

PARATRANSIT MARKET STUDY FOR THE LAKE COUNTY REGION

Station One: Project Overview

PROJECT GOALS AND OBJECTIVES

Goal: Develop a sustainable implementation plan to improve mobility for the target population

Objective 1: Identify the factors impacting current and unmet needs that limit mobility for the target population including:

- Unserved or underserved geographic areas of Lake County
- Unserved or underserved passenger groups
- Days or hours of identified need which are presently unserved or underserved
- Trip purposes or key destinations for target populations that are currently unserved or underserved
- Significant operating expense and limited funding for public transportation

Objective 2: Assess alternative solutions to address the identified needs including the following areas:

- Facilitate awareness of all relevant mobility options and their value to meeting the target population mobility needs
- Enhance coordination among the existing mobility services to expand service availability
- Introduce new mobility options to address service gaps
- Identify funding and an organizational structure to sustain the desired mobility program
- Ensure program flexibility to be able to respond to emerging needs and changes in technology

PARATRANSIT MARKET STUDY FOR THE LAKE COUNTY REGION

PROJECT MILESTONES AND HIGHLIGHTS



2017				2018											
WINTER	SPRING	SUMMER	FALL	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
COMMUNITY MEETINGS				COMMUNITY MEETINGS								COMMUNITY MEETINGS			
PAC MEETING		PAC MEETING		PAC MEETING						PAC MEETING		PAC MEETING			
LCCTSC MEETING							LCCTSC MEETING								
		TECH MEMO #1 	TECH MEMO #2 				TECH MEMO #3 			TECH MEMO #4 		DRAFT FINAL REPORT 			FINAL REPORT
Collect and Assess Data Jan–June 2017		Develop Potential Service Improvement Strategies June 2017–Jan 2018		Prepare Business Plan for Preferred Strategies Jan 2018–Mar 2018			Final Report Apr 2018–December 2018								
Transportation Provider Survey and Data, Stakeholder Interviews, Focus Group Meetings		Best Practice Research and Benchmarking, Applicability to Lake County, Evaluation		Implementation Plan, Financial Plan, Marketing Plan			Fous Group Meetings Technical Memo 3: Business Plan for Lake County Draft Final Report and Recommendations Final Report and Recommendations								

STAKEHOLDER INVOLVEMENT

- Legend:**
- Project Advisory Committee (PAC)
 - Lake County Coordinated Transportation Services Committee (LCCTSC)

PROJECT ACTIVITIES TO DATE

2017

January to March

- PAC, LCCTSC Kickoff Meetings
- 4 Community Meetings
 - 82 participants, 50 comments
- Online community survey
 - 284 responses
- 5 Focus Group Meetings
- 26 Stakeholder Interviews
- Transportation provider survey

March to June

- Existing Conditions Tech Memo 1
- PAC Meeting

June to November

- Best Practices Research
- Potential Service Improvement Strategies Tech Memo 2

2018

January to August

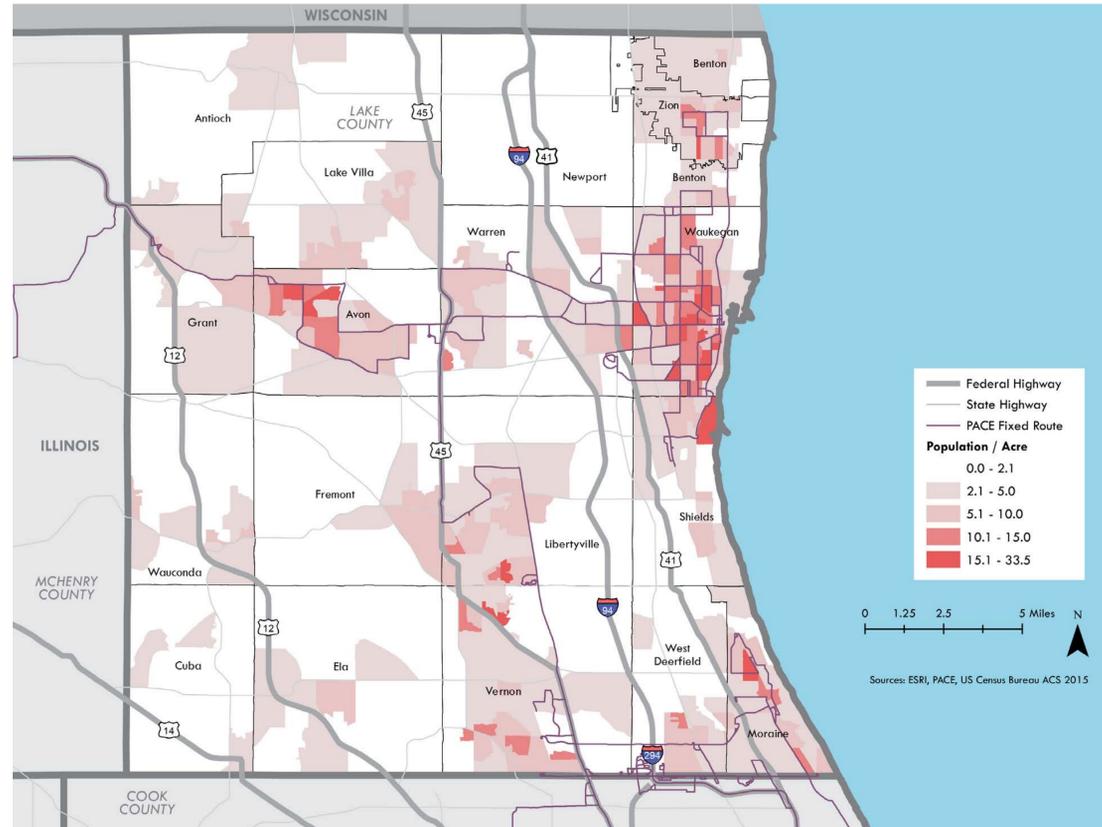
- Strategies Research
- Financial Research
- 4 Community Meetings
 - 102 participants
- 2 Focus Group Meetings
- 3 PAC Meetings
- LCCTSC Meeting
- Service Strategies Tech Memo 3
- Strategy Recommendations Tech Memo 4

