



**NAPERVILLE TRANSPORTATION ADVISORY BOARD
COUNCIL CHAMBERS – MUNICIPAL CENTER
FINAL AGENDA
11/03/2012 - 8:00 a.m.**

CALL TO ORDER:

A. ROLL CALL

B. APPROVAL OF MINUTES

1. Approve the minutes of the September 15, 2012 TAB meeting.

C. PUBLIC FORUM

D. OLD BUSINESS

E. PUBLIC HEARINGS

F. REPORTS AND RECOMMENDATIONS

1. City Council Report
2. Police Department Report
3. 2013 Transportation Advisory Board Meeting Schedule
4. Martin Avenue Parking Restrictions

G. CORRESPONDENCE

1. EV Project
2. North Avenue Two-Way Conversion
3. 95th Street Bridge Improvement
4. EV Station Ribbon Cutting
5. Upcoming Cell Phones in School Zone Initiative

AGENDA
NAPERVILLE TRANSPORTATION ADVISORY BOARD
11/03/2012 - 8:00 a.m. - COUNCIL CHAMBERS
Page 2

6. FY12-13, 3rd Quarter Commuter Parking Permit Recommendation
7. FY11-12 Transit Benchmark Report
8. FY11-12 Ride DuPage Annual Report
9. Bicycle Resources
10. Resident Traffic Request Survey Procedures

H. NEW BUSINESS

I. ADJOURNMENT

Any individual with a disability requesting a reasonable accommodation in order to participate in a public meeting should contact the Accessibility Coordinator at least 48 hours in advance of the scheduled meeting. The Accessibility Coordinator can be reached in person at 400 S. Eagle Street, Naperville, IL., via telephone at 630-420-6725 or 630-305-5205 (TDD) or via e-mail at manningm@naperville.il.us. Every effort will be made to allow for meeting participation.



**NAPERVILLE TRANSPORTATION ADVISORY BOARD
MINUTES OF SEPTEMBER 15, 2012**

Call to Order		8:00 a.m.
A. Roll Call		
Present:	Benson, Collins, DioGiovine-Gehrs, Floegel, McIntosh, Nye, Perillo, Polites, Preissig, Chairman Wencel Student Representative: Coen, O'Shaughnessy	
Absent:	Amberg	
Staff Present:	Transportation and Planning Team Leader Karyn Robles, Project Manager Caitlin Marcon, Project Engineer Peter Zibble, Officer Jason Stubler	
B. Minutes	Approve the minutes from the August 4, 2012 Transportation Advisory Board meeting. Motion to approve.	
	Motion by: Collins Second by: McIntosh	Approved, 10-0
C. Public Forum	N/A	
D. Old Business	N/A	
E. Public Hearings	N/A	
F. Reports and Recommendations		
F1. City Council Report		
	Amberg provided a written report of the July 17, 2012 Council meeting since he could not attend today's meeting. Benson provided a report of the August 21, 2012 meeting.	
F2. Police Department Report		
	N/A	
F3. Americans with Disabilities Act (ADA) Transition Plan for Public Rights of Way and Sidewalks 2012 Update		
	Project Engineer Peter Zibble provided an overview of the ADA Transition Plan.	
	Public Testimony: N/A	
	Transportation Advisory Board Questions/Discussion: Benson	
	<ul style="list-style-type: none"> • Asked if the Plan takes any position on no build sidewalk areas for the City given the impacts on people with disabilities. Zibble responded that the Plan is not intended to supersede any previous policy decisions but to ensure that any 	

	sidewalk is built in full compliance with ADA standards. Wencel <ul style="list-style-type: none"> • Asked if the Advisory Commission on Disabilities is in support of the Plan? Zibble confirmed that the ACD did unanimously approve the Plan. 	
	Approve the Americans with Disabilities Act (ADA) Transition Plan for Public Rights of Way and Sidewalks 2012 Update.	
	Motion by: McIntosh Seconded by: Collins	Approved, 10-0
F4. Cheshire Avenue Parking Restrictions		
	Project Manager Caitlin Marcon provided an overview of the request and recommendation to establish No Parking on the north and south sides of Cheshire Avenue.	
	Public Testimony: N/A	
	Transportation Advisory Board Questions/Discussion: Floegel <ul style="list-style-type: none"> • Stated that these restrictions are a great start but residents are still concerned with the double sided parking that occurs on Cheshire since it reduces street width and makes it hard to maneuver. Would like to see no parking restrictions on one side of the street. Asked what the minimum width is for emergency vehicles to get through a street. Marcon responded that 18' is the minimum width for a street and that staff will look into the additional parking restrictions. 	
	Approve the recommendation to establish no parking on the north and south sides of Cheshire Avenue from the centerline of Olesen Drive to a point 80' west of the centerline of Olesen Drive.	
	Motion by: Floegel Seconded by: Perillo	Approved, 10-0
F5. Naperville Heights Right-Turn Restrictions		
	Project Manager Caitlin Marcon provided a brief presentation on the request, process and staff's recommendation to deny the request for right turn restrictions on Washington Street.	
	Public Testimony: RoseAnn Landorf, 1117 N. Main Street <ul style="list-style-type: none"> • Stated that she is against the right turn signs because they are public streets and there is no need undue restrictions on these public streets; • Stated it would also make it inconvenient for her to get home. Sue Jelinek, 1107 N. Eagle Street <ul style="list-style-type: none"> • Aware of the traffic issues, but this solution just moves the problem from one area of the neighborhood to another area with cars just moving to Bauer to cut through. 	

- Jefferson Jr. High is at Bauer and any students in after school activities get picked up results in high traffic on volumes already so it doesn't make sense to move more traffic to Bauer.
- High number of rental properties and duplexes in the neighborhood. Doesn't like that the survey allows properties with rentals to have more than one vote.
- Worried that restrictions will not solve the problem, they will just move the problem.
- Stop sign compliance is an issue on Eagle Street. Maybe a stop sign at 11th and Main would help.
- Acknowledges that the problem exists but doesn't like the proposed solution.

Lynn Morgan, 1035 N. Main Street

- Represent a group of neighbors in favor of proposed turning restrictions in order to improve safety in the neighborhood.
- Narrow streets, limited sidewalks, limited streetlights plus cut through traffic does result in a basic safety issue for the neighborhood.
- Understands the numbers don't show a safety problem but the neighborhood does have a safety problem.
- Main arterial roadway is not big enough to manage the traffic which causes the cut through traffic.
- Agrees they are public streets, but they were not intended to carry people who were not accessing their home.
- Study was conducted at a time of year when the traffic volumes are lower than other times of year.
- Was surprised that this was put to a vote because public safety isn't something that is normally voted on.
- ADT appears low, but compared to cut through volumes it is clear the neighborhood has a problem.
- Majority felt that it is appropriate to implement restrictions – it is only 2 hours a day (10 hours a week) and there are 10 other access points.
- Redirecting the problem from Main to Eagle may happen but the goal is to reduce the total number of cars cutting through the neighborhood. They are not the same people cutting through every day and they are aggressive drivers. Reducing the net number of cars will reduce the number of cars that cut through the neighborhood. Timing of light at Mill and Bauer may help resolve those issues. Don't actually know if they will move to Bauer but we know we have a problem now.
- Issue is not getting better it is getting worse. If not, no right turns, what is the plan to address the issue? They are willing to make the sacrifice of not turning right to address the safety issues.

Mike Wisniewski, 1012 N. Main Street

- 45 kids live in this part of the neighborhood.
- During peak times they try to position stuff in the street to try and slow traffic down.
- There are not sidewalks in this area.
- Neighborhood has 10 access points – only looking to limit 5 of these which means there are other options for residents.

	<ul style="list-style-type: none"> • Landlords who are opposed to the restrictions have asked their tenants to also vote not. • Residents told people that they could not turn in the survey and that it would count as a yes vote. Feel that the 3-1 majority show that there is support for these restrictions.
	<p>Transportation Advisory Board Questions/Discussion:</p> <p>Benson</p> <ul style="list-style-type: none"> • How high do the speeds go on these neighborhood streets? What is the configuration of the stop signs in the neighborhood? Marcon responded that for north/south streets 37 mph was the highest speed; for east/west streets 35-36 mph was highest speeds. Noted that these speeds were only reached by one or two cars during the week. <p>McIntosh</p> <ul style="list-style-type: none"> • Visited the area three times in 5 o'clock hour on two different streets – Main and Webster. • Noted that it took drivers awhile to make the turn onto Ogden and they are not guaranteed any quick exit onto Ogden due to traffic volumes on Ogden. • Witnessed people walking on sidewalk on Main Street and on the way back they walked on the street because the sidewalks are not straight due to trees. Chose to walk in the street which means that it must not be that dangerous if they are comfortable walking in the street. <p>Preissig</p> <ul style="list-style-type: none"> • Asked staff if the study data was valid given that school wasn't in session. Robles responded that the data was valid since the cut through study showed cut through volumes well above the 25% threshold. • Asked about the reason for the resident survey. Robles provided background on the reason for survey and explained that the survey ensures that the neighborhood is in support of the potential solution before a lot of time is spent on the issue. <p>Diogivine</p> <ul style="list-style-type: none"> • Asked staff about the ability to install stop signs. Robles responded that there are strict stop sign warrants that must be met to ensure that stop signs are installed properly and that unwarranted stop signs are a safety issue. <p>Nye</p> <ul style="list-style-type: none"> • Asked about enforcement of restrictions and anticipated compliance of drivers. Robles responded that enforcement would occur when the signs were installed and then sporadically after that. Compliance would likely be dependent on enforcement. <p>Collins</p> <ul style="list-style-type: none"> • Disagrees with telling people that if they respond to the survey they will be a yes, but then stating that actual responses to the survey count more towards staff's recommendation. <p>Wencel</p> <ul style="list-style-type: none"> • OK with survey only being one part of recommendation, but it is an important part of the process. • Data doesn't indicate that there is a speed issue but did go out and see the cut through problem and agrees that they are the most aggressive drivers. • The challenge is that there were so many negative responses that he is concerned about limiting access.

	<ul style="list-style-type: none"> • Don't want to prohibit the residents who do want access. <p>Benson</p> <ul style="list-style-type: none"> • Concerns regarding residents access to neighborhood. • Suggested that staff consider other temporary ways to work through the issue. Put up signage to reduce speeds, radar guns, stop signs at every other street, other traffic calming options, etc. <p>McIntosh</p> <ul style="list-style-type: none"> • Asked Officer Stubler how often Police are in this neighborhood? Officer Stubler responded that there is a beat officer that is always assigned to the area as well as supplemental patrols from the traffic unit. 	
	<p>Deny the request to establish right-turn restrictions on Washington Street at 10th, 11th, 12th, 13th and 14th Avenues.</p>	
	<p>Motion by: McIntosh Seconded by: Polites</p>	<p>Approved, 9-1 Ayes: Benson, DioGiovine-Gehrs, Floegel, McIntosh, Nye, Perillo, Polites, Preissig, Wencel Nays: Collins</p>
<p>G. Correspondence</p>		
<p>G1. Temporary Closure of Loomis Street at the BNSF Railroad Tracks</p>		
<p>G2. IL Route 59 Expansion Project Start of Construction Activities</p>		
<p>H. New Business</p>		
<p>H1. Forthcoming City Council Meeting Summaries</p>		
	<ul style="list-style-type: none"> • September 18 – Floegel • October 2 – McIntosh • October 16 – Nye 	
<p>I. Adjournment</p>	<p>Motion by: Perillo Seconded by: Benson</p>	<p>8:52 a.m.</p>



Naperville

TRANSPORTATION ADVISORY BOARD AGENDA ITEM

AGENDA DATE: 11/3/2011

SUBJECT: Proposed 2013 Transportation Advisory Board Meeting Schedule

ACTION REQUESTED: Approve the 2013 meeting dates for the Transportation Advisory Board.

PREPARED BY: Rory Fancler, Project Manager

ACTION PREVIOUSLY TAKEN:

Date	Item No.	Action

DISCUSSION:

Below are the 2013 proposed meeting dates for the Transportation Advisory Board (TAB). The Transportation Advisory Board meets on the first Saturday of each month; however in 2013 two meeting dates have been moved to the second Saturday of the month due to conflicts with holidays and the School Districts’ winter vacation schedule. Once approved, these meeting dates will be published as part of the City of Naperville’s meeting calendar.

Proposed 2013 Transportation Advisory Board meeting dates:

- January 12 – Second Saturday due to School Districts’ Winter Vacation Schedule
- February 2
- March 2
- April 6
- May 4
- June 1
- July 13 – Second Saturday due to 4th of July Holiday
- August 3
- September 7
- October 5
- November 2
- December 7

RECOMMENDATION:

Approve the 2013 meeting dates for the Transportation Advisory Board.



Naperville

TRANSPORTATION ADVISORY BOARD AGENDA ITEM

AGENDA DATE: 11/3/2012

SUBJECT: Martin Avenue Parking Restrictions

ACTION REQUESTED: Approve the recommendation to establish “No Parking” on the south side of Martin Avenue from the centerline of Brom Drive to a point 124’ east of the centerline of Brom Drive.

PREPARED BY: Andy Hynes, Project Engineer

ACTION PREVIOUSLY TAKEN:

Date	Item No.	Action

BACKGROUND:

The City received a request to evaluate all-way stop controls at the intersection of Martin Avenue and Brom Drive (near the Edward Hospital Campus) from a resident that frequently drives through this location. The request cited concerns regarding sight distance when vehicles are parked on-street.

Brom Drive is a one-way stop at Martin Avenue (“T” intersection). On the south side of Martin Avenue, parking is prohibited for 85 feet east of the centerline of Brom Drive as well as several hundred feet to the west. Parking is also allowed on the north side of Martin Avenue on either side of Brom Drive. Over the past three years, three crashes have occurred at this intersection. Only one of these crashes involved a turning vehicle. The posted speed limit on Martin Avenue is 30 mph.

DISCUSSION:

City staff evaluated the Martin Avenue and Brom Drive intersection for all-way stop control in accordance with the standards provided by the Manual of Uniform Traffic Control Devices. Analysis of this location found that it failed to meet the crash and delay thresholds for consideration of all-way stop control.

In addition, staff evaluated sight distance at this intersection. When vehicles park in the marked on-street parking space located on the south side of Martin Avenue and east of Brom Drive, sight

Martin Avenue Parking Restriction

November 3, 2012

Page 2 of 2

distance for left turning vehicles from Brom Drive is less than 250 feet (current standard). See Attachment 1.

Per Section 11-2A-1 (No Parking Places) of the Naperville Municipal Code, parking is prohibited within 20 feet of any intersection or crosswalk, and at any place where the vehicle would be within 10 feet of a driveway or would block the use of a driveway. These Code requirements preclude parking in locations that inhibit sight distance.

Although Municipal Code Section 11-2A-1 limits parking on Martin Avenue immediately east of Brom Drive, staff recommends extending the “No Parking” zone on the south side of Martin Avenue at Brom Drive by 35 feet to the east. The extended “No Parking” zone will provide for enhanced sight distance at the intersection with Brom Drive. The existing “No Parking Here to Corner” signs will be relocated and existing pavement markings (parking boxes on Martin Avenue are striped) will be modified. The existing on-street loading zone that serves the medical office building located at 230 Martin Avenue will remain and not be impacted by this change.

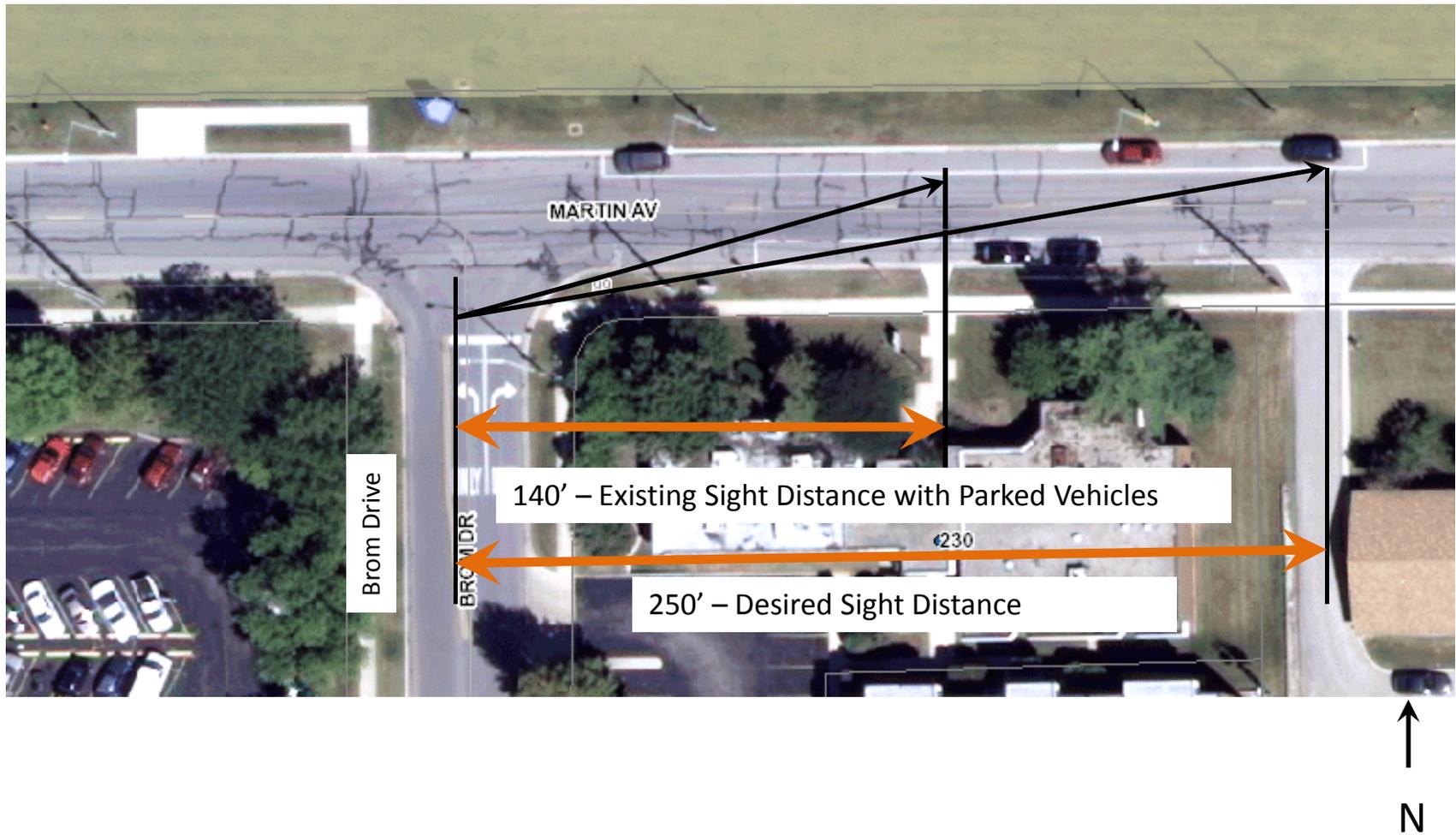
RECOMMENDATION:

Approve the recommendation to establish “No Parking” on the south sides of Martin Avenue from the centerline of Brom Drive to a point 124’ east of the centerline of Brom Drive.

ATTACHMENTS:

1. Exhibit with Proposed Martin Avenue Parking Restriction
2. Draft Ordinance

Martin Avenue and Brom Drive Attachment 1



ORDINANCE NO. 12 - ____

**AN ORDINANCE AMENDING THE NAPERVILLE
TRAFFIC SCHEDULE MANUAL TO REGULATE PARKING
ON MARTIN AVENUE**

**BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF NAPERVILLE,
ILLINOIS, DuPAGE AND WILL COUNTIES**, in exercise of its home rule authority as
follows:

SECTION 1: Section VIA, No Parking Zones of the Naperville Traffic Schedule
Manual is hereby amended by adding the underlined language as follows:

Martin Avenue Establish a “No Parking” zone on the south side of
Martin Avenue from the centerline of Brom Drive to
a point 124’ east of the centerline of Brom Drive.

SECTION 2: This Ordinance shall be in full force and effect after its passage and
approval.

PASSED this ____ day of _____, 2012.

AYES:

NAYS:

ABSENT:

APPROVED this ____ day of _____, 2012.

ATTEST:

A. George Pradel
Mayor

Pamela LeFeber, Ph.D.
City Clerk

**CITY OF NAPERVILLE
MEMORANDUM**

DATE: September 28, 2012
TO: Douglas A. Krieger, City Manager
THROUGH: Karyn Robles, Transportation and Planning Team Leader
FROM: Caitlin Marcon, Project Manager
SUBJECT: EV Project

PURPOSE:

The purpose of this memorandum is to provide an overview of an opportunity to partner with the EV Project to install a network of electric vehicle charging stations throughout the City of Naperville.

BACKGROUND:

In 2009, Ecotality, partnered with Blink, was awarded a grant from the US Department of Energy to begin a project deploying a network of electric vehicle charging stations across the US; the program was named the EV Project. In August of 2012 the EV Project entered the Chicagoland market looking for municipal and private partners. The grant allows the company to award partners with free charging stations and subsidize \$1,000 towards the installation costs.

INFORMATION:

The City of Naperville's Electric Vehicle Charging Station working group intends to provide a list of potential Naperville site locations to the EV Project for installation of their charging stations. These locations would be both public and private and if accepted could provide an extensive charging station network throughout the City. In addition to installing stations on public property, the working group would also look to partner with private property owners that could feasibly benefit from hosting a station. Each charging station applied for would be owned and maintained by the property owner, but the City would work as the facilitator for the network.

With costs of approximately \$2,000 per station and \$7,000 in installation costs this partnership presents an opportunity to save the City money while at the same time accelerating the development of a larger electric vehicle charging network in Naperville. As part of the grant, for a period on one year, the charging stations are free and the EV Project collects data on station usage. All stations would be part of the Blink Network (blinknetwork.com) in which subscribers are able to pay for, reserve and find charging stations throughout the US. After the first year, revenues earned from the charging stations will be shared between the station hosts and the EV Project.

If the proposed locations are accepted by the EV Project, a formal agreement would be brought to the City Council for review and approval; after which the units are installed and brought online in the Blink Network to be made available to the public. Following the one year data collection period, the City would maintain the stations as their own and title of ownership would be transferred to the City, but operation of the stations, including payment transactions, would continue to be handled by Blink Network.

RECOMMENDATION:

It is recommended that this update be included in the September 28, 2012 Manager's Memorandum.

C: Transportation Advisory Board
Mark Curran, DPU-E
Dick Dublinski, DPW

**CITY OF NAPERVILLE
MEMORANDUM**

DATE: October 22, 2012

TO: Transportation Advisory Board

THROUGH: Kim Schmidt, Project Engineer - TED Business Group

FROM: Rory Fancler, Project Manager - TED Business Group

SUBJECT: North Avenue Two-Way Conversion

PURPOSE:

During the August 4, 2012 Transportation Advisory Board meeting, Kathy Benson requested additional information regarding conversion of North Avenue to a two-way street between Washington Street and Ellsworth Street, approved as part of the *Naperville Metra Station Bus Depot and Commuter Access Feasibility Study Technical Memorandum*. Additional information is provided herein for information only.

BACKGROUND:

On April 17, 2012, the Naperville City Council accepted the *Naperville Metra Station Bus Depot and Commuter Access Feasibility Study Technical Memorandum*, and directed staff to incorporate the following improvements into the FY14-18 Capital Improvement Program (CIP):

- Modifications to the Eastern Burlington Lot on the north side of the train tracks;
- Modifications to the south side of the train tracks; and
- Conversion of North Avenue (currently one-way westbound) to two-way traffic between Washington Street and Ellsworth Street.

These improvements will enhance transit access to the train station; reduce conflicts between travel modes (e.g., buses, vehicles, bicyclists and pedestrians); and minimize bus travel and queues on residential streets.

The City Council identified the Parkview Lot as a potential location for a bus depot, subject to further review prior to implementation. Potential implementation of a bus depot on the Parkview Lot will be evaluated in the future should circumstances such as transit demand, redevelopment opportunities or congestion issues warrant construction of a bus depot.

DISCUSSION:

Conversion of North Avenue (currently one-way westbound) to two-way traffic between Washington Street and Ellsworth Street provides for more direct bus access from Washington Street to the south side of the train station, thereby reducing bus travel and queues on residential streets south of the train station (ie., Ellsworth Street). In addition, two-way traffic on North Avenue may result in re-distribution of commuter traffic to Washington Street, Center Street and Ellsworth Street. Southbound left-turns at Washington Street will likely be prohibited; therefore, North Avenue would be an access option for northbound Washington Street traffic only;

North Avenue Two-Way Conversion

October 22, 2012

Page 2 of 3

southbound vehicle traffic would continue to access the south side of the train tracks from Washington Street via School Street.

The recently approved improvements to bus circulation and staging areas at the Naperville Metra Station were developed based on a comprehensive review of operational, safety, efficiency, design and logistical factors; public input received throughout the planning process; and input from Metra, Burlington Northern Santa Fe (BNSF) Railway, Pace Suburban Bus and the Regional Transportation Authority (RTA). In addition, preliminary capacity analyses were performed to evaluate the potential for a bus depot on the Parkview Lot, changes to the Burlington Square Park perimeter, modifications to the Eastern Burlington Lot, and conversion of North Avenue to two-way traffic.

Traffic projections used for the preliminary capacity analysis were based on data from the 2008 *5th Avenue Study* and include projected traffic redistribution resulting from conversion of North Avenue to a two-way street, as well as anticipated bus re-routing in accordance with the existing Pace schedules during the morning and evening peak hours. The traffic projections also reflect traffic redistribution associated with a bus depot on the Parkview Lot. A summary of the traffic volumes used for the analysis is provided as Attachment 1.

As detailed in the Technical Memorandum prepared for the *Naperville Metra Station Bus Depot and Commuter Access Feasibility Study*, the future traffic projections¹ would result, in an overall increase in delay at the signalized intersection with Washington Street. The operational impact would be most prevalent during the morning and evening peak periods when commuter traffic is present. While delay would be expected to increase on Washington Street to provide for additional time for traffic on North Avenue, it is anticipated that the northbound and southbound approaches at this intersection would operate within City standards. A summary of the level of service analysis is provided as Attachment 2.

