

RESOLUTION R-03-08

A RESOLUTION ACCEPTING THE PREFERRED ALTERNATIVE IN PHASE 3 OF THE DUPAGE MAYORS AND MANAGERS CONFERENCE LOCAL CIRCULATOR STUDY

WHEREAS, the City of Wheaton has been an active participant in Phase 1, 2, and 3 of the DuPage Mayors and Managers Conference Circulator Study; and

WHEREAS, the City of Wheaton has received a Service Specifications Report, which outlines several alternatives for Circulator Service including service type, destinations to be served, hours and frequency of operation, estimates for capital and operating costs, and operating structure; and

WHEREAS, the City of Wheaton has solicited feedback on these alternatives through a community comment period in July 2007, including a community forum, comment cards, and the project website; and

WHEREAS, the City of Wheaton received an evaluation of each alternative, using community feedback and numerical criteria (for example destinations, estimated cost and ridership, and transfer opportunities); and

WHEREAS, the City of Wheaton has received a recommendation for the preferred alternative, based on this extensive evaluation (see Exhibit A)

NOW, THEREFORE BE IT RESOLVED, that the City of Wheaton agrees to accept this recommendation as the preferred alternative for local circulator service,

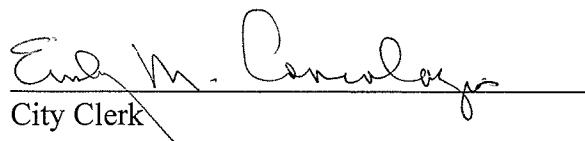
BE IT FURTHER RESOLVED, that the City of Wheaton agrees to diligently work towards developing an Implementation Plan for the preferred alternative service design, including pursuing potential funding resources and submitting applications to these sources.

BE IT FURTHER RESOLVED, that the City of Wheaton, by adopting this Resolution, makes no commitment to utilize its own general funds to implement any transit program.

DATED this 22nd day of January, 2008.



Michael J. Morris
Mayor



Emily M. Conroy
City Clerk

Roll Call Vote:

Ayes: Councilwoman Corry
Councilman Johnson
Councilman Levine
Mayor Gresk
Councilman Mouhelis
Councilman Prendiville
Councilman Suess

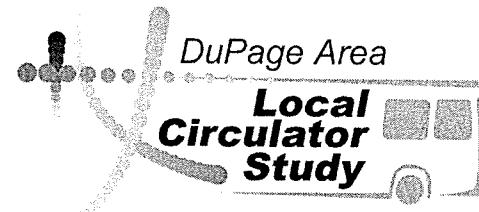
Nays: None

Absent: None

Motion Carried Unanimously

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Chapter V



CHAPTER V

Recommended Service Plan

In this chapter, the Planning Team presents a recommended service plan for the City of Wheaton Circulator Service. This chapter includes a comparison of the two alternative service plans developed for the City of Wheaton, the recommended service plan, and a recommended organizational structure.

COMMUNITY CHOICE FORUM

The Wheaton Community Choice Forum to present the transit service alternatives and obtain community input took place on July 19, 2007 at the DuPage County Government Center cafeteria. A second forum was held on July 21, 2007 at the Marianjoy Rehabilitation Hospital. Display boards depicting the service alternatives and vehicles were set up in the cafeteria in each location. The displays were in a prominent location so that individuals entering the cafeteria could see the displays. Announcements were also sent out so that members of the community at large could attend the forum. No formal presentation was given, but as individuals approached the displays they were engaged in a conversation and asked to provide input regarding the service alternatives. Participation was about 20 at the Government Center and 70 at Marianjoy.

Alternative 2 was preferred by the vast majority of participants. With Alternative 2, employees at Marianjoy would be able to use Metra to commute to work. There was no clear preference for any of the vehicles that were presented. Participants did indicate support for alternative-fueled vehicles and low cost.

In addition to input from meeting participants, comments were received using the comment card that was developed. Comment cards were available on the website and were included in the Executive Summary. Nine comment cards were received regarding the Wheaton Circulator. Comments were very similar to those received during the forum with strong support for Alternative 2.

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COMPARISON OF SERVICE ALTERNATIVES

For the City of Wheaton, two alternatives were developed and presented in detail in Chapter III of this report. Alternative 1 was developed primarily to provide weekday transit service from the Wheaton Center Metra station to the DuPage County Government Center. Alternative 2 expands the Alternative 1 route to include Marianjoy Rehabilitation Hospital and Central DuPage Hospital as well as the DuPage County Government Center. Alternative 2 also includes weekend service.

In order to determine the best alternative, the Planning Team developed evaluation criteria based on community priorities and compared each alternative to these criteria. Each alternative received a score which represents how well the alternative meets each criterion. Table V-1 displays the criteria and how each alternative scored.

