

CHAPTER II

Community Input

INTRODUCTION

This chapter provides the analysis of data collected through a survey of residents in the Village of Addison. Surveys were distributed by agencies, both in paper and electronic formats. A total of 622 responses were received from the residents. If a respondent did not answer, the response was reported in the “no answer” category. The purpose of the survey was to gather input from residents about the proposed local circulator bus service that would take passengers to destinations within the community.

SURVEY METHODOLOGY

Information is provided about household characteristics, trip characteristics, travel patterns, and service characteristics that would influence the use of the proposed local circulator service. A draft survey instrument was prepared and submitted to the DuPage Mayors and Managers Conference for review and comment. The survey instrument was provided in English and is included in Appendix A. The survey instrument included questions regarding the household and provided space for responses from up to four members of the household.

These survey efforts from the neighborhood—along with the focus group—were focused on the target population segments to identify the service that best meets the needs of the community. Responses were entered into a database, and an analysis was performed in a spreadsheet program. In addition to the individual responses, several of the questions were open-ended and those responses are included in Appendix B. The responses are summarized in the following sections.

HOUSEHOLD CHARACTERISTICS

There were a number of questions asked to determine the household characteristics of each respondent. This includes information on the household size, vehicle availability in a household, number of people employed in a household, number of people in a household with a health condition or a disability that limits their travel, and employment status. These characteristics help to determine the household characteristics and market segments of respondents in the Village of Addison.

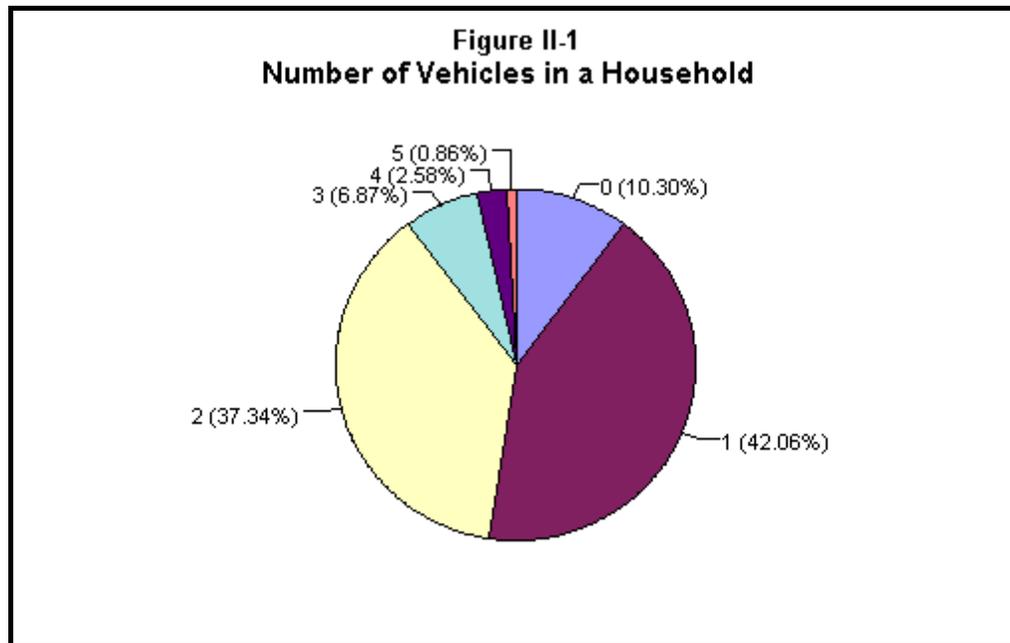
Household Size

Respondents were asked the number of people that live in their household. A four-person household was the average household size of the respondent. Responses ranged from one to ten people in a household. A four-person household was the most frequent response.

Respondents were also asked the number of people under 16 years of age and over 60 years of age in their household. Approximately 60 percent of respondents indicated having household members less than 16 years of age and approximately 33 percent of respondents indicated having household members 60 years and older.

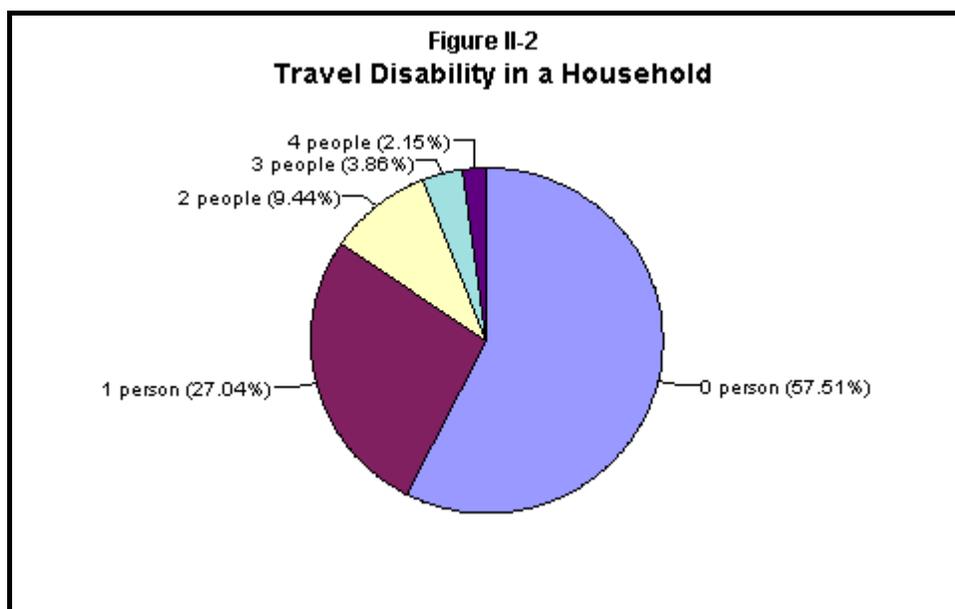
Vehicle Availability in a Household

Residents were asked the number of vehicles available in their household. Responses are shown in Figure II-1. As illustrated, a small portion of respondents (10 percent) live in households with no vehicles. Single-vehicle households was the most common response, with 42 percent of the respondents indicating one vehicle available in their household. Another 37 percent live in households with two vehicles available.