Implementation Strategy

Based on the City Council's direction, modifications to the Eastern Burlington Lot, improvements to the area south of the train tracks, and conversion of North Avenue to two-way traffic will be incorporated into the 2014-2018 Capital Improvement Program (CIP). At this time, the City is not proceeding with implementation of a bus depot on the Parkview Lot.

A phased implementation strategy is anticipated, with the Eastern Burlington Lot modifications and the Burlington Square Park perimeter reconfiguration planned for installation prior to conversion of North Avenue to two-way traffic. Prior to construction, detailed engineering plans will be prepared in coordination with Pace Suburban Bus. In addition, bus schedules and route maps will be modified in coordination with Pace Suburban Bus.

Following installation of the bus staging improvements, conversion of North Avenue to a two-way street will be re-evaluated relative to traffic conditions. Before the City proceeds with the roadway conversion, a detailed traffic analysis will be conducted, including an evaluation of the intersection of Washington Street and North Avenue. The traffic analysis will reflect more current traffic volume data as well as the traffic patterns associated with the Eastern Burlington

¹ Reflects future traffic projections associated with a bus depot on the Parkview Lot and associated changes to the Burlington Square Park perimeter, conversion of North Avenue to two-way traffic and modifications to the Eastern Burlington Lot.

North Avenue Two-Way Conversion

October 22, 2012

Page 3 of 3

Lot modifications and the Burlington Square Park perimeter reconfiguration. It should be noted that conversion of North Avenue to two-way traffic requires ordinances, which will be subject to Transportation Advisory Board review and City Council approval.

RECOMMENDATION:

For information only; no action required.

ATTACHMENTS:

1. Summary of Peak Hour Traffic Volumes at Washington Street/North Avenue
2. Level of Service Summary for Washington Street/North Avenue

**Summary of Peak Hour Traffic Volumes at Washington Street/North Avenue
Existing and Future 2028 (Projected)**

Traffic Direction	Existing ¹		Future 2028 Base ²		Future 2028 Base ³ + North Avenue Conversion	
	AM ⁴	PM ⁵	AM	PM	AM	PM
Westbound						
Left	224	169	275	240	205	175
Thru	2	5	5	10	5	10
Right	231	92	280	135	210	105
Eastbound						
Left	3	18	5	20	5	15
Thru	0	0	0	0	0	0
Right	5	36	5	45	5	35
Northbound						
Left	11	21	20	25	15	20
Thru	1217	811	1880	1045	1540	855
Right	1	2	0	0	210	87
Southbound						
Left	0	0	0	0	2	2
Thru	757	1594	840	2025	683	1658
Right	19	10	25	10	20	10

Notes:

1. Based on count data obtained May 30, 2007 (reflects pre-economic decline conditions).
2. Per the *5th Avenue Study*, a one percent annual growth rate was used to represent projected traffic conditions in 2028.
3. The Future 2028 Base + North Avenue Conversion assumes conversion of the Parkview Lot to a bus depot facility per the *Naperville Metra Station Bus Depot and Commuter Access Feasibility Study*.
4. Based on traffic count data, the morning peak hour is from 7:00 to 8:00 a.m.
5. Based on traffic count data, the evening peak hour is from 5:15 to 6:15 p.m.

Intersection Level of Service for Washington Street/North Avenue

2008 Existing		2028 Future		2028 Future + North Avenue Two-Way Conversion	
AM Peak	PM Peak	AM Peak	PM Peak	AM Peak	PM Peak
B	B	C	C	D	D

Notes:

1. Based on count data obtained May 30, 2007 (reflects pre-economic decline conditions).
2. Per the *5th Avenue Study*, a one percent annual growth rate was used to represent projected traffic conditions in 2028.
3. Based on traffic count data, the morning peak hour is from 7:00 to 8:00 a.m.
4. Based on traffic count data, the evening peak hour is from 5:15 to 6:15 p.m.

**CITY OF NAPERVILLE
MEMORANDUM**

DATE: September 5, 2012
TO: Doug Krieger, City Manager
FROM: Jonathan Stelle, Project Engineer – TED Business Group
SUBJECT: 95th Street Bridge Improvement

PURPOSE:

The purpose of this memorandum is to provide an update on the progress of activities to commence with the construction of the 95th Street Bridge between Plainfield-Naperville Road and Boughton Road.

INFORMATION:

Currently, Will County is finalizing several remaining easements associated with the project. To remain on a schedule to let the project in January 2013, the county has divided the project into two stages. The first stage will be from Knoch Knolls Road to Boughton Road and include the new bridge at the DuPage River. The second stage will be from Knoch Knolls Road to the west. This schedule will enable the county to continue land acquisition activities for parcels in the second stage concurrently as the bridge work proceeds. Will County has obtained agreement from IDOT with this staged approach, concerning both sequencing and funding.

All the land acquisition for stage one is completed with the exception of one parcel. The attached letter from Will County outlines the status of that parcel and details an impasse which the county negotiator has reached in an attempt to acquire the parcel from the landowner, the Kinloch Homeowners Association. The county offered the appraised value (\$500) for a small storm drainage easement located in the open area of the Kinloch detention area adjacent to the 95th Street right-of-way to connect a new storm sewer. The Kinloch Homeowners Association counter offered at \$100,000. The county intends to reject that counter-offer. Subsequently, Will County requests that the city, as a project partner, exercise easement rights that the city holds in the detention area to install the pipe or assign the right to the county to perform the work.

The 70 feet of pipe needing to be installed is located in the existing subdivision detention area for the Kinloch Subdivision. The detention facilities were originally designed and constructed to handle the storm water runoff from the 95th Street project. Through the subdivision plat easements, the city has the rights to install the pipe. Although the drainage was planned to enter the detention facility, the connection to 95th Street was not made at the time of initial construction. The design of the 95th Street plans has now defined the precise location of the connection.

Honoring Will County's request, staff intends to proceed to install the 70 feet of storm sewer needed to make the connection. The connection manhole is readily accessible from the 95th Street

*To: Doug Krieger, City Manager
September 5, 2012
95th Street Bridge Improvement
Page 2 of 2*

ROW keeping work in the detention basin to a minimum. The cost of construction will be credited to the City's share of the 95th Street project. The County will connect to the new pipe with the construction of 95th Street.

Will County intends to communicate its decision to no longer seek its own easement to the Homeowners Association this week noting that the connection will be made using city easement authority. City staff will seek to coordinate with the association regarding the date of the pipe installation and restoration of the turf.

CONCLUSION:

Please include in the Manager's Memorandum of September 7, 2012.



Will County Department of Highways

16841 W. LARAWAY ROAD
JOLIET, ILLINOIS 60433
(815) 727-8476
FAX (815) 727-9806

BRUCE D. GOULD, PE
COUNTY ENGINEER

August 29, 2012

City of Naperville
ATTN: Bill Novack, PE - City Engineer
400 South Eagle Street, P.O. Box 3020
Naperville, IL 60566-7020

Subject: County Highway 89 (95th Street)
95th St Extension (Plainfield-Naperville Rd to Boughton Rd)
Section Number 01-00181-00-FP
Parcel 0010PE – Kinloch Homeowner's Association

Dear Mr. Novack:

On behalf of the County of Will / City of Naperville / Village of Bolingbrook partnership to construct the above project per the 2001 intergovernmental agreement, the County has been pursuing all land acquisition in preparation of moving the project to letting.

To maintain a January 2013 IDOT letting for Stage 1 of the project, the County has secured all land acquisition necessary to construct Stage 1 with the exception of parcel 0010PE, which is owned by the Kinloch Homeowner's Association. Based on the owner's counter offer, the County's negotiator has come to an impasse regarding this parcel.

In reviewing the property rights associated with this property as contained within the Final Subdivision Plat of Kinloch Subdivision recorded as R2002169006, the County hereby requests the assistance from the City of Naperville in either 1) having the City install and maintain the storm sewer connection for the above project within the existing Lot 145 storm water management easement or 2) granting the County of Will the right to make the same connection as part of the above project. Please provide this Department with the City's direction so that the plans can be modified accordingly and the final plan submission made to IDOT to maintain the current letting schedule.

Should you have any questions, you can contact me at 815-727-8476

Sincerely,

Bruce D. Gould, P.E.
County Engineer

BDG/jlr

Cc: Charles Maher – Will County Board – District #4
Suzanne Hart – Will County Board – District #3
Mike Drey – Village of Bolingbrook

**CITY OF NAPERVILLE
MEMORANDUM**

DATE: October 12, 2012

TO: Doug Krieger, City Manager

THROUGH: Marcie Schatz, Deputy City Manager
Kate Houlihan, Interim Community Relations Manager

FROM: Allison Albrecht, Public Information Coordinator for TED

SUBJECT: **Electric Vehicle Charging Station Ribbon Cutting/Resident Raffle Drawing at 9:30 a.m. on Tuesday, October 16 in the Van Buren Parking Lot**

PURPOSE:

The purpose of this memorandum is to provide Council with information regarding the electric vehicle charging station ribbon cutting and raffle drawing that will be held at 9:30 a.m. on Tuesday, October 16, 2012, in the Van Buren Parking Lot.

BACKGROUND:

In 2011, the City of Naperville received three outdoor electric vehicle charging stations (EVCS) and five indoor EVCS as part of the Naperville Smart Grid Initiative. Two of the EVCS are installed at the Electric Service Center in order to test and monitor the impacts of EVCS on the electric utility system as well as to test the associated billing in upcoming EVCS utility rates. These two stations will not be available to the public during the testing period. At the direction of a City working group comprised of individuals from DPU-E, TED and DPW to develop policies and long-term planning for future stations, the third unit has been installed in the Van Buren Parking lot and will be the first location in the downtown and in the City for public use.

INFORMATION:

The City of Naperville is hosting a ribbon cutting ceremony in the Van Buren Parking lot to introduce the new charging station to the public and announce the winners of the EVCS raffle held earlier this summer.

The Van Buren electric vehicle charging station is a class of charger (Level 2) that will allow users to partially recharge their vehicles (approximately 3-4 hours) while shopping and/or dining. This downtown location will serve as a great promotional opportunity for downtown businesses and the Downtown Naperville Alliance (DNA).

The EVCS resident raffle drawing will take place in conjunction with the public charging station ribbon cutting. Winners of the raffle will receive one of five indoor 240-VAC electric charging stations. One charging station will be raffled off to accommodate each of the three major electric vehicles currently available: the Chevy Volt, the Nissan Leaf and the Tesla. Two additional indoor charging stations will be raffled off that can be used for any one of the above-mentioned vehicles or other electric vehicles that meet pre-determined compatibility requirements.

Electric Vehicle Charging Station

October 12, 2012

Page 2 of 2

Those invited to the event include the Mayor, City Council, members of the Transportation Advisory Board (TAB), Downtown Advisory Committee (DAC), Downtown Naperville Alliance (DNA) and other intergovernmental partners, as well as area dealerships that plan to bring and showcase some of their electric vehicles that are currently being sold in the marketplace. Members of various media outlets have also been encouraged to attend and cover the event.

RECOMMENDATION:

Please include this information in the Friday, October 12 Manager's Memorandum.

CC: Mark Curran, DPU-E
Dick Dublinski, DPW
Bill Novack, TED

**CONFIDENTIAL
CITY OF NAPERVILLE
MEMORANDUM**

DATE: September 28, 2012

TO: Doug Krieger, City Manager

FROM: Robert W. Marshall, Chief of Police

SUBJECT: Upcoming “Cell Phones in School Zone Initiative”

PURPOSE:

The purpose of this memorandum is to provide the City Council with information as it pertains to the police department’s upcoming “Cell Phones in School Zone Initiative” at Scott Elementary School located at 500 Warwick Drive.

Specifically, the purpose of this initiative is to address the issue of distracted driving as it relates to the Illinois Vehicle Code: 625 IL CS 5/12-610.1 (e). In part, this law states “*A person, regardless of age, may not use a wireless telephone at any time while operating a motor vehicle on a roadway in a school speed zone.*”

BACKGROUND:

In 2009, the National Highway Traffic Safety Administration reported that 5,474 people were killed on U.S. roads and another 448,000 injured in motor vehicle crashes which involved distracted driving.

In an effort to reduce the frequency and severity of traffic collisions, Naperville police officers enforce traffic violations to gain voluntary compliance of all traffic laws, including those directly impacting the safety of children in school zones. In October, members of the Traffic Section and School Resource Unit will be conducting a “Cell Phones in School Zone Initiative” to measure the effectiveness of a directed enforcement and educational traffic safety campaign.

This four week pilot initiative includes components of both education and enforcement. Scott Elementary School was selected for the case study based on proximity to major roads and the potential for greater traffic volume.

On October 15th and October 17th, pre-survey data collection will be conducted by the Naperville Community Radio Watch (CRW). CRW members will count how many vehicles pass through the school zone and how many of those vehicles include a driver using a hand held device. Daily data will include date, time of day, direction of travel and weather conditions.

On October 22nd, CRW members and the police department’s crime prevention specialists will distribute informational pamphlets educating drivers about the no hand held cell phones in active

school zones law, passenger restraint systems and texting while driving laws. Pamphlets will be distributed to all vehicle drivers in the car pool lanes. City message boards will be placed on the easement adjacent to the roadways reminding those driving through the school zones not to use their hand held phones. Communication educating parents of Scott Elementary School will be disseminated through “Talk 203”, the school district electronic communications sent via email to all parents/guardians of students enrolled. Scott School will also place a message on their school message board visible to passing motorists on Naper Blvd.

The week of October 29th through November 2nd will be for enforcement. Members of the police department’s traffic section will issue citations to violators of Illinois Vehicle Code: 625 IL CS 5/12-610.1 (e).

On November 5th and 7th, post-survey data collection will be conducted by the Naperville Community Radio Watch (CRW). CRW members will count how many vehicles pass through the school zone and how many of those vehicles include a driver using a hand held device. Daily data will include date, time of day, direction of travel and weather conditions.

At the conclusion of the initiative, the data will be analyzed to determine if the educational and enforcement aspects of the program made a difference in driver behavior and if it was significant enough to warrant an expansion of the initiative to other schools in an effort to make Naperville’s roadways and school zones safer.

CONCLUSION:

Please include this in the Manager’s Memorandum.

**CITY OF NAPERVILLE
MEMORANDUM**

DATE: September 24, 2012

TO: Karyn Robles, Transportation Team Leader

FROM: Deb Kreider, Transportation & Traffic Services Team

SUBJECT: Recommendation for FY 2012 – 2013, Third Quarter Commuter Permit Issuance and Space Utilization Report

PURPOSE:

This recommendation forwards information on utilization of commuter parking for the months of July, August and September, 2012. The information is being used to make a recommendation for the issuance of new parking permits from the waiting lists. A recommendation is made for each permit lot.

INFORMATION:

In order to adjust the number of permits for the commuter lots, the Transportation and Traffic Services Team surveyed the lots July 19, August 28 and September 20, 2012. The usage versus capacity for each lot is detailed in the attached spreadsheets.

The Transportation, Engineering and Development Business Group (TED) continues to be aggressive in the recommendation to issue commuter parking permits in an effort to maintain a high occupancy rate in the commuter parking lots. TED coordinates with the Police Department to have reports of 100% capacity, per lot, reported to TED in order to better track the daily usage of the lots. There were no reports of 100% capacity during the past quarter from the Police Department for the normal commuter commute hours. However, the Burlington lot did experience 100% capacity in the month of August as the lot filled after 10:00 am.

The Route 59 parking lot wait list was eliminated during the first quarter of 2010 as everyone on the wait list who had applied for a parking permit was offered a permit. Since that time commuters have been able to walk-in to the Municipal Center with an application and fees and pick up a permit for the Route 59 lot. Commuters who mail their application have been called by telephone and told they could immediately pick up a permit for the Route 59 lot. There are currently 44 permits available on a walk-in basis. This number is adjusted based on the number of commuters who do not renew their permits.

Vacancies for permit parking at Route 59 in July were 266 spaces (76% occupied), August were 273 spaces (76% occupied) and September were 246 spaces (78% occupied). Daily fee parking has increased in occupancy in the past few months and many times reaches 100% occupancy. In July and August, traditional vacation months, the occupancy was 86% and 100%. In September the occupancy was 98% on the day of the count.

The owner of the private lot next to the Route 59 lot changed their pricing in the final quarter of 2011 and is attracting a few more customers. The occupancy in the private lot was 29 in July, 36 in August and 35 in September. The Aurora commuter lot is back to capacity now that summer vacation season is over and schools are back in session. Details of the vacancies are shown on the attached Commuter Parking Survey.

Cancelled permits at Route 59 continue to remain at a high rate. More commuters are cancelling their permits or not paying when their permits are due for renewal than new commuters are requesting permits at this time. During this quarter 65 commuters chose to cancel their permits or not pay when their permit was due for renewal while only 37 new permits were applied for and issued.

Fifteen offer letters were sent to commuters on the downtown wait list for the Burlington lot. Eight commuters accepted the offers, 1 rejected and 6 commuters did not respond. Six of the commuters accepting permits previously held a Kroehler lot permit. There were 9 previous permit holders who cancelled their permits for the Burlington lot.

The Kroehler lot had thirty-five offer letters sent to commuters on the wait list. Twenty commuters accepted these permits. Two commuters rejected the offer and 13 commuters did not respond to the offer letter. Five of the new permit holders previously held permits at the Route 59 lot. Two commuters refused the offer but chose to remain on the Burlington list.

Fifteen offer letters were sent to commuters on the downtown wait list for the Parkview lot. Seven commuters accepted the offers, 1 rejected the offer and 7 commuters did not respond. Five of the seven commuters who accepted the offers previously held permits in the Kroehler lot.

TED calculates the number of parking permits which are offered to commuters based on actual acceptance, usage, seasonal variations, and historical data and allows for flexibility based on the number of desired overflow days per year. Adjustments have also been made based on an anticipated number of commuters who do not use their permits on a regular basis. By applying an anticipated acceptable number of potential parking space overflow days in the quarter, the number of permits that the lot would be able to support is calculated.

Permit Offers for the Third Quarter FY 2012 - 2013

Permits Effective November 1, 2012

Commuter Lot (# of spaces)	2nd Quarter Actual Acceptance Rates FY 11 - 12	3rd Quarter Assumed Acceptance Rates FY 12 - 13	Lowest Number of Vacancies Observed (July – Sept.)	Desired Number of Vacancies	Current Number of Permits	Potential Days of Annual Overflow	Offer Letters to be Extended (rounded to nearest factor of 5)
Burlington (526)	53%	60%	0	20	893	3	5
Parkview (110)	47%	90%	17	10	208	2	15
Kroehler (281)	57%	50%	31	15	435	5	35
Route 59 (1121)	N/A	N/A	246	20	1405	3	

As of September 24, 2012, there were 55 permits available on a walk-in basis for the Route 59 lot. TED will continue to work closely with Finance to insure that commuters applying for a permit for the Route 59 parking lot will receive a parking permit as soon as a permit becomes available.

RECOMMENDATION:

Based upon the factors listed above and in an effort to increase occupancy, TED is recommending that the number of commuter offer letters be sent to persons on the waiting lists as follows.

Burlington 5
Parkview 15
Kroehler 35

C: R. Fancler, TED
 Transportation Advisory Board

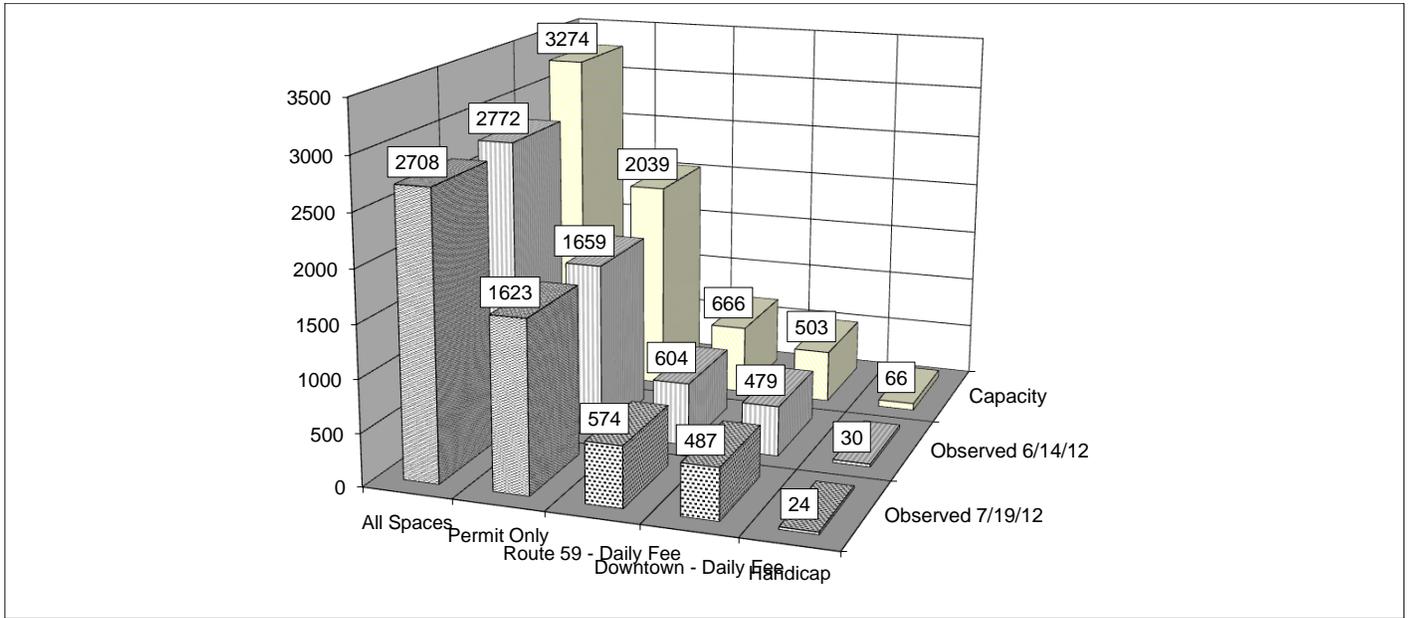
Attachments:
 July, August and September Parking Surveys

Naperville Monthly Commuter Parking Survey

LOCATION	CAPACITY	OBSERVED	VACANT	% OCCUPIED
Burlington Northern Lot				
Permit Only	526	464	62	88%
Handicap	25	2	23	8%
Rt. 59 Station Lot				
Permit Only	1121	855	266	76%
Daily Fee	666	574	92	86%
Handicap	27	14	13	52%
Parkview Lot				
Permit Only	110	87	23	79%
Handicap	12	6	4	50%
Kroehler Lot				
Permit Only	282	217	65	77%
Daily Fee	44	43	1	98%
5th Avenue (on street)				
Washington to Main - Daily Fee	23	23	0	100%
Washington to Columbia - Daily Fee	84	84	0	100%
WTW Temporary Parking Lots				
East Lot - Daily Fee	19	19	0	100%
West Lot - Daily Fee	96	96	0	100%
4th Avenue (Serpentine)				
Daily Fee	132	123	9	93%
6th Avenue				
Daily Fee	10	10	0	100%
North Avenue				
Daily Fee	22	22	0	100%
Spring Avenue				
Daily Fee	0	0	0	#DIV/0!
Center Street				
Daily Fee	9	9	0	100%
Ellsworth Street (North)				
Daily Fee	6	6	0	100%
4th Avenue (at station)				
Daily Fee	20	14	6	70%
Handicap	2	2		100%
Ellsworth Street (south)				
Daily Fee	10	10	0	100%
Children's Museum Lot				
Daily Fee	28	28	0	100%
Totals				
All Spaces	3274	2708	564	83%
Permit Only	2039	1623	416	80%
Route 59 - Daily Fee	666	574	92	86%
Downtown - Daily Fee	503	487	16	97%
Handicap	66	24	40	36%

July 19, 2012

Naperville Monthly Commuter Parking Survey



	Observed 6/14/12	Observed 7/19/12	Capacity
All Spaces	2772	2708	3274
Permit Only	1659	1623	2039
Route 59 - Daily Fee	604	574	666
Downtown - Daily Fee	479	487	503
Handicap	30	24	66

Location	Capacity	Observed
Bicycle - Downtown		
North Side	X	28
South Side	X	71
Children's Museum Lot	X	13
Motorcycle - Downtown		
North Side (no permit required)	25	13
South (covered, permit required)	40	5
Route 59 Private Lot		
Private Lot behind Starbuck's	167	29

Location	Capacity	Observed
Bicycle - Route 59		
Naperville Side	X	18
Scooters - Route 59		
Naperville Side	X	1
Motorcycle - Route 59		
East Side (no permit required)	15	2
Aurora - Open Daily Fee & Permit Spaces		
Daily Fee	1645	3 open
Permit (7:35, 9:00)	770	69 open
Motorcycle \$2 fee (Observed)		2

