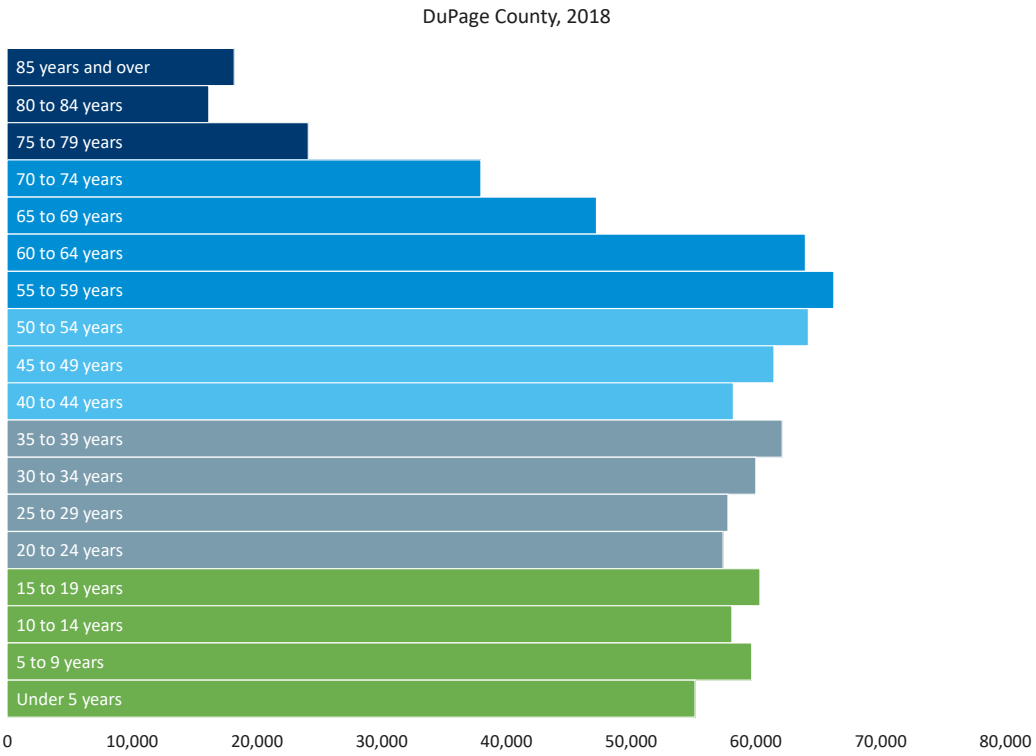


Exhibit 2. DuPage County Projections 2018–2050



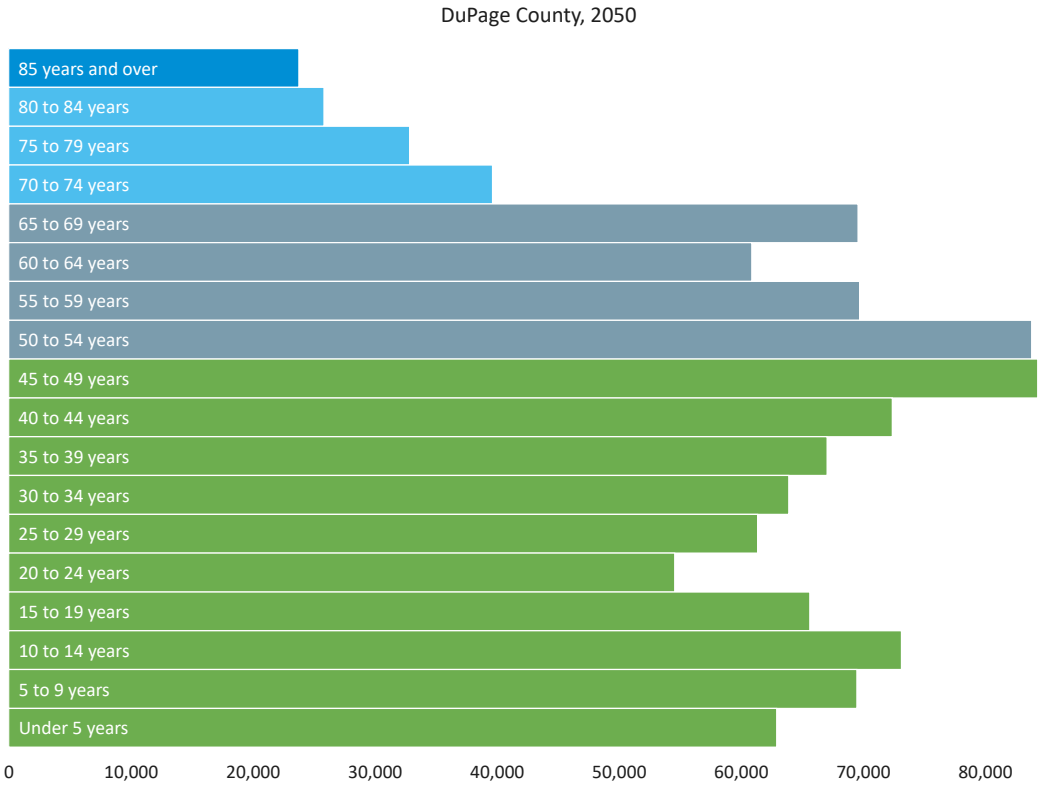
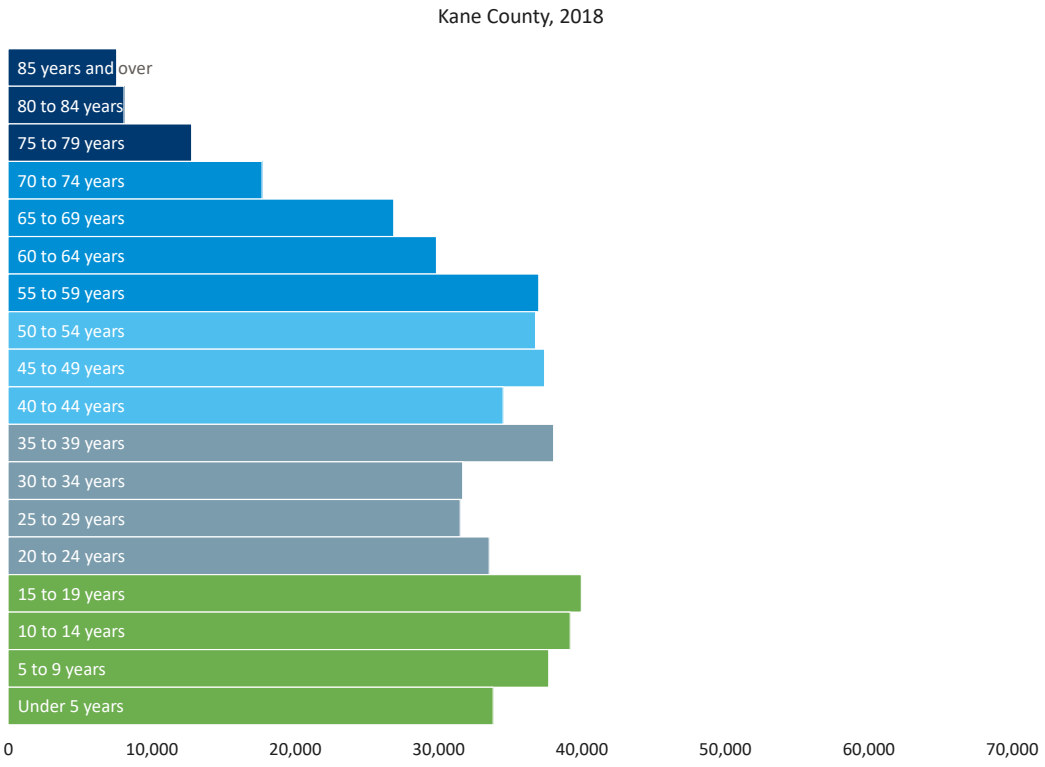


Exhibit 3. Kane County Projections 2018–2050



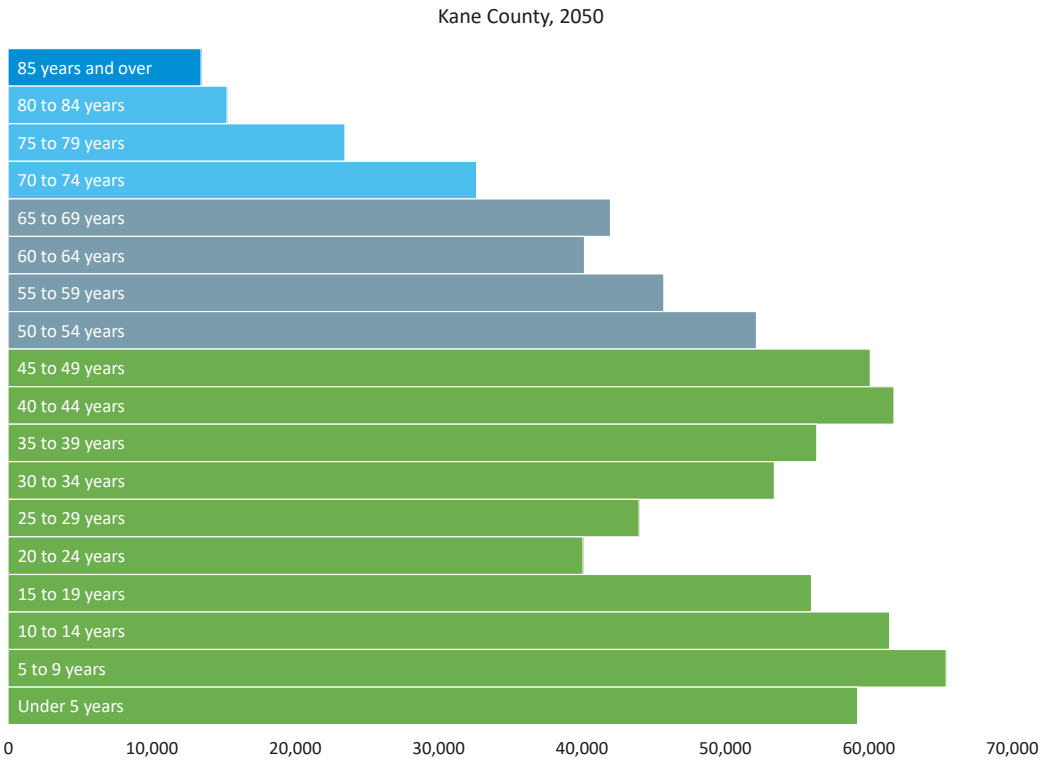
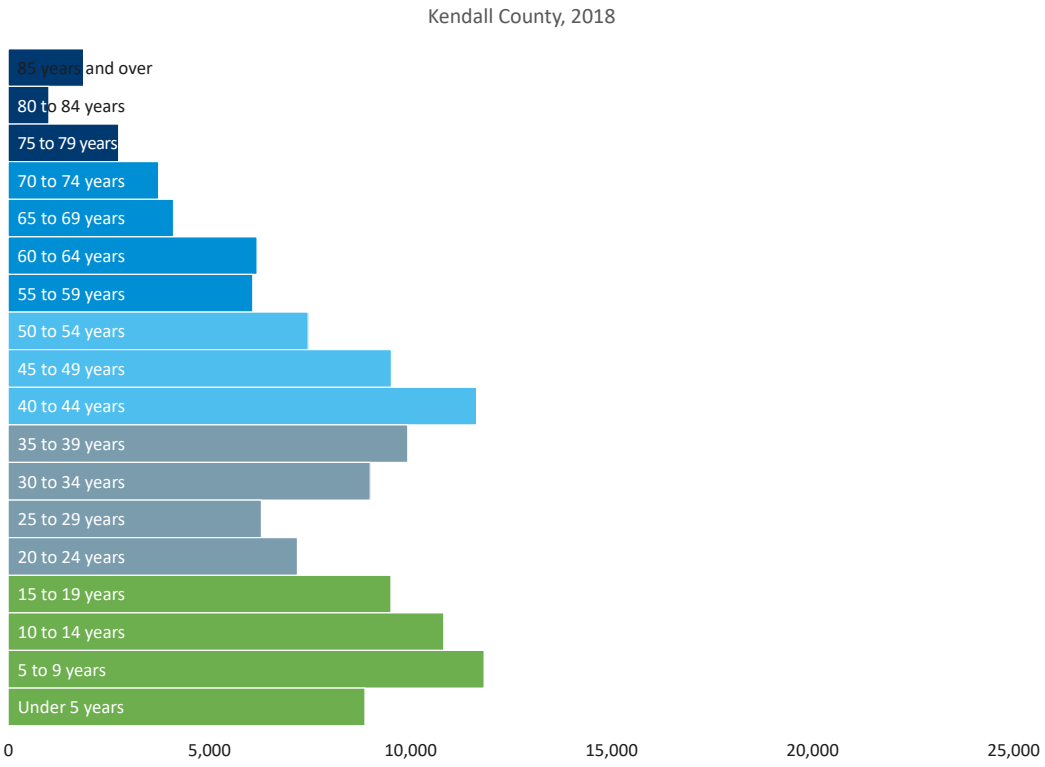


Exhibit 4. Kendall County Projections 2018–2050



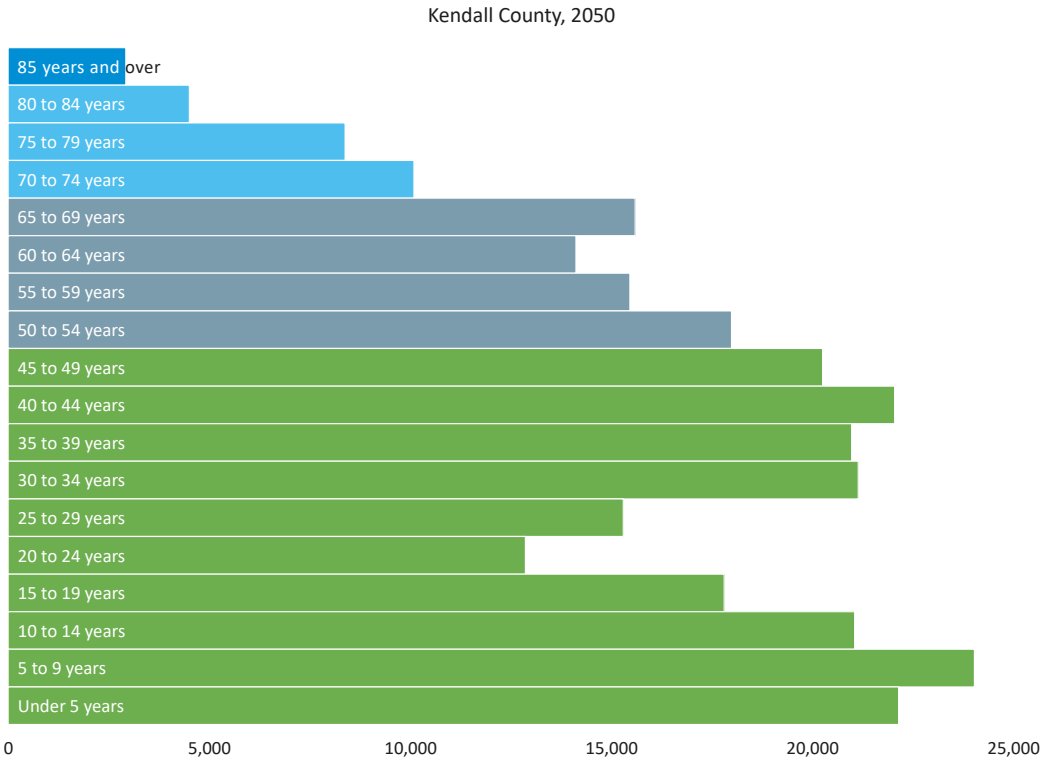
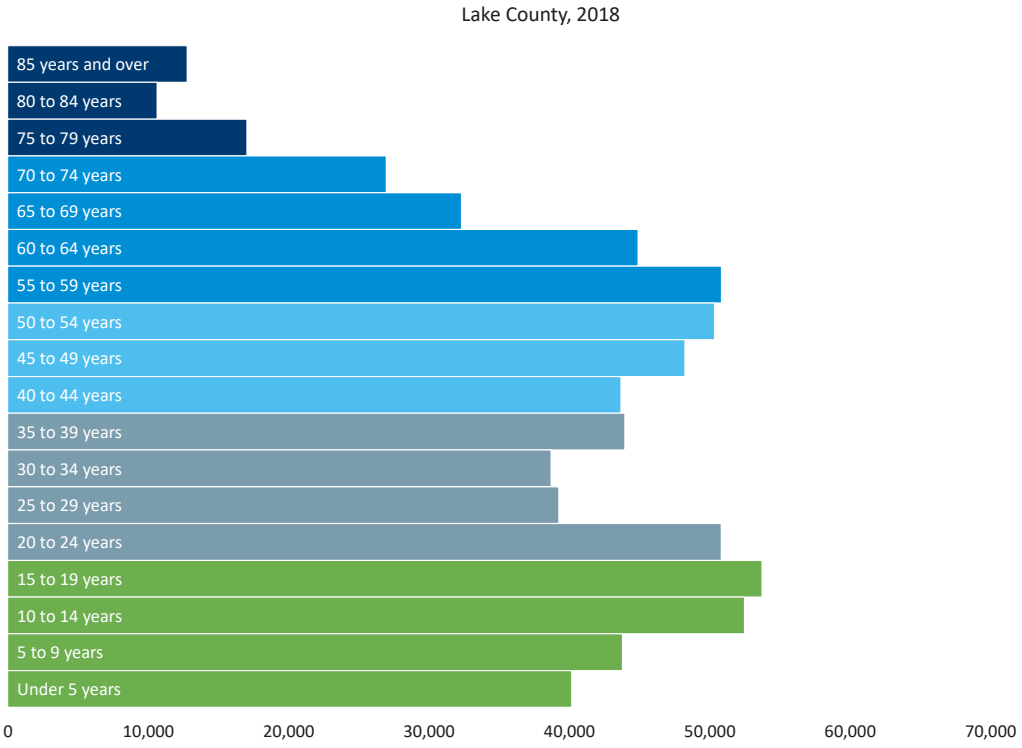


Exhibit 5. Lake County Projections 2018–2050



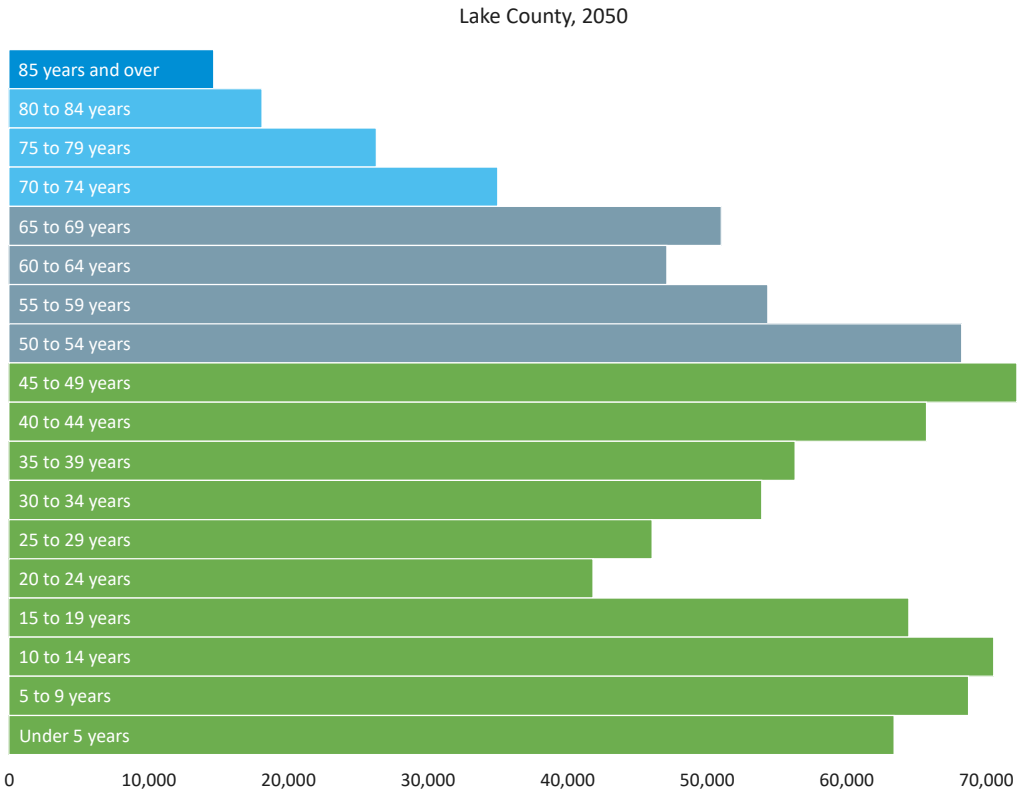
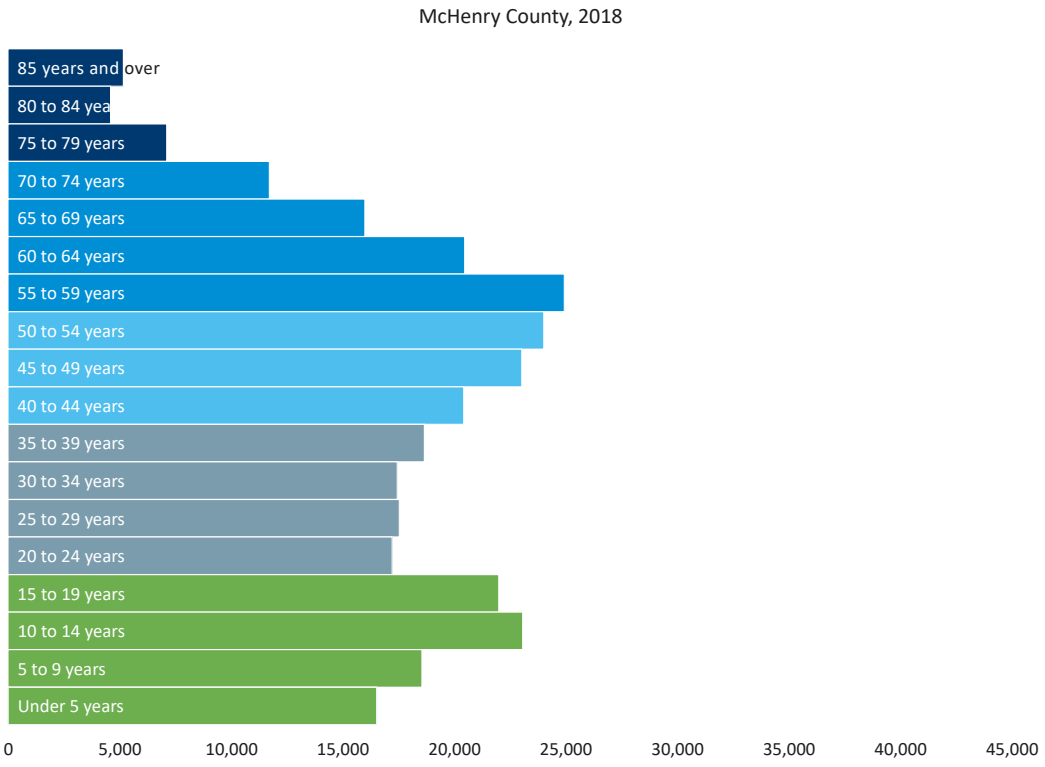


Exhibit 6. McHenry County Projections 2018–2050



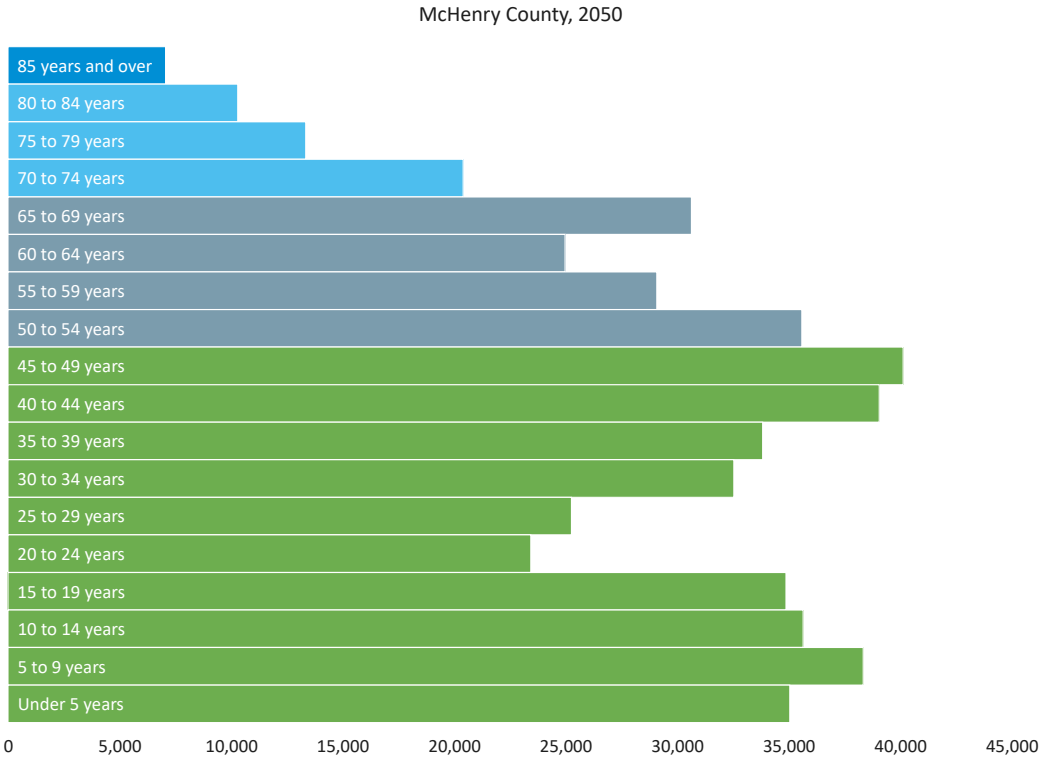
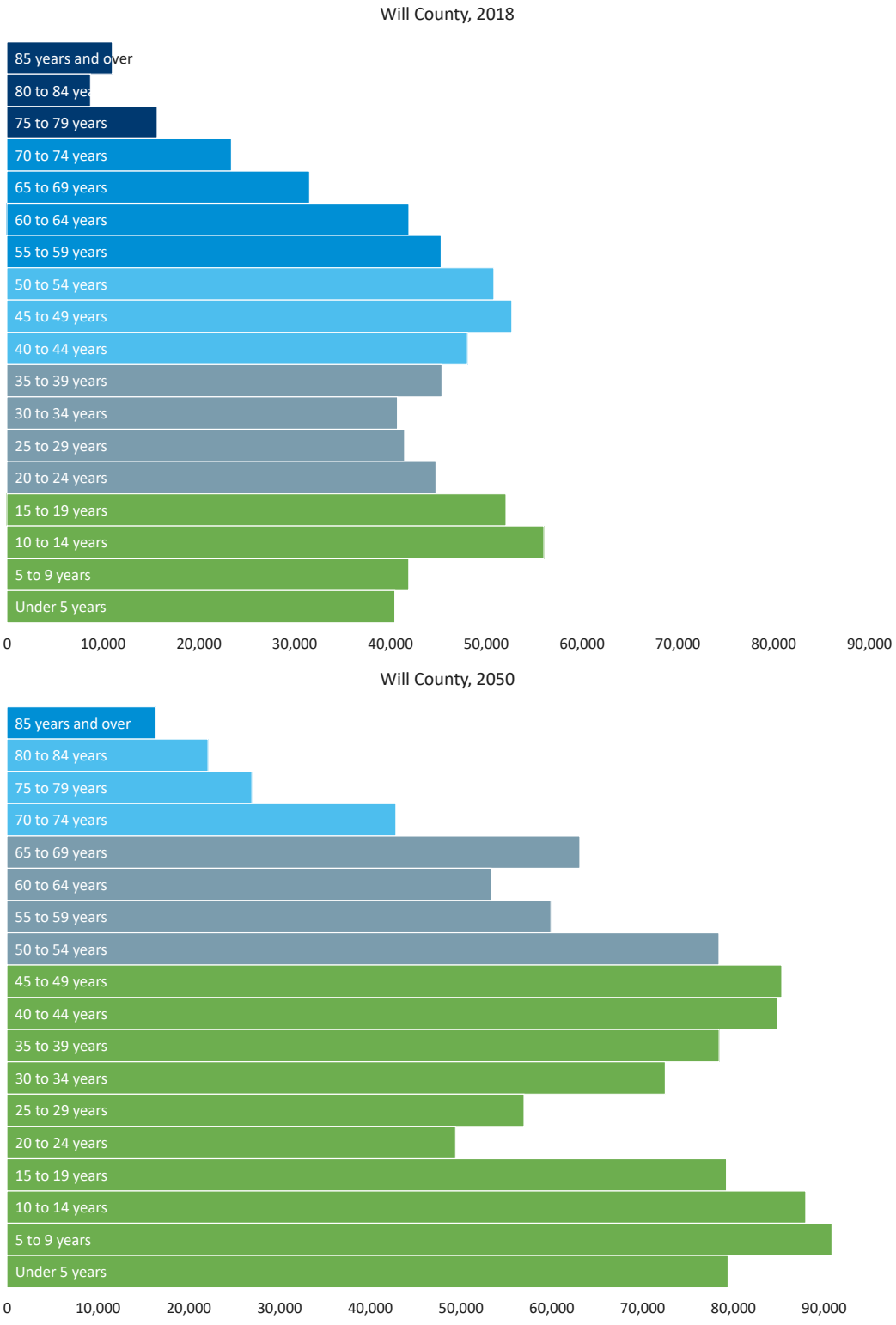


Exhibit 7. Will County Projections 2018–2050



Employment Forecast

Prior to the COVID-19 pandemic, CMAP estimated there were 4.25 million jobs in the RTA region. This estimate was generated prior to the outbreak and pandemic of COVID-19. Of these 63% are located in Cook County, highlighting the need for cross-county commuting options for the region. The smallest number of jobs are located in Kendall County, but Kendall County is projected to have the highest growth rate for employment. In Table 11 and Table 12 below, jobs are shown in total numbers projected in five-year increments out to 2050, and then in percent difference from the base year (2020). Between 2020 and 2025, Cook County is projected to grow 1.8 percent, from 2,690,197 jobs to 2,738,772 jobs. Between 2020 and 2050, Cook County is projected to grow 11.9 percent, from 2,690,197 jobs to 3,010,214 jobs. In contrast, between 2020 and 2050, Kendall County jobs (within the urbanized area) are projected to grow 88.5 percent, from 28,505 jobs to 53,732 jobs. The total growth for the region is projected at 17.3 percent. It is anticipated that COVID-19 closures and health restrictions will impact the region, seriously suppressing jobs growth for up to five years, but that the projections further out will be unaffected after a decade has passed.

The high rate of growth is shown in Exhibit 8, and contrasted by the total regional growth depicted in Exhibit 9, showing the total number of jobs forecast in each county stacked.

Table 11. 2020 through 2050 Job Growth by County, in number

WAGE & SALARY EMPLOYMENT	2020	2025	2030	2035	2040	2045	2050
Cook County	2,690,197	2,738,772	2,792,386	2,851,052	2,911,391	2,963,849	3,010,214
DuPage County	632,507	642,629	656,405	670,347	684,381	696,882	708,321
Kane County	222,746	228,867	237,593	248,550	262,468	279,535	301,050
Kendall County	28,505	30,041	32,216	34,910	38,495	44,243	53,732
Lake County	350,327	358,489	368,726	379,552	391,579	404,310	416,700
McHenry County	102,297	106,593	111,795	117,792	125,266	135,220	148,123
Will County	233,889	243,350	257,793	274,983	296,443	322,935	361,477
7-county	4,260,468	4,348,742	4,456,914	4,577,185	4,710,024	4,846,975	4,999,618

Table 12. 2020 through 2050 Job Growth by County, in percentage

WAGE & SALARY EMPLOYMENT	2020	2025	2030	2035	2040	2045	2050
Cook County	—	1.8%	3.8%	6.0%	8.2%	10.2%	11.9%
DuPage County	—	1.6%	3.8%	6.0%	8.2%	10.2%	12.0%
Kane County	—	2.7%	6.7%	11.6%	17.8%	25.5%	35.2%
Kendall County	—	5.4%	13.0%	22.5%	35.0%	55.2%	88.5%
Lake County	—	2.3%	5.3%	8.3%	11.8%	15.4%	18.9%
McHenry County	—	4.2%	9.3%	15.1%	22.5%	32.2%	44.8%
Will County	—	4.0%	10.2%	17.6%	26.7%	38.1%	54.6%
7-county	—	2.1%	4.6%	7.4%	10.6%	13.8%	17.3%

Exhibit 8. Employment Rate of Change by County

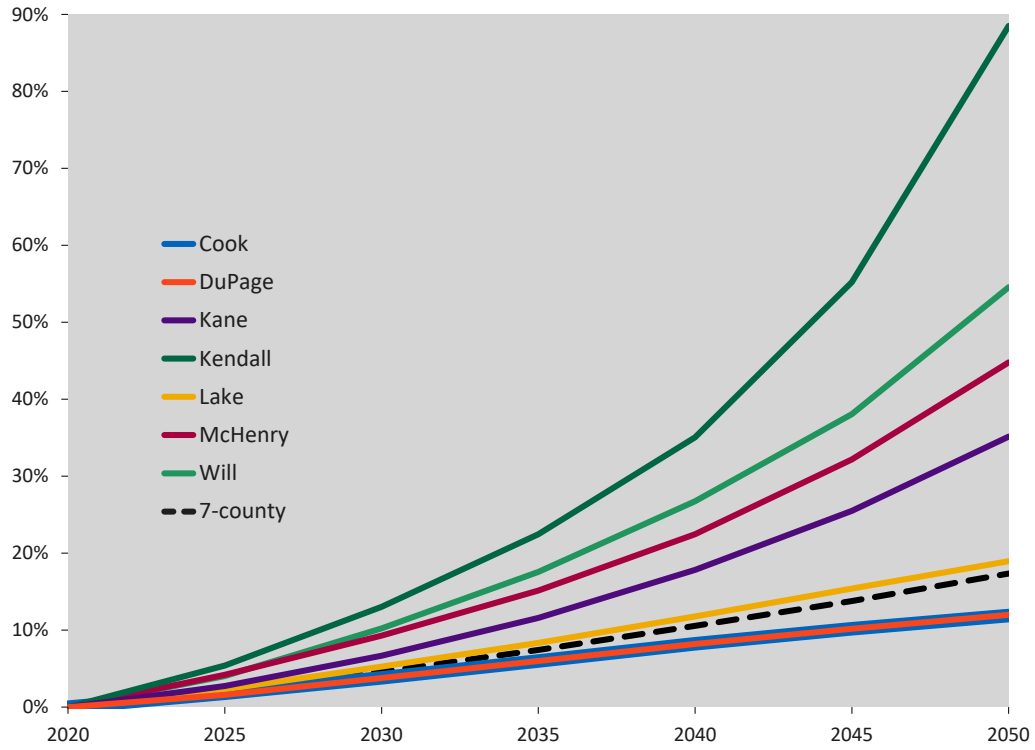
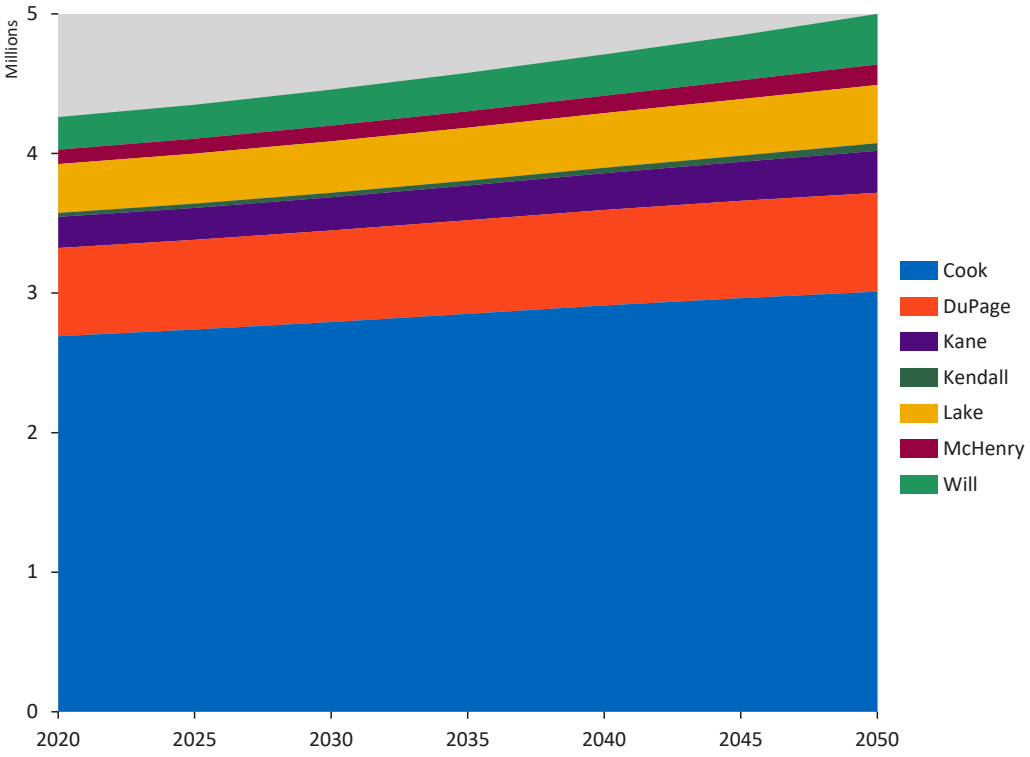


Exhibit 9. Employment Forecast by County



Incomes for the Region

The regional income levels will be dramatically affected in 2020 by the COVOD-19 pandemic and the associated health and economic disruptions experienced by the whole community. The information presented is a picture of incomes prior to the pandemic, with data derived from the 2014–2018 5-year ACS estimates.

Household Income, Median Income, and Percent Below Poverty

There are an estimated 3,112,108 total households in the RTA region. Table 13 shows the proportions of households reporting income up to $35,000 per year. Maps provided in the appendix illustrate the distribution of low-income households in each county. Of these low-income households 29.9% are in Cook County. Kane County has the next highest percentage of lower income households, at 20.2%. The higher income brackets are

Table 13. Household Income, Less than $10,000 to $35,000

LOCATION	TOTAL HOUSEHOLDS	LESS THAN $10,000	$10,000 TO $14,999	$15,000 TO $24,999	$25,000 TO $34,999
Cook County	1,965,033	7.6%	4.2%	9.4%	8.7%
DuPage County	341,823	3.8%	2.0%	5.5%	6.0%
Kane County	177,694	3.8%	2.7%	6.6%	7.1%
Lake County	244,672	4.0%	2.5%	6.2%	6.5%
McHenry County	111,812	2.9%	2.1%	5.6%	6.3%
Will County	227,620	3.2%	2.1%	6.0%	6.7%
DeKalb (Sandwich & Somonauk Townships)	3,610	2.0%	2.4%	10.0%	6.3%
Grundy (Aux Sable Township)	4,168	3.6%	4.2%	2.6%	5.9%
Urban Area Kendall County (Estimates)	35,676	2.4%	1.7%	3.1%	4.7%

Table 14. Household Income, $35,000 to Over $200,000

LOCATION	TOTAL HOUSEHOLDS	$35,000 TO $49,999	$50,000 TO $74,999	$75,000 TO $99,999	$100,000 TO $149,999	$150,000 TO $199,999	$200,000 OR MORE
Cook County	1,965,033	11.6%	16.2%	12.0%	14.8%	7.0%	8.6%
DuPage County	341,823	9.8%	15.2%	13.4%	19.9%	10.8%	13.6%
Kane County	177,694	11.4%	17.1%	13.3%	18.8%	9.3%	9.7%
Lake County	244,672	9.6%	15.4%	12.2%	17.7%	10.0%	15.9%
McHenry County	111,812	9.9%	17.4%	15.3%	21.1%	10.2%	9.2%
Will County	227,620	9.8%	17.2%	14.0%	21.0%	10.6%	9.3%
DeKalb (Sandwich & Somonauk Townships)	3,610	14.0%	20.6%	17.9%	20.1%	4.9%	1.8%
Grundy (Aux Sable Township)	4,168	9.4%	19.6%	17.3%	20.6%	13.9%	3.0%
Urban Area Kendall County (Estimates)	35,676	10.1%	16.7%	17.4%	24.9%	9.6%	9.5%

shown in Table 14, where the highest percentages are generally located in the western townships of the region, with the exception of Lake County having the highest percentage of households earning $200,000 or more. The income bracket containing the largest number of households is $100,000–$149,000, and the second largest is $50,000 to $74,000, which is in line with the region's average income of $61,828 per year.

The median income for each county is shown in Table 15, where the range runs from Cook County at $62,088 up to DuPage County at $88,711.

Table 16 provides the percentages of population living below the poverty level. Federal Poverty Guidelines are determined each year by the US Department of Health and Human Services. The 2020 poverty guidelines set the individual poverty level at $12,760 per year, and a household or family of four at $26,200 per year nationally. Cook County has the highest percentage of residents below the poverty threshold at 15.1%. DuPage County has the lowest percentage per county at 6.8%, and the urbanized area of Kendall County has the lowest percentage of the region, at 5.1%.

Table 15. Median Household Income

LOCATION	MEDIAN INCOME
Cook County	$62,088
DuPage County	$88,711
Kane County	$76,912
Lake County	$86,244
McHenry County	$84,803
Will County	$83,504
DeKalb (Sandwich & Somonauk Townships) (Estimate)	$70,747
Grundy (Aux Sable Township)	$81,328
Urban Area Kendall County (Estimate)	$86,676

Table 16. Percent Below Poverty

LOCATION	POPULATION FOR WHOM POVERTY STATUS IS DETERMINED	TOTAL BELOW POVERTY LEVEL	PERCENT BELOW POVERTY
Cook County	5,138,012	778,020	15.1%
DuPage County	918,650	62,203	6.8%
Kane County	524,493	52,281	10.0%
Lake County	686,112	56,651	8.3%
McHenry County	305,484	21,649	7.1%
Will County	678,516	47,519	7.0%
DeKalb (Sandwich & Somonauk Townships)	9,783	754	7.7%
Grundy (Aux Sable Township)	13,207	832	6.3%
Urban Area Kendall County (Estimates)	107,775	5,504	5.1%
total	8,382,032	1,025,413	12.2%

Zero- and One-Vehicle Households

Transportation costs are typically the second-largest percentage of a household's budget, after housing costs. Personal vehicles are expensive to own, maintain, insure, and fuel, costing an average of $12,127 per year in the CMAP region. Transit costs per year are an average of $308 in the same region. In areas where the transit amenities make it possible for people to go without a personal vehicle, their budget can go farther. On the other hand, in areas where there are few transit options and where housing and trip destinations are dispersed, the high cost can force people to forgo vehicle ownership, limiting their transportation options dramatically. The number of vehicles available to a household is used as an indicator of transit service demand. If a household has no vehicles the members are more likely to depend on transportation services, family, or friends. Likewise, a household with only one vehicle available could be limited if there is more than one adult in the household. Of the three million households in the region, over a third (35.5%) have only one vehicle available, while 12.7% have zero vehicles.

Transit Propensity

A calculation to determine transit propensity is commonly used to inform transportation planners as they project the amount and mode of service appropriate for an area. Transit propensity is a measure of the likelihood that a local population will use transit service, were it available to them, taking into account certain demographic characteristics. The model was derived through research completed on transit trip generation. The end result is an estimate of the relative propensity for transit per census block group.

The transit propensity model applied for the RTA service area incorporates specific ACS 2014–2018 5-Year Estimates at the block group level. The data included in the model are the characteristics most likely to indicate the location of potential transit riders. The variable characteristics used in this model are as follows:

Table 17. Households with Zero and One Vehicle Available

LOCATION	TOTAL HOUSEHOLDS	TOTAL ZERO VEHICLES	TOTAL ONE VEHICLE	PERCENT WITH ZERO VEHICLES	PERCENT WITH ONE VEHICLE
Cook County	1,963,070	347,470	794,734	17.7%	40.5%
DuPage County	341,823	13,939	104,505	4.1%	30.6%
Kane County	178,050	7,813	47,412	4.4%	26.6%
Lake County	244,672	12,203	66,576	5.0%	27.2%
McHenry County	111,812	4,073	26,205	3.6%	23.4%
Will County	227,848	8,334	57,012	3.7%	25.0%
DeKalb (Sandwich & Somonauk Townships)	3,613	191	1,018	5.3%	28.2%
Grundy (Aux Sable Township)	4,168	114	809	2.7%	19.4%
Urban Area Kendall County (Estimates)	35,665	767	7,528	2.2%	21.1%
total	3,110,721	394,904	1,105,799	12.7%	35.5%

- Total population
- Square miles
- Total population for which poverty is determined
- Population below poverty
- Number of persons age 65 and older
- The characteristics of each block group are compared to the total for the whole region. Calculations for the threshold values are outlined in the following bullet points.
  - Total population divided by the square miles of each block group equals 5,995.1 (threshold value).
  - Population living below poverty divided by the total population for which poverty is determined equals 14.12% (threshold value).
  - Population that is age 65 and over divided by the total population equals 12.75% (threshold value).
- The threshold values were entered into the transit propensity model to determine each block group's transit propensity. This process included:
  - Calculating the standard deviation for each variable to create a "moderate" category equal to one standard deviation around the mean (threshold). (One-half standard deviation below and one-half standard deviation above the threshold value)
  - Query the variables for block groups that experienced percentages within the categories very low, low, moderate, high, and very high propensity.
    - Very low = all three variables for the block group fell below the lower limit threshold value
    - Low = two of the three variables were below the lower limit
    - Moderate = block groups within one standard deviation around the mean
    - High = block groups that two of the three variables exceed the upper limit
    - Very high = block groups that all three variables exceed the upper limit

Table 18 helps illustrate the process and Exhibit 10 geographically depicts the data.

Block groups in Chicago, Evanston, and Harvey have the highest projected transit propensity. These block groups have a combination of the greatest population densities, largest senior populations, and highest numbers of individuals living below the poverty level. Some of the very high tracts are in Chicago but near Oak Park and Cicero.

The block groups shaded in orange have high transit propensity. These block groups are distributed more evenly throughout the region. Many are concentrated in Chicago. Others are located in or near city centers, and may correspond with senior housing complexes and tracts with high apartment densities, which cause the target population numbers to rise above surrounding community locations.

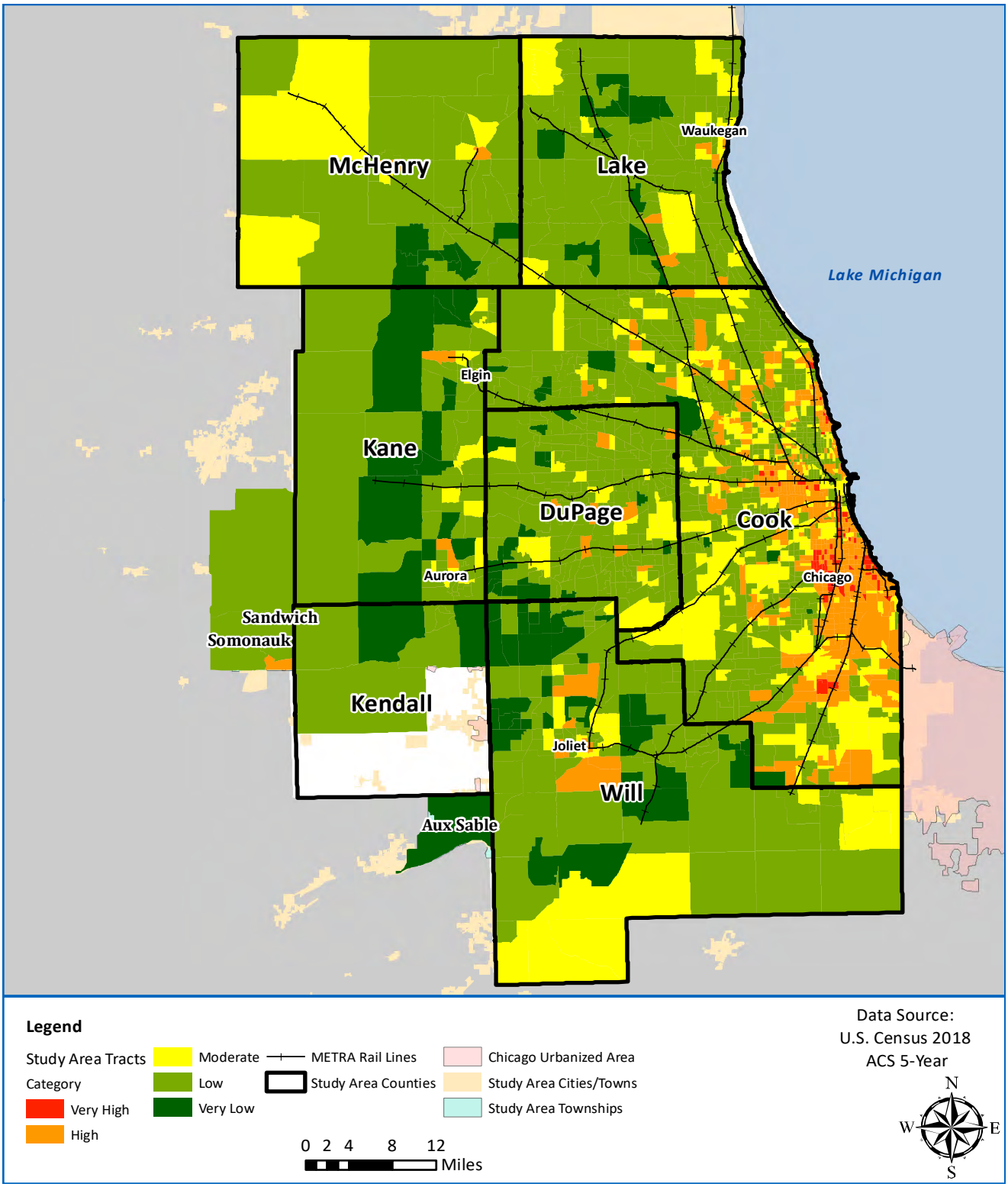
Block groups shaded in yellow have moderate levels of transit propensity. Groups shaded in light green have low transit propensity; and block groups shaded in dark green had very low levels of transit propensity.

Compared to the more densely populated areas of the region, rural areas have lower levels of demand

Table 18. Transit Propensity Process

TRANSIT PROPENSITY					
VARIABLE	**VERY LOW**	**LOW**	**MODERATE**	**HIGH**	**VERY HIGH**
Population Density	All of the variables fell below the lower limit	2 of 3 variables fell below the lower limit	3387.91–9383.01	2 of 3 variables exceeded the upper limit	All of the variables exceeded the upper limit
Below Poverty			8.83%–22.95%		
Population Age 65+			9.09%–21.84%		

Exhibit 10. Transit Propensity Map



for transit service, primarily because there are fewer people per square mile. However, demand still exists throughout the region's rural areas. The nature of demand in rural areas (with lower transit propensity) indicates that smaller vehicles and more demand-responsive modes of service are appropriate to meet needs. Conversely, higher demand in the more densely populated areas indicates that those areas are more likely to be suitable for larger transit buses and scheduled route services. This distinction is important when developing new transportation options and planning capital and operating budgets for service expansions.

Other demographic factors discussed in this chapter, including veterans, minorities, and zero-vehicle and single-vehicle households are also important for transportation planners to consider because these are common demographic factors shared by the typical transit rider in urban and rural areas. Zero- and single-vehicle households were not included in the transit propensity model because reliable information about poverty was not available; densities of low-income households and zero-vehicle or single-vehicle households are often similar (as indicated in the county-by-county demographic maps provided in Appendix D). Veteran and minority population data are relevant but weaker indicators of transportation demand. Therefore, these factors are included in the analysis as supporting documentation relevant to some of the recommended coordination goals and strategies, but they are not incorporated into the demand model.

Clean Air Hybrid Bus
K999
Lift or step lowered upon request
Elevador o bajada automática al requerirlo
HYBRID

Accessible
Boarding
Rush Hour

CHAPTER 3: INVENTORY OF COMMUNITY TRANSPORTATION SERVICES

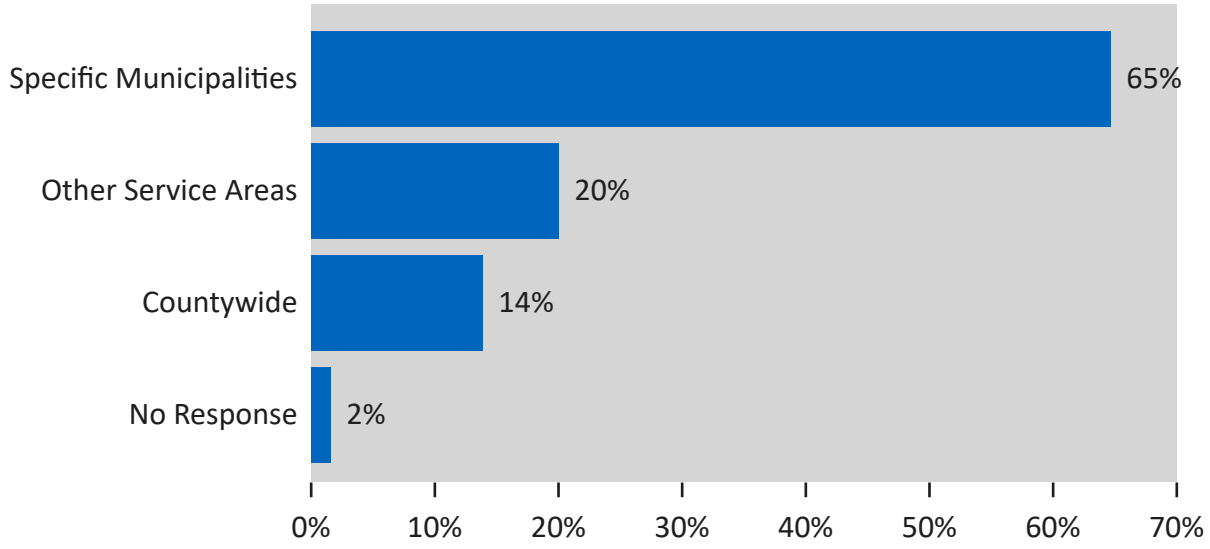
REGIONAL TRANSPORTATION SERVICE OVERVIEW

The inventory of transportation providers serving the RTA region includes public, nonprofit, human service agency, and private transportation services. In total there are more than 100 organizations that provide transportation for older adults, individuals with disabilities, people with low incomes, and the general public. As illustrated in Exhibit 16, transportation is available in nearly every part of the region. Some of these transportation services are open to anyone in the general public, while other services are available only for people who meet specific eligibility requirements (i.e., age or disability).

Nearly 70 percent of the transportation providers that participated in this study have an eligibility requirement for riders. In most cases, passengers must be older adults and/or individuals with disabilities.

Bus and rail services are the core of public transportation for the region and provide the most passenger trips. The three main service providers in the region are: Chicago Transit Authority (CTA) bus and rail, Pace (suburban bus and regional paratransit), and Metra (regional rail). These providers are collectively referred to as the three Service Boards under the RTA. The mass transit services are especially important for trips within Chicago and commuting between the city and the suburbs. The region also offers suburban bus routes (Pace) and demand response or on-demand transportation services operated by local governmental entities, human service agencies, private operators, and nonprofit organizations. Together, this network of mobility options offers a variety of services to meet the various mobility needs of residents, businesses, and visitors.

Exhibit 11. Geographic Service Area of Agencies



It is common for transportation program service area boundaries to match the boundaries of the local funding sources (i.e., townships, municipalities, or counties), limiting or excluding trips that cross those borders. The RTA region is no exception. More than 64% of the organizations participating in the inventory effort identified specific municipal boundaries around the transportation service area. Another 20% identified some other boundary such as multiple townships. More than 14% of organizations provide county-wide services. Exhibit 11 illustrates the geographic service area of the participating transportation providers, not including the Service Boards.

Exhibit 12 illustrates the fact that the majority of transportation services in the region for the transportation-disadvantaged population offer service as a demand response mode. Therefore, passengers call to schedule a ride.

The emphasis of this plan is on how the transportation options for older adults, individuals with disabilities, and people with low income are meeting mobility needs and where gaps in access to transportation exist. Gaps in transportation can be created by spatial or temporal limitations of the service providers. Temporal gaps are typically times of the day when transportation is needed but is not available because it is before or after the transportation providers' operating hours. Exhibit 13 and Exhibit 14 illustrate the times of day when weekday services start and ends for the participating transportation providers.Exhibit 15 illustrates the

Exhibit 12. Percent Providing Each Mode of Service

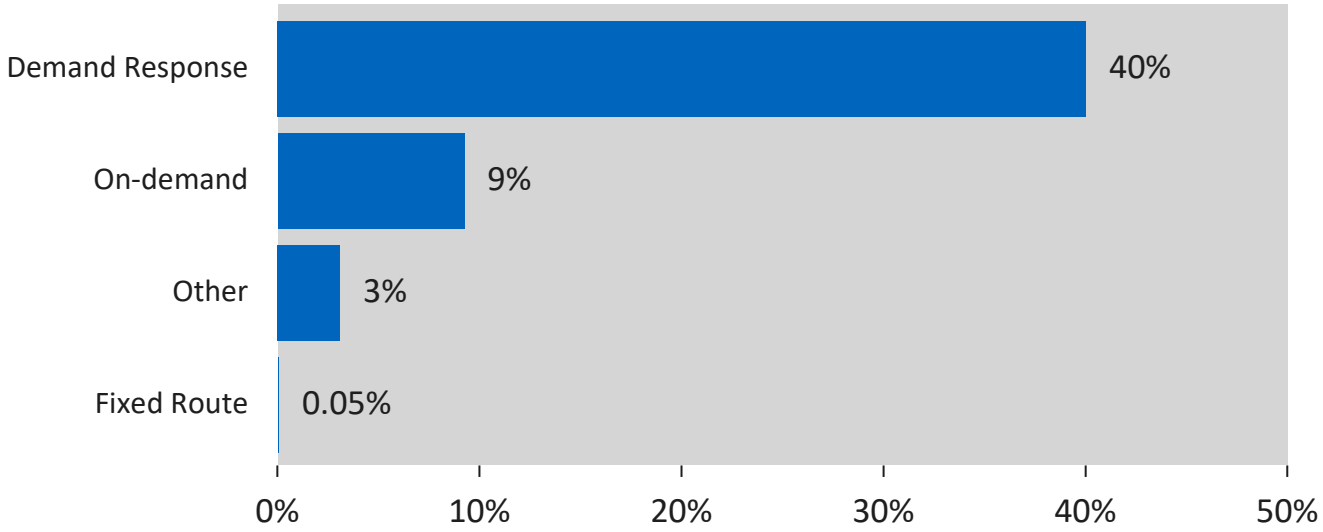


Exhibit 13. Weekday Service Start Times

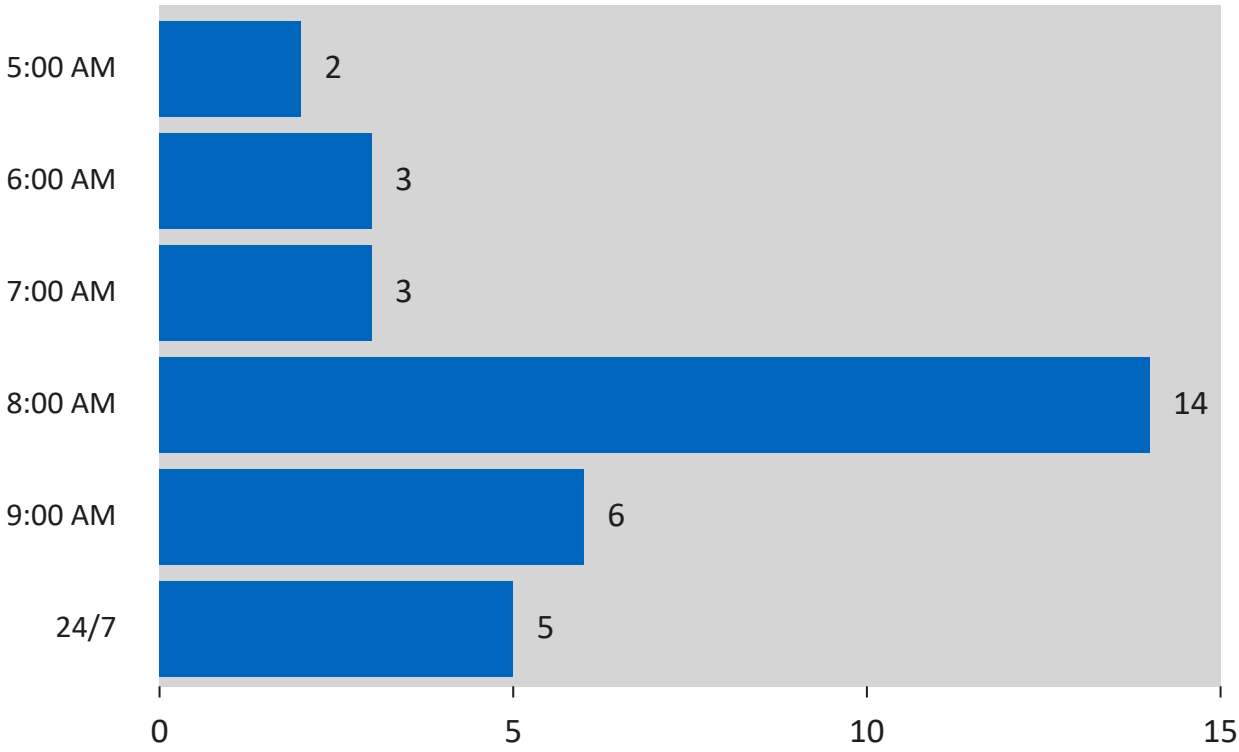
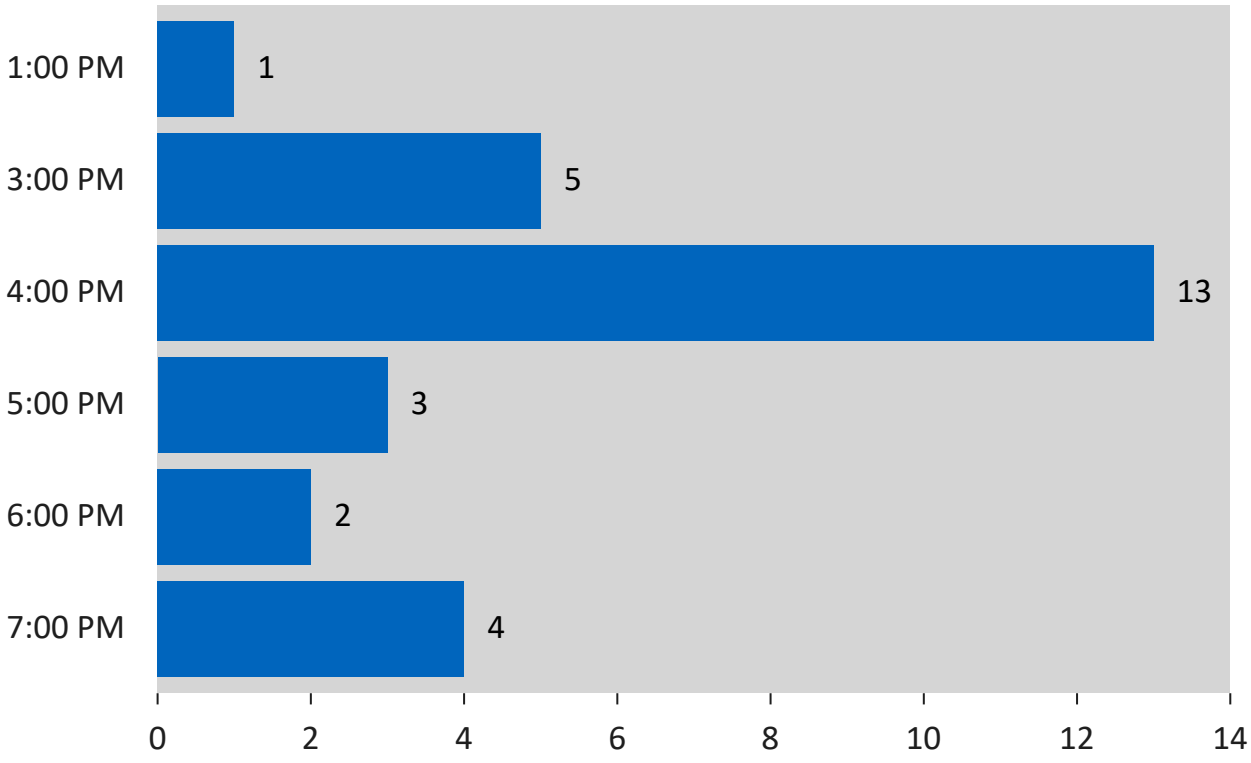


Exhibit 14. Weekday Service End Times



number of organizations that operate transportation on weekends. As illustrated, the majority of transportation services begin at 8:00 AM and end at 4:00 PM.

Gaps can also include service area boundaries, lack of access to wheelchair-accessible vehicles, or passenger fares that are not affordable for some potential riders. These gaps and challenges are discussed in more detail in the Chapter 4 Needs Assessment.

This chapter includes an inventory of available transportation services, with a focus on programs serving older adults, individuals with disabilities, and people with low incomes. The following paragraphs provide an overview of services provided in the RTA area. A detailed inventory of transportation providers by county is listed in Appendix B. Data was collected through one-on-one telephone interviews, an online provider survey, and references to the 2013 RTA Human Services Transportation Plan Update. Every effort was made to account for transportation services available to older adults, individuals with disabilities, and people with low incomes.