Travel Disability in a Household

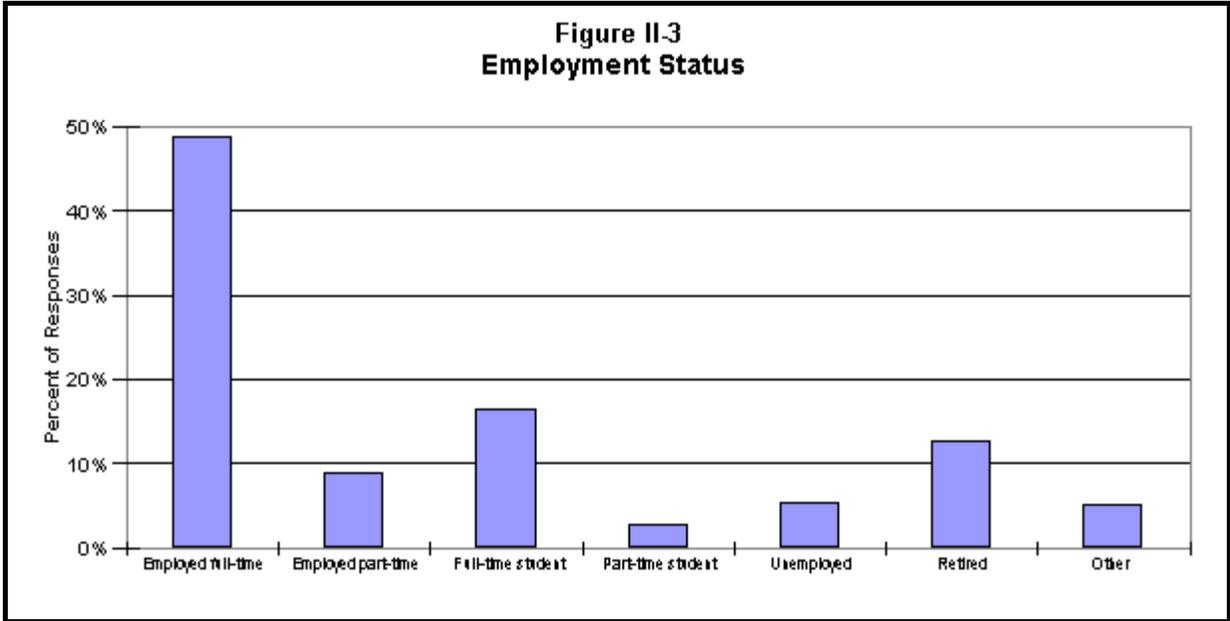
Respondents were asked to indicate the number of people in their household that had a health condition or a disability which limited their ability to drive. Figure II-2 illustrates that approximately 42 percent of respondents indicated having a household member with a health condition or a disability that restricted them from driving.



Employment Status

Respondents were asked the number of people in their household that were employed outside the home. Approximately 76 percent of the total respondents indicated that household members were employed outside home. An average of two people per household were employed outside the home. The number of employed persons per household was up to five persons per household. Two employed persons per household who worked outside the home was the most frequent response.

Respondents were also asked to indicate their employment status from a list of options and were allowed to select multiple responses. As shown in Figure II-3, approximately 58 percent of respondents indicated being employed (which includes 49 percent employed full-time and nine percent employed part-time) reflecting the potential commuter market segment within the Village of Addison. Five percent of respondents indicated being unemployed. Approximately 19 percent of respondents were either full-time or part-time students. Five percent of respondents were either full-time or part-time students.



TRAVEL PATTERNS

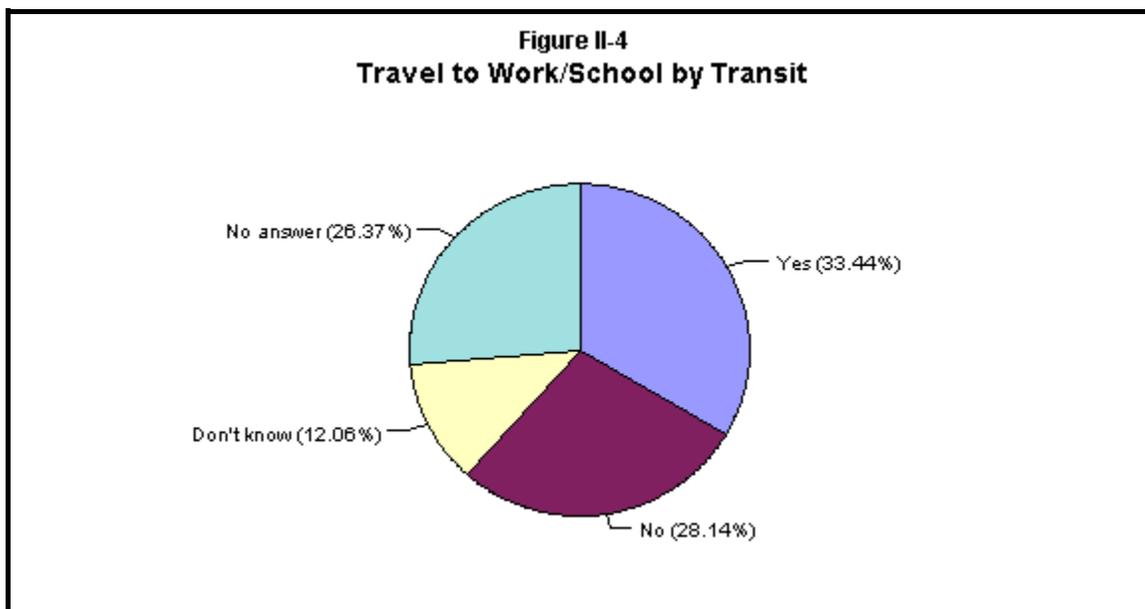
The survey asked respondents to indicate their zip code of work or school so that travel patterns might be assessed. Since Addison is made up of one zip code

(60101), all trips originated from that zip code. The zip codes of work or school are presented in Appendix C. As shown, nine percent of respondents live and work within the same zip code (60101), whereas one percent of respondents each work in the zip codes of 60148 (Lombard), 60131 (Franklin Park), and 60181 (Villa Park).

The survey asked residents to provide information about their trip characteristics such as the likelihood of using public transit, vehicle availability, and mode of transportation on their trip to work or school. The following analysis provides insight on the current trip characteristics of Addison residents.

