

# Springfield Mass Transit District

## **Final Report** Comprehensive Operational Analysis

April 2010



505 Fifth Avenue South, Suite 210  
Seattle, Washington 98104  
1-800-615-9900 / 206-436-0515

### **In Association With**

Arthur N. Gaudet & Associates  
3053 N. Ravine Trail  
Carrollton, TX 75007

RLS and Associates, Inc.  
3131 S Dixie Highway, Suite 545  
Dayton, OH 45439

# Final Report

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## Springfield Mass Transit District Comprehensive Operational Analysis

April 2010

*Prepared for:*



Springfield Mass Transit District  
928 S. 9th Street  
Springfield, Illinois 62703

*Prepared by:*



**Pertee** Inc.

505 5<sup>th</sup> Avenue South, Suite 201  
Seattle, WA 98104

*In association with:*

Arthur N. Gaudet & Associates  
3053 Ravine Trail  
Carrollton, TX 75007

RLS & Associates, Inc.  
3131 S. Dixie Highway, Suite 545  
Dayton, Ohio 45439

## EXECUTIVE SUMMARY

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In 2009, a comprehensive operational analysis study was conducted for the Springfield Mass Transit District (SMTD) by Perteet, Inc. The study included ridership counts, onboard surveys, stakeholder interviews, census data, customer comments, employee input site, reconnaissance, assessing background conditions, and land use plans. The purpose of the study was to identify needed changes to the route network in whole or in part and show how alternatives could effectively expand service within existing resources. Along with improved services, SMTD was interested in adopting a methodology for providing on-going evaluation of the system and develop a long-range plan to address future needs for the service area.

Perteet staff developed a fiscally constrained transit plan to expand service coverage and improve mobility within existing resources. The recommendations described in this document are based on input from SMTD operations staff and input received through several public outreach meetings, by e-mail and postal mail. The proposed changes can be implemented all at one time however, it is recommended to phase-in the changes over time to provide ample time to train operators and effectively communicate with the public. Unmet needs expressed by the community, such as more frequent service, expanded weekend service and route extensions are included but require additional resources.

The proposals are based on several different factors, including field work, looking at unmet needs, and market research. Specific inputs included:

- Background research of transportation plans and comprehensive plans
- Meeting with stakeholders, including Board Members and the general public
- Meeting with operators to discuss their concerns and ideas, and
- Existing ridership and operational data.

The fiscally constrained recommendations address some of the goals identified through background research, including:

- Providing service to Walmart on South 6<sup>th</sup> from both Springfield and University of Illinois at Springfield (UIS).
- Providing cross-town service between East Springfield and the growing commercial areas in southwest Springfield.
- Addressing duplicative service through route consolidations.
- Eliminating routes where ridership does not warrant fixed-route bus service.
- Getting buses off of neighborhood streets that are not designed for big buses.
- Preparing SMTD for future service expansion on MacArthur Boulevard and West Wabash.
- Extending service north to un-served trailer parks.
- Providing a 'Service Route' to the new Southwind Park

In addition to the proposed changes to regular route service, 35 tripper service routes were analyzed for productivity. Tripper service routes are short and serve schools, employment sites and senior housing with one morning and one afternoon trip while being open to the general public. Many of the trippers carry few riders.

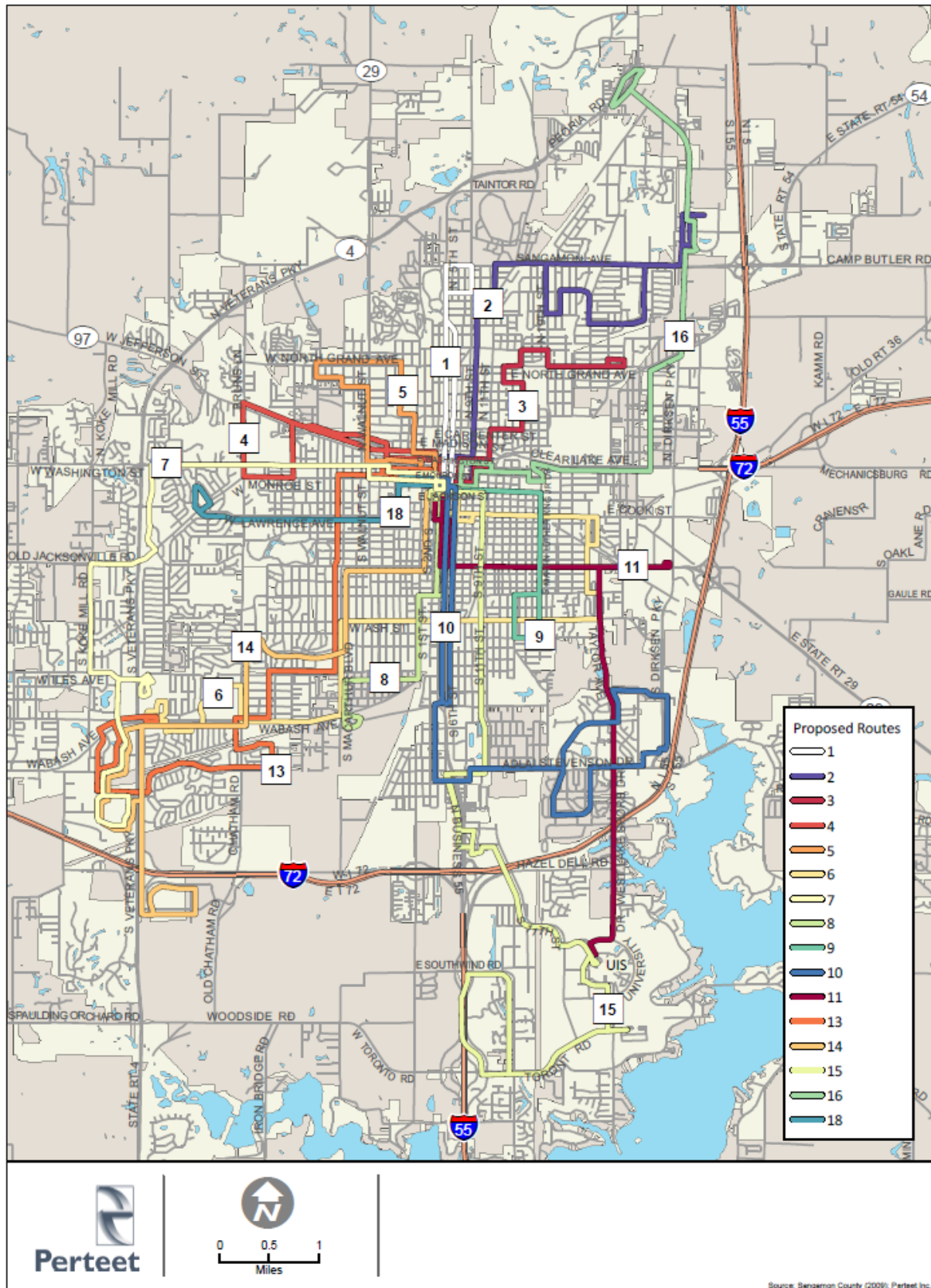
As a result, 17 tripper service routes are proposed for cancellation. One new tripper route would be created to replace Route 12 that is utilized by St. Agnes School and Springfield High School students from the Country Club area.

The major service changes should be implemented during 2010. Future phases are dependent on specific actions. These include extending Route 7 beyond the service boundary to West Wabash and extending Route 8 Lowell (South 1<sup>st</sup> Street) further south to the new Legacy Point area. The Route 8 extension would require additional resources due to the length of the route.

Exhibit 1 is a system map providing an overview of the proposed new route network. A route by route summary of recommendations and an implementation schedule follows.



Exhibit 1 - Proposed Route Network



**Exhibit 2 - Final Short-Term Recommendations**

<b>Route</b>	<b>Proposed Change</b>
Route 1 South 5 <sup>th</sup>	Discontinued; replaced by new Route 15 and Route 10
Route 1 North 5 <sup>th</sup>	Connected to Route 8 S 1 <sup>st</sup> Street
Route 2 North 9 <sup>th</sup>	Northgate service all inbound am trips & all outbound pm trips; Indian Hills deviation discontinued
Route 3 Grandview Route 3 Bergen Park	Split into two routes: Grandview service bi-directional and connected to Route 4; Bergen Park service replaced by new Route 16; 30 min peak, 60 min off-peak
Route 4 West Jefferson	Shortened to turn around at W Jefferson and Bruns Lane and replace Route 12 on Monroe; connected to Route 3; new Saturday service
Route 5 South 15 <sup>th</sup>	Discontinued; replaced by new Route 15 and Route 9
Route 5 North Walnut	Modified to serve the Senior Center on Walnut at Mason St; connected to Route 9 MLK
Route 6 East Cook	Extended to White Oaks Mall via Ash St; serves Montvale and Sherwood neighborhoods
Route 6 Colony West	Discontinued; Montvale/Nottingham replaced by Route 6 East Cook and new Route 14 replaces Outer Park Drive/Chatham Road
Route 7 West Washington	Ends at Parkway Point; future planned extension west on Wabash to Wells Fargo, AT&T and new Walmart; hourly service off-peak
Route 7 South State	Discontinued; replaced by new Route 13
Route 8 S 1 <sup>st</sup> Street (Lowell)	Realign/extend as follows: 4 <sup>th</sup> /5 <sup>th</sup> St corridor Capitol to Laurel; S 1 <sup>st</sup> St Laurel to Highland; via Highland and MacArthur to Junction Circle
Route 8 Governor	Discontinued; replaced by new Route 18 peak hours only
Route 9 ML King	Moved to S 15 <sup>th</sup> b/t Cornell & Laurel replacing part of Route 5 S 15 <sup>th</sup> ; moved to Capitol; connected to Route 5 N Walnut
Route 9 Noble	Discontinued
Route 10 Southern View/Laketown	Moved to 6 <sup>th</sup> St north of Laurel to replace Route 1 S 5 <sup>th</sup> ; modified to Stanford b/t Stanton and Dirksen discontinuing Radcliff Rd service
Route 11 UIS/LLCC	Extended to JC Penney and new County Health Offices; shortened to end at UIS; replaced by new Route 15 south of UIS; reduced to hourly off-peak.
Route 12 Knox Knolls-Country Club	Discontinued; Knox Knolls replaced by new Route 18 peak only
Route 13 MacArthur	New route replacing most of Route 7 S State; hourly off-peak
Route 14 SW Springfield	New route serving 2 <sup>nd</sup> ; Grand; MacArthur; Outer Park, Chatham, Wabash Ave; Parkway Point & Prairie Crossing every 30 minutes
Route 15 S 11 <sup>th</sup> Street/UIS	New route replacing Route 5 S 15 <sup>th</sup> and portions of Route 11 every 30 minutes via 11 <sup>th</sup> St corridor, Walmart, UIS, LLCC, Noll Medical
Route 16 Sandhill	New route replacing Route 3 Bergen Park; extends to Dirksen Walmart and Sand Hill trailer park; 30 min peak, 60 min off-peak
Route 18 Lawrence	New route replacing Route 8 Governor and Route 12 Knox Knolls via Lawrence, Cranmer & Dickinson; peak-periods only every 30 min.
Routes 901 and 902 Night Service (north and south)	No changes
Routes 903 & 904 Night Service (Westside)	Modified to serve the south side bus stop at White Oaks Mall
Harrison Park	Discontinued
Historic Route	Discontinued
Southwind Park	New 'Service Route' Saturdays only using paratransit vehicle connecting downtown and Southwind Park with variable routing
Trippers	Discontinue 17 trippers; add one new school tripper

Exhibit 3 - Implementation Phasing Chart

Phase	Service Changes
June 2010	<p><b>Route 1 South 5<sup>th</sup></b>; discontinue; replace with new Route 15  <b>Route 1 North 5<sup>th</sup></b>; interline with Route 8 Lowell  <b>Route 4 W. Jefferson</b>; shorten route to Jefferson &amp; Bruns Lane to replace Route 12 service on Monroe (weekdays only for June)  <b>Route 5 North Walnut</b>; adjust via Senior Center – interline with Route 9 MLK  <b>Route 5 South 15<sup>th</sup></b>; discontinue; replace with new Route 15 and revised Route 9 MLK  <b>Route 8 Governor</b>; discontinue; replace with new Route 18  <b>Route 8 S 1<sup>st</sup> St</b> (new name); realign to 4<sup>th</sup>/5<sup>th</sup> St corridor Capitol to Laurel; S 1<sup>st</sup> Street Laurel to Highland; extend via Highland, MacArthur to Junction Circle; interline with Route 1 North 5th  <b>Route 9 MLK</b>; adjust turnaround to replace Route 5 South 15<sup>th</sup>; move to Capitol Ave; interline with Route 5 North Walnut  <b>Route 9 Noble</b>; discontinue  <b>Route 10 Southern View/Laketown</b>; move to Stanford from Radcliff and move to 6<sup>th</sup> St to replace Route 1 South 5<sup>th</sup>  <b>Route 11 UIS/LLCC</b>; adjust via JC Penney; end route at UIS; reduce off-peak to 60 min frequency  <b>Route 12 Knox Knolls/Country Club</b>; discontinue; partially replaced by new Route 18 and revised Route 4  <b>Route 15 South 11<sup>th</sup>/UIS</b>; new route; replaces Routes 1 South 5<sup>th</sup> &amp; 5 South 15<sup>th</sup> and southern part of Route 11  <b>Route 18 Lawrence Ave/Knox Knolls</b>; new route; replaces portions of Routes 8 Governor and 12 Knox Knolls  <b>Harrison Park Route</b>; discontinue  <b>Southwind Park Route</b>; implement new Saturday only Service Route  <b>Trippers</b>: Stop service on school trippers during the summer break.</p>
August 2010	<p><b>Route 2 North 9<sup>th</sup></b>; revise Northgate routing and discontinue Indian Hills  <b>Route 3 Grandview</b>; major route revision; interline with Route 4  <b>Route 3 Bergen Park</b>; discontinue; replace with new Route 16  <b>Route 4 W. Jefferson</b>; interline with Route 3 Grandview; add new Saturday service  <b>Route 6 East Cook</b>; extend to West Springfield  <b>Route 6 Colony Park</b>; discontinue  <b>Route 7W W Washington</b>; end at Parkway Point; reduce to hourly off-peak; interline with new Route 13  <b>Route 7S S. State</b>; discontinue; replace with new Route 13  <b>Route 13 MacArthur/Westchester</b>; new route; replaces Route 7S; interline with Route 7 W Washington  <b>Route 14 SW Springfield</b>; new route; replaces portion of Route 7S &amp; 7W  <b>Route 16 Bergen Park/Sandhill</b> – new route; replaces Route 3 Bergen Park  <b>Routes 903 &amp; 904 West Side Night Service</b>; adjust route to White Oaks Mall  <b>Historic Route</b>; discontinue  <b>Trippers</b>: Discontinue 17 trippers. Implement new tripper and other school trippers per recommendation</p>

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## INTRODUCTION

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In 2009, a comprehensive operational analysis study was conducted for the Springfield Mass Transit District (SMTD) by Perteet, Inc. The study included ridership counts, onboard surveys, stakeholder interviews, census data, customer comments, employee input site, reconnaissance, assessing background conditions, and land use plans.

Perteet staff developed a fiscally constrained transit plan to expand service coverage, improve mobility within existing resources and improve operations. The recommendations described in this document are based on input from SMTD staff and input received through several public outreach meetings, by e-mail and postal mail.

The proposed changes can be implemented all at one time however, it is recommended to phase-in the changes over time to provide ample time to train operators and effectively communicate with the public. Unmet needs expressed by the community, such as more frequent service, expanded weekend service and route extensions, require additional resources.

The recommendations are based on several different factors, including field work, looking at unmet needs, and market research. Specific inputs included conducting background research of transportation plans and comprehensive plans; meeting with stakeholders, including Board Members and the general public; meeting with operators to discuss their concerns and ideas, and reviewing existing ridership and operational data.

The following chapters provide the background information utilized to develop the recommendations followed by proposed service modifications and an implementation schedule.



## CHAPTER 1 – BACKGROUND DEMOGRAPHIC CONDITIONS

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The Springfield Metropolitan Statistical Area (MSA), as defined by the United States Census Bureau, is an area consisting of Sangamon and Menard Counties and anchored by the city of Springfield. As of the 2000 census, the MSA had a population of 201,437.

Springfield is the capital of the State of Illinois and the county seat of Sangamon County with a population of 116,482 (U.S. Bureau of the Census, 2006). However, according to the source City-Data.com, the city's population estimate in July 2007 was 117,090 with a population change of +4.5% since 2000.

### 1.0 Demographics Summary

According to the 2000 census, there were 111,454 people, 48,621 households, and 27,957 families residing in the City of Springfield with a population density of 2,063.9 people per square mile. There were 53,733 housing units at an average density of 995 housing units per square mile. In Springfield, 27.5% households had children under the age of 18 living with them, while 42.5% were non-families. 36.1% of all households were made up of individuals and 11.7% had someone living alone who was 65 years of age or older. The average household size was 2.24 and the average family size was 2.94. The city's population age was distributed as follows: 28.0% under the age of 18, 8.8% from 18 to 24, 29.8% from 25 to 44, 23.0% from 45 to 64, and 14.4% who were 65 years of age or older. The median age was 37 years.

The median income for a household in the city was \$39,388 with the median income for a family being \$51,298. Families with children had a higher median income of about \$69,437. The per capita income for the city was \$23,324. The income of about 11.7% of the population was below the poverty line. This breaks down to 8.4% of families, 17.3% under age 18, and 7.7% age 65 or over with income below the poverty line.

### 1.1 Employment

Many of the jobs in the city are with the state government. As of 2002, the State of Illinois is both the city and county's largest employer, employing 17,000 people across Sangamon County. As of February 2007, all government jobs accounted for about 30,000 of the city's non-agricultural jobs. Trade, transportation and utilities, and the health care industries provided up to 18,000 jobs. The largest private sector employer in 2002 was Memorial Health Systems with 3,400 employees. A large majority of the workforce (71%) commute less than 10 miles to work.

According to the United States Department of Labor's Bureau of Labor Statistics (BLS) the civilian labor force dropped from 116,500 in September 2006 to 113,400 in February 2007. Accordingly, the unemployment rate rose during the same time period from 3.8% to 5.1%. Of those people in the area that are underemployed:

- 68% of Springfield's residents attended college
- Women comprise 59% of the underemployed
- 52% underemployed are between the ages of 20 and 39
- 70% of the underemployed indicated interest in additional training, particularly in the areas of computers and communications

The following chart provides information regarding the largest employers in Sangamon County.