Exhibit 15. Weekday-Only Service vs. Additional Weekend Service

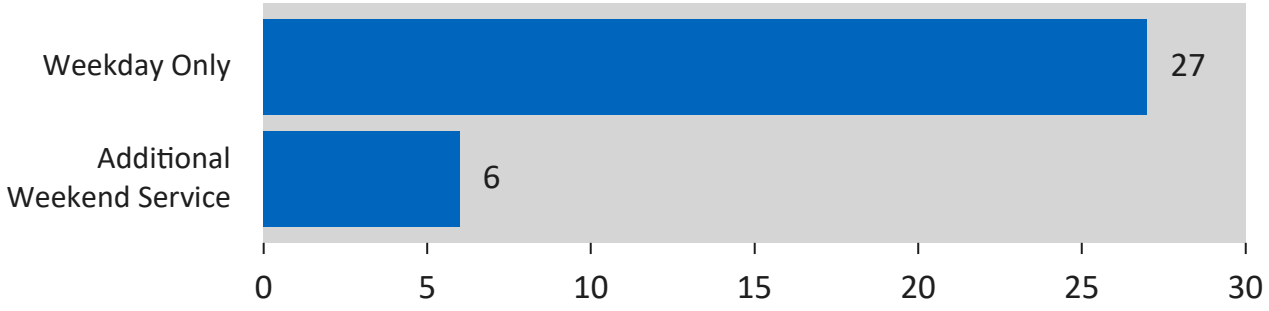
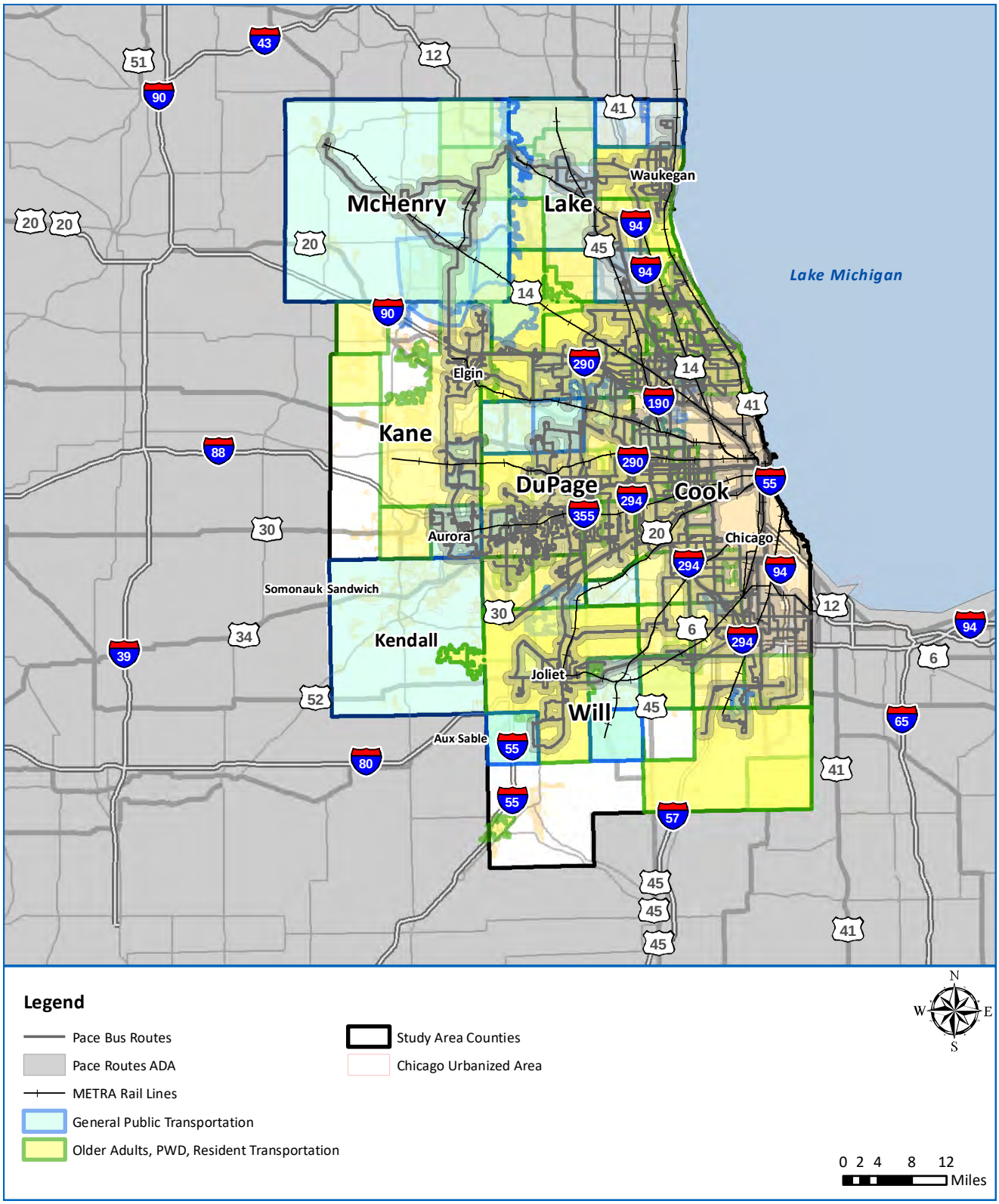


Exhibit 16. Transportation Service Coverage Map



Overview of Available Regional Public Transportation Services

The following paragraphs provide an overview of transportation services with a regional service area. Individual county or multi-county services (that are not regional) are identified in subsequent sections of this chapter.

Regional Transportation Authority (RTA)

The RTA provides financial oversight, funding, and regional transit planning for the region's transit operators or Service Boards: the Chicago Transit Authority (CTA), Metra, and Pace Suburban Bus and Americans with Disabilities Act (ADA) paratransit. The RTA regional system serves two million riders each weekday and six counties with 7,200 transit route miles throughout Northeastern Illinois. In addition to managing multiple funding programs for transportation, the RTA serves riders with disabilities and older adults. The agency issues Reduced Fare and Ride Free permits to eligible riders, manages eligibility for ADA Paratransit services, and oversees travel training services.

Chicago Transit Authority[1]

The Chicago Transit Authority (CTA) operates the nation's second-largest public transportation system, covering the City of Chicago and 35 surrounding suburbs. On an average weekday, approximately 1.6 million rides are taken on the CTA.

The CTA is an independent governmental agency created by state legislation. The CTA has been serving the community since 1947. Presently, CTA service is provided by two modes: bus and rail. The CTA works in coordination with regional agencies, Metra and Pace, which connect with CTA bus and rail in numerous locations.

The CTA bus system consists of 140 routes. Buses make over 25,000 trips daily and serve nearly 12,000 bus stops throughout the region. Several routes also provide 24-hour service, known as "Owl Service."

The rail system, known as "The 'L," consists of train lines spanning the city and neighboring communities. Eight rapid transit routes and 145 stations cover 224.1 miles of track. Two routes—the Red and Blue Lines—operate 24 hours, every day.

The CTA Transit Board consists of seven members, with four appointed by the Mayor of Chicago and three appointed by the Governor of Illinois. The CTA generates revenue from farebox collections and receives supplemental funding for operating expenses from RTA.

Metra[2]

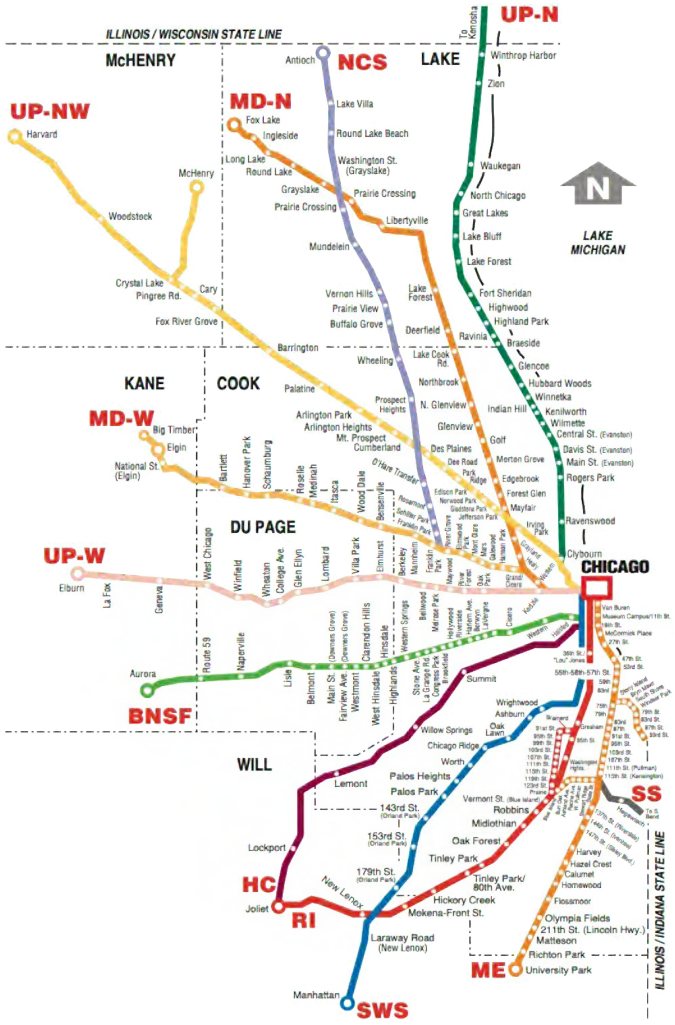
Metra oversees all commuter rail operations in the 3,700 square mile northeastern Illinois region, with responsibility for day-to-day operations, fare and service levels, capital improvements and planning. Metra is one of the largest and most complex commuter rail systems in North America, serving Cook, DuPage, Will, Lake, Kane, and McHenry Counties. The agency provides service to and from downtown Chicago with 242 stations and over 11 routes totaling nearly 500 route miles and approximately 1,200 miles of track. Metra operates nearly 700 weekday trains, providing nearly 290,000 passenger trips each weekday.

While accessible rail cars are available on each line, 185 of 242 stations are fully accessible and 13 are classified as partially accessible. Metra provides an accessible shuttle service ("P-8") from the next accessible station with reservations made 3 hours or more in advance. Regular one-way fares are $4 between adjacent zones up to $9.50 from the furthest stations. Reduced

[1] Source CTA website: www.transitchicago.com

[2] Source: Metra website www.Metrarail.com

Exhibit 17. Metra Map



fares are offered for seniors, people with disabilities, students, and children. Metra maintains an active ADA Advisory Committee that accepts public involvement and input. As a result of the Stay-At-Home order in response to the COVID-19 pandemic, ridership for Metra was down 95% as of June 2020.

Pace Suburban Bus Fixed Route, ADA Paratransit, and Dial-a-Ride Services and Vehicle Programs[3]

Pace's family of public transportation services offer transit options for residents of 284 municipalities in Cook, Will, DuPage, Kane, Lake, and McHenry Counties. Pace services are the core of Chicago's suburban public transit network. Pace serves tens of thousands of daily riders and is one of the largest bus services in North America. Pace covers 3,677 square miles, an area about 15 times the size of the City of Chicago.

Pace bus routes and the ADA service area are depicted in gray in Exhibit 16. Local Pace Call-n-Ride services are outlined in the individual county sections and an overview is provided here. The RTA administers an ADA paratransit eligibility determination process for the region. Individuals must complete an application form and participate in an interview at an RTA interview and assessment center to be considered for ADA paratransit eligibility. Eligible individuals may make trips within the ADA paratransit corridor during the days and hours that fixed route bus service is in operation. Service generally begins at 5:30 AM or 6:00 AM and ends between 6:00 PM and 10:00 PM on weekdays. Saturday and Sunday service are available on a limited number of routes and with more limited hours.

Pace fiscally contributes to dozens of dial-a-ride programs throughout the suburbs. In some cases, Pace's agreement with local municipalities involves Pace contracting with a regional call center contractor and with one of more service providers to provide dial-a-ride services for seniors and persons with disabilities who reside in a single municipality or a consortium of municipalities. For these services, the municipality or consortium also serve as a co-sponsor, providing additional funding for their service. The sponsorship agreements vary by locality; in some cases, the municipal sponsors provide a certain preset level of funding that funds a certain volume of trips. In other cases, the volume of service is not limited; in these

[3] Sources: Pace website www.pacebus.com and discussions with Pace

localities, the actual cost of service over the course of month is allocated among the municipal sponsors based on a formula. Additionally, there are municipalities with their own dial-a-ride services where Pace does not have a direct role in the operation of the service but does have a financial partnership with a township, city or village to help fund the service. Dial-a-ride programs have different rules on fares, geographic boundaries, and passenger eligibility. Dial-a-ride services are available in various locations within Cook, Lake, Kane, DuPage, McHenry, and Will Counties. Specific service area boundaries within each county are described in the subsequent county inventory sections of this chapter.

pace ON DEMAND

Pace On Demand offers reservation-based, shared-ride service in 11 designated service areas throughout the suburban region. Riders book online or call to reserve a trip at least one hour in advance and pay with Ventra or cash when boarding. Riders can also use mobile wallets such as Samsung or Apple Pay apps. On Demand is open to the general public, so anyone can book a trip and ride the service, as long as the trip starts and ends within one of the Pace On Demand zones. The online booking feature will come to all On Demand services soon.

Table 19. Pace On Demand Service Zones

ON DEMAND SERVICE ZONES	
Arlington Heights – Rolling Meadows	Southeast Aurora
Batavia	Naperville – Aurora
Hoffman Estates	Tinley Park
Round Lake	West Joliet
Vernon Hills	Wheaton – Winfield
St. Charles – Geneva	

Pace On Demand requires a one-hour advance reservation. Most On Demand services have certain schedule stops. Passengers can board the vehicle in those places without a prearranged reservation. Reservations are granted on a first come-first served basis. Pick-ups and drop-offs will take place in the most efficient order geographically. Drivers may combine individual trips to create shared rides. Pace On Demand passenger fares are $2.00 per one-way ride. Transfers to and from Pace fixed routes bus service are $0.30 when using the Ventra card. Reduced fares and free rides are offered to those with RTA Reduced Fare or Ride Free permits.

Pace Municipal Vehicle Program and Locally-Based Service Program. Pace has two programs in which it provides vehicles to municipalities, local bodies of government or government-funded programs and agencies located in the Pace six-county region. In these programs and contingent upon available resources, Pace will furnish one or more vehicles required by the municipality to provide transportation to the general public or to specific groups such as seniors, persons with disabilities, and persons with low incomes. Each vehicle is provided at an established rate per month per vehicle. The municipality is also required to pay a security deposit, which is returned when the municipality returns the vehicle to Pace in a reasonable condition.

Each vehicle has an established schedule for routine maintenance. The municipality is responsible for the coordinating maintenance and care of the vehicle as prescribed by Pace. In the Municipal Vehicle Program, Pace covers the cost of maintenance via a Pace-provided credit card. In the Locally-Based Service Program, the municipality is responsible for the cost of maintenance. For both programs, the municipality is also responsible for (1) the cost of fuel, vehicle washes and detailing, and insurance; (2) providing and training its own drivers; (3) performing required monthly reporting; and (4) providing a transportation coordinator. Municipalities taking advantage of these programs are identified in the inventory sections of this chapter.

Pace Advantage Program. This is another vehicle program in which Pace provides vehicles at the rate of $250 per month per van to not-for-profit human service organizations, workshops, and agencies that are located in the Pace six-county region, hold a current State of Illinois Developmental Training Certification or equivalent, and provide work-related transportation service to persons with disabilities. Similar to the vehicle programs above, the agencies are responsible for (1) the cost of fuel, vehicle washes and detailing, and insurance; (2) providing and training its own drivers; and (3) performing required monthly reporting. The agencies in the region who are operating Pace Advantage vehicles are identified in the inventory sections of this chapter.

Pace RideShare Matching is a website that provides free commuter information for those traveling between the a six-county region of Illinois, southeast Wisconsin, and northwestern Indiana. Pace does not hire carpool or vanpool drivers. Pace Vanpool drivers are already employed full time and are volunteering to share a ride to and from their employment. Carpool participants are sharing commuter resources and/or taking turns driving.

Pace Vanpool is a workday rideshare arrangement for commuters who live or work in Cook, DuPage, Kane, Lake, McHenry, and Will Counties. When a group of commuters decides to form a Pace Vanpool, one member volunteers as the primary driver. Once approved by Pace, they receive the Pace vehicle and are ready to start commuting. Each rider pays a monthly fare based on distance and number of participants. This covers all costs of the vanpool, including fuel, maintenance, insurance, tolls, roadside assistance, and van washes.

Overview of Available Local Public Transportation Services

Throughout the RTA region, local townships and municipalities sponsor community transportation services. The modes operated locally range from on-demand taxi vouchers to dial-a-rides and bus services. Locally-operated transportation programs are limited to township or municipal boundaries, with few exceptions. Detailed descriptions of dial-a-ride services within each county are provided in Appendix A.

In addition to township- or municipally-sponsored services, local agencies or government entities have also collaborated to provide services for larger multi-jurisdictional areas. Coordinated services may be county-wide, or portions of each county that work together using a common call center. Local services operate under specific policies and procedures that include eligibility policies, fare structures, service hours, and scheduling procedures that are unique to the individual programs. Typically, the locally-operated services are limited to older adults and individuals with disabilities.

Ride DuPage was the first coordinated transportation program organized in the region. Bus or taxi services are provided for people who need travel assistance due to physical or cognitive limitations. Subsidized by a partnership of townships, cities, villages, Pace, and DuPage County, Ride DuPage offers curb-to-curb transportation 24 hours a day, seven days a week at significantly reduced rates. Travel boundaries and ridership approval are determined on a case-by-case basis, but generally the further the rider travels, the greater the cost of the ride.

Ride in Kane was formed in the early 2000s to provide a similar coordinated service for Kane County. The platform provides eligible residents 65 and older or with a disability access to transportation within limited geographic boundaries, usually based on the limits of the municipality that sponsors the rider. Service is available 24 hours a day, seven days a week, at a standard rate of $5 per trip for the first ten miles, and $1.50 per each additional mile over ten miles. Ride in Kane is administered by the Association for Individual Development in partnership with Pace Suburban Bus, Kane County and local municipalities, townships, and social service agencies operating as local sponsors. Pace continues to provide administrative support without cost to sponsors, including managing the grant allocation process for Ride in Kane, due to their current structure. Only half of the townships in the county are sponsors, leaving the western portion of the county underserved.

Ride DuPage and Ride in Kane share a common call center, supported by Section 5310 funding and operated by a Pace contractor.

Will County has three coordinated services: Central Will, serving City of Joliet, Homer Township, Joliet Township, Lockport Township, Plainfield Township, Troy Township, and Jackson Township; Southwest Will, serving Manhattan and Channahon Township; and Will Ride, serving the eastern townships of Frankfort, Green Garden, Peotone, Monee, Will, Crete, and Washington. Each service provides a slightly different fare structure, and different boundaries, with Will Ride allowing the furthest trips up to ten miles outside the seven townships' boundary. Transportation is available Monday through Friday.

McHenry County sponsors MCRide, for the general public, senior, and disabled riders. This transportation is provided seven days a week with limited daytime hours. Passengers pay a base fare for the first five miles and an additional mileage-based rate for service within the county and specific destinations outside the county.

In Lake County, there are two coordinated services: Ride Lake County Central sponsored by Fremont Township, Village of Libertyville, Libertyville Township, Village of Mundelein, Shields Township; and Ride Lake County West sponsored by Antioch Township, Avon Township, Fremont Township, Grant Township, Lake Villa Township, Wauconda Township and Lake County Coordinated Transportation Services Committee (LCCTSC). Transportation is provided Monday through Friday, with daytime service hours. The LCCTSC and its subcommittees are working together to build a county-wide coordinated transportation effort through greater collaboration among the partners and centralized leadership.

Throughout six counties, there are examples of many dial-a-ride services that are provided through a joint arrangement between local governments and Pace. These programs are administered as part of Pace's dial-a-ride program. The level of Pace subsidy to townships and municipalities varies by individual agreement. Cook County has no coordinated services, but over 15 individual dial-a-ride services. Many townships and cities in the other counties above are also served by individual, locally operated and funded transportation programs.

In addition to the above counties in the RTA service area, Kendall County is a partner in the RTA's 5310 program. The urbanized portion of the county around Yorkshire and Oswego is a part of the MPO area, and as a result Kendall Area Transit (KAT) receives both Section 5310 funding from RTA and Section 5311 funding from the State of Illinois. KAT supports county-wide demand response transit service, and will go to designated locations outside the county so long as one leg of the trip begins or ends in Kendall County. Service is provided through a contract with the Voluntary Action Center.

Overview of Human Service Agency Transportation Services

AgeGuide; Northeastern Illinois Area Agency on Aging

AgeGuide is one of 13 Area Agencies on Aging in Illinois, and coordinates in an eight-county area including Will, Lake, DuPage, Kane, Kendall, McHenry, Grundy, and Kankakee counties. Created by Congress to implement the Older Americans Act, Area Agencies on Aging coordinate a wide variety of services for persons aged 60 and older. One of AgeGuide's primary functions is to award funding to local agencies in each county to provide vital Older Americans Act services. AgeGuide then monitors these services throughout the region to ensure they are of high quality and the funds are spent appropriately.

Beyond information and referral, nutrition, health and homecare, and employment services, AgeGuide provides transportation grant funding in six of the eight counties. The Title III funding is designed to be needs based, rather than income or asset based. Funding for transportation is divided by a funding formula measuring the senior demographic of each county relative to the general population. County funds are required to stay within each county. AgeGuide issues an RFP and gathers applications for service provision. Each agency that receives funds is required to provide a match. The AAA funds supported $422,475 in transportation services in the region.

Providers determine their own eligibility criteria beyond 60+ years of age and a determination of need. The providers can also set their own limits, for example, medical trip versus general trip preference, or for distance traveled. Typically, each agency uses up the funds within the given year, so there is sometimes an issue of the donut hole—where services cannot be guaranteed at the end of the fiscal year, but pick back up with the start of the next contract. AgeGuide expressed openness to exploring other financial and grant structures that would assist coordination and provision of more standardized services across the counties.

Association for Individual Development

The Association for Individual Development (AID) serves individuals with developmental, intellectual, physical, and/or mental health challenges, and those who have suffered trauma or are at risk. AID administers the Ride in Kane program in partnership with Kane County, Pace, RTA, and local municipalities.

AID provides demand response, shared-ride transportation to their clients, largely from their homes to daily program activities, training, or employment, but also including casual appointments and other community engagement activities. The service is door-through-door, and AID provides personal care attendants if needed. Some of the homes maintained by AID have a vehicle available to the home care staff that can be used to meet the residents' needs with no reservation required. Staff also use personal vehicles for some client trips and are reimbursed for mileage.

AID also purchases some bus passes on Pace for behavioral health clients. Some transportation was provided by volunteers in the past, but volunteer transportation has been discontinued in response to COVID-19.

There are 76 vehicles in the AID fleet, including a mix of small buses, vans, and minivans. All vehicles are owned by the agency. AID operated an estimated 500,000 miles in 2019. Communication with drivers is maintained by cellphone and text. AID provides between 30,000 and 50,000 passenger trips per year to approximately 2,500 individuals, fifteen percent of whom use wheelchairs. The trips are largely funded through Medicaid/DHS funding. AID also receives Section 5310 funding from the RTA to support the Ride in Kane program and Mobility Management.

Clearbrook – Community Connections for Adults with Disabilities[4]

Clearbrook is a nonprofit agency serving people over a wide range of age and disabilities from children diagnosed with developmental delays at birth to the unique needs of seniors with disabilities and all ages in between. The agency supports over 8,000 individuals and their families annually. Clearbrook serves 15 counties in over 160 communities in Chicago, the suburbs, and northern Illinois. The agency provides transportation for supported and independent employment for its clients as well as transportation for day services. Clients are transported to work, school, day programs, medical appointments, community recreation, and other activities.

[4] Source: www.clearbrook.org

CTF Illinois – Transportation Services for People with Disabilities[5]

CTF is a nonprofit agency providing person-centered support to individuals with developmental disabilities. The agency serves 20 communities and currently supports 650 people. The agency provides transportation support to children and adults with diverse disabilities. The door-to-door transportation supports are a vital service that allows persons enrolled at CTF greater access to their daily supports including vocational, community employment, educational, fine arts, and advocacy.

Easterseals[6]

Easterseals provides a wide range of services to support comprehensive health and wellness of people living with a disability. Transportation is among the services available for adults with disabilities, including veterans. Easterseals is a national advocate for the Americans with Disabilities Act (ADA) and works tirelessly to ensure that all people are empowered to access their rights under the ADA.

Little City

Little City is a Chicago-area human services agency that provides a variety of services to people with intellectual and developmental disabilities. Little City's adult community-based homes are in DuPage, Cook, and Lake Counties. The children's residential program is located on Little City's main campus in Palatine in Cook County. Little City's transportation program provides door-to-door services from residences to/from community day services, medical appointments, grocery stores, recreational facilities, and other community-based outings with a fleet of 72 vehicles, several of which are leased from Pace through its Advantage Program. Little City staff notes that its drivers are trained to provide a higher level of service/assistance than is normally required for paratransit drivers. Few, if any, people served in Little City's residential program could safely access Pace bus routes or Ride DuPage/dial-a-ride type services. Instead, they require the around the clock care by trained, professional care teams. On average, Little City supports people served on 98 routes per day serving 863,748 trips annually including:

Table 20. Little City annual trips

PURPOSE	PEOPLE SERVED	TRIPS
Day Programs (CDS)	479	239,500
Employment-based	13	2,028
Medical Services	201	25,260
Community Access	410	596,960

Ray Graham Association

Focusing on individuals with cognitive and other types of developmental disabilities, such as Down syndrome, autism, and cerebral palsy, Ray Graham Association (RGA) serves more than 2,000 children and adults annually. RGA provides individuals with services to learn and develop independent living skills and important life skills that support the acquisition of employment. Further, the organization supports family health and safety, and provides recreation services which include therapeutic horseback riding.

RGA has been the recipient of vehicles from Illinois Department of Transportation (IDOT) and from Pace,

[5] Source: www.CTFillinois.org

[6] Source: www.easterseals.com

through its Advantage Program. It currently operates 77 vehicles over 54 different routes daily between more than 30 homes and other agency facilities, as well as employment sites, employment training locations, medical appointments, etc. With this transportation program, RGA serves 283 individuals who require customized or accessible services. In FY 2019, RGA provided just over 84,000 trips, broken down by trip purpose as follows:

Table 21. Ray Graham Association annual trips

PURPOSE	TRIPS
Employment/Training	70,283
Essential Shopping	5,256
Social/Recreational	3,294
Medical Appointments	3,213
Educational	1,962
total	84,008

Overview of Local Human Service Agency Transportation Services

In addition to the human service agencies (HSA) that serve the entire region, there are many agencies that provide services to older adults, individuals with disabilities, and people with low incomes on a local level. Within each county, there are numerous HSAs serving specific segments of the population. These agencies often provide transportation to their eligible clients who need a higher level of care that public transportation cannot provide. Most of the HSA transportation gets eligible passengers to specific programs and services, or to medical appointments. Service is typically available on weekdays with limited hours. Evening and weekend transportation are rarely provided. Some agencies also transport clients to employment. A description of human service agency community transportation services within each county is provided in Appendix A.

Human service agencies use agency staff to drive agency owned/leased vehicles, or coordinate volunteers to provide transportation for eligible riders.

Overview of Private Transportation Services

Private transportation providers such as taxi companies, or Transportation Network Companies (TNCs) are available throughout the region. These companies typically provide on demand, door-to-door service. Private transportation services provide an important service for individuals as well as agencies and local governments who contract with them as transportation providers for subsidized services. Common limitations with private transportation services are a lack of wheelchair-accessible vehicles and fare structures that are unaffordable for some people.

CHAPTER 4: EXISTING AND EMERGING MOBILITY NEEDS AND SERVICE GAPS

The assessment of unmet specialized transportation needs for older adults, individuals with disabilities, and persons with low income was conducted in the four steps outlined below. Detailed results of the community engagement and input are provided in Appendix C.

COMPARATIVE ASSESSMENTS OF SUPPLY AND DEMAND FOR SERVICES

The first step was to compare each county's inventory of transportation services that focus on these populations (Chapter 3) with transit needs in order to identify service gaps and redundancies. Service inventories evolved and were refined through the course of the community outreach and input process as key stakeholders and focus group participants reviewed and provided feedback on the inventory maps. These comparative assessments and maps are found in Chapter 3 and Appendix D.

The ensuing steps encompassed a targeted approach to elicit stakeholder and public input. The goal of the input process was to inform older adults and individuals with disabilities, and the agencies that serve them, about the purpose of the plan and to gain their input into the unmet transportation needs that exist in the local communities and across the region.

KEY STAKEHOLDER INTERVIEWS

The second step was to interview key stakeholder organizations that represented older adults, individuals with disabilities, and people with low incomes in each county. These interviews were critical to understanding how the network of available transportation services is functioning and identifying unmet transportation needs. More than 40 key stakeholder interviews were conducted. The Project Advisory Committee (PAC) provided the foundation for outreach. Guidance from the PAC was a natural step because its membership was established with the purpose of informing the RTA about specialized transportation and mobility needs and working together with the RTA through this planning process to construct feasible coordinated transportation solutions and goals that are based upon the identified needs.

With direction from the PAC, the team interviewed or surveyed other affiliated agencies and individuals including community members, human service agencies, local government entities, nonprofit organizations, economic development, and public health organizations involved in providing services to the targeted transportation disadvantaged groups. Collectively, these key stakeholders represent public and human service agency transportation service providers and a cross section of individuals most likely to use specialized transportation services.

Stakeholder interviews focused on identifying aspects of the existing transportation services for transportation-disadvantaged populations that are working and gaps in services that are creating mobility challenges. The unmet needs and gaps identified by key stakeholders are summarized in this chapter. A list of organizations that participated in the interviews is found in Appendix C.

Needs and Barriers Identified by Transportation Providers

During the interview opportunity, transportation providers were asked about the challenges, barriers, and unmet needs that they perceive based on client feedback and experience operating in the region. The most common issue or challenge faced by the transportation provider when considering a higher level of coordination was billing or accounting related. This challenge most often centered around fears about the process of determining the appropriate cost if trips are contracted with other providers. The second most common single concern was loss of local control if coordinating with another provider. Agencies and organizations feel secure in knowing that their riders are getting quality service if they maintain control of the drivers, schedules, and vehicles. A related concern about coordinating trips is the unique characteristics of client populations. In particular, individuals with disabilities require specific driver training that not all public transportation providers can offer. Likewise, some passengers require a higher level of service that public transportation services do not offer. Other barriers to coordination pertained to policies and insurance concerns.

For the passenger, the most common barrier to having a ride when it is needed is the cost of transportation services. Other common barriers for passengers include trip destinations limits (e.g., within the municipality) imposed by the various funding sources; lack of public transportation where they live; lack of funding to support more client transportation provided by human service agencies; and inconvenient or lengthy bus routes.

Exhibit 18. Top Issues Agencies Have Faced

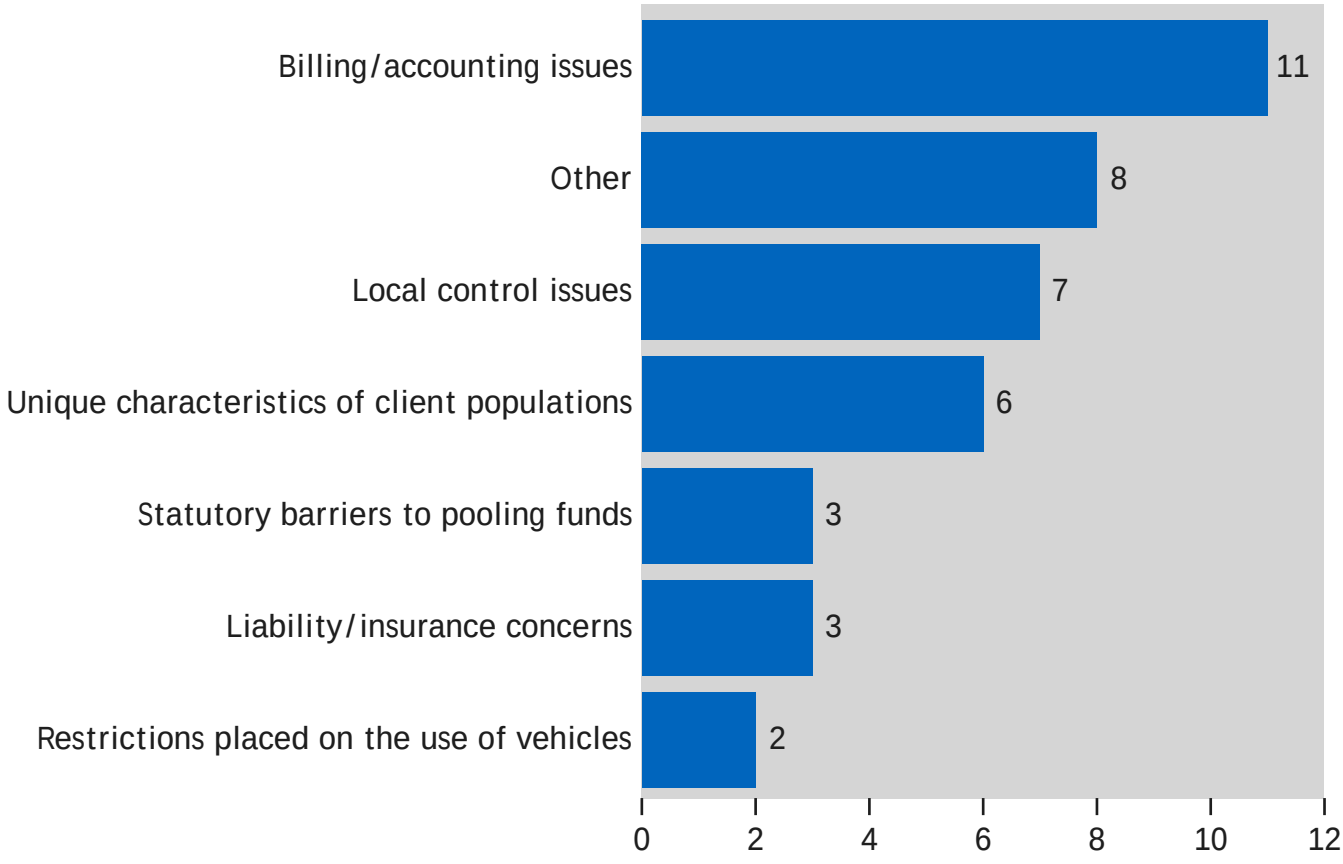


Table 22. Barriers by Number of Times Ranked as #1 Barrier to Mobility

BARRIER	TIMES RANKED AS #1 BARRIER TO MOBILITY
Lack of (affordable) private sector transportation services in our area	0
The hours and days of existing services do not meet our needs	1
Trip purpose eligibility restrictions imposed by various funding sources	1
Client eligibility restrictions imposed by various funding sources	2
Inconvenient or lengthy path of travel	3
Funding to support more client/customer transportation	3
Lack of public transportation service in our area	7
Trip destination limits (e.g., beyond municipality) imposed by various funding sources	7
The cost of transportation services	9

The challenges and barriers to coordination from the transportation providers' perspective and the barriers to mobility for passengers are important factors in the development of coordinated transportation strategies. Chapter 5 identifies additional transportation unmet needs and potential solutions.

SURVEYS

Further refinement of needs, gaps and redundancies were accomplished with three separate surveys. The surveys were made available online. Due to COVID-19 safety restrictions, paper survey distribution was not possible.

- **Public Survey**: The public survey gathered general data on where residents need to go and when, and the gaps or barriers they face in using the various modes of available transportation. The RTA-distributed survey announcements were advertised through social media outlets and other online resources. In total, 349 public surveys were collected. Approximately 22% of respondents were age 60 and older and 24% reported that they have a mobility limitation that limits their ability to walk to a bus stop or board a vehicle without assistance. The following points summarize some of the key findings from survey results. Detailed survey results are provided in Appendix C.
  - In each county, 33% to 100% of respondents do not have regular access to a personal vehicle that they drive.
  - Respondents from DeKalb, McHenry, DuPage, and Cook Counties tended to be more satisfied with the transportation services they use on a regular basis compared to respondents from Kane, Lake, and Will Counties.
  - In each county, 20% or more of the respondents sometimes need a ride and do not have one.
  - Trips are most often needed but not available between 6:00 AM and 9:00 PM on weekdays and anytime on weekends.
  - Approximately 25% of respondents request a ride from a friend or family member five to seven days per week for errands or essential trips.
  - On the low end, 48% of respondents spend less than $20 per month on personal transportation. On the high end, 17% spend $51 to $100 per month. Transportation is a significant portion of the monthly household budget for most survey respondents. Approximately 50% of respondents reported household earnings of less than $12,500 per year.
- **Transportation Provider Staff Survey**: The study team also distributed a short survey

for transportation provider staff (drivers and schedulers) because it is often the front-line transportation staff who can best identify the needs of their riders and the gaps in services that are impacting rider mobility options. The survey focused on the unmet transportation needs and challenges most often expressed by customers. The survey was announced online, by email, and through social media. In total, 181 staff submitted surveys. Survey results are summarized in Appendix C.

- **Health, Economic Development, and Human Services Survey**: Public health, wellness, and medical facilities identified throughout the service area were invited to participate in this online survey. Questions focused on transportation challenges for their customers who are trying to access healthcare. In total, 35 organizations responded to the survey. Survey results are summarized in Appendix C.

FOCUS GROUPS

Thirteen focus groups were facilitated. Two focus groups were facilitated in each county to focus on local issues, and two regional meetings were facilitated. The purpose of the focus groups was to delve deeper into the issues raised during stakeholder interviews and the public survey. Focus groups allowed for dedicated time with a smaller group of individuals to discuss the most significant specialized transportation challenges faced by older adults and individuals with disabilities.

Focus groups were facilitated as virtual meetings by the consulting team and attended by RTA. Meetings were conducted virtually rather than in person due to COVID-19 safety precautions and restrictions. A representative group of transportation disadvantaged individuals including older adults, individuals with disabilities, and people with low incomes were invited to each session. Table 23 outlines the participation in focus groups. Survey results are summarized later in the chapter.

SUMMARY OF UNMET NEEDS

A summary of the unmet needs and challenges as assessed/collected in the four steps above are provided in Table 24. A detailed assessment of unmet needs and challenges for the region and by county is provided in Chapter 4.

Table 23. Virtual Focus Group Attendance

FOCUS GROUP TOPIC	ATTENDEES
Lake County Mobility Needs	11
McHenry County Mobility Needs	8
Will County Mobility Needs	9
DuPage-Kendall County Mobility Needs	8
Regional Mobility Needs	34
DuPage-Kendall Medical and Wellness Mobility Needs	10
Will County Medical and Wellness Mobility Needs	7
McHenry County Medical and Wellness Mobility Needs	6
Regional and Cook County Mobility Needs	16
Kane-DeKalb Mobility Needs	8
Lake County Medical and Wellness Mobility Needs	2
Kane-DeKalb Medical and Wellness Mobility Needs	5
Cook County Mobility Needs	7

Table 24. Summary of Identified Needs and Potential Strategies/Solutions

MOBILITY NEED OR SERVICE GAP	COUNTY(IES)/ REGION†	DETAILS	POTENTIAL STRATEGIES/ SOLUTIONS
1. Pace/Township Co-Sponsored Service			
a. Unreliable Service & Service Quality Issues			
• Denied ride requests due to limited capacity	K, W	Problem focuses on sponsorship structure/levels and how $$$ translate into available seats	Different kind of sponsorship structure? Continue to address driver recruitment and retention
• OnTime Performance: early/ late pick-ups; late drop-offs	D, K, L, W, R	Particularly meaningful for work and medical trips; early drop-offs at closed buildings.	Higher level of local sponsorship, but must have some guarantees.
• Excessively long trips; circuitous/poor routing	D, K, L, M, W, R	Different solutions to same trips requested at same time; routing goes past destination.	Continue to improve Trapeze scheduling parameters.
• Missed trips	D, K, L	Vehicle never shows up; stranded riders.	
• Driver assistance fall short of needs; not predictable	C, L, M, R	Many riders needing/ requesting door-to-door service are dropped off at curb. Many riders need extra help with carrying things onboard. Many riders need extra help (attendant) for medical trips.	Implement point-to-point service for all (or all who need it).
• Poor (SCR) call taker performance and inaccurate Estimated Time of Arrival (ETA) quotes; lack of accurate ETAs.	D, K, L	Lack of empathy; misleading estimated time of arrival (ETA) details. Call takers at SCR may not be using tools available to provide an accurate ETA quote to callers. ETAs are available but only for dedicated fleets, not on taxis.	Better training/re-training/ hiring; see also “ineffective complaint process” under #1a. Provide app or tablets to taxi drivers used for services. Pace could implement an online scheduling app that might be helpful to users when scheduling a ride.
• Ineffective complaint process	D, K, W	Lack of responses; delayed responses; meaningless “standard” responses.	More transparency; establish response standards.

† C = Cook; D = DuPage; K = Kane and Kendall; L = Lake; M = McHenry; W = Will; R = Region

	MOBILITY NEED OR SERVICE GAP	COUNTY(IES)/ REGION†	DETAILS	POTENTIAL STRATEGIES/ SOLUTIONS
b.	Limited service hours; lack of access to 2nd and 3rd shift work	C, D*, L, M, W, R	Most services do not provide service during evenings and weekends; * = the exception is Ride DuPage (24/7) but unaffordable for many.	Extend service hours for certain trips, needs additional funding; replicate Ride DuPage 24/7 hours.
c.	Limited service area boundaries create barriers for passengers that live just beyond the boundaries or need to travel across boundaries	D*, K, L, M, W*, R	Few services go beyond (collective) municipal sponsor or county boundaries; * = exceptions include Ride DuPage and Will Ride, but higher fares can be a challenge; many live outside ADA paratransit service corridors and must rely on unreliable DARs to get to ADA paratransit service area.	Extend service boundaries, with modest zone fares; needs additional funding; replicate Ride DuPage fare structure; inter-county service coordination. Also consider services to bring passengers within a certain distance outside of the ADA paratransit service are to the nearest bus stop.
d.	Costly service	C, D, K, L, M, R	Zoned and mileage-based fare structure is unaffordable for many. For sponsors, there was a huge spike in costs when the taxi contracts were re-procured (see below).	Possibly alter Ride DuPage's fare structure to incentivize intra-county travel by capping intra-county fares while keeping the mileage-based fare structure for inter-county trips Reduced and Free fare programs, capped fare programs, free fares for youth.
e.	Limited fare collection options (cash-only for some providers) and confusion about fare structures and payment options	D, K, M, R	Cash-only fares are cumbersome and a challenge for many individuals with disabilities. Also, passengers who have multiple service provider options are confused about the fare structures and methods of payment options for different providers.	Pace- or municipal-provided re-loadable fare cards or centralized fare accounts. Potentially incorporate Ventra into Township-sponsored services.

† C = Cook; D = DuPage; K = Kane and Kendall; L = Lake; M = McHenry; W = Will; R = Region

	MOBILITY NEED OR SERVICE GAP	COUNTY(IES)/ REGION†	DETAILS	POTENTIAL STRATEGIES/ SOLUTIONS
f.	Many municipalities dependent on Pace and/or 5310 funding;	D, L, W	Agencies departing Pace co-sponsored programs because of service issues, and a desire to provide its own service means that a current sponsor would lose Pace co-sponsorship (significant funding); some former sponsors have left Ride DuPage anyway; other current sponsors realize they would have to devote significantly more township funding to have a separate service. In Will County, a similar fear is that changing the sponsorship structure would mean loss of the Title XX grant (providing free fares for seniors). Municipalities do not want RTA to engage in any activities that will diminish 5310 grant funding.	Remove threats of reducing/ elimination external grant allocations.
g.	Fraud issues with municipal taxi voucher programs	C, R	Use of paper vouchers is ripe for fraud. One community noticed a significant reduction in program cost when vouchers were replaced by cards (with extra controls).	Work with communities that still use paper vouchers to transition to electronic fare media. TNCs would add transparency to trip distances/costs and would increase supply of on-demand service options.

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	MOBILITY NEED OR SERVICE GAP	COUNTY(IES)/ REGION†	DETAILS	POTENTIAL STRATEGIES/ SOLUTIONS
2. Pace-Sponsor Communications				
a.	Delays and challenges on monthly bills	D, K, L, W*	Standard 3 month delays with accompanying requirement for sponsors to check each trip per CSR errors; Citrix report available but hard to use; * = improving	Include delayed invoicing penalties into Pace sponsorship agreements.
b.	Poor communication of provider rate increases	D, K, L	Sponsors unaware about (taxi) provider re-procurement; significant increase in cost caught several by surprise; sponsors had to dig to get rate info.	Include sponsor representation on provider procurement efforts and decisions, e.g., for re-procurements of providers for DuPage, include chair of DuPage County SOC.
c.	Poor communication about service shortcomings	K, L	Sponsors are not getting enough information on the underlying reasons for poor on time performance and other service quality shortcomings.	Better, more frequent, and more transparent communication about actual performance -- and the underlying issues that need to be solved for service to get better -- is obviously needed. One sponsor suggested a Pace rebate/discount when service standards are not met. Which is fair, but it doesn't solve the underlying problem, and may spiral the problem downward.

† C = Cook; D = DuPage; K = Kane and Kendall; L = Lake; M = McHenry; W = Will; R = Region

	MOBILITY NEED OR SERVICE GAP	COUNTY(IES)/ REGION†	DETAILS	POTENTIAL STRATEGIES/ SOLUTIONS
3. Municipal Sponsored Services (separate from Pace)				
a.	Limited service hours, eligibility requirements, and service area boundaries	C, D*, K, L, W*	Few services go beyond weekday daytime hours and municipal boundaries; * = exceptions include some services in DuPage County that go to County complex and hospital; and Romeoville that has extended service area for destinations. Some municipalities see 24/7 service as a boon; other municipalities don't see the value of this if it makes local trips on the service affordable.	Extend service hours and boundaries as needed to accommodate the bulk of the unmet demand, may need to implement higher fares for certain trips; additional local funding or 5310 funding would also be needed to fund expansion; possibility of replicating Ride DuPage fare structure and inclusion of non-dedicated service providers for longer trips; inter-county service coordination is also a priority.
4. Travel Training Challenges				
a.	Insufficient levels of available travel training or lack of awareness about available travel training	L, R	RTA's Mobility Management team is working hard, but travel training opportunities are still limited and/or underutilized.	Harness the regions collective resources (public and private) by coordinating/ consolidating different types of travel training programs. Work with school districts, low income or minority communities, and agencies serving older adults and individuals with disabilities to develop a broader and more effective curriculum focused on travel training. RTA and/or Pace Mobility Management staff should consider coordinating efforts within the region and develop an evaluation process for determining effectiveness. (It's not enough just to present information.)

† C = Cook; D = DuPage; K = Kane and Kendall; L = Lake; M = McHenry; W = Will; R = Region

	MOBILITY NEED OR SERVICE GAP	COUNTY(IES)/ REGION†	DETAILS	POTENTIAL STRATEGIES/ SOLUTIONS
5. Information Challenges				
a.	Limited service discovery/ information tools and confusion about which services to call for a ride because of differing eligibility and service area requirements	C, L, M, W, R	Some clients have wrong information or can't communicate what they need; while some Counties do have a Mobility Manager and the RTA and Pace have Mobility Management staff, information about possible service solutions are not in one place and is still very fragmented; trip planning only available for fixed-route services.	Regional 1-Call/1-Click program, possibly through 211, would assist with trip discovery and trip planning, and possibly booking and fare payment as well. For planners, such a system also pinpoints where there are no service options. Customer-facing MaaS technology.
b.	Limited info about infrastructure obstacles and safety	L, M, R	Many paratransit riders can't use the bus because they cannot access the bus shelters, but there may be alternative paths that would work.	Database of bus shelters (by type), curb-cuts (or lack thereof), intersections with poor or insufficient traffic/ walk signalization; can be used by riders for trip planning but also by RTA ADA eligibility staff. 1-call/1-click might also help if integrated with database. Such a database would also pinpoint where infrastructure improvements need to happen.

† C = Cook; D = DuPage; K = Kane and Kendall; L = Lake; M = McHenry; W = Will; R = Region

	MOBILITY NEED OR SERVICE GAP	COUNTY(IES)/ REGION†	DETAILS	POTENTIAL STRATEGIES/ SOLUTIONS
6. Unserved/Underserved Areas/Populations				
a.	No/little transportation service for older adults, individuals with disabilities, and the general public in some geographic areas	K, L, M, R	Areas such as western Lake, northwest and southeast McHenry, western Kane, southern Will. Some of the unserved areas are just a few miles outside of the Pace ADA paratransit service area boundary. In McHenry County, MCRide does not serve southeast McHenry County because of no local sponsorship being provided from those communities.	County-wide service or extension of destinations but you must have county buy-in and/or local municipality buy-in. Free rides to low-income persons to get cash cards. Longer term: free rides for youth and low-income.
b.	Limited transit service types and hours	K, L, M, W	Some areas only have commuter routes; Most municipal DAR services and most human service agency service hours are typically on weekdays (8-5). Reduced or eliminated Metra service or other routes due to the impacts of COVID-19 may further reduce available service options.	County-wide service or extension of destinations but you must have county buy-in and/or local municipality buy-in. Free rides to low-income persons to get cash cards. Longer term: free rides for youth and low-income.
c.	Service gaps in between counties; lack of coordination	K, L, M, R	Pace/SCR currently coordinates transfers for long-distanced Americans with Disabilities Act (ADA) paratransit trips.	Responsible parties (Pace, counties, municipalities) should meet to establish feasibility and protocols.
d.	Long trips from rural areas for medical appointments and to register for regional programs	K, L, R	Some programs have 20 or 40 mile trip length caps to get people to medical specialists or to register for regional services (ADA paratransit).	Orient volunteer driver programs, with appropriate training, to accommodate longer medical trips. Consider re-decentralizing eligibility centers (which once existed).
e.	Mismatch between transit routes and demand	K, M	Rural routes not aligned with need.	Perform a rural transit study to better align routes with demand.

† C = Cook; D = DuPage; K = Kane and Kendall; L = Lake; M = McHenry; W = Will; R = Region

	MOBILITY NEED OR SERVICE GAP	COUNTY(IES)/ REGION†	DETAILS	POTENTIAL STRATEGIES/ SOLUTIONS
f.	Inequities in service for lower-income communities	C, M, R	Lower-income persons in Black/Brown communities are not equitably served; lack of connections to job centers in suburbs; some public transportation services require a debit/credit which is unattainable for some low-income persons. Residents in higher need communities are thinking about survival, not going to a meeting. Consequently, their needs are not being voiced.	Some people need representation or advocates to attend community outreach efforts on their behalf. Build new community connections through Mobility Management and coordinated services. Outreach should regularly involve local partner organizations and local community advocates.
g.	Disproportionate impact on lower-income persons	C, R	Lack of access in Black/Brown communities has greater impact in terms of lack of food access, lack of access to work.	Work to activate transit stops and create transit-oriented development on neighborhood scale, not just for large stations.
h.	Poor access to suburban jobs for low-income population	C, K, L, M, R	Low-income jobs in suburbs inaccessible by public transit (2-3 transfers and lack of connections); the alternative is to buy a car, which is unaffordable for many.	Perform a microtransit study for reverse commuters. Build coordination with private sector bike share and scooter services, Invest in neighborhood level amenities around access points for transit.
j.	Access to right-sized vehicles to transport a variety of mobility devices	C, K, R	Individuals using mobility devices experience challenges with finding a provider with capacity to transport large or heavy wheelchairs.	

† C = Cook; D = DuPage; K = Kane and Kendall; L = Lake; M = McHenry; W = Will; R = Region

	MOBILITY NEED OR SERVICE GAP	COUNTY(IES)/ REGION†	DETAILS	POTENTIAL STRATEGIES/ SOLUTIONS
7. Human Service Agency (HSA) Client Transportation Programs/Services				
a.	HSA clients need higher level of assistance; unable to use fixed routes and ADA/Dial-A-Ride paratransit services	D, L, W, R	Clients unable to use paratransit services because of unreliability and lower level of driver assistance. Agencies serving people with developmental disabilities such as Ray Graham, Little City, Clearbrook, and CTF each have their own system; using trained staff to drive clients.	Agencies serving people with developmental disabilities have expressed a willingness to explore collaboration efforts that focus on increasing service efficiencies; with costs savings, agencies serving people with developmental disabilities would be able to provide more discretionary community access trips. Perhaps a pilot program.
b.	Agencies serving people with developmental disabilities are dependent on Pace/ Illinois DOT vehicles and 5310 funding for client transportation	D, W, R	Agencies serving people with developmental disabilities do not wish Pace or RTA to take on any additional coordination efforts that will result in a decrease or elimination of vehicle programs or operational funding for agencies.	Agencies serving people with developmental disabilities have expressed a willingness to explore collaboration efforts that focus on increasing service efficiencies; with costs savings, agencies serving people with developmental disabilities would be able to provide more discretionary community access trips. Perhaps a pilot program.
c.	Individuals with disabilities need transportation options that allow for complete integration into the community	C, D, K, L, M, W, R	Needs-based, wheelchair accessible transportation planning that is designed around the times of day and locations people want and need to access. Design services based on how people want and need to travel.	

† C = Cook; D = DuPage; K = Kane and Kendall; L = Lake; M = McHenry; W = Will; R = Region

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CHAPTER 5: RECOMMENDATIONS FOR FUTURE COORDINATED TRANSPORTATION

Nine goals for addressing the identified unmet transportation needs and gaps in services are identified in this chapter. Each goal is supported by the input provided by Coordinated Human Services Transportation Plan (HSTP) Update participants, including the general public, private and public entities, and the Project Advisory Committee. The priority level for each recommendation is based on priorities assigned by the Project Advisory Committee (PAC).

The Project Advisory Committee (PAC) convened to discuss the results of the HSTP transportation needs assessment. A summary of identified needs (Table 24) was presented and discussed. Following a discussion of seven areas of unmet needs/gaps in services, meeting participants were invited to rank the top concerns within each area of need. Areas of need address service quality issues as well as equity and efficiency topics. The following charts provide a summary of the priority rating exercise results.

Seven Areas of Need

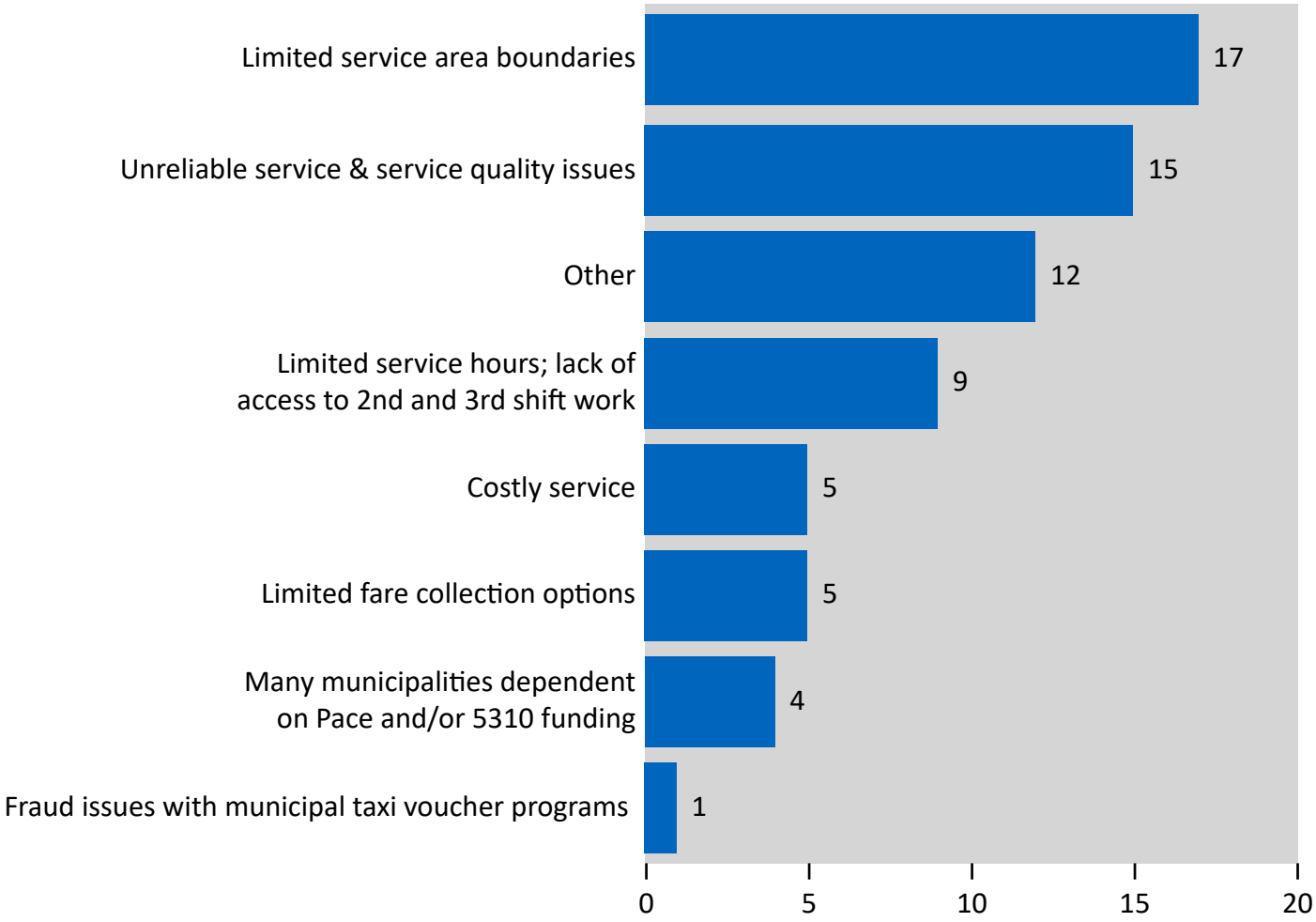
1. Pace/Township Co-Sponsored Service
2. Pace-Sponsor Communications
3. Municipal Sponsored Services (separate from Pace)
4. Travel Training Challenges
5. Information Challenges
6. Unserved/Underserved Areas/Populations
7. Human Service Agency (HSA) Client Transportation Programs/Services

1. PACE/TOWNSHIP CO-SPONSORED SERVICES

The specific needs in this area include issues with limited capacity, on-time performance, limited service hours, fare structures and collection options, fare media, and long ride times on vehicles. PAC members identified the following top three concerns within this area of need:

1. Limited service area boundaries that create barriers for passengers that live just beyond the boundaries or need to travel across boundaries.
2. Limited service hours that lead to lack of access to 2nd and 3rd shift employment or other opportunities.
3. Limited fare collection options and confusion about fare structures and payment options.

Exhibit 19. Priority Concerns About Pace/Township Co-Sponsored Services



2. PACE-SPONSORED COMMUNICATIONS

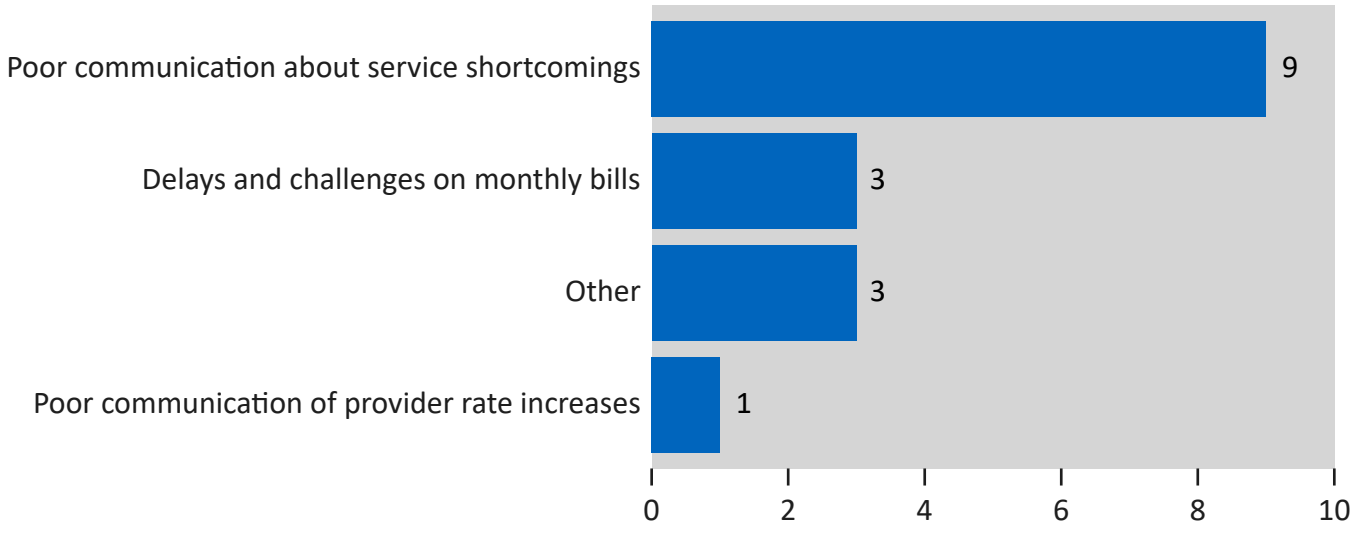
The following specific challenges fall under this area of need, noting that Pace has taken steps to improve their communication:

- Poor communication/transparency with sponsors about service shortcomings and the underlying reasons for poor on-time performance.
- Delays and challenges on monthly bills when invoicing between Pace and sponsor agencies.
- Poor communication about cost increases.

PAC members identified the following top concerns within this area of need:

1. Poor communication about service shortcomings.
2. Delays and challenges on monthly bills.

Exhibit 20. Priority Concerns About Pace-Sponsored Communications

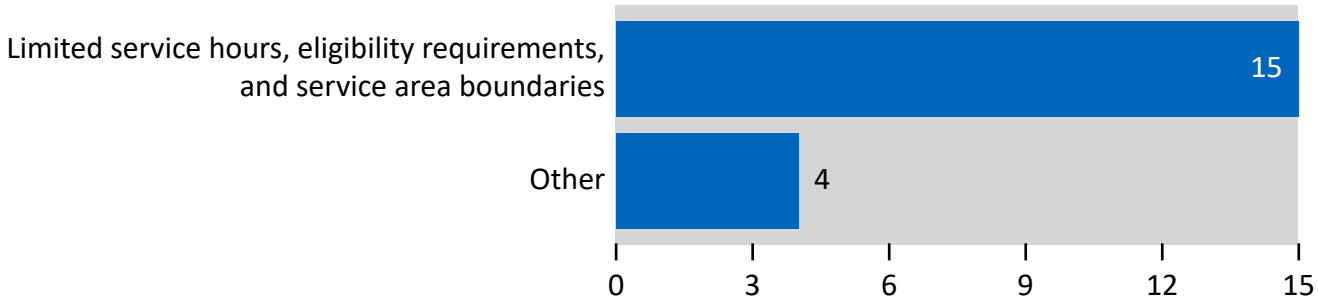


3. MUNICIPAL-SPONSORED SERVICES (SEPARATE FROM PACE)

Locally-sponsored transportation services that do not involve Pace are available in each county. These programs have various eligibility, hours, and service area requirements that are determined by individual program policies and funding structures. Most of these transportation services are limited to weekday daytime hours of operation and most have jurisdictional boundaries such as municipal or township limits. Exceptions to this exist but vary on a community by community basis.

Other concerns include (1) the need to think about funding services from non-traditional sources, including programs outside of the Department of Transportation, Federal Transit Administration; and, (2) taking a regional approach to building partnerships rather than focusing on one partnership at a time.

Exhibit 21. Priority Concerns About Municipal-Sponsored Services

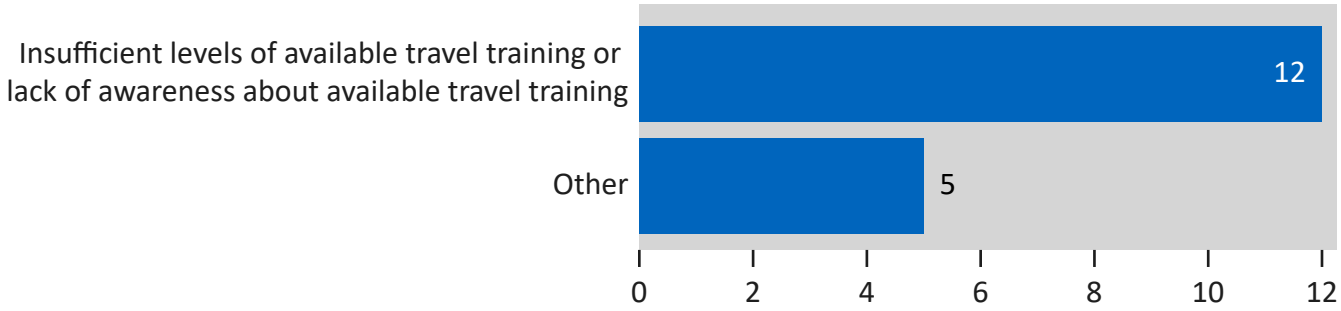


4. TRAVEL TRAINING CHALLENGES

RTA's Mobility Management team is working throughout the region to share information, and transportation providers advertise their services online, by word of mouth, and in print, yet stakeholders indicate that there is a lack of awareness about transportation options.

There is also a lack of awareness about travel training programs that are available to teach new riders about using available services, and concern that travel training programs are not developed for people with intellectual and developmental disabilities and are not incorporated into human service agency training opportunities.

Exhibit 22. Priority Concerns About Travel Training



5. INFORMATION CHALLENGES

While some counties and the RTA have their own mobility management, and Pace has community representatives assigned to each county, information about possible services in general and solutions for specific trips are fragmented, noting that trip planning services are only available for fixed routes.

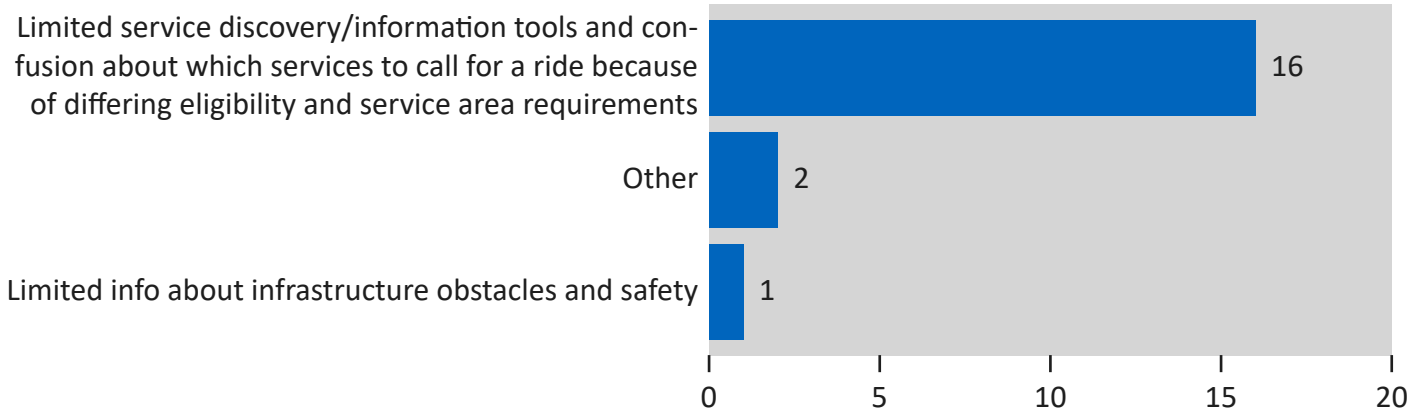
Furthermore, there is limited information about infrastructure obstacles and safety that would be relevant to all passengers, and particularly to paratransit riders who need accessible paths and bus stops.

PAC members rated limited service discovery/information tools and confusion about services as the top priority in this category. However, there was a significant amount of discussion around infrastructure challenges and the possible, realistic solutions to improving access to accurate information.