Likelihood of Using Public Transit

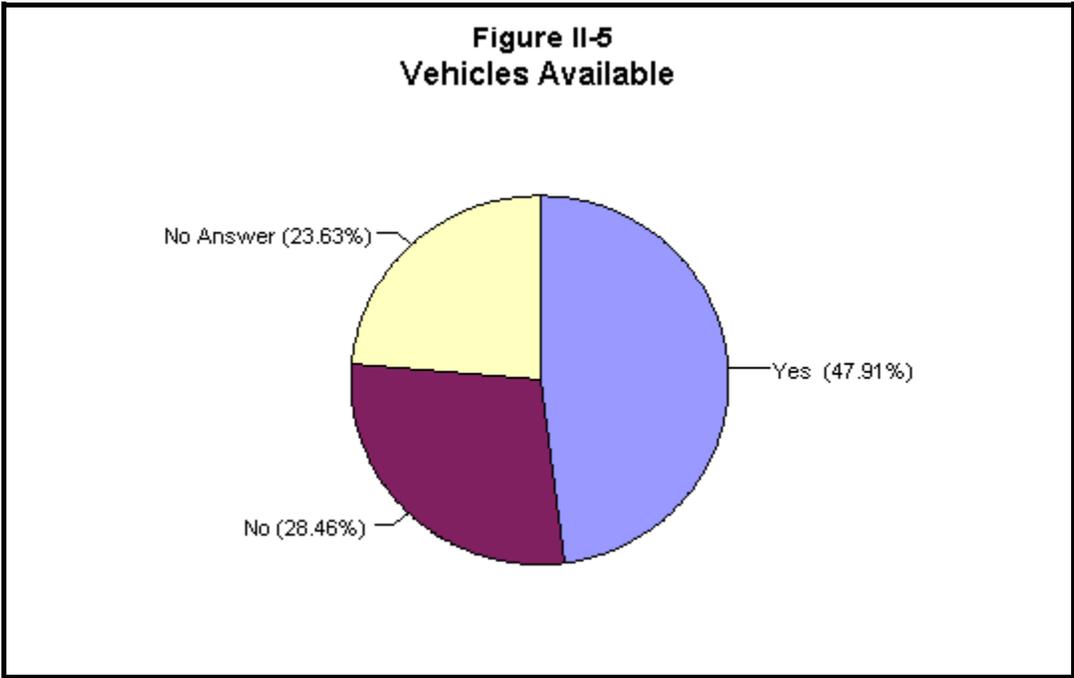
Respondents who are employed or are students were asked to indicate whether they could travel by public transit to the location of work or school to which they reported most days. Figure II-4 shows the results. Approximately 34 percent of respondents indicated that they could travel to their place of employment or school using public transit, while 28 percent of respondents indicated they could not use public transit to travel to this location.



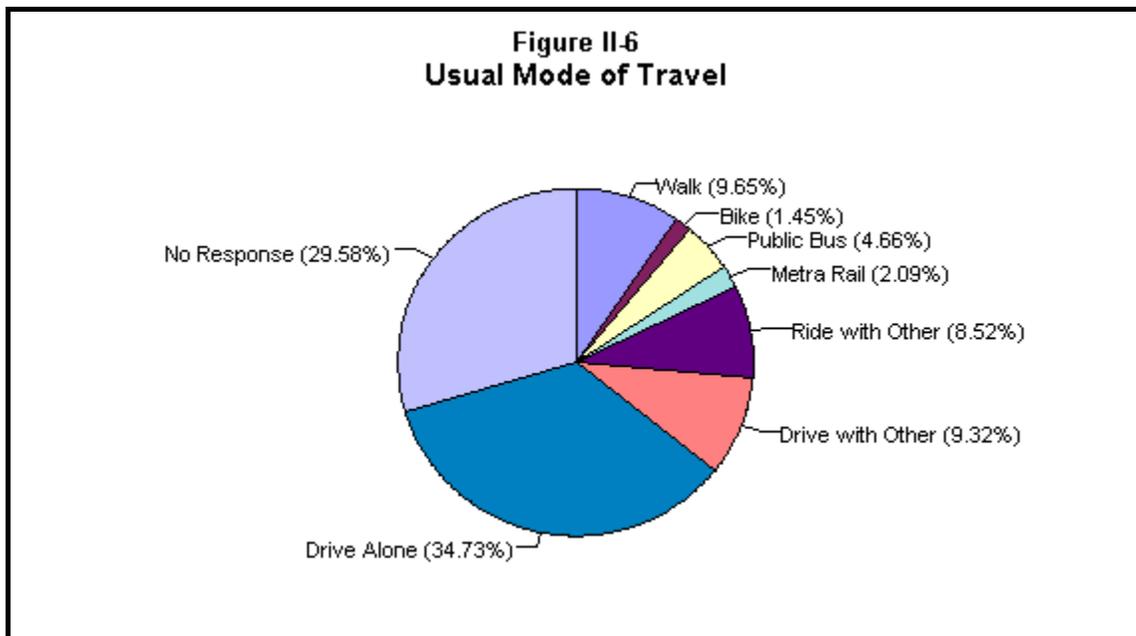
Vehicle Availability and Mode of Travel

Lack of a private vehicle influences people to use public transportation. This comparison provides an indication of the number of *potential choice riders* compared to those who are *transit-dependent*. Potential choice riders refer to those respondents that have a vehicle available to drive to work or school but may choose to use transit.

Figure II-5 shows the proportion of respondents who have a vehicle available to drive to work or school. Approximately 28 percent of respondents do not have a vehicle available indicating the transit-dependent population.



Respondents were asked to indicate their usual mode of travel to work or school. As shown in Figure II-6, approximately 35 percent of respondents drove alone. This was followed by 18 percent of respondents who carpool by either riding or driving with others to work or school and 10 percent of respondents who reported walking to work. There is a small percentage (seven percent) of respondents who use public transportation such as the public bus or the Metra rail to work/school.



Potential Public Transit Riders

To determine potential riders who would use public transit to work or school, a multi-step analysis was done. Respondents were first asked if they could use public transit between their home and school/work—208 out of the 622 respondents responded in the affirmative. The respondents were then asked if they needed a car while at work. Out of the 208 respondents who indicated that they could use public transit, 94 responded that they would not need a car while at work. The next question asked respondents if they dropped off or picked up children at school or daycare while traveling to/from work or school. Based on the responses, about 55 out of the total 622 respondents were determined to be potential riders who could use public transit to work or school. This indicates that approximately nine percent of the total respondents could do without their cars while at work and on their trip after work or school, reflecting potential riders who could use public transit and the local circulator bus service to work.

