

Appendix A

Route 529 On-Line Survey Results Report (including the survey questions)

Randall Road Pace Route 529 On-line Survey – Report Results

As a part of the Kane County sponsored study to improve Pace Route 529 bus service on Randall Road between Sullivan Road in Aurora and IL 38 in St. Charles, a public opinion survey was conducted to obtain input from riders and corridor travelers. The survey purpose was to identify issues related to pedestrian access, service, schedule, bus stop location, connection to other routes, costs, or other areas of interest. This report presents the survey results including an analysis and interpretation of general findings.

Survey Method

The survey instrument was designed to be simple and require completion in a short period of time. The survey was conducted using the web-based SurveyMonkey system. The survey was available to respondents on the Randall Road Route 529 project web-site (<http://www.route529study.com/>). The full survey is included in Appendix A.

A number of steps were taken to encourage participation in the survey, including:

- Project web-site – the survey was prominently shown on the home page of the project web-site, which would have been readily apparent to site visitors.
- Project Advisory Panel – the study Advisory Council’s members were requested to place survey information on their respective web-sites and in newsletters. Members include KDOT, Pace, Aurora, North Aurora, Batavia, Geneva and St. Charles.
- Kane County Division of Transportation staff mailed a flyer (Appendix B) to approximately 60 corridor employers.
- Kane County Division of Transportation staff reached out to Batavia High School and the Illinois Math and Science Academy for responses from students and faculty.

Survey Responses /Results

Survey responses were completed between November 17, 2009 and March 25, 2010. A frequency of completions by month is provided on **Table 1**. Nearly 60% of the 78 responses were completed in March 2010.

Table 1. Completions by Month

Month	Responses	
	#	%
Nov-09	2	3%
Dec-09	13	17%
Jan-10	16	21%
Feb-10	1	1%
Mar-10	46	59%
Total	78	100%

Question #1 of the survey asked respondents how often they travel along Randall Road to a location between Sullivan Road and IL 38. **Table 2** shows that 84% travel in the Corridor daily or occasionally.

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Table 2. Frequency of Travel Along Randall Road Corridor

Answer Options	Responses	
	#	%
a. Daily	23	29%
b. Occasionally	43	55%
c. Rarely	8	10%
d. Never	4	5%
answered question	78	100%
skipped question	0	

Respondents were asked to indicate their purpose for traveling in the Randall Road Corridor in Question #2. All applicable choices could be checked. As can be seen in **Table 3**, Shopping/Dining accounted for almost 70% of the responses. Work travel was reported by one-third of respondents.

Table 3. Main Reasons for Randall Road Travel

Answer Options	Responses	
	#*	%
a. Home	21	27%
b. Work	26	33%
c. School	21	27%
d. Medical services	14	18%
e. Shopping/Dining	54	69%
f. Judicial Center	6	8%
g. Personal Business	22	28%
h. Transfer to other transportation at Aurora Center	3	4%
i. Do not travel in area	1	1%
answered question	78	
skipped question	0	

*Multiple answers allowed.

The survey asked respondents to indicate their method of travel to reach a Randall Road destination. Responses to Question # 3 are presented on **Table 4**, which reveal that two-thirds drive a car and 13% use a Pace bus. Respondents were able to check multiple responses.

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Table 4. Mode of Randall Road Travel

Answer Options	Responses	
	#*	%
a. Drive a car	53	68%
b. Car/van passenger	14	18%
c. Take a Pace bus	11	14%
d. Take another type of bus	5	6%
e. Take a Metra train	3	4%
f. Walk or bike	6	8%
answered question	78	
skipped question	0	

*Multiple answers allowed.

Table 5 shows the frequency of use and awareness of Pace Route 529 service on Randall Road. The responses to Question #4 indicated that slightly more than one-quarter of respondents use the Route on a daily or occasional basis. Nearly three-quarters have never rode Route 529 service on Randall Road.