6. UNSERVED/UNDERSERVED AREAS/POPULATIONS

This broad-reaching category of need addresses specific concerns voiced by the public about areas such as western Lake, northwest and southeast McHenry, western Kane, and southern Will counties that are unserved or underserved. Some of the unserved areas are just a few miles outside of the Pace ADA paratransit service area boundary. There is little or no transportation service for older adults, individuals with disabilities, and the general public in some geographic areas of the region. Still other areas only have access to commuter services or, where human service agencies operate transportation, it is only available during limited weekday hours. Also included in this area of need are potential inequities in service for lower-income and minority communities where there are no connections by transit to job centers, no access to transit fare media

Exhibit 23. Priority Concerns About Information Challenges

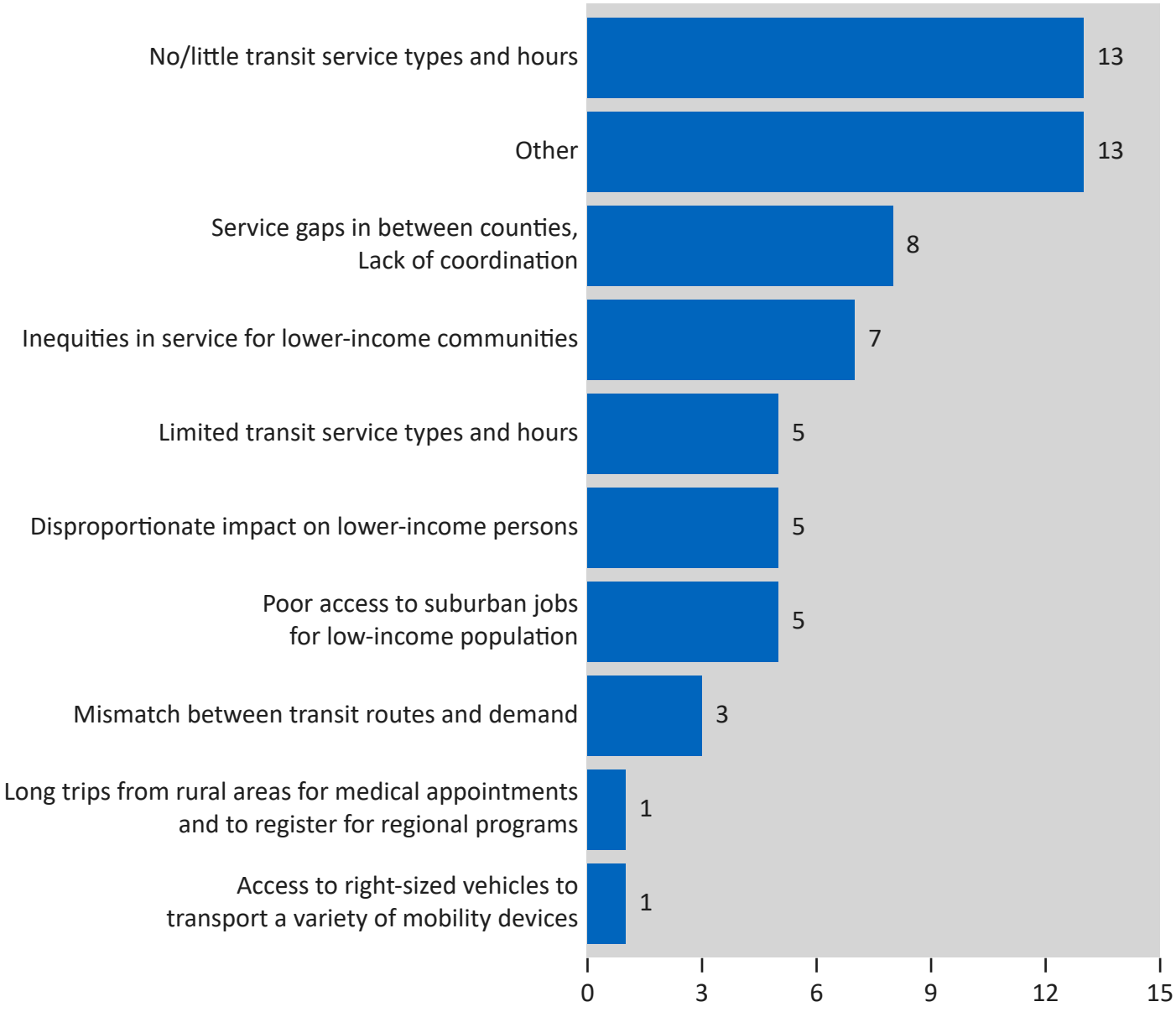


that does not require a bank account, and/or poor access to transportation for fresh food. Finally, in some areas, individuals using mobility devices struggle to find a provider with the capacity to transport large or heavy wheelchairs.

PAC meeting participants discussed the range of needs and, while all are important, the top three rated concerns are as follows:

1. No/little transit service for older adults, individuals with disabilities, and the general public in some geographic areas of the region.
2. Service gaps exist between counties and there is a lack of coordination for transfers.
3. There are inequities in service for lower-income communities.

Exhibit 24. Priority Concerns About Unserved/Underserved Areas/Populations



7. HUMAN SERVICE AGENCY CLIENT TRANSPORTATION PROGRAMS/ SERVICES

Human Service Agencies (HSAs) provide valuable transportation services that often fill gaps that public transportation is not suitable to meet. HSA transportation programs can provide a higher level of assistance to their riders. Needs recognized through public involvement are summarized below:

- Many HSA clients need a higher level of assistance and are sometimes or always unable to use fixed routes and ADA or dial-a-ride paratransit services.
- Agencies serving people with developmental disabilities are dependent on Pace/Illinois Department of Transportation vehicles and/ or Section 5310 program funding for client transportation.
- Individuals with disabilities need transportation options that allow for complete integration into the community. Needs-based, wheelchair accessible transportation planning that is designed around the times of the day and locations people want and need to access. Services need to be designed based on how people want and need to travel.

PAC meeting participants rated the following as their top three concerns:

1. HSA clients need a higher level of assistance.
2. Individuals with disabilities need transportation options that allow for complete integration into the community.

Exhibit 25. Priority Concerns About Human Service Agency Client Transportation Programs and Services

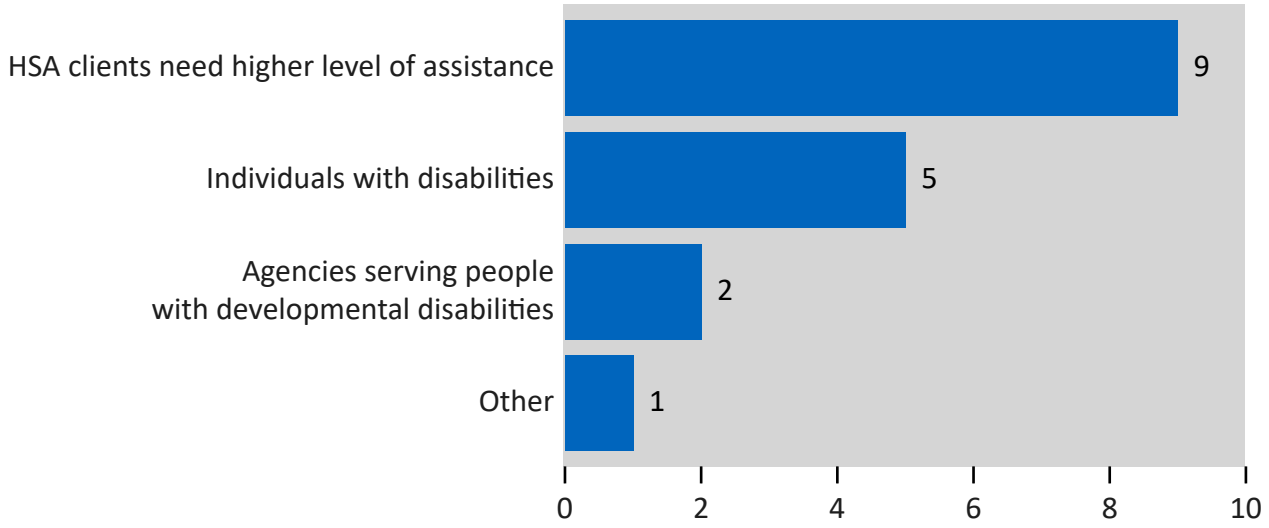


Table 25. HSTP Priority Ranking for Areas of Need

AREA OF NEED	HIGH PRIORITY FOR COORDINATED TRANSPORTATION	MODERATE PRIORITY FOR COORDINATED TRANSPORTATION	LOW PRIORITY FOR COORDINATED TRANSPORTATION
1. Pace/Township Co-Sponsored Service	**59%**	41%	0%
2. Pace-Sponsored Communications	29%	**59%**	12%
3. Municipal-Sponsored Services	24%	**65%**	12%
4. Travel Training Challenges	24%	**47%**	29%
5. Information Challenges	41%	**47%**	12%
6. Unserved/Underserved Areas/Populations	**76%**	24%	0%
7. HSA Client Transportation Programs	**53%**	35%	12%

Source: September 2020, PAC Priority Rating Poll.

PRIORITY RANKINGS

PAC meeting participants were asked to rank the seven areas of need in order of importance for the Human Services Transportation Plan Update. Participants were asked to rate each area of need as a high, moderate, or low priority. Table 25 outlines the results of the ranking process. This information was used to apply a priority ranking to the goals included in this plan.

RECOMMENDED COORDINATED TRANSPORTATION GOALS AND STRATEGIES

Nine goals for coordinated transportation were recommended to address the prioritized needs. These nine goals are summarized in Table 26. Each goal addresses a specific set of high or moderate priority needs. Strategies are listed within each goal to identify "action items" that should be implemented in order to achieve the goal.

Each recommended goal will be achieved through a coordinated mobility management structure. The goals are designed to be implemented at the county/local level or regionally. The goals can be accomplished through coordination or collaboration of just two or more organizations, or they can be implemented on a larger regional scale. The goals and strategies are intentionally designed with flexibility and creativity in mind so that they can be tailored to suit the varying environments of each organization. The regional mobility management structure is identified as the first goal. And, if implemented, a regional mobility management structure with local connections is a best practice for facilitating greater success in coordinated transportation efforts. However, other goals may be achievable on a local level and should be pursued independently from the timeline associated with creating a regional structure. The RTA will continue to be a regional resource for guidance, information, and Section 5310 funding to support coordinated efforts. Nevertheless, local organizations are encouraged to take leadership of the goals and strategies to be implemented within their service areas.

Table 26. Summary of Recommended Goals and Objectives

GOAL	APPLICABILITY IN THE REGION	NEEDS ADDRESSED	PRIORITY LEVEL	RELATIVE COST	OBJECTIVES
Regional Mobility Management Structure	Each County develops a MM structure supported by regional leadership	Limited service discovery or information tools, confusion caused by differing eligibility and service area requirements, travel training opportunities are limited and/or underutilized.	High	$$	Mobility Management: Build new community connections through MM and outreach. Implement a county-based MM structure supported by regional leadership—include funding strings.
	County or community-based trainers implement program and coordinate with Pace and RTA for regional consistency			$	Travel Training: coordinate among all of the various travel training programs.
Service Expansions	Cook, Lake, McHenry Counties and/or region-wide	COVID-19; public/private partnership opportunities; unserved/underserved populations and areas; early morning and late-night service options.	High	$$$	Implement point-to-point service for all who need it.
	Kane/Kendall, Lake, McHenry, and Will Counties			$$$	Needs-based, wheelchair accessible transportation planning that is designed around the times of day and locations people want to travel.
	Communities and providers in Kane, Kendall, Lake, and McHenry Counties			$	Extend service area boundaries.
	Some areas of Cook, DuPage, and Will Counties and all of Kane, Kendall, and Lake Counties			$$	Extend hours of operation for night-time/early morning service options.

GOAL	APPLICABILITY IN THE REGION	NEEDS ADDRESSED	PRIORITY LEVEL	RELATIVE COST	OBJECTIVES
Common Fare Media	Cook, DuPage, Kane, Kendall, Lake, McHenry Counties or region-wide	Confusion about fares when using different providers or making multi-jurisdiction trips; affordability for the passenger; also, getting rid of paper vouchers.	High	$ to $$$	Capped fares for inter- and intra-county trips. Also, shared or common fare media. (e.g., expansion of Ventra to dial-a-rides).
Common Fare Media	Cook, DuPage, Kane, Kendall, Lake, McHenry Counties or region-wide	Confusion about fares when using different providers or making multi-jurisdiction trips; affordability for the passenger; also, getting rid of paper vouchers.	High	$ to $$$	Capped fares for inter- and intra-county trips. Also, shared or common fare media. (e.g., expansion of Ventra to dial-a-rides).
Volunteer Driver Programs	Kane, Kendall, Lake, and/or region-wide	Long trips from rural areas and service after normal transit hours.	High	$ to $$	Volunteer driver programs with regional-level organization. Use technology. Consider incorporating United Way volunteer match program and other existing local programs if they wish to join or lead the effort. Also, suggest a rural route study.
Access to Jobs	Cook, Kane, Lake, McHenry Counties and/or region-wide	Poor access to suburban jobs for low-income populations.	High	$$$	TOD on a neighborhood scale and not just around large transit stations. The perspective of using 5310 as a match—could be hubs.
	Cook, Kane, Lake, McHenry Counties and/or region-wide			$	Microtransit study for reverse commuters and build upon coordination with private sector bike share and scooter services; invest in neighborhood-level amenities around access points for transit.
Fleet Planning	Region-wide and/or State-wide	Accessible vehicles.	High	$	Expand IDOT procurement options to include the purchase of right-sized vehicles.

GOAL	APPLICABILITY IN THE REGION	NEEDS ADDRESSED	PRIORITY LEVEL	RELATIVE COST	OBJECTIVES
Explore Collaboration/ Consolidation or Similar Studies	All counties and region-wide	HSA clients need higher level of assistance; agencies serving people with Developmental Disabilities (DD) are dependent on Pace/ IDOT vehicles and 5310 funding.	High	$	Study to explore coordinating service delivery of DD agency transportation services or other municipal services; resulting savings from efficiencies could be used to expand discretionary travel options for the DD population and/or expand local services.
Improved Coordination and Communication	Cook, Lake, McHenry, Will Counties and/or region-wide	Limited service discovery/ information tools.	High to Moderate	$$ to $$$	Regional One-Call/One-Click, possibly centered about 211.
Infrastructure Improvements	Regional	Infrastructure.	High to Moderate	$ to $$	Create/expand database of infrastructure obstacles and safety.

Goal #1: Establish Mobility Management and Travel Training Networks

Objectives

Provide a network of full-time mobility managers at the county and regional levels, and build on travel training education. Transportation options coordinated through the mobility management network should provide the riders equity and facilitate complete integration into the community.

Needs Addressed

The term mobility management focuses on services that:

1. help customers identify and access mobility options that are available for their trips in general or a specific trip they need to make, recognizing that even minor changes in a trip origin or destination or a specific type of disability or different trip purpose may have a significant impact on the options available;
2. help customers acquire new skills enabling them to use a broader array of mobility options, the most common of such services being travel training; and
3. that, on an ongoing basis, promulgates the coordination of transportation services for the transportation disadvantaged as well as the coordination of support services, so that such services can be provided in as an efficient manner as possible, with the ultimate objective of translating savings from efficiencies into more service.

In the RTA region, there are services at the regional level and in some counties that do focus on such objectives; however, there is great inconsistency in the delivery of such mobility management and travel training services. Staff of RTA's current mobility management program spends a considerable amount of time making presentations to community groups and schools, and providing individual travel instructions to older adults or people with disabilities. County mobility managers are housed in a variety of agencies, some part time and others full time, without common funding or structured support around the role. And, while there are paratransit coordinating councils in all of the counties, there is still great fragmentation of transportation services and support services in most counties, with little success over the last decade in addressing this fragmentation, lack of consistency and cohesiveness of services, not to mention inequities in service for lower-income communities, and the need for transportation options for individuals with developmental disabilities that allow for complete integration into the community.

Strategies

A consistent approach to addressing these needs would involve creating the following structures.

1. A regional network of county-based and funded mobility managers overseen by a regional entity
2. A Mobility Management Action Fund, with a set-aside of 5310 funding
3. A more coordinated regional approach to travel training

Full-Time Mobility Manager Network

At the county level, the network of mobility managers will bridge the information gap between health care providers, schools and agencies serving the disabled and low-income populations, senior services, workforce and economic development, and the transit/transportation professionals. Their customer-focused approach will result in the right fit for each individual. The counties must buy in with a match contribution or, if the position is 100% supported by Section 5310 funding from the RTA (for at least a pilot period), housing and physically supporting the mobility manager position within their government structure, providing appropriate staff resources and some amount of political face time with community leaders.

The counties would benefit from direct county-level services provided by the mobility manager directly to county residents and local agencies and county departments. In this way, each county mobility manager would have autonomy and local relationships.

A regional entity would serve as the lead oversight agency that provides a consistent and comprehensive approach to mobility management services in the region, through this network of county-based mobility managers. The regional access to tools and cross-

pollination of ideas will benefit all counties. Over time, the focus of each mobility manager will include addressing the priorities of the HSTP in concert with addressing local issues. This network may grow over time to include mobility managers at the VA, workforce transportation coordinators, and other agencies with a similar role—bridging access issues that cross public transit, public health, and social work. The role for at least one mobility manager within the network should include grant-writing expertise.

Mobility Management Action Fund

The RTA should set aside a percentage of Section 5310 in a Mobility Management Action Fund. RTA staff and PAC members should explore other possible combinations of FTA, CDBG (county and municipal), and AAA/VA dollars as project-based grants become available. The ongoing usefulness of a dedicated fund will leverage buy-in at the county level and will let the network generate their own tools for improving efficiency and access.

The regional entity overseeing the mobility manager network would be responsible for convening group trainings to facilitate network growth, disseminating common information, and building camaraderie, using as needed the National Center for Mobility Management (nationalcenterformobilitymanagement.org/) and other resources available through EasterSeals Inc. to provide periodic training sessions and support.

Travel Training and Travel Ambassador Program

With an uneven supply of travel training, the regional mobility manager can better coordinate and organize the provision of various type of travel training, from group training and bus buddies at senior centers, to one-on-one OMB training for persons with visual impairments.

RTA's regional and county-based travel trainers would work closely with Pace's community representatives to provide a new Travel Ambassador program that is designed to create a local network of travel ambassadors at counties, municipalities, senior centers, and human service agencies, as appropriate. Such travel ambassadors would have access to information about mobility options and help their constituents and clients to identify mobility options and plan their trip.

Mobility managers would coordinate among all of the various travel training programs, starting with a process of identification and collection of information about each program. Expanding travel training from a local or agency-based service to a regional level will take deliberate steps and phasing. Program representatives would be invited to common professional development opportunities hosted by the mobility managers, identify what depth of training each provides (intensive individual planning and training, travel orientation, bus buddies or travel coaches, and information and referral), and work towards having a lead agency host each type of training. By keeping a full complement of programs while cutting duplication, the travel training effort would be more efficient and centralized.

For example, the local Centers for Independent Living (www.incil.org/locate) may be well suited to lead the individual travel training, and could develop an agreement or contract with other organizations, including Pace, CTA, and Metra, to provide path-of-travel assessments, one-on-one trip planning, and/or individual accompaniment. That would allow RTA travel trainers and mobility outreach coordinators to focus on system orientation and presentations to larger groups and schools. Local disability service agencies or senior centers might stand up a standardized regional bus buddies volunteer program. Specialty trainings such as provided by the National Federation for the Blind would be referred out as needed.

RTA mobility managers would work to develop a regional travel training manual, identifying the host of local options for training, the different levels of training available, and collecting each program's training curriculum to create a common standard. Data on travel training and follow-ups would be collected centrally as well, and could become a dashboard or performance metric that is tracked.

Implementation Timeline

Two to three years.

Once formed, Mobility Managers Network meetings could occur bimonthly or quarterly. Trainings could be held quarterly or semiannually. Outreach to mobility management staff at other agencies, collection of travel training curricula, and other initial information gathering would be the focus of the first year of work. The second year's focus could include building a common curriculum, addressing policy or program barriers to standardizing travel training, investigating additional funding for the Mobility Management Action Fund, and addressing additional HSTP priorities. Building agreements among agencies to take on the lead role in each travel training arena would be a longer-term project, suitable for the third and fourth year of consolidation work. Metrics would also be reported out by the third and fourth years.

Responsible Parties

RTA mobility managers, regional agencies, county mobility managers, assistance from Area Agency on Aging (AAA) and EasterSeals.

Estimated Costs

$$ Moderate

The Mobility Management Action Fund and salaries for full -time mobility managers in each county and at the regional level would be a small but not insignificant percentage of Section 5310 funding as the program is being established. The function should move to RTA and county staff positions over time, and the Mobility Management Action Fund would bring in the match from adjacent organizations to supplement the Section 5310 funds within 3–5 rounds of funding.

Potential Funding Sources

Section 5310, County Community Development Block Grant (CDBG) and local revenue, AAA, EasterSeals, and CTAA grants, VA, Department of Health and Human Service/Medicaid, and other grants. Mobility management is an eligible capital expense under Section 5310 at an 80% federal share. The 20 percent local match may be derived with other non-DOT federal funds, pursuant to those funding guidelines and regulations.

Performance Measures

- Section 5310 support replaced with county and agency operating dollars over time (four years);
- Growth of Mobility Management Action (MMA) Fund and tracking projects using MMA funding;
- Tracking trainings provided, track travel information, and produce a standardized curriculum;
- Lead agencies for travel training identified at each level of training; and
- Agreements secured to centralize travel trainings, referrals and follow-ups.

Goal #2: Expand Service Areas and Hours

Objectives

Implement a point-to-point service for all who need it. Extend service area boundaries to allow for interjurisdictional trips on a single provider or using transfer points. Extend hours of operation for nighttime/early morning service options. Implement needs-based, wheelchair-accessible transportation planning that is designed around the times of the day and locations people want to travel to replace traditional human service agency program-based planning.

Needs Addressed

Service models that include public/private partnerships and opportunities to work with transportation network companies (TNCs); more transportation access for unserved and underserved populations and areas; and early-morning and late-night service opportunities.

Strategies

1. Transportation providers and/or mobility managers will encourage the development of transportation provider policies for expanding service destinations, similar to (1) Will Ride, which allows riders to travel up to 10 miles beyond municipal boundaries (for the same fare), or (2) Ride DuPage, which allows you to go as far as you want (but the fare is mileage based).
2. Transportation providers operating near county lines will collaborate to develop shared/joint procedures and formal transfer locations to allow passengers to travel from one provider's service area to another area.
3. Municipal and township transportation program managers will work with the county mobility manager and other transportation programs in the area to discuss opportunities for ride-sharing to provide trips for passengers traveling across multiple service areas.
4. Transportation providers will survey passengers and local employers to understand the potential demand for early morning, late night, and weekend transportation. The transportation program will focus on expanding hours of service where potential demand exists, such as around 2nd and 3rd shift employment needs. Depending on the nature and level of travel demand, providers should consider contracting with private transportation operators or shared-ride programs to support expanded hours.
5. Interested transportation program managers will analyze the travel patterns of human service agency clients, older adults, individuals with disabilities, people with low incomes, and the general public and develop shared-ride, microtransit, or fixed/deviated routes designed around current travel patterns of individuals using cars, biking and walking. Encourage more people to ride transportation because it is convenient and going where they want to go.

Implementation Timeline

Two to five years.

Responsible Parties

RTA mobility managers, county mobility managers, transportation providers, human service agencies.

Estimated Costs

$ to $$ (Low to Moderate)

Potential Funding Sources

Section 5310, Section 5307, local governments, Department of Labor, Department of Health and Human Services, local employers or workforce programs.

Performance Measures

- Number of transfer points and agreements established between agencies.
- Number of trips provided using transfers.
- Interagency agreements to share rides for passengers sponsored by different programs.
- Travel pattern study completed.
- Number of trips provided during expanded hours, and the cost per trip is affordable.

Goal #3: Coordinate Fare Media and Implement Capped Fares for Certain Trips

Objectives

Implement capped fares for inter- and intra-county dial-a-ride/demand response trips. Also, implement shared or common fare media for all transportation providers in the region that serve the public and/or older adults and individuals with disabilities and accept passenger fares. Pace is currently implementing an expansion of Ventra to ADA paratransit customers. It may be appropriate to further expand the program to dial-a-ride customers that use the same Pace platform and eventually to township or municipal programs.

Needs Addressed

Reduce the customer's confusion about fares when they are using multiple providers or making multi-jurisdictional trips; also, getting rid of paper vouchers, which are prime for fraud.

Strategies

1. Transportation providers adopt a common fare media, such as Ventra, to standardize the passenger's process for fare payment. Cash fare payment options must continue to be accepted to ensure equity of service.
2. Transportation providers will explore the economic impact of capped fares for longer distance inter- and intra-county trips and identify potential funding options to fill the gap in fare revenue if the capped fares are implemented.
3. Transportation providers will implement a shared media/advertising campaign to inform passengers and local stakeholders about the new standardized fare media and any price changes that have occurred as a result of capped fares.

Implementation Timeline

Two to five years.

Responsible Parties

RTA mobility managers, county mobility managers, Pace, and municipal/township transportation providers.

Estimated Costs

$$ to $$$ Moderate to High

Potential Funding Sources

Funding to oversee the development of a common fare card/media across multiple transportation providers could be eligible as a mobility management expense. Actual funding to advertise, and implement new fare media will be derived from existing transportation budgets including Section 5307, local government contributions, and passenger fare revenue.

New funding sources to cover the gap in capped fares could include partnerships with medical facilities that are more accessible now for patients who live farther away.

Performance Measures

- Longer distance trips are more affordable (as reported by passengers in rider surveys or regular customer feedback collected by transportation providers).
- Number of agencies that accept the common type of fare media.
- New funding sources are identified to support the reduction in fare revenue for longer-distance trips that are provided for a capped fare rate.

Goal #4: Coordinate Volunteer Driver Support Programs

Objectives

Providing long distance, evening, and weekend trip options to fill gaps using volunteer drivers.

Needs Addressed

Rural and cross-county, long trips; trips that take hours on public transit if a person is required to connect from one public route to another; travel needs outside of regular business hours—evening and weekend trips.

Strategies

1. Local agencies currently running volunteer transportation programs could explore a common, organized, regional approach, comparing policies and geographic coverage, and exploring how the programs might work together. The programs could also share information on volunteer driver recruitment and retainment strategies, insurance and liability risk, and volunteer screening and training, technology, etc.
2. Programs could use the same scheduling platform or provide a common list of needed trips for volunteers to pick up, increasing the number of options available to the riders.
3. The United Way could potentially serve as a lead agency for recruitment and training
4. Volunteer trip scheduling may be coordinated with 211 or regional call center services. Advance scheduling would be required.
5. A rural route study would examine the use of volunteer transportation as a means of providing transportation where transit ridership would be too low to sustain frequent service.

Implementation Timeline

One to two years.

Responsible Parties

RTA mobility managers, county mobility managers, volunteer transportation providers.

Estimated Costs

$$ moderate

One of the most significant and commonly cited costs and barriers associated with volunteer driver programs is insurance. nonprofitrisk.org/resource-library/ is an organization with a wealth of resource information, for the inevitable moment when the issue of liability raises its head, or for organizations that are seeking guidance about volunteer driver insurance. For organizations that are self-insured, like cities, or part of an insurance pool, like transit—these issues are already covered in your policies. Also, cities have a different level of immunity for their services: they are very well protected. Independent not-for-profits should already have insurance as well, and may just need to add a rider or umbrella policy to cover specific services like volunteers using their own vehicles. If a large pool of volunteers is established or being established, investigate if this level of insurance www.cimaworld.com/nonprofits/cima-volunteers-insurance/ is appropriate.

Other valuable resources for information about the costs and challenges associated with volunteer driver program implementation are available at the following links:

Resources

nationalcenterformobilitymanagement.org/by-topic/by-topic-volunteer-driver-programs/ Many Mobility Managers work directly with volunteers or work with local volunteer driver programs.

ctaa.org/national-volunteer-transportation-center/ The Community Transportation Association of America (CTAA) has courses and guides for use with volunteer transportation programs, as well as a map of programs across the country.

www.nadtc.org/ The National Aging and Disability Transportation Center has a number of best practice examples and articles if you search for “volunteer.”

www.energizeinc.com/ A consulting firm specializing in volunteerism, with a wealth of articles and newsletters.

There are numerous successful volunteer driver programs operating in the RTA service area which can provide further real-world guidance to start-up organizations. These agencies are described in Appendix A.

Potential Funding Sources

Funding for volunteer driver programs can come from FTA Section 5310, municipal funds, Veterans Administration, Area Agency on Aging, United Way, private faith-based and foundation fundraising. Progressive fundraising (e.g., Kroger, AmazonSmile) is available for nonprofits. Many of these potential funding programs have specific eligibility requirements such as older adults or individuals with a disability.

Performance Measures

- Trip calls are converted from undeliverable/turn-downs (outside area or hours) to filled by volunteer.
- Stability or growth rate of screened and trained volunteer driver pool.
- Volunteer hours of service (in-kind match).

Goal #5: Improve Access to Suburban Jobs for People with Low-Income

Objectives

Coordinate the needs identified in this research with ongoing studies being conducted by CMAP and RTA regarding improving the transportation options of people with low incomes, such as transit-oriented development, community development and transit access improvements through the RTA's Community Planning, Access to Transit programs and mobility pilots, and CMAP's LTA program. Implement transit-oriented development (TOD) on a neighborhood scale, and not just around large transit stations. Conduct a microtransit study for reverse commuters, particularly commute options for individuals with low incomes, and build upon coordination with private sector bike share and scooter services. Invest in neighborhood-level amenities around access points for transit.

Needs addressed

Access to suburban jobs is especially challenging for low-income individuals. Commuter rail does not provide direct service to employment locations and the suburban transit services are primarily demand response and require advance planning or reservations. On-demand transit and mobility share options at commuter rail stations would require less advance planning and allow individuals to access suburban employment locations more easily.

On the neighborhood side, access to transit stops is challenging in many urban and suburban locations. Lack of sidewalks, crosswalks, and safe places to wait for the bus are a major concern along major roadways where many of the transit services operate, especially for those people with mobility challenges. Infrastructure improvements and neighborhood-scale transit-oriented development or identification as mini hubs could make the reverse commute safer and more attractive to the labor force and could spur local-level economic development.

Strategies

1. Incorporate the results of the HSTP research and goals with ongoing community planning studies being conducted by CMAP and RTA.
2. Planning organizations will work together to locate affordable and accessible housing near suburban job locations and/or transit services.
3. Microtransit/micromobility options will be considered for reverse commute trips to/from areas with moderate and high densities of low income households and no/limited access to fixed route and ADA paratransit public transportation.

Implementation Timeline

One year (microtransit/micromobility partnerships) to five or more years (TOD).

Responsible Parties

The RTA will continue to partner with transportation network companies and private micro-mobility providers (bike share, scooter share, etc.) to bring additional last-mile solutions to the suburban office parks/employers in the region at commuter rail stations. At the time of this report, RTA has completed one pilot project and the second one is in the planning stages. The RTA could also work with Pace to expand on-demand transportation options in suburban locations to serve major employers.

Neighborhood-level improvements to bus stop access and TOD require a great degree of coordination due to the multiple levels and types of jurisdictions in the region. Transportation is not the only solution, but incorporating mobility options into planning can help to improve access between employment and affordable, accessible housing. The RTA would need to coordinate with the owners of roadway right-of-way and the transit service operators to improve access to suburban bus stops and stations. Additionally, coordination with these agencies and private developers and local/regional economic development partners is needed for neighborhood-level TOD to progress.

Estimated Costs

$ to $$ Low (partnership) to Moderate (match for bus stop infrastructure projects)

Potential Funding Sources

Public-private partnerships, major employers, communities, counties, and IDOT. Other potential funding sources may be identified through ongoing community planning and access to transit research conducted by RTA and CMAP.

Performance Measures

- Improved reverse commute options to suburban jobs for individuals with low incomes
- Transit options to match desirable commute patterns
- Number and breadth of mobility options supporting reverse commuters with low incomes increases

Goal #6: Expand Consolidated Vehicle Procurement (CVP) Vehicle Type Options

Objectives

Enable the procurement of right-sized vehicles to expand accessibility and to meet flexible travel demand and social distancing needs for riders.

Needs Addressed

Expand capacity to transport large or heavy wheelchairs; Social distancing needs for COVID-19; IDOT offers only four vehicle options currently; and a transit van or mini-bus is needed.

Strategies

1. IDOT staff could consider including a short wheel-base transit van or minibus, and options for heavy-duty ramps and lifts for all the vehicles in the CVP program. Host a vehicle open house, allowing providers to come and see the vehicle options and provide direct feedback.
2. Pace uses its own procurement process, and could partner in the same way with agencies that want to provide input into the vehicles that Pace leases through its Advantage program.
3. Host an "Intro to CVP Responsibilities and Reporting" on the types of maintenance they need to be responsible for; the records for maintenance, driver training and screening, and insurance that need to be kept; and the disposition process.

Implementation Timeline

One year, with open house and training repeated periodically.

Responsible Parties

Pace, IDOT

Estimated Costs

$ Low

Potential Funding Sources

Section 5310 and other transit administrative funding.

Performance Measures

- Increase IDOT CVP vehicle options from four to five or more.
- Ability to add different ramp and lift packages to vehicles through CVP or Pace.
- Better overall maintenance reporting to IDOT.

Goal #7: Explore Collaboration/ Consolidation of Similar Services

Objectives

Examine the potential for collaboration among agencies serving common eligibility groups (i.e., clients with developmental disabilities, older adults) to increase efficiencies and cost savings for their transportation programs. Also, examine potential collaboration among municipal and/or township programs that serve the public or specific eligibility groups.

Needs Addressed

Human service agencies serving people with developmental disabilities typically need to provide a higher level of assistance during transportation, and this is why ADA paratransit services and municipal dial-a-ride are not the best solution for these individuals. Hence, such agencies provide their own transportation with staff trained to provide additional support for clients during the trip, and to and from the vehicle. Some of the agencies obtain the vehicles for such program through IDOT's CVP or Pace's Advantage Program. While operating costs for such services generally are funded from the agencies' general revenues, some of these agencies have applied for and have been granted operating funds through the 5310 program. Alternative, sustainable funding may need to be identified in case Section 5310 funding is reduced due to competing proposals and priorities placed on coordinated services in the Section 5310 rating criteria. Because of this, agencies with separate and distinct transportation services may wish to explore coordination between or among their transportation service and/or their support services to increase the possibility of 5310 funding.

Strategies

1. Local transportation programs open to the public or a segment of the general public (e.g., older adults, individuals with disabilities) will explore opportunities for collaboration or coordination with other transportation services within the same county.
2. Agencies will conduct a cost allocation analysis to determine the feasibility and potential cost effectiveness of sharing administrative, maintenance, and transportation program management. If it is determined that cost savings for consolidating certain functions can be achieved, the agencies will develop a centralized administrative structure where all trips will be scheduled and dispatched, passenger eligibility maintained. Vehicle maintenance and procurement will also be centralized.

RTA mobility managers and county mobility managers will work with local municipalities and regional human service agencies to explore the feasibility of collaboration or coordination study between regional providers. This also could be an independently-funded study or one funded by RTA.

Implementation Timeline

A feasibility study would take one to two years. Implementation will likely take three to four years.

Responsible Parties

RTA and/or human service agencies, including but not limited to those currently receiving Section 5310 program funding for services that are not coordinated with other programs

Estimated Costs

$ Low

Potential Funding Sources

Section 5310 and other transit administrative funding can be used to explore potential coordination opportunities among agencies serving individuals with disabilities. Ongoing transportation program funding could be eligible for Section 5310, Department of Human Services/Medicaid, and other agency funds.

Performance Measures

- Feasibility of collaboration among human service agencies is explored.

- If determined to be more cost effective, agency transportation program administration functions will be consolidated.
- If determined to be more cost effective while preserving quality of service, vehicles will be purchased by a single lead agency and all trips will be scheduled and dispatched from a central office.
- Cost savings achieved through collaboration.
- Quality of service is maintained or improved after collaboration.
- Agencies secure funding to replace or partially replace ongoing Section 5310 program awards.

Goal #8: Regional 1-Call/1-Click Service

Objectives

The system provides service discovery with up-to-date information, trip planning services, booking assistance, links to trip booking services, and even payment services, where available. In short, this type of system, which is available in scores of metropolitan regions all across the US, assists transportation users in finding transportation services that will best meet their current travel needs, offering improvements over local staff knowledge and static directories of service. These systems can also be used to identify trips for which there are no solutions, helping regional planners to quantify unmet needs.

Needs addressed

There are many types of specialized transportation customers (persons with disabilities, seniors, people with low-income, veterans, general population) traveling for many different trip purposes (work/training, education, shopping, recreations, dialysis, medical appointments, human services) that can be served by a wide range of transportation modes and services, each with different requirements and constraints. Several stakeholders in most of the RTA region, and especially in those counties with limited and fragmented specialized transportation services, indicated that better information was needed to better understand the mobility options available to serve a specific trip. A regional one-call/one-click system provides one-stop shopping with access to a central repository of services via landline phones (to call takers) and via mobile devices or internet to trip planning and trip booking programs.

Strategy

1. A regional entity will agree to take the lead, with assurance that sufficient funding is available.
2. Develop a feasibility plan including projected cost estimates, cost benefit analysis, and potential funding sources. The feasibility plan will determine the scope of the call center, its location, and how it will be administered. The plan will also identify the benefits to participating agencies. Ideally, the center will provide information and referral options and also directly schedule trips for the passenger. If trips cannot be directly scheduled with the provider, a hand-off from the call center to the scheduler at the desired transportation agency is strongly recommended.
3. Develop software specs, procure, tailor the program to the specific needs of the RTA region, and implement the software.
4. Implement and staff the call center (or add staff to an existing center such as 211).
5. Participating entities or transportation providers will share their information and keep it up to date to ensure that information and scheduling options are accurate.

Responsible parties

A lead agency, preferably a regional agency such as the RTA or Pace, could invest in a feasibility study to provide further detail and recommendations for implementing such a service. Following the study, the regional entity could directly take on this function as a regional service, or it could work with a regional partner such as the regional 211 system to take on this function. Some linkage developers have found that 211 providers are ideal partners, or even lead agencies, for connecting specialized transportation customers with rides. 211 employees are trained in many of the skills, such as using triage questions to narrow down service options, which are typically utilized in linkage call centers. Moreover, 211 systems have built-in follow-up procedures to frequently update service provider information and to determine whether assistance provided resulted in the caller securing transportation for the needed trip or trips.

Implementation Timeline

One to two years to complete the feasibility study and implement the center.

Estimated Cost

$$ to $$$ Moderate to high.

For each linkage level and function, the *NCHRP Report 832, Volume 2, Toolkit* also provides a summary of

applicability, magnitude of project costs, benefits, obstacles and best practices, including case studies. The technology is proven, with scores of 1-click systems in numerous metropolitan regions and counties across the U.S. where it supports regions and counties with diverse levels of coordination.

Potential Funding Sources

Section 5307 (though prioritized for operations) and Section 5310 programs allow mobility management as an eligible capital expense at an 80 percent federal share. One-call operations are specifically included in the definition of mobility management. Under these programs, the 20 percent local match may be derived with other non-DOT federal funds, pursuant to those funding guidelines and regulations.

Performance Measures

- In *NCHRP Report 832, Volume 2, Toolkit*, there are 25 distinct evaluation criteria included under three broad topical areas: total usage and frequency of usage by customers, accuracy of transportation information, types of trips planned successfully or unsuccessfully.

Goal #9: Accessibility Infrastructure Database

Objectives

An infrastructure database could provide seniors and persons with disabilities with useful information for accessing transit. For example, a person who uses a wheelchair could use—and add to—this database as they consider and experience a particular path-of-travel to a bus stop or train station. RTA's ADA paratransit eligibility professionals and travel trainers would certainly use—and add to—such a database in considering trip-by-trip conditional eligibility and paths of travel, respectively.

Needs addressed

For seniors and persons with disabilities alike, there is an insufficient source of information pertaining to the accessibility of the infrastructure that these individuals encounter in using public transit services. For example, a transit rider, once they are on the bus or train, might be able to use transit just fine, but the path of travel to a bus stop or train station or the accessibility of the bus stop or train station itself may be fraught with unknown obstacles. A lack of knowledge about intersections without curb cuts or with poor traffic signalization, as well as not knowing about alternative pathways that could be successfully navigated, may be enough to dissuade potential transit users from using transit.

Strategy

1. The solution is to build upon CMAP's regional sidewalk inventory to include other infrastructure improvements and obstacles that could respectively aid or thwart access to transit services for seniors and persons with disabilities. This might include, for example, walk signalization assistance, the accessibility of bus stops, and helpful signage.
2. Such a database could also be linked with a one-call/one-click system to fine tune the path of travel for options/solutions involving transit.
3. Work with CMAP to incorporate their accessibility GIS tools and information in a dashboard. CMAP would develop a template for ADA transition plans for local jurisdictions that lack such a plan, but receive FHWA funding.

Responsible parties

The RTA or CMAP should potentially be lead agencies to host and maintain this database of regional information. Local municipalities, county governments, and IDOT are also partners in the effort to maintain updated and accurate information. Furthermore, the data should be linked with the regional one-call/one-click center if it is implemented.

Implementation Timeline

Two years and ongoing.

Estimated Cost

$ to $$ Low to moderate.

Potential Funding Sources

Section 5304 planning funds and other Federal Highway (FHWA) resources could be used to support staff involvement as a part of CMAP's annual work plan.

Performance Measure

- If available on a website, Google analytics could measure visits, time spent on certain pages, and use of the website to offer pathway solutions, as well as times when the database has been updated by staff or riders.

Summary of Potential Implementation Timelines and Costs

Table 27 outlines the potential timeline for implementation of the recommended strategies. It is noted that actual implementation will depend upon funding cycles and available funding for individual strategies.

Table 27. Summary of Implementation Timelines and Relative Costs

GOALS AND OBJECTIVES	RELATIVE COST	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
Goal #1: Regional Mobility Management and Travel Training Networks	$ to $$					
Goal #2: Expand Service Areas and Hours	$ to $$$					
Goal #3: Coordinate Fare Media and Implement Capped Fares	$$ to $$$					
Goal #4: Coordinate Volunteer Driver Support Programs	$$					
Goal #5: Improve Access to Suburban Jobs for People with Low Income	$ to $$$					
Goal #6: Expand Consolidated Vehicle Procurement Vehicle Type Options	$					
Goal #7: Explore Collaboration/ Consolidation of Similar Services	$					
Goal #8: Regional One-Call/One-Click Service	$$ to $$$					
Goal #9: Accessibility Infrastructure Database	$ to $$					

Planning Stages

Implementation Stages

CENTURY2

APPENDIX A: INVENTORY OF COMMUNITY TRANSPORTATION SERVICES

COOK COUNTY[1]

Introduction

As the second most populous county in the United States, Cook County has a variety of public transit, paratransit, and human services transportation options that are necessary for a large and diverse urban area. With this unique combination of services, Cook County has a variety of transportation resources to provide access and mobility for all residents regardless of their age, health, or socioeconomic background. Some of the transportation services provided include:

- An extensive public transportation network focused on the City of Chicago that includes services operated by:
  - Metra commuter rail
  - Chicago Transit Authority (CTA) 'L' elevated/ subway train service and fixed route bus service
- Public transportation in suburban Cook County operated by Pace Suburban Bus:
  - Fixed route bus service
  - ADA paratransit service
    - North Cook, South Cook, West Cook
    - City of Chicago
- City of Chicago Taxi Access Program for ADA paratransit-eligible riders
- Forty-two Dial-a-Ride and Taxi Subsidy programs that receive funding from Pace and/or townships/ municipalities
- Ten human service agency client transportation programs across Cook County that are designed to help serve seniors, the disabled, and veterans.

For full description on regional service providers Metra, CTA, and Pace, please refer to the regional overview in Chapter 3.

The maps of public or municipal/township operated service in suburban Cook County is provided as Exhibit 26 and Exhibit 27 for the northern and southern halves of the county.

A complete list of community transportation services in Cook County is provided in Table 28.

These figures are followed by service profiles of each of the community transportation services.

[1] Sources used: Pace website, the 2013 HSTP Update, municipal and agency websites, RTA Dial-a-Ride and Local Transit Options spreadsheet

Exhibit 26. North Cook County Public Transit/Paratransit Services

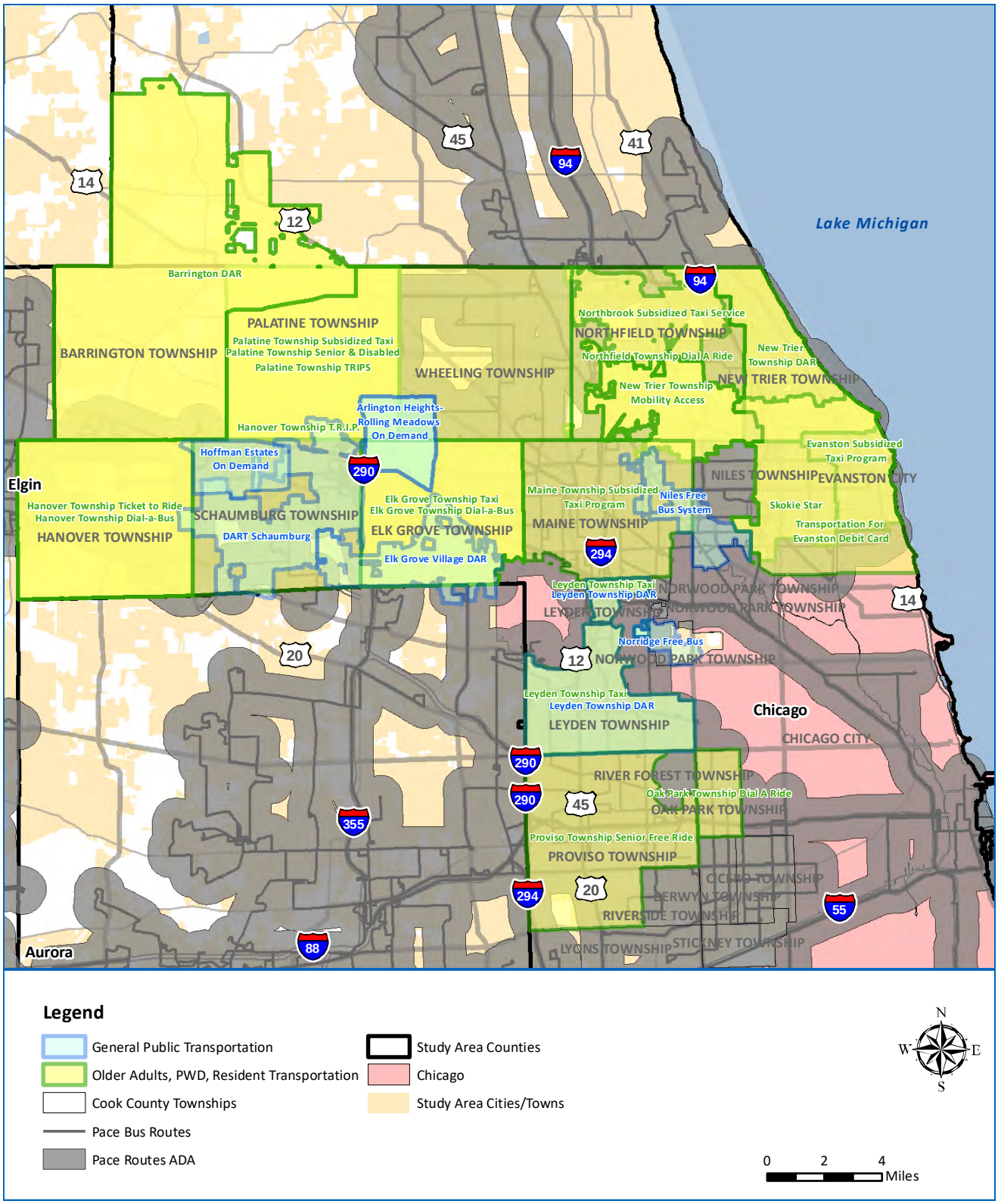


Exhibit 27. South Cook County Public Transit/Paratransit Services

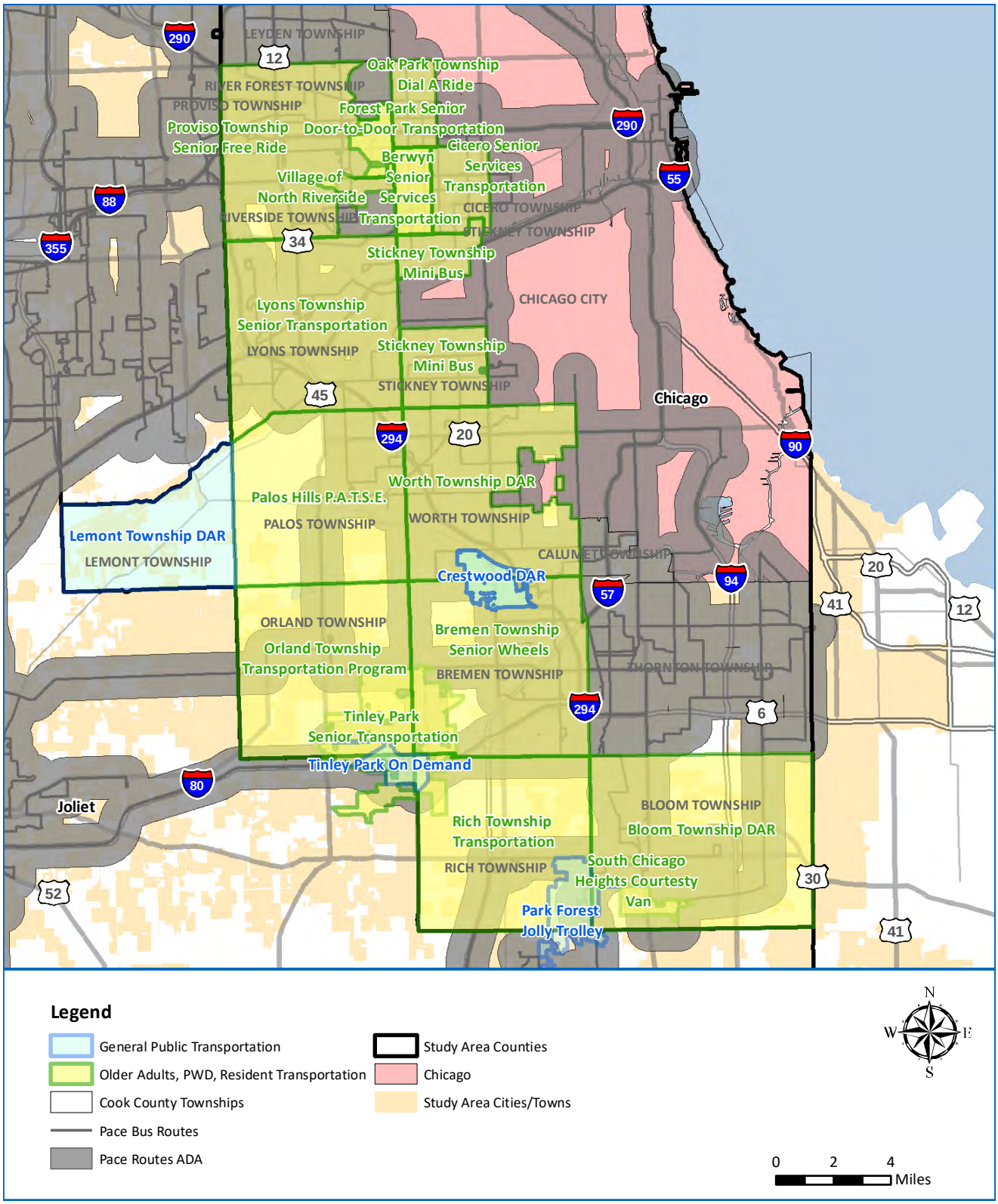


Table 28. Cook County Community Transportation Services

SERVICE NAME	GENERAL PUBLIC	PERSONS WITH DISABILITIES	OLDER ADULTS	PERSONS WITH LOW INCOME	OTHER
ADA Paratransit					
North Cook County ADA		•	•		
South Cook County ADA		•	•		
West Cook County ADA		•	•		
Pace On-Demand Services					
Arlington Heights/Rolling Meadows On-Demand	•				
Hoffman Estates On-Demand Transportation	•				
Tinley Park On-Demand Transportation	•				
Pace Municipal Services					
Berwyn Senior Services Transportation Program		•	•		
Cicero Senior Transportation			•		
Forest Park Senior Transportation		•	•		
Hanover Township Dial-a-Bus		•	•		
Hanover Township TRIP Program		•	•		
Leyden Township	•				
Lyons Township		•	•		
Palatine Township TRIPS Program		•	•		
Proviso Township			•		
Village of Norridge Free Bus	•				
Municipal Dial-a-Ride and Taxi Subsidy Programs					
Barrington Township Dial-a-Ride		•	•		
Bloom Township VIP Senior Wheels		•	•		
Bremen Township Senior Wheels			•		
Elk Grove Township Dial-a-Bus			•		
Elk Grove Township Taxi for Elderly & Disabled		•	•		
Elk Grove Village Dial-a-Ride	•				
Evanston Subsidized Taxi			•		
Transportation 4 Evanston Debit Card	•			•	
Hanover Township Ticket to Ride Taxi Voucher Program		•			
Lemont Township	•				
Leyden Township Taxi Cab Program		•	•		

SERVICE NAME	GENERAL PUBLIC	PERSONS WITH DISABILITIES	OLDER ADULTS	PERSONS WITH LOW INCOME	OTHER
Maine Township Subsidized Taxi Program "MaineLines"		•		•	
New Trier Mobility Access		•			
New Trier Township Discounted Taxi Service (Dial-a-Ride)		•	•		
Niles Free Bus System	•				
Northfield Township Dial-a-Ride		•	•		
Oak Park Township Dial-a-Ride		•	•		
Orland Township Dial-a-Ride			•		
Palatine Township Senior and Disabled Transportation		•	•		
Palatine Township Subsidized Taxi Program		•	•		
Palos Area Transportation for the Elderly & Disabled (P.A.T.S.E)		•	•		
Park Forest Jolly Trolley		•	•		Students
Rich Township		•	•		
Skokie STAR		•	•		
South Chicago Heights Courtesy Van Program		•	•		
Stickney Township Mini Bus		•	•		
Tinley Park Senior Bus Service		•	•		
Village of Crestwood	•				
Village of North Riverside		•	•		
Village of Northbrook Subsidized Taxi Program		•	•		
Village of Schaumburg Dial-a-Ride	•				
Worth Township		•	•		

SERVICE NAME	GENERAL PUBLIC	PERSONS WITH DISABILITIES	OLDER ADULTS	PERSONS WITH LOW INCOME	OTHER
Human Services Transportation Programs					
Aging Care Connections Transportation for Seniors			•		
Barrington Area Council on Aging (BACOA) Easy Riders Program			•		
Center of Concern/FISH of Park Ridge Transportation Service			•		
CJE SeniorLife Community Bus			•		
Escorted Transportation Northwest			•		
Hines VA Veterans Transportation Program					Veterans
Homewatch CareGivers Senior Transportation Services			•		
Jesse Brown VA Medical Center Shuttle Service					Veterans
Lovell Federal Health Care Center					Veterans
North Shore Senior Center Escorted Transportation Service			•		

Service Profiles

Pace – ADA Paratransit

ADA paratransit in Cook County is operated by Pace. This program offers origin-to-destination transportation service to eligible riders who are unable to use fixed route public transportation. Pace ADA paratransit operates a shared-ride program in order to meet all trip requests and increase efficiency. In order to qualify for Pace ADA paratransit service, a rider must apply for eligibility through the Regional Transit Authority (RTA).

In order to schedule a trip, riders must call the day before their anticipated trip to reserve a booking. Specific reservation times may not always be available, but customers are guaranteed a reservation within one hour of the requested pick-up time. Reservations are taken daily from 6 AM to 6 PM for next day service.

All customers and companions must pay a fare upon boarding. The fare is $3.25 for one-way service. A Pace ADA One Ride Ticket can also be used to pay the fare. Service hours for ADA paratransit service are the same hours that fixed route service is operated in the same area. Service is not available during major holidays.

The service area is within three quarters (3/4) of a mile of a CTA or Pace bus route as well as CTA rail stations. Service is also offered to "Suburban Trips and Transfer Locations" that are listed below by region in Cook County. These locations allow for passengers to coordinate two different services to take them to a destination in a different region. This allows for increased accessibility and transit connectivity for eligible passengers. Customers can schedule trips beyond the individual service area with transit agencies outside of Pace if the customer has a valid ADA paratransit ID. Customers much reach out to paratransit carriers in the area of travel in advance to determine eligibility and local travel rules.

North Cook County ADA Service

North Cook County ADA service is available on weekdays from 5 AM to 1:30AM, on Saturdays from 7 AM to 1:30 AM and on Sundays and Holidays from 8:30 AM to 12:30 AM. The service area includes portions of the Townships of Elk Grove, Evanston, Maine, New Trier, Niles, Northfield, Palatine, Schaumburg, West Deerfield and Wheeling.

Suburban-to-Suburban Transfer Points:

- North Cook to West Cook – CTA Rosemont Blue Line L Station – 5800 N. River Rd.

South Cook County ADA Service

South Cook County ADA service is available weekdays from 5 AM to 11:45 PM, Saturdays from 7 AM to 1 AM, and Sundays and Holidays from 8 AM to 1 AM. The service area includes portions of the Townships of Bloom, Bremen, Calumet, Lyons, Orland Park, Palos, Rich, Stickney, Thornton, and Worth.

Suburban-to-Suburban Transfer Points:

- South Cook to West Cook – MacNeal Hospital – 3249 Oak Park Ave., Berwyn
- South Cook to Will County – Walgreens – 143rd & Will Cook Rd., Orland Park

West Cook County ADA Service

West Cook County ADA service is available on weekdays from 5 AM to 1AM, Saturdays from 7 AM to 12:45 AM, and Sundays and Holidays from 8 AM to 12:45 AM. The service area includes portions of the Townships of Berwyn, Cicero, Leyden, Norwood Park, Oak Park, Proviso, River Forest, and Riverside.

Suburban-to-Suburban Transfer Points:

- West Cook to North Cook – CTA Rosemont Blue Line L Station – 5800 N. River Rd.
- West Cook to South Cook – MacNeal Hospital – 3249 Oak Park Ave., Berwyn
- West Cook to DuPage County – Oakbrook Mall (100 Oakbrook Ct.) & Elmhurst Hospital (200 Berteau Ave., Elmhurst)

Pace On-Demand Services for the General Public

Pace offers an on-demand shared-ride service for the general public, formerly called Call-N-Ride, in 11 designated services zones in the RTA region; three of the service zones are in Cook County. Trips can be requested online or called-in by phone one hour and up

to 24-hours in advance. Same-day calls go directly to the driver. Also, most of the services have certain scheduled stops at which riders can board the vehicle without a pre-arranged reservation.

The regular cash fare is $2.25 per trip with a reduced fare price of $1.10. An alternate payment method through Ventra Transit Value is offered with a normal fare of $2.00 and a reduced fare of $1.00.

Arlington Heights/Rolling Meadows On-Demand Transportation

Service is limited to the Arlington Heights – Rolling Meadows area between Hwy. 53, Euclid Ave., Arlington Heights Rd., and Golf Rd./I-90; service hours are from 6:10 AM to 6:30 PM on weekdays.

Hoffman Estates On-Demand Transportation

Service is limited to the Hoffman Estates area between I-90 and Bode Rd. and between Barrington Rd. and Roselle Rd.; service hours are from 6:00 AM to 6:30 PM on weekdays.

Tinley Park On-Demand Transportation

Service is limited to the Tinley Park area between 179th St. and I-80 and between Veterans Pkwy. and 191st St. to Oak Park Ave.; service hours are from 6:40 AM to 6:33 PM on weekdays.

Pace Municipal Services

Berwyn Senior Services Transportation Program

Berwyn offers transportation for seniors aged 60 or older and disabled residents on weekdays from 9 AM to 4 PM and on Saturdays from 9 AM to 1 PM. Advance reservations are required; 7-10 days advance notice requested. The fare is $1.00 per one-way trip.

Cicero Senior Transportation

The Town of Cicero Senior Services Department offers free door-to-door transportation service for seniors. This service is available 7 days a week for all medical appointment and other needs. All rides must be schedule 24 hours in advance.

The hours of service are Monday through Friday from 8 AM to 4 PM. Service is also available on the weekends from 8 AM to 3 PM.

Forest Park Senior Transportation

The Senior Services Department of the Village of Forest Park offers door-to-door bus service by appointment for all senior citizens and disabled residents of Forest Park. Service is available Monday through Friday from 8:30 AM to 2 PM. Appointments must be made 24 hours in advance and destinations are limited to Forest Park plus a 2-mile radius outside of the Village.

The fare for a one-way trip is $1.00. Also, for qualifying participants, the Village of Forest Park offers transportation to shopping areas. Reservations must be made 24 hours in advance.

Hanover Township Dial-a-Bus

The Dial-a-Bus program is open to Hanover Township residents aged 55 and over or disabled residents aged 18 and over. Service is available on weekdays from 7:30 AM to 3:00 PM. The suggested donation is $1.00 per one-way trip. The Dial-a-Bus service area is the Township boundaries and up to five miles outside the Township boundaries.

Hanover Township TRIP Program

The Hanover Township Riders Initiative Program (TRIP) Program provides medical transportation to Hanover resident seniors aged 60 and over and disabled individuals aged 18 and over. Service is provided within Palatine, Elk Grove, Hanover, Schaumburg, and Wheeling Townships on weekdays from 5 AM to 9 AM and on Saturdays from 7 AM to 4 PM. Additional hospitals are served on Tuesdays, Thursdays, and Fridays only. Riders must cross Township boundaries. Rides must be requested at least 72 hours in advance. The one-way fare is $5.00 per Township line crossed and with a maximum fare of $10.00 per one-way trip.

Leyden Township Dial-a-Ride

Leyden Township offers Dial-a-Ride service to the general public. The service is provided to any location in Leyden Township.

The service hours are Monday through Friday from 8:00 AM to 5:00 PM. The one-way fare for adults is $2.50 per trip and for seniors and ADA-eligible it is $1.25 per trip. Rides must be requested 7 days in advance for medical trips and 1 day in advance for all other trips.

Lyons Township Senior Transportation

Lyons Township offers a free transportation service to residents of age 60 years and older and for those with a disability. All non-medical trip reservations must be made one day in advance.

The bus service operates within Lyons Township, however, the service will travel up to two miles beyond Township Boundaries for specific medical related appointments.

Palatine Township TRIPS Program

The Palatine Township TRIPS Program offers limited transportation outside of Palatine Township for Township residents over the age of 60 and those 18 and older with disabilities for medical appointments.

The cost of the service is $10 per roundtrip when crossing one township border and $20 roundtrip when crossing two or more borders. Destinations include medical facilities across Cook County and the Chicago area. Hours of operation are Monday through Friday from 5 AM to 9 PM and Saturday from 7 AM to 4 PM.

Proviso Township Senior Ride Program

Proviso Township offers free rides to senior citizens that are at least 60 years of age. The service helps provide increased access to those who need transportation from medical facilities and other qualifying non-medical facilities within the Township. All riders must reside in the Township and must be able to walk unassisted to and from the Township vehicle. Service is operated on weekdays from 9 AM to 3 PM.

Village of Norridge Free Bus Service

The Village of Norridge operates a free bus service daily within the Village limits. This service is available at no charge to all residents as long as riders can prove residency via identification card. The service operates from Monday through Friday from 8 AM to 3 PM. The bus does not operate from 12 PM to 1 PM.

Municipal Dial-a-Ride and Taxi Subsidy Programs

Barrington Township Dial-a-Ride

Barrington offers a Dial-a-Ride service for the elderly and disabled in the Barrington Township area. The service hours are Monday-Friday from 9 AM to 4 PM and reservations must be placed one day in advance. The fare is $2.00 per trip.

Bloom Township VIP Senior Wheels

Bloom Township offers curb-to-curb service to Bloom Township residents aged 60 and older or those with disabilities that impact mobility. The Senior Wheels service offers transportation to stores, restaurants, medical appointments, township activities, as well as other destinations.

All rides must be pre-registered. The transportation service is available Monday-Friday between 8 AM and 4:30 PM. Reservations must be made at least one business day in advance by 2 PM. Rides are limited to one round trip per day.

Bremen Township Senior Wheels

Bremen Township offers transportation to seniors aged 55 and older within the Bremen Township boundaries. The only trips outside of the township are for medical appointments only.

The service is offered Monday through Friday from 8:00 AM to 4:00 PM. The fare is $2.00 each way. There is also a 10-ride ticket that is offered for $16.

Elk Grove Township Dial-a-Bus

Senior residents of Elk Grove aged 55 and older are eligible to use Elk Grove Township's Dial-a-Bus service. The township bus goes anywhere within the township boundaries along with transportation to local hospitals

This curb-to-curb service is available to seniors Monday through Friday from 9:30 AM to 3:00 PM. Reservations must be made at least one day in advance.

Elk Grove Township Taxi for Elderly & Disabled

Elk Grove Township offers a $5.00 taxi discount for senior citizens aged 55 and up and disabled residents aged 18-54.

Elk Grove Village Dial-a-Ride

Elk Grove Village offers Dial-a-Ride service for the general public on weekdays from 9 AM to 6 PM and on Saturdays from 9 AM to 4 PM. The fare is $1.30 for the general public and $0.65 for seniors, individuals with disabilities, and students.

Evanston Subsidized Taxi Program

The City of Evanston has transitioned to Transportation 4 Evanston Debit Card Program. However, for residents age 80 and older that were previously utilizing the subsidized taxi program, this service is still available.

The coupons can be purchased in person at the Levy Senior Center, 300 Dodge Avenue, Monday through Friday from 8:30 AM to 9:00 PM and on Saturday and Sunday from 9 AM to 3 PM. Each one-way coupon can be purchased for $5.00 from the City of Evanston. There is an additional $1.00 charge for each additional passenger.

Transportation 4 Evanston Debit Card

Riders that want to have the option to travel outside Evanston or to use other modes of transportation can use the Transportation 4 Evanston Debit Card option. All participants will receive a MasterCard where they can load a specified amount of money to utilize for transportation. The City of Evanston will match the specified amount per month.

Riders can add money in-person at the Levy Senior Center, or they can add funds via telephone. The limits for amount of money that can be loaded on the card and the amount that the City of Evanston subsidizes depends on the income of the rider. If the rider has an income of less than $15,000 per year, they can load up to $125 per month and the City will match up to $125. If the rider has an income between $15,001 and $30,000, they can load up to $75 per month and the City will match up to $75.

What separates the Transportation 4 Evanston Debit Card Program from the rest of the transportation options in the city, is the variety of different modes of transportation that can be utilized via this program. Riders can use the debit card for taxicabs, ridesharing applications such as Uber or Lyft, Amtrak, Greyhound, Ventra passes, and Pace paratransit ticket purchases.

Hanover Township Ticket to Ride Taxi Voucher Program

The TIDE Ticket to Ride Taxi Voucher Program is available for Hanover Township residents aged 16 and over with a physical, cognitive or developmental disability. The program must be used for rides to and from work or job training only. The program will provide transportation to work sites up to seven miles outside the Hanover Township boundary.

Lemont Township Dial-a-Ride

Lemont Township offers Dial-a-Ride service to the entire Township. The service is offered Monday through Friday from 9 AM to 4 PM and on Saturdays from 9 AM to 1 PM.

Ride reservations can be booked up to a week in advance. Fares (one way) are $2.00 per adult, $1.00 seniors/disabled, $1.00 students (7-18), and children under 7 ride for free. Mondays and Saturdays are free fare days.

Leyden Township Taxi Cab Program

Qualified residents (seniors or disabled) can purchase cab books in person or via mail. Each book costs $10 ($20 value) which comes with ten $2.00 coupons that can be utilized for taxi service. Seniors are allowed one coupon book per month, but the majority of seniors can qualify for two books per month with a doctor's note.

Maine Township Subsidized Taxi Program "MaineLines"

Residents of Maine Township who are certified as disabled or meet income eligibility requirements can utilize the "MaineLines" program for curb-to-curb pickup and drop off. Coupons cost $1.00 and reduce the one-way fare by $5.00 per trip. Thirty coupons can be purchased in a 3-month period.

The following taxi companies participate in the subsidized taxi program:

- 303 Taxi
- American Taxi Dispatch Inc.
- Community Cab
- Niles Flash
- Park Ride Cab
- Pink Taxi

New Trier Mobility Access Program

Residents of New Trier with mobility impairments that can provide proof of residency and a physician's signature are eligible for the Mobility Access Program that is subsidized by the township of New Trier. Before utilizing this service, residents must complete an application and register with township. All township residents receive 25% off rides and residents with household income of less than $50,000 are eligible for a 75% fare reduction.

