

DUPAGE COUNTY

# Mobility Plan



## Mobility Framework Plan

December 2023

# ACKNOWLEDGMENTS

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**DuPage County expresses its deepest thanks to the Regional Transportation Authority (RTA) for their support of this project through the Corridor Planning Grant.**

# A MESSAGE FROM DUPAGE COUNTY CHAIR DEBORAH CONROY



As I begin my second year as the Chair of the DuPage County Board, I have gained a better understanding of the challenges the County and the region face in the years ahead. One of the major services that struggled during and after the pandemic is transit. Transit drives our economy. It is in everyone's interest to have a safe, reliable, accessible, and efficient transit system. In recognition of this, the region, including every transit agency and governing body, has spent two years evaluating how to improve, sustain and innovate public transit.

DuPage County has been a leader, participating in Chicago Metropolitan Agency for Planning's (CMAP) **Plan of Action for Regional Transit** and the Regional Transportation Authority's (RTA) **Transit is the Answer** Strategic Plan. DuPage County's **Mobility Framework** builds upon that leadership role in laying the foundation for the County, its communities and the entities that provide mobility services working toward recognizable and achievable common goals. This framework is not a traditional transit plan and is not a capital plan. We leave capital programming, operations, and governance to the respective agencies.

The Mobility Framework recognizes the social, demographic, and economic changes that have occurred. The Framework sets out eight themes for the County and its partner agencies to focus on. Above all, it is important that we act together, quickly, to innovate in the transportation services sector and collaborate in a more effective and frequent way to deliver meaningful change. It is important to our current and future residents that we move beyond the status quo city-suburban model of fixed route transit to a vision that includes flexible transportation styles that reflect

the evolving needs about our most vulnerable populations: seniors, disabled residents, students, economically-disadvantaged and essential workers. Moreover, the public has spoken very clearly that future mobility must include non-motorized transportation connectivity to complement and augment bus and rail systems.

DuPage County will continue to become more urban and, because of the strength of its economy, will continue to be the employment hub of the suburbs. Hundreds of thousands of workers cross the county line to work in DuPage, Will, suburban Cook, Kane, and Lake counties each day with few transportation alternatives besides a personal vehicle. Despite having many businesses whose employees can telework, the industrial, warehousing and distribution economy has exploded. Workers in this sector are unable to telework and have virtually no reasonable transit alternative to get to work. The County and its economic and workforce development partners must strengthen our relationship with the private sector to promote mobility alternatives for a sustainable economy.

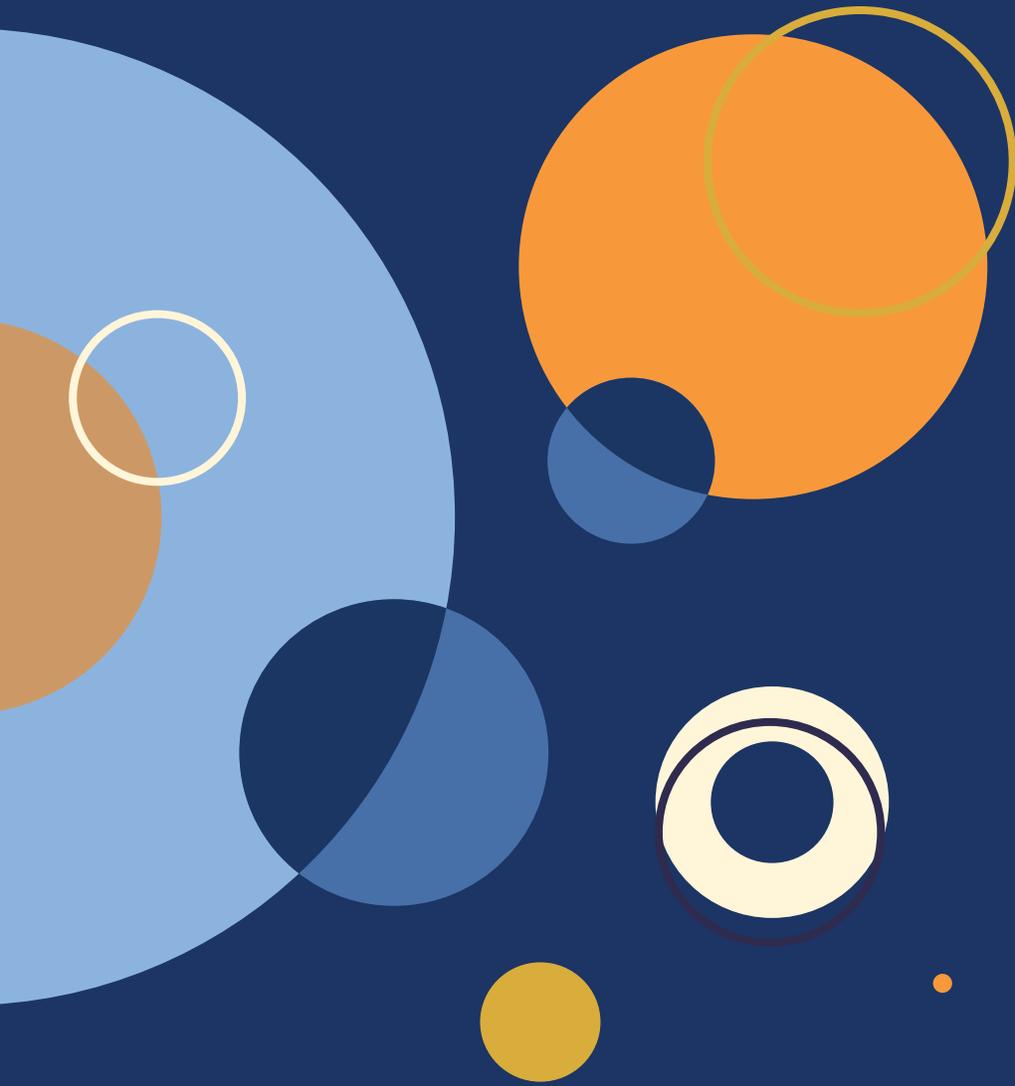
This framework sets the stage for a deliberate and serious exchange of ideas and a re-imagining of transportation and mobility in DuPage County and its surrounding areas. We invite your feedback and engagement in this important conversation.

# GLOSSARY OF TERMS

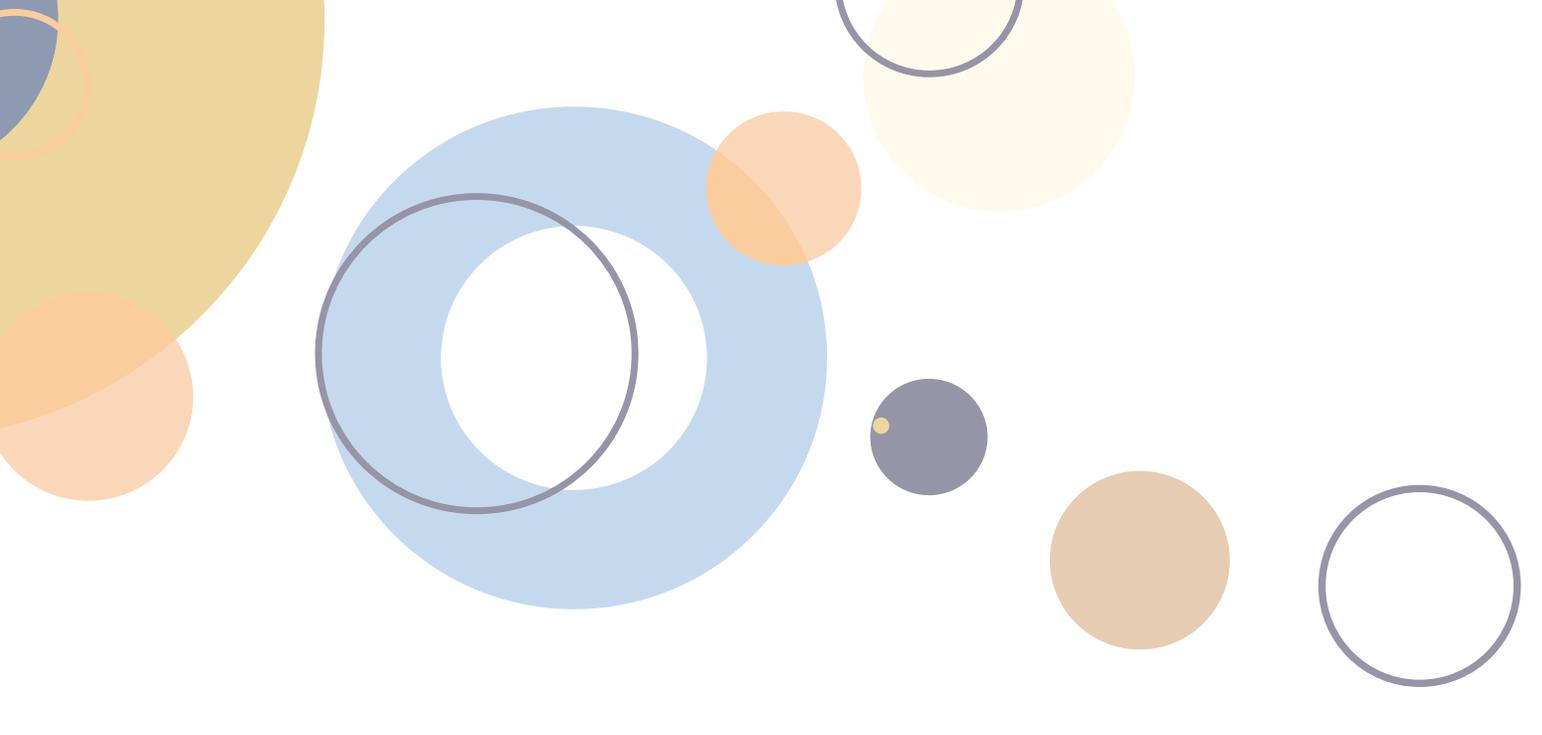
<b>CMAP</b>	The Chicago Metropolitan Agency for Planning
<b>CNT</b>	Center for Neighborhood Technology
<b>COG</b>	Council of Government organizations (such as DuPage Mayors and Managers Conference)
<b>CTA</b>	Chicago Transit Authority
<b>Demand Response Service</b>	A range of mobility services using buses or smaller vehicles that are scheduled by the passenger. Such services may include Pace On Demand, Call N Ride, Dial a Ride, Ride DuPage, or ADA paratransit.
<b>DMMC</b>	DuPage Mayors and Managers Conference
<b>DuDOT</b>	DuPage County Division of Transportation
<b>EV</b>	Electric Vehicles and electric vehicle charging infrastructure
<b>IDOT</b>	Illinois Department of Transportation
<b>ISTHA</b>	Illinois State Toll Highway Authority
<b>METRA</b>	Commuter Rail Division of the RTA
<b>Micro-Mobility</b>	A range of transportation services intended for personal transport such as ebikes, scooters, and other flexible modes of travel
<b>MPC</b>	Metropolitan Planning Council
<b>MPO</b>	Metropolitan Planning Organization (see CMAP)
<b>Pace</b>	The suburban bus and paratransit service agency
<b>Protected Bikeway</b>	A travel facility for bicycles that is separated from vehicle traffic by a curb, bollard, or other barrier
<b>Ride DuPage</b>	A dial a ride service operating in communities across DuPage County
<b>RTA</b>	Regional Transportation Authority. The oversight organization for the transit service agencies (Pace, Metra, CTA) in the region
<b>Service Boards</b>	The Chicago region's transit operators: CTA, Metra, and Pace. In the case of this document, Service Boards refers only to Metra and Pace.
<b>TNC</b>	Transportation Network Companies. These include Lyft, Uber and other private companies that charge for pick up and delivery of customers.
<b>TOD</b>	Transit oriented development. Meaning: development of more significant density centered on a transit station or service.
<b>eTOD</b>	Transit oriented development with an equity or fair housing pricing component.
<b>Ventra</b>	The regional transit payment platform.

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# ABOUT THE FRAMEWORK



# OVERVIEW

The DuPage County Mobility Framework Plan ('The Mobility Plan') provides a coordinated, long-term vision for enhancing the DuPage County transportation network and for supporting the transportation needs of the population. The County's mobility landscape is in constant flux due to changing demographics, development patterns, economic activities regional mobility trends, and transportation service adjustments. Because of this, it is difficult to comprehensively address the needs of each of

the County's communities in a single document. Rather, the purpose of this plan is to distill the County's vision for the future, providing several foundational goals and strategies that will help DuPage County and key decisionmakers navigate an evolving mobility landscape and address obstacles or opportunities as they arise. The ideal outcome will be a reliable and affordable mobility system that benefits residents, employees, vulnerable populations, and businesses throughout the County.

# USING THE MOBILITY PLAN

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This plan should be utilized by the DuPage County Division of Transportation, DuPage County communities, and the transit agencies that operate within the County. These key decisionmakers can reference the plan and use it to inform and guide decisions, future projects, and future partnerships.

The Mobility Plan's Vision (p.38) is comprised of eight planning themes, which are focus areas that DuPage County Division of Transportation seeks to develop and progress. The Implementation Strategy (p. 92) suggests the assemblage of Working Groups that may be loosely structured around each of these planning themes.

DuPage County Division of Transportation, in partnership with Working Groups and transit agencies, can achieve the plan vision by using mobility tools collaboratively and implementing the strategies and action items that are associated with each planning theme. Plan goals serve as a measure of success and can be accomplished through the completion of strategies and action items.

# PLANNING CONTEXT

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## Regional Context

DuPage County is located directly west of Cook County and the City of Chicago. It is surrounded by several other Chicago metropolitan counties, including Cook, Lake, McHenry, Kane, Kendall, and Will. DuPage County is the second most populous county in Illinois with 932,877 residents according to the 2020 Decennial census.

The County is served by three (3) Metra rail transit lines, eighteen (16) Pace fixed route bus services and four (4) Pace On Demand services. Pace also operates paratransit services throughout the region for people with disabilities. There are also township and Pace cooperative Dial-A-Ride or RideDuPage shared ride services for seniors and disabled that supplement the Pace paratransit services. Many of these services have been in place for decades.

During the pandemic, public transit suffered severe declines in ridership across the region and across all modes. Routes and schedules contracted in response. Transit agencies experienced (and continue to experience) driver shortages and low fare box returns. Personnel shortages effect the delivery and reliability of service. Fares paid by passengers go back into the operating accounts of the transit. Lower fare recovery affects an agency's ability to provide services, to serve less accessible parts of the region, and provide services at frequencies the public demands.

Realizing the risk to transit services posed by the pandemic and recognizing that essential workers needed transit to get to work at hospitals, clinics, food industry jobs, and distribution sites, the federal government stepped in to provide financial relief to sustain transportation services in cities across the country. In Chicago, ARPA, CRSSA and CARES Act revenues provided over \$3.37 billion. Almost two-thirds of this money was allocated to Chicago Transit Authority (CTA) while Metra and Pace, serving the suburban collar counties, received a much smaller share. The expectation is that this relief funding will be exhausted by the agencies by 2026. Unfortunately, ridership is still well below pre-pandemic levels across the agencies and recovered fares will not meet needs to continue operating the system that was in place in 2019. CMAP and RTA have forewarned that a "fiscal cliff" is imminent in 2026. It has been estimated that about \$730 million in new revenue will be required to operate the system with the state mandated farebox recovery ratio<sup>1</sup>.

The RTA (Transit is the Answer) and CMAP (Plan of Action for Regional Transit, or PART) strategic planning processes began early in the pandemic with two objectives: a short-term focus on mobility recovery, and a longer-term goal of adapting the transit system to be desirable, affordable, and competitive. CMAP has been tasked by the Illinois General Assembly to produce a report no later than January 2024 recommending a path forward in terms of

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1 Illinois law presently requires that collected fares represent 50% of the systemwide operating budget.

transit funding, governance and transit network and system improvements. DuPage and peer counties in the MPA are actively participating in the regional strategic planning sessions.

It has become apparent through these planning processes that there are many opposing forces at work in the region and that it is the right time to be having serious conversations about the future of mobility.

This Mobility Framework should be viewed as DuPage County's position on short and medium-term improvements needed to the system and initiatives that should be explored that will help the county, the region and service agencies adapt in the decades to come.

*DuPage County and Surrounding Collar Counties*

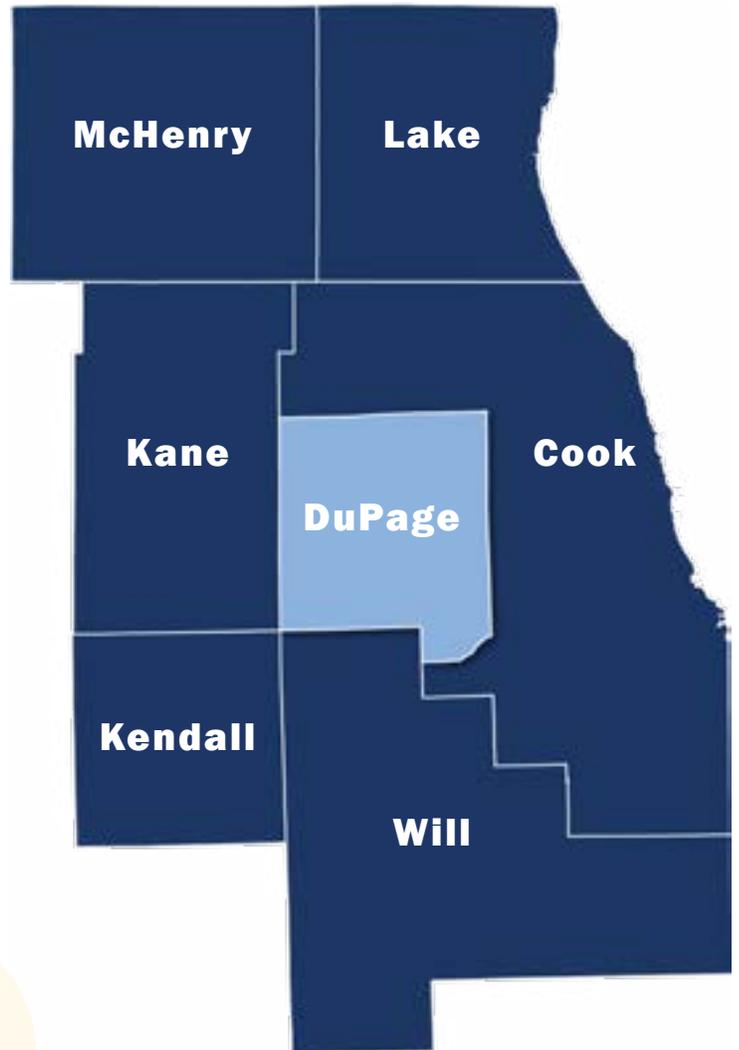
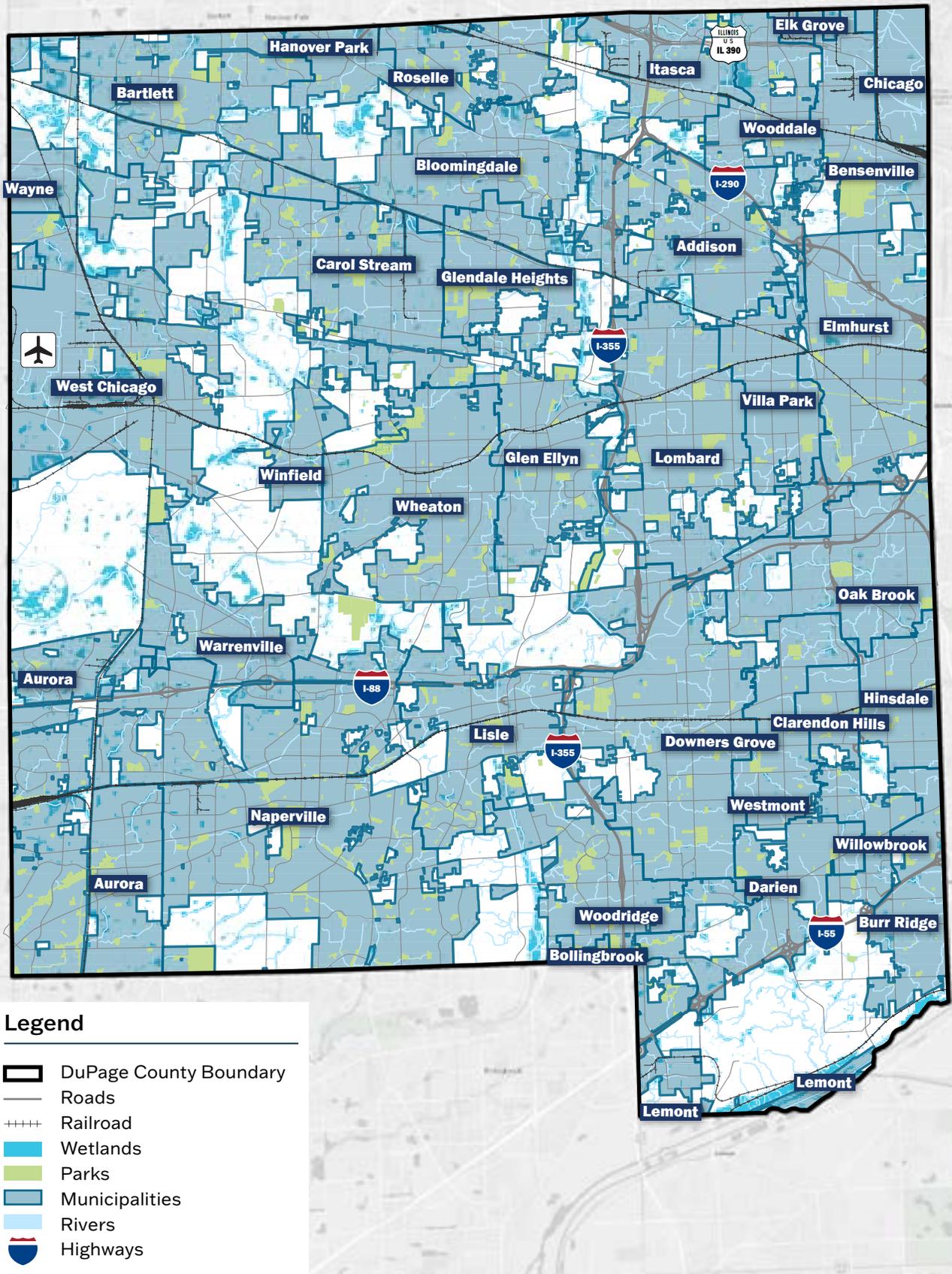


Figure 1: DuPage County Map



**Legend**

- DuPage County Boundary
- Roads
- Railroad
- Wetlands
- Parks
- Municipalities
- Rivers
- Highways

Data Source: DuPage County

## Regional Plans

This Mobility Plan is meant to fit within the context of and align with recent regional planning efforts while building upon them to address DuPage County's specific challenges and needs. There are a number of regional and DuPage County plans that inform the DuPage County Mobility Framework Plan.

### CMAP MOBILITY RECOVERY ACTION PLAN (2022)

The CMAP Mobility Recovery Action Plan seeks to reimagine the regional transportation network and prepare for post-pandemic recovery. The report identifies several key transportation trends, highlights best practices, and provides solutions and actions aimed at improving the mobility network.

The plan's primary goals include:

- Investing in a stronger, more financially secure transit system
- Enabling safe, active, and sustainable travel modes.

- Balancing the benefits and impacts of e-commerce and other freight activity

The DuPage County Mobility Framework aligns most with proposed solutions and actions related to investment in transit, as well as safe and active travel modes. Notable action items which have informed Mobility Plan strategies include:

- Integrate regional fare and transfer structures across transit providers
- Improve integration between transit and complementary modes
- Implement subsidized fares for travelers with limited incomes
- Promote the development of complete and safe streets
- Build networks of bike lanes, sidewalks, and paths that can connect seamlessly to key destinations in region
- Pursue appropriate transit-oriented redevelopment of surface parking lots
- Incentivize land use and development that support transit use near existing transit nodes



## RTA TRANSIT IS THE ANSWER (2023)

RTA Transit is the Answer is the region's most recent strategic plan that supports the vision of creating "safe, reliable, accessible public transportation that connects people to opportunity, advances equity, and combats climate change".

The plan responds to the regional transportation system's budget crisis, as well as the lasting effects of the pandemic. The plan's Advocacy Areas and Action Items are organized around three core principles: Equity, Committed to Chance, and Stewardship.

The RTA Transit is the Answer Action Agenda is comprised of the following Actions:

- Make the transit system safer and more secure for everyone
- Use new funding as a catalyst to create a fully accessible transit system
- Provide more accurate, real-time travel information for riders
- Make paying for transit more seamless and more affordable
- Accelerate the transition to a near-zero emission regional transit system and prioritize communities burdened by poor air quality
- Assess the regional capital program in a new way including considerations for racial equity and mobility justice
- Adapt bus and rail service to meet the changing needs of riders

The strategies set forth in the DuPage County Mobility Framework Plan function to ensure that DuPage County's path forward aligns with the regional Action Agenda.



## METRA STRATEGIC PLAN, MY METRA OUR FUTURE (2023)

The newest Metra Strategic Plan was created to guide the agency's decision-making over a five-year period. It is informed by community feedback and seeks to position Metra to thrive in a post-pandemic environment. The plan provides objectives that are meant to achieve the agency's overall goals:

- Enhance service to grow ridership and provide mobility choices
- Ensure the Metra experience is safe, easy, and enjoyable for all customers
- Attract a diverse workforce and invest in employees
- Innovate to become more efficient and effective
- Be a socially responsible organization committed to equity and sustainability

## PACE DRIVING INNOVATION (2021)

Driving Innovation is the current Strategic Vision Plan for Pace Suburban Bus. The Plan establishes a set of Service Goals and Organization Goals which guide near-term and long-term priorities for Pace programs and policies. Service goals include maximizing accessibility, supporting equity, enhancing productivity, improving responsiveness, and prioritizing safety. Organization goals include adaptability, collaboration, diversity, environmental stewardship, fiscal solvency, and integrity. The Plan outlines 20 initiatives, which are organized into the following four groups:

- Agency Priority Initiatives
- Programs, Policies, & Frameworks
- Service & Infrastructure
- Technology & Insight

## PACE TRANSIT SUPPORTIVE GUIDELINES (2013)

The Pace Transit Supportive Guidelines focus on removing barriers to transit use by making bus transit a more viable alternative to automobiles and other forms of transit. The Guidelines recommend specific built environment interventions that function to make transit use more accessible, efficient, reliable, and convenient. Together, these interventions create a transit-supportive environment that incentivizes transit use and helps Pace operate efficiently.

According to the Guidelines, a transit supportive place is likely to have the following characteristics:

- Appropriate development intensity
- Well-connected street grid
- Comprehensive pedestrian and bicycle infrastructure

- Comfortable amenities in the public realm
- Streets designed for vehicles and pedestrians
- Mix of land uses
- Human-oriented building design
- Layered multi-modal network
- Comfortable transit facilities and amenities

This Mobility Plan is informed by the Guideline principles detailed in the Transit Supportive Guidelines. Mobility Plan Action Items, particularly those related to accessibility and land use, are meant to be implemented in accordance with the Transit Supportive Guidelines document.



## Transit Supportive Guidelines

For the Chicagoland Region  
MARCH 2013

## OTHER REGIONAL INITIATIVES

CMAP and RTA are currently collaborating with regional representatives to formulate strategies to bring to the Illinois General Assembly for regional mobility in 2023. It is critical that DuPage County representatives play an active role in informing these strategies.

# COMMUNITY ENGAGEMENT SUMMARY

To inform and guide the DuPage County Mobility Framework Plan, the planning team assembled and interviewed both a Steering Committee and a Stakeholder Advisory Group.

planning process to review the Mobility Guide, reports, and initial recommendations. They helped to ensure that recommendations were feasible, implementable, and in-line with existing regional plans.

## Steering Committee

The Steering Committee represents regional organizations and decisionmakers that are integral to the successful implementation of the Mobility Plan. The Steering Committee helped formulate broader Mobility Plan goals and objectives and worked to identify overall mobility issues and opportunities facing DuPage County and the region. Specific Committee members include:

- The Center for Neighborhood Technology
- Choose DuPage Economic Development Alliance
- ComEd
- DuPage County departments
- The DuPage County Division of Transportation
- DuPage Mayors & Managers
- The Illinois Department of Transportation
- Metra
- The Metropolitan Planning Council
- Pace Suburban Bus
- The Shared Use Mobility Center

Steering Committee members have gathered several times throughout the



## Stakeholder Advisory Group

The Stakeholder Advisory Group includes representatives from transportation organizations, community organizations, educational institutions, large employers, senior services organizations, health organizations, and government entities. The Advisory Group helped to identify the transportation needs of certain populations. They also reviewed the Existing Conditions Report, Mobility Guide, and Mobility Plan to ensure that they adequately address these needs and will benefit travelers throughout the county.

Stakeholders identified the following high-level transportation challenges, opportunities, and needs in DuPage County:

**Fixed bus routes:** Stakeholders discussed a need for an expanded fixed bus route network.

**Multimodality:** Stakeholders have noticed an increased interest in alternative transportation methods, such as biking and walking. They discussed opportunities for bike share partnerships, as well as a desire to address gaps in pedestrian and bike infrastructure.

**Connectivity:** Stakeholders discussed improving connections between DuPage County communities, connections to amenities and recreational opportunities, and connections between counties.

**Safety:** Stakeholders discussed safety improvements for pedestrians and bikers, especially along major roadways.

**Transit Supportive Planning:** Stakeholders discussed the interconnectedness of land use, zoning, and planning. They highlighted the fact that planning, land use, and zoning initiatives and updates can and should be focused on creating a transit supportive network that extends beyond fixed transit to sidewalks, trails, and street crossings.

**Special Transportation Needs:** Stakeholders discussed the need to address the specific transportation needs of seniors, persons with disabilities, and those with medical conditions.

**Transportation for Workers:** Stakeholders discussed the challenges faced by employees trying to get to work, including lack of public transportation opportunities, long and inconvenient commutes, difficulties arriving on-time, and lack of transportation as a barrier to employment.

The following pages provide a summary of transportation needs for specific groups and additional stakeholder feedback.



## TRANSPORTATION NEEDS FOR SENIORS AND DISABLED INDIVIDUALS

According to stakeholders, reliable curb-to-curb, demand-response service is essential for senior and disabled residents. They explained that the existing services are not always sufficient and that upgrades are needed to improve traveler experience and ease of use.