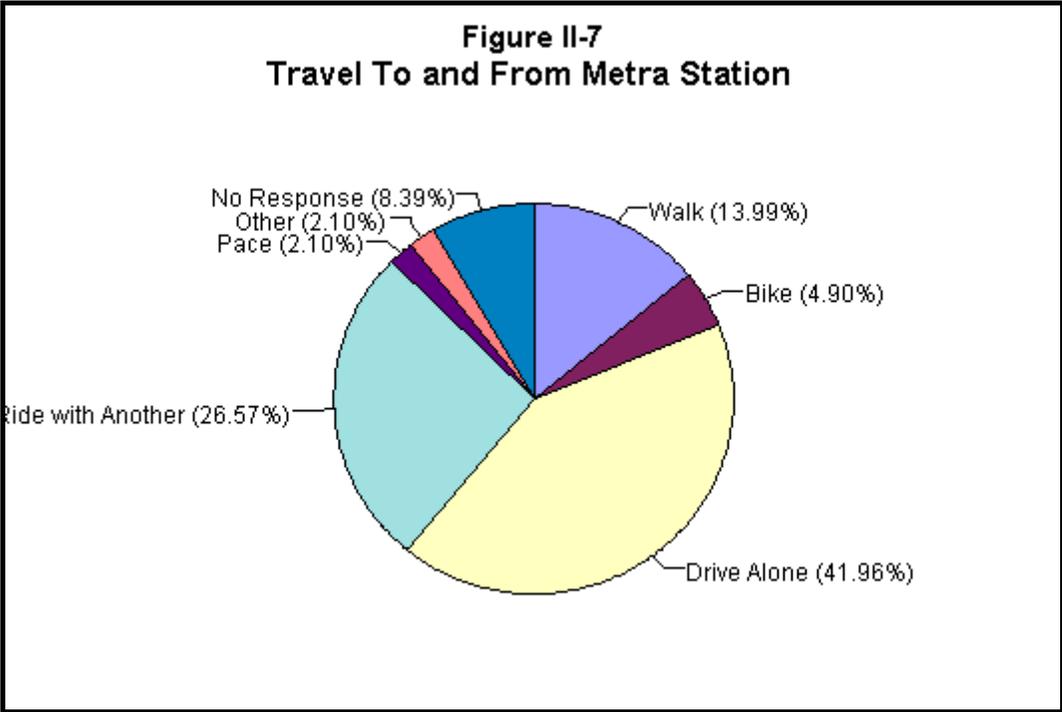
Metra Riders

Respondents were asked to indicate which station they used most often if they used Metra rail to get to work or school. Appendix B presents the responses. The

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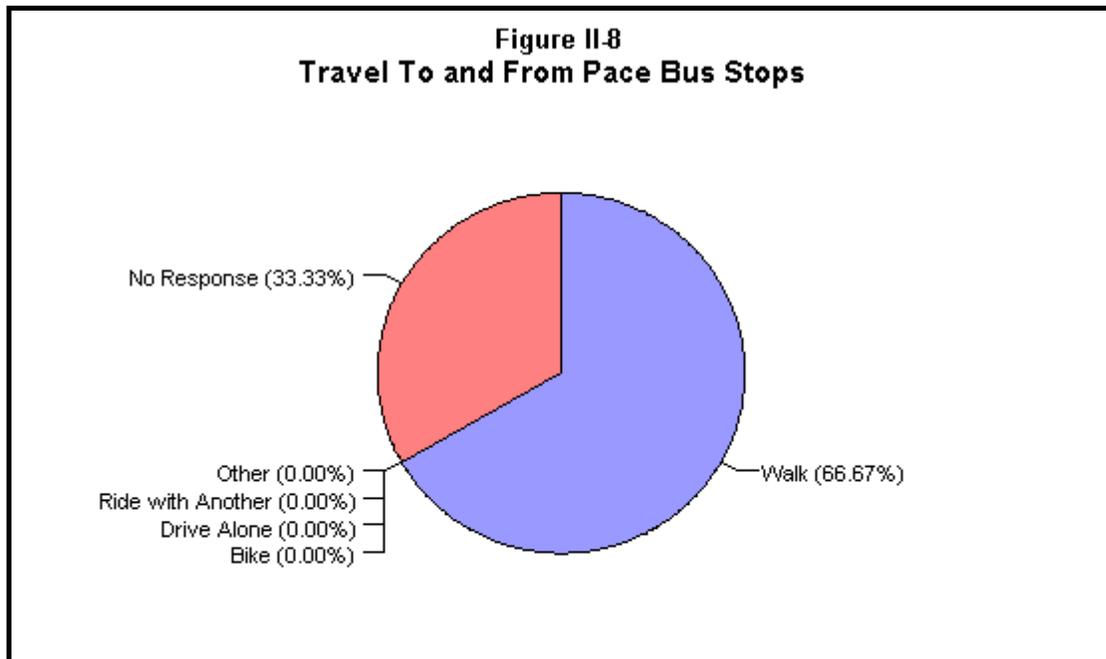
highest used stations reported were Villa Park (31 responses), Wood Dale (29 responses), and Lombard (21 responses).

Metra passengers were also asked their mode of travel to and from the Metra station. Figure II-7 shows the responses. Approximately 42 percent of passengers reported driving alone, followed by 27 percent who share a ride and 14 percent who walk. A small percentage (two percent) of Metra passengers traveled to and from the station using Pace routes. Respondents were also asked to indicate the Pace route numbers or names that they used. The only Pace route reported by Metra riders was Pace route “Halstate” to get to and from the station.



