

2020 Commuter Survey Results

FINAL

November 2020

Table of Contents

Introduction and Background	1
Summary of Results.....	1
Analysis of Each Survey Question	3
Question 1	3
Question 2.....	4
Question 3.....	5
Question 4.....	5
Question 5.....	6
Question 6.....	7
Question 7.....	8
Question 8.....	9
Question 9.....	10
Next Steps.....	10

List of Tables

Table 1. Permit Holder Status.....	3
Table 2. Frequency of Commute Before COVID-19	4
Table 3. Current Commuting to/from Chicago.....	5
Table 4. Timeline for Returning to Pre-Pandemic Commuting Schedule.....	6
Table 5. Why Commuters Are Not Returning to Metra by the End of 2020	7
Table 6. Anticipated Frequency of Commuting by Metra in the Future	7
Table 7. Factors Influencing Future Commuting Patterns	9
Table 8. Should the City Consider Other Parking Payment Options	9

List of Figures

Figure 1. Permit Holder Status	3
Figure 2. Frequency Commuters Used Metra before COVID-19.....	4
Figure 3. Current Commuting to/from Chicago.....	5
Figure 4. Timeline of when Commuter Expects to Return to Pre-Pandemic Commuting Schedule.....	6
Figure 5. Anticipated Frequency of Commuting by Metra in the Future.....	8

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Appendices

Appendix A: 2020 Commuter Survey Raw Data and Responses

Introduction and Background

The City of Naperville approved a multi-year Commuter Parking and Access Work Plan in 2019. The plan outlined goals and tasks to address issues with the City's commuter programs and implement system improvements. However, as the COVID-19 pandemic has significantly impacted employment and commuting, the City recognizes that the previous goals and tasks will likely need to be adjusted to address shifting commuting patterns. To better understand these changes, the City created a survey for commuters and the public to provide input on their current and anticipated commuter experience, which will be critical as the City re-evaluates its Commuter Parking and Access Work Plan.

Prior to receiving the results of the survey, the City was already aware of some significant changes to commuting patterns. For example, in February 2020, there were 2,492 active permit holders; as of October 22, 2020, there were 1,998 permit holders. Many of the commuters who have canceled their permits have canceled from the Route 59 lot. Given these changes during COVID-19, as well as the observed lower utilization of some of the permit lots at the Naperville station prior to the start of the pandemic, the intent of this survey was to ask commuters about their preferences and commuting behavior regarding the permit system and how often they anticipate commuting once their commute resumes after the pandemic.

The survey was open to the public but targeted to permit holders and commuters on the waitlist for a permit. It was first opened on September 24, 2020, and stayed open for three weeks, closing on October 15, 2020. The survey was directly emailed twice to permit holders and commuters on the waitlist and many also received the survey through a link in *Commuter Connection*, the City's transportation email newsletter. It was also posted to the City's social media sites with a link to the survey. The survey had nine questions; the final question was open ended and allowed survey takers to provide any additional comments.

Summary of Results

The 2020 Commuter Survey received 2,172 responses. For reference, in 2018, there were 6,100 commuters from the Route 59 station and 3,700 from the Naperville station; a total of 9,800 commuters.¹ Most respondents indicated that they are commuters; therefore, this survey captured about 22% of pre-COVID-19 Metra riders.

The questions asked about commuting patterns before the pandemic and anticipated commuting patterns after the pandemic or at the time when they feel comfortable riding

- **2,172 total responses to the survey**
- **9 questions**
- **1 in 5 commuters took this survey**

¹https://metrarail.com/sites/default/files/assets/planning/ridership/2018_summary_results_report_final.pdf

Metra again. Respondents indicated that they may shift their commuting patterns when they start riding again.

Before COVID-19

- Prior to the start of the COVID-19 pandemic, **76%** of respondents said that they **were commuting on Metra four or more days per week.**

After COVID-19

- After the pandemic, **75%** of respondents think that they will be back to their pre-pandemic commuting patterns.
- However, when asked how often they plan on commuting by Metra once they start commuting again, most commuters (**45%**) said that **they would only commute by Metra one to three days per week.**
- 1,688 respondents said that the **ability to work remotely would influence their commuting pattern in the future.**



**39% potential decrease
in riders commuting four
or more days per week**

Survey respondents said that in the future they are more likely to ride one to three days per week and the ability to work remotely would influence their decision. Prior to the pandemic 76% of commuters said that they took Metra four or more days per week. Once they start commuting again, only 37% of commuters said they anticipate commuting four or more days per week by Metra.

Other survey highlights:

- **Currently, 81% (1,750) of respondents are not commuting.**
- **75% think that by the end of 2021 they will return to their normal commuting patterns.**
- **1 in 5 commuters do not know when they will return to their pre-COVID-19 commuting schedule.**
- **Approximately 69% of respondents said that the City should consider other payment options besides quarterly and daily fees.**

Analysis of Each Survey Question

The following sections provide a more detailed analysis of each of the nine survey questions.

Question 1

“Please select the option that best describes your current permit holder status.”

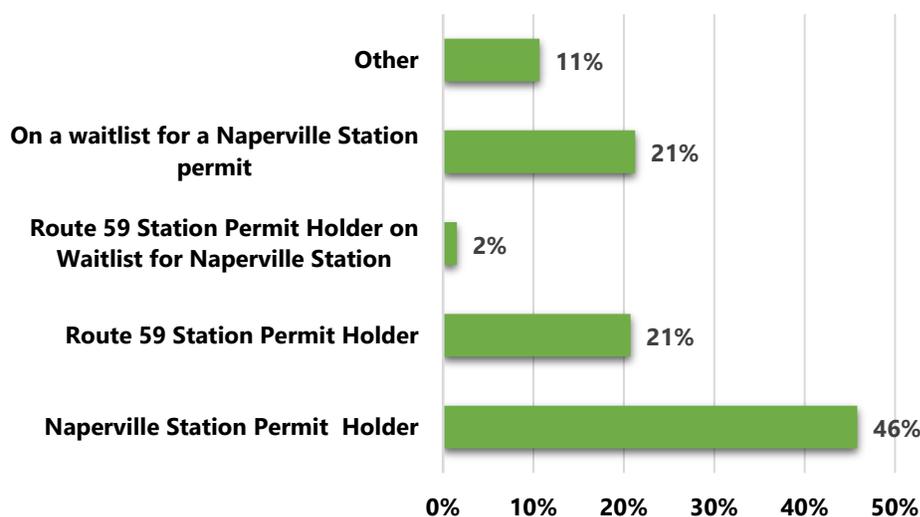
Question 1 asked the permit holder status of the person taking the survey. This question received 2,156 responses. Most respondents were either Naperville station or Route 59 station permit holders (67%). Nearly a quarter of the respondents were on the waitlist for the Naperville Station (23%). The remainder (11%) chose “Other”.

Out of the 230 respondents who chose “Other”, 64 said that they did not have a permit; 69 said that they either walk/bike or take a Pace bus to the station; four use private parking; seven are dropped off; and two carpool with a permit holder. Table 1 and Figure 1 show the results of question 1.

Table 1. Permit Holder Status

Status	Percent	Number
Naperville Station Permit Holder	46%	988
Route 59 Station Permit Holder	21%	447
Route 59 Station Permit Holder on Waitlist for Naperville Station	2%	33
On a waitlist for a Naperville Station permit	21%	458
Other	11%	230
Total		2,156

Figure 1. Permit Holder Status



Question 2

“Prior to the COVID-19 pandemic, how often did you commute by Metra?”

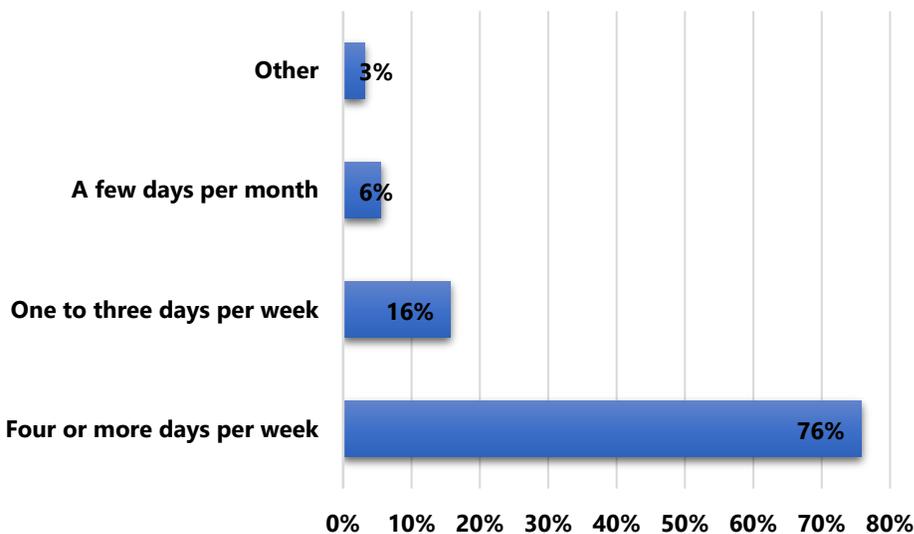
The second survey question asked how often commuters took Metra before the COVID-19 pandemic. This question helps to establish a baseline of how often people were commuting by Metra and understanding how significant the changes may or may not be after the pandemic.

This question received 2,168 responses. (See Table 2.) Most respondents said that they commuted four or more days per week (76%), while 16% said that they commuted one to three days per week. Only 6% said that they commuted a few days per month and 3% chose the “Other” option. (See Figure 2.)

Table 2. Frequency of Commute Before COVID-19

Frequency of commute	Percent	Number
Four or more days per week	76%	1,642
One to three days per week	16%	339
A few days per month	6%	120
Other	3%	67
Total		2,168

Figure 2. Frequency Commuters Used Metra before COVID-19



Out of the 67 respondents who indicated “Other”, 33 said that they never use Metra and eight said that they used it once per month.

Question 3

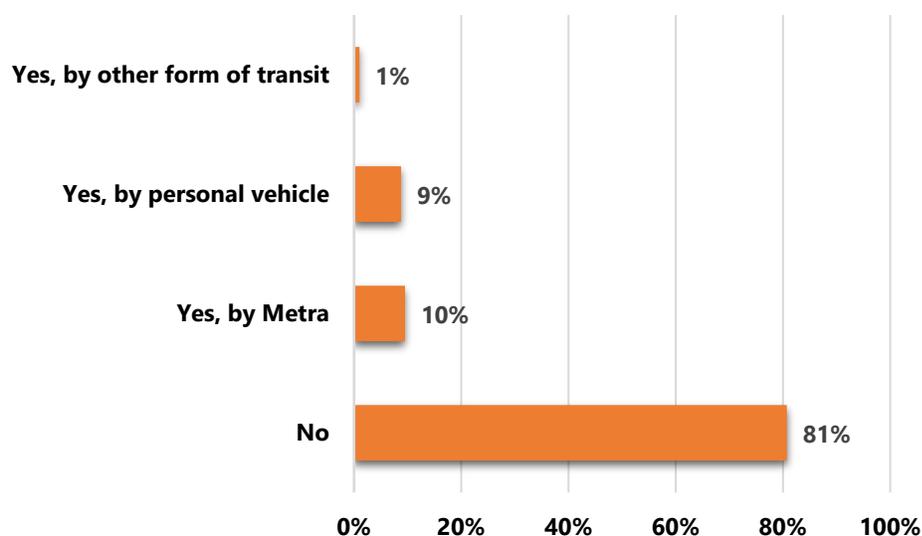
“Are you currently commuting to/from Chicago for work or school?”

The intent of this question was to understand how many people are currently commuting to/from Chicago during the pandemic. This question received 2,168 responses. (See Table 3.) Most of the responses (81%) indicated that they are not currently commuting to/from Chicago. Ten percent said that they are commuting and they are using Metra for their commute; 9% said that they are commuting but choosing to use a personal vehicle instead of Metra; 1% said that they were using a different form of transit for their commute. (See Figure 3.)

Table 3. Current Commuting to/from Chicago

Commuting To/From Chicago	Percent	Number
No	81%	1,750
Yes, by Metra	10%	206
Yes, by personal vehicle	9%	190
Yes, by other form of transit	1%	22
Total		2,168

Figure 3. Current Commuting to/from Chicago



Question 4

“When do you expect to return to your pre-pandemic schedule for commuting by Metra?”

This question tried to gauge when commuting might return to pre-pandemic levels. There were 2,147 responses to this question. (See Table 4.) Approximately 11% indicated that they are planning to return to their commuting patterns by the end of 2020. Most of the responses (47%)

said that they would return between January 1 and June 30, 2021. Another 16% said that they would return between July 1 and December 31, 2021. Those responses indicate that by the end of 2021, approximately 75% of commuters think that they will return to their pre-pandemic commuting schedules; 4% indicated that they would never return to their old commuting schedule, and 2% said sometime in 2022. Additionally, 21% of respondents said that they did not know yet when they would return to their old commuting schedule.

Figure 4. Timeline of when Commuter Expects to Return to Pre-Pandemic Commuting Schedule

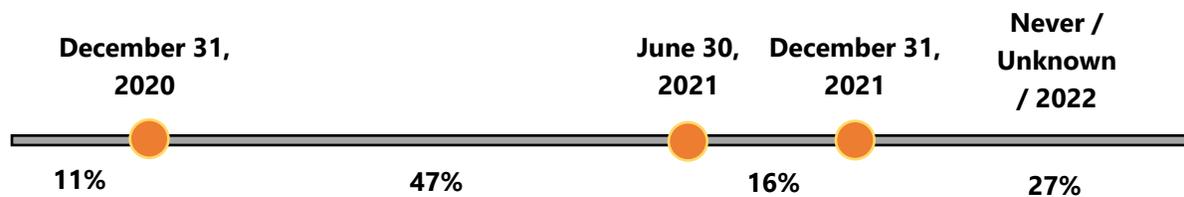


Figure 4 illustrates that the largest increase in commuting activity is likely to be in the first half of 2021.

Table 4. Timeline for Returning to Pre-Pandemic Commuting Schedule

Return to Commuting	Percent	Number
By end of 2020	11%	245
Between January 1 and June 30, 2021	47%	1,000
Between July 1 and December 31, 2021	16%	336
During 2022 or later	2%	40
Never	4%	85
Unknown	21%	441
Total		2,147

Question 5

“If you do not plan on returning to commuting by Metra by the end of 2020, what are your reasons why not? (Select all that apply)”

The intent of this question was to better understand the reasons for why people are not commuting by Metra in the near-term. The reasons for not commuting are important to understand because different reasons for not commuting can indicate longer-term issues that may need to be addressed.

This question received 1,716 responses. (See Table 5.) Most respondents indicated that they are not returning to commuting by Metra by the end of 2020 because their employer is allowing for remote work (1,111 responses). About half of the respondents indicated that their employer’s office will not be open by the end of this year. Because this survey question allowed for

choosing more than one response, it is likely that several people chose both that their employer's office will be closed and that their employer is allowing for remote work.

One third of respondents (584) said that they do not feel safe and/or comfortable using Metra. 195 responses stated that they are not commuting because they need to provide child care and/or education for family members, and 168 responses chose "Other".

Table 5. Why Commuters Are Not Returning to Metra by the End of 2020

Reason for not Returning to Metra by end of 2020	Number
Employer's office will not be open	858
Employer is allowing for remote work	1,111
Have to provide for child care and/or education for family members	195
Do not feel safe and/or comfortable using Metra	584
Other	168

Several of the responses in the "Other" category indicated that they do not feel safe or comfortable riding Metra yet.

Question 6

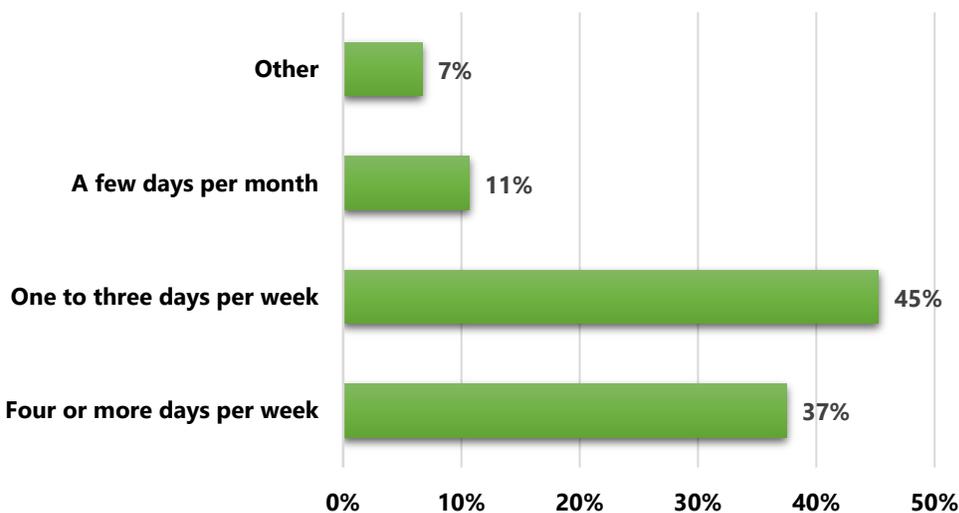
"When you start commuting by Metra again, how often do you expect to travel by Metra?"

The intent of this question is to better understand if commuters intend to return to their pre-COVID-19 commuting schedules, or if they may shift and take Metra more or less than they used to. Understanding how frequently they plan on commuting is helpful for the City to plan what types of permit options are most appropriate if most commuters are commuting less than four to five days per week. This will also help to better understand the utilization of the parking lots.

There were 2,128 responses to this question. (See Table 6.) Slightly more than one third of respondents (37%) said that when they return to commuting by Metra, they will use Metra four or more days per week. Most of the responses (45%) indicated that they would use Metra one to three days per week. Approximately 11% said that they would only use Metra for commuting a few days per month, and 7% indicated "Other". (See Figure 5.)

Table 6. Anticipated Frequency of Commuting by Metra in the Future

Frequency of Commuting by Metra	Percent	Number
Four or more days per week	37%	797
One to three days per week	45%	963
A few days per month	11%	226
Other	7%	142
		2,128

Figure 5. Anticipated Frequency of Commuting by Metra in the Future

Most of the respondents who chose “Other” commented that they did not know at this time how often they would be commuting by Metra.

Question 7

“What factors do you expect will influence your commuting patterns in the future? (Select all that apply)”

The intent of this question is to better understand whether the factors that are influencing commuting patterns are short-term or long-term and how they may impact the City’s administration of commuter parking.

This question received 2,099 responses. (See Table 7.) Most of the respondents (1,688) indicated that the ability to work remotely would influence their commuting patterns. Another 1,365 responses stated that health and safety concerns would influence their commuting decisions. The remainder of the responses indicated that providing childcare and/or education for family members would be a factor, and the rest of the respondents chose “Other”. This is another question where respondents could choose more than one response; several likely chose both ability to work remotely and health and safety concerns.

The ability to work remotely influencing commuting patterns indicates more of a long-term shift in commuting behavior. Health and safety concerns are likely to have more of a short-term impact.

Table 7. Factors Influencing Future Commuting Patterns

Factors Influencing Commuting Patterns	Number
Ability to work remotely	1,688
Need to provide childcare and/or education for family members	336
Health and safety concerns	1,365
Other	172

Many of the “Other” comments indicated that their employer’s requirements for coming into an office is a significant factor influencing their commuting patterns.

Question 8

“Should the City consider other permit options besides quarterly and daily fees, such as daily and/or weekly reservations made through new technology?”

The intent of this question is to better understand whether the current system of monthly permits and daily fee parking is working well for Metra commuters, or if they would like to see another option to pay for parking at the commuter parking lots.

This question received 2,119 responses. (See Table 8.) Most responses (69%) said that the City should consider other options and 24% said that the City should not consider other options. The remainder chose the “Other” option.

Table 8. Should the City Consider Other Parking Payment Options

Choice	Percent	Number
Yes	69%	1,459
No	24%	502
Other	7%	158
Total		2,119

The “Other” responses were more varied for this question. Some of the more frequent comments are summarized below.

- Several comments stated that they waited so long to get a permit that they did not want to risk losing one now.
- Others said they liked the predictability and assurance of a permit.
- Several comments noted that it would be a hassle to think about paying for parking every day.
- Many said that they would use an app to reserve parking.
- There were suggestions to switch Kroehler to daily fee and move Kroehler permit holders to the Burlington lot.
- There were comments to increase Pace bus service and increase parking fees.

- Comments asked the City to consider 10-day or monthly parking passes.

Question 9

“Please provide any additional comments in this space.”

The last question of the survey was an open-ended question allowing respondents to submit any comments they have about commuter parking. There were 396 comments submitted.

- Many comments were about the desire to suspend permits and payment and then resume when ready without having to go back on the waitlist.
- There were some comments thanking the City for the reduction in the cost of permit for Q3 and Q4 2020.
- There were some comments criticizing the City for still charging for permits even though many are not being used.
- Several comments were about Metra’s service and operations.
- Several comments discussed their comfort as a commuter with riding transit during COVID-19.
- There were many comments saying that they would keep paying for a permit to have the security of knowing that they have a parking space whenever they need to park.

In terms of suggestions for improving parking, especially at the Naperville station, the most frequently recurring comment (37 comments) was to have an online system/an app where parking could be reserved ahead of time for a daily space. Some comments added that being able to reserve a space weekly or monthly would be helpful. Other comments said that flexibility was important, given that commuting patterns are in flux and changing based on remote work options.

The second most frequently recurring comment (15 comments) was for a parking garage at the Naperville station. The reasoning was that this would provide more parking spaces closer to the station.

Several commenters expressed their desire that, as current permit holders, they wanted priority for any changes that could occur with parking at the Naperville station.

Next Steps

Thanks to these survey results, the City now has a better understanding of some of the dynamic influences on commuter behavior and needs in terms of parking and access to the train stations. The results of this survey will inform the updates to the Commuter Parking and Access Work Plan in 2021.

2020 Commuter Survey Results

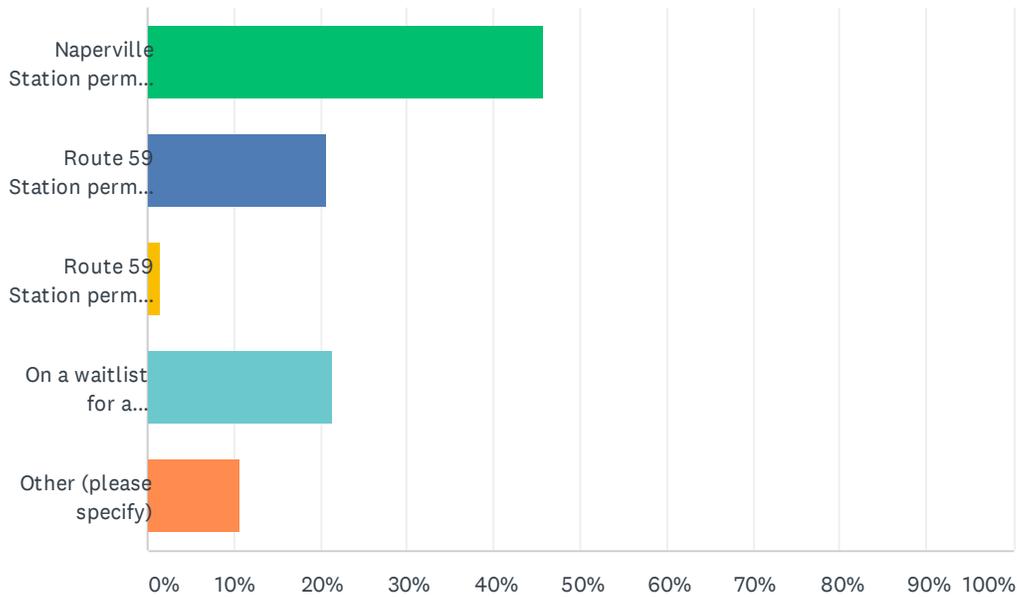
Appendix A: Raw Commuter Survey Data and Responses

FINAL

November 2020

Q1 Please select the option that best describes your current permit holder status.