Based on the information gathered from stakeholders, key opportunities for transportation improvements include:

- Digital, cashless payments for rides: this is particularly useful for riders who may not always have sufficient cash on-hand.
- Better on-time performance: this would allow riders to get to important medical appointments on time.
- Better, more accessible communication and information platforms: this would help riders and supportive service providers find information in a simplified and timely manner
- Expansion of programs like the DuPage Uber Access Program

## TRANSPORTATION NEEDS FOR EMPLOYEES

Stakeholders explained that a lack of reliable transportation connections is often the cause of tardiness and, in some cases, lost jobs for transit-reliant employees in DuPage County. Essential employees, such as medical employees who work non-traditional shifts or who must visit multiple sites in a day, have difficulties using public transportation services to get to work. Employees who work in industrial areas or transit deserts (which often overlap) also struggle to use transit to get to their jobs. Commutes can often take hours, especially if there are limited first- and last-mile connections available.

Based on the information gathered from stakeholders, key opportunities for transportation improvements include:

- Expanded first- and last-mile connections
- Consolidated information on available transportation services
- Employer-subsidized transportation programs



## TRANSPORTATION NEEDS FOR STUDENTS AND FACULTY

DuPage County stakeholders from higher educational facilities located within the County explained that students and staff often have differing mobility needs. Students that live on-campus or near campus would benefit from micromobility options, such as bike and scooter share. This would allow them to visit nearby communities and commercial centers. Because students have access to online classes, they have the ability to remain at home, rather than commuting to classes. This may reduce some students' need for transit services. Stakeholders noted that the demographics and transportation modes of the student body change every year, and that periodic reevaluation of transportation needs may be required.

Stakeholders highlighted faculty and staff needs, explaining that faculty and staff often commute from residential areas and would benefit from enhanced transportation connections. In particular, visiting faculty have difficulties commuting to campuses. Stakeholders explained that many faculty members would prefer to use public transportation, but due to limited schedules and service, they often walk long distances or carpool to reach campus.

Based on the information gathered from stakeholders, key opportunities for transportation improvements include:

- Micromobility options for students
- Periodic assessment of student needs
- Enhanced public transportation connections for faculty and staff
- After-school transport for children of working guardians.

## TRANSPORTATION NEEDS FOR THE GENERAL POPULATION

Stakeholders explained that there are few opportunities to walk or bike around the suburban communities located within DuPage County. High-volume roads and gaps in pedestrian or bike infrastructure create unsafe conditions that limit non-motorized access. Stakeholders discussed the interconnectedness of land use, zoning, and planning. They highlighted the fact that planning, land use, and zoning initiatives and updates can and should be focused on creating a transit supportive network that extends beyond fixed transit to sidewalks, trails, and street crossings. Stakeholders also explained the importance of inter-county connections and described a need for connections between communities, as well as access to recreation, shopping, food, and other necessities.



# Stakeholder Feedback

Stakeholders were asked a variety of questions and answered anonymously to help the planning team gain a better understanding of mobility needs within the County.

## COMPLETE THE SENTENCE 1 / More people would take transit to their destinations if \_\_\_\_\_.

- ...more transfer stations were available that are convenient and safe.
- ...there were more frequent service.
- ...they could count on first- and last-mile transportation.
- ...there was a greater variety of land uses and better pedestrian access near stops and stations.
- ...there were more routes.
- ...multifamily housing was closer to larger employers.
- ...routes were timely and efficient.

## COMPLETE THE SENTENCE 2 / More people would bike to their destinations if \_\_\_\_\_.

- ...crossing expressways and tollways were easier.
- ...they had access to bike share.
- ...they felt safe.
- ...there were traffic calming measures.
- ...there were sufficient sidewalks and bike lanes.
- ...biking was made safe and inviting with protected lanes and crossings.
- ...the county had more bike and micromobility share hubs.
- ...there were safer crossings at intersections.

**COMPLETE THE SENTENCE 3 / I wish there was an easier way to access \_\_\_\_\_.**

...medical providers.

...forest preserves, Morton Arboretum via transit, foot, or bike.

...bike trails.

...our industrial areas.

...outdoor recreation and downtowns.

...employment corridors.

...information on transportation options for people with disabilities.

...commercial areas without a personal vehicle.

## ADDITIONAL FEEDBACK

When asked their opinions, stakeholders revealed the following:

- Most stakeholders agreed that public transit is difficult to navigate in DuPage County and were neutral when asked whether the availability and accessibility of transportation options have improved in the past 5-10 years.
- Most stakeholders agreed that they feel safe when using public transit in DuPage County.
- Most stakeholders think that public transit should be a free service for seniors, people with disabilities, and economically disadvantaged populations, but disagreed that it should be a free service for the general population.
- Most stakeholders agreed that DuPage County's largest employers are too isolated from other community amenities.
- Stakeholders strongly agreed that Ride DuPage and Dial-A-Ride services should be pulled together under one umbrella program.



# DUPAGE COUNTY TODAY

# DEMOGRAPHICS

## Demographic Data

The Existing Conditions Report (2022) provides detailed information on DuPage County demographics and trip data for the general population, the resident workforce population, and the DuPage County workforce population. The report utilizes data from the U.S. Census Bureau American Community Survey 5-year estimates from 2011-2015 and 2016-2020. Please review the Existing Conditions Report for additional demographic indicators, more comprehensive data, and further analysis.

### AGE

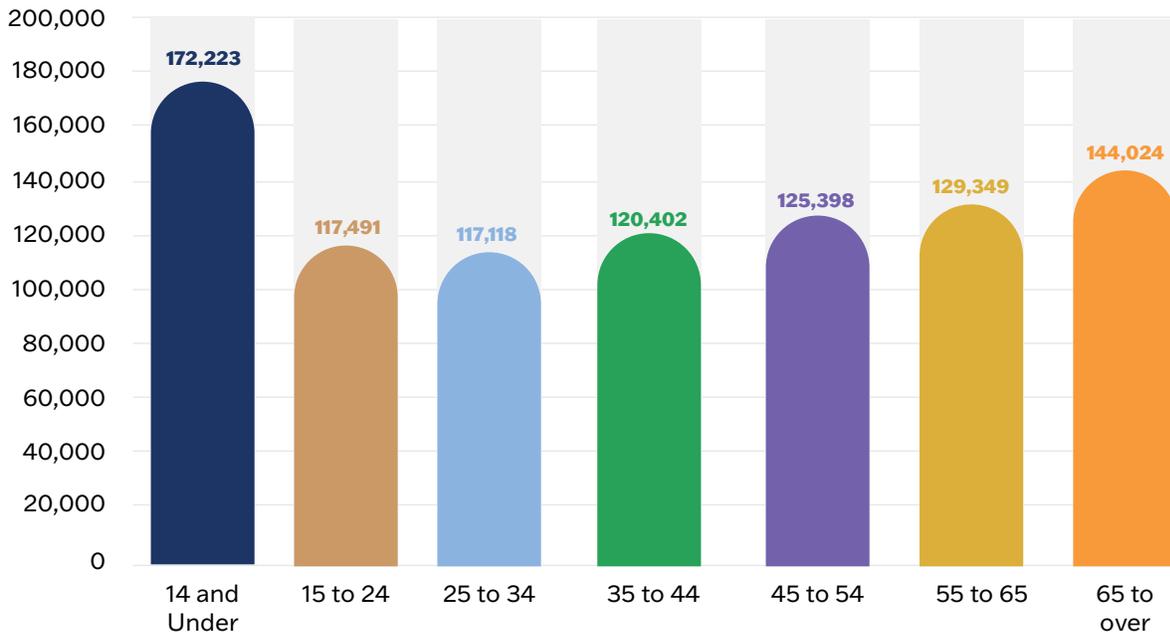
Since 2015, the residential population on average has grown older. The population age 65 and over accounts for 15.6% of the population and this group has increased by 37% over a decade. In addition, the 55-64 age cohort represents 14% of the population. Within 10 years, there will be a significant percentage of

the population of retirement age. In contrast, the number of residents in younger age cohorts shrank. An aging population may impact DuPage County's transportation system in coming years because seniors have the greatest need for assisted transportation services.

### DIVERSITY

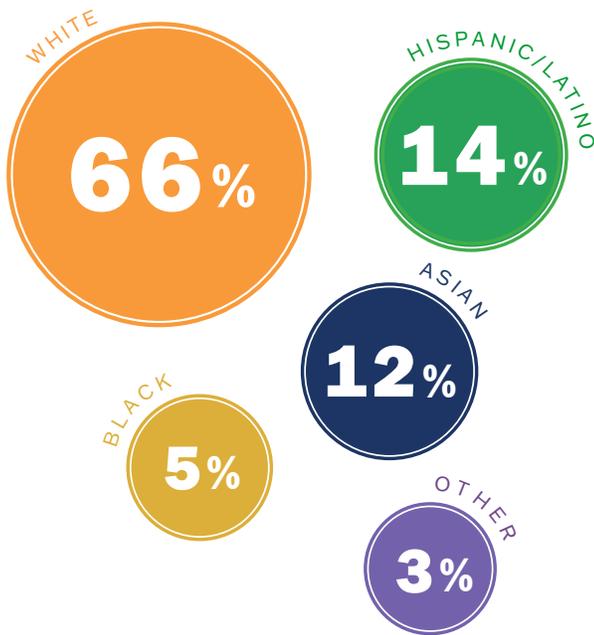
DuPage County has grown more diverse since 2015. The number of White residents has declined by 4.0% and the number of non-White residents has increased. Overall, White residents still comprise two-thirds of the residential population. The Asian population has increased by 12.0% and comprises 12.1% of the population. Population growth among Hispanic/Latino residents and Black/African American residents was less pronounced at 2.5% and 3.7%, respectively. Hispanic/Latino residents accounted for 14.3% of the County's residential population while Black/African Americans

Figure 2: Residential Population by Age Cohort, U.S. Census Bureau, 2020



accounts for 4.8% of the population. Reference the Existing Conditions Report to see maps of population density by race or ethnicity.

Figure 3: Residential Population by Race or Ethnicity, U.S. Census Bureau, 2020



## DISABILITIES

Disability status and the types of disability among DuPage County residents has changed little between the 2011-2015 and 2016-2020 periods. Roughly 138,000 DuPage residents have some level of disability, representing nearly 15.0% of the population. Individuals with ambulatory difficulty account for a quarter (25.6%) of those with some level of disability and represent 3.8% of the population. Individuals who have difficulty with independent living account for 20.2% of those with some level of disability and 2.0% of the population.

## HOUSEHOLD INCOME

Household income in DuPage has risen steadily with the median income now exceeding \$100,000. This is 24% higher than the median for households across the region. Higher income levels are indicative of greater discretionary spending and ability to sustain personal vehicle costs. To this end, two-thirds of DuPage households have two or more vehicles at their disposal. This is 26% higher than the region. One third of DuPage households have 1 or no vehicle.

## POVERTY STATUS AND PUBLIC ASSISTANCE

In DuPage County, 10.7% of the population is below 150% of the poverty level and, of that, 6.2% is below the poverty level. About 1.5% of households, or 5,130 households, receive some form of cash public assistance, while the number of households reporting SNAP benefits in the prior 12 months is about four times greater at 20,338 households, representing 5.9% of households. Poverty status and lower median incomes are not directly tied to transit access. Census tracts where the median income is \$50,000 to \$150,000 tend to be the farthest from fixed-route transit, while the least wealthy census tracts have better proximity to fixed-route transit.<sup>1</sup>

1 Existing Conditions Report, p.82

## ECONOMICALLY DISCONNECTED AND DISINVESTED AREAS (EDA)

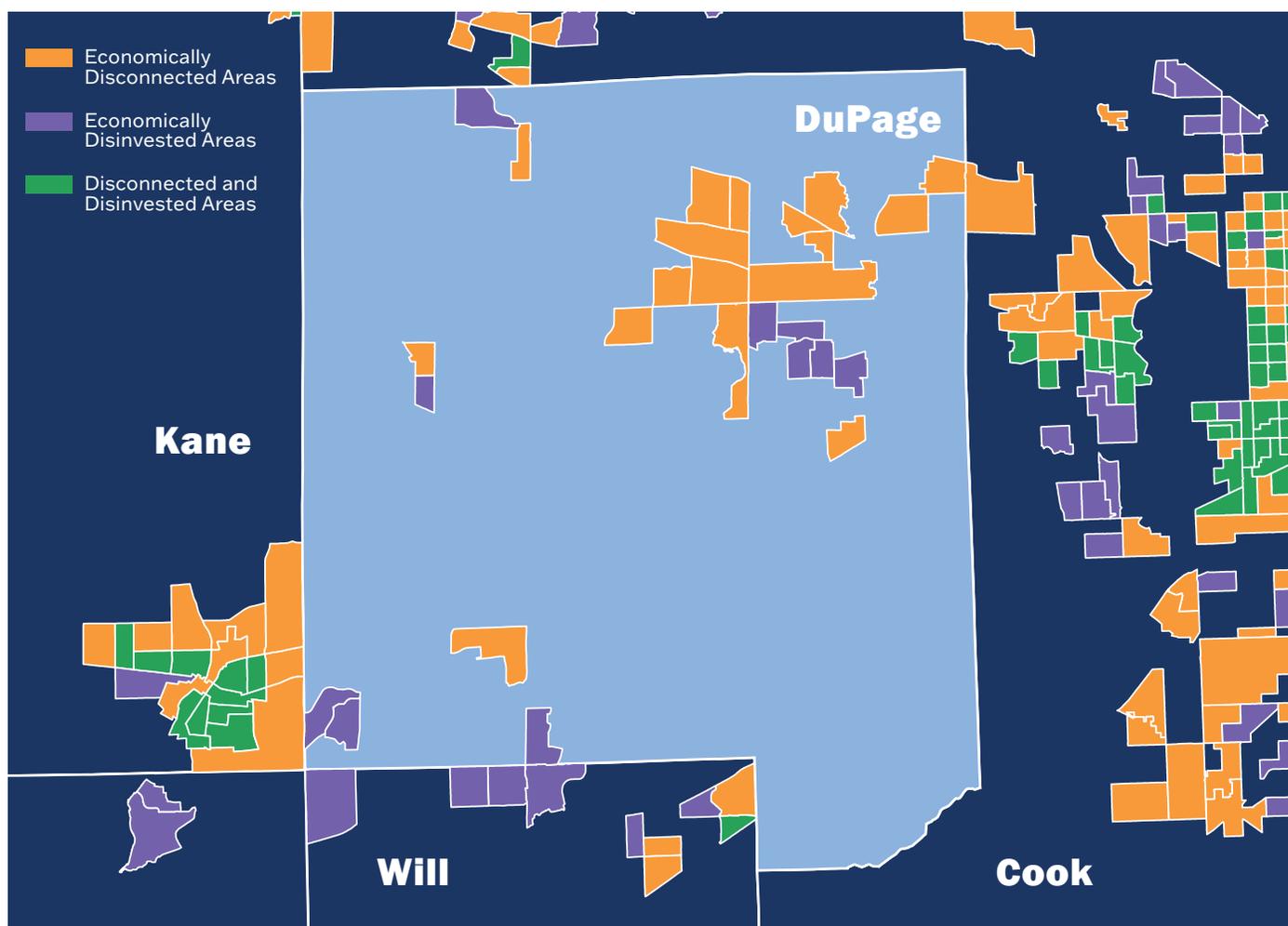
These areas have been defined by CMAP as Census tracts with a concentration of low incomes that have a greater than regional average concentration of minority or limited English proficiency populations. Disinvested areas are primarily nonresidential and exhibit characteristics of long-term market weakness, including employment loss, low rates of small business lending, and relatively low commercial real estate values.

DuPage County has 27 census tracts where these conditions are met. Eleven (11) percent of regional EDAs are located in DuPage.

## ESSENTIAL WORKERS

Essential workers are designated employees that are required to work to ensure the continuity of critical functions in a geographic region. People who fit into this category include healthcare, emergency service, food industry, residential care workers, transportation operators, trash and waste operators, and more. According to CMAP statistics more than 170,000 employees in DuPage County – or about 35% of the workforce – are designated as essential.

Figure 4: CMAP Economically Disconnected and Disinvested Areas, 2022



# TRAVEL ACTIVITY

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DuPage County is a collection of communities that have built around rail lines and state and county arterials. Travel has been largely auto oriented despite rail access, and auto usage has been reinforced and encouraged by development (i.e., free parking) and by higher capacity and efficient roadways. This legacy has been established over 100 years and will be difficult to transform without a gameplan.

Until COVID occurred, auto and transit systems remained relatively unchanged since 2000; minor changes occurred with new schedules or new services. The majority of transit users traveled on the three Metra services or the fifteen or so Pace bus fixed route services. In the peak travel years of 2014-2016, the three Metra lines were carrying almost 2.5 million passengers per year and Pace was carrying almost 10,000 passengers per day in DuPage. Pace routes included over 50 commuter links (peak hour services bringing workers to Metra stations for the daily Chicago commute) in addition to fixed route intra and inter-county services.

Under COVID, services were drastically curtailed as ridership declined by 90% or more. Metra was particularly hard hit as commute ridership between the suburbs and the city plummeted. Essential workers elected to drive or use services infrequently. Pace responded by suspending and eliminating many of its commuter links and cutting back on service frequency. Transit agencies and the township Dial-A-Ride services were hard hit too by personnel losses which resulted in under-performance or the elimination of services.

As of the fall of 2022, Pace ridership for the core routes was still 56% below 2019 levels and Metra ridership was 70% below 2019 levels on the three DuPage lines. Transit providers have responded with a variety of lower or capped fare programs meant to incent riders to return. These programs have had some success but employer policies on telework and corporate efforts to shed expensive unused workspace have slowed the return of non-essential workers to the workplace.

## NEW TRENDS

In its Mobility Recovery work in 2021 and 2022, CMAP estimated that, across the region, 30% of people working 70% of core industry jobs could work from home some or all of the time. In communities like DuPage County, where there is a high degree of professional office work, CMAP estimated that nearly 70% of workers, having 30% of the workforce, could work from home on a regular basis. Replica data for DuPage County indicated that a little under 3% of workers regularly worked from home in 2019. Under COVID, that number skyrocketed to over 25% in 2020 and returned to about 11% as of 2022. The numbers vary greatly by week and day of week in DuPage and Pace and Metra show noticeable decreases in ridership on Mondays and Fridays throughout the region.

There is evidence that race and earnings are relevant parts of the work from home equation: Replica estimates that in 2022, of the population eligible to work from home, only 30% of that population is represented by households making less than \$100,000. Households making more than \$100,000 comprised 70%

of the work from home group. Sixty-seven (67) percent of those working from home regularly are Caucasian. People who worked in person were more diverse in race (less than 60% white) and those people making less than \$100,000 annually were more likely to work in person (41%).

### INTER-COUNTY TRIPS

Post-pandemic (2022) daily auto trips have grown by 6.35% between DuPage County and Cook County and almost 4.5% between DuPage County and its suburban (non-Cook) collar counties. Almost 50,000 additional auto trips cross the DuPage-Cook border daily in 2022 compared to 2019. This can be explained in part by Metra and Pace shedding almost 20,000 riders daily on the Cook-DuPage routes. It is important that consideration be given to expansion of inter-county services in the short-term to alleviate congestion and environmental consequences.

### INTRA-COUNTY TRIPS

Trips within DuPage County increased by more than 72,000 daily (2022 compared to 2019). Pace and Metra lost more than 10,000 riders daily inside DuPage (a loss of more than

72%). Should this trend continue, there is an expectation that the service agencies will need to reevaluate traditional services and may face more contraction due to operating revenue loss.

### TRIP PURPOSE

Almost 3.7 million trips **originate** in DuPage County daily with destinations in DuPage and the surrounding counties. Eighty-five (85) percent of these trips involve automobiles while less than 1% of all daily trips involve transit or transportation network companies (e.g., Uber or Lyft).

In 2019, over 14% of daily trips were work-related. In 2022, this number has declined in real numbers and in percentage such that work trips now represent only 10.5% of daily origins. Telework has clearly had a major effect on work related trips. While work trips have declined, shopping, eating and recreational trips have increased by 200,000 per day. These are shorter trips taken largely between the peak hours of traffic (i.e., 9a to 5p).

For transit, work trip percentages have increased while shop/eat/social/recreational trip percentages have declined by 3 percent since before the pandemic.

Figure 5: Trip Purpose, Replica, 2019



## TRIP LENGTH AND DURATION

Across the region, trip lengths for automobile trips have fallen about half a mile in length since 2019 and trip durations have shortened about 1 minute on average. More so for drivers over the age of 65. For transit, trip lengths and durations have increased by at least 7 percent since 2019 as transit services have changed service frequency and have dealt with inefficiencies brought on by the pandemic.

## MODE SHARE

Mode share refers to the percentage of trips taken by mode of travel, including: Auto, Auto passenger, Transit, Taxi/TNC, Bike, Walk, and Other. Since 2019, transit mode share – which was already low in the region – declined further. Key indicators in DuPage County such as mode share for seniors, mode share for lower income households and mode share for minority populations all showed declines in share. Seniors used automobiles for their transportation 90% of the time in 2019 and 91% in 2022. Use of public transit or other mobility services declined by half a percent over this same period for this population.

One percent (1%) of households earning less than \$100,000 chose to use public transit in 2019. This rate declined to 0.37% in 2022. Similar declines were seen for households earning more than \$100,000.

Minority ridership also declined by 58% in favor of automobiles or some other form of transportation.

Overall, transit agencies and local governments will need to educate the public on the benefits of transit and advocate for services that are relevant to suburban residents and especially residents who are economically and physically vulnerable.

# TRANSPORTATION AND MOBILITY

## Pace Fixed-route Bus

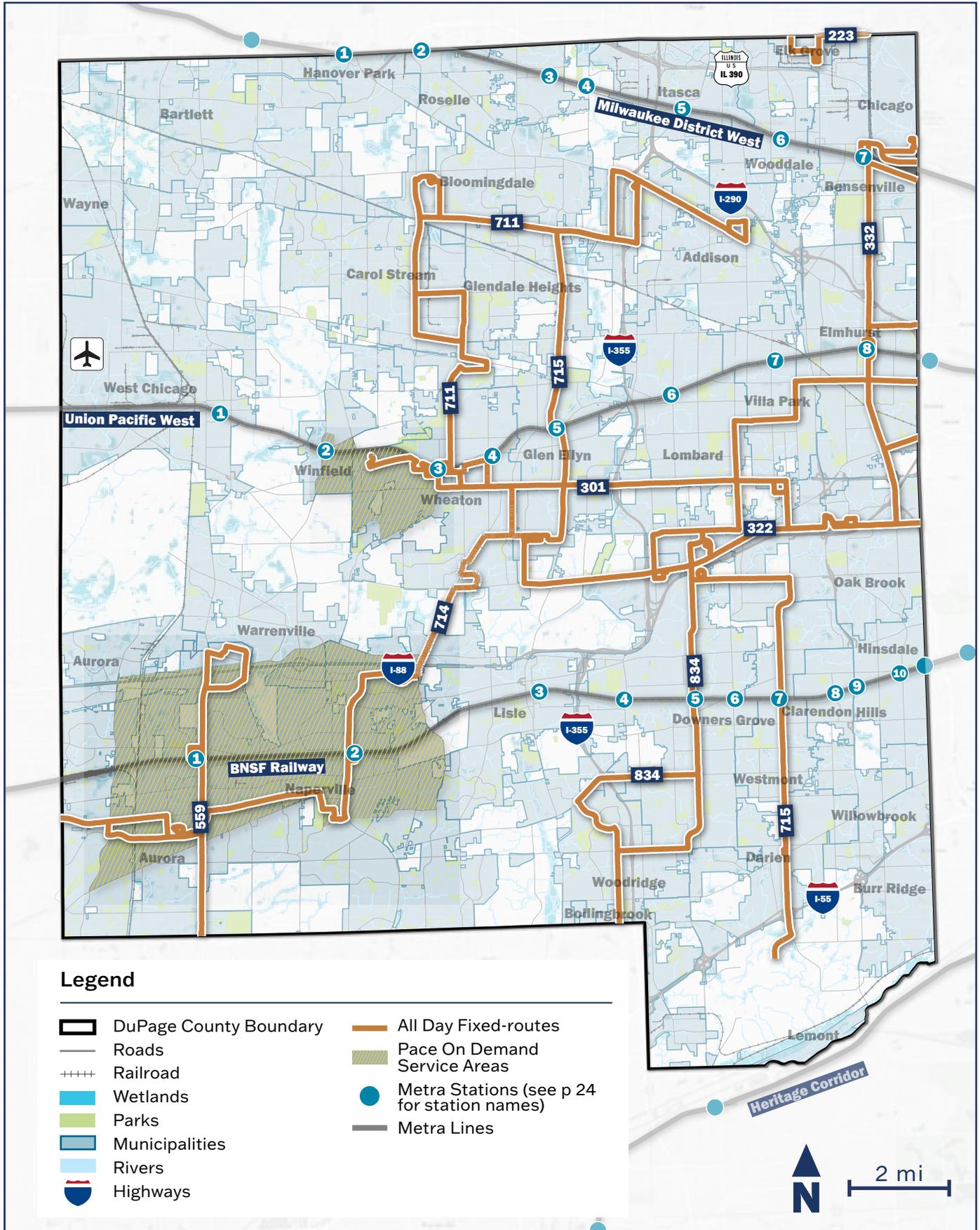
Pace currently operates 18 daily services in DuPage County. Eleven (11) of these services are “suburban link” traditional fixed route intra-county services. Some of these operate on weekends but on a more limited schedule. Another five (5) routes are classified as “CTA connectors” which operate primarily between eastern DuPage and Cook County. Routes such as 319 and 332 connect northeast DuPage communities with the Blue Line in Rosemont and northwest Cook County. Route 223 operates between the Rosemont Blue Line station near O’Hare and Elk Grove and Itasca. These routes are important employment connections between Chicago and the industrial parks of northwest Cook County and DuPage. Two other routes – the 755 and 855 – are important services that are Bus on Shoulder express services between Joliet, Plainfield and Chicago. This service supplements southwest Metra service. There is one station in Burr Ridge (Cook County) that serves DuPage County demand.

## Metra Commuter Rail

Metra operates 25 stations within the County on three different lines, the Burlington Northern and Santa Fe (BNSF) line, the Union Pacific West (UP-W) line, and the Milwaukee District West (MD-W) line. Most of the stations are located within suburban downtowns and many are surrounded by hourly and daily parking for ‘park-n-ride’ transportation. Before the pandemic, many of the stations were served by Pace feeder routes. Due to a change in demand, most feeder routes in DuPage have been permanently eliminated. Several Metra stations serve as transfer locations for Pace routes (Wheaton, Bensenville, and Naperville). While service was reduced during the pandemic, current Metra service is close to pre-pandemic levels. However, ridership remains lower, causing Metra to re-imagine schedules that capture the post-pandemic demand. See Figure 6 on page 31, shows a map of Metra lines.

Metra Stations (see Figure 6, opposite page)			
<b>Milwaukee District West</b>	<b>Union Pacific West</b>	<b>BNSF Railway</b>	8. Clarendon Hills
1. Hanover Park	1. West Chicago	1. Route 59	9. West Hinsdale
2. Schaumburg	2. Winfield	2. Naperville	10. Hinsdale
3. Roselle	3. Wheaton	3. Lisle	
4. Medinah	4. College Avenue	4. Belmont	
5. Itasca	5. Glen Ellyn	5. Downers Grove	
6. Wood Dale	6. Lombard	6. Fairview Avenue	
7. Bensenville	7. Villa Park	7. Westmont	
	8. Elmhurst		

Figure 6: DuPage County Transportation Map



Data Source: DuPage County

## Demand Response Services

Demand response service is a form of a shared ride transportation where vehicles alter their routes for each journey to pick up passengers at their respective locations.

Pace operates two (2) demand response services in the County. The first, Pace On Demand, is a reservation-based service offering shared-rides within particular service areas. Pace On Demand operates within the Wheaton-Winfield service area, which spans between downtown Winfield, Central DuPage Hospital, the DuPage County Government complex and Wheaton downtown. It also operates within the Aurora-Naperville service area, which spans between Eola Road and Naper Boulevard and between Warrenville Road and Ogden Avenue. Two other services reach into DuPage County from Kane County. The Batavia and St. Charles OnDemand services provide Kane County residents

access to FermiLab (DuPage County) and the Geneva UP-West Metra station.

The second demand response service offered in DuPage is ADA Paratransit service. Paratransit services are provided for riders that have a disability or health condition that prevents them from using fixed-route Pace service. To use the service, a rider must be certified by the Regional Transportation Authority (RTA) as being eligible. Paratransit service is offered by Pace throughout the six-county region.

Pace also partners with local governments to provide additional demand response service through its *Ride DuPage* program. It provides bus or taxi service for people with physical or cognitive limitations, seniors, veterans, and/or those with low incomes. Several municipalities operate their own demand response programs, and there are a number of non-profit operated demand response services within the County.<sup>1</sup>

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1 A full list of demand response services is located on p. 43-45 of the Existing Conditions Report.



Pace On Demand Vehicle

# MOBILITY GAPS ANALYSIS

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## About the Analysis

The Mobility Gaps Analysis<sup>1</sup> is a technical report that identifies gaps in the DuPage County transportation network. In addition to gaps, the report identifies barriers and obstacles to motorized and non-motorized mobility. The report also examines land use near transit and transportation demand within the county. The observations and analysis presented in the report inform the Mobility Plan and are meant to incite broader conversations about connectivity and network development across DuPage County and the suburbs. The full Mobility Gaps Analysis, along with associated maps, can be found on the DuPage County Division of Transportation website.

### Gap Analysis

### Mobility Gaps

### Mobility Barriers and Obstacles

### Land Use

### Transportation Demand

## Existing Public Transit Services in Relation to Key Populations

The Gap Analysis examines the proximity of fixed route transit services to population density of groups that are the most reliant on transit.

### DISABLED PERSONS

The gap analysis compares locations with high concentrations of disabled populations (all disabilities) to transit services. People with disabilities live throughout the County and have access to paratransit services, as well as other demand-response services. Areas that lack fixed-route public transit assistance include West Chicago, Addison, and Downers Grove South township.