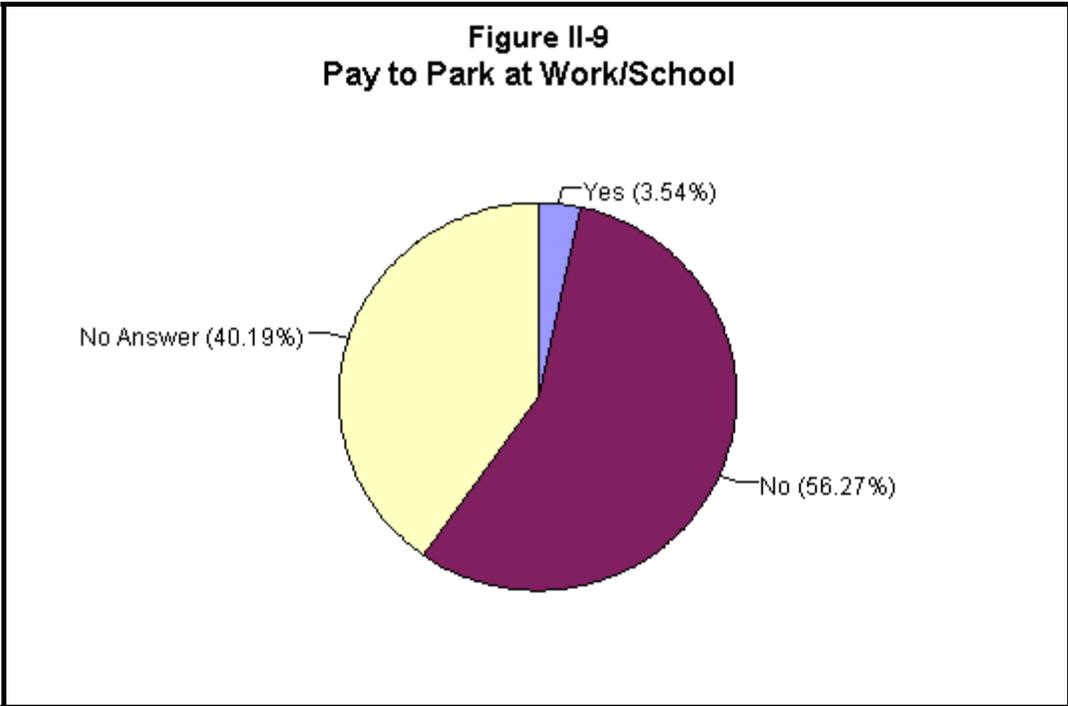
Travel To and From Pace Routes

Metra and Pace riders were then asked how they traveled to and from the Pace bus stops. As shown in Figure II-8, a majority (67 percent) of Metra rail and Pace bus riders walked to the Pace bus stop.



Pay to Park at Work/School

Realizing that there may be commuters or students who use a particular mode of transportation depending on whether there was a cost to park at work or school, respondents were asked whether that they had to pay to park at work or school and the amount paid per day. Figure II-9 shows the responses. The majority of the respondents (56 percent) indicated that they did not have to pay to park at work or school, while a small percent of respondents (four percent) had to pay to park. The amounts paid per day by respondents are also presented in Appendix B. The amounts varied from \$0.75 to \$25 per day. The average daily payment to park at work or school was \$11. One of the respondents indicated that they used a metered parking space.



Travel Time

Respondents were asked how long it took to travel from home to work or school. The average travel time from home to work was approximately 22 minutes, ranging from one minute to two hours. The most frequent travel time from home to work or school reported by respondents was 10 minutes.

Places in Addison That You Travel To/From

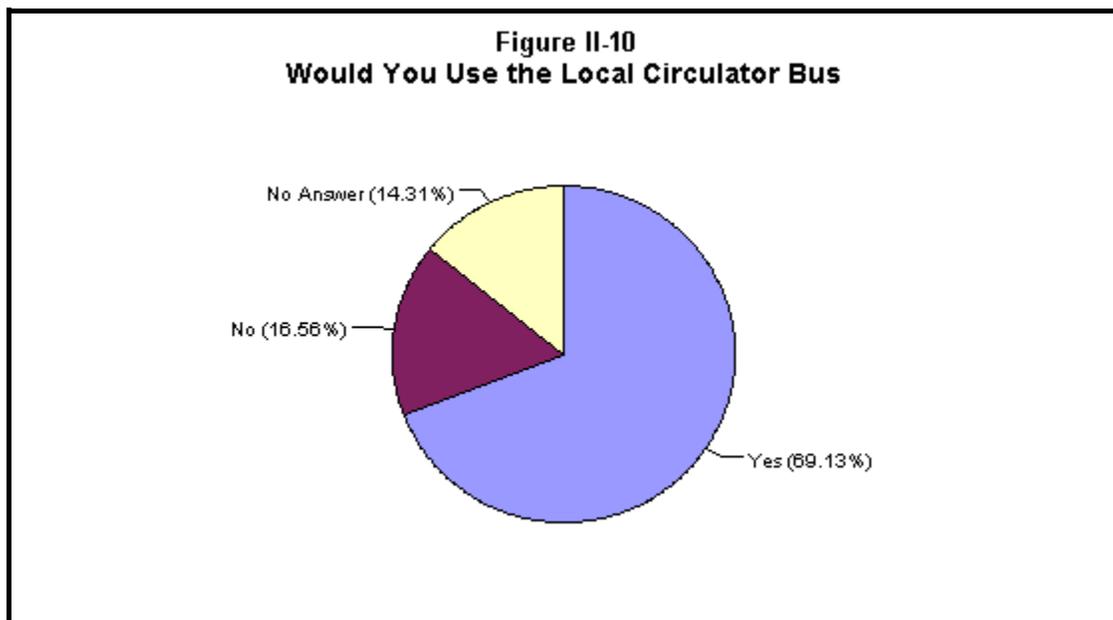
In order to get a better idea of the places that the Addison local circulator bus should serve, respondents were asked to provide the name of those places within the community that they travel to and from once a week or more often. Appendix B shows the responses. The Green Meadows Shopping Center, Marcus Cinema, Green Meadow, Caputo’s, Library, and the Green Meadows Community Park were some of the places that Addison residents currently travel to and from.