Answered: 2,156 Skipped: 16



ANSWER CHOICES	RESPONSES	
Naperville Station permit holder (Kroehler, Burlington or Parkview)	45.83%	988
Route 59 Station permit holder	20.73%	447
Route 59 Station permit holder and on a waitlist for a Naperville Station permit (Kroehler, Burlington or Parkview)	1.53%	33
On a waitlist for a Naperville Station permit	21.24%	458
Other (please specify)	10.67%	230
TOTAL		2,156

#	OTHER (PLEASE SPECIFY)	DATE
1	Not holding any permit as none fit my needs.	10/13/2020 12:46 PM
2	No permit	10/13/2020 12:43 PM
3	Park at Naperville but don't have permit. pay daily	10/13/2020 12:10 PM
4	All commutes should be free	10/13/2020 9:00 AM
5	I pay for parking daily at the Naperville Station	10/13/2020 7:50 AM
6	Dropped off by family member	10/12/2020 5:25 PM
7	N/A	10/11/2020 11:41 AM
8	Did not renew as not currently using. There are plenty of open daily spots located much closer than what I had.	10/10/2020 3:52 PM
9	Previous Naperville Station permit holder	10/10/2020 7:12 AM
10	Walking distance to Naperville Station when using Metra.	10/9/2020 11:46 AM
11	Walker	10/9/2020 5:59 AM
12	Here and there	10/9/2020 1:10 AM
13	Walk to Naperville station	10/8/2020 11:20 PM
14	Daily parking	10/8/2020 5:59 PM
15	Regular commuter. No permits	10/8/2020 5:19 PM
16	Naperville resident. Lisle station permit waiting list	10/8/2020 3:56 PM
17	Dropped off at Naperville station 5 times per week	10/8/2020 1:34 PM
18	Live within two blocks of Naperville Station, but would need a permit if I moved.	10/8/2020 12:53 PM
19	I carpool with a Naperville Station permit holder	10/8/2020 12:14 PM
20	daily parking	10/8/2020 12:10 PM
21	Not a permit holder or on wait list	10/8/2020 12:00 PM
22	Daily parking	10/8/2020 11:32 AM
23	Cancelled my permit	10/8/2020 10:37 AM
24	Get dropped off	10/8/2020 9:53 AM
25	Bike/pace bus to Naperville station.	10/8/2020 8:44 AM
26	Naperville resident, commutes from Lisle metra because I found Commuter parking at a local business in lisle.	10/8/2020 7:06 AM
27	None	10/8/2020 5:49 AM
28	N/A, I walk to the train	10/8/2020 3:57 AM
29	No permit, no wait list	10/8/2020 3:28 AM
30	I babysit my grandson in the West Loop.	10/7/2020 11:47 PM
31	Walker	10/7/2020 9:45 PM
32	Take PACE Bus to the station	10/7/2020 9:29 PM
33	Daily Parker at Naperville Station	10/7/2020 9:20 PM
34	Daily parking in paid spots	10/7/2020 9:11 PM
35	N/a	10/7/2020 8:59 PM
36	Park in my yard	10/7/2020 7:59 PM

37	Daily parking	10/7/2020 7:51 PM
38	Paid parking intermittently	10/7/2020 7:00 PM
39	Pay daily parking	10/7/2020 4:57 PM
40	Daily parking	10/7/2020 4:24 PM
41	Currently, we don't have any Commuter Parking Permits for Lombard, or for any other community.	10/7/2020 3:47 PM
42	I walk to the Naperville station	10/7/2020 3:11 PM
43	No permit	10/7/2020 2:56 PM
44	Private Rented Parking	10/7/2020 2:24 PM
45	Daily parker rt 59	10/7/2020 2:21 PM
46	Pace bus rider	10/7/2020 1:55 PM
47	Morning parking payment at route59	10/7/2020 1:44 PM
48	Never joined the waitlist given the feedback was 10yrs+ till spaces would be open.	10/7/2020 12:55 PM
49	None	10/7/2020 12:23 PM
50	no permit	10/7/2020 12:14 PM
51	Are they going to make tuff decisions on different things eventually.	10/7/2020 12:10 PM
52	RT 59, no permit.	10/7/2020 12:07 PM
53	Live within walking distance to train	10/7/2020 11:48 AM
54	Non current holder	10/7/2020 11:45 AM
55	Gets dropped off and picked up at the station by family member.	10/7/2020 11:42 AM
56	Bus no parking	10/7/2020 11:17 AM
57	Random commuter	10/7/2020 10:59 AM
58	Walk to train	10/7/2020 10:59 AM
59	N/A	10/7/2020 10:35 AM
60	I am dropped off at a train station or take a Pace bus to avoid the parking hassle	10/7/2020 10:25 AM
61	Not a permit holder	10/7/2020 10:10 AM
62	Commuter	10/7/2020 10:02 AM
63	Drive and park everyday for 2.00	10/7/2020 9:57 AM
64	Walk to the station	10/7/2020 9:54 AM
65	I usually pay for daily parking or taking Pace Bus	10/7/2020 9:38 AM
66	Daily parking	10/7/2020 9:36 AM
67	Route 59 Permit Holder Until July 2020	10/7/2020 9:10 AM
68	Daily Fee	10/7/2020 9:00 AM
69	not on waitlist	10/7/2020 8:57 AM
70	Take the bus to the station or park on street.	10/7/2020 8:57 AM
71	Canceled due to covid	10/7/2020 8:56 AM
72	don't drive	10/7/2020 8:46 AM
73	Daily pay	10/7/2020 8:45 AM
74	No permit	10/7/2020 8:38 AM

75	Moving to the area in 2021	10/7/2020 8:34 AM
76	Don't park	10/7/2020 8:19 AM
77	Rt 59 daily fee parking	10/7/2020 7:36 AM
78	Never applied as wait time were too long	10/6/2020 1:06 PM
79	DuPage Children Museum daily parking	10/6/2020 10:24 AM
80	Parking in \$2 lot	10/5/2020 9:39 PM
81	I heard the wait list is 10 years so I haven't even tried.	10/5/2020 7:49 PM
82	Former Route 59 permit holder	10/5/2020 7:44 PM
83	Daily RT 59 parking	10/5/2020 7:06 PM
84	No permit.	10/5/2020 7:04 PM
85	Daily parking Route 59	10/4/2020 11:11 AM
86	Not waiting for parking permit. Currently holding a motorcycle parking permit.	10/3/2020 5:00 PM
87	drop off	10/3/2020 4:33 PM
88	Not a permit holder	10/2/2020 12:14 PM
89	I don't hold a permit but would consider if the wait was shorter for Naperville.	10/2/2020 9:10 AM
90	No permit. Take bus	9/30/2020 9:25 PM
91	Cancelled my Aurora Rt 59 permit in July after having it 20+ years.	9/30/2020 8:14 PM
92	Used the daily fee lots at Naperville - not on waitlist	9/30/2020 12:08 PM
93	Pay local business tonpark	9/29/2020 8:40 PM
94	Commuter Bus /689	9/29/2020 7:35 PM
95	Daily pay.	9/29/2020 3:13 PM
96	not a permit holder	9/29/2020 3:08 PM
97	i park early on spring street	9/29/2020 2:42 PM
98	Previously on Naperville waitlist. Sporadic use of train to Loop.	9/29/2020 2:08 PM
99	park in meters	9/29/2020 1:26 PM
100	Pay per day	9/29/2020 1:11 PM
101	Handicap	9/29/2020 1:11 PM
102	None of the above	9/29/2020 9:48 AM
103	Commute but do not park	9/29/2020 9:02 AM
104	Previously walked to 5th ave station. Moved one mile and now get ride from spouse. Haven't commuted since March.	9/29/2020 5:37 AM
105	Not a permit holder	9/28/2020 11:39 PM
106	On a wait list for a Aurora permit at R59	9/28/2020 9:56 PM
107	Just cancelled Aurora parking at Rt 59	9/28/2020 9:33 PM
108	Local resident to downtown station neighborhood	9/28/2020 9:19 PM
109	Walk to the station	9/28/2020 9:00 PM
110	None of the above? Can't believe this wasn't a choice.	9/28/2020 8:59 PM
111	Pay as I park	9/28/2020 8:52 PM
112	Canceled my Rt 59 parking permit.	9/28/2020 8:29 PM

113	No permit	9/28/2020 8:19 PM
114	Walk to station	9/28/2020 7:40 PM
115	Waitlist for RT 59	9/28/2020 7:26 PM
116	Currently park in the day spots.	9/28/2020 5:57 PM
117	Daily parking	9/28/2020 5:40 PM
118	Daily Parker. Waitlist was so long, I didn't bother signing up.	9/28/2020 5:30 PM
119	Non Permit Holder	9/28/2020 5:28 PM
120	No permit, use route 59	9/28/2020 4:40 PM
121	walk to Naperville station	9/28/2020 4:13 PM
122	Not a permit holder, daily parking only	9/28/2020 3:41 PM
123	Walk to the station	9/28/2020 2:55 PM
124	Daily permit	9/28/2020 2:19 PM
125	Walk to the Naperville Station	9/28/2020 1:24 PM
126	Walk to train	9/28/2020 12:15 PM
127	The permits are too expensive. I do daily parking or take the bus.	9/28/2020 12:15 PM
128	Occasional daily pay	9/28/2020 12:06 PM
129	pay for parking on a day to day status	9/28/2020 11:43 AM
130	Former Route 59 Permit Holder	9/28/2020 11:29 AM
131	Former Rt 59 permit holder	9/28/2020 11:09 AM
132	Walk to Naperville Metra Station	9/28/2020 11:08 AM
133	Not currently using permit but that might change.	9/28/2020 11:00 AM
134	Public parking	9/28/2020 10:59 AM
135	I walk to the station.	9/28/2020 10:57 AM
136	I pay for a private parking spot at a residence close to Naperville station. Waitlist are too long to consider joining.	9/28/2020 10:50 AM
137	Not a train rider.	9/28/2020 10:48 AM
138	Walk to station	9/28/2020 10:48 AM
139	Lisle station permit holder	9/28/2020 10:47 AM
140	No permit	9/28/2020 10:44 AM
141	Daily parking spot at Naperville Station	9/28/2020 10:43 AM
142	Daily parking	9/28/2020 10:37 AM
143	Do not typically park. Walk or ride bike.	9/28/2020 10:30 AM
144	Not applied yet	9/28/2020 10:29 AM
145	Have never had a permit. Rode the bus or used daily fee spaces	9/28/2020 10:29 AM
146	Worked earlier than preferred hours to get pay per day spot	9/28/2020 10:28 AM
147	Use daily parking occasionally at Ryan 59	9/28/2020 10:25 AM
148	No permit or waitlist	9/28/2020 10:21 AM
149	Turned in pass for Route 59 due to lack of usage; work from home mandate	9/28/2020 10:20 AM

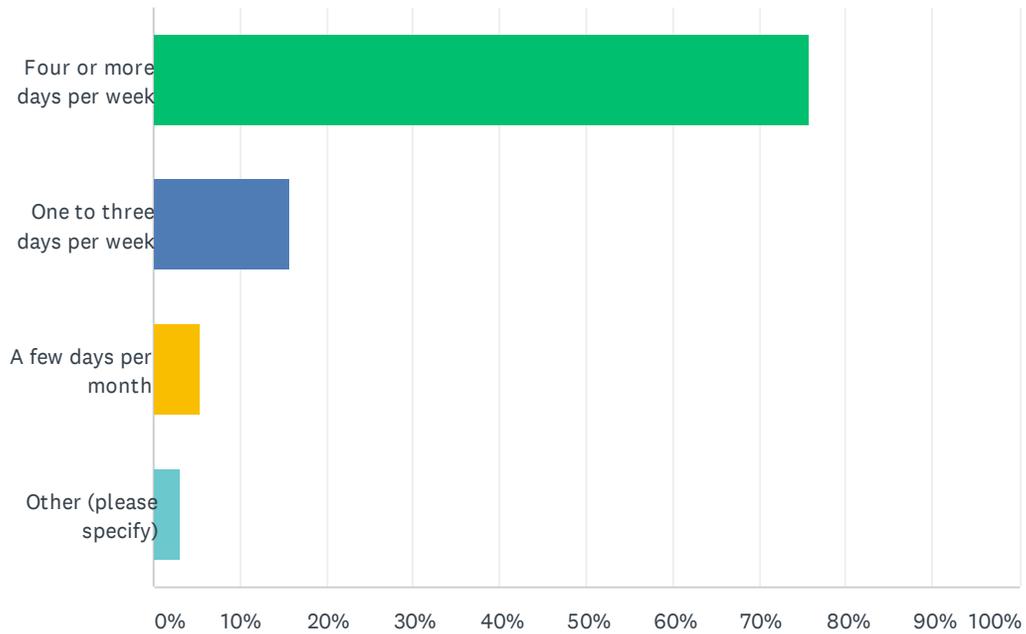
150	Pay daily fee	9/28/2020 10:18 AM
151	On waitlist for 59 Station Permit	9/28/2020 10:13 AM
152	Walk to Naperville Station from home.	9/28/2020 10:12 AM
153	Not on waitlist. Daily pay	9/28/2020 10:11 AM
154	Daily parking	9/28/2020 10:09 AM
155	Never applied because the waitlist was ridiculously long	9/28/2020 10:07 AM
156	Not a permit holder, take a Pace bus to the train station	9/28/2020 10:06 AM
157	neither permit holder nor waitlisted	9/28/2020 12:07 AM
158	No permit	9/27/2020 8:28 AM
159	Previous owner of route 59 permit. Cancelled this summer while working from home.	9/26/2020 10:03 AM
160	No longer a Burlington permit holder. Office in Chicago has been closed for since March 12th. Only working part time as a consultant and do not know if I will be traveling to Chicago on a regular basis in the future.	9/25/2020 7:01 PM
161	Permit returned	9/25/2020 4:08 PM
162	Daily Parking	9/25/2020 11:33 AM
163	Just cancelled my parking pass as of September 2020	9/25/2020 7:55 AM
164	I just turned in my Route 59 station permit as I won't be commuting to Chicago anymore	9/24/2020 9:12 PM
165	No waitlist. Too long to wait.	9/24/2020 8:06 PM
166	daily parking	9/24/2020 7:38 PM
167	No permit - PACE bus or personal dropoff.	9/24/2020 5:58 PM
168	Bus rider and bike rider	9/24/2020 4:48 PM
169	Daily ticket	9/24/2020 4:22 PM
170	former permit holder	9/24/2020 4:11 PM
171	No permit. I ride my bicycle to the Route 59 Station when needed.	9/24/2020 3:37 PM
172	Daily fee only due to no pass.	9/24/2020 3:26 PM
173	No longer a permit holder since I work in Naperville now.	9/24/2020 2:55 PM
174	Just sent a cancellation for Rt 59	9/24/2020 2:31 PM
175	Both. I have a motorcycle permit and I'm on the waitlist for a car permit. Both for the Naperville station.	9/24/2020 2:30 PM
176	I used to be a Rt 59 permit holder	9/24/2020 2:29 PM
177	I do not hold a permit nor have I applied for one.	9/24/2020 2:18 PM
178	Use Daily Pay Parking	9/24/2020 2:17 PM
179	Infrequent commuter (2-3x per week) - I use daily parking	9/24/2020 2:14 PM
180	No permit	9/24/2020 2:14 PM
181	Pace bus rider or daily parking	9/24/2020 2:08 PM
182	Regular 5-Day a week commuter, who pays daily (unfortunately) because of the insanely long waitlist for permits.	9/24/2020 2:06 PM
183	I just cancelled my route 59 permit	9/24/2020 2:00 PM
184	gave up	9/24/2020 1:49 PM
185	Get there early to park in a daily space.	9/24/2020 1:30 PM

186	I used to be a route 59 permit holder.	9/24/2020 1:18 PM
187	Not a permit holder.	9/24/2020 12:45 PM
188	No permit	9/24/2020 12:44 PM
189	Nott a permit holder	9/24/2020 12:41 PM
190	Naperville Station Motorcycle permit holder	9/24/2020 12:23 PM
191	None	9/24/2020 12:22 PM
192	Not a permit holder	9/24/2020 12:12 PM
193	No permit not on waitlist	9/24/2020 12:10 PM
194	Not a holder or seeking one. I take Pace bus to train station. That may change if Pace service does not return.	9/24/2020 12:05 PM
195	I am now retired and no longer using METRA	9/24/2020 11:58 AM
196	Occasional rider. Use available paid parking slots.	9/24/2020 11:34 AM
197	None - generally cycle or get dropped to the Naperville Station	9/24/2020 11:34 AM
198	Motorcycle permit holder	9/24/2020 10:28 AM
199	None	9/24/2020 10:18 AM
200	Local business renter, because you are unable to control the illegal movements of your issued permits. A 12-year wait list for a legal permit? That doesn't make sense.	9/24/2020 10:14 AM
201	Not on waitlist. Daily park user	9/24/2020 10:09 AM
202	Intending to apply for a Rt 59 station permit, currently using daily fee parking	9/24/2020 10:07 AM
203	Returned permit due to Covid. Daily fee when I return.	9/24/2020 10:06 AM
204	N/A	9/24/2020 10:05 AM
205	Not a permit holder	9/24/2020 10:05 AM
206	Rideshare with a Naperville Station permit holder	9/24/2020 10:00 AM
207	No permit	9/24/2020 9:57 AM
208	A former permit holder for the Naperville Station (Kroehler)	9/24/2020 9:55 AM
209	Not a permit holder.	9/24/2020 9:55 AM
210	Do not have a parking permit	9/24/2020 9:49 AM
211	Daily parking	9/24/2020 9:42 AM
212	I use daily parking when commuting on Metra.	9/24/2020 9:39 AM
213	I think I'm on a waitlist for a Naperville Station permit (primarily because of the previous 14 year potential wait time), but I have no way to check this online.	9/24/2020 9:36 AM
214	Non permit station former user	9/24/2020 9:33 AM
215	used to have	9/24/2020 9:23 AM
216	Not on any wait lists - daily fee.	9/24/2020 9:22 AM
217	RT 59 Aurora permit holder	9/24/2020 9:22 AM
218	Daily parking	9/24/2020 9:20 AM
219	Pay daily downtown Naperville	9/24/2020 9:18 AM
220	Prior route 59 permit holder, got rid of it because not taking the metra.	9/24/2020 9:16 AM
221	Was on the waitlist for Naperville, but declined to purchase earlier this year.	9/24/2020 9:14 AM
222	\$2 daily parking	9/24/2020 9:13 AM

223	Daily fee parker	9/24/2020 9:12 AM
224	I canceled my permit.	9/24/2020 9:12 AM
225	Route 25	9/24/2020 9:09 AM
226	Daily pay to park	9/24/2020 9:07 AM
227	Naperville station commuter	9/24/2020 9:07 AM
228	Paying for a \$5/ day spot at DT Naperville station	9/24/2020 9:06 AM
229	I am retired and I turned it in. No longer a need.	9/24/2020 9:06 AM
230	Motorcycle permit	9/24/2020 9:06 AM

Q2 Prior to the COVID-19 pandemic, how often did you commute by Metra?

Answered: 2,168 Skipped: 4



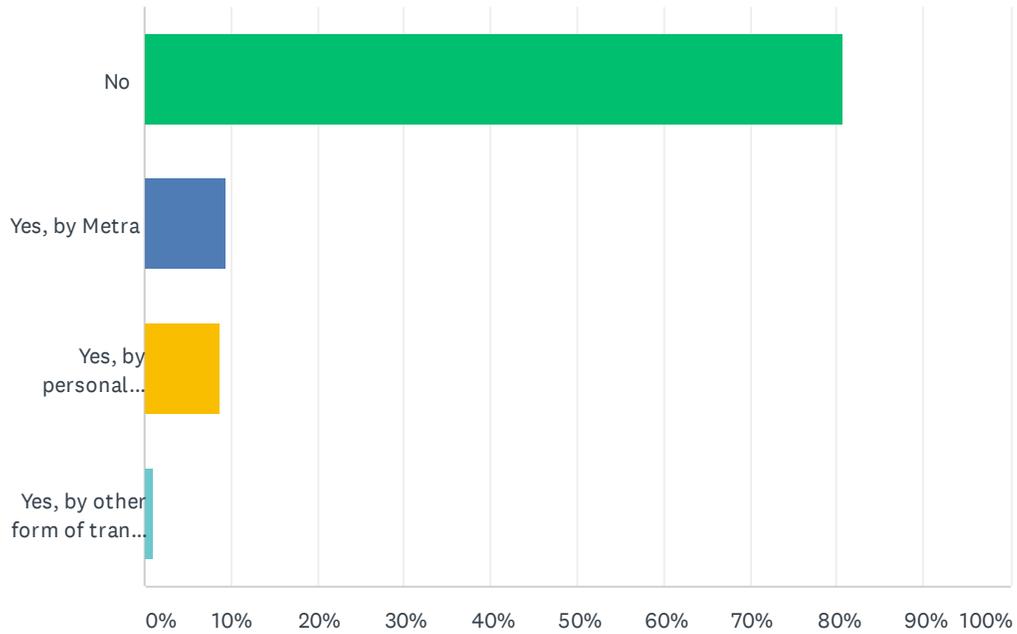
ANSWER CHOICES	RESPONSES	
Four or more days per week	75.74%	1,642
One to three days per week	15.64%	339
A few days per month	5.54%	120
Other (please specify)	3.09%	67
TOTAL		2,168

#	OTHER (PLEASE SPECIFY)	DATE
1	Currently working from home so not taking the train	10/15/2020 10:36 AM
2	zero	10/13/2020 6:34 PM
3	Moved to Naperville from the Loop during the pandemic	10/8/2020 10:40 PM
4	Office remains closed at this time.	10/8/2020 3:58 PM
5	couple of times a year	10/8/2020 12:10 PM
6	None	10/8/2020 10:33 AM
7	None	10/8/2020 10:19 AM
8	Very infrequent use of Metra. On average, once or twice in a year, or less. For personal uses, not commuting to work or school at this time.	10/7/2020 3:47 PM
9	When needed, less 4 days a week.	10/7/2020 1:44 PM
10	None	10/7/2020 12:23 PM
11	When we going to have federal funding by federal government.	10/7/2020 12:10 PM
12	None	10/7/2020 10:02 AM
13	1 day a month	10/7/2020 9:38 AM
14	No commute required as of today.	10/7/2020 9:11 AM
15	None moving to area in 2021	10/7/2020 8:34 AM
16	None	10/6/2020 4:54 PM
17	None	10/5/2020 7:49 PM
18	I used to live in the city and took the CTA.	10/2/2020 3:21 PM
19	3 Days a Week, I telework 2 Days a week.	10/2/2020 9:48 AM
20	3 days per week	9/29/2020 4:14 PM
21	3 days per week	9/29/2020 4:14 PM
22	once a month	9/29/2020 3:08 PM
23	Once every few months.	9/29/2020 2:08 PM
24	Not at all	9/29/2020 7:57 AM
25	Once a month	9/28/2020 10:38 PM
26	Wife daily. I dropped her off daily because we couldn't get her a parking spot and we weren't sure if we would still live in the area by the time we made it through the wait list.	9/28/2020 9:19 PM
27	Roughly once a month	9/28/2020 8:59 PM
28	None	9/28/2020 2:28 PM
29	Formerly worked downtown	9/28/2020 11:29 AM
30	Once a year	9/28/2020 11:00 AM
31	None	9/28/2020 10:48 AM
32	Rarely. Once or twice a year	9/28/2020 10:29 AM
33	N/A, was living in Indiana	9/28/2020 10:25 AM
34	0	9/26/2020 2:24 PM
35	Couple of times a year since I could no longer car pool	9/25/2020 4:08 PM
36	Every few months	9/25/2020 3:08 PM

37	Was temporarily working from a suburban office, so was not commuting be Metra in the months preceding the pandemic	9/24/2020 9:35 PM
38	Was driving as time/cost was not significantly different than driving early to station to look for daily pking spaces.	9/24/2020 3:02 PM
39	None since I work close to home.	9/24/2020 2:55 PM
40	Consultant- project work	9/24/2020 2:49 PM
41	3 or 4 days/ week	9/24/2020 2:41 PM
42	None	9/24/2020 2:31 PM
43	Dependent on seasonal business activity.	9/24/2020 2:14 PM
44	2-4 times a year	9/24/2020 2:14 PM
45	5 days/week from the Lisle station (since there was no parking at Naperville)	9/24/2020 2:07 PM
46	Not during covid	9/24/2020 1:59 PM
47	None...but as I was on the waiting list for 13 years, I'm not giving it up and I'll never get it back if I need it.	9/24/2020 1:41 PM
48	Just got the permit recently	9/24/2020 1:15 PM
49	none	9/24/2020 1:04 PM
50	On wait list in case I move to Naperville	9/24/2020 12:59 PM
51	Moved from area 2 years ago - remove from waitlist	9/24/2020 12:56 PM
52	2-4 times a year	9/24/2020 12:44 PM
53	0 times a month..... Both my wife and I are totally remote. I haven't used Metra or the daily parking pass since last March.	9/24/2020 12:29 PM
54	I was not using Metra.	9/24/2020 12:24 PM
55	8	9/24/2020 12:14 PM
56	Infrequently	9/24/2020 12:06 PM
57	Need a parking permit to make it worthwhile	9/24/2020 12:04 PM
58	I am now retired and no longer using METRA	9/24/2020 11:58 AM
59	4 times per year	9/24/2020 11:50 AM
60	Leisure visits - about 6 - 10 times per year	9/24/2020 11:34 AM
61	I live in the city, but am planning to move back to Naperville (especially with the pandemic). So, I don't currently commute but plan to be commuting in the future.	9/24/2020 11:29 AM
62	3-4 days per week	9/24/2020 11:27 AM
63	Hadn't started yet	9/24/2020 11:24 AM
64	none since it started. office is still closed	9/24/2020 11:12 AM
65	Less than once per month	9/24/2020 9:44 AM
66	0	9/24/2020 9:13 AM
67	Only a few times a year for recreational purposes.	9/24/2020 9:06 AM

Q3 Are you currently commuting to/from Chicago for work or school?