### DISADVANTAGED COMMUNITIES AND NEIGHBORHOODS

The gap analysis examines USDOT Justice40 communities that are disadvantaged in terms of transportation, health, resilience, economic conditions, equity, and environmental issues. The analysis also examines transportation-disadvantage communities, which are communities that spend a disproportionate amount of time and resources traveling to jobs, services, school, and more. The analysis finds that Metra services, for the most part, do not cater to disadvantaged areas, most of which are located between Metra lines. Pace services run adjacent to many of these persistently disadvantaged communities, but some areas in Addison, Bensenville, Oak Brook, West Chicago, and Winfield are underserved.

<sup>1</sup> The Mobility Gaps Analysis was created by the DuPage County Division of Transportation and can be found on the DuPage County Website along with other Plan documents.



## **AGING INDIVIDUALS**

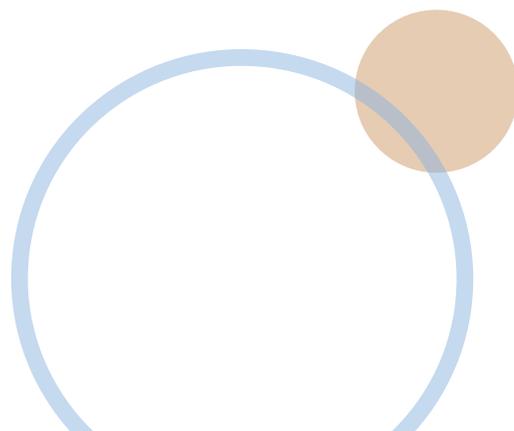
The gap analysis found that there are large areas of aging populations (persons aged 65 and older) without access to fixed route bus and rail service in Bloomingdale and Wayne Townships, Oak Brook, Willowbrook, and Burr Ridge. There is also a higher density of aging residents in Lisle and Downers Grove along the Maple Avenue Corridor.

## **MINORITY POPULATIONS OR PERSISTENTLY UNDER- REPRESENTED GROUPS**

The report analyzed minority population density (Black, Hispanic, Asian, and other minorities) and found that many neighborhoods with larger minority populations tend to be well-served by Pace fixed route service, but are usually farther from Metra stations.

## **ESSENTIAL WORKERS**

Using data produced by Chicago Metropolitan Agency for Planning (CMAP) as a part of its regional Mobility Recovery project, the analysis examined essential worker populations including those working in construction, food services, health care, police/fire protection services, social services, and transportation. Essential workers are distributed throughout the County, but populations located in West Chicago, north central DuPage, northeast DuPage, Addison, and Lombard are underserved by public transit.



## Existing Public Transit Services and Land Use

The analysis examines land use in relation to public transit services. Transit efficiency is gained by serving areas with higher density development. Pace's Transit Supportive Guidelines encourage transit-oriented development around transit stops and stations, along corridors, and near defined activity centers. The Guidelines not only promote denser development patterns, but also recommend strategic improvements to infrastructure for safe and efficient land use-transit connections that enhance ridership and help create a more viable transportation environment. Currently, transfer hubs – places where transit routes and modes intersect – are located near Metra stations in suburban downtowns or at large regional shopping malls in Lombard, Aurora, or Oak Brook. Due to changing development patterns and economic trends, the analysis suggests revisiting transfer locations, transfer logistics, and infrastructure

in order to support connections and align more closely with activity nodes and attractors within the County.

The report examines land use distribution within 1/2 mile of Pace routes and within 1/2 mile of Metra Stations in DuPage County.

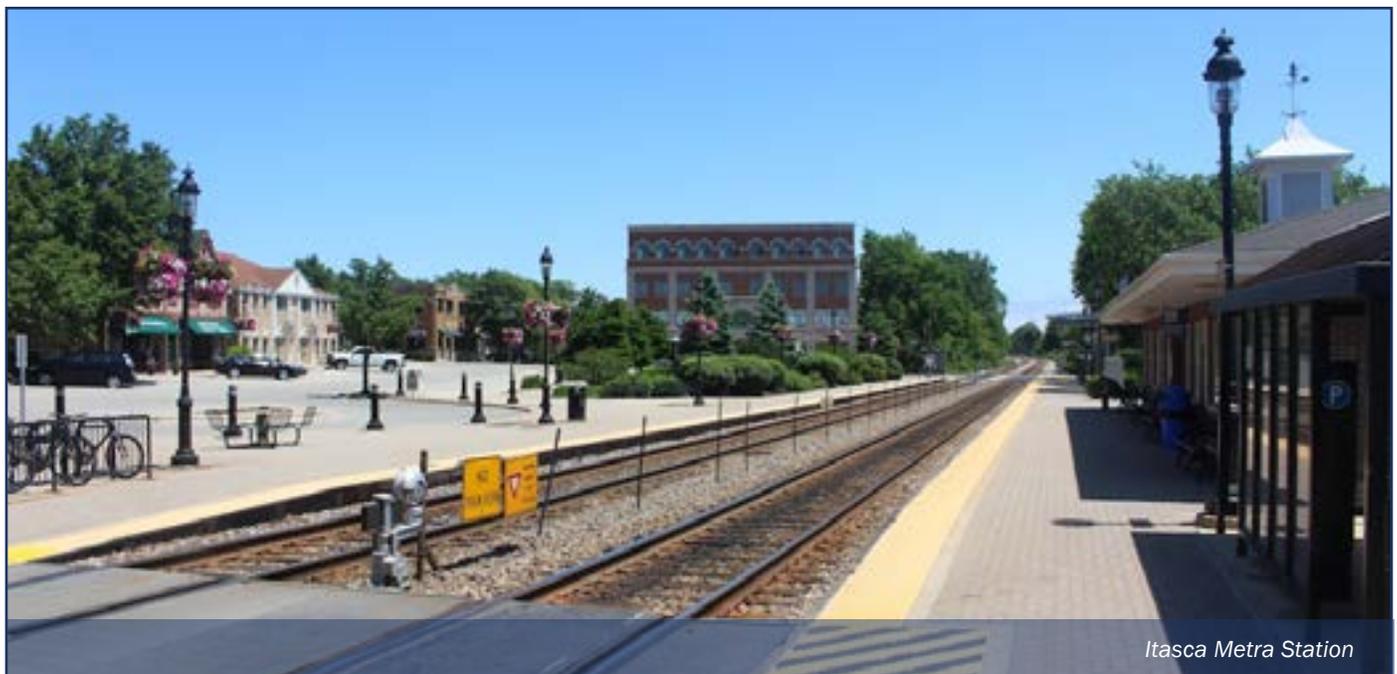
### PACE SERVICE AREA

The Pace service area serves 32% of DuPage County's single-family homes, 36% of its multi-family homes, 40% of retail space (by square foot), 43% of office space (by square foot), and 28% of industrial/warehousing/distribution space (by square foot).<sup>1</sup>

### METRA SERVICE AREA

The Metra service area serves 11% of DuPage County's single-family homes, 10% of its multi-family homes, 8% of retail space (by square foot), 5% of office space (by square foot), and 6% of industrial/warehousing/distribution space (by square foot).<sup>2</sup>

1 Data from DuDOT Gap Analysis  
2 Data from DuDOT Gap Analysis



*Itasca Metra Station*

## LAND USE OBSERVATIONS

By assessing residential land use density, non-residential land use density, activity-based land use density, and top employment locations in the County, the gap analysis noted the following:

**Underserved High Density Areas:** There are select locations in the County that are currently unserved, but offer sufficient density for transit service and are located adjacent to intercommunity or intercounty arterials. These areas include IL-19/Irving Park Road in Roselle, Cass Avenue in Westmont, and IL-53 in Lisle and Woodridge. These communities have higher densities of clustered multifamily housing. Because of this, corridor-based, fixed-route transit services may not be the answer, and they could potentially benefit from more flexible, on-demand service.

**Transit-Oriented Developments:** New multifamily housing in Downers Grove, Wheaton, and Elmhurst focused around Metra Station areas is supporting the formation of and sustaining denser urban cores. This allows these developments to take advantage of the proximity to transit while also cultivating more walkable transit-friendly communities.

### **Discontinuous Infrastructure near**

**Employment Areas:** Key areas such as the Elmhurst-Bensenville business park area or the Addison industrial park area have sufficient density for service, but inconsistent, inefficient roadway networks with poor supportive infrastructure, such as sidewalks. These discontinuities can exacerbate first- and last-mile transportation issues and discourage public transit use.

**Mobility Impediments along Corridors:** There are multiple mobility impediments and issues that require a thoughtful and targeted approach in order to transform the landscape to support comprehensive mobility. Some significant barriers include:

- Long suburban retail development that emphasizes auto access and de-emphasizes site or building connection to the main road.
- Lack of parcel depth and aggregation
- Deep development setbacks
- Lack of pedestrian and ADA infrastructure
- Lack of bicycle infrastructure
- Landscaping and other barriers that block access to the street



## **No Comprehensive Corridor Development**

**Standards:** Many of DuPage County’s major corridors are subject to permitting by multiple municipal authorities, the County, and the Illinois Department of Transportation. Agencies are developing policies and standards governing sidewalk and pedestrian infrastructure, but these are at varying levels of completion and many municipalities have not adopted Complete Streets policies that apply to development.

## **Underserved Warehousing and Distribution**

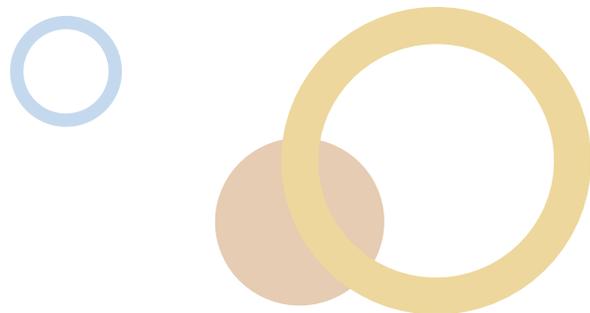
**Areas:** New warehousing and distribution development areas are largely underserved by transit. Many of the companies in these districts rely on blue collar or essential workers who live outside of the County. Few, if any, connections between these distribution centers and transit lines exist to provide these employees with a transportation choice. These include developments in the following areas:

- South Lemont Road near Lemont
- Willowbrook industrial area
- Stearns Road in Bartlett
- IL 390 in Bensenville, Wood Dale, and Itasca
- DuPage Business Park in West Chicago

**Forest Preserve Barriers:** Large corridors of undeveloped Forest Preserve properties isolate denser developments and employment centers. Developing partnerships and working with more isolated employers or communities for the purpose of creating linkages to existing transit is a short-term solution that can bridge mobility gaps.

**Lack of Connections to Key Employers:** West I-88 corridor from Winfield Road to the border of Kane County hosts many of the County’s largest employers, but is largely underserved by transit. Some areas are served by Pace On Demand, but access to Metra is limited and there are few privately sponsored commuter services.

**Pace I-55 Route Access:** Several Pace express routes run along I-55. Areas along I-55 around Willowbrook, Woodridge, Burr Ridge, Bolingbrook, and Romeoville continue to attract distribution businesses, but there is limited access to express services.



## Existing Bicycle and Pedestrian Facilities

The Existing Conditions Report and Gap Analysis assess the 2021 bicycle and pedestrian network, including regional trails, such as those shown on page 39, and in Figures 8 and 9 of the Existing Conditions Report. It also identifies critical mobility obstacles, such as intersections where there are no pedestrian accommodations, roads where there are no sidewalks to paths, railroad crossings, and corridors with limited cross-access for one mile or greater.

### BICYCLE AND PEDESTRIAN FACILITIES OBSERVATIONS:

#### **Arterials without Pedestrian Infrastructure:**

Significant portions of major arterials under IDOT jurisdiction (e.g., IL 83, IL 53, IL 59, and IL 64) have no pedestrian accommodations, contributing to transportation disadvantages.<sup>1</sup> In addition to not offering sidewalk along key arterials, many of the larger State intersections serve as barriers to those who wish to cross by not providing crosswalks or pedestrian signals.

#### **Barriers to Inter-community and Sub-**

**regional Mobility:** Significant lengths of expressway, railway and river systems continue to thwart inter-community and sub-regional mobility.

#### **Lack of Pedestrian Infrastructure in**

**Employment Zones:** Many industrial railway sidings have sub-standard or no sidewalk crossings or pedestrian accommodations. In order to encourage safety and more pedestrian access to employment sites, local, regional, and state agencies should improve rail crossings and connect sidewalk from major roads into employment zones.

#### **Lack of Pedestrian Infrastructure along**

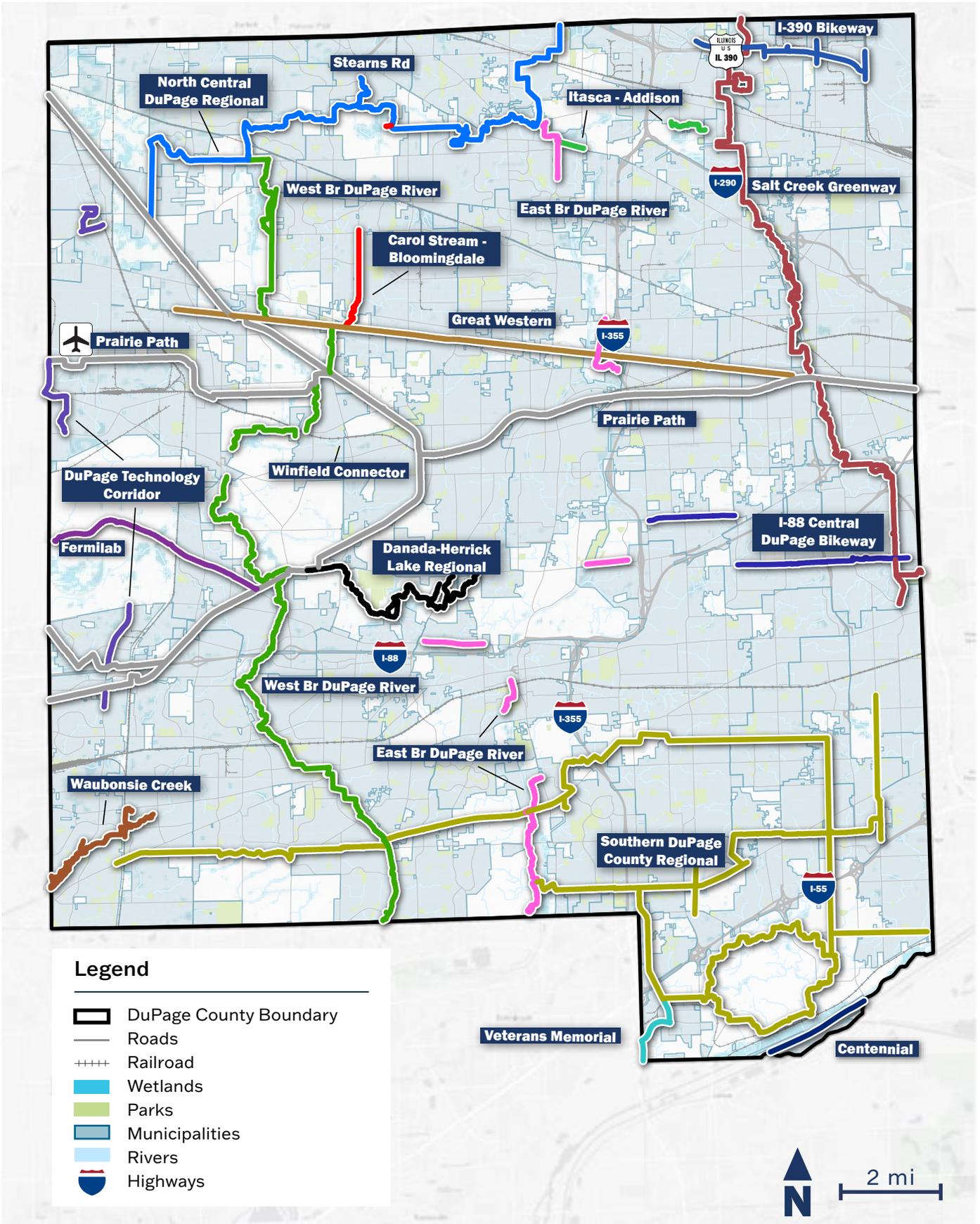
**Collector Roads:** Many of the semi-rural arterial and collector systems do not include adjacent pedestrian path.

**A Strong Trail Network:** Agencies have invested significantly to enhance non-motorized mobility on trail systems. Well-developed systems exist on the West Branch DuPage River Trail, North Central Trail, Salt Creek Trail and the Illinois Prairie Path. Hundreds of bike-ped bridges and underpasses reflect a commitment to safety and continuity for the benefit of users. Agencies across the county should view these systems as the backbone of the mobility network and work to create access to and connectivity between the systems.

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<sup>1</sup> New Illinois legislation (Public Act 102-0660, Illinois General Assembly) encourages the development of bicycle and pedestrian infrastructure along state roads.

Figure 7: Contiguous Trails, DuPage County



Data Source: DuPage County, TranSystems

## Existing Travel Demand

DuPage County previously examined travel demand as part of the DuPage Transit Connectivity Study in 2016. In this study, RTA modeled three DuPage County communities: Wooddale, Naperville-Lisle, and Addison.

The primary focus was the last mile work commute. The pandemic has changed many of the patterns and trends observed in 2016. The Gap Analysis uses Replica data from 2021 to examine trips taken within, out of, or into the County.

According to Replica, which provides data about activity in the built environment, there are over 3.6 million trips taken per day<sup>1</sup>. The average trip length is 19 miles. Replica ties trips to the land use from which they are generated. Retail Commercial and Residential land uses comprise 74% of trips generated and office, industrial, and educational trips make up 23% of the trips generated. Only 10-11% of all trips are directly work related.

The data also shows that in 2022, approximately 80,000 daily trips involved transit or Transportation Network Companies (TNCs). Non-motorized trips made up 10% of all daily trips and primarily occurred at off-peak hours for non-work-related purposes.

The Analysis also examines daily work trips in and out of the County, daily trip destinations in DuPage County, daily work trip destinations, daily transit and TNC destinations, off-peak work trip destinations, work trips origins and destinations for select populations, and trips to select commercial, industrial, and educational destinations.

In order to prioritize transit-related investments going forward, travel demand needs to be understood in conjunction with factors such as density and land use to ensure that service improvements align with service demand.

## EXISTING TRAVEL DEMAND OBSERVATIONS

**Regional Work Trips:** DuPage County attracts a large amount of inter-county trips. Over 100,000 daily trips come from Will or Kane County alone. The data indicates that DuPage County is a net importer of jobs and has a strong share of inter-county employment traffic, yet there are very few transit connections between these counties and DuPage County.

**Daily Trip Destinations in DuPage County:** Daily trip destinations have not changed significantly since before the pandemic. The destinations with the highest levels of demand include:

- Regional malls, particularly Fox Valley Mall
- The downtown areas of Naperville, Elmhurst, and Wheaton
- Itasca industrial park
- 22nd Street/IL 56-Butterfield Road corridor
- US 34/Ogden Avenue corridor
- Army Trail Road corridor
- IL 38/Roosevelt Road corridor

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<sup>1</sup> Source: Replica Places, Great Lakes Region Data, Fall 2021.

## Daily Work Trip Destinations in DuPage

**County:** Top destinations in the County include:

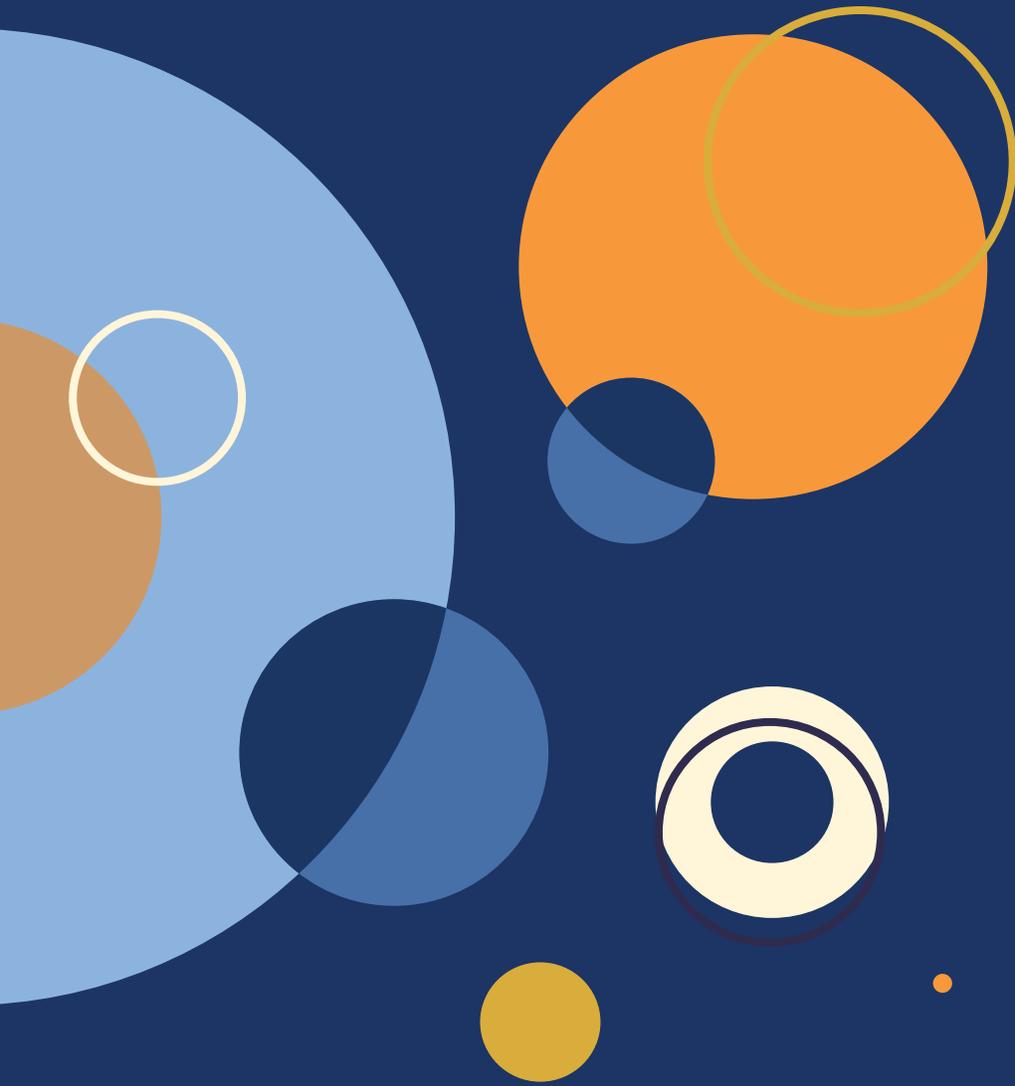
- Addison Business Park along IL 64/ North Avenue
- IL 390 industrial corridor and IL 53 industrial area in Itasca
- I-88 corridor (IL 59 to IL 53)
- Gary Avenue corridor (IL 64/North Avenue to US 20/Lake Street)
- US 20/Lake Street – Grand Avenue corridor
- City of Naperville Washington Street corridor

**Daily Transit and TNC Trip Destinations:** Top destinations for Transit or TNC rides include:

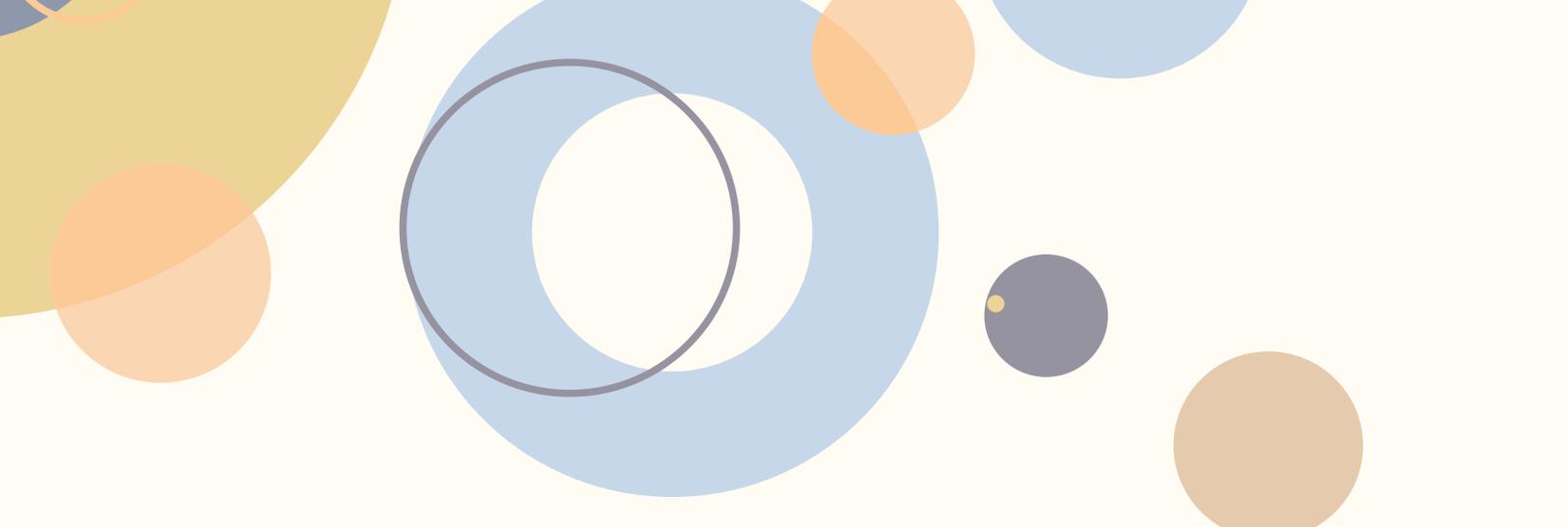
- Wheaton Danada shopping center
- DuPage County government center on County Farm Road
- North Elmhurst
- Wheaton, Downers Grove, Glen Ellyn BNSF downtown areas

Top destinations for Uber and Lyft rides include:

- Fox Valley Mall area
- Oak Brook Mall area
- Itasca Office and Industrial areas



# THE FUTURE OF DUPAGE COUNTY



# A VISION FOR DUPAGE COUNTY

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The purpose of creating a long-term vision for DuPage County is to help coordinate and guide planning decisions made by DuPage County representatives, as well as the service providers and organizations that operate within the County. As shifting demographics, development patterns, changing mobility trends, and transportation service adjustments reshape DuPage County’s mobility landscape, it is critical to create a guiding framework to assist decisionmakers over the next ten years.

## **Our Vision**

*DuPage County and its partner agencies will cultivate an efficient and reliable transportation and mobility network.*

*This network will be responsibly operated, integrated across service providers, transit and microtransit modes, flexible in response to changing demands and market conditions, well-connected, and safe.*

*It will equitably serve the diverse DuPage County population by expanding motorized and non-motorized transportation options, improving accessibility, incentivizing alternative transportation usage, and maintaining affordability for riders.*

The DuPage County Vision is comprised of **eight key planning themes**. The DuPage County Mobility Framework is organized according to each of these themes, which are further expounded through goals, strategies, and specific action items.

**DuPage County  
Framework  
Vision**

An overarching vision to help guide mobility-related decisionmaking as the County moves toward the future.

**8  
Planning  
Themes**

Focus areas that the County has identified as being top priorities.

**Goals**

Planning objectives related to each of the eight planning themes.

**Strategies**

Methods for achieving the Plan's goals.

**Actions**

Specific steps or recommendations that can accomplish strategies.

### Theme 1 / Coordination

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Forge connections and partnerships across multiple organizations and service boards to ensure efficient and expeditious delivery of projects that have local and regional impact. Plan strategies and action items are based upon the following objectives:

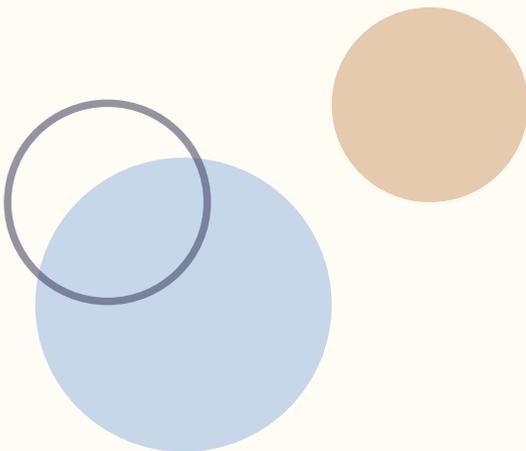
- Coordinating mobility projects region-wide in order to plan for the future and efficiently complete projects.
- Working with service boards to create partnerships, build overall capacity, and share skills and expertise across organizations.
- Creating partnerships between private and public entities in order to bolster the overall transportation network.
- Ensuring that DuPage County is involved in regional decisionmaking.

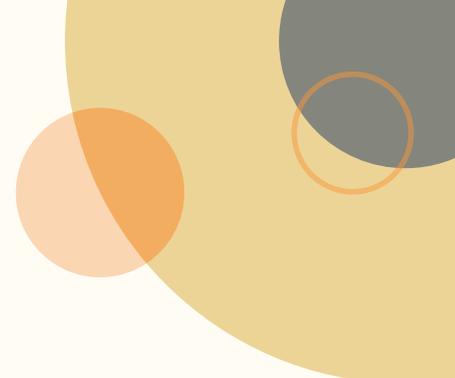
### Theme 2 / Collaborative Funding & Investment

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Inspire collaboration between organizations and service boards to successfully fund and expedite priority projects. Plan strategies and action items are based upon the following objectives:

- Exploring consolidation of Ride DuPage and Township services to create a more efficient and predictable shared ride mobility system.
- Strategizing with partners to generate competitive funding applications and increase the likelihood of project funding.
- Developing coordinated funding proposals and shared matches with service boards and local agencies for capital mobility improvements.
- Pursuing mobility grants and providing match for underserved and disadvantaged DuPage populations.





## **Theme 3 / Connectivity & Flexibility**

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Increase multimodal use through shared use mobility, enhanced transit connections, and vertical fleet integration. Plan strategies and action items are based upon the following objectives:

- Evaluating and adapting routes and services, as well as road and highway infrastructure to better support the use and expansion of transit and mobility networks.
- Improving connectivity across systems and boundaries by reducing barriers to travel and creating efficient mobility hubs.
- Providing expanded mobility options in DuPage County that encourage, support, and sustain existing transit.
- Regularly reviewing system route connectivity, infrastructure, and capital fleet performance in order to maintain efficient and convenient movement between communities and counties.
- Implementing micromobility solutions to support a multitude of trip types at different times of the day or week.