**Exhibit 4 - Springfield Area Major Employers**

Employer	Description	Number of Employees
State of Illinois	Government	17,200
Memorial Health System	Health care	3,769
St. John's Hospital	Healthcare	3,205
Illinois National Guard	Government	2,700
Springfield School District	Education	2,112
City of Springfield	Government	1,626
Springfield Clinic	Healthcare	1,600
SIU School of Medicine	Healthcare/Education	1,514
Horace Mann Insurance	Insurance	1,310
University of Illinois	Education	1,236
AT&T	Telecommunications	1,200
Blue Cross/Blue Shield	Insurance	969
United Contractors Midwest	Construction	775
Express Personnel Services	Employment Services	510
The Hope School	Education	495
AIG American General	Financial Services	450

Source: Greater Springfield Chamber of Commerce; The Economic Development Council web site May 2009

**Exhibit 5 - Employment Projections Sangamon County**

	2003	2030	Increase
Total	134,965	153,185	18,220 (13.5%)
Retail	20,245	22,975	2,730 (13.5%)
Non-Retail	114,720	130,210	15,490 (13.5%)

Source: 2030 Long Range Transportation Plan

**1.2 Population Density**

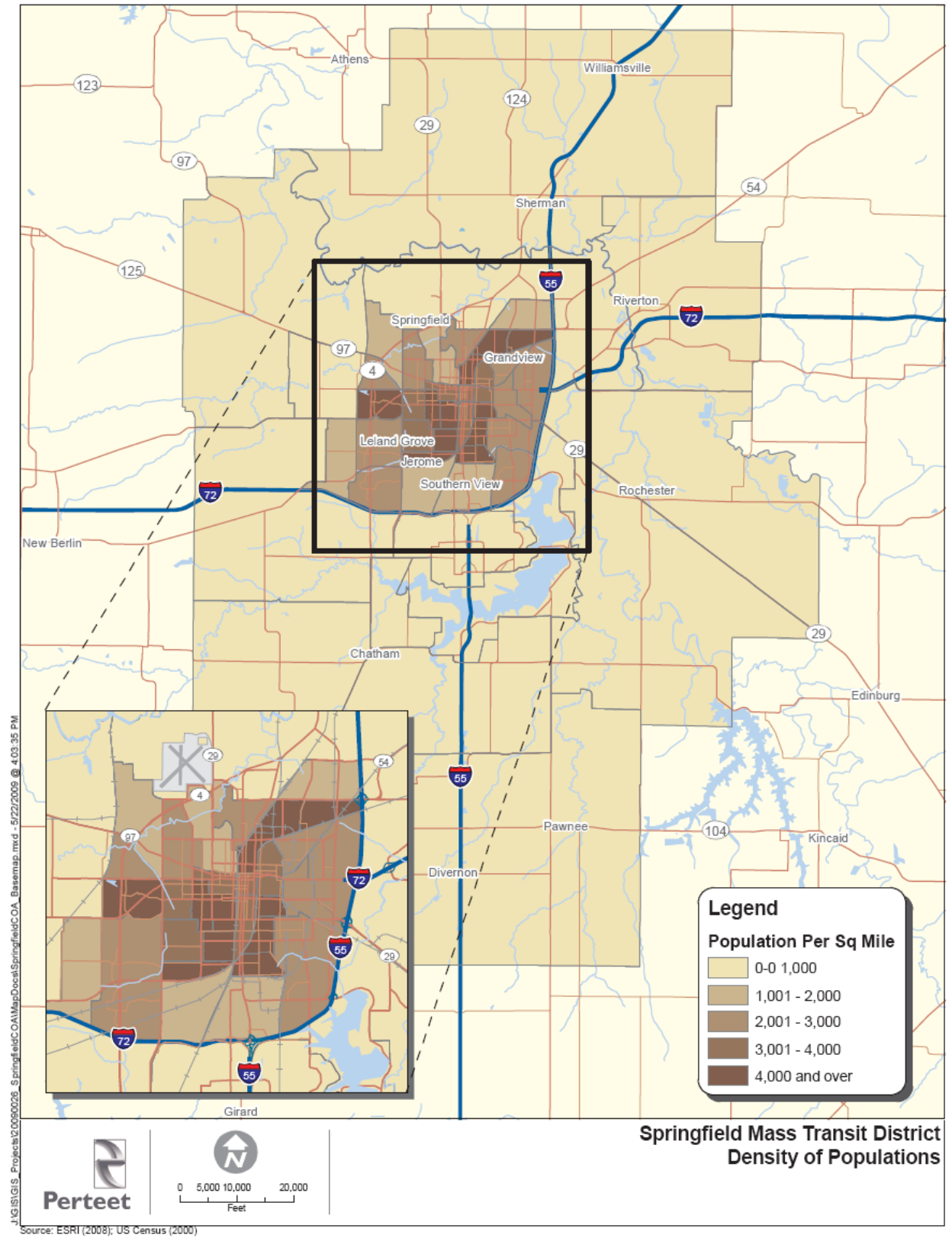
The highest concentrations of population (4,000 persons or more per square mile) are found primarily in four locations in the city according to Census 2000. Two of the areas are centralized within the city on the east and west sides of the 5th and 6th Street corridor between Wabash Avenue/Stevenson Drive to the south and Cook Street to the north. The other two areas are located to the northeast in the Northgate and Grandview areas and to the west in an area bounded by Chatham Rd, Koke Mill Rd, Washington Street and Old Jacksonville Rd. The remaining areas within the city mostly range from 2,000 to 4,000 persons per square mile. The population density along the fringes of the city ranges from about 1,001 to 2,000 per square mile. Outside of the city the range is 0 to 1,000 persons per square mile. The City of Springfield is the most significant area of population within the MSA.

**Exhibit 6 - Population and Household Projections Springfield 2030 MPA**

	2000	2030	Increase
Population	161,670	185,920	24,250 (15.0%)
Households	68,370	83,000	14,630 (21.4%)

Source: 2030 Long Range Transportation Plan

**Exhibit 7 - Springfield Area Population Density**



### 1.3 Population Age

The highest density of the population with persons age 65 and over (800 and over per square mile) are spread apart in four areas of the city, as shown in the following Census 2000 exhibit. These areas include:

- Grandview area
- Eastview between 11th Street and McCreery Avenue and Cook Street to South Grand Avenue
- Jerome area
- Oaks / Koke Mill area

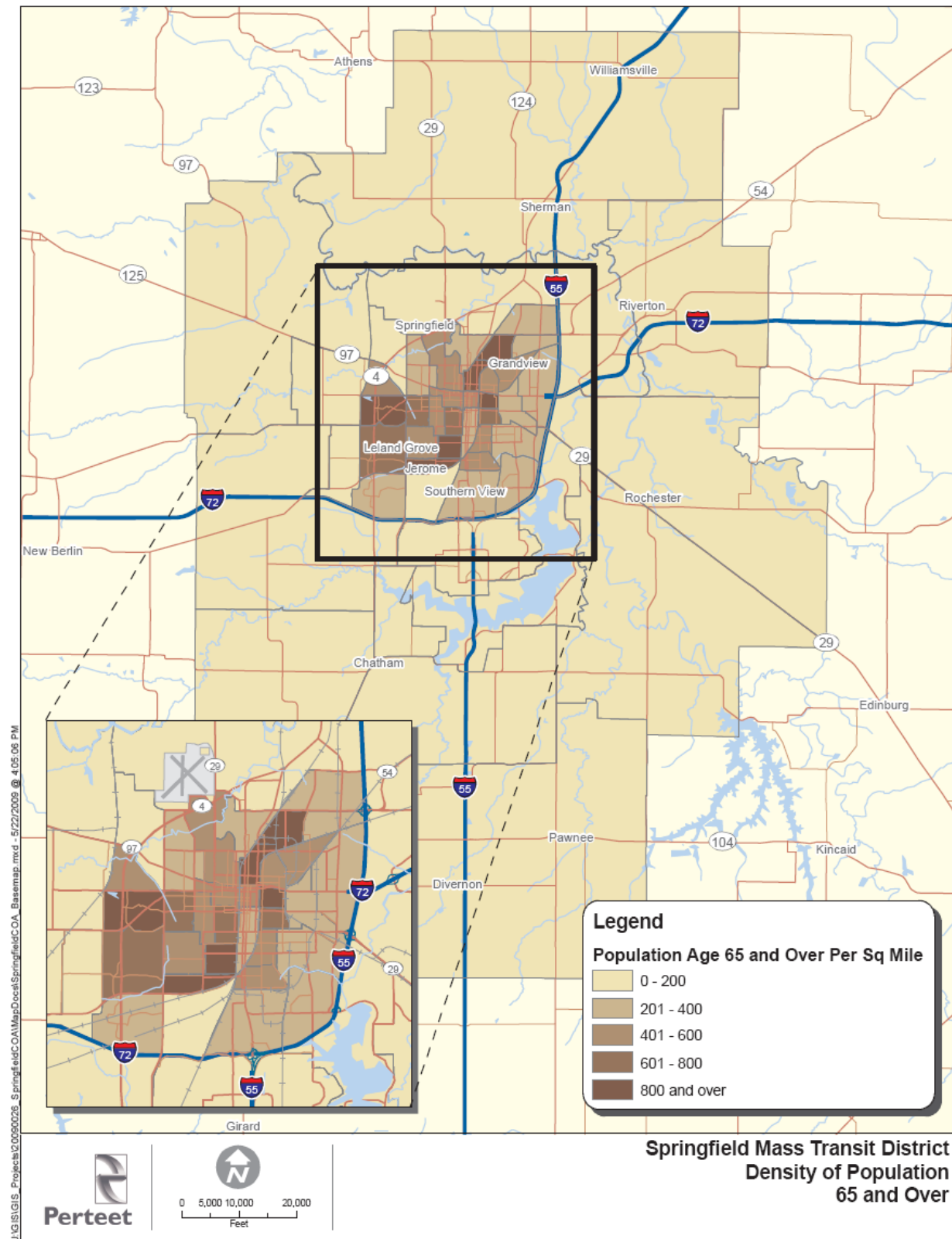
Most other areas of the city range between 401 and 800 seniors per square mile while the fringes of the city have a population density of seniors between 201 and 400 per square mile. The areas with the highest densities of over 800 per square mile may indicate locations of adult and/or assisted living communities. The senior population density outside of the city is 0 to 200 per square mile indicating the city is the most desirable living area in the region for the older population.

**Exhibit 8 - Springfield MSA Population by Age for 2006**

Age	Population
<5	15,601
6-11	16,230
12-17	17,492
18-24	18,128
25-34	25,401
35-44	29,486
45-54	31,953
55-64	23,190
65-74	13,883
75+	9,513
Total	205,525

Source: Springfield Chamber of Commerce/US Census-American FactFinder/Demographics USA-County Edition, 2006 Last updated February 15, 2007

**Exhibit 9 - Springfield Area Population Density Age 65 and Over**



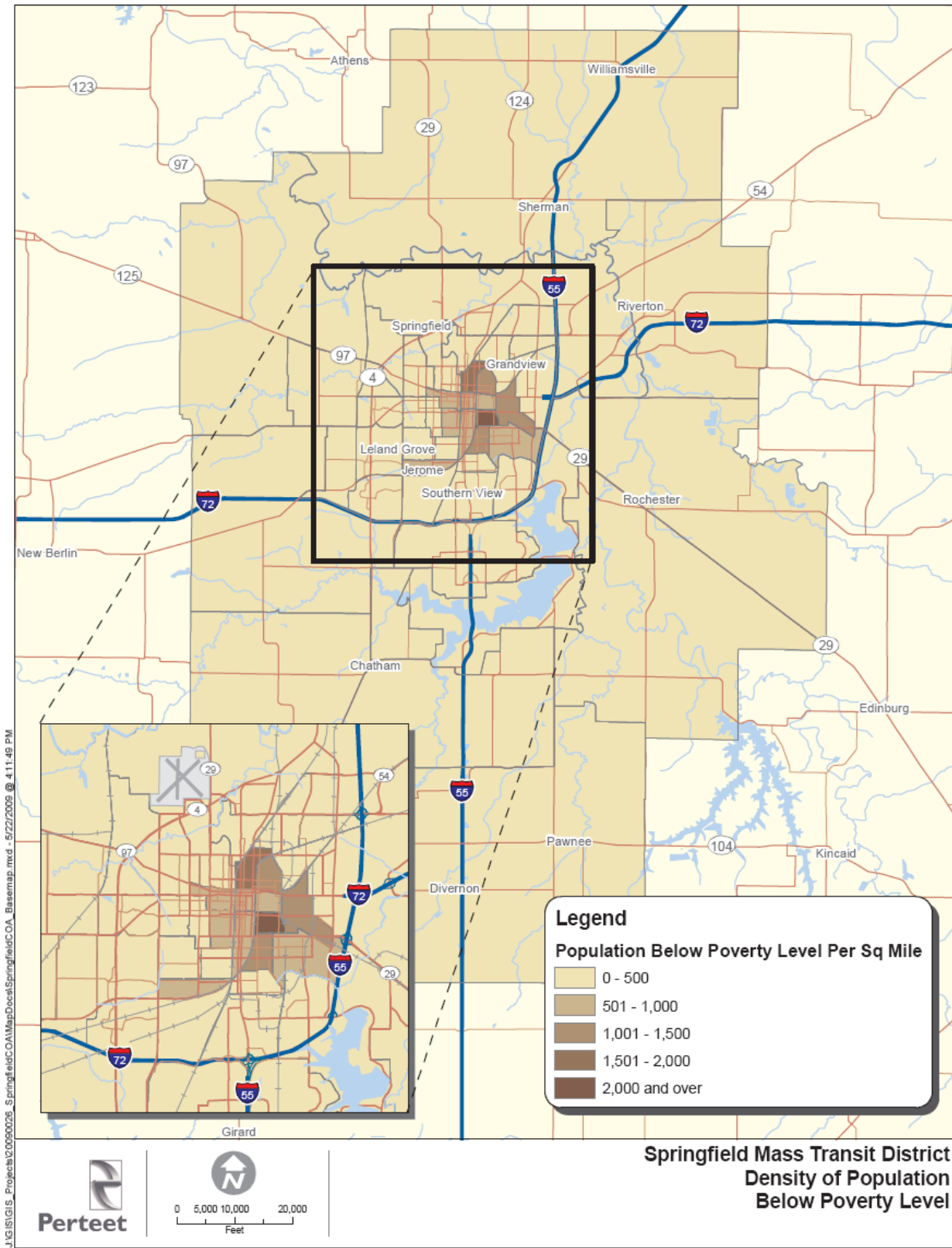
## 1.4 Low Income Population

According to Census 2000, the highest concentrations of persons living at or below poverty level (2,000 persons per square mile) are located within the central city in the Eastview area (roughly between 11th Street and McCreery Avenue and Cook Street to South Grand Avenue). The Grandview neighborhood, located to the north, is another area with higher concentrations of persons at or below poverty level. This neighborhood was split in density with the west side of Grandview at 1,501 to 2,000 persons per square mile living at or below poverty level and the east side of Grandview ranging between 1,001 and 1,500 persons per square mile.

Additionally, the eastern end of the Eastview area is home to about 1,001 to 1,500 persons per square mile living at or below poverty level. The balance of the city ranges from 501 to 1,000 persons per square mile living at or below poverty level. Overall, significant portions of the city have 1,001 to over 2,000 persons per square mile living at or below poverty level while the MSA outside of the city has 0 to 500 persons per square mile living at or below poverty level.

Populations living at or below poverty level rely heavily on public transportation. Mobility by public transit is essential for those with lower incomes to access employment opportunities, higher education programs, medical care, and grocery shopping.

**Exhibit 10 - Springfield Area Population Density Below Poverty Level**



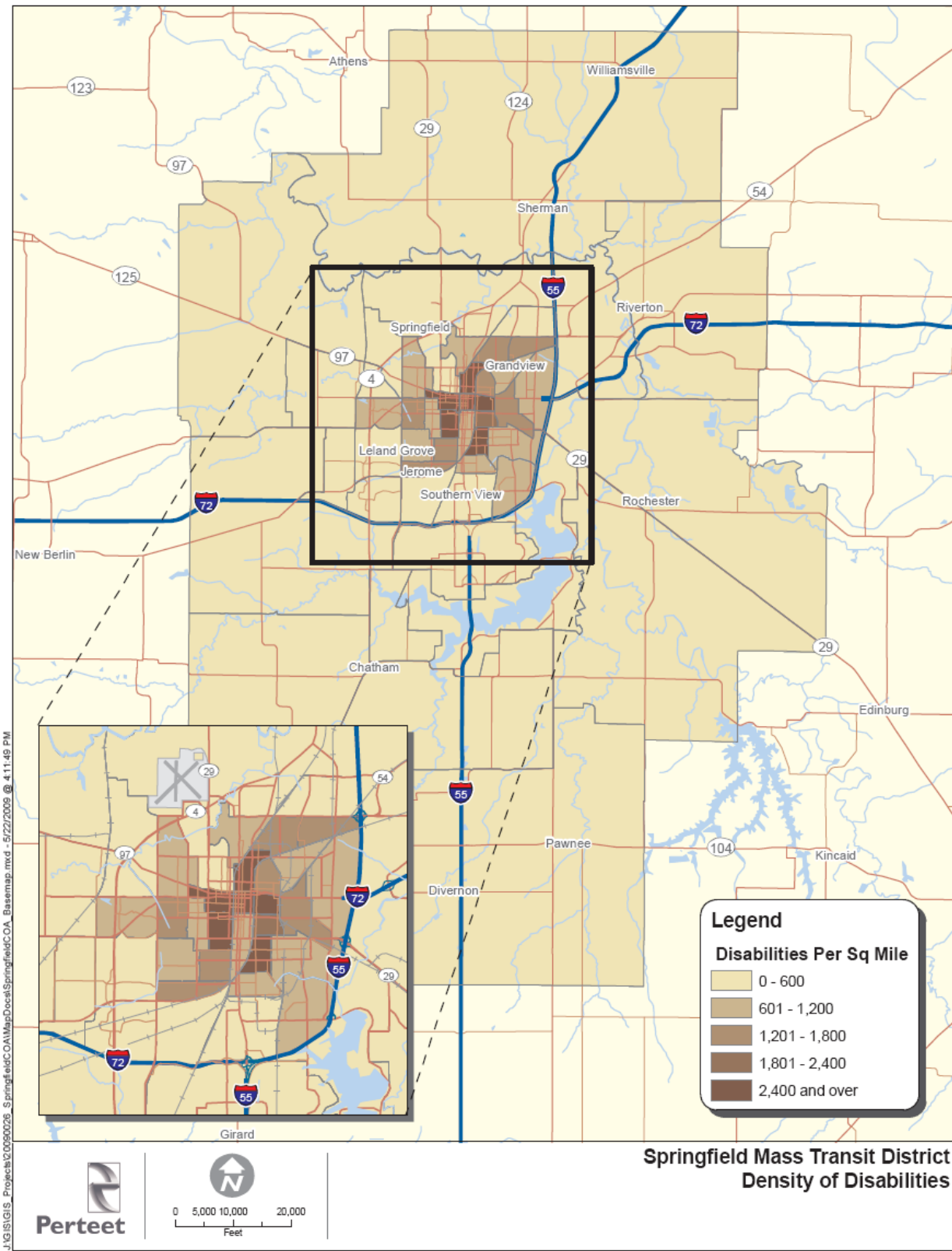
## 1.5 Disabled Population

Persons with disabilities constitute an important market for public transportation services while those with ADA-eligible disabilities are generally served by ADA paratransit services. According to Census 2000, the populations of people with disabilities are located mainly within the central area of Springfield and are similar to the areas with higher concentrations with persons living at or below the poverty level.

The highest densities (2,400 disabled persons or more per square mile) are located on the east and west sides of the 5th and 6th Street Corridor, which are located approximately between Jefferson Street and South Grand Avenue as well as in the eastern area of the Grandview neighborhood. Surrounding the inner city, the population density of disabled persons is 1,201 to 1,800 per square mile with the fringes of the city falling in the 601 to 1,200 persons per square mile category. The MSA outside of the city shows a population density of 0 to 600 per square mile indicating that the city is home to the main concentrations of this population demographic.



**Exhibit 11 - Springfield Area Population Density of Disabilities**

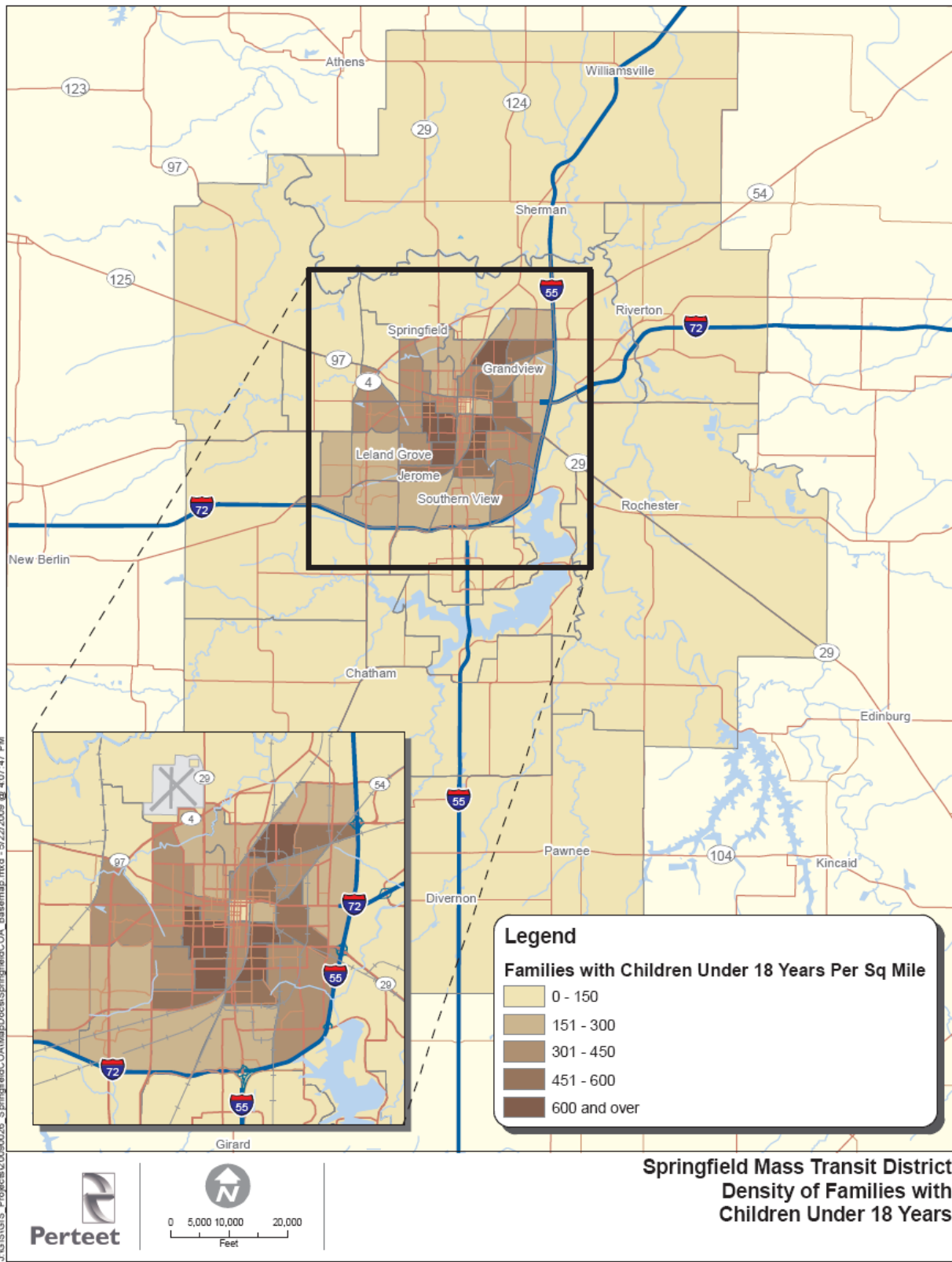




## 1.6 Families with Children

Census 2000 data shows that the central city area of Springfield, as well as the Grandview neighborhood, contained the highest concentration of families with children under age of 18 (600 and over per square mile). The area in the central city with the highest concentration of families with children is located between approximately Stanford Street to the south and Grand Avenue along both sides of the 6th Avenue corridor. The neighborhoods further east and west of these neighborhoods contain the next highest concentration of 301 to 450 of families with children under age 18 per square mile according to Census 2000.