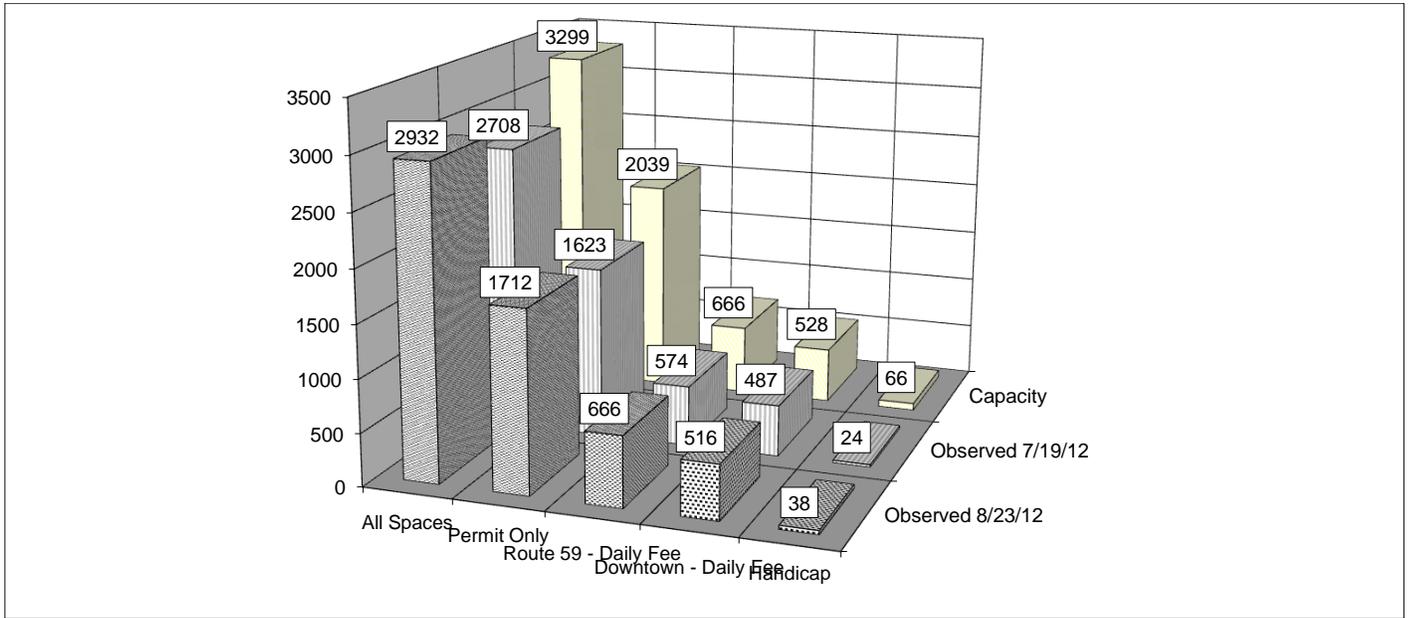
Light Rain - 72^o

Naperville Monthly Commuter Parking Survey

LOCATION	CAPACITY	OBSERVED	VACANT	% OCCUPIED
Burlington Northern Lot				
Permit Only	526	526	0	100%
Handicap	25	13	12	52%
Rt. 59 Station Lot				
Permit Only	1121	848	273	76%
Daily Fee	666	666	0	100%
Handicap	27	16	11	59%
Parkview Lot				
Permit Only	110	87	23	79%
Handicap	12	7	5	58%
Kroehler Lot				
Permit Only	282	251	31	89%
Daily Fee	44	44	0	100%
5th Avenue (on street)				
Washington to Webster - Daily Fee	23	23	0	100%
Washington to Columbia - Daily Fee	84	84	0	100%
WTW Temporary Parking Lots				
East Lot - Daily Fee	19	19	0	100%
West Lot - Daily Fee	96	88	8	92%
4th Avenue (Serpentine)				
Daily Fee	132	132	0	100%
6th Avenue				
Daily Fee	10	10	0	100%
North Avenue				
Daily Fee	22	22	0	100%
Spring Avenue				
Daily Fee	21	21	0	100%
Center Street				
Daily Fee	9	9	0	100%
Ellsworth Street (North)				
Daily Fee	6	6	0	100%
4th Avenue (at station)				
Daily Fee	20	16	4	80%
Handicap	2	2	0	100%
Ellsworth Street (south)				
Daily Fee	10	10	0	100%
Children's Museum Lot				
Daily Fee	32	32	0	100%
Totals				
All Spaces	3299	2932	367	89%
Permit Only	2039	1712	327	84%
Route 59 - Daily Fee	666	666	0	100%
Downtown - Daily Fee	528	516	4	98%
Handicap	66	38	28	58%

August 28, 2012

Naperville Monthly Commuter Parking Survey



	Observed 7/19/12	Observed 8/23/12	Capacity
All Spaces	2708	2932	3299
Permit Only	1623	1712	2039
Route 59 - Daily Fee	574	666	666
Downtown - Daily Fee	487	516	528
Handicap	24	38	66

Location	Capacity	Observed
Bicycle - Downtown		
North Side	X	45
South Side	X	111
Children's Museum Lot	X	15
Motorcycle - Downtown		
North Side (no permit required)	25	28
South (covered, permit required)	40	14
Route 59 Private Lot		
Private Lot behind Starbuck's	167	36

Location	Capacity	Observed
Bicycle - Route 59		
Naperville Side	X	34
Scooters - Route 59		
Naperville Side	X	1
Motorcycle - Route 59		
East Side (no permit required)	15	13
Aurora - Open Daily Fee & Permit Spaces		
Daily Fee	1645	1 open
Permit (7:35, 9:00)	770	2 open
Motorcycle \$2 fee (Observed)		14

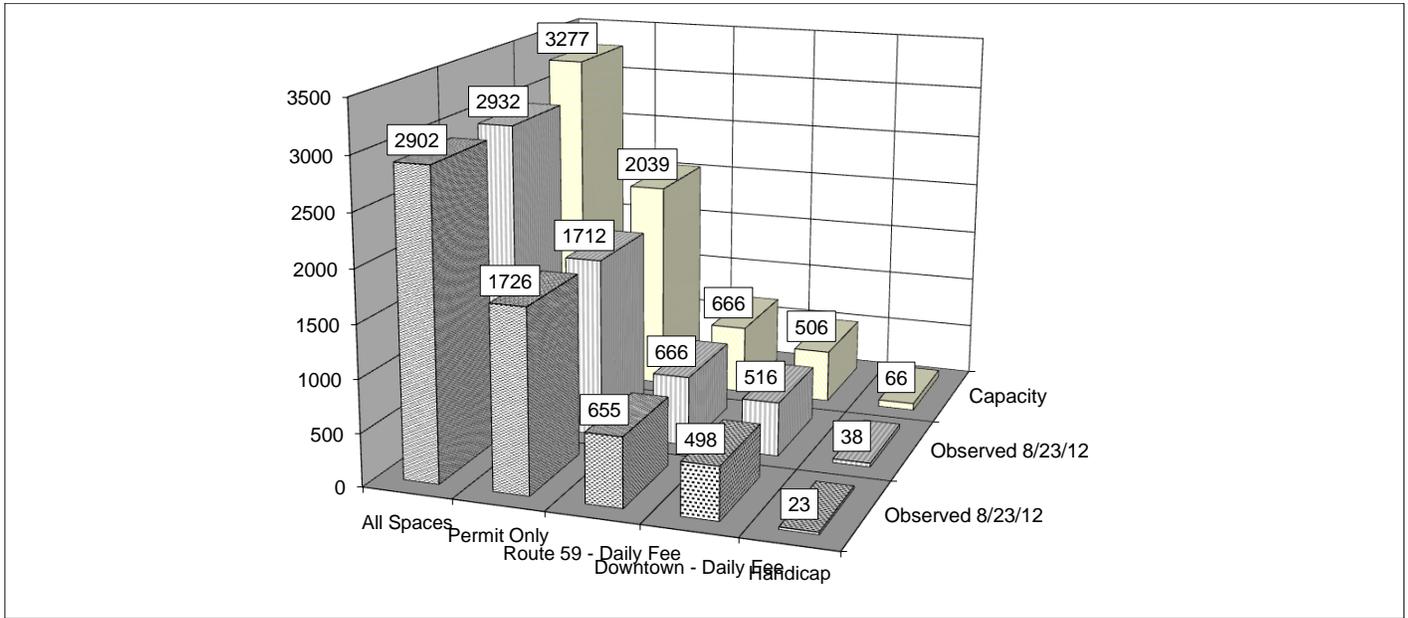
Sunny - 74⁰

Naperville Monthly Commuter Parking Survey

LOCATION	CAPACITY	OBSERVED	VACANT	% OCCUPIED
Burlington Northern Lot				
Permit Only	526	521	5	99%
Handicap	25	7	18	28%
Rt. 59 Station Lot				
Permit Only	1121	875	246	78%
Daily Fee	666	655	11	98%
Handicap	27	9	18	33%
Parkview Lot				
Permit Only	110	93	17	85%
Handicap	12	5	7	42%
Kroehler Lot				
Permit Only	282	237	45	84%
Daily Fee	44	44	0	100%
5th Avenue (on street)				
Washington to Webster - Daily Fee	23	23	0	100%
Washington to Columbia - Daily Fee	84	84	0	100%
WTW Temporary Parking Lots				
East Lot - Daily Fee	19	19	0	100%
West Lot - Daily Fee	96	88	8	92%
4th Avenue (Serpentine)				
Daily Fee	132	132	0	100%
6th Avenue				
Daily Fee	10	10	0	100%
North Avenue				
Daily Fee	0	0	0	
Spring Avenue				
Daily Fee	21	21	0	100%
Center Street				
Daily Fee	9	9	0	100%
Ellsworth Street (North)				
Daily Fee	6	6	0	100%
4th Avenue (at station)				
Daily Fee	20	20	0	100%
Handicap	2	2	0	100%
Ellsworth Street (south)				
Daily Fee	10	10	0	100%
Children's Museum Lot				
Daily Fee	32	32	0	100%
Totals				
All Spaces	3277	2902	375	89%
Permit Only	2039	1726	313	85%
Route 59 - Daily Fee	666	655	11	98%
Downtown - Daily Fee	506	498	0	98%
Handicap	66	23	43	35%

September 20, 2012

Naperville Monthly Commuter Parking Survey



	Observed 8/23/12	Observed 8/23/12	Capacity
All Spaces	2932	2902	3277
Permit Only	1712	1726	2039
Route 59 - Daily Fee	666	655	666
Downtown - Daily Fee	516	498	506
Handicap	38	23	66

Location	Capacity	Observed
Bicycle - Downtown		
North Side	X	39
South Side	X	84
Children's Museum Lot	X	20
Motorcycle - Downtown		
North Side (no permit required)	25	25
South (covered, permit required)	40	10
Route 59 Private Lot		
Private Lot behind Starbuck's	167	35

Location	Capacity	Observed
Bicycle - Route 59		
Naperville Side	X	37
Scooters - Route 59		
Naperville Side	X	0
Motorcycle - Route 59		
East Side (no permit required)	15	10
Aurora - Open Daily Fee & Permit Spaces		
Daily Fee	1645	0 open
Permit (7:35, 9:00)	770	12 open
Motorcycle \$2 fee (Observed)		6

Sunny - 47⁰

**CITY OF NAPERVILLE
MANAGER'S MEMORANDUM**

DATE: October 12, 2012
TO: Doug Krieger, City Manager
THROUGH: Bill Novack, Director of Transportation, Engineering, and Development
FROM: Caitlin Marcon, Project Manager, Transportation, Engineering and Development
SUBJECT: FY12 Transit Benchmark Report

PURPOSE:

The purpose of this memorandum is to present the Fiscal Year 2012 Transit Benchmark Report.

BACKGROUND:

Transit is an important part of the City's overall transportation network. The variety of transit alternatives offered by the City of Naperville, in partnership with Pace and Metra, ensures that people who can't or choose not to drive a personal vehicle have access to mobility options for employment and lifestyle purposes.

At the December 2008 Transportation Workshop, the City Council and Transportation Advisory Board directed staff to identify performance measures to evaluate the success of existing transit services and serve as a guideline for determining the investment benefit of proposed transit related projects. This evaluation is achieved through regular monitoring as well as the preparation of an annual benchmarking report. The City's objective in evaluating transit services is to serve the needs of the community and adapt as those needs change.

INFORMATION:

FY12 Transit Benchmark Report

The attached report provides an analysis of customer service and cost-effectiveness of the City of Naperville's transit programs during Fiscal Year 2012.

Key findings of the analysis include:

- In 2011, the City started to contribute to the funding for Route 682; this route provides service to the Naperville Metra Station from the St. Thomas the Apostle Park-and-Ride. The park-and-ride supports the City's ongoing multi-modal approach to commuter access to the Naperville Metra Station.
- Based on rider requests and a review of the schedule with Pace, the morning schedule for Route 678 was modified to better align with the express Metra trains.
- Between April and December 2011, the City worked in coordination with Pace and Metra to minimize transit impacts associated with the *2011 Metra Platform Improvement Project* at the Naperville Station. Through bus staging area modifications, detours and the Temporary Transit Package, the City successfully minimized impacts to transit service at the Naperville Metra Station during the construction project.
- The City, in coordination with Pace, completed a thorough evaluation of Route 676 to identify potential route modifications. Although ridership demand did not support route

changes in 2011, the route will continue to be monitored for potential future enhancements.

The down economy and high unemployment rates in 2011 continue to impact transit ridership in Naperville. In addition to economic conditions, the following key factors were found to influence transit ridership within Naperville during 2011:

- Elimination of the waitlist for the Route 59 commuter parking lot in April 2010, which likely impacted ridership for routes that serve the Route 59 Metra Station.
- Availability of daily fee parking at the Route 59 Metra Station.
- Construction detours or schedule and route changes likely had a negative impact on ridership.

Based on the evaluation of transit services provided in this report, staff offers the following general recommendations:

- Continue ongoing marketing for all routes to include:
 - Targeted marketing to local realtors in 2012 and 2013 in order to help educate new and potential homebuyers of the various transit options in Naperville.
 - Coordination with local Homeowner's Associations for routes below the minimum benchmark standards.
- Evaluate commuter feedback and ridership data to bring the performance of Routes 688 and 689 into alignment with other feeder routes in the community.
- Identify barriers to transit to determine if additional actions can be taken to make transit a more attractive option for commuters.
- Continue to improve communication with commuters to solicit ongoing feedback on transit satisfaction.
- Continue to coordinate with Pace in advance of construction projects in order to maintain ridership and route performance, and identify detours where necessary.

Moving forward, staff will continue to monitor benchmark performance and work with Pace to identify marketing, pricing or service options that will allow transit to evolve in better serving the needs of the community.

CONCLUSION:

Please include in the October 12, 2012 Manager's Memorandum.

C: Transportation Advisory Board

2012 TRANSIT SUMMARY/ BENCHMARK REPORT

The purpose of the annual Transit Summary/ Benchmark Report is to provide the City Council with an overview of transit services available within the City of Naperville, as well as metrics to evaluate the City's transit investments to ensure that expenditures are used efficiently and effectively. These metrics, known as Transit Benchmarks, were approved by the City Council in 2010 and will be updated annually on a calendar year basis. The first Transit Summary/Benchmark Report was prepared in 2011; the following 2012 Transit Summary/Benchmark Report provides a review of transit services from January through December 2011.

BACKGROUND

Transit is an alternative transportation mode that enhances individual mobility and quality of life. As compared to walking and biking, transit provides a more practical alternative transportation option for longer distance trips. Transit can also improve the overall quality of the City's transportation network by distributing traffic among a variety of modes and reducing automobile trips, particularly during peak periods. Due to its ability to serve both shorter and longer distance trips, transit generally addresses both local and regional mobility needs.

It is important to understand that transit service is unlikely to experience a profit due to the low density and nature of demand within a suburban setting, as well as its very nature as a public service. However, public investment in transit is returned through reduced wear and tear on public roadways, lower congestion, lower environmental cost and improved mobility for employment and daily living among community members. Individual decisions to use transit can be influenced by a variety of factors, including fluctuations in fuel costs, convenience, trip distance or time, and fare costs. Some of the influencing factors can be mitigated by service adjustments or marketing (e.g., route or scheduling modifications or express services).

Pace and Metra services are administered by independent agencies with oversight from the Regional Transportation Authority (RTA) and in cooperation with local municipalities. The City of Naperville offers several additional programs to encourage and facilitate transit ridership. Major transit and transit-supportive programs available to the Naperville community are briefly summarized below.

METRA

The Route 59 and Naperville Metra Stations are key transportation nodes for the City, providing access to Metra commuter rail, Pace Suburban Bus routes, and Amtrak. The RTA provides oversight of Metra, which operates the commuter rail service on the Burlington Northern Santa Fe (BNSF) rail line and Pace, which operates suburban bus route service.



The BNSF commuter rail line operates daily at Naperville's two Metra Stations, providing all-day service on weekdays and limited service on weekends. The Route 59 and Naperville Metra Stations are the two busiest Metra stations in the suburban commuter rail system, with an average of approximately 10,000 commuters accessing the community's two Metra stations each day (Route 59: appx. 6,000; Naperville Station: appx. 4,000). The community is served by nine express trains during the morning period and ten express trains during the evening period. Express service for reverse commuters (i.e., employees who commute to Naperville from downtown) is available as well. Riders have access to three morning and three evening express reverse commuter trains to and from Naperville.

The City of Naperville works in coordination with Metra to establish and subsidize park-and-ride locations for commuters, provide reduced cost ten-ride bus passes and complete special projects such as the *2011 Naperville Metra Station Platform Improvement Project* and the *Naperville Metra Station Bus Depot and Commuter Access Feasibility Study*.

PACE

Pace Suburban Bus provides bus service for twenty total routes in Naperville, including thirteen neighborhood feeder routes, one hybrid feeder/reverse route, one reverse route, three park-and-ride routes and two all day bus service routes. Pace provides an average of approximately 2,655 rides in Naperville on a daily basis; of these, approximately 1,400 provide commuter access to the Route 59 and Naperville Metra stations. This translates to a monthly reduction of approximately 61,600 trips to and from the commuter rail hubs during peak periods.



The hybrid feeder/reverse commuter route is a newer service model intended to more efficiently leverage transit in serving multiple functions. Naperville's hybrid service, Route 676, serves commuters accessing the Naperville Station as well as office users who reverse commute to the City and work in the Cantera Business Park located on Diehl Road. Another hybrid service, Route 682 combines a traditional neighborhood feeder route with a park-and-ride in order to serve commuters from outside the immediate area.

The City coordinates with Pace in a variety of ways, including monthly meetings to discuss route performance, marketing, and route adjustments and also on special projects such as the *Naperville Metra Station Bus Depot and Commuter Access Feasibility Study* and the *Naperville Circulator Study*. Pace additionally provides data on a variety of metrics on a quarterly basis. The City partners with Pace to support expanded bus service in Naperville by providing funding contributions to five routes (park-and-ride routes 672, 673, 675 and 682; and all-day service 714).

TABLE 1: SUMMARY OF PACE ROUTES IN NAPERVILLE, 2011

Route	Route Name	Route Type	Areas Served
530	West Galena –Fox Valley - Naperville	All day	Naperville (multiple stops) to downtown, Edward Hospital, commercial areas.
672*	95 th Street Park-and-Ride Express	Park-and-Ride	Route 59 Metra Station
673*	Fort Hill Express	Park-and-Ride	Community Christian to Route 59 Station
675*	Route 59 Express	Park-and-Ride	Wheatland Salem to Route 59 Station
676	Cress Creek	Feeder/Reverse	Northwest Naperville to Naperville Station and Cantera Business Park.
677	West Glens	Feeder	South central Naperville to Naperville Station
678	Carriage Hills	Feeder	South central Naperville to Naperville Station
680	Knoch Knolls	Feeder	South central Naperville to Naperville Station
681	Saybrook	Feeder	North Naperville to Naperville Station
682*	Brookdale	Feeder/Park-and-Ride	Northwest Naperville and St. Thomas the Apostle park-and-ride to Naperville Station
683	Ashbury	Feeder	Southwest Naperville to Naperville Station
684	Maplebrook	Feeder	Southwest Naperville to Naperville Station
685	West Wind Estates	Feeder	West Naperville to Naperville Station
686	Old Farm	Feeder	South central Naperville to Naperville Station
687	Farmstead	Feeder	Southeast Naperville to Naperville Station
688	Naperville-Huntington	Feeder	East Naperville to Naperville Station
689	Hobson Village	Feeder	East central Naperville to Naperville Station
714*	College of DuPage Connector	All day	Naperville (multiple stops) to College of DuPage
820	University Heights – Lisle Metra Station	Feeder	Southeast Naperville to Lisle Metra Station
829	Lisle-Naperville Office Corridor	Reverse	Lisle Metra Station to Warrenville Road/Naperville Road and Lucent Technologies

*Routes are partially funded by the City of Naperville.

PARK-AND-RIDE

Due to the extremely high demand for parking at the Metra Stations, alternative modes of transportation, including transit, have been identified as a key method to help people access the train stations. It is not feasible to construct enough parking to meet user demand, nor would it be desirable to significantly increase commuter parking at the rail stations due to the resulting increase in congestion on roadways, impacts to nearby residential neighborhoods, and lost opportunities for better uses of land near train stations. To this end, the City has worked with Metra and Pace to establish remote park-and-ride lots that accommodate vehicle parking and provide express bus service to the Metra stations.

Three park-and-ride locations currently provide express bus service to the Route 59 Station (Pace Routes 672, 673 and 675). Parking at the park-and-ride lots is free and the service to the train station is direct, without stops. One park-and-ride, located at St. Thomas the Apostle Church (1500 Brookdale Road), is located along Pace Route 682 and provides both local and express service to the Naperville Metra Station.

Data indicates that approximately 420 people use the park-and-ride lots daily, resulting in a reduction of approximately 16,800 trips per month to the rail stations during peak periods. The City has benefitted from this reduction through increased access to the Metra Stations, reduced demands on roadway capacity during peak commuter periods, as well as land, infrastructure and maintenance costs that would otherwise be necessary to construct new commuter parking.

RIDE DUPAGE

The Ride DuPage Program was established to replace the Dial-a-Ride Program and Pilot II Taxi Program for seniors and persons with disabilities on August 1, 2004. Ride DuPage serves Naperville residents in DuPage and Will County by providing bus or taxi services 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 to eligible riders 24 hours a day, 7 days a week. In March 2008 the program was enhanced through the addition of the Ride DuPage to Work program that offers a reduced fare for program users who need transportation to and from work. Ride DuPage to Work is funded in part by a 50% match from the Jobs Access Reverse Commute (JARC) program, a Federal grant authorized by the Federal Transit Authority (FTA) and administered by the RTA.

The City prepares an annual Ride DuPage report to the City Council and the Transportation Advisory Board (TAB) that evaluates performance and proposes a budget for the following fiscal year. The most recent Ride DuPage report will be forwarded to the City Council in fall 2012. Highlights from the FY11 - 12 report include:

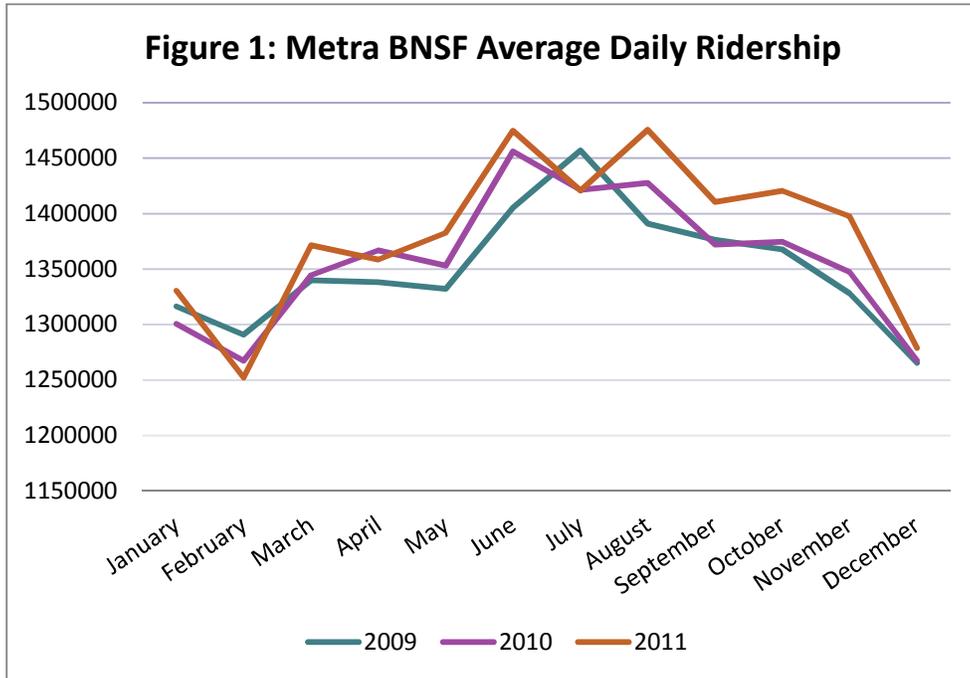
- Ridership increased over the previous fiscal year. More than 41,500 rides were taken in FY 11-12.
- Ridership for Ride DuPage to Work increased 7% over the previous fiscal year.
- Almost 25% of all Ride DuPage trips are taken during off-peak hours.