Answered: 2,168 Skipped: 4

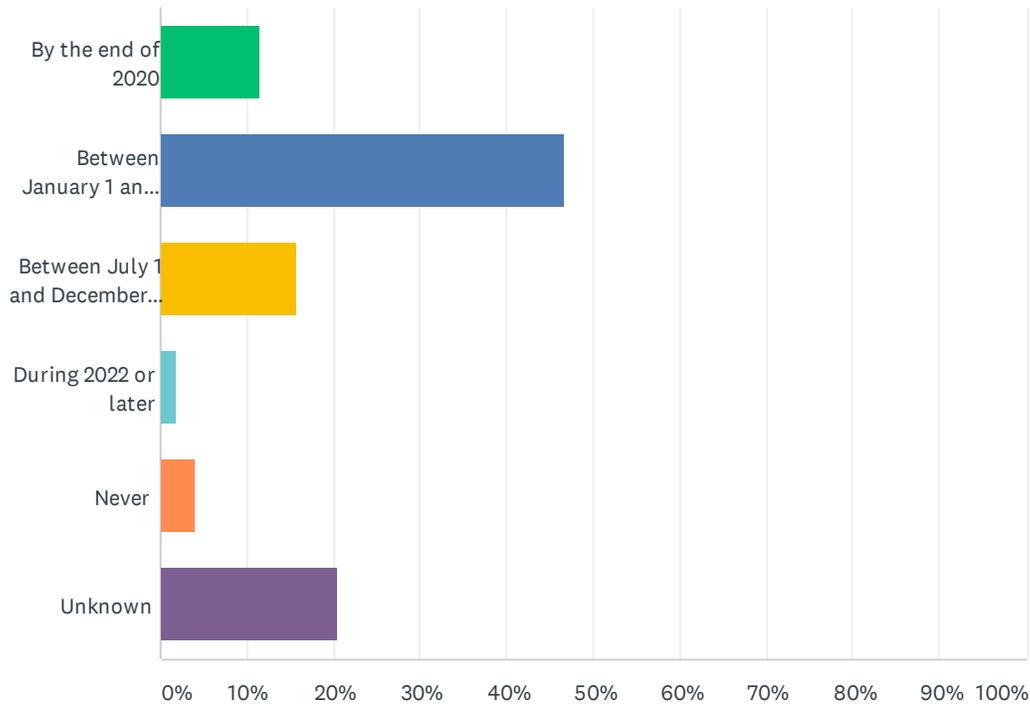


ANSWER CHOICES	RESPONSES	
No	80.72%	1,750
Yes, by Metra	9.50%	206
Yes, by personal vehicle	8.76%	190
Yes, by other form of transit (please specify)	1.01%	22
TOTAL		2,168

#	YES, BY OTHER FORM OF TRANSIT (PLEASE SPECIFY)	DATE
1	As needed I go to Chicago and decide how to get there based on the situation	10/15/2020 11:17 AM
2	G	10/14/2020 8:00 PM
3	Pace	10/13/2020 9:00 AM
4	J	10/8/2020 10:59 AM
5	Metra when needed, if I need to get in and cannot work from home.	10/8/2020 10:04 AM
6	Commuting to Chicago only once per week by personal vehicle	10/7/2020 5:02 PM
7	On occasion. Office hasn't re-opened yet.	9/28/2020 5:30 PM
8	I ride metra to and from work everyday	9/24/2020 8:36 PM
9	Combo of Metra and driving	9/24/2020 5:05 PM
10	Uber	9/24/2020 3:14 PM
11	COVID _	9/24/2020 2:49 PM
12	By both Metra and personal vehicle.	9/24/2020 1:11 PM
13	Due to the pandemic our office is closed working from home	9/24/2020 12:52 PM
14	Car	9/24/2020 12:46 PM
15	By both Metra and personal vehicle	9/24/2020 12:42 PM
16	Depends on where I am going. Sometimes I drive sometimes I take Metra.	9/24/2020 12:42 PM
17	Yes, still commuting, but mostly by car, and occasionally by Metra	9/24/2020 12:38 PM
18	By both Metra and personal vehicle.	9/24/2020 12:37 PM
19	N/A	9/24/2020 12:30 PM
20	2	9/24/2020 12:20 PM
21	Both ... 1/2 by car 1/2 by train	9/24/2020 11:21 AM
22	Pace Bus and Metra	9/24/2020 10:05 AM

Q4 When do you expect to return to your pre-pandemic schedule for commuting by Metra?

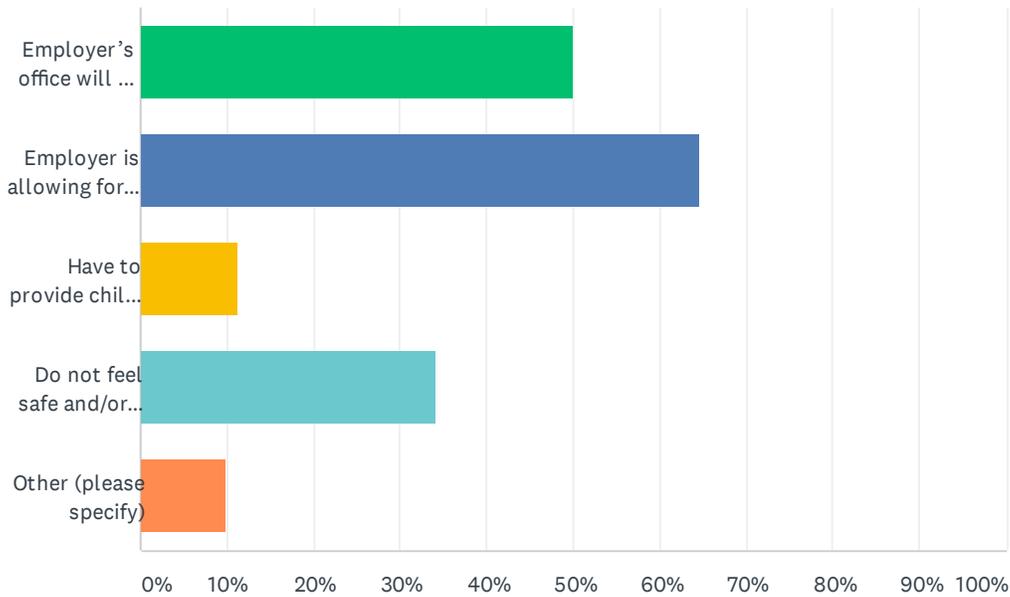
Answered: 2,147 Skipped: 25



ANSWER CHOICES	RESPONSES	
By the end of 2020	11.41%	245
Between January 1 and June 30, 2021	46.58%	1,000
Between July 1 and December 31, 2021	15.65%	336
During 2022 or later	1.86%	40
Never	3.96%	85
Unknown	20.54%	441
TOTAL		2,147

Q5 If you do not plan on returning to commuting by Metra by the end of 2020, what are your reasons why not? (Select all that apply)

Answered: 1,716 Skipped: 456



ANSWER CHOICES	RESPONSES	
Employer's office will not be open	50.00%	858
Employer is allowing for remote work	64.74%	1,111
Have to provide child care and/or education for family members	11.36%	195
Do not feel safe and/or comfortable using Metra	34.03%	584
Other (please specify)	9.79%	168
Total Respondents: 1,716		

#	OTHER (PLEASE SPECIFY)	DATE
1	As soon as the office opens back up I will be on the train again	10/15/2020 10:36 AM
2	High risk for complications if I contract covid-19	10/14/2020 9:49 PM
3	The cost of a ticket is to high	10/13/2020 9:00 AM
4	Don't feel safe using Metra only due to the pandemic.	10/10/2020 3:43 PM
5	Moved out of state	10/10/2020 7:12 AM
6	Company Cut 10,000 positions	10/9/2020 9:43 PM
7	Family w/comorbidities	10/9/2020 9:19 PM
8	Expect things to get back to normal.	10/9/2020 11:46 AM
9	Able to do Chicago based activity from home so going to Chicago is intermittent	10/9/2020 11:41 AM
10	Needs to be faster effecient travel. Underground high speed.	10/9/2020 1:10 AM
11	For now. Company said they will reopen after holidays	10/8/2020 10:41 PM
12	N/A	10/8/2020 9:12 PM
13	For now. Company said they will reopen after holidays	10/8/2020 6:41 PM
14	already on full schedule	10/8/2020 6:11 PM
15	Retiring!!	10/8/2020 5:11 PM
16	Don't know what I will be doing when and if pandemic is comtrolled	10/8/2020 4:49 PM
17	NA	10/8/2020 3:35 PM
18	N/A	10/8/2020 12:17 PM
19	Lost my job. Not sure if my next job will be in chicago or not	10/8/2020 12:10 PM
20	All the express trains from Naperville have been eliminated.	10/8/2020 11:18 AM
21	Will be commuting by Metra on ad-hoc basis prior to 1/1/21	10/8/2020 11:13 AM
22	It is actually CHEAPER for me to drive everyday.	10/8/2020 11:11 AM
23	Retired	10/8/2020 10:45 AM
24	Employer's office is fully open but less than 50% of employees are allowed in the office at a given time so that distancing can be followed	10/8/2020 10:43 AM
25	Got a job that doesn't require me to commute downtown	10/8/2020 10:37 AM
26	I plan to resume commuting by Metra on a regular basis.	10/8/2020 10:04 AM
27	Not sure what WFH policy will be and not sure when offices will open again.	10/8/2020 10:02 AM
28	Ju	10/8/2020 9:45 AM
29	Lack of frequent all day bus service to metra station	10/8/2020 8:44 AM
30	I have already resumed my Tuesday and Thursday commute.	10/7/2020 11:47 PM
31	Safety is an issue	10/7/2020 8:59 PM
32	Not working	10/7/2020 7:59 PM
33	Retirement	10/7/2020 4:24 PM
34	Currently, using Metra for personal uses, not commuting to work or school at this time. Future use for commuting is unknown at this time.	10/7/2020 3:47 PM
35	Employer won't aloud.	10/7/2020 2:19 PM
36	Employer may move half the department to a northwest chicago suburb location	10/7/2020 12:44 PM

37	Metra modified schedule does not accommodate my work schedule	10/7/2020 12:23 PM
38	We have still have to wear mask or face coverings and gloves, practice maintain social distancing, cut down capacity and personal hygiene is required outside in public places all-day and every day.	10/7/2020 12:10 PM
39	Have been commuting throughout pandemic.	10/7/2020 10:59 AM
40	Already commuting	10/7/2020 10:10 AM
41	Employer is waiting for a widely available vaccine	10/7/2020 9:38 AM
42	Commuter for 5+ years before pandemic. Broken AC, crappy cars. Bad delays in 2017-2018 and rates rose most years. New scheduling after PTC created longer commute and more inefficiencies. Value just isn't there. Looking for a more local job I can drive to.	10/7/2020 9:36 AM
43	Not employed	10/7/2020 9:11 AM
44	i have been commuting daily	10/7/2020 8:46 AM
45	I'm on the same downtown schedule precovid	10/7/2020 8:19 AM
46	Employer is remodeling our office for meeting and collaboration space to be used post-COVID. No one has assigned desks going forward and employees are expected to work remotely but with occasional meetings in the office.	10/7/2020 7:36 AM
47	N/A	10/5/2020 9:46 AM
48	retired	10/1/2020 5:20 PM
49	Laid off, so not working at this moment	9/30/2020 8:41 AM
50	it will not be necessary until my clients are back in their offices.	9/29/2020 3:08 PM
51	Employer has not stated when office will reopen	9/28/2020 9:33 PM
52	(temporarily?) Laid off	9/28/2020 9:19 PM
53	No need to take the train anymore because traffic volumes are so light. My commute downtown by car went from 1:15-1:30 down to a consistent 45-50 minutes.	9/28/2020 8:59 PM
54	Recently changed jobs that may not require a commute	9/28/2020 3:41 PM
55	The reduced train schedule.	9/28/2020 2:14 PM
56	Commuting through Metra currently.	9/28/2020 12:47 PM
57	My company is providing free parking	9/28/2020 11:41 AM
58	Do not currently work downtown	9/28/2020 11:29 AM
59	Use train for pleasure	9/28/2020 11:09 AM
60	do not work in Chicago	9/28/2020 10:48 AM
61	Do not feel safe and/or comfortable being in public, especially more crowded spaces not in the open/outside	9/28/2020 10:06 AM
62	N/A	9/28/2020 8:38 AM
63	employer not allowing use of public transportation	9/25/2020 4:15 PM
64	Can't car pool	9/25/2020 4:08 PM
65	Drive time is still less than the train time.	9/25/2020 4:00 PM
66	Planning on commuting by Metra	9/25/2020 10:19 AM
67	retirement from downtown job	9/25/2020 9:14 AM
68	Employer does not feel safe / comfortable with Metra protocols for safe travelling.	9/25/2020 8:03 AM
69	Not applicable	9/25/2020 6:49 AM
70	Change in employment - new job in suburbs	9/25/2020 5:52 AM

71	Don't feel safe at crowded, downtown high-rise office building.	9/24/2020 10:25 PM
72	will be leaving employer in early 2021 and office will not reopen before I leave	9/24/2020 9:12 PM
73	No traffic due to COVID pandemic	9/24/2020 9:05 PM
74	Employer not allowing public transportation	9/24/2020 9:00 PM
75	I am using metra to and from work everyday.	9/24/2020 8:32 PM
76	My position was eliminated during the pandemic	9/24/2020 8:20 PM
77	Still working mostly remotely and reduced schedule makes it less convenient	9/24/2020 8:02 PM
78	Employer insisting on remote work through 2020. I may decide to commute twice a week in 2021. Uncertain	9/24/2020 7:31 PM
79	At risk person at home	9/24/2020 6:55 PM
80	N/A	9/24/2020 6:37 PM
81	Does not apply. Already commuting	9/24/2020 6:23 PM
82	Not comfortable going downtown	9/24/2020 6:06 PM
83	Personal, employer and health guideline - Uncertainty	9/24/2020 5:36 PM
84	Ppppppppp	9/24/2020 5:17 PM
85	currently using metra	9/24/2020 4:49 PM
86	Travel by personal car is faster and more convenient	9/24/2020 4:44 PM
87	I prefer working at the office and not a fan of remote work, but my employer has opened the office but prefers work at home at this time.	9/24/2020 4:36 PM
88	There were always sick people coughing and sneezing That got me frequently sick pre-covid	9/24/2020 4:05 PM
89	Don't want to take Uber's or Cab and need vehicle to see clients in city	9/24/2020 4:00 PM
90	Retirement	9/24/2020 3:51 PM
91	Employer is open to a reduced number of staff and has not yet implemented its plans to open for most or all employees.	9/24/2020 3:50 PM
92	I have been going into the office each day since COVID-19 began in March. Your prior question did not allow that answer.	9/24/2020 3:42 PM
93	My company has not announced a return to work date	9/24/2020 3:35 PM
94	Employer mandate no public transport	9/24/2020 3:14 PM
95	Retiring	9/24/2020 3:11 PM
96	Office is open but not safe with too many people going	9/24/2020 3:03 PM
97	I work locally.	9/24/2020 2:55 PM
98	Covid	9/24/2020 2:49 PM
99	Not allowed to take public transportation	9/24/2020 2:39 PM
100	Have changed employers and no longer work in Chicago	9/24/2020 2:25 PM
101	I answered "Unknown" for Q5 but my employer has said that tentatively, as of now we will return to the office in some capacity after July 2021. It won't be a full pre-COVID schedule and may be anything from a few days a week in the city to fully working from home.	9/24/2020 2:13 PM
102	Poor schedule for shift start times	9/24/2020 2:10 PM
103	Strongly prefer to work remotely.	9/24/2020 2:07 PM
104	My work is not allowing employees back into the office until sometime in 2021. They have not given a date, but have told us we won't return this year. I am working remotely from home, but	9/24/2020 2:06 PM

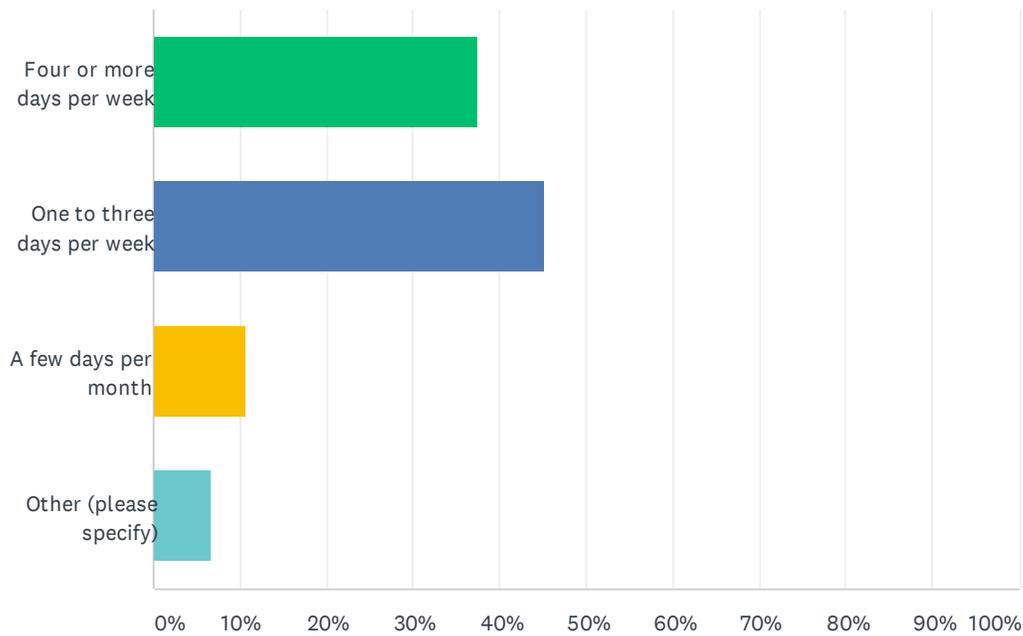
also need to be home since my child is in virtual school. Even if I needed to commute to work, I would drive - not worth the risk of taking public transportation.

105	My company has not announced a return to work date	9/24/2020 2:02 PM
106	Job location change	9/24/2020 2:00 PM
107	Semi-retired and do not know how often I will need to commute downtown.	9/24/2020 1:57 PM
108	Not applicable	9/24/2020 1:41 PM
109	My commuter NEVER changed. I don't have the opportunity to work remotely.	9/24/2020 1:33 PM
110	don't know yet	9/24/2020 1:22 PM
111	On wait list in case I move to Naperville	9/24/2020 12:59 PM
112	Most in person meetings are now zoom type mtgs.	9/24/2020 12:57 PM
113	Moved from area	9/24/2020 12:56 PM
114	I am currently commuting	9/24/2020 12:49 PM
115	Can't say	9/24/2020 12:43 PM
116	Driving to Chicago	9/24/2020 12:41 PM
117	Employer is laying off 10,000 people worldwide. I'm one of them	9/24/2020 12:38 PM
118	i am an essential worker and have ridden the train every week day this year	9/24/2020 12:38 PM
119	I have been downtown on several occasions and have taken Metra once. Although Metra claims safety procedures are in place, mask wearing on the train is not universal when the conductor not in the train car. That concerns me as a rider.	9/24/2020 12:37 PM
120	group parking rate through work makes driving/parking equivalent in price to that of metra ticket costs	9/24/2020 12:34 PM
121	Coronavirus infections by passengers	9/24/2020 12:33 PM
122	I am already returning to a near pre-pandemic commuting routine.	9/24/2020 12:30 PM
123	N/A	9/24/2020 12:30 PM
124	N/A	9/24/2020 12:20 PM
125	Unsure as to when my college will start in person classes again	9/24/2020 12:10 PM
126	was laid off due to closures.	9/24/2020 12:09 PM
127	And I know Metra is cleaning the cars very well but I'm not excited about getting in a confined space now such as a train car or airplane.	9/24/2020 12:05 PM
128	I'm already back at work, just waiting on the parking permit to make Metra worthwhile	9/24/2020 12:04 PM
129	Lost job in city and have not found replacement role at this time.	9/24/2020 12:02 PM
130	Work pays for parking to minimize exposure to essential staff and only working at office 1-2 days a week.	9/24/2020 12:00 PM
131	Retiring and employer allows remote working.	9/24/2020 12:00 PM
132	Metra schedule has been materially changed for Naperville commuters, with fewer trains and longer train commute times. Right now it is generally quicker--and more convenient from a time perspective--to commute by car. I would definitely go back to Metra if/when schedules are readjusted	9/24/2020 11:59 AM
133	I am now retired and no longer using METRA	9/24/2020 11:58 AM
134	Whenever court system reopens	9/24/2020 11:56 AM
135	See notes in #7 below. Would like to be using Metra now but train schedules/costs are not beneficial.	9/24/2020 11:55 AM

136	Feel more comfortable driving and traffic is down so commute is tolerable	9/24/2020 11:52 AM
137	Do not feel safe in crowds.	9/24/2020 11:52 AM
138	No longer working.	9/24/2020 11:50 AM
139	Job loss	9/24/2020 11:49 AM
140	I previously worked in the Loop but changed companies and am now in a suburban office or working from home.	9/24/2020 11:33 AM
141	The metra schedule does not have enough express trains at the time I need them compared to before the pandemic.	9/24/2020 11:29 AM
142	As long as I have to pay for the daily parking and traffic is lighter, I will probably just continue to drive. At some point, I will get a pass and then use Metra. I leave early in the morning so level of folks on the train has not been an issue.	9/24/2020 11:27 AM
143	I am still employed with an office in Chicago, but have moved in the past month to Wisconsin. However, even if I hadn't moved, my office will not be open by the end of 2020	9/24/2020 11:26 AM
144	Not comfortable using the CTA which I board after BNSF	9/24/2020 11:25 AM
145	I am currently taking the metra 2 days per week from the Naperville metra station but I park in the daily parking lot. Planning to return to 4-5 days per week by January 1.	9/24/2020 11:24 AM
146	Not allowed to take public transportation	9/24/2020 11:22 AM
147	i already AM on my regular schedule...it was left out above.	9/24/2020 10:58 AM
148	Limiting potential exposure to COVID-19 because of medically fragile child at home	9/24/2020 10:58 AM
149	No need.	9/24/2020 10:18 AM
150	I have returned to commuting two days per week, unsure when will return for the other three	9/24/2020 10:07 AM
151	Do not feel safe in downtown Chicago due to riots and looting.	9/24/2020 10:00 AM
152	Retired	9/24/2020 9:55 AM
153	Waiting for vaccine (and its distribution)	9/24/2020 9:49 AM
154	Do not feel safe in downtown Chicago	9/24/2020 9:44 AM
155	Not willing to take added risk of commuting or working in office when work-from-home is an option.	9/24/2020 9:43 AM
156	Metra has not been overly communicative of its steps to implement Covid mitigation tactics.	9/24/2020 9:41 AM
157	Response to question 4. I am currently commuting into the city and expected to continue. I perform mission critical work.	9/24/2020 9:38 AM
158	I'm currently riding Metra 4-5 times a week.	9/24/2020 9:20 AM
159	Planning on comuting	9/24/2020 9:18 AM
160	Employer is prohibiting mass transit usage at the current time	9/24/2020 9:17 AM
161	Metra schedule is difficult- not enough times available and takes to long to go downtown.	9/24/2020 9:16 AM
162	No longer working in Chicago.	9/24/2020 9:14 AM
163	Unkonwn	9/24/2020 9:13 AM
164	expecting to return	9/24/2020 9:12 AM
165	I do plan to return at some point	9/24/2020 9:10 AM
166	flexible schedule makes metra less efficient than driving	9/24/2020 9:09 AM
167	My doctor has recommended that I do not take the train given health conditions	9/24/2020 9:08 AM
168	Retired	9/24/2020 9:06 AM

Q6 When you start commuting by Metra again, how often do you expect to travel by Metra?