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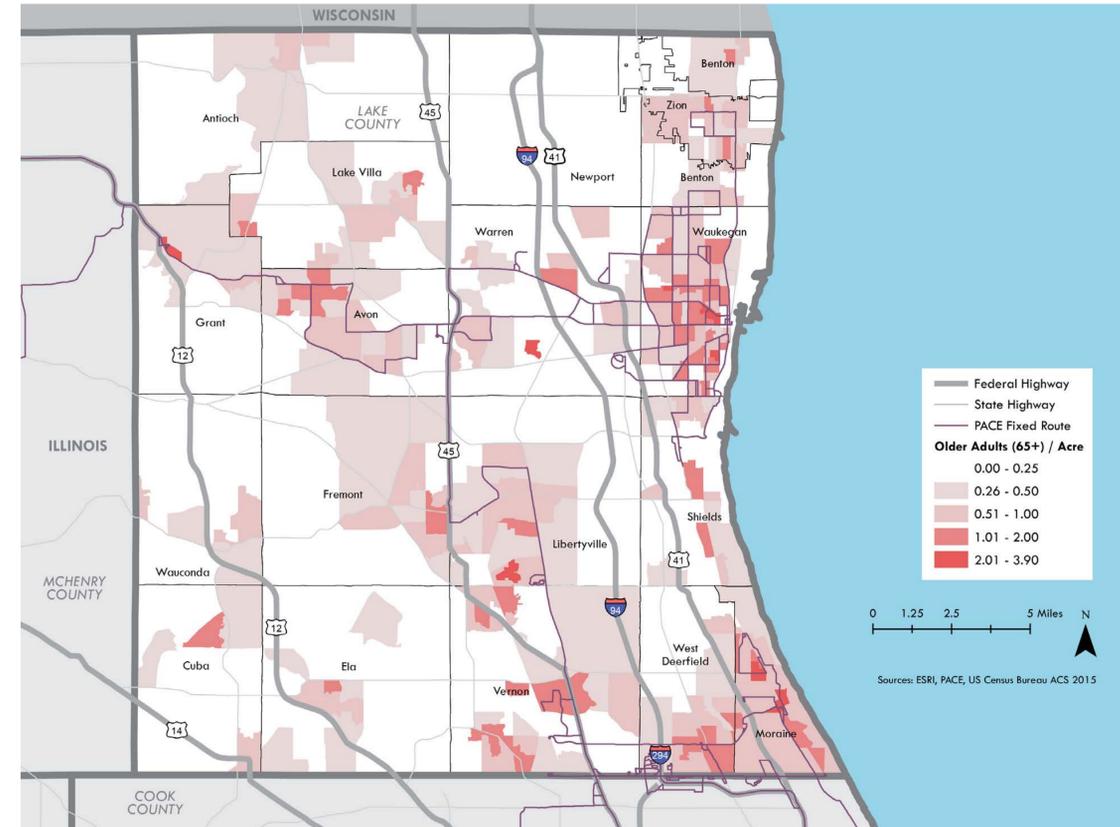
Station Two: Findings