Table 5. Use of Pace Route 529 on Randall Road

Answer Options	Responses	
	#	%
a. Ride Daily	4	5%
b. Ride Occasionally	17	22%
c. Aware of Route 529 on Randall Road but have never rode	42	54%
d. Not aware of bus service on Randall Road before today	15	19%
answered question	78	
skipped question	0	

Question #5 asked respondents to indicate their agreement to sixteen statements related to Route 529 service or service/facilities of bus service generally. Respondents were able to respond three ways, Agree, Neutral, or Disagree with each statement. Responses are provided on **Table 6**, which are listed in rank order of the percent of responses that Agreed with each statement. The two statements that had the highest percentages of agreements and the two highest disagreements are highlighted. This shows the relative importance of sidewalks and bus shelters. Respondents disagree that Randall Road pedestrian crossings are adequate and that Route 529 service operates frequent enough.

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Table 6. Agreement with Route 529 Statements

Answer Options	Agree	Neutral	Dis-agree	Res-ponses
1 i. Sidewalks to and from bus stops are important to me	79%	21%	0%	33
2 h. Bus shelters are important to me	76%	21%	3%	33
3 c. Service is safe and clean	59%	41%	0%	34
4 o. Route 529 Sunday service is important to me	58%	30%	12%	33
5 g. Bus stops are convenient to my origin	58%	24%	18%	33
6 n. Route 529 Saturday service is important to me	56%	35%	9%	34
7 p. Pace bus fares are reasonable	55%	45%	0%	33
8 a. Service goes where I want to go	55%	30%	15%	33
9 f. Bus stops are convenient to my destination	41%	19%	41%	32
10 b. Service is as fast as driving	39%	27%	33%	33
11 d. Service runs on time	35%	59%	6%	34
12 e. Service runs frequent enough for my needs	32%	21%	47%	34
13 l. Route 529 service starts early enough for my needs	27%	64%	9%	33
14 m. Route 529 service runs late enough for my needs	18%	52%	30%	33
15 j. Pedestrian crossings along Randall Road are adequate	18%	33%	48%	33
16 k. 529 makes convenient connections with other routes	16%	72%	13%	32
			skipped q	45

Another way of analyzing the reported agreement levels is to calculate a score by assigning different weights for each of the response options. An Agreement response was assigned a weight of three; a Neutral response is given a two; and a Disagreement response is assigned a value of one. As such, if all respondents Agreed with a statement, a score of '3' would be derived; all Disagree responses would yield a score of '1.' The composite scores for each of the sixteen statements are presented on **Table 7** and are listed in rank order from most in agreement to most in disagreement.

Interpreting composite scores provides similar conclusions as the percent Agree/Disagree on Table 6. The importance of sidewalks and bus shelter stand out as do the dissatisfaction with Randall Road pedestrian crossings and the frequency of Route 529 service. Other results important to this study include:

- The statement with the 4th lowest score was “Bus stops are convenient to my destination.”
- A higher score was reported for the statement “Bus stops are convenient to my origin” than “Bus stops are convenient to my destination.”
- A relatively low score was reported for the statement “Route 529 service runs late enough for my needs.” This may be consistent with the relatively high travel reported for shopping/dining and comparatively small share of riders reporting travel for the purpose of work.
- Respondents had low scores (i.e., they disagreed) with the statement “Route 529 makes convenient connections with other routes.” It should be noted, however, that nearly 3/4s of the respondents gave a neutral answer.

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Table 7. Score of Route 529 Statements - 3=Agree; 1=Disagree

Answer Options	Score
i. Sidewalks to and from bus stops are important to me	2.79
h. Bus shelters are important to me	2.73
c. Service is safe and clean	2.59
p. Pace bus fares are reasonable	2.55
n. Route 529 Saturday service is important to me	2.47
o. Route 529 Sunday service is important to me	2.45
g. Bus stops are convenient to my origin	2.39
a. Service goes where I want to go	2.39
d. Service runs on time	2.29
l. Route 529 service starts early enough for my needs	2.18
b. Service is as fast as driving	2.06
k. 529 makes convenient connections with other routes	2.03
f. Bus stops are convenient to my destination	2.00
m. Route 529 service runs late enough for my needs	1.88
e. Service runs frequent enough for my needs	1.85
j. Pedestrian crossings along Randall Road are adequate	1.70

The survey questionnaire asked respondents to prioritize nine possible improvements to Route 529 infrastructure and service. Choices of three levels of priority were provided, including High, Medium and Low. **Table 8** presents the results as a percentage of each priority level for each of the nine possible improvements (i.e., percentages sum to 100 by row). Improvements are listed in rank order of percent of High Priority. **Table 9** presents a composite index based on High Priority weighted by three and Low Priority one.