Answered: 2,128 Skipped: 44



ANSWER CHOICES	RESPONSES	
Four or more days per week	37.45%	797
One to three days per week	45.25%	963
A few days per month	10.62%	226
Other (please specify)	6.67%	142
TOTAL		2,128

#	OTHER (PLEASE SPECIFY)	DATE
1	don't know.	10/15/2020 1:08 PM
2	Most likely driving	10/13/2020 3:01 PM
3	unknown	10/10/2020 3:52 PM
4	N/A - Moved out of state	10/10/2020 7:12 AM
5	It depends on factors outside my control	10/9/2020 11:41 AM
6	When it is underground and high speed	10/9/2020 1:10 AM
7	Not sure	10/8/2020 8:43 PM
8	a few times a year	10/8/2020 5:11 PM
9	See answer to no. 6	10/8/2020 4:49 PM
10	Depends on safe environment.	10/8/2020 2:04 PM
11	Employer policy has no clear information about it yet	10/8/2020 12:48 PM
12	only when necessary	10/8/2020 12:47 PM
13	Not sure	10/8/2020 12:31 PM
14	not sure at this time	10/8/2020 12:09 PM
15	N/A	10/8/2020 11:11 AM
16	Once or twice a month	10/8/2020 10:45 AM
17	Depends on the employer's time and attendance policy and availability of the Covid-19 vaccine for general public.	10/8/2020 10:40 AM
18	Not sure, my employer has no plan yet how we will work once the vaccination is available.	10/8/2020 10:39 AM
19	Never	10/8/2020 10:37 AM
20	No idea at this point of time.	10/8/2020 10:34 AM
21	Not sure at this point	10/8/2020 10:02 AM
22	I currently commute 5 days a week on the metra.	10/8/2020 7:06 AM
23	I won't feel safe again unfortunately unless some major innovation comes to the safety of train travel in regards to pandemics	10/8/2020 3:57 AM
24	See above.	10/7/2020 11:47 PM
25	Only when needed	10/7/2020 4:24 PM
26	Future use for commuting is unknown at this time.	10/7/2020 3:47 PM
27	Never	10/7/2020 12:23 PM
28	not sure	10/7/2020 12:14 PM
29	We have to make sure everyone is staying safe, sound and secure on public transportation.	10/7/2020 12:10 PM
30	Only when needed	10/7/2020 10:59 AM
31	Currently commuting 4 or more days per week.	10/7/2020 10:59 AM
32	Never	10/7/2020 10:22 AM
33	Not too often	10/7/2020 10:02 AM
34	Likely not taking the metra any time in the next year.	10/7/2020 9:36 AM
35	Pending on job searching requirements etc	10/7/2020 9:11 AM
36	As needed	10/7/2020 8:11 AM

37	Unknown. I hope to work from home part of the time if allowed.	10/4/2020 10:04 AM
38	Hopefully as infrequently as possible.	10/3/2020 5:00 PM
39	2 to 3 Days a Week	10/2/2020 9:48 AM
40	not sure. might give up the parking pass	10/1/2020 11:51 PM
41	?	10/1/2020 5:42 PM
42	Unknown due to job situation	9/30/2020 8:41 AM
43	once a month	9/29/2020 3:08 PM
44	Less than once a month.	9/29/2020 2:08 PM
45	No longer working in Chicago.	9/29/2020 1:11 PM
46	Never	9/29/2020 1:11 PM
47	Totally unknown; depends fully on safety of the commute and work.	9/29/2020 8:02 AM
48	2-3 times per month	9/28/2020 10:38 PM
49	Before the vaccine, 1-2 days a week by car, after vaccine 2-3 days a week using Metra	9/28/2020 9:56 PM
50	Unknown depends on employer.	9/28/2020 9:33 PM
51	When I eventually go back (and I don't see it happening until well into 2021 or 2022) I'll be back to my occasional status of once a month or so. Usually on bad weather days.	9/28/2020 8:59 PM
52	Sparingly	9/28/2020 1:27 PM
53	Unknown. My company has an entire floor of our space up for subletting, so I don't know which teams will or won't return to the office. The current goal is to have the office to a revised, shrunken, capacity by July 2021.	9/28/2020 1:18 PM
54	none	9/28/2020 10:48 AM
55	A couple days a year	9/28/2020 10:29 AM
56	Not sure I will. The trains were never kept clean to begin with. I have my doubts that there will be any thorough sanitation.	9/28/2020 10:11 AM
57	Expect company will employ an A B schedule with employees rotating and going in for a few days every other week. But still unclear.	9/27/2020 2:24 PM
58	?	9/27/2020 10:24 AM
59	too early to ask, just not sure at this time	9/27/2020 8:47 AM
60	Alternating schedule 2 full weeks of Metra commuting, 2 weeks work from home	9/27/2020 8:33 AM
61	Truly unknown	9/26/2020 10:03 AM
62	Not planning to use Metra until a vaccine is available.	9/25/2020 10:22 PM
63	Probably never	9/25/2020 9:40 PM
64	Unknown	9/25/2020 3:20 PM
65	Not sure yet	9/25/2020 3:08 PM
66	Driving in due to safety, length of commute times with metra.	9/25/2020 2:03 PM
67	Depending on my employer's policy	9/25/2020 11:33 AM
68	N/A	9/25/2020 9:14 AM
69	Unknown	9/25/2020 5:52 AM
70	NO	9/24/2020 10:46 PM
71	Not sure.	9/24/2020 9:57 PM

2020 Commuter Experience Survey

SurveyMonkey

72	Unknown	9/24/2020 8:50 PM
73	Unknown	9/24/2020 8:50 PM
74	Unknown based upon employer approach to office opening.	9/24/2020 8:45 PM
75	Unsure	9/24/2020 8:36 PM
76	TO BE DETERMINED - based on where I may be able to find a new job	9/24/2020 8:20 PM
77	Unknown	9/24/2020 6:15 PM
78	Not planning to use Metra until a vaccine is available.	9/24/2020 6:00 PM
79	Unknown, what I need to know is whether I can stop paying for a service that I'm not getting and not lose my permit (or have to go back on waitlist) if this clears up. You guys already know the reduced train schedules and parking vacancies. You shouldn't force your customers to cancel their permit and place themselves on a waitlist and go through all of that. I'm paying to keep my spot, but it's wasteful.	9/24/2020 4:52 PM
80	TBD	9/24/2020 4:05 PM
81	Not sure - it will be based on the plan put forth by my company which might include varying days... just don't know yet.	9/24/2020 4:01 PM
82	Will only go in for pleasure.	9/24/2020 3:51 PM
83	Unknown - concern will be about safety given the cramped commuting conditions	9/24/2020 3:50 PM
84	Again haven't stopped.	9/24/2020 3:42 PM
85	Few times per year	9/24/2020 3:37 PM
86	Still unsure. My guess is it will be limited days to start and build back to full time.	9/24/2020 3:30 PM
87	NA	9/24/2020 3:11 PM
88	None	9/24/2020 2:55 PM
89	Depends if employer allows some remote work. No announcement made at this time.	9/24/2020 2:54 PM
90	Not sure	9/24/2020 2:50 PM
91	Consultant- project work	9/24/2020 2:49 PM
92	Dependent on seasonal business activity.	9/24/2020 2:14 PM
93	2-4 times a year	9/24/2020 2:14 PM
94	See freeform answer for Q6. Unknown at this time.	9/24/2020 2:13 PM
95	If there is a vaccine, 4+ days a week. Prior to vaccine, zero.	9/24/2020 2:06 PM
96	Unknown till my employer announces their back to work plans.	9/24/2020 2:00 PM
97	not sure. I may use pace bus service to downtown.	9/24/2020 2:00 PM
98	Unknown at this time	9/24/2020 1:57 PM
99	None, unless job switches to Chicago	9/24/2020 1:41 PM
100	On wait list in case I move to Naperville	9/24/2020 12:59 PM
101	Not applicable	9/24/2020 12:56 PM
102	I am currently commuting	9/24/2020 12:49 PM
103	2-4 times a year	9/24/2020 12:44 PM
104	Can't s say	9/24/2020 12:43 PM
105	3 days a week	9/24/2020 12:35 PM
106	Occasionally	9/24/2020 12:30 PM

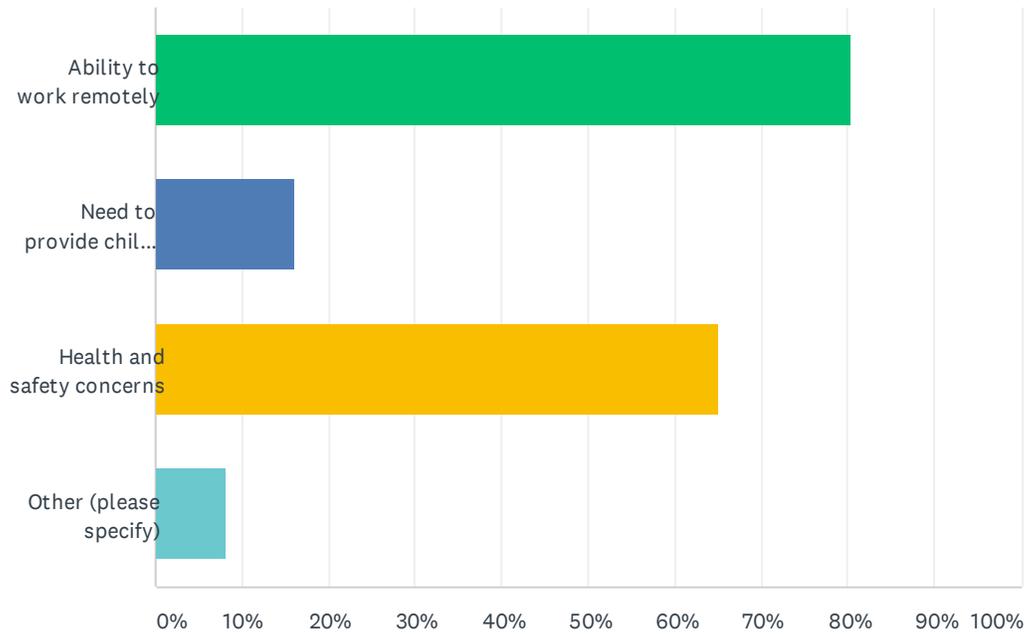
2020 Commuter Experience Survey

SurveyMonkey

107	N/A	9/24/2020 12:30 PM
108	No comment	9/24/2020 12:29 PM
109	Unknown	9/24/2020 12:23 PM
110	Rarely, if at all. It depends on when I retire.	9/24/2020 12:21 PM
111	drive until vaccine	9/24/2020 12:19 PM
112	I don't plan on using Metra again unless I have to get a new job somewhere in the city. For now I am working from home.	9/24/2020 12:16 PM
113	Not planning to use Metra until a vaccine is available.	9/24/2020 12:14 PM
114	Not sure at the current time.	9/24/2020 12:13 PM
115	na	9/24/2020 12:09 PM
116	Infrequently	9/24/2020 12:06 PM
117	unknown at this time	9/24/2020 12:02 PM
118	Depends on how the pandemic is going and the availability for a vaccine.	9/24/2020 12:01 PM
119	Irregularly.	9/24/2020 12:00 PM
120	I am now retired and no longer using METRA	9/24/2020 11:58 AM
121	4 times per year	9/24/2020 11:50 AM
122	NA	9/24/2020 11:50 AM
123	5 days a week every other week.	9/24/2020 11:37 AM
124	leisure trips to visit family or recreation. Have commuted 3 times in the last month	9/24/2020 11:34 AM
125	See response to question 5.	9/24/2020 11:33 AM
126	I may not return at all as I'll probably be mostly working out of a Naperville office; so 2021 will be either 1 - 2 days a month or perhaps none at all.	9/24/2020 11:32 AM
127	Going to start 1-3 days per week, but will increase as time goes on and vaccine.	9/24/2020 11:28 AM
128	3-4 days per week	9/24/2020 11:27 AM
129	I have moved out of Naperville to Wisconsin	9/24/2020 11:26 AM
130	Unknown as of now	9/24/2020 10:59 AM
131	again...already am on my reg schedule.	9/24/2020 10:58 AM
132	As minimally as my company allows until pandemic is under control.	9/24/2020 10:21 AM
133	Can't determine at this point	9/24/2020 10:19 AM
134	Pandemic changes may reshape work commutes.	9/24/2020 10:11 AM
135	Unknown	9/24/2020 10:10 AM
136	3-5 days per week	9/24/2020 10:03 AM
137	Rarely	9/24/2020 9:55 AM
138	Not sure at this time	9/24/2020 9:33 AM
139	No need to use Metra and it was always overpriced and unreliable anyway	9/24/2020 9:20 AM
140	If there is a vaccine, then 1-3 days per week. If no vaccine, I will drive .	9/24/2020 9:12 AM
141	Unsure	9/24/2020 9:09 AM
142	N/a	9/24/2020 9:06 AM

Q7 What factors do you expect will influence your commuting patterns in the future? (Select all that apply)

Answered: 2,099 Skipped: 73



ANSWER CHOICES	RESPONSES	
Ability to work remotely	80.42%	1,688
Need to provide child care and/or education for family members	16.01%	336
Health and safety concerns	65.03%	1,365
Other (please specify)	8.19%	172
Total Respondents: 2,099		

#	OTHER (PLEASE SPECIFY)	DATE
1	Availability of parking. There are not enough spots. Many people hold permits for years and don't commute.	10/14/2020 9:45 AM
2	office space is limited due to social distancing	10/13/2020 3:57 PM
3	The cost of a ticket	10/13/2020 9:00 AM
4	Cost of commute including Metra and parking	10/11/2020 7:23 PM
5	Future commuting patterns will be based on progress made to end the current pandemic.	10/10/2020 2:31 PM
6	Who knows where the world will be next year.	10/9/2020 7:08 PM
7	Effeciency and length of time	10/9/2020 1:10 AM
8	Work period	10/8/2020 10:41 PM
9	Work period	10/8/2020 6:41 PM
10	Employer will alternate in office & remote work	10/8/2020 6:00 PM
11	not working at all!!	10/8/2020 5:11 PM
12	I will be working 5 days a week when I return.	10/8/2020 3:58 PM
13	When Covid vaccine is distributed I should be back to normal daily commuting.	10/8/2020 3:43 PM
14	Schedule issues	10/8/2020 3:35 PM
15	Already returned in June, 2020.	10/8/2020 2:02 PM
16	Costs and reliability	10/8/2020 12:59 PM
17	having to find a new job	10/8/2020 12:47 PM
18	Employer policies on return to work/days in the office	10/8/2020 11:32 AM
19	Cost	10/8/2020 11:11 AM
20	office needs to be open, and my customers need to return to their offices downtown.	10/8/2020 11:01 AM
21	Employer's expectation regarding working from the office.	10/8/2020 10:51 AM
22	Only if I need to go into the city for non-work related reasons.	10/8/2020 10:45 AM
23	None. I will resume commuting once Covid does not prevent it.	10/8/2020 10:04 AM
24	Frequent metra service and frequent pace bus service, all day 7 days per week	10/8/2020 8:44 AM
25	Ability to work remotely and parking availability at metra stations	10/8/2020 7:06 AM
26	Family concerns only.	10/7/2020 11:47 PM
27	None- I need the metra to resume normal schedules so I can quit using my vehicle daily.	10/7/2020 9:45 PM
28	Decision by employer for workforce to return to office.	10/7/2020 5:34 PM
29	Location of work at that time.	10/7/2020 3:47 PM
30	Plan to work full time in Chicago	10/7/2020 2:21 PM
31	ok from employer.	10/7/2020 2:19 PM
32	IF job location changes	10/7/2020 12:44 PM
33	Metra schedule	10/7/2020 12:23 PM
34	When we going to have a covid-19 relief bill going to be pass.	10/7/2020 12:10 PM
35	If work allows it.	10/7/2020 9:57 AM
36	Work assignments	10/7/2020 9:33 AM
37	Work assignments	10/7/2020 9:19 AM

38	Metra Schedule	10/7/2020 9:10 AM
39	Business Travel	10/7/2020 9:00 AM
40	When office returns to pre pandemic hours.	10/7/2020 8:57 AM
41	Cost	10/7/2020 8:19 AM
42	Train schedules	10/6/2020 10:24 AM
43	Elevator social distancing in giant Chicago buildings makes for loooooong lines to get to office	10/6/2020 9:54 AM
44	Job status	10/1/2020 5:42 PM
45	retired	10/1/2020 5:20 PM
46	Cleanliness protocols and social distancing/mask enforcement by Metra.	10/1/2020 12:24 PM
47	Depends on job situation	9/30/2020 8:41 AM
48	whether my clients are back in their offices	9/29/2020 3:08 PM
49	Demands of employer	9/28/2020 9:19 PM
50	Travel time, pure and simple. I always knew recessions were great for my commute; turns out pandemics are too.	9/28/2020 8:59 PM
51	Employment-related travel	9/28/2020 8:29 PM
52	Availability of frequent trains. No more Sunday schedule	9/28/2020 8:24 PM
53	The train schedule offering more options.	9/28/2020 2:14 PM
54	None	9/28/2020 12:47 PM
55	As long as my company provides free parking	9/28/2020 11:41 AM
56	Choosing an employer with a downtown location	9/28/2020 11:29 AM
57	Metra schedule	9/28/2020 11:08 AM
58	do not work in Chicago	9/28/2020 10:48 AM
59	Whether or not Metra service continues to be trash...	9/28/2020 10:43 AM
60	Parking situation	9/28/2020 10:37 AM
61	Commuting is a waste of a couple of otherwise productive hours	9/28/2020 10:29 AM
62	The shift I work and train schedule. I often drive because the express trains don't match my work schedule. That makes driving faster	9/28/2020 10:25 AM
63	Employer policy	9/27/2020 7:21 PM
64	Job status	9/27/2020 10:24 AM
65	If my employer re-opens the office	9/26/2020 1:44 PM
66	Once we decide on an office location and reopen	9/25/2020 6:48 PM
67	vaccine and employer allowing use of public transportation	9/25/2020 4:15 PM
68	Ability to car pool	9/25/2020 4:08 PM
69	Amount of vehicle traffic and how long the drive takes vehicle the train.	9/25/2020 4:00 PM
70	All the above	9/25/2020 3:27 PM
71	None	9/25/2020 10:19 AM
72	This question is poorly written. It's not an ABILITY to work remotely, but whether the office is not open and it becomes REQUIRED to work remotely, etc.	9/25/2020 8:03 AM
73	Business needs and schedule	9/25/2020 6:49 AM

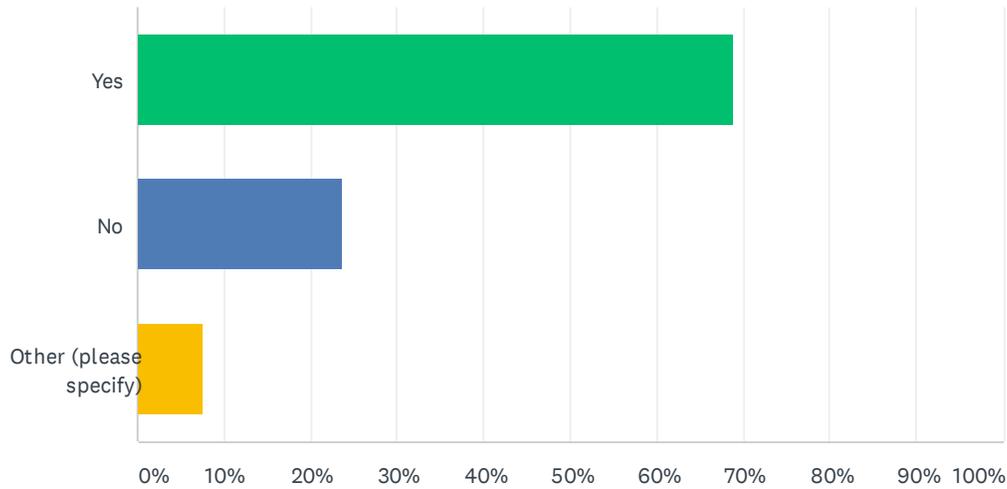
74	WORK ALLOWS EMPLOYEES TO RESUME..	9/24/2020 10:46 PM
75	Express train schedule and how crowded trains are	9/24/2020 10:25 PM
76	Office opening and WFH policy	9/24/2020 9:35 PM
77	Finding a new job - and if tgat job is on the city.	9/24/2020 8:20 PM
78	Second home in Arizona	9/24/2020 8:02 PM
79	nearing retirement	9/24/2020 7:31 PM
80	When my employer asks me to return	9/24/2020 7:07 PM
81	At some point our office will open. At first I expect a split week schedule and then 4 days a week	9/24/2020 6:20 PM
82	Needs of job not yet obtained	9/24/2020 6:15 PM
83	I have already returned to work and find Metra a safe way to travel. I plan to continue to use Metra for my commute to Chicago.	9/24/2020 6:01 PM
84	My employer will make the decision to open our Chicago office again. Their decision will consider health and safety.	9/24/2020 5:37 PM
85	location and open status of work office	9/24/2020 5:33 PM
86	No changes to old schedule (5 days a week) once we get a vaccine	9/24/2020 5:06 PM
87	Enforcement on the Metra	9/24/2020 5:05 PM
88	Requirements of my job	9/24/2020 5:02 PM
89	Office not open	9/24/2020 5:02 PM
90	school schedule	9/24/2020 4:49 PM
91	While I prefer working in the office I will drive depending the sanitizing procedures on METRA. Historically METRA was not really good at cleaning	9/24/2020 4:36 PM
92	I will be going back to the office	9/24/2020 4:21 PM
93	Traffic	9/24/2020 4:05 PM
94	Office opening	9/24/2020 4:04 PM
95	It all depends on if the Office is Open	9/24/2020 3:58 PM
96	Depends on company directive when employees are allowed in the office.	9/24/2020 3:54 PM
97	Not commuting any longer.	9/24/2020 3:51 PM
98	N/A	9/24/2020 3:42 PM
99	Access to parking at Naperville Station	9/24/2020 3:31 PM
100	Employer guidance	9/24/2020 3:14 PM
101	NA	9/24/2020 3:11 PM
102	Traffic into city via car. Will go back to metra if traffic is significantly heavier. Cost to drive not that much more than Metra ticket today	9/24/2020 3:02 PM
103	The filthy conditions of the train.	9/24/2020 2:50 PM
104	Covid	9/24/2020 2:49 PM
105	When allowed, I will take metra again	9/24/2020 2:39 PM
106	Employer desire for onsite work.	9/24/2020 2:30 PM
107	My daughter is working remotely from my house in the suburbs now and eating/entertainment options in the city are limited or closed.	9/24/2020 2:15 PM
108	IL regulations	9/24/2020 2:14 PM