LAKE COUNTY DEMOGRAPHICS

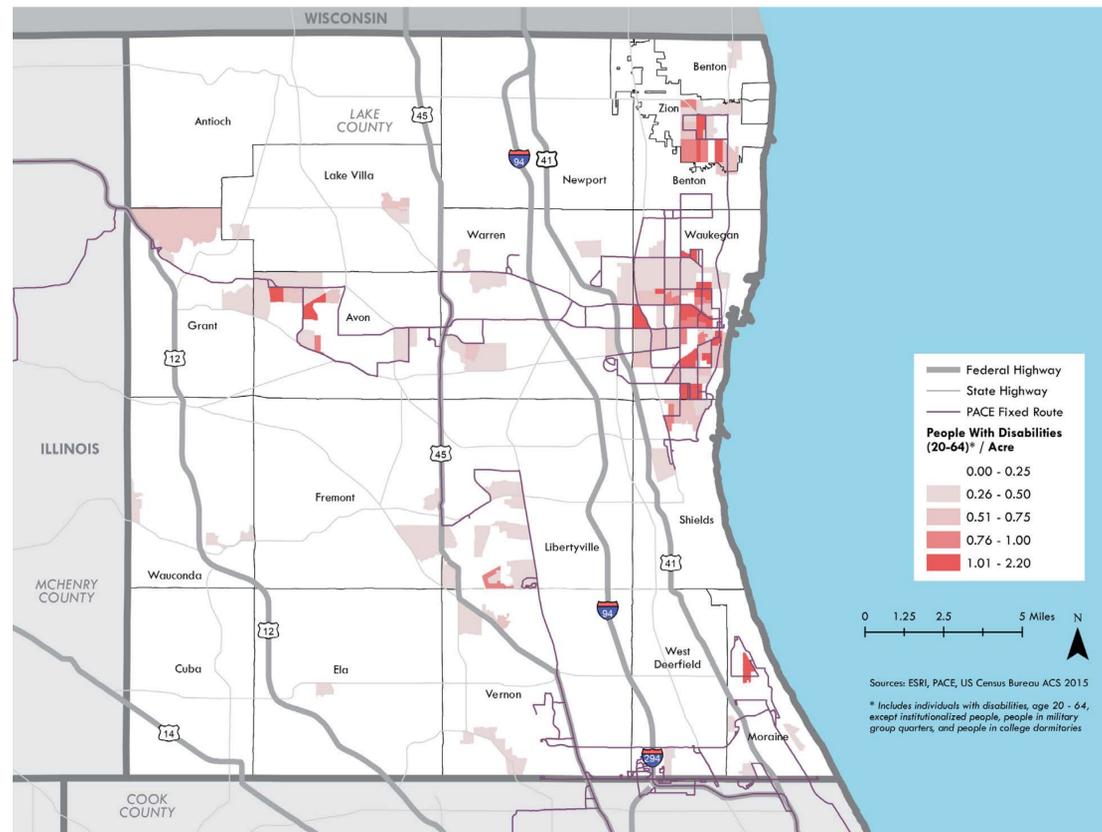
Population Density



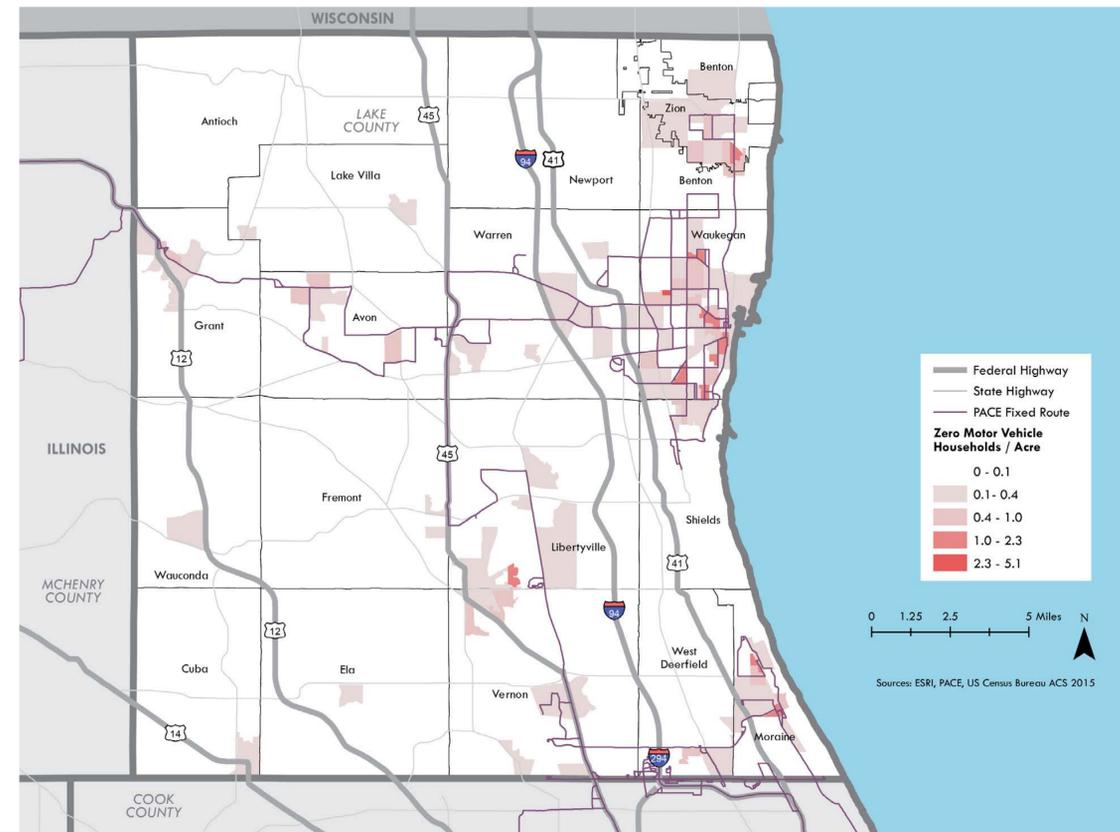
Density of Older Adults (65+)