Table V-1
Comparison of Transit Service Alternatives - Wheaton

Comparison Indicator	Alternative 1	Score	Alternative 2	Score
Percent of Target Market Served	39%	2	60%	3
Percent of Transit-Dependent Population Served	\$197,000	2	\$437,000	3
Annual Operating Cost	\$510,000	3	\$728,000	0
Initial Capital Cost	\$5.18	3	\$7.41	0
Cost per Passenger	38,000	1	59,000	3
Annual Passenger-Trips	5	2	8	3
Connections to Metra, Pace, Circulators (10)	2 first & 5 second	0	73 first & 2 second	3
Community Forum Selection	3	1	6	3
Trip Generators (6)				
TOTAL SCORE		17		18

Recommended Service Plan

The criteria comparison for the Wheaton Circulator indicates that Alternative 2 best meets the transit needs for Wheaton. The following provides a description of each criterion and an explanation of how each alternative was scored.

Service to Target Markets

As part of the market analysis and service type analysis, specific target markets were identified in each community. For Wheaton, the primary markets to be served are employees and visitors to the DuPage County Government Center. Secondary markets are people traveling to and from the Marianjoy Rehabilitation Hospital and local residents. Each of the alternatives was scored based on how well each of these target markets would be served including the percentage of the population that would have service as well as key destinations for the particular market. In each of these three categories, the alternative received a score of 0 to 3 based on the relative ranking of the alternative. The results of the target market scoring can be seen in Table V-2. Alternative 2 scored higher because of the additional destinations and areas served.

Table V-2
Wheaton Target Market

Target Market Indicator	Alternative 1	Score	Alternative 2	Score
Service to Metra	YES	3	YES	3
Service to DuPage County Government Center	YES	3	YES	3
Service to Marianjoy Hospital	NO	0	YES	3
Service to Seniors	2,251	2	5,582	3
Service to Disabled	383	1	1,162	3
TOTAL SCORE		2		3

Percentage of Transit-Dependent Population Served

For this comparison, the Planning Team used census block group data to see how many individuals in the transit-dependent population groups (youth, elderly, low income, and mobility limited) are in the service areas of the two alternatives. Alternative 1 would serve 39 percent of the total community transit-dependent population. Alternative 2 would serve 60 percent. In this category, Alternative 2 would serve the greater percentage of the Wheaton transit-dependent population. Table V-3 shows the results of this comparison.

Table V-3 Wheaton Transit-Dependent Population				
YOUTH POPULATION				
Alternative	Total	Alternative #	Alternative %	Score
Alternative 1	15,242	6,723	44.1%	0
Alternative 2	15,242	8,149	53.5%	3
ELDERLY POPULATION				
Alternative	Total	Alternative #	Alternative %	Score
Alternative 1	8,697	2,251	25.9%	0
Alternative 2	8,697	5,582	64.2%	3
MOBILITY-IMPAIRED POPULATION				
Alternative	Total	Alternative #	Alternative %	Score
Alternative 1	1,701	383	22.5%	0
Alternative 2	1,701	1,162	68.3%	3
LOW-INCOME POPULATION				
Alternative	Total	Alternative #	Alternative %	Score
Alternative 1	1,982	1,523	76.8%	0
Alternative 2	1,982	1,600	80.7%	3
TOTAL TRANSIT-DEPENDENT POPULATION				
Alternative	Total	Alternative #	Alternative %	Score
Alternative 1	27,622	10,880	39.4%	0
Alternative 2	27,622	16,493	59.7%	3

Annual Operating Cost

This indicator was graded higher for the alternative which has the lower estimated annual operating cost. Alternative 1 has the lower estimated annual operating cost at \$197,000 for the first year of operation and therefore receives the higher score for this indicator. Alternative 2 has an estimated annual operating cost of \$437,000.

Initial Capital Cost

Since both alternatives will be new service, the initial or first year allocation for capital equipment will be large since new buses, shelters, bus stops, and bus stop platforms will need to be purchased in order to begin the transit service. Capital costs in the second year of operation will drop dramatically for both alternatives. This indicator was graded higher for the alternative which has the lower estimated initial capital cost. Alternative 1 has the lower estimated initial capital cost at \$510,000 for the first year of operation and therefore receives the higher score for this indicator. Alternative 2 has an estimated initial capital cost of \$728,000.

Cost per Passenger-Trip

This indicator was graded higher for the alternative with the lower cost per passenger-trip. This cost is developed by taking the annual operating cost and dividing it by the estimated number of annual passenger-trips. Alternative 1 was graded higher with a cost per passenger-trip of \$5.18. Alternative 2 has an estimated annual cost per passenger-trip of \$7.41.