109	Appropriate train schedule	9/24/2020 2:14 PM
110	Schedule	9/24/2020 2:10 PM
111	Employer's willingness to allow remote work.	9/24/2020 2:07 PM
112	When a vaccine is widely available.	9/24/2020 2:06 PM
113	Employer restrictions on physically going into the office.	9/24/2020 2:02 PM
114	Employer work location specifications	9/24/2020 1:54 PM
115	Metra Schedule	9/24/2020 1:31 PM
116	employer/Gov't restrictions	9/24/2020 1:26 PM
117	terminated from job	9/24/2020 1:13 PM
118	Not applicable	9/24/2020 12:56 PM
119	I work from home some days due to odd hours meetings with people in global regions	9/24/2020 12:55 PM
120	The date my office officially reopens.	9/24/2020 12:51 PM
121	I am currently commuting.	9/24/2020 12:49 PM
122	is metra going to be able to get people downtown safely	9/24/2020 12:46 PM
123	Personal	9/24/2020 12:43 PM
124	Ability to continue to work remotely several days a week	9/24/2020 12:42 PM
125	PACE feeder	9/24/2020 12:41 PM
126	employer's requirements	9/24/2020 12:38 PM
127	i do not plan to change, i will be riding the metra everyday	9/24/2020 12:38 PM
128	price of metra rides compared to costs of driving/parking	9/24/2020 12:34 PM
129	Controlling large number of people on train. Not being able to social distance when more people are riding the train.	9/24/2020 12:30 PM
130	N/A	9/24/2020 12:30 PM
131	Essential worker, have been commuting daily since June 1.	9/24/2020 12:25 PM
132	N/a	9/24/2020 12:25 PM
133	Availability	9/24/2020 12:24 PM
134	Availability of Pace commuter busing	9/24/2020 12:22 PM
135	Retirement	9/24/2020 12:21 PM
136	Whether or not I stay in my current job or are forced to get a new one.	9/24/2020 12:16 PM
137	parking at the Metra station	9/24/2020 12:15 PM
138	Availability of office space.	9/24/2020 12:10 PM
139	Travel for court (I'm an attorney)	9/24/2020 12:06 PM
140	vaccine availability	9/24/2020 12:01 PM
141	Retirement.	9/24/2020 12:00 PM
142	Train schedules-see above	9/24/2020 11:59 AM
143	I am now retired and no longer using METRA	9/24/2020 11:58 AM
144	My commute pattern will go back to pre-pandemic days	9/24/2020 11:58 AM
145	job	9/24/2020 11:57 AM
146	Metra schedule. I would be on Metra right now but for the fact that the train schedules are not	9/24/2020 11:55 AM

	conducive to my work hours. Trains from Naperville are fewer and take longer. I would prefer to take Metra however it costs me less time and less money right now to travel by car.	
147	Risk of traveling on mass transit	9/24/2020 11:52 AM
148	Company guidelines	9/24/2020 11:51 AM
149	Weather	9/24/2020 11:48 AM
150	Where my current job is (the suburbs) and if I were to change jobs again, if it were downtown assuming the pandemic ends.	9/24/2020 11:33 AM
151	see above comment	9/24/2020 11:32 AM
152	Ability to access daily parking, which is always a pain as non-permit holder	9/24/2020 11:30 AM
153	What express train schedules are available	9/24/2020 11:29 AM
154	parking pass versus daily fee cost.	9/24/2020 11:27 AM
155	When allowed, I will take metra again	9/24/2020 11:22 AM
156	need to be in the office for effective control over business	9/24/2020 11:21 AM
157	Weather	9/24/2020 11:13 AM
158	Travel for work	9/24/2020 11:10 AM
159	over crowding at union station	9/24/2020 10:58 AM
160	Ability to park. Too many permit slots are unused. Permit reserved time should change so daily Parkers can use spots for last express.	9/24/2020 10:09 AM
161	necessity of being in the office as much as before	9/24/2020 10:03 AM
162	Safety concerns	9/24/2020 10:00 AM
163	Attendance at Chicago-based events.	9/24/2020 9:55 AM
164	locations open in Chicago	9/24/2020 9:50 AM
165	Employer opens office	9/24/2020 9:49 AM
166	Availability and public acceptance of effective COVID-19 vaccines.	9/24/2020 9:43 AM
167	As long as the trains will run, I will ride.	9/24/2020 9:38 AM
168	Work location shifts depending on project location.	9/24/2020 9:15 AM
169	METRA train arrivals at Chicago Before 6:00 AM.	9/24/2020 9:11 AM
170	Employer Covid policies	9/24/2020 9:10 AM
171	Schedule - allowing some express trains at different times as people want to stagger their commuting, but still have it be efficient	9/24/2020 9:08 AM
172	N/a	9/24/2020 9:06 AM

Q8 Should the City consider other permit options besides quarterly and daily fees, such as daily and/or weekly reservations made through new technology?

Answered: 2,119 Skipped: 53



ANSWER CHOICES	RESPONSES	
Yes	68.85%	1,459
No	23.69%	502
Other (please specify)	7.46%	158
TOTAL		2,119

#	OTHER (PLEASE SPECIFY)	DATE
1	optionality is useful, but I waited 10 or 11 years for a permit and do not want to lose it	10/15/2020 11:17 AM
2	Could it be based monthly	10/15/2020 10:36 AM
3	Make sure permit holders are not selling on secondary market	10/11/2020 1:48 PM
4	Hard to say what the long term impact will be	10/11/2020 7:20 AM
5	I make automated payments, which is very convenient. But, for non-permit parking, newer technology would need to let a person who is parking know if a spot is reserved or available.	10/10/2020 2:31 PM
6	In addition to what is currently provided, it would seem to make sense to be open to new options to accommodate the varied ways commuters will be commuting in the future.	10/10/2020 5:36 AM
7	What you have now seems to work for us...	10/9/2020 11:46 AM
8	Yes. Use of an App would be helpful to reserve or pay for partaking.	10/8/2020 10:40 PM
9	Got permit after several years of waiting. So, don't want to be uncertain about parking when the normal work schedule resumes.	10/8/2020 9:12 PM
10	Permit which allows 10-15 days a month of parking use.	10/8/2020 8:54 PM
11	I don't want to lose my spot since I waited so long for it; however I don't want to pay for it at full rate for so many months of non use	10/8/2020 6:09 PM
12	The city is going to have to be nimble and develop permit options that fit what will be the new normal and review it on a more regular basis. At this time, we are not commuting to Chicago, but don't want to lose the permit and be put back on a 10 year list.	10/8/2020 6:00 PM
13	Sounds like an option to consider.	10/8/2020 3:43 PM
14	Let quarterly permit holders keep the space and give back days for credit on next quarter if someone reserves the spot.	10/8/2020 2:55 PM
15	Monthly and weekly.	10/8/2020 2:25 PM
16	City should save the money vs investing in more unnecessary technology. If less people are commuting after C19 scare is over, open up an appropriate % of the Koehler lot to daily parking. There's no \$ difference between daily and having a pass anyway and extra spots can accommodate folks who don't want to be on the 540 am train. :)	10/8/2020 2:05 PM
17	Reservations	10/8/2020 1:28 PM
18	Not sure	10/8/2020 1:16 PM
19	I don't want to lose my spot since I waited so long for it; however I don't want to pay for it at full rate for so many months of non use	10/8/2020 12:46 PM
20	not sure I don't want to lose my permit	10/8/2020 12:09 PM
21	I have a permit and I am billed quarterly - but don't feel that I'm in a position to need or to recommend alternative options	10/8/2020 11:01 AM
22	Sure, but also consider variable pricing to meet demand (if it comes back).	10/8/2020 10:51 AM
23	I just know that when I have to go back - I want to be sure that I have a spot. I wouldn't want the City to over-extend options through technology so that upon arrival - I have no where to park. As well - I don't want the added stress and responsibility of making sure that I made a reservation. Typically - I am a regular commuter. 4 to 5 days each week. I just want to keep a hang tag.	10/8/2020 10:43 AM
24	I don't know how to answer this question. I could go back to needing parking 5 days a week sometime in 2021. I just don't know at this time.	10/8/2020 10:39 AM
25	Daily fees - no idea really	10/8/2020 10:38 AM
26	I waited 8-yr for my current permit. I do not want to give it up. If there is a priority given to current permit holders I am open to changes. Otherwise \$40 per month is not outrageous assuming I am riding metra again a few days per week after the pandemic	10/8/2020 10:33 AM

27	Can you offer pricing for 50% usage, that's not daily?	10/8/2020 10:07 AM
28	The city should increase pace bus service and proceed by re-developing the lots around the station. Parking should be changed to a first come first served basis or priced appropriately according to supply and demand.	10/8/2020 8:44 AM
29	N/a	10/8/2020 3:57 AM
30	quarterly works well for me	10/7/2020 2:21 PM
31	Idk	10/7/2020 1:44 PM
32	Hate to suggest, but thinking long term \$\$\$ for Naperville would be to offer monthly closer to train at higher rate, with shorter frequency (days/week) further away. Encourage more monthly	10/7/2020 12:55 PM
33	Is public transportation going to add service, capacity increase longer trains.	10/7/2020 12:10 PM
34	Yes, I would be happy to pay the daily rate and park in a slot but pay once during the week rather than using the machines.	10/7/2020 9:36 AM
35	NA	10/7/2020 8:19 AM
36	No comments either way.	10/5/2020 7:04 PM
37	Reservations would be a grate option.	9/29/2020 2:08 PM
38	Not yet; I'd wait to see vaccine speed and effectiveness.	9/29/2020 8:02 AM
39	If there are options out there that increase convenience for commuters those are worth exploring. Changing with the times can be a good thing. The downtown station has historically had a supply/demand problem that I'm not sure reservations would fix, but I'm all for thinking outside the box.	9/28/2020 8:59 PM
40	Yes if you give priority spaces to monthly/quarterly permit holders	9/28/2020 8:31 PM
41	Could explore reservation systems such as spothero that are tailored to city's needs. Could still retain quarterly parking but also incorporate more flexible solution to flex. Could also allow for group sharing of passes to allow for flexibility.	9/28/2020 1:27 PM
42	no opinion	9/28/2020 10:48 AM
43	?	9/28/2020 10:48 AM
44	A covered/heated parking garage	9/28/2020 10:37 AM
45	if new options are in addition to current options, then ok. if new options are in lieu of current options, then not ok.	9/27/2020 6:06 PM
46	NO ... currently, from what I have seen, demand is the issue, not supply of spaces. During pre-COVID parking, it was the opposite. If post-COVID, it returns quickly to old normal, you will have problem w space allocation w card holders expecting space access which they have paid for via the quarterly fee.	9/27/2020 8:47 AM
47	Make it easy to pay on line based on usage	9/26/2020 1:44 PM
48	After waiting 14 years for a spot in the Burlington lot I'd prefer to stick to quarterly renewals. You can open up more daily spots if parking occupancy is regularly below capacity.	9/26/2020 11:58 AM
49	As long as it still provides reserved parking for permit holders	9/25/2020 4:50 PM
50	not sure	9/25/2020 1:32 PM
51	Charge for three days	9/25/2020 10:35 AM
52	Charge for three days	9/25/2020 10:33 AM
53	Should consider multiple days like Metra 10 ride where you can flex your parking schedule. Many employers are talking more days per week for remote work.	9/25/2020 8:58 AM
54	This is an absurd question when merely discussing options of Naperville revenue. I (and I presume many others) continue to pay for the permit out of fear of giving it up now and having to return to a wait list when regular commuting returns. The "option" should include the right to	9/25/2020 8:03 AM

	drop but then reinstate permit when safe to begin regular commuting again ... not temporary method of payments.	
55	Yes. I think even if it is 4 days a week, it would allow other commuters to use that spot on that 5th day.	9/25/2020 7:42 AM
56	Make daily parking spaces available earlier so daily user can access spots before the last express train. If permit holders want to be assured a spot, they can get there for one of the earlier trains.	9/25/2020 6:50 AM
57	Whateve makes More permits available	9/25/2020 6:49 AM
58	Maybe, would hate to lose the safety/consistency of the quarterly permit.	9/25/2020 5:10 AM
59	I waited for several years before got the permit. So, not willing to revert other options..	9/24/2020 10:46 PM
60	Only if the options are simple and easy to follow.	9/24/2020 10:41 PM
61	If you look at other options, please consider making it easier to replace hang-tags, which fall apart after months/years of extreme weather at the train parking. We've had to take days off work to bring hang tag to downtown city hall. Location and hours are not convenient for Rt 59 commuters.	9/24/2020 10:25 PM
62	Daily or weekly reservations made through new technology	9/24/2020 9:05 PM
63	Greater relief for those who have lost a job - but don't want to lose their good parking spot they waited to get for so many years and then have been paying for so many more years - and don't want to have to ever go back to a wait list or further lot again.	9/24/2020 8:20 PM
64	Perhaps a quarterly rate based on less use—purchase a certain number days per work or month. So there's a break from the daily rate.	9/24/2020 7:44 PM
65	Consider scrapping any plans for developing the area. wont need a multi-level garage any time soon. Wont need retail since all retail move out of Fifth Ave Station. Area doesnt support it.	9/24/2020 7:31 PM
66	I waited 8 years for a permit. I finally got it in 2020. Now I pay to rent a bare piece of asphalt... I should have a tailgate party. I do not want to lose my permit and I do not want to fight to get confirmed space in a lot. (Say, by being first come first serve on some weekly permit) That will just open a secondary market like sports and concerts have. In the near term, I would be glad to give up my space because I am not using it. After that I want it back	9/24/2020 6:20 PM
67	With preference for existing pass holders	9/24/2020 6:06 PM
68	No, keep it as is and keep reducing the permit fee so we do not feel like we are throwing money away by not commuting.	9/24/2020 5:02 PM
69	I work full-time so that would not affect me. I think a survey closer to the end of the year once businesses begin to open will be more helpful.	9/24/2020 4:50 PM
70	I will say more daily spots overall is probably a good idea.	9/24/2020 4:48 PM
71	For those that are permit holders, give option to secure tags via online request for specific dates since there is possibility that company will allow WAH (3 days) and office work (2 days) on a specific schedule. 3rd quarter, I was completely WAH so gave free money to the city.	9/24/2020 3:54 PM
72	I'm fine paying for my space to ensure its available.	9/24/2020 3:37 PM
73	W	9/24/2020 3:35 PM
74	I do not know enough about future commenting expectations to comment I am not clear on the new technology you reference and the capabilities that come with it.	9/24/2020 3:35 PM
75	I really don't want to have to worry about remembering to sign up for parking. We waited 11 long years for this permit and would be nice to just keep it simple.	9/24/2020 3:30 PM
76	Maybe provide an option to be able to return the pass for a fixed amount of time such as a quarter or even a year and then have an option to get it back soon. This is not necessarily for Covid but just to reduce 7 year wait times for permits.	9/24/2020 3:25 PM
77	Yes, if it can done efficiently, provide more revenue but not inconvenience long time parkers.	9/24/2020 3:11 PM
78	Yes but if I am part time commuter I would still hope to have a spot. I have been a permit	9/24/2020 2:54 PM

	holder for about 25 yrs.	
79	Any way to reserve and prepay for spaces. So many permits are held and unused causing those in need not to be able to park.	9/24/2020 2:30 PM
80	Maybe a part time option would be good? Like split a permit M-W-F and T-Th? You could get more people a space and provide flexibility. I like the idea of a reservation system if plans change.	9/24/2020 2:22 PM
81	Privileged daily parking with higher fee for the tag holders - so its a win win for all. Use app to reserve/cancel	9/24/2020 2:21 PM
82	I work full-time so that would not affect me. I think a survey closer to the end of the year once businesses begin to open will be more helpful.	9/24/2020 2:20 PM
83	No opinion	9/24/2020 2:14 PM
84	I think a reservation system could work, but for those of us who waited for years for a parking permit should not be disenfranchised as a result.	9/24/2020 2:02 PM
85	I do not know enough about future commenting expectations to comment I am not clear on the new technology you reference and the capabilities that come with it.	9/24/2020 2:02 PM
86	Not sure?	9/24/2020 1:42 PM
87	Anything that allows the existing spaces to be most utilized should be considered.	9/24/2020 1:31 PM
88	Weekly reservations system	9/24/2020 1:25 PM
89	Reduced fare because the usage is less	9/24/2020 1:22 PM
90	Ok with considering other options if it helps manage parking but I would not want to loose my status as a regular commuter and have to compete to get parking again.	9/24/2020 1:18 PM
91	Not applicable	9/24/2020 12:56 PM
92	Yes, but I would rather keep my quarterly sticker than lose current Burlington lot access if I went to a less frequent use pattern.	9/24/2020 12:54 PM
93	Yes if that can bring in more revenue for the city and provide more parking to the citizens. I would expect you might start to see some permit cancellations?	9/24/2020 12:53 PM
94	Currently, NO ONE is parking in the lots. With the new parking lot east of Loomis and south of Fifth, the City can easily sell 100% more passes to the Burlington lot and make them jointly usable in the new lot.	9/24/2020 12:47 PM
95	No opinion	9/24/2020 12:44 PM
96	Yes if a spot can always be guaranteed 100% now.	9/24/2020 12:43 PM
97	I appreciate the city lowering the quarterly rate. I would continue to pay for the permit even with my reduced parking needs for the convenience of it.	9/24/2020 12:42 PM
98	I am fine with continuing to pay monthly and have access to parking any time that I need it	9/24/2020 12:38 PM
99	If it's digital via license plates... sure. Get rid of hang tags, but still hoping for a quarterly price.	9/24/2020 12:37 PM
100	What daily commuters need is the knowledge that they will always have a spot when commuting, not subject to first-come-first serve or failure to reserve on a weekly basis. The predictability of knowing I can always get to my job downtown Chicago by commuting from Naperville (with a parking spot that allows me to always do so) was a large motivation to move to Naperville. Any technology that results in ambiguity on a day to day (or even week to week basis) as to whether one is lucky enough to get a spot for that day (or week) makes working out of Chicago (but living in Naperville) much less attractive. Bottom line: for those who have waited 7 (or 14) years for a regular spot that always allows one to park and commute and have located here based upon that predictability, it would be very disheartening to have ambiguity as to whether a spot will be available because of prior reservations.	9/24/2020 12:33 PM
101	Daily or weekly passes are acceptable, as long as the people who waited decades for the monthly passes they presently have don't lose them.	9/24/2020 12:31 PM
102	Monthly would be a nice option, along with weekly.	9/24/2020 12:30 PM

103	N/A	9/24/2020 12:30 PM
104	Flexibility in options to address the differing needs. More daily spots needed.	9/24/2020 12:25 PM
105	depends what your objective is....not sure	9/24/2020 12:21 PM
106	suspend charges until 2021	9/24/2020 12:19 PM
107	I don't really understand the question or what you mean by reservations. If I didn't hold a permit it would certainly help to know before I drive to the parking lot whether or not there would even be an available space left. If the lot is full it would save me a trip to the station if I could look up whether all spots had been reserved in advance. Or it would be great to be able to reserve a spot without having to go to the parking kiosk, though I know the pay by phone feature exists once you've found a spot.	9/24/2020 12:16 PM
108	I guess this depends on the availability	9/24/2020 12:16 PM
109	If quarterly fees were reduced to reflect less frequent / more flexible commuting options, a portion of the lot could be available for permit holders to safely reserve in advance with remainder first come, first served for permit holders.	9/24/2020 12:15 PM
110	I do not intend to give up my permit. I will need it again in 2021	9/24/2020 12:15 PM
111	Yes. And/or 5- or 10-park scannable/readable card, like the Metra 10-ride. Reservations would only work if they were paid in advance--people don't honor reservations (doctors appts, restaurants, etc.) anymore and spaces would be used up by no-shows otherwise.	9/24/2020 12:15 PM
112	All the above, but quarterly rates should decrease as the cost per ride is not worth the price anymore with 3 days a week type commute schedules.	9/24/2020 12:14 PM
113	I don't want to lose my permit. There is a lot of uncertainty about the future.	9/24/2020 12:14 PM
114	Possibly something to explore	9/24/2020 12:13 PM
115	If other options are adopted, the quarterly fee option needs to be retained.	9/24/2020 12:12 PM
116	I have no preference	9/24/2020 12:10 PM
117	Depends on how they are handled.	9/24/2020 12:04 PM
118	I purchase monthly or would move to 10 ride if my commuting is not significant. I would be interested in options and what they may look like.	9/24/2020 12:00 PM
119	Shorter permit options should be considered, but not at the expense of allowing long time commuters the right to keep their permit status	9/24/2020 11:59 AM
120	It all depends on demand which I think will go back to normal after people are vaccinated!	9/24/2020 11:58 AM
121	Not sure	9/24/2020 11:54 AM
122	YES. I think some alternatives should be explored to maximize availability	9/24/2020 11:51 AM
123	I pay full fees, and have for years and years....and only go downtown 5 times per year. I don't want to go and touch the daily purchase machines	9/24/2020 11:50 AM
124	Sure, but keep the quarterly option for the permit holders. I do NOT want to have to pay every day or week - that would be a hassle.	9/24/2020 11:45 AM
125	keep the long-term permit holders, but offer more opportunity to make use available to daily users when the permit holder is not commuting; this is a win-win for the permit holder, daily user, Metra and Naperville	9/24/2020 11:45 AM
126	Good question and I don't have a good answer for it. While it seems to make sense, what happens for someone who used to have a quarterly pass, goes to daily or weekly reservations, and can't get one when they need it the most?	9/24/2020 11:42 AM
127	Not sure	9/24/2020 11:41 AM
128	I've had a quarterly permit for over 20 years, and will likely keep my quarterly permit. As a result, I'm not all that familiar with the current daily parking system, or whether a new technology would improve that process.	9/24/2020 11:40 AM