Service is provided by CJE Senior Life and they provide door-to-door service to all eligible riders. The hours for service are Monday-Friday from 8:00 AM to 5:00 PM. Total cost of service is determined by the starting and end location of the trip. The fare is calculated by zones and how much subsidies are available.

New Trier Township Discounted Taxi Service (Dial-a-Ride)

New Trier also offers a Dial-a-Ride service for township residents age 65 or older or age 18-64 with a disability. All riders must submit an application prior to utilizing the service in order to verify age and residency.

Each eligible rider will receive 20 coupons per month which value at $6 per coupon. Each coupon can redeem one ride. In order to schedule service, eligible riders are to arrange service with either 303 Taxi and/or American Taxi Dispatch, Inc. Any questions regarding the Dial-a-Ride program can be answered by calling 847-446-8202.

Niles Free Bus System

The Niles Free Bus is a bus system that operates within the Village of Niles. The service is offered at no cost to riders. The fixed route service on four routes runs from 6:30 AM to 5 PM on weekdays and 9:30 AM to 4:30 PM on weekends. The service runs between major shopping centers, public facilities, and residential concentrations.

Northfield Township Dial-a-Ride

Northfield Township provides an income-based subsidized taxi service program for Northfield Township senior citizens (age 65 and older) and residents with permanent disabilities over the age of 18. In order to qualify for the Dial-a-Ride program residents must submit an application to prove residency as well as income.

Once residents have applications accepted, a set of 16 taxicab coupons are distributed to the rider. Each coupon has a redeemable value of $5.00. All participants are eligible for 16 coupons monthly if all coupons have been used, however, no more than 16 coupons can be utilized in one month.

In order to utilize the coupon, coupons must be given to the taxi driver along with the ID Card issued by Northfield Township in order to receive the $5.00 discount.

Oak Park Township Dial-a-Ride Service

For Oak Park Township residents aged 60 years old or older and for residents aged 18 and older with disabilities, the township provides curb-to-curb drop off and pick up to anywhere within Oak Park and River Forest. All buses are equipped with lifts for full accessibility.

Service hours are Monday-Friday from 7:45 AM to 4:00 PM. The rate is a suggested donation of $1.00 per trip. All appointments can be made via phone from Monday-Friday from 8:30 to 1:30 PM. All rides must be scheduled 24 hours to 1 week in advance.

Orland Township Dial-a-Ride Service

Orland Township provides residents aged 55 and older that live within the boundaries of Orland Township curb-to-curb service. Transportation is available to shopping centers, senior centers, and other service providers.

Service is available Monday through Friday from 8:15 AM to 4 PM. All requests for transportation can be scheduled up to one week in advance and two non-

medical rides per week may be scheduled. There must be a 48-hour advance notice for non-medical requests. Local rides are $6.00 per person for a roundtrip and $10 per roundtrip when the destination is outside of Township boundaries.

Palatine Township Senior and Disabled Transportation

Palatine Township offers curb-to-curb bus service anywhere within the Township boundaries for residents who are aged 60 and over or disabled. Service is offered to anywhere within the 36-square mile boundary of the Township. Mandatory pre-registration is required to prove residency, age, and disability if necessary.

The bus service is available from Monday 8:15 AM to 6:00 PM and from Tuesday-Friday 8:15 AM to 3:00 PM. The cost of the service is $2.50 per one-way trip. Reservations must be made 3 business days in advance between the hours of 8:00 AM and 1:30 PM.

Palatine Township Subsidized Taxi Program

Palatine Township also offers a subsidized taxi service for all residents. Taxi voucher registration is included with registration for bus service. For residents that qualify for the subsidized taxi service, they are each permitted to receive 10 vouchers per month. Each voucher is worth $4.00 off the metered taxi fare. Each booklet expires 60 days from date of issue and vouchers can only be used to people that they are assigned to. All rides must be scheduled through the cab companies directly. Service is available 24 hours per day, 365 days per year.

The taxi services that are eligible for vouchers include:

- 303 Cab
- All Star Cab
- American Taxi

Palos Area Transportation for the Elderly & Disabled (P.A.T.S.E)

The City of Palos Hills offers transportation for residents age 60 or older or persons of disabilities of any age. The hours of operation are Monday through Friday from 8:30 AM to 2:00 PM. The service is unavailable on weekends and holidays. Trips can be scheduled via phone between the hours of 8 AM and 12PM. Reservations are required the day before the scheduled trip.

Fares are $2.00 per one-way trip within Palos Township and $4.00 for roundtrip service.

Park Forest Jolly Trolley

The Village of Park Forest offers a Dial-a-Ride Bus service known as the Jolly Trolley. This program provides a transportation service for seniors age 65 and older, disabled persons, and students. The service is available for qualifying residents of Park Forest and it is a Village-sponsored partnership with Rich Township.

Service is provided Monday-Friday from 9 AM to 3:30 PM. All rides must be scheduled one hour in advance.

Fares for adults are $3.00. Fares for seniors age 65 and older, disabled persons, and students are $1.50.

The Jolly Trolley offers partial fixed route service with pick-ups at Orchard Park Plaza and the Village Hall in Park Forest on every half hour and hour, respectively.

Rich Township Transportation Program

Rich Township offers transportation service to seniors age 55 and older and to disabled persons of any age. The service is available to destinations in Rich Township such as stores, restaurants, nursing homes, and medical appointments.

Service is offered Monday-Friday from 8:30 AM to 2 PM for non-medical trips and 8:30 AM to 2:30 PM for medical appointments. Non-medical trips must be scheduled on the same day only. Medical trips should be made with a minimum of two business days' notice.

Fares within Rich Township are $3.00 for one way and $6.00 for roundtrip. For trips outside Rich Township (medical only), the one way fare is $6 and roundtrip is $12.

Skokie (STAR) Senior Transit for Area Residents

The Village of Skokie offers curb-to-curb pickup and drop-off service for residents who are age 65 and older or who have ADA paratransit certification. Travel is permitted anywhere in the village of Skokie for any purpose.

In order to qualify for the STAR program, residents must submit an application in order to prove residency, age, and/or ADA paratransit certification. Registration can be completed at the Human Services Division of the Village Hall. The membership fee for the program is $15 per month.

Service is provided Monday through Friday from 9 AM to 4 PM. Rides within Skokie and to approved non-Skokie destinations must be scheduled between 8:30 AM and 4 PM on the day of the trip. Medical trips to approved destinations outside Skokie may be scheduled up to one week in advance.

South Chicago Heights Courtesy Van Program

For South Chicago Heights residents that are disabled or for seniors that are aged 65 and older, South Chicago Heights offers free and accessible van service. The service provides access for residents to appointments in the following service fields:

- Medical Facilities
- Dental Offices
- Lawyers Offices
- Physical Therapy Groups
- Grocery Stores in South Chicago Heights area

Reservations must be made at least one business day prior to the ride.

Stickney Township Mini Bus

Stickney Township offers Dial-a-Ride services to seniors aged 60 or older and disabled residents on weekdays from 8 AM to 4 PM. Reservations must be made before noon the day before the trip. The service does not charge a fare. The service area is generally Stickney Township, but they will also provide service to local hospitals and doctors in the vicinity.

Tinley Park Senior Bus Service

The Village of Tinley Park offers a bus service for seniors and the disabled in order to increase access to essential resources as well as to increase the quality of life for seniors and the disabled.

The bus service is available Monday through Friday from 9 AM to 2 PM. Reservations can be up to seven days in advance. Reservations for medical appointment trips should be made at least two days in advance. Reservations for all other trips should be made 24 hours in advance.

Fares are $0.65 each way for those 65 and older. For those that are ages 55 to 64, the fare is $1.30 each way.

Village of Crestwood Dial-a-Ride

The Village of Crestwood offers a Dial-a-Ride service for all residents that want to travel within the corporate limits of the Village of Crestwood. The Dial-a-Ride service is offered Monday through Friday from 9 AM to 3:45 PM. Same-day reservations. The fare for the service is $2.25 for adults, $1.25 for students, and senior citizens over the age of 65 are free.

Village of North Riverside Dial-a-Ride

The Village of North Riverside offers Dial-a-Ride service in order to satisfy the transportation needs of senior citizens and those with disabilities in North Riverside. The service is valid for all travel within Proviso Township, Riverside Township, and all of North Riverside.

Reservations must be made at least 24 hours in advance. The service is operated Monday through Friday from 9 AM to 3 PM. Fares are $1.00 per ride and all accompanying passengers will be charged $1.00 for each additional rider.

Village of Northbrook Subsidized Taxi Program

The Village of Northbrook offers a subsidized taxi program to residents who are age 55 or older or have a disability. The program runs through an electronic swipe card that is used to subtract $5.00 from the total metered fare cost. After the trip is completed, the card is swiped once, and the $5.00 subsidized discount is activated. Any further costs of the trip must be covered by the rider.

All participants in this program must submit an application to the Village or Northbrook in order to participate. Once the application is approved, 16 ride subsidies ($80 value) are uploaded to the electronic swipe cards. The 16-ride subsidies are automatically loaded onto the card each month. However, there are no roll-overs from month to month.

The electronic swipe cards can be utilized with the following Taxi companies:

- 303 Cab
- American Taxi

Village of Schaumburg Dial-a-Ride

The Village of Schaumburg operates Dial-a-Ride service for local community transportation.

In order to schedule a ride with the program, same-day reservations can be made between the hours of 5:30 AM and 8:30 PM Monday through Friday. On Saturday, trip requests are accepted between 8:30 AM and 5 PM. There is no service on Sunday. Rides must be scheduled at least 90 minutes before the anticipated pick-up time.

The fare for one-way service is $2. There is a reduced fare option of $1 for those that fit the following qualifications:

- Persons with disabilities
- Senior citizens age 65 and older
- Children aged 7 to 11
- *Children under age 7 are free If accompanied by an adult*

Ten-ride tickets are also available for purchase for $19.00 ($1.00 savings).

Worth Township Dial-a-Ride Program

Worth Township sponsors a Dial-a-Ride program for its senior (aged 55 and over) and disabled residents. The service is available Monday through Thursday from 8 AM to 3:30 PM and Friday 8 AM to 2:30 PM. Reservations for trips must be made one day in advance.

There is zero cost to ride the bus for eligible riders. Service is only available within Worth Township. However, there is select service available up to 2 miles outside Township borders for certain medical facilities.

Human Services Transportation Programs

Aging Care Connections Transportation for Seniors

Aging Care Connections offers a discounted cab voucher program in cooperation with PeopleCare, a nonprofit partner. Riders must be aged 60 and older to participate. Riders must also complete a transportation application with Aging Care Connections. Once the application is accepted, eligible riders receive a taxicab voucher coupon book (total value $20). There is no cost for the program, however, a donation of $10 is suggested. Voucher coupon books are distributed on a monthly basis.

BACOA (Barrington Area Council on Aging) Easy Riders Transportation Program

BACOA in partnership with Synergy HomeCare and Lake Barrington Shores provides rides to medical appointments, errands, and BACOA events. Reservations must be made at least five days before an appointment to reserve a ride.

Center of Concern/FISH of Park Ridge Transportation Service

The Center of Concern has partnered with FISH of Park Ridge to provide senior transportation to Park Ridge and Maine Township residents. All rides are free of charge and are facilitated by volunteer-based service. Rides are to be scheduled at least one week in advance.

CJE Senior Life Community Bus

CJE Transportation department provides appointment-based transportation to clients who live within the

CJE-established geographic boundaries. Transportation services are available for clients of Adult Day Services of CJE, people living in the community, and those that require a Medicar.

Another program that the CJE operates is the Shalom Bus. The Shalom buses offer regularly scheduled trips to community destinations such as medical appointments, the JCC (Jewish Community Center), and grocery stores. There are other routes available based on demand and availability of bus drivers. Shalom bus rides are available to community members aged 60 and above who reside in Evanston, Lincolnwood, Skokie, or in Chicago within certain boundaries.

Escorted Transportation Service Northwest

Escorted Transportation Service Northwest is a nonprofit organization founded in 2006 with the single goal of providing reliable, volunteer-based transportation for senior citizens to get to medical and dental appointments. Service is available by appointment at a minimum of one week of advance notice. In order to schedule an appointment, a simple application must be filled out in order to verify information. Each trip has a suggested donation of $12 per roundtrip. Trips can be scheduled by phone Monday through Friday from 8:30 AM to 2:30 PM.

The eligible destinations include:

- Regular checkups
- Vision screenings
- Blood and lab tests
- Wound care
- Dialysis
- Dentist visits

Hines Veterans Affairs (VA) Veterans Transportation Program

Edwards Hines, Jr. VA Hospital offers two different modes of transportation assistance for veterans.

One of the transportation options is reimbursements per mile traveled roundtrip to the Hospital. Scheduled appointments are eligible for round-trip mileage reimbursement while unscheduled trips are limited to return mileage only at $0.415 per mile.

The other transportation option is the Special Mode Transportation for those that cannot physically drive themselves or their medical conditions requires an ambulance or a specially equipped van as determined by a VA clinician.

Homewatch CareGivers Senior Transportation Services

Homewatch CareGivers offers transportation service to help the elderly citizens in the Chicago metro area. Senior caregivers can assist with transportation needs for appointments, running errands, general shopping trips, visits with family and friends, and travel and events. Clients can choose to receive support on a temporary and short-term basis, or choose a long term, as-needed schedule. Homewatch CareGivers offers these services to seniors in Chicago area and specifically in Northbrook, Glenview, Deerfield, and Highland Park, among others.

Jesse Brown Veterans Affairs (VA) Medical Center Shuttle Service

The Jesse Brown VA Medical Center offers a shuttle service between its own facility and the Lakeside VA Clinic. Veterans and their family members are given priority on the shuttle service, but it is utilized by residents and students from Northwestern University coming to Jesse Brown VA Medical Center for work/educational purposes. The Lakeside Shuttle is managed by the Fleet Management Department at Jesse Brown VA Medical Center.

Monday-Friday: All buses depart Jesse Brown VA Medical Center at the top of every hour starting at 5 AM and ending at 6 PM. There is an extra bus that leaves from Jesse Brown at 12:30 PM and 4:30 PM to accommodate peak travel. All buses will depart from Lakeside VA Clinic on every half hour starting at 5:30 AM and ending at 6:30 PM. There are also buses that leave Lakeside at 1 PM and 5 PM to accommodate an increase in demand. From 7 PM to 10 PM the shuttle is “On-Call” for any veteran, resident, or medical student who needs transportation between the two facilities.

Saturday and Sunday: All buses leave from Jesse Brown at the top of the hour starting at 6 AM. However, between 9 AM and 12 PM all shuttle buses are “On-

Call". Regular service resumes at 12 PM and continues to 6 PM. Buses depart from Lakeside every half hour between 6:30 AM and 6:30 PM except for the 9 AM to 12 PM window when all buses are "On-Call". There is "On-Call" service on the weekends between 7 PM and 9 PM.

Lovell Federal Health Care Center (FHCC)

The Lovell FHCC operates a shuttle system that transports riders from the Metra train locations throughout the Lovell FHCC campus. This fixed route service offers access for patients and clients across the campus. Fixed-route service is operated from 7 AM to 4:30 PM.

North Shore Senior Center Escorted Transportation Service

The North Shore Senior Center operates a volunteer-based program that provides ambulatory senior citizens aged 60 and older with transportation to and from medical and dental appointments. This curb-to-curb service is available Monday through Friday from 9:30 AM to 5:30 PM.

A registration form must be filled out prior to service usage. The cost of the service is $12 per roundtrip ($6 roundtrip for residents of New Trier who are eligible for the New Trier Township Dial-a-Ride program). Riders are billed monthly for service instead of making a payment each trip.

Once enrolled in the program, riders must call seven to ten days in advance to schedule transportation service.

Summary

Community transportation services in Cook County are extensive. As the most populous county in Illinois, Cook County has a combination of accessible fixed-route public transit as well as human service transportation options for those that cannot utilize the public transit systems.

With a combination of Pace and individual Township Dial-a-Ride and taxi subsidy programs, there are 42 programs for those that are in need of this more personalized service. The majority of the Dial-a-Ride programs in Cook County are for the elderly or disabled, however, there are also a handful of programs that offer Dial-a-Ride service to low-income residents as well as students. A major source of inconsistency in the Dial-a-Ride programs is the hours of service.

A common alternative or addition to Dial-a-Ride service is subsidized taxi programs. Several Townships and Villages within Cook County offer supplemental subsidized taxi programs in order to provide affordable and on-demand transportation service for those who are in need of assistance. Most of the subsidized taxi programs work with local cab companies in order to provide low-cost,

Cook County also has a range of human services transportation services that many senior centers and local nonprofit organizations offer. These services help fill in the gap between Dial-a-Ride, subsidized taxi programs, ADA paratransit, and fixed-route public transportation services. Some of these human services transportation programs are funded privately or through a variety of organizations that assist the elderly and disabled. These transportation options provide access and transportation to an individual organization's own facilities or to other essential destinations such as medical facilities or shopping centers. Some of the human services transportation services in Cook County are specifically geared towards veterans.

One example of an innovative practice within Cook County is the Transportation 4 Evanston Debit Card. The City of Evanston provides subsidies to low-income residents who are in need of transportation solutions. The funds on the Debit Card (which are 100% matched by Evanston) can be utilized with ridesharing applications such as Uber and Lyft as well as rail operators such as Amtrak.

Overall, Cook County has a comprehensive set of transportation options and balance of public transit, Dial-a-Ride, ADA paratransit, and Human Services-based transportation options. However, many programs have geographic of service span restrictions that do not meet the needs of the County's senior and disabled residents. Additionally, with 52 different programs plus the regular fixed route public transit options, the volume is overwhelming for the lay person and

the lack of a centralized location to learn about the available programs is a barrier to some people using transportation resources.

DUPAGE COUNTY[2]

Introduction

There is a substantial and varied network of community transportation services available in DuPage County. This network includes:

- The Ride DuPage program available to eligible residents from several sponsoring cities, townships, and villages within the County, as well as clients of several sponsoring DuPage County human service agencies. To deliver service, Pace contracts for reservations, scheduling, dispatching, and handling ETA calls and other same-day customer issues with the regional mobility management control center contractor, SCR. For service provision, they contract with First Transit and five local taxi companies.
- There are four township or village-sponsored Dial-a-Ride services that are not part of Ride DuPage. These include dial-a-ride programs in the Townships of Bloomingdale, Downers Grove, and Wayne as well as in the Village of Elk Grove, which straddles adjacent Cook County. Much like Ride DuPage though, these programs benefit from Pace arranging for call and control functions through the RMMCC and from Pace's operations contract with First Transit. Pace also contributions some funding for those Dial-a-Rides.
- The service platform of SCR and First Transit is also used for Pace's ADA paratransit service and for two of its "On-Demand" services for the general public in Naperville-Aurora in Kane County, and Wheaton-Winfield in DuPage County.
- There are four other local municipalities with their own transportation services separate from Pace, including the Village of Downers Grove Taxi Coupon Program, the Winfield Township Senior and Disabled Transportation Service, the City of Wood Dale Dial-a-Ride, and the York Township Senior Ride program.
- There are also twelve human service agency client transportation programs that cover all or part of DuPage County. Some of these programs benefit from vehicles provided through Pace, the RTA's 5310 program, and IDOT's CVP program.

The map public or municipal/township operated service on weekdays in DuPage County is provided as Exhibit 28. A map depicting community transportation services on weekends and evenings in DuPage County are provided in Exhibit 29 and Exhibit 30, respectively.

A complete list of community transportation services in DuPage County is provided in Table 29.

These figures are followed by service profiles of each of the community transportation services.

2 Sources used: Pace website, the 2013 HSTP Update, municipal and agency websites, and the Ride DuPage Sponsors/Operations Committee call on April 16, 2020.

Exhibit 28. DuPage County Community Transportation Services – Weekdays

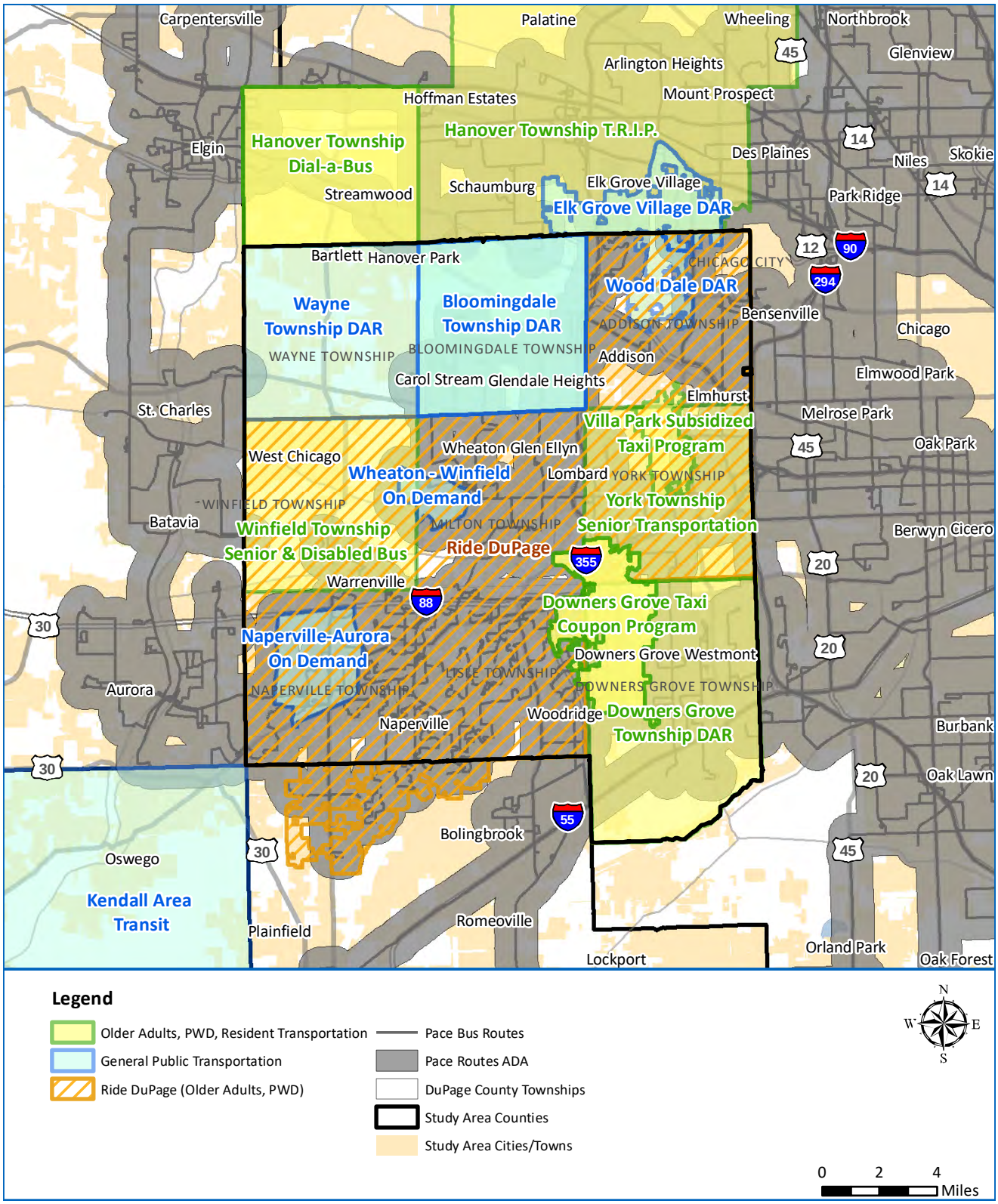


Exhibit 29. DuPage County Community Transportation Services – Weekends

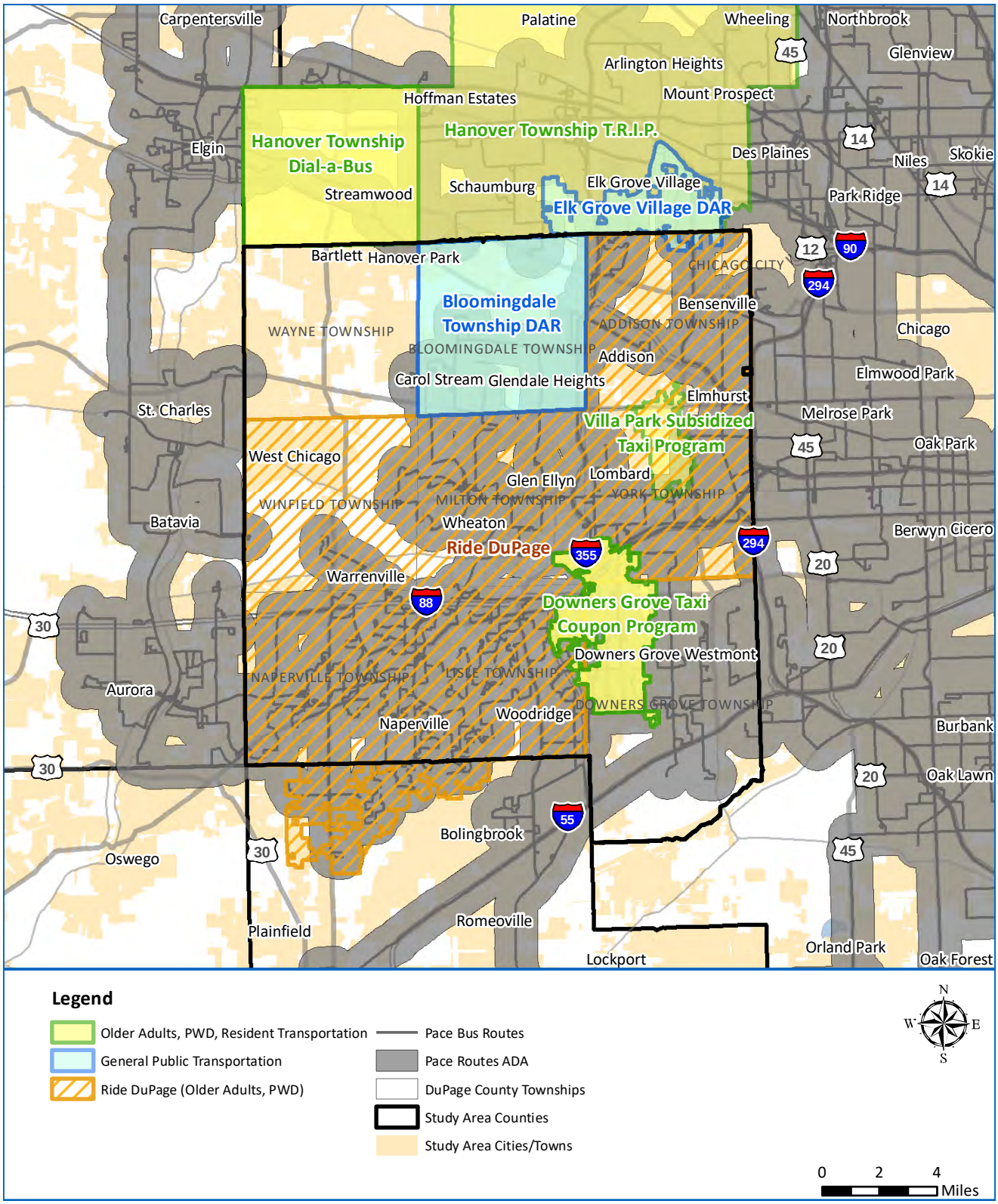


Exhibit 30. DuPage County Community Transportation Services – Evenings

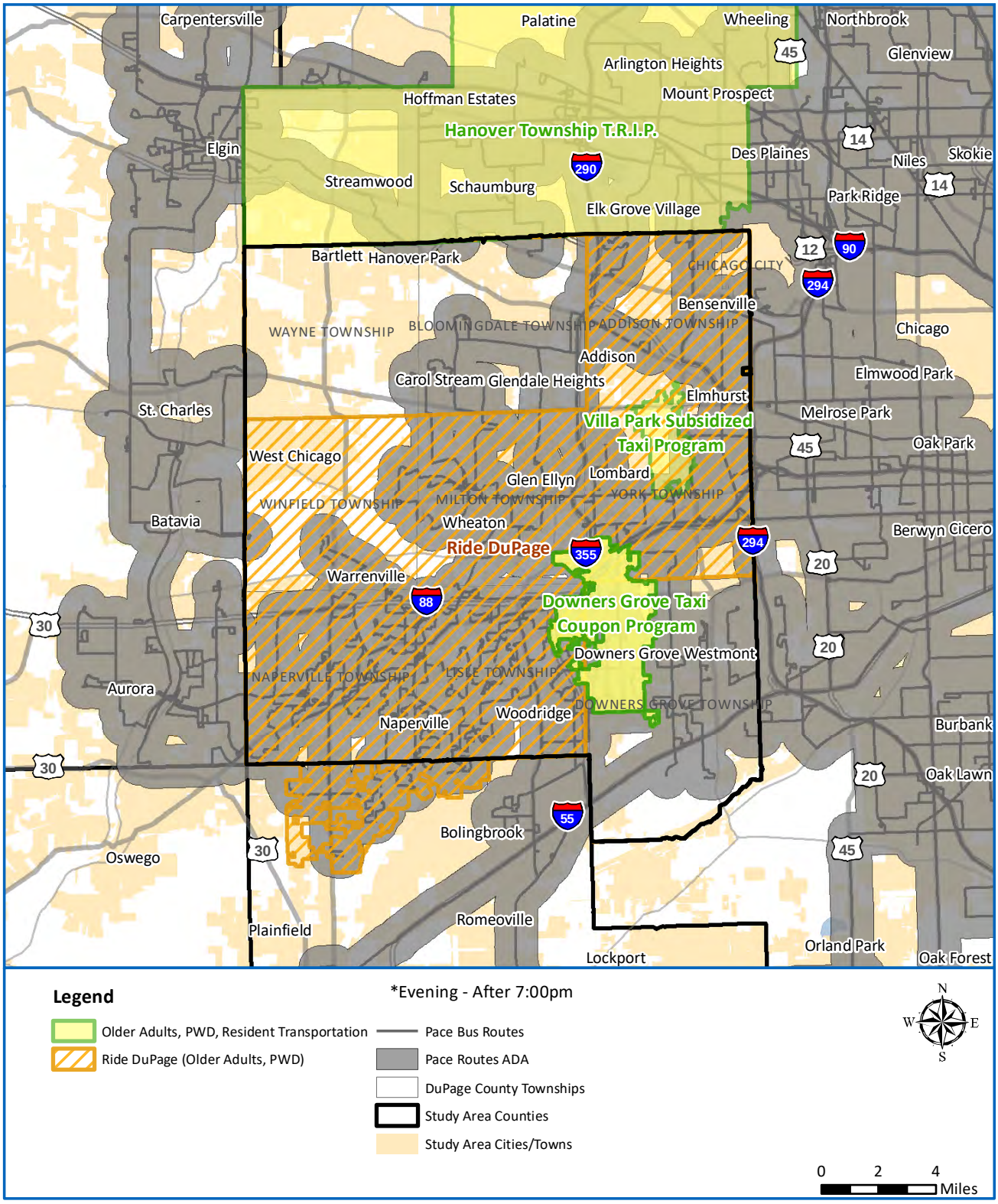


Table 29. DuPage County Community Transportation Services

SERVICE NAME	GENERAL PUBLIC	PERSONS WITH DISABILITIES	OLDER ADULTS	PERSONS WITH LOW INCOME	OTHER
Ride DuPage		•	•		
DuPage County Departments	•	•	•	•	Veterans
Addison Township		•	•		
Village of Bensenville		•	•		
City of Elmhurst		•	•		
Village of Glen Ellyn		•	•		
Lisle Township		•	•		
Milton Township		•	•		
City of Naperville		•	•		
Naperville Township		•	•		
City of Warrenville		•	•		
City of West Chicago		•	•		
Wheatland Township (in Will County)		•	•		
City of Wheaton		•	•		
Winfield Township		•	•		
Pace ADA Paratransit					
Pace On-Demand	•				
Naperville-Aurora On-Demand (also in Kane)	•				
Wheaton-Winfield On-Demand	•				
Pace-Sponsored Municipal DARs					
Bloomingdale Township DAR	•				
Downers Grove Township DAR		•	•		
Village of Elk Grove (also in Cook Co.)	•				
Wayne Township DAR	•				
Other Municipal Transportation					
Village of Downers Grove Taxi Coupons		•	•		
Village of Villa Park Taxi Coupons		•	•		
Winfield Township Sr and Disabled		•	•		
City of Wood Dale DAR	•				
York Township Senior (55+) Ride Program			•		

SERVICE NAME	GENERAL PUBLIC	PERSONS WITH DISABILITIES	OLDER ADULTS	PERSONS WITH LOW INCOME	OTHER
Human Service Agency Transportation					
American Association of Retired Asians			•		
AIM Center for Independent Living		•			
FISH					•
Lifelink Corp			•		
Little City Foundation		•			
Little Friends		•			
Ray Graham Association		•			
SASED of DuPage County		•			
Turning Point Autism Foundation		•			
Xilin Association					•

Service Profiles

Ride DuPage

The predominant coordinated service in DuPage County is Ride DuPage, which is co-sponsored and administered by Pace and several DuPage County departments and local municipalities, including:

- DuPage County Departments
  - Community Services Department
  - Health Department
  - Senior Services
  - Transportation to Work Program
  - Veterans Assistance Program
- Addison Township
- Village of Bensenville
- City of Elmhurst
- Village of Glen Ellyn
- Lisle Township
- Milton Township
- City of Naperville
- Naperville Township
- City of Warrenville
- City of West Chicago
- Wheatland Township[3]
- City of Wheaton
- Winfield Township

Sponsoring agencies determine eligibility for their riders. The DuPage County departments base eligibility on program requirements. All municipal sponsors reserve eligibility to seniors and persons with disabilities. Ride DuPage customers must register with the program via their respective department or municipality before requesting service. The method of sponsor cost allocation is described at the end of this section.

The service model of Ride DuPage is a "centralized call and control center" model where Pace's administrative responsibilities include contracting with SCR to operate its Regional Mobility Management Control Center (RMMCC) for Ride DuPage and other coordinated services throughout the region. SCR, as the RMMCC contractor, fulfills reservations, scheduling, and dispatching functions, and handles same-day customer issues using Trapeze scheduling software provided by Pace.

Pace is also responsible for contracting with and monitoring of the service providers. For Ride DuPage, Pace currently has contracts with First Transit for operating dedicated service, and with five local taxi companies (Alliance Taxi, Freedom First Taxi, 1st Choice Taxi, 303 Taxi, and more recently, Bolingbrook Taxi) for operating in a non-dedicated service mode. Pace provides First Transit with wheelchair-accessible vehicles (WAVs). The taxis companies operate their own vehicles, noting that Freedom First Taxi, 1st Choice Taxi, and 303 Taxi do use WAV vehicles.

Ride DuPage operates 7 days per week, 24 hours a day, providing curb-to-curb service. Pace's ADA paratransit service is also provided through the Ride DuPage service platform, and the related service and fare policies for ADA paratransit customers may vary from that of other sponsors. Reservations may be called into the RMMCC one to seven days in advance between the hours of 6 AM and 6 PM Monday-Friday, and between the hours of 8:00 AM and 5:00 PM on Saturday and Sunday. Additionally, subscription service may be requested for trips to and from the same location at the same time at least twice a week.

Fares subsidized by the sponsoring municipalities listed in the first column of Table 29 are $2.00 per ride plus $1.00 for every mile traveled. Group trips may also be requested with the first rider paying full fare, the first companion riding free, and additional companions each paying a fare of $1.50. The fare for DuPage County Department of Human Service clients is $1.50 for the first six (6) miles plus $1.50 per mile thereafter for most trips. There is a flat fare of $4.00 for trips to or from the DuPage County Complex. In the case of the Veterans Assistance Program, fare for trips to or from Hines Hospital are $10.00 each way. Riders sponsored by some of the DuPage County departments and programs do not have to pay a fare. These include the

[3] While Wheatland Township is located in Will County, it is still a Ride DuPage sponsor. Wheatland Township encompasses portions of Naperville, Aurora, Plainfield, and Bolingbrook.

Health Department and Senior Services. For example, through the County's Senior Services, seniors ride free thanks to a Title IIIB grant from the Northeastern Illinois Area Agency on Aging. However, these trips are mostly limited to intra-county trips, noting that some trips beyond the County can qualify but need to be pre-approved.

The fourth transportation program sponsored by DuPage County is Ride DuPage to Work. While eligibility is the same as Ride DuPage and program participants must be registered Ride DuPage riders, work trips are provided only within the county, and the fare is $3.00 for the first six (6) miles plus $1 for each additional mile.

Every month, Pace allocates operating costs among the municipal sponsors. Costs associated with services provided by First Transit and the taxi companies service are based on the percentage of total sponsored miles to the total trip miles. An accompanying "Citrix" report is provided to each sponsor; this report lists details about each trip sponsored by each municipal partner. Pace encourages each sponsor to scan this report for possible misassignments or other obvious errors. This allocation report and the accompanying Citrix report is typically sent to each Sponsor two months after the end of the reporting period. However, sponsors are able to access the Citrix report on line at any time and can monitor rides throughout the month.

Note that the cost of the RMMCC is not included in the allocation and hence not covered by the sponsors.

Some of the initial sponsors of Ride DuPage are provided with a fairly significant annual subsidy from Pace for their continued commitment to the Ride DuPage sponsorship. The subsidized sponsors who were initially receiving subsidies from Pace for their Dial-a-Ride programs were allowed to carry those subsidies over to the Ride DuPage program. The amount of an annual subsidy may vary from year to year. Based on interviews, the sponsors are not certain of the methodology used to determine the annual subsidy. When one of these sponsors is invoiced, the allocated cost is reduced. Based on interviews, the reduction either reflects $^{1}/_{12}$ of the annual grant, or approximately 75% of the allocated amount, whichever is lower. This is first applied to the Ride Du Page-invoiced line item, and if there is any of the grant left over, it is applied to the Ride DuPage to Work cost line item (invoiced as a separate line item).

Pace – ADA Paratransit

As mentioned above, Pace's ADA paratransit service policies and fares are different, even though trips are taken on the Ride DuPage service platform. That is, trips are requested through the RMMCC and are served with Ride DuPage service providers. While the reservation hours are the same, reservations are only accepted one day in advance, and service hours are Monday-Friday, 5:00 AM–1:30 AM; Saturday, 6:00 AM–1:15 AM; and Sunday/Holidays, 9:45 AM–12:15 AM. Service is only provided within a ¾ mile deviation from Pace fixed routes, which include portions of Addison, Bloomingdale, Downers Grove, Lisle, Naperville, and York Townships in DuPage County. ADA paratransit trips may also be taken to destinations in other counties as long as those destinations are within Pace's ADA paratransit service area. Regardless of the distance, ADA paratransit fares are $3.25 per trip.

Pace On-Demand Services for the General Public

Pace offers an on-demand shared-ride service for the general public, formerly called Call-N-Ride, in 11 designated services areas in the RTA region. Trips can be requested on-line or called-in by phone from one hour in advance, up to 24-hours in advance. Note that same-day calls go directly to the driver. Also, most of the services have certain scheduled stops at which you can board the vehicle without a reservation.

The fares are $2.25 a trip if paid with cash and $2.00 per trip if paid with a Ventra card. Multi-day passes are accepted and may be purchased online Also, reduced fares and free rides are offered to those with RTA Reduced Fare or Ride Free permits. Free rides are also offered to a maximum of two children under the age of seven per one fare-paying adult, law enforcement officers and firefighters either in full uniform or presenting a badge, and active-duty military personnel in uniform.

Two of these services are located wholly or partially in DuPage County. Both are operated directly by First

Transit under contract with Pace. The Naperville-Aurora On-Demand Service (also in Kane County) operates on weekdays from 6:30 AM to 7:00 PM, and the Wheaton-Winfield On-Demand Service operates on weekdays from 6:30 AM to 6:45 PM.

Pace-Sponsored Municipal Dial-a-Ride Services

There are four municipal services focused on providing service to their township constituents. As with Ride DuPage, Pace contracts with SCR at the RMMCC and First Transit for call and control center functions and operations respectively for these four Dial-a-Ride services. Three of the four, excluding the Downers Grove DAR, provide service to all residents, while the Downers Grove DAR provides service to senior and disabled residents. Also of note, the Village of Elk Grove DAR straddles DuPage and Cook County).

The stated reason that these programs remain separate from Ride DuPage is due to local politics and fare differences between programs.

Each municipality has a budget for their own service. Pace and SCR make sure that these budgets are observed in terms of the amount of service supplied and the trips, and the mileage consumed.

Bloomingdale Township Dial-a-Ride

Bloomingdale Township's Division of Human Services sponsors curb-to-curb, shared-ride Dial-a-Ride service for all township residents. Service is available throughout Bloomingdale Township as well to the locations listed below, beyond the municipal boundaries:

- Alexian Brothers Hospital & Campus
- Central DuPage Hospital
- DuPage County Complex
- DuPage Oncology Clinic
- Glen Oaks Hospital
- Mona Kea Medical Complex
- Wheaton Eye Clinic
- Wheaton Medical Center

Operating hours are Monday-Friday, 8:00 AM to 6:00 PM; Saturday, 9:00 AM to 1:30 PM; and Sunday, 9:00 AM to 2:30 PM. Reservations may be made one day in advance and as far in advance as on Thursday of the preceding week. Same-day service is also available but only on a "space-available" basis. Fares for the Bloomingdale Township Dial-a-Ride are shown below:

Full fare	$3.00
Seniors (65+) / Persons with Disabilities / Students	$1.50
Children 7 years of age and younger	Free with fare-paying adult
Inter-township trips	$3.00

Downers Grove Township Dial-a-Ride

Downers Grove Dial-a-Ride is a curb-to-curb, shared-ride service for Township residents who are 65 years of age and older or persons with disabilities of any age with an RTA disability card. Downers Grove Township currently has 267 residents registered to use the Dial-a-Ride service. The Dial-a-Ride service is provided to and from any point within the Township of Downers Grove area. Service is also provided to Good Samaritan Hospital and Hinsdale Hospital. Service is provided from 8:00 AM to 4:00 PM Monday through Friday, excluding major holidays for $3.00 per ride. Reservations for general-purpose rides can be made one or two business days in advance. Rides for medical appointments can be made up to one week in advance. An accompanying companion may ride for a $3.00 fare.

Village of Elk Grove Dial-a-Ride (straddling DuPage and Cook Counties)

The Village of Elk Grove Dial-a-Ride service is a curb-to-curb, shared-ride service that is open to all residents. Service is limited to trips within the Village. Same-day service is provided with a notice of one-hour. Service and reservations hours are Monday through Friday, 9:00 AM – 6:00 PM, and Saturday from 9:00 AM to 4:00 PM. No Service is not operated on Sundays. Full fare is $1.30 and $0.65 half fares are available for seniors, persons with disabilities, and students.

Wayne Township DAR

The Wayne Township Dial-a-Ride is a curb-to-curb, shared-ride transportation service for all Wayne Township residents. Service is available to any destination within Wayne and Bloomingdale Townships, as well as to:

- Ackerman Sports and Fitness Center
- Adventist Glen Oaks Hospital
- Central DuPage Hospital
- Charlestown Mall
- DuPage County Complex
- DuPage Oncology
- Hope Presbyterian Church
- Mona Kea Medical Complex
- Stafford Square Mall
- Wheaton Eye Clinic
- Wheaton Medical Clinic

Operating/reservation hours are Monday-Friday from 8:00 AM to 6:00 PM. Reservations may be called in one day in advance and as far in advance as on Thursday of the preceding week. Same-day service is also available but only on a "space-available" basis. Full fares are $2.50, with $1.50 discounted fares for seniors (65+), persons with disabilities, and students.

Other Municipal Transportation Programs

Village of Downers Grove Taxi Coupon Program

The Village of Downers Grove has had a taxi subsidy program for residents who are 65 years of age and older or who have a disability. The program is administered by the Village Manager. Under this program, eligible residents purchase "sheets" of taxi coupons for half price. Each sheet has 12 perforated coupons: (eight $1 coupons and four $0.50 coupons), has a $10 value and may be purchased for $5.00. A maximum of six sheets, valued at $60.00, may be purchased in any month and does not expire. Residents may take taxi trips to/from anywhere, except an airport. The four participating taxi companies include Alliance Taxi, American Taxi, CBA Taxi, and 303 Taxi.

Village of Villa Park Taxi Coupon Program

The Village of Villa Park also has had a subsidized taxi program for residents who are 65 years of age and older or who have a disability. Service is available only within the Village for $1.00 per ride.

Winfield Township Senior and Disabled Transportation Service (Separate from Ride DuPage)

Winfield Township operates a Senior and Disabled Transportation Service to all residents 65 years of age and older and persons 18 years of age and older who have a disability. Lift-equipped bus service is available Monday through Friday from 8:15 AM to 1:00 PM and from 2:00 PM to 4:45 PM. The service area is bounded by Hawthorne Lane in West Chicago, County Farm Road in Winfield, Townline Road in Warrenville, and Kautz Road in West Chicago. Eligible destinations beyond this service area include:

- Aldi, 978 N. Neltor Blvd, W. Chicago
- DuPage County Complex
- Kohls, 401 S. County Farm Rd, Wheaton
- Target, 601 S. County Farm Rd, Wheaton
- Ultra Foods, 501 S. County Farm Rd, Wheaton
- Wheaton Eye Clinic
- Wheaton Medical Clinic

Reservations are taken on next-day, and "first come-first served" basis, as service is limited to the one bus. The reservations lines open at 8:00 AM. Three stops per ride are permitted. Fare is $4.00 per round-trip (which includes three stops). Note that this service is currently operating somewhat in parallel with the Township's sponsorship of Ride DuPage. The Township is piloting its sponsorship of Ride DuPage, with its senior and disabled residents using Ride DuPage for out-of-township and after-hours trips, and otherwise using the Senior and Disabled Transportation Service for intra-township trips during the weekday hours above.

City of Wood Dale Dial-a-Ride

The City of Wood Dale operates a Dial-a-Ride service available to all residents of Wood Dale. The service operates from Monday through Friday, except for holidays, from 8:40 AM to 3:00 PM. The service area

is bordered by Biesterfield Road, Rohlwing Road, Lake Street, Grand Avenue, and York Road. The lone exception for eligible destinations beyond this service area is Edwards-Elmhurst Hospital's Main Campus. Requests are made on a 24-hour advance notice. Passes may be purchased from the driver for $4.00 each way, or 10 rides for $34,00. The seniors and persons with disabilities discount fare is $3.00 per pass or $10 rides for $18.00.

York Township Senior Ride Program

York Township operates a Senior Ride Transportation Program for residents 55 years of age and older, which includes Lombard, Villa Park, Elmhurst, Oak Brook, Oakbrook Terrace, and small sections of Glen Ellyn, Downers Grove, Hinsdale, and Westmont. The Senior Rides service operates Monday through Friday from 8:15 AM to 3:00 PM. Reservations are required. Because of demand, an advanced lead time of five days is suggested. Fares for trips within York Township are $2.00. Fares for other trips beyond the Township boundaries are $3,00 for essential trips, such as going to the grocery store or a medical appointment, and $4.00 for non-essential trips, such as going general shopping or going to a hair salon.

Human Service Agency Transportation Programs

American Association of Retired Asians, Carol Stream

The American Association of Retired Asians (AARA) is a 501(c)(3) nonprofit organization dedicated to providing referral, social and recreational services to the Older Adult of the South Asian community in the Greater Chicagoland area. This population is underserved due to various cultural and linguistic barriers that have prevented access to public and private resources. AARA provides cultural and linguistically compatible services and provides transportation to seniors to access available public resources.

AIM Center for Independent Living, Downers Grove

The AIM Center for Independent Living is a non-residential, community-based, not-for-profit agency that provides advocacy and services to persons with disabilities in DuPage, Kane and Kendall Counties. Core services provided to AIM clients include advocacy for individuals, advocacy for system change, independent living skills, information and referral services, and peer support. Other services include AIM's community integration program, a senior health insurance program, assistance with retaining a personal assistant, programs to help/support a person with a hearing and/or visual impairment, youth services, and links with miscellaneous resources. Limited transportation is provided to AIM clients to access agency services.

FISH, Downers Grove

FISH volunteers provide transportation on an emergency need basis, for medical and dental needs in Darien, Downers Grove, Lisle, Westmont, and Woodridge. A 24 to 48-hour advance notice required. The program provides transportation within a ten-mile radius of Downers Grove and government agencies.

Lifelink Corporation, Bensenville

Lifelink Corporation and its affiliates are among Illinois' oldest faith-based human services organizations, providing a range of prevention and service programs for clients from the earliest to the latest stages of life for nearly 25,000 of Illinois' older adults, children and families annually. Lifelink provides limited transportation to its program participants.

Little City Foundation, Palatine (Main Campus)

Little City is a Chicago area human services agency that provides a variety of services to people with intellectual and developmental disabilities. Little City's adult community-based homes are located in DuPage, Cook, and Lake Counties. The children's residential program is located on Little City's main campus in Palatine in Cook County. Little City's transportation program provides door-to-door services from residences to/from Community Day Services, medical appointments, grocery stores, recreational facilities, and other community-based outings with a fleet of 72 vehicles, several of which are leased from Pace through its Advantage Program. Little City staff notes that its drivers are trained to provide a higher level of service/assistance than is normally required for paratransit drivers. Few, if any, people served in Little City's

residential program could safely access Pace bus routes or Ride DuPage/Dial-a-Ride type services. Instead, they require the around the clock care by trained, professional care teams.

Little Friends Inc., Naperville

Little Friends provides service to persons with autism and other developmental disabilities throughout nine counties and 45 school districts across northern Illinois and Indiana. Little Friends operates three schools: Vocational Training Programs, Community-based Residential Opportunities, and the Little Friends Center for Autism. Little Friends serves more than 800 people each year and provides transportation to/from its schools.

Ray Graham Association, Lisle

Focusing on individuals with cognitive and other types of developmental disabilities, such as Down syndrome, autism, and cerebral palsy, Ray Graham Association (RGA) serves more than 2,000 children and adults annually. RGA operates nearly 30 community-based homes and apartments throughout DuPage County.

RGA has been the recipient of vehicles from IDOT (see Appendix B) and from Pace, through its Advantage Program. It currently operates 77 vehicles over 54 different routes. With this transportation program, RGA services 283 individuals that require customized and/or accessible services. In FY 2019, RGA provided just over 84,000 trips.

School Association for Special Education (SASED) of DuPage County, Lisle

SASED provides occupational and physical therapy services to students as described in the Individuals with Disability Education Act (IDEA). SASED also provides the following related services: specialized interventions to support students' independence and participation in their educational programs, hearing and vision itinerant support services, instructional support, assisted technology support, and transportation to and from its services.

Turning Point Autism Foundation, Naperville

Turning Point is a 501(c)(3) nonprofit organization that provides schools for persons with autism. These include the CN Day School, and Adult Services programs (Career College and Career Development Camp). Turning Point also provides evaluation and diagnosis services, help with finding health and medical services, parent education and support groups, and sensory-friendly events. Turning point recently received two vehicles from IDOT that are used to provide transportation to and from CN Day School and the Adult Service Programs.

Xilin Association, Naperville

Xilin Association is a collection of multicultural community centers with resources for the social needs of Chinese-American families, children, and the elderly. Xilin's programs focus on senior services, community health, children's education, and performing arts programs. Senior services include adult daycare, in-home services, coalition-based services, and congregated meals. In addition to Naperville, Xilin also has locations in Arlington Heights and Chicago. Xilin's transportation includes complimentary pick-up for students who participate in their after-school program. To be eligible for pick-up, the student must live in District 208.

Discontinued/Suspended Transportation Programs

ACORN (Suspended indefinitely effective March 23 due to COVID-19 concerns). Up until it was suspended, the City of Warrenville operated a Dial-a-Ride program called ACORN, an acronym for Accessible City Operated Rides Now. The curb-to-curb service was for older (60+) adults and persons with a disability who were registered as ADA paratransit customers or had a half-fare RTA card. Residents of the City of Warrenville who were eligible for ACORN were automatically enrolled in Ride DuPage. The City also is offering a temporary buy-back program from April 13 to May 29 for unused ACORN van rides on purchased ride cards. It is unclear when or if ACORN will be re-established.

Pilot II Taxi-Subsidy Program (No Longer Operating – Discontinued in 2018). For over 20 years, DuPage

County Department of Community Services (formerly the Department of Health Services) managed a taxi-subsidy program (called Pilot II) that provided same-day/immediate service for seniors and persons with disabilities as an alternative to Ride DuPage's reservation service. It is noted that there were no wheelchair accessible vehicles operated by any of the participating taxi companies. Managed by Community Services, the program was available to any municipality or human service agency sponsor in DuPage County.

Other Coordination Efforts

Since the mid-1990s, coordination efforts in DuPage County have been planned and monitored with the assistance of the Inter-Agency Paratransit Coordination Council (IAPCC), a group made up of volunteer representatives for public and private entities. This group accomplished key coordination successes in DuPage County; these included planning and implementing the Pilot II taxi-subsidy program and working with Pace to implement Ride DuPage. Over the years, one of the IAPCC's main functions was to monitor service and encourage municipalities and human service agencies in DuPage County to participate in these coordinated services. And the IAPCC set a model for the formation of other County PCCs in the RTA service area, and similar coordinating councils in such faraway states as Utah and Virginia.

The IAPCC disbanded in 1998 and was replaced by the Ride DuPage Sponsors/Operations Committee, which functions much the same as the former IAPCC, with members representing the Ride DuPage sponsors, noting that meetings remain open to the public.

Summary

Community transportation services in DuPage County are extensive. The predominant service is Ride DuPage which provides transportation to clients of five DuPage County departments, and to persons with disabilities and seniors who are sponsored by the participating 13 municipalities. Through Ride DuPage, sponsored seniors and persons with disabilities have access to the most comprehensive services in the County; services are available seven days a week, 24 hours a day. While travelers pay a mileage-based fee, they can travel county-wide and to some destinations in surrounding counties. The Ride DuPage program, therefore, supports a wide range of mobility options, although the mileage-based fee means that long-distance trips for regular appointments or employment may be expensive.

The same service platform (SCR/First Transit and the taxi companies) also provides ADA paratransit trips and supports four municipal Dial-a-Ride services that are co-sponsored by Pace, three of which (Bloomingdale, Elk Grove, and Wayne) provide transportation to all residents in their respective municipalities, while the Downers Grove Dial-a-Ride provides service to senior and disabled residents.

There are also five other municipal transportation programs including two taxi coupon programs offered by the Village of Downers Grove and Villa Park, respectively, and the Winfield Township Transportation program, all three of which are available to residents who are seniors or have disabilities. The City of Wood Dale provides a Dial-a-Ride service for all residents, and York Township provides a Senior Ride program for residents 55 years of age and older.

This collectively means that, except for York Township with its Senior Ride Program, all townships in the County sponsor transportation for seniors and persons with disabilities. And beyond the publicly sponsored programs, there are several human service agency transportation programs that provide niche services to their clients.

Most services are available during business hours, although a considerable number of them are available for evening and extended hours, and most services offer some weekend service. Individuals who qualify for ADA paratransit also have access to these services mainly in the eastern two-thirds of the County. Pace also provides two On-Demand services in the county.

Persons with low incomes primarily participate in community transportation through the Dial-a-Ride services available to members of the general public. In some cases, human service organizations will also provide transportation to individuals with low incomes,

such as the DuPage County Transportation to Work Program.

From the interviews, it was clear that sponsors of Ride DuPage feel their constituents and clients are benefiting from the service. However, there have been some concerns about the program that came to light during the interviews. The most mentioned shortcomings were timeliness and reliability. A late pickup is defined as the vehicle arriving at a pick-up point more than 15 minutes after the confirmed, scheduled pick-up time. Pace has adopted a 90% on-time standard, which in the industry is appropriate to a 0 to 15-minute pick-up window. In comparison to the 90% standard, Pace's reported OTP for Ride DuPage (including Ride DuPage to Work) prior to the pandemic was in the low to mid 80%'s, according to the Sponsors Operating Committee. Pace did acknowledge that that OTP was very poor in 2019, but that this was happening only for a short period of time when there was a capacity issue due to a driver shortage at First Transit. To help increase capacity, Pace expanded the number of taxi contracts, and worked with First Transit to expedite driver acceptance process. Both of these efforts increased on-time performance to a more acceptable range.

From the interviews, some of the sponsors stated that a few riders participating in the Ride DuPage to Work program have lost their jobs because of the service reliability. Another sponsor mentioned a rider missing a surgical appointment because the vehicle was over an hour late. The other most common shortcoming mentioned was the quality of the scheduling and dispatching, resulting in excessively long on-board times. Other less common shortcomings included the quality of the driver assistance, mismatches of vehicle types (e.g., for rides where a taxi is dispatched when a wheelchair-accessible vehicle (WAV) is needed, and call-taker responsiveness at the RMMCC.

Another common comment from the interviews, other than the time it takes to review the Citrix report, was the lack of transparency regarding the total cost of service. This came to light early in 2019 when new rates were established for the Ride DuPage service providers via a re-procurement and some of the rates increased substantially (and are locked in for 10 years). For example, in Year 1 of the new contracts, the **flag-pull rate alone** for the taxi companies (four, at that time), ranged from $4.50 to $20.00 per trip, while the WAV equivalent ranged from $15.40 to $80.00, noting that the higher figures for both are with the taxi company with the largest fleet (303 Taxi). Not surprisingly, costs increased dramatically for many of the sponsors after contract rates went into effect. The sponsors were also a bit frustrated that Pace did not warn them that this would happen.

Pace acknowledged this communication oversight, noting that Pace was in the process of hiring a new community representative for DuPage County at that time. Pace also indicated that most of the Ride DuPage service issues have since been resolved, and it continues to work to improve on processes and technologies. For example:

1. In response to the routing concerns, Pace modified the out of the way and backtracking settings in Trapeze.
2. To address the increase in provider cost, Pace provided additional subsidy to allow local sponsors to budget appropriately in the next budget cycle. Pace paid the difference in rates.
3. To address the delayed invoicing, Pace modified the billing processes to assure local invoicing within 60 days.
4. Pace continues to provide administrative support without cost to sponsors.
5. Pace has launched or is soon to launch various new technology enhancements to better serve passengers. These include:
    a. TripCheck: customers using the Pace service platform can currently check ETAs and ability to cancel trips on line. TripCheck enhancements in development to allow passenger to see vehicle traveling to their location much like that of an Uber app.
    b. Ventra fare system for ADA Paratransit customers: ADA paratransit customers will soon be able to use the Ventra fare system in the region to pay for fares. Customers can book their trips and choose to pay for their fare

using their Ventra account. This launches in November 2020.

c. IVR enhancements: currently, customers using the Pace service platform can request that they called when their vehicle is about to arrive. This feature will be soon be enhanced to use SMS/email and text notification with the ability to cancel trips and receive their itinerary for the day. This is currently in the testing stage. Online booking and a booking app are also in development as part of the Trapeze upgrade that is currently underway and due to be completed in 2021.

KANE COUNTY

The network of community transportation options in Kane County, IL includes: Ride in Kane, a coordinated service that covers the eastern two-thirds of the County; Pace Fixed-route; Pace ADA Paratransit; and Pace On-Demand services that cover the eastern-most one-third of the county and a handful of township and agency-based services that provide some coverage for qualified residents. In Kane County, Metra has seven train stations on three lines that provide access to the Chicago area. Transportation options in the western third of Kane County include getting a ride from friends or family or paying for private services or taxis.

The maps below show Ride in Kane's public transit and paratransit options. For weekday services see Exhibit 31, for evening services see Exhibit 32, and for weekend services see Exhibit 33.

A complete list of community transportation services in Kane County is provided in Table 30.

Exhibit 31. Kane County Public Transit/Paratransit Services – Weekdays

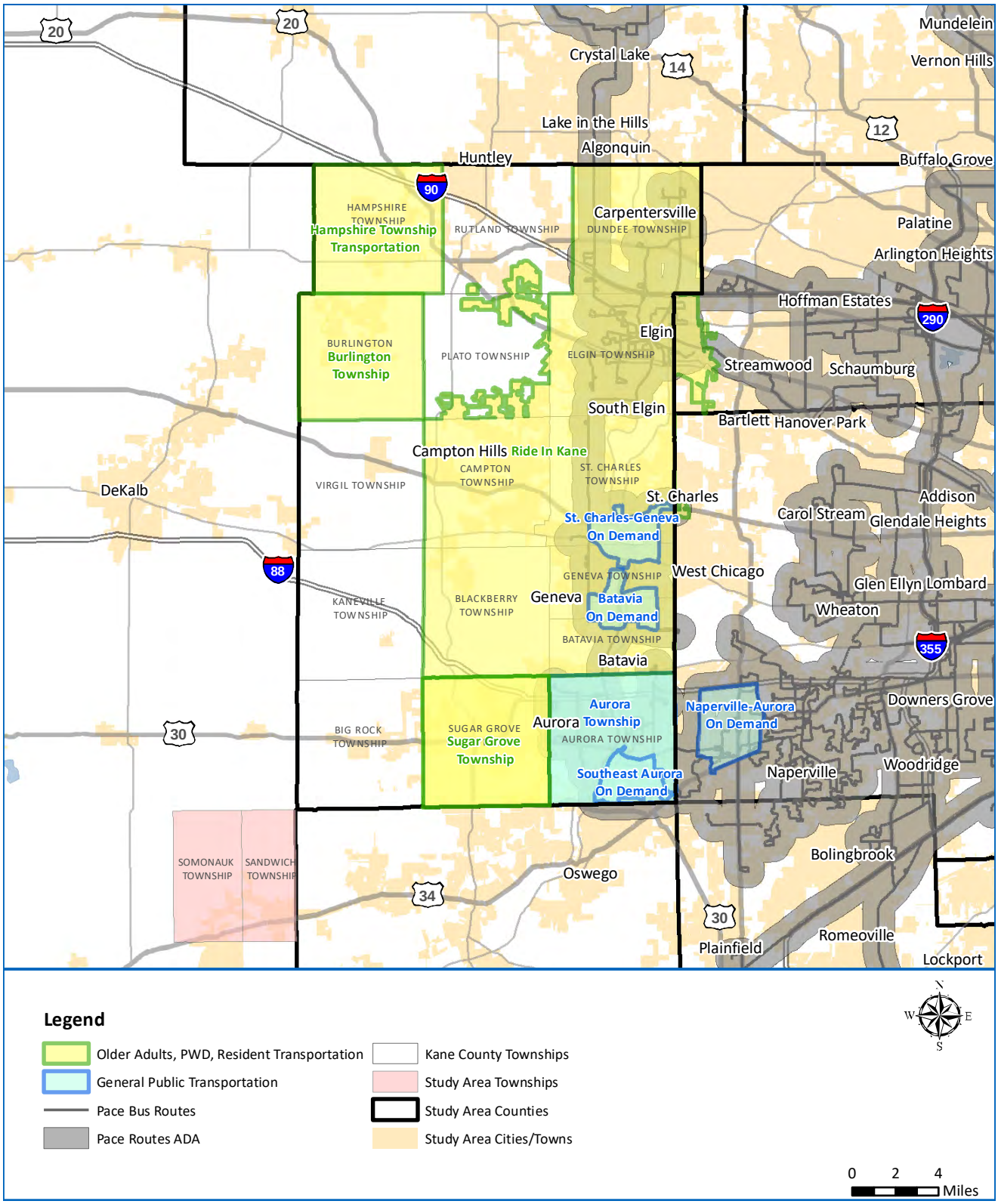


Exhibit 32. Kane County Public Transit/Paratransit Services – Weekends

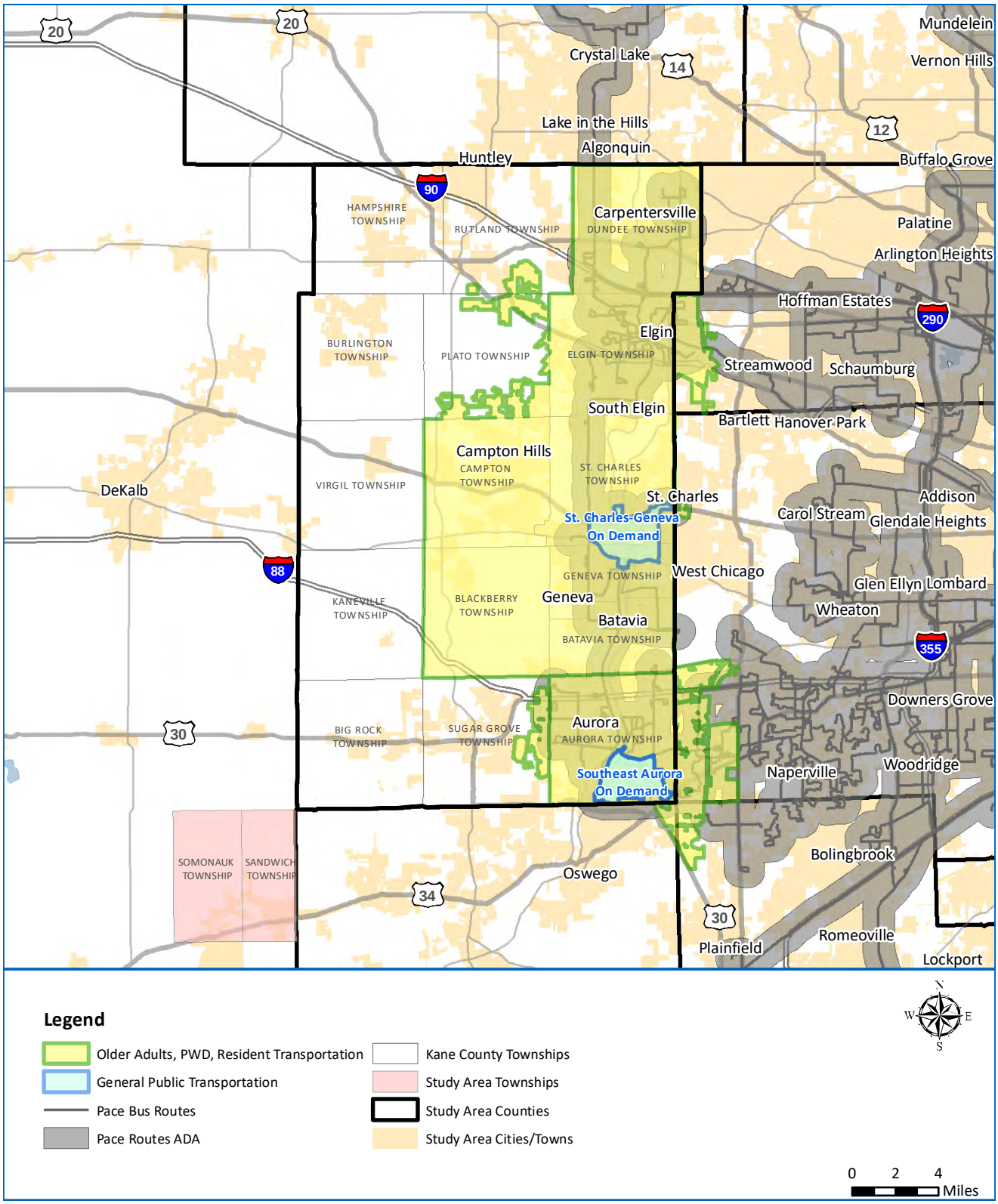


Exhibit 33. Kane County Community Transportation Services – Evenings

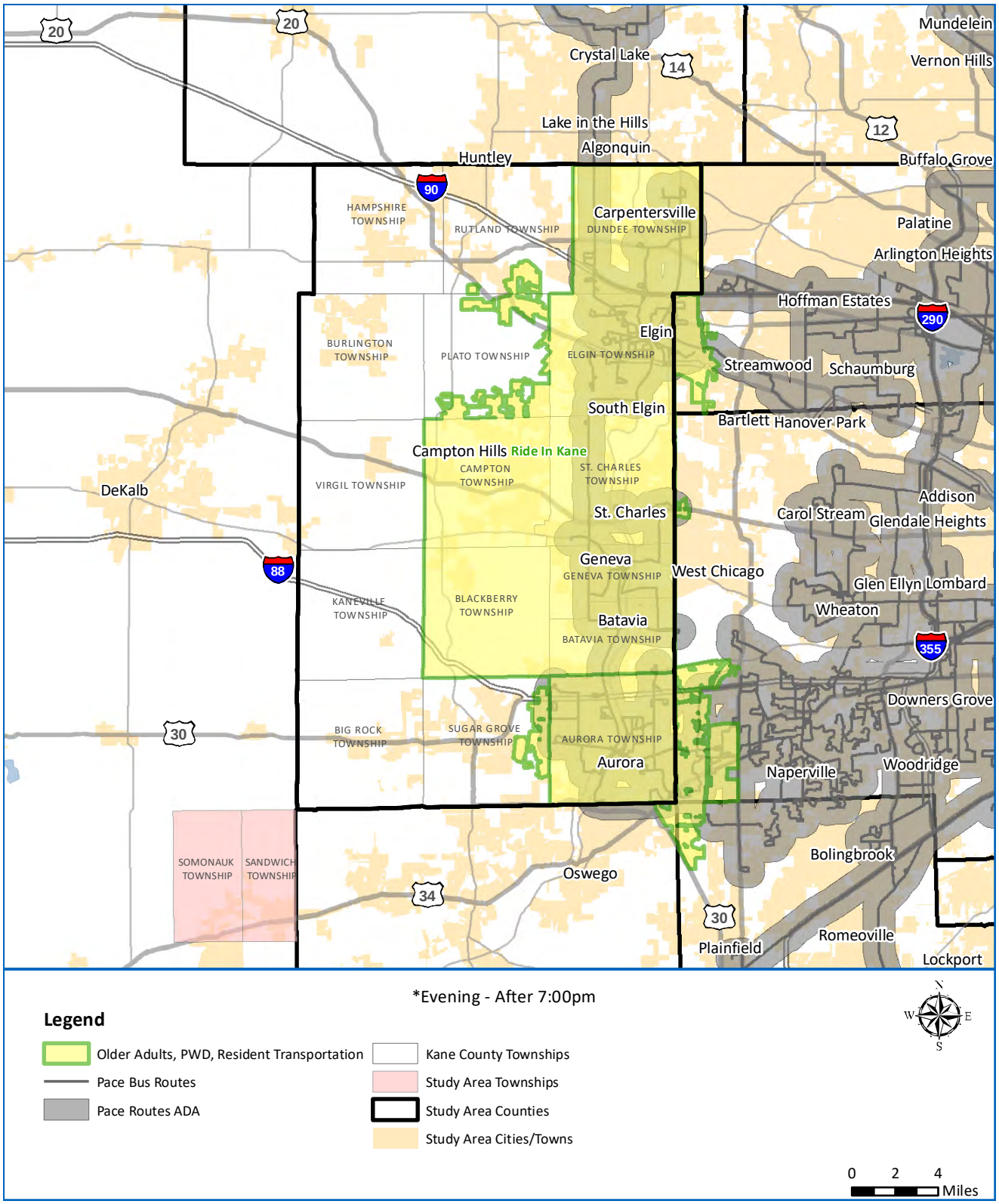


Table 30. Kane County Community Transportation Services

SERVICE NAME	GENERAL PUBLIC	PERSONS WITH DISABILITIES	OLDER ADULTS	PERSONS WITH LOW INCOME	OTHER
Pace Transit	•	•	•	•	
Pace ADA Paratransit		•			
Pace On-Demand					
Batavia On-Demand	•				
Southeast Aurora On-Demand	•				
St. Charles-Geneva On-demand	•				
Metra Passenger Rail	•	•	•	•	
Ride In Kane					
Association for Individual Development (AID)		•	•	•	
Aurora Township		•	•		
City of Batavia		•	•		
Batavia Township		•	•		
Dundee Township		•	•		
City of Elgin		•	•		
Elgin Township		•	•		
City of Geneva		•	•		
Geneva Township		•	•		
Hesed House				•	
Village of South Elgin		•	•		
City of St. Charles		•	•		
St. Charles Township		•	•		
INC Board		•	•	•	
Campton Township		•	•		
Village of Campton Hills		•	•		
Blackberry Township		•	•		
Other Municipal Transportation					
Hampshire Township		•	•		
Burlington Township		•	•		
Sugar Grove Township		•	•		
Batavia Community Cares			•		
Aurora Township	•				•

SERVICE NAME	GENERAL PUBLIC	PERSONS WITH DISABILITIES	OLDER ADULTS	PERSONS WITH LOW INCOME	OTHER
Human Service Agency Transportation					
Association for Individual Development (AID)		•			
Senior Services Associates			•		
Other County Transit					
Kendall Area Transit	•	•	•	•	
Voluntary Action Center (VAC)	•	•	•	•	
Grundy County Transit	•	•	•	•	

Service Profiles

Ride In Kane

The predominant coordinated service in Kane County is Ride in Kane (RIK), which is administered by Pace and the Association for Individual Development (AID), and is co-sponsored by several Kane County local municipalities and human service agencies including:

- Association for Individual Development (AID)
- Aurora Township
- City of Batavia
- Batavia Township
- Dundee Township
- City of Elgin
- Elgin Township
- City of Geneva
- Geneva Township
- Hesed House
- Village of South Elgin
- City of St. Charles
- St. Charles Township
- INC Board
- Campton Township
- Village of Campton Hills
- Blackberry Township

Sponsoring agencies determine the eligibility for their riders. Most of the municipal sponsors reserve eligibility for seniors and individuals with disabilities. Only Elgin, Aurora, and Hesed House open eligibility to people with low incomes of any age. None of the Ride in Kane services are open to the general public. Ride in Kane clients must meet eligibility requirements and either live in a sponsored area or be clients of participating social service agencies. Registrations are accepted only via local sponsors. The exception is in the City of Elgin, where Senior Services Associates (SSA) takes the registrations for residents although it is not a sponsoring agency.