**Exhibit 12 - Springfield Area Population Density Families with Children under Age 18**

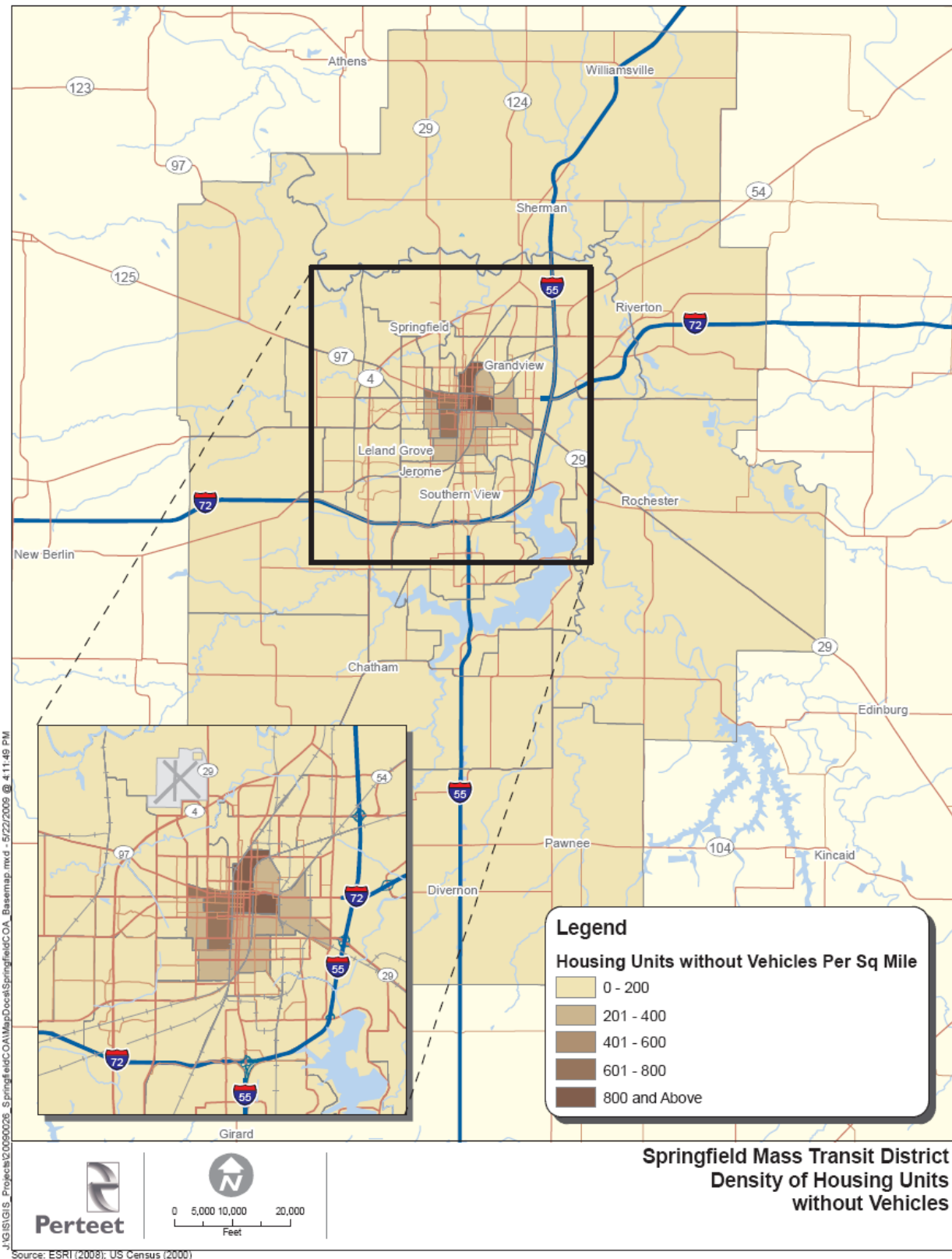


## 1.7 Residents with No Vehicle

Residents that do not own an automobile tend to rely on public transit. For these residents, public transit represents one of the best transportation options for mobility. For the Springfield area, the concentration of housing units without a vehicle are located mainly in the Eastview area in the central area of the city; as well as the eastern area of the Grandview neighborhood; both of these areas have 800 or more residents who do not own a car.

According to the Census 2000 exhibit, the next highest concentration of residents without a vehicle (601 to 800 housing units per square mile) is located in the central area of the city to the west of the 6th Avenue corridor from the Historic West Side to about Lenox Avenue. The balance of the city falls in the 201 to 400 housing units per square mile without a vehicle while the MSA outside of the city shows 0 to 200 housing units per square mile without a vehicle.

**Exhibit 13 - Springfield Area Population Density Housing Units without Vehicles**



## CHAPTER 2 – MARKET RESEARCH

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The COA included identifying potential transit markets that SMTD should consider pursuing as well as identifying current markets that are under-served or inadequately served. Perteet staff met with several community stakeholders to learn directly from those working with the public to understand the mobility needs of the citizens in the SMTD service delivery area. Some of the stakeholders included representatives of social service agencies and government agencies as well as elected officials. In addition, this task involved the review of past and present planning documents to identify areas of future growth and projects impacting transit, reviewing customer comments regarding service requests and meeting with SMTD bus drivers to gather information about operational problems and potential solutions to enhance transit service delivery.

### 2.1 Review of Planning and Comprehensive Plan Documents

The following section provides a summary review of the findings from documents related to public transportation and transit service delivery.

#### 2.1.1 Office of Planning & Economic Development

The City of Springfield's Office of Planning & Economic Development (OPED) was very active during 2008 with many on-going projects designed to improve housing and business development. OPED encourages the rehabilitation of low-income owner homes, improvement of accessibility for the disabled, and the overall improvement of livability and neighborhood vitality. To this end, OPED sponsors affordable housing programs to promote home ownership and low-income housing construction; helping to stabilize neighborhoods, increase property values, and reduce crime.

Some of the projects undertaken by OPED in 2008 included promoting business growth through programs that provide resources and assistance to encourage new enterprises and support existing businesses to create and retain jobs. Projects recently completed include:

- The new warehouse and office building for M.J. Kellner Co at W. Wabash Avenue and I-72
- The Springfield Clinic medical facility on South 7th Street
- The FedEx Ground distribution facility on Granger Drive in the growing northeast quadrant of the city

One project currently underway is the development of the Legacy Pointe Town Center at MacArthur Boulevard and I-72. This project will include 200,000 square feet of retail businesses which will create new jobs. This project also helps the revitalization of Old South Town by enhancing structures for current business and attracting new businesses to the area.

Additionally, OPED is actively working with the Mid-Illinois Medical District to maintain a vibrant environment supporting research and new technologies and advanced medical-related activities. Working under a city approved master plan, the Medical District will develop and expand healthcare facilities and develop pathways to access the Medical District facilities.

The work of OPED, as noted above, is significant to transit. The revitalization of neighborhoods through encouraging home ownership as well as supporting and promoting business development all contributes to potential community growth through new residents and new job opportunities. SMTD should take into consideration these up and coming areas in their future planning for service expansion.

### **2.1.2 Eastside Neighborhood Development Plan**

The Eastside Neighborhood Development Plan, sponsored by the City of Springfield's OPED, issued a report in 2002 that provided recommendations for action to prepare for rehabilitation and redevelopment of the Eastside Neighborhood. This area has been experiencing disinvestment and deterioration for a number of years but is considered an important area for the city. About 40% of the homes are renter occupied with limited new housing development. The neighborhood has a large commercial and industrial segment but there are a number of vacant lots and boarded-up buildings.

The recommendations for rebuilding the Eastside Neighborhood would improve business vitality as well as upgrade living conditions for the residents including expansion of the residential area. Neighborhood leaders have expressed the need for the extension of bus routes and schedules to support revitalization and make the area more attractive for residents by improving mobility.

### **2.1.3 Strategy 2020**

In the spring of 1999, a group of 100 Springfield residents joined together to develop a plan for the city's future. This group of diverse citizens identified 12 critical areas to prioritize to assure the city's long term success including themes such as community cohesion, access, stewardship, and foresight. SMTD has a leadership role in a number of the 12 critical areas including communications, transportation infrastructure, neighborhood vitality, and protection of the environment.

Access was a reoccurring theme amongst the strategy groups with the belief that all citizens must have open access to the city's resources and opportunities to participate in their city. SMTD serves an important role in access for citizens to reach services, jobs, entertainment, and recreational opportunities through the support of a choice of transportation modes.

The vision outlined in Strategy 2020 promotes and supports development and land-use planning that facilitates an orderly growth of a diverse economy which includes capital improvement programs providing adequate transportation facilities. In addition, the vision supports an aggressive economic development program through retention, expansion, and attraction of diverse and stable employers. SMTD's transportation services have a direct impact on economic development through providing effective bus services that help connect employees with work sites.

Under the Infrastructure and Transportation Strategy, the vision identifies that an effective multi-model transportation system that is accessible and environmentally sensitive is essential to unite and connect residents with businesses and other activities. However, the vision encourages multi-story parking in downtown which would compete with the option of commuting by bus. In addition, under the Recreation Strategy, the vision promotes the linking of neighborhoods and recreational facilities with trails but encourages that links be supplemented by public transit if trails cannot be provided.

### **2.1.4 Regional – Urban Design Assistance Team**

The Regional / Urban Design Assistance Team (R/UDAT) was invited to the community by the City of Springfield and the Springfield Section of the American Institute of Architects to focus on "New Dimensions for Downtown Springfield: preserving the past and building the future." The goals include better planning in the downtown, improved directional and visual cohesiveness, and improving the linkages between downtown Springfield and its surrounding neighborhoods.<sup>1</sup> Some of the findings and recommendations published in the 2002 report that are of interest to transit are as follows:

- Neighborhood purpose programs to help increase home ownership and stabilize residential areas

- Encourage downtown residential housing growth
- Redevelop the 11th Street corridor
- Convert Capitol Avenue to a one-way street west of Ninth Street with an eastbound contra-flow lane from the fire/police station to Ninth Street
- Consolidate off-street parking into ramps or structures and require all new development to provide parking for occupants; include programs to reduce parking needs by supporting an Employee Transportation Management Program including the provision of monthly bus passes to downtown employees, flex-time, and guaranteed ride home program.
- On-street angle parking (this can have a negative effect on safety and general operations for buses)
- The report states that residents do not use transit because it is inconvenient and does not operate evenings and Sundays. It encourages the pursuit of the off-street transit center program.
- Operate a downtown circulator with three buses running at five to 10 minutes frequency
- Provide visitors transit pass
- Provide night and Sunday service
- Implement a monthly pass to replace the 17-ride pass

### **2.1.5 Human Services Transportation Plan**

As the joint planning body for the City of Springfield and Sangamon County, the Sangamon County Region Planning Commission (SSCRPC) is involved in many activities of interest to municipal officials in the planning region, state and federal agencies with which they interact, and the general public. The Federal Transit Administration requires human services transportation providers to develop a transportation coordination plan to provide seamless, comprehensive and accessible services in order to be eligible for federal funding. The purpose is to reduce duplication and increase efficiency and access for those with disabilities, seniors, and persons with low-income.

The Human Services Transportation Plan was updated by SSCRPC in June 2008. It covers the Springfield Urbanized Area (SUA) with a population of over 153,000 including the municipalities of Springfield, Chatham, Clear Lake, Jerome, Leland Grove, Riverton, Rochester, Sherman, and Southern View.

A gap analysis indicated that night service was needed for the transportation disadvantaged to reach employment sites, educational opportunities, and access to entertainment and shopping. SMTD implemented night service in December 2007 as a pilot program. Permanent night services, as well as an off-street transfer center, were identified as service gaps in the SUA (it is now included in the annual budget).

Paratransit operations were identified as experiencing a gap in service due to increasing demand. Currently, trips are manually scheduled, a process becoming more cumbersome due to the additional riders. SMTD has requested funding to acquire an electronic dispatch and scheduling system to improve service and meet demand on the Access Springfield paratransit system. In addition, the paratransit system could benefit from a system that provides escorts accompanying disabled riders who find it difficult to use transit independently.

The report identifies several strategies and recommendations for the next five years. Participation by human-service agencies, transit providers, and the community at large is necessary to accomplish these objectives:

- Shared use of vehicles among agencies
- Require fast delivery of vehicles
- Reduce operation costs (cooperative purchasing programs)

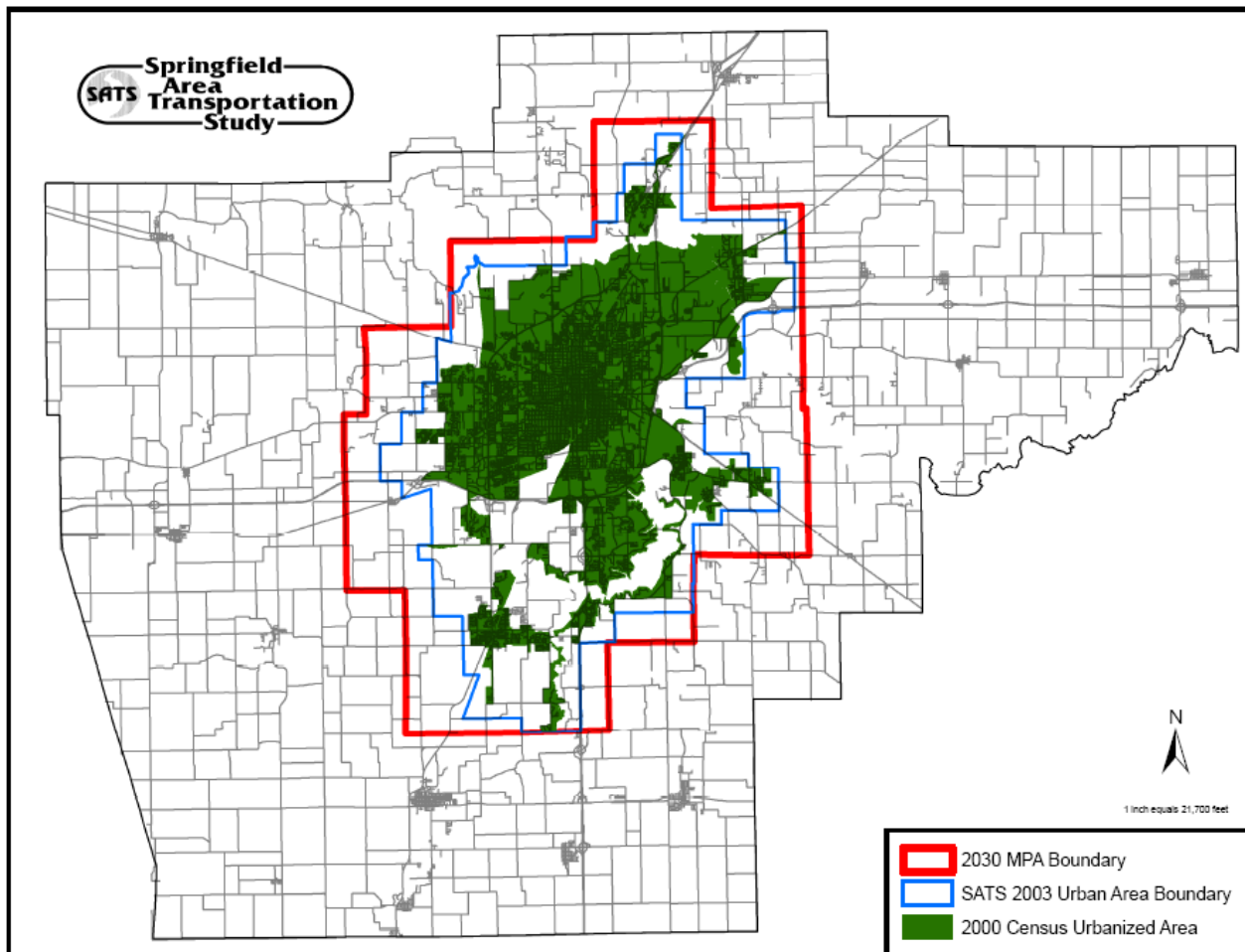


- Create transit friendly amenities (capital improvements/facility upgrades; joint use facilities)
- Increase public awareness of transit (outreach and marketing)
- Increase revenue resources (advocate for new revenue sources)
- Develop volunteer driver and escort programs
- Reduce inter-jurisdictional transportation restrictions (coordinate planning efforts regionally)

### 2.1.6 Springfield Area Transportation Study

The Springfield Area Transportation Study (SATS) is a cooperative effort of area jurisdictions and agencies involved with solving transportation problems to provide a planned program for future development. It is managed by SSCRPC. Current members of SATS include the City of Springfield, SMTD, SSCRPC, Sangamon County, Village of Chatham, and IDOT. SATS provides a number of opportunities for open and inclusive public participation in the transportation planning process including documents available online, online surveys, and open public meetings.

**Exhibit 14 - Springfield Area Transportation Study 2030 Metropolitan Planning Area**



### 2.1.7 Long Range Transportation Plan - 2030

According to the 2030 Long Range Transportation Plan of March 2005 (prepared by SSCRPC), the land area of the Springfield urbanized area increased 70% from 1990 to 2000, but the population and housing density decreased. Geographical constraints to the north and east of Springfield will limit growth in



these areas and encourage major growth in the western and southern areas of the MPA where land development is feasible, except for the incorporated areas to the north and east. Generally, the population of Springfield has been shifting away from the city to outlying suburbs. Development has been occurring before roadway development. With the population shift to suburban low density developments, it is difficult to financially justify expanding transit service to serve these areas.

The plan states that public transportation will continue to serve the transit dependent populations, school children, and commuters within Springfield. Downtown remains the major employment center dominated by government jobs but affordable employee parking is available and competes strongly with public transit.

The amended 2030 Long Range Transportation Plan of July 2007 comprises several programs coordinated by the SATS and updates the plan to include new or revised elements. These elements include Safety, Security, Environment, Public Participation, Operations and Management, and Human Services Transportation Plan.

SMTD roles were identified in the Safety, Security, and Operations/Management elements in the plan. For Safety, SMTD is responsible for managing a comprehensive safety plan concerning maintenance and operator safety. The Operator Safety Program contains rules and regulations directly benefiting the safety of passengers. These include bus security cameras, interior lights on at all times when dark, stopping at all non-exempt railroad crossings, operator reporting of unsafe conditions, and tornado procedures. The Security plan identifies action to be taken in the event of a homeland security alert. It includes employee training and specific duty assignments to SMTD staff. For Operations/Management, SMTD collects operations data to evaluate overall performance of the transit system.

### **2.1.8 Transportation Improvement Program**

The Transportation Improvement Program (TIP) is prepared by the Springfield-Sangamon County Regional Planning Commission with guidance and input from the Springfield Area Transportation Study Technical and Policy committees. The TIP is a four-year multi-modal program supporting transportation improvements. The June 2008 TIP report covers transportation projects for the fiscal years of 2009 through 2012.

#### **Transit**

Capital improvement Projects for the SMTD for fiscal years 2009 – 2012 contain a number of programs geared toward improving transit service delivery pending budget approval. Most notable is the incremental purchase of new buses over this time period to replace aging transit vehicles. Replacing equipment over 20 years old will increase service reliability, reduce maintenance cost, and improve customer satisfaction. Other projects include a number of maintenance related equipment replacements that will contribute to improved vehicle reliability. For paratransit in 2009, a new dispatching and scheduling system acquisition is planned to improve the Access Springfield operations. In 2012, SMTD is considering acquiring a GPS system for automated stop announcements that will improve customer service and enhance meeting the requirements of the ADA. Also during this time period, the new transit center would be under construction.

#### **Road Construction**

A number of road construction projects are planned for the 2009 – 2012 fiscal years including such items as improved traffic signals, paving, reconstruction, bridge replacements, utility, and drainage work. Most of these projects may affect SMTD operations with increased travel time through the construction areas due to route detours to avoid the construction. Projects that could potentially benefit SMTD include:

- MacArthur Boulevard extension to I-72nd and continuing south during later phases
- 11th Street extension from Stevenson Drive to Lincolnshire Boulevard
- Stanford Street extension from Fox Bridge Road to Taylor Avenue
- Traffic signal modernization at Hwy 4 and Lindbergh Boulevard and 6th Street at Apple Orchard and Union
- Southwest Plaza Drive left and right turn lanes

### **2.1.9 Land Development**

Over the past several years, Springfield business and retail growth has mainly occurred in the West Side area around the Veterans Parkway corridor. Additional retail growth has been occurring in the Northeast part of the city in the vicinity of Dirksen Parkway and Sangamon Avenue. Future growth is projected to continue in these two areas while the South Side is expected to experience new developments over the next few years generating interest in bus service.