129	I would rarely have a need to park at the station, so less of a concern. That said, it would be useful to be able to book a parking spot on a day by day basis	9/24/2020 11:34 AM
130	No opinion at this time. I'll figure it out. I may move to another suburb by that point.	9/24/2020 11:33 AM
131	no opinion	9/24/2020 11:32 AM
132	Yes, working for one of the top 10 largest Architecture and Engineering companies in the world all of our markets are undergoing changes relative to future uses and flexibility in spaces. Commuting is one of the myriad of areas that will be affected. Naperville needs to provide more flexibility moving forward and not make this about a money grab. As a former guy who would need "daily" parking- I would have to get up at 4:30am to ensure I got one of the daily spots which were always full by the 6am train. talk about a pain!	9/24/2020 11:30 AM
133	For me, not really.	9/24/2020 11:27 AM
134	As long as it helps the most people possible. Yes. If it clogs the already clogged system then no.	9/24/2020 11:22 AM
135	Don't have a view as of now, will depend on how things progress after covid	9/24/2020 10:59 AM
136	yes if cost is proportional. Right now if i drive downtown i can easily find parking for 10\$ a day if i wanted to. I get stuff sent to me all the time. Right now a monthly is 224\$ on the train. If Naperville puts rates outside of the current quarterly parking rates then we will have to reconsider	9/24/2020 10:58 AM
137	Get a handle on your illegal permit movements. There has to be technology that eliminates this. Paper permits and manual tickets is a 1940's idea.	9/24/2020 10:14 AM
138	A reservation system would be helpful, so long as current permit holders are guaranteed a spot when needed.	9/24/2020 10:12 AM
139	Had to forgo my permit after a 12 yr wait.	9/24/2020 10:06 AM
140	Not applicable	9/24/2020 10:05 AM
141	Allow Permit holders have priority and to release and get back permits when they need it	9/24/2020 10:05 AM
142	I'm not sure. There are weeks where I am going to take Metra 5 days and others where it would be 1-2 days. Maybe that'd work for a certain subset of the riders but I don't think it'd work for me.	9/24/2020 10:03 AM
143	I'm not sure how this would work. If you mean to allow daily fee parker's to purchase weekly reservations. Then yes, but I want to keep my ability to keep my quarterly permit.	9/24/2020 9:54 AM
144	It would be great to put my permit on a "temporary leave" where I don't have to pay for it since I'm not using it. I don't want to lose it and can reinstate it/start paying for it when I do start using it again.	9/24/2020 9:45 AM
145	Don't want to lose permit since we waited for over 10 years for it	9/24/2020 9:41 AM
146	Consider a 5 day pass that allows for prepaying at a slightly reduced cost (similar to a Metra 10 day pass allows for 5 days of round-trip travel) with a 1 year expiration from purchase date. Consider a 20 day pass similar to the 5 day pass, but at a better price than the 5 day pass, with a 1 year expiration from purchase. The longer expiration is necessary, because too many of us have now been unable to use our pre-tax Flexible Commuter Benefit, and many of us have had to give up hundreds of dollars of this benefit due to layoffs or job changes. This will result in even fewer dollars committed by employees to pre-tax commuter benefits.	9/24/2020 9:36 AM
147	I don't know. I don't have a strong feeling on this either way.	9/24/2020 9:34 AM
148	Doesn't matter to me	9/24/2020 9:20 AM
149	Everything else will be too complicated so keep the same.	9/24/2020 9:19 AM
150	Once a vaccine comes out, metra will return to normal	9/24/2020 9:17 AM
151	Being able to reserve in advance would probably work really well for us.	9/24/2020 9:15 AM
152	Yes as long as it is cost effective and is not a waste of taxpayer money.	9/24/2020 9:14 AM
153	yes yes yes! this would be very helpful and would demonstrate that the city is thinking ahead	9/24/2020 9:14 AM

	and adapting...would be quite impressive!	
154	Although I am currently a quarterly permit holder, I would consider relinquishing my permit if an option were to be developed for reserving a daily or weekly space in advance of the day (or week) of use.	9/24/2020 9:13 AM
155	Not sure	9/24/2020 9:13 AM
156	No - I do Not own a Smart Phone.	9/24/2020 9:11 AM
157	Current system works great and is very convenient	9/24/2020 9:09 AM
158	Does not apply to me - I am only interested in full time parking since I work full time. But may be nice for people who fall into that category.	9/24/2020 9:06 AM

Q9 Please provide any additional comments in this space.

Answered: 396 Skipped: 1,776

#	RESPONSES	DATE
1	There are not enough spots for regular commuters. Hourly spots are gone shortly after 6am, which makes it extremely difficult for folks that want to take, for example, a 7:40am train. More spots are needed.	10/14/2020 9:45 AM
2	I waited 15 years for a close space. I'll keep paying quarterly to be guaranteed my close space when things return to "normal"	10/13/2020 6:34 PM
3	City should have been thinking about the commuters more prior to Covid. How making sure the every day commute is not so difficult. Building on the downtown lots to line your coffers sure doesn't sound like a good idea anymore now does it? Do you really need to have a parking garage? Build that and see how much revenue comes back into the city.	10/13/2020 3:01 PM
4	For me it will come down to health/safety, not only with Metra; but work environment and being in contact with others during commuting back and forth.	10/13/2020 9:09 AM
5	Commutes should be free	10/13/2020 9:00 AM
6	The addition of parking spaces at the Naperville station would be beneficial if commuting patterns return to normal. before COVID, it would be almost impossible to find a parking spot past 7:45am on weekdays.	10/13/2020 7:50 AM
7	I know we need more parking but I'm not sure multi-layer is the way to go? During pre-covid times, have you seen the commuters run off express trains to leave the parking lot first? The parking garage will probably get pretty backed up. We also might need a stop light instead of stop-signs.	10/12/2020 5:25 PM
8	Think about giving Naperville residents a priority in using the Naperville parking lots over non-Naperville residents.	10/12/2020 10:53 AM
9	The wait list makes me hesitant to relinquish my spot. Maybe let me put my spot on a list available and reduce my fee based on the number of available spots rented.	10/11/2020 2:53 PM
10	Think long and hard before spending money on parking. Newest lot pre covid never full	10/11/2020 1:48 PM
11	Please allow commuters to suspend parking permit during COVID-19 without losing their permit that takes 7-10 years to obtain. I was on a wait list 7 years and finally got my permit and less than a year later I now am paying quarterly permit fees but no longer parking/commuting due to COVID-19. Unintended by Naperville, but the net effect is I'm now being forced to throw away money for a permit I cannot use but also cannot afford to lose for when I return to commuting in 2021 or 2022	10/11/2020 10:56 AM
12	Even before the pandemic there were still many unused spots in the lot near the station. Then the lot at the old warehouse opened for daily. I was paying for permit parking and walking past all these open spots.	10/10/2020 3:52 PM
13	Due to long wait list, permit holders should have to rotate out, to allow other commuters opportunity to get a permit.	10/10/2020 3:43 PM
14	Will like to retain the permit	10/10/2020 12:11 AM
15	Can you extend tickets already purchased to expire at end of summer 2021.	10/9/2020 10:13 PM
16	If other parking permit options are put in place I would hope the quarterly parking permits would remain in place.	10/9/2020 9:22 PM
17	Build a multi-story parking garage like Downers Grove and Wheaton have.	10/9/2020 7:08 PM
18	I think the Quarterly reservation system that is in place today does not serve the needs of the community. Pass holders retain their parking spots even though they are not commuting. Daily parking at Naperville has been scarce while lots of spaces remain empty.	10/9/2020 5:23 PM
19	Changes should take into consideration that Naperville residents have priority in reservations, etc.; people that have had parking permits for 20 or more years should also have priority. Thank you.	10/9/2020 4:26 PM
20	We really value the ability to use Metra here in Naperville... thank you!	10/9/2020 11:46 AM
21	very likely will turn in parking permit at end of year since prior commute needs seem unlikely to return	10/9/2020 11:41 AM

22	I plan to start taking the train about two weeks of every month starting in November.	10/9/2020 10:45 AM
23	We need online technology to renew or cancel the permit	10/9/2020 9:19 AM
24	Daily is problematic as you don't know where a free space is. If you could prereserve a spot In an app, with the stall location that would be very helpful	10/9/2020 6:46 AM
25	Be the step towards the future. Move forward. Be more effecient. Time is valuable. High speed. Shorten time is the way to go. Commuting for work is no longer needed with remote work. Commuting for pleasure is the future. Being able to zip to Naperville from the city in no time or vice versa. Won't take away from each towns businesses or communities. It will strengthen them and get far more foot traffic from neighboring cities wanting to use the high speed transit.	10/9/2020 1:10 AM
26	None	10/8/2020 10:41 PM
27	Just need more options for parking and shorter waitlist	10/8/2020 10:15 PM
28	Continue to reduce quarterly fees.	10/8/2020 9:12 PM
29	No real right answers here. As with everything COVID, and post-COVID, it's all new	10/8/2020 8:57 PM
30	Nothing	10/8/2020 8:43 PM
31	I don't want to lose my permanent space that I waited years for.	10/8/2020 7:19 PM
32	Thanks for the temporary rate reduction!	10/8/2020 7:01 PM
33	None	10/8/2020 6:41 PM
34	At this time, we are not commuting to Chicago, but don't want to lose the permit and be put back on a 10+ year list.	10/8/2020 6:00 PM
35	Multi layer parking is very much needed in the City next to Metra station.	10/8/2020 5:37 PM
36	what about a village commuter bus service stopping at strategic intersections?	10/8/2020 4:54 PM
37	No	10/8/2020 3:43 PM
38	Thanks for the temporary rate reduction!	10/8/2020 3:35 PM
39	The quarter fee is easy and will less actions by me to reserve a spot. Also, I am not seeking any fee reduction from the City. You still are maintaining the parking lot for the benefit for me to use at my convenience. Thank you.	10/8/2020 3:02 PM
40	Maybe they coul cred quarterly permit holders for days they commit to not using the permit if someone else can park in the spot.	10/8/2020 2:55 PM
41	Parking ramps would be appreciated where more people could park closer, avoid the weather and elements, and be able to reserve spots (like on Spot Hero app.)	10/8/2020 2:41 PM
42	Quarterly fees should drop by more than 50% during the covid-19 lockdown.	10/8/2020 2:03 PM
43	More people work from home, few days a week (whether it is one day or 5 days a week). It might be a little waste for a person to hold a spot all the time. On the other hand, any person would want to have the spot when he/she needs it.	10/8/2020 1:41 PM
44	Interesting thing about age of commuters....new neighbors just moved in. They both work in the city. I suggested if they plan on using Metra that they get their names on the waiting list for parking. They looked at me like I was an alien....why would they drive to the train station?? They plan on using Uber every day. Something I would never consider but it's natural for the younger generations.	10/8/2020 1:22 PM
45	Too many permits go unused because it's cheaper to keep a permit than to use spaces as needed. The cost of all permits should reflect market value, to encourage public transit and rideshare solutions that don't require setting aside valuable public space for the privileged few who happened to buy permits a decade ago.	10/8/2020 12:53 PM
46	We've paid quarterly parking fee for 3 quarters but didn't use it at all. Is there any other options for the parking permit holders?	10/8/2020 12:48 PM
47	Similar to Lisle, Naperville should allow current permit holders to place their permit on hold	10/8/2020 12:35 PM

	allowing them to reacquire the permit without having to wait 7+ years.	
48	I appreciate your efforts to be flexible and to find workable solutions for commuters!!!	10/8/2020 12:13 PM
49	I am willing to continue paying because I do not want to lose my permit	10/8/2020 12:09 PM
50	During Covid times it would be good to pay for parking on a weekly or monthly basis instead of quarterly. I don't commute on a daily basis but don't want to loose my permit either.	10/8/2020 11:33 AM
51	The new available parking spots have been great for finding daily space pre pandemic. Please ensure the capacity is retained, as expecting employers will reintegrate teams to the office on some regular basis by early 2021.	10/8/2020 11:32 AM
52	Daily is problematic as you don't know where a free space is. If you could prereserve a spot In an app, with the stall location that would be very helpful	10/8/2020 11:23 AM
53	I am currently only traveling into chicago a few times per week and expect to be back 5 days a week by early 2021. Please bring back the express trains from Naperville. I know several people who won't take the train because there are no express trains.	10/8/2020 11:18 AM
54	Everyone is already aware of the ridiculous timing on the permit wait list. This stills needs to be resolved.	10/8/2020 11:15 AM
55	Was pleased to see Naperville put the process in place requiring Permit holders to show proof of address with vehicle registration. While it is a bit of process to locate documents, I appreciate that it maintains the integrity of providing lot access to those people that are appropriately using their issued permits.	10/8/2020 11:13 AM
56	N/A	10/8/2020 11:13 AM
57	The City needs to build High Rise Garages over every existing parking lot, and do not listen to the whiners in the vicinity - if you do - we will never progress forward.	10/8/2020 11:09 AM
58	It would actually be cool to reserve spots for specific days of the week. Like, I could see a situation where commuters might only need to take the metra from Mon-Wed, so they would only need to have a reservation for a spot for those days only, so that would free up Thu-Fri for other commuters to take the same spot.	10/8/2020 11:05 AM
59	Once we arrive at the new normal, the lost just east of Flfth Avenue Station should be opened and available on a daily/weekly/monthly/quarterly basis.	10/8/2020 11:00 AM
60	Appreciate all you're doing to make this work during this challenging situation.	10/8/2020 10:53 AM
61	Reaudit the parking spaces again this summer	10/8/2020 10:52 AM
62	I have a motorcycle permit, so during much of the year, I use daily parking. I would like to see more freed up.	10/8/2020 10:41 AM
63	I would like to see the city avoid adding complexity for the commuters by keeping the parking space intact. Introducing concepts such as the above (#8) to what's already stressful situation is not desired. Rather reduced rate would make sense since the situation is not occurring at our will. While it is a good idea I think the current situation is transient in its nature. Answering such question while operating under the various core uncertainties that are driven by external entities such as board of education, employers, and availability of the vaccines, it not the best interest of commuters.	10/8/2020 10:40 AM
64	This situation is so fluid...no idea when things will go back to "normal" or what the "new normal" will look like. At this time during covid, i do not plan on taking metra as i do not want to over expose myself unnecessarily since i'm high risk...still playing it by ear.	10/8/2020 10:38 AM
65	Daily with spot number which can be booked prior 24 hours will be best.	10/8/2020 10:37 AM
66	A reservation type system, with scaled rates, for those parking 3 or 4 days per week, would be easier to use than the daily pay machines.	10/8/2020 10:30 AM
67	I would just get rid of the passes and have everyone pay daily. That way there would be enough spots.	10/8/2020 10:26 AM
68	There should be a option to pay for daily parking spots through an app without a transaction charge (including an option to direct debit as opposed to credit card).	10/8/2020 10:25 AM

69	Would like to be able to share the cost of my Burlington pass with other commuters since it's unknown when I'll be using Metra. Even though fees have been temporarily reduced, I have not used Metra for 6 months, which was a \$120 expense (\$60 per quarter).	10/8/2020 10:10 AM
70	Can doors open/close contactlessly? Also, can masks be available for sale, like in a vending machine, at a reasonable price? More hand sanitizers perhaps? Some posters to help bring awareness. Thank you.	10/8/2020 10:09 AM
71	I have been parking at Naperville and commuting by Metra throughout the pandemic.	10/8/2020 9:52 AM
72	my guess is that it will be 2 years before i start commuting 4 times a week again - probably a good time to clean up train station and add parking garages - as the place is a ghost town and will be for foreseeable future.	10/8/2020 9:48 AM
73	We already paid 6 months of our parking spot without using it. Thank you for considering alternatives considering we were on the waiting list for 6 years. Thank you.	10/8/2020 9:44 AM
74	No comment.	10/8/2020 8:28 AM
75	You may need to redesign train cars.	10/8/2020 3:57 AM
76	I have resumed my 2 day per week travel with BNSF Metra and I "commute with confidence."	10/7/2020 11:47 PM
77	Go back to normal scheduling, especially for morning and evening times	10/7/2020 9:45 PM
78	Permits should only be given to actual residents on Naperville. We may taxes to the county/city and we deserve priority permits. Also, permits should only be issued to those who use the lots 3-4 or more per week; not the once a week user.	10/7/2020 8:57 PM
79	Increase motorbike parking. Can be used from spring through fall.	10/7/2020 7:00 PM
80	Thanks for the temporary rate reduction!	10/7/2020 6:41 PM
81	Interim options will be helpful until Pandemic is done. I am not using the parking but keep paying for it so I do not lose the spot while waiting for Pandemic to be done.	10/7/2020 5:02 PM
82	Permit parking should be issued on a reviling lottery system. Waiting 8-11yr for permit parking Is unreasonable. We all pay taxes and should have an opportunity for permits	10/7/2020 4:24 PM
83	I like the current set up as is	10/7/2020 2:21 PM
84	Missing metra !!!!	10/7/2020 2:19 PM
85	It would be great if Naperville would explore opening up spots in the area parking garages. It may not be an issue now since commuting/train ridership is down but being closer to the downtown station there are just no options. It seems like a miss that those garages couldn't be utilized for commuter traffic.	10/7/2020 2:05 PM
86	Monthly parking passes should be sold to everyone, and those spots are then first come, first serve. Having an archaic generational wait-list makes little sense.	10/7/2020 1:55 PM
87	N/A	10/7/2020 1:44 PM
88	Moved toNaperville in January from Tennessee and was hesitant to take the train. However my experience has been fantastic I'm not sure I could ever go back to another way of heading into work.	10/7/2020 12:55 PM
89	Infrastructure for bike commuters is more important! We have no accommodations in the western suburbs. It's unsafe for me to ride to work, naperville to Oakbrook.	10/7/2020 12:23 PM
90	Is ridership on metra going to be increase again, when pandemic is pass.	10/7/2020 12:10 PM
91	While the pandemic is going on, passengers should be required to wear masks and should be enforced.	10/7/2020 11:42 AM
92	Less parking, better mass transit	10/7/2020 11:17 AM
93	Would love to return to utilizing Metra's services, but during the pandemic I just don't think its safe and worry about the health and safety of the riders.	10/7/2020 11:09 AM
94	New ways of payment should be considered such as mobile payment e.g. Apple Pay and Samsung pay.	10/7/2020 10:35 AM

95	Lower fares and parking costs could help recapture the pre-COVID parking and ridership patterns. Fewer trains on the schedule are fine with me too	10/7/2020 10:25 AM
96	I like the service but wish there were more non stops to naperville at 5:30-6:15 in morning and leaving union station between 5:15 and 5:45 non stops to naperville	10/7/2020 9:57 AM
97	I would like to have the city update the Naperville train station building. The bathrooms are disgusting and the whole building needs remodeling.	10/7/2020 9:38 AM
98	Love hate relationship with metra over the years. BNSF line should be treated like the money maker it is for Metra.	10/7/2020 9:36 AM
99	- more parking spaces needed for sure - faster access to platform from parking, especially in winter months - parking ramps are better than spread out parking - buses help but not practical	10/7/2020 9:33 AM
100	- more parking spaces needed for sure - faster access to platform from parking, especially in winter months - parking ramps are better than spread out parking - buses help but not practical	10/7/2020 9:19 AM
101	Pay to park on demand; but, still able to hold on to the permit.	10/7/2020 9:11 AM
102	We were actually looking this week into possible Metra commuting options but chose to continue driving due to lack of express trains, especially into the city.	10/7/2020 9:10 AM
103	The main thing city should do is add additional parking closer to the train station. If space is limited City can build floors (garage) on the exiting parking lot. City/govt built parking garages near Barnes & Noble and in Naperville down town, same way it can build a garage for commuters.	10/7/2020 8:28 AM
104	Not everyone who works downtown was given the option to work from home	10/7/2020 8:19 AM
105	Reduce headcount and don't raise fares	10/7/2020 8:11 AM
106	I've been back to commuting full time since July.	10/6/2020 10:24 AM
107	Fix the parking situation at the Naperville metra station! If a permit holder doesn't work downtown then they shouldn't have a permit! Secondary market for parking passes or local resident drive way parking is a Ridiculous. Ridiculous wait list of 12 years. Add more secure bike parking and easier access for quick pick up of riders via car. Complete disaster at the Naperville train station!	10/5/2020 9:03 PM
108	Allow suspension of passes without relinquishing parking spot and going back on waitlist	10/5/2020 7:44 PM
109	Parking is a joke. Build a garage to help and bring more revenue to the community	10/5/2020 7:34 PM
110	We are paying for monthly parking to hold our spot, route 59 should allow for permits to be suspended without losing spot in line	10/5/2020 7:22 PM
111	I think other parking permit options would be helpful, but please do not take any actions that would create so much demand that it will become impossible to park in our assigned lots. Thank you.	10/4/2020 2:40 PM
112	I will continue to pay for my parking permit and use it as required for my daily commute. I do not wish to add any additional complexity with daily or weekly sign up for parking. Covid has already add additional commute time and frustration.	10/4/2020 10:25 AM
113	Please allow commuters to suspend parking permit during COVID-19 without losing their permit that takes 7-10 years to obtain. I was on a wait list 7 years and finally got my permit and less than a year later I now am paying quarterly permit fees but no longer parking/commuting due to COVID-19. Unintended by Naperville, but the net effect is I'm now being forced to throw away money for a permit I cannot use but also cannot afford to lose for when I return to commuting in 2021 or 2022	10/3/2020 9:09 AM
114	I would like to know how many people are using Metra now. The parking lots are empty when I drive by.	10/2/2020 9:48 AM
115	I think the a 7 to 10 year wait for a spot is terrible and should have been fixed many years ago. Now no one wants to give up their spot because it is so hard to get one.	10/1/2020 11:51 PM
116	The city should allow monthly permit holder to put a freeze on their accounts without losing their permits till normal commuting resumes	10/1/2020 5:42 PM

117	It's nice that the quarterly permit rates were reduced in response to COVID but if uncertainty continues for the next few months, consider further reduction in quarterly permit fees for the Jan - Mar window. I prefer paying a lower cost to keep my unused parking permit rather than cancelling.	10/1/2020 12:24 PM
118	Existing daily parking methods exist. Please do not incur additional costs for already available options. If parking does not increase soon, more daily few spots may need to be made available. In turn, permit sales must be more limited, and the termination of permit Ho, sees, by the holders, seems extremely likely. The half price pandemic permit may cease to be a financially attractive fail safe.	10/1/2020 10:28 AM
119	Pre-pandemic, members of the council made comments about seeing vacant spaces in the commuter parking at the train, and exploring reservations made through new technology. If reservations will displace permits, it will throw commuters' schedules into chaos. People can't retool their transportation plans on a day-by-day or week-by-week basis. This change would have significant impact on commuters with school-age children who they need to get out the door, whether it's to a school building or to a bus stop. Because the PACE bus schedule ends before the school day starts, taking public transportation to the train is not a viable option if you have a younger student. There will never be enough parking to meet demand. Never. Technology won't change that, and will just be a waste of money. Even if permits were entirely displaced by daily or weekly parking, there would still be vacant spaces, and people would have to spend additional time and money making alternate arrangements for days when they didn't win the technology lottery.	10/1/2020 10:21 AM
120	Route 59 station, north side, has an issue with people from the attached apartments loitering in the parking lots. By the hundreds. It's a matter of WHEN, not if, someone gets hurt. Please see if you can fix that.	9/30/2020 11:19 PM
121	Hopefully, once we are past this situation, most people will return back to their normal schedules. Thus, no need to consider any major changes to how we are handling the parking situation.	9/30/2020 9:14 AM
122	Any flexibility would be appreciated. Paying for a quarterly parking pass to use only a few times a week would be wasteful for me. Maybe consider a lot that could be used only 2-3 times a week, perhaps only on specific days of the week to manage flow.	9/29/2020 7:04 PM
123	Can we put the permit on hold for minimum charge? I haven't taken the metra since mid of March 2020.	9/29/2020 4:14 PM
124	Can we put the permit on hold for minimum charge? I haven't taken the metra since mid of March 2020.	9/29/2020 4:14 PM
125	Reserving parking spots online will allow for less traffic looking for spaces and a much better commute!	9/29/2020 12:54 PM
126	Make it an even split between permit holders versus daily/weekly users, add tech so people can reserve a specific spot in advance, or alternatively so they can park in a numbered spot and use an app to pay for the spot.	9/29/2020 9:48 AM
127	I have paid my parking fees for last 6 months to hold the permit only and not used even one time. Please create options for permit holders.	9/29/2020 8:29 AM
128	Build a multi level parking lot at the Naperville station. The wait lists are absurdly long.	9/28/2020 9:33 PM
129	It may literally be years before we see commuter train demand come back to where it was. Between offices changing to permanent work-from-home setups to jobs just flat out disappearing due to the economic slowdown we're undergoing a paradigm shift in commuting. My advice would be not to spend too much time trying to solve issues such as commuter parking when we don't even know what the rules of the game are.	9/28/2020 8:59 PM
130	I have no incentive to get a permit at Rt 59. Reservations through new tech would be preferred.	9/28/2020 8:29 PM
131	Probably just need to wait it out. After vaccine mid next year, things will go back to normal, traffic will be too bad if everyone tries to drive. You will lose some permanently as some companies stay WFH forever.	9/28/2020 7:26 PM
132	Concern about air circulation/ clean air quality while traveling in the closed cars..	9/28/2020 5:40 PM
133	Been commuting daily since June 2, 2020. Plan to continue	9/28/2020 2:38 PM