Once the resident is registered and is enrolled by Pace, they can request a ride through the Pace call center. The service model of Ride in Kane is a "centralized call and control center" model where Pace's administrative responsibilities include contracting with a company, SCR, to operate its Regional Mobility Management Control Center (RMMCC) for Ride in Kane and other services throughout the region. SCR, as the RMMCC contractor, provides reservations, scheduling, and dispatching, and handles same-day customer issues, using Trapeze scheduling software provided by Pace.

Ride in Kane eligible trips are employment related and medically related; the majority of which are to medical appointments and dialysis. Eligible trips in Aurora and Elgin include community trips like grocery shopping; Aurora offering unlimited social, shopping and medical trips. Eligible trips in St. Charles are limited to two trips a week per client for medical appointments only. The difference in trip eligibility between communities is a challenge for people who move from one area to another in the County.

Pace is also responsible for contracting with service providers and monitoring service. For Ride in Kane, Pace currently has contracts with local taxi companies operating in both dedicated and non-dedicated modes; First Transit, and Aurora Township. Dedicated service is provided with wheelchair accessible vehicles supplied by Pace.

In 2014, AID took on the role of local administrator for the sponsoring agencies. AID also leads the grant-writing process for RIK. Additional information about AID's other programs is provided in the Human Service Agency section later in this chapter.

The Kane County Department of Transportation hosts the Ride in Kane website and related quarterly sponsor meetings and contributes funding to defray costs to sponsoring agencies. Both AID and Kane County Department of Transportation provide part-time staff for Ride in Kane programming.

Ride in Kane provides curb-to-curb service seven days per week, 24 hours a day, and its platform is also used to provide Pace's ADA paratransit service which, along with fare policies for ADA paratransit customers, may vary from that of other sponsors.

Reservations may be called in to RMMCC one to seven days in advance of the trip request, between the hours of 6:00 AM and 6:00 PM, Monday-Friday, and between the hours of 8:00 AM and 5:00 PM on Saturdays and Sunday.

The fare for the sponsored riders is $5.00 per ride plus $1.50 for every mile traveled over the first 10 miles. Group trips may also be requested with the first companion riding free. During the COVID-19 Stay-at-Home order from mid-March through the end of May, 2020, Pace covered the costs of all RIK trips. In response to the COVID-19 pandemic, Pace implemented policies that limited service to one rider per vehicle during any given trip, required both the driver and rider to wear a mask, and put thorough and frequent cleaning protocols in place.

Section 5310 funds are used to match the program costs, resulting in 50 percent cost coverage for RIK rides.

Eight townships in Kane County are not a part of the 2020 Ride in Kane program. While the Ride in Kane program is a vast improvement over the fragmented dial-a-ride system that preceded it, it operates within the financial and policy limitations of its sponsors and is not able to provide seamless service across the county for all residents and all trip types as was originally intended. Prior to the pandemic, the program provided approximately 8,900 trips each month to an average of 690 active riders. There are over 8,000 people enrolled in the program, many of whom are registered in case they need it but are not regular users.

Pace – ADA Paratransit, On-Demand Transit, and Vanpool

Pace's ADA paratransit service is provided to people who apply for and are approved through the certification process to demonstrate they are unable to use fixed-route transit for some or all their rides. Paratransit trips are provided on the Ride in Kane service platform. That is, trips are requested through RMMCC and are served with Ride in Kane contracted service providers. While the reservation hours are the same as Ride in Kane, reservations are accepted one day in advance.

Monday-Friday	5:00 AM–1:30 AM
Saturday	6:00 AM–1:15 AM
Sunday/Holidays	9:45 AM–12:15 AM

Service is limited to trips within ¾ miles corridors of the Pace fixed-route bus routes, which in Kane County include portions of Aurora, Batavia, Geneva, St. Charles, Elgin, and Carpentersville (Aurora, Batavia, Geneva, St. Charles, Elgin, and Dundee Townships). ADA paratransit trips may also be taken to other destinations outside of Kane County as long as the destinations are within Pace's ADA paratransit service areas.

Regardless of the distance, ADA paratransit fares are $3.25 per trip.

Pace On-Demand services are like Dial-a-Ride except that the general public is eligible to ride and passengers need to reserve trips only an hour in advance by calling in or using the online reservation website. The fares are the same as for Pace fixed-route transit, $2 per trip, and riders must use the Ventra fare payment system. The service is meant to fill gaps in public transportation in areas within the fixed-route service area where the routes are scarce. In Kane County, service areas for on-demand transportation are in Southeast Aurora, Batavia, and St. Charles-Geneva.

Finally, some of the Pace vanpools act as feeders to Metra Stations in Kane County.

Municipal Transportation Services

The following municipal services focus on providing service to local township constituents.

Aurora Township

Aurora Township has a small fleet of six vehicles and contracts with Pace to provide Ride in Kane trips and after-school transportation within the community, allowing community organizations to book trips. The school districts in the area did not have their own busing until recently, so the Township provided school transportation. When the schools started their own busing programs, the Township became a Ride in Kane operator. Aurora Township is the only operator and sponsor in the system. Recently they were approached

by the Visiting Nurses Association to start a shuttle program for their patients, but this potential service agreement is on hold because of the pandemic. Aurora Township also contracted with Sugar Grove Township to provide service two days a week until Sugar Grove made changes to its program in 2018.

Batavia Community Cares Program

The City of Batavia started a Community Cares program in April 2020. The program is coordinated with the United Way and uses volunteers to provide limited trips with program volunteers, masks for seniors, and grocery shopping service which offers shopping and home delivery service to community seniors. To date 20 seniors have used the grocery service, 60 seniors have received masks, and two people have used transportation.

Hampshire Township Senior Medical and Senior Event Transportation program

Hampshire Township sponsors curb-to-curb, shared-ride service for township residents 60 years old and older, and individuals with disabilities age 18 and older. Service is available for medical appointments within 20 miles of the Hampshire Township building, which is located at 170 Mill Avenue, and to other locations based on the Township's calendar of social events. Riders must register and provide proof of eligibility with the Township.

Hampshire also provides transportation to Burlington Township residents through an inter-government agreement. Operating hours are Monday-Friday, 7:30 AM to 4:00 PM. Reservations may be made at least two days in advance for social events, three days in advance for medical appointments. Dialysis subscription trips can be scheduled up to six weeks in advance.

Ridership had been steadily increasing before the response to the COVID-19 pandemic, and the pick-up window for shared rides was extended to two hours before the originally scheduled pick-up time. Although the service is described as curb-to-curb, it is, in effect, door-to-curb as drivers will pull down long driveways and assist people from the vehicle to their home.

Fares for the Hampshire Township Dial-a-Ride are funded through local real estate tax dollars and are free within the Township. Fares for medical trips outside the Hampshire Township boundaries are $5.00 each way. Fares are $5.00 per round trip for event trips leaving Township boundaries, including grocery trips once a week to the Huntley Walmart, monthly trips to other shopping areas such as Algonquin Commons, trips to Senior Center activities, and group trips. Medical trips often include destinations like Elgin, St. Charles, Huntley, Sycamore, and Marengo.

Of the program's four vehicles, two are owned by the village and two are leased by Pace's Municipal Advantage program. Three of the vehicles are wheelchair accessible. During the COVID-19 shut-down, the drivers transitioned from delivering passengers to delivering packages and meals for seniors. As the ridership slowly returns, vehicles are operating at very low capacity (two riders per vehicle) to maximize social distancing. In 2019, the program delivered service to approximately 1500 individuals taking 2900 trips at a reported operating cost of $66,000.

Sugar Grove Township Senior Transportation Service

Sugar Grove Township left the Ride in Kane program due to the expense. In September of 2018, the Sugar Grove Township and Freedom 1st Transportation approved a contractual agreement to enhance transportation services for seniors and persons with disabilities in Sugar Grove Township. People ages 65 and older or residents with disabilities are eligible to register with the Township and to schedule rides through Freedom 1st for medical appointments, employment, and shopping within Kane County. The service is available Monday thru Friday between the hours of 7:30 AM and 5:30 PM, extending transportation services for older adults and residents with disabilities in Sugar Grove Township from two days per week (when they contracted with Aurora Township to provide transport) to five days per week. Interested persons need to register prior to scheduling a ride at the Sugar Grove Township office located at 54 Snow Street in Sugar Grove. The fee is $3 per ride within a 10-mile radius and a companion may ride along for free. The boundaries for this service extend east to Route 59, north to Route 64, south to Route 30, and

west to Dugan Road. The ridership in February 2020 was 97 trips, and in March 95 trips were provided.

Human Service Agency Transportation Programs

Association for Individual Development

The Association for Individual Development (AID) serves individuals with developmental, intellectual, physical, and/or mental health challenges, and those who have suffered trauma or are at risk. Operating in the greater Fox Valley area, AID operates community day centers in Elgin, Aurora, Batavia, and Yorkville; operates mental health outpatient clinics in a variety of locations; supports 500 individuals living independently and more than 200 individuals in group homes across the region; and administers the Ride in Kane program in partnership with Kane County, Pace, RTA, and local municipalities.

AID provides demand response, shared-ride transportation to their clients, largely from their homes to daily program activities, training, or employment, but also including casual appointments and other community engagement activities. Service is door-through-door, and personal care attendants are provided, if needed. Some of the homes maintained by AID have a vehicle available to the home care staff that can be used to meet the residents' needs with no reservation required. Staff also use their personal vehicles for some client trips and are reimbursed for mileage.

AID's sponsorship of RIK is primarily to serve the clients who are employed in the community. AID also purchases some bus passes on Pace for some of their behavioral health clients. Some transportation was provided by volunteers in the past, but volunteer transportation has been discontinued in response to COVID-19.

There are 76 vehicles in the AID fleet, including a mix of small buses, vans, and minivans. All vehicles are owned by the agency, and they drove an estimated 500,000 miles in 2019. Communication with drivers is maintained by cellphone and text. AID provides between 30,000 and 50,000 passenger trips per year to approximately 2500 individuals, fifteen percent of whom use wheelchairs. The trips are largely funded through Medicaid/DHS funding. AID also receives Section 5310 funding from the RTA to support the Ride in Kane program and Mobility Management.

As a result of COVID-19, all sheltered workshops and day trainings were discontinued, and people who previously had a daily schedule and were productive have been sheltered in place for months. Work contracts and other revenue sources have been lost.

Senior Services Associates

The SSA Volunteer Transportation Program can help seniors, age 60 or older, to access transportation services. This program's volunteers provide free (donation-based) door-to-door transportation for seniors who live in Kane, Kendall, or McHenry Counties. Destinations for the program include:

- doctor's offices,
- hospitals for chemotherapy treatments or clinics for dialysis,
- pharmacies,
- grocery stores,
- nutrition sites,
- senior centers for activities, and others.

Unless otherwise scheduled, drivers will wait for riders at the appointment and bring them home afterward. The RSVP branded program (Retired Senior Volunteer Program, a part of the National Service Corps) is organized by Volunteer Coordinators that cover three distinct geographic areas; Elgin and Northern Kane County (office in Elgin), Aurora and Kendall County (out of the Yorkville office in Kendall County), and McHenry County.

The program runs Monday through Friday from 8:00 AM to 4:00 PM. As it is a volunteer program, SSA asks for two weeks' notice of a trip request to secure a driver. If no driver is available, SSA will call the senior back two days before the appointment, giving them time to book with Ride in Kane instead.

The program at the Elgin office has 21 volunteers and was providing 20-25 transports per week prior to COVID-19. The geographic service area includes Northern Kane and Carpentersville to St. Charles

and Geneva. Now SSA has five or six active drivers and is limiting service to only wellness and medical appointments. SSA has also shifted drivers to food deliveries for seniors, leaving boxes on the porch so there is no direct contact between people. The McHenry and Yorkville (Kendall) programs are run similarly but have made different adjustments in response to COVID-19.

SSA also sponsors a Seniors Ride Free program with CTA/Metra/Pace using in Area Agency on Aging Title III funds in Fiscal 2020. Seniors can register their Ventra Card for free rides starting on their 65th birthday, but applications for the card must be made in person and can take 3-4 weeks to process. The program is available each year until funding runs out. Additional Title III funding is spent on the program in Kendall County for rides on Kendall Area Transit.

SSA accepts Ride in Kane registrations for seniors and individuals with disabilities who live in the City of Elgin and Elgin Township, and then sends them on to Pace and AID.

Hesed House

Hesed House is the second-largest homeless shelter in the State of Illinois and the largest shelter outside of Chicago. Hesed House programs include a daytime drop-in center providing food, shelter, and access to critical services; an overnight emergency shelter; a family shelter; permanent supportive housing; prevention programs; case management; employment training and education; medical and mental health assistance; substance abuse counseling, and legal and advocacy services. As a member of Ride in Kane, Hesed House sponsors individuals who are going to job training, counseling, and work on a regular basis until the individual can support themselves with their own stable transportation solution.

Private Transportation Options

Private fee-for-service transportation options exist in the County to satisfy additional transportation needs. These options are considered expensive when compared with the public and agency subsidized transportation options above, as they recover the actual cost of transportation in their fee. However, in areas where other public options are not available, where riders are willing and able to pay for the on-demand services, or in cases where long-distance trips are needed, private fee-for-service options are the best and most appropriate transportation options. Private options include the following:

- Greyhound
- Airport Shuttles
- Private Limo, Taxi, and Shuttle services
- Hospital Shuttle – Delnor Health Ride with service limited to eligible patients, and passengers need to make reservations in advance
- Private Non-Emergency Transportation providers, including private ambulette companies that also contract with hospitals and companies with taxi-type vehicles that broker trips for insurance and managed care organizations
- Transit Network Companies (TNCs) like Uber and, Lyft

Other Coordination Efforts

Kane County has a vision of true county-wide service for the general public but is still working to get there. The Ride in Kane Sponsors/Operations Committee holds quarterly open meetings with members representing the Ride in Kane sponsors. Both AID and Kane County DOT support the Ride in Kane program with a part-time staff allocation. Having the funding and support for a full-time staff position focused on Mobility Management is a goal, as there is a clear need for more coordination of trips beyond the County boundaries, for more support to the sponsors, and for recruiting additional sponsors. There is also a need for regional Mobility Management and program oversight.

In addition to the Sponsor's group, there is a general transportation coordination group that meets, usually in an adjacent time and place to the sponsors. The Kane County Paratransit Coordination Committee is intended to be more open to other transportation services from the communities, but at least one township felt that they were not engaged when they attended, and they have not returned.

A representative from the Kane County Sherriff's Department has been advocating for support around the county for people who need services but are outside the sponsor restrictions (i.e. non-seniors or people with disabilities, residents outside of sponsored areas, trip purposes) or who do not have a sponsoring agency. The Kane County DOT was planning to fund a pilot project for true public transportation in the unserved townships and had a township administrator volunteer ready to register riders, but the combination of COVID-19 health restrictions and the large billing issue at the beginning of the year has put the pilot project on hold.

KENDALL COUNTY, DEKALB, AND GRUNDY TOWNSHIPS WITHIN RTA SERVICE AREA

The urbanized portion of Kendall County, including Oswego and Bristol Townships, portions of Montgomery and Yorkville; the Townships of Sandwich and Somonauk in DeKalb County, and Aux Sable Township in Grundy County are all within the RTA service area. Transportation options for these communities are more limited as there are no Pace services available. Public transportation, where available, is rural demand-response.

Kendall Area Transit

Kendall Area Transit offers general public transit Monday through Friday from 6:00 AM to 7:00 PM. Riders must register before participating in the program. Fares are $3.00 curb-to-curb or $5.00 door-to-door with additional fees of $2.00 for out of county destinations. Seniors receive a $1.00 discount on rides and children under seven ride for free with a paying adult. One travel assistant may ride at no charge. Priority in scheduling is given to seniors and individuals with disabilities. General trips may be reserved up to six days, and no less than two days, in advance. Medical trips may be scheduled up to two weeks and no less than two days in advance. Kendall Area Transit is working to implement internet and smart-phone reservations with CTS Trip Master soon.

Kendall Area Transit is funded by Kendall County and service is provided through a contract with the Voluntary Action Center. KAT follows a rural demand-response transit model and is funded largely with FTA Section 5311 funds. Section 5310 funds have been used to acquire vehicles for targeted service to seniors and people with disabilities. Senior Services Associates (SAS) purchases trips using Title IIIB funds. Kendall has a foot in both urban (RTA) and rural (downstate) service areas. The north part of Kendall County is urban and suburban and includes 60% of the county's population. The rest of the county is suburban and rural. Their average trip length is 11 miles.

KAT will pick up a mile outside of the Kendall border and will answer requests from the Kane side of Montgomery (where Pace and RIK don't provide service) as they are able. Their most frequent trip requests are for:

- Dialysis transportation to six different locations,
- Adult Day service at multiple locations,
- Doctor's appointments,
- Service to four hospitals, and
- The community college.

Kendall Area Transit also offers Medivan services (courtesy of VAC) to Edwards Hospital in Naperville, St. Joseph Hospital in Joliet and Morris Hospital in Morris at $6.00 one way for seniors. KAT has a fleet of 17 vehicles, mostly light-duty paratransit buses with a capacity of 12-14 passengers. One-third of the passengers require mobility assistance, and 10% use a wheelchair. Kendall Transit provided 32,100 trips in 2019 to 900 individuals, driving 395,000 annual vehicle miles.

Kendall is a small operation and has struggled to keep up with capacity, with high percent of trip denials (8%) prior to COVID-19. Long trips and cross-county boundary trips are a challenge for KAT.

Voluntary Action Center (VAC) – DeKalb County (Sandwich Township)

The Voluntary Action Center provides transportation and nutrition services in DeKalb, Bureau, LaSalle, Kendall, and Putnam counties. There are two main components of the transportation program in DeKalb:

TransVAC, and MedVAC. TransVAC is a bustling service that provides over 7,000 Dial-a-Ride trips per month. These trips are all within DeKalb County, providing trips for those in need to the grocery stores, hair salons, local medical appointments, employment, and entertainment venues. The service is available to the general public, with priority for trips given to seniors and people with disabilities. Demand Response service is available Monday through Thursday from 7:00 AM to 11:00 PM, and Fridays from 7:00 AM to 9:00 PM. TransVAC fares are $1.00 per trip, or by donation if the rider is a senior. Riders must be registered in advance, and must request trips between two and six days in advance. Requests 24 hours in advance cannot be guaranteed.

TransVAC supports fixed-route transportation in DeKalb, Sycamore, and the Northern Illinois University (NIU) campus. NIU students can ride free with their student ID. Shuttles are also provided on a limited basis Monday through Friday from DeKalb to Kishwaukee College.

MedVAC provides out-of-county medical trips within a 40-mile radius of the Town of Sycamore for medical specialist appointments. There is no limit on advanced booking for medical trips, but requests less than 24 hours in advance are provided on a space-available basis. The fare is a suggested donation of $0.50 per mile traveled. Medicaid payments are accepted.

Funding for the Dial-a-Ride program is received from the Title III Older Americans Act, State General Revenue Funds, local governments, user fares, United Ways Grants, charitable foundations, and from the VAC fundraisers. Section 5307 funding is used within the City of DeKalb.

Grundy Transit System – Grundy County (Aux Sable Township)

Grundy provides county-wide bus service with stops in Joliet three times a day. Service is available Monday through Friday, from 6:00 AM to 6:00 PM, with reservations required at least 24-hours in advance. Dispatch hours are 8:00 AM to 5:00 PM. Rides are $3.00 each way within the county, and $4.00 each way to and from Joliet in neighboring Will County.

LAKE COUNTY[4]

Introduction

Lake County is situated in the northeastern corner of Illinois along the shore of Lake Michigan and immediately north of Cook County and east of McHenry County. It is the third-most populous county in Illinois after Cook and DuPage Counties. Transportation options in Lake County include Pace Suburban Bus fixed routes and ADA paratransit, Pace Dial-a-Ride, Dial-a-Ride services operated by Pace in partnership with local townships and municipalities, and on-demand or demand response transportation operated by local townships, municipalities, and human service agencies. Some of the transportation services provided include but are not limited to the following:

- Ride Lake County Central
- Ride Lake County West
- Pace Suburban Bus fixed routes and ADA paratransit
- Shields Township
- Vernon Township
- Tri-Townships Transit
- Round Lake and Vernon Hills-Mundelein On Demand Routes

For full description on regional service provided by Pace, please refer to the regional overview in Chapter 3.

Maps depicting public transit and ADA paratransit service on weekdays and weekends/evenings in Lake County are provided as Exhibit 34, Exhibit 35, and Exhibit 36, respectively.

A complete list of community transportation services in Lake County is provided in Table 31.

These figures are followed by service profiles of each of the community transportation services.

[4] Sources include Lake County Paratransit Market Study (2017), interviews, and agency websites.

Exhibit 34. Lake County Public Transit/Paratransit Services – Weekdays

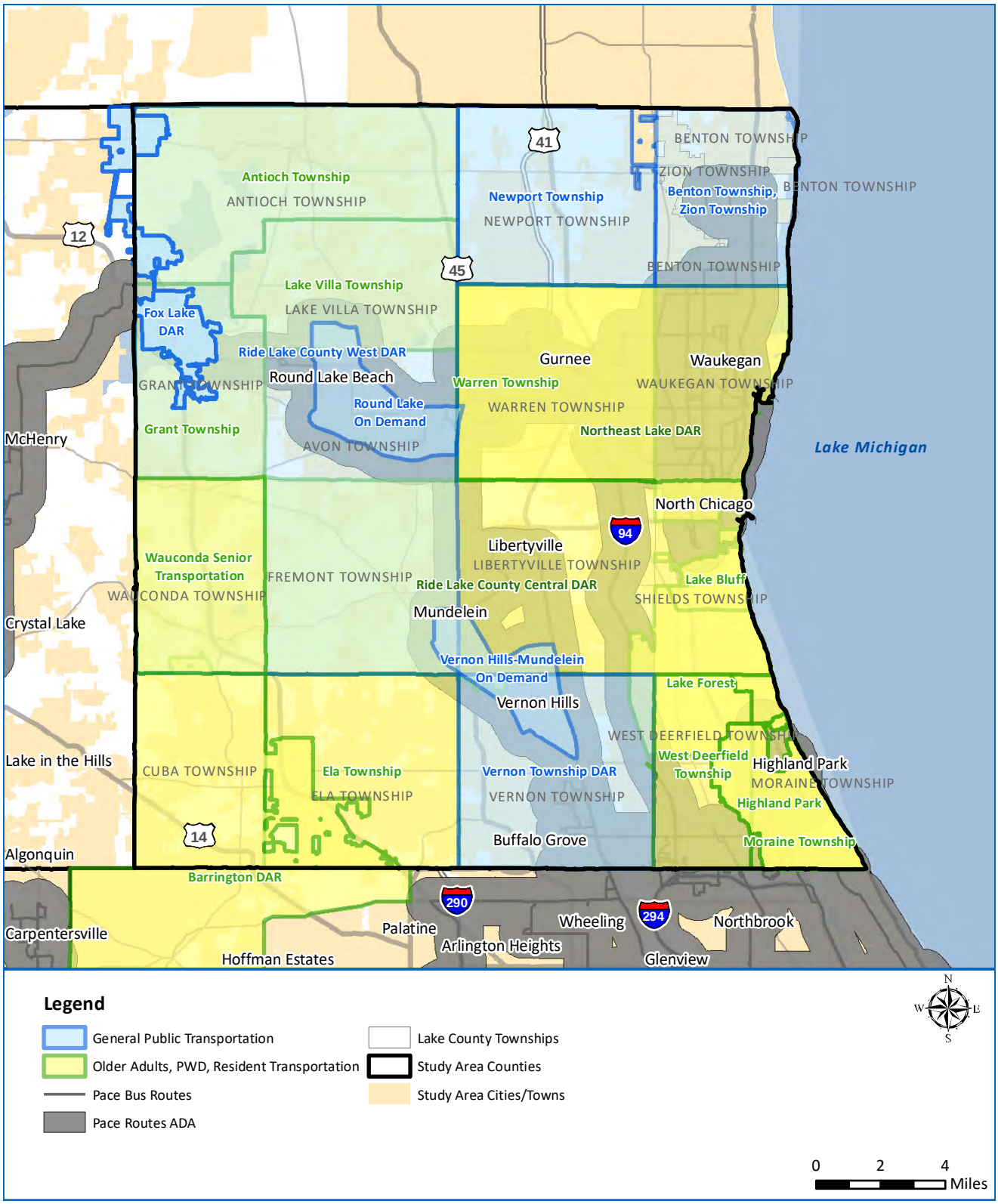


Exhibit 35. Lake County Public Transit/Paratransit Services – Weekends

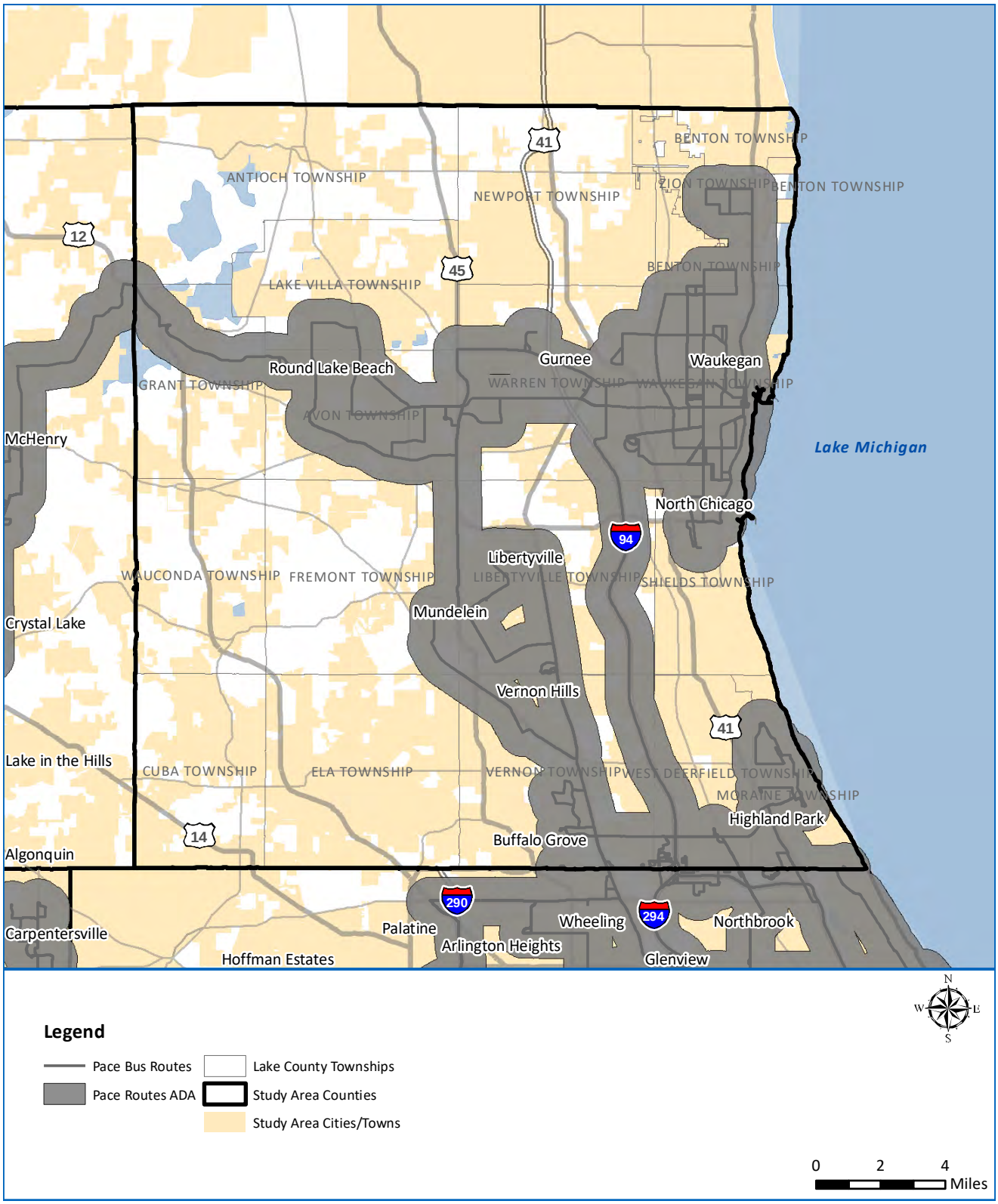


Exhibit 36. Lake County Community Transportation Services – Evenings

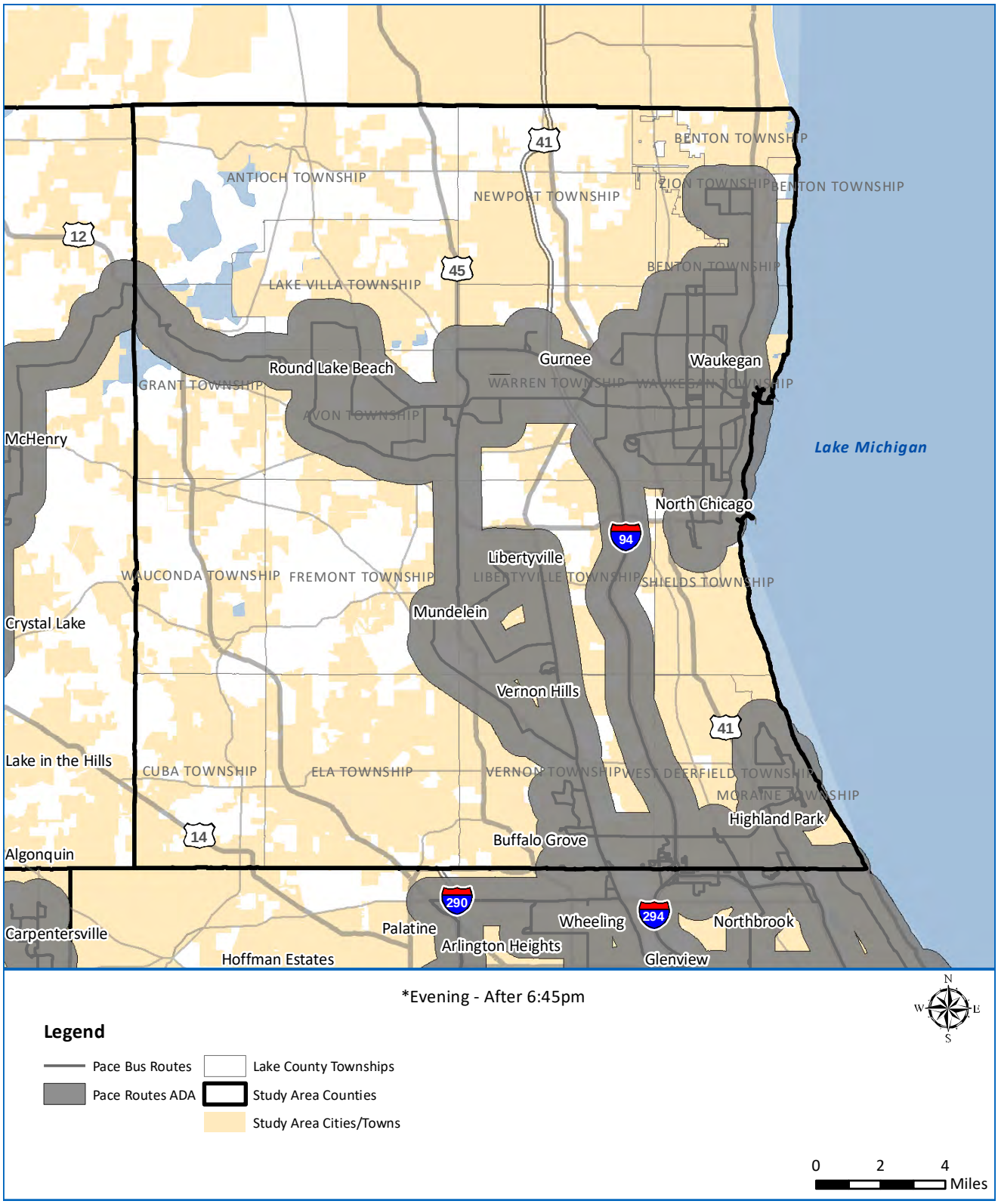


Table 31. Lake County Community Transportation Services

SERVICE NAME	GENERAL PUBLIC	PERSONS WITH DISABILITIES	OLDER ADULTS	PERSONS WITH LOW INCOME	OTHER
ADA Paratransit					
Pace ADA Paratransit		•	•		
Pace Contracted Services					
Barrington		•	•		
Benton, Newport, Zion Townships	•				
Libertyville, Libertyville Township, Mundelein		•	•		
Northeast Lake/ Warren Township		•	•		
Ride Lake County Central		•	•		
Ride Lake County West	•				
Shields Township		•	•		
Vernon Township	•				
Wauconda Township		•			
Township or Municipal Taxi Voucher Programs					
Cuba Township					
Barrington Area					
Fremont Township					
Moraine Township					
Vernon Township					
Warren Township					
Waukegan Township					
West Deerfield Township					
Benton/Zion Townships					
City of Lake Forest/Lake Bluff					
Village of Deerfield					
Village of Riverwoods					
Township or Municipal Dial-a-Ride Services					
Antioch Township		•	•		
Ela Township		•	•		
Village of Fox Lake	•				
Grant Township		•		•	
City of Highland Park			•		

SERVICE NAME	GENERAL PUBLIC	PERSONS WITH DISABILITIES	OLDER ADULTS	PERSONS WITH LOW INCOME	OTHER
City of Lake Forest/Lake Bluff		•	•		
Lake Villa Township		•	•		
Moraine Township		•	•		
Village of Vernon Hills		•	•		
Warren Township		•			
Wauconda Township		•			
West Deerfield Township		•	•		
Human Services Programs					
Catholic Charities			•		
Center for Enriched Living		•			
ElderCare			•		
Faith in Action Volunteers			•		
Homestead Senior Care		•	•		
Independence Center		•			
Lambs Farm		•			
Hospital-Funded					
Advocate Good Shepherd Hospital					•
Taxi Service					
303 Taxi	•				

Service Profiles

Pace – Fixed Route, ADA Paratransit, and Dial-a-Ride Services

Pace local fixed route bus services operate primarily in the more densely populated eastern portion of Lake County. As required by the Americans with Disabilities Act, paratransit service for individuals who are unable to use fixed route service is provided within ¾ of a mile of all fixed bus routes. ADA paratransit service is available during the same days and hours of service as the fixed bus routes. Eligible individuals may make reservations for trips on ADA paratransit within the ¾ corridor during all hours of operation.

There are ten Dial-a-Ride services in Lake County. Service area boundaries, fares, and eligibility vary. An overview of Pace Dial-a-Ride services is provided in Table 32.[5]

Pace also operates a temporary Tri-State Shuttle between Gurnee Mills Bus Terminal and the YWCA facility in Tri-State Park. The shuttle is free.

The Dial-a-Ride services noted above are operated by Pace and funded by local governments and Federal grants through the RTA.

Table 32. Pace Dial-a-Ride in Lake County

SERVICE NAME	SERVICE HOURS	ELIGIBILITY	FARES	MINIMUM RESERVATION
Barrington	M-F, 9:00 AM to 3:30 PM	Seniors and Disabled	$2	1-Day
Benton, Newport, Zion Twps.	M-F, 8:30 AM to 5:30 PM	General public	$0.80 Seniors, Disabled, Students $1.60 Other	1-Day
Libertyville, Libertyville Twp., Mundelein	M-F, 9:00 AM to 4:30 PM	Seniors and Disabled	$3	1-Day
Northeast Lake/ Warren Twp.	M-F, 6:30 AM to 6:00 PM	Seniors and Disabled	$1	1-Day
Ride Lake Co. Central	M-F, 5:30 AM to 6:45 PM	Seniors and Disabled	$3.00< 10 mi; $6.00> 10 mi; $5 Dialysis subscription	1-Day
Ride Lake Co. West	M-F, 5:30 AM to 6:45 PM	General Public	$4 <10 mi. ($3 senior/disabled); $6 >10 mi.; $5 Dialysis subscription	1-Day
Shields Twp.	M-F, 6:00 AM to 6:00 PM	Seniors and Disabled	$3	1-Day
Vernon Twp.	M-F, 8:30 AM to 4:00 PM	General Public	$2; $1 seniors, disabled, students	1-Day
Wauconda Twp	M-F, 7:00 AM to 3:30 PM	People with Disabilities	$7	

[5] Source: www.pacebus.com/dial-ride-services-lake-county

Ride Lake County Central and Ride Lake County West are coordinated services of individual township Dial-a-Rides.

- Ride Lake County Central includes: Fremont Township, village of Libertyville, Libertyville Township, Village of Mundelein, and Shields Township.
- Ride Lake County West includes: Antioch Township, Avon Township, Fremont Township, Grant Township, Lake Villa Township, and Wauconda Township

The communities that partnered to create Ride Lake County Central—Libertyville, Fremont, and Shields Townships and the villages of Libertyville and Mundelein—maintained the services they sponsored (which have been operated by Pace for decades) prior to the formation of coordinated service. Grant funds from the RTA to Lake County Department of Transportation (LCDOT), Pace funding, and LCDOT matching funds pay for trips in the expanded service area, to destinations outside the service area, and beyond the core hours of service. To customers, the township/village services are not visible. Rather, the local share for trips that fall within the former geographic boundaries and days/hours of service are billed to the townships and villages. The local share of trips to the expanded service area and during the longer days/hours that the coordinated service offers are billed to the coordinated system, which is supported by Federal funds granted to Lake County by the RTA, and matching funds from Lake County. Lake County uses sales tax revenues for the local match.

Pace's Northwest Lake Dial-a-Ride service operates similarly within the Ride Lake County West service. Pace funding is used to cover 100 percent of the cost of trips within the former Dial-a-Ride service area and days/hours in Antioch, Avon, Grant, and Lake Villa townships. Federal grant dollars, Lake County and Pace matching funds, and township contributions are used for trips within the expanded Ride Lake County West service area and days/hours of service and trips for the general public. Lake County uses sales tax revenues for the local match.

Other Pace Services

Other mobility options are available in the county, as described below.

Pace Vanpool Programs

Pace offers a number vanpool programs to support local transportation.

The **Vanpool Incentive Program** includes traditional vanpools, vans used to provide service from Metra stations to employment locations, employer-sponsored van services to and from transit stops/stations, and vans provided to nonprofit organizations for work trips for people with disabilities. Prior to COVID-19, approximately 58 traditional vanpools, in which riders form their own groups and share the costs of the vanpool, were used to travel to employers in Lake County. Post COVID-19 estimates are not available.

Pace's **Community Vanpool Program** is well utilized in Lake County. The program leases vehicles to townships and villages for their use in service to the general public (services may be targeted to older adults, people with disabilities, and/or individuals with lower incomes, however). Two types of vehicles are available: 1) smaller vans, which include ramp-equipped minivans that seat 2-3 ambulatory riders plus a rider who uses a wheelchair and 7-passenger converted vans, and 2) larger lift-equipped 12-passenger vans, that are sometimes referred to by recipients as buses.

Seven townships in Lake County lease vehicles from Pace to use in their local transportation services.

Taxi Voucher Programs

Twelve townships and municipalities in the county underwrite the cost of taxi trips for people with disabilities and/or older adults. Tickets or vouchers are sold to eligible individuals for a percentage of the face value; the village or township covers the remaining cost. Tickets or vouchers are then used by individuals to pay for trips with participating taxi companies.

Communities that subsidize taxi trips for eligible riders include:

- Cuba Township
- Barrington Area
- Fremont Township
- Moraine Township
- Vernon Township
- Warren Township
- Waukegan Township
- West Deerfield Township
- Benton/Zion Townships
- City of Lake Forest/Lake Bluff
- Village of Deerfield
- Village of Riverwoods

Township and Municipal Transportation

Antioch Township

Antioch Township operates a township van and taxi voucher program within the township boundaries. Eligibility is limited to older adults and individuals with disabilities traveling to/from medical appointments. Service is usually limited to weekdays and passenger fares are free.

Avon Township

Avon Township Van operates in Avon and up to a 20-mile radius of the Avon Township building. Eligibility is limited to individuals with disabilities and older adults. Service hours are Monday through Thursday, 9:00 AM to 2:00 PM. Passenger fares are $1.

Ela Township

Ela Township operates a Township Van within the jurisdiction boundaries with the exception of nearby hospital/doctor buildings and train stations. Residents of Ela Township age 55 or older and individual with disabilities are eligible for transportation.

Service is available Monday through Friday, 8:30 AM to 1:30 PM (and until 3:45 PM for medical appointments). Passenger fares are $2.00 (plus $1.00 if adding a midtrip stop).

Village of Fox Lake

Fox Lake provides a Parks and Recreation Shuttle within the village limits for the general public. The shuttle operates Tuesday, Wednesday, and Thursday between 8:00 AM and 3:30 PM. General public fare is $2.00. Individuals with disabilities and older adults pay half price.

Grant Township

Grant Township operates a township van within the jurisdiction and up to a 20-mile radius of the Grant Township Center. Service is open to the general public with low incomes, and individuals with disabilities. Hours of operation are Monday, Wednesday, and Friday, 9:00 AM to 3:00 PM. Passengers pay $2.00 for less than 10 miles and $4.00 for trips over 10 miles.

City of Highland Park

Highland Park operates a Senior Connector for adults age 50 and older. Service is free and operates Monday through Friday, 9:00 AM to 3:30 PM.

City of Lake Forest/Lake Bluff

In addition to the Taxi Voucher Program, Dickinson Hall Senior Center Transportation is available to residents age 60 and older and individuals with disabilities. Hours of operation are 8:45 AM to 3:00 PM, Monday through Friday.

Lake Villa Township

Lake Villa Township is part of the Tri-Township Transit partnership between Lake Villa, Antioch, and Grant Townships. Transportation is available for older adults and individuals with disabilities. Hours of operation are Tuesdays and Thursdays, 9:00 AM to 12:00 PM. Passenger fare is $2.00 per round trip.

Moraine Township

In addition to the Taxi Voucher Program, the township van operates within the township and up to a 15-mile radius of the township borders. Service is available for individuals with disabilities and older adults. Hours of operation are Monday through Friday, 8:30 AM to 4:00 PM.

Village of Vernon Hills

Vernon Hills operates a Senior Shuttle within village limits for residents age 55 and older. Hours of operation are weekdays between 8:30 AM to 3:30 PM. Medical trips are provided on Mondays, Wednesdays (AM), and Fridays. Shopping trips operate on Tuesdays, Wednesdays (PM), and Thursdays. The shuttle is free for passengers.

Warren Township

Warren Township operates a township van and shopper shuttle in addition to the taxi voucher program. Van service is available within the township and the shuttle goes to specific destinations. Older adults are eligible to ride on Wednesdays. The passenger fare is $1:00 for the shopper shuttle.

Wauconda Township

Wauconda Township operates a township van within the jurisdiction and to certain locations outside of the Township for medical appointments. Service is available for people age 55 and older. Hours of operation are8:00 Am to 4:30PM, Monday through Friday.

West Deerfield Township

In addition to the Taxi Voucher Program, the Township Van operates in West Deerfield and up to a five-mile radius. Destinations include Lake Forest Hospital, Glenbrook Hospital, Highland Park Hospital, and North Chicago Veterans Affairs Hospital. Service is available to individuals with disabilities and older adults and is focused on non-emergency medical trips. Passenger fares are $5.00 round trip or $2.00 for veterans.

Human Services Transportation

Catholic Charities

Catholic Charities is part of the Aging and Disability Resource Network of Northeastern Illinois (ADRN/NEIL) overseen by the Area Agency on Aging (AAA) of Northeastern Illinois. In that role, Catholic Charities receives a medical transportation grant from the AAA, composed of Federal and state/local matching funds, to provide medical trips for individuals age 60 and over. Individuals must not have other sources of transportation to their medical appointments, and are limited in most cases to 2-3 rides/month. Residents of Lake, McHenry, and Cook Counties, as well as Wisconsin and border counties in Wisconsin, are eligible to use the service. Destinations also include medical facilities in Chicago and Milwaukee. The program is designed to meet needs for as many individuals as possible, rather than to provide transportation for a small number of individuals to ongoing, frequent treatments such as dialysis, chemotherapy, or radiation.

Catholic Charities contracts with service providers that operate van service between 8 AM and 5 PM on weekdays.

Center for Enriched Living

Center for Enriched Living provides transportation for clients with disabilities traveling to and from program activities.

ElderCare

ElderCare arranges for volunteer drivers to transport residents of northern Lake County (north of Illinois Route 60) age 65 or older, or individuals with a disability under age 65, to medical appointments. Trips requests must be placed 10 days in advance. Volunteers offer door-through-door service.

Service is organized around four zones:

- Zone 1: Zion to Lake Bluff
- Zone 2: Grayslake, Lindenhurst, Lake Villa, Antioch
- Zone 3: Libertyville/Mundelein
- Zone 4: Fox Lake

Volunteers must have U.S. citizenship and a valid driver's license and undergo a background check. Elder Care provides additional insurance for volunteers.

Funding sources include rider donations and contributions from foundations, churches, and other organizations. Rider donations are applied to program expenses; drivers are not reimbursed, but may deduct the cost of their time from income taxes.

Faith in Action Volunteers of Southeast Lake County

Faith in Action (FIA) provides a volunteer driver program within 10 miles of the participant's home. Trips must originate in one of the following zip code areas: 60015, 60035, 60040, 60044, 60045, or 60069. Eligibility is limited to older adults with one or more of the following conditions: a) no adequate social support; b) low-income, and c) cannot leave home without a caregiver. The Care Director is a Registered Nurse. She conducts a home visit (intake) with the applicant and then sets up the trips as needed once eligibility is determined. The target population is frail elderly adults with disabilities, and chronically ill older adults. The agency is experiencing increased demand for trips from individuals age 80 and older.

Volunteer drivers use their own vehicles. If the passenger has a portable wheelchair, FIA can help them. If the chair is not portable, FIA will order paratransit and a volunteer will ride with the passenger. Typically, FIA uses Alpha Omega as the paratransit provider.

The agency does not track annual vehicle miles, but they know that 75 percent of trips are under five miles. Of the 25 percent of trips over five miles, only about five percent are over 25 miles.

FIA staff schedule trips with volunteers over the phone. They do not use software. However, they like the way the GoGoGrandparent app works and may look into adopting a similar software.

During calendar year 2019, the agency provided approximately 3,000 trips for 500 people.

Homestead Senior Care

Homestead provides client transportation for older adults and individuals with disabilities.

Independence Center

Independence Center provides human service agency transportation for its clients with disabilities in Lake County. Transportation is operated on routes and also as door-through-door, demand response. During 2019, the agency provided 31,493 miles with agency-owned vehicles. Hours of operation for routes are weekdays between 8:30 AM and 9:30 AM and 2:30 PM to 4:00 PM. Trips are also provided as needed to medical appointments, shopping for food, and other essential services. During Fiscal Year 2019, the agency provided approximately 22,266 passenger trips. On average, the agency serves 66 people per day.

Lambs Farm

Lambs Farm provides transportation for its clients.

Hospital Transportation

Advocate Good Shepherd Hospital

The hospital provides human service agency and medical trips on a limited basis from specific zip codes to the hospital and outpatient locations. Eligibility is limited to patients. The service is available to residents living in the following zip codes: 60010, 60012, 60013, 60014, 60021, 60042, 60047, 60050, 60051, 60067, 60074, 60084, 60156, and 60102.

Taxi Service

303 Taxi

303 Taxi is a regional taxi service operating in the broader Chicago area and represents one of the largest privately-owned taxi 'affiliations' in the region. The taxi service dispatches to Cook, Lake and DuPage county, and parts of McHenry and Kane Counties.

Summary

Most Lake County transportation services operate on weekdays during typical business hours or for a slightly shorter span. Some services are available during more limited hours and/or only on certain days of the week.

A number of services provide rides to popular shopping or medical destinations that are located beyond township or village boundaries.

Since service sponsors track ridership and expenses with different degrees of formality, it is not possible to determine the exact number of rides provided in Lake County annually or the exact amount spent on these services. A conservative, and incomplete, estimate

included in the Lake County Paratransit Market Study in 2017 is just over 84,000 one-way passenger trips and annual expenses of nearly $2.5 million.

MCHENRY COUNTY[6]

Introduction

McHenry County sits to the northwest of Chicago and is host to 17 public transit and human services transportation options that provide for a high level of service for McHenry residents and operate under an array of service models. Beyond the demand response and human services transportation models detailed below the county is also part of the Pace fixed route network (through the 806, 807, 808, and 550 routes) and has access to Metra commuter rail stations. Some of the transportation services provided include:

- Metra commuter rail stations
- Public transportation McHenry County operated by Pace
  - Fixed route bus service
  - ADA paratransit service
- MCRide coordinated Dial-a-Ride service for participating communities in McHenry County for the general public in some areas and expanded areas for seniors and individuals with disabilities
- Two Pace-sponsored services
- Three municipal Dial-a-Ride services
- Five human services transportation programs
- Two hospital-funded transportation programs
- Taxi service

For full description on regional service providers Metra and Pace, please refer to the regional overview in Chapter 3.

Maps depicting public transit and ADA paratransit service on weekdays and weekends in McHenry County are provided as Exhibit 37 and Exhibit 38, respectively.

A complete list of community transportation services in McHenry County is provided in Table 33.

These figures are followed by service profiles of each of the community transportation services.

[6] Sources used: McHenry County website, Pace website, the 2013 HSTP Update, municipal and agency websites, RTA Dial-a-Ride and Local Transit Options spreadsheet

Exhibit 37. McHenry County Public Transit/Paratransit Services – Weekdays

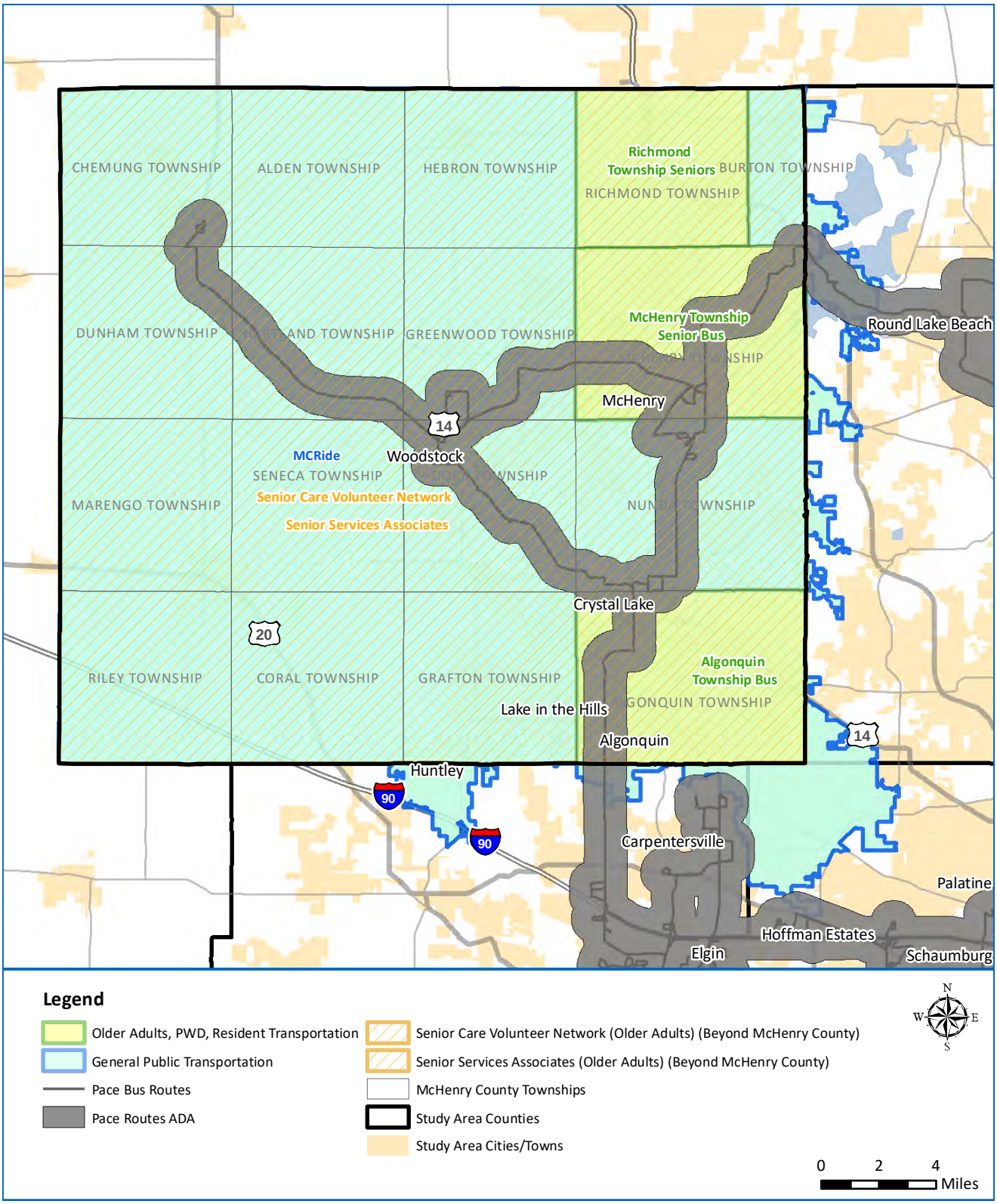


Exhibit 38. McHenry County Public Transit/Paratransit Services – Weekends

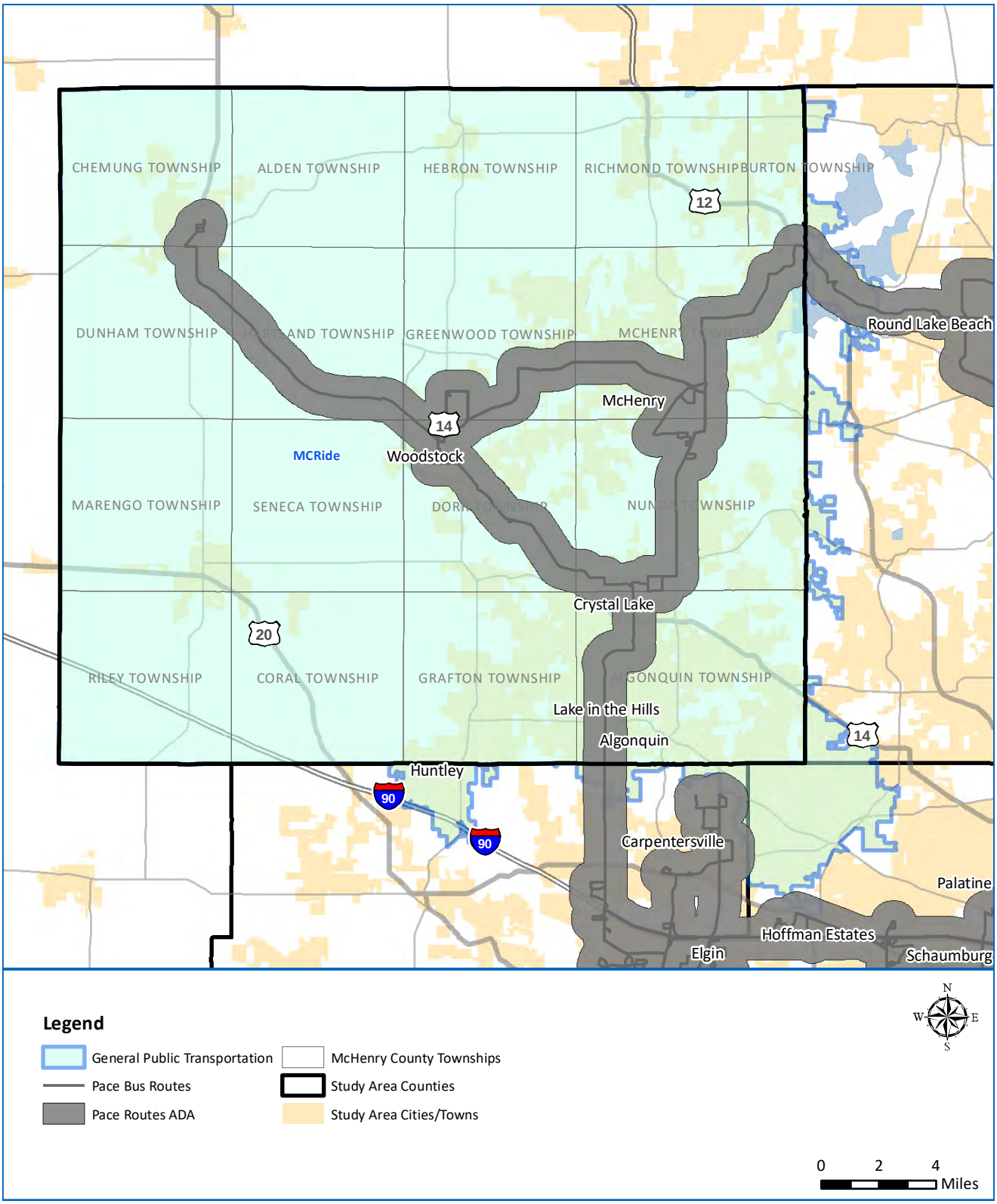


Exhibit 39. McHenry County Community Transportation Services – Evenings

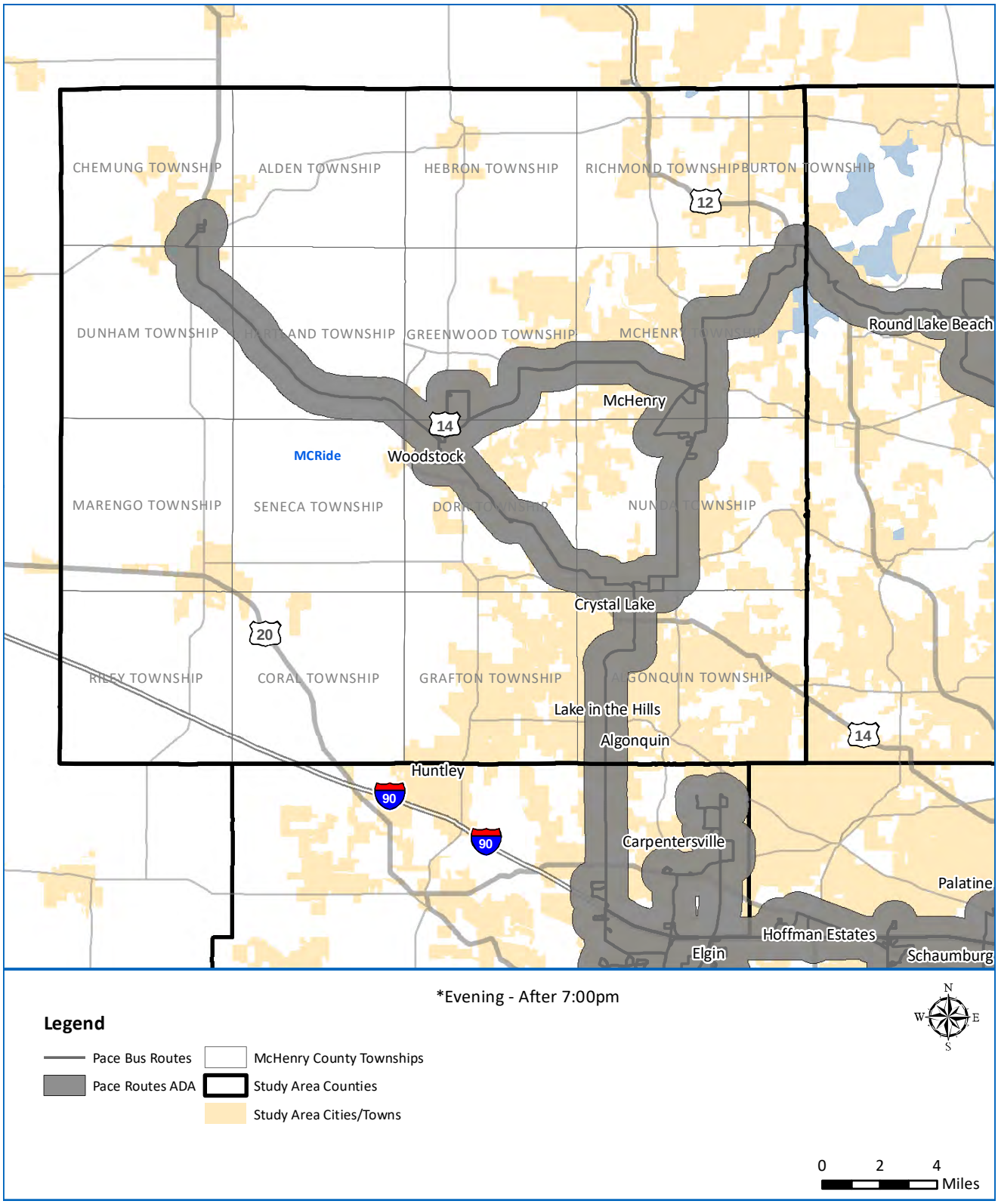


Table 33. McHenry County Community Transportation Services

SERVICE NAME	GENERAL PUBLIC	PERSONS WITH DISABILITIES	OLDER ADULTS	PERSONS WITH LOW INCOME	OTHER
ADA Paratransit					
Pace ADA Paratransit		•	•		
Pace Contracted Services					
MCRide	•	•	•		
Southeast McHenry County Dial-a-Ride	•				
Midday Intercommunity	•				
Municipal Dial-a-Ride Services					
Algonquin Township Senior Transportation		•	•		
McHenry Township Senior Express Bus		•	•		
Richmond Township Senior Transportation		•	•		
Human Services Programs					
Northern Illinois Special Recreation Association (NIRSA)		•			
Pioneer Center and PADS Transportation		•			•
Senior Care Volunteer Network (SCVN)			•		
Senior Services Associates			•	•	
Veteran Assistance Commission					•
Hospital-Funded Transportation					
Northwestern Medicine Patient Express					•
Advocate Good Shepherd Hospital					•
Taxi Service					
303 Taxi	•				

Service Profiles

Pace – ADA Paratransit

ADA paratransit in McHenry County is operated by Pace. This program offers origin-to-destination transportation service to eligible riders who are unable to use fixed route public transportation. Pace ADA paratransit operates a shared-ride program in order to meet all trip requests and increase efficiency. In order to qualify for Pace ADA paratransit service, a rider must apply for eligibility through the Regional Transit Authority (RTA).