Additionally, business and retail growth continues in the area west of Veterans Parkway along the Wabash Avenue corridor and requests for bus service in this area have been occurring. A new Super Walmart is planned (replacing the existing Walmart at Parkway Pointe). However, this area is currently outside of the transit district.

Legacy Point, a lifestyle center, is planned for the South Side area including a sports complex, high-density residential, retail and businesses. Development is expected to occur once the I-72 interchange is completed. The development area is generally located south of I-72 between Veterans Parkway and I-55. Portions of this area are currently outside of the transit district.

### **2.1.10 Intelligent Transportation Systems Architecture**

The March 2006 report on the Springfield-Sangamon County Regional Intelligent Transportation System Architecture (ITS) indicates that the regional planning commission and IDOT have led the effort to create the ITS architecture and will be responsible for its use and maintenance. The purpose is to promote improvements in the movement of goods and people using ITS strategies and technologies creating a better coordinated, safer, and more efficient transportation system for the region. The architecture should be defined by 2015.

SMTD is a major stakeholder in this project. The systems identified for ITS architecture include: dispatching fixed-route and paratransit buses, vehicle tracking, multi-modal transit center, on-board security cameras, electronic fare payment cards, and information website.

As a stakeholder, SMTD has several roles and responsibilities identified as follows: collection and storage of transit data; analyzing transit data for planning purposes; response to emergencies and supporting evacuation; provide transit services with security monitoring.

### **2.1.11 University of Illinois and Lincoln Land Community College**

There were no significant components found in the strategic plan for the university and community college other than they intend to expand their student population (to 6,000 for the University of Illinois Springfield campus) which could provide more demand for SMTD service.

A survey of students was performed by the Student Government Association of the University of Illinois Springfield campus during the spring of 2009 regarding SMTD service.

The following is a brief summary of the responses received from 260 survey participants.

**How many students use SMTD?**

- 37% use SMTD
- 63% do not use SMTD

**When do students use SMTD?**

- 42% ride in the morning
- 40% ride in the afternoon
- 18% ride in the evening

**Why don't students ride SMTD?**

- 107 have their own car
- 90 don't know the routes
- 70 said the times are inconvenient
- 7 have security concerns
- 41 said the trip length was too long
- 62 had problems with the bus stop locations
- 20 felt that payment options were inconvenient
- 41 fear the unfamiliarity

**If service was expanded, what days would students likely ride?**

- 123 to 129 would ride Monday, Tuesday and Wednesday
- 155 would ride Thursday
- 188 would ride Friday
- 166 would ride Saturday

**If service was expanded, what time of day would students likely ride?**

- 52% would ride evening times
- 31% would ride afternoon times
- 17% would ride morning times

**What Purpose would students likely ride the bus?**

- 29 for medical appointments
- 131 to reach entertainment
- 109 to commute to work
- 161 to reach retail centers
- 84 to attend classes
- 3 to access daycare

**What locations do students want to see bus service from UIS?**

- 179 to Walmart
- 173 to White Oaks Mall
- 52 to medical facilities
- 103 to theaters
- 30 to sports facilities
- 150 to grocery stores

## 2.2 SMTD Customer Comment Review

A compilation of customer comments related to desired improvements to transit service was reviewed for trends. The following is a summary of the comments with the number of comments received noted in parenthesis:

- Southwind Park at S. 2nd Street and Southwind Road; provide bus service (14)
- Walmart and Golden Corral near I-55 and I-72 interchange; provide bus service (6)
- Senior Center at 701 W. Mason Street; provide service to facility (4)
- Sandhill Road – North Dirksen Parkway and North Peoria Road; provide bus service (2; petition)
- JC Penney at Dirksen Parkway and S. Grand Avenue; provide bus service (2)
- Bretheran Lutheran Home at 1800 N. Grand and 2912 Sandy Lane; provide bus service (2)
- Remove service from Holmes Street (1)
- Zoo off of East Lake Shore Drive; provide bus service (1)
- West Wabash - Wells Fargo, AT&T and other businesses provide bus service (1)
- 585 West Hoechester Road; provide bus service (1)
- 5 Horseshoe Drive; provide bus service (1)
- University of Illinois; provide night service (1)
- Irisdale; provide bus service (1)
- Cast Industries at 580 North Street; make bus service more accessible for workers (1)
- Support of Night Service routes (1)

## 2.3 Stakeholder and SMTD Employee Interview Feedback

In order to determine the transportation needs of the Springfield community, Perteet staff met with SMTD bus drivers to obtain their feedback on what they have heard from the passengers and their experiences and observations of operating the routes. In addition, we met with 13 community stakeholder groups to learn about their perceptions of the transit system and how SMTD could improve service for the community and the populations each group serves.

### Driver / Supervisor Input

- Need service to be at work by 6am; start service from downtown earlier
- Route 6 East Cook needs more time – 40 minute runtime needed; there are more stop signs and riders; separate it from Colony West; frequent 2 minute hold requests downtown; move terminal to 15/Ash should provide more time
- Route 4 West Jefferson very few riders to Youngston Hills west of Bruns Lane; difficult in winter due to hills
- Expand night service to Dirksen Parkway corridor
- Route 10 Southern View run all day every 30 minutes
- Saturday night service needed
- New Walmart needs service on Route 10
- Reduce parking in the downtown and add outlying park and rides
- Look at west end of Route 9 Noble – low ridership; can walk to another route
- Harrison Park route has no riders; cancel route
- Doctor's Hospital Area – very few riders on Route 11
- CCB and Industrial Park on Route 11 few riders
- Paint curbs for bus stops
- Route 4 W. Jefferson very difficult left turn at end of route
- Implement monthly pass and get rid of transfers

- Sunday service needed
- Revise customer map/schedule to replace tripper info with night service info
- GPS for stop announcements
- Automated passenger counters
- Route 2 North 9th via Indian Hills – no riders
- Less running time since 1991 with more free riding and disabled don't have time at end of line
- Harrison route duplicates Route 7

### **University of Illinois**

(Kim Rutherford; Cynthia Thompson; Jim Kote)

- Represent Student Government Association; coordinated Transportation Committee Survey; looking at how to get students to use the bus; coordinate night shuttle to meet night routes; paid by student fees; 12 passenger van cost \$5k annually; Mon-Fri 7:30p-10:30p.
- Working on changing image/culture – stigma against buses – buses are for the poor
- Why don't students use the bus? Connectivity; long rides (1 ½ hours to mall); need to change routing to where they want to go – it isn't 6th Avenue; they want to go to west side of town without a transfer; offer a direct, shopper/entertainment special; develop incentive programs i.e. movie night - - make it hip/cool, independent; recreate big city atmosphere.
- Students who live in city commute by bus but lots of night classes and operate shuttle to connect; if night routes were an established entity would more likely use it.
- Look at different ways to route buses to involve more areas of city – current route there is nothing along the way as attracters.
- Need route to Walmart/Target in West Side; focal point of shopping is Hwy 4
- 1,100 students live on campus – 2/3rds have cars
- U of I sponsors an orientation program including “How to Ride Bus/Scavenger Hunt” to teach new students how to use the bus system.
- Many students use Amtrak to/from Chicago and St. Louis over the weekends; leave Friday return Sunday night. There is no way back to campus on Sunday night except via expensive taxi service.

### **Central Illinois Organizing Project CIOP – Faith based organization**

(Jane Ford and Kathe Eades, community activist – advocate for bus service for those who don't have voices.)

- Night service advisory committee; designed routes and organized public meetings; jobs were the first objectives
- KE is a bus rider (vision disability) rides a route with low ridership; want to make public meetings available at facilities and time that are accessible. SMTD hasn't gone out to find out what service is needed; needs to do more to sell product; perception that only poor ride the bus.
- Large segment population without internet access – need to reach that population; hearing from public the need for Sunday service to access jobs; Sand Hill is an area of unmet need
- There is a gap in reaching out – especially those not on-line; concerned about reaching those riders
- SMTD and drivers deserve a lot of credit for the service provided
- We are a resource to use for outreach
- Day to night service gap, last bus 5:45p and does not go back downtown and must get earlier bus

### **Land of Lincoln**

(Dr. Fullerton)

- Asked feedback from Student Life regarding bus service. We have not heard complaints about service but the theme is there is a need for night service.

- Evening classes; 6p-10p – we hear from interested students but they can't attend due to no night bus service
- Students are all over the area – likely users would be East Side residents; night classes are not an option if without a car and work during the day...common.
- U of I has evening activities that students may use bus service to reach
- FTE of L of L is about 5K; head count 18K

### **Urban League**

(Howard Peters)

- Night service helps Urban League (UL) population; UL provides services to North Side and East Side, lower income populations; these areas are the largest demographics that use the bus; UL subsidizes bus tokens
- UL had a representative on the Night Service Committee (Mr. James)
- UL perceives bus service access is limited to access education centers i.e. U of L, L of L, vocation centers MTI and Springfield College; opportunities limited
- There no sense of regular service
- Most of the UL population are workers – no night service feedback is common
- Access to employment – Springfield is a growth town mainly west and north with very little in the east; need access between areas and need to refocus on who is using the system
- The operating times are not good especially for evening workers
- Access from the east to medical district; Carpenter, 9th Street to 15th Street. Johns needs improvement
- Need more bus stops; many walk long distances
- Trailer parks to the north have no service; Peoria Road, Grandview, Ridge Road, Sand Hill
- Stanford will be extended to Dirksen Parkway expanding access and opportunities
- Large group of apartments in area of 7 Pines Road, Chatam Road, Wabash
- Sunday service, haven't heard much feedback but without service it is a diminished opportunity

### **SMTD Board/County Coordinator**

(Karen Hasara; Brian McFadden; Norm Sims)

- Perception of bus riding conflicts with ease of using a car
- There are large stretches of employment and shopping not served especially to the west
- This is a driving town
- Two populations in downtown:
  - Late May-August – tourist
  - Rest of year
- Growing area in north east area along Dirksen
- Growing around 6th Street area south of Stevenson
- Hospital is interested in commuters – carpooling arrangements for commuters
- Night service works and is successful
- SMTD has many years of no progress – they are not innovative
- Public is demanding smaller buses; discussed pro and con of different bus sizes and reasons for using certain size buses
- Need bike racks
- Bike trails don't connect well with bus routes
- City has moved west and south but bus transit remains focused on downtown
- Transit center project is not well coordinated with the city and county; it needs to be a multi-modal facility and tied-in with other components supporting the city infrastructure



### **Mayor's Office**

(Jim Donelan, Chief of Staff)

- District must grow with the metro area – legislation to change method of annexation to grow with the community
- Night service: good feedback and well used
- Bus service needs to support job and education access
- Marketing of historic sites and service should be done
- Transfer station – need multicenter with rail – bus – taxis – 10th Street location; current station is not a true transfer center
- Community and Parks District is working on Southwind Park and is disabled orientated – need to explore means to provide service
- SMTD needs to grow where the jobs are located

### **Parks Department**

(Diane Mathis and Butch Elzea)

- New Southwind Park is orientated to serve a broad spectrum of the disabled community and is inclusive of all citizens
- Springfield has a very high level of a disabled population
- The Pavilion is a potential LEEDs Platinum project
- Amphitheater will hold about 3,300 patrons
- The park is a central theme through-out the community and the HOPE School in Springfield serves 26k of autistic for the State
- Numerous disability organizations that contributed to project have nowhere to go before this park
- The park is being built as a level playing field – all sports are designed for disabled activity
- Operating the bus via 2nd Street is optimum for accessing the park but accessing via Southwind will also work
- We have met with SMTD and engineer to design bus access and parking; bids are out for concrete work; park can be used as a terminal and there will be designated bus parking area
- Community involvement has built new partnerships; higher education will include park components in education programs
- Outreach to community always brings-up “how will we get there?”
- The Program Director knows that transportation is a main issue; Representative Rigg is on State disability committee
- Tourist arriving by Amtrak will need public transportation
- SMTD should do co-marketing with museums

### **Timberlake Estates – Senior Housing**

(Polly Gauwitz)

- Looking for a bus stop out front; have been informed by SMTD there is a safety issue southbound with vehicles cresting a hill and a slight bend in road going downhill
- Sidewalks have been installed along the street
- There is a women's shelter nearby and they don't have transportation
- Timberlake residents: age 55+; 67 units with 50 residents holding bus passes and don't drive
- Buses are welcome to operate on property and limited service (midday) is acceptable

### **Chamber of Commerce**

(Gary Plummer and Josh Collins)

- SMTD is working on a transfer center – very slow process and a facility would be a huge improvement

- Current transfer center is a safety hazard for riders – during poor weather inadequate protection
- SMTD customers generally live on the East Side but work on the West Side
- Workforce and economic issue for Chamber
- Workforce Development of the Chamber helps disadvantage population and it is hard to move them up and improve without adequate public transportation
- Springfield Works program targets lower standard of living population and currently focuses on health care
- East Springfield redevelopment is for improved housing, commercial and infrastructure and SMDT is a component to support this program
- Bus fleet: there needs to be new ways of thinking of bus size; there are many empty buses; discussed the pro and con of different bus sizes and reasons for using certain size buses

### **St. Johns Hospital**

Jean Capp; Katie Pavelko; Elaine Marshall

- One employee rides the bus on days carpool not available and must arrive one hour early due to bus schedule
- Must adjust schedule for another employee in order to catch the last bus; puts them in an risky position as other employees perceive special treatment and demand the same scheduling flexibilities above and beyond managing a normal commute
- Hospital has a very strict attendance and tardy policy and bus schedules make it difficult to be on-time
- One employee must arrive three hours early
- SMTD provides very reliable service
- Winter weather (snow) the bus system totally shuts down creating a negative effect on medical providers as they don't stop and employees can't get to work
- Thrilled about night routes but it is limited and many riders must walk 1 to 2 miles to/from bus stops; this is an issue for the disabled
- Bike racks are needed especially on night routes
- SMTD is perceived to be for low income and the disabled and the image must change
- Hospital needs to do their part to get employees to ride i.e. subsidized passes
- Schools are struggling with parent engagement i.e. after school activities and many parents/students can't get to activities due to limited or no service
- Need Night Service Routes Saturday and Sunday nights and/or work on a deal with SMTD for some form of "shuttle" service
- Twin Lakes neighborhood needs bus service
- Hospital did not know about the on-line survey but will get the word out
- Need to make bus schedules more available; perhaps charge \$0.25 to defray costs
- Trip Planner needed on-line
- Swipe passes would help SMTD track ridership
- Punch-card program needs to be expanded to more outlets
- The transit center project is supported by the hospital
- Night service downtown bus stop is by the old capitol but the street is often closed at night for special events; should move the stop to another location to avoid conflicts and confusion
- U of I needs night service

### **Housing Authority**

(Robin Dowis and Les Greer)

- We manage three high rises with 500 units; 90% of residents don't have a car; one building orientated to the disabled



- Hildebrandt complex at N. 8th and Grand needs more service; only one route
- 415 W. Allen used to have buses directly on property
- 825 W. Jefferson on Route 4 is used by seniors and works very well
- Lincoln Wood Estates has 28 single-family homes (Hill Street to 32nd and N. Grand to Division) but most have cars

### **Senior Services of Central Illinois**

(Karen Shinker plus eight managers and coordinators)

- Need bus service/stop at the senior center
- Bus service will provide better marketing for the center
- Newer seniors are more environmentally sensitive
- Safety issue: when traveling eastbound on Miller to Walnut, there is a bus stop sign that blocks the driver's view of traffic making it very difficult to enter Walnut
- Older seniors are happy to make appointments that work with accessible bus services but younger seniors are more freedom-of-movement orientated– not time restricted; bus service is a consistent mode for younger seniors
- We have counted three to seven people a day walking to the center
- Bus service would extend the hours to use the center
- Senior housing on Madison bus stop is too far and difficult to cross major busy road
- The senior population is growing
- Dialysis program hours go beyond scope of senior center bus service and regular bus service would fill-in the gap and provide more flexibility and mobility

### **Memorial Hospital**

(Crystal Webb)

- The hospital is open 24 hours; shifts are generally 6 am to 6 pm with some ending at from 8 pm to 9 pm
- Majority of employees work outside of Springfield, likely 50%
- There are 3,500 employees at this hospital
- When gas prices rose significantly, we looked at options for employees. There was a carpool program with the State but only one trip was available. This could not work for hospital employees due to the various shifts.
- Housekeeping staff shifts start at 9 pm and end by 5:30 am
- The hospital cannot adjust shift hours to accommodate bus schedules. Each shift is dependent upon the next shift to show-up on-time to pass on the work.

#### **2.3.1 Stakeholder Interview Themes**

The main focus of those interviewed was that SMTD needs to provide more access to employment and education with a focus on improved weekend and night service. Providing mobility to access opportunities was a reoccurring theme by connecting inner city residents with the west, north, and south growth areas and higher education. Additionally, it was advised that the senior population is growing and SMDT will need to be prepared to transport older riders and more disabled riders to retail, entertainment, medical, and senior center destinations. The following summarizes the themes expressed by the stakeholders:

- Improve routes and schedules to provide more service to growing and emerging employment, retail and business locations in the West Side, Northeast Side, East Side and the future Legacy Point

- Improve access to the University of Illinois and Land of Lincoln Community College with night service; students without vehicles and/or day jobs cannot obtain higher education opportunities
- Improve mobility of University of Illinois students living on campus to access employment, shopping, and entertainment with more direct service
- Improve access to employment opportunities with earlier morning service (before 6 am)
- In-city hospitals also can be hard to reach by bus due to the various schedules and 24-hour operation. Improved schedules and coverage could make reaching job opportunities more likely and reasonable.
- Access to recreational opportunities
- Service needed for underserved low income neighborhoods in the North Side area
- SMTD needs to market a new image to change the public perception of that buses are only for the poor
- Expand service to the new Walmart in Southern View

## 2.4 Market Research Summary

The following is a summary of the feedback we heard from the stakeholders. This summary provides ideas for potential market opportunities but it is not conclusive. The feedback summarized here does not reflect service modification plan proposals. Some stakeholders had very specific needs such as the installation of a bus stop or the adjustment of routes to serve their facility. However, there was a common theme amongst the stakeholders and drivers as a whole.

Nearly all of the groups interviewed stated that SMTD has not expanded or adjusted service in a significant way to respond to changes in growth and locations of employment and education facilities. However, they pointed out that the Night Service routes have been a major improvement and feedback they have received has been very positive with ridership growing and mobility expanded for those without a vehicle to access employment. Overall, they expressed that SMTD is doing a very good job with what they have, but change is needed.

The general populations riding SMTD are not the usual commuters going downtown to work regular hours. Although there are in-city commuters, the ridership is primarily low-income populations and those without access to a vehicle. With changes in employment opportunities, many jobs are no longer based on regular office hours and are not downtown. The current SMTD route network inhibits access to jobs and education due to circuitous routing and limited schedules. This has a direct affect on the residents of the East Side community who rely on public transportation to reach employment and higher education opportunities.

Providing commuter service from outlying communities as well as service to the airport for job access was mentioned occasionally. Several groups thought that SMTD should pursue annexations as well as work with the legislature to amend laws that regulate annexation to transit districts to provide more flexibility and adjust for growth.

Three areas were identified as significant locations for employment and future growth. These include the West Side along the Veterans Parkway corridor; the Northeast Side in the vicinity of Walmart on Dirksen Parkway; and future growth in South Springfield where there is currently no bus service. This area, named Legacy Point, is expected to grow after the I-72 interchange is completed. It is planned to be a lifestyle center including a sports complex, housing, retail, and businesses. This project will be a significant development for Springfield and demand for service is expected in order to support employment and improve access to the various activities of Legacy Point.

Additionally, although currently outside the SMTD service area, the area west of Veterans Parkway on Wabash Avenue has seen growth of businesses and retail and is expected to see more growth. Another area that is currently underserved is the location of JC Penney on Dirksen Parkway and South Grand Avenue on the East Side as well as the low income communities located in the North Side area such as Sand Hill. At this time only one Night Service route serves the JC Penney location.

## CHAPTER 3 – EXISTING CONDITIONS

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The existing conditions section provides a summarization of existing transit operations, a review of how riders are using the system, rider demographics and feedback from riders and non-riders of ways to improve service delivery. Included are the results of the on-board survey, the online survey, productivity by route, on-time performance by route, stop by stop boarding and alighting activity maps and route profiles providing an overview of the characteristics of each route. Along with the chapter on background conditions, this document served as a foundation for developing new and modified services.

### 3.1 On-board Rider Survey

Nearly 600 riders of SMTD responded to an on-board survey during the month of May 2009 for the purpose of documenting their riding habits and gauge their preferences toward potential transit service improvements. All riders on every weekday trip were offered a survey form.