## **Theme 4 / Responsible Growth**

---

Support a well-integrated transportation and land use interface that functions to improve mobility and foster greener, more livable, walkable, and navigable suburban communities. Plan strategies and action items are based upon the following objectives:

- Planning for improved connections, access, and interaction between transit and surrounding land uses.
- Programming future land use, rezoning, and developing infrastructure to support transit in both incorporated and unincorporated DuPage.
- Implementing land use, design, and redevelopment strategies to support transit along transportation corridors.
- Reducing fuel consumption and emissions through route and vehicle efficiencies and zero-emission planning.

### **Theme 5 / Integration & Innovation**

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Pursue innovative programs and services that reduce barriers to transit ridership and incentivize the use of transit and other mobility options. Plan strategies and action items are based upon the following objectives:

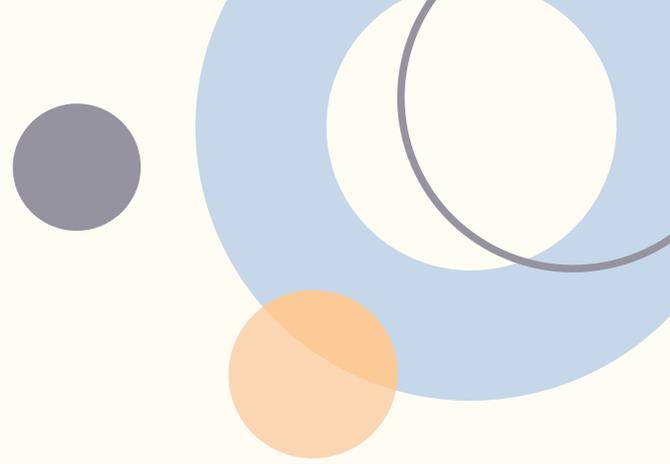
- Promoting innovative transportation solutions that simplify the traveler experience by supporting small-scale startups, universities, and colleges.
- Exploring and testing innovative fare programs.
- Improving central information systems for transportation decision making.
- Working toward an integrated regional payment platform.
- Encouraging coordinated scheduling across service providers and simplifying ticketing and transfers between all modes.

### **Theme 6 / Equity & Access**

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Cultivate an accessible, affordable, and convenient transportation network that supports DuPage County's diverse transit users. Plan strategies and action items are based upon the following objectives:

- Enhancing mobility ease of use for disabled passengers.
- Ensuring that these travelers receive complete rides from origin to destination.
- Ensuring that the cost of mobility is fair in order to provide feasible transportation options for those who need it most.
- Addressing physical isolation of segments of DuPage County's economically disadvantaged populations.
- Improving methods of educating travelers and providing accessible information on transportation options.
- Enabling and promoting the use of regional RTA Mobility Coordinators in outreach and marketing efforts.



## **Theme 7 / Support for Success**

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Support the economic and educational success of those living, working, or learning within the county. Plan strategies and action items are based upon the following objectives:

- Engaging major economic drivers to develop and expand employee participation in van pool and employer sponsored mobility programs.
- Promoting the development or expansion of programs and services that benefit transit-dependent workers and students.
- Enhancing and promoting transportation alternatives to and from schools.

## **Theme 8 / Safety**

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Assure the safety of transit riders, bikers, and pedestrians by improving network connectivity and implementing system safety standards. Plan strategies and action items are based upon the following objectives:

- Protecting the safety of pedestrians and cyclists through targeted infrastructure improvements.
- Protecting the safety of transit riders and increasing confidence in the public transit system by creating secure stations and transfer/mobility hubs.
- Improving signage and wayfinding to assist transit riders, pedestrians, and cyclists.
- Formulating action plans centered around creating a barrier-free non-motorized transportation network.
- Incentivizing biking and walking, allowing these modes to become viable transportation options.



**1**

**COORDINATION**

# OVERVIEW

In the years preceding the creation of the DuPage County Mobility Plan, regional mobility patterns and transit paradigms changed and evolved due to the COVID-19 pandemic. The pandemic radically altered the employment and retail environment, increasing the percentage of employees working remotely. Simultaneously, the shift to online retailing and delivery services has caused many shopping centers to close or scale back operations due to lack of customers. This, in turn, has led to job displacement.

These shifts have had significant impacts on travel throughout the region because fewer people are using transportation services. Less ridership has led to changes or reductions in transportation services. In addition, the RTA Strategic Plan, *Transit is the Answer*, notes that with current ridership levels and sales tax revenues, the region's transit system is facing a \$730 million budget shortfall in 2026 after federal COVID-related relief dollars are depleted. Eventually, a continued decrease in operating income from fares may further impact the transportation network by leading to more service reductions, fare increases, or deferred fleet maintenance.

The Chicago Metropolitan Agency for Planning (CMAP) and the Regional Transportation Authority (RTA) have formed regional advisory committees to determine how best to change the way the Chicago metropolitan region approaches transportation and how to assist transit agencies in navigating these changes.

DuPage County would like to further regional coordination efforts and ensure that its communities and service, health, and welfare agencies are able to voice their needs. Effective coordination between agencies and stakeholders is critical to adapting to the evolving regional mobility environment. This includes promoting ongoing communication and partnerships between transit and highway agencies, as well as between public and private entities. Coordination efforts must also be inclusive of affected or vulnerable populations, prioritizing their needs and opinions.

It is important to ensure that transportation and mobility projects align with regional goals. Comprehensive project tracking and management can help decisionmakers to prioritize projects and determine how they fit into County-wide and regional frameworks. Coordinated planning efforts can help to identify projects that have the greatest impact on multiple communities and regional mobility. Finally, active County participation in the establishment of local and regional priority projects can help ensure that regional initiatives positively impact DuPage County travelers.

**DuPage County would like to further regional coordination efforts and ensure that its communities are able to voice their needs.**

## **COORDINATION GOAL / FORGE CONNECTIONS AND PARTNERSHIPS ACROSS REGIONAL ORGANIZATIONS TO SUPPORT THE DEVELOPMENT OF AN ACCESSIBLE AND RELIABLE TRANSPORTATION NETWORK.**

**STRATEGY 1 / Coordinate mobility projects region-wide in order to plan for the future and efficiently complete projects.**

**Action 1.1 - Be an active participant in the Pace Network Revitalization and Systemwide Restructuring Initiative.** DuPage County wishes to ensure that future route systems meet service objectives across the county and that supportive mobility and micromobility infrastructure accompanies service decisions.

**Action 1.2 - Develop a regional mobility project list.** Communicate with municipalities and service providers to identify potential mobility projects throughout the county. These projects can be prioritized or ranked based on predetermined metrics, such as cost, overall benefit, time to complete, jurisdiction, and more. There is potential for a regional project coordinator to carry out these tasks.

**Action 1.3 - Establish a coordinated approach to completing, funding, and implementing projects.** A systematic method of managing and tracking projects can ensure that they are completed efficiently throughout the County. Determine which organizations will apply for funding and when they will apply. Create a management checklist with predetermined checkpoints that will help guide projects to completion.

**Action 1.4 - Develop coordinated plans that facilitate larger-scale inter-jurisdictional projects.** Ensure that larger-scale plans are informed by the needs of municipalities. Involve community stakeholders, such as municipal planners and engineers, in planning processes and identify plan priorities, policies, and projects that benefit communities across the county. Doing so will maximize the potential for securing federal and state funding.

**STRATEGY 2 / Work with service boards to create partnerships, build overall capacity, and share skills and expertise across organizations.**

**Action 2.1 - Encourage and develop multi-tiered, inter-organizational working groups to identify critical needs and priorities and pursue funding opportunities for projects.** Working groups could be formed, as needed, around key mobility topics, such as fixed-route network restructuring, pedestrian and bicycle accessibility, transit supportive development, and serving vulnerable populations. They could identify critical needs, which inform project prioritization and selection. The County should encourage collaborative efforts that build overall capacity and help projects come to fruition. View the Implementation section for more information.

**STRATEGY 3 / Create partnerships between private and public entities in order to bolster the overall transportation network.**

**Action 3.1 - Create a standing Economic Development policy committee to gather organizations and communicate issues and ideas.** This could allow for the creation of partnerships between Chambers of Commerce, Choose DuPage, economic development organizations, private companies, and transportation agencies in order to advance meaningful mobility improvements.

**Action 3.2 - Partner with municipalities, townships, and IDOT to identify critical network improvements that eliminate gaps and enhance mobility.** Identify critical locations that require property acquisitions, stakeholder participation or other activities ahead of future capital projects. Mitigate future obstacles to project completion through strategic pre-project activities. Reference the Mobility Gaps Analysis summary on page 27 as a starting point and continue to work with partners to identify and remedy gaps.

The background features a blurred image of a train passing through a wooded area. Overlaid on this are several decorative circles in shades of orange, blue, and yellow. A central white rounded rectangle contains the main title.

# 2

## **COLLABORATIVE FUNDING & INVESTMENT**

# OVERVIEW

The successful implementation of Plan recommendations is dependent on sponsorship and the commitment and availability of funding.

The Regional Transportation Authority (RTA) is the organization responsible for overseeing the budgets and financial needs of transit agencies in the Chicago area. RTA also manages federal and state revenue, tracking how each agency performs relative to the mandated farebox recovery ratio for the region. Because of the COVID-19 pandemic, ridership numbers dropped by approximately 40-60%. Though numbers have since increased, an overall decrease has negatively impacted farebox ratios for the region. While federal funding sources provided through the CARES, CRRSSA, and ARPA bills helped to fill this operating capital deficit, these funds will be depleted in 2025. At that point, RTA estimates an annual operating deficit of \$730 million. Resolving this operating shortfall is a major focus of the RTA's strategic plan. Due to this impending deficit, it is critical that new sources of funding are found to avoid the reduction or elimination of services. In order to avoid overall fare increases, it is also necessary to review and advocate for cost reductions through network efficiencies.

New sources of capital funding will also be necessary to support repairs and overall operational sufficiency of the network. Additional capital funding will also be needed to support regional goals related to expanding service, reducing fares for disadvantaged populations, guaranteeing levels of performance, and maintaining safety standards.

DuPage County and service boards can support regional mobility objectives by identifying and obtaining new sources of funding for local transportation projects. There is currently no sole group or party that is responsible for identifying funding sources, connecting communities or projects with funding opportunities, and providing technical assistance. Funding additional mobility projects will require leadership and a systematic approach that relies on coordination between agencies, municipalities, and the collar counties.

A project funding pipeline is key to ensuring the success of projects from their inception. This includes identifying projects at all scales, from local to regional, and pinpointing shared interests and goals across agencies. It also includes identifying sources of funding, such as grants, and strategizing to successfully apply for and attain funding.

**While federal funding... helped to fill this operating capital deficit, these funds will be depleted in 2025. At that point, RTA estimates an annual operating deficit of \$730 million.**

## **COLLABORATIVE FUNDING AND INVESTMENT GOAL / INSPIRE COLLABORATION BETWEEN ORGANIZATIONS AND SERVICE BOARDS TO SUCCESSFULLY FUND AND EXPEDITE PRIORITY PROJECTS.**

**STRATEGY 1 / Explore consolidation and shared funding of Ride DuPage and Township services to create a more efficient and predictable mobility system.**

**Action 1.1 - Commission a study to evaluate administrative and funding consolidation of Dial-a-Ride and Ride DuPage Programs.** Ride DuPage and Dial-A-Ride services are important to the mobility of seniors and people with disabilities. These services are operated by Pace on behalf of County Township and Municipal governments. Services are not universal and have differing service and cost models. Sponsors administer the programs, riders and local costs. The County should undertake a study in collaboration with Pace and sponsor agencies to evaluate consolidated administration, funding and consistency of service delivery.

**Action 1.2 - Include all stakeholder agencies and departments in decisionmaking regarding the consolidation of services.** DuPage County should work alongside agencies and township representatives to create actionable plans that lead to consolidation and funding of services.

**STRATEGY 2 / Explore cost and revenue sharing projects that encourage the expansion of the transportation network and eliminate first- and last-mile transportation deficiencies.**

**Action 2.1 - Pilot revenue sharing projects between Transportation Network Companies (TNCs) and transit agencies.** Doing so will help encourage ridership by facilitating the use of multiple transportation modes and ensuring that travelers reach their destinations, even during off-peak hours. This will help reduce overall costs for transportation agencies.

**Action 2.2 - Encourage local government participation in cost share of On Demand, shuttle, guaranteed ride, and TNC services.** Financial assistance from local governments can help improve the transportation network while better serving the local population and businesses.

**STRATEGY 3 / Develop coordinated funding proposals and shared matches with Service Boards and local agencies for capital mobility improvements.**

**Action 3.1 - Review grant opportunities and strategize ways to strengthen applications.**

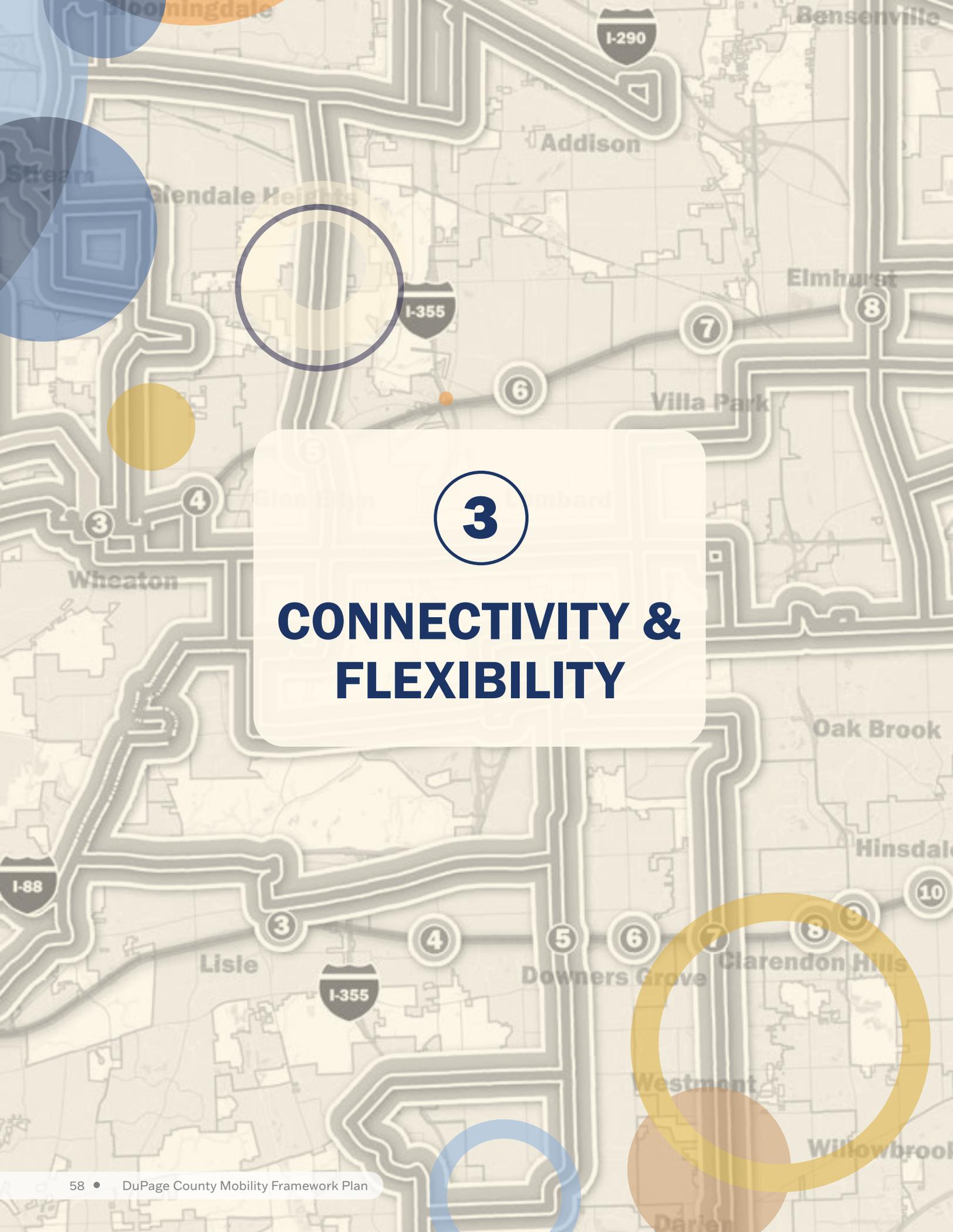
To increase the likelihood of receiving funding and developing more impactful projects, an inter-agency review team should assemble annually to review grant funding programs and potential applications. Project sponsors should seek to create applications that involve multiple organizations, each with different strengths and expertise.

**Action 3.2 - Share funding match requirements when funding is received.** Organizations that collaborate on funding proposals should assist with the match in order to ease the burden from all other organizations involved. A regional funding coordinator may be able to organize and coordinate this prior to project submittals.

**STRATEGY 4 / Pursue mobility grants and provide match for underserved DuPage populations, especially in areas of need.**

**Action 4.1 - Identify transit deserts and other underserved areas.** Create a comprehensive list of these areas and use this as a starting point when seeking grant funding. Prioritize transportation projects in these areas. Develop private support in these areas and involve RTA mobility and Workforce groups to develop solutions.

**Action 4.2 - Work with underserved or unserved communities.** Engage these communities, speak with stakeholders, and involve organizations that can help to inform the grant proposal process, ensuring that projects align with their needs.

A map of DuPage County, Illinois, showing major highways and municipalities. A central white rounded rectangle contains the number '3' in a dark blue circle. The map is overlaid with various colored circles: a large blue circle in the top left, a yellow circle in the top center, a yellow circle in the bottom right, and a blue circle in the bottom center. The number '3' is positioned in the center of the map, roughly over the area of Glendale Heights and Villa Park.

**3**

# CONNECTIVITY & FLEXIBILITY

# OVERVIEW

As the transportation and mobility environment continues to evolve, DuPage County and regional transportation agencies must reevaluate who transit is serving, what types of trips riders are taking, which routes and destinations are most in demand, and what type of vehicle is required to service trips within the suburbs. Re-evaluating the current transportation network and finding ways to improve service can reveal opportunities for agencies and the private sector to work together to shape mobility as a more unified system. The involvement of local governments (both County and municipal) and private industry representatives in decision-making related to service changes is critical to crafting a more efficient and effective network.

## Trips and Mode Choice

Approximately 14% of all trips in DuPage County are work related, while nearly 50% are non-work trips. These non-work trips are generally intra-county, under 8 miles in length, involve multiple stops, and are multi-functional. Over 90% of all work trips are made by personal auto. An even higher proportion of non-work-related trips, such as shopping trips, are completed by automobile. This is due to many factors including lack of inexpensive door to door service, inconvenient transit schedules and routes, as well as the inability to transfer easily from one route to another. Service providers and communities can evaluate these trends and barriers to transit use in order to identify objectives for improving the overall transportation network.

Currently, mode choice, the ability to choose from multiple transportation modes, is extremely limited outside of Pace On-Demand service areas and the areas directly abutting the 12 fixed transit Pace routes and 25 Metra stations located within the county. While all of the 12 Pace routes serve Metra stations, many of these routes only operate on weekdays and are tied to Metra train schedules. Off-peak and weekend schedules are often reduced or non-existent, but Metra is currently working toward a 'regional rail' service model to expand off-peak travel options. There are six transfer locations in DuPage County – three at area shopping malls and three at Metra Stations. Supporting micromobility only exists in the vicinity of two transfer locations. The introduction of multimodal transit hubs and additional mobility options, such as small shuttles, shared vehicles, shared bikes, or scooters could help encourage non-automobile mode choice and overall connectivity throughout the County.

Figure 8: DuPage County Travel Mode (24hrs), Replica 2019



## Mobility Hubs

The goal of a mobility hub is to increase the reach of transit and improve connectivity, flexibility, and access. A mobility hub is more than a transit stop. It is a location that brings together multiple modes of transportation, including public transit, car share, bike share, shuttles, and more. It also provides connective multimodal infrastructure and creates a node of activity that enhances the travel experience. When on-demand and shared-use transportation options are paired with fixed-route transit, they improve the convenience and flexibility of the entire transportation network. This can incentivize the use of alternative transportation methods and reduce reliance on automobiles.

A successful mobility hub is one that offers safe and convenient pedestrian connections, has dedicated spaces for shared mobility options, allows for integrated trip planning, and improves community livability through targeted placemaking interventions. A mobility hub is

the physical nexus between surrounding land uses and transportation services, and thus requires a seamless integration of the two.

While mobility hub amenities will vary by location, the following elements should be considered for hubs in DuPage County:

- Coordinated transit schedules for quick transfers
- Access to car-share, bike share, TNCs
- Shelters, benches, and real-time schedules
- A mix of surrounding uses (TOD)

Because mobility hubs bridge the divide between transportation infrastructure and the surrounding community, the development of successful hubs will rely on coordination between transportation agencies and municipalities. DuPage County should help to facilitate these partnerships, as well as strategize with regional agencies to determine ideal locations for mobility hubs within the county.



## CASE STUDY

### BLOOMINGTON NORMAL STATION IN NORMAL, ILLINOIS

The Bloomington Normal Station is a mobility hub located in Normal, Illinois near the Town of Normal City Hall and Uptown Circle, a community gathering space and roundabout. It serves as a transfer point for several bus routes, Amtrak trains, and other transportation services. The mobility hub also includes a covered waiting area, a parking structure, electric vehicle charging stations, bike parking, bike share, and designated pick-up and drop-off areas for ride sharing services. Additional amenities include public restrooms and a coffee shop. The station is in the heart of Downtown Normal, steps away from several hotels, restaurants, businesses, and a museum, which helps to make public transit a much more viable option for reaching those amenities. Since the construction of the station in 2012, transit ridership has increased year over year and the amount of automobiles in Downtown Normal has decreased. The mobility hub has also helped bring more development and jobs to the area, helping to create a more vibrant and active town center.



*Bloomington Normal Station, Scott Shigley*

## **CONNECTIVITY & FLEXIBILITY GOAL / INCREASE MULTIMODAL USAGE THROUGH SHARED USE MOBILITY, ENHANCED TRANSIT CONNECTIONS, AND VERTICAL FLEET INTEGRATION.**

**STRATEGY 1 / Evaluate and adapt routes and services, as well as road and highway infrastructure, to better support the use of transit and the expansion of the transportation network.**

**Action 1.1 - Regularly revisit operations and performance of structured routes to determine efficacy in meeting transportation needs.** Regularly evaluate ridership data and meet with working groups and stakeholders to determine whether routes are adequately serving riders as they go to and from work, school, and everyday activities.

**Action 1.2 - Push for the streamlining and simplification of fixed route bus services within DuPage.** Upon evaluation of fixed route bus services, consider realigning services to meet the needs of riders and improve routes with more ridership potential. Identify and support route development to key locations.

**Action 1.3 - Encourage service providers to improve inter-county connections.** Identify critical inter-county connections and encourage service providers to augment or add routes that facilitate inter-county travel and support reverse commuting.

**Action 1.4 - Diversify origin and destination opportunities through strategic on-demand service improvements.** Evaluate potential on-demand service expansions, focusing first on expanding to areas with higher amounts of potential origins and destinations, such as large employers, commercial centers, and residential communities. Coordinate with fixed-route, Pulse route, and Metra schedules.

**STRATEGY 2 / Improve connectivity across systems and boundaries by reducing barriers to travel and creating efficient mobility hubs.**

**Action 2.1 - Review and re-imagine transit transfer locations.** Consider developing transfer facilities in locations that would expand the Pace service area, rather than focusing solely on transfer facilities near malls or Metra stations. Also consider locating facilities near a mix of land uses, including residential, commercial, and office uses in order to draw more riders.

**Action 2.2 - Create design and development guidelines for transfer facilities and mobility hubs.** Strive to create an environment that is accessible, comfortable, and convenient. Ensure that there is pedestrian accessibility and designate space for each mode type. Incorporate facilities into developments or under-utilized parking areas wherever possible.

**STRATEGY 3/ Provide expanded mobility options in DuPage County and encourage, support, and sustain the use of existing transit.**

**Action 3.1 - Encourage operating agencies to diversify and vertically integrate fleets by re-imagining and implementing a range of vehicle operations.** Additional vehicle options could include shuttles, shared vans, bus lease, or shared-use bikes and scooters. Vertical integration of these fleets would expand the reach of transit and help to increase ridership.

**Action 3.2 - Create transit and micro-mobility hubs that provide a range of transportation options and that offer distance and speed flexibility.** Large transfer facilities can be supported by smaller micro-mobility hubs at strategic locations along a route. Micro-mobility hubs can help provide first- or last-mile transportation solutions and can include shared use mobility options, car-share pickup areas, and more.

4

**RESPONSIBLE  
GROWTH**

# OVERVIEW

The expansion of the transportation network in DuPage County can incentivize denser, more walkable, more sustainable transit-oriented development. Similarly, the development of more transit-supportive land uses can encourage service providers to extend transportation services to underserved areas. Future transit or mobility services will require a transformation of local land use and streetscape to make service extensions more plausible and achievable. DuPage County seeks to facilitate the development of a land use-transit interface that supports mobility, promotes economic development, and improves quality of life throughout the County's many communities. DuPage can accomplish this by guiding municipalities through the corridor planning process and ensuring that they have the tools to implement transit-supportive development and equitable transit oriented development. The following section provides an overview of best practices and presents basic transit corridor guidelines that can serve as a starting point for achieving responsible growth.

## Transit-supportive Development

Pace's Transit Supportive Guidelines (2013) and Driving Innovation Strategic Plan are guiding documents that clearly identify how design and development can improve conditions for riders. Using these guidelines and other transit-supportive development guidelines and best-practices, DuPage County

can work collaboratively with municipalities to strategically transition older corridors to complete streets, identify logical places to encourage development or redevelopment, and create more transit-friendly built environments. DuPage County encourages municipalities to work with developers to shift away from an auto-centric urban environment by:

- Utilizing development toolkits or options to meet municipal and developer objectives
- Creating transit hubs
- Increasing density
- Minimizing parking
- Enhancing bicycle and pedestrian infrastructure and networks

An initial step toward a more transit-supportive built environment is identifying specific roads as high-priority future mobility corridors. DuPage County municipalities can then work with transportation agencies and developers to collaboratively design environments that holistically address safety, multi-modality, transit efficiency, the development bottom line, and community needs.

## Transit-oriented Development

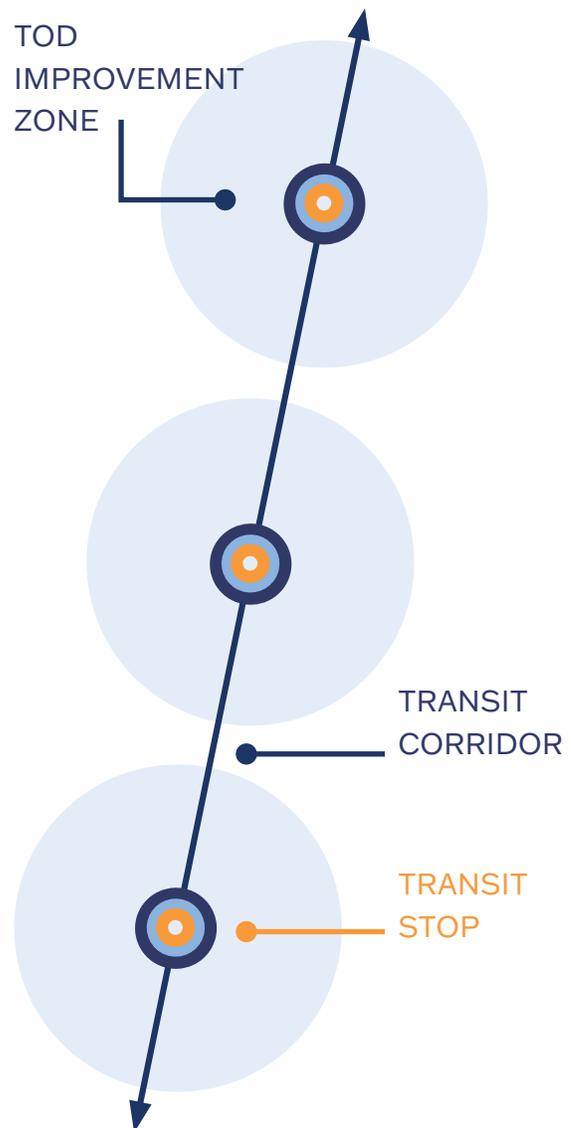
The RTA and CMAP have indicated that one of the top future goals of the region should be Equitable Transit Oriented Development (ETOD). ETOD guidelines encourage communities and developers to consider providing low to moderate cost housing, jobs, and amenities adjacent to transit with the aim of supporting community wealth and accessibility. In DuPage County, ETOD guidelines pertain to Metra stations, as well as corridors with Pulse or fixed bus service. Throughout the planning process, DuPage County stakeholders indicated that lower wage employees have longer, more difficult commutes due to the lack of attainable housing options near transit. Missing moderate-income housing and apartment development should be planned for corridors or retail centers where there is an excess of vacant retail, vacant outlets, or vacant parking.

Linear Transit Oriented Development encourages transit-oriented development along a transit corridor, typically one served by a bus line or a bus rapid transit line. Linear TOD focuses on creating walkable and higher-density communities along a corridor by developing mixed-use buildings in close proximity to transit stops or stations. This coordinated approach to development requires collaboration between local governments, transit agencies, and developers. In some cases, transit agencies or local government can provide financial incentives to developers who build along transit corridors and near stations. Local governments can also adopt zoning regulations and land use plans that encourage mixed-use development and density. Linear Transit Oriented Development

is an intentional approach that focuses on multiple transportation nodes, as well as the connections between them. It can help to significantly reduce reliance on personal vehicles, and lead to greater transit ridership.

In DuPage County, this approach can be implemented along major transit corridors. Linear Transit Oriented Development can be pursued along Pace Pulse Near-term Priority Corridors, as well as other Pace Suburban Bus routes and within Metra station areas as determined by decisionmakers.