134	Allowing sharing with neighbors and others would be helpful and allow better utilization of the permit. I understand there have been abuses in the past, but currently holders are forced to pay for a spot they may not be able to use with limited flexibility allowed to make good use of the space. City could even allow for car pool groups or other approved riders tied to an account.	9/28/2020 1:27 PM
135	Thank you for doing this. You will likely need to do it again at year-end/1Q21.	9/28/2020 1:24 PM
136	Might be best to consider redeveloping some of the space, and look to use a parking garage (with bridge over the tracks) to make better use of the space at route 59.	9/28/2020 11:29 AM
137	I feel it is way too early to make this assessment accurately. I can see a future where I never ride the metra again just as clearly as I see a future where I go back to riding twice per week (or more— I used to ride 5 days per week).	9/28/2020 11:09 AM
138	Even though commuting is down now, expect it to boomerang back up when unemployment goes down AND residents feel safer using mass transit. We need to balance personal health and environmental concerns and right now personal health is the priority.	9/28/2020 11:04 AM
139	None	9/28/2020 10:57 AM
140	The existing system is antiquated, environmentally unfriendly, and fosters poor resource utilization. Constantly adding parking perpetrated a problem and changes in technology preclude the need for a major investment to provide a minority of residents with a convenient option based on single occupancy vehicles	9/28/2020 10:29 AM
141	The wait list for passes is lengthy at Naperville. Allow people to suspend payment and usage WITHOUT relinquishing the pass itself.	9/28/2020 10:20 AM
142	I've lived in this area all my life, and have been on a waitlist for both the 59 Station and Naperville Station for longer than I can remember. Better to drive now, though.	9/28/2020 10:13 AM
143	I think it's GREAT to have other parking options for Naperville station, and I really want to see them promoted for my friends that do commute to the station, and then on the train.	9/28/2020 10:12 AM
144	Allow Naperville residents only to purchase permits to park in promenade parking structure	9/28/2020 10:11 AM
145	I am hearing from many friends/colleagues that they plan to return to commuting on Metra as the winter weather and heavier expressway traffic is coming. Hope this information helps you.	9/28/2020 9:43 AM
146	My quarterly permit will likely be the best option for me when I restart regular commuting downtown, unless permit spaces can be guaranteed under the potential new daily/weekly reservation methods. Separately, I appreciate the City's reducing the permit fee during this time. Thank you!	9/28/2020 9:00 AM
147	Would be good to have an option to pay minimum payment to keep the permit and pay daily charges if decide to go on any given day.	9/27/2020 7:55 PM
148	The reduced quarterly fee is welcome so that we can hang on to the permit. But this is not a tenable solution not knowing when we will be returning to downtown office. You should consider reducing the fees further.	9/27/2020 7:03 PM
149	If u want to provide other options that would be fine as long as you don't remove the monthly option and give parking location preference to monthly pass holders.	9/27/2020 2:47 PM
150	The city should allow monthly permit holder to put a freeze on their accounts without losing their permits till normal commuting resumes	9/27/2020 10:24 AM
151	Should be able to defer parking permit until later and still be able to retain it. Not by having to keep paying for it even at 50%.	9/27/2020 8:59 AM
152	City would be wise to let this COVID commuter parking issue settle down for a while before embarking on a costly new development. Usage patterns are changing but have not found a post-COVID new normal to justify moving forward yet. It's still an unknown.	9/27/2020 8:47 AM
153	Build a dedicated parking garage for commuters. You're Naperville, you have the money	9/26/2020 6:38 PM
154	You guys have been doing a good job. Only request would be if and when situation goes back to normal more frequent express trains from Rt-59 to Union.	9/26/2020 6:22 PM
155	I hope that parking spaces will not be eliminated due to having less people travel by train. The	9/26/2020 4:49 PM

lots fill up so quickly. I do think there needs to be more daily parking or other options should be offered such as weekly or even a monthly option.

156	I'd like to see an app that lets me first decide whether I want you to assume I'll use my parking spot every day or that I'll never use it. Then the app should allow me to tag exceptions. For example, I've said I always park, but I know I won't be using a spot tomorrow. There should be an incentive. Maybe 75% of one day's portion of what I paid for the quarter. The spots that are freed up could be offered through the same app to daily parkers for the rate you normally charge for a day spot. Doing this, I'm paying extra for a guaranteed spot but you would be able to use the lot more efficiently by renting out spots that would otherwise be empty. You'd make more money because you're not refunding 100% of my cost of the spot for the day and also getting the daily revenue for the spot. My guess would be that if you did it well, the demand for quarterly spots would go down because people would know they could get daily spots when they need them.	9/26/2020 8:43 AM
157	When I was commuting, trains were standing room only. The whole experience needs to improve to make more comfortable	9/26/2020 6:29 AM
158	Would like to be prioritized on waitlist given I continue to commute and others are taking up valueable space and not showing up	9/25/2020 11:14 PM
159	None	9/25/2020 7:45 PM
160	One permit allowing use of either Kroehler, Burlington or Parkview.	9/25/2020 7:12 PM
161	Should allow the ability to car pool with multiple cars. Mine is not always available.	9/25/2020 4:08 PM
162	Any daily reserved spaces would be great. Glad you are thinking outside the box	9/25/2020 4:06 PM
163	I'd feel more comfortable in the train if you put separators between the seat and the ceiling. Also upgrade ventilation	9/25/2020 3:38 PM
164	I wish the city to have monthly pass with the option to skip. Thanks	9/25/2020 3:00 PM
165	On a recent trip to the office, I noticed a lot of cars in the Route 59 lot that appeared to be from the adjacent apartment complex. My sense is that parking demand will be greatly reduced in the foreseeable future, so I think it would be a good idea to maximize use through other options, if possible.	9/25/2020 2:33 PM
166	I have no confidence in Metra. Always late or broken down. I have very low confidence they will really clean trains or people will wear masks.	9/25/2020 2:03 PM
167	Last pacebus in AM from Naper+River woods is at 6:55 AM. On reverse commute too, very limited options to same dropoff location. I am on waitlist for 5th avenue station (across from BMO for 9 years and using private parking. Can city provide frequent mini bus shuttles, from pickuppoints? This will cutdown traffic congestion and pollution. Is city considering alternate remote parking for 5th ave commuters (e.g. Naper+Riverwoods communities) with better bus service that connects to express trains in AM and PM reverse commute?	9/25/2020 1:59 PM
168	I have continued to commute into the city from Naperville since the pandemic began in March. I drove into the city every day from the middle of March until late August, and then began riding the Metra again (4-5 days per week). I will buy a permit as soon as I am given the opportunity to do so. Parking within the daily fee spots is not a challenge right now, since very few people are commuting into the city, but it is a BIG challenge to find daily fee parking near the Naperville station in normal times.	9/25/2020 1:41 PM
169	Remove both sides street parking, keep all cars to park at the parking lot for safety purpose.	9/25/2020 12:34 PM
170	Too many parking spots in the permit-only lots go unused (pre-covid) on a daily basis. There must be a way to track who is using their permit(s) and who isn't. I know several people that use their permit once a week or less. There must be technology that can solve this problem - its time to look into a secondary market where people can buy and sell daily parking (without a mark-up) to fully utilize all the available parking.	9/25/2020 12:18 PM
171	City should provide more daily parking as more commuters will switch to hybrid model post pandemic, combination of working remotely and in office.	9/25/2020 11:33 AM
172	I still need permit and do not plan on giving it up. I keep paying for something I hope to use any day now.	9/25/2020 10:19 AM

173	I've been on the waitlist for five years. Hurry up!	9/25/2020 9:28 AM
174	I feel am basically paying for a permit that I cannot use. Given pandemic, I would like to see if I can put my permit on hold until pandemic issues are better.	9/25/2020 8:58 AM
175	Those who pay monthly should get premium lots. Still not clear what is happening with the redevelopment. Putting everyone in a multi-level garage in the middle of a residential area is a recipe for disaster.	9/25/2020 8:58 AM
176	With employers allowing more flexibility on days in the office and uncertain child care it would be beneficial if the old car pool allowance on each permit was reinstated so that people can share a pass on days needed.	9/25/2020 8:51 AM
177	The fact that we had to pay a \$60 nonrefundable fee to sit on the waitlist for YEARS is shameful. Careers and situations change and Naperville needs to change as well. Why do I have to drive to the Belmont or Lisle train stations to get to Chicago when I've lived in Naperville for 25 years and have paid local taxes all this time? The \$60 fee that we paid should be refunded & the parking program updated. Please review this program!	9/25/2020 8:29 AM
178	There are a lot of spots open even though there is a waitlist. Will be good to have technology where folks can tell if they are not coming in and someone can use it as daily parking	9/25/2020 8:05 AM
179	Any flexibility in parking and days is appreciated. Thank you.	9/25/2020 7:42 AM
180	Lower the cost of parking.	9/25/2020 7:00 AM
181	Consider making the "daily lot" area larger if permit holders are not filling the space.	9/25/2020 6:50 AM
182	Incentivize current permit holders who are not using them to turn them in so others can access the option.	9/25/2020 6:49 AM
183	Great idea to "overbook" the lots, which allows more people to have access to lots and ensure they are used more often. Or, have a lower price option that you are limited to 2 or 3 days per week - tech enabled.	9/25/2020 5:57 AM
184	Analyze and do scientific analysis before city invests as travel patters have changed significantly.	9/25/2020 5:52 AM
185	.	9/25/2020 5:43 AM
186	Cutting the quarterly rate to \$60 was much appreciated!	9/25/2020 4:52 AM
187	A waiver based on permission to work in the city, Naperville should consider a refund to commuters since COVID-19 started	9/24/2020 10:46 PM
188	Allow more flexibility to chose days and allocate capacity based on usage	9/24/2020 9:58 PM
189	Discounted prices for quarterly parking should continue through full phase 5 for Illinois.	9/24/2020 9:49 PM
190	I already commute from Route 59 to Chicago, by Metra, 4-days per week. I hope to be back to 5-days in the first half of 2021.	9/24/2020 9:48 PM
191	Have only one permit type for the Naperville station that allows parking at any of the three lots (Kroehler, Burlington and Parkview).	9/24/2020 9:47 PM
192	Appreciate your seeking data in these very uncertain times.	9/24/2020 8:45 PM
193	I have parking permit At Naperville train station and use the Parking everyday. I would LD like to see we keep the parking for train riders.	9/24/2020 8:36 PM
194	I would like to keep my parking permit for parking	9/24/2020 8:32 PM
195	I believe the lots should remain as they are for the time being, and if permits are down simply add more daily spaces.	9/24/2020 8:21 PM
196	The permit system is old and needs to be dismantled completely. People keep those passes and sell them to others. Or don't even use every day. It's not fair. Just do daily parking. Forget permits!	9/24/2020 8:06 PM
197	Would be great for a parking app so I don't have to wait at a daily parking payment kiosk.	9/24/2020 7:45 PM
198	I think that it would be good to a way for one to maintain their permanent permit but be able	9/24/2020 7:41 PM

	pay on an amount of parking dates per month. This way you are assured a space	
199	I feel am basically paying for a permit that I cannot use. Given pandemic, I would like to see if I can put my permit on hold until pandemic issues are better.	9/24/2020 7:36 PM
200	The reason I stated no to the last question is work schedules are variable in the current times. I might need to go into the office five days a week some weeks and zero days the next week, but this is unknown until right before the week starts. This means that having a permanent like I do affords me the luxury of this inconsistent schedule. If I needed to know exactly when I was going downtown and plan accordingly I wouldn't be able to commute downtown through Metra.	9/24/2020 7:33 PM
201	City should allow parking permit holders to share their parking permit since they won't be commuting more than 1 to 3 times a week and working remotely otherwise	9/24/2020 7:29 PM
202	I rarely need parking, but when I do, I need the certainty of finding a parking spot (often between 7:45 and 8:00 am due to elementary school schedule). Without a permit spot I would be completely out of luck. I waited 7 years for a permit and would plan to keep it, even though I barely use it. I encourage you to identify a better system! There must be a better answer that works for more people. Thank you!	9/24/2020 7:29 PM
203	Surely you realize that many people with parking permits rent them out. Purge parking permits from people who aren't using them for their own use.	9/24/2020 7:07 PM
204	Allow permit sharing outside of family	9/24/2020 6:55 PM
205	Mostly concerned about others on the train not wearing masks and how that will be enforced. Also, want to understand what Metra's policy regarding riders being notified timely if any riders or Metra staff test positive for COVID-19 and which trains they were on.	9/24/2020 6:50 PM
206	Many parking spots go unused every week due to monthly permit holders. We need a better system.	9/24/2020 6:47 PM
207	You should continue to collect quarterly to ensure enough funds to manage the stations properly. The price is very reasonable, even when considering driving in to the city a few times per month.	9/24/2020 6:41 PM
208	It must suck that after so many years of commuter complaints about limited parking your finally looking to adjust when it affects your revenue stream.	9/24/2020 6:41 PM
209	I believe you should see the options: 1. No permit fee for permit holders during covid pandemic. 2. Monthly parking spots pass 3. Weekly parking spots pass 4. 10 day parking pass in advance 5. Don't allow more # of passes than the # of parking spots 6. Make these options to purchase online.	9/24/2020 6:21 PM
210	I have already returned to my Chicago Commute, we re-opened mid June. I have had no issues with Metra since re-opening, and plan to continuing commuting via train. I am still interested in a permit spot. Are you re-evaluating your permit wait list now that many people's commutes have changed? Thank you! [REDACTED]	9/24/2020 6:01 PM
211	It's funny, I used to have a lot more opinions about this before I stopped having to commute! My office is going to hoteling only, no requirement ever to return full time.	9/24/2020 5:58 PM
212	I plan on commuting full time once things return to the old normal.	9/24/2020 5:50 PM
213	I am paying for a permit that I am not using. I am considering canceling the permit unless the fee drops.	9/24/2020 5:42 PM
214	Last I remember daily spots in certain lots were not available until after 9am. If these could be available sooner, that would be helpful. And yes, contact-free and reserving options with technology would assist with daily parking	9/24/2020 5:38 PM
215	This will pass in time. Some people may never return to commuting, while others will take their place and need the parking spaces.	9/24/2020 5:37 PM
216	I think it is to early to change the parking plans as we are in the middle of a pandemic. No one truly knows if and how commuting will change and it is irresponsible to change plan based on speculation.	9/24/2020 5:35 PM
217	Permit holders should have an electronic license, that is transferable to the City of Naperville	9/24/2020 5:35 PM

on days where the license holder does not intend to use the permit. The license is then made available to commuters seeking a permit on certain days. If the license is used, then the daily fee received from the recipient is then issued as a credit to the permit holder. If no one uses the permit that day, then no credit is given to the permit holder. This can all be done via an app.

218	Existing permit holders may be willing to release permits they do not presently need if they are guaranteed that when they do need them again, they can jump to first in line for another permit for the lot they released, instead of needing to wait for about a decade for a new permit.	9/24/2020 5:33 PM
219	Metra is essential to commute. I've been commuting from Naperville since 1988. I have 5 years until retirement.	9/24/2020 5:06 PM
220	It would be a great time to put a fresh coat of paint and clean up the Naperville side of the Rt.59 station.	9/24/2020 5:05 PM
221	Right now I'm commuting once a week and I don't see that changing in 2020	9/24/2020 5:04 PM
222	More options the better. Flexibility will be key cause options with employers will be more open to reduced time at the office.	9/24/2020 4:56 PM
223	I work full-time so that would not affect me. I am only interested in full-time parking. I think a survey closer to the end of the year once businesses begin to open will be more helpful.	9/24/2020 4:50 PM
224	Things may "go back to normal" because there will be a day when this pandemic is over. I expect, nevertheless a some permanent changes in our society, especially to commuting. Just my opinion.	9/24/2020 4:48 PM
225	I like the current parking system and appreciate the decrease fees during this remote work period of time.	9/24/2020 4:36 PM
226	This has been tough on all parties, I believe this will end with solid vaccine in the spring and most of us will wind back in the city for work and entertainment.	9/24/2020 4:21 PM
227	Would be great to not have to pay for parking I'm not using currently	9/24/2020 4:16 PM
228	Prefer to obtain a quarterly permit, when one is available.	9/24/2020 4:07 PM
229	The ability to TEMPORARILY return your permit for use by others would likely free up many spaces for short term rental.	9/24/2020 4:05 PM
230	Other options with priority given to current permit holders.	9/24/2020 4:04 PM
231	I have had a quarterly permit for over 20 years. I would not like to lose that or have to fight for a weekly reservation with other people who do not have those permits....if that is what you are implying by your last question. That would be wrong.	9/24/2020 4:01 PM
232	How can I find out if I'm still on waitlist or can have a spot?	9/24/2020 4:00 PM
233	Will refunds be issued if the Pandemic does not subside in the next year and the Governor continues to keep things locked down?	9/24/2020 3:58 PM
234	How to address social distancing when business as usual happens? Thanks.	9/24/2020 3:54 PM
235	During this time of Covid-19, we should be able to temporarily suspend commuter parking & fees but not lose our parking tag. I have not commuted since late March but yet still have to pay for a service that is not in use.	9/24/2020 3:50 PM
236	It is very difficult at this time to anticipate the "new normal" and what that will be. It still seems to be changing regularly. I would think you may be able to survey pass holder each month/quarter on our usage and allow for people on the wait list who may be going into the city regularly to have a pass on a month to month basis. After waiting eleven years to get a pass, I really can't give it up until I know my future needs more definitely.	9/24/2020 3:50 PM
237	I haven't missed one day so far this year. I have a spot at the khroler lot. Hoping something opens up at the Burlington lot. Thanks [REDACTED]	9/24/2020 3:48 PM
238	Again I have been commuting since Covid-19 began.	9/24/2020 3:42 PM
239	I do not mind paying for it even though we are not using it since the city deserves to get some money in this situation to	9/24/2020 3:30 PM

240	I would be happy to participate in a program where commuters could reserve / use my spot on a Daily/Weekly/Monthly basis when we are not - spot hero type thing or otherwise. I do not need to make money on it. Instead help others out and break even.	9/24/2020 3:05 PM
241	Have been using permit city parking for 20 years it will be great if city waived the parking for the month s this pandemic is there or other options and make sure we don't loose our slots	9/24/2020 3:00 PM
242	Was already working remotely 3 days a week, before Covid, now 100% at home, and no requirement to return downtown in near future. At some point, will be resuming commuting 2 days a week downtown. Would love a way to reserve a space in advance for those 2 days and not pay for entire week, but do not want to give up parking pass until that can be done. The pay per day spaces were filling up before 6am and don't want to have to get up that early.	9/24/2020 2:55 PM
243	It would be nice to waive current monthly fees without losing my spot when commuting is resumed.	9/24/2020 2:54 PM
244	Metra needs to get with the program. We are in a pandemic, make the trains COVID safe if they want to have their riders return. They are not enforcing mask wearing and the trains are filthy breeding grounds for spreading the virus.	9/24/2020 2:50 PM
245	The effects of COVID will affect workers commuting downtown. Perhaps you need to wait on survey.	9/24/2020 2:49 PM
246	Due to employers' restricted access to buildings, please consider continuing the Covid pricing reduction for quarterly passes.	9/24/2020 2:41 PM
247	It would be nice to be able to "pause" your pass without ending up in the back of a ten year wait. Allow wait listers to buy the pass temporarily while on the wait list and I dont need it.	9/24/2020 2:37 PM
248	Additional permit options would be nice but daily parking is likely the route I will take going forward (or pace bus).	9/24/2020 2:29 PM
249	City should provide more permit options, especially provide more fair system to all of us.	9/24/2020 2:27 PM
250	Having some kind of permit or reservation process is important for people to have reliable access to parking. However, it is also important NOT to open pricing to "market forces" and charge more for parking. Parking access to commuter rail is a public service provided by Naperville, and increasing the cost of parking to drive down demand will simply add to the laundry list of ways people cite that Naperville is an unaffordable place to live for many people. Many of the discussions around parking also highlight that the Pace buses should be utilized more and are more expensive than parking. In my case I did not use Pace because it was too costly of my time (up to 6x as long as driving), and the service was lacking (the last morning bus comes through my neighborhood before my children's daycare opens). In my opinion if the city of Naperville wants to push for Pace ridership to relieve parking constraints then the city needs to find a way to subsidize Pace not so the fare is lower but so they can run more buses to reduce transit time and increase frequency.	9/24/2020 2:25 PM
251	I work full-time so that would not affect me. I am only interested in full-time parking.I think a survey closer to the end of the year once businesses begin to open will be more helpful.	9/24/2020 2:20 PM
252	I hv been paying \$60 per quarter for the last 2 quarters though I m not using the parking	9/24/2020 2:15 PM
253	Thank you for this survey!	9/24/2020 1:57 PM
254	If additional flexibility with parking space is made available that might shift my full-time parking permit status given the circumstances. More flexibility in this environment is better IMHO.	9/24/2020 1:54 PM
255	I think the permit system is still viable and effective. However, the unknown is whether we permit holders who are not commuting are eating up spaces from non permit holders who do need to commute. And, how long/large is the waiting list for permits. This is where perhaps a second "tier" of electronic reservations might work well. As an example, I would have no problem with "giving up my space " on days (or even fir a given week) that I know I will not be commuting to downtown Chicago. But I cannot afford to lose my guaranteed space long term, since this whole remote work situation is fluid and can end any time.	9/24/2020 1:51 PM
256	Reserving spots in advance is key. I need to know a week or two ahead that I will have a spot when I come in. It's frustrating (and dangerous too), driving around looking for a parking spot. This is the 21st century , and we live in the largest and most technologically advanced	9/24/2020 1:46 PM

country. We can do a lot better than quarterly parking stickers. On a similar note, we should also have express trains running at 150 miles an hour.