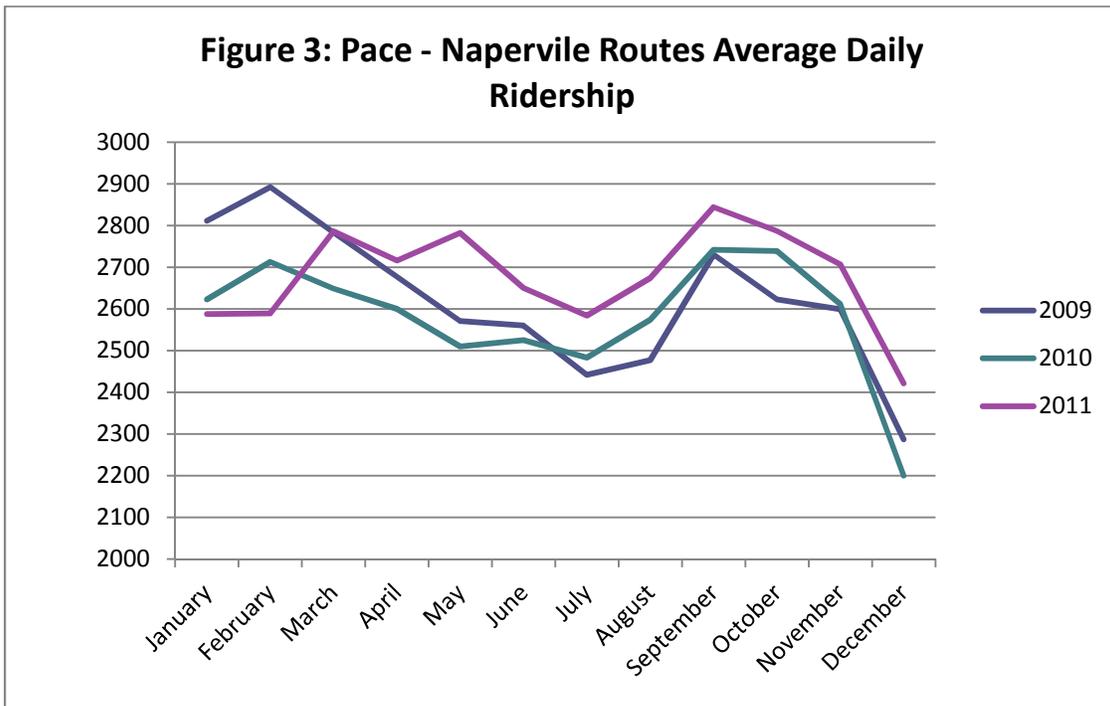
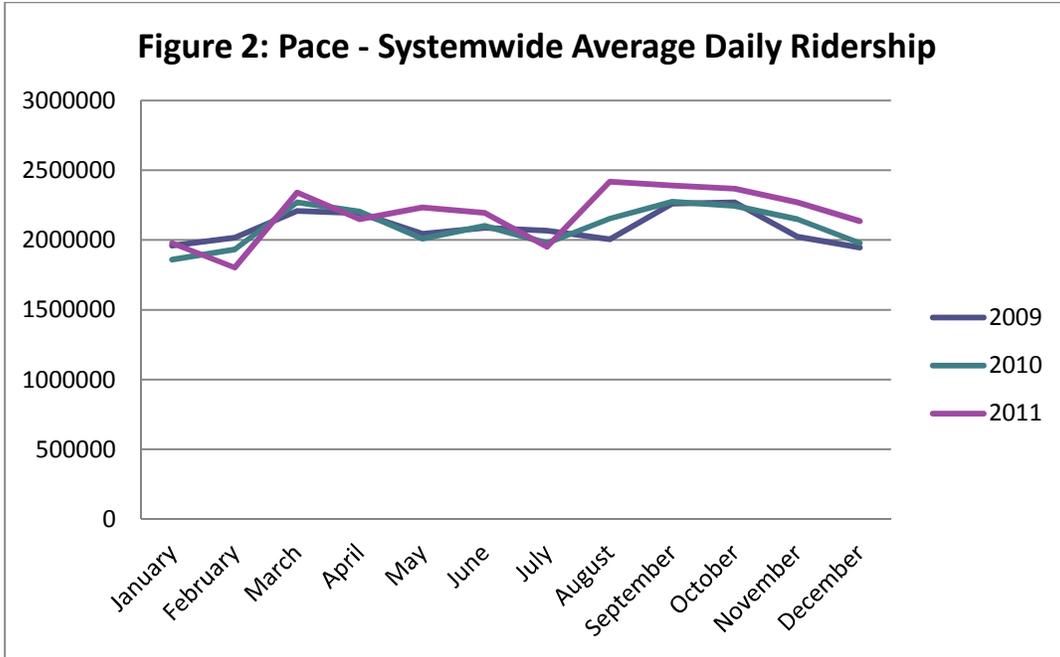
- Ridership for Ride DuPage to Work represents 51% of the total ridership for the Ride DuPage Program, making trips to and from work more affordable for seniors and persons with disabilities.

RIDERSHIP TRENDS IN 2011

In calendar year 2011, transit ridership for both Metra and Pace tracked closely with trends observed in 2010. The highest Metra ridership occurred in the summer months of June, July and August, and lowest ridership occurred in the winter months of December, January and February. The highest Pace ridership months occurred in the spring and fall with slight declines in ridership in July and during the winter months. Commuter trends are clearly reflected in the month-to-month trends of Metra usage on the BNSF line, which serves Naperville.

Data reflected in Figure 1 is for total Metra BNSF average daily ridership. Data for specific stations was not made available by Metra for 2011.





During 2011, ridership for Pace experienced an overall system-wide increase in ridership, likewise Naperville saw an average increase of 3.1%, though some individual routes experienced a decrease in ridership. Routes 673, 689, and 820 experienced a decline in ridership in 2011. This decrease in ridership

may be attributed to route efficiency and proximity to other routes. As discussed later in this report (pages 13 through 17), these routes will be further evaluated in 2012.

Some of the decline in ridership on the Naperville bus routes may be attributed to the general economic climate and also directly linked to the availability of Route 59 commuter parking permits. Since the elimination of the waitlist for Route 59 commuter parking permits in April 2010, commuters at the Route 59 Metra Station have been able to get a permit immediately which likely has an impact on Pace ridership.

Table 2: 2011 Summary of Average Daily Transit Ridership

	Jan-June Average Daily Ridership	% Change over 1st Half 2011	July-Dec Average Daily Ridership	% Change over 2nd Half 2011
Pace (system-wide)	2,116,650	2.6%	2,255,074	5.6%
Pace (Naperville)	2,685	3.1%	2,670	4.2%
Metra (system)	6,754,775	0.7%	7,016,319	2.4%
Metra (BNSF)	1,361,365	1%	1,400,353	2.3%

The increase in local Pace and Metra (BNSF) ridership correlates with the ridership increase for Pace and Metra system-wide.

MAJOR TRANSIT INITIATIVES ADMINISTERED BY THE CITY OF NAPERVILLE

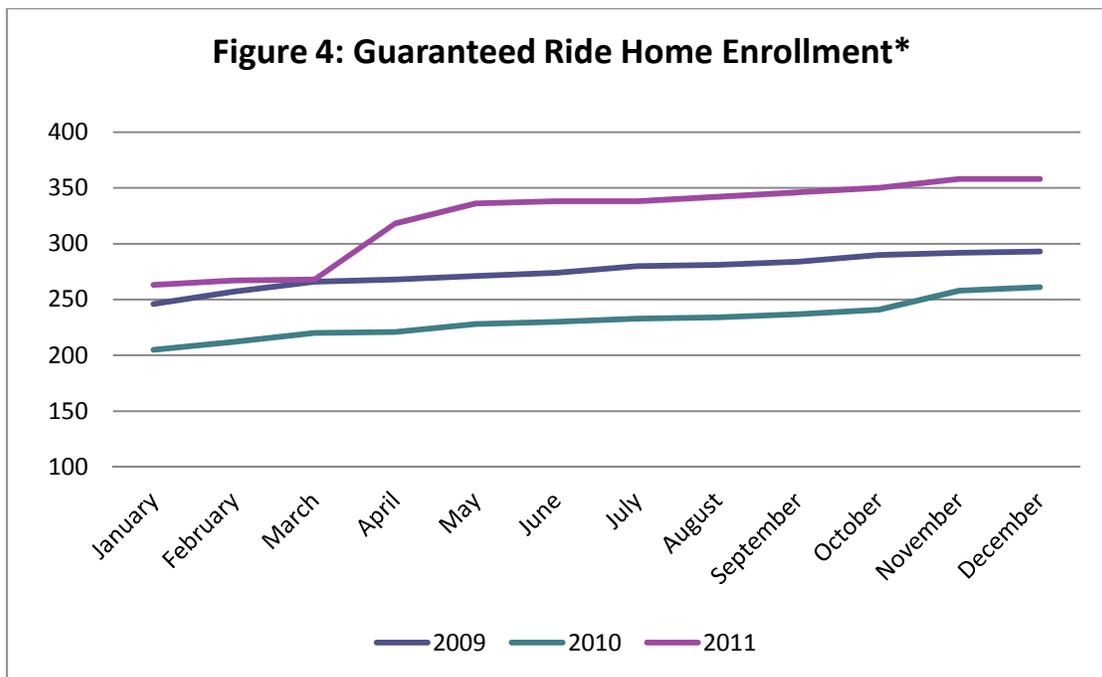
GUARANTEED RIDE HOME

The City of Naperville offers the Guaranteed Ride Home Program (GRH) to Naperville residents who use Pace bus services to access the Route 59 or Naperville Metra Station. The Guaranteed Ride Home Program was first developed in response to requests for increased flexibility in commuter transit services in Naperville and to remove a barrier to transit ridership in an effort to attract new riders. Through the GRH Program, the City reimburses eligible commuters for taxi fare to go home when the Pace buses are not in service, from 8 a.m. to 4:30 p.m. and from 7 p.m. to 12 a.m. Monday through Friday. The Program is available and intended to offer subsidized alternative transportation during non-peak travel times to commuters who are Naperville residents and use Pace bus services to travel to and from the Route 59 or Naperville Metra Station.

The City Council approved the GRH Program in 2008 and continues to make annual appropriations from the Burlington Commuter Fund to cover the reimbursement costs. In 2011, more than 372 participants registered for the GRH Program. This represents approximately one third of the total number of daily commuters who use the Pace feeder routes.

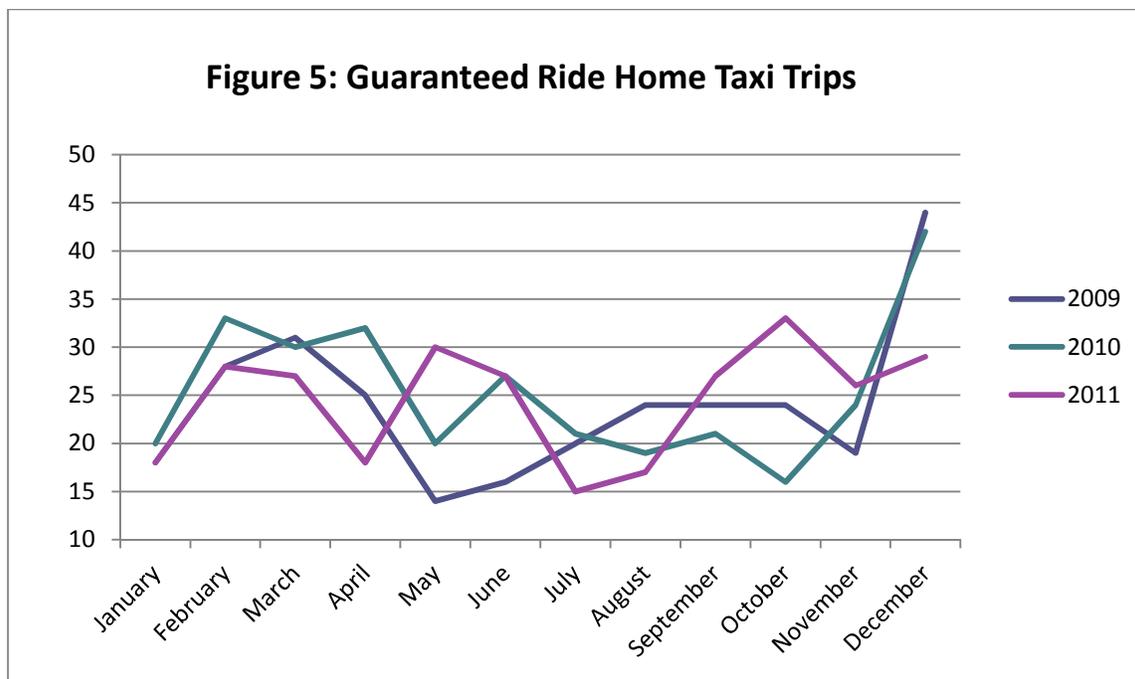
As illustrated in Figure 4, enrollment in the program has steadily increased since the beginning of 2009, with a total of 261 participants registered in 2010 and a total of 372 participants registered in 2011. Enrollment in the GRH Program increased approximately 30% from 2010 to 2011, which is attributed, in part, to the increase in Pace ridership. In addition, the GRH Program enrollment significantly increased

as part of the City’s Temporary Transit Package. More information regarding the Temporary Transit Package is provided later in this report (page 11).



* The Guaranteed Ride Home Program was approved by the Naperville City Council on October 21, 2008. Through December 31, 2008, a total of 76 participants enrolled in the Program.

Despite the down economy and the associated impacts to transit ridership, the GRH Program has allowed the City to offer an incentive for commuters using transit and those interested in pursuing transit as a new commute option. In 2011, a total of 3,888 vouchers were issued to participants, with a total of 336 taxi trips taken over the 12-month period. As shown in Figure 5, the number of taxi trips taken fluctuates throughout the year. Since the GRH Program was initiated, on average approximately 24% of the registered participants use the program each month. Of the total 372 people enrolled in the GRH Program in 2011, 90% used the program at least once. This indicates that many participants are using the program. Pace Route 680, Naperville-Knoch Knolls, continues to be the route with the greatest number of registered participants.



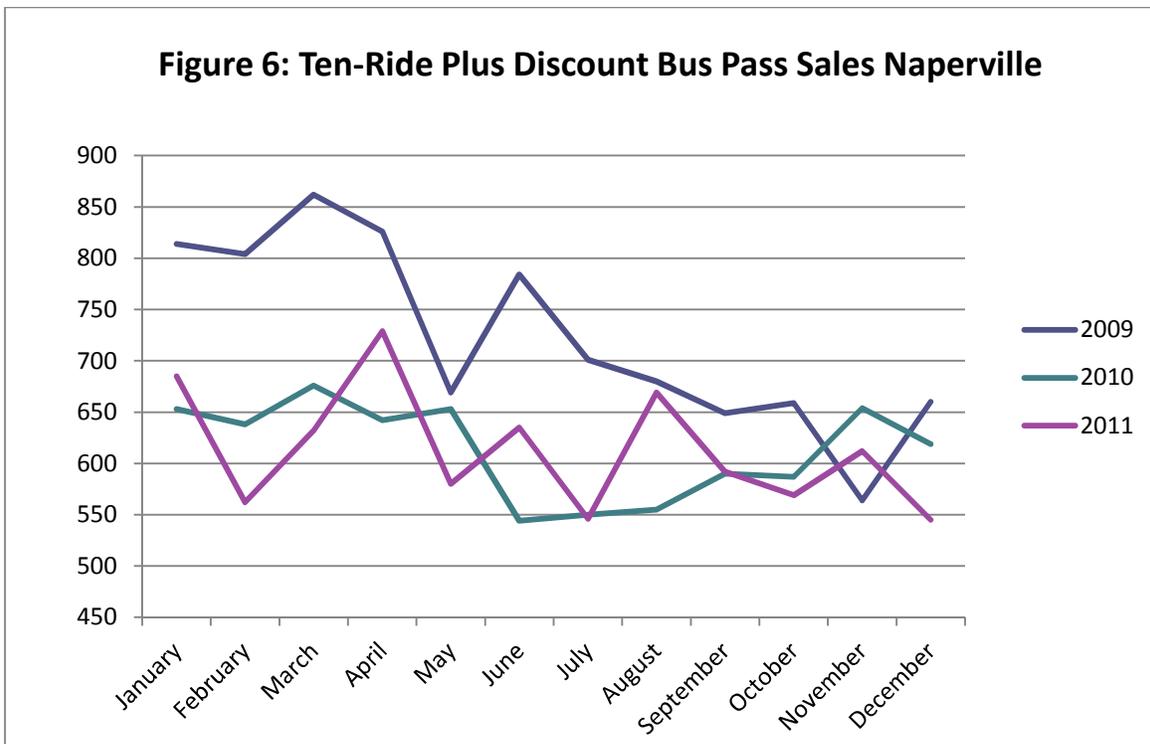
In October 2009, the City of Naperville surveyed commuters to assess their interest and use of the GRH Program¹. A total of 61% of survey respondents agreed that the availability of the GRH Program encouraged them to travel by bus more frequently. The survey also revealed that 8% of the respondents indicated they began using transit at the same time the GRH Program became available. In general, the survey confirmed that the GRH Program provides flexibility for transit users, thereby enhancing transit service for existing users and eliminating a barrier to transit often cited by potential new users.

REDUCED FARE 10-RIDE BUS PASSES

The City works in partnership with Metra to provide discounted Pace “10 Ride Plus” bus passes by partially subsidizing the cost of Pace’s discounted ten-ride tickets for Naperville residents. The passes, which are available for purchase at the Metra stations, provide eleven rides for \$14 (regular price is \$17.50). The purpose of the program is to increase the attractiveness of bus transit ridership by providing an option that brings the cost of transit closer to that of daily fee parking at the Metra stations.

The 10-Ride Program gained relative popularity in early 2009 but sales declined over the course of the year and remained low throughout 2010. In 2011, the 10-Ride Program saw a sales peak in April with 729 passes sold, but that level was not reached again, ending the year with a monthly average of 619 passes sold, which is consistent with the average of 2010.

¹ Two surveys were made available to commuters to assess their interest and use of the Guaranteed Ride Home Program. One survey was issued to registered Guaranteed Ride Home participants and the second survey was advertised to all commuters. Forty responses were received for the Guaranteed Ride Home participant survey and an additional twenty-one responses were received for the general commuter survey.



Ten-ride pass usage may have been bolstered in early 2009 by Pace fare increases that amounted to \$0.50 per trip (rates were increased from \$1.25 to \$1.75 per trip) as riders sought to offset cost increases by purchasing tickets in advance of the fare increase going into effect. Subsequent decreases in use can be attributed to the lower cost of the Metra/Pace Plus Bus sticker for commuters who frequently ride Pace. The Plus Bus sticker allows Metra monthly pass holders to ride the Pace Bus an unlimited number of times throughout the month. The cost of a Plus Bus sticker did not increase in 2009 (cost for the Plus Bus sticker is \$30 per month), making it a better deal for commuters who regularly ride Pace.

Some decrease in “10 Ride” bus pass sales may also be the result of the cost of bus fares as compared to daily fee parking rates. Even with the subsidy for the 10-Ride Plus pass, the cost of bus ridership is \$0.80 higher per day than daily fee parking (\$2.80 for round trip Pace feeder service vs. \$2 daily fee parking rate).

Analysis of 10-ride pass usage as an overall part of the City’s transit offerings is complicated by the turbulent economic conditions that affected transit ridership throughout 2009, 2010, and 2011; however, sales in 2011 indicate that the cost savings afforded by the 10-ride pass may not be enough to overcome the low cost of other alternatives, including the Plus Bus sticker and daily fee parking.

TEMPORARY TRANSIT PACKAGE

In association with the Naperville Metra Station Platform Improvement Project, the City of Naperville offered the Temporary Transit Package (TTP) to Burlington and Parkview commuter parking permit

holders. The Temporary Transit Package was developed by City staff to incentivize commuters to temporarily suspend their parking permits in order to offset the temporary loss of parking spaces as a result of the construction project, provide an alternate transportation option for commuters, and promote public transit.

The Temporary Transit Package was made available in April 2011 and concluded in December 2011. The City of Naperville provided the following benefits to TTP participants:

- Waived quarterly parking permit fees for commuters who suspended their Burlington or Parkview permits for the duration of the construction project;
- Distributed free Pace “10-Ride Plus” bus passes each month for the duration of the construction project; and
- Issued 12 GRH Program vouchers.

Offering commuters an alternate commute option during the construction project, the TTP reduced the demand for parking spaces in the Burlington Lot and Parkview Lot. A total of 94 commuters (75 Burlington Lot permit holders, 19 Parkview Lot permit holders) enrolled in the TTP. This accounts for approximately 9% of all Burlington and Parkview permit holders. A total of 69 TTP participants (73% of all TTP participants) requested the Pace “10-Ride Plus” passes and Guaranteed Ride Home vouchers.

Upon completion of the Metra construction project, TTP participants were invited to reinstate their permit and normal permit fees were applied. A total of 74 participants (79%) reinstated their commuter parking permit and 20 participants (21%) cancelled their permit. The majority of those who cancelled their permit indicated they were no longer daily commuters for reasons such as retirement, work schedule changes and telecommuting. With participation in the TTP, these individuals had an opportunity to realize their demand for the permit and subsequently cancelled the permit. Cancellation of these permits provided an opportunity for the City to increase the number of new permits issued for the Burlington and Parkview Lots.

Following the success of the TTP program, City staff continues to explore opportunities to improve the management of the commuter parking permits and the commuter parking waitlist. The success of the TTP program also demonstrates that similar programs should be considered in the future.

TRANSIT BENCHMARKS

At the December 2008 Transportation Workshop, the City Council and TAB directed staff to identify performance measures (i.e., transit benchmarks) that will be used to evaluate existing and proposed transit services. On May 4, 2010 the City Council concurred with TAB and staff, and approved “cost per passenger trip” and “recovery ratio” as the two performance measures that will be utilized for transit service analysis moving forward.

The transit benchmarks serve as a guide for the City to:

- Proactively evaluate the success of existing transit services;
- Work in coordination with Pace and Metra to adjust transit services in advance of more drastic actions, such as route elimination; and
- Serve as a guideline to determine the investment benefit of transit projects.

Bus ridership data is provided by Pace on a quarterly basis. Based upon the availability of data, this report encompasses bus ridership in the 2011 calendar year. A total of 20 routes serve Naperville and were evaluated for this report.

COST PER PASSENGER TRIP

The cost per passenger trip expresses the cost of transit services per person and is calculated by dividing the total average daily cost of the route by the total average daily ridership. This measure is important because it gives the cost of transit as a dollar value. Cost per passenger trip is easy to discuss and understand because routes with lower costs per passenger trip are considered to be the most efficient, while routes with a higher cost per passenger trip are less efficient. This measure is also important to the service providers when making service operation decisions, such as route elimination.

RECOVERY RATIO

Recovery ratio represents the percentage of the total costs that are recovered from passenger fares and is calculated by multiplying the average daily ridership by the fare, then dividing the result by the total average daily cost of operating the route. This measure is important because it expresses how much of the total cost of bus service is paid for by the passengers or other funding sources, such as grants. A higher recovery ratio indicates lower expenses for funding partners. As with cost per passenger trip, the service providers consider recovery ratio to be an essential measure of transit effectiveness and also evaluate this measure when making operational decisions.

2011 TRANSIT BENCHMARK DATA

Transit data was evaluated against standards established by Pace to determine which routes meet or exceed Pace's standards. This data was then used to identify those routes for which additional action is warranted. Pace sets minimum standards for operations, and the City elected to use two of those standards (cost per passenger trip and recovery ratio) for evaluating route performance.

Although the benchmark data evaluated in this report provides some indications of transit efficiency, these measures alone are not indicative of customer-oriented or community issues. For example, the quality of service (e.g., frequency and timing of routes, length of routes) and community needs (e.g., populations with mobility impairments and/or financial constraints) are important factors that must also be considered in evaluating routes on an individual basis. The analysis that follows includes discussion of these less tangible factors as appropriate.

Table 3: Summary of Pace Standards for Transit Benchmarks

	<i>Cost Per Passenger Trip</i>	<i>Recovery Ratio</i>	<i>Action</i>
Exceeds Standards	< \$5	>36%	Continue base level marketing efforts.
Meets Standards	\$5 - \$7	18% - 36%	Additional evaluation and increased marketing of the route should occur. Based on the evaluation, proposed changes to the route should be considered to increase efficiencies.
Below Standards	> \$7	< 18%	Evaluation and implementation of service level changes including route re-alignment, service area changes, schedule changes, and consideration of park-and-rides or other alternatives should occur.

Recommendations in this report are based upon performance in the calendar year 2011; however, it is important to recognize that the continuous difficult economic conditions have affected transit ridership since 2009. As a result, data for 2010 is provided to give context for transit ridership in an improving economy and to provide a better indication of trends that would warrant additional action. In most cases, average daily ridership increased for transit routes in 2011, thus improving performance for both the cost per passenger trip and recovery ratio metrics.

ROUTES EXCEEDING STANDARDS

Routes are considered to exceed Pace standards if they meet or exceed the standard for cost per passenger trip (<\$5) and exceed the standard for recovery ratio (>36%). In 2011, the only route to exceed Pace standards is Route 680 (Knoch Knolls), a neighborhood feeder route that has historically performed well with ridership consisting of commuters accessing Naperville Station.

No additional action in addition to the City's standard marketing efforts is recommended with respect to this route.

Table 4: Route Exceeding Pace Standards

<i>Route</i>	<i>Route Type</i>	<i>2011 Cost/ Passenger Trip</i>	<i>2010 Cost/ Passenger Trip</i>	<i>2011 Recovery Ratio</i>	<i>2010 Recovery Ratio</i>
680	Feeder	\$3.91	\$3.91	41%	47%

ROUTES MEETING STANDARDS

Routes are considered to meet the established benchmarks if they fall within the standard for cost per passenger trip (\$5-\$7) and recovery ratio (18% -36%). The performance of these routes is considered to be acceptable.

Table 5: Routes Meeting Pace Standards

Route	Route Type	2011 Cost/ Passenger Trip	2010 Cost/ Passenger Trip	2011 Recovery Ratio	2010 Recovery Ratio
672*	Park-and-Ride	\$5.49	\$6.18	81%	84%
675*	Park-and-Ride	\$6.07	\$6.37	57%	53%
678	Feeder	\$5.26	\$5.01	26%	32%
681	Feeder	\$6.96	\$8.20	20%	19%
682*	Park-and-Ride	\$6.91	\$7.27	23%	21%
683	Feeder	\$6.46	\$6.72	25%	28%
684	Feeder	\$5.11	\$5.13	32%	35%
685	Feeder	\$6.01	\$6.11	27%	31%
686	Feeder	\$5.39	\$5.06	29%	33%
687	Feeder	\$6.54	\$6.99	24%	24%

* Partially funded by the City of Naperville

Routes 672 (95th Street Park-and-Ride Express) and 675 (Route 59 Express) are the highest performing park-and-ride routes. The ridership trends for these routes has remained generally consistent over time, although ridership jumped in 2011 for Route 672 by an average of 13 passengers monthly while Route 675 remained at the same ridership level from the previous year. Performance of these routes is bolstered by their express service to the station, strategic location relative to the commuter population, and as a result of the funding contributions from the City of Naperville. Park-and-ride funding is provided in lieu of additional parking to support transit options for commuters accessing the rail stations.

Although continuing to meet Pace standards, Routes 678 (Carriage Hills) and 686 (Old Farm) experienced an increase in the cost per passenger and a decrease in the recovery ratio between 2010 and 2011.

In 2011, all other routes in this group improved or continued to meet standards with respect to the benchmarks, showing reduced cost per passenger trip and increased recovery ratio associated with increased average daily ridership. As a result, staff does not recommend any additional action for routes in this category.

ROUTES REQUIRING ADDITIONAL REVIEW

Routes in this category do not meet one or both of the minimum benchmarks for cost per passenger trip (>\$7) or recovery ratio (<18%). The performance of these routes is considered to be below acceptable levels. Additional action should be taken to evaluate and implement service level changes including

route re-alignment, service area changes, schedule changes, and consideration of park-and-rides or other alternatives.