Annual Passenger-Trips

The alternative with the larger amount of estimated annual passenger-trips received the higher grade for this indicator. A good indicator of how well a transit service is performing is how many passengers it carries. This shows that the route is helping to decrease congestion, improve air quality, and improve the economic vitality of the community. Alternative 2 is estimated to have the most annual passenger-trips with 59,000. Alternative 1 is estimated to carry 38,000 passenger-trips annually.

Possible Connections to Metra, Other Circulators, and Pace Service

An important function of a circulator service is to connect with other transit services, thereby allowing people to take the circulator to a transit route that will take them to various locations in the region. Perhaps even more important, it allows people commuting into the City of Wheaton the opportunity to use public transit to get to Wheaton locations not on any regional transit routes. At a public input meeting at the Marianjoy Rehabilitation Hospital, members of the Planning Team talked to over 30 hospital employees that stated if local service was provided to

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Marianjoy, they could use Metra rail service to come to work. Currently they have to drive to work. Alternative 2 scored higher in this category with a potential of connecting to seven Pace Suburban Bus routes and one Metra rail station. Alternative 1 has the potential of connecting to four Pace Suburban Bus routes and one Metra rail station.

Community Forum Selection

The Planning Team conducted two community forums in Wheaton as well as distributing comment cards and receiving e-mails as described earlier in this chapter. Alternative 2 was the overwhelmingly preferred option among those attending the forums or submitting written comments.

Trip Generators Served

Key transit trip generators are areas or facilities that have proven to be attractive to people using transit. The trip generators for Wheaton are shown in Table V-4. Alternative 2 received the higher ranking in this category since it provides service to all the key trip generators. Alternative 1 serves only three trip generators.

Table V-4
Wheaton Trip Generators

Trip Generators	Alternative 1	Score	Alternative 2	Score
Town Center Metra Station	YES	1	YES	1
Down Town Wheaton	NO	0	YES	1
DuPage Government Center	YES	1	YES	1
Marianjoy Rehabilitation Hospital	NO	0	YES	1
Central DuPage Hospital	NO	0	YES	1
DuPage Convalescent Center	YES	1	YES	1
TOTAL SCORE		3		6

RECOMMENDED SERVICE PLAN

It is recommended that Alternative 2 be selected as the circulator service for the City of Wheaton. The Comparison of Transit Service Alternatives clearly indicates that Alternative 2 has the greatest potential for success. The service was well received by the public, serves all the trip generators identified in earlier reports, has weekend service that operates from 8:15 a.m. to 6:15 p.m., and has been

projected to carry the most passengers. The route map, schedules, and estimated budget can be found in Chapter III of this report.

Preferred Route

Leaving the Wheaton Metra station, the route travels south on West Street to Roosevelt Road and then west to Community Drive which travels through the Marianjoy Rehabilitation Hospital complex. From Community Drive, the bus will turn onto and proceed west on Roosevelt Road to the intersection of Roosevelt and County Farm Road. From this intersection the route goes north on County Farm Road to the DuPage County Government Center (DCGC). The route will travel on several service roads through the DCGC complex arriving back to County Farm Road, traveling north to Jewell Road, and then west to the Central DuPage Hospital traveling on Hospital Road and Willard Way to serve the various buildings that make up the hospital complex. The route returns following the same streets to the Metra station.

Potential Bus Stops

This section of Chapter V discusses potential sites for bus stop shelters, benches, schedule display holders, and signs. These sites will be reviewed on location with a final bus stop plan being developed in the Implementation Phase of the Circulator Study.

These major stops should be reviewed for potential development of a bus shelter:

1. Roosevelt Road and West Street
2. Marianjoy Rehabilitation Hospital
3. DuPage County Government Center
4. Central DuPage Hospital

These locations should be reviewed for potential bus stops with benches:

1. The intersection of West Street and Willow, which will serve a portion of downtown Wheaton.
2. Wheaton Center Metra Station (if sufficient bench space is available, only a bus stop sign is needed).
3. The intersection of West Street and West Illinois.

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4. The intersection of West Street and West Indiana, which, along with the Illinois stop, will provide access to neighborhoods and small businesses.
5. The intersection of Roosevelt and Delles Road, which has local parks on both sides of Roosevelt.
6. St. Francis High School to provide transit service to students going to this high school.
7. Roosevelt and County Farm Road to provide access to retail, restaurants, and grocery stores located at this intersection.
8. County Road and Manchester Road where the DuPage County Health Department is located, as well as several office buildings.
9. County Farm Road and Jewell Road.