257	We are currently paying for our permit but unable to use it. We would greatly appreciate the ability to suspend payments (without losing our spot) until we are able to return to our normal commute.	9/24/2020 1:41 PM
258	Get more parking.	9/24/2020 1:35 PM
259	I appreciate the reduced rates, but I paid 120 dollars in the second half of 2020 just to hold my spot. I have not gone to the office since March 15, and won't return until 2021.	9/24/2020 1:33 PM
260	It is ABSOLUTELY RIDICULOUS that Naperville is charging me for my parking spot that has been empty for 6 months. Pathetic.	9/24/2020 1:26 PM
261	Daily reservations would be a great idea for those that will not be going every day	9/24/2020 1:22 PM
262	Thank you for reducing the cost of parking permit passes during pandemic time, it is appreciated.	9/24/2020 1:21 PM
263	The lack of express trains in the evening makes driving a more desirable option.	9/24/2020 1:16 PM
264	Any daily reserved spaces would be great. Glad you are thinking outside the box	9/24/2020 1:04 PM
265	The reduced fee for permit holders is greatly appreciated. I was on the waiting list for a parking permit for 12 years. When I received the permit earlier this year in Spring, I was so excited. However, COVID hit and I don't use it. I don't want to give it up because it took 12 years to get it. I'm hoping in another 8 months, things will be somewhat back to "normal."	9/24/2020 1:04 PM
266	Please consider using pay as you go for increasing the number of permit holders who don't need the spot everyday.	9/24/2020 1:04 PM
267	If it's possible to suspend your permit during COVID and not lose it, that would be preferable. Thank you.	9/24/2020 1:03 PM
268	During this pandemic, I haven't traveled by Metra since March 2020 however I am still paying for the permit. I know the permit is discounted by 50% but the money I am paying for a service I am not using. Also, I don't want to cancel and re-enroll into the service as I am not exactly sure when will I start going into office again. So anything the City can do to avoid charging people until Q1/Q2 2021 will be helpful.	9/24/2020 1:03 PM
269	Would like to see a bigger discount given I am not using the permit due to c19	9/24/2020 1:01 PM
270	Would like to see a bigger discount given I am not using the permit due to c19	9/24/2020 1:01 PM
271	I'd rather be able to put my parking pass on hold until I can return safely. I understand you want the revenue but feels like we are being taken advantage of.	9/24/2020 12:57 PM
272	We are canceling our parking permit as we will no longer be traveling into Chicago with regularity.	9/24/2020 12:57 PM
273	I had previously notified Naperville of our move from the area - please remove me from any associated list. Thank you.	9/24/2020 12:56 PM
274	My work requires me to attend every day. I drove for the first 2 1/2 months. I have taken the train daily since.	9/24/2020 12:56 PM
275	Here are some suggestions to consider: 1) We should allow car-pooling again. I don't know why this was discontinued in 2019, but COVID has changed how we live and work. We need to adapt accordingly and be more flexible with our policies. 2) Create a simple online portal which will allow permit holders to "sub-let" our permits for defined periods of time (i.e., a week, a month, 3 months, 6 months) at least through 2021. 3) Reduce the quarterly cost of the parking permits until things return to some level of normalcy. This will give some much needed financial relief to everyone until we actually start commuting and using the parking spaces again.	9/24/2020 12:55 PM
276	More options would be great - work schedules are definitely changing permanently where 5 days a week commute will be a thing of the past for most current commuters.	9/24/2020 12:53 PM
277	I don't know if you do this: if someone doesn't need their space any longer, put them on a different list so they get first chance if they need to get their spot back. i.e. unemployed then	9/24/2020 12:52 PM

	re-employed, extended leave, etc.	
278	Please don't consider moving to a technology oriented daily/weekly reservation process. Will not work for me. The current process works just fine.	9/24/2020 12:51 PM
279	I would cancel permit since it could be a year before using regularly again, but am keeping because of risk of losing spot and going through registration process again	9/24/2020 12:42 PM
280	Before I had a permit, it was annoying to not be able to find a daily spot while there were many many spots in the reserved lots. One idea is for permit holders to indicate when they are out of town or not using their pass, and free up spots to daily reservation users. You could police the plan thru license plates.	9/24/2020 12:42 PM
281	We wouldn't want to lose our permit to park because at some point Metra will be our main transportation.	9/24/2020 12:41 PM
282	I don't want to lose my right to park when I need to, but I also do not like paying fees for a spot I cannot use due to restrictions my employer has put in place.	9/24/2020 12:41 PM
283	we have waited years for parking permits, please do not jeopardize them now.	9/24/2020 12:38 PM
284	Thank you for the financial forgiveness you had this year. Was a good move.	9/24/2020 12:38 PM
285	It took me 8 years to get into ANY lot and then another four before getting into my current lot... please don't disrupt this now! Clearly, nobody is fighting over spots now. Temporarily oversell 3 month passes through 2020... I don't expect most will come back till 2021.	9/24/2020 12:37 PM
286	I realize that Metra commuting is down substantially right now, but in a year, things could be mostly back to normal.	9/24/2020 12:37 PM
287	Fees should be waived during pandemic. Minimum commuters parking and monthly permit holders want to retain permit to allow for future commuting parking.	9/24/2020 12:36 PM
288	Charge zero dollars until coronavirus is over	9/24/2020 12:33 PM
289	i'd also be interested in closer parking vs kohler lot	9/24/2020 12:31 PM
290	I have been a permit holder and commuter for nearly 20 years. I have returned to work in Chicago as we are a necessary business. I do not wish to drive to Chicago. I also park at the Burlington lot. For me, I do not want to see changes made that negatively impact those of us who have paid and have the right to park at the station, including being impacted by the development plan.	9/24/2020 12:30 PM
291	N/A	9/24/2020 12:30 PM
292	I will be giving up my monthly pass at the end of the next quarter. no need to pay for a service I'm not using. If I go back to work part-time downtown I 'll just by a daily pass.	9/24/2020 12:29 PM
293	The lack of express trains in the evening makes driving a more desirable option.	9/24/2020 12:26 PM
294	Answering question 8, I don't think this is a critical need in the long run.	9/24/2020 12:24 PM
295	COVID will pass and over time most commuters will return to the metra. Please don't take more spaces away from what is already a 10+ year wait list. Also adding more retail (as if we need more of that) and housing only makes the commuter experience worse.	9/24/2020 12:24 PM
296	While there may be additional technology options, I think the city should consider additional parking structures or opportunities to support commuters.	9/24/2020 12:24 PM
297	More flexible options would be desirable. I'm reluctant to give up my pass due to the long waiting lists.	9/24/2020 12:21 PM
298	Allow guest fee parking in reserved lots, little or no usage of these lots for the long term	9/24/2020 12:20 PM
299	Unsure what that would look like. I would want to be assured of a space in the lot that I am assigned no matter what day I commute since I am paying for my permit now and not really getting benefits from it. I also waited 14 years for the permit!! I fully assume that I will resume commuting at a near pre pandemic level within the next 6 months.	9/24/2020 12:20 PM
300	Why does Naperville not have a monthly pass for daily fee spots like surrounding towns? It would especially help now to not have to touch the daily parking fee machine that hundreds of other people are touching.	9/24/2020 12:20 PM

301	The reduction was nice but I haven't used since pandemic and losing money every day	9/24/2020 12:19 PM
302	The city should also consider refunding non-permit holders for the waitlist fees since they couldn't get things figured out prior to this pandemic to make a more reasonable wait time (something slightly less than a decade).	9/24/2020 12:19 PM
303	It took me almost 12 years to get my spot in the Burlington lot and it is a vital part of my commute that I cannot lose.	9/24/2020 12:18 PM
304	Appreciate the forward thinking survey. Uncertain world that we live in.	9/24/2020 12:16 PM
305	A daily/weekly option reservable through an app or website would be ideal	9/24/2020 12:16 PM
306	The permit parking spots seem pretty empty - even before the COVID pandemic. Not sure if there is a way to see if people are needing to get rid of their spots?	9/24/2020 12:15 PM
307	They should charge naperville and Aurora residents same fee for quarterly parking.	9/24/2020 12:14 PM
308	Be safe and have a great rest of your day.	9/24/2020 12:13 PM
309	Best option in my opinion is to do away with permits entirely and transition to a strictly daily/weekly/monthly parking plan priced equivalently to demand. If permits must stay, please price them accordingly. 15 year waitlist = we need to be charging way more for the luxury of a reserved space on PUBLIC land dedicated to storing someone's PERSONAL vehicle all day	9/24/2020 12:12 PM
310	City should allow us to suspend the parking for some time	9/24/2020 12:12 PM
311	Despite the 1/2 fee reduction, I am still paying a lot for parking I am not using. Is there anything else that can be done where I can still have access to parking in 2021?	9/24/2020 12:11 PM
312	I know that I am not using my parking space currently, but I would be reluctant to give up my parking permit as I would risk not being able to park at the train station in the future. I anticipate that there are many in the same position. You might compromise by designating more spaces as daily fee parking available after 8:00 am, recognizing that the utilization rate by the monthly pass holders has been permanently reduced. Whatever you determine, no one will be happy. Good luck.	9/24/2020 12:11 PM
313	Thanks for continued discounts.	9/24/2020 12:10 PM
314	In all likelihood I will only be commuting into the city one or two times per week. I am sure many others will be in the same situation as I am.	9/24/2020 12:10 PM
315	I am considering cancelling the permit since I have not used it for an entire 2 weeks in the past 6 months and do not expect this usage will increase significantly, if at all, in the near future.	9/24/2020 12:05 PM
316	Given how long it took me to get my permit, and the fact that I had to be there extremely early to secure a daily fee spot prior to getting my permit, I am very hesitant to move away from a system (i.e. quarterly parking permit) that does not guarantee me a parking spot. I am willing to pay (and am paying) for my parking permit even though I am not using it to ensure that I still have it when I am ready to return to commuting regularly. Perhaps the demand for parking (pre-Covid) was different than when I joined the wait list, but unless I know that to be the case, I would be hesitant to move to any system where I needed to commute extremely early in the morning or else I couldn't get a spot, or where I would be at risk of not getting one when I needed one.	9/24/2020 12:04 PM
317	I waited forever to get this pass, so holding on to it.	9/24/2020 12:04 PM
318	I really appreciate the reduced fees since I'm not using my permit at all but don't want to give it up.	9/24/2020 12:04 PM
319	It is a shared economy and we City should use tech to allow Permit Users to share permit with others in family and friend circle when not in use by permit holder.	9/24/2020 12:02 PM
320	Due to pandemic, there have been some city of Chicago people moved to naperville which will eventually increase riders for metra once our normal life comes back. Most companies in loop are financial related can't afford to let people work from home remotely forever. Reducing daily parking maybe but not permanent parking. You don't want to get more people becoming earlier riders and creating super crowds. Rather you want to get more riders on later trains. You want to offer people more flexibility and stability on catching trains. Weekly reservations is not good option. Permanent would be the best. Daily adds more early riders, would be a second choice .	9/24/2020 12:02 PM

Weekly is hard to plan and offers no flexibility. Daily can be temporarily reduced if not needed. And they can park on permanent lots after 8am.

321	In question 8 you indicate the ability to make a reservation for a parking spot. That is very appealing! Being able to secure a reservation at least 24 hours ahead of time would reduce the stress of my daily commute.	9/24/2020 12:02 PM
322	It would be nice if we could have put our permit on hold until we are comfortable returning to our normal commute on Metra.	9/24/2020 12:01 PM
323	It would be SUPER helpful to have it easy to get receipts that can be supplied for Transportation fund reimbursement. It's SO HARD now.	9/24/2020 12:01 PM
324	Parking fees are not that significant, and the City of Naperville already struggles to manage the waitlists	9/24/2020 12:00 PM
325	We plan to hold onto our parking pass, even with limited metra commuting	9/24/2020 11:59 AM
326	The BNSF westbound ride quality is almost bad enough for me to consider other commuting options. The train shakes side to side violently for several minutes	9/24/2020 11:58 AM
327	Ad hoc parking reservation technology is really needed - allowing permanent permits with so many empty spots is a waste.	9/24/2020 11:58 AM
328	It'll be nice if the City of Naperville build a parking garage in any of the commuter parking lots by the train station to open more spots for the commuters (no shoppers allowed).	9/24/2020 11:50 AM
329	I would like to cancel my permit but worried if I will get it when needed next year. Opening permits on need basis will help tremendously	9/24/2020 11:49 AM
330	Please make sure you get this right. Setting aside this moment in time, parking for Naperville metra trains has been non-functional. Consider restricting metra commuter parking (including daily fees) to Naperville residents like Lisle does. Consider usage tracking for quarterly permit holders (you must park in the facilities a minimum of xx days per quarter over x consecutive quarters to maintain your permit). Do whatever you can to mitigate "this pass has been passed down in my family." Take away the possibility that someone can rent out their pass (often at a big profit) with license plate tracking camera systems. Just fix it!!!!	9/24/2020 11:49 AM
331	I hate to surrender my permit, as I've had it for 27 years! I'll hold on to it for now.	9/24/2020 11:47 AM
332	I've been using the train almost every day again since June. Please consider moving some of the Kroehler permit holders to the Burlington and Parkview lots if spaces open up.	9/24/2020 11:45 AM
333	maintain historical focus as life will return to more normal patterns, but offer more flexible options going forward	9/24/2020 11:45 AM
334	Need to have the ability to suspend the pass for set period, for instances like Covid.	9/24/2020 11:43 AM
335	Please increase permits available.	9/24/2020 11:40 AM
336	In addition to reduced rates for quarterly permit fees, extended grace periods for delayed/late payments and/or waived late-charge fees should be explored.	9/24/2020 11:38 AM
337	hope everyone's family stays safe.	9/24/2020 11:37 AM
338	You should clear the Waitlist soon since all the slots are empty now and city also losing money/revenues from the station.	9/24/2020 11:37 AM
339	Best of luck to anyone that needs to make decisions based on these surveys. Unfortunate that there's so much uncertainty about the future at this point.	9/24/2020 11:33 AM
340	Multiple level Parking garage should help	9/24/2020 11:32 AM
341	Currently I would like to stay on the waitlist, as I don't know what my commuting needs will be once the pandemic is over	9/24/2020 11:32 AM
342	The current system, wherein permit holders who do not commute downtown do not give up their permits, and those on a wait list are waiting years to get a permit, has long been broken. This is the city's chance to overhaul and start over. It's overdue.	9/24/2020 11:31 AM
343	The biggest barrier is the number of express trains available to get downtown. I can't be spending 90 minutes each way going to and from route 59 and union station	9/24/2020 11:29 AM

344	If an electronic reservation solution is found, Naperville residents should get reservation priority or a lower rate than a nonresident.	9/24/2020 11:29 AM
345	Quarterly permits are too cheap. You need to increase the cost to truly weed out those that hold it and don't use it.	9/24/2020 11:29 AM
346	I'm pretty open to any chang(s) Metra needs to make because of the pandemic, but I would rather not have to pay daily or weekly when I do return to work downtown.	9/24/2020 11:28 AM
347	A reservation system seems like a excellent step. Work schedules will likely be more flexible in the future so highly structured quarterly permits may no longer be the most efficient system.	9/24/2020 11:23 AM
348	Why not use this time to build up and not out? What is stopping a multifloor parking garage similar to what is downtown from being built? Residents?	9/24/2020 11:22 AM
349	Is there a way to check on the status of my wait list for parking ?	9/24/2020 11:21 AM
350	.	9/24/2020 11:20 AM
351	There are permit holders that haven't commuted in years, and hold onto passes "just in case". More permits are needed for regular commuters, please! Daily is a challenge as spots fill up before 7am.	9/24/2020 11:17 AM
352	Maybe through the next 6 months you can offer weekly parking permits as a majority of employers aren't requiring workers to come back until spring if 2021- and that might even get pushed to summer. In case we had to make a special trip in for work during this time it would be nice to have parking.	9/24/2020 11:10 AM
353	Is there option to hold on the parking permit for 1 year without paying quarterly fees?	9/24/2020 10:55 AM
354	Can you provide information and a way to let me know where I am at on the permit wait list? Can you clarify where this information is at (like send an email with wait list info to the same people that got this survey) and make a formal "update" allowing potential new permit owners to better understand. For example. Is the wait list still 5 -12 years long?	9/24/2020 10:49 AM
355	being able to reserve a spot and have it be guaranteed - or else needing to take pace or uber/lyft - would be a nice feature. Being able to reserve parking for Tuesdays and thursdays for the whole month of October on September 1st - so there are no surprises.	9/24/2020 10:49 AM
356	Since mid-March 2020, I have been averaging one day per week taking Metra to/from Downtown Naperville to Chicago Union Station. On these days, I have paid \$2.00 downtown Naperville for daily parking. This routine continues to this day.	9/24/2020 10:46 AM
357	When I return to office I will not have a set work from home option. It will vary. Need ability to get parking last minute and prefer the current quarterly option so I am guaranteed space.	9/24/2020 10:44 AM
358	Maintain permit holders, but offering the ability to sub-lease a permit, even if a day or two a week, would be a win-win for the permit holder and the daily use commuter. More flexible options will be the new normal.	9/24/2020 10:41 AM
359	Pandemic will not last forever. Companies can not afford to let people work remotely till next summer. City should hold a decision till next May and Places a full charge on parking so those ones don't need it will drop off. Business as usual will be back but there's no parking available at that time which Makes no sense. Daily parking will make a large crowds in early rides, causing germs spreading. School starts later in the morning so the parents need to catch later train but parking becomes full for late riders. You should encourage later riders not early riders. To do so, you should reduce daily parking.	9/24/2020 10:30 AM
360	The current system is corrupt with people selling their spots on a monthly basis on open market just to keep ownership of the parking spot due to the exceptionally long wait listS. Get ride of multiple address permit holders! Ride sharing is not occurring. Keep the large number of daily spots high especially M-Th. Move the use of extra daily parking start time from 9am to 8am to allow for express commuters on last trains. After 830 there are no longer express trains to downtown.	9/24/2020 10:28 AM
361	Aurora has weekly option which is helpful in some cases where we might want to commute only for a week and take off or work from home for a couple of weeks in a month. That option would be helpful if it is applied for the Route 59 permit options.	9/24/2020 10:28 AM

362	I expect that my daily routine will eventually return to something close to my pre-pandemic routine, if not in Q1 then in Q2. Switching to something like a daily parking model makes sense for other people who won't commute as often. But I personally would prefer to stay on the monthly model even if it means paying extra.	9/24/2020 10:16 AM
363	I think if you have sufficient space than make it daily parking with paid upfront online.	9/24/2020 10:13 AM
364	I am keeping my permit just in case I might resume commuting on a limited basis. It would be nice to put the permits on hold and reactivate them if needed. I don't want to give it up and lose it then need only to be put on a wait list. I have had my permit for about 20 years.	9/24/2020 10:12 AM
365	Largest concern is safety on trains, seats are so close together, boarding is crowded, Union Station is crowded...	9/24/2020 10:10 AM
366	More people will continue to remote work. Daily lots should grow over permit areas. Permits areas should open to daily park in time for the last express.	9/24/2020 10:09 AM
367	I do not see COVID-19 as a threat to commuting any longer. I would have returned downtown sooner but the social unrest is keeping me in the suburbs much longer than I had anticipated.	9/24/2020 10:00 AM
368	Love the idea of a daily reservation (assuming spaces will be full again in the future).	9/24/2020 9:58 AM
369	I definitely plan to return to the office and commuting downtown so I need to keep my quarterly permit.	9/24/2020 9:54 AM
370	75% reduce the price for the permit, City of Naperville has been soaking the permit holder for too long.	9/24/2020 9:50 AM
371	Without Pace running, Parking would be my preferred option even though I could bike ride to the station. I don't intend to apply for long term parking permit since I would rather use pace once it becomes available again.	9/24/2020 9:49 AM
372	Charging non-Naperville residents a premium for a pass at route 59 is bad optics. I live 4 minutes from the station in Aurora and many residents would consider passes at the Naperville 59 side but the premium is not justifiable.	9/24/2020 9:41 AM
373	With the minimal number of permit holders currently parking, could a few spots be used for daily commuters, for now?	9/24/2020 9:38 AM
374	Lisle is allowing commuters to temporary cancel their permit with the option of rejoining anytime within the next 5 years without being placed back on the waiting list. For people who have lost their jobs this ideal. Naperville should adopt a similar program.	9/24/2020 9:36 AM
375	For connectivity between transit modes, we still need both Greyhound and Trailways to have access to a stop at Naperville downtown. Thank you for all you guys are working on.	9/24/2020 9:36 AM
376	As comfort levels return, ridership may improve. However, the benefits of work-from-home (assisting children with remote learning, more family time, less stress, and less commute time) currently outweigh the need to meet in-person for the foreseeable near-term.	9/24/2020 9:36 AM
377	A year from now when a virus vaccine is available and herd immunity is done, we'll probably be back to a more normal commute.	9/24/2020 9:36 AM
378	Please don't use this short term COVID impact to reduce parking options at the train station. At some point we will likely return to some sense of normalcy and there will once again be far greater demand for parking spots than availability.	9/24/2020 9:32 AM
379	Should allow non-permit holders to park in vacant spaces in permit lots sooner. Should consider the last express or semi-express train timing from Naperville station.	9/24/2020 9:30 AM
380	Allow me to move parking from Kroehler to Burlington or Parkview lot	9/24/2020 9:25 AM
381	would love to see naperville create more "collaborative type workspaces"	9/24/2020 9:23 AM
382	Advanced reservation system that combines quarterly pass holders and daily use	9/24/2020 9:20 AM
383	Something needs to be done about the permit wait list backlog - now would be a great time to parse through it. Or ask people that are serious about their spot on the waiting list to pay the first month/quarter up front. And drop the people that don't pay/aren't serious.	9/24/2020 9:20 AM
384	People are keeping their quarterlies because it equals 3 days of a \$5 a day parking. If my work	9/24/2020 9:19 AM

allows 3 days of remote working I would swap out my quarterly for daily in order to save money. Outside of that the quarterly pass is a considered a Golden Ticket at Naperville

385	I already commute Route 59-Chicago, 4-days per week. I hope to be back at 5-days in the first half of 2021.	9/24/2020 9:19 AM
386	Online reservation system would be best for health and safety instead of paying at kiosks. Or the ability to reserve out days or blocks of time into the future.	9/24/2020 9:19 AM
387	I was a permit holder for 17 years and cancelled it due to covid. The city should plan for a very slow ramp up as most offices are still closed and many have permanently migrated to a working from home setup.	9/24/2020 9:18 AM
388	I would not make changes that are designed to last forever. Most people think there will be a shift back eventually.	9/24/2020 9:17 AM
389	FWIW - I've heard that the trains are VERY clean so that does give me some comfort that I'll be "safe" when I start commuting again.	9/24/2020 9:14 AM
390	It would be helpful to continue to have a reduced permit fee during the pandemic. Salaries have been cut and money is tight and this is so helpful to families that are struggling. thank you.	9/24/2020 9:12 AM
391	The committee should also consider an option to deactivate a permit until normal commuting patterns and conditions return. This could be done for a fee but would be less than the current quarterly fee. I am essentially continuing to pay my quarterly fees only to hold a permit which I haven't used since March and don't anticipate using again for perhaps 12 months.	9/24/2020 9:10 AM
392	I plan to keep my parking space at Burlington Station.	9/24/2020 9:09 AM
393	the city should be cautious adding new options at the same time as the population is rebuilding its comfort with Metra. it is important to everybody that Metra regain its ridership first and foremost	9/24/2020 9:09 AM
394	If it ain't broke, don't fix it. I waited 8 years for my space. I pay my fees, and I'm keeping it. When i stop needed it, I'll give it up.	9/24/2020 9:08 AM
395	More parking in general is needed at the DT Naperville station. The back lot of permit parking is never filled so open that lot and remove the "only available after 9 am" limitations.	9/24/2020 9:06 AM
396	I am happy to continue to pay to keep my parking spot so that when the office does open I will have it available. I work full time so I am interested in full time parking options.	9/24/2020 9:06 AM