Table 6: Routes Requiring Additional Review

Route	Route Type	2011 Cost/ Passenger Trip	2010 Cost/ Passenger Trip	2011 Recovery Ratio	2010 Recovery Ratio
530	All Day	\$6.16	\$5.60	15%	17%
673*	Park-and-Ride	\$8.76	\$7.89	57%	56%
676	Feeder/ Reverse	\$7.84	\$7.46	20%	21%
677	Feeder	\$8.63	\$9.13	19%	18%
688	Feeder	\$7.38	\$7.22	22%	19%
689	Feeder	\$9.09	\$8.32	17%	19%
714*	All Day	\$7.27	\$7.28	26%	32%
820	Feeder	\$7.13	\$6.80	22%	22%
829	Reverse	\$11.18	\$12.21	15%	14%

*Route is partially funded by the City of Naperville

While all of these routes will benefit from additional marketing and outreach which is included as part of the annual Transportation Work Program, because of the time, cost and public involvement associated with route modification, it is recommended that two to three routes be selected each year so that the City can partner with Pace to undertake more substantial marketing along with an in-depth evaluation of the route and possible implementation of service changes.

Of the routes that did not meet the set standards in 2011, several have circumstances that warrant postponing any specific action by the City of Naperville.

- Route 530: While this route has seen a decline in both cost per passenger trip and recovery ratio, a significant portion of this route operates in Aurora which accounts for the majority of the ridership occurring on the route. Any significant changes to this route would be best led by Pace and the City of Aurora.
- Route 673: Historically a route with strong ridership, Route 673 is a park-and-ride that operates express service between the Community Christian Church and the Route 59 Metra Station. This route has likely experienced a decline in ridership as a result of the availability of commuter parking permits for the Route 59 commuter parking lot beginning in April 2010. In 2011, the route continued to see a decrease in ridership. Since the route already provides express service to the Metra Station it is recommended that no changes be made to the route and that the route continue to be monitored as the economy recovers.
- Route 676: This route operates as a hybrid route and includes both a traditional neighborhood feeder and a reverse commuter route. While the majority of this route operates in Naperville, a portion of the reverse commuter route operates in Warrenville. An initial evaluation of Route 676 indicates that route modifications would reduce the cost of route operations. The City will

continue to work with Pace to evaluate potential route modifications should ridership demand change in the future.

- Route 677: This route was detoured for approximately two years during the 75th Street and Washington Street construction project. In spring 2011 this route returned to its normal operations and ridership increased, thereby demonstrating the decrease in ridership was a result of the construction project. Staff recommends no changes be made to the route and that the ridership levels continue to be monitored.
- Route 714: The College of DuPage Connector Route is a relatively new route that has continued to see increases in ridership but saw a decline in ridership in 2011 and decreasing cost per passenger trip. Decreases in the recovery ratio are due to the decreased funding being provided by the City of Naperville, DuPage County and the College of DuPage. This route also benefits from a dedicated marketing team who manages a marketing campaign specifically for the route and also evaluates and implements modifications to the route.
- Route 820: This route serves Naperville but operates from the Lisle Metra Station. The route has seen a decrease in ridership and an increase in cost per passenger. This route should continue to be monitored and may be a candidate for further action in future years if ridership and cost per passenger do not improve.
- Route 829: This route serves Naperville but operates from the Lisle Metra Station. It operates in tandem with a traditional feeder route. The 2011 drop in cost per passenger can be attributed to higher ridership levels. No additional action relative to this route is recommended at this time.

The two remaining routes, Route 688 and Route 689 do not meet the minimum benchmarks as detailed below. These routes should be further evaluated by the City and Pace staff to determine which additional actions are necessary to improve route performance.

- Routes 688: This route has experienced an increase in cost per passenger and a decrease in recovery ratio since 2010.
- Route 689: Data from 2011 showed an increase in cost per passenger trip and a decrease in recovery ratio. Staff recently received a petition from current riders of the route to evaluate the route timing.

Future City and Pace actions associated with route performance may include monitoring the route, stop-by-stop evaluation of ridership, route specific marketing, commuter surveys, service level changes, schedule changes, park-and-ride service and other alternatives.

SUMMARY

This report provides the City Council with an overview of transit services as well as metrics to evaluate the City's transit investments to ensure that expenditures are used efficiently and effectively. In 2011, the following initiatives contributed to the success of the transit service in the City of Naperville, as is demonstrated by the transit benchmarks identified herein.

- In 2011, the City started to contribute to the funding for Route 682; this route provides service to the Naperville Metra Station from the St. Thomas the Apostle Park-and-Ride. The park-and-ride supports the City's ongoing multi-modal approach to commuter access to the Naperville Metra Station.
- Based on rider requests and a review of the schedule with Pace, the morning schedule for Route 678 was modified to better align with the express Metra trains.
- Between April and December 2011, the City worked in coordination with Pace and Metra to minimize transit impacts associated with the *2011 Metra Platform Improvement Project* at the Naperville Station. Through bus staging area modifications, detours and the Temporary Transit Package, the City successfully minimized impacts to transit service at the Naperville Metra Station during the construction project.
- The City, in coordination with Pace, completed a thorough evaluation of Route 676 to identify potential route modifications. Although ridership demand did not support route changes in 2011, the route will continue to be monitored for potential future enhancements.

Transit is an important part of the City's overall transportation network. The variety of transit alternatives offered by the City of Naperville, in partnership with Pace and Metra, ensures that people who can't or choose not to drive a personal vehicle have access to mobility options for employment and lifestyle purposes. The City's objective in evaluating transit services is to serve the needs of the community and adapt as those needs change.

The down economy and high unemployment rates in 2011 continue to impact transit ridership in Naperville. In addition to economic conditions, the following key factors were found to influence transit ridership within Naperville during 2011:

- Elimination of the waitlist for the Route 59 commuter parking lot in April 2010, which likely impacted ridership for routes that serve the Route 59 Metra Station.
- Availability of daily fee parking at the Route 59 Metra Station.
- Construction detours or schedule and route changes likely had a negative impact on ridership.

Based on the evaluation of transit services provided in this report, staff offers the following general recommendations:

- Continue ongoing marketing for all routes to include:
 - Targeted marketing to local realtors in 2012 and 2013 in order to help educate new and potential homebuyers of the various transit options in Naperville.

- Coordination with local Homeowner's Associations for routes below the minimum benchmark standards.
- Evaluate commuter feedback and ridership data to bring the performance of Routes 688 and 689 into alignment with other feeder routes in the community.
- Identify barriers to transit to determine if additional actions can be taken to make transit a more attractive option for commuters.
- Continue to improve communication with commuters to solicit ongoing feedback on transit satisfaction.
- Continue to coordinate with Pace in advance of construction projects in order to maintain ridership and route performance, and identify detours where necessary.

Moving forward, staff will continue to monitor benchmark performance and work with Pace to identify marketing, pricing or service options that will allow transit to evolve in better serving the needs of the community.

**CITY OF NAPERVILLE
MEMORANDUM**

DATE: September 21, 2012

TO: Douglas A. Krieger, City Manager

THROUGH: Bill Novack, Director of Transportation, Engineering, and Development

FROM: Karyn Robles, Transportation and Planning Team Leader

SUBJECT: FY11-12 Ride DuPage Annual Report

PURPOSE:

The purpose of this memorandum is to present the Fiscal Year 2011-2012 Annual Performance Report for the Ride DuPage Program.

BACKGROUND:

The Ride DuPage Program replaced the Dial-a-Ride Program and Pilot II Taxi Program (subsidized by Naperville and Lisle Townships) for seniors and persons with disabilities on August 1, 2004. In March 2008 the program was enhanced through the addition of the Ride DuPage to Work program which offers a reduce fare for program users who need transportation to and from work. The Ride DuPage to Work program is funded in part by a Job Access Reverse Commute grant and the partners provide a 50% local match to the grant. As Ride DuPage continues to operate, regular monitoring and evaluation of operations are necessary to track program costs and to ensure the program's success. This evaluation is achieved through regular staff monitoring as well as the preparation of annual performance reports.

INFORMATION:

Ride DuPage Annual Report

The attached report provides an analysis of customer service and cost-effectiveness of the Ride DuPage Program during Fiscal Year 2011-2012, from May 2011 to April 2012.

Key findings of the analysis include:

- FY 11-12 ridership increased 4% from FY 10-11 with approximately 41,690 rides provided during the year. Although this is not as large of an increase as in previous years, it is thought to be attributed to recovering economic conditions and increased program marketing.
- FY 11-12 ridership for Ride DuPage to Work experienced a significant increase of 16% with an average of 1,770 trips per month compared to FY 10-11 with 1,529 trips per month.
- The number of individual users for the Ride DuPage program slightly increased from FY 10-11 volumes, reaching an average of 322 monthly users during FY 11-12.
- Most Ride DuPage trips continue to be taken between 7 a.m. and 6 p.m. on weekdays. However, 24.5% of all trips were taken outside these hours during FY 11-12, an increase of 1.3% from FY 10-11. These trips would not have been possible under the previous Dial-a-Ride system that restricted the hours of travel.

- Approximately 72% of Ride DuPage trips were less than 6 miles in length and the average trip length was well under 6 miles.
- The most common destinations of Ride DuPage trips include Edward Hospital, Naperville Metra Station, and numerous apartment complexes, grocery stores, and shopping areas. Some of the most common locations are located along Pace Route 714.
- The current on-time performance rate of nearly 96% is significantly higher than when the program first started. This could have impacted the performance calculation. While on-time performance is an important measure, additional factors such as productivity have a greater impact on program costs. As a result, greater focus is being placed on these measures which may result in the program not achieving the on-time performance goal.
- The productivity average was 1.69 passengers per hour, which did not meet the goal of 2.2 passengers per hour during FY 11-12. However, this does represent an increase from the FY 10-11 productivity average of 1.64. Continuing to focus on increasing productivity would help to reduce future program cost.
- Ride DuPage to Work accounted for approximately 51% of the total trips during FY 11-12.
- The City's cost of \$163,870 was less than the FY 11-12 budgeted amount of \$179,248. A modest increase in contribution from Pace and the continuation of grant funding for Ride DuPage to Work helped the partners to maintain stable costs.

Overall, the statistics for FY 11-12 indicate that Ride DuPage continues to be a very successful program. The use of Ride DuPage has exceeded expectations, and the program continues to attract new riders each month. Conversely, productivity for FY 11-12 was below the standard of 2.2 passengers per hour and cost per trip did increase slightly from FY 10-11, meaning the program is not operating at optimal efficiency. Staff will continue to actively monitor and coordinate with the Ride DuPage partners to make service and operational adjustments to bring program costs down.

The Ride DuPage to Work program has also been successful in making work trips more affordable and has shown a steady increase in ridership since the previous fiscal year. The New Freedom Initiatives grant funding initially made the reduced fare program possible, but in order to ensure the continued availability of the Ride DuPage to Work program, the partners applied for and received a continuation of funding through a Job Access Reverse Commute grant. The Naperville Lisle Transportation Partnership just received an additional Job Access Reverse Commute grant award from the RTA that will provide funding for the Ride DuPage to Work program through 2014.

CONCLUSION:

Please include in the September 21, 2012 Manager's Memorandum.

- C: Transportation Advisory Board
 Mayors Advisory Commission on Persons with Disabilities
 Jenny Dawley, Naperville Township
 Lois Biggins, Lisle Township
 Jay Madalon, Wheatland Township
 Carla Champagne, Pace
 Mary Keating, DuPage County Human Services



**FY 11-12 Annual Report for the
Naperville/Lisle Area Transportation
Partners**

(May 2011-April 2012)

September 2012

Prepared by

Naperville/Lisle Area Transportation Partners



Lisle Township



Naperville



Naperville
Park District

Ride DuPage FY 11-12 Annual Report
Naperville/Lisle Area Transportation Partners

Contents

Section 1: Performance Measures	2
Ridership	2
Number of People Served	5
Ridership by Day and Time	6
Distance	8
On-Time Performance	11
Productivity	11
Section 2: Cost	12
Section 3: Ride to Work Program	16
Section 4: Conclusions	22
Section 5: Recommendation Follow Up	23

Introduction

The Ride DuPage program has been operating since August 2004 offering paratransit transportation options to registered participants. Ride DuPage specializes in reduced fares and door-to-door service for seniors and people with disabilities who reside within Naperville Township, Lisle Township, or the City of Naperville. When Ride DuPage replaced the previous Dial-A-Ride program, it was determined that regular monitoring and evaluation of its operations would be necessary for its success. The preparation of regular reports is one way of ensuring continued monitoring and evaluation. This annual report covers Ride DuPage operations during the City of Naperville's Fiscal Year 2011-2012, from May 2011 to April 2012.

This annual report has a further purpose to track ridership trends and program costs. Prior to FY 06-07, the costs of the Ride DuPage program had been consistently above the budgets of the local sponsors. In FY 06-07 and FY 07-08 several changes, including a change in the fare structure and an increased focus on improving productivity, were put into place to bring the program costs back to manageable levels. In September 2006, staff implemented a fare increase, raising the base fare from \$1.50 to \$3.00. With further analysis following the 2006 fare increase and rider guidance, the fare structure was changed again on March 1, 2008. The current fare structure consists of a \$1.00 flag pull charge and a fee of \$1.00 per mile for the rest of the trip. No major changes have been put into place since 2008.

The Ride DuPage to Work program, initiated in March 2008, is a component of Ride DuPage that subsidizes trips through a federal grant in order to provide affordable transportation to and from a participant's place of work. The Ride DuPage to Work section of the program is broken out and analyzed separately in this report. Costs for the entire Ride DuPage program will continue to be monitored to evaluate if further action is required.

The next report in this series to be prepared will be the annual report for Fiscal Year 12-13. This annual report is expected to be available in fall 2013.

Ride DuPage FY 11-12 Annual Report
Naperville/Lisle Area Transportation Partners

Section 1: Performance Measures

Ridership

The Ride DuPage program initially experienced rapid growth between 2004 and 2006; however, recent ridership trends indicate consistent ridership over the past five years. Figure 1, on the following page, shows the growth in monthly ridership graphically, starting in May 2003 (with the Dial-a-Ride program that preceded Ride DuPage) and continuing through April 2012. As the graph indicates, average monthly ridership was fairly stable under the former Dial-a-Ride program. Once Ride DuPage began in August 2004, ridership increased dramatically. Ridership leveled off between 2006 and 2009 and, due to many contributing factors, decreased by 12% in FY 09-10. Pace and its operational partners indicated that this was due to a struggling economy and high unemployment rates. In FY 10-11 ridership increased and continued to increase through FY 11-12, with ridership increasing by 4% in FY 11-12 with more than 3,400 rides per month. Overall, the program's ridership has increased by 93% since its launch. In August 2004, the program provided approximately 1,800 rides per month. Ride DuPage provided an average of 3,400 rides per month in FY 11-12. In FY 11-12, the program administered approximately 41,690 rides.

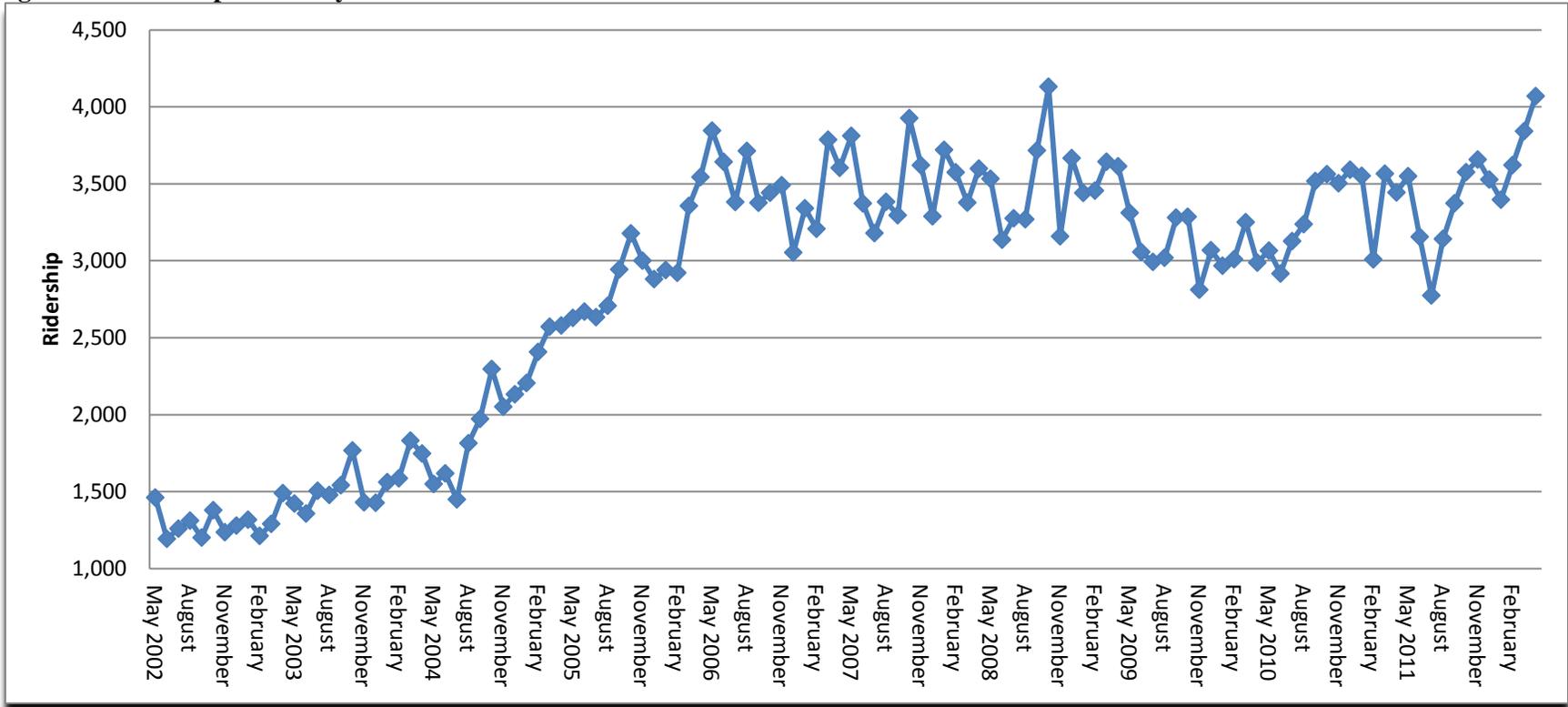
In March 2008, the Ride DuPage to Work program was initiated as a component of Ride DuPage in an effort to accommodate the Ride DuPage participants who use the program to travel to and from work. The Ride DuPage to Work program is unique because it is funded through a federal grant, which allows the Partners to provide a reduced fare structure for participants who typically travel longer distances and more frequently to get to and from work. Performance measures analyzed in this section include data from both the Ride DuPage to Work program and the standard Ride DuPage program. The Ride DuPage to Work program is specifically analyzed in Section 3 of this report.

Please note that ridership beginning in March of 2008 includes trips being taken under the new Ride DuPage to Work program which allows registered users to receive a reduced fare, of \$1.50 for the first six miles and \$1.00 for each additional mile, on trips taken to and from their place of work. The Ride DuPage to Work trips currently make up about 51% of all Ride DuPage trips. This value is slightly higher from last year's 46% share of the total program. The difference is due to an increase in the number of riders taking work related trips as well as an overall increase in ridership.

Ride DuPage, like many public transit services, has experienced seasonal fluctuations in ridership in the past. Before Ride DuPage, with the prior Dial-a-Ride service, ridership generally had two peaks: one in the fall (October), and one in the spring (March, April, or May). Ridership in FY 11-12 mirrored patterns seen in the past few years with significant decline in ridership in July, the highest ridership occurred in April.

*Ride DuPage FY 11-12 Annual Report
Naperville/Lisle Area Transportation Partners*

Figure 1 – Ridership since May 2002



* Data beginning from March 1, 2008 also includes the Ride DuPage to Work program

Ride DuPage FY 11-12 Annual Report
Naperville/Lisle Area Transportation Partners

Since FY 06-07, the overall ridership growth has begun to slow. A key fluctuation appears in late winter, when ridership hits a low point in February and then increases to normal levels in the spring. The fluctuations in Figure 2 show higher ridership in the fall and early winter and lower ridership in the summer.

Figure 2 – Month by Month Ridership Comparison

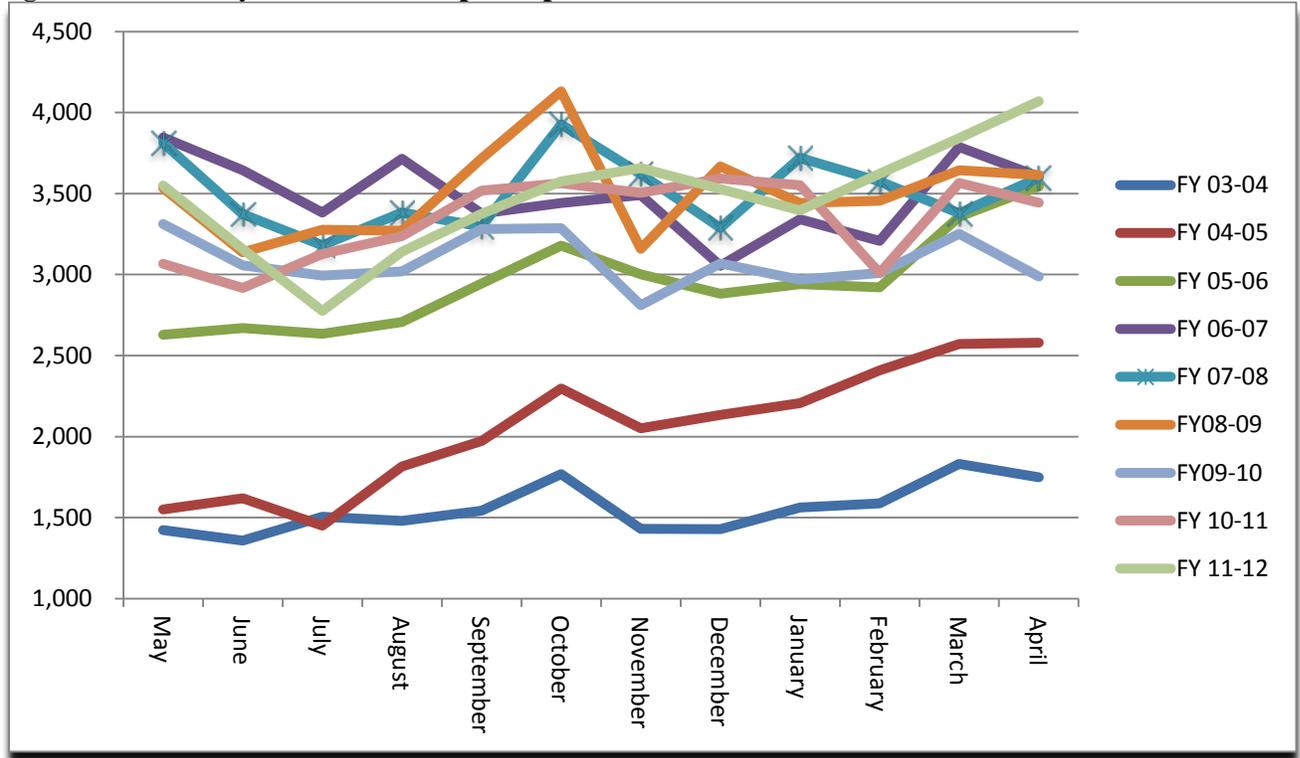


Figure 3 shows the same information in tabular form. Please note that figures in italics were recorded before the establishment of Ride DuPage.

Ride DuPage FY 11-12 Annual Report
Naperville/Lisle Area Transportation Partners

Figure 3 – Ridership since May 2003

Month	FY 03-04	FY 04-05	FY 05-06	FY 06-07	FY 07-08	FY08-09	FY09-10	FY10-11	FY11-12
May	1423	1550	2629	3846	3812	3533	3312	3066	3550
June	1358	1619	2670	3643	3373	3137	3057	2917	3156
July	1506	1450	2634	3382	3180	3276	2993	3128	2775
August	1479	1815	2708	3714	3383	3270	3020	3238	3142
September	1542	1973	2944	3377	3296	3717	3281	3518	3374
October	1768	2297	3178	3442	3927	4131	3286	3563	3576
November	1431	2052	3001	3491	3621	3159	2812	3504	3658
December	1428	2133	2881	3054	3289	3667	3069	3592	3528
January	1562	2206	2940	3341	3721	3441	2968	3552	3397
February	1587	2408	2922	3208	3575	3456	3010	3009	3622
March	1832	2572	3357	3787	3378	3644	3251	3566	3842
April	1748	2580	3544	3604	3599	3614	2988	3444	4070
Monthly Average	1555	2055	2951	3491	3513	3504	3087	3341	3474

As Figure 2 and Figure 3 demonstrate, average ridership in previous years appeared to be fairly consistent but suffered a slight decrease in FY 09-10. Based on the current data, however, ridership has appeared to have recovered with an increase in fiscal years 10-11 and 11-12. Overall ridership in FY 11-12 increased 4% from FY 10-11. Based on average monthly data, Ride DuPage provided approximately 3,474 rides per month this fiscal year, returning the program average to over 3,400 rides for the first time since FY 08-09. The overall increase in ridership for the past two years is likely attributed to the recovering economy and increased marketing of the program.

Number of People Served

Ride DuPage also tracks the number of individuals who use the program. Throughout the program, ridership increases have been fueled by two main sources of growth: 1) the number of individuals who use the program; and 2) the number of rides per individual.

Below, Figure 4 shows that the number of individuals who used the program each quarter during FY 11-12 was slightly more than FY 10-11. An average of 322 individuals used the program per month in FY 11-12; this represents an increase of approximately 7% over the figures from FY 10-11 (an additional 301 users per month).

Additionally, participants used Ride DuPage with a slightly lower frequency in FY 11-12 compared to FY 10-11. In FY 11-12, the average rider used the program 10.8 times each month, a decrease of approximately 3% when compared to FY 10-11 (11.1 rides per user).