Figure 9: Linear TOD Representation



# CASE STUDY

## SAN PABLO AVENUE CORRIDOR IN OAKLAND, CALIFORNIA

The San Pablo Avenue Corridor is a major transit artery that connects Oakland, Richmond, and San Pablo. The corridor is served by several local and regional buses, including Tempo Transit BRT. The San Pablo Avenue Rapid Bus Corridor project was completed in 2016 and includes dedicated bus lanes, transit signal priority, and bus shelters along the corridor. In recent years, there has been significant transit-oriented development along the corridor. Much of this development is influenced and overseen by the San Pablo Corridor Coalition, which is an advocacy group that works to ensure that development along the corridor includes community benefits, affordable housing, and protection against displacement for current residents.

The MacArthur Transit Village is a mixed-use, transit-oriented development located along the corridor. It includes the MacArthur Annex, which was constructed sustainably using shipping containers and provides office and retail space for small businesses, as well as a mix of amenities. The nearby MacArthur Transit Village also includes several housing developments and a total of 624 units of housing, 25% of which are set aside for households earning up to 50% of the area median income.



MacArthur Annex



Tempo Transit BRT

## Effective Corridor Planning

A successful transit corridor can help to facilitate transportation between communities, spur economic growth, create jobs, and increase investment. DuPage County seeks to pursue a coordinated and well-directed approach to transit corridor planning that will improve mobility, accessibility, and overall quality of life throughout the County's communities. Transit corridors often pass through several jurisdictions, meaning it is critical that the County facilitates communication and collaboration between neighboring municipalities, between municipalities and service boards, and between municipalities and State agencies. Below is a guide to transit corridor planning in DuPage, derived in part from *Pace Driving Innovation* and Pace's Pulse Route and land use improvement planning process.<sup>1</sup> This is meant only to serve as a guide, as each community's needs and circumstances are unique.

### CORRIDOR ASSESSMENT, SELECTION, AND PRIORITIZATION

Working Groups (see Implementation section) and key decision makers should work together with municipalities and service boards to identify optimal corridors for transit extensions or significant transit improvements. This can be facilitated through an initial DuPage Transit Corridors Assessment that establishes existing conditions county-wide and scored corridors based on a variety of performance metrics. Decisionmakers should prioritize corridors that span communities with higher density pockets, those that have higher proportions

of vulnerable populations, or those that link major origins and destinations or key activity generators both inside and outside DuPage County. Regional decisionmakers can rank the following goals and prioritize corridor transit extensions or improvements accordingly. These goals can serve as benchmarks when measuring the success of future corridor plans.

- Economic Development
- Regional Connectivity
- Local Mobility
- Community Investment

### ANALYZING EXISTING CONDITIONS

Once priority corridors are selected, the planning process should begin with the analysis of existing conditions along the corridors and surrounding communities. This includes analysis of existing transportation and mobility infrastructure, surrounding land use mix, demographics, jobs, walkability, and the Transportation Disadvantage Index. This also includes a detailed analysis of connections between surrounding land use and transportation infrastructure, areas for access improvements, potential redevelopment sites, and opportunities for additional plans and studies, such as traffic impact studies or intersection design studies.

### IDENTIFYING REDEVELOPMENT TOOLS

Planners and decisionmakers should identify which redevelopment tools and strategies are at the communities' disposal. These include funding resources, regulatory tools, and urban design strategies.

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1 The Pace Central Harlem Avenue Corridor Study was referenced for this section.

**FUNDING RESOURCES CAN INCLUDE:**

- Tax Increment Financing
- Illinois Transportation Enhancement Program (ITEP) funding
- State Motor Fuel Tax/Rebuild Illinois Transportation Renewal Fund
- Federal Surface Transportation Program funding
- Federal Transit Administration Grants
- RTA Sales Tax Funds
- RTA and CMAP Grant Funds

**REGULATORY TOOLS CAN INCLUDE:**

- Landscaping ordinances
- Transit-oriented development overlay districts
- Zoning regulations
- Form-based code requirements
- Adoption of Smart Growth policies and requirements

**URBAN DESIGN TOOLS CAN INCLUDE:**

- Enhanced pedestrian signals
- High visibility crosswalks
- Bump-outs
- Infill development

- Reduced parking
- Parking Screening
- Pedestrian refuge islands
- Continuous sidewalks
- Vertical, mixed-use development
- Minimized curb cuts

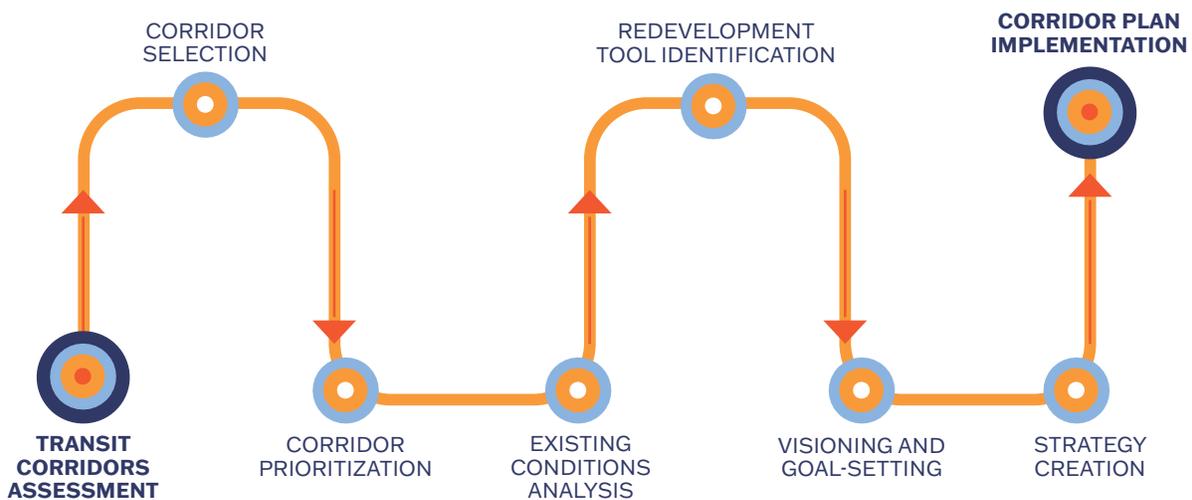
**VISIONING, GOAL SETTING, AND LAND USE STRATEGY CREATION**

Neighboring municipalities, with the help of service boards and the County, should engage their communities to create comprehensive and collaborative visions for transit corridors, along with actionable goals and benchmarks for success. Corridor plans should include specific, place-based development and design guidelines, as well as land use strategies that are formed around area typologies, such as mixed-use neighborhood, high-density activity center, low-density neighborhood, and employment center.

**IMPLEMENTATION**

To ensure the efficient and effective implementation of transit corridor strategies, plans should identify implementation schedules, implementation partners, and funding resources for each municipality located along the corridor.

Figure 10: Recommended Corridor Planning Process



# CASE STUDY

## PACE CENTRAL HARLEM AVENUE CORRIDOR STUDY, TRANSPORTATION AND LAND USE IMPROVEMENT PLAN

The Central Harlem Avenue Transportation and Land Use Improvement Plan was one phase of a multi-phased process aimed at examining potential Pace Pulse station locations along Harlem Avenue, as well as identifying nearby infrastructure and land use improvements. The plan included location analysis, which examined transit competitiveness based on Demographics, Land Use, Walkability, Bikeability, and Transit Access. It weighed potential station locations and determined key candidate intersections based on locations with the most transportation competitiveness.

The plan presents strategies and tools for expanding access to transit, which can be referenced by all communities located along the Central Harlem Avenue corridor. The plan identifies which strategies would be best suited for each potential station area. These strategies and tools include:

- High visibility crosswalks
- Enhanced pedestrian signals
- Curb extensions

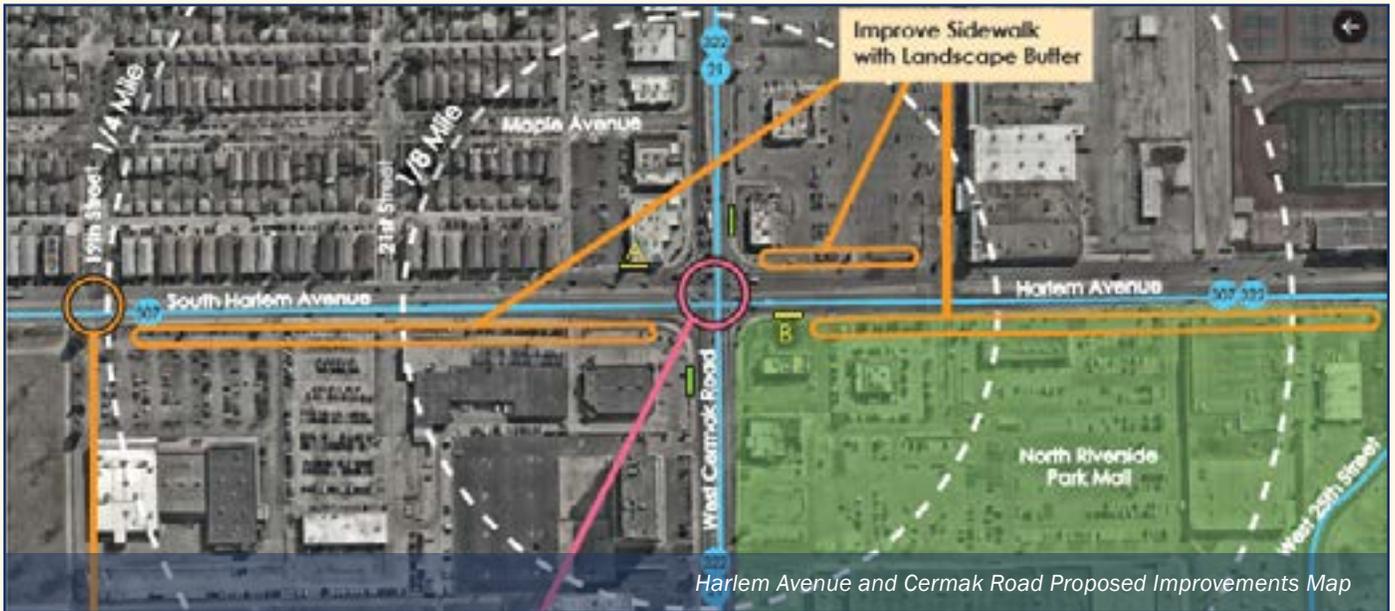
- Pedestrian refuge islands
- Driveway consolidation
- High-quality sidewalks

The plan then provides detailed maps of each potential station area, highlighting multiple station candidate sites, specific intersection enhancements, previously planned changes, current mobility infrastructure and transit routes, and potential redevelopment sites.

The Transportation and Land Use Improvement Plan presents a Station Area Development Typology, which identifies development and design guidelines for each of the following areas:

- Major activity center
- Local activity center
- Urban neighborhood
- Low density neighborhood
- Mixed residential/industrial neighborhood

This plan should be referenced by DuPage County, municipalities, and decisionmakers when considering the creation of corridor plans in DuPage County. It serves as an exemplary framework for the comprehensive transit and land use planning of a key corridor.



## **RESPONSIBLE GROWTH GOAL / SUPPORT A WELL-INTEGRATED TRANSPORTATION AND LAND USE INTERFACE THAT FUNCTIONS TO IMPROVE MOBILITY AS WELL AS FOSTER GREENER, MORE LIVABLE, WALKABLE, AND NAVIGABLE SUBURBAN COMMUNITIES.**

### **STRATEGY 1 / Plan for improved connections, access, and interaction between transit and surrounding land uses.**

**Action 1.1 - Establish a Working Group that is specifically focused on supporting the development of transit supportive land uses throughout the county.** DuDOT and DMMC can take a coordinating role in establishing this working group. A working group should be comprised of representatives from the Urban Land Institute, developers, sustainable development experts, urban planners, and transportation planners.

**Action 1.2 - Develop a DuPage Transit Corridors assessment.** The assessment would establish existing conditions and use a scoring methodology to identify priority corridors for short- and long-term mobility improvements.

**Action 1.3 - Pursue a greater collaborative relationship with local agencies and municipalities regarding land use, access, and site development.** Facilitating efficient service delivery and enhancing the interface between transportation uses and surrounding land uses will require the participation of individual communities and municipalities.

### **STRATEGY 2 / Program future land use, rezone, and redevelop infrastructure to support transit in both incorporated and unincorporated areas.**

**Action 2.1 - Develop Unified Development Ordinances.** DuPage County and adjacent communities should do this for the purpose of allowing residential and commercial densities and site designs that are conducive to transit and non-motorized access.

**Action 2.2 - Appraise and recommend corridor land use, zoning, and parking code adjustments on key transit corridors.** Encourage more transit-supportive land uses along priority corridors through land use strategies, overlay zoning, and parking codes. Utilize the Urban Land Institute's *Healthy Corridor Guidelines* to guide regulations, interventions, and redevelopment.

**Action 2.3 - Establish a development toolkit that outlines best practices for corridor development.** Strategic plans should prioritize the creation of toolkits, which can be shared with planners and developers.

**Action 2.4 - Encourage coordinated projects that include the development of transportation infrastructure in tandem with transit-oriented development.** In many cases, unincorporated areas do not have the transportation infrastructure needed to initiate TOD projects. To ensure that these areas receive the benefits of accessible transit, while also ensuring that transportation extensions will have sufficient ridership, promote the development of vibrant, amenitized transportation nodes surrounded by a mix of uses.

**STRATEGY 3 / Implement land use, design, and redevelopment strategies to support transit along corridors.**

**Action 3.1 - Create an inventory of excess parking lots and underutilized land throughout the County.** Using GIS and working with municipalities, identify underutilized parking lots and land. Identify lots and land with high potential for change, such as those along commercial corridors, along key transit routes, or near transit stations.

**Action 3.2 - Work with communities to determine the best and highest use for underutilized land and parking lots.** Communities should identify their needs and goals (e.g. walkability, mobility hub, greenspace, affordable housing) and redevelop the sites accordingly.

**Action 3.3 - Implement heat island mitigation strategies on re-purposed sites.** This includes increased vegetative cover, permeable pavements, reflective surfaces, and green roofs.

**Action 3.4 - Adapt and re-purpose excess lots and land.** Land can be used as micro-mobility hubs, pocket parks, compensatory storage, affordable housing, or other infill development.

**Action 3.5 - Adopt transit supportive guidelines and complete street policies at the local level.** Incorporate them into zoning and permit practices.

**STRATEGY 4 / Partner with local and regional agencies to identify priority EV infrastructure development and zero-emission planning.**

**Action 4.1 - Engage CMAP, Pace, Metra, and local governments in order to strategize about where to best place Electrical Vehicle infrastructure and how to implement zero-emission planning.** Ensure that placement of charging stations fits within the broader regional network to guarantee adequate coverage. In addition to EV infrastructure for automobiles, factor in needs for transit fleets.

**Action 4.2 - Create a phased plan for the rollout of EV infrastructure development in the County.** Help local governments and transit agencies to prioritize installation of EV infrastructure near planned mobility or TOD projects, critical facilities, and major developments.



**5**

**INTEGRATION &  
INNOVATION**

# OVERVIEW

In DuPage County, the development of a flexible, efficient, and effective transportation system will rely upon innovative programs and processes. Improvements can be made to methods of communication and methods of payment in order to facilitate and encourage use of transit. The region and its transportation agencies should also be receptive to outside innovation that functions to improve transit options and accessibility. Working with federal research agencies or small scale micromobility startups should be strongly considered.

## Travel Planners

Currently, there are several centralized platforms that allow riders to learn about transportation options, gather key information about schedules, and optimize their trips using multiple transportation modes. These include the RTA Trip Planner and the Pace Trip Planner. Though these trip planners are useful, they lack a level of well-integrated usability that other applications offer. For example, an application like the Lyft Mobile App includes a comprehensive travel planner that provides information about rideshare, scooters, bikes, and public transit schedules. Usability of existing trip planners could also be enhanced by allowing riders to schedule and pay for multi-ride tickets directly through the app or by linking to ticket purchase options.

## CASE STUDY

### TRANSIT APP + PACE

In 2022, Pace began offering riders free access to the Transit app Royale subscription. The Royale subscription provides real-time information for all Pace bus routes, as well as step-by-step GO guidance, which reminds riders when to leave, when to transfer, and when get off the bus. In 2023, Pace plans to show Pace On Demand service options in the trip planning results. This partnership is a significant step toward the creation of an all-encompassing, usable transit planning application.



## Integrated Payment Platforms

Though DuPage County is served by multiple modes of transit, there is not an integrated payment platform that allows riders to seamlessly transfer from one mode of transportation to another. An integrated payment platform can help to incentivize transfers and overall transportation usage by reducing costs for riders and by simplifying their overall experience.

## Innovative Fare Programs

Pace, Metra, and CTA have begun implementing innovative fare programs that reduce costs for riders, including the Regional Connect Pass and Metra unlimited fare cards, among others. Service boards can also consider a variety of payment programs including: Fare Capping, Uniform Fares, Ride Anywhere Passes, Student Passes, Flex-Passes, and Cross-Modal Subsidies.

### FARE CAPPING

Fare Capping is a program or mechanism that limits the amount of money that a rider pays for public transportation within a certain time period. Usually the time period is set at a day or a week. Once a rider has paid a certain amount for rides during that period, they will not be charged for any additional rides.

### UNIFORM FARES

A Uniform Fare policy allows travelers to pay the same fare for transit regardless of the distance they travel or the number of trips they make. This can make fares more predictable and incentivize use of transit for longer trips by making them more affordable.

### RIDE ANYWHERE PASSES

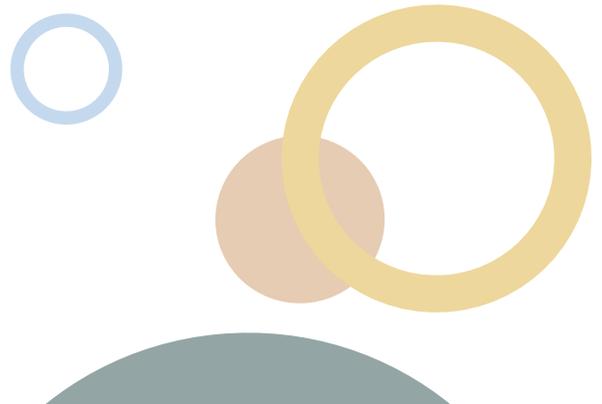
A Ride Anywhere Pass allows a traveler to take unlimited trips of any mode on a transit system for a set period of time. A unified payment platform would help to facilitate this program.

### GUARANTEED RIDE HOME

This program provides commuters who regularly carpool, vanpool, bike, walk or take transit to work with a low cost and reliable ride home when emergencies or unexpected events arise. Participants are registered and are granted a limited number of rides annually.

## Micromobility Innovation

Throughout the United States, micromobility startups are transforming the transportation environment by providing first- and last-mile solutions for transit riders. Well-known micromobility startups include Lime (electric scooters and bicycles) and Bird (electric scooters and bicycles). Some startups work with communities to tailor transit solutions that help provide alternative transportation options to underserved areas. Additionally, some local small businesses, such as YoGo Bikeshare, strive to provide their neighbors with transportation services. The communities of DuPage County, as well as its larger employers, should consider the benefits of supporting micromobility startups and implementing innovative micromobility solutions.



# CASE STUDY

## PUGET SOUND TRANSIT ORCA

ORCA (One Regional Card for All) is the payment platform utilized by Puget Sound Transit in the Seattle metropolitan area. Travelers are able to use a single card to pay for a variety of public transportation services, including buses and trains. The ORCA payment platform is convenient, allowing travelers to reload their cards via mobile app, online, at vending machines, and at retail locations. There are also discounts for low-income riders, seniors, and students. The ORCA card provides numerous benefits, including:

- Reducing the use of cash on transit, improving both safety and efficiency
- Facilitating data collection for transit agencies
- Increasing ease-of-use and ridership



ORCA Card

## YOGO BIKESHARE IN YOUNGSTOWN, OHIO

YoGo Bikeshare is a new, family-owned bikeshare company that is bringing bikeshare to the city of 60,000. The company was started with a start-up loan from Youngstown Business Incubator. The company is working to make transportation accessible to the city's diverse population. Because the city is small, companies like Lime are less likely to enter the market. As a locally-owned business, YoGo has buy-in and support from the community and is helping to provide residents with a service that they may not have had access to otherwise.



YoGo President, Ronnell Elkins

## **INTEGRATION & INNOVATION GOAL / PURSUE INNOVATIVE PROGRAMS AND SERVICES THAT REDUCE BARRIERS TO TRANSIT RIDERSHIP AND INCENTIVIZE THE USE OF MULTIPLE TRANSPORTATION MODES.**

**STRATEGY 1 / Explore and test innovative fare programs such as fare capping, uniform fares, free fares, ride anywhere passes, student passes, flex passes, and cross-modal subsidies.**

**Action 1.1 - Support RTA's efforts to expand the Metra reduced fare pilot and engage with RTA's *Transit is the Answer* Coalition process to explore and advocate for amendments to the region's transit funding formula and pursue additional fare programs.** Help RTA determine which programs to pilot and how to adjust the transit funding formula.

**Action 1.2 - Pilot fare and technology programs for a predetermined length of time.** Educate the public about these programs to encourage their utilization. Closely track metrics and conduct user interviews to determine the benefits and drawbacks of pilot programs.

**Action 1.3 - Using collected data and information, adjust fare programs to address any user experience issues and continue the program(s) permanently.**

**STRATEGY 2 / Improve central information system for transportation decision making and work toward creating an integrated regional payment platform.**

**Action 2.1 - Work with Pace, RTA, and Working Groups to review and improve existing trip planners.** Identify shortcomings and compare to the needs expressed by users. Improvements to functionality could include payment integration and simplified information on rideshare or other micromobility options. This real-time trip-planning or schedule-viewing functionality should be integrated into future mobility hubs.

**Action 2.2 - Work with transit agencies to help inform the development of a modernized regional payment platform that incorporates all elements of transit, micro-transit, and mobility.** An integrated regional payment platform will help facilitate the use of transit by making it more convenient. The County can help agencies identify rider needs, pinpoint obstacles, and help provide solutions toward creating a multi-modal, integrated platform.

**STRATEGY 3 / Encourage coordinated scheduling across providers, and simplify ticketing and transfers between modes.**

**Action 3.1 - Coordinate fixed route and On Demand services where feasible.** On Demand services should select pickup and dropoff locations that are safe and convenient, as well as minimize intersection and rail crossings in order facilitate transfers to Metra and Pace fixed route services. To the degree feasible, online scheduling should be employed that advises riders of the expected wait times at the transfer locations.

**Action 3.2 - Broaden information services to include unscheduled services.** Information regarding On Demand service areas, transfer locations, operating times, fares, wait times and ADA accessibility should be made available through Pace and Metra information services. This applies to Ride DuPage, Dial A Ride, and other managed services.

**Actions 3.3 – Develop cashless ticketing and transfer systems for use by Dial A Ride (or On Demand) clients who access Pace, Metra and CTA services.** Develop or apply Ventra payment or other third party system for ticketing and transfers. System should account for senior, disabled and disadvantaged rider discounts. For unbanked and qualified individuals, establish a free fare and transfer system that does not rely on technology, debit or credit cards. Extend transfer discounts to official county and township sponsored shared ride services.

**STRATEGY 4 / Cooperate with local universities, colleges, or businesses to develop or fund small-scale micromobility startups.**

**Action 4.1 - Work with administrators or executives to include students or employees in the assessment of transportation needs and overall demand.** It is important to interview the ultimate users of new and innovative products. Gauging student or employee needs can lead to more targeted mobility solutions.

**Action 4.2 - Provide incentives to encourage the development of micromobility startups. Incentives could include small grants or technical support.** Urging innovation in this way will help local universities, colleges, or businesses find and offer mobility solutions to their students, employees, and even the broader DuPage County population.



6

**EQUITY &  
ACCESS**

# OVERVIEW

The population of DuPage County continues to change, and the County proudly celebrates and supports a diverse population. Hispanic, Black, and Asian populations comprise almost one-third of the people of DuPage County. Approximately one in six people are retired or older than 65. About 15 percent of the population reports having some sort of disability, with ambulatory disabilities being the most prominent of all reported. Despite the County's relative affluence, almost 13 percent of households report being at or below 150 percent of poverty level. Often, these conditions overlap for residents.

As the cost of living increases, including housing, medical, and insurance costs, it is important that agencies consider equitable policies to provide transportation cost containment, work toward an equitable distribution of services, assure a whole- or complete-journey policy, and encourage private or public-private transportation solutions. Disadvantaged populations are spread throughout the county, particularly in areas that are underserved by transit. It is critical that DuPage County and service providers strive to strengthen the services that do exist and implement equitable policies that can help improve the transportation system and services for those most in need.

## Services for Vulnerable Populations

Several programs are already serving disadvantaged populations, as well as the general population, in DuPage County. Pace Suburban Bus has begun to experiment with new services intended to provide flexibility to travelers, particularly to the most vulnerable, including elderly, disabled, and transit-dependent travelers. Additionally, numerous townships and communities support Demand Response or Ride DuPage services. While these services are generally affordable, many of them only serve disabled and elderly travelers and several communities have chosen not to participate in such programs due to operating or administration costs.

Pace also operates paratransit services, as well as the DuPage Uber Access Program, which offers an Uber ride subsidy to riders in need of transportation outside of normal hours. The agency has also expanded its On Demand services to two subareas in DuPage County – Aurora/Naperville and Wheaton/Winfield. Additionally, a small portion of the Batavia service area extends into DuPage County. The chief aim of this service is to afford travelers flexibility of destination. Many other areas of the County are in need of similar services. Support for and expansion of these services is necessary to ensure that those who are transit-dependent have a safe and reliable mode of transportation.

## **EQUITY & ACCESS GOAL / CULTIVATE AN ACCESSIBLE, AFFORDABLE, AND CONVENIENT TRANSPORTATION NETWORK THAT SUPPORTS DUPAGE COUNTY'S DIVERSE TRANSIT USERS, PARTICULARLY THOSE WHO ARE MOST VULNERABLE.**

### **STRATEGY 1 / Enhance mobility ease-of-use for disabled users.**

**Action 1.1 - Continue to strengthen paratransit and age-related policies and services in order to support DuPage County's aging population.** As DuPage County's aging population grows larger, it is critical that services remain reliable and affordable. Continually evaluate services and policies to ensure that they are addressing the needs of the population.

**Action 1.2 - Partner with IDOT and municipalities to identify and improve sidewalk and path gaps that limit disabled access to transit routes, schools, or economic activities.** Even a small gap in the sidewalk network can be detrimental to those with physical disabilities. Seek to address infrastructure gaps at the local scale by proactively communicating with municipalities and IDOT.

**Action 1.3 - Identify and prioritize critical infrastructure where accessibility standards are not met.** Reference the Illinois Department of Transportation ADA Transition Plan. Ensure that improvements enhance access for those with auditory, visual, and physical impairments.

**Action 1.4 - Support the development of ADA transition plans or action plans for improving accessibility.** Development of such plans would help to address gaps at the local level.

### **STRATEGY 2 / Address physical isolation of suburban segments of DuPage County's economically disadvantaged populations.**

**Action 2.1 - Engage community representatives in order to understand the needs of these populations.** Many households rely on public transportation, but have limited access to it, while others are cost-burdened by automobile use. Organize focus groups to discuss the needs of these populations and work toward system improvements that could benefit them.

**Action 2.2 - Address isolation by seeking alternative methods of service where fixed route transit is not practicable.** This can include partnership programs with TNCs, shuttles, rented vans, and more.

**Action 2.3 - Include essential workers and non-English speaking populations in service considerations.** Engage these populations and work toward providing them with consistent and accessible service.

**STRATEGY 3 / Enhance methods of educating travelers and providing them with information on transportation options.**

**Action 3.1 - Ensure that methods of communication and education are visual and easy to understand.** Make documents accessible.

**Action 3.2 - To the extent possible, provide translations of educational content.** This will help to address linguistic isolation within the county and help non-English-speaking travelers use DuPage County transportation services.

**Action 3.3 - Involve RTA Mobility Outreach Coordinators in public information and outreach events when and where possible.** Mobility Outreach Coordinators are trained to educate about RTA customer programs, ADA accessibility of the RTA transportation system, and to promote travel on Pace, Metra, CTA, and other community transportation services.

**STRATEGY 4 / Ensure that the cost of mobility is fair in order to provide feasible transportation options for those who need it most.**

**Action 4.1 - Hold the costs of paratransit rides at or below the rate of inflation.** Maintain affordability of this critical service by working to keep costs for riders low.

**Action 4.2 - Implement fare capping or uniform fare programs that will alleviate the financial burden of using public transportation in a suburban environment.** See Integration & Innovation Strategy 1.

**Action 4.3 - Implement a regional payment platform.** A regional payment platform could allow riders to take advantage of reduced transfer fees and facilitate overall ease of use. See Integration & Innovation Strategy 2.



**7**

**SUPPORT FOR  
SUCCESS**

# OVERVIEW

One of DuPage County's priorities is to continue seeking ways to allow people to share in the economic prosperity of the County. This means facilitating safe and efficient ways for students, prospective workers, or current employees to reach in-person courses, training, or jobs, regardless of their time of travel or whether their origin is inside or outside of the County. DuPage County is home to numerous educational institutions and employment centers. Each of these differs in terms of its access to transit. While some are in close proximity to a Metra station or Pace stop, others are located in DuPage County Transit Deserts. Similarly, some employees and students travel from communities with limited transit access. According to stakeholders, lower-income workers and students who are transit-dependent have much greater difficulty finding transportation options that align with their schedules and that can transport them in a timely manner.

## Employee Connections

Over 100,000 people are employed within DuPage County transit deserts, including those located in Bensenville, Wood Dale, Aurora, Addison, Willowbrook, Bartlett, Carol Stream, and West Chicago. There are few employer operated shuttles or municipally-funded transportation options that circulate offloaded Metra riders to local employment or retail destinations. Additionally, thousands

of employees work off-peak hours and do not have access to fixed-route transit. DuPage County should implement or bolster programs that subsidize transportation for lower wage workers that live both inside and outside of DuPage County.