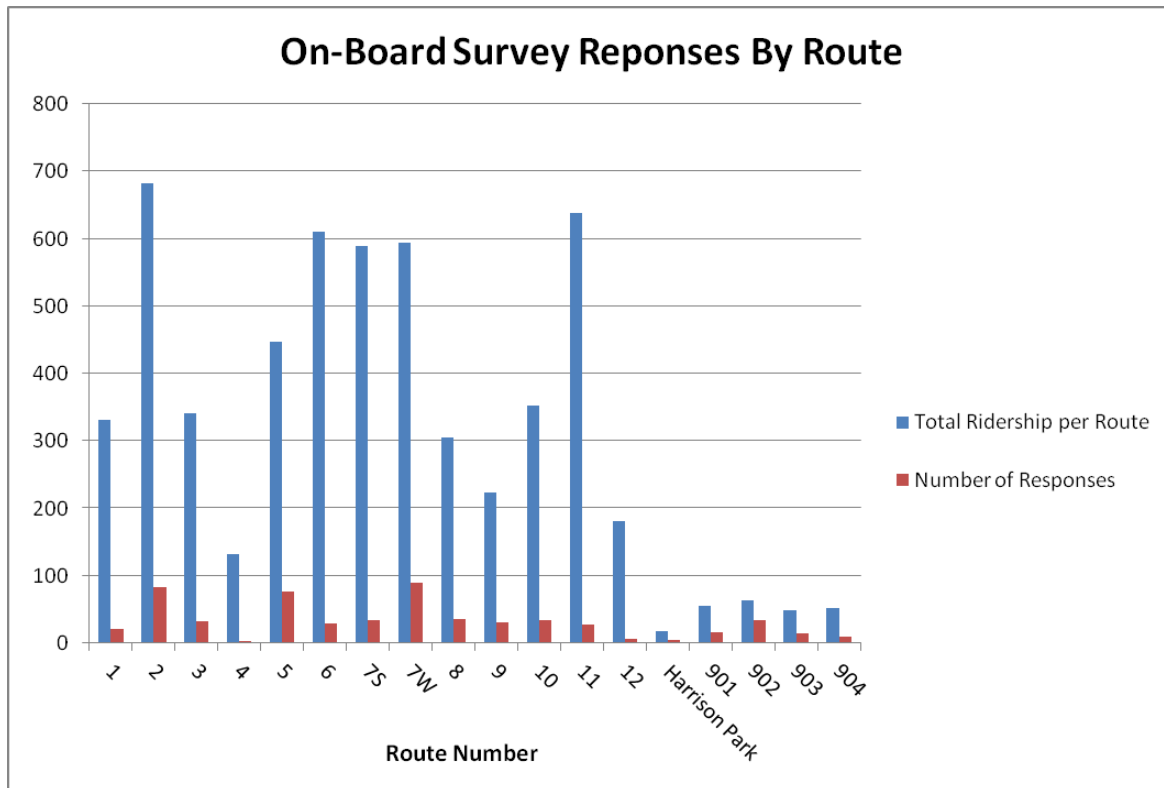
The final survey database contains responses from 587 riders. Although not all riders answered every question, nearly 600 usable responses were recorded for the majority of questions representing 10.4% of the daily ridership. Surveys were offered to every rider boarding the bus by surveyors hired from a temporary employment agency. Surveyors were given a thorough training session before the surveying started. This included instructions in survey techniques, attire, and the importance of promptness and accuracy.

The surveys were passed out by the surveyors to riders on board their bus and, in most cases, collected sometime during the trip or as the riders left the bus. In other cases, riders who were not able to complete the surveys during their trip were able to hand the survey form to a bus driver at a later date. The surveyors were on-board the bus to initiate the survey, answer questions, and collect the completed rider surveys.

Surveys were distributed on every weekday trip operated by SMTD. Some factors to consider when taking these surveys into account are the distance of the trip, time of day, and characteristics of the route.

Perteet staff then analyzed the survey data and prepared tables and graphics for this report. The following exhibit represents the surveys administered and the responses returned on a route by route basis.

**Exhibit 15 - Survey Responses by Route**



**3.1.1 On-Board Survey Findings**

On-board surveys allow information to be gathered firsthand from the riders. By asking the right questions, a system can be altered or changed to best suit the needs of the riders. For SMTD, it was important to find out particular riding habits. By asking questions related to the riders' usage of the transit system, such as which route they use, time, and frequency of use, we can make assumptions as to how well the system is servicing the riders. Riders were also asked to rank potential service improvements in terms of relative importance.

Over 55% of riders responding to the survey indicated they were very satisfied and about 30% were satisfied with SMTD routes and schedules. A large percentage, 65.5%, of the riders walked to reach the bus and 32.5% transferred from a different bus route. Similarly, to reach their final destination, 63.2% of riders walked and 34.3% transferred to a different bus. A very small percentage rode in a vehicle with someone else to or from the bus.

Many SMTD customers (44%) use the bus four to five days per week followed by 39.6% of the customers riding six days per week. 34.8% use the bus for commuting to work representing the number one purpose for riding the bus. Naturally, the second highest usage of the bus was to travel to home. This was followed by using the bus for travel to school grades K-12 (14.3%). Only 6% use SMTD to reach college or university.

The survey, which asked questions regarding if riders were licensed drivers or had vehicles available at their household to make their trip, revealed that a high level of transit dependents utilize SMTD service. For example, 58.6% said they were not a licensed driver and 75.9% did not have an available vehicle at their household. In addition, 47.3% indicated that their household did not have any vehicles at all. This corresponds to the annual income question indicating that 28.7% of the riders earn \$15,000 to \$25,000 per

year. This was followed by 21.3% of SMTD riders indicating they were in the income group of earning less than \$5,000 annually.

By age group, the highest percentage of riders was between the ages of 45 to 54 (22.2%). This was followed by the age groups of 25 to 34 at 15.8% and ages 35 to 44 representing 14.7% of SMTD ridership. School age and college age riders represent 12.9% and 11.9% of the riders followed by 11.5% age 55 to 64. This indicates that the majority of SMTD riders are adults beyond college years between the ages of 25 and 54 with a higher percentage of riders in the 45 to 54 age group. By gender, 53.8% of SMTD riders are female with 46.2% of the riders are male.

The two highest needs for improvement identified by riders were 1) SMTD needs to provide more frequent service; and 2) SMTD needs to provide more weekend service (49.3% and 25.3% respectively).

### 3.1.2 Detailed On-Board Survey Findings

The following sections discuss each of the survey questions, and the responses to those questions in greater detail.

#### On which bus route did you receive this form?

The surveys were distributed by relative ridership of each route. The response rate was 10.4% of total ridership. Below is a chart showing the distribution of the surveys on each route.

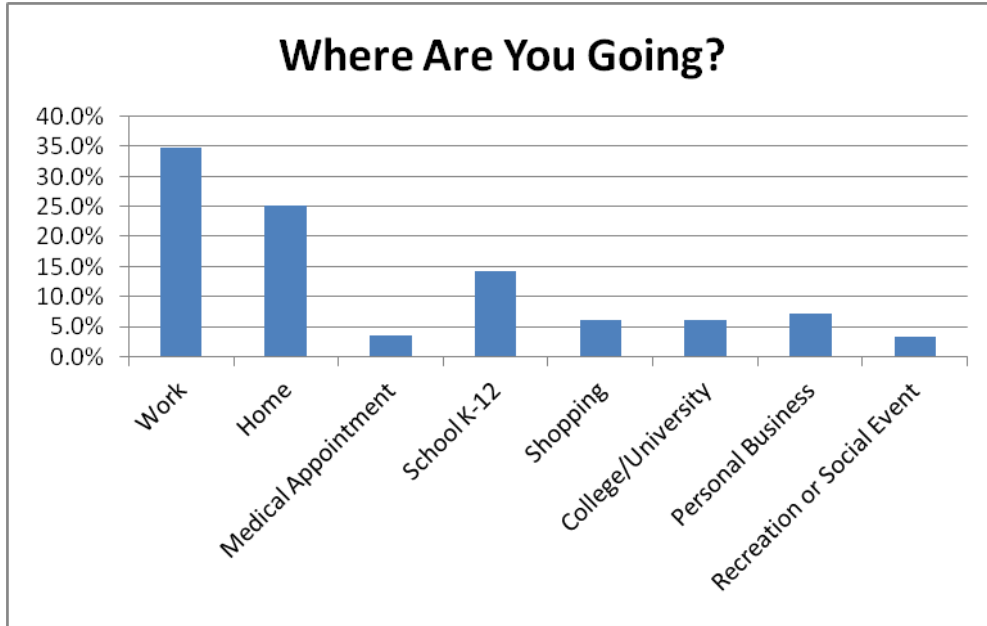
**Exhibit 16 - Distribution of Surveys on Routes**

Route	Total Ridership per Route	Number of Responses	% of Total Ridership per Route
1	331	22	6.6%
2	683	84	12.3%
3	341	32	9.4%
4	133	3	2.3%
5	447	76	17.0%
6	611	30	4.9%
7S	589	34	5.8%
7W	594	89	15.0%
8	305	36	11.8%
9	223	31	13.9%
10	352	35	9.9%
11	638	27	4.2%
12	181	7	3.9%
Harrison Park	18	5	27.8%
901	56	17	30.4%
902	64	35	54.7%
903	49	14	28.6%
904	52	10	19.2%
<b>Total</b>	<b>5,667</b>	<b>587</b>	<b>10.4%</b>

**Where are you going?**

The predominate reason riders use SMTD was for the home to work trip. This was followed by commuting to school (K-12) and personal business. Travel to college or university and for shopping were the next highest reasons for riding the bus. A very low number of riders indicated they were using the bus to reach medical appointments or recreational/social activities.

**Exhibit 17 - Where are you going?**



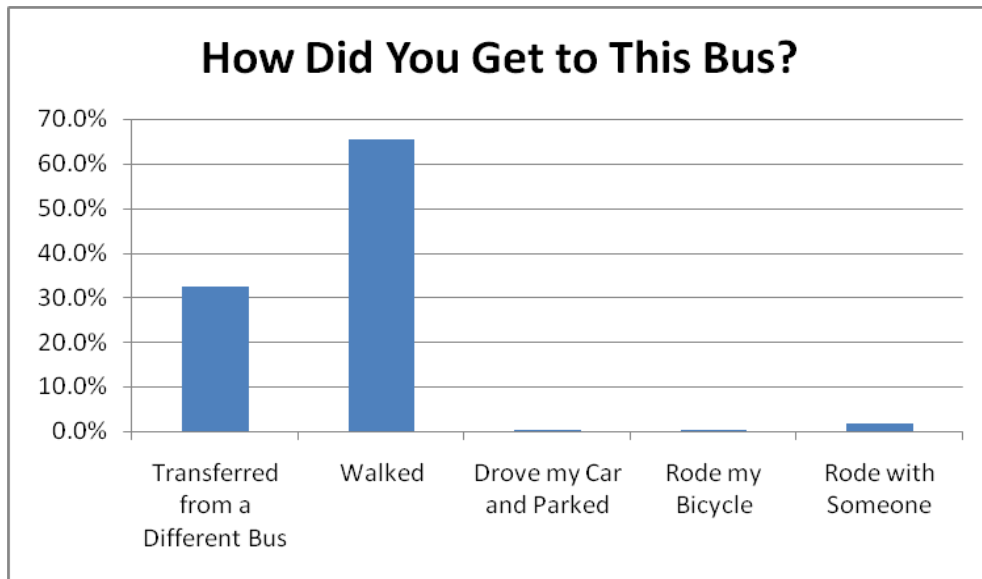
**How did you get to this bus that you are on now?**

A majority of SMTD riders walked to reach the bus (65.5%). This was followed by 32.5% transferring from another bus route and only 1.5% cited a ride provided by someone else. Finally, only 0.2% and 0.3% drove a car or rode a bike to reach the bus.

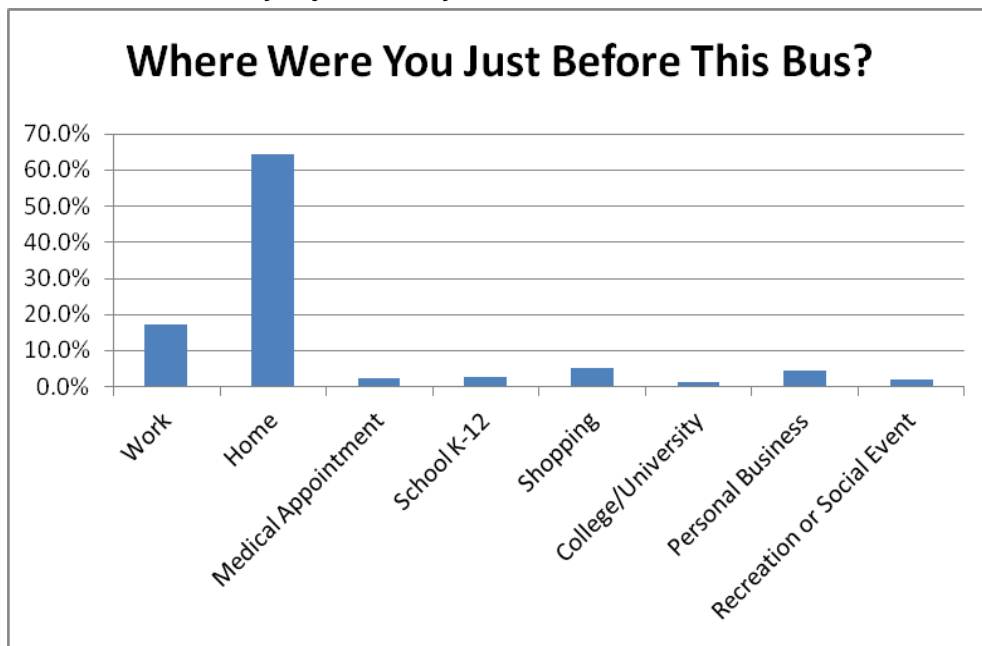
The following two exhibits display the means riders utilized in reaching the bus as well as where they started their trip.



**Exhibit 18 - How did you get to this bus that you are on now?**



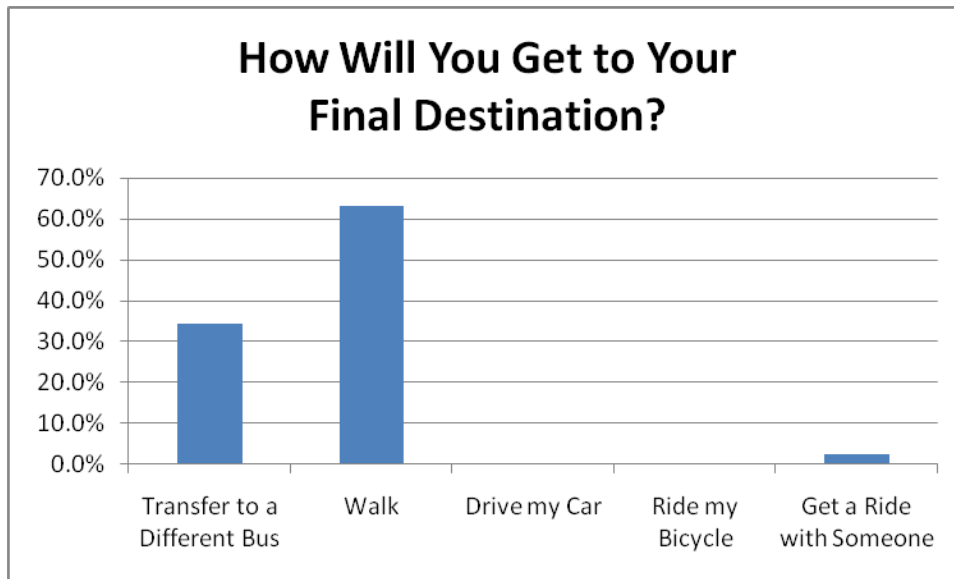
**Exhibit 19 - Where were you just before you boarded this bus?**



**When you get off this bus, how will you get to your final destination?**

Similar to how riders accessed the bus, 63.2% of the riders walked to their destination and 34.3% transferred to another bus route. Only 2.4% received a ride with someone else and even fewer drove a car or rode a bike (0.1% each).

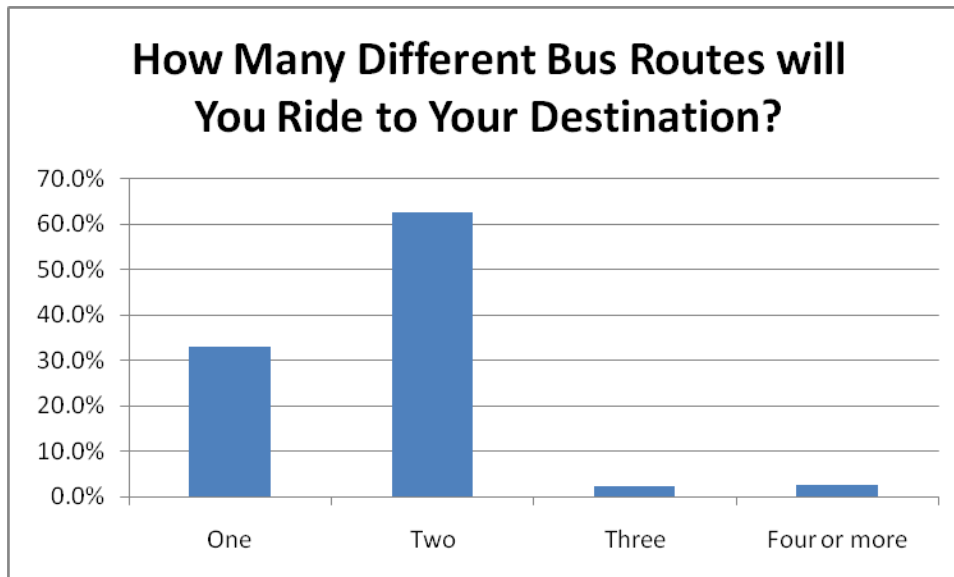
**Exhibit 20 - When you get off this bus, how will you get to your final destination?**



**How many different bus routes will you ride to get to your destination?**

The majority of SMTD riders (62.3%) use at least two buses to reach their destination indicating a high transfer rate and the importance of buses staying on schedule to make transfer connections.

**Exhibit 21 - How many bus routes will you ride to get to your destination?**



**Transfer Pattern**

The survey inquired about transfer activity both before boarding the current bus and after. Sixty two percent of riders indicated they take two buses to complete their trip. The top three routes that riders transfer onto are Routes 2, 5 and 7W. The top three routes riders transfer to reach another route are Routes 1, 2 and 5. Most of these transfers likely occur at the downtown transit center.

**Exhibit 22 - Number of Transfers between Routes**

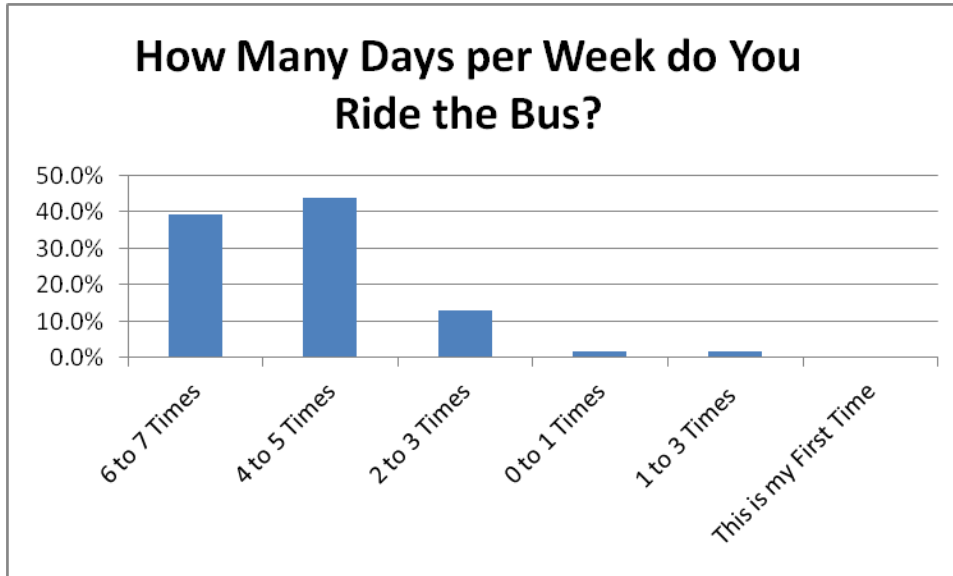
From Route	To Route																			Total
	1	2	3	4	5	6	7S	7W	8	9	10	11	12	HP	HS	901	902	903	904	
1		20	2	1	15	6	9	11	4	5	6	5	2				1	2		<b>89</b>
2	10		2	1	10	8	5	11	8	4	8	6	3		2	1	2	4	2	<b>87</b>
3		7			6	1	1	4	4	2	5	3		2			1	2		<b>38</b>
4		1				2	1	2		1	6			1						<b>14</b>
5	3	16	8			6	7	12	5	3	2	4	1	1			7	2	1	<b>78</b>
6		4	2	1				1	1			2								<b>11</b>
7S		8	1		2			1			1	1							1	<b>15</b>
7W		8	2	3	4	3	2	1	3	1		6	1		1				1	<b>36</b>
8	2	2	2		3	1						1							1	<b>12</b>
9		2		1	1	5			3	1	2	1					3			<b>19</b>
10	1	1	1	1	8	2	4	5	2	3	1	1		1		2	2		2	<b>37</b>
11		1			2		1	3	1		1	2	1							<b>12</b>
12					1						2									<b>3</b>
HP												1								<b>1</b>
HS						1														<b>1</b>
901																				<b>0</b>
902																	5			<b>5</b>
903																				<b>0</b>
904																1	1			<b>2</b>
<b>Totals</b>	<b>16</b>	<b>70</b>	<b>20</b>	<b>8</b>	<b>52</b>	<b>35</b>	<b>30</b>	<b>51</b>	<b>31</b>	<b>20</b>	<b>34</b>	<b>33</b>	<b>8</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>22</b>	<b>11</b>	<b>7</b>	

HP – Harrison Park, HS – Historic Sites

**How many days per week do you ride the bus?**

The vast majority of SMTD riders use the bus system on a regular basis with 44% riding four to five days per week followed by 39.6% riding every day.