Ride DuPage FY 11-12 Annual Report
Naperville/Lisle Area Transportation Partners

Figure 4 – Average Monthly Ridership and Average Number of Users*

	Monthly Ridership	Monthly Users	Monthly Rides per User
FY 09 -10	3,087	296	10.4
FY 10-11	3,341	301	11.1
FY 11-12	3,472	321	10.8

* This table presents the average ridership and program users for each month; total ridership and total number of users is not presented.

While there has been an increase in overall ridership for the Ride DuPage program in FY 11-12, Figure 5 shows that the majority of Ride DuPage riders continue to use the program 1 to 10 times per month, which is consistent with the number of rides per user in previous years.

The rides per user in FY 11-12 for each classification are fairly consistent when compared to FY 10-11. When comparing FY 11-12 to FY 10-11 there was a 12% increase in the 1-10 rides bracket, there was a 12% decrease in the 11-20 rides bracket; the rest of the categories remained somewhat constant. Despite the decrease in overall rides per user, the highest ridership classification remains among riders in the “low-range,” who used the service between 1 and 10 times per month. On average, these “low-range” users comprise 68% of the monthly ridership during FY 11-12.

Figure 5 – Average Monthly Rides per User

	1-10 rides	11-20 rides	21-30 rides	31-40 rides	41+ rides
FY 09-10	199	46	25	17	9
FY 10-11	195	52	26	18	10
FY 11-12	219	46	28	16	12

Ridership by Day and Time

Figure 6 shows the average number of trips taken on weekdays and weekends at different times of the day. The Dial-a-Ride program that preceded Ride DuPage was only available from 7 a.m. to 6 p.m. on weekdays. The Ride DuPage program is available 24 hours a day, 7 days a week, and 365 days a year. Most trips continue to be taken on weekdays, between 7 a.m. and 6 p.m., although a substantial number of trips (approximately 24.5% of the total during FY 11-12) would not have been possible with the hour regulations of the prior Dial-a-Ride program.

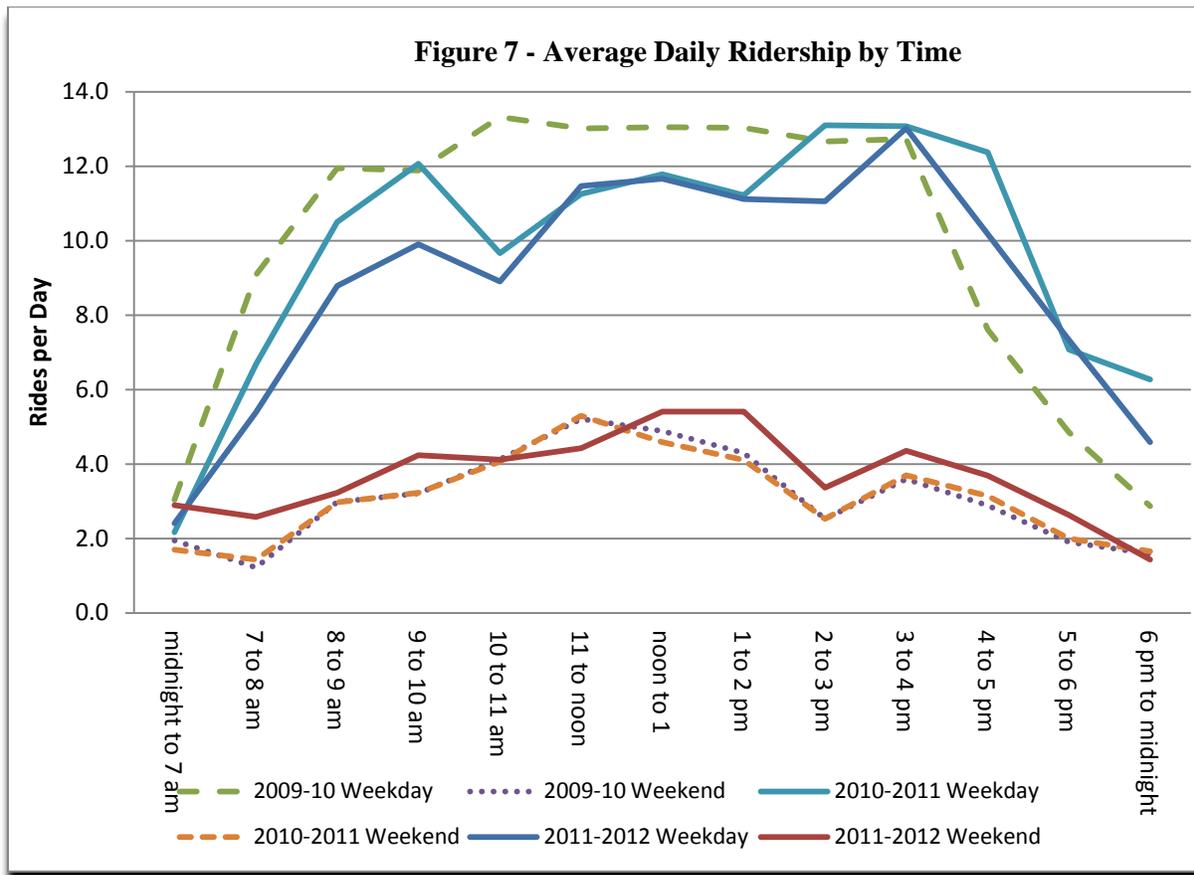
In FY 11-12 the average number of trips that were taken outside the weekday hours of 7 a.m. and 6 p.m. and on the weekends was approximately 24.5% of all trips each month. This is an increase from FY 10-11 when the trips taken outside of the weekday hours of 7 a.m. and 6 p.m. and on the weekends represented 23.1% of all trips. This is consistent with trends from past years that show, overall, there has been a slow but steady increase in off-peak and weekend trips and a decrease in weekday trips.

*Ride DuPage FY 11-12 Annual Report
Naperville/Lisle Area Transportation Partners*

Figure 6 – Average Monthly Trips by Day and Time

	Weekday, before 7 a.m.		Weekday, 7 a.m. to 6 p.m.		Weekday, after 6 p.m.		Weekend	
	Trips	As %	Trips	As %	Trips	As %	Trips	As %
FY 09-10	207	6%	2,681	77.4%	199	5.8%	382	10.8%
FY 10-11	193	5.7%	2,576	76.9%	187	5.6%	394	11.8%
FY 11-12	158	4.6%	2,582	75.5%	211	6.2%	466	13.7%

Figure 7 shows a more detailed breakdown of when trips occurred during the day by displaying the average number of rider pick-ups per day during each time period for FY 09-10, FY 10-11, and FY 11-12. As the graph shows, trips were most frequent between 8 a.m. and 5 p.m. with 9 to 13 rider pick-ups per hour occurring during this period on the average weekday in FY 11-12. This large timeframe has one peak between 2 p.m. and 4 p.m. with just over 11 pick-ups an hour.



Distance

The length of trips made by riders has a direct bearing on cost for both the rider and sponsor. When Ride DuPage was established, the fare was \$1.50 for the first six miles and \$1.50 for each additional mile. However, due to rising program costs, the fare structure was changed in March 2008 to \$1.00 flag pull cost (i.e., the cost to get into the vehicle) and \$1.00 for each mile

Ride DuPage FY 11-12 Annual Report
Naperville/Lisle Area Transportation Partners

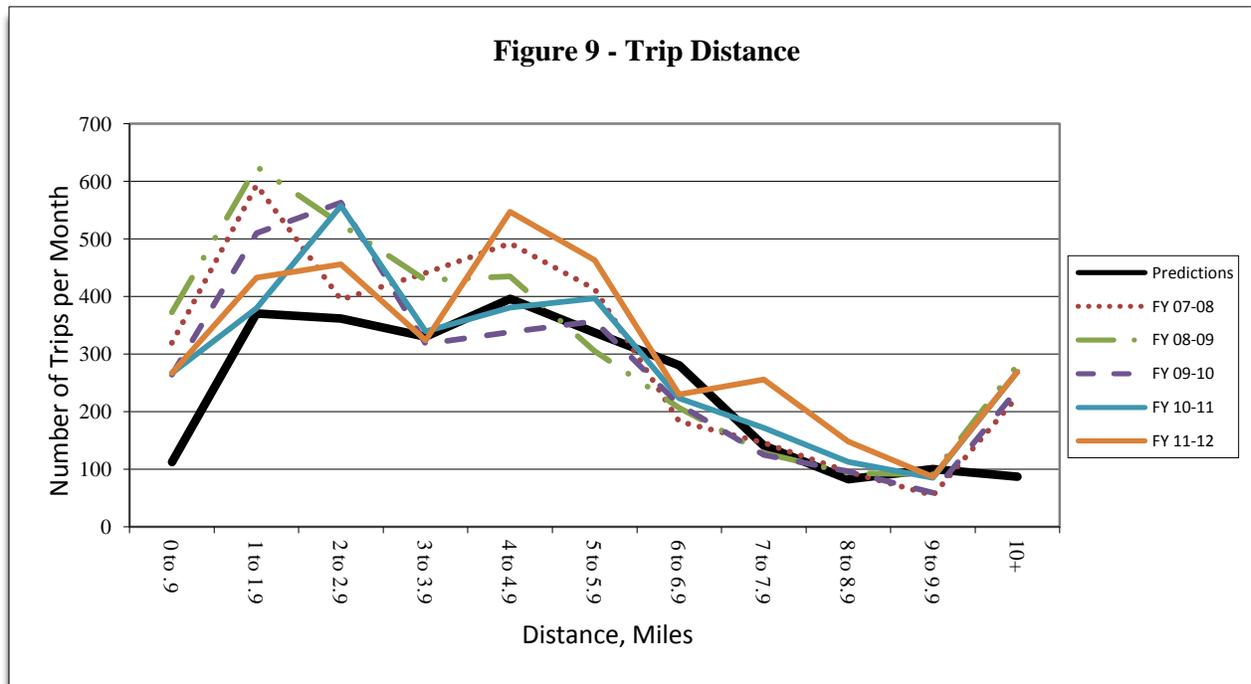
traveled. The new fare structure created a per mile charge for the program instead of offering a flat rate for the first six miles. Since then, no major changes have been made to the fare structure of the program.

While the majority of trips taken continue to be less than six miles, longer trips are increasing in popularity. The number of average monthly trips less than 6 miles in length increased from 2,319 in FY 10-11 to 2,499 in FY 11-12; this represents a net increase of over 7%. Since the fare change in 2008, the share of short-distance trips (i.e., those fewer than 6 miles) has decreased from 78.8% in FY 07-08 to 72% in FY 11-12.

Figure 8 – Average Monthly Trip Distance

	Monthly ridership	Trips under 6 miles	Trips over 6 miles	Trips under 6 miles as %	Average trip length (miles)
FY 09-10	3,087	2,349	739	76.1%	4.42
FY 10-11	3,341	2,319	1,022	69.4%	4.77
FY 11-12	3,474	2,499	975	72%	4.91

Figure 9 shows the number of trips by distance for FY 07-08 through FY 11-12. It also shows the predictions that were established to estimate the number of trips by distance prior to the adoption of the Ride DuPage program. The prediction line was used in the beginning years of the program to help understand the ridership trends and predict program costs based on ridership trends. However, in past years the ridership for distances under 6 miles has exceeded these predictions. For trip distances over 4 miles, the actual distribution for FY 11-12 shares the same general trend line as the prediction model, with the exception of trips between 5 to 6 miles and above 10 miles. For FY 11-12, actual demand for trips between 5 to 6 miles and over 10 miles greatly exceeded the prediction.



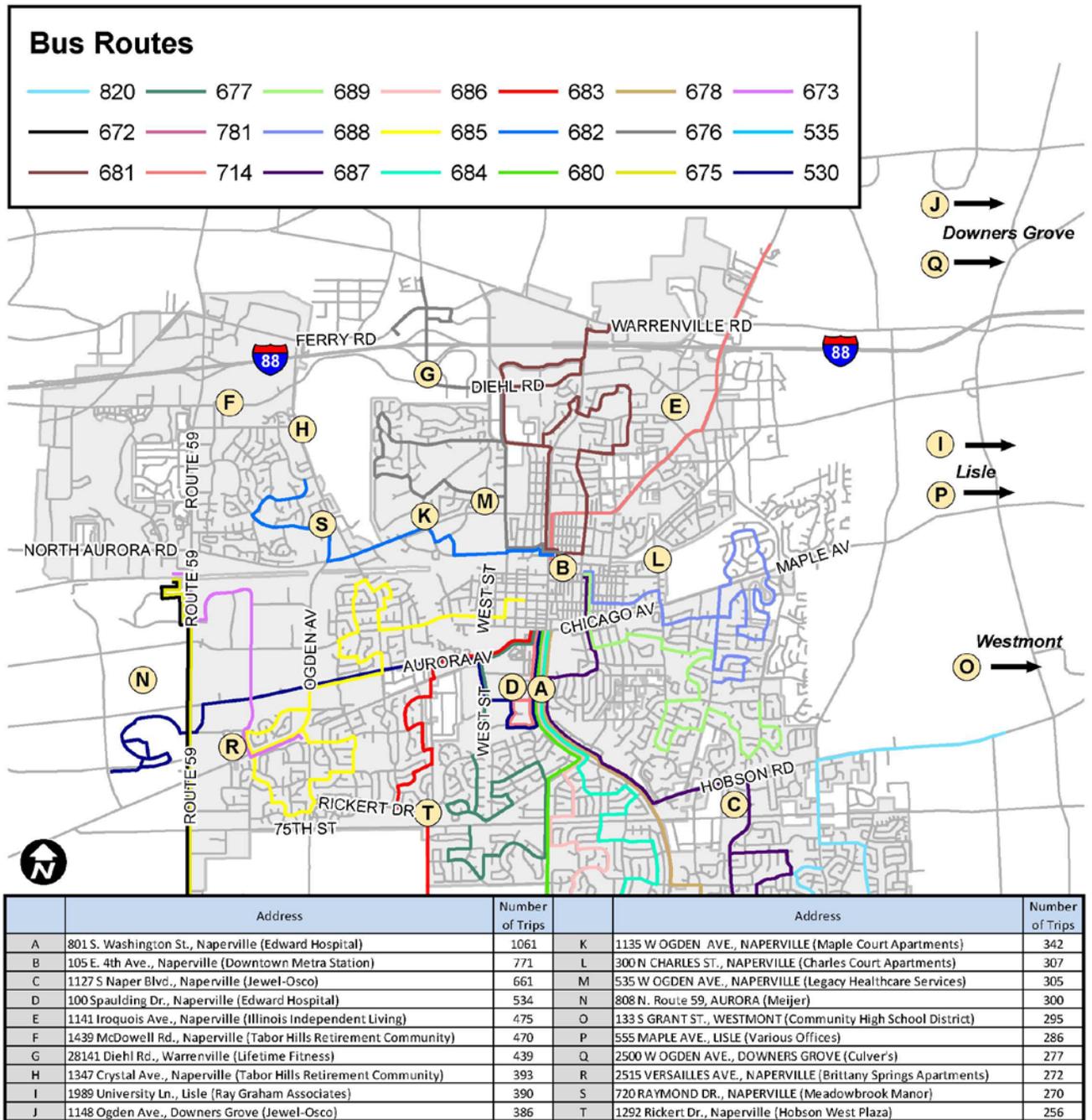
Ride DuPage FY 11-12 Annual Report
Naperville/Lisle Area Transportation Partners

Figure 10, on the following page, lists the 20 most common addresses that were destinations for Ride DuPage trips during FY 11-12. It is assumed that each of these locations has an equivalent number of trip origins. Please note that some locations have more than one address; for example, Edward Hospital received a large number of trips to both 100 Spaulding Dr. and 801 S. Washington St. In addition, 3 of these 20 locations are located within a short walk of fixed-route bus services, Pace Route 714 and 530. Although origins and destinations of trips are generally dispersed, it is important to note that these fixed routes could potentially serve a portion of the Ride DuPage trips in a more cost efficient manner.

There were distinct differences between this year's list and that of last year's. Overall, the number of trips per destination and ridership has increased. For example, in FY 11-12, trips to the Naperville Metra Station increased by 77%. In addition, there was more variation apparent in the choice of destination. Key new additions to the top 20 list include Ray Graham Associates, Legacy Healthcare Services, a Culver's restaurant as well as new office buildings and apartment complexes. Key destinations removed from last year's list include Longwood and Highlands Elementary Schools, Green Trails Apartments, Aurora Public Library, College of DuPage: Naperville Campus, Cress Creak Shopping Center and various offices. It is unclear as to why these locations have fallen off as prime destinations for riders, but this could be an opportunity for research in the future.

Ride DuPage FY 11-12 Annual Report
Naperville/Lisle Area Transportation Partners

Figure 10 – Major Trip Destinations



Ride DuPage FY 11-12 Annual Report
Naperville/Lisle Area Transportation Partners

On-Time Performance

One of the primary methods of measuring operational performance is to examine the number of trips arriving on-time. A trip is considered to be “on-time” if the arrival time is within 15 minutes of the negotiated time of pickup; arrival that is between 15 minutes and 1 hour late is considered “late,” and a trip that is more than 1 hour late is considered a “missed trip.” In addition, trips that arrived earlier than the negotiated pick-up time are counted as “on-time”. The on-time performance standard is 95%.

Based on all trips taken, the 95% goal was reached in FY 11-12; this goal was not reached in FY 10-11. Missed trips have become increasingly uncommon, with only 0.1% of all trips “missed” in FY 11-12. Figure 11 shows the on-time performance for the Naperville/Lisle partners and provides a breakdown of on-time performance for buses and taxis. The Figure also shows the percentage of missed trips for FY 11-12.

The increase in on-time performance is encouraging, but continuing to meet this standard should be a goal in the coming year, as well as increasing productivity. As per the City Council approved recommendation from the FY 10-11 Ride DuPage report, the City has tried to focus more on increasing efficiency and productivity rather than on-time performance.

Figure 11 – On-Time Performance and Missed Trips

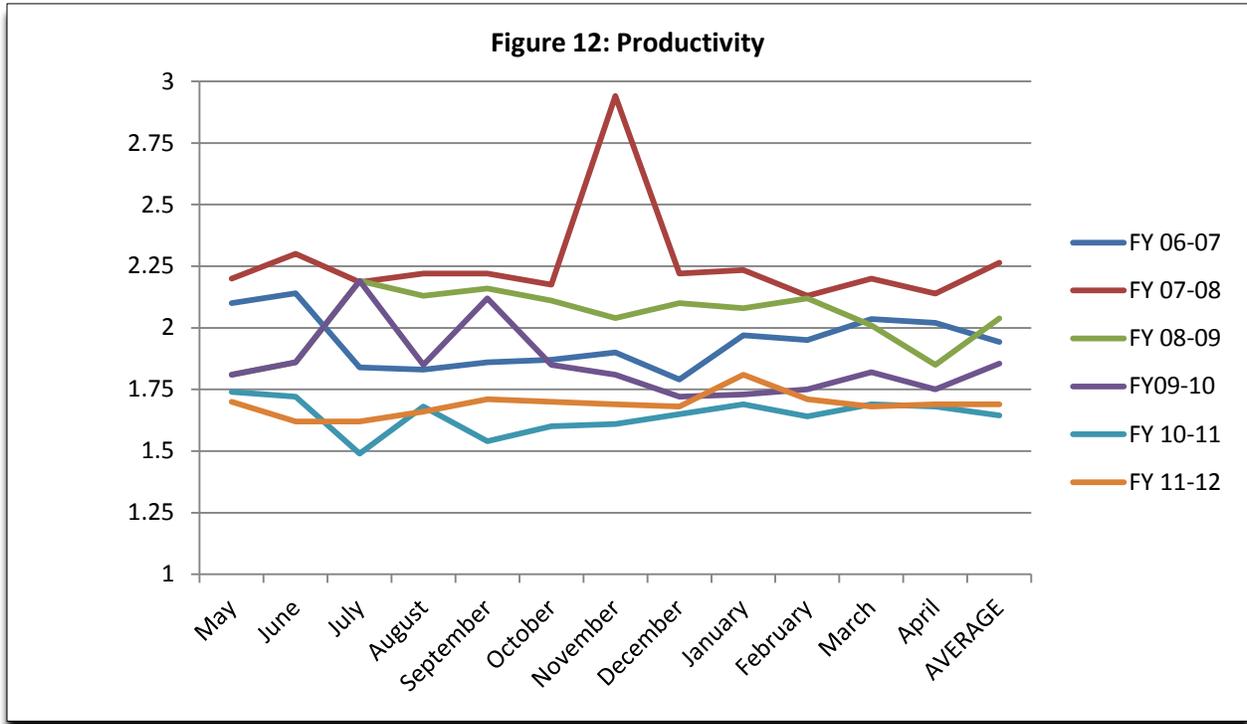
	Naperville/Lisle on-time performance	Bus on-time performance	Taxi on-time performance	Naperville/Lisle missed trips	% of trips delivered by bus	% of trips delivered by taxi
FY 09-10	95%	95%	95%	0.1%	42%	58%
FY 10-11	94%	94.5%	96.7%	0.2%	40.1%	59.9%
FY 11-12	95%	95.4%	96.2%	0.1%	45.2%	55.78%

Productivity

Another performance measure is productivity, or the number of trips provided per vehicle-hour. This measure relates more to the efficiency of the system than to the quality of service received by riders. The Ride DuPage program has a goal of 2.2 passengers per vehicle-hour. In an effort to balance program costs, the Ride DuPage Partners have worked with Pace to focus on improving productivity rather than on-time performance. Early data indicates that the improved productivity has had a positive impact on program costs. Productivity will remain a focus in future years in order to further reduce the cost of the Ride DuPage program. However, it should be noted that it may be difficult to increase productivity while maintaining a 95% on-time performance level.

Although productivity in FY 11-12 did not meet the goal of 2.2 passengers per vehicle-hour, the average number of passengers increased to 1.69 passengers per vehicle-hour, an approximately 3% increase from FY 10-11. Figure 12 compares the productivity by month over the past four years. Productivity in November 2007 reached a program high of 2.94 passengers per vehicle-hour; however, there has been no explanation for what caused this spike in productivity. Productivity continues to be monitored by the Ride DuPage Partners.

*Ride DuPage FY 11-12 Annual Report
Naperville/Lisle Area Transportation Partners*



Section 2: Cost

During FY 11-12, approximately 41,564 rides were paid for by the Ride DuPage and Ride DuPage to Work programs in the Naperville/Lisle area. The cost of these programs to the partnering agencies was approximately \$952,395 in FY 11-12 as shown in the table on the following page, Figure 13.

It should be noted that costs for the operation of the centralized call center for trip scheduling continue to be borne by a grant awarded to DuPage County, and are not shown in this breakdown, nor are liquidated damages absorbed by the contractors. Beginning in January 2011, the call center received grant funding that was awarded to Pace.

Ride DuPage FY 11-12 Annual Report
Naperville/Lisle Area Transportation Partners

Figure 13 – Total Cost

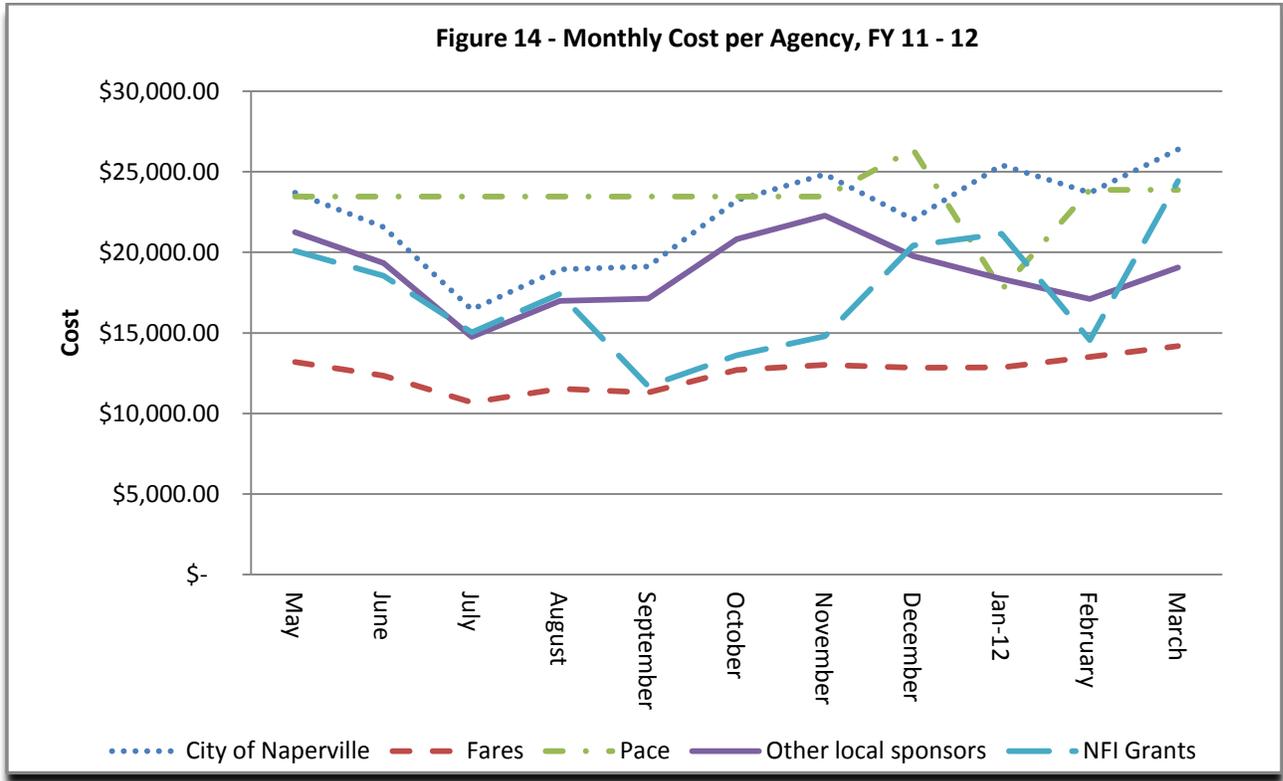
Funding Source	Total Cost, FY 11-12	Average Monthly Cost, FY 11-12	Percentage of Total Cost
City of Naperville	163,870	13,656	17%
Lisle Township	58,123	4,844	6%
Naperville Township	58,123	4,844	6%
Naperville Park District	17,521	1,460	2%
Total Partners	297,637	23,713	31%
PACE	279,992	23,333	29%
Fares Collected	153,466	12,789	16%
JARC Grants	215,404	17,950	23%
Total, All Sources	952,395		100%

In addition, the City received a federal grant, the Job Access Reverse Commute (JARC) grant, to help absorb the costs of trips taken under the Ride DuPage to Work program. Originally awarded grant funding in 2007, the partners were awarded a JARC grant to fund the Ride DuPage to Work program through May 2014. In February 2012, the Ride DuPage to Work program depleted the funds from the current grant and began the use of the additional grant in March 2012. The Ride DuPage program will continue to be closely monitored and the partners will consider additional funding sources in the future.