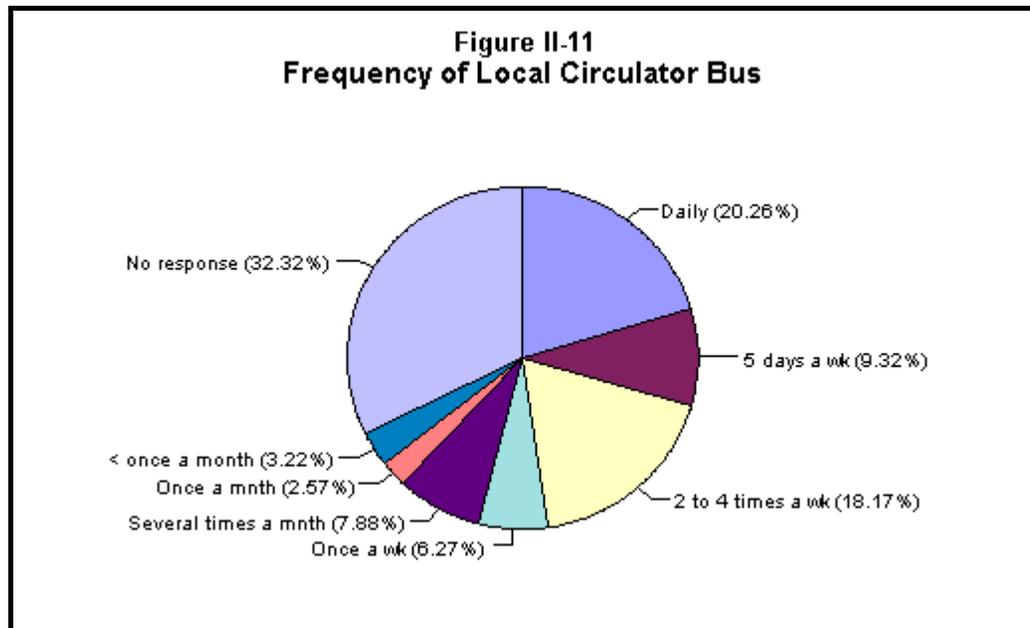
Likelihood of Using the Local Circulator Bus

To determine the likelihood that residents would use local circulator bus service, several questions were asked of respondents.

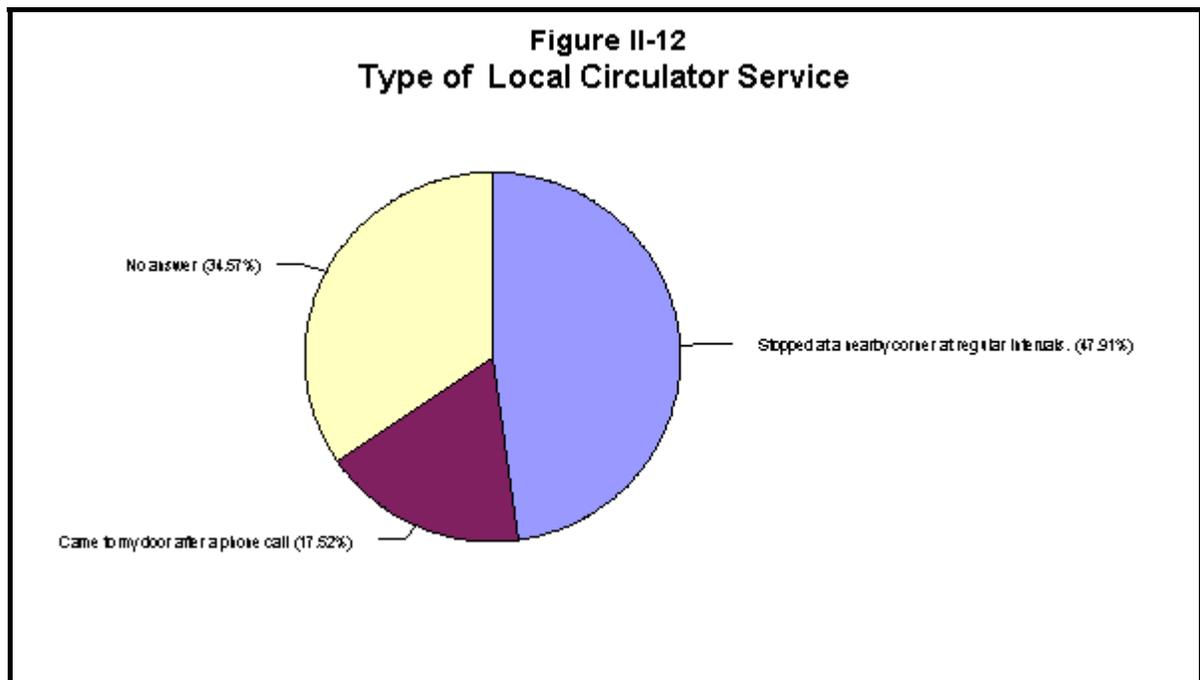
Usage of Bus Service

Respondents were asked if they would use the local circulator bus service if it was available. Figure II-10 shows that a majority of respondents (69 percent) indicated they would use such a service. Additionally, respondents were asked how often they would use such a service. Figure II-11 shows those responses. The highest responses (29 percent) were from those who indicated that they would use service at least five days a week. Twenty-four (24) percent indicated using the service once a week to four times weekly. A small percentage (six percent) of respondents would use the service infrequently ranging from less than once a month to several times a month.





Respondents were asked questions about the type of service that they would prefer. The results are shown in Figure II-12. The highest response (48 percent) about the type of preferred service was one that stopped at a nearby corner at regular intervals.