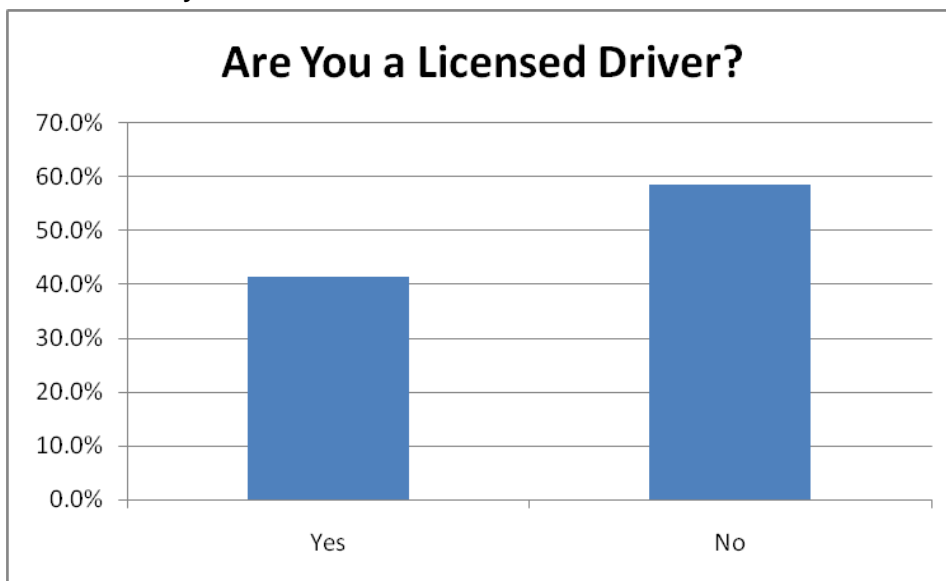
**Exhibit 23 - How many days per week do you ride the bus?**



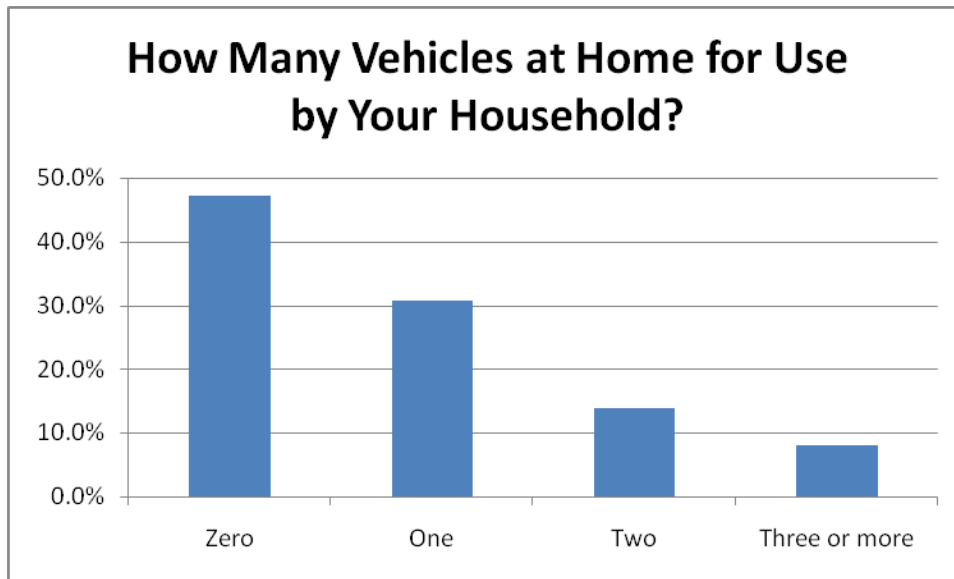
**Licensed Drivers and Vehicle Availability**

Exhibits 24, 25, and 26 are related to the availability of a vehicle for bus riders to make their trip and if the riders were licensed to drive. The results indicate that the majority of SMTD riders are transit dependent with 58.6% of riders that do not have a license to drive and 47.3% that do not have a vehicle at home.

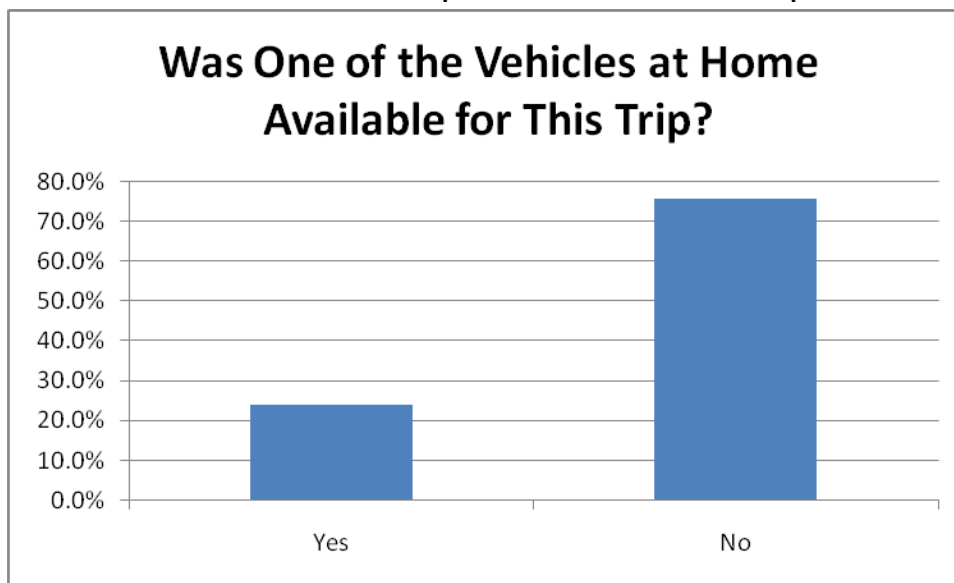
**Exhibit 24 - Are you a licensed driver and able to drive?**



**Exhibit 25 - How many vehicles are kept at home for use by your household?**



**Exhibit 26 - Was one of the vehicles kept at home available for this trip?**



**Destinations Hard to Reach or Not Served by SMTD**

The survey form provided riders the opportunity to express to SMTD the destinations that they find difficult to reach by bus as well as to list any destinations not served by SMTD and would likely use transit service if available to those destinations. The new Walmart in South Springfield is by far the most requested destination. Dirksen Parkway, J.C. Penney and Greyhound were also frequently mentioned. The following is a summary of frequently listed destinations the riders provided on the survey form (if listed two or more times).

**Is there a destination you find particularly difficult to reach by bus?**

<u>Destination</u>	<u>Number of Listings</u>
Chatham	2
Comcast	4
Golden Coral	4
Greyhound Station	6
JC Penney	6
Knights Action Park	3
Library (Route 6)	2
Lincoln Land CC	3
Meijer	2
Shop and Save	5
Showplace West	3
Walmart (south end)	44
White Oaks Mall	6

**Please list any destinations not served by SMTD that you would like to ride a bus to:**

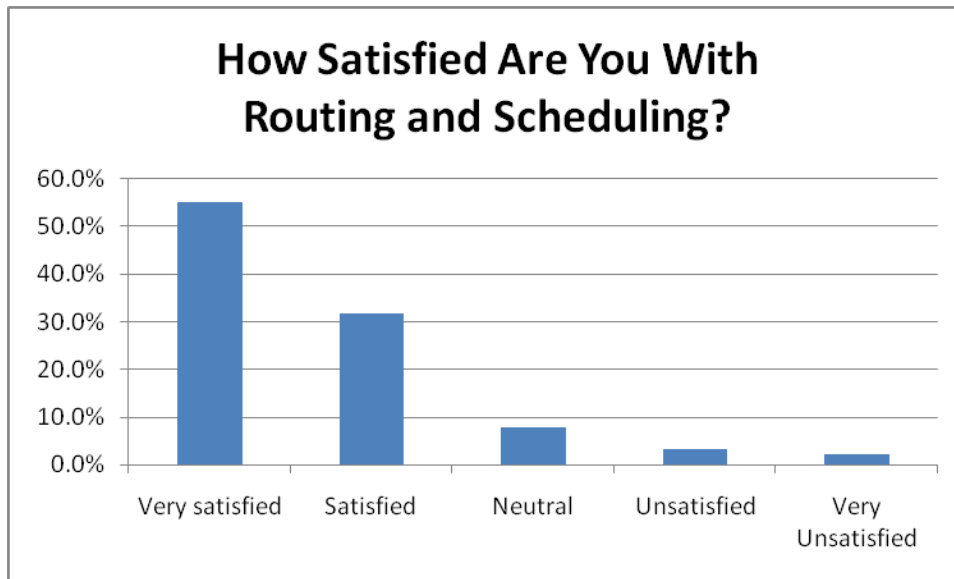
<u>Destination</u>	<u>Number of Listings</u>
Airport	2
Chatham	3
Clear Lake Stores	2
Comcast	2
Golden Corral	3
Greyhound Station	3
JC Penney	5
K-Mart	4
Knights Action Park	3
Lincoln Land CC	3
Meijer	4
Rachel Lindsey School	2
Shop and Save	4
Showplace West	2
Walmart (south end)	66
Wells Fargo	2

**Satisfaction with service and ranking of potential service improvements by level of importance:**

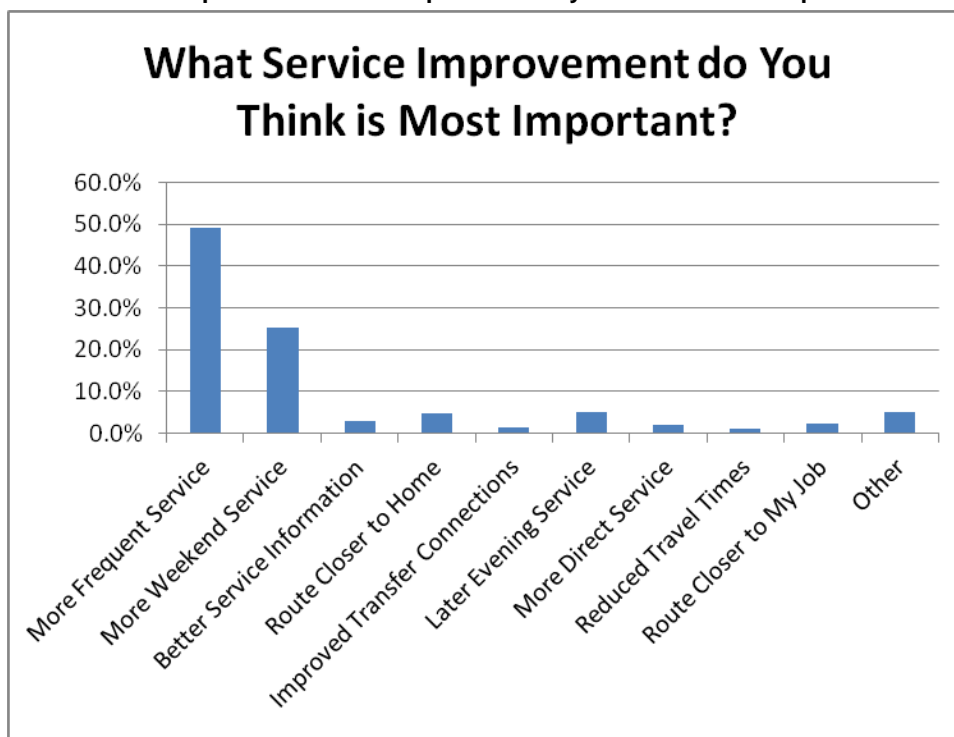
SMTD riders were asked how satisfied they were about the routes and schedules and to rank the service improvements that are most important. Overall, 55.1% of the riders indicated they were very satisfied and 31.7% were satisfied with the routes and schedule. Only 2.1% indicated they were very unsatisfied.

For the ranking of service improvements, the number one request was to provide more frequent service (49.3%) followed by 25.3% indicating more weekend service was needed. The next two highest areas for service improvements were later evening service (5.1%) and a route closer to home (4.9%).

**Exhibit 27 - How satisfied are you with the routing and schedule on this route?**



**Exhibit 28 - Rank potential service improvements you think is most important?**

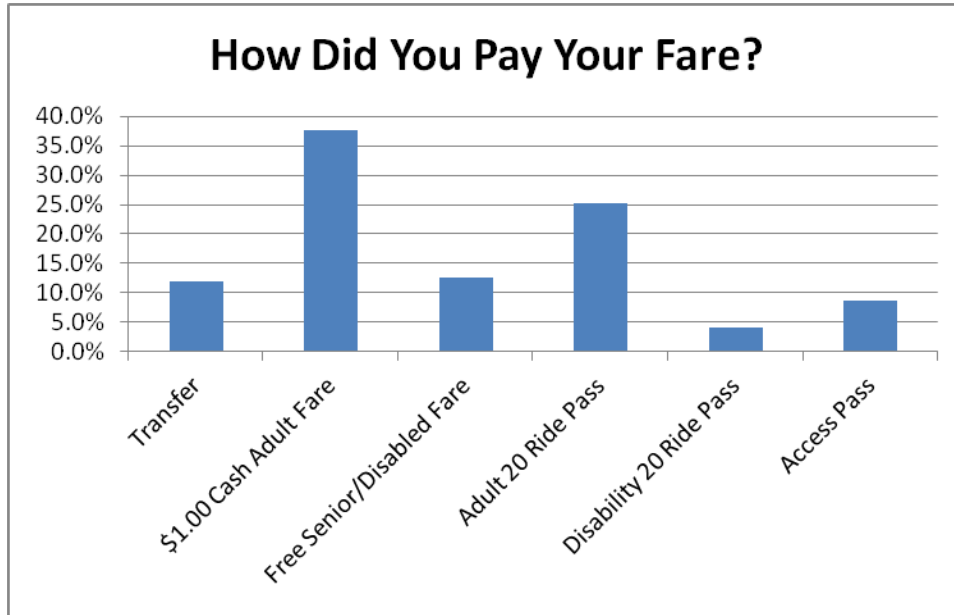




**How did you pay your fare on this bus?**

A high number of SMTD riders (37.6%) paid the adult cash fare to ride the bus followed by 25.2% that used the “Adult 20 Ride Pass” to pay their fare. The free senior fare and disabled fare categories were used by 12.5% of the riders.

**Exhibit 29 - How did you pay your fare on this bus?**



**If you have access to the internet, have you ever visited SMTD online?**

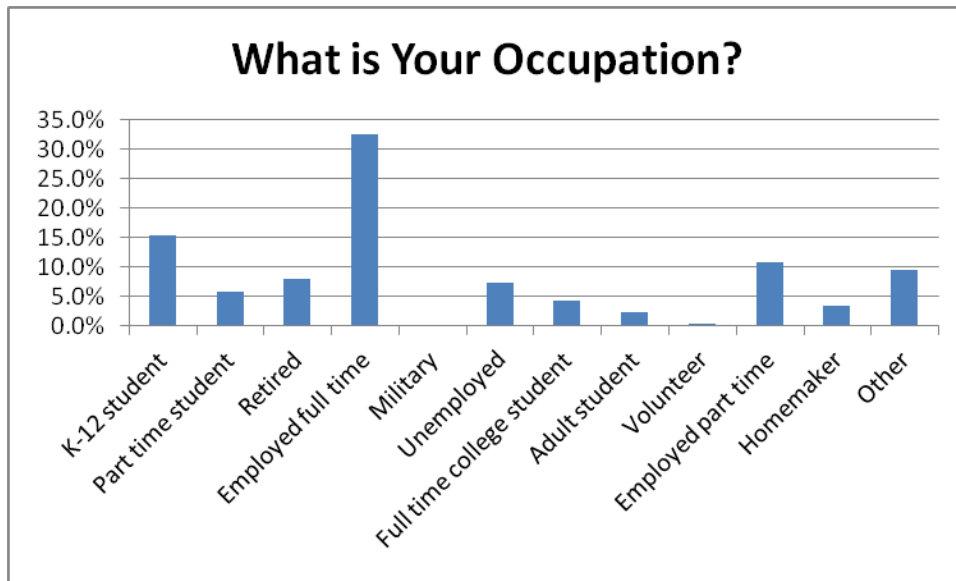
A significantly high number of riders (71.2%) have not utilized the internet to access SMTD information online.

**3.1.3 Rider Demographic Information**

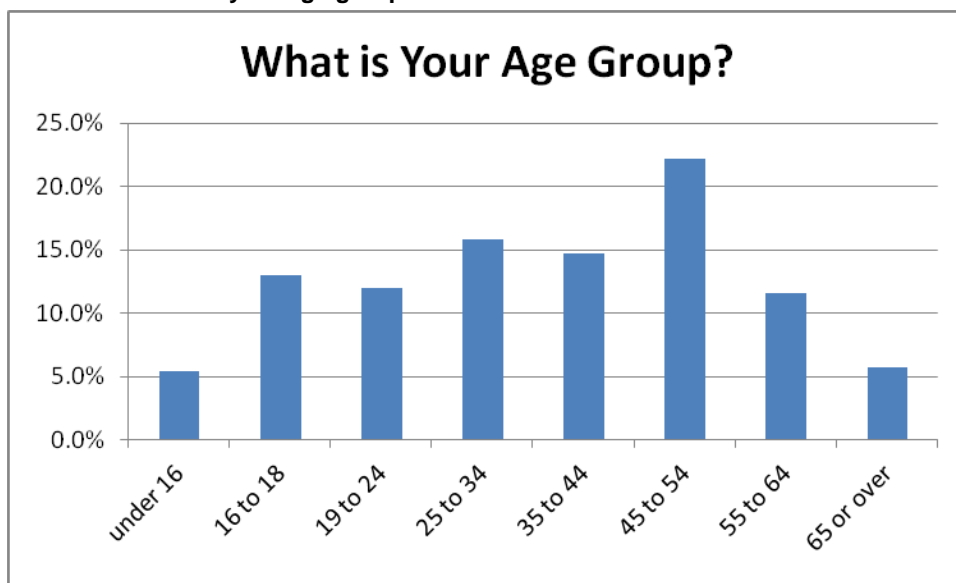
The following charts provide general demographic data collected from the survey. These include information about occupation, age group, size of household, and income level of household. The graphs provide a visual representation of the Springfield citizens utilizing SMTD service.

In summary, 32.6% of SMTD riders are employed full-time followed by 15.4% that are K-12 students. The age group of 45 to 54 represents the largest group of riders by age (22.2%) followed by the 25 to 34 and 35 to 44 age groups. A higher percentage of females ride the bus at 53.8% vs. 46.2% of males. Regarding household size, 27% live alone followed by households with two and three occupants. Income level of \$15,000 to \$25,000 for a household includes 28.7% of the riders followed by 21.3% earning less than \$5,000 annually. The typical rider is a middle-aged female earning below \$25,000 annually.