The partner's cost of \$297,637 was less than the FY 11-12 budget of \$302,470 initially allocated for the Ride DuPage program. On the next page, Figure 14 shows the cost per month for Pace, the City, and the other local sponsors as a whole. It also shows fares collected on the Ride DuPage system, as well as the JARC grant that is used to provide a reduced fare structure for trips taken under the Ride DuPage to Work program.

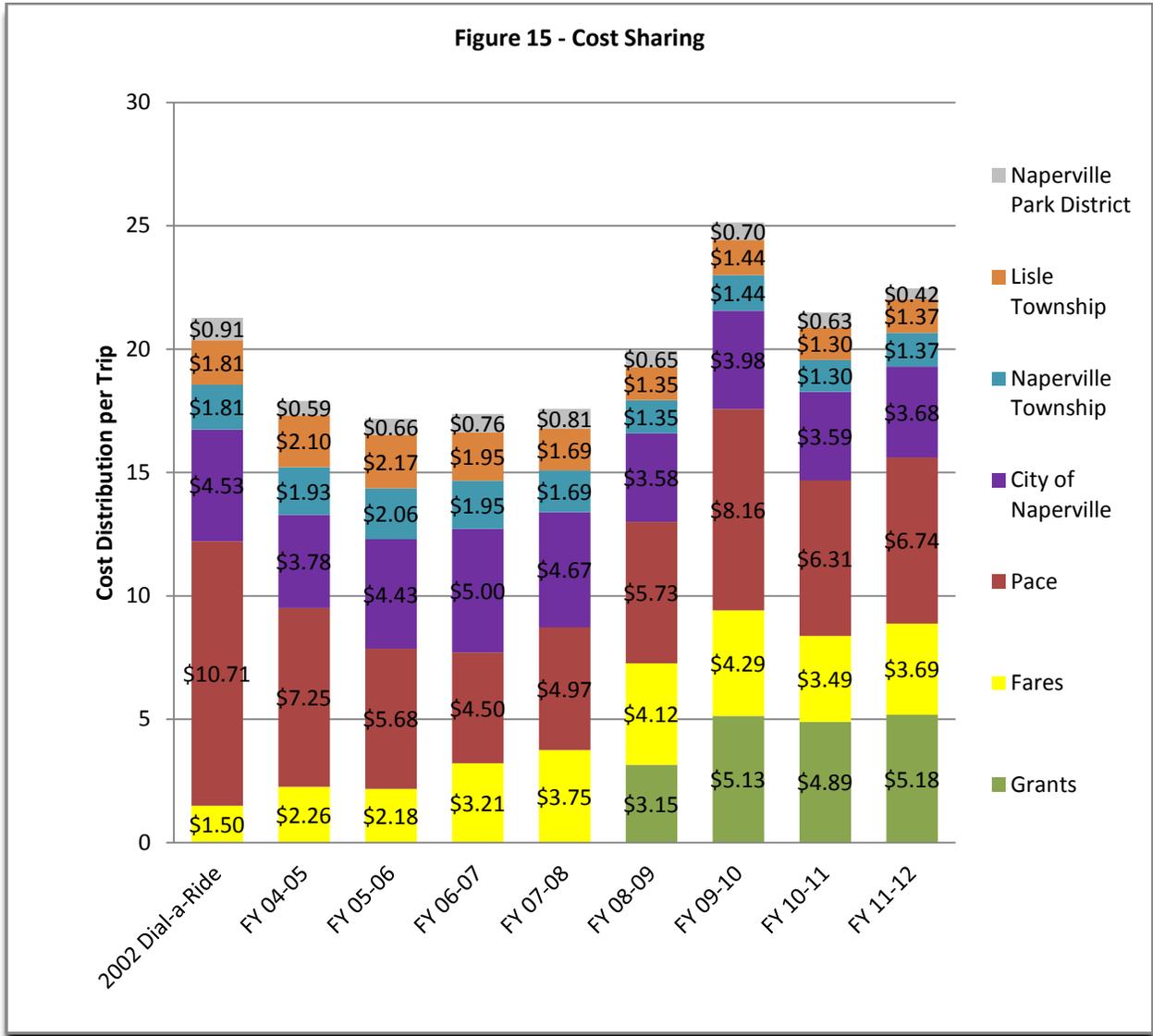
Total costs for FY 11-12 have increased about \$37,000 in comparison to FY 10-11. This increase is in part due to the costs of bus transportation. Some of the increase in total costs for FY 11-12 can be attributed to a credit that the Ride DuPage Partners received in FY10-11. This credit was provided by Pace to subsidize the higher than anticipated cost of the bus contract until a new contract was put into effect. This credit is likely responsible for the lower costs for the Ride DuPage program in FY 10-11.

*Ride DuPage FY 11-12 Annual Report
Naperville/Lisle Area Transportation Partners*



On the next page, Figure 15 shows cost per trip, as well as how the costs are distributed among the various funding agencies. Cost per trip continues to be higher under the Ride DuPage program than it had been under the Dial-a-Ride program.

*Ride DuPage FY 11-12 Annual Report
Naperville/Lisle Area Transportation Partners*



* NFI Grant funding was only available starting March and April of FY 07-08

Cost per trip reached its lowest point in FY 11-12, at \$17.23 per trip in July 2011. The highest cost per trip recorded during FY 11-12 was in April 2012, when the cost of Ride DuPage reached \$24.44 per trip. The original assumption of the Ride DuPage program is that it would reach a cost of under \$12 per trip; this has never been met or even approached.

One major reason for the higher-than-expected cost per trip is the continued reliance on buses rather than taxis to provide many Ride DuPage trips. Taxi participation in the program is limited; however, efforts to encourage more taxi companies to join the program continue. Because of the lack of competition among taxi companies, many trips that could be served with taxis are served by buses instead, which are more expensive. Vehicle productivity and the number of riders per vehicle are also directly linked to cost per trip.

Pace has continued to work to improve vehicle productivity by contracting with a new call center operator in 2009 and using program guidelines that require rides be reserved one day prior to the trip to allow for the more efficient scheduling of trips. The grant awarded to fund the call center

Ride DuPage FY 11-12 Annual Report
Naperville/Lisle Area Transportation Partners

costs and the JARC funding awarded to the partners for Ride DuPage to Work have also helped to reduce the overall program costs. Further modifications to the program may be considered in the future in order to ensure program costs remain at a sustainable level.

Section 3: Ride to Work Program

The Ride DuPage to Work program is a service under Ride DuPage that provides program users with greater opportunities to travel to and from work. The current community-based programs available through Ride DuPage for persons with disabilities and seniors have no restrictions on trip purpose. However, the distance-based fare structure of Ride DuPage has been identified by program users as a significant barrier to using Ride DuPage for work transportation. The high frequency of trips by workers and the typically longer distances traveled combine to make the Ride DuPage service unaffordable for low-income workers.

In response to the lack of affordable transportation options to and from work, in FY 07-08, the City of Naperville, Pace Suburban Bus, and the other local sponsors worked together to start and fund the Ride DuPage to Work program which offers a lower fare than then the rest of the Ride DuPage program and has helped to alleviate the barriers against using Ride DuPage for work transportation. The benefit of the Ride DuPage to Work program is the reduced fare structure of \$1.50 for the first 6 miles and \$1.00 for each additional mile. This structure reduces the cost for people traveling more frequently and longer distances. Ride DuPage to Work trips accounted for 51% of all Ride DuPage trips in FY 11-12.

When the Ride DuPage to Work program was initiated in March 2008, all Ride DuPage users were notified of the new program and Ride DuPage users who used the program to travel to and from work were identified and encouraged to register for the new service. A New Freedom Initiatives (NFI) grant was awarded to a joint application submitted by DuPage County, the Village of Glen Ellyn, and the City of Naperville for Ride DuPage to Work. The \$400,000 grant helped to further subsidize individual trips made for work purposes beginning in March 2008. The grant also helps the local partners maximize the funds budgeted for Ride DuPage to Work by providing a 50/50 funding split of trip costs taken under the program. Without the grant these trips would be taken under the Ride DuPage program and would be fully funded by the local partners.

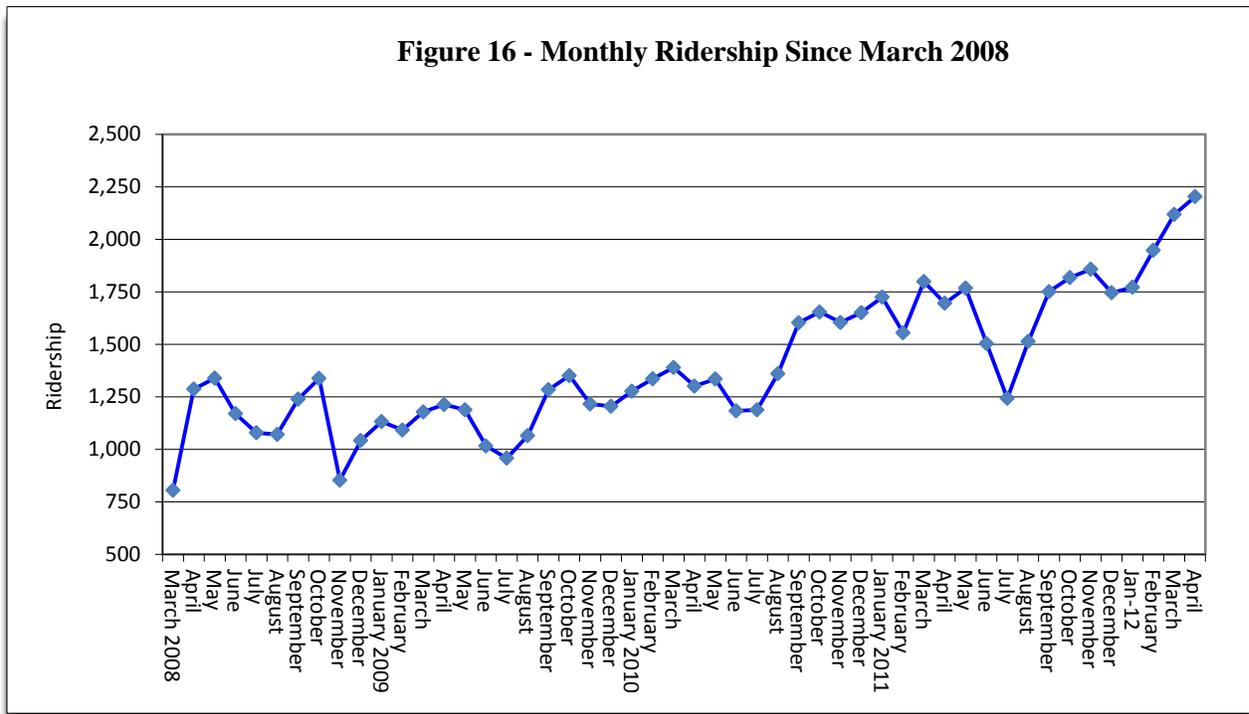
In order to ensure the continued availability of the Ride DuPage to Work program, the partners applied for a continuation of grant funding in summer 2009. In October 2009, the Ride DuPage to Work partners, including the City of Naperville, Naperville Township, Lisle Township, Naperville Park District, Village of Glen Ellyn, Milton Township, and City of Wheaton, were awarded \$371,059 in Job Access Reverse Commute (JARC) funding to continue the Ride DuPage to Work program. This JARC grant provided funding through 2012. Additionally, two new partners, Milton Township and the City of Wheaton, have been able to make the reduced fare structure of the Ride DuPage to Work program available to their residents. In October 2011, the partners were awarded a new JARC grant, providing \$519,405 in grant funding for the Ride DuPage to Work Program. This grant will provide funding through February 2014.

Ride DuPage FY 11-12 Annual Report
Naperville/Lisle Area Transportation Partners

The data presented in the section is solely for the Ride DuPage to Work program. While the Ride DuPage to Work Partners includes the Naperville/Lisle Partners as well as the Milton/Glen Ellyn/Wheaton Partners, the data presented below only includes trips funded through the Naperville/Lisle Partners.

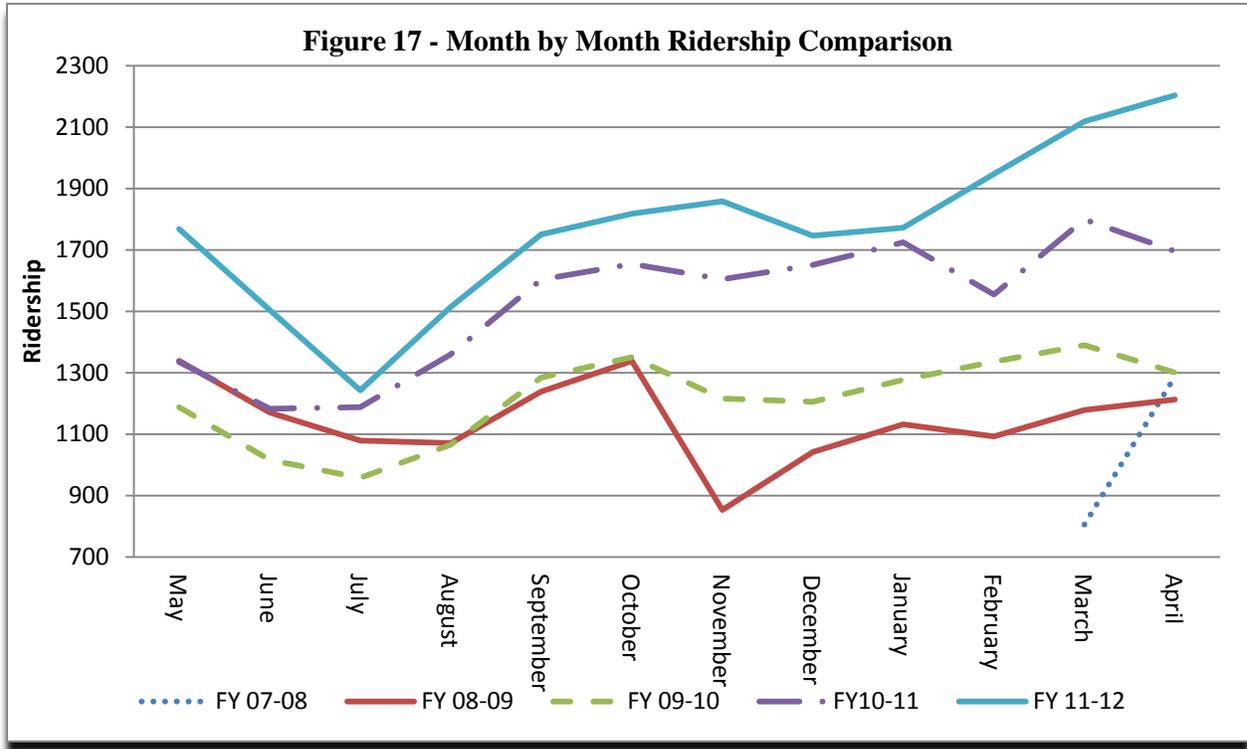
Ride DuPage to Work Ridership

Since the initiation of Ride DuPage to Work in March 2008, approximately 167,856 rides have been provided, with a total of 41,690 trips taken in FY 11-12. In FY 11-12, approximately 1,770 trips per month were taken through Ride DuPage to Work, a 7% increase compared to 10-11. Figure 16 shows the total Ride DuPage to Work ridership by month. In FY 11-12, the Ride DuPage to Work partners received \$216,706 through the existing NFI grant to provide these trips through Ride DuPage to Work, which is an increase of over \$4,500 compared to FY 10-11. The increase in NFI grant funding allows the budgets of each partner to be used effectively; without the grant funding these trips would be paid for in full by the partners.



In FY 11-12, approximately 51% of the total Ride DuPage users also used the Ride DuPage to Work program. This high frequency of use justifies the need for the reduced fare. Figure 17, on the following page, shows the monthly ridership for the Ride DuPage to Work program and the number of individual monthly users, which is used to calculate the average number of rides per user.

*Ride DuPage FY 11-12 Annual Report
Naperville/Lisle Area Transportation Partners*



Ride DuPage to Work Number of People Served

As shown in Figure 18, an average of 91 individuals used the program to travel to and from work each month in FY 11-12, with an average of 19.4 rides per user each month. Comparatively, an average of 231 users in the Ride DuPage program traveled for non-work related purposes per month (including participants of Ride DuPage to Work who also use Ride DuPage for non-work trips), with an average of 10.8 rides per user. The average of 19.4 rides per user for work purposes clearly demonstrates the frequent use of the Ride DuPage to Work program.

Figure 18 –Ride DuPage to Work Average Monthly Ridership and Numbers of Users*

	Monthly Ridership	Monthly Users	Monthly Rides per User
FY 09-10	1,216	74	16.5
FY 10-11	1,529	87	17.6
FY 11-12	1,770	92	19.4

* This table presents the average ridership and program users for each month; total ridership and total number of users is not presented.

Figure 19 displays this information in more detail. The table on the following page shows the number of rides per individual for the Ride DuPage to Work program.

*Ride DuPage FY 11-12 Annual Report
Naperville/Lisle Area Transportation Partners*

Figure 19 – Ride DuPage to Work Average Monthly Rides per User

	1 or 2 rides	3 to 5 rides	6 to 10 rides	11 to 20 rides	21 to 30 rides	31 to 40 rides	Over 40 rides
FY 09-10	7	11	11	15	13	10	7
FY 10-11	6	13	11	23	13	19	5
FY 11-12	9	13	12	20	18	13	7

Ride DuPage to Work Ridership by Day and Time

The Ride DuPage to Work program operates within the same time parameters as the rest of the Ride DuPage program, with service 24 hours a day, 7 days a week, and 365 days a year. Because the Ride DuPage to Work program users do not necessarily work 9 a.m. to 5 p.m. Monday through Friday, it is important to make transportation available to meet various work schedules. Figure 20 graphically illustrates weekday and weekend trips for the Ride DuPage to Work program.

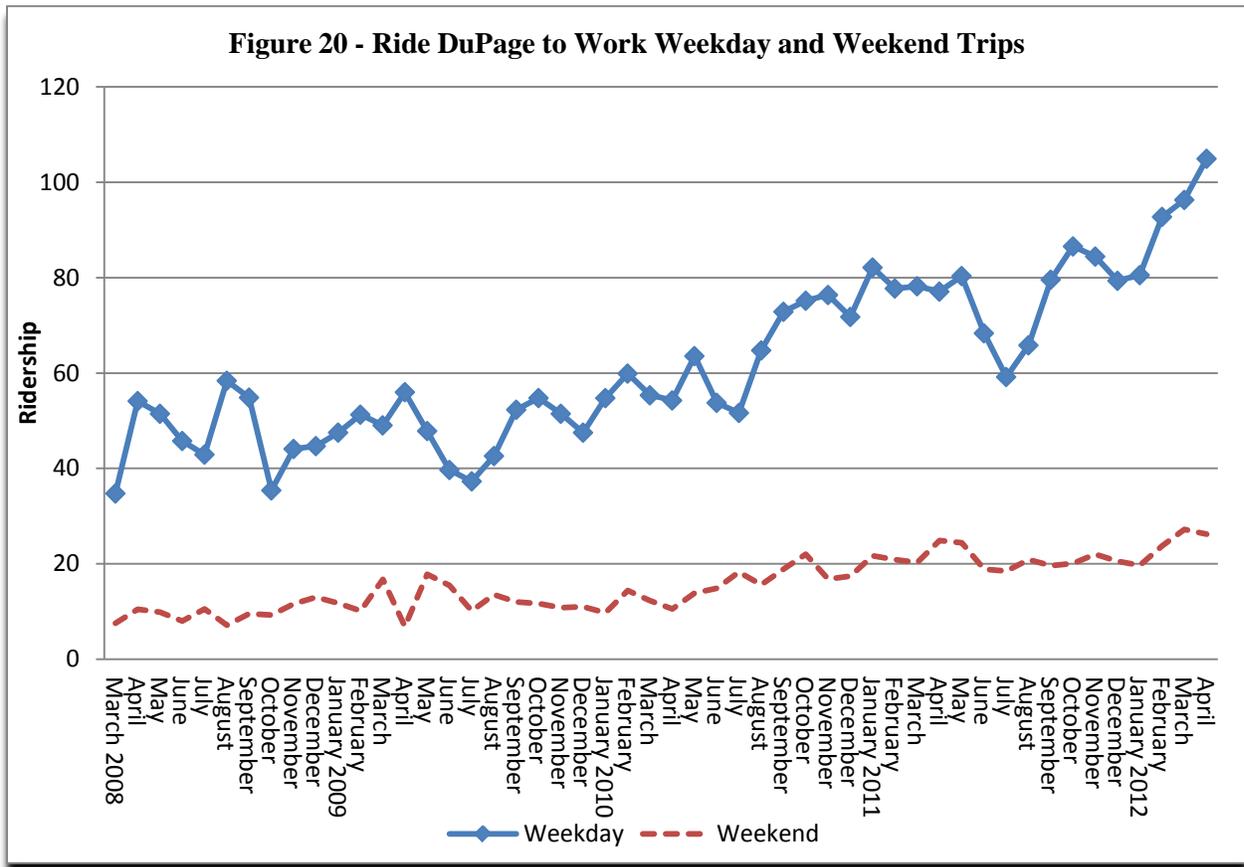
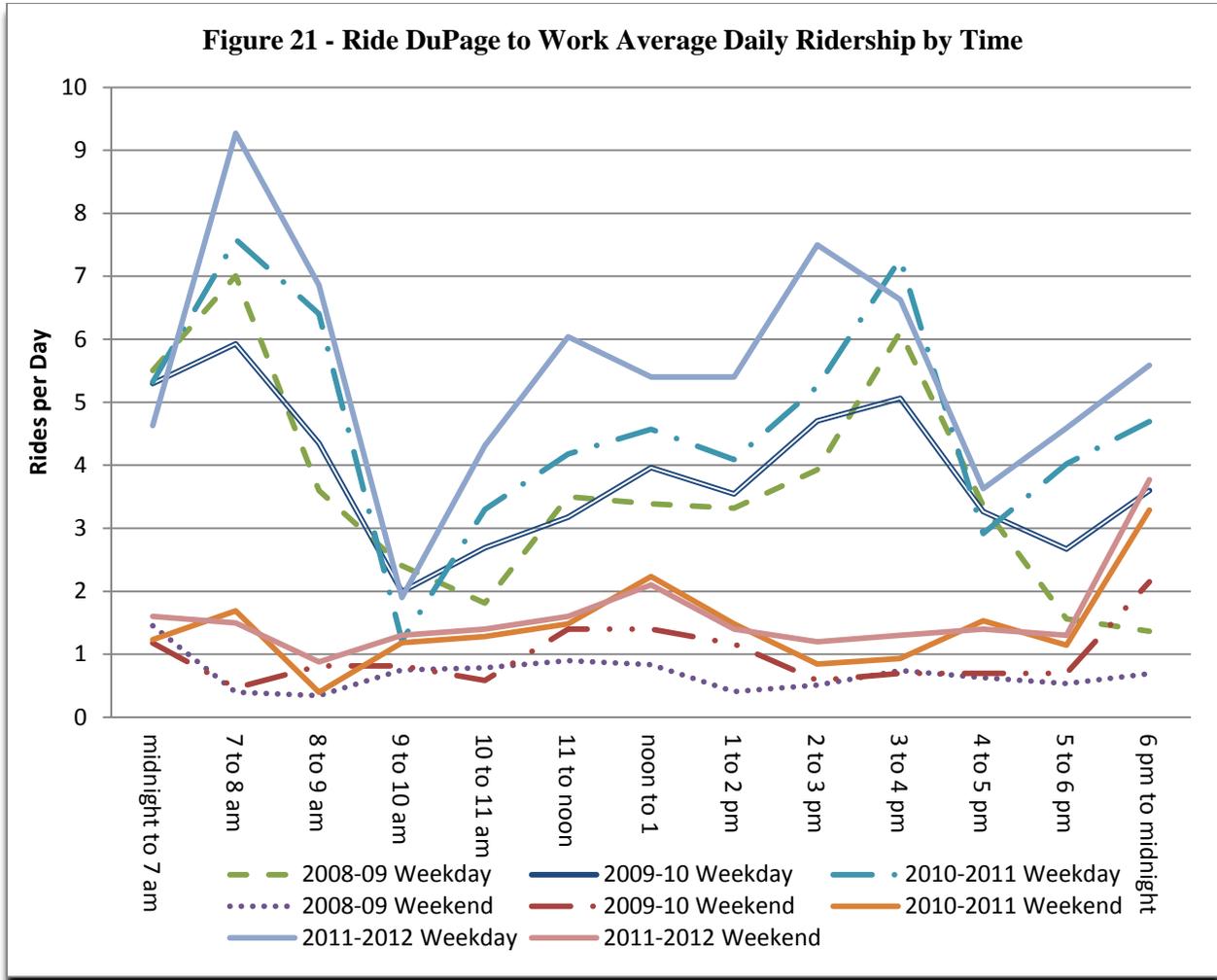


Figure 21 breaks down the Ride DuPage to Work program trips by time of day. During weekdays, trips occurred most frequently between 7 a.m. and 8 a.m., with a peak from 2 p.m. to 4 p.m. During these peak weekday times there is an average of 7.8 pick-ups per hour, or 1 pick-up every 7.7 minutes. During the off-peak times there is an average of 4.9 pick-ups per hour, or 1 pick-up every 12.5 minutes.