Pace ADA paratransit services are available in McHenry County within ¾ of a mile from local fixed route bus services, the service is only available to those who are 'certified' by the Regional Transportation Authority as having a disability. These ADA routes align with the four Pace fixed routes (806, 807, 808, and 550) that operate in the county. The Pace paratransit fare is $3.25, users must arrange their trips ahead of time by contacting their county booking line.

Pace-Contracted Services

MCRide

McRide is a coordinated Dial-a-Ride program available to McHenry County residents as a flexible way to get around the county. The service has no fixed routes and users schedule their trip in advance by phone. The service is operated by Pace under contract to McHenry County Department of Transportation. While the service is open to all residents, seniors and users with disabilities receive priority in booking. To access the service, riders schedule the trip up to seven days in advance (for seniors and disabled users) or up to two days in advance for the general public.

Reservations must be made by phone. While the service is not available county-wide, senior and individuals with disabilities are provided an extend service area. MCRide is available seven days a week (6 AM – 7 PM on weekdays and 9 AM – 5 PM on weekends); there is no Holiday service. MCRide charges $3.00 for the first five miles and then $0.25/miles for each additional mile; seniors and persons with disabilities receive a 50% discount on the service (i.e. $1.50 for the first five miles and $0.125 for each additional mile).

The general public are eligible for trips to/from/within the following places:

- City of Crystal Lake
- City of Harvard
- City of Marengo
- City of McHenry
- City of Woodstock
- Marengo Township
- Riley Township
- Village of Fox River Grove (including areas in Lake County)
- Village of Hebron
- Village of Huntley (including areas in Kane County)
- Village of Johnsburg
- Village of Richmond
- Village of Ringwood
- Village of Union
- Within three-quarters of a mile of:
    - Route 120 between Woodstock and McHenry
    - Route 14 between Woodstock and Crystal Lake
    - Route 31 between Crystal Lake and McHenry

The following are general public eligible point destinations, meaning that everyone is eligible for travel to and from the following:

- Advocate Good Shepherd Hospital
- BraveHearts Therapeutic Riding Center
- Illinois Railway Museum
- Lake in the Hills Park-and-Ride
- McHenry County Conservation District Sites
- Brookdale Conservation Area
- Glacial Park-Lost Valley Visitor Center
- The Hollows Conservation Area
- McHenry County Division of Transportation
- PADS Day Center on Kishwaukee Valley Road (soon to become New Horizons Addiction Recovery Services)
- Valley Hi Nursing Home
- Transfer points to Lake County transit services
- Fox Lake Metra Station
- Island Foods in Island Lake
- Walgreens in Lakemoor

The following additional locations are only available to seniors (60+) and persons with disabilities:

- Alden Township
- Dorr Township
- Grafton Township
- Greenwood Township
- McHenry Township
- Nunda Township
- Richmond Township

The service is funded through a combination of city and county appropriations (10% and 5%), collection of fares (10%), federal FTA Section 5310 funds (20%) and a Pace partnership (45%). MCRide operates 30 light duty buses capable of carrying between 16 and 24 passengers; all 30 buses are wheelchair accessible.

Southeast McHenry County Dial-a-Ride

Southeast McHenry County DAR is a Pace-sponsored Dial-a-Ride service. The service operates weekdays between 6 AM and 5 PM and is open to all individuals in the service area. Students, seniors and individuals with disabilities receive a 50% discount off the $2.00 fare. Reservations must be made at least one day in advance and can be made by phone.

The following locations are served through Southeast McHenry County DAR: Within and between Cary, Fox River Grove and the area west of the McHenry/Lake County border; north of Three Oaks Road, east of Pingree Road; and south of a line south and east of Rt 176, Hiline Road and Sunset Drive, to and from Crystal Lake.

Midday Intercommunity Dial-a-Ride

Midday Intercommunity is a Pace-sponsored Dial-a-Ride service in McHenry County. The service is available to the general public weekdays between 8:30 AM and 4:45 PM, and at a discounted rate to disabled, senior and student populations. Reservations are required and must be made a day in advance by phone.

The following locations are provided service through Midday Intercommunity Dial-a-Ride: the area between Crystal Lake and Spring Hill Mall, this includes Algonquin and Lake-in-the Hills east of Frank Rd.

Municipal Dial-a-Ride Services

Algonquin Township Senior Transportation

Algonquin Township provides curb-to-curb transit services to residents over 60 years of age and to disabled individuals within the boundary of the Township. The trips can be scheduled weekdays between 7 AM and 4 PM over the phone and cost $2.00 for a one-way trip, $4.00 for a round trip with each additional stop costing $0.50. New users must register either by phone or through a web form. Trips for doctors' appointments may be scheduled up to 30 days in advance while all other trips can be scheduled up to 7 days in advance.

McHenry Township Senior Express Bus

McHenry Township Senior Express Bus is a door-to-door service available to seniors aged 60 and over and individuals with disabilities living in McHenry Township. The service is available weekdays between 8 AM and 3

PM and trips must be scheduled by phone. The fare is $5.00 per one-way trip.

Richmond Township Senior Transportation

Richmond Township provides door-to-door transportation services for residents of Richmond and Burton Townships for destinations within a twenty-mile radius of the Richmond Township office. The service is open to seniors and individuals with disabilities aged 50 and over weekdays between 8 AM and 2 PM. Reservations must be made over the phone at least 24 hours in advance.

The service is funded by the Senior Services Grant Commission of McHenry County, Richmond Township Town Fund, Burton Township, and donations and bequests.

The following are the roundtrip fares by destination:

Richmond, Spring Grove, Genoa City WI	$3.00 fare
Johnsburg and Wonder Lake	$4.00 fare
Antioch, Fox Lake, Hebron, McHenry, Twin Lake WI	$5.00 fare
Woodstock, Burlington WI, Crystal Lake, Lake Geneva WI	$6.00 fare

Human Services Transportation

Northern Illinois Special Recreation Association (NIRSA)

NIRSA serves McHenry County and portions of Cook, Lake and Kane counties in northern Illinois by providing recreation experiences to individuals with disabilities. In the delivery of these recreation opportunities they provide ADA accessible transportation options to participants. Transportation opportunities differ between the program being offered and in general the transportation service is not door-door, but rather conducted through a series of pick-up and drop-off points. However, there is limited door-to-door service for in-district residents who have physical limitations. NIRSA additionally highlight the availability of other transportation services in the region as alternatives to their bus service.

Pioneer Center for Human Services

The Pioneer Center for Human Services is a nonprofit organization that provides services to disabled and homeless individuals and other vulnerable populations in McHenry County and Woodstock; part of which includes transportation. The Pioneer Center includes a day program for developmentally disabled individuals, group homes, and a homeless shelter. McHenry County PADS merged with the Pioneer Center for Human Services and the PADS program will provide transportation to the Day Center and other emergency shelter sites, job interviews, social service agencies, medical visits, and other destinations.

Senior Care Volunteer Network (SCVN)

The SCVN is a nonprofit program that serves the senior (60 years of age and older) population of McHenry County to help residents age in place. The organization uses a volunteer network to deliver transportation services for medical as well social or other transportation needs. To be eligible for the program, a person must be 60 or older, a resident of McHenry County, and must be able to enter and exit a vehicle without assistance. There is an enrollment process that includes: confirmation of eligibility, a background check and a home visit. The hours of service availability are only constrained by the availability of a volunteer driver for a trip request.

Senior Services Associates

Senior Services Associates is a nonprofit organization focusing on social services and improving the quality of life of seniors aged 60 and older and individuals with disabilities. Senior Services Associates is certified by the Illinois Department on Aging (IDOA). As part of their services provided to seniors, they offer a volunteer transportation service within McHenry County. Transportation services are not limited to medical appointments, and trips can be scheduled for shopping, nutrition sites, activities at a senior center and for other destinations.

Veterans Assistance Commission (VAC)

The Veterans Assistance Commission is a department in the McHenry County government and provides

transportation service to the Captain James A. Lovell Federal Health Care Center (Lovell FHCC). This service is provided to honorably discharged veterans who are residents of McHenry County. Enrolled veterans must inform the VAC office of appointments at Lovell FHCC no later than 11:00 am the business day before the appointment. Veterans are picked up from locations in Woodstock, McHenry, and Crystal Lake. A family member may be permitted to ride along in order to assist the veteran.

Hospital Transportation

Northwestern Medicine Patient Express Service

Northwestern Medicine operates Patient Express transportation services for McHenry County resident patients using certain facilities for specialized health care treatments. Transportation is requested for patients as needed through Northwestern Medicine departments, not by the patients themselves.

Advocate Good Shepherd Hospital

Advocate Good Shepherd Hospital provides transportation services for patients to the hospital's main campus, fitness center, and outpatient medical centers. Reservations must be made at least 24hrs in advance and a minimal undisclosed fee is charged.

The service is available to residents living in the following zip codes: 60010, 60012, 60013, 60014, 60021, 60042, 60047, 60050, 60051, 60067, 60074, 60084, 60156, and 60102.

Taxi Service

303 Taxi

303 Taxi is a regional taxi service operating in the broader Chicago area and represents one of the largest privately-owned taxi 'affiliations' in the region. The taxi service dispatches to Cook, Lake and DuPage county, and parts of McHenry and Kane counties.

Summary

The services operated within McHenry County provide a high level of service to members of the general public as well as seniors, persons with disabilities, veterans and the homeless. Moreover, the diversity of services provides a model to fit most user's needs, this layered network ensures multiple opportunities may be available.

MCRide represents the result of a long-term commitment to developing a coordinated transportation program for McHenry County residents. The number of participating communities has grown substantially since the 2013 Human Services Transportation Plan Update. The Public Transportation Advisory Committee (PTAC) is a diverse group of professionals with technical expertise and/or interest in public transportation, transit, bicycle, and pedestrian issues. The PTAC's general objective is to provide guidance and technical recommendations to the Transportation Committee of the McHenry County Board. The PTAC reviews the Long-Range Transportation Plan, Transit Plan, and makes recommendations for the implementation of recommendations from the Plan to improve transportation options to continually improve transportation options in McHenry County.

The county is also host to some free transportation options which afford seniors, disabled, veteran and homeless residents the ability to make critical trips. This is particularly important in the case of McHenry County PADS which provides services to homeless residents; mobility is a key factor in being able to overcome homelessness and PADS will provide transportation to and from job interviews among other destinations.

Within McHenry County a high level of service is available, however future priorities should ensure the continuation of services, community awareness of the programs available, improvement of the customer experience and the expansion to county-wide availability.

WILL COUNTY[7]

Introduction

There are currently 13 municipally sponsored transportation programs available in Will County. These Dial-a-Ride programs are co-sponsored by Pace and local municipalities, and six other unaffiliated municipal transportation programs.

The Pace-sponsored Dial-a-Ride programs include four that are entirely within Will County, and one service in Park Forest that straddles southern Cook County:

- Central Will Dial-a-Ride includes the City of Joliet and the Townships of Jackson, Joliet, Homer, Lockport, Plainfield, and Troy. The Central Will service platform is also used for Pace's ADA paratransit trips.
- DuPage Township Dial-a-Ride.
- Village of Park Forest Jolly Trolley.
- Southwest Will Dial-a-Ride which includes the townships of Channahon and Manhattan.
- Will Ride which includes the townships of Crete, Frankfort, Monee, Peotone, Washington, and Will

In addition, the City of Braidwood has its own Dial-a-Ride service called Braidwood Rides, that uses a vehicle provided by Pace, and operating funds provided by Senior Services of Will County. Wheatland Township is a sponsor of Ride DuPage; this service is discussed in the DuPage County section.

The other six municipal transportation programs unaffiliated with Pace include:

- Frankfort Township Dial-a-Ride
- Lockport Township Senior Shuttle
- New Lenox Township Dial-a-Ride
- Plainfield Township Shuttle Bus
- Village of Romeoville Ride-Around Town
- Washington Township Dial-a-Ride

In addition, there are another 15 human service agency transportation programs in Will County.

The map public or municipal/township operated service on weekdays in Will County is provided as Exhibit 40. A map depicting community transportation services on weekends and evenings in Will County are provided in Exhibit 41 and Exhibit 42, respectively.

A complete list of community transportation services in Will County is provided in Table 34.

These figures are followed by service profiles of each of the community transportation services and a summary section at the end of the chapter.

[7] Sources used: Pace website, the 2010 Will County Coordination Study, the 2013 HSTP Update, municipal and agency websites, the Will County Paratransit Coordinating Committee call on April 8, 2020, and interviews with Pace staff and key stakeholders.

Exhibit 40. Will County Public Transit/Paratransit Services – Weekdays

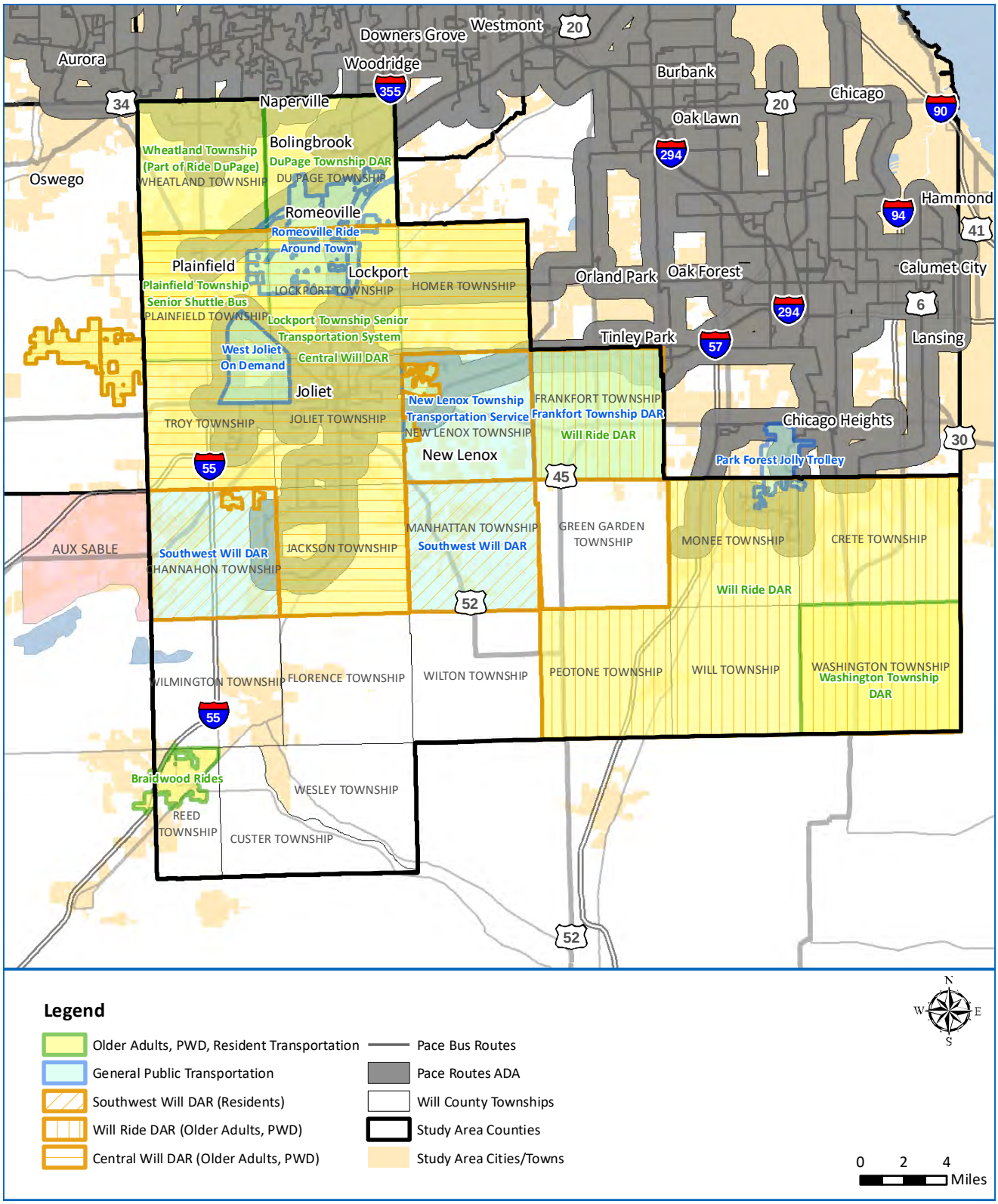


Exhibit 41. Will County Public Transit/Paratransit Services – Weekends

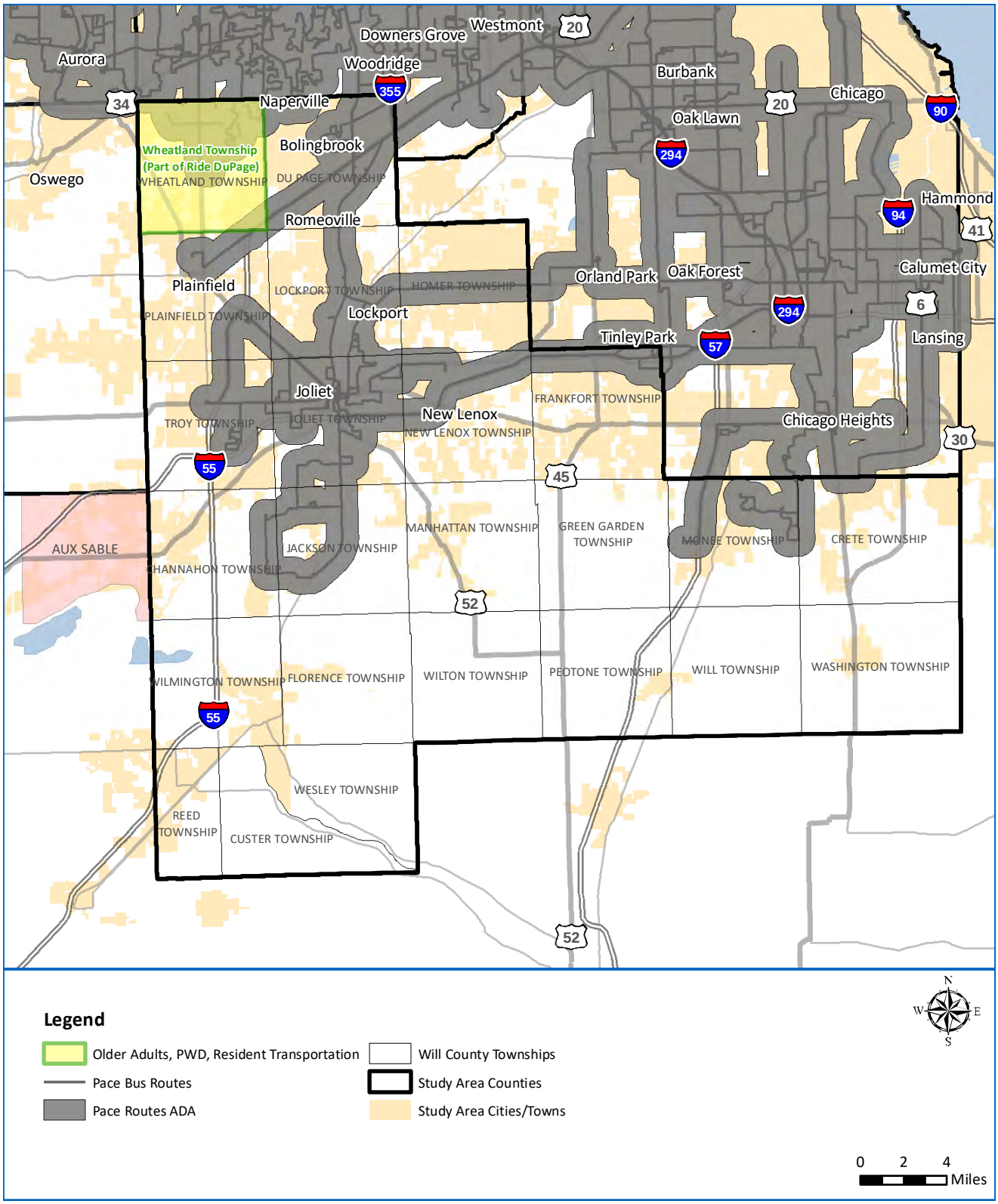


Exhibit 42. Will County Community Transportation Services – Evenings

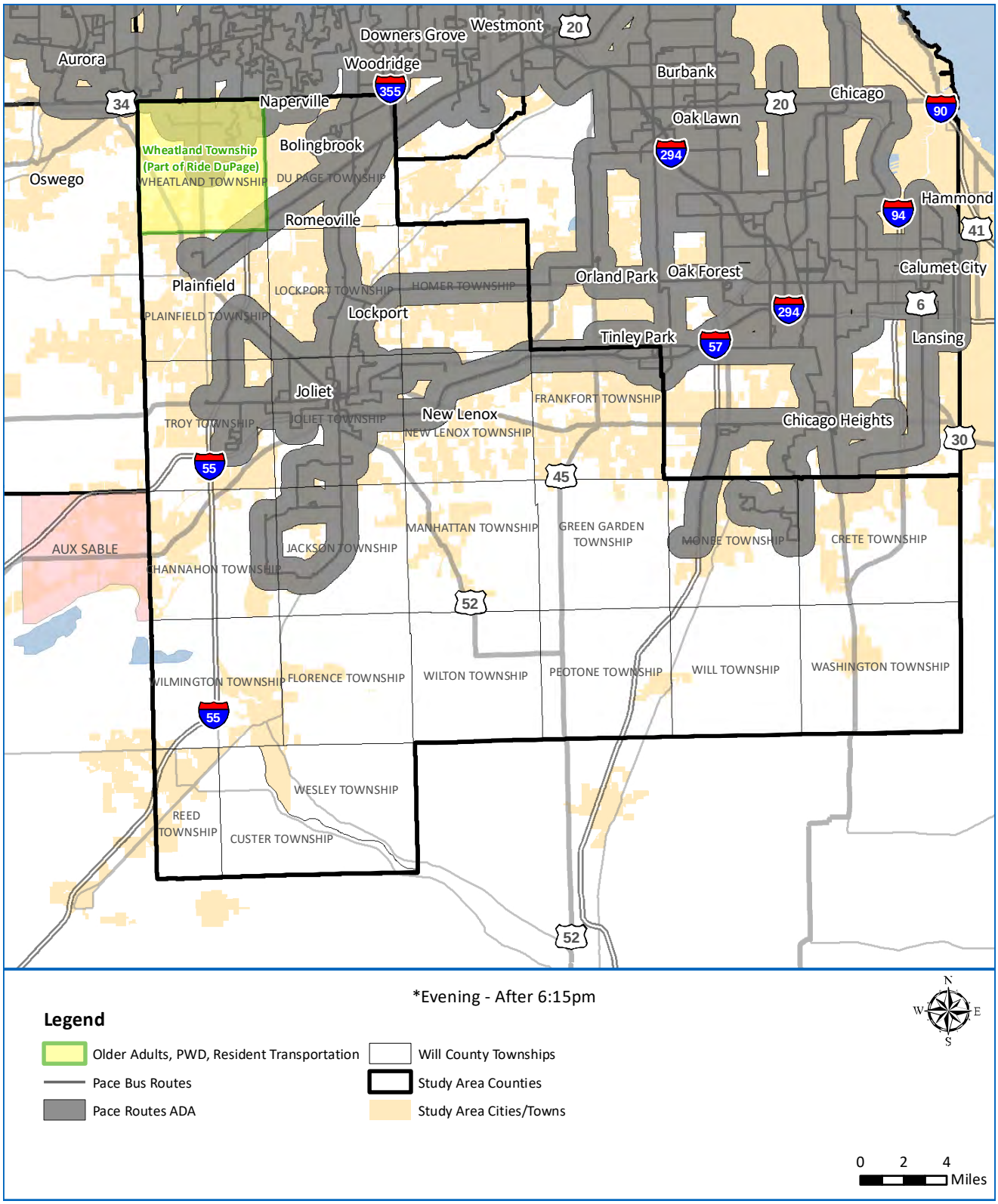


Table 34. Will County Community Transportation Services

SERVICE NAME	GENERAL PUBLIC	PERSONS WITH DISABILITIES	OLDER ADULTS	PERSONS WITH LOW INCOME	OTHER
Pace-Sponsored Municipal Dial-a-Rides					
City of Braidwood		•	•		
Central Will Dial-a-Ride		•	•		
Jackson Township		•	•		
City of Joliet		•	•		
Joliet Township		•	•		
Homer Township		•	•		
Lockport Township		•	•		
Plainfield Township		•	•		
Troy Township		•	•		
DuPage Township Dial-a-Ride		•	•		
Village of Park Forest Dial-a-Ride (straddles Cook Co)	•				
Southwest Will Dial-a-Ride	•				
Channahon Township	•				
Manahattan Township	•				
Wheatland Township (part of Ride DuPage)		•	•		
Will Ride		•	•	Work	
Crete Township		•	•	Work	
Frankfort Township		•	•	Work	
Monee Township		•	•	Work	
Peotone Township		•	•	Work	
Washington Township		•	•	Work	
Will Township		•	•	Work	
Pace ADA Paratransit (uses Central Will platform)		•			
Pace On-Demand		•			
West Joliet On-Demand	•				
Other Municipal Transportation					
Frankfort Township Dial-a-Ride	•				
Lockport Township Senior Shuttle			•		
New Lenox Township Dial-a-Ride	•				
Plainfield Township Shuttle Bus		•	•		

SERVICE NAME	GENERAL PUBLIC	PERSONS WITH DISABILITIES	OLDER ADULTS	PERSONS WITH LOW INCOME	OTHER
Village of Romeoville Ride-Around Town	•				
Washington Township Dial-a-Ride		•	•		
Human Service Agency Transportation					
Beecher Manor Nursing and Rehabilitation Center			•		
Catholic Charities, Diocese of Joliet		•	•	•	
Cornerstone Services		•			
Guardian Angel Community Services				•	
Individual Advocacy Group		•			
New Star Services		•			
Provena St. Joseph Medical Center				Hospital	
Senior Services of Will County			•		
South Suburban Recreation Association		•			
SouthSTAR Services					
Sunny Hill Nursing Home of Will County			•		
Trinity Services		•			
UCP of Will County		•			
Veterans Assistance Commission of Will County					Veterans
Workforce Investment Board of Will County				Work	

Service Profiles

Pace-Sponsored Municipal Dial-a-Ride Services

The following five municipal services focus on providing service to their township constituents who are older adults or individuals with disabilities. For these services, Pace uses the service "platform" of its Regional Mobility Management Call Center RMMCC, managed and staffed by a company called SCR Medical Transportation. First Transit is the dedicated service provider, and Pace provides wheelchair-access vehicles (WAVs) that First Transit operates.

Municipal sponsorship works as a purchase of service agreement where sponsors indicate to Pace how much service their respective budgets can afford, and Pace provides service within those budgets, at times resulting in constrained programs due to limited funding. The exception to this is Village of Park Forest's Jolly Trolley, which is operated under a turnkey contract with Rich Township.

Lastly, the City of Joliet, with Senior Services of Will County as the City's fiduciary agent, administers a Title XX block grant from the Illinois Department of Human Services. In this model, fares for older adults who apply and are approved for the Title XX block grant, are covered by Will County. A predetermined number of rides are dedicated to this program. Approved applicants receive a fare card that entitles them to free fares on the Central Will, Southwestern Will, and Will Ride Dial-a-Ride programs, when there is capacity to do so.

Central Will Dial-a-Ride

The Central Will Dial-a-Ride service is provided by Pace and funded by sponsoring municipalities for their residents who are older adults or individuals with disabilities. The sponsoring municipalities include the City of Joliet and the Townships of Homer, Jackson, Joliet, Lockport, Plainfield, and Troy. Service is provided on a reservation basis for trips within the service area circumscribed by the sponsoring municipalities. Reservations may be made up to three days in advance. The service is operated on weekdays from 6:00 AM to 5:00 PM for a fare of $2.00 per one-way trip.

One of the interesting aspects of Central Will is how local sponsors split up the sponsorship. Pace first contributes a large subsidy to defray the overall costs; in 2019, this amount was over 56 percent of the total cost. The City of Joliet's share of the non-subsidized portion of the cost is about 60 percent. The remaining township sponsors divide the remaining 40 percent of the non-subsidized amount based on ridership from their towns.

DuPage Township Dial-a-Ride

The DuPage Township Dial-a-Ride, co-sponsored by Pace and DuPage Township, provides demand-response transportation by reservations, up to 7 days in advance, for township residents who are older adults or individuals with disabilities. The service area is the township. Operating hours are weekdays between 7:00 AM and 5:00 PM for a fare of $1.00 per one-way trip.

Village of Park Forest Jolly Trolley Dial-a-Ride (straddles Will and Cook County)

The Village of Park Forest provides a Dial-a-Ride service called Jolly Trolley for all village residents. The service, operated by Rich Township in southern Cook County and co-sponsored by Pace, provides trips on weekdays from 9:00 AM to 3:30 PM. The Village service is run using three vehicles provided and subsidized by Pace. Residents may travel anywhere within village boundaries, and to selected locations beyond the village boundaries. The Jolly Trolley picks up passengers on the hour and half-hour at Orchard Park Plaza and Village Hall in Park Forest. Besides the regular Park Forest stops like the Park Forest Public Library and the Park Forest Village Hall, destinations include the Matteson Metra Station, Family Dollar, CVS, and the Rich Township Senior Services. The fare for adults is $3.00. The fare for older adults, individuals with disabilities, and students is $1.50.

Southwest Will Dial-a-Ride

The Southwest Will Dial-a-Ride is co-sponsored by Pace and the Townships of Channahon and Manhattan. Unlike the Dial-a-Ride programs above, the Southwest Will DAR is available to all residents of sponsoring municipalities. The service operates on weekdays between 6:00 AM and 5:00 PM on a next-day reservation basis. Trips may

be taken to anywhere in Will County for a fare of $4.00 for the first 20 miles, and then $1.00 per mile thereafter.

Will Ride

Will Ride is co-sponsored by Pace and the six townships in Eastern Will County: Crete, Frankfort, Monee, Peotone, Washington, and Will. The program is supported by Section 5310 funds as well. Crete's ridership reflects about half the total annual ridership. To be eligible for the service you must be an older adult resident of the seven listed townships (60 years of age and older) or be a person with a disability. To use the service, eligible residents must register with their sponsoring township. Service is available on weekdays from 8:00 AM to 5:00 PM, and reservations may be made up to 72 hours in advance of the requested trip. The fare is $2.00 for intra-township trips, and $4.00 for inter township trips within the borders of the seven townships, as well as to locations within a 10 miles radius of those borders.

Pace ADA Paratransit

Pace's ADA paratransit service policies and fares are different from those of the Dial-a-Rides, even though trips are taken on the same service platforms. That is, trips are requested through the RMMCC and are served by the same service provider contractor. First Transit was retained by Pace to provide the Dial-a-Ride services, with the ADA paratransit service having its own service area defined by the ¾ mile deviations from the fixed route. While the reservation hours are the same, reservations are only accepted one day in advance, and service hours are Monday-Friday, 5:00 AM-1:30 AM; Saturday, 6:00 AM-1:15 AM; and Sunday/Holidays, 9:45 AM-12:15 AM. Pace's ADA paratransit trips may also be taken to other destinations in other counties as long as the destinations are within Pace's ADA paratransit service areas. Regardless of the distance, ADA paratransit fares are $3.25 per trip.

Pace On-Demand Services for the General Public

Pace offers an on-demand shared-ride service for the general public, formerly called Call-N-Ride, within 11 designated services areas in the RTA region. Trips can be requested on-line or called-in by phone from one hour to 7 days in advance. Also, most of the services have certain scheduled stops at which you can board the vehicle without a reservation. Fares are $2.25 a trip if paid with cash and $2.00 per trip if paid with a Ventra card. Multi-day passes are accepted and may be purchased online Also, a $1.00 reduced fares and free rides are offered to those with RTA Reduced Fare or Ride Free permits. Free rides are also offered to children under 7 (maximum two children per fare-paying adult), law enforcement officers and firefighters in full uniform or presenting a badge, and active-duty military personnel in uniform.

There is one on-demand service in Will County in the West Joliet area that operates from 6:00 AM to 6:15 PM. It also has a scheduled stop at St. Joseph Medical Center, Madison St. entrance, every hour, at 36 minutes after the hour, from 6:36 AM – 5:36 PM. Boardings there need not be pre-arranged.

Pace's Municipal Vehicle Program and Locally Based Service Program

Pace has two programs where it provides vehicles to municipalities, local bodies of government, or government-funded programs and agencies. In these programs and contingent upon available resources, Pace will furnish one or more vehicles required by the municipality to provide transportation to the general public or to specific groups such as older adults, individuals with disabilities and person with low incomes.

In both cases, each vehicle is provided with an established rate per month per vehicle. The municipality is required to pay a security deposit of $1000 per vehicle to be refunded when the municipality returns the vehicle to Pace if it is returned in the same condition as when it was delivered to the municipality, less ordinary wear and tear. It is noted that Pace reserves the right to waive the security deposit.

Each vehicle has an established schedule for routine maintenance. The municipality is responsible for coordinating maintenance and care of the vehicles as prescribed by Pace. In the Municipal Vehicle Program, Pace covers the cost of maintenance via a Pace provided credit card. In the Locally Based Service Program, the

municipality is responsible for the cost of maintenance. For both programs, the municipality is also responsible for (1) the cost of fuel, vehicle washes and detailing, and insurance[8]; (2) providing and training its own drivers; (3) providing a transportation coordinator; and (5) performing required monthly reporting.

In Will County, municipalities and agencies participating in these programs include the following:

City of Braidwood in association with Senior Services of Will County

The City of Braidwood in far southwestern Will County had previously been given a Pace vehicle through the Locally Based Service Program and was operating a free-fare demand-response transportation service for residents of the city called Braidwood Rides. The City was planning to discontinue the service because of a lack of ongoing when funding when Senior Services of Will County secured a $30,000 Title III grant from the Northeastern Illinois AAA to continue the service for another year. Because of the grant, the service now is available to the city's older adults and individuals with disabilities. Part of the grant pays for part of the salary of the staff of the City's police department who perform reservation and scheduling duties, and who operates the vehicles. Braidwood Rides is operated weekdays from 9:00 AM to 5:00 PM, with reservations required a recommended three days in advance. Most trips of the 80-100 trips per month are provided for medical appointments, to Walmart, and to grocery stores. However, this service has been suspended due to the COVID-19 public health emergency.

Pace Advantage Program

Pace has another program, called the Pace Advantage Program, in which Pace provides available vehicles to not-for-profit human service organizations, workshops, and agencies that hold a current State of Illinois Developmental Training Certification or equivalent, for use to provide work-related transportation service to individuals with disabilities.

The agency renting the van is responsible for paying Pace $250 per vehicle per month, which covers the cost of the vehicle, maintenance, fuel, and licensing – basically everything except insurance. With prior approval from Pace, the agency may charge riders/participants an administrative fee to cover costs associated with administering these services.

New Star Community Living in Will County participates in the Pace Advantage Program, as described below.

New Star Community Living, Crete

New Star operates two community day programs for persons with developmental or cognitive disabilities. Between them, the two facilities in Crete located in Will County, and Chicago Heights located in Cook County, accommodate about 300 clients. Transportation for those 300 clients is provided by New Star over 40+ routes, using a fleet of 48 larger vehicles provided by Pace through its Municipal Vehicle program. During the middle of the day, these vehicles are also used for field trips, job-related transportation, and medical trips. All of this transportation is arranged through New Star's Transportation Coordinator.

New Star also has 21 agency-controlled and two non-agency-controlled Community Integrated Living Arrangements (CILAs) licensed through the Illinois Department of Human Services for persons with developmental or cognitive disabilities. The CILAs are integrated into neighborhoods throughout the Chicagoland area in both Will and Cook Counties, including Crete, Flossmoor, Thornton, Matteson, South Holland, Steger Oak Forest, Park Forest, and Alsip. Each residence houses between two and eight clients and has a vehicle assigned to it. Of the 21 vehicles, New Start assigns four large wheelchair accessible vehicles provided by Pace to the larger residences, and has purchased 17 minivans for the other residences. The minivans are used for a variety of transportation needs, including transportation to and from New Sar's Community Day Services facilities, and transportation to and/or from jobs, grocery stores, medical appointments, and social activities.

[8] Through interviews, it was learned that Pace has begun transferring the responsibility (and cost) of obtaining insurance to the municipality.

The current arrangement for the 52 vehicles that New Start received from Pace is quite economical, with a monthly program cost of $250. Formerly the monthly cost for the same arrangement was $400, including insurance.

Other Municipal Transportation Services

Frankfort Township Dial-a-Ride

In addition to its participation in Will Ride, which Franklin Township older adults (65+) and disabled residents use for inter-township trips, Frankfort Township operates its own Dial-a-Ride service for older adults (65+) and residents with disabilities for intra-township trips. The Frankfort Township service operates on weekdays from 8:00 AM to 3:30 PM. Reservations must be made at least one day in advance for a fare of $2.00. Note: At the time this inventory was prepared, Frankfort's Dial-a-Ride had been suspended due to the COVID-19 health emergency.

Lockport Township Senior Transportation System

The Lockport Senior Transportation System is provided to Lockport Township residents 55 or older on weekdays from 7:00 AM - 3:00 PM on a next-day reservations basis. The service, operated with wheelchair accessible vehicles, provides service to anywhere within the township as well as to area healthcare centers beyond the township borders for a fare of $2.00 round trip ($1.00 each way), plus $1.00 for additional stops.

New Lenox Township Dial-a-Ride

Located in the South Chicago suburbs east of Joliet, New Lenox Township operates a Dial-a-Ride service for all of its residents. The service operates on weekdays from 7:30 AM -4:00 PM on a next-day reservations basis, although same-day service can be accommodated based on availability. Within the township, all trip purposes are eligible. Beyond the township border, trips are provided to the nearby YMCA, healthcare facilities in neighboring towns - including the VA Hospital (former location of Silver Cross Hospital), and Joliet east of the Desplaines River. The fare for adults is $5.00, or 3.00 for older adults. Fares are doubled for trips beyond the township boundaries.

Plainfield Township Shuttle Bus

The Township of Plainfield operates a Shuttle Bus for residents 55 or older, or residents with disabilities. All trip purposes are eligible. The service area includes all of Plainfield Township as well as to Provena St. Joseph Medical Center and the surrounding campus in Joliet. The service operates on weekdays from 7:30 AM to 3:00 PM with reservations accepted up to 4 weeks in advance, for a fare of $2.00 plus $2.00 for each additional stop.

Village of Romeoville Ride-Around Town

Romeoville's Ride Around Town program is a Dial-a-Ride service for all residents of Romeoville and Carillon for trips within a ten-mile radius of Romeoville. The service operates on weekdays from 9:00 AM to 3:00 PM. Reservations must be made a minimum of 48 hours in advance and are taken on a first-come, first-served basis. The service has a zoned fare structure based on three concentric rings around Romeoville. Fares for Zone/Area 1 are $3.00 for adults and $2.00 for riders 50 and older. Fares for Zone/Area 2 are $5.00 for adults and $4.00 for riders 50 and older. Fares for Zone/Area 3 are $9.00 for adults and $8.00 for riders 50 and older. An additional $1.00 is charged for each additional stop.

Washington Township Dial-a-Ride

In addition to its participation in Will Ride, Washington Township operates its own Dial-a-Ride Service for residents who are older or have a disability. The Dial-a-Ride provides rides within the township; however, the service only operates on Thursdays from 9:00 AM to 2:30 PM, with reservations needing to be called in by the preceding Monday. The suggested donation is $2.00 for a one-way trip or $4.00 for a round trip.

Human Service Agency Transportation Services

Beecher Manor Nursing Home and Rehabilitation Center, Beecher

Beecher Manor participates in Medicare and Medicaid programs, including transportation. Covered non-medical transportation is provided by various private ambulance and medical care companies and must be scheduled in advance. Covered trips may be taken

throughout Will County and to adjacent counties. Beecher Manor also provides resident and family counseling services.

Catholic Charities, Joliet Diocese, Joliet

Catholic Charities offers services throughout Chicago and in Will, Grundy, DuPage, Kendall, Kankakee, Ford, and Iroquois counties. Services include counseling, senior programs, children's services, and transitional housing. Catholic Charities provides client transportation to agency activities for older adults and individuals with disabilities. Transportation is provided to Foster Grandparent volunteers, as part of the school volunteer program.

Cornerstone Services, Joliet

Cornerstone Services is a large multi-service provider for persons with developmental disabilities, providing county-wide transportation service for its clients only. The service is operated by Illinois Central Bus Company under contract to Cornerstone, with a 50-vehicle fleet including six vehicles from IDOT from 2015-2018. Trips are generally taken to agency programs, work, and training sites. Cornerstone also provides travel training to its clients, Pace bus services, and local taxis.

Note: At the time this inventory was prepared, Cornerstone's services were temporarily suspended because of the COVID-19 health emergency.

Guardian Angel Community Services, Joliet

Guardian Angel was founded by the Congregation of the Third Order of Saint Francis of Mary Immaculate of Joliet in 1897. Originally established as an orphanage, Guardian Angel currently serves over 4,000 children, individuals, and families per year through a variety of different programs. Client transportation to agency activities is provided in-house as needed and when staff is available to drive.

Individual Advocacy Group, Romeoville

IIAG provides daycare programs and integrated living arrangements for persons with developmental disabilities. IAG operates four vans leased from Pace through the Pace Advantage Vanpool Program for resident transportation and transportation to and from daycare. Services include all trip purposes within Will County.

New Star Community Living

In addition to the two programs for which New Star obtains vehicles from Pace through the Pace Advantage Program, New Star offers/provides a third transportation element that is built into New Star's job placement services, where job placement case managers transport clients to job interviews, and if hired, the will also provide rides to work over a transition period using one of the agency vehicles or his/her own vehicle. If the latter, the employee will be reimbursed for mileage. New Star clients who can live more independently can use a Pace bus, ADA paratransit, or a Dial-a-Ride program.

AMITA Health Saint Joseph Medical Center, Joliet

For post-treatment patients or patients being discharged with no other means of transportation, AMITA Health Saint Joseph Medical Center provides taxi vouchers for TeleCab rides home, whether in Will County or beyond, fully covered by the hospital. Eligible riders are generally persons with low incomes.

Senior Services of Will County, Joliet

Senior Services of Will County, a private not-for-profit organization, provides a variety of services for Will County older adults under the umbrella brand Senior Express. About 50% of their program budget focuses on educational classes, recreational activities, trips, meetings, health screening, fitness, and its Ambassadors Club. The other half focuses on case management through its case coordination unit. Senior Services provides four separate transportation services.

- Grocery Shuttle: The first transportation program is a grocery shuttle between two public housing authority residential units, Joshua Arms and Kennedy Building, and Walmart, using a 14-passenger minibus purchased with the help of a major donation. This service makes two runs each on Mondays and Tuesdays for a total of 4 runs per week. While most trips are standing orders, anyone from the residential unit can show up for the

grocery shuttle if vehicle capacity is not exceeded. The facility transportation coordinator provides drivers with a list of all riders on a given run to ensure that nobody is left at Walmart. Staff reports that additional grocery runs would be provided from other facilities but for lack of funding.

- Braidwood Rides: The second transportation service involves an innovative partnership with The City of Braidwood in far southwestern Will County. In this arrangement the City had previously been given a Pace vehicle but did not have adequate operating funds to use it. A Title III grant from the Northeastern Illinois AAA to Senior Services has provided sufficient operating funding for a year of Dial-a-Ride service, which they call Braidwood Rides. Braidwood Rides is a transit service which utilizes the transit vehicle specifically for the city's older adults and individuals with disabilities. Part of the grant pays for part of the salary of the City's police department's non-emergency dispatcher for the intake reservations and scheduling. Service is operated weekdays from 9:00 AM to 6:00 PM, with reservations required, and recommended three days in advance.
- Senior Services Minivan: Senior Services' third program involves the operation of an agency-owned minivan for same-day emergencies, noting that very few such trips are taken.
- The fourth transportation, which will begin as soon as Senior Services hires a transportation coordinator, will be a volunteer driver program.
- Lyft: The fifth transportation program provides medical transportation via Lyft for senior clients covered by Senior Service's case management efforts. Senior Services contracts with a company, Kaizen Health, to coordinate transportation as needed. When a case manager learns that a senior client needs transportation to or from medical appointments, staff contacts Kaizen Health through an online network and arrange for a Lyft driver to pick up the client and take them to their appointment as a curb-to-curb service. When the client is ready to return home, he or she can call Kaizen, who then arranges for a driver to service the trip home. At the end of the month Kaizen sends a bill to Senior Services which includes a small admin fee.

Pace conducted a survey on unmet transportation needs among older adults for Senior Services. Of the 124 survey respondents, 40% indicated they never have a vehicle available for use during the day while 36 percent indicated they rely on somebody else for transportation. Almost 20 percent (or one out five respondents) indicated they do not drive and have trouble finding transportation.

Note: At the time this inventory was prepared, Senior Services' services were temporarily suspended because of the COVID-19 health emergency.

SouthSTAR Services, Chicago Heights

SouthSTAR Services is a 501(c)(3) nonprofit organization that provides developmental training; senior services, supported employment, community employment, and community living services to persons with developmental disabilities. SouthSTAR also provides community-integrated living arrangements (CILA) and intermittent CILA services, home-based support services, and advocacy services. Client transportation to agency services, worksites, and training sites is operated by SouthSTAR on weekdays from 7:00 AM-5:00 PM.

South Suburban Recreation Association, Tinley Park

SSSRA is a therapeutic recreation program that is an extension of eight park districts and three recreation and parks departments in Cook and Will Counties. It is organized to provide individuals with disabilities or special needs with the opportunity to be involved in year-round recreation. SSSRA programs are for individuals from birth through adult who are in special education classes, sheltered workshops, or who have recreational needs not met by traditional park district programs. This could include individuals who have varying degrees of physical disabilities, mental handicaps, learning disabilities, emotional difficulties, auditory or visual impairments, and developmental delays. Transportation is provided whenever a client needs to go somewhere within eligible trip purpose guidelines. The service area includes the Districts of Country Club Hills Park, Frankfort Square Park, Hazel

Crest Park, Homewood-Flossmoor Park, Lan-Oak Park, Matteson Parks and Recreation Department, Oak Forest Park, Olympia Fields Park, Park Forest Recreation and Parks Department, Richton Park Parks and Recreation Department, and Tinley Park.

Sunny Hill Nursing Home of Will County, Joliet

Sunny Hill Nursing Home is a skilled care facility, owned and operated by the government of Will County. It participates in Medicare and Medicaid programs, including transportation. Covered non-medical transportation is hence provided by various private ambulance and medical car companies and must be scheduled in advance. Covered trips may be taken throughout Will, Cook, DuPage, and Grundy Counties.

Trinity Services, Joliet

Trinity Services Inc. is a nonprofit, non-sectarian organization committed to providing a wide range of programs and services to individuals with developmental disabilities and behavioral health needs. Trinity Services provides community living programs, adult learning programs, a variety of vocational programs including supported employment, an autism center, respite services, in-home services, in-home support, a drop-in center, varied therapeutic rehabilitation programs, programs for the dually diagnosed, employment services, individual and group therapies, and also offers services throughout Family Counseling Centers in Joliet. Trinity's Community Living programs are community located in homes and apartments for 1-8 individuals who have developmental disabilities. These homes or community-integrated living arrangements (CILA) are in residential neighborhoods in Homewood, Park Forest, Frankfort, Matteson, Mokena, New Lenox, Peoria, Lockport, Elwood, Naperville, Crete, Crest Hill, Wilmington, Braidwood, Marion, and Joliet. These programs serve more than 400 people with disabilities. Transportation is operated by Trinity Services for residents wherever they need to go somewhere on weekdays from 9:00 AM to 5:00 PM. Trinity Services has received three IDOT CVP vehicles, each year from 2015–2017.

United Cerebral Palsy of Will County, Joliet

UCP of Will County provides developmental training, a sheltered workshop, and residential services to persons with severe cognitive and physical disabilities. UCP provides client transportation to and from agency activities.

Veterans Assistance Commission of Will County, Joliet

The Veterans Assistance Commission of Will County provides medical transportation from anywhere in Will County to the VA Hospital. Service is available on a next-day reservation basis on weekdays from 8:00 AM to 3:30 PM and is operated by the Veterans Assistance Commission. Transportation from the VAC office to the Hines VA Hospital is provided free of charge.

Workforce Investment Board of Will County, Joliet

The Will County Workforce Investment Board does not provide transportation services directly to consumers. However, it does provide a stipend to qualified customers for use in the purchase of Pace bus passes. The Workforce Investment Board of Will County provides employment, training, and educational services that support the development of Will County's workforce. The Board builds the workforce system to develop quality employees for employers and to develop quality opportunities for employees.

Summary

Pace and/or municipally sponsored Dial-a-Ride services in Will County have broad geographic coverage, with some services available in 18 of the 24 (75%) townships in the County. While some of these services are available all residents, most of them focus on older adults and individuals with disabilities, noting that Will Ride also provides work trips for persons with lower incomes. Will Ride riders can also reach destination points in western Will and southern Cook County.

There is a dearth of municipal transportation programs in the six townships in the far southwestern part of Will County. The townships of Custer, Florence, Reed, Wesley, Wilmington, and Wilton do not sponsor a township-wide Dial-a-Ride service, noting that

Wilmington Township formerly was a sponsor of the Southwestern Will Dial-a-Ride.

Interestingly, there seems to be some service duplication. For example, the local services in Lockport, New Lenox, Plainfield, and Romeoville provide Dial-a-Ride Services in the same areas as the Central Will Dial-a-Ride, noting that three of these also provide services to all residents. This is also the case in Frankfort Township and Will Ride.

Beyond the multi-municipal partnerships that have led to the Central Will DAR, Southwestern Will DAR, and Will Ride, some non-traditional partnerships have cropped up. For example, Senior Services of Will County is now financially supporting (with Title III funding from the Northeastern IL AAA) and is responsible for the operation of a Pace-sponsored vehicle to provide Dial-a-Ride service in the Braidwood area. And, the operation of the local service in Park Forest, which straddles Cook County, is operated by Rich Township. In addition, Wheatland Township is a sponsor of "out-of-county" Ride DuPage.

ADA paratransit-eligible persons also have access to ADA paratransit services, which offer weekday and weekend service and longer service hours. As mentioned, though, the ADA paratransit service and the Pace-sponsored Dial-a-Ride systems in Will County use the same service platform and are therefore competing for the same vehicles. Moreover, in concert with Federal guidelines, Pace cannot exhibit a pattern of denials for its ADA paratransit customers; therefore, ADA paratransit trips accordingly receive higher priority treatment than Dial-a-Ride trips. Specifically, trip requests from non-ADA paratransit customers can be denied. Capacity for Dial-a-Ride customers is further constrained because of the sponsorship structure. In their agreement with Pace, the sponsoring municipalities of the Central Will Dial-a-Ride program, for example, have established a maximum sponsorship amount—in effect, a budget. In practical terms, this is translated into a daily budget and a daily number of slots for each sponsoring municipality's riders. With this prioritization and with the sponsorship limits, these Dial-a-Ride services cannot therefore be counted upon for certain trips, like work trips or medical trips because the Dial-a-Ride customers never know when their requests will often be denied. Pace acknowledges the shortcomings and challenges of this type of arrangement, and has suggested that local sponsors need to be open to a needs assessment that will likely suggest that (1) additional funding is needed to better meet the demand; and that (2) a consolidation of the multi-township services in Will County would likely create efficiencies, a broader service area, and potentially enable more municipal sponsors to take advantage of 5310 funding. With additional funding from municipal sponsors, if not Will County itself, and a consolidation, the municipal sponsors could also consider moving to a Ride DuPage type sponsorship agreement.

There are at least 15 human service agencies/hospital transportation programs in the County, many of which offer county-wide service and beyond for their respective clients. Two of the major human service organizations offering transportation services include Cornerstone Services and Trinity Services, both of which are focused on persons with developmental disabilities, and both of which have benefited from IDOT CVP vehicles.

Community transportation services available to persons with lower incomes are limited to Will Ride and four human service agency programs.

APPENDIX B: VEHICLE INVENTORY

The vehicles in Table 35 were awarded through Illinois Department of Transportation (IDOT) Consolidated Vehicle Program (CVP). The RTA transfers Section 5310 funds to IDOT each year to support the grants awarded to agencies within the RTA service area. IDOT selects and awards the paratransit vehicles to eligible applicants.

Table 35. Vehicles awarded through IDOT Consolidated Vehicle Program (CVP) by Agency, 2015–2018

GRANTEE	CITY	COUNTY	2015 # OF VEHICLES AWARDED	2016 # OF VEHICLES AWARDED	2017 # OF VEHICLES AWARDED	2018 # OF VEHICLES AWARDED	TOTAL VEHICLES AWARDED
Advocate – Aurora Adult Day Services	Desplaines	Cook	1	0	0	1	2
Blue Island Citizens for Persons with Developmental Disabilities (Blue Cap)	Blue Island	Cook	0	0	1	1	2
Catholic Charities – Bernardin Senior Housing	Calumet City	Cook	0	1	0	0	1
Chicago Commons	Chicago	Cook	0	0	0	4	4
Clearbrook	Arlington Heights	Cook	1	2	2	2	7
Community Support Services	Brookfield	Cook	1	1	2	2	6
Council for Jewish Elderly dba CJE Senior Life	Evanston	Cook	1	2	1	2	6
Country Club Hills (City of)	Country Club Hills	Cook	1	0	0	0	1
Countryside Association for People with Disabilities—Now Little City	Countryside	Cook	1	1	0	0	2
CTF – Illinois	Palos Park	Cook	0	0	0	0	0
CTF – Illinois	Tinley Park	Cook	0	2	3	0	5
El Valor Corporation	Chicago	Cook	1	0	0	0	1
Envision Unlimited	Chicago	Cook	1	2	2	2	7
Garden Center Services	Chicago	Cook	0	2	3	1	6

GRANTEE	CITY	COUNTY	2015 # OF VEHICLES AWARDED	2016 # OF VEHICLES AWARDED	2017 # OF VEHICLES AWARDED	2018 # OF VEHICLES AWARDED	TOTAL VEHICLES AWARDED
Glenkirk	Northbrook	Cook	1	2	4	3	10
Lawndale Christian Health Center	Chicago	Cook	2	2	0	0	4
Lester and Rosalie Anixter Center	Chicago	Cook	1	1	0	0	2
Lifestyles Academy – Now CTF Illinois	Palos Park	Cook	0	0	3	0	3
Little City Foundation	Palatine	Cook	1	3	4	4	12
Lutheran Community Services	Arlington Heights	Cook	0	1	1	0	2
Misiercordia Heart of Mercy	Chicago	Cook	1	2	2	2	7
New Star Center – Formerly New Hope Center	Dolton	Cook	1	1	1	2	5
Northwest Suburban Special Recreation Association	Rolling Meadows	Cook	0	1	1	1	3
Oak Leyden Developmental Services	Oak Park	Cook	1	0	0	0	1
Park Lawn School and Activity Center	Oak Lawn	Cook	1	2	2	1	6
Rimland Services NFP	Evanston	Cook	0	2	0	3	5
Sertoma Centre	Alsip	Cook	2	2	2	2	8
United Cerebral Palsy – UCP – Seguin	Cicero	Cook	0	2	4	3	9
Xilin Association	Arlington Heights	Cook	0	2	1	1	4
Xilin Association	Blue Island – Chicago	Cook	0	0	1	1	2
City of Dekalb – Voluntary Action Center – Operator	DeKalb	Dekalb	17	0	0	0	17

GRANTEE	CITY	COUNTY	2015 # OF VEHICLES AWARDED	2016 # OF VEHICLES AWARDED	2017 # OF VEHICLES AWARDED	2018 # OF VEHICLES AWARDED	TOTAL VEHICLES AWARDED
DeKalb County – Voluntary Action Center – Operator	Sycamore	Dekalb	2	2	1	2	7
American Association for Retired Asians	Carol Stream	Dupage	0	0	1	0	1
Little Friends	Naperville	Dupage	1	2	3	2	8
Ray Graham Association for Persons with Disabilities	Lisle	Dupage	2	2	4	3	11
Turning Pointe Autism Foundation	Naperville	Dupage	0	0	0	2	2
Xilin Association	Naperville	Dupage	1	2	0	1	4
Association for Individual Development	Aurora	Kane	0	2	3	3	8
Summit School	Elgin	Kane	0	0	0	1	1
Kendall County Transit – Voluntary Action Center – Operator	Yorkville	Kendall	2	2	0	0	4
Aspire of Illinois – Formerly North Pointe Resources	Zion	Lake	1	2	4	2	9
Center for Enriched Living	Riverwoods	Lake	1	1	1	3	6
Centegra Health Systems	McHenry	McHenry	1	2	3	0	6
Independence Health and Therapy – Formerly Family Alliance	Woodstock	McHenry	1	2	0	3	6
Pioneer Center for Human Services	Woodstock	McHenry	1	1	4	3	9
Cornerstone Services	Joliet	Will	1	1	2	2	6
Trinity Services	New Lenox	Will	1	1	1	0	3
Total			50	57	66	63	236

pace

APPENDIX C: COMMUNITY ENGAGEMENT AND INPUT RESULTS

Community engagement and input opportunities were strategically planned to ensure ample opportunities for participation from older adults, individuals with disabilities, people with low incomes, the general public, and organizations that serve transportation disadvantaged populations. The first step was to interview key stakeholder participants in the HSTP Project Advisory Committee (PAC) committee and to ask those individuals for referrals to other community members and organizations that should also be directly invited to participate. Guidance from the PAC was a natural resource for direction about outreach because it's membership was established with the purpose of informing the RTA about specialized transportation and mobility needs and working together with the RTA to construct feasible coordinated transportation solutions and goals that are based upon identified needs.

With direction from the PAC, the team interviewed and/or surveyed other affiliated agencies and individuals including community members, human service agencies, local government entities, nonprofit organizations, economic development, and public health organizations involved in providing services to the targeted transportation disadvantaged groups. Collectively, the community engagement inputs represented perspectives of local and regional organizations that serve older adults, individuals with disabilities, people with low incomes, and the general public. A summary of outreach activities and results are provided in this chapter.

KEY INPUT OPPORTUNITIES

The planning team and RTA organized the targeted approach to stakeholder and public input. The goal of the input process was to inform older adults and individuals with disabilities, and the agencies that serve them, about the purpose of the study and to gain their input into the unmet transportation needs that exist in their communities and the region. Ultimately, the key stakeholder and public input process involved five activities, as follows:

1. **Key Stakeholder Interviews**: Interviews with organizations that serve transportation disadvantaged populations were critical to understanding how the network of available transportation services is functioning and identifying the unmet transportation needs. More than forty key stakeholder interviews were conducted. Interviewees included transportation providers, local government representatives, volunteer coordinators, and agencies that represent transportation disadvantaged individuals. Key stakeholders were identified as organizations that operate and/or fund the primary public and human service agency transportation programs throughout the region.
2. **Public Survey**: The public survey was available on-line. Due to COVID-19 safety restrictions, paper survey distribution was not possible. The RTA-distributed survey announcements were advertised through social media outlets and other online resources according to the RTA's public participation plan. In total, 349 public surveys were collected.
3. **Transportation Provider Staff Survey**: The study team also distributed a short survey for transportation provider staff (drivers and schedulers) because it is often the front-line transportation staff who can best identify the needs of their riders and the gaps in services that are impacting rider mobility options. The additional input from staff was especially useful since outreach to the public was somewhat limited by COVID-19 safety restrictions. The survey focused on the unmet transportation needs and challenges most often expressed by customers. The survey was announced online, by email, and through social media. In total, 181 staff submitted surveys.

4. **Health, Economic Development, and Human Services Survey**: Public health, wellness, and medical facilities identified throughout the service area were invited to participate in this online survey. Questions focused on transportation challenges for their customers who are trying to access healthcare. In total, 35 organizations responded to the survey.
5. **Focus Groups**: Thirteen focus groups were facilitated. Two focus groups were facilitated in each county examine local issues and two regional meetings were also facilitated. The purpose of the focus groups was to delve deeper into the issues raised during stakeholder interviews and the surveys. Focus groups allowed for dedicated time with small groups of individuals to discuss the most significant specialized transportation challenges faced by older adults and individuals with disabilities. All organizations identified through the inventory and survey efforts were invited to participate in a focus group. Each organization was also encouraged to invite a person who uses transportation services or is dependent on others for transportation.

KEY STAKEHOLDER INTERVIEWS

Stakeholder interviews took place during the spring and summer of 2020 and focused on identifying the existing transportation services (See Chapter 3 and Appendix C for details). Interviewees were also asked to provide input about what transportation services are most successful in serving transportation disadvantaged individuals and the gaps in services that are creating mobility challenges. The identified gaps in transportation services were used to help frame the questions presented to focus group participants and are part of the foundation for the needs assessment results provided in Chapter 4.

VIRTUAL FOCUS GROUPS

Focus groups were facilitated as virtual meetings by the consulting team and attended by RTA. Meetings were conducted virtually rather than in person due to COVID-19 safety restrictions. A representative group of transportation disadvantaged individuals including older adults, individuals with disabilities, and people with low incomes were invited to and participated in each session. Table 36 identifies the topic, date and number of attendees at each meeting.

A summary of focus group input is provided in the following paragraphs. Please note that the topics identified in the following bullet points are based on provider feedback and reflect both perceived and real challenges.

Cook County Focus Group

Needs and Challenges

The following points outline the discussion of unmet transportation needs and challenges.

- Paratransit service is inconsistent and seems to vary each day. Inconsistencies impact a rider's ability to maintain employment or consistently access important appointments.
- Paratransit service options beyond the current ADA service area boundary are needed.
- Orland Park used to have Pace Dial-a-Ride, but they no longer have it. Transportation dependent individuals there now need to rely on Uber or other options for transportation. Some options are not affordable for daily trips.
- In Northbrook, Pace's re-routing of service resulted in a diminished service area. Also, the number of taxis decreased, so people have longer wait times for a ride. Individuals with wheelchairs do not have the option of using a taxi because taxis are not accessible.
- There are some neighborhoods without access to transit.
- Rich Township has no evening or weekend service. Among the challenges created by limited service is lack of access to pharmacies for prescriptions or work on weekends.
- Northbrook receives requests from Glenbrook Hospital to transport people back home after appointments.
- Older adults in Orland Township who need transportation will not go to doctors outside of the Township.

Table 36. Virtual Focus Group Dates and Attendance

FOCUS GROUP TOPIC	DATE	ATTENDEES
Lake County Mobility Needs	July 20, 2020	11
McHenry County Mobility Needs	July 22, 2020	8
Will County Mobility Needs	July 23, 2020	9
DuPage-Kendall County Mobility Needs	July 24, 2020	8
Regional Mobility Needs	July 27, 2020	34
DuPage-Kendall Medical and Wellness Mobility Needs	July 28, 2020	10
Will County Medical and Wellness Mobility Needs	July 29, 2020	7
McHenry County Medical and Wellness Mobility Needs	July 30, 2020	6
Regional and Cook County Mobility Needs	July 30, 2020	16
Kane-DeKalb Mobility Needs	July 31, 2020	8
Lake County Medical and Wellness Mobility Needs	August 4, 2020	2
Kane-DeKalb Medical and Wellness Mobility Needs	August 4, 2020	5
Cook County Mobility Needs	August 11, 2020	7

- Northbrook Township has a concern with fraud in voucher programs. Recent efforts to reduce fraud has cut program costs from $35,000 to $9,000. Palatine Township had the same problem. Electronically tracking vouchers instead of paper coupons has helped.
- There is very little/no coordination in the area and very little geographic overlap. Service could be done more efficiently.
- Potential Solutions

The bullet points below outline potential solutions suggested by the focus group participants.

- Expand the paratransit service area boundaries to bring people to the nearest bus stop.
- It would help if RTA had a service center in the area where people could apply for senior programs.
- If taxis were wheelchair accessible, affordability would still be an issue. A subsidy is needed to keep costs affordable for individual with low incomes.
- Transportation providers continue to need funding for capital expenses to buy new and replacement vehicles.
- Electronic payment options should be implemented to continue controlling fraud in the voucher programs.
- Section 5310 funding is currently going to coordinated services in all counties except Cook. Some of the coordinated transportation services that other counties have implemented would be useful in Cook County. The geography would be difficult for a single service but might be possible for south and west service providers. A separate study to focus on coordinated transportation for suburban Cook County may be worthwhile.

DuPage and Kendall Counties Focus Group

Needs and Challenges

The following points outline the discussion of unmet transportation needs and challenges.

- Major gaps and underserved populations are older adults and individuals with disabilities in municipalities that do not belong to Ride DuPage.
  - There is no service on weekday evenings and weekends, and riders cannot ride beyond

municipal boundaries (except for a few additional destinations).
    - However, the locally operated trips are often available at a lower cost to the rider. Their dollar gets them more rides (during business hours); they just cannot go as far.
- The biggest issues for Ride DuPage are on time performance and reliability.
- Consensus is that they be may willing to pay more for better on time performance but there needs to be some guarantees.
- There is some frustration with SCR's call-takers' response to Where's My Ride calls.
- Drivers need to be trained as staff to understand issues confronted by clients with developmental disabilities if the specialized services directly offered by agencies are to be replaced by other types of services
- Ride DuPage is a 24/7 and mileage-based service. Some sponsors that are further out in DuPage County are limiting the number of transfers. This is particularly concerning in the four corners area of DuPage, Will, Kendall, and Kane.
- Senior transportation grants have limitations on how far older adults can go on Ride DuPage. They can only ride to out-of-county destinations on a case-by-case basis.
- Reports of Ride DuPage not always being on time and riders being forgotten for the return trip and/or experiencing long ride times on the vehicles.
- Reports that riders consider Ride DuPage to be expensive compared to local programs.
- Pace has been helpful, but billing is behind.
- Ride DuPage is a good program and it can get better.
- The complaint process is difficult for clients. If their ride is late or they are on the bus for two hours, they call the number but seem to not hear back from Pace.
- Passengers would like to know about no-shows and late cancellation, but the sponsor is not informed if those trips are reimbursed. People may get suspended from the program after a certain number of no-shows, but they may be Pace's fault. Communication is spotty.
- Some local agencies are providing transportation for individuals with disabilities to fill the gaps in other available options. The most common gap they are filling with in-house resources is transportation to work.
    - Pace is on time 83% of the time, which means 17% of the time, people are delivered late to work. Being late to work leads to job loss.
- The call center experiences a high turnover rate, which requires a lot of training, and that is sometimes the reason for customer service failures.
- People seeking a ride need a simple, user-friendly way to get information about available services, fares, and eligibility.
- However, there are concerns that some individuals with disabilities would find it very difficult to use an online one-click application. Rather, it would be a tool for the human service agencies to use to find a ride for their consumers.
    - Passengers would still want the option to call for information in addition to being able to research online with an app.
- Even if there were a one-call/one-click application, the service problems and gaps still need to be addressed and would continue to be a challenge.
- There was discussion about what should come first – technology improvements that would increase confidence in the system or, improving the service and then adding technology.
    - Pay options are needed for Ride DuPage (currently cash transactions only). Riders need a Ventra Card or debit card to handle payments.
- The goal of the Developmental Disabilities community is for individuals with disabilities to have equitable access to community resources, transportation that is offered should change people's lives.