Density of People with Disabilities



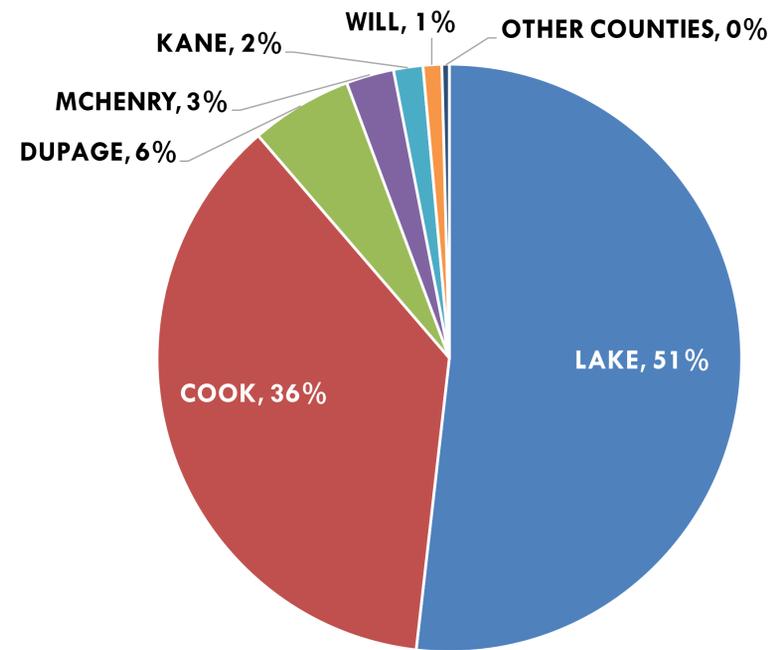
Density of Zero-Vehicle Homes



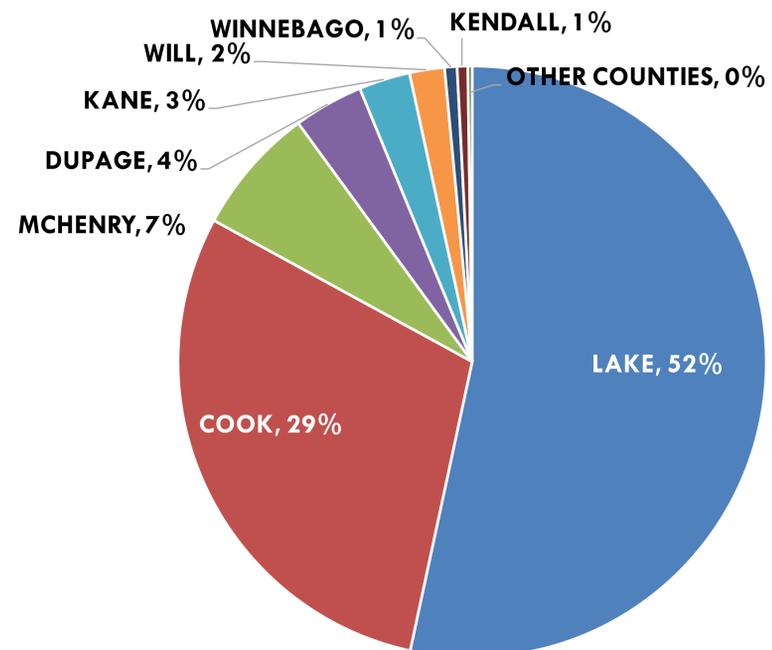
All data from
American
Community Survey
2015