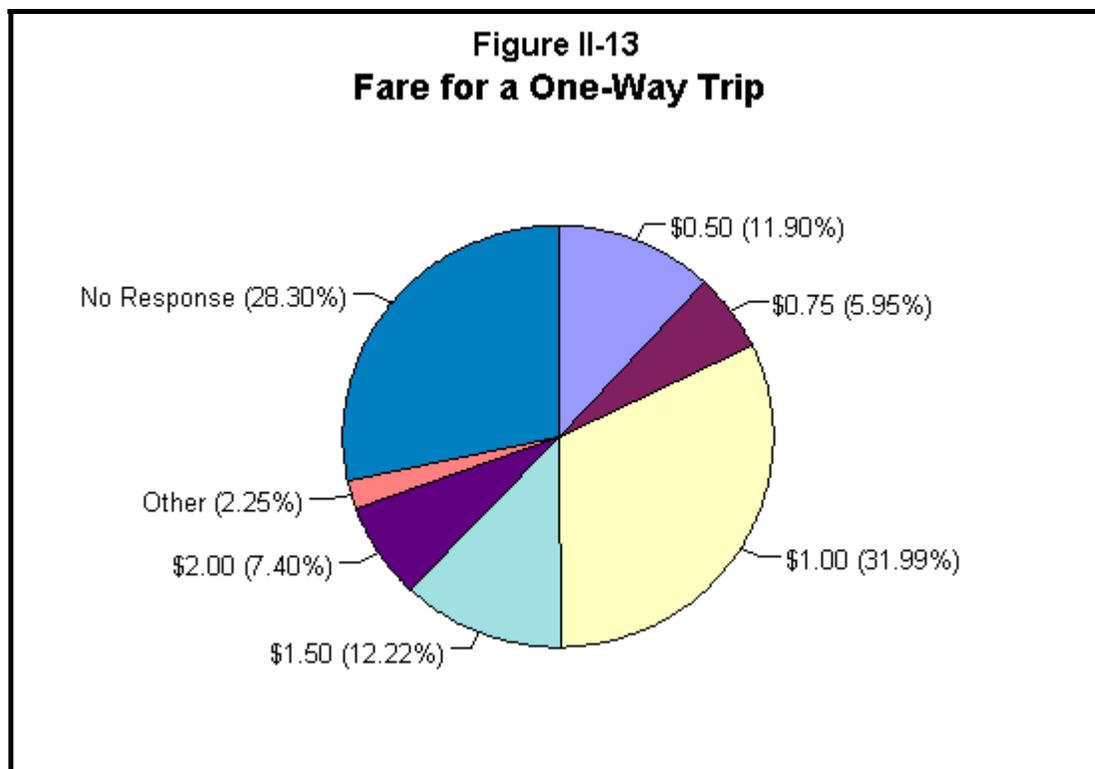


Number of Blocks/Minutes To or From a Bus Stop

Respondents were asked the number of blocks or the number of minutes to and from a bus stop. The average number of blocks a respondent was willing to walk was two blocks (or seven minutes) up to eight blocks (or up to 35 minutes). Two blocks or five minutes was the most frequent response of the respondents.

One-Way Fare

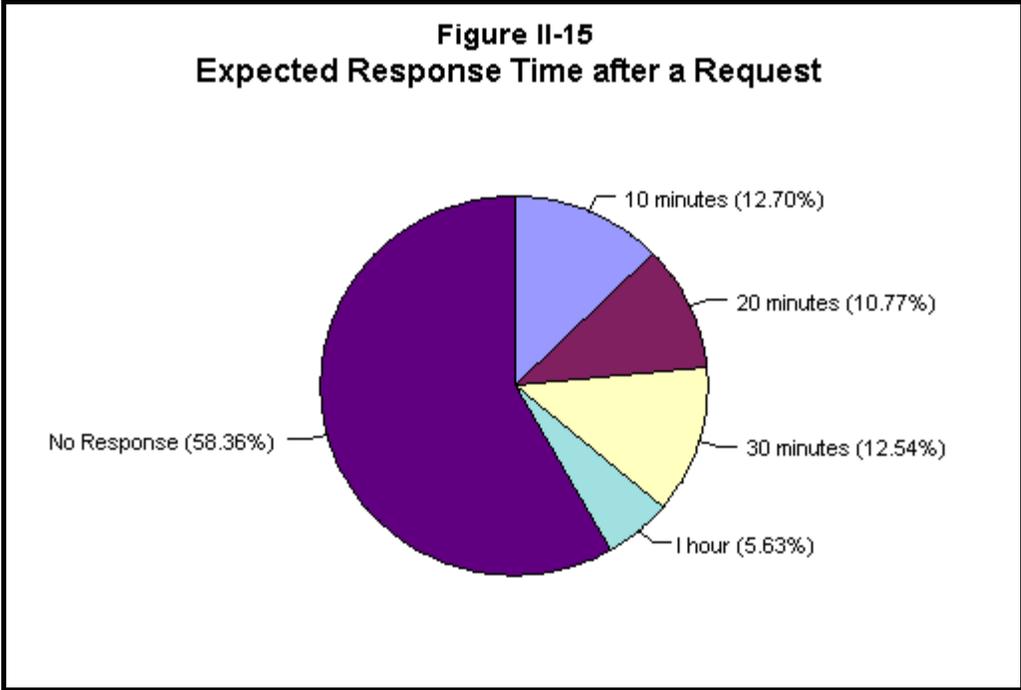
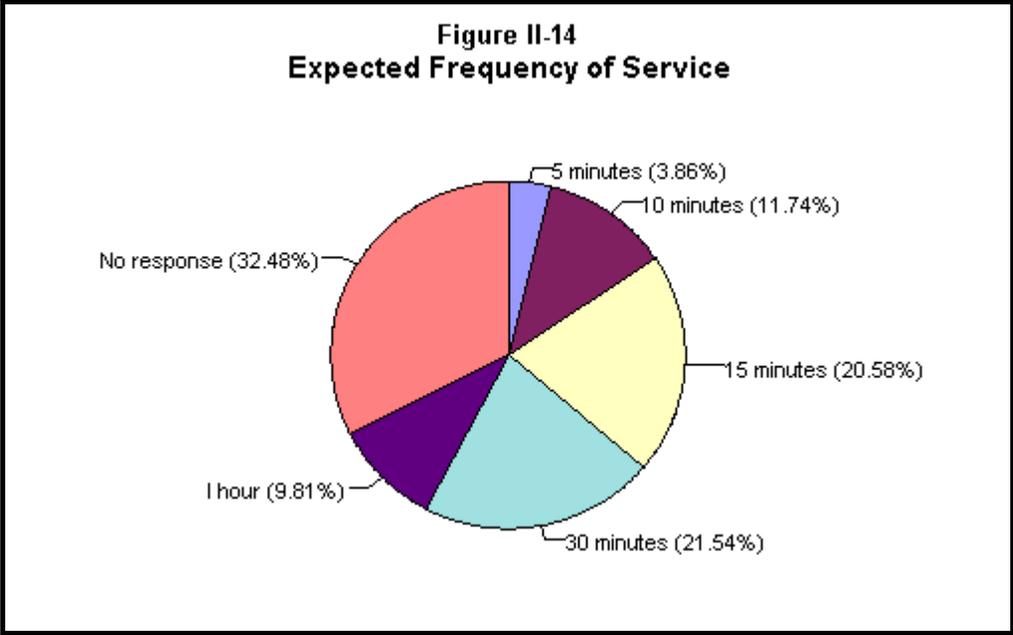
Respondents were also asked what was the most they would be willing to pay for a one-way trip. Figure II-13 shows the responses. The highest response (32 percent) about the fare for a one-way trip was \$1.00, followed by 12 percent of respondents who were willing to pay \$0.50 and another 12 percent who were willing to pay \$1.50.