Potential Solutions

The bullet points below outline potential solutions suggested by the focus group participants.

- The four major agencies in the region serving individuals with developmental disabilities are

willing to explore how coordinating might be better than maintaining individual services.
    - Coordinating across such a large region could pose potential challenges to service efficiency and responsiveness.
    - Centralized staff to coordinate transportation for all agencies is a potential solution to reduce unnecessary administrative duplications.
    - There are many issues such as differing service policies and standards and emergency procedures to be explored.
- The primary goal is to fix the problems that would make existing services more reliable. It is also important to keep innovative ideas in mind and seek opportunities to implement them when opportunities are discovered.
- Where's My Ride should be universal. Being able to book a trip should be universal. Passengers with disabilities shouldn't have to go back to square one with finding transportation services if they move.

Kane and DeKalb Counties Focus Group

Needs and Challenges

The following points outline the discussion of unmet transportation needs and challenges.

- There's a lack of consistency in how Ride in Kane is run – different sponsors have different rules about who is eligible to ride and what types of trips are eligible trips.
- Hampshire Township has a lot of long driveways and getting to the street where they can access vehicles is difficult for individuals with mobility limitations. Per policy, Ride In Kane vehicles cannot drive into a person's long driveway.
- Medical appointments on Ride in Kane go an average 12 miles. The routes to medical appointments are probably further than the rest of the other programs. It could be a 100-mile round trip from northern Kendall County to a specialist in Cook County.
- Kane County does not have enough volume to have routes. They have tried routes in the past, but they are not sustainable. So, Ride In Kane performs like a cab service which is costly for them. The driver tends to wait for the passenger while the passenger is in the medical appointment. It is lost time that could be otherwise spent providing another trip.
- The limitation on sponsors about how many rides people get, what the rides are for are challenges in the entire Ride in Kane System.
- Not having certain townships/areas in Western Kane participating in Ride In Kane make it hard for people to get where they need to go.
- People sometimes need to go to a specialist in Cook County. It could be a 200-mile round trip from northern Kendall to a specialist in Cook County. It is half a day just traveling and then the rest of the day is spent in the appointment. It is expensive in terms of staff time and mileage, and it is not efficient. But the trips are necessary, and it is hard to implement/coordinate transfers from one jurisdiction to another.
- If the township or municipality doesn't sponsor transportation, there are fewer options.
- It takes an inordinate amount of time for someone to get from Point A to Point B and then back to Point A again. It is particularly challenging to schedule making sure the vehicle is accessible and that the lift can be deployed safely at the passenger's home/destination.
- There are still issues with not having the proper cut outs and space for passengers to board/disembark with a wheelchair.
- Sharing information about transportation is very difficult because there are so many ways people are receiving information.
- They do not do a lot of general public travel training.
- There is a challenge for people in Kane County to get to medical appointments in DuPage County while using Ride In Kane. Coordination between the counties would help.
- Individuals with disabilities sometimes have wheelchairs that do not fit on a bus and they do not find out until the bus arrives to pick them up. There needs to be a way to schedule trips for larger chairs.

Potential Solutions

The bullet points below outline potential solutions suggested by the focus group participants.

- Other multi-township services have common ground-rules about how the service is provided. A set of ground rules would need to come with consolidation in Kane County.
- Examine the possibility of coordinating with a human service agency that would become a ride provider for the outlying area of Ride in Kane.
- Print important information so that people get it in a new/different way (in addition to email and/or social media).
- A One-Call Center may not be effective for Ride In Kane because their services are so hybrid and people need a lot of hand holding.
- They would like to have more of a regional place where people can get information about transportation options. It would be nice if there were one regional resource where people could get information about all the services throughout the service area.
- If community integration for people with disabilities is a goal, they need transportation options beyond a needs-based structure. They should move toward options that are desire based.
- Start negotiations for a regional approach. Peers in each county start looking at how they can put transfer points and agreements together, how do they cost sharing and reporting. Talking about formal steps that need to happen to make this network happen.
- Get information to people throughout the entire Chicago Region about transportation resources that are available and how to use those services.

Lake County Focus Groups

Needs and Challenges

The following points outline the discussion of unmet transportation needs and challenges.

- Information about transportation services is online, but some people are not able to access it and need alternative means for getting the resources they need. Many people report that they are confused about where they should call for information.
- People get confused about which transportation services to use and need someone to do the planning for them.
- The multitude of transportation options, eligibility requirements, and fare structures are confusing for potential riders.
- Older adults with emerging cognitive impairments are more commonly living at home alone and need the safety net that access to transportation can provide.
- The cost of transportation is a barrier for individuals with low or extremely low incomes. Some clients of human service agencies can use public transportation options, but they cannot afford the fares. The agencies are providing service to people who otherwise could not afford transportation.
- A higher level of transportation service must continue to be available for individuals with cognitive disabilities who could not safely navigate public transit without assistance.
- Ride times on Pace are often too long to be useful for clients traveling to/from day programs.
- Fixed route bus stops are difficult to access because of broken sidewalks or a lack of sidewalks.
- There is very little east-west service across the county to get to jobs in the east if they live in the west.
- Transportation options for 2nd and 3rd shift work are very limited and insufficient.
- Jurisdictional boundaries/service area limits create a disconnected network of services that prohibit cross-county or multi-county transportation.
- Lake County 211 is supposed to be one-stop shopping resource, but it assumes people understand their needs and can make their own plans. Not everyone is signed up with 211. The person that's taking the call needs to more than just a call taker, helping to get the person to the right place.
- Individuals with disabilities who have a wheelchair need door-to-door service. Some people really

need kitchen-to-kitchen, fully surrounded services. Human service agencies often provide a higher level of service for their clients compared to public transportation options.
- Communities should strive to become "dementia friendly" for the safety of residents.
- Affordable door-to-door transportation options are needed.

Potential Solutions

The bullet points below outline potential solutions suggested by the focus group participants.

- On-demand, point-to-point transportation is the goal, but it must be affordable.
- A one-call/one-click program for the county would make information sharing more user friendly.
- Establish a lead agency to implement and lead the county-wide paratransit service structure.

McHenry County Focus Groups

Needs and Challenges

The following points outline the discussion of unmet transportation needs and challenges.

- McHenry County is the least populated county in the RTA region. The fixed routes appear to have low ridership and it takes a long time to get where you need to go.
- McHenry has 211 through United Way. Responder is a call center in Peoria that relies on the database; responders do not have local knowledge about services or the area. Local planners are seeking a better way to provide information and referral.
- Individuals with disabilities, including those who have a wheelchair, need door-to-door service.
- It is difficult to access the community college on McRide because only one route goes near the school. Some students use Uber to get a ride to the train station just to get to school. The community college provides fare cards to students, but many of them do not within the MCRide service area or near routes.
- Huntly Hospital is one of the only hospitals in the Chicago region without fixed route service.
- MCRide routes were originally designed around getting people to Metra stations to get downtown and have not changed as people's needs have changed.
- Challenges with medical transportation:
  - MC Ride often has trouble accommodating people with very early medical appointments that start before their 630-start time.
    - They also have trouble with riders and return rides estimating length of medical appointments.
  - If a bus stop is too far of a walk, people are drawn away from the fixed route and towards the Dial-a-Ride.
- Mental Health Board has contract is Kaizen for NEMT to help users with transportation to mental health appointments (work through Lyft). The service is highly successful.
- Information Sharing:
  - McHenry County DOT goes to senior centers to talk to provide older adults with information about their transit options. However, educating and sharing information is an ongoing challenge.

Potential Solutions

The bullet points below outline potential solutions suggested by the focus group participants.

- Implement a better way to structure a Dial-a-Ride service with Pace.
- Explore implementing a combination of a call center and opportunity for people to schedule their own ride through an app.
- Seek programs like that implemented by the Mental Health Board (MHB). The MHB is contracting through Kaizen Health with Lyft and Uber to get clients point-to-point. MHB has had great success, fewer no shows, better access to care. The average cost is approximately $20 per ride.
- This program represents a potential public private partnership approach that could be replicated by looking beyond government partnership possibilities and contracting for private service.

- Fare integration, or simplifying transportation and transit payment throughout all the different providers would be very helpful for:
  - Individuals with disabilities and older adults; and,
  - College students and other younger users.
- MCC students and others appreciate an integrated experience. Therefore, the more integrated a system can be for finding, scheduling, and paying for a ride, the better the experience will be for the rider.
- Invest more money into transit so that more routes and hours of service can be operated.
- Engage local stakeholders and members of the communities.

Regional Focus Groups

Needs and Challenges

The following points outline the discussion of unmet transportation needs and challenges.

- Individuals with disabilities often need a higher level of assistance that may not be available with public transportation and is more likely to be provided by human service agencies. They also represent a population that is dependent upon others for transportation and their ride is critical to their independence.
- Agencies often provide the higher level of service when compared to public transportation providers. For example, some agencies make sure a rider is accompanied by a staff person to interact with the medical appointment and take notes. The staff person is the driver, and they are also trained to care for the rider's specific needs.
- With all these higher-level services, Developmental Disabilities agencies are filling a gap in municipal services, but other gaps remain.
- The increase in Telehealth service since COVID-19 is important. It is cost efficient (no extra staff and vehicle costs) and less disruptive for the person who can get help at home.
- Access to vehicles with lifts and maintenance for those vehicles is a potential gap. If support for the lift-equipped vehicles dropped, it would be a significant burden for the agencies to recoup the expense. Vehicle programs from Pace and Illinois Department of Transportation need to be maintained.
- Options for scheduling transportation with a shorter reservation window are needed for times when short-notice medical appointments or last-minute work issues arise.
- During busy times of the day, on-time performance is a problem.
- If someone with a wheelchair or who needs assistance lives on the outer fringes of the Chicago area, they will experience challenges with transportation access. Many transportation providers with accessible vehicles cannot afford to go 40 miles outside of their borders to pick up a passenger.
- Transportation needs do not stop at the jurisdictional boundaries (county lines, townships, etc.). Municipalities should continue to work together and provide inter-county travel options that are user friendly.
- Information challenges exist. Information about transportation services is hard to find.
- Flexibility in the fleet make-up is needed. Agencies need access to small and large accessible vehicles.
- COVID-19 has impacted transportation due to social distancing and reduced service levels. Many individuals are not getting any of the services they need. They are at home with elderly parents. Programs are being scaled back. It is a struggle. Pace is also struggling to provide services with an already limited system.
- Ridership has dropped since COVID-19 by as much as 50% for transportation providers. Dialysis and other non-emergency trips are still provided.
- Dial-a-Ride programs have limited capacity and frequently stop at the community border.
- Most Dial-a-Rides do not have evening service.
- In South Suburban Cook there are some unserved areas. They work to get people on public transportation where they can, but there are pockets that don't get transportation at all. The route may pass them by, but it is unable to stop.

This gap occurs often in, but is not limited to, Richton Park and Park Forrest areas.

- The region needs to have reliable technology for call centers that book trips.
- Impactful outreach and information sharing to minority communities is needed and must be done at the local community-based level by people who are locally recognized and respected.

Potential Solutions

The bullet points below outline potential solutions suggested by the focus group participants.

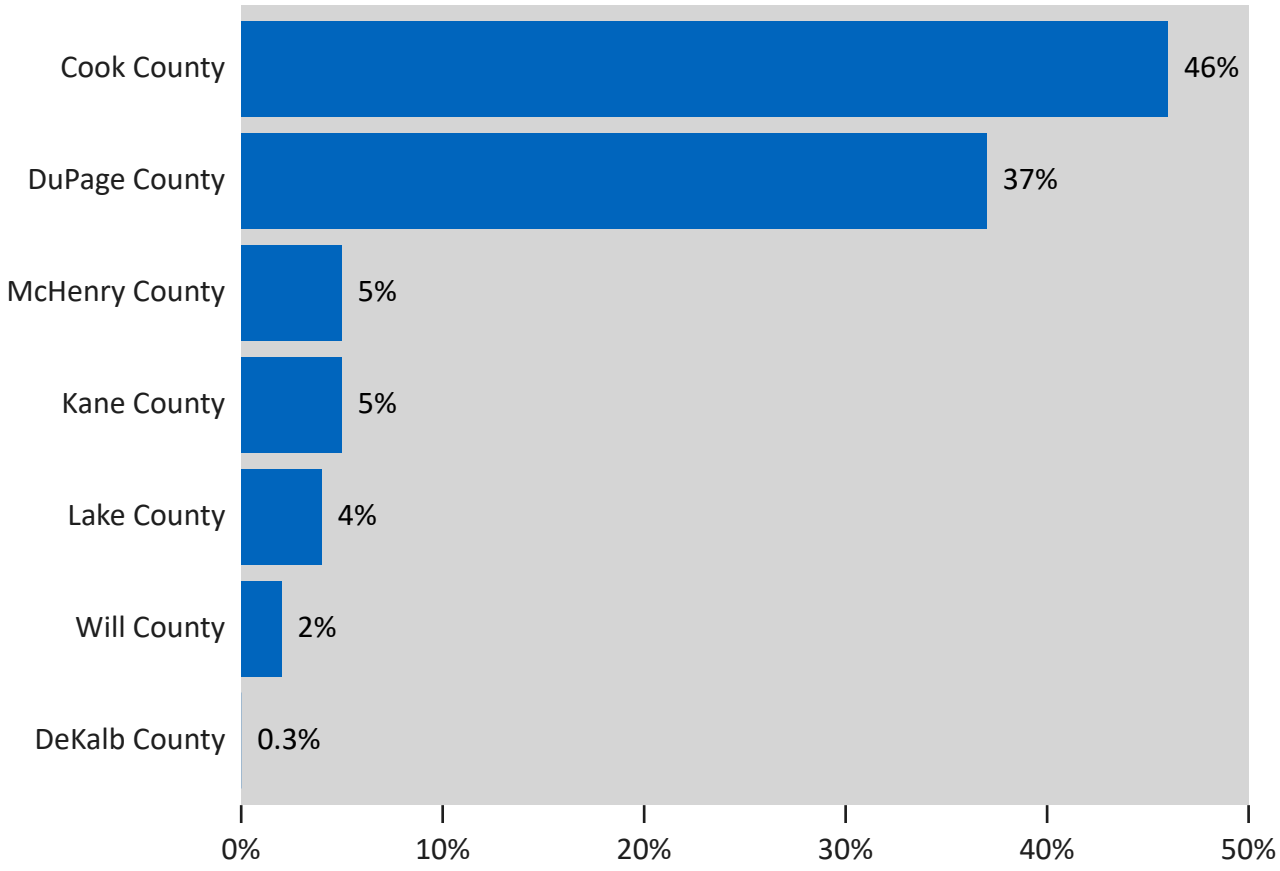
- Transportation is a complex program and the need is different for every county, there is no 'one size fits all' approach.
- Infrastructure is needed where agencies can learn about different available transportation services.
- Hybrid-programs are working well by using a combination of volunteers and paid drivers. Putting those different sources together covers a lot of bases.
- Expanding the spatial reach of the sponsored program is important.
- Enhance information sharing about how to work with RTA for grants, or work with other circles and partner agencies. There are a lot of opportunities to learn what is out there to address unmet needs and gaps in access to mobility options.
- Ensure that people continue to have access to community services and activities. People will continue to get older and show signs of cognitive or health decline. It is important to expand and improve transportation.
- Community Service Partners – six nonprofit organizations in south suburban Cook County – have looked at different opportunities to coordinate in other areas. They need technology to coordinate on door-to-door service.

PUBLIC SURVEY RESULTS

The purpose of the survey is to assess transportation needs of individuals who are transportation disadvantaged and may rely on public and human service agency transportation services. The following charts and paragraphs outline the results from the public survey about transportation needs and gaps in services. The online survey was distributed in May 2020. The results are based on a total of 349 responses.

Nearly half (46 percent) of the survey responses were received from residents of Cook County. DuPage provided the second highest amount of responses (37 percent). Each of the other counties in the region made up five percent or fewer responses.

Exhibit 43. Respondents by County

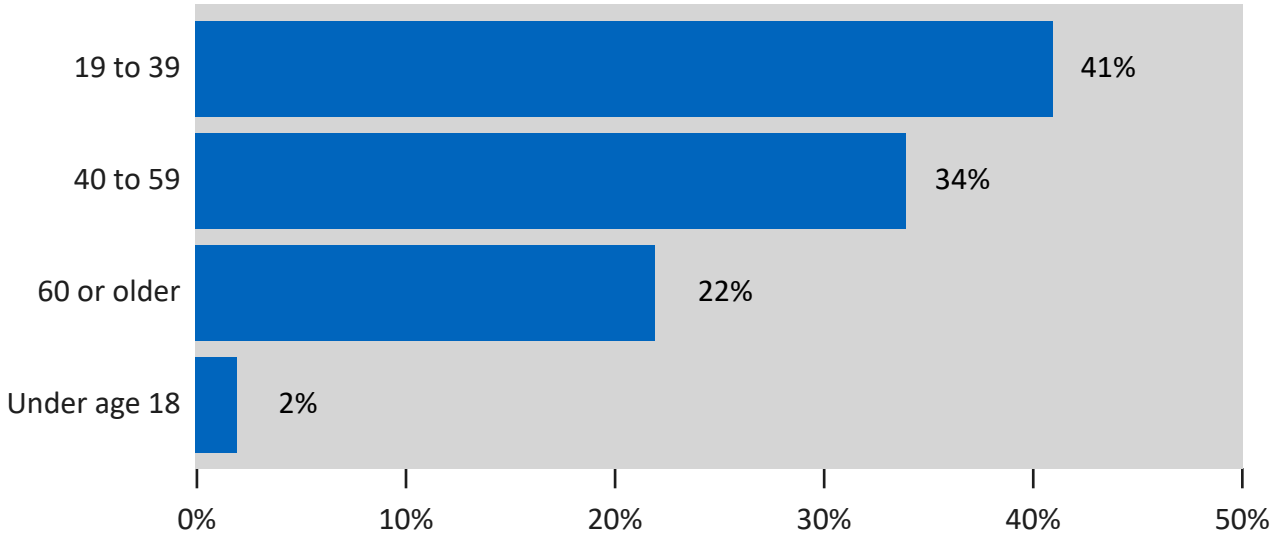


Age and Mobility Limitations of Survey Respondents

Approximately 24 percent of survey respondents reported that they have a mobility limitation that limits their ability to walk to a bus stop and/or board a vehicle without assistance.

Approximately 22 percent of the survey respondents were age 60 or older. Thirty-four percent were between the ages of 40 and 59 years. And, 41 percent were between ages 19 and 39. Two percent of respondents were under age 18.

Exhibit 44. Respondent Age



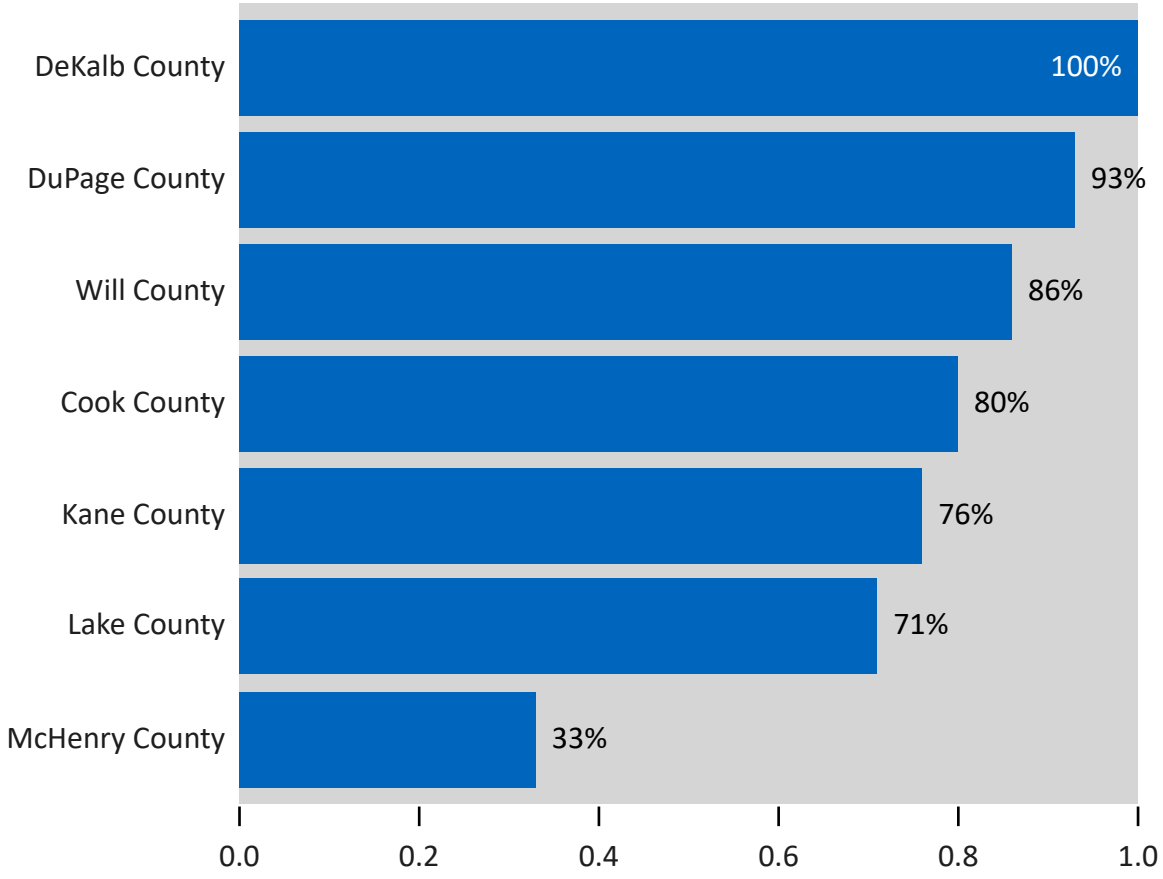
Regional Results

Exhibit 46 through Exhibit 49 provide an overview of survey results at the regional level. Survey results are organized by topic area and county.

Access to a Personal Vehicle

Exhibit 46 illustrates the distribution of survey respondents that do not have access to a personal vehicle that they drive. It is assumed that most of these individuals, therefore, rely upon some other mode of transportation for all their mobility needs. Eighty percent or more of DeKalb, DuPage, Will, and Cook County respondents do not have access to a personal vehicle. Between 71 percent and 76 percent of Kane and Lake County respondents also do not have access to a vehicle. McHenry County's respondents were the most likely to have access to a vehicle. These facts are important because they highlight the level of need that survey respondents have for transportation that helps them maintain independence.

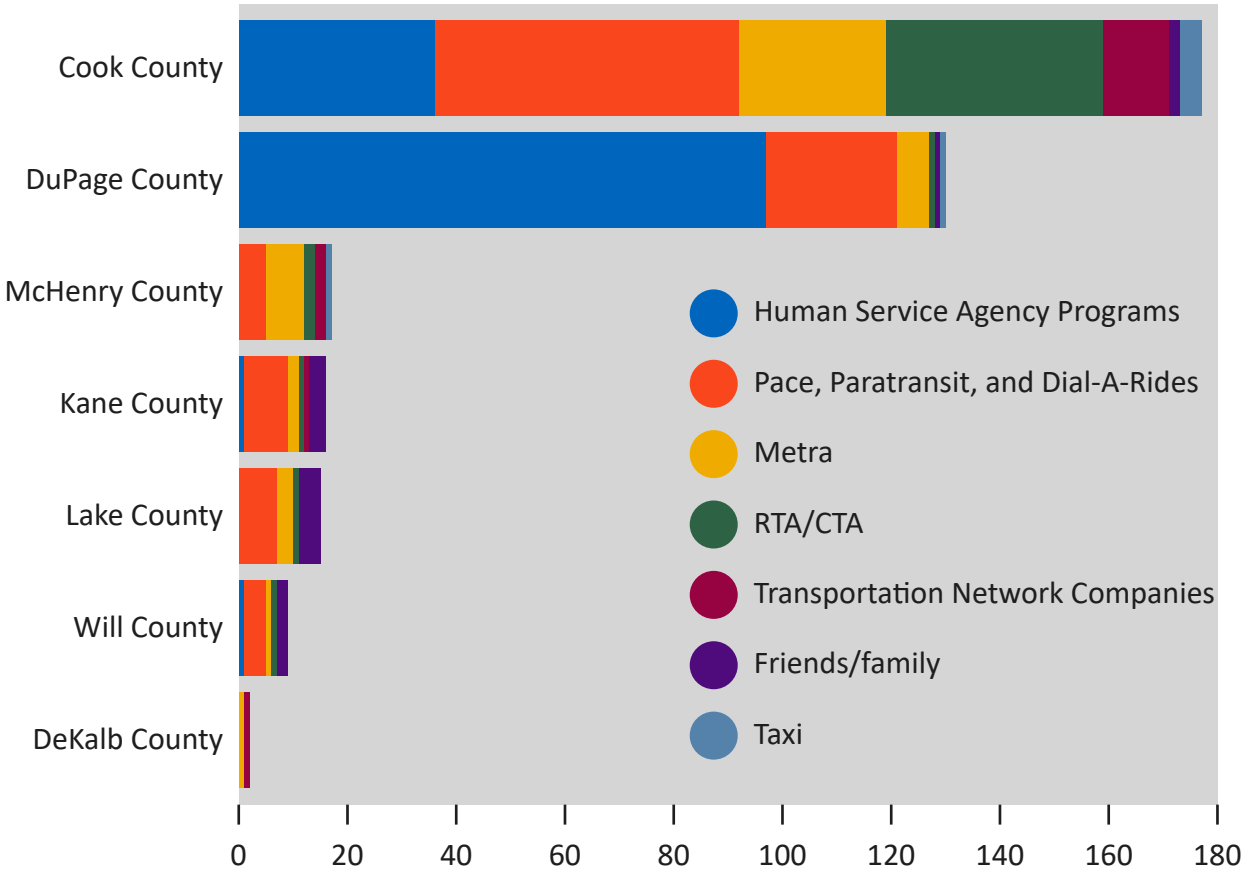
Exhibit 45. Access to a Personal Vehicle



Mode of Transportation Used

To further explore the transportation choices available and used by the respondents, the survey asked which types of transportation services are used on a regular basis. The results from respondents in each county are provided below. Respondents were permitted to select multiple transportation providers. When compared with the inventory of services and the needs for wheelchair accessible or on-demand transportation options, the survey responses help planners understand which modes are most often selected by the rider to accommodate their needs. Because of their prevalence as the largest suburban area transportation operator, many survey respondents use Pace and paratransit. Many people also use Dial-a-Ride services which may include operations organized by local municipalities and townships and programs co-sponsored by Pace.

Exhibit 46. Transportation Providers Used on a Regular Basis

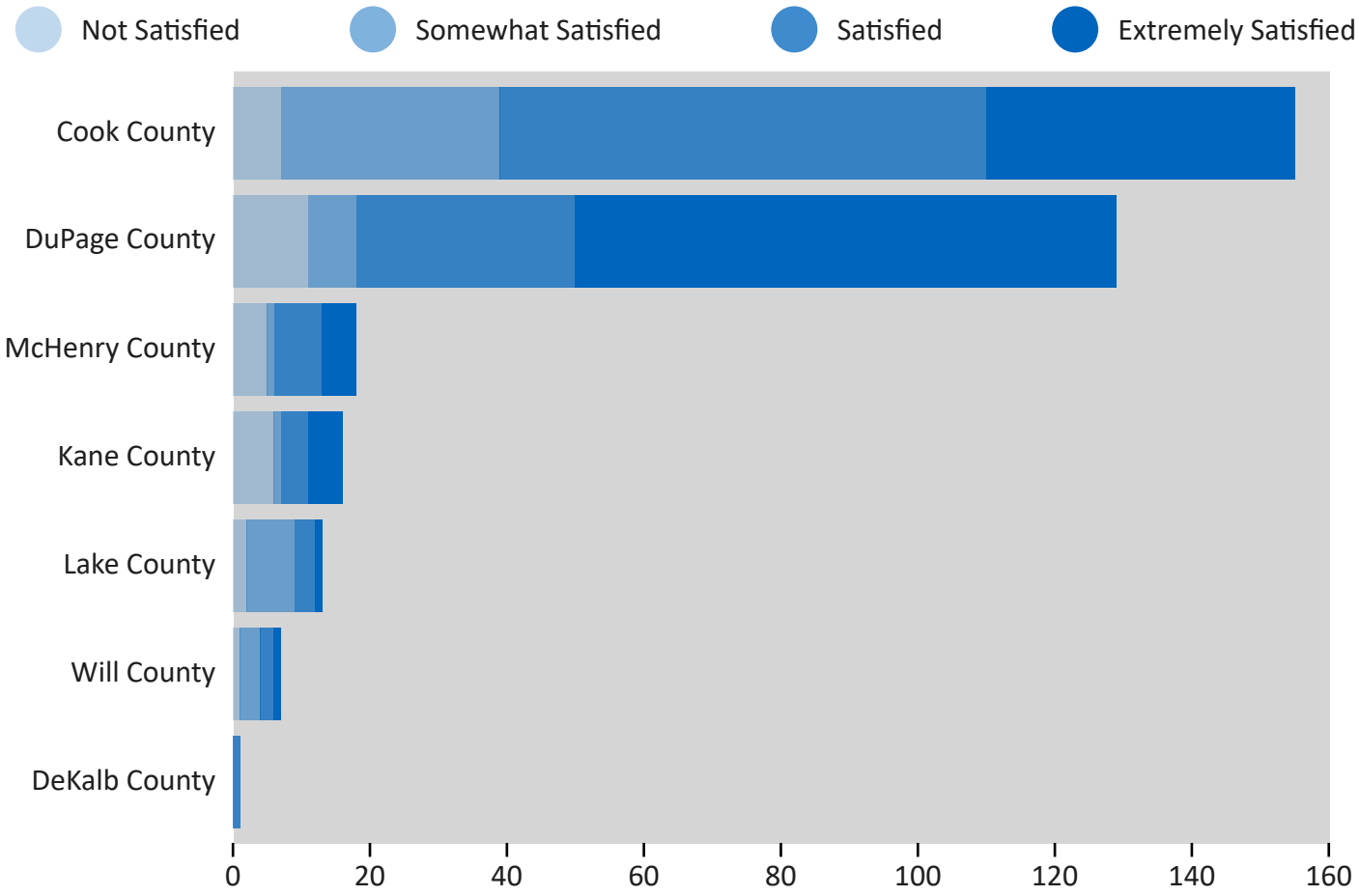


Customer Satisfaction

Levels of satisfaction with the transportation services varied by county and mode. The following charts illustrate satisfaction ratings on a scale from 1 to 5 with the transportation options most often used.

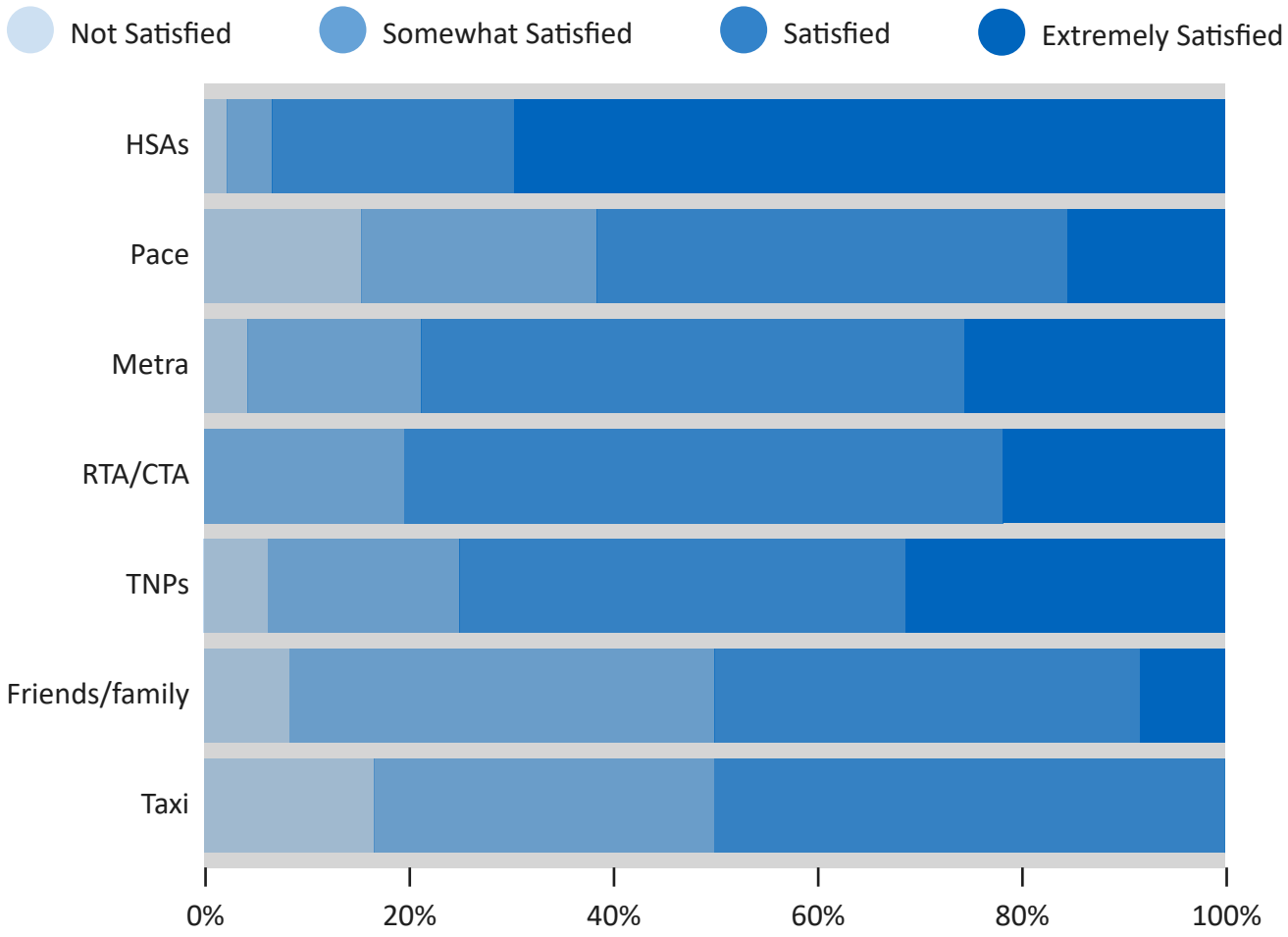
Respondents from DeKalb, McHenry, DuPage, and Cook Counties tended to be more satisfied with the transportation services that they use on a regular basis. Respondents from Lake, Kane, and Will Counties tended to have lower satisfaction ratings.

Exhibit 47. Satisfaction with Transportation Services, by County



When examining satisfaction by the mode of service used, most respondents across the board were satisfied or extremely satisfied with services. Human Service Agency (HSA) transportation programs received the highest levels of satisfaction while taxis, and riding with friends and family received the lowest overall satisfaction ratings. These findings are consistent with focus group participant input which emphasized the needs for affordable services and promoting independence by making transportation available and easy to use.

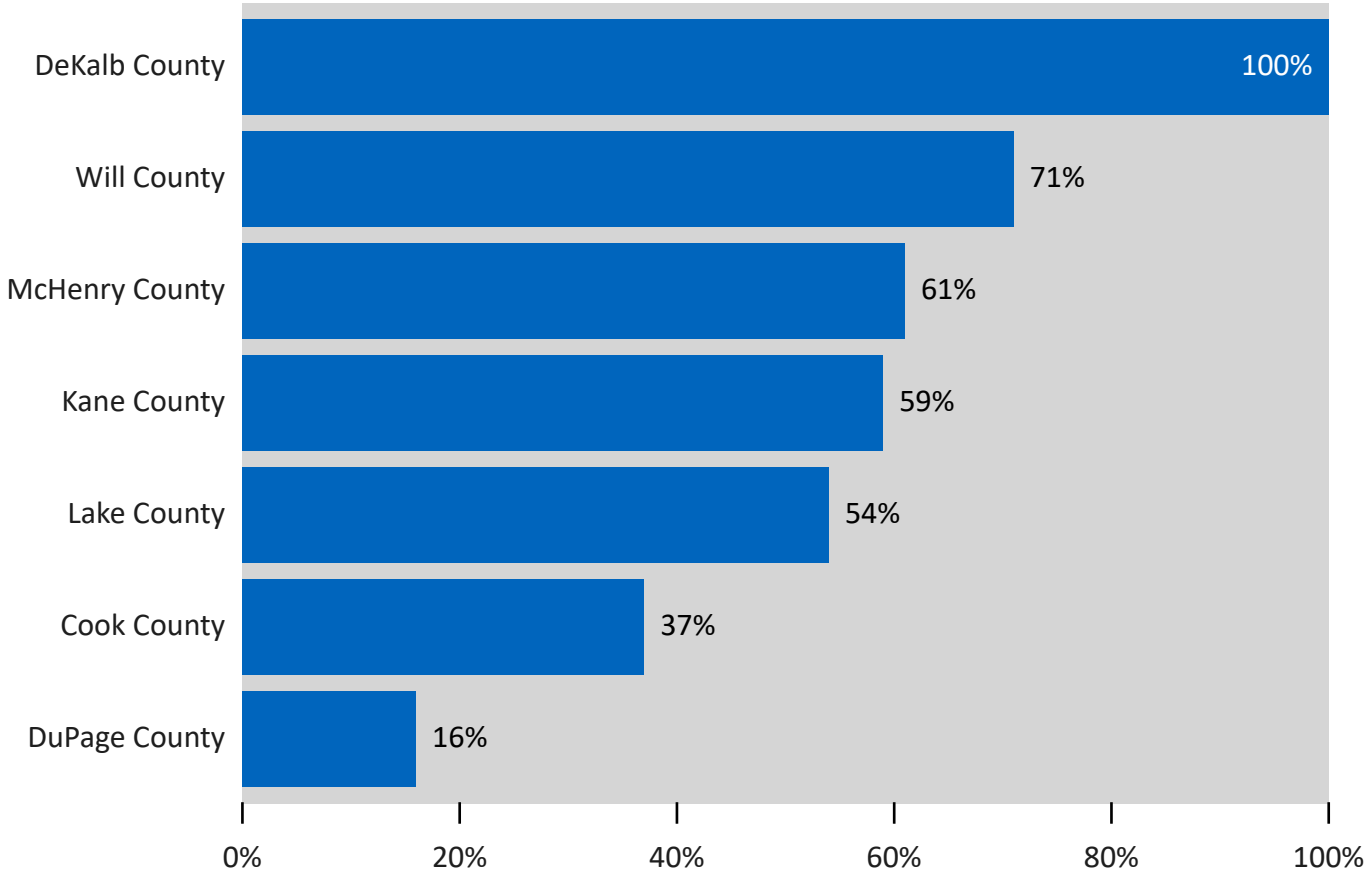
Exhibit 48. Satisfaction with Transportation Services, by Mode



Unmet Transportation Needs

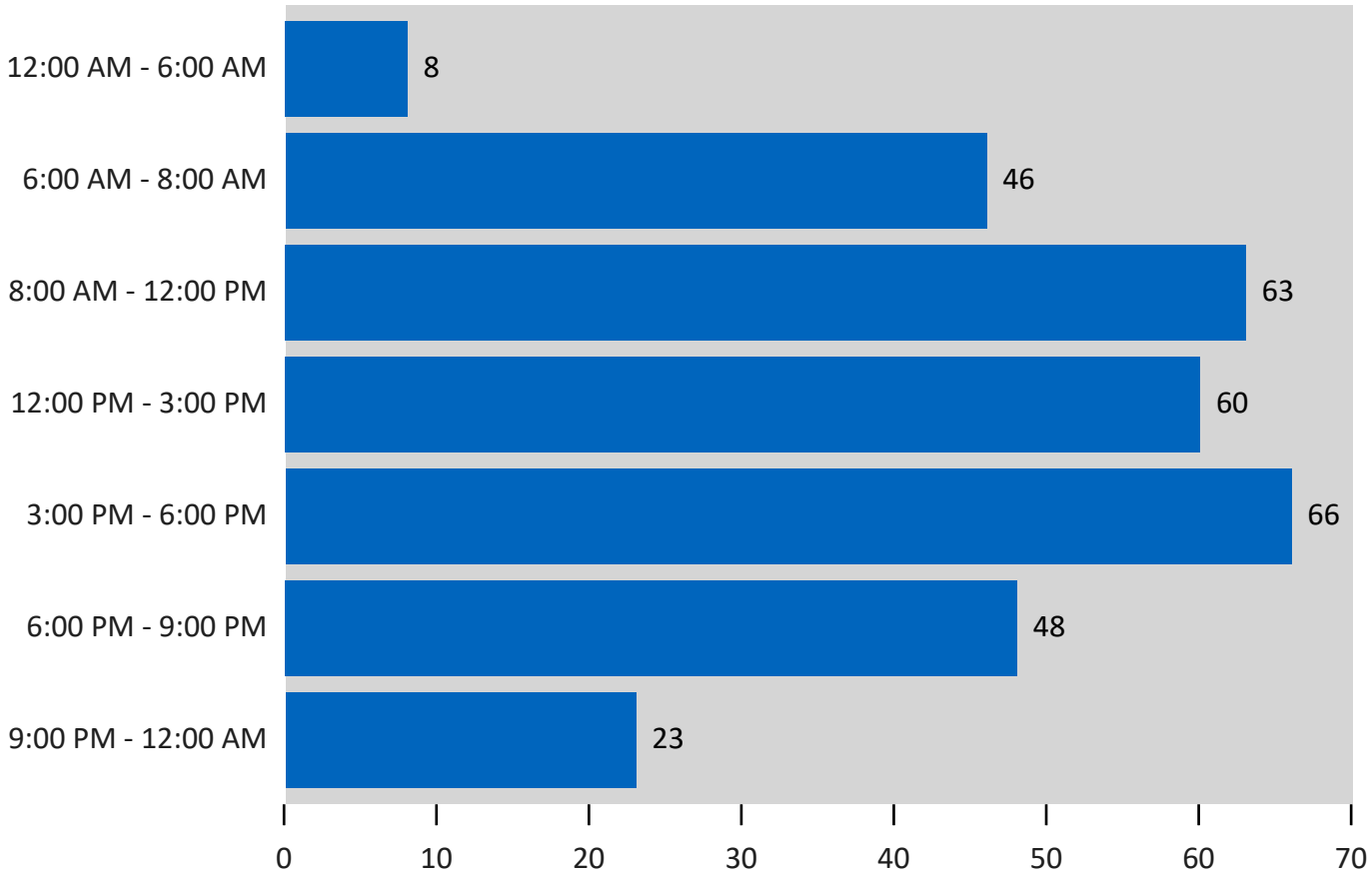
Many transportation options exist across the region, yet 32 percent of survey respondents indicated that they sometimes need a ride and do not have one. In fact, approximately half of the respondents from Lake, Kane, and McHenry Counties reported that they sometimes need a ride and do not have one. More than 70 percent of respondents in Will County reported the same. Approximately 37 percent of Cook County respondents sometimes have unmet transportation needs. It is noted that only one response was received from DuPage County making the results invalid for this question.

Exhibit 49. Unmet Transportation Need



Trips are most often needed but not available between 6:00 AM and 9:00 PM. The unmet transportation need identified in Exhibit 50 occurred on weekends for about half of the survey respondents and on weekdays for 50 percent to 70 percent of respondents. In most counties, there is little to no public transportation service on weekends outside of the Pace fixed route and Paratransit services or private transportation.

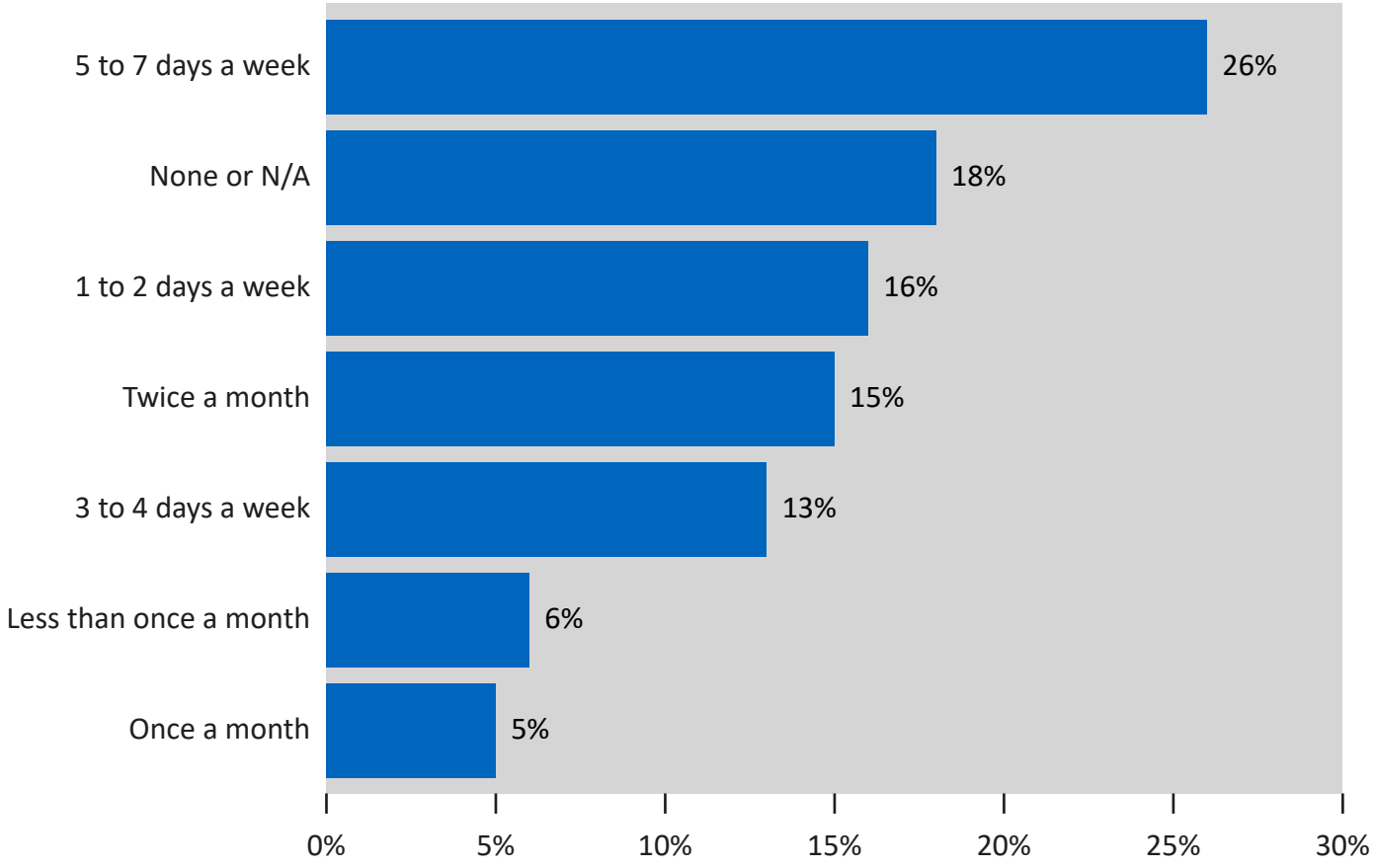
Exhibit 50. Time of Day when Trips are Needed but Not Available



Many times, transit disadvantaged individuals rely on a family member or friend to drive them when other transportation options are not available. This fact was reinforced with focus group and survey feedback.

Exhibit 51 illustrates that more than 25 percent of respondents request a ride from a family member/ friend five to seven days per week for errands or essential trips.

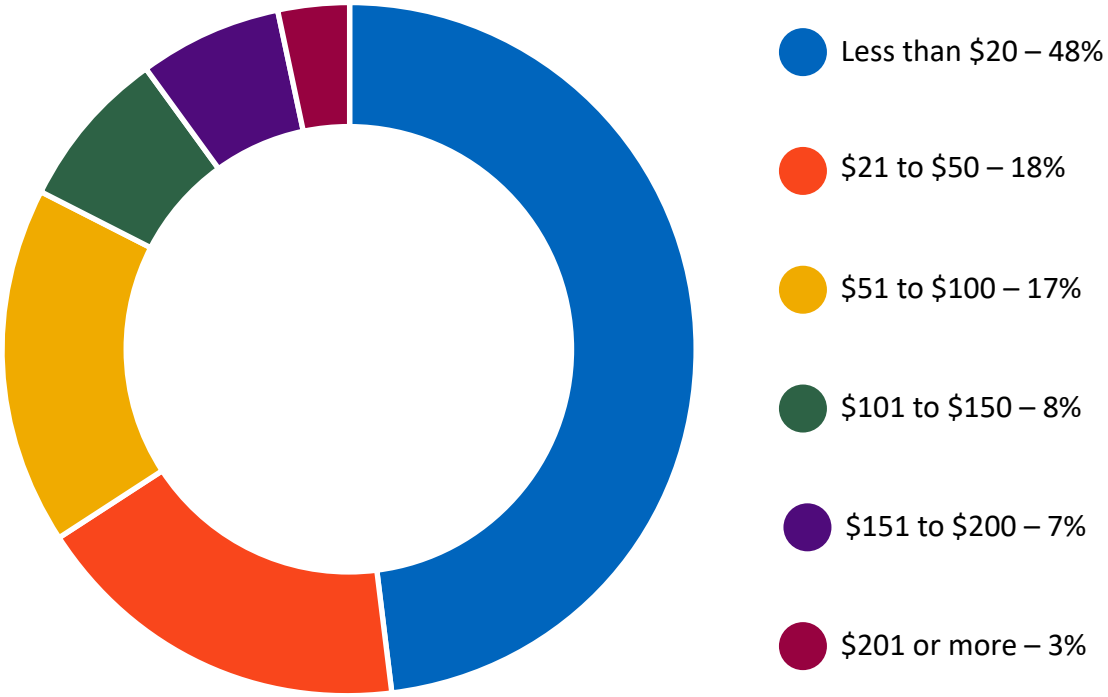
Exhibit 51. Frequency of Requesting a Ride from A Friend/Family Member for Essential Trips



Budgeting for Transportation

Choices for transportation options are influenced by a lot of different factors, with affordability at the top of the list. Survey results indicate that nearly half (48 percent) of respondents spend less than $20 per month on personal transportation. Another 18 percent spend between $21 and $50 per month. Seventeen percent spend between $51 and $100 per month. The remaining 17 percent spend up to or more than $200 per month on personal transportation.

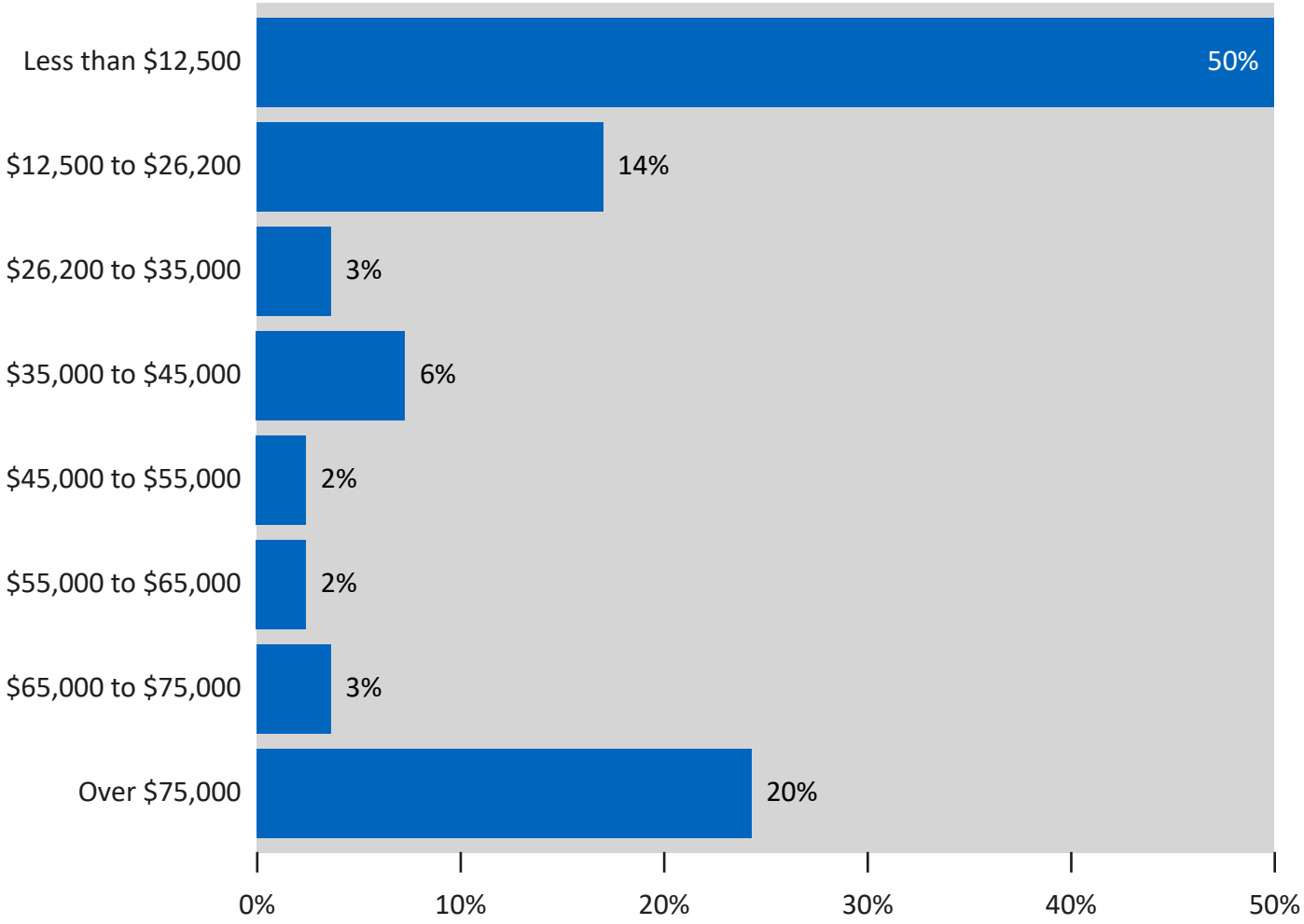
Exhibit 52. Monthly Transportation Expenses



Transportation is a significant portion of the monthly household budget for most of the survey respondents. Approximately 50 percent of respondents reported earnings of less than $12,500 per month. Another 14 percent earn between $12,500 and $26,000 per month.

On the opposite end of the spectrum, 20 percent of respondents earn over $75,000 per month. This diversity in household incomes as well as the amount of money spent on transportation (Exhibit 52) reflect the wide range of economic diversity in the region.

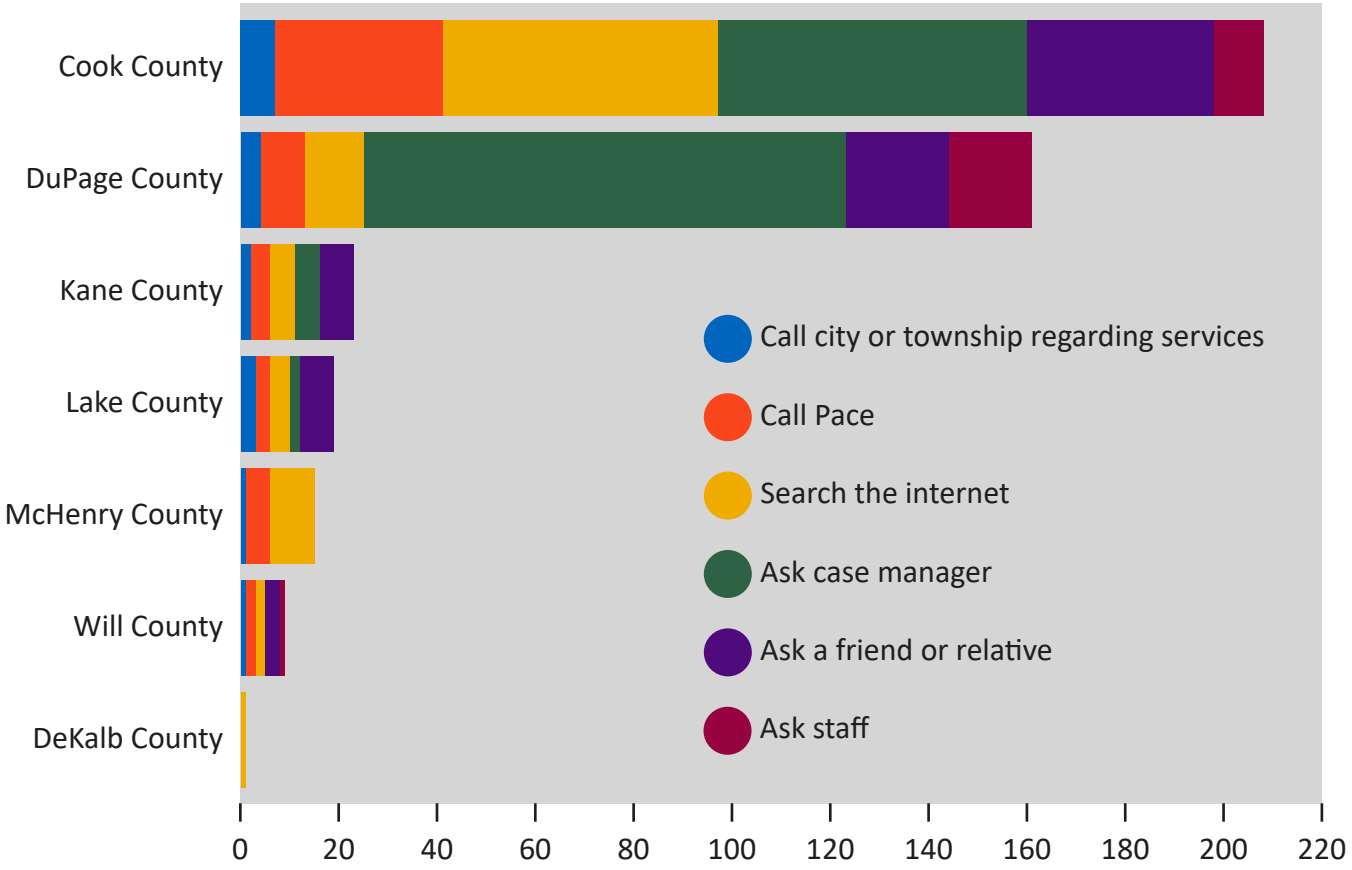
Exhibit 53. Combined Household Income



Sources of Information about Transportation and Internet Access

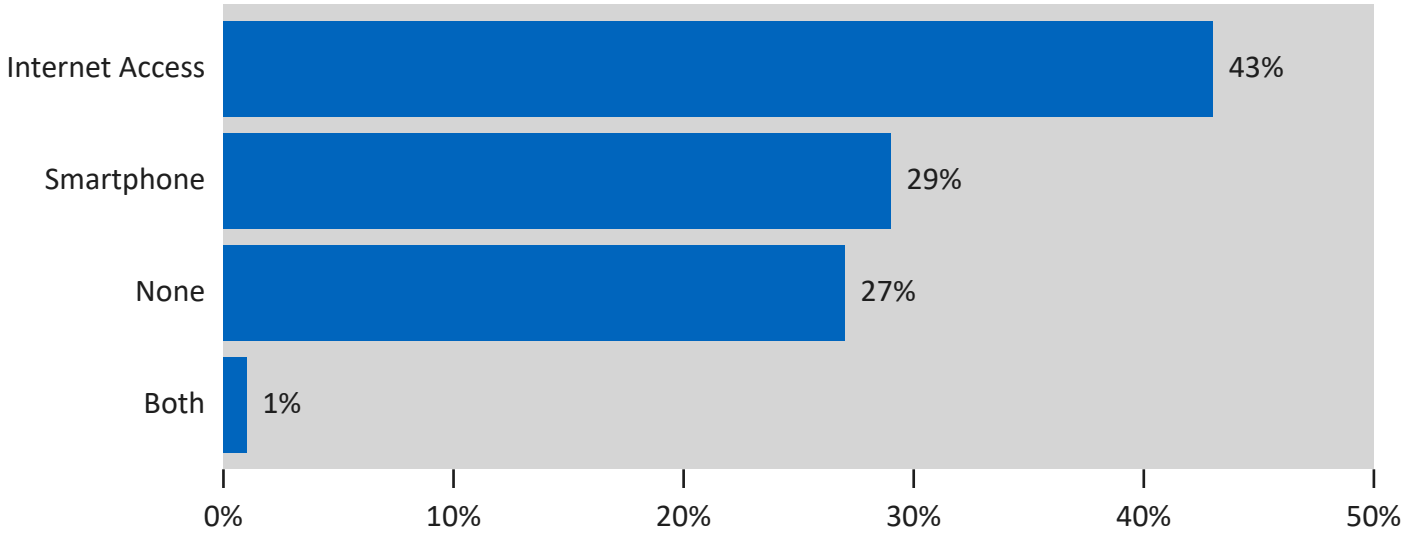
Access to information about available transportation services is a challenge reiterated by stakeholders throughout the region. While many respondents use the internet to search for information, most place a phone call to their transportation provider or ask a friend or agency staff member to assist them. This result is, in part, due to the lack of online information resources for transportation services in the region.

Exhibit 54. Information Resources



As local stakeholders consider implementation of more app based or online resources for information sharing and/or trip scheduling it is important to understand how many respondents have reliable internet at home or a smartphone. Less than half of the respondents indicated that they have reliable internet access, and 29 percent use a smartphone. Approximately 27 percent said they do not have internet or a smartphone. DuPage and Cook County survey respondents made up most respondents with no internet or smartphone access. Additional research may be needed to explore the true scale of households with no access to internet or a smartphone if one-click information sharing and/or scheduling options are implemented. But the current survey results support the need to maintain telephone-based information options even if new technology is introduced.

Exhibit 55. Access to the Internet



STAFF SURVEY RESULTS

One-hundred and eighty-one staff from human service agencies completed a brief survey about the transportation needs and complaints of the passengers they transport. Key results are highlighted in Table 37. Staff from Clearbrook, Ray Graham Association for People with Disabilities, Little City Foundation, CTF

Table 37. Rider Needs as Identified by HSA Transportation Provider Staff

UNMET TRANSPORTATION NEEDS
Affordable, door-to-door transportation to support employment.
In the southern suburbs there are many areas with no services which keep people from working in other areas. Fixed route travel times are not viable options for employment transportation.
Access to wheelchair accessible vehicles.
Limited hours and days of transportation service operations make it difficult for transportation dependent individuals to get the transportation they need during extended hours.
Flexible schedules and the ability to schedule rides with shorter notice.
Needing transportation to an area that is not served by RTA or not served during the days/times when the person needs to go.
Being able to get transportation between counties.
Transportation should support community integration.
Trained health assistance to ride with passengers.

LOCATIONS WHERE RIDERS NEED TO GO BUT CAN'T GET TO USING SERVICE
Life skills development/educational opportunities
Medical appointments and day programs
Visiting family members
Anywhere outside of Cook County
Grocery stores
Shopping

MOST COMMON SUGGESTIONS/COMPLAINTS FROM RIDERS
Pick-up and drop-off times are unreliable.
There should be more options for stops along existing routes.
Transportation costs take up most or all their limited incomes.
Bus stops are sometimes not near the major destination and it is not safe or possible to walk from the bus stop to the location (i.e., 1/2 mile from bus stop to Walmart).
More vehicles
Flexible scheduling options.
Larger vehicles with more space inside.
Vehicles need to be updated.

Illinois, AgeGuide, RSVP McHenry County, Rich Township, and MTM, Inc. participated in the survey. The commonalities among responses from different agencies indicates that the issues with needs for flexible scheduling options, door-to-door services, and extended service areas and hours span throughout the region for individuals with disabilities. Also, access to wheelchair accessible vehicles that are large enough, updated, safe, and clean is a common complaint from this community.

HEALTH, ECONOMIC DEVELOPMENT, AND HUMAN SERVICES SURVEY RESULTS

A brief survey was distributed to organizations that provide public health, wellness, or economic development services. These agencies often focus on services for individuals with low incomes as well as those with disabilities or older adults. Thirty-five organizations responded. Survey results are summarized in Table 38.

Table 38. Public Health, Wellness, and Economic Development Survey Summary

UNMET TRANSPORTATION NEEDS
Transportation to community employment, medical appointments, and social/recreational activities.
Door-to-door, ADA accessible transportation options.
Better bus route coverage in the south suburbs of Cook County.
More bus service in the suburbs on weekends.
Critical need for drivers to be trained to serve individuals with intellectual disabilities
Getting to their destination on time.
Travel options that are available outside of the Pace Suburban Bus operating hours (particularly before 7:00 AM and after 10:00 PM).

POTENTIAL SOLUTIONS TO ADDRESS TRANSPORTATION NEEDS
Provide drivers with training to work with special needs passengers.
Funding to replace buses with wheelchair accessible vans.
Affordable alternatives to Uber, Lyft, etc. where drivers undergo background checks and a smartphone is not needed.
Ensure existing programs have adequate funding to continue transportation services.
More bus routes and more connections or options to transfer between communities.
More collaboration between agencies and Pace.
Review public transit stops while keeping individuals with disabilities in mind. Some stops need sidewalk repairs or are so steep passengers with mobility devices cannot access them.
New scheduling that customers can do. Currently, customers need assistance while they call Pace to make a reservation and the reservation process is complicated and time consuming.
Continue to build on the existing services and improve access for individuals with disabilities.
A village van or shuttle bus to take people to locations with a sliding scale fee to support the costs.