LAKE COUNTY WORK TRIPS

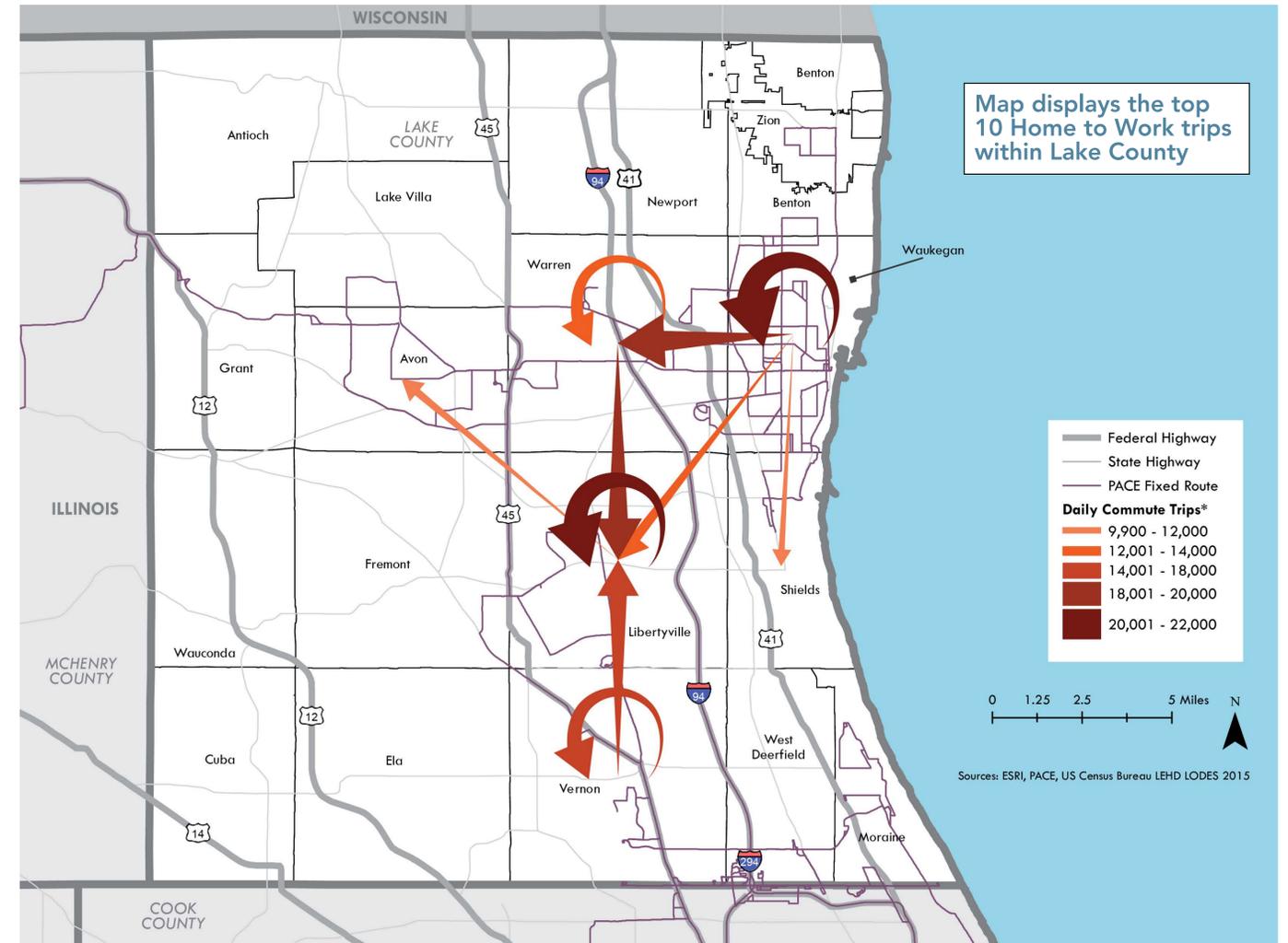
People who work in Lake County come from...



People who live in Lake County work in ...



People who live and work in Lake County are traveling to and from...