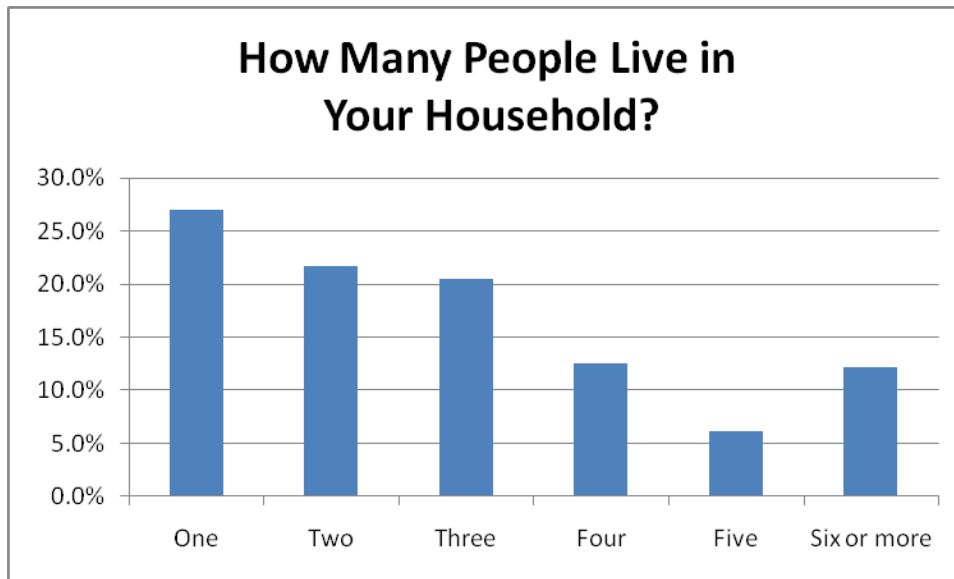
**Exhibit 30 - What is your occupation?**



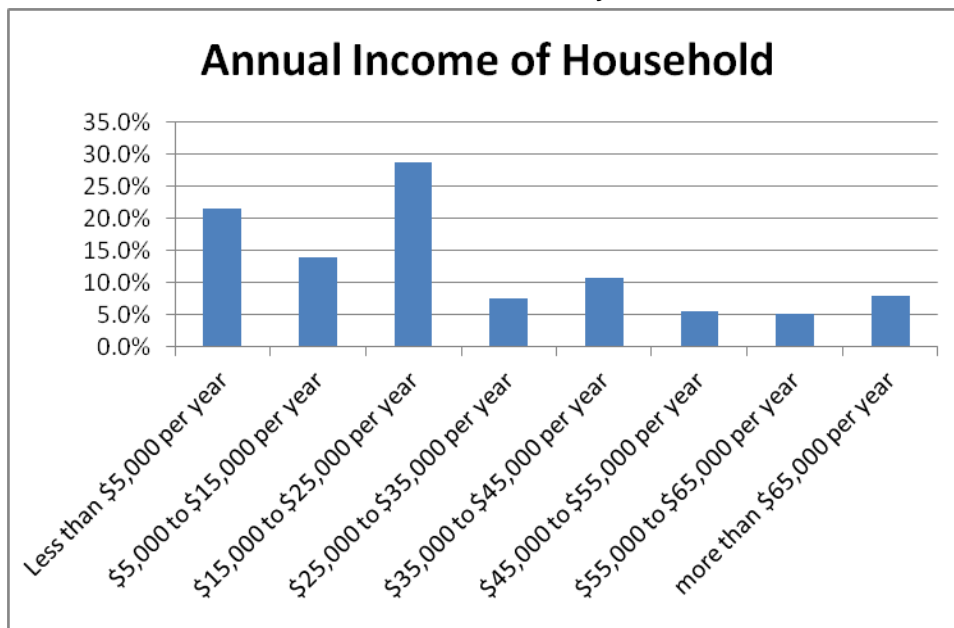
**Exhibit 31 - What is your age group?**



**Exhibit 32 - How many people, including yourself, live in your household?**



**Exhibit 33 - What is the combined annual income of your household?**



### 3.2 Online Survey

In addition to the on-board survey, an on-line survey was posted on the SMTD web site from May 15 through June 26, 2009. 627 responses were received from the public. The questions were formatted differently than the on-board survey in order to capture comments from non-riders as well as obtain more information regarding the service needs of current riders.

### 3.2.1 Summary of Online Survey Findings

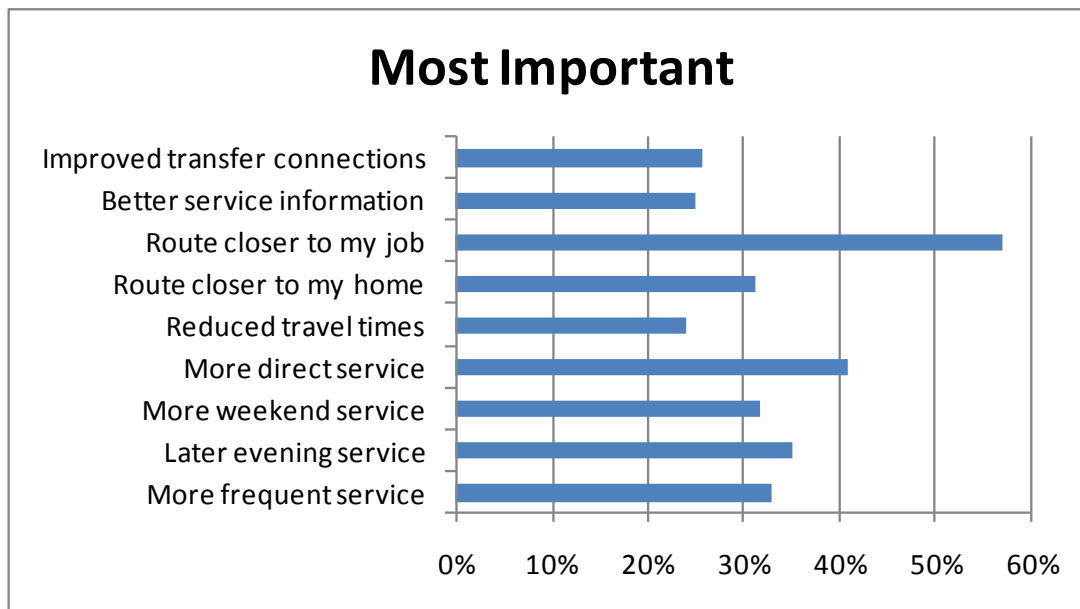
The majority of the respondents have used SMTD services (54.4%). For those online respondents who have not used SMTD services, 77.2% indicated that the reason for not using SMTD was “does not go where I need to go (not convenient to use)”. This was followed by 31.5% indicating that the “bus stop is not conveniently located”. The third question received a 74.7% response rate indicating a high number of the public believe that SMTD does not serve the right areas.

When asked to rank the potential service improvements in terms of relative importance to the respondent, six out of nine potential service improvements were ranked as “most important” to the online respondents. The biggest priorities were 1) a route closer to their job; 2) more direct service; and 3) later evening service. The single biggest unmet need identified by respondents was service to the West Wabash employment area.

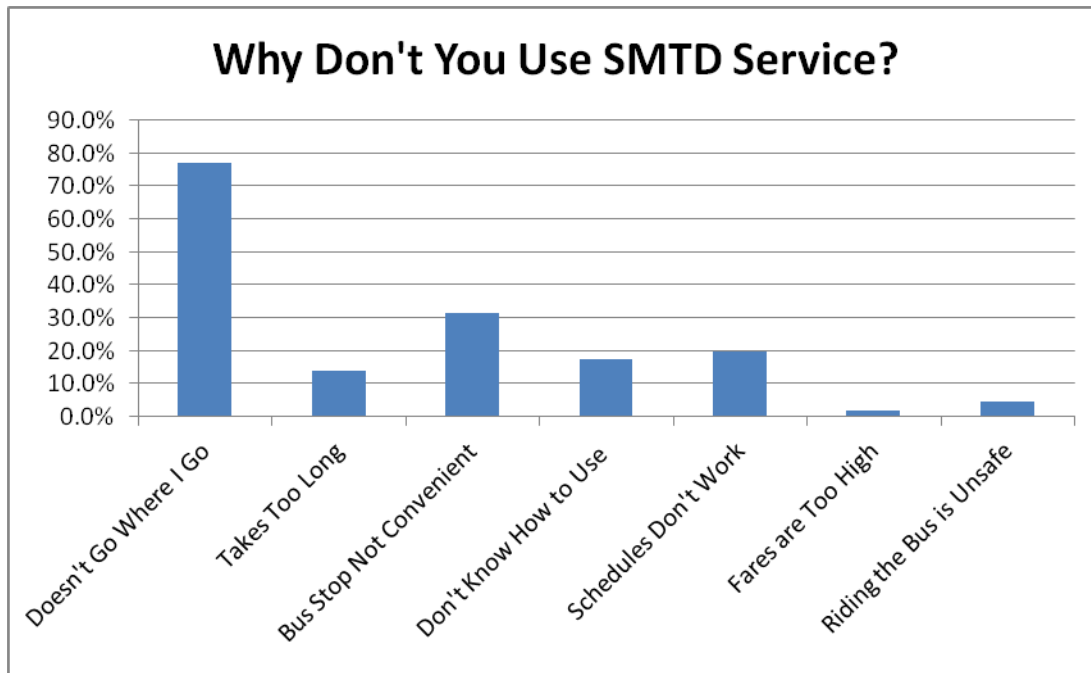
By comparison, the top three categories ranking the highest in potential service improvements by the on-board survey respondents were: 1) more frequent service; 2) more weekend service, and 3) later evening service.

The following exhibits provides additional information of the priority rankings for service improvements noted by the online respondents as well as why they do not ride the bus.

**Exhibit 34 - Rank the Following Potential Service Improvements**



**Exhibit 35 - Why don't you use SMTD?**



**How would you rate the following SMTD areas?**

In regard to rating the service SMTD provides through its drivers, website, and phone support, 34% indicated that the drivers and web site are “good” and 47 % rated phone support with “no opinion”.

**Is there a specific destination you would like to reach from your home?**

66.9% of online respondents indicated there is a specific location they would like to reach from their home. 298 respondents listed the location name for an area they would like to reach by bus. Of those, 212 indicated the West Wabash employment area needs bus service. Other destinations that were noted multiple times by the respondents included:

- Walmart Supercenter
- Golden Corral
- Senior Center
- Meijers in the west side
- University of Illinois
- Dirksen Parkway
- St. John’s Hospital

**What time would you like to make this trip?**

When survey respondents were asked what time they would like to make a bus trip, there were a significant number that indicated they need to be at work by 7am and leave work at 5pm, 6pm and 7pm. A number of these respondents indicated they work in West Wabash and apparently have extended work hours.

### 3.3 Sandhill Community Survey

The Sandhill community in North Springfield is an area where trailer park homes are located along the Peoria Road corridor. A number of the residents do not have computer access and, currently, there is no bus service in the area. To assure that as many residents as possible were included in the survey project, a paper version of the online survey was distributed to the community on June 26, 2009. The following is a summary of the findings of the 30 survey forms that were returned:

Nineteen of the respondents indicated they have not used SMTD services and 22 noted that SMTD does not serve the right areas. The top three reasons indicated for not using the bus were:

- Bus stop is not conveniently located
- Does not go where I need to go
- Don't know how to use the system

The primary comments regarding where bus service is needed was for the locations of Sandhill Road and Peoria Road, and Dirksen Parkway and Peoria Road. The common destinations indicated for where they would like to reach included downtown Springfield, Walmart on Dirksen, and Memorial Hospital. There were several locations throughout the area that residents indicated they would like to commute by bus to reach their work site. Most respondents noted that they need bus service weekdays between 6am and 6pm.

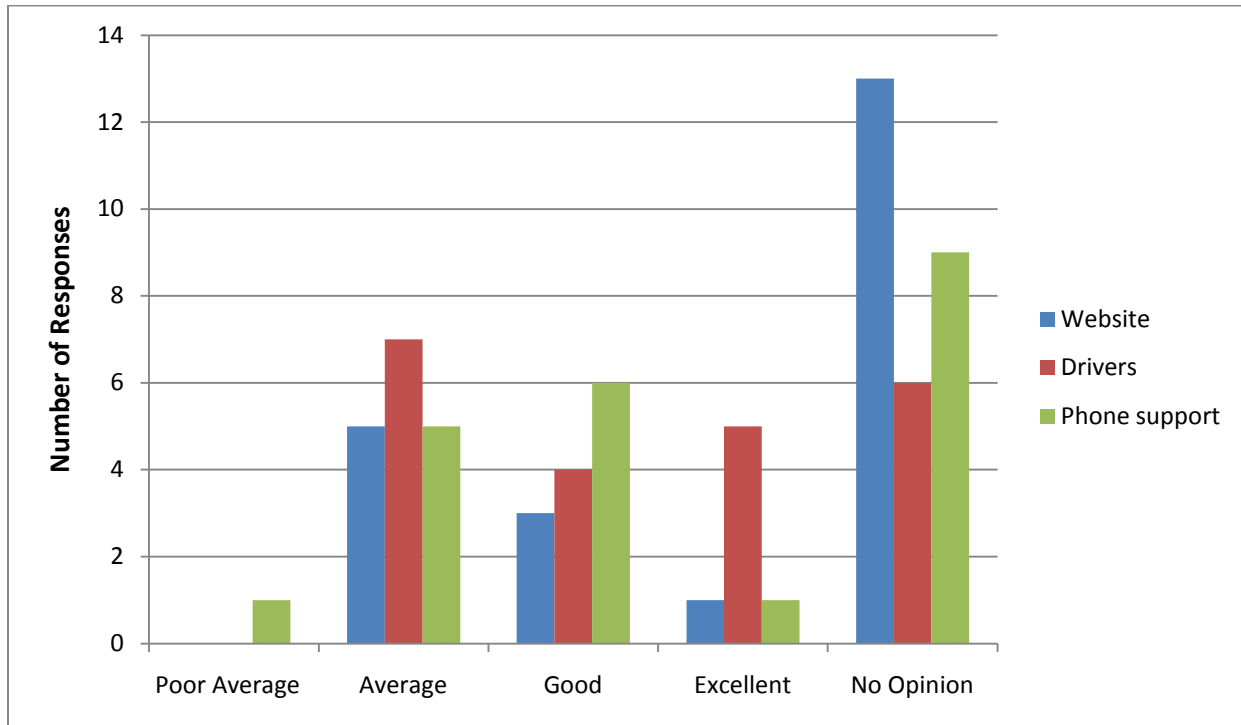
The survey asked participants to rate potential service improvements that were important to them. Of the nine service improvement categories, seven categories received 10 or more votes indicating the improvement was 'most important'.

The improvement ratings are listed in order of importance as follows:

- Route closer to home
- More weekend service
- Improved transfers
- More frequent service
- Better service information
- Route closer to job
- More direct service

The following exhibit displays the responses to the question of how the participant rates specific areas of SMTD services.

**Exhibit 36 - How would you rate the following SMTD areas?**



### 3.4 Service Provided

The analysis of SMTD’s services is based upon information collected during the month of May 2009 through boarding counts and timing observations by on-board surveyors riding every trip. Data concerning service span, service frequency, hours provided, and ridership has been collected from a number of sources and are consolidated in tables and graphics which are displayed in this section. This section provides details of the analysis performed for existing operations of SMTD bus routes. Among the subjects covered in this section are:

- Ridership by system and individual route
- Service levels by system and individual route
- Ridership productivity analysis

Thirteen fixed routes serve Springfield. For analysis purposes, we split all through-routes in downtown into two segments. For example, Route 1 North 5th continues as Route 1 South 5th after meeting other routes at the transit center. For this analysis, although some routes share the same route number, the through-routes were viewed as separate routes since the markets and attractors served are significantly different from each other. There is one route without a route number and is referred to as “Harrison Park”. This analysis is focused on service provided by the fixed-route system and does not include the ADA paratransit service. A summary of service levels provided is as follows:

- Weekday regular service routes are provided from approximately 6am to 6pm
- Peak-periods, most routes provide at least 30-minute frequency
- Midday, most routes provide at least 60-minute frequency
- School tripper service is provided before and after school providing direct service for students
- Night Service routes are provided weekdays from about 6:45pm to 12:15am



- Saturday regular service routes are provided from about 6:30am to 6pm with four regular-routes and Night Service routes not operated
- Sunday service is not provided

**Exhibit 37 - Regular Weekday Routes Summary**

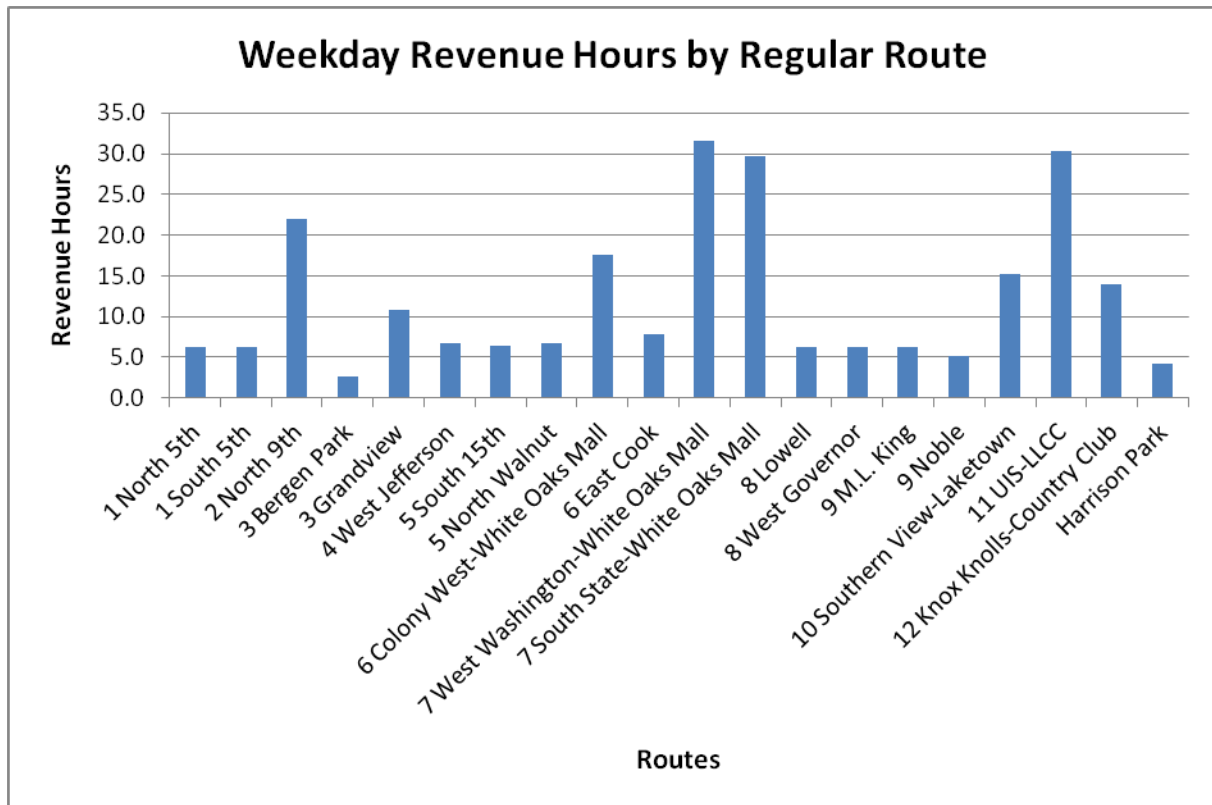
Route	Revenue Hours	Number of Trips	Weekday Boardings	Boardings Per Trip	Boardings Per Revenue Hour
1 North 5th	6.3	38	218	5.7	34.4
1 South 5th	6.3	38	112	2.9	17.7
2 North 9th	21.9	49	683	13.9	31.2
3 Bergen Park	2.7	16	75	4.7	28.1
3 Grandview	10.8	43	262	6.9	24.4
4 West Jefferson	6.8	35	133	3.8	19.6
5 South 15th	6.4	38	202	5.3	31.6
5 North Walnut	6.7	40	245	6.1	36.8
6 Colony West-White Oaks Mall	17.5	40	173	4.3	9.9
6 East Cook	7.8	47	418	8.9	53.4
7 West Washington-White Oaks Mall	31.6	50	589	11.8	18.6
7 South State-White Oaks Mall	29.7	49	589	12.0	19.8
8 Lowell	6.2	37	193	5.2	31.3
8 West Governor	6.2	37	112	3.0	18.2
9 M.L. King	6.2	37	179	4.8	29.0
9 Noble	5.2	31	44	1.4	8.5
10 Southern View-Laketown	15.2	40	352	8.8	23.1
11 UIS-LLCC	30.3	46	638	13.9	21.0
12 Knox Knolls-Country Club	13.9	38	181	4.8	13.1
Harrison Park	4.2	14	18	1.3	4.3
Totals	241.9	763	5,416	7.1 (avg)	22.4 (avg)

Source: SMTD route profile summary reports

**3.4.1 Weekday Revenue Hours by Route**

SMTD regular fixed-route service operates approximately 242 revenue hours each weekday. Routes 7 West Washington, 7 South State and 11 UIS-LLCC provides the most service hours (30.3 to 31.6) while Route 3 Bergen Park and Harrison Park provides the least service hours (2.7 to 4.2). The relative amount of weekday service hours provided by each route is shown in the following exhibit.