*Ride DuPage FY 11-12 Annual Report
Naperville/Lisle Area Transportation Partners*

During the weekends, trips occurred most frequently between 11 a.m. to 2 p.m., with a morning peak from 8 a.m. to 9 a.m. During these weekend times, there is an average of 3.9 pick-ups per hour.



Ride DuPage to Work Distance

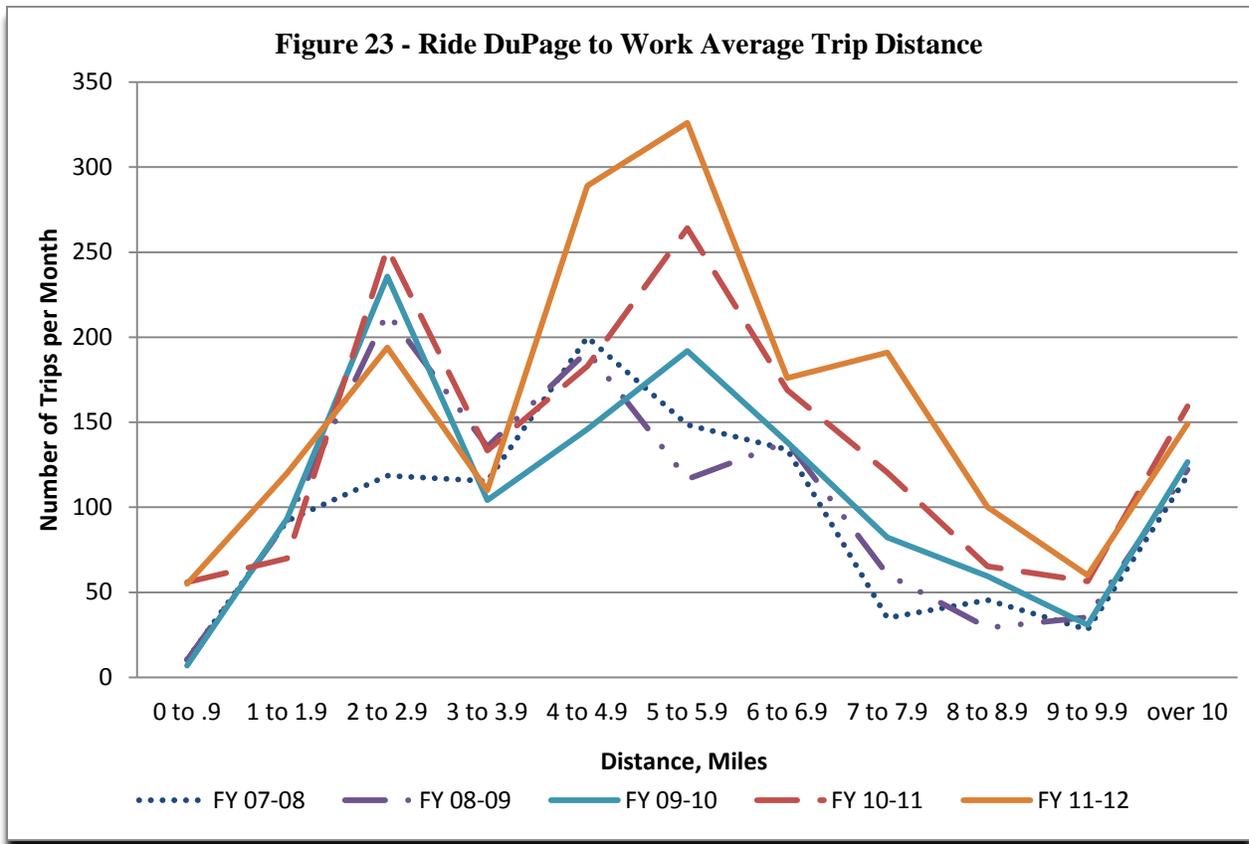
Another aspect monitored for the Ride DuPage to Work program is trip distance. The reduced fare structure for the Ride DuPage to Work program is based on distance in order to reduce the cost of long trips. Under the Ride DuPage to Work program the fare for the first 6 miles is \$1.50 and each additional mile is \$1.00. This structure allows participants to travel a longer distance before the cost per mile fee begins to accrue. Figure 22, shows the trip distance for the Ride DuPage to Work program. As the table indicates, the average trip distance is 5.73 miles with 61.9% of the trips taken at a distance less than 6 miles.

*Ride DuPage FY 11-12 Annual Report
Naperville/Lisle Area Transportation Partners*

Figure 22 – Ride DuPage to Work Average Monthly Trip Distance

	Monthly ridership	Trips under 6 miles	Trips over 6 miles	Trips under 6 miles as %	Average trip length (miles)
FY 09-10	1,216	778	437	64%	5.48
FY 10-11	1,529	959	571	62.7%	5.63
FY 11-12	1,770	1,094	676	61.9%	5.73

Figure 23 graphically shows the trip distance by indicating the number of trips taken through the Ride DuPage to Work program. Initially the Ride DuPage to Work program users were anticipated to only make up about 25% of the total program trips; however, actual data shows that the Ride DuPage to Work program users took 51% of the total Ride DuPage program trips in FY 11-12.



The Ride DuPage to Work program continues to evolve and the partners have continued to focus on enhancing productivity and closely tracking ridership trends. Ride DuPage also continues to be recognized throughout the Chicago area as an asset that provides greater transportation options. The data throughout this report indicates that the Ride DuPage to Work program is effectively reducing the cost of transportation for work purposes and is being used by participants on a regular basis. With the continuation of grant funding through the JARC grant, financial support for the program will be available through February 2014.

Ride DuPage FY 11-12 Annual Report
Naperville/Lisle Area Transportation Partners

Section 4: Conclusions

This annual report provides basic operational and cost information for Ride DuPage services during FY 11-12, which began in May 2011 and ended in April 2012. The major conclusions found in the report include the following:

- FY 11-12 ridership increased 4% from FY 10-11 with approximately 41,690 rides provided during the year. Although this is not as large of an increase as in previous years, it is thought to be attributed to recovering economic conditions and increased program marketing.
- FY 11-12 ridership for Ride DuPage to Work experienced a significant increase of 16% with an average of 1,770 trips per month compared to FY 10-11 with 1,529 trips per month.
- The number of individual users for the Ride DuPage program slightly increased from FY 10-11 volumes, reaching an average of 322 monthly users during FY 11-12.
- Most Ride DuPage trips continue to be taken between 7 a.m. and 6 p.m. on weekdays. However, 24.5% of all trips were taken outside these hours during FY 11-12, an increase of 1.3% from FY 10-11. These trips would not have been possible under the previous Dial-a-Ride system that restricted the hours of travel.
- Approximately 72% of Ride DuPage trips were less than 6 miles in length and the average trip length was well under 6 miles. This is starting to reverse the trend of shorter trip distances since the revision of the distance-based fair structure in FY 07-08. However, the majority of trips continue to be less than 6 miles.
- The most common destinations of Ride DuPage trips include Edward Hospital, Naperville Metra Station, and numerous apartment complexes, grocery stores, and shopping areas. Some of the most common locations are located along Pace Route 714.
- The current on-time performance rate of nearly 96% is significantly higher than when the program first started. This could have impacted the performance calculation. While on-time performance is an important measure, additional factors such as productivity have a greater impact on program costs. As a result, greater focus is being placed on these measures which may result in the program not achieving the on-time performance goal.
- The productivity average was 1.69 passengers per hour, which did not meet the goal of 2.2 passengers per hour during FY 11-12. However, this does represent an increase from the FY 10-11 productivity average of 1.64. Continuing to focus on increasing productivity would help to reduce future program cost.
- Ride DuPage to Work accounted for approximately 51% of the total trips during FY 11-12.
- The partner's cost of \$297,637 was less than the FY 11-12 budgeted amount of \$302,470. In addition, a modest increase in contribution from Pace and the continuation of grant funding for Ride DuPage to Work helped the partners to maintain stable costs.

Overall, the statistics for FY 11-12 indicate that Ride DuPage continues to be a very successful program with increases in multiple areas, on-time performance, total ridership and productivity. The use of Ride DuPage has exceeded expectations, and the program continues to attract new riders each month.

Ride DuPage FY 11-12 Annual Report
Naperville/Lisle Area Transportation Partners

Section 5: Recommendation Follow Up

While the Ride DuPage program has been very popular and successful, the costs of the program still remain a point of significant discussion. There are several recommendations to help curb the increasing costs of the program.

- Add focus on increasing productivity. No formal changes have been made to on-time performance standards, and it is assumed to be very difficult to accomplish both a 95% on-time performance and 2.2 passengers per vehicle-hour. However, even with the increased focus on productivity in past three years, on-time performance remained at an average of 95%. Based on the positive results that have come from increased productivity, consideration should be given to lowering the on-time performance standards to current levels in order to continue to further focus on program productivity.
- Continue to identify additional sources to reduce program costs for Ride DuPage to Work, the call center, and other Ride DuPage operations.
- Promote cost reductions available for combining trips. For example if a participant is willing to adjust their scheduled time in order to combine trips with another user they will receive an exemption from the \$1.00 flag pull change. This would theoretically increase productivity and lower cost per trip. One possibility is to provide outreach materials to senior homes encouraging trip sharing.
- Promote the use of taxis over buses, and work to identify additional taxi companies to make the services more competitive. Taxis are less expensive to operate than buses and getting more taxi participation in the program could decrease cost per trip and overall program costs.
- Encourage the use of fixed Pace bus routes 714 and 530. This is an on-going effort accomplished through promotion, education, and training of Ride DuPage riders to use this fixed-route service. With discounted fares for seniors on all fixed bus routes in Naperville, emphasis will continue to be placed on having seniors use existing fixed bus routes where feasible.

The goal of these recommendations is to continue to decrease Ride DuPage program costs, while still providing high-quality service. Future annual reports will address the full effects of these changes on program cost, ridership, and other measures. The next report, for FY 12-13, is expected to be available in fall 2013. Additionally, the Naperville/Lisle Area Transportation Partners will continue to work toward addressing long-term funding issues in preparation for the 2013 budget discussions.

**CITY OF NAPERVILLE
MEMORANDUM**

DATE: October 22, 2012
TO: Transportation Advisory Board
FROM: Jennifer Louden, Project Manager - TED Business Group
SUBJECT: Bicycle Resources

PURPOSE:

The purpose of this memorandum is to transmit informational bicycle resources to the Transportation Advisory Board. The resource packet will be distributed during the November 3, 2012 meeting.

INFORMATION:

With the elimination of the Bicycle and Pedestrian Advisory Committee as a stand-alone subcommittee, TAB is now the sole board responsible for reviewing bicycle and pedestrian projects. As such, staff is providing a packet of bicycle resources for Board members to use when evaluating projects in the future.

RECOMMENDATION:

For information only; no action required.

**CITY OF NAPERVILLE
MEMORANDUM**

DATE: October 25, 2012

TO: Transportation Advisory Board

THROUGH: Bill Novack, Director - TED Business Group

FROM: Rory Fancler, Project Manager - TED Business Group

SUBJECT: Resident Traffic Request Survey Procedures

PURPOSE:

As a follow-up to the October 2, 2012 City Council meeting, the purpose of this memorandum is to provide information regarding the resident survey process, one component of City staff's evaluation of traffic requests.

BACKGROUND:

The current resident survey procedure was established approximately 10 years ago. Through a mailed resident survey, property owners and tenants have an opportunity to submit input on a neighborhood traffic request (e.g., "No Parking" zone, turn restrictions). The intent of the survey is to solicit public input and determine whether the request warrants Transportation Advisory Board (TAB) and City Council review. With a minimum of 60% of survey respondents in support of a traffic request, the request is forwarded to TAB and City Council; where support is less than 60%, the request is not sent to TAB and City Council for consideration. A summary of the current resident survey procedure and the background information is provided as Attachment 1.

On July 7, 2012, TAB evaluated the resident survey procedures, specifically the City's interpretation of survey non-responses as supportive of the traffic request. At that time, TAB discussed the potential to evaluate non-responses as neutral rather than supportive of the traffic request. Following the TAB discussion, an initial motion to recognize "non-responses" as neutral was not approved (3-4). Subsequently, a motion to maintain the current survey process was approved (4-3) (Attachment 2).

This interpretation was applied most recently to the Naperville Heights resident survey (Attachment 3). A total of 307 surveys were mailed to residents of Naperville Heights; 129 survey responses (33%) were received. A total of 42 respondents (33%) expressed support for the traffic request; and 87 respondents (67%) were opposed. Based on the City's policy, the survey non-responses were factored into the calculation of support for the traffic request; therefore, the Naperville Heights traffic request was forwarded to TAB and City Council.

DISCUSSION:

Based on recent resident surveys for traffic requests and the input received from City Council during their review of the Naperville Heights agenda item on October 2, 2012, the following information is intended to clarify the role of the resident survey.

Survey Purpose

The resident survey is a tool used to solicit public input on traffic requests. The resident survey is not intended to be an avenue for residents to “vote” on a traffic request; survey results do not solely determine the staff recommendation, TAB recommendation or City Council determination. A number of factors are considered to develop a staff recommendation, including empirical traffic data (e.g., traffic volume counts, parking occupancy counts, stop sign compliance review, speed data), physical conditions or constraints (e.g., sight distance studies, right-of-way width, pavement width, lighting) and public input.

The intent of traffic request-related resident surveys will continue to be soliciting public input. This intent will be clearly communicated to survey participants. Public input will continue to be accepted during public open house events (where applicable), TAB meetings and City Council meetings. In addition, the survey will continue to be used by City staff to evaluate whether a traffic request should be forwarded to TAB and City Council. A draft template for future traffic request surveys is provided as Attachment 4.

Survey Results

Based on the City’s policy, a traffic request is forwarded to TAB and City Council if a minimum of 60% of survey responses express support for the traffic request. As detailed in Attachment 1, the non-responses are factored into this calculation. Resident surveys typically include a statement that non-responses will be “assume[d] to be in support of the proposed traffic request”. (Attachment 3).

Moving forward, the resident survey will exclude any reference to the City’s non-response interpretation. Future resident surveys will *focus on soliciting public input and will encourage responses from all surveyed property owners/tenants*. Based on recent resident survey experience, City staff finds the survey format in combination with a reference to the non-response interpretation 1) deters some property owners/tenants from submitting a survey response as those in support are less inclined to respond; and 2) fosters an assumption that the staff recommendation is based on “votes” or survey results only. Future resident surveys will clearly articulate the intent to solicit public input; the role of public input; and the next steps in the traffic request review process (Attachment 4).

City staff will continue to review the results relative to the 60% threshold referenced above in order to determine whether a traffic request warrants TAB and City Council action¹. Non-responses will continue to be factored into this calculation and a summary of all survey responses, including non-responses, will be provided to TAB and City Council with future agenda items.

RECOMMENDATION:

For information only; no action required.

ATTACHMENTS:

1. Summary of Resident Survey Procedures (dated November 10, 2011)
2. July 7, 2012 Transportation Advisory Board Meeting Minutes
3. Naperville Heights Resident Survey
4. Draft Future Resident Survey

¹ In cases where empirical traffic data, safety considerations or engineering judgment warrant action, a traffic request may be forwarded to TAB and City Council with survey responses less than the 60% threshold.

**CITY OF NAPERVILLE
MEMORANDUM**

DATE: November 10, 2011
TO: Transportation Advisory Board
FROM: Kim Grabow, Project Engineer
SUBJECT: Resident Survey Procedures

PURPOSE:

The purpose of this memorandum is to provide the Transportation Advisory Board with background information on how the resident survey procedures were established for traffic requests.

INFORMATION:

The current resident survey procedures were put in place in the early 2000's after staff identified a number of issues with the former process. Below is a summary of the prior resident survey procedures.

When a traffic request was made by a resident and a survey was required of the adjacent residents, city staff would send a letter to the property owners requesting feedback to the survey. In most instances, the response rate was extremely low and staff could not move forward with the traffic request. Second and sometimes third letters were sent to the property owners that did not respond requesting their feedback. Once a majority of the property owners had responded, staff could then move forward with developing a recommendation for TAB. This process was time consuming for city staff and caused significant delays in the traffic request process. In addition, staff found that property owners and tenants did not always agree on a recommendation, but this process did not provide tenants with an opportunity to state their opinions. The tenants would have to wait until the TAB meeting to voice their concerns, which caused further delays within the process.

As a result of reviewing the issues with the previous resident survey procedures, modifications were implemented. The modifications and rationale are provided below.

- Surveys are sent to the property owners and tenants. A tenant should have an opportunity to respond because the recommendation may directly impact their daily life. In some instances, property owners may not live in Naperville or live in a different area of Naperville and therefore, may not be concerned with a recommendation that would concern the owner's tenant(s).
- Only one survey is conducted. If a resident does not respond to a survey, city staff does not follow up with the resident to request that they respond. It is the responsibility of each resident to read the information and decide if they want to respond. The letters

Resident Survey Procedures

November 10, 2011

Page 2 of 2

indicate that non-responses are counted as a yes so that people may not respond if they agree with the recommendation.

- Survey non-responses are considered in agreement with the recommendation. Survey non-responses have been evaluated different ways, including:
 - “no”– non-responses are counted as a No
 - “yes”– non-responses are counted as a Yes
 - Not applicable – not counted as a Yes or a No

Staff has found that the least number of complaints regarding the survey process occurred when non-responses are counted as a “Yes”. Experience shows that residents are more likely to respond to an issue when they do not agree with the recommendation compared to when they agree with a recommendation. When non-responses were not counted or counted as a “No”, residents tended to attend the TAB meeting to complain that they did not respond because they agreed with the recommendation and didn’t feel like they needed to respond. Since the policy was modified to interpret non-responses as a “Yes”, staff has not received process complaints from survey recipients. The letters indicate that non-responses are counted as a yes so that people may not respond if they agree with the recommendation.

The modifications have been successful in streamlining the process for resident traffic requests. Additionally, staff found that fewer residents were waiting to voice concerns until the Transportation Advisory Board meetings.

Staff recognizes that it has been over 10 years since the current procedures were put in place. It has been determined that it would be appropriate to reevaluate the resident survey procedures to determine if further modifications are necessary. Staff intends to follow up with the Transportation Advisory Board in 2012 with an agenda item.



**NAPERVILLE TRANSPORTATION ADVISORY BOARD
MINUTES OF JULY 7, 2012**

Call to Order

8:00 a.m.

A. Roll Call

Present: Benson, Collins, Floegel, McIntosh, Polites, Preissig, Chairman Wencel
Student Representative: Coen

Absent: Amberg, Perillo
Student Representative: O'Shaughnessy

Staff Present: Project Manager Rory Fancler, Project Engineer Sean Marquez, Sergeant Lee Martin

B. Minutes Approve the minutes from the June 2, 2012 Transportation Advisory Board meeting.

Motion to approve.
Motion by: Collins
Second by: Polites

Approved, 7-0

C. Public Forum N/A

D. Old Business N/A

E. Public Hearings N/A

F. Reports and Recommendations

F1. City Council Report

F2. Police Department Report

F3. Traffic Request Resident Survey Process

Project Manager Rory Fancler provided an overview of the recommendation to maintain the current resident survey procedures and provided an overview of the existing procedures.

Public Testimony: N/A

Transportation Advisory Board Questions/Discussion:

Benson

- Expressed support for recognizing a “non-response” as neutral.
- Fancler requested clarification regarding the TAB interpretation of “non-responses” relative to the 60% support required for City staff to move forward with a traffic request. Benson confirmed the non-responses should not be factored into the 60% support, and cited concern with staff time spent to address a traffic-related concern raised by a small group of people. Benson referenced the Mill Street parking restriction considered by TAB in November 2011 as an example.

Polites

- Questioned the ability for the City to email surveys and information for a specific geographic area. Fancler noted the City could mail a letter to a specific geographic area requesting residents register for an email listserv; however, suggested this tactic may be more appropriate for a more involved project similar to the 5th Avenue Study, rather than a small survey.
- Asked if the City could use the existing e-newsletter listservs to send targeted emails for the resident surveys in attempt to increase the response rate. Fancler stated that the e-newsletter registration does not require a mailing address so at this time the City does not have access to a geographic email listserv. Fancler further clarified that as needed public notice is often mailed to a specific geographic area, and cited the 2013 Annual New Sidewalk Program as an example.

Floegel

- Concurred with Benson and noted that it is important to recognize “non-responses” as neutral.

Approve the recommendation to modify the resident survey procedures to include a “yes”, “no” and “non-response”.

Motion by: Benson

Not Approved, 3-4

Seconded by: Floegel

*Nays: Collins, McIntosh, Polites
Chairman Wencel*

Approve the recommendation to maintain the current resident survey procedures.

Motion by: McIntosh

Approved, 4-3

Seconded by: Polites

Nays: Benson, Floegel, Preissig

F4. Downtown Cabstand Plan

F5. Van Buren Parking Facility Parking Modifications

F6. Recommendation for FY 2012-2013, Second Quarter Commuter Permit Issuance and Space Utilization Report

F7. 2013 Annual New Sidewalk Program

G. Correspondence

G1. Parking Management Application

G2. BPAC Update

G3. Naperville Parking Lot Maintenance Program-Fourth Avenue Construction

G4. Americans with Disabilities Act Transition Plan Status Update

G5. Electric Vehicle Charging Station Follow-Up

H. New Business

H1. Forthcoming City Council Meeting Summaries

I. Adjournment

Motion by: McIntosh

Seconded by: Benson

9:40 a.m.

July 30, 2012

RE: Naperville Heights Right Turn Restrictions

Dear Resident:

The City of Naperville has received a request from an area resident requesting right turn restrictions on 10th, 11th, 12th, 13th and 14th Avenues from Washington Street. No right turn regulations would be signed and enforced from 4:00 pm to 6:00 pm **for all motorists, including residents of the neighborhood**. The purpose of the time restrictions is to prohibit cut-through traffic from using the neighborhood streets to avoid the back up at the Ogden Avenue and Washington Street intersection.

City staff has conducted an initial investigation of the request and hosted a community meeting and feels that it would be appropriate to bring a recommendation to the Transportation Advisory Board and City Council if there is agreement from the property owners in the Naperville Heights community area.

Please return the attached sheet with your signature supporting or disagreeing with the proposed turning restrictions by Wednesday, August 15, 2012, or respond by email to marconc@naperville.il.us. Please include any comments below the signature lines. **If we do not receive a response from you, we will assume that you are in support of the proposed turning regulations.**

Upon receipt of the responses, city staff will determine if there is agreement to move forward with a recommendation to install the turning restrictions on Washington Street. Staff will share the survey results and how the city intends to proceed with the request with the property owners. If you have any questions, please do not hesitate to contact me at (630) 420-4192 or at marconc@naperville.il.us.

Sincerely,

Caitlin Marcon
Project Manager
Transportation, Engineering and Development Business Group

Naperville Heights

Resident Survey

The signature below indicates **SUPPORT** for the City's proposal to restrict right turns on Washington Street onto 10th, 11th, 12th, 13th and 14th Avenues from 4pm to 6pm.

Signature and Address of Property Owner

The signature below indicates **DISAGREEMENT** with the City's proposal to restrict right turns on Washington Street onto 10th, 11th, 12th, 13th and 14th Avenues from 4pm to 6pm.

Signature and Address of Property Owner

COMMENTS

Please return your survey by Wednesday, August 15, 2012 in one of the following methods:

Mail: Caitlin Marcon
City of Naperville – TED
400 S. Eagle Street
Naperville, IL 60540

E-Mail: marconc@naperville.il.us

Fax: (630) 305-5986

[Date]

RE: Property Owner/Tenant Input – Proposed [Insert Traffic Request]

Dear Property Owner/Tenant:

The City of Naperville received a request from an area resident requesting [insert proposed traffic request]. The purpose of the [insert proposed traffic request] is to [insert intent of proposed traffic request].

City staff conducted an initial investigation of the aforementioned request, and subsequently hosted a public meeting on [insert date] to present the traffic request, solicit initial public input, and address questions.

As a follow-up to the public open house, the City invites all [insert neighborhood/subdivision/street(s)] property owners/tenants to complete the attached survey in order to submit input on the proposed [insert traffic request]. Please complete the attached document and return it to the City of Naperville by [insert date].

Public input received during the [insert date] public meeting and through the enclosed survey is one factor considered in the City's review of the traffic request. In addition, [select applicable factors: existing conditions, empirical traffic data (e.g., traffic volume counts, parking occupancy counts, stop sign compliance review, speed data), and physical conditions or constraints (e.g., sight distance studies, right-of-way width, pavement width, lighting, sight obstructions)] will be evaluated in order to develop a staff recommendation. More information regarding the staff recommendation and next steps will be posted to the City's website on [insert date], visit www.naperville.il.us/tab.aspx.

Should you have questions in the meantime, please contact me by phone at [phone number] or via email at [email address].

Sincerely,

Signature

Name | Title | Transportation/Engineering/Development Business Group |

Property Owner/Tenant Survey
[insert traffic request title]

The following traffic request was recently submitted to the City of Naperville. Please complete the following survey in order to share your input. Your participation in this survey is a key component to the City’s review of the traffic request.

Please note that public input is one factor used in the City’s evaluation of traffic requests. In addition, factors such as existing conditions, physical constraints and empirical traffic data (e.g., traffic volume counts, parking occupancy counts, speed data) will be reviewed in order to formulate a staff recommendation and determine next steps. More information is available on the City’s website, visit www.naperville.il.us/tab.aspx.

Proposed Traffic Request:

[insert description of the proposed traffic request]

Property Owner/Tenant Input (please select one):

- Yes, I support the traffic request outlined above.
- No, I do not support the traffic request outlined above.
- I have no opinion about the traffic request outlined above.

Below, please provide supplemental comments regarding the traffic request (as needed, additional pages may be attached).

Signature of Property Owner/Tenant

Address

Surveys must be completed and submitted to the City of Naperville by [insert date].

Completed surveys may be submitted via mail, email or fax as follows:

[City Staff Name]
City of Naperville Transportation, Engineering, and Development Business Group
400 S. Eagle Street
Naperville, IL 60540
Email: [City Staff Email Address]
Fax: (630) 305-5986