Bus stops should provide a waiting area and passenger loading area meeting the requirements of the Americans with Disabilities Act. The stops should be accessible from pedestrian facilities such as sidewalks. Each stop should also have a schedule holder that displays the circulator schedule and route map. A separate pedestrian facilities study is being conducted that will provide information on improvements that will be needed to support the circulator service. Some of these stops may prove to need sidewalks or pedestrian sidewalk ramps before they can be implemented so that they meet ADA regulations. A thorough review of each bus stop site will be made during the implementation phase of this study.

VEHICLES

The Planning Team presented 12 types of transit vehicles at the two community forum meetings held in Wheaton. Attendees were asked to rate these vehicles as "most preferred" and "second most preferred." Based on the proposed service and input from the local community, the suggested vehicle type is a low-floor, small transit coach built by Optima Bus which is a subsidiary of North American Bus Industries (NABI). Table V-5 presents the Optima Opus bus along with buses by Bluebird Coach Manufacturer and El Dorado National. These vehicles all have low-floor passenger access and are 30 feet in length. Optima produces two Opus style buses—one that is under 30 feet and one that is just under 35 feet. The main difference in the two is seating capacity. The 30-foot Opus accommodates 27 seated passengers and has two wheelchair positions. The 35-foot Opus accommodates 31 seated passengers. Citizens at the Community Forums preferred the

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look of the Optima which they felt would give an identity to the circulator service since this bus looks much different than the buses being used by Pace Suburban Bus. However, any of the buses shown will be effective and are quality manufactured by reputable companies.

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Table V-5
Suggested Vehicles for Wheaton Circulator

Characteristic	Optima Opus	Vehicle Type Bluebird Ultra LMB	El Dorado National EZ-Rider II
Length			30'
Chassis			Transit Coach
Low-Floor			Yes
Accessible			Yes
Seating Capacity			17-27
Wheelchair Positions			2

Source: LSC, 2007.

RECOMMENDED ORGANIZATIONAL STRUCTURE

In Chapter III of this report, the Planning Team developed and detailed three options by which the City of Wheaton may operate the new circulator service. The three options are:

1. Incorporate transit operations into an existing city department such as Public Works. The City would need to hire a manager, lead dispatcher, schedulers/dispatchers, drivers, and a mechanic.
2. Contract with Pace Suburban Bus to operate the new circulator route.
3. Contract the service through a competitive bid process. This would not only allow Pace to bid on the service, but also private transit operating companies such as First Transit or MV Transportation.

After careful consideration, the Planning Team recommends contracting with Pace Suburban Bus. Pace is the primary bus public transit operator in the county. The Planning Team has used the Pace cost of operating in our financial plan in the likelihood that Pace may incorporate the circulator service into its existing transit service. The Planning Team believes there are many advantages to using Pace to operate the circulator service. Some advantages of using Pace are:

- Pace provides or contracts out the vast majority of bus public transportation in DuPage County. Currently, Pace operates nine bus routes in and around the city.
- Pace specializes in public transit and is very familiar with operating flexible fixed-route service recommended as the type of service to operate the circulator.
- Pace has operations and maintenance facilities and a trained transit workforce which can provide drivers, mechanics, schedulers, and administrative and supervisory support to the Wheaton Circulator Service, thus taking the burden off the City to recruit, employ, and retain professionally-trained transit personnel. The City will also not have to make office and maintenance facility space available for the new transit service.
- Pace, as part of the RTA, is recognized by the federal government as a recipient of FTA Section 5307 and 5309 transit funds and is familiar with ways to fund public transit.
- Pace contracts for the operation of Ride DuPage and the call center. The call center could be used for scheduling and dispatching the route-deviation services.
- Since the City of Wheaton is contracting this service out, it will be able to have control on how the service is operated because the City is paying for the service.

STAFFING REQUIREMENTS

A Contract Manager should be designated among existing staff or hired by the City. It is recommended that this position should be placed in the City Manager's office. The person hired for this position should be knowledgeable of public transit operations, have transit managerial experience, and be well-versed in contract, proposal, and grant writing. The duties of the contract manager would include:

1. Performs contract management to include: negotiating contracts, preparing contracts, and making or receiving payments.
2. Performs periodic inspections of contractor's facilities to assure they meet the standards provided in the contract.
3. Develops a monthly report and presents report to the City Council.
4. Reviews and approves changes to the route structure or schedule.
5. Is the City's liaison on transit matters with the Illinois Department of Transportation and the Federal Transit Administration.
6. Represents the City at meetings and on committees for transportation; provides administrative and technical support for the Transit Advisory Committee which should be developed to provide community input and support.
7. Actively promotes public transportation within the community and develops marketing strategies to increase ridership and positive public perception.
8. Develops transit goals and objectives; develops short- and long-range plans.
9. Researches and develops applications for private, local, state, and federal grants that can be used to support the circulator service.
10. Works closely with the private sector to promote the economic advantages of public transit and generate private support and funding for the circulator service.
11. Other duties as assigned.

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