## CASE STUDY

### LYFT COMMUTE PROGRAM

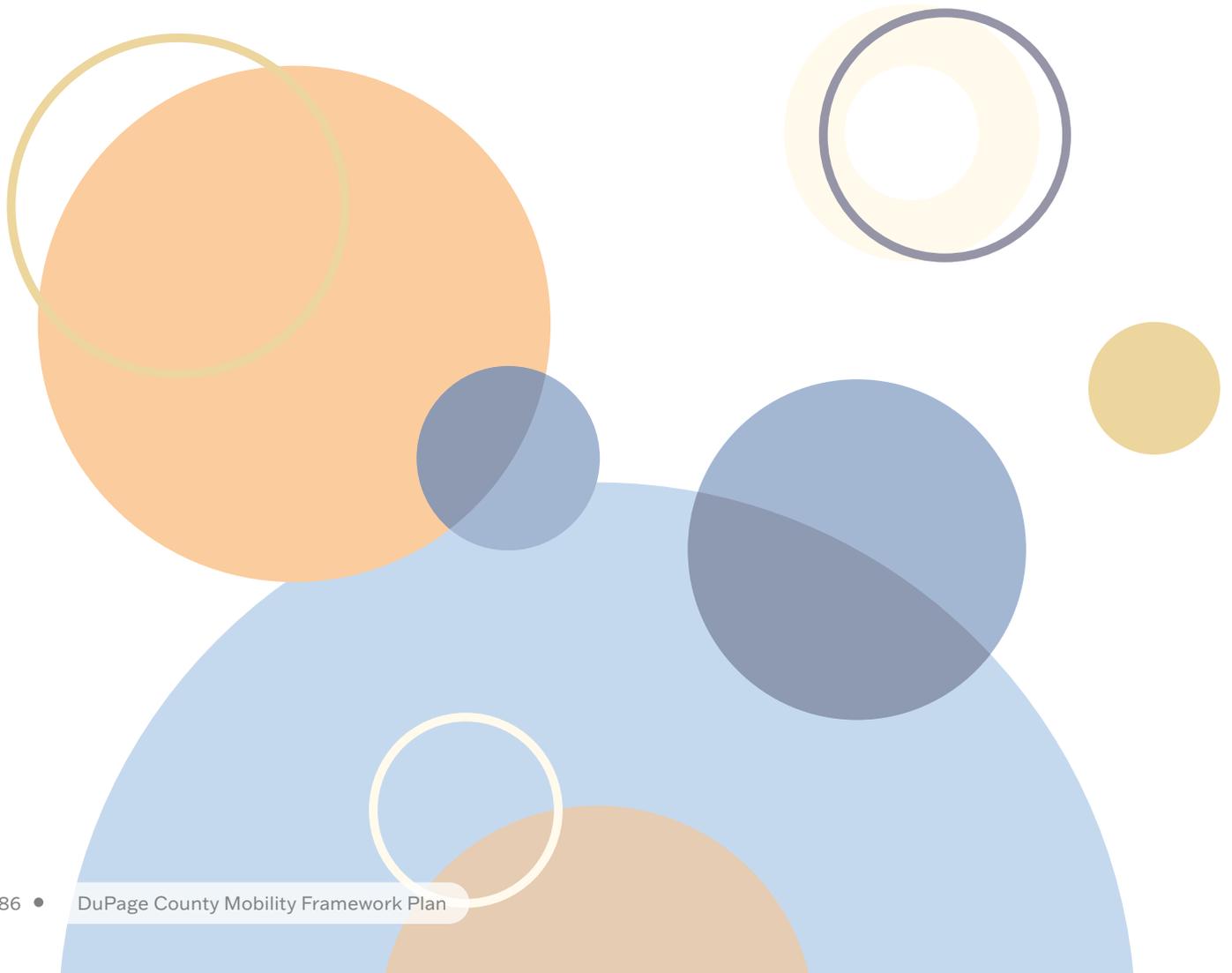
The Lyft Commute Program allows employers to offer flexible and cost-effective transportation options to employees. Through the program, employers can subsidize the cost of Lyft rides for employees, partially or fully. Employees can book rides using the app and they are charged to the employer's account. The program allows employers to limit the number of subsidized rides per day or determine specific commute hours. This program can be used as a substitute for shuttle buses and parking subsidies and is particularly useful for employers located in office parks that are not accessible by public transportation.

## Student Connections

Improving students' access to transportation services can help support them through their learning journey and facilitate access to extracurricular activities, internships, after school jobs, and more. Students of all ages, from primary school to university, would benefit from enhanced transportation connections, convenient mobility options, and accessible information. Nationally, student transportation to or from after-school programs and activities can be provided by private companies such as HopSkipDrive. These companies are gradually expanding into suburban areas but costs can be prohibitive for economically challenged families. While university and college students are often provided with subsidized transportation services, it is important that transportation subsidies are extended to all students, including those at trade schools. Efforts to enhance students' mobility in a safe and efficient manner can help to improve their quality of life, as well as their access to opportunities that can positively impact their future.

## Accessibility

DuPage County seeks to support students and employees who are economically disadvantaged or mobility challenged. Aside from creating a more interconnected system of transit routes and implementing the recommendations suggested under Theme 6, Equity & Access, DuPage County can also work toward providing subsidies for these travelers and enhancing ease of use. ●



## CASE STUDY

### CRUZ511 STUDENT TRANSIT PROGRAM AND YOUTH CRUZ FREE PILOT PROGRAM, SANTA CRUZ

The Cruz511 student transit program is a partnership between the City of Santa Cruz, Santa Cruz Metro Transit District, and several local post-secondary institutions. The program is similar to a U-Pass program in that it provides students at post-secondary institutions with unlimited access to public transit services, including buses and shuttles. In addition to subsidized rides, the program includes a mobile-app with real-time transit information, trip planning, up-to-date transportation news, and other features that help students navigate Santa Cruz without a personal vehicle. Since its launch in 2018, the program has been successful in increasing transit ridership among students, with a 23% increase in the first year alone.

The Youth Cruz Free Program is a new pilot program that allows K-12 students to ride METRO buses for free in Santa Cruz. Students 8th Grade and below are not required to register, and only need to identify their grade level or the school they attend. Riders in Grades 9 through 12 do not need to register, but must show a student ID or can sign up for a free METRO Youth Cruz Free ID.



**SUPPORT GOAL / ENSURE THAT THE TRANSPORTATION NETWORK IS SUPPORTIVE OF STUDENTS AND EMPLOYEES BY ELIMINATING LAST MILE OBSTACLES AND BY ENCOURAGING THE DEVELOPMENT OF PUBLIC AND PRIVATE SUBSIDIZED TRANSPORTATION PROGRAMS.**

**STRATEGY 1 / Engage major economic drivers to develop and expand employee participation in van pool and employer subsidized mobility programs.**

**Action 1.1 - Focus on employers with high numbers of low-income workers and/or essential workers.** It is important that these workers have a reliable, low-cost method of transportation during both peak and off-peak hours. Work with employers in the medical industries, manufacturing industries, and essential retail industries. Also work with educational institutions that employ lower-income workers.

**Action 1.2 - Assist employers with the development and funding of mobility programs if they do not exist.** Provide them with technical assistance and grants to assist with the development of these programs. Mobility programs could include shuttle programs, rented buses or vans, partnerships with TNCs, and more.

**Action 1.3 - Urge employers to educate employees about mobility programs and other mobility options.** Employers can utilize the Mobility Guide created in association with this plan or similar, easy-to-understand methods of communication and education. Employers can also host workshops or designate an individual that can assist employees individually.

**Action 1.4 - Work to ensure that programs support disabled employees.** Employers should ensure that transportation programs provide reliable first- and last-mile transportation options for all employees, particularly those who need reliable door-to-door service.

## **STRATEGY 2 / Enhance and promote transportation alternatives to and from schools.**

**Action 2.1 - Adopt a long-term strategy to partner with suburban school districts to pilot an after-school on-demand or shared-ride transport service.** Such a service would help students get to school, work, or activities safely, can reduce reliance on automobiles, and can help support working parents or those who do not have automobile access.

**Action 2.2 - Collaborate with local school districts to improve mobility through Safe Routes to School (SRTS) grants.** Grants are used to help children, including disabled children walk or bike to school safely. They are also used to fund projects that reduce traffic, fuel consumption, and air pollution near primary and middle schools.

**Action 2.3 - Expand or adopt suburban college U-pass programs to fund student transportation to or from trade schools.** Access to a subsidized U-Pass will help students travel to classes affordably and will promote use of public transportation. While universities and colleges utilize this program, expanding it to trade programs can help assist a different demographic of students, some of whom may be lower-income.

**Action 2.4 - Ensure that students have a reliable way to access information about safe transportation options, such as a comprehensive trip planner.** Students may not have much experience navigating transit. A comprehensive trip planner can help eliminate barriers to transit use and encourage students to use alternative transportation methods to reach their destinations.

8

# SAFETY

# OVERVIEW

DuPage County and its partner agencies can incentivize the use of public transportation and alternative transportation, such as biking and walking, by creating a safer, more accessible transportation network. Safety is facilitated through interventions such as improved road and rail crossings, improved lighting conditions, advanced warning beacons, pedestrian signals, and projected bikeways. Safety standards should extend beyond the vehicles used to transport riders and should include the public spaces that surround transit stops, as well as the pedestrian and bicycle networks that are found throughout DuPage County.

## Pedestrian and Bicycle Barriers

Suburban development patterns in DuPage County present numerous barriers to pedestrian, biker, and transportation rider safety. Highways, interchanges, railroad crossings, and large intersections, particularly those without adequate pedestrian and bicycle infrastructure, impede movement throughout the County and obstruct access to transit stops. DuPage County should work collaboratively with communities, service providers, and IDOT to improve infrastructure, mend sidewalk gaps, and implement further safety precautions throughout the County.

## Safer Stops and Stations

A safe and reliable transportation network is also contingent upon the maintenance and upkeep of transit stops and stations. It is important to ensure that riders feel secure by working with service providers to implement ADA accessibility standards, improve lighting, include monitoring equipment at all platforms and vehicles, and regularly make needed repairs in and around stops and stations. Some of these interventions can also help to deter, detect, and control crime near stops and stations, creating a sense of security among riders and encouraging ridership.



*Cloverleaf Interchange, DuPage County*

# MOBILITY & SAFETY IMPROVEMENTS

The following improvements can be implemented throughout DuPage County communities to bolster safety and mobility. Some of these improvements build upon DuPage County's unique assets, such as a strong off-street trail network. Others are meant to address barriers, such as a lack of pedestrian infrastructure across major arterials. The County, IDOT, and communities should work together with an approved toolbox of solutions to protect vulnerable users. The map on the following page shows critical barriers and obstacles, some of which may be ameliorated with the solutions below.

## HAWK SIGNALS



High-Intensity Activated Crosswalks are activated by pedestrians and bikers so they can cross safely. Otherwise, they do not impede traffic flow.

## PEDESTRIAN REFUGE ISLANDS



Refuge islands provide a refuge area that allows pedestrians to cross multilane roads without a signal present.

## WAYFINDING



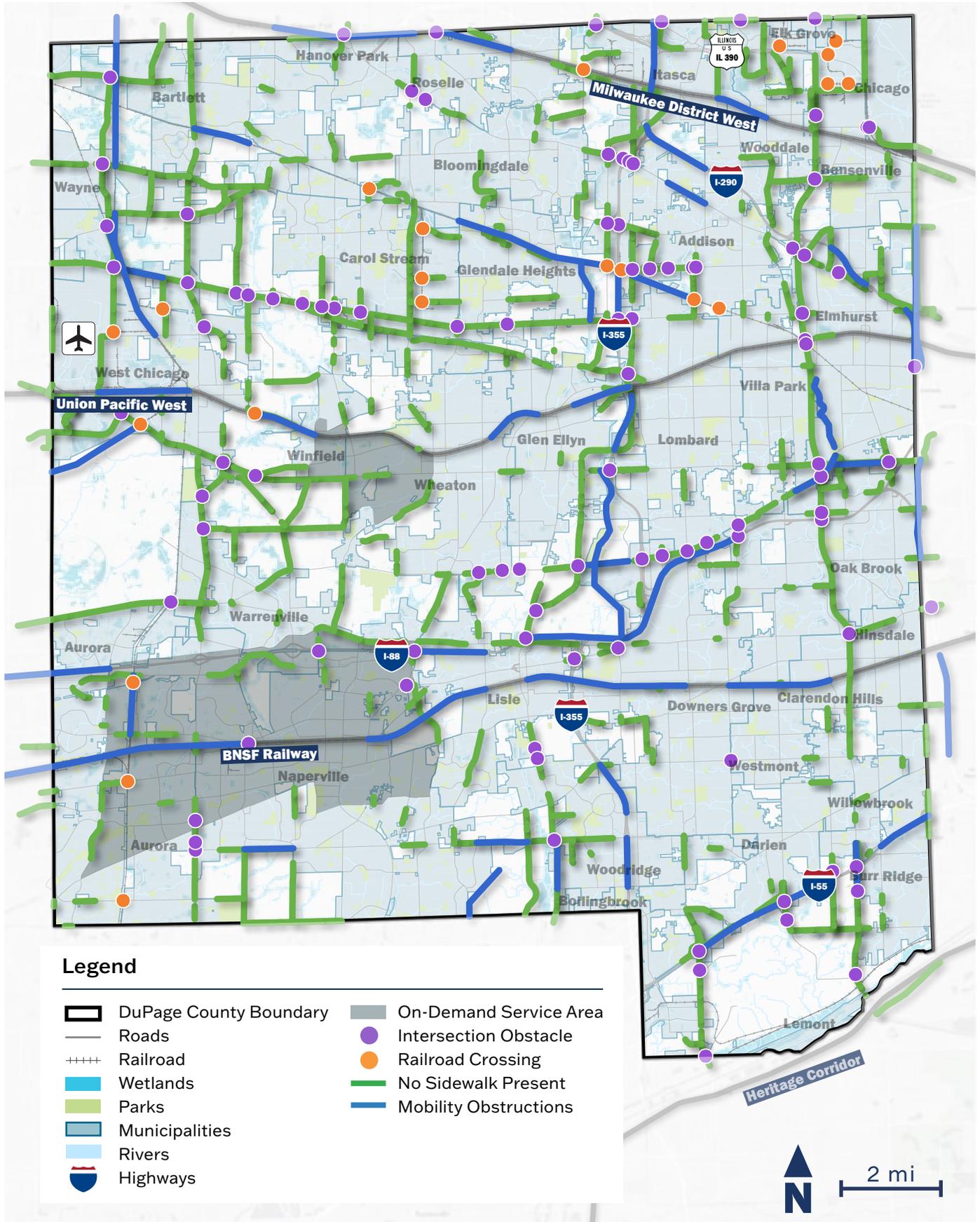
Wayfinding can identify points of interest and direct pedestrians and bikers toward them.

## INTERSECTION LANE TREATMENT



These treatments can indicate bike paths and pedestrian crossings in order to resolve conflicts with automobiles.

Figure 11: DuPage County Mobility Obstacles



Data Source: DuPage County

## **SAFETY GOAL / ENSURE THE SAFETY AND RELIABILITY OF THE TRANSPORTATION NETWORK BY IMPLEMENTING SYSTEM SAFETY STANDARDS, IMPROVING MAINTENANCE, FACILITATING REPAIRS, AND PROTECTING PEDESTRIANS AND CYCLISTS.**

### **STRATEGY 1 / Protect the safety of pedestrians and cyclists through targeted infrastructure improvements.**

**Action 1.1 - Evaluate barriers imposed by major expressways, arterial roads, and railways to non-motorized travelers.** If no pedestrian or bicycle infrastructure is present, these areas are inaccessible to non-motorized travelers. Focus on paths or routes to key community facilities and attractors.

**Action 1.2 - Urge agencies to mitigate barriers to non-motorized transportation including: expressway interchanges, underpasses, bridge decks.** These barriers can be improved through the addition of pedestrian bridges, protected bike lanes, bumpouts at intersections, and more.

**Action 1.3 - Eliminate pedestrian access barriers by constructing or repairing pedestrian rail-crossings.** According to the Gap Analysis, there are over 20 rail crossing obstacles in the county. At-grade rail crossings should be modified to permit pedestrian use and should be ADA accessible.

**Action 1.4 - Evaluate, identify, and implement additional pedestrian assets at larger, less negotiable intersections.** Consider more pronounced crosswalks and audible pedestrian systems.

**Action 1.5 - Determine safe and economical approaches to long midblock crossings.** Work with IDOT to determine where along arterial roads midblock crossings would be feasible.

**Action 1.6 - Eliminate sidewalk gaps and obstacles within ¼ mile of fixed or regular transit services.** This will facilitate pedestrian access and allow for the use of micro-mobility alternatives. It will also support TOD strategies, as well as mobility hub strategies.

**STRATEGY 2 / Protect the safety of transit riders and increase confidence in the public transportation system by creating secure stations and transfer/mobility hubs.**

**Action 2.1 - Ensure that design standards created for stations and transfer/mobility hubs account for safety features.** Safety features include maintaining clear sightlines, providing adequate lighting across the entire station or site, and utilizing CCTV or other surveillance features to deter and prevent criminal activity.

**Action 2.2 - Design mobility/transfer hubs to include centralized gathering spaces with adequate seating and unobstructed views of the surrounding areas.** This will help to ensure that the space remains active during most hours of the day.

**STRATEGY 3 / Use signage and wayfinding to assist transit riders, pedestrians, and cyclists.**

**Action 3.1 - Maintain consistent signage guidelines.** If riders, pedestrians, and bikers know what to look for, they will be able to easily locate wayfinding or directional signage and quickly find their way.

**Action 3.2 - Ensure that on-street directional signage, such as bike lanes and sharrows are well-maintained and visible.** This will help protect cyclists by alerting vehicles to their presence and minimizing the potential for collisions.



# IMPLEMENTATION

# IMPLEMENTATION MATRIX

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## Overview

The following implementation matrix includes each of the goals, strategies, and action items previously described in this document. It can be used by DuPage County Division of Transportation, Working Groups, Service Boards, and other decisionmakers to track progress toward the plan vision of cultivating an efficient and reliable transportation and mobility network in DuPage County. The matrix is organized by planning principle and includes columns that will help facilitate planning and implementation. These include Partner Organizations, Priority Level, and Implementation Time frame. This implementation matrix should be reviewed periodically to mark action items as complete or to adjust priority and time frame.

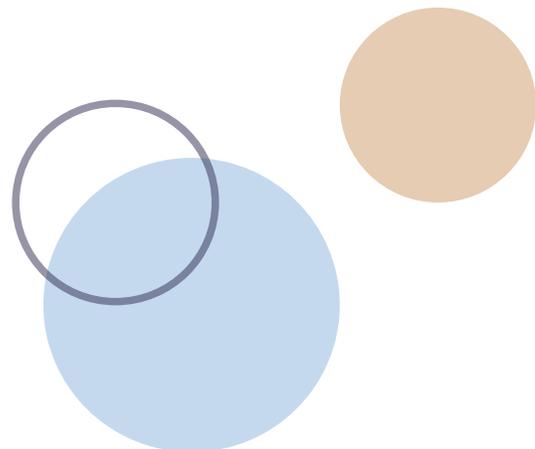
## Working Groups

The core purpose of a working group or groups is to help coordinate projects and implement Mobility Plan strategies and action items in DuPage County. Working groups should be formed, as-needed, depending on the project or initiative — a process which can be led by DuPage County. The group(s) would be tasked with identifying critical needs and setting priorities that align with both the Mobility Plan vision, as well as regional mobility initiatives and goals. Working groups can be structured, organized, and formed in a variety of ways:

- Groups could be organized around key mobility topics, such as fixed-route network restructuring, pedestrian and bicycle accessibility, transit supportive development, access for vulnerable populations, and more.

- DuPage County could form groups and invite representatives from service boards and other organizations to participate.
- DuPage County could work closely with existing committees at CMAP or other regional organizations to help form working groups.
- A working group could be formed as a sub-group of a regional transportation committee, such as the CMAP Transportation Committee.

The formation of a working group or groups is critical to the successful implementation of the DuPage County Mobility Plan. It is recommended that the DuPage County Transportation Committee begin taking steps toward the formation of these groups following plan approval and that initial groups are in place by the end of 2023. Working groups should establish internal timelines and meeting schedules, as well as project priorities. DuPage County should work with groups to establish a consistent reporting process that tracks the completion of strategies and action items.



## Participating Organizations

This column establishes which organizations would be best suited to assist DuPage County Division of Transportation and DuPage County communities with the implementation of each action item.

### ABBREVIATIONS

- CC - Collar Counties
- CD - Choose DuPage
- CMAP - Chicago Metropolitan Agency for Planning
- COG - Councils of Government, DuPage Mayors & Managers
- COM - Communities and Municipalities
- DC - DuPage County
- ED - Educational Institutions
- IDOT - Illinois Department of Transportation
- ISTHA - Illinois Tollway
- METRA - Metra Rail
- PACE - Pace Suburban Bus
- PRV - Private
- RTA - Regional Transportation Authority
- WND - WorkNet DuPage

## Priority Level

This column indicates level of priority. While all action items play an important role in achieving the County's vision, high priority items should be set into motion and addressed as soon as is feasible. As action items are completed, the priority level of remaining items should be adjusted.

## Time Frame

The time frame column identifies a time range for the completion of action items. Time frame is not directly related to level of priority, but rather capacity of DuPage County and Partner Organizations, cost, and complexity. Ongoing items are marked 'ongoing' and implementation should begin immediately.



**1-3 YEARS**



**4-7 YEARS**



**8-10+ YEARS**

## COORDINATION GOAL /

**Forge connections and partnerships across regional organizations to support the development of an accessible and reliable transportation network.**

Strategy	Action	Participating Organizations	Priority	Time Frame
<b>STRATEGY 1 /</b> <b>Coordinate mobility projects region-wide in order to plan for the future and efficiently complete projects.</b>	<b>Action 1.1</b> - Be an active participant in the Pace Network Revitalization and Systemwide Restructuring Initiative.	DC, COG, IDOT, ISTHA	HIGH	
	<b>Action 1.2</b> - Develop a regional mobility project list. Communicate with municipalities and service providers to identify potential mobility projects throughout the county.	CC, CMAP, COG COM, DC, IDOT, ISTHA	HIGH	
	<b>Action 1.3</b> - Establish a coordinated, cross-jurisdictional approach to designing, funding, and implementing projects.	CC, DC, IDOT, METRA, PACE, RTA	MID	
	<b>Action 1.4</b> - Develop coordinated plans that work to facilitate larger-scale inter-jurisdictional projects.	CC, COG, COM, DC, CMAP, RTA	MID	
<b>STRATEGY 2 /</b> <b>Work with service boards to create partnerships, build overall capacity, and share skills and expertise across organizations.</b>	<b>Action 2.1</b> - Encourage and develop multi-tiered, inter-organizational working groups to identify critical needs and priorities and pursue funding opportunities for projects.	COG, DC, CMAP, RTA	HIGH	
<b>STRATEGY 3 /</b> <b>Create partnerships between private and public entities in order to bolster the overall transportation network.</b>	<b>Action 3.1</b> - Create a standing Economic Development policy committee to gather organizations and communicate issues and ideas.	CD, COG, COM, DC, PRV, RTA	MID	
	<b>Action 3.2</b> - Partner with municipalities, townships, and IDOT to identify critical network improvements that eliminate gaps and enhance mobility.	CC, COG, COM, DC, IDOT	HIGH	

## COLLABORATIVE FUNDING & INVESTMENT GOAL /

**Encourage collaboration between organizations and service boards to successfully fund and expedite priority projects.**

Strategy	Action	Participating Organizations	Priority	Time Frame
<b>STRATEGY 1 /</b> <b>Explore consolidation and shared funding of Ride DuPage and Township services to create a more efficient and predictable mobility system.</b>	<b>Action 1.1</b> - Commission a study to evaluate administrative and funding consolidation of Dial-a-Ride and Ride DuPage Programs.	COG, DC, PACE, RTA, TWP	HIGH	
	<b>Action 1.2</b> - Include all stakeholder agencies and departments in decisionmaking regarding the consolidation of services.	COG, COM, DC, PACE, RTA	MID	
<b>STRATEGY 2 /</b> <b>Explore cost and revenue sharing projects that encourage the expansion of the transportation network and eliminate first- and last-mile transportation deficiencies.</b>	<b>Action 2.1</b> - Pilot revenue sharing projects between Transportation Network Companies (TNCs) and transit agencies.	CTA, METRA, PACE, PRV, RTA	LOW	
	<b>Action 2.2</b> - Encourage local government participation in cost share of On Demand, shuttle, guaranteed ride, and TNC services.	CC, COG, COM, DC, PACE	LOW	ONGOING
<b>STRATEGY 3 /</b> <b>Develop coordinated funding proposals and shared matches with Service Boards and local agencies for capital mobility improvements.</b>	<b>Action 3.1</b> - Review grant opportunities and strategize ways to strengthen applications.	CC, CMAP, COG, COM, DC, RTA	HIGH	ONGOING
	<b>Action 3.2</b> - Share funding match requirements when funding is received.	CC, CMAP, COG, COM, DC, METRA, PACE, RTA	MID	ONGOING
<b>STRATEGY 4 /</b> <b>Pursue mobility grants and provide match for underserved DuPage populations, especially in areas of need.</b>	<b>Action 4.1</b> - Identify transit deserts and other underserved areas.	CC, CD, CMAP, COG, COM, DC, RTA	HIGH	
	<b>Action 4.2</b> - Work with underserved or unserved communities.	CC, CMAP, COG, COM, DC, RTA	HIGH	ONGOING

## CONNECTIVITY & FLEXIBILITY GOAL /

**Increase multimodal usage through shared use mobility, enhanced transit connections, and vertical fleet integration.**

Strategy	Action	Participating Organizations	Priority	Time Frame
<b>STRATEGY 1/</b> <b>Evaluate and adapt routes and services, as well as road and highway infrastructure, to better support the use of transit and the expansion of the transportation network.</b>	<b>Action 1.1</b> - Regularly revisit operations and performance of structured routes to determine efficacy in meeting transportation needs.	CC, COG, DC, PACE, RTA	HIGH	ONGOING
	<b>Action 1.2</b> - Push for the streamlining and simplification of fixed route bus services within DuPage.	CD, COG, DC, PACE	MID	
	<b>Action 1.3</b> - Encourage service providers to improve inter-county connections.	CC, CTA, DC, METRA, PACE, RTA	HIGH	
	<b>Action 1.4</b> - Diversify origin and destination opportunities through strategic on-demand service improvements.	CC, COM, CTA, METRA, PACE, WND	MID	
<b>STRATEGY 2/</b> <b>Improve connectivity across systems and boundaries by reducing barriers to travel and creating efficient mobility hubs.</b>	<b>Action 2.1</b> - Review and re-imagine transit transfer locations.	CC, COG, COM, DC, PACE, PRV	HIGH	
	<b>Action 2.2</b> - Create design and development guidelines for transfer facilities and mobility hubs.	CTA, IDOT, ISTHA, PACE, RTA	HIGH	
<b>STRATEGY 3 /</b> <b>Provide expanded mobility options in DuPage County and encourage, support, and sustain the use of existing transit.</b>	<b>Action 3.1</b> - Encourage operating agencies to diversify and vertically integrate fleets by re-imagining and implementing a range of vehicle operations.	CTA, DC, METRA, PACE, PRV, RTA	MID	
	<b>Action 3.2</b> - Create transit and micro-mobility hubs that provide a range of transportation options and that offer distance and speed flexibility.	CC, COM, CTA, METRA, PACE, PRV	MID	

## RESPONSIBLE GROWTH GOAL /

**Support a well-integrated transportation and land use interface that functions to improve mobility as well as foster greener, more livable, walkable, and navigable suburban communities.**

Strategy	Action	Participating Organizations	Priority	Time Frame
<b>STRATEGY 1 /</b> <b>Plan for improved connections, access, and interaction between transit and surrounding land uses.</b>	<b>Action 1.1</b> - Establish a Working Group that is specifically focused on supporting the development of transit supportive land uses throughout the county.	CC, CMAP, CTA, DC, METRA, PACE, RTA	HIGH	
	<b>Action 1.2</b> - Develop a DuPage Transit Corridors Assessment.	CC, CMAP, CTA, DC, METRA, PACE, RTA	HIGH	
	<b>Action 1.3</b> - Pursue a greater collaborative relationship with local agencies and Councils of Government regarding land use, access, and site development.	CMAP, COG, COM, CTA, DC, METRA, PACE, RTA	MID	
<b>STRATEGY 2 /</b> <b>Program future land use, rezone, and redevelop infrastructure to support transit in both incorporated and unincorporated areas.</b>	<b>Action 2.1</b> - Pilot Unified Development Ordinances.	COG, COM, DC	HIGH	
	<b>Action 2.2</b> - Appraise and recommend corridor land use, zoning, and parking codes adjustments on key transit corridors.	COG, COM	MID	
	<b>Action 2.3</b> - Establish a development toolkit that outlines best practices for corridor development.	COG, COM, DC	LOW	
	<b>Action 2.4</b> - Encourage coordinated projects that include the development of transportation infrastructure in tandem with transit-oriented development.	CMAP, COG, COM, CTA, DC, METRA, PACE, RTA	MID	ONGOING

## RESPONSIBLE GROWTH GOAL /

Strategy	Action	Participating Organizations	Priority	Time Frame
<b>STRATEGY 3/</b> Implement land use, design, and redevelopment strategies to support transit along corridors.	<b>Action 3.1</b> - Create an inventory of excess parking lots and underutilized land throughout the County.	COG, COM, DC, PRV	MID	
	<b>Action 3.2</b> - Work with communities to determine the best and highest use for underutilized land and parking lots.	COG, COM, DC, PRV	MID	ONGOING
	<b>Action 3.3</b> - Implement heat island mitigation strategies on re-purposed sites.	COG, COM, DC, PRV	MID	ONGOING
	<b>Action 3.4</b> - Adapt and re-purpose excess lots and land.	COG, COM, DC, PRV	HIGH	ONGOING
	<b>Action 3.5</b> - Adopt transit supportive guidelines and complete street policies at the local level.	COG, COM	HIGH	
<b>STRATEGY 4/</b> Partner with local and regional agencies to identify priority EV infrastructure development and zero-emission planning.	<b>Action 4.1</b> - Engage CMAP, Pace, Metra, and local governments in order to strategize about where to best place Electrical Vehicle infrastructure and how to implement zero-emission planning.	CC, CD, COG, COM, DC, PRV	MID	
	<b>Action 4.2</b> - Create a phased plan for the rollout of EV infrastructure development in the County.	CC, CD, COG, COM, DC, PRV	LOW	