Table 8. Priority of Possible Improvements to Route 529

Answer Options	Highest Priority	Medium Priority	Lowest Priority	Responses
1 g. Provide more frequent service (e.g., 1/2 hour)	63%	25%	13%	32
2 f. Provide passenger shelters at stops	59%	28%	13%	32
3 a. Bus stop shelters and waiting pads	55%	30%	15%	33
4 b. Add sidewalks to/from bus stop destinations	53%	34%	13%	32
5 c. Add stops	47%	31%	22%	32
6 i. Change 529 schedule to connect with other route	33%	42%	24%	33
7 e. Change bus stop locations	32%	39%	29%	31
8 h. Improve on time performance	29%	52%	19%	31
9 d. Remove stops	6%	28%	66%	32
skipped question				45

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Table 9. Priority Score of Possible Improvements to Route 529

Answer Options	Score
g. Provide more frequent service (e.g., every 1/2 hr)	2.50
f. Provide passenger shelters at stops	2.47
b. Add sidewalks to and from bus stop destinations	2.41
a. Bus stop shelters and waiting pads	2.39
c. Add stops	2.25
h. Improve on time performance	2.10
i. Change 529 schedule to connect with other routes	2.09
e. Change bus stop locations	2.03
d. Remove stops	1.41

The following summarizes key points from both Tables 8 and 9:

- Increasing the frequency of service was cited as the improvement of highest priority.
- Installing shelters and sidewalks are important investments.
- Removing existing stops was reported as a significantly lower priority than all other improvements.

Understanding the reach of Route 529’s potential customer base requires knowing how far riders are willing to walk to a bus stop from their origin or from a stop to their destination. A quarter-mile is used as a rule-of-thumb for bus planning. Question #7 queried respondents according to three alternative distances. The results presented on **Table 10** were cross-tabulated with Question #4 to discern if distance thresholds differ between Route 529 riders and non-riders. As can be seen, non-riders suggest a willingness to walk further than riders (i.e., ½ mile: 5% riders versus 21% non-riders). Overall, results indicate that 50% of respondents consider ¼ mile the maximum walking distance.

Table 10. Distance Willing to Walk to/from Stop by Frequency of 529 Use

Walking Distance	Daily/Occasional		Never Rode		All Responses	
	Number	Percent	Number	Percent	Number	Percent
1/8 mile	5	24%	21	37%	26	33%
1/4 mile	15	71%	24	42%	39	50%
1/2 mile	1	5%	12	21%	13	17%
Total	21	100%	57	100%	78	100%

Question #8 requested respondents to recommend other locations on Randall Road for new bus stops. This was an open-ended question, with the locations described by cross street. **Table 11** shows that many respondents requested locations beyond the area served by the current Route 529. Off-route locations were grouped by the general area of the location relative to Route 529. Twelve respondents requested a stop serving the Illinois Mathematics and Science Academy (IMSA). (The entrance to ISMA is approximately two blocks west of the Randall/Sullivan stop.)

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Table 11. Suggestions for New Stop Locations