Frequency and Response Time

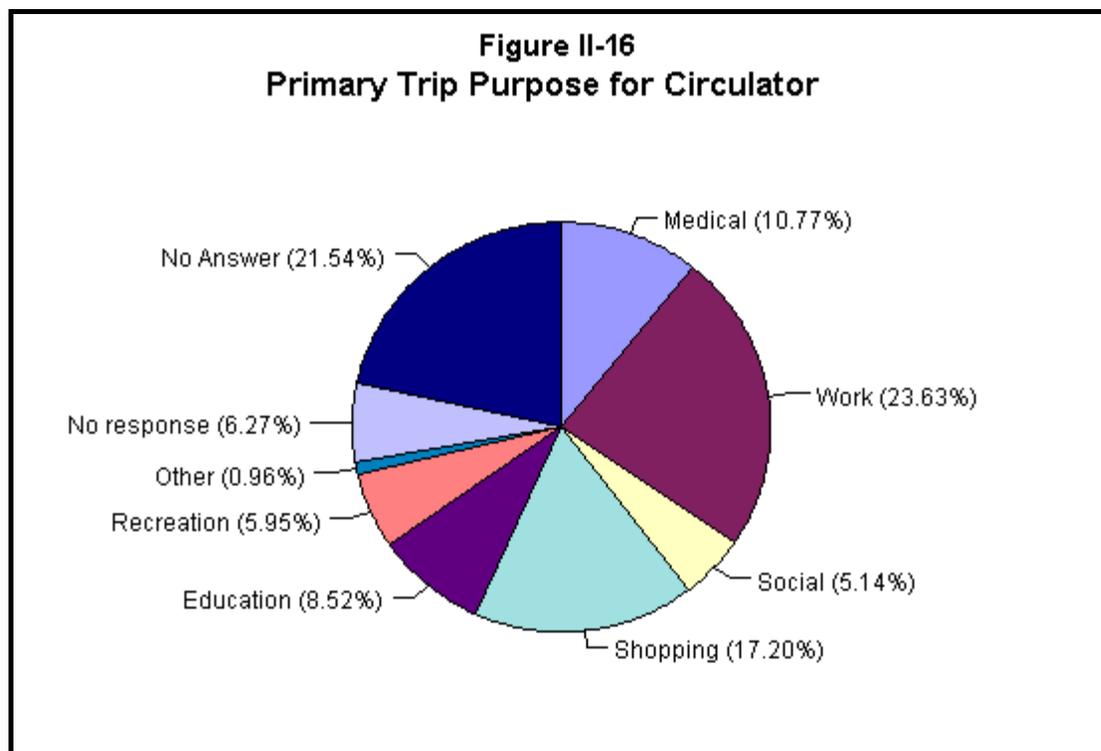
Respondents were also asked other preferences such as the frequency of the local circulator bus service at the bus stop and the response time after a phone request was made. Figures II-14 and II-15 provide those responses. As shown in Figure

II-14, the highest response (42 percent) about expected frequency at the bus stop was 15 to 30 minutes. Figure II-15 shows that 10 to 30 minutes was the highest response (32 percent) for the expected response time after a phone request to schedule a trip is made.



Primary Trip Purpose

Respondents were asked to indicate the primary purpose for using the local circulator service. Primary trip purposes for the local circulator service are shown in Figure II-16. The primary trip purpose (24 percent) was to and from work. The second most common trip purpose (17 percent) was for shopping. The third most common trip purpose reported was for medical purposes (11 percent). Social, recreational, and school trips were ranked low by respondents.



Temporal Need

To determine the hours and days of service, respondents were asked to indicate specific days and times during the day they would need the local circulator service. Respondents were allowed to select multiple responses. Tables II-1 and II-2 provide those responses. As shown in Table II-1, Monday through Friday are evenly represented for needed days of service, while the need for service on weekends (especially Sundays) was lower. In terms of specific times during the day, standard commute times dominate the proportion of needed times as shown in Table II-2. Specifically, 16 percent of the respondents need service during the 6:00

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a.m. to 8:00 a.m. commute time and 36 percent need the service between 2:00 p.m. to 6:00 p.m. The lowest need for transportation was between 8:00 a.m. and 10:00 a.m. and between 10:00 p.m. and 6:00 a.m.

Table II-1 Days of Transportation for Local Circulator		
Days of the Week	Number	Percent
Monday	347	16%
Tuesday	337	15%
Wednesday	346	16%
Thursday	344	16%
Friday	371	17%
Saturday	254	12%
Sunday	185	8%
<i>Source: Addison Neighborhood Survey, 2007.</i>		

Table II-2 Hours of Service for Local Circulator		
Hours	Number	Percent of Responses
6:00 to 8:00 a.m.	173	16%
8:00 to 10:00 a.m.	0	0%
10:00 a.m. to noon	134	12%
Noon to 2:00 p.m.	117	11%
2:00 to 4:00 p.m.	181	16%
4:00 to 6:00 p.m.	210	19%
6:00 to 8:00 p.m.	158	14%
8:00 to 10:00 p.m.	80	7%
Between 10:00 p.m. and 6:00 a.m.	47	4%
<i>Source: Addison Neighborhood Survey, 2007.</i>		

ADDISON SERVICE PLANNING FOCUS GROUP

The Addison Focus Group was held April 18, 2007 at the Addison Village Hall. Six people participated in the focus group, with one participant providing information from two other Addison residents who were unable to attend. All were knowledgeable of the current transit services available in Addison, with one being a frequent user of the local Dial-a-Ride service. Listed below is a summary of the information gathered through the focus group.

- Employees at Alexian Brothers facility in Addison live mostly outside of Addison.

- The dial-a-ride services for Addison generally are full and difficult to get a reservation to use. The service also requires a round-trip reservation.
- The proposed route should serve Mill Road between Lake Street and Army Trail Boulevard.
- At the west end, the route should go to Wal-Mart and the recreation center.
- Service should be provided to College Boulevard and DeVry Institute.
- Service should be provided to a Metra station.
- The service should operate Monday through Friday from 7:00 a.m. to 8:00 p.m. with limited weekend service and at least hourly service.
- Participants preferred a vehicle that was accessible, looks like a bus rather than a dial-a-ride van, is very visible with large windows, is a low-floor design with forward-facing seats, and can seat between 25 to 30 passengers.