## INTEGRATION & INNOVATION GOAL /

**Pursue innovative programs and services that reduce barriers to transit ridership and incentivize the use of multiple transportation modes.**

Strategy	Action	Participating Organizations	Priority	Time Frame
<b>STRATEGY 1 /</b> <b>Explore and test innovative fare programs such as fare capping, uniform fares, free fares, ride anywhere passes, student passes, flex passes, and cross-modal subsidies.</b>	<b>Action 1.1</b> - Support RTA's efforts to expand the Metra reduced fare pilot and engage with RTA's Transit is the Answer Coalition process to explore and advocate for amendments to the region's transit funding formula and pursue additional fare programs.	CC, CMAP, CTA, METRA, PACE, RTA	MID	
	<b>Action 1.2</b> - Pilot fare and technology programs for a predetermined length of time.	CC, CMAP, CTA, METRA, PACE, RTA	MID	
	<b>Action 1.3</b> - Using collected data and information, adjust fare programs to address any user experience issues and continue the program(s) permanently.	CC, CMAP, CTA, METRA, PACE, RTA	MID	
<b>STRATEGY 2 /</b> <b>Improve central information system for transportation decision making and work toward creating an integrated regional payment platform.</b>	<b>Action 2.1</b> - Work with Pace, RTA, and Working Groups to review and improve existing trip planners.	CTA, METRA, PACE, PRV, RTA	LOW	
	<b>Action 2.2</b> - Work with transit agencies to help inform the development of a modernized regional payment platform that incorporates all elements of transit, micro-transit, and mobility.	CTA, METRA, PACE, PRV, RTA	LOW	
<b>STRATEGY 3 /</b> <b>Encourage coordinated scheduling across providers, and simplify ticketing and transfers between modes.</b>	<b>Action 3.1</b> - Coordinate fixed route and On Demand services where feasible.	CD, DC, RTA, WND	MID	
	<b>Action 3.2</b> - Broaden information services to include unscheduled services.	CC, CTA, METRA, PACE, RTA	MID	
	<b>Action 3.3</b> - Develop cashless ticketing and transfer systems for use by Dial A Ride (or On Demand) clients who access Pace, Metra and CTA services.	CC, CTA, METRA, PACE, RTA	MID	

## INTEGRATION & INNOVATION GOAL /

Strategy	Action	Participating Organizations	Priority	Time Frame
<b>STRATEGY 4/</b> <b>Cooperate with local universities, colleges, or businesses to develop or fund small-scale micromobility startups.</b>	<b>Action 4.2</b> - Work with administrators or executives to include students or employees in the assessment of transportation needs and overall demand.	CC, CD, COG, COM, ED, WND	<b>MID</b>	
	<b>Action 4.1</b> - Provide incentives to encourage the development of micromobility startups.	CC, CD, COG, COM, ED, WND	<b>MID</b>	

## EQUITY & ACCESS GOAL /

**Cultivate an accessible, affordable, and convenient transportation network that supports DuPage County’s diverse transit users, particularly those who are most vulnerable.**

Strategy	Action	Participating Organizations	Priority	Time Frame
<b>STRATEGY 1 / Enhance mobility ease-of-use for disabled users.</b>	<b>Action 1.1</b> - Continue to strengthen paratransit and age-related policies and services in order to support DuPage County’s aging population.	COG, COM, METRA, PACE, RTA	HIGH	ONGOING
	<b>Action 1.2</b> - Partner with IDOT and municipalities to identify and improve sidewalk and path gaps that limit disabled access to transit routes, schools, or economic activities.	CC, COG, COM, DC, IDOT	HIGH	ONGOING
	<b>Action 1.3</b> - Identify and prioritize critical infrastructure where accessibility standards are not met.	CC, COG, COM, DC, IDOT	HIGH	
	<b>Action 1.4</b> - Support the development of ADA transition plans or action plans for improving accessibility.	CC, CMAP, COG, COM, RTA	MID	ONGOING
<b>STRATEGY 2 / Address physical isolation of suburban segments of DuPage County’s economically disadvantaged populations.</b>	<b>Action 2.1</b> - Engage community representatives in order to understand the needs of these populations.	CC, COG, COM, DC, TWP	HIGH	
	<b>Action 2.2</b> - Address isolation by seeking alternative methods of service where fixed route transit is not practicable.	CC, COG, COM, DC, PACE, PRV, TWP	MID	

## EQUITY & ACCESS GOAL /

Strategy	Action	Participating Organizations	Priority	Time Frame
<b>STRATEGY 3 /</b> <b>Enhance methods of educating travelers and providing them with information on transportation options.</b>	<b>Action 3.1</b> - Ensure that methods of communication and education are visual and easy to understand.	CC, COG, COM, CMAP, CTA, METRA, PACE, RTA	HIGH	ONGOING
	<b>Action 3.2</b> - To the extent possible, provide translations of educational content.	CC, COG, COM, CMAP, CTA, METRA, PACE, RTA	HIGH	ONGOING
	<b>Action 3.3</b> - Involve RTA Mobility Outreach Coordinators in public information and outreach events when and where possible.	CC, COG, COM, CMAP, CTA, METRA, PACE, RTA	HIGH	ONGOING
<b>STRATEGY 4/</b> <b>Ensure that the cost of mobility is fair in order to provide feasible transportation options for those who need it most.</b>	<b>Action 4.1</b> - Hold the costs of paratransit rides at or below the rate of inflation.	CC, CMAP, PACE, RTA	MID	ONGOING
	<b>Action 4.2</b> - Implement fare capping or uniform fare programs that will alleviate the financial burden of using public transportation in a suburban environment.	CC, CMAP, CTA, METRA, PACE, RTA	HIGH	
	<b>Action 4.3</b> - Implement a regional payment platform.	CC, CMAP, CTA, METRA, PACE, RTA	MID	

## SUPPORT FOR SUCCESS GOAL/

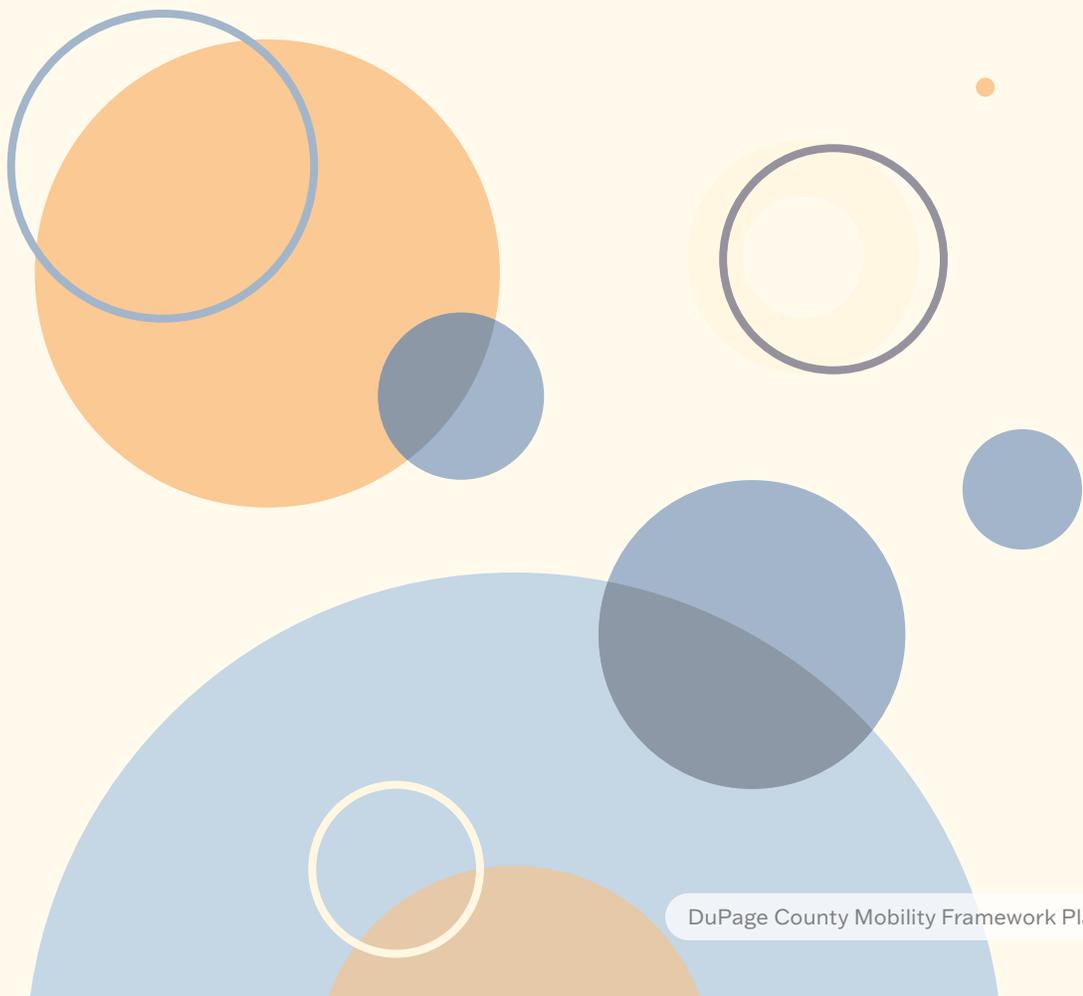
**Ensure that the transportation network is supportive of students and employees by eliminating last mile obstacles and by encouraging the development of public and private subsidized transportation programs.**

Strategy	Action	Participating Organizations	Priority	Time Frame
<b>STRATEGY 1 /</b> <b>Engage major economic drivers to develop and expand employee participation in van pool and employer subsidized mobility programs.</b>	<b>Action 1.1</b> - Focus on employers with high numbers of low-income workers and/or essential workers	CC, CD, COG, COM, DC, WND	HIGH	ONGOING
	<b>Action 1.2</b> - Assist employers with the development and funding of mobility programs if they do not exist.	CC, COG, COM, DC, RTA	HIGH	ONGOING
	<b>Action 1.3</b> - Urge employers to educate employees about mobility programs and other mobility options.	CC, CD, METRA, PACE, RTA, WND	MID	ONGOING
	<b>Action 1.4</b> - Work to ensure that programs support disabled employees.	CD, COG, COM, DC, PRV, WND	HIGH	ONGOING
<b>STRATEGY 2 /</b> <b>Enhance and promote transportation alternatives to and from schools.</b>	<b>Action 2.1</b> - Adopt a long-term strategy to partner with suburban school districts to pilot an after-school on-demand or shared-ride transport service.	CC, COG, COM, ED, PRV	MID	
	<b>Action 2.2</b> - Collaborate with local school districts to improve mobility through Safe Routes to School (SRTS) grants.	CC, COG, COM, ED, DC	MID	
	<b>Action 2.3</b> - Expand or adopt suburban college U-pass programs to fund student transportation to or from trade schools.	METRA, PACE, ED	MID	
	<b>Action 2.4</b> - Ensure that students and parents have a reliable way to access information about safe transportation options, such as a comprehensive trip planner.	CTA, ED, METRA, PACE, RTA	MID	

## SAFETY GOAL/

**Ensure the safety and reliability of the transportation network by implementing system safety standards, improving maintenance, facilitating repairs, and protecting pedestrians and cyclists.**

Strategy	Action	Participating Organizations	Priority	Time Frame
<b>STRATEGY 1 / Protect the safety of pedestrians and cyclists through targeted infrastructural improvements.</b>	<b>Action 1.1</b> - Evaluate barriers imposed by major expressways, arterial roads, and railways to non-motorized travelers.	CC, COG, COM, DC, IDOT, ISTHA	HIGH	
	<b>Action 1.2</b> - Urge agencies to mitigate barriers to non-motorized transportation including: expressway interchanges, underpasses, bridge decks.	CC, COG, COM, DC, IDOT, ISTHA	HIGH	ONGOING
	<b>Action 1.3</b> - Eliminate pedestrian access barriers by constructing or repairing pedestrian rail-crossings.	CC, COG, COM, DC, PRV	MID	
	<b>Action 1.4</b> - Evaluate, identify, and implement additional pedestrian assets at larger, less negotiable intersections.	CC, COG, COM, DC, PRV	MID	
	<b>Action 1.5</b> - Determine safe and economical approaches to long midblock crossings.	CC, CMAP, DC, IDOT, ISTHA, METRA	MID	
	<b>Action 1.6</b> - Eliminate sidewalk gaps and obstacles within ¼ mile of fixed or regular transit services.	COG, COM, DC, RTA	HIGH	





# APPENDIX

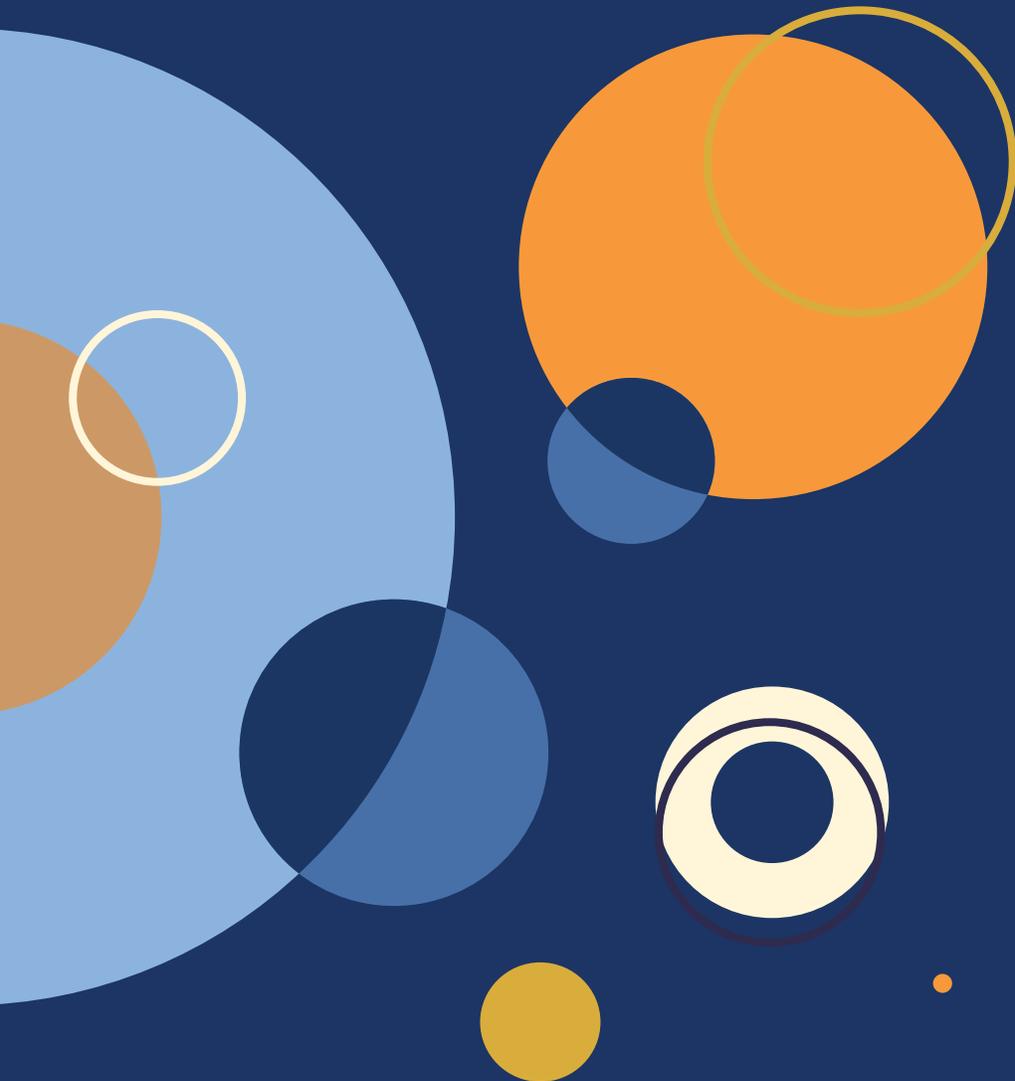
# PUBLIC COMMENT

The public comment period for the draft Mobility Framework Plan began on November 8, 2023, and closed on December 8, 2023. All relevant stakeholders, including DuPage County residents, were invited to view plan documents and provide comments via an online comment form, through email, or over telephone. The following page provides a log of all comments received during this period, with names and contact information redacted.

Comment	Commentor Affiliation	Time
<p>I would like to work with PACE/RTA/private companies to provide a connection between the PACE Route 313 (and possibly Route) 301 with two key places:</p> <ol style="list-style-type: none"> <li>1. The Metra Station at Ardmore and Vermont</li> <li>2. Walmart on Riverside (off IL-83)</li> </ol> <p>How do I/we make this happen? I know fixed route is unlikely. Walmart interested in working on getting employees to their shop and was at one point even thinking of providing a bus lane. Not sure if this is the best venue, but I want to include that information.</p>	Local Government Agency	11/8/2023 10:45:01 AM
<p>Page 39, Figure 7: Contiguous Trails, DuPage County, should include;</p> <p>Gary Avenue from the Great Western Trail to Army Trail Road</p> <p>Lies Road from the West Branch DuPage River to Schmale Road</p> <p>Also, the Carol Stream - Bloomingdale (Kuhn Road) connects to Army Trail Road</p>	Local Government Agency	11/8/2023 1:41:23 PM
<p>I would like to see more protected bike lanes, covered bike parking at the metra station, and if possible, a few bus routes that lead to the metra station (at least during mornings and evenings</p>	Private Citizen	11/8/2023 5:33:19 PM
<p>My daughter tried to ride the PACE bus to attend college but it was not reliable enough. The bus would come way too late at times or not show up at all. The App often did not have accurate real-time arrival times. These issues made it difficult for her to use the PACE bus system. I also feel like there needs to be an overhaul of the bus routes map and information. It felt like a harder-than-need-be hunt to figure out the bus lines and stops.</p>	Private Citizen	11/9/2023 6:15:16 PM
<p>I appreciate the plan, and I'm glad to see the county learning from other places and heading in the right direction. Transit-oriented development and removing car-centric infrastructure are the most important ways we can improve the mobility of DuPage County. I just wish that the county be more aggressive in its implementation. Most of this can be done quickly and with aggressive implementation, it just takes a strong will!</p> <p>I encourage those reading this comment, leading our mobility services such as the DOT, and board members themselves to look online and watch/read about urbanism. Alan Fisher (The Armchair Urbanist), Not Just Bikes, RMTransit, and CityNerd are just some of the great urbanist Youtubers out there that I personally enjoy. They create great, quality, educational content, and I'm certain they'll change (or reinforce :) ) your minds about this.</p> <p>Obstacles can always be overcome, and being a trailblazer isn't a negative thing. I am extremely positive that once we take an aggressive urbanist path, everyone will be healthier, happier, and more interconnected outside the digital world, and our county will become a model for others. Be aggressive, you won't regret it!</p>	Private Citizen	11/10/2023 3:22:02 PM
<p>We need public transportation options to O'hare airport. Consider something with Metra's Milwaukee District West Line that passes right by O'hare.</p>	Private Citizen	11/11/2023 9:53:26 AM
<p>Stop spending money and start saving money. No cost data in proposal.</p>	Private Citizen	11/12/2023 2:15:16 PM

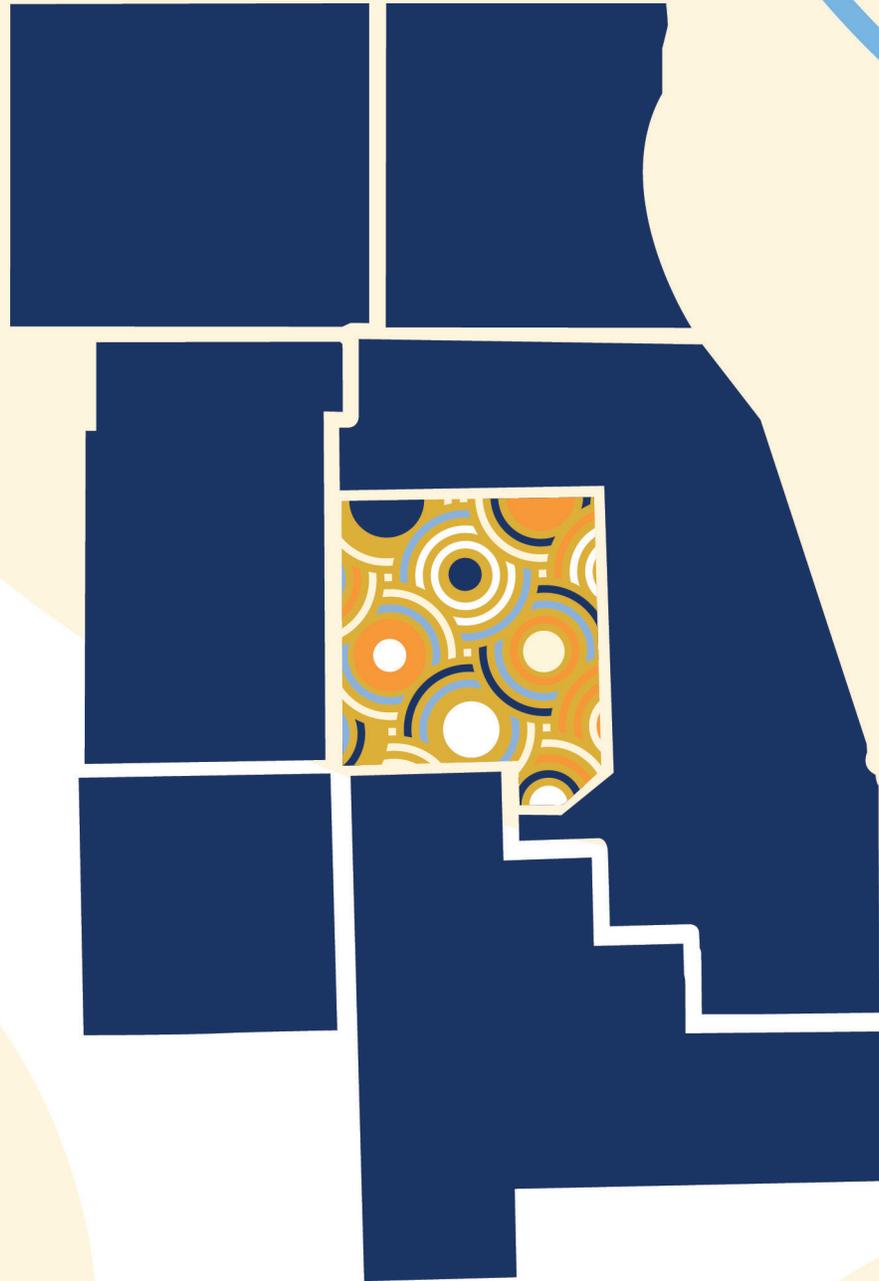
Comment	Commentor Affiliation	Time
<p>Hello DuPage County neighbors!</p> <p>I am a long-time DuPage County resident: raised in Wheaton, currently in Lombard. Thank you for your public service, time, and hard work on this project.</p> <p>As a cyclist, I'm encouraged to see that mobility and DuPage County trails are a high priority. Bicycle infrastructure is a high-impact, low-cost (for both citizen and government), and environmentally friendly mobility necessity.</p> <p>I voice my support for the following:</p> <ul style="list-style-type: none"> <li>- Further investment in protected bike lane construction</li> <li>- Increased wayfinding signage</li> <li>- Continued collaboration with our partners at the local, state, and federal levels, especially with the upcoming East Branch DuPage River Trail</li> <li>- Increased funding for DuPage County trails</li> <li>- Swift implementation of mobility projects that prioritize multimodal and micromobility solutions that utilize and expand upon our existing regional trails and train systems.</li> </ul> <p>We have the best Metra line and regional bike trail system in the area. Let's sufficiently interconnect these two systems! In my view, robust and safe bicycle infrastructure that connects to our regional Metra train network is the best solution to address the County's mobility gap issues.</p>	Private Citizen	11/12/2023 9:27:31 PM
<p>Our family and neighborhood often have issues accessing the DuPage trails in Woodridge. The issue is crossing 83rd St at Siple Elementary school. The pedestrian crossing signage is not enough to get people to stop allowing us to cross and embark on the trail system. I know the school kids cross there with the assistance of a crossing guard, but I have witnessed accidents and close calls at that crossing. In addition, the baseball fields are used regularly during the summer months. The street seems to be a cut-through for people not wanting to use Boughton or 75th Street. I would really like to see that intersection upgraded so we can cross safely and use the trails with easier access. Thank you.</p>	Private Citizen	11/14/2023 8:32:57 AM
<p>We need flashing signal lights at major street crossings on the Great Western Trail such as Swift &amp; Main Streets in Glen Ellyn. These are dangerous crossings with hills and curves that block sight lines with traffic going too fast.</p>	Private Citizen	11/18/2023 3:58:09 PM
<p>Extend EBDRT to reach Morton Arboretum.</p> <p>Increase PACE bus service or other public transportation options from downtown Glen Ellyn to/from College of DuPage on evenings and weekends. PACE 715 bus does not run this route on weekends or late enough in the evenings to reach COD for events and classes evenings and weekends.</p>	Private Citizen	11/18/2023 5:20:20 PM
<p>I suggest helping local business workforce employees raise their disposable income by eliminating their need for a car. This would help raise spending in the local economy, keep consumer costs low and fight climate change. It would require integrated planning for affordable housing and transit near local business districts.</p>	Private Citizen	11/26/2023 5:30:42 AM
<p>We need public transportation options to O'hare airport. Consider something with Metra's Milwaukee District West Line that passes right by O'hare.</p>	Private Citizen	11/11/2023 9:53:26 AM
<p>Stop spending money and start saving money. No cost data in proposal.</p>	Private Citizen	11/12/2023 2:15:16 PM

Comment	Commentor Affiliation	Time
<p>The depictions of the Pace fixed route service could highlight some of the realities of transit service in DuPage County by implementing some visualization of frequency of service along the routes. For example, route 332 is referenced as a connector to the CTA at Rosemont, and as an "All Day Feeder" route, but within DuPage County/beyond the South Cargo facilities at ORD, service outside the traditional weekday commute windows is extremely limited (evening and weekend service is limited to the Rosemont-South Cargo segment).</p> <p>While expanding fixed route transit service may be impractical considering funding/ budgetary constraints, expanding service on existing routes on weekends and off-peak weekday hours could help increase ridership. For example, the York Road corridor (route 332) in Bensenville and Elmhurst has limited service, despite having a somewhat high concentration of multi-family rental housing.</p> <p>As a point of comparison, a similar route in suburban Minneapolis/St Paul, the MVTA 444 bus, serves a predominantly multi-family residential corridor with a major job center on one end (Mall of America, direct connections to light rail/indirect to airport), but has at least hourly service from nearly ~06:00-22:00 over most of its corridor (~3x weekday frequency vs 332 weekday, ~2x weekend frequency vs 332 weekday).</p>	Private Citizen	11/27/2023 4:31:19 PM
I'd love if it was easier to get around by bike!	Private Citizen	12/6/2023 7:49:10 PM