Location Relative to Route 529	Suggested Stop Location	Responses
on route	Route 38	1
on route	Between Delnor hospital and Route 38	1
on route	Bricher Road	1
on route	Delnor Hospital, Geneva Commons, Meijer	1
on route	Every Shopping Center Entrance	1
on route	Fabyan	1
on route	Geneva Commons	1
on route	Ice Cream Drive, Oak, Main	1
on route	Kaneville Road	2
on route	Meijer	1
on route	Wilson St.	2
on route	Sequoia Drive (betwn I-88 & Sullivan)	1
on route	Sullivan and Randall works best for me	1
on route	Illinois Mathematics & Science Academy	12
east	31 and Main or 31 and Wilson	1
east	IL Rte 25 bus access to Randall Rd	1
north	Algonquin Commons, Randall Rd in Alginquin	2
north	Carpentersville	1
north	South Elgin, Elgin and Carpentersville	1
north	McDonald Rd in South Elgin	1
north	Silver Glen Rd (north of St Charles)	1
north	Rt 64 and Randall	1
north	Oak St. in St Charles	1
south	Indian Trail Road	3
west	Peck Rd and Rt. 38	1
other	Remove Provena and Health Center stops	1
	Sub-total	42
	No suggested stop location	36
	Total Responses	78

Question # 9 invited respondents to share their ideas with ways of improving Route 529 Randall Road service. Following are the responses provided by 54 of the 78 respondents:

1. A connection route from east of the Fox River (Rte 25) to 529
2. Access from IMSA to shopping, dining, etc.
3. After school on Fridays at like 4:25, to make the 4:50 Metra, and on Sundays for the return trip
4. All Bus Stops need sidewalks. Look at the one in front of Delnor Hospital, it is in the middle of nowhere. It needs a sidewalk to connect to the front door!

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5. Better crossing at the Sullivan/Randall intersection
6. Coordination with buses at the Aurora Transportation Center
7. Frequency of buses
8. Frequent service, 10 minute intervals between next bus at same stop.
9. have express routes from Saint Charles or South Elgin
10. How about a commuter parking lot at IMSA or route 38 so I do not need to drive my car all the way down Randall road?
11. How about allowing the Route 529 bus travel on Orchard Gateway Blvd, Orchard Rd and Oak Street to and from Randall Road both ways to serve North Aurora Towne Center, Woodman's Food Market and other shopping places along the Orchard Gateway Blvd-Orchard Rd-Oak Street routing.
12. I doubt that I would use the service because I only go in that direction when I am either (a) shopping on my lunch break (short amt of time) or going home (to Sycamore) and want to shop on the way.
13. I recommend the bus to my high school students all the time, but without shelters with maps and times posted they often don't understand how the bus works, plus don't want to use it in bad weather if they have to stand outside and wait for it.
14. I ride and encourage others to ride.
15. I would like a connection to Waubensee Community College. If you set up a connection route I believe a lot of students would use the bus, especially in summer 2010 for "extra credits".
16. If I can get change instead of exact amount of fare, I will ride more often.
17. If it is closer to IMSA.
18. If the bus service could get to the train station that would be fantastic.
19. If the buses were really regular.
20. If there were more stops to access shopping and restaurants. Also, if more shelters were provided, that would be a plus. Some of the students at IMSA use the Pace bus to get to and from the Aurora Transportation Center. I would love to see them use it more, hence, including stops at the mall and nearby restaurants.
21. improved pedestrian access
22. IMSA stop
23. It Needs To Be More Pedestrian Friendly
24. Just if it could come through downtown Batavia, I have a vision disability so I cannot drive, it would be nice to be able to get to the stores on Randall without having someone else drive me or taking 2 buses there and 2 buses back.
25. Keep Saturday service and start up Sunday services as well.
26. Make the bus stops more ADA Accessible and provide light protected cross walks across Randall Road.
27. More crosswalks at intersections on Randall Road to REACH the bus stops.
28. more frequent service
29. More frequent times.
30. more frequent!!!, earlier on Saturdays, and later on Friday and Saturday!!
31. more information about stops and run times
32. More sidewalks
33. need feeder in Geneva that connects to 529 at either Rte 38 & Anderson or Rte 31 and Stevens. The 529 is about 3 miles from my home.
34. Not aware of current service situation, but I support enhancements that would reduce the amount of traffic in the Randall Road corridor.