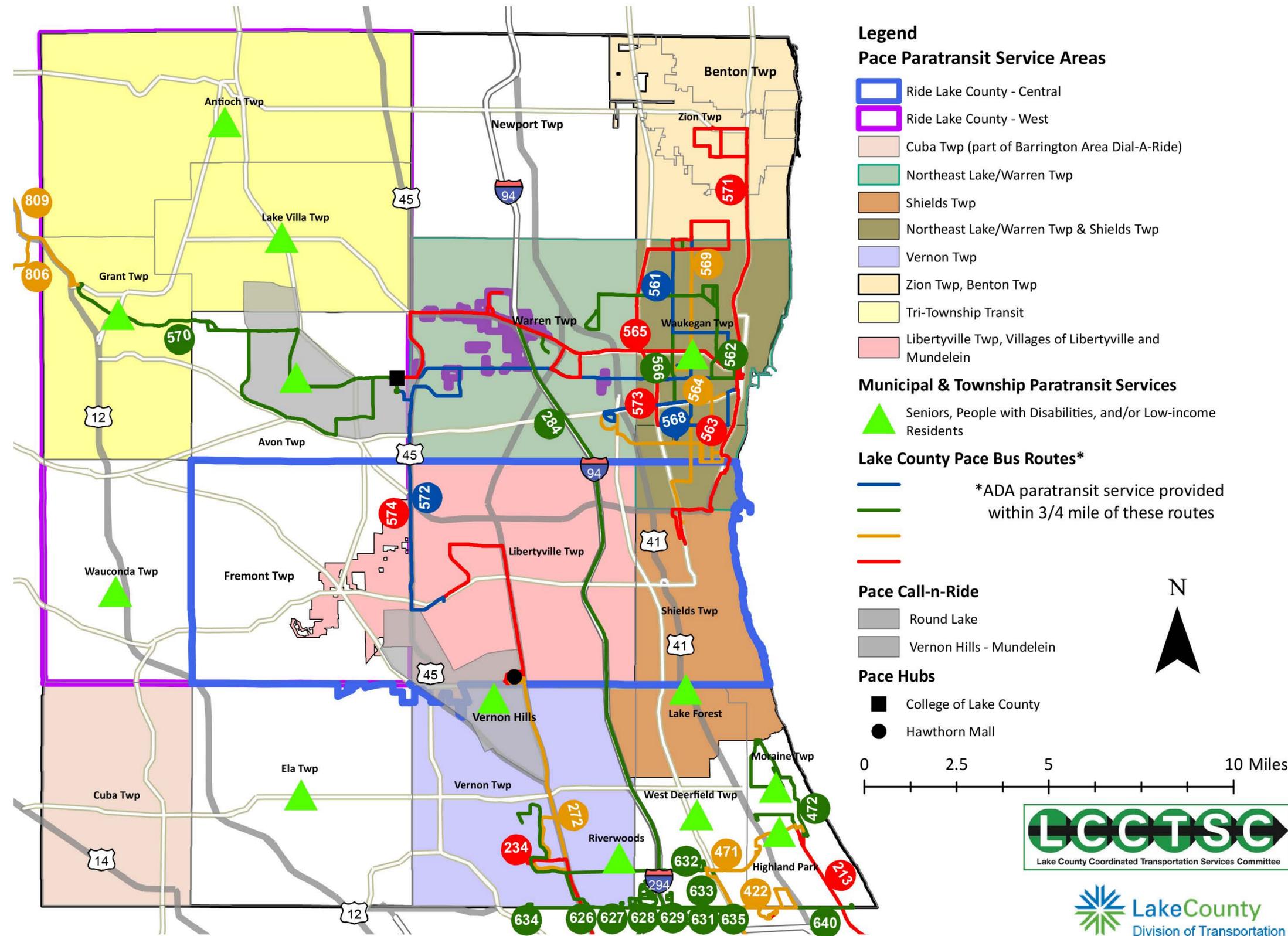


Trips between townships

Trips within townships

TRANSPORTATION SERVICES IN LAKE COUNTY

Existing Paratransit & Local Bus Services



- **41 non-fixed route options**
 - 5 Pace Dial-A-Ride services
 - 2 coordinated Dial-A-Ride services
 - 14 township/municipality bus/van services
 - 13 township/municipality taxi subsidy programs
 - At least 7 human service agency programs
- **At least \$3.6 million spent annually**
- **One-way cost per trip ranges from < \$10 to \$40**
- **Fares range from free or donation to \$6 one-way**

TRANSPORTATION SERVICES SUMMARY

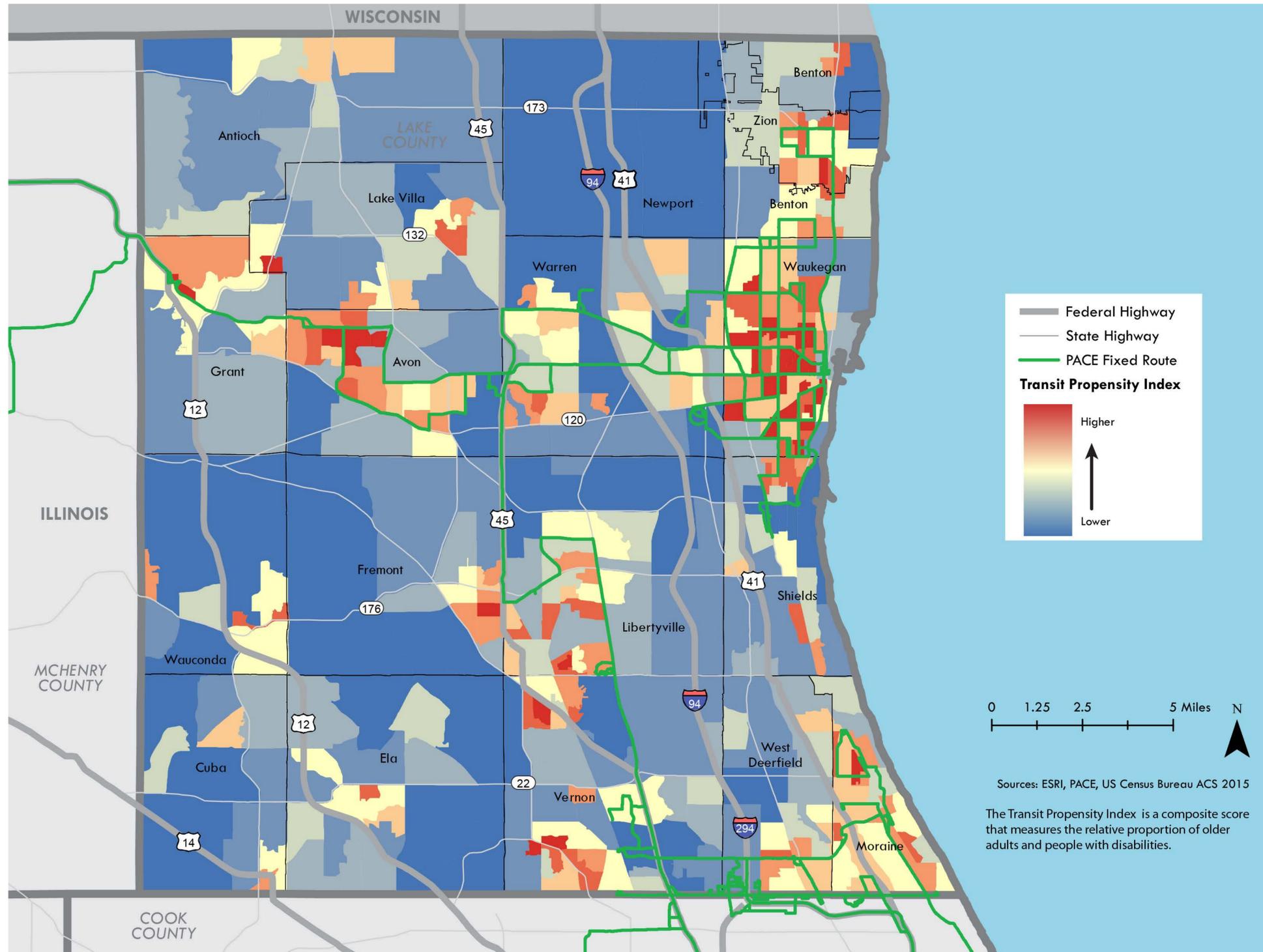
Many transportation services operate in Lake County