# MOBILITY GUIDE

# DuPage County Mobility Guide





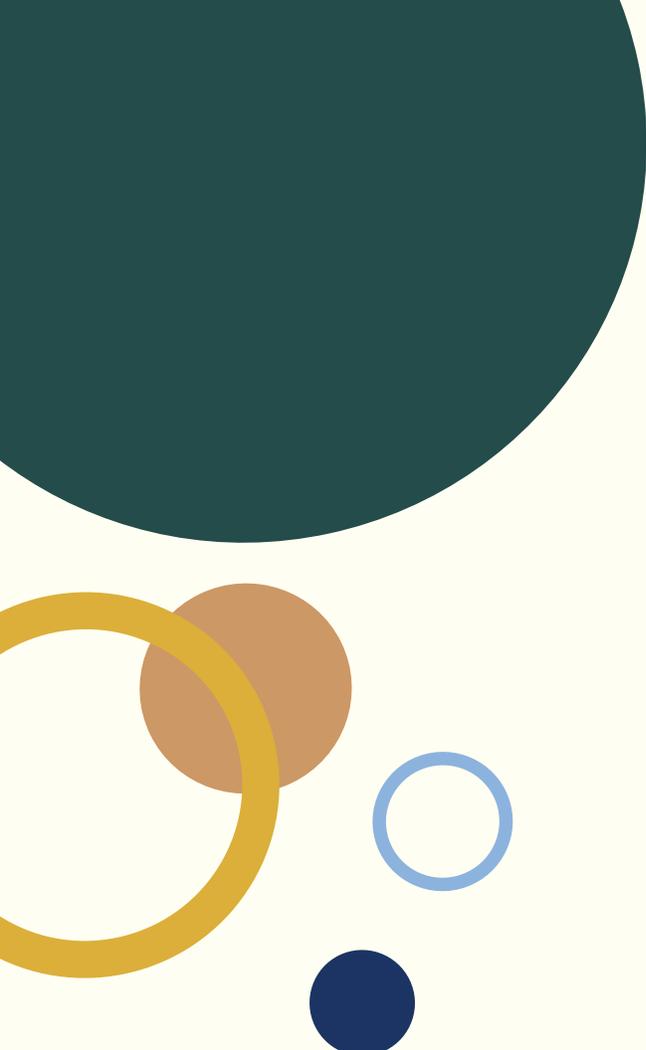
DUPAGE COUNTY

# Mobility Plan



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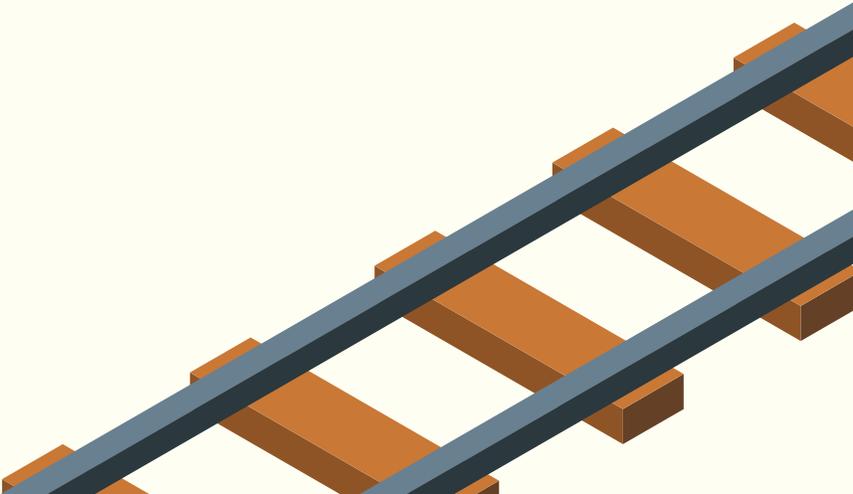
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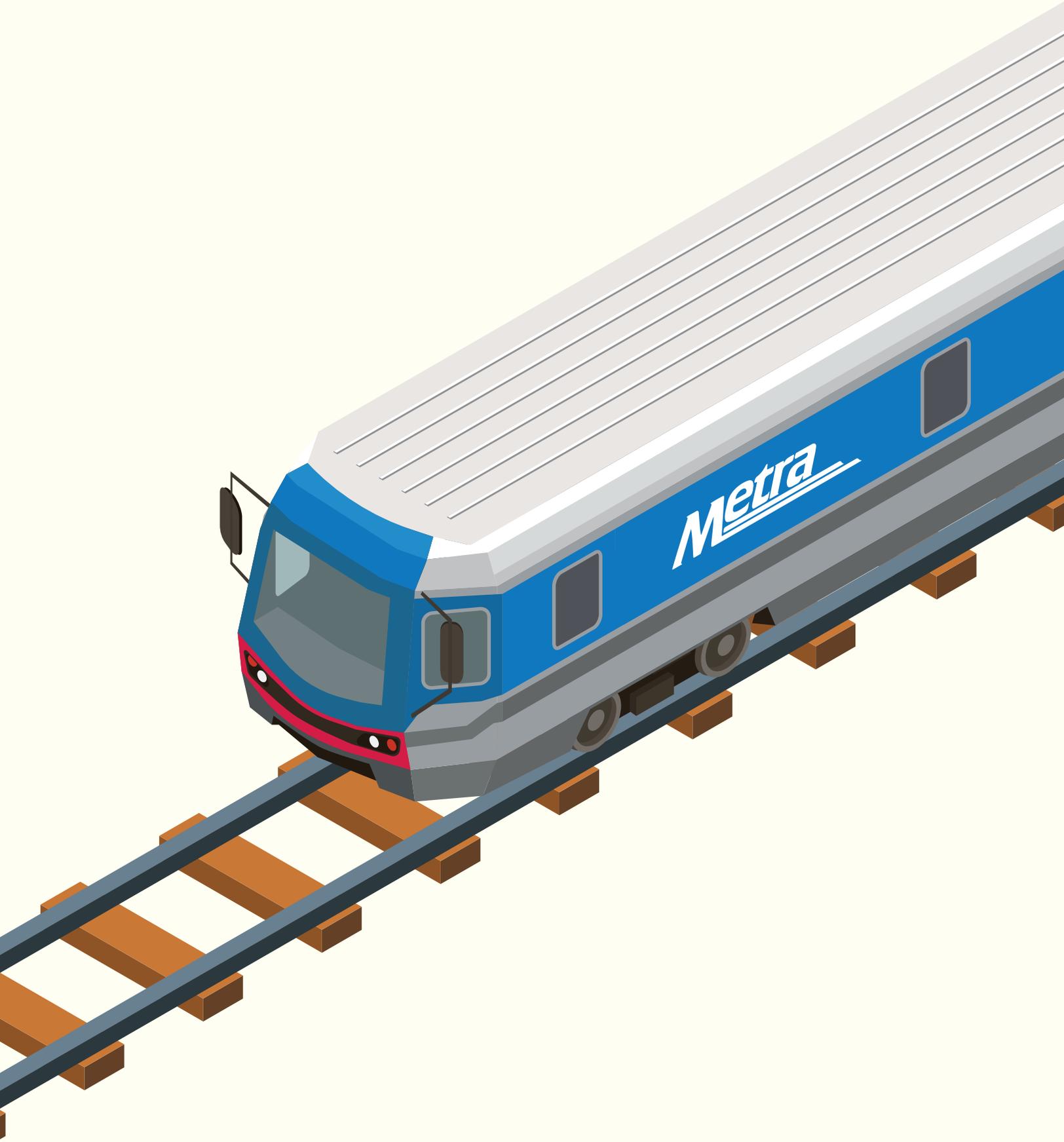
## Traditional Transit

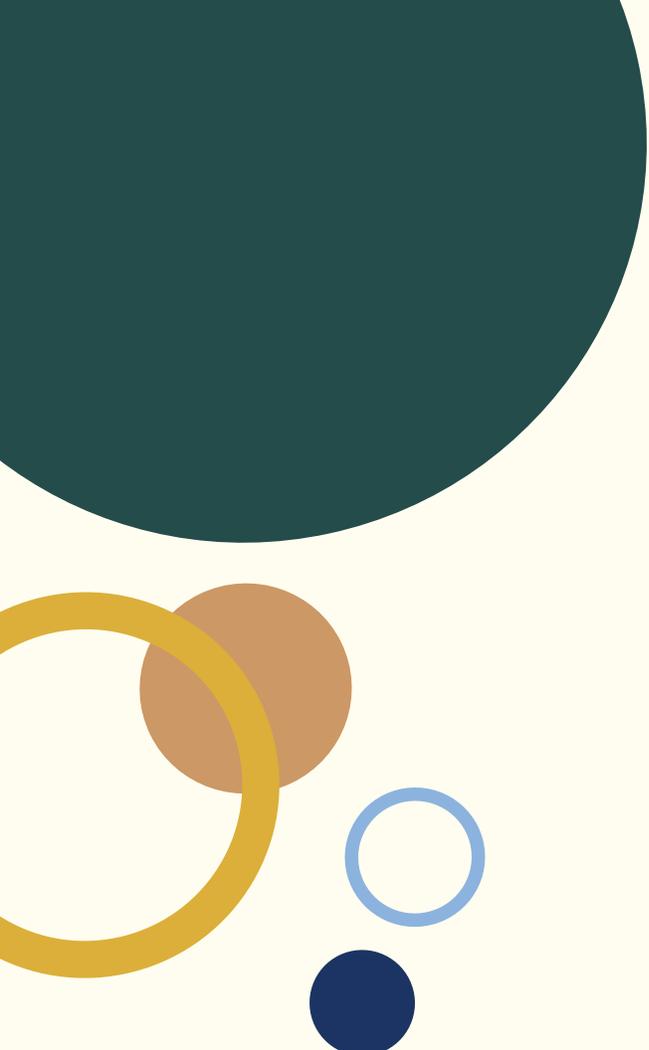
# TRAIN

Metra operates commuter rail service in DuPage County on three lines, the Union Pacific West (UP-W), BNSF, and Milwaukee District West (MD-W). There are 25 stations located in DuPage County. Service on all three of these Metra lines runs in both directions throughout the day, seven days a week. Tickets can be purchased at Metra stations or on the **Ventra App**. For more information, and to find a route near you, visit the **Metra Website**.



**Traditional Transit**





# BUS

Pace operates bus service in DuPage County. There are 14 Pace routes that serve DuPage. There are several express routes that travel along I-55, as well as a number of inter-county routes that take riders to destinations outside of DuPage County. Some routes also lead directly to Metra stations. Bus Fares can be paid using the **Ventra App**. For more information, bus trackers, and more, visit the **Pace Website**.

**Traditional Transit**





## Demand Response Services

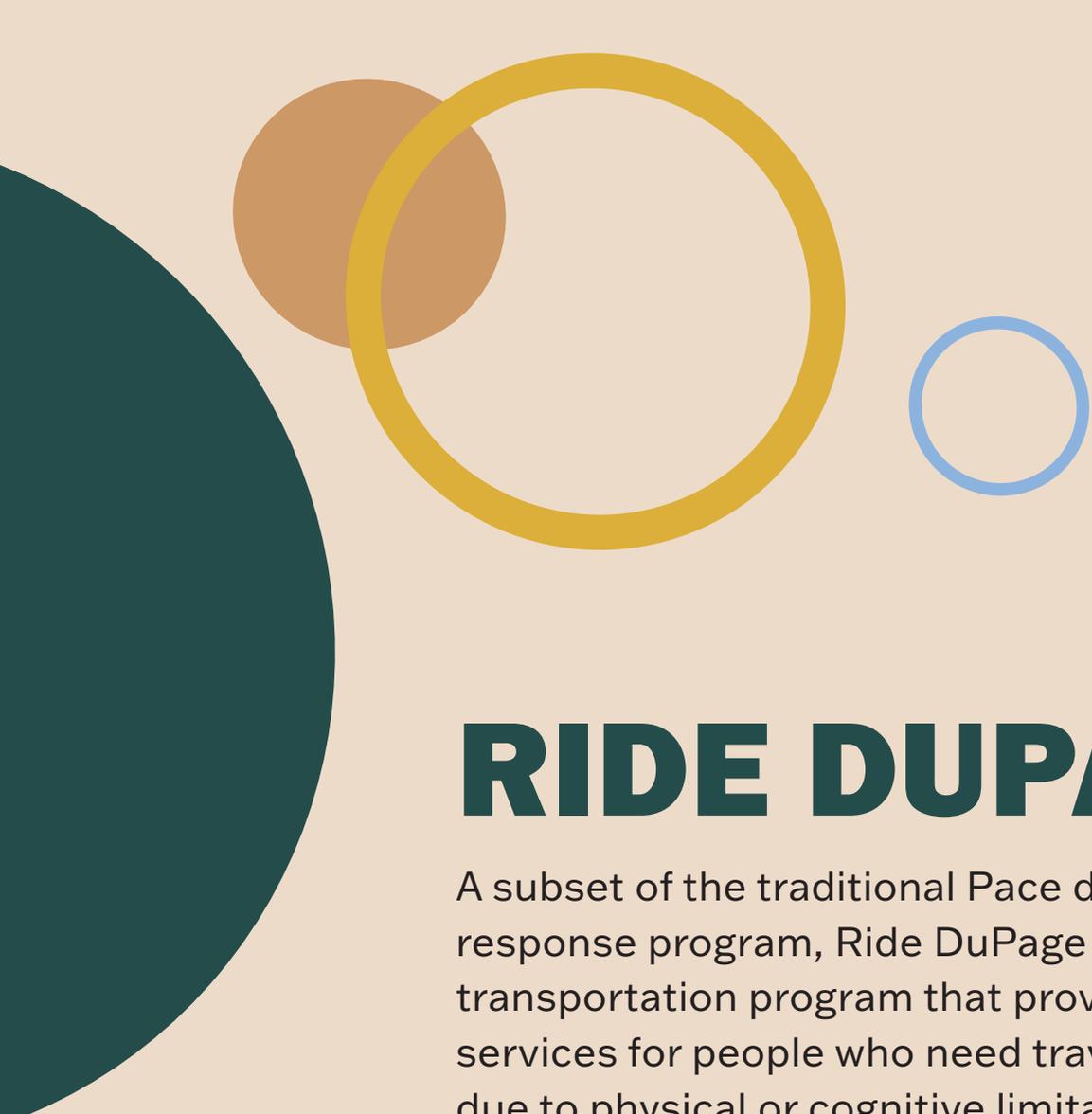
Three types of demand response service operate in the county. Eligibility to ride and service area coverage vary by program.

# PACE ON-DEMAND

Pace On-Demand provides demand response service in the Wheaton/Winfield area and in the Naperville/Aurora area. Rides must begin and end within the specified coverage area and are open to all riders. Rides cost \$2 and can be booked online or over the phone. For more information, visit the **Pace Website**.

## Demand Response Services

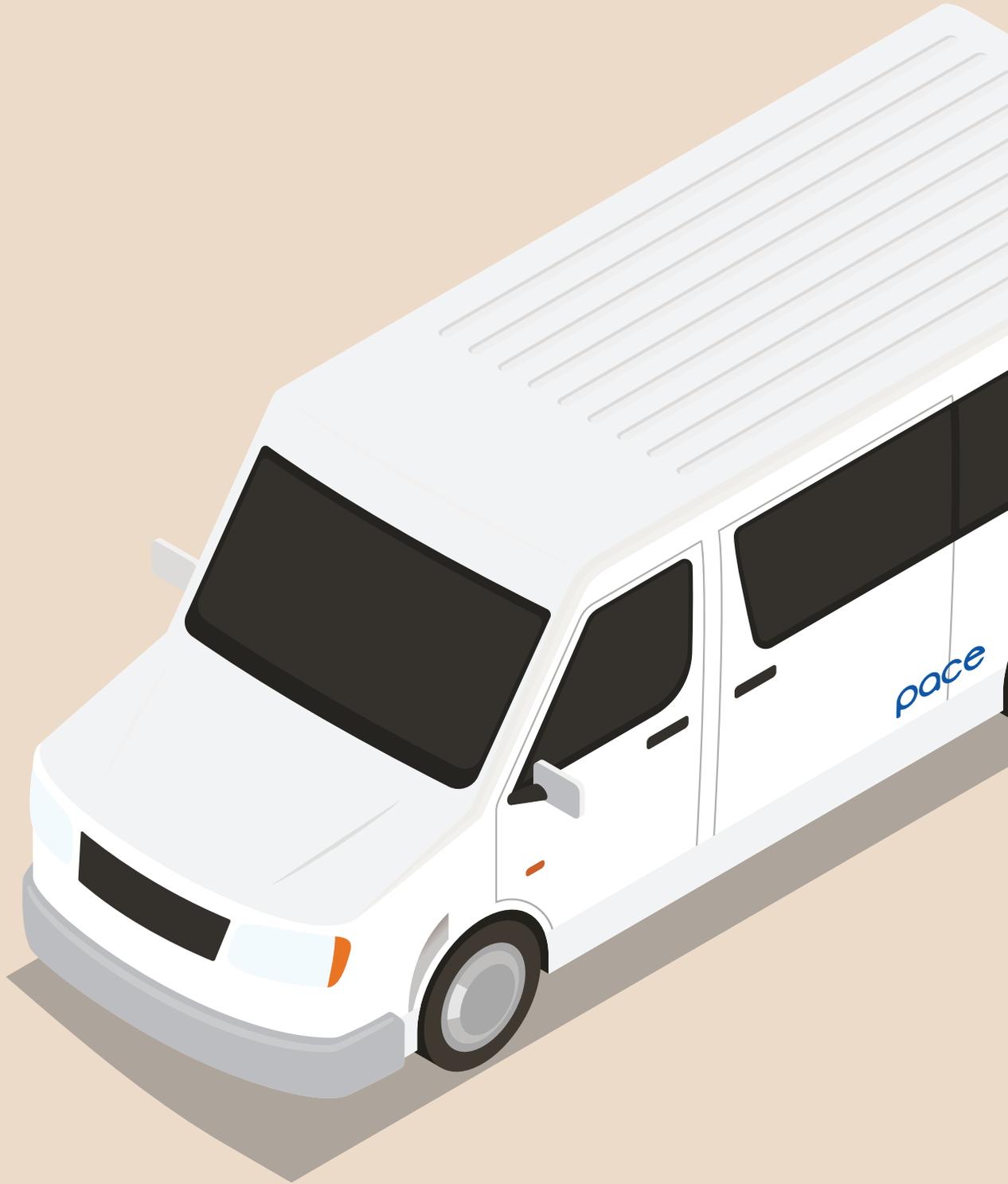


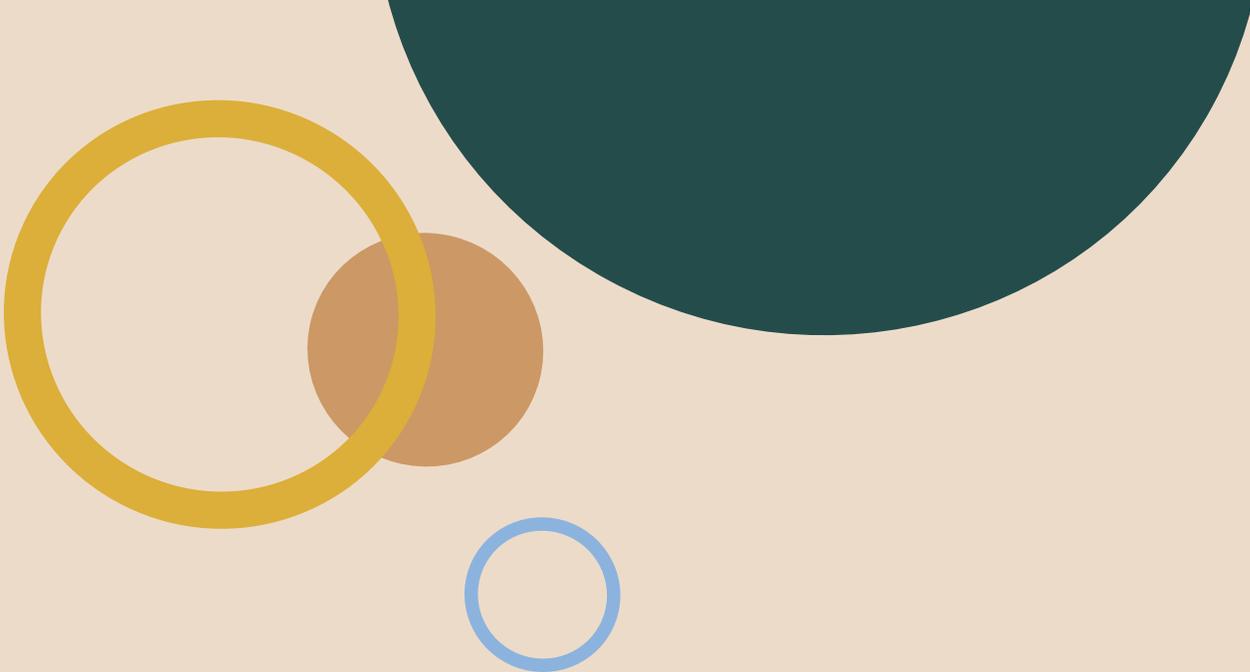


# RIDE DUPAGE

A subset of the traditional Pace demand response program, Ride DuPage is an innovative transportation program that provides bus or taxi services for people who need travel assistance due to physical or cognitive limitations. There are many different Ride DuPage sponsors, all with different user eligibility and trip boundary requirements. For additional information on Ride DuPage and to find a program that meets your needs, visit the **[Ride DuPage Website](#)**.

# Demand Response Services





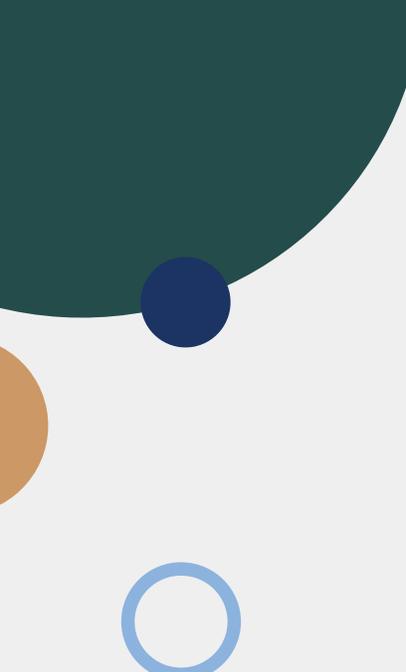
# ADA/ PARATRANSIT

Paratransit service operate within  $\frac{3}{4}$  mile of a fixed route for ADA eligible passengers. Participants must be registered and certified in order to be eligible for this program. Paratransit service can be booked by calling **(800) 713-7445**. Additional online resources for booking and managing ADA trips can be found at the **Pace Website**.

ADA-eligible riders can also utilize Pace fixed-route buses, all of which are ADA-accessible. New transit stops, stations, and other passenger facility projects and improvements are required to be designed as ADA-compliant.

# Demand Response Services





## Shared Ride Services

Two types of shared ride services operate in DuPage County: one partially subsidized by the government, the other largely privately operated.

# VAN POOLS

In addition to bus service, Pace operates a vanpool program where people commuting to a similar area around the same time can rent a van and ride together. Pace provides users with the van and covers the cost of gas, tolls, insurance, and maintenance. A vanpool group must have at least 4 riders. Riders pay between \$73 and \$174 dollars per month based on the number of people in the vanpool and daily round-trip miles driven; the designated van drivers' use of the vanpool is free. Pace offers a variety of vanpool programs, some of which offer flexible pricing. Costs may be further reduced if your employer participates in the **RTA Transit Benefit Fare Program**. For more information, visit the **Pace Website**. To plan your commute or create your own vanpool, visit the **Pace RideShare Website**.

# Shared Ride Services





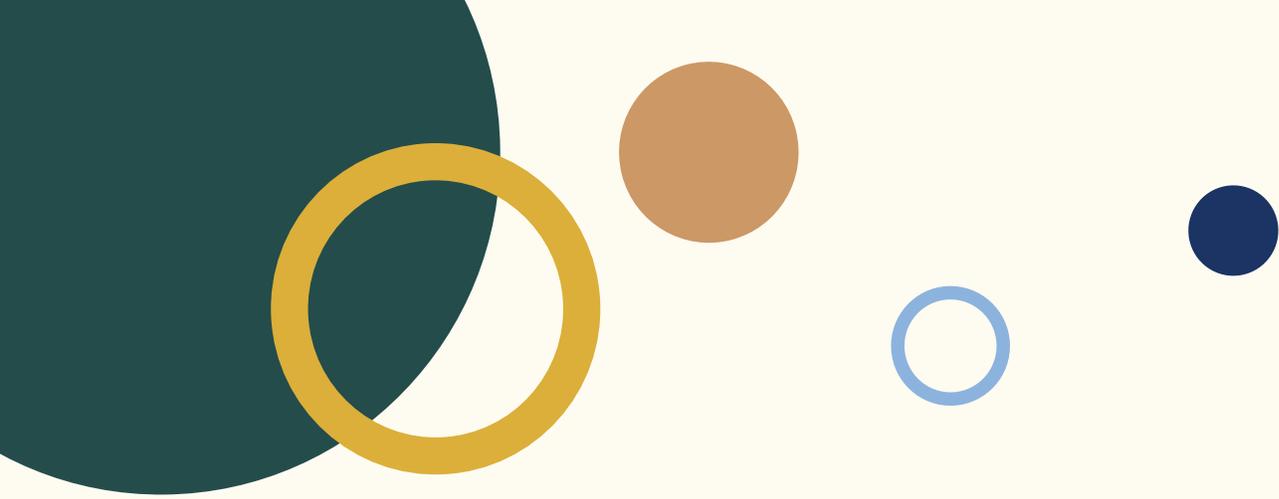
# UBER/LYFT/TAXI

Traditional taxis, as well as Transportation Network Companies (TNCs), such as Uber and Lyft, offer service in DuPage County. Rides with Uber and Lyft can be booked using their respective Smartphone apps.

Uber and Pace have partnered to offer the DuPage Uber Access Program, which offers riders eligible for Pace ADA Paratransit subsidized rides of up to \$30 at no cost. This convenient option allows riders to book rides at a moment's notice. Visit the **Pace Website** for more information.

**Shared Ride Services**





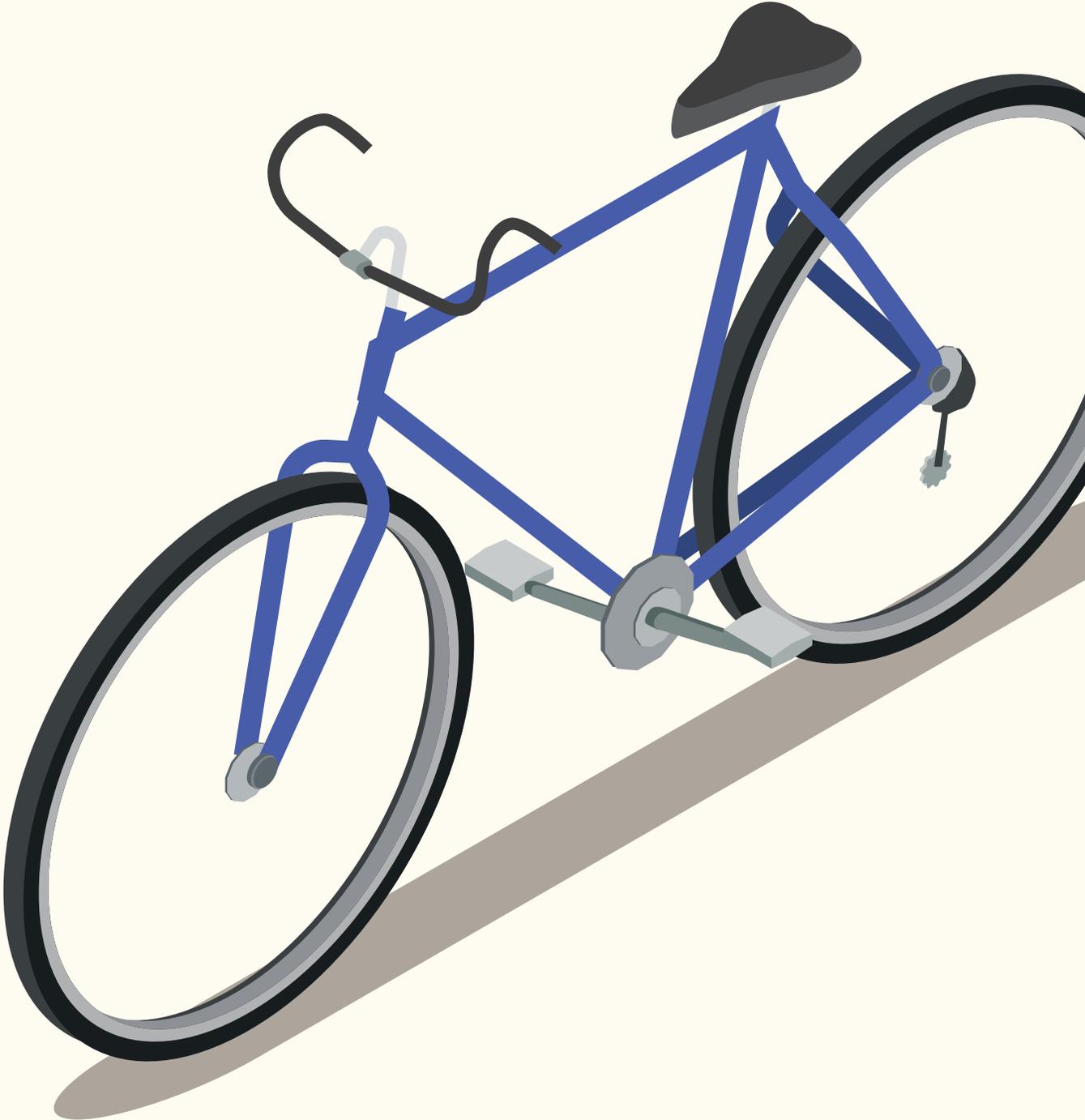
## Biking and Walking

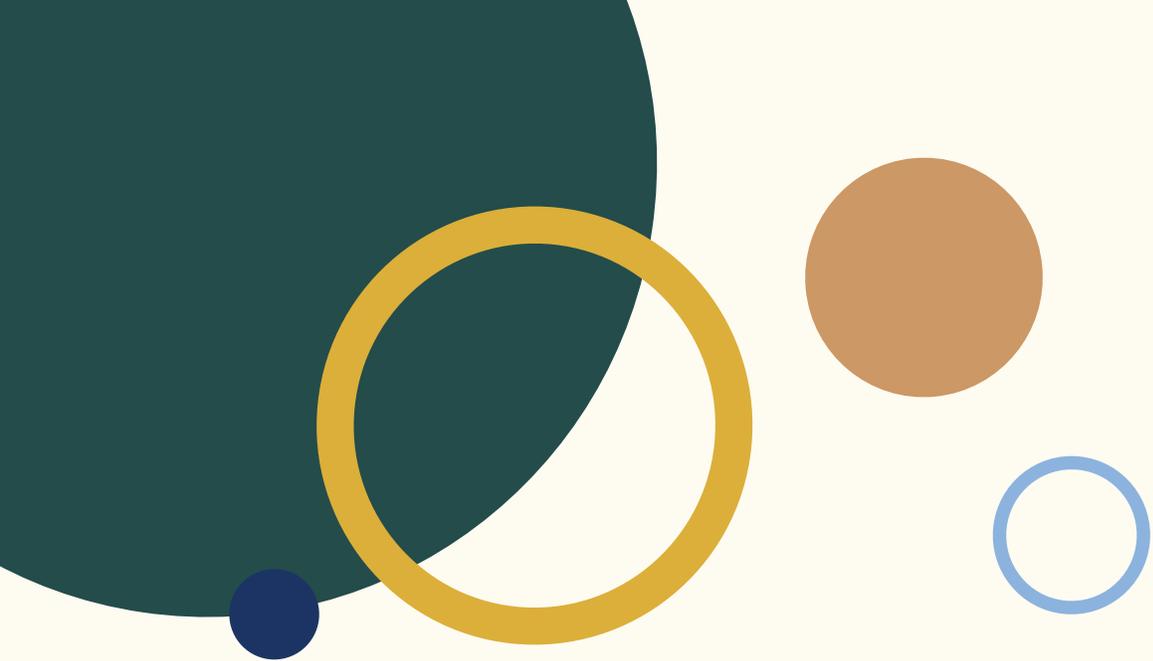
Of course, there are other, more old fashioned ways to get around. These are also good for your health!

# BIKING

DuPage County has over 550 miles of existing bikeways, with more planned and under construction. Several regional trails connect DuPage to other Counties, such as the Illinois Prairie Path, the Salt Creek Trail, the West Branch DuPage Regional Trail, and the North Central DuPage Trail. For more information on the bicycle network in DuPage and to view a map of bikeways, visit the [DuPage Website](#). When you're ready to start riding, download the [DuPage Trails App](#) to plan your trip.

**Biking and Walking**





# WALKING

Not only can pedestrians utilize the vast sidewalk network, but they can also walk along the multi-use pedestrian and bike trails in DuPage County. Most bike trails in the county that run along arterial roads are multi-use paths which accommodate different ages and modes of travel. Eighty-three percent of people and fifty-seven percent of all jobs in the County are within  $\frac{1}{8}$  mile of sidewalks or  $\frac{1}{4}$  mile of multi-use trails.

# Biking and Walking



DUPAGE COUNTY

# Mobility Plan