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35. Our IMSA students are not allowed to walk across the I-88 bridge along Randall because of the lack of sidewalks. Our students would use your bus service a lot more if there was a stop just on the other side of the overpass by Oberweis they can get ice cream and go shopping.
36. Please install good shelters to wait, a mechanism to track the arrival times and create good access to the shelters.
37. Provide safer access for pedestrians. While I don't ride the bus I've seen bus stop areas that aren't very accessible.
38. Provide sidewalks that parallel Randall Road along both sides of the street in the public right-of-way, and connect the sidewalk to each of the out lot commercial buildings and back to the rows of big box stores.
39. Put a stop in front of Walgreens- it's accessible for the entire school of students enrolled at IMSA (who are not allowed to have cars on campus, and therefore would use a bus), and to students in the Catholic school on Indian Trail, and to the entire apartment complex of over 250 units across the street from Walgreens (not to mention all others who need to use the bus to get to Walgreens or the nearby church located on Sullivan and Randall.)
40. Put sidewalks on Randall from Sullivan Rd to W New Indian Trail. This will make it safer for people (especially high school students) to have access to the commercial opportunities on W New Indian Road.
41. Quick student pay and convenient access for suitcase storage
42. Quicker access to transfer to Randall Road in Elgin.
43. sidewalk or some path at the stop at Sullivan Rd and Randall Rd.
44. Sidewalks along Randall and across the ditches so that a rider doesn't have to traverse mud, water, snow, slush. Also, remove the sidewalks from the road a little so it is safer. Bus shelters to make it safer and more comfortable. Replace signs that have been knocked over.
45. Sidewalks and striped crosswalks that lead directly from the bus stops to the entrances of all the stores, including the big-boxes. Will not use the bus if I have to walk through the ditch, walk through lawns, and dodge traffic through parking lots.
46. SIDEWALKS TO BUS STOP AREAS
47. Some connecting service to downtown Batavia. More frequent service (likely, not sure of current service).
48. Stops at the shopping malls; in front of the stores rather than across the parking lots & on the street.
49. Sunday service would be splendid.
50. "The main issues with the 529 route:
There are no cutouts, shelters or sidewalks. People are literally dropped off on the side of the road and then must negotiate through the grass and/or snow unless they walk in the roadway. Some drop offs are in front of retention ponds and therefore, even walking through the grass is not an option (the location in front of the car dealership).
Sidewalks would definitely help. So would the possibility of the buses pulling into each of the main strip mall areas so that people could ambulate on a flat service. Cut outs would be a second choice, unless they were equipped with shelters, in which case they would be equally desirable to pick up/drop off in the shopping centers."
51. The only reason I ever ride this bus is to access the Aurora Transportation Center. Please line up the schedules better because right now, buses arrive at ATC for example ten minutes after a train departs but forty minutes before the next one leaves. That wastes a lot of time having to take the bus so early and then waiting around for the later train because the bus was just a few minutes late for the first one. As ATC is an important stop for many riders on this route, I feel this would greatly improve service.
52. The route is too long, it needs to be divided into several other routes. Also stop at Metra stations.

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53. Yes, the present stops for Geneva Commons are not worthy of use. They are not user friendly...along the gravel edge of pavement and a drainage ditch with no sidewalks.
54. You are in need of covered bus stops.

Respondents were asked to provide information about themselves, results of which are presented in **Table 12**. Information on gender, age, and access to a car are correlated with the response to Question #4, rider of Route 529 versus those who indicated not being a rider.

Table 12. Respondent Characteristics by Use of Pace Route 529

		Daily/Occasional		Never Ridden		All Responses	
		Number	Percent	Number	Percent	Number	Percent
Gender	Female	10	48%	31	54%	41	53%
	Male	11	52%	26	46%	37	47%
	Total	21	100%	57	100%	78	100%
Age	Under 18	7	33%	9	16%	16	21%
	18 - 21	2	10%	3	5%	5	6%
	22 - 64	11	52%	42	75%	53	69%
	65 & over	1	5%	2	4%	3	4%
	Total	21	100%	56	100%	77	100%
	no answer	0		1		1	
Access to Car	Yes	8	40%	45	79%	53	69%
	No	12	60%	12	21%	24	31%
	Total	20	100%	57	100%	77	100%
	no answer	1		0		1	

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Randall Road Pace Route 529 On-line Public Opinion Survey

Kane County is conducting a study to improve Pace Route 529 bus service on Randall Road between Sullivan Road in Aurora and IL 38 in St. Charles. Please participate in our public opinion survey to help us plan for the future of this route.