- Metra rail service
- Pace fixed route bus services
- Pace ADA complementary paratransit service
- Pace Dial-A-Ride
- Employment shuttles: Metra, Pace, TMA, and employers
- Pace vanpools
- Pace Call-n-Ride
- Municipal van/bus services
- Coordinated systems overlaid on some community Dial-A-Ride services
- Single or joint township van/bus services
- Taxi subsidy programs
- Human service agency transportation
- Van service
- Volunteer driver programs

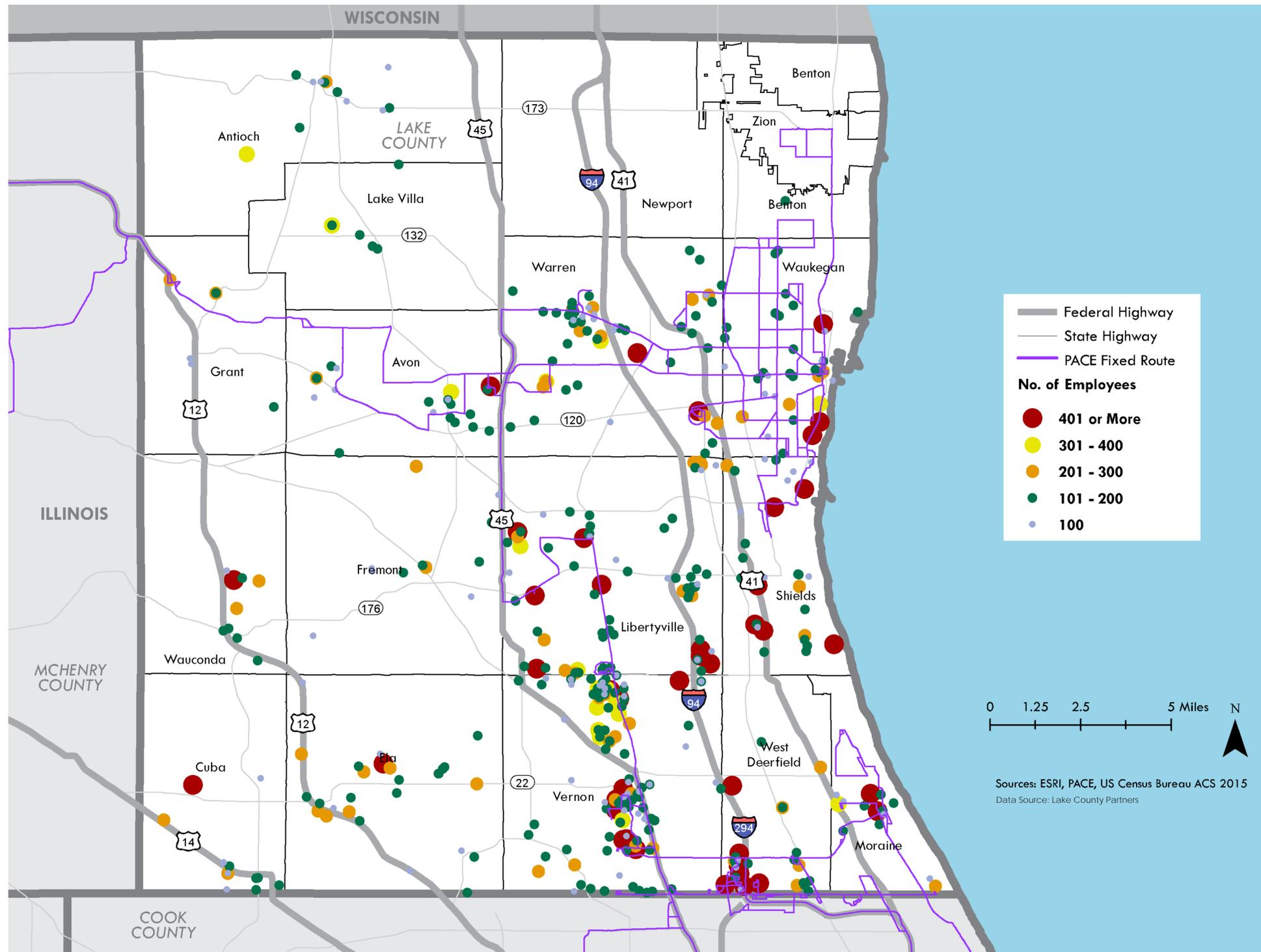
Needs and gaps identified by stakeholders, transportation providers, community feedback, and review of data pertaining to existing services:

- Early morning and evening hours, especially for work and school trips
 - Example: 4:00 or 5:00 a.m. until 7:00 or 8:00 p.m.
- Commuting for second or third shift jobs requires service until midnight
- Weekend service
- Better connections for regional trips
 - Between Lake County townships and between Lake County and other counties
 - Connections to employment areas
- More general public service
- Identifying transportation options
- Aspire to decrease travel time and increase on-time performance of Pace paratransit if possible
- Fares are perceived as high for some riders
- Sustainable and equitable sharing of cost of services

TRANSIT PROPENSITY INDEX MAP



MAJOR EMPLOYERS IN LAKE COUNTY



PARATRANSIT MARKET STUDY FOR THE LAKE COUNTY REGION

Station Three: Potential Strategies to Enhance Mobility

POTENTIAL PARTNERS TO ENHANCE MOBILITY IN LAKE COUNTY

- Lake County
- Ride Lake County Committees
- Pace
- Metra
- Regional Transportation Authority (RTA)
- Transportation Management Association of Lake-Cook (TMA)
- Lake County Partners
- Lake County Center for Independent Living
- Barrington Area Council on Aging
- Townships
- Municipalities
- Catholic Charities
- ElderCARE
- All public, nonprofit, private transportation providers
- Chicago Metropolitan Agency for Planning (CMAP)
- Representatives from:
 - Healthcare/medical industry
 - Veterans/military communities
 - Higher education
 - Workforce and major employers

RECOMMENDATIONS APPROACH

Research and Analysis

The recommended implementations are based upon research conducted throughout the planning process. Key research elements included:

- Public and stakeholder input
- Existing and potential transportation resources in each community and throughout the region
- Objective transit demand research on demographic and socio-economic data and industry performance standards in Lake County
- Recommendations were based on the following evaluation criteria:
 - Community benefits
 - Economic benefits
 - Cost
 - Transportation benefits
 - Addressing gaps
 - Years to implementation

Implementation Considerations

- Some recommended strategies may be implemented within current funding levels
- Most strategies require additional funding
- New administrative procedures are required
- “Champions” should be identified to help foster strategy implementation

RECOMMENDED STRATEGIES

Short-Term (1-3 Years*)

- Create a working group and dissolve LCCTSC
- Vanpool First Mile/Last Mile Access to Transit
- Mobility Management
- Expand Ride Lake County into Vernon Hills and Vernon Township
- TNC/Taxi Pilot Program in Vernon Township
- Late Night Employment Transportation
- Countywide Marketing Plan
- TNC First Mile/Last Mile Services
- TNC Paratransit Services, including expansion

Medium-Term (4-6 years*)

- Late Night Employment Pilot—Countywide
- Expand Ride Lake County Paratransit Service into:
 - Waukegan Township
 - City of Lake Forest
 - City of North Chicago
- Centralized Transportation Information
- Expand Lake County Central into Warren Township
- Coordinate Ride Lake County Central and West to expand services into Southwestern Lake County
- Deviated Routes operated by Pace

Long-Term (7-10 years*)

- Expand Ride Lake County paratransit services county-wide
- Enhanced call-n-ride services for Round Lake and Vernon Hills / Mundelein

* Potential years to implementation



PARATRANSIT MARKET STUDY FOR THE LAKE COUNTY REGION

Station Four: Next Steps

NEXT STEPS



Reporting out to stakeholders on study findings



Reporting out to the Project Advisory Committee (PAC) on study findings



Review draft final report



Finalize report