APPENDIX D: DEMOGRAPHIC MAPS

Exhibit 56. Cook County Population Over 65 Per Square Mile

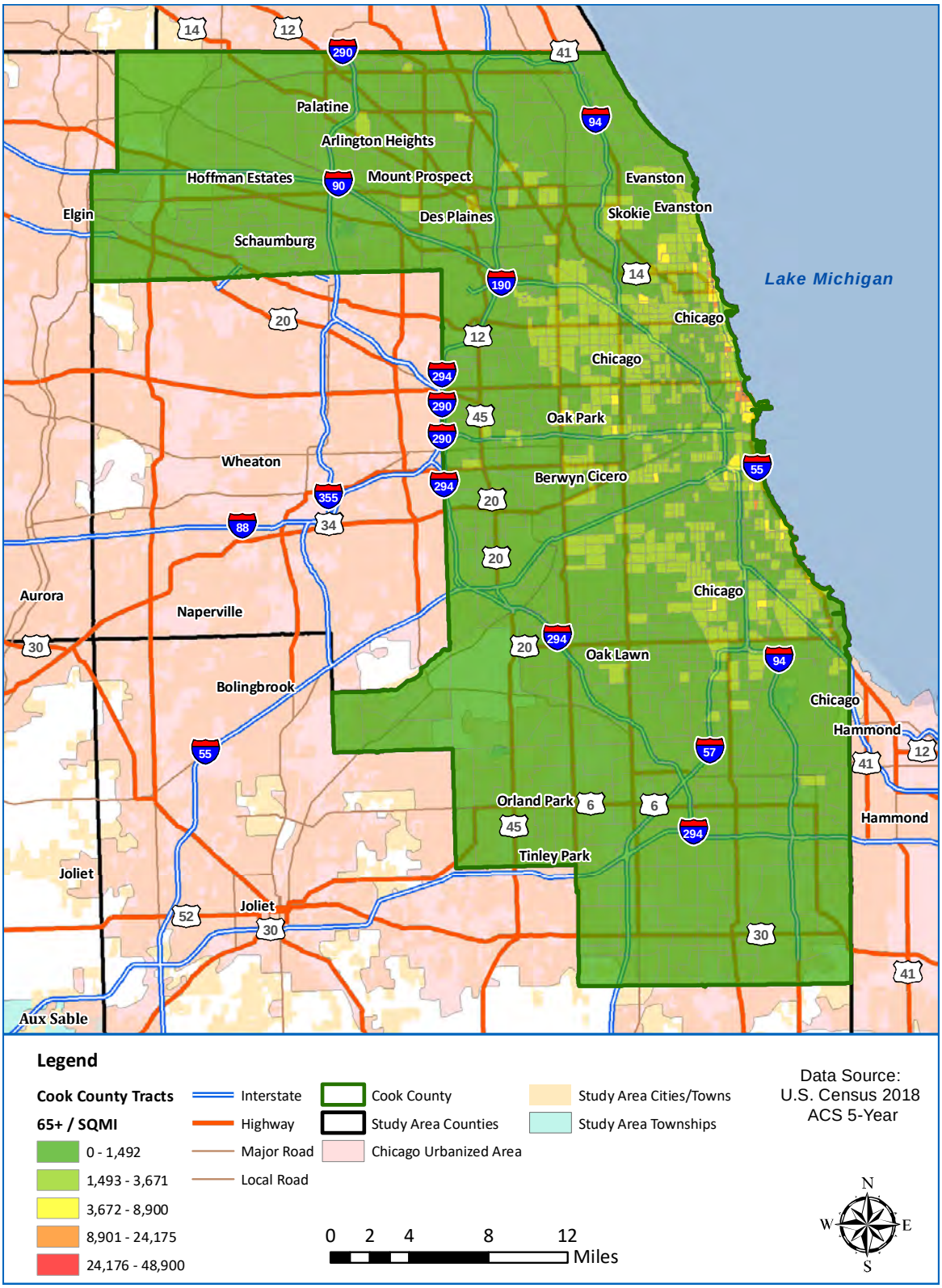


Exhibit 57. Cook County Percent of Population with a Disability

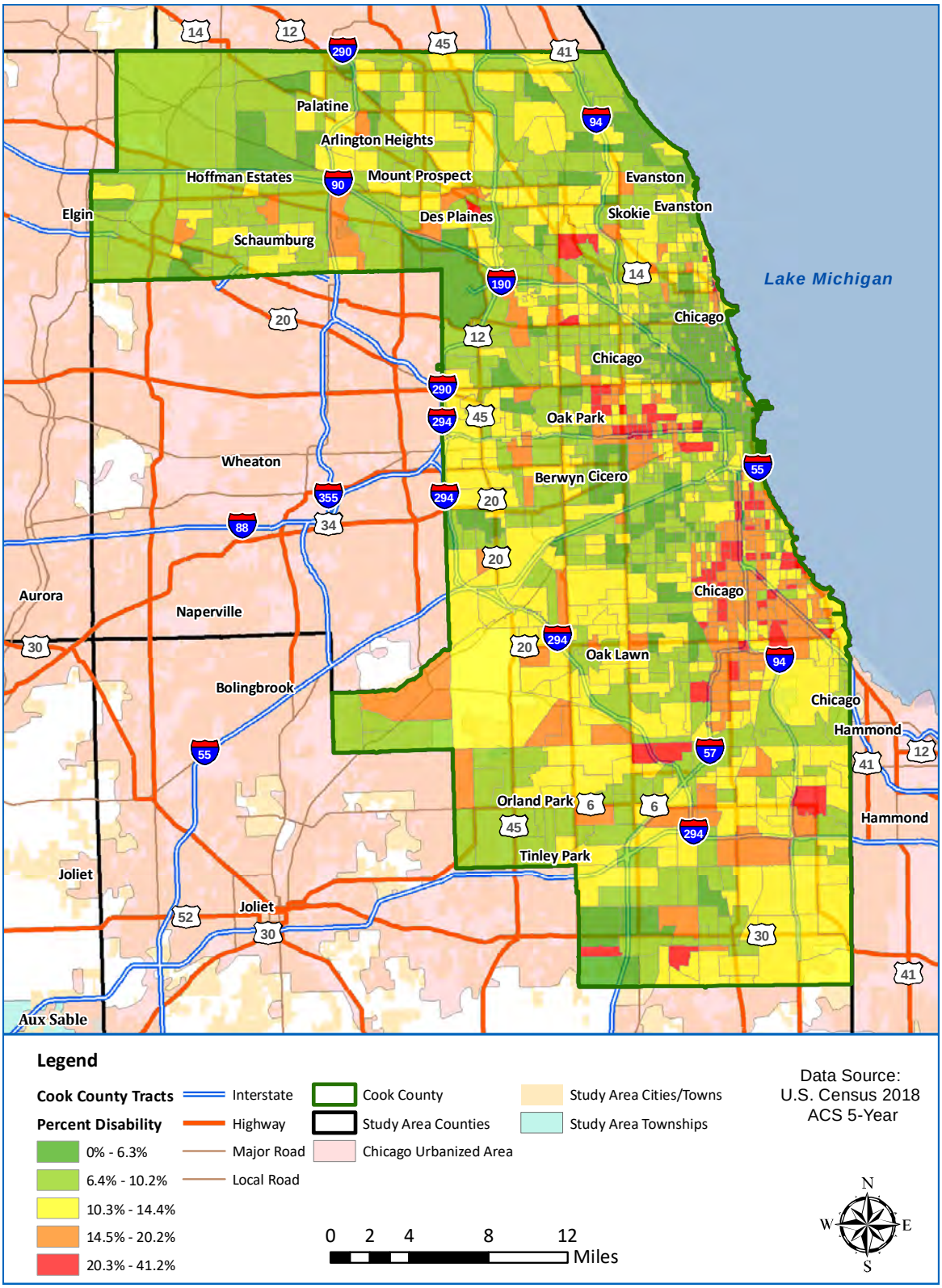


Exhibit 58. Cook County Percent of Population Living Below the Poverty Level

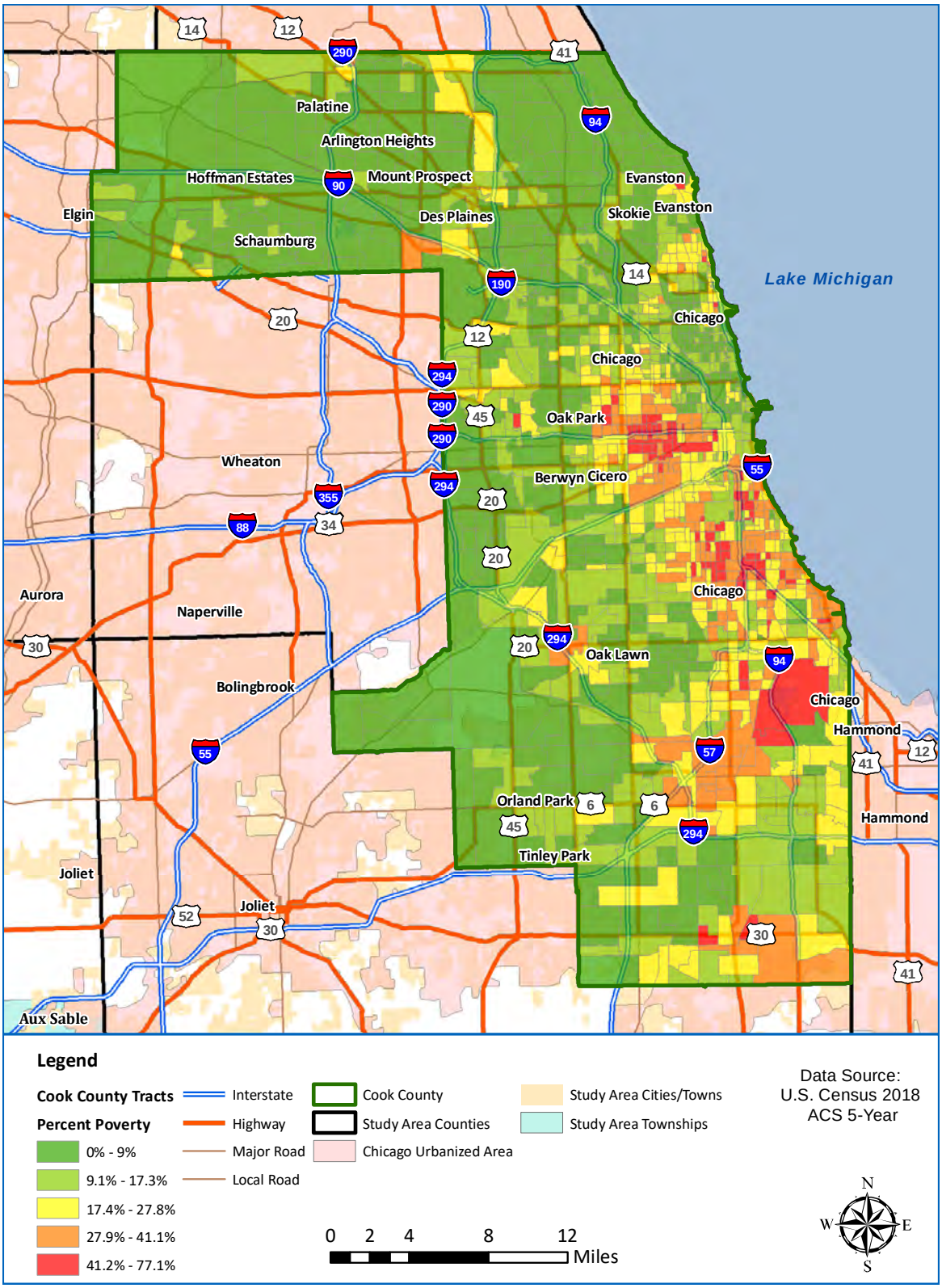


Exhibit 59. DuPage County Population Over 65 Per Square Mile

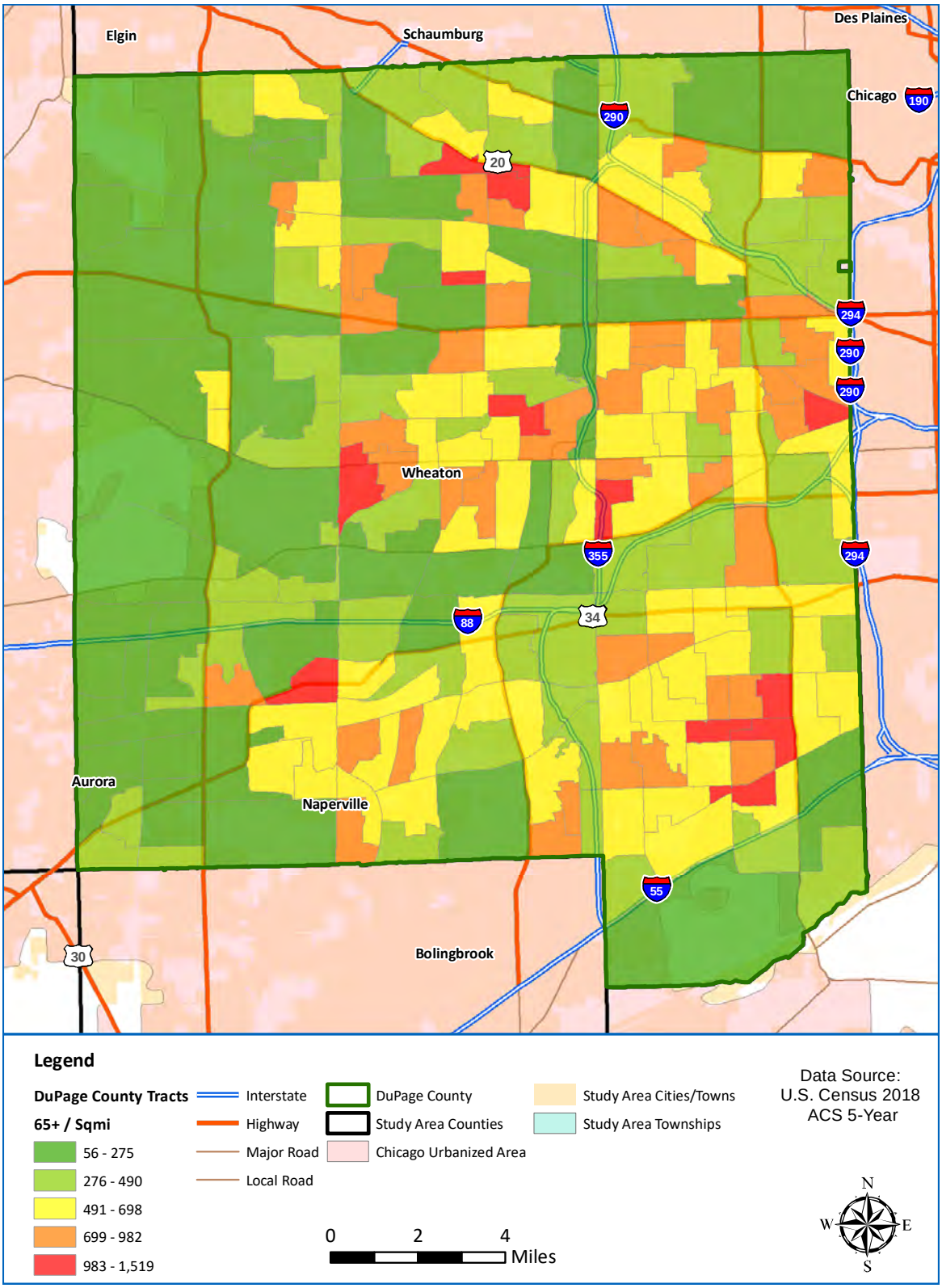


Exhibit 60. DuPage County Percent of Population with a Disability

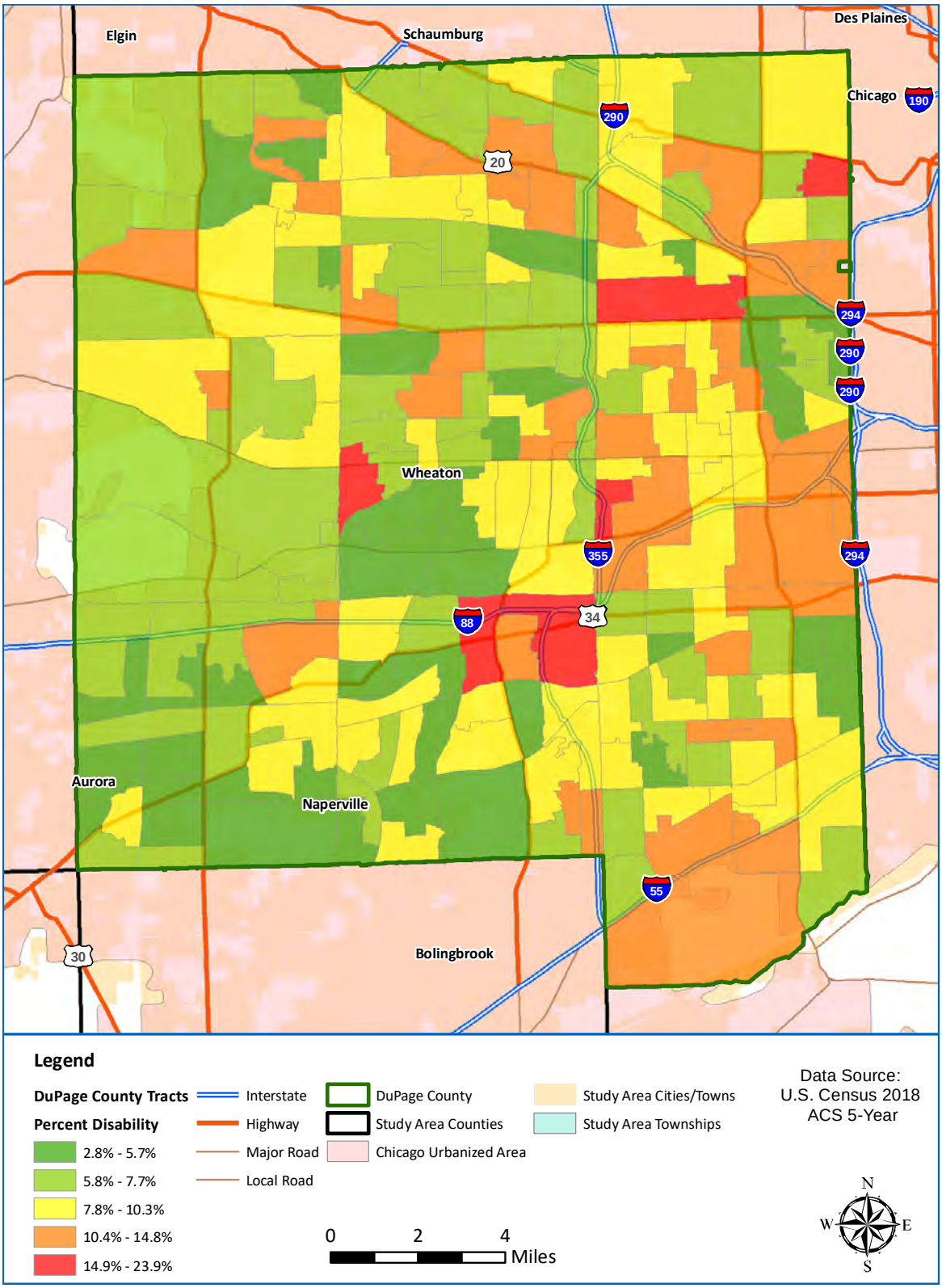


Exhibit 61. DuPage County Percent of Population Living Below the Poverty Level

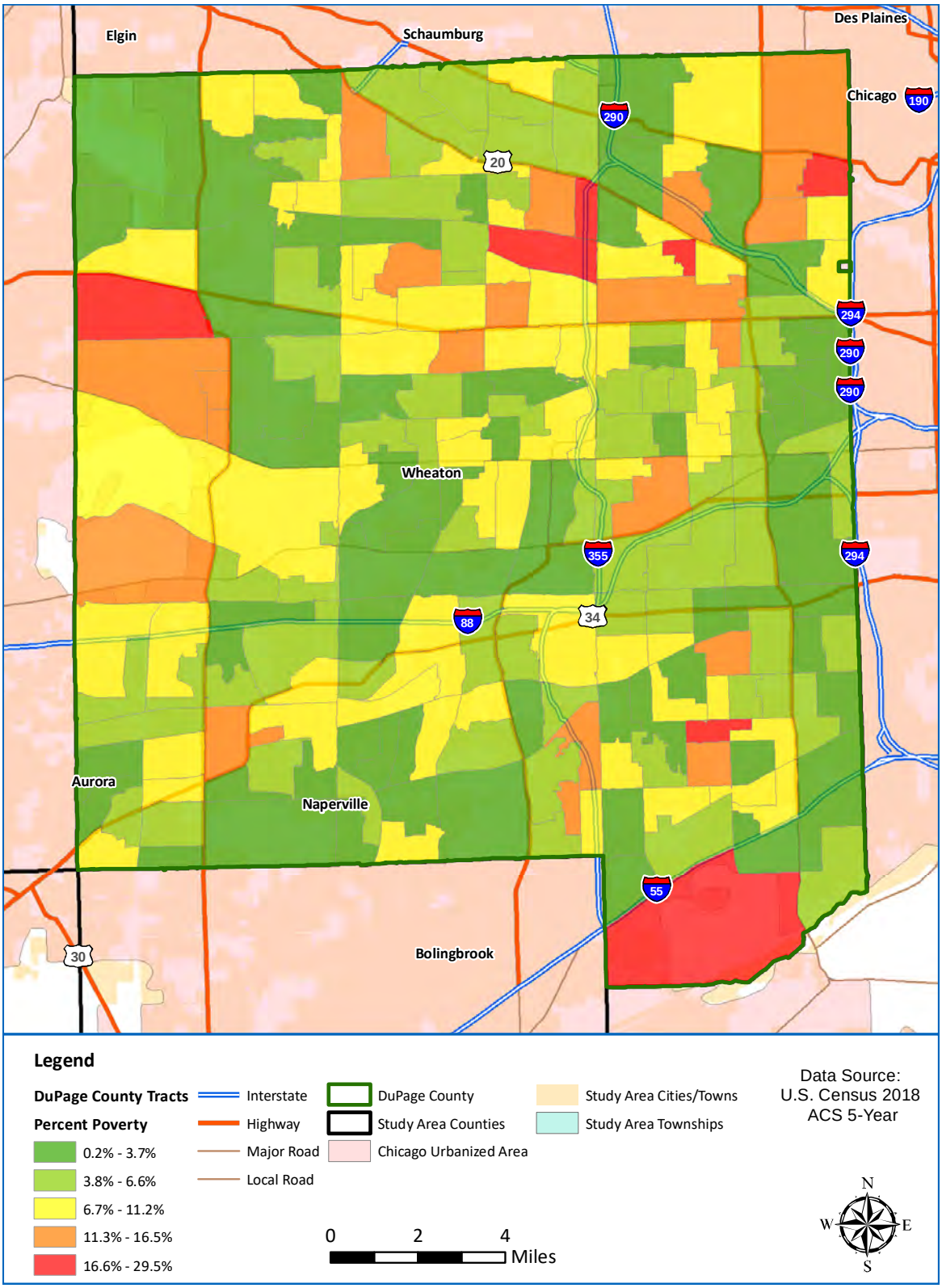


Exhibit 62. Kane County Population Over 65 Per Square Mile

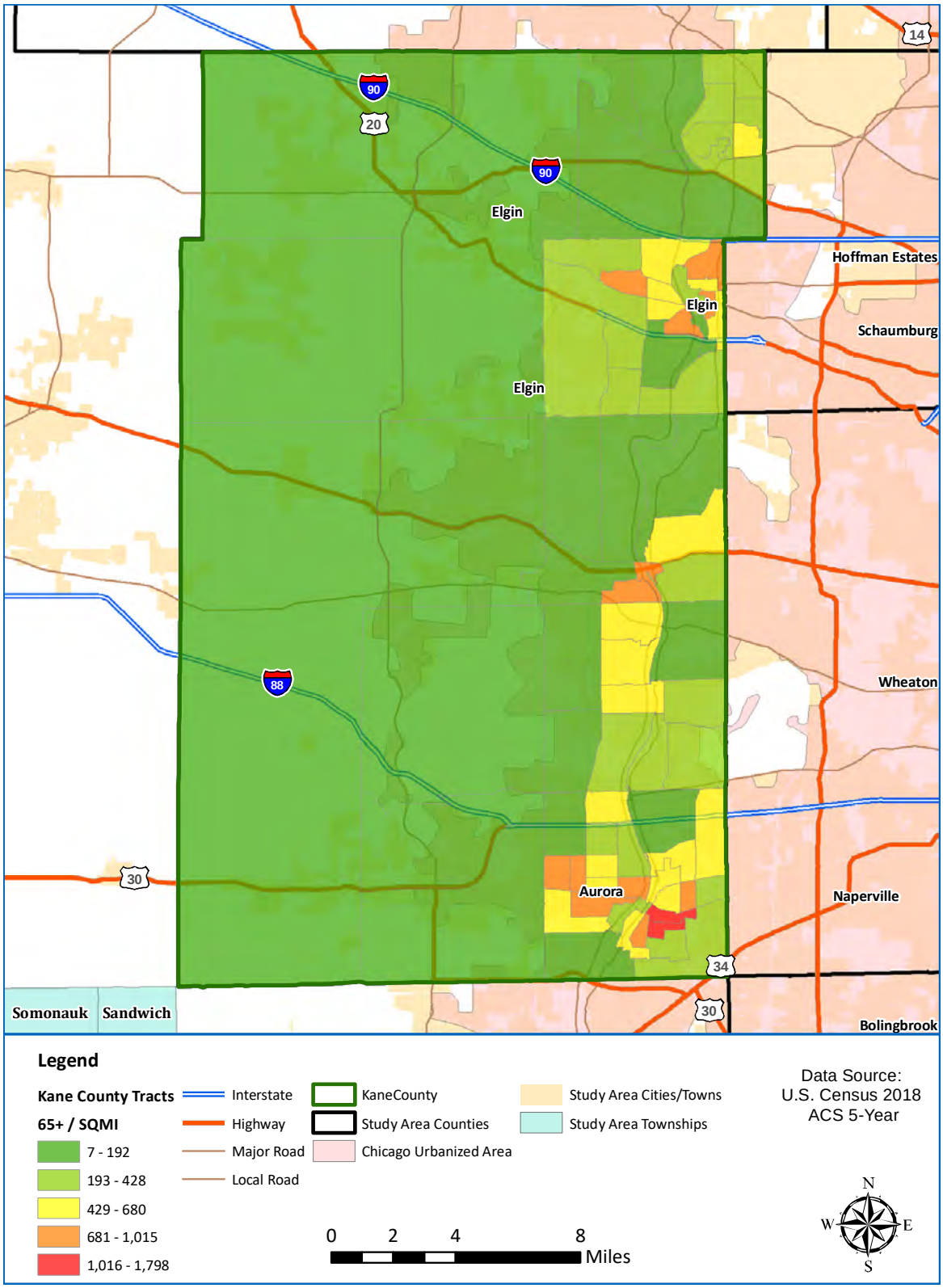


Exhibit 63. Kane County Percent of Population with a Disability

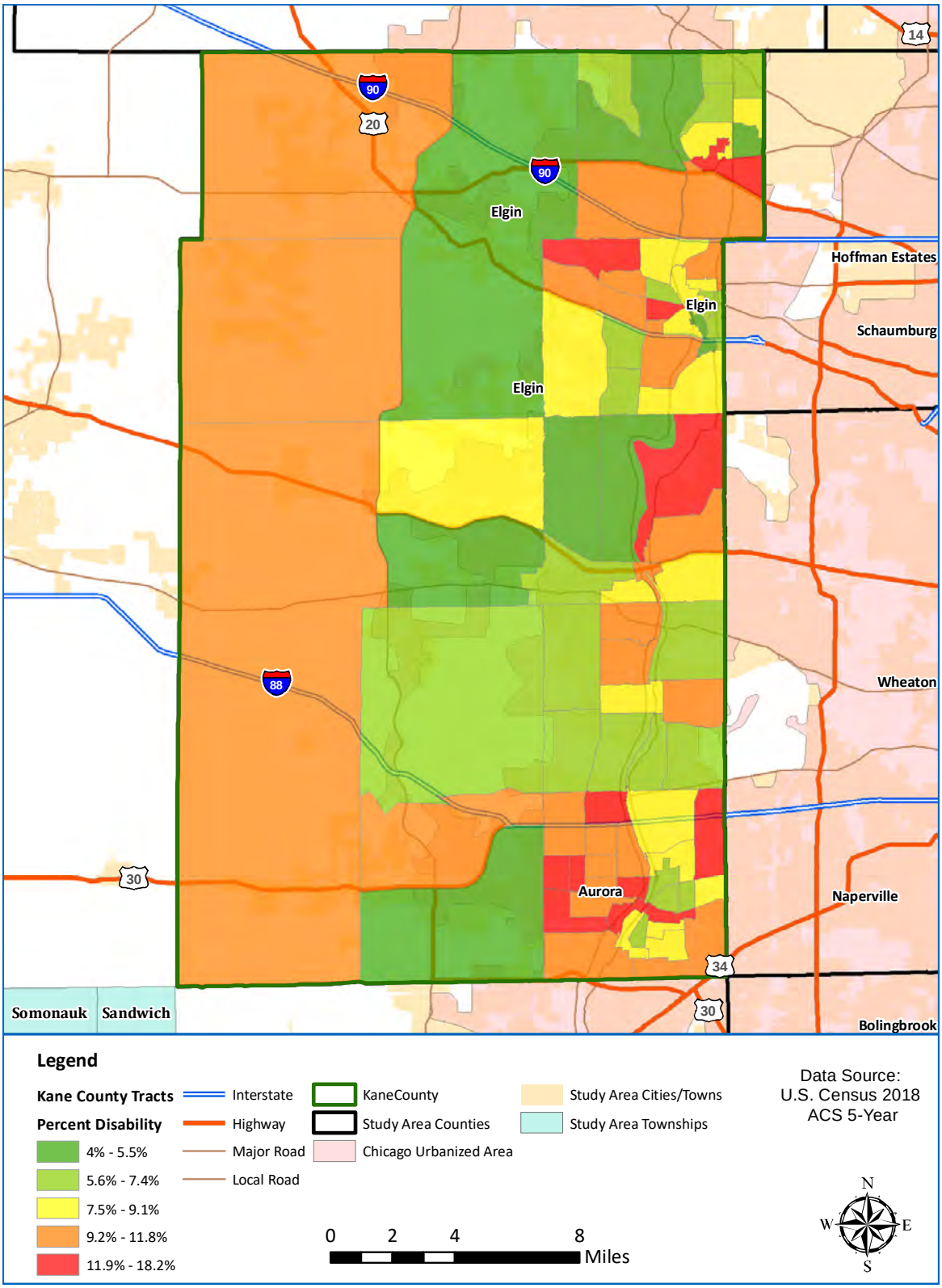


Exhibit 64. Kane County Percent of Population Living Below the Poverty Level

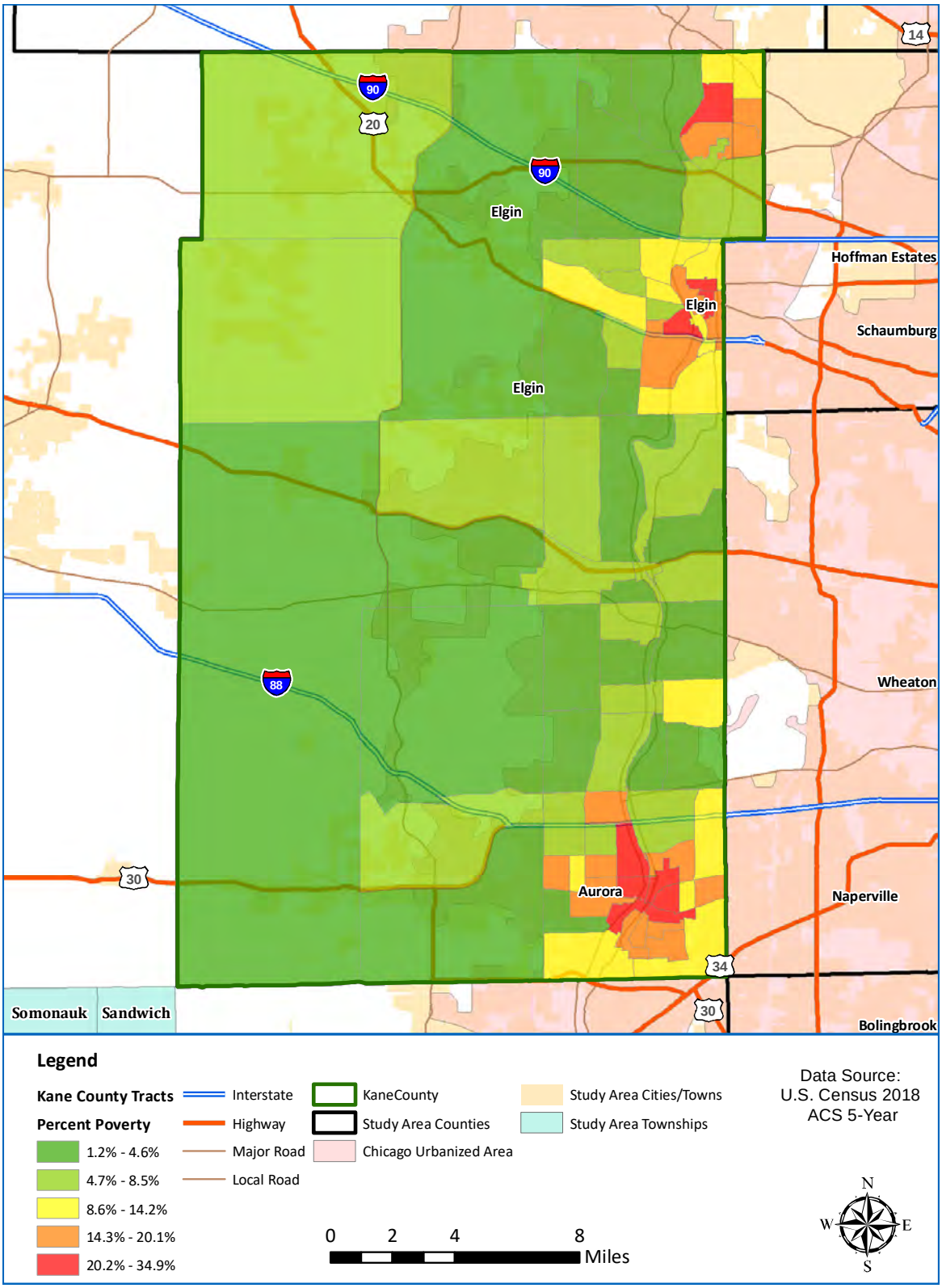


Exhibit 65. Lake County Population Over 65 Per Square Mile

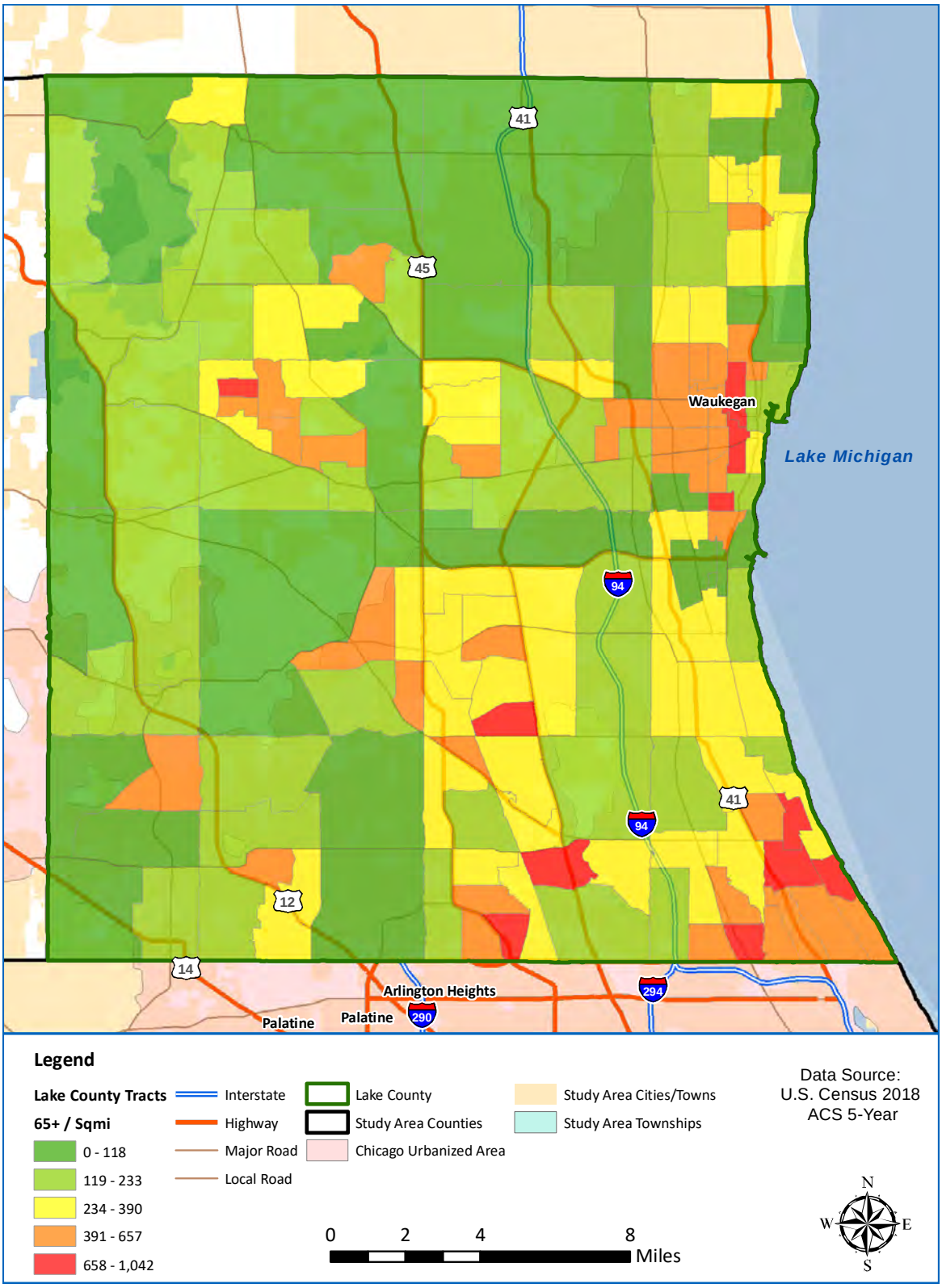


Exhibit 66. Lake County Percent of Population with a Disability

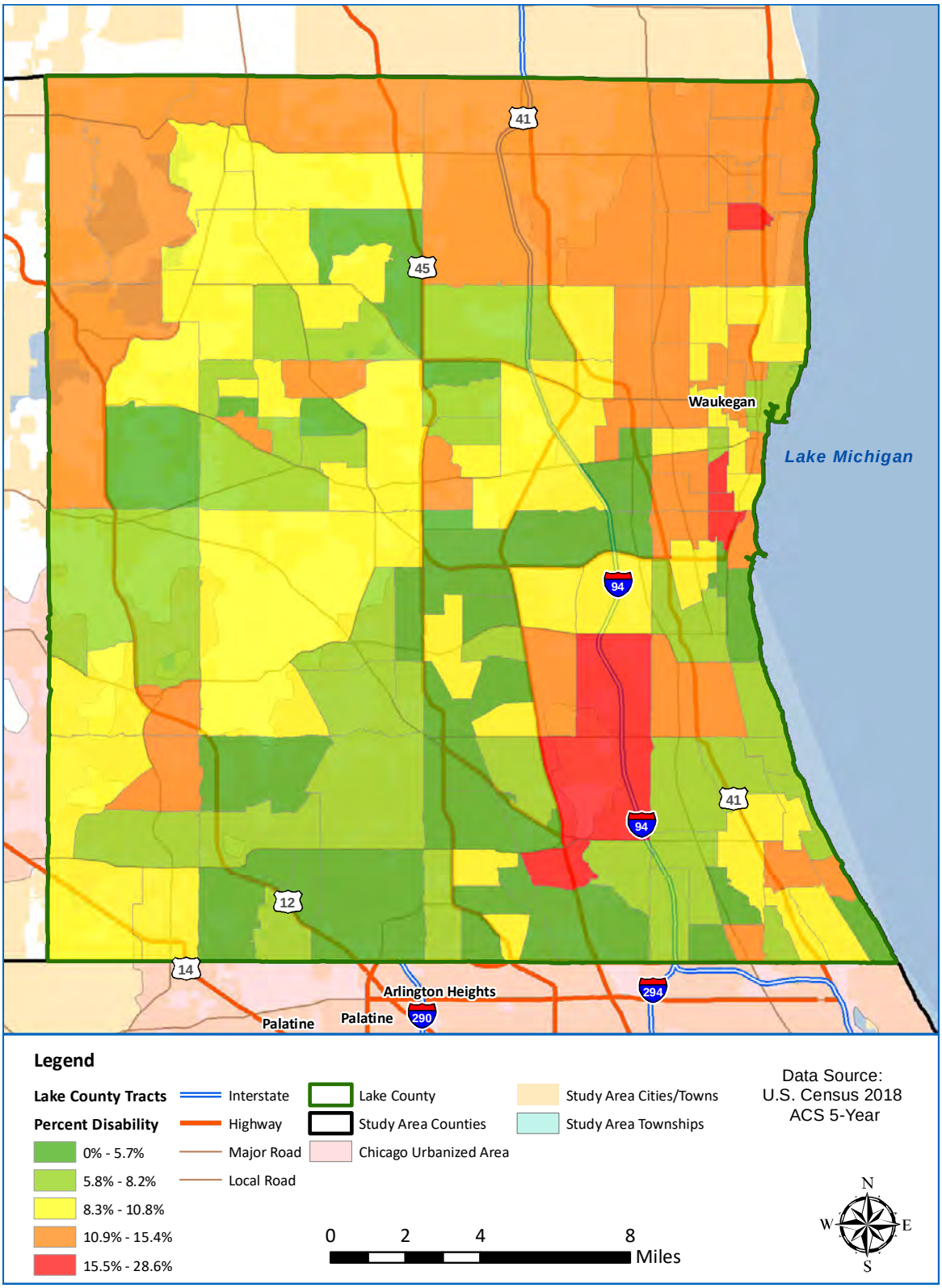


Exhibit 67. Lake County Percent of Population Living Below the Poverty Level

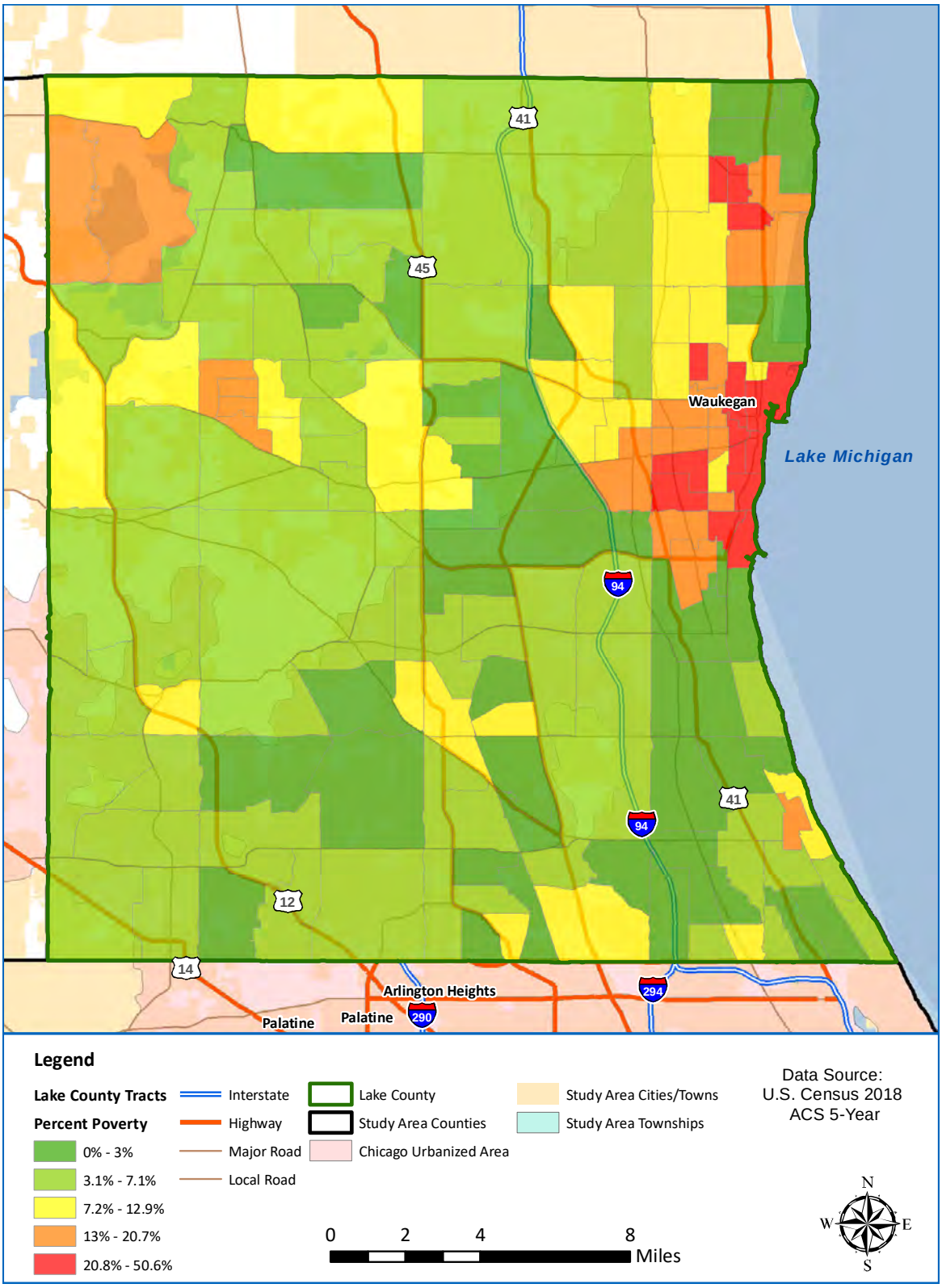


Exhibit 68. McHenry County Population Over 65 Per Square Mile

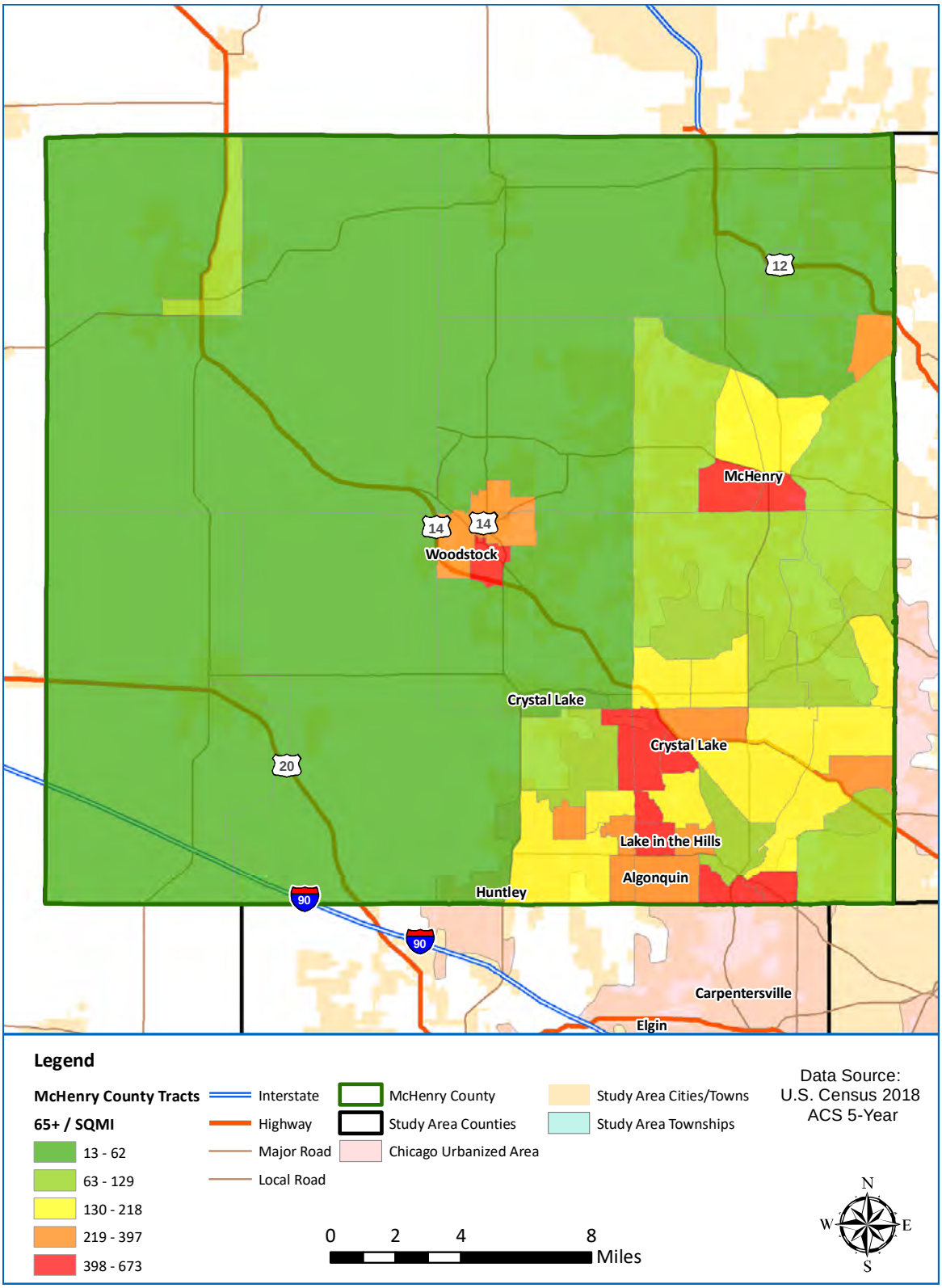


Exhibit 69. McHenry County Percent of Population with a Disability

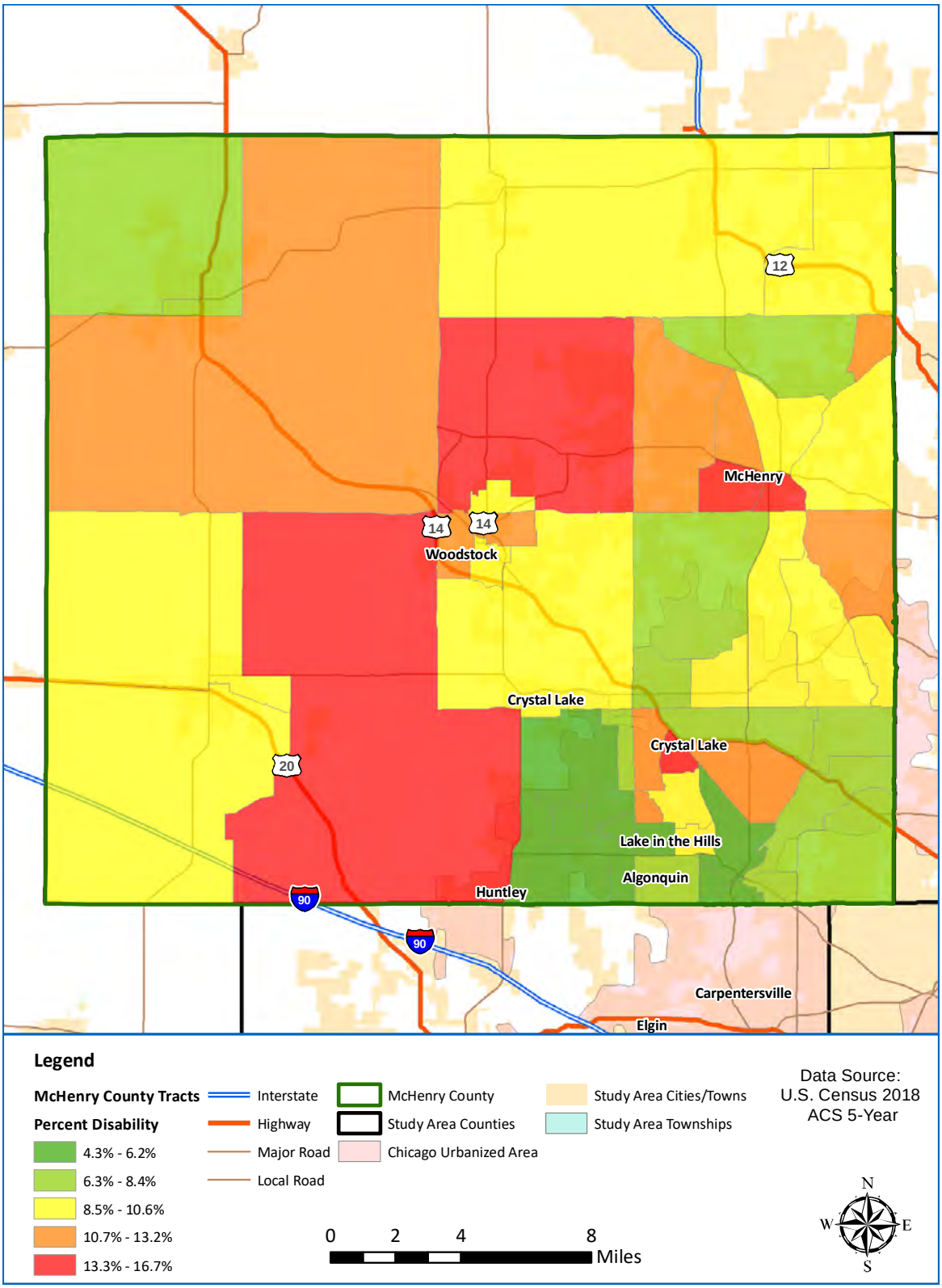


Exhibit 70. McHenry County Percent of Population Living Below the Poverty Level

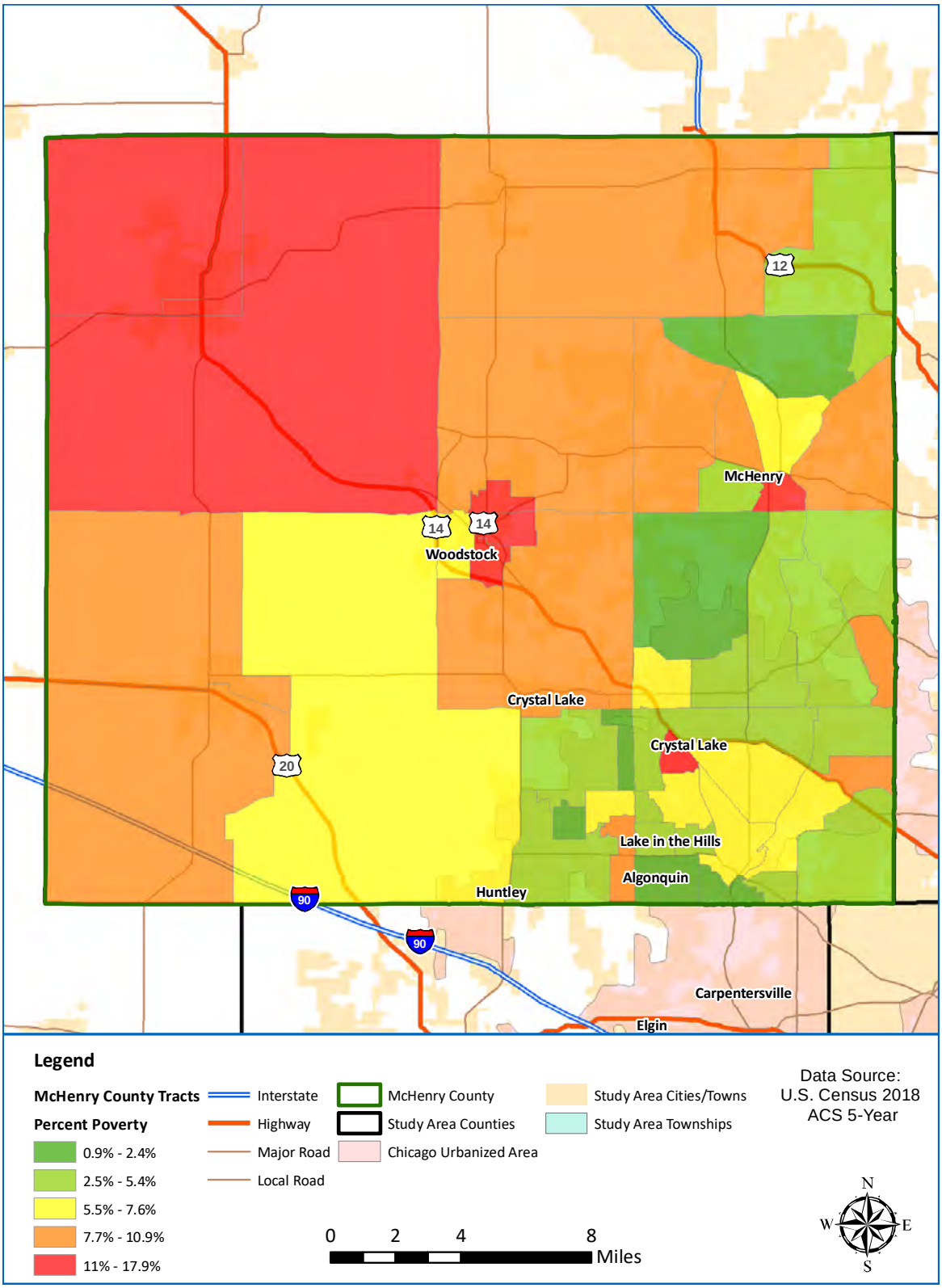


Exhibit 71. Will County Population Over 65 Per Square Mile

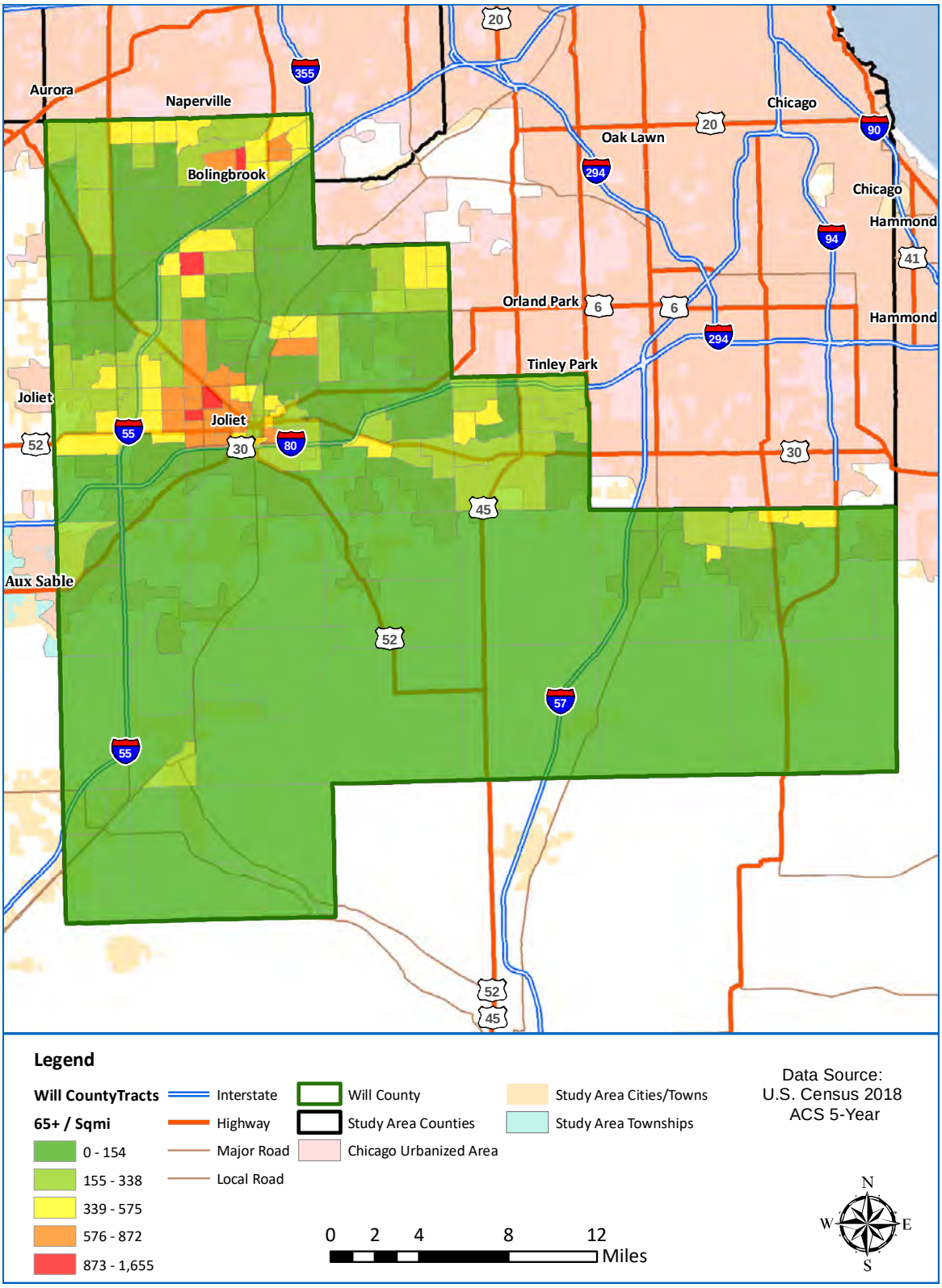


Exhibit 72. Will County Percent of Population with a Disability

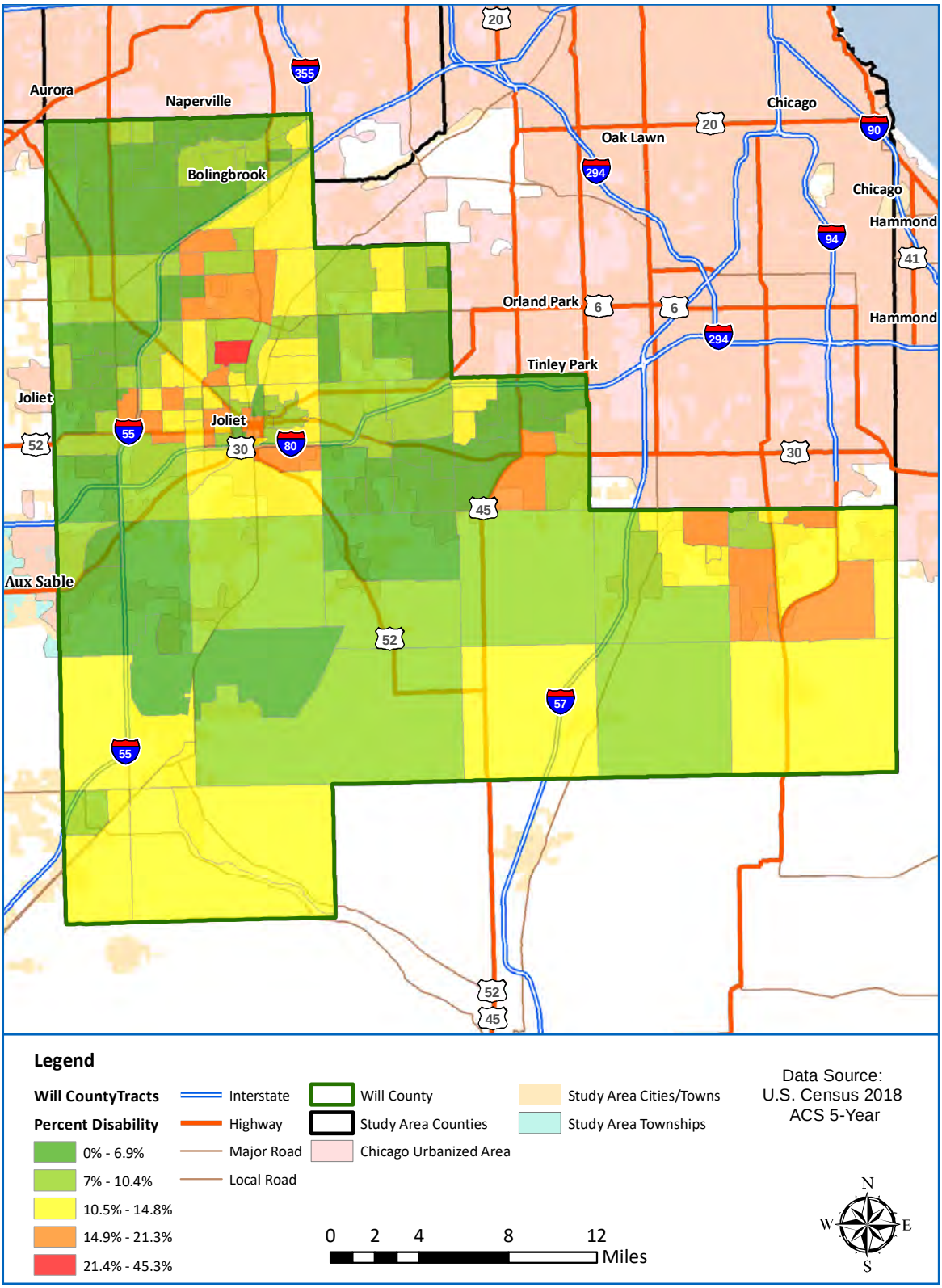
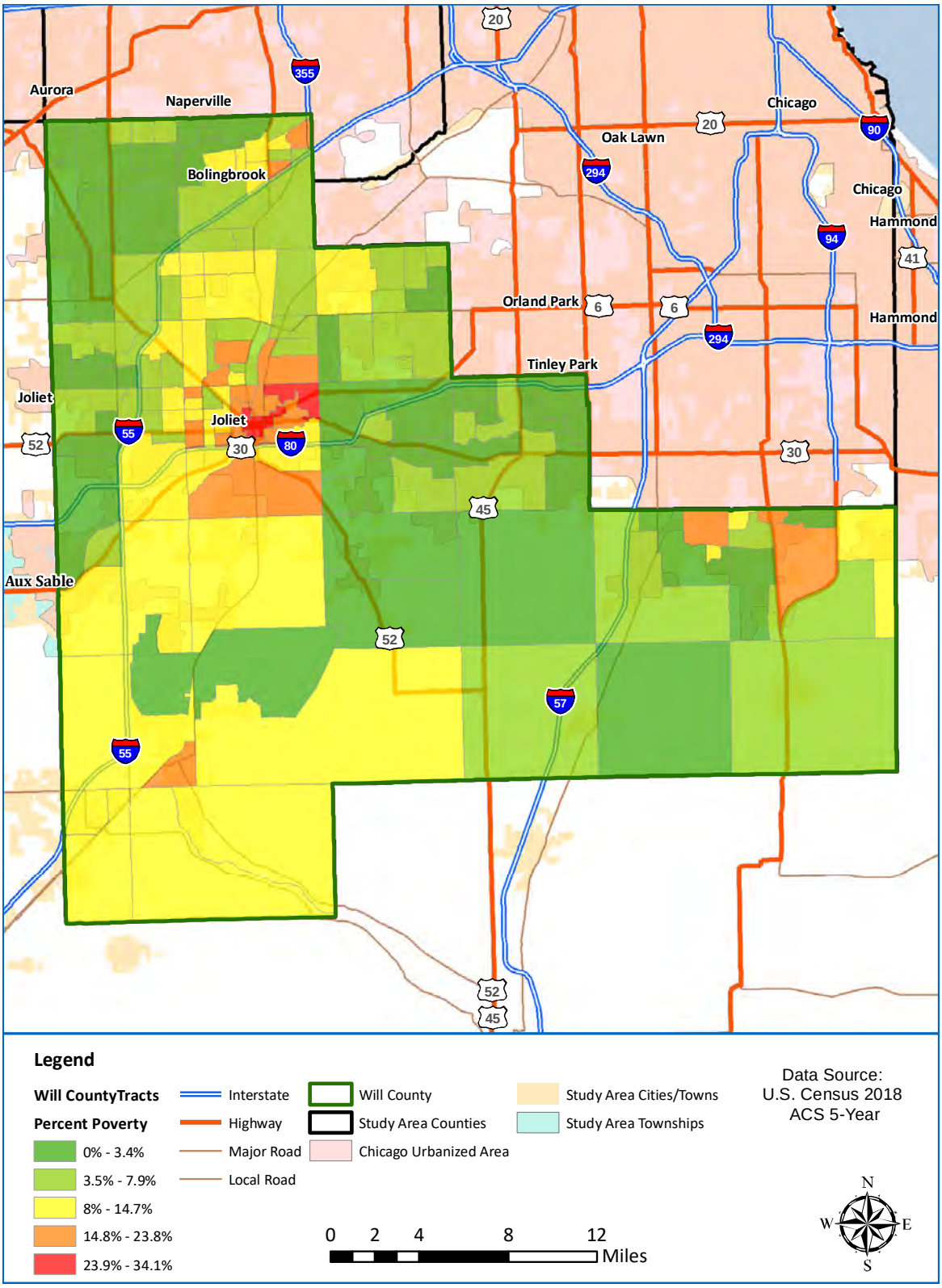


Exhibit 73. Will County Percent of Population Living Below the Poverty Level



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Coordinated Public Transit Human Services Transportation Plan

February 2021