Thank you for your time and interest in taking this survey.

[Goal of the Survey: To seek public opinion on how to improve ridership on PACE Bus Route 529 along Randall Road. This survey is to identify issues related to pedestrian access, route service, schedule, bus stop location, connection to other routes, costs, or other areas of interest.]

1. How often do you travel along Randall Road to a location between Sullivan Road and IL 38?
 - a. Daily
 - b. Occasionally
 - c. Rarely
 - d. Never

2. What are the main reasons you travel along Randall Road between Sullivan Road and IL 38, including the Kane County Judicial Center? Check all that apply.
 - a. Home
 - b. Work
 - c. School
 - d. Medical services
 - e. Shopping
 - f. Judicial Center
 - g. Personal Business
 - h. Other reason_____

3. For travel between your home, work, school, or other Randall Road destination, what is your usual method of travel? Check all that apply.
 - a. Drive a car
 - b. Ride in a car/van driven by someone else (carpool or vanpool)
 - c. Take a Pace bus
 - d. Take another type of bus (for example, school bus)
 - e. Take a Metra train
 - f. Walk or bike
 - g. Others _____

4. How often do you ride Pace Route 529 on Randall Road?
 - a. Daily
 - b. Occasionally
 - c. Aware of Route 529 on Randall Road but have never ridden on this bus (SKIP to Q7)

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- d. Not aware that bus service operates on Randall Road before today (SKIP to Q7)
5. Based on your knowledge of Route 529 bus service on Randall Road, indicate whether you agree or disagree with the following statements. If you neither agree or disagree, please check neutral.

Agree Neutral Disagree

- a. Service goes where I want to go
 - b. Service is as fast as driving
 - c. Service is safe and clean
 - d. Service runs on time
 - e. Service runs frequent enough for my needs
 - f. Bus stops are convenient to my destination
 - g. Bus stops are convenient to my origin
 - h. Bus shelters are important to me
 - i. Sidewalks to and from bus stops are important to me
 - j. Pedestrian crossings along Randall Road are adequate
 - k. Route 529 makes convenient connections with other routes
 - l. Route 529 service starts early enough for my needs
 - m. Route 529 service runs late enough for my needs
 - n. Route 529 Saturday service is important to me
 - o. Route 529 Sunday service is important to me
 - p. Pace bus fares are reasonable
6. Prioritize the following improvements according to importance to you.
1=highest priority and 3=lowest priority.
- a. Bus stop shelters and waiting pads
 - b. Add sidewalks to and from bus stop destinations
 - c. Add stops
 - d. Remove stops
 - e. Change bus stop locations
 - f. Provide passenger shelters at stops
 - g. Providing more frequent service (for example every half hour)
 - h. Improve on time performance
 - i. Change Route 529 schedule to meet connections to other routes
7. How far are you willing to walk to and from a bus stop on Randall Road to access Route 529?
- a. 1/8 mile
 - b. 1/4 mile
 - c. 1/2 mile

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8. Other than current stop locations, are there any locations on Randall Road where you would like to see a new bus stop located?

Identify cross street or describe location: _____

9. Are there any specific enhancements to bus service on Randall Road that would encourage you to ride the Route 529 bus or recommend the bus route to a friend or family member?

Comment: _____

10. Tell us about yourself:

a. Gender Male Female

b. Age

i. Under 18

ii. 18-21

iii. 22-64

iv. 65+

c. Access to a car Yes No

d. Home Zip Code _____

e. What is your work, school, or other destination zip code? _____; If not known, please provide an identifying name or intersection for your destination _____.

Are you
getting to
where you
want to go
on Randall
Road?



Help Us Improve Pace Route 529

Kane County is conducting a public survey on improving Pace Route 529 bus service on Randall Road between Sullivan Road in Aurora and IL 38 in St. Charles.

Please take 5 minutes and answer a 10 question on-line survey at

www.route529study.com

(On-line Survey is available in Spanish)

Let us know what you think!



Kane County
Division of Transportation