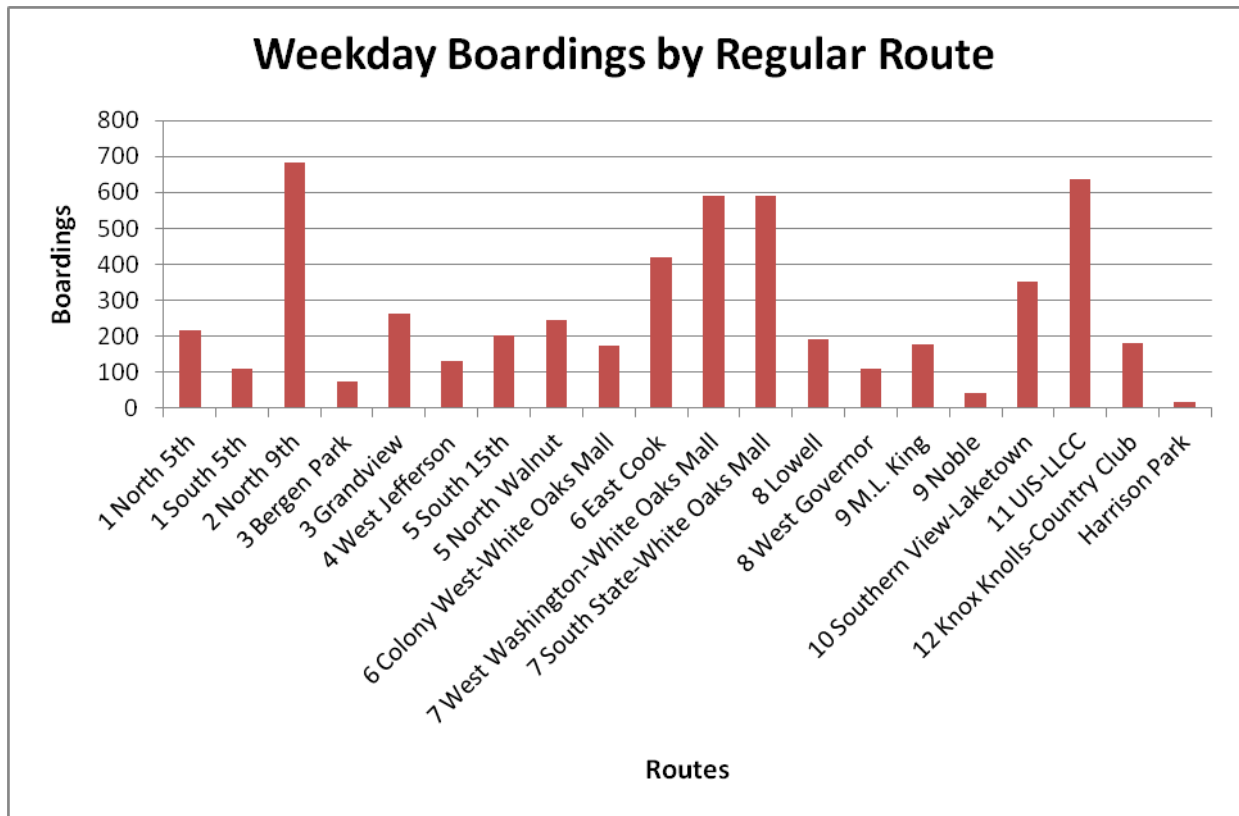
**Exhibit 38 - Regular Routes Weekday Revenue Hours**



**3.4.2 Weekday Ridership by Route**

Weekday ridership on SMTD regular fixed-route service is over 5,400. Daily per route ridership ranges from a high of 683 on Route 2 North 9th to a low of 18 on Route 3 Bergen Park. The next two highest ridership routes are Routes 7 West Washington and 7 South State at 589 each and 11 UIS-LLCC with 638 daily boardings. The distribution of ridership by route is shown in the following exhibit.

**Exhibit 39 - Regular Routes Weekday Boardings**



**3.4.3 Weekday Productivity and Effectiveness**

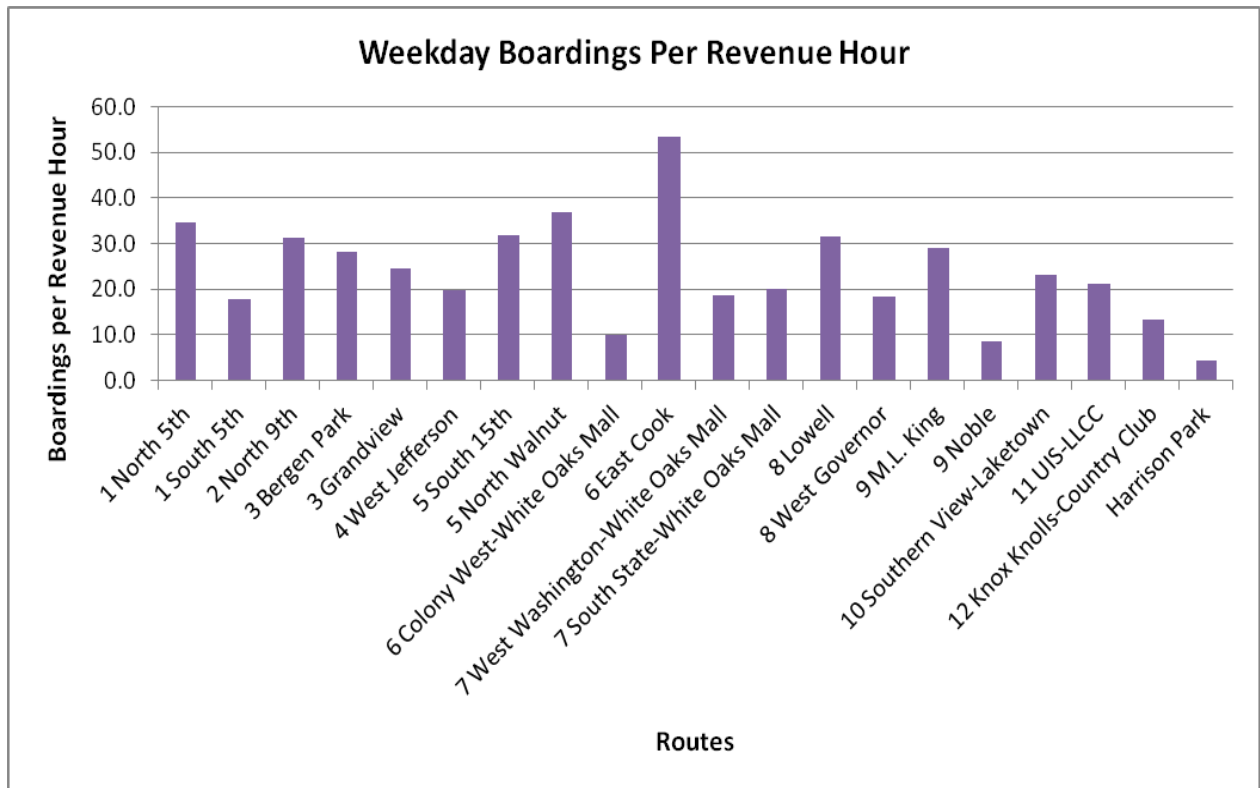
The weekday average system productivity for SMTD routes is 22.4 riders per revenue hour and 7.1 boardings per trip. System productivity and performance is summarized in the next exhibit and ranked in order of productivity from the highest to the lowest.

**Exhibit 40 - Weekday Regular Route Productivity in Rank Order**

<b>Route</b>	<b>Boardings Per Revenue Hour</b>	<b>Rank</b>
6 East Cook	53.4	1
5 North Walnut	36.8	2
1 North 5 <sup>th</sup>	34.4	3
5 South 15 <sup>th</sup>	31.6	4
8 Lowell	31.3	5
2 North 9 <sup>th</sup>	31.2	6
9 M.L. King	29.0	7
3 Bergen Park	28.1	8
3 Grandview	24.4	9
10 Southern View-Laketown	23.1	10
11 UIS-LLCC	21.0	11
7 South State-White Oaks Mall	19.8	12
4 West Jefferson	19.6	13
7 West Washington- White Oaks Mall	18.6	14
8 West Governor	18.2	15
1 South 5 <sup>th</sup>	17.7	16
12 Knox Knolls-Country Club	13.1	17
6 Colony West-White Oaks Mall	9.9	18
9 Noble	8.5	19
Harrison Park	4.3	20

Source: SMTD route profile summary reports

**Exhibit 41 - Regular Routes Weekday Boardings by Revenue Hours**



**3.4.3 Night Service Route Analysis**

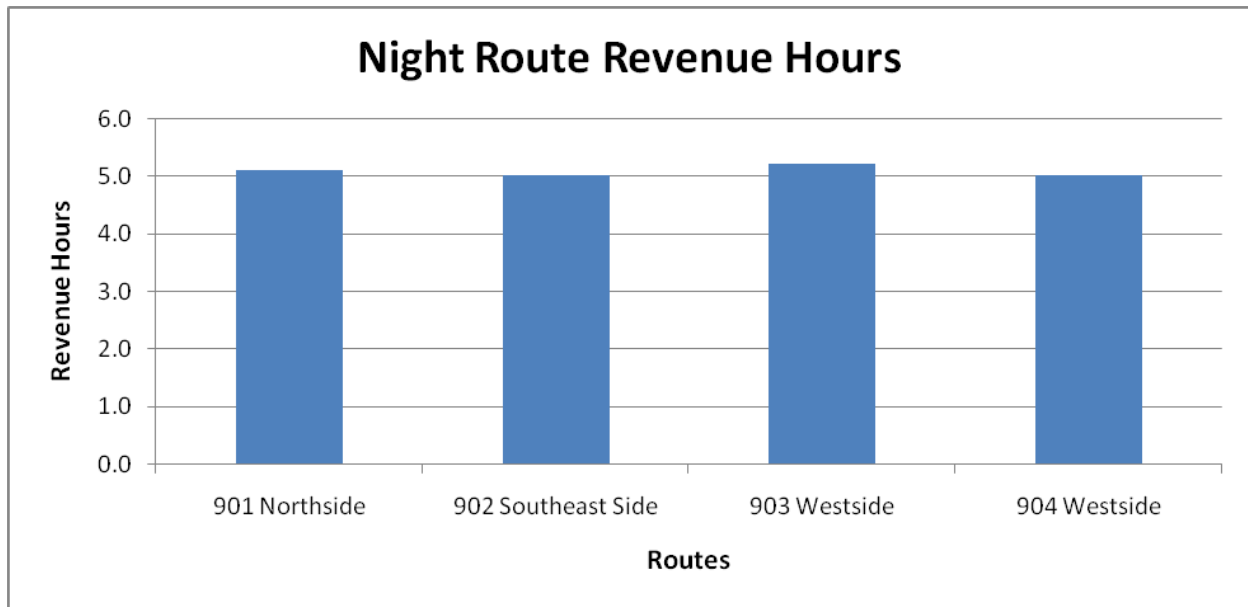
SMTD Night Service routes operate approximately 20.3 revenue hours each weeknight. The following exhibit summarizes productivity of Night Service routes.

**Exhibit 42 - Night Service Routes Summary**

Route	Revenue Hours	Number of Trips	Weekday Boardings	Boardings Per Trip	Boardings Per Revenue Hour
901 Northside	5.1	11	56	5.0	11.0
902 Southeast Side	5.0	11	64	5.8	12.7
903 Westside	5.2	11	49	4.5	9.5
904 Westside	5.0	11	52	4.7	10.4
Totals	20.3	11	221	5.0 (avg)	10.9 (avg)

Source: SMTD route profile summary reports

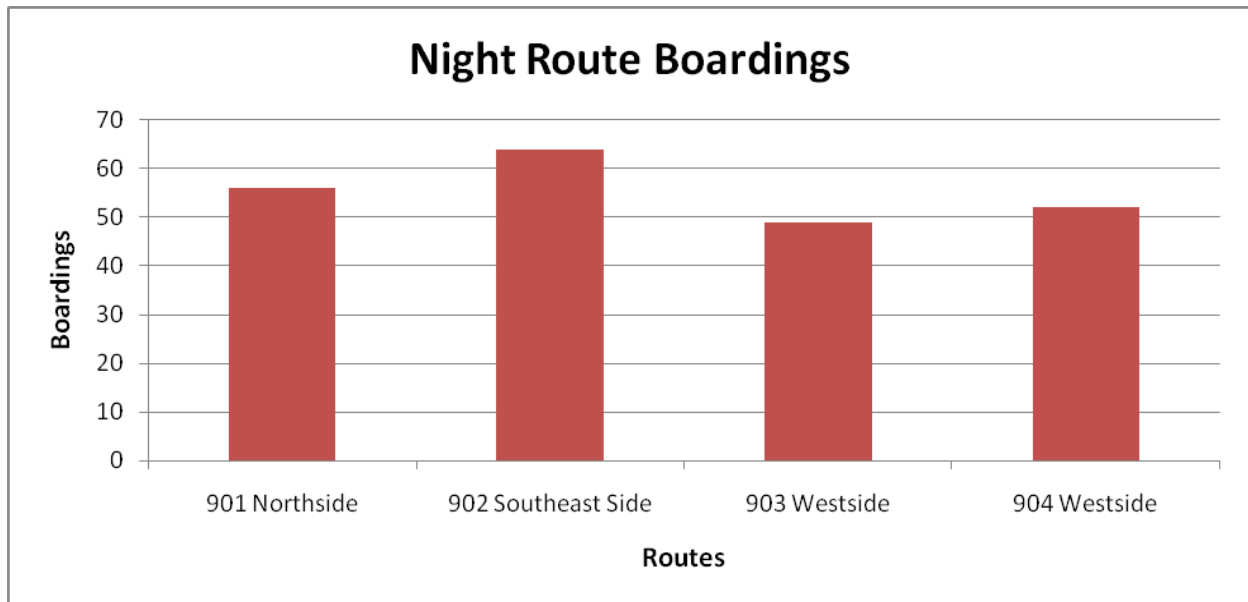
**Exhibit 43 - Night Service Routes Revenue Hours**



**Weeknight Ridership**

Weeknight ridership on SMTD Night Service routes is over 220. Daily per route ridership is nearly identical but Route 902 Southeast Side was the most utilized night route. The distribution of ridership by route is shown in the following exhibit.

**Exhibit 44 - Night Service Routes Boardings**



**Weeknight Productivity and Effectiveness**

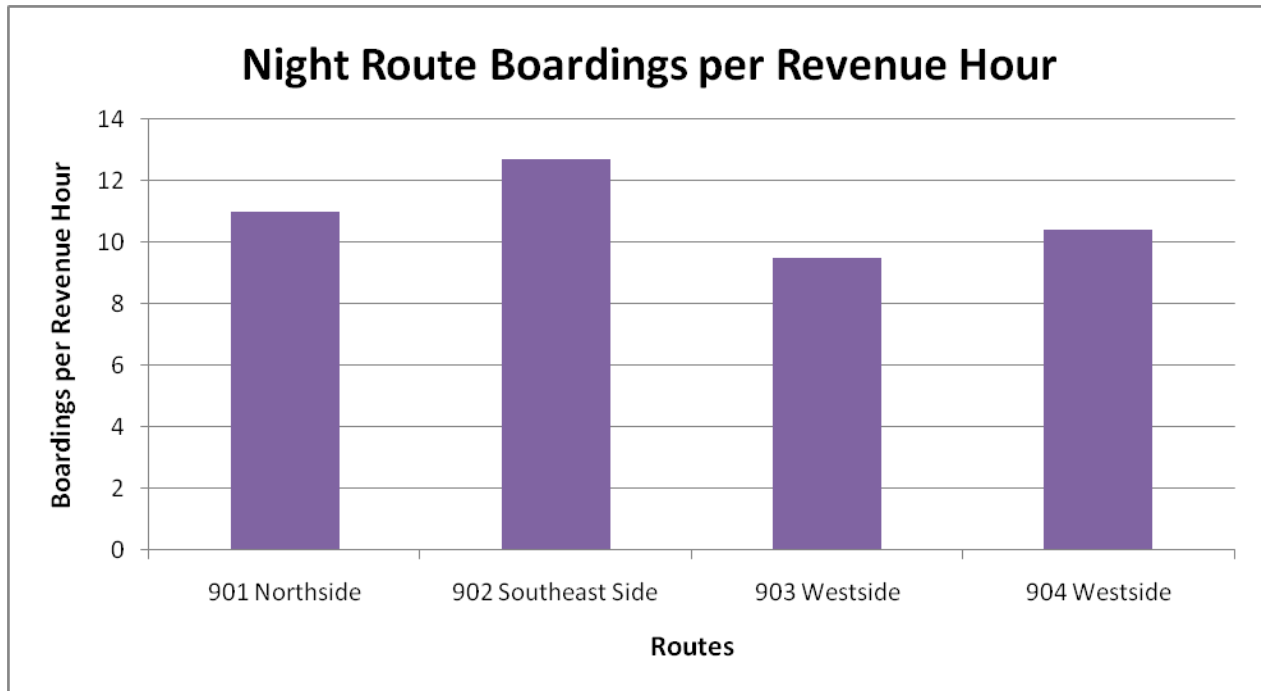
The average system productivity for SMTD Night Service routes is 10.9 riders per revenue hour and 5.0 boardings per trip. System productivity and performance is summarized in the next exhibit and ranked in order of productivity.

**Exhibit 45 - Night Service Route Productivity in Rank Order**

Route	Boardings Per Revenue Hour	Rank
902 Southeast Side	12.7	1
901 Northside	11.0	2
904 Westside	10.4	3
903 Westside	9.5	4

Source: SMTD route profile summary reports

**Exhibit 46 - Night Service Route Boardings per Revenue Hour**



**3.4.4 Regular Saturday Fixed-Route Analysis**

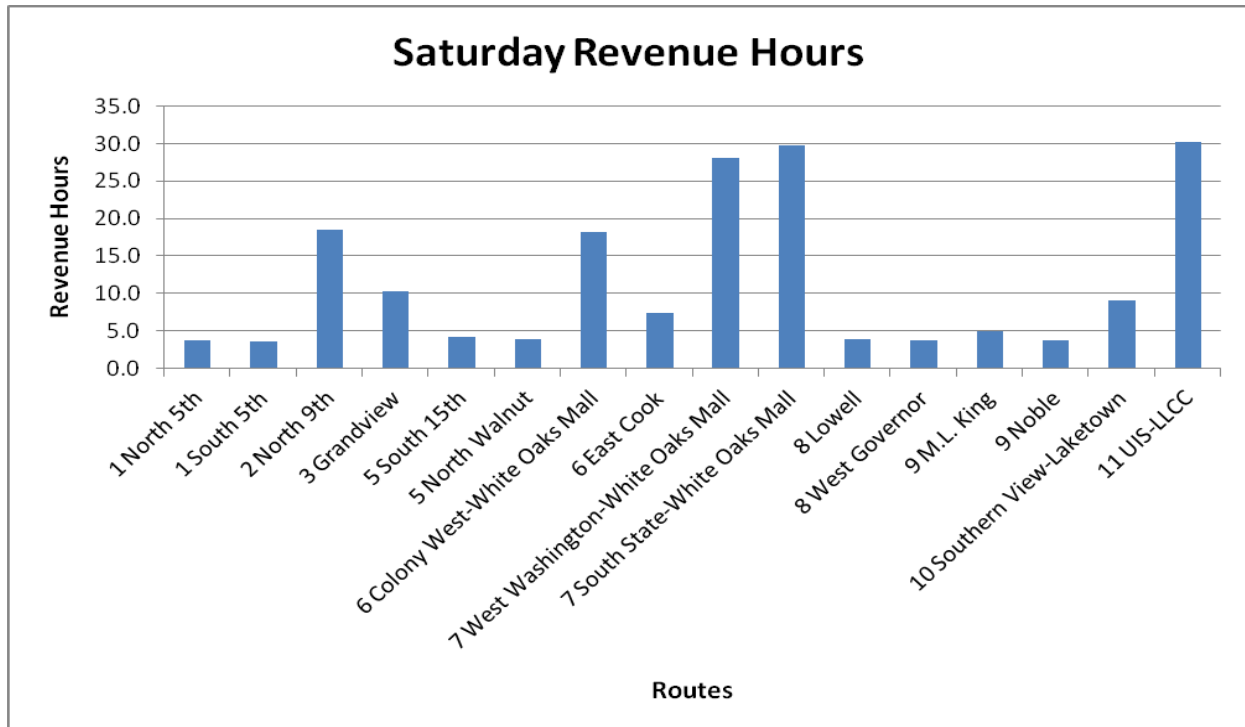
SMTD regular Saturday fixed-route service operates approximately 184 revenue hours each Saturday. Routes 7 West Washington, 7 South State, and 11 UIS-LLCC provide the most service hours (28.2 to 30.3) while Routes 1 North 5th, 8 West Governor, and 9 Noble provide the least service hours at 3.8 hours each. Night Service routes of Routes 3 Bergen Park, 4 West Jefferson, 12 Knox Knolls, and Harrison Park do not operate on Saturday. The relative amount of Saturday service hours provided by each route is shown in the following exhibit.

**Exhibit 47 - Regular Saturday Routes Summary**

Route	Revenue Hours	Number of Trips	Saturday Boardings	Boardings Per Trip	Boardings Per Revenue Hour
1 North 5th	3.8	23	114	5.0	29.7
1 South 5th	3.7	23	58	2.5	15.5
2 North 9th	18.5	42	464	11.0	25.1
3 Grandview	10.3	41	119	2.9	11.6
5 South 15th	4.2	23	93	3.7	22.1
5 North Walnut	3.9	25	95	4.1	24.4
6 Colony West-White Oaks Mall	18.2	39	115	2.9	6.3
6 East Cook	7.5	45	232	5.2	30.9
7 W Washington- White Oaks Mall	28.2	47	471	10.2	16.7
7 S State-White Oaks Mall	29.9	46	489	10.4	16.4
8 Lowell	4.0	24	27	1.1	6.8
8 West Governor	3.8	23	31	1.3	8.1
9 M.L. King	5.0	24	84	3.5	16.8
9 Noble	3.8	23	11	0.5	2.9
10 Southern View-Laketown	9.2	24	198	8.3	21.5
11 UIS-LLCC	30.3	46	320	7.0	10.5
Totals	184.3	518	2,921	5.6 (avg)	15.8 (avg)

Source: SMTD route profile summary reports

**Exhibit 48 - Saturday Fixed-Routes Revenue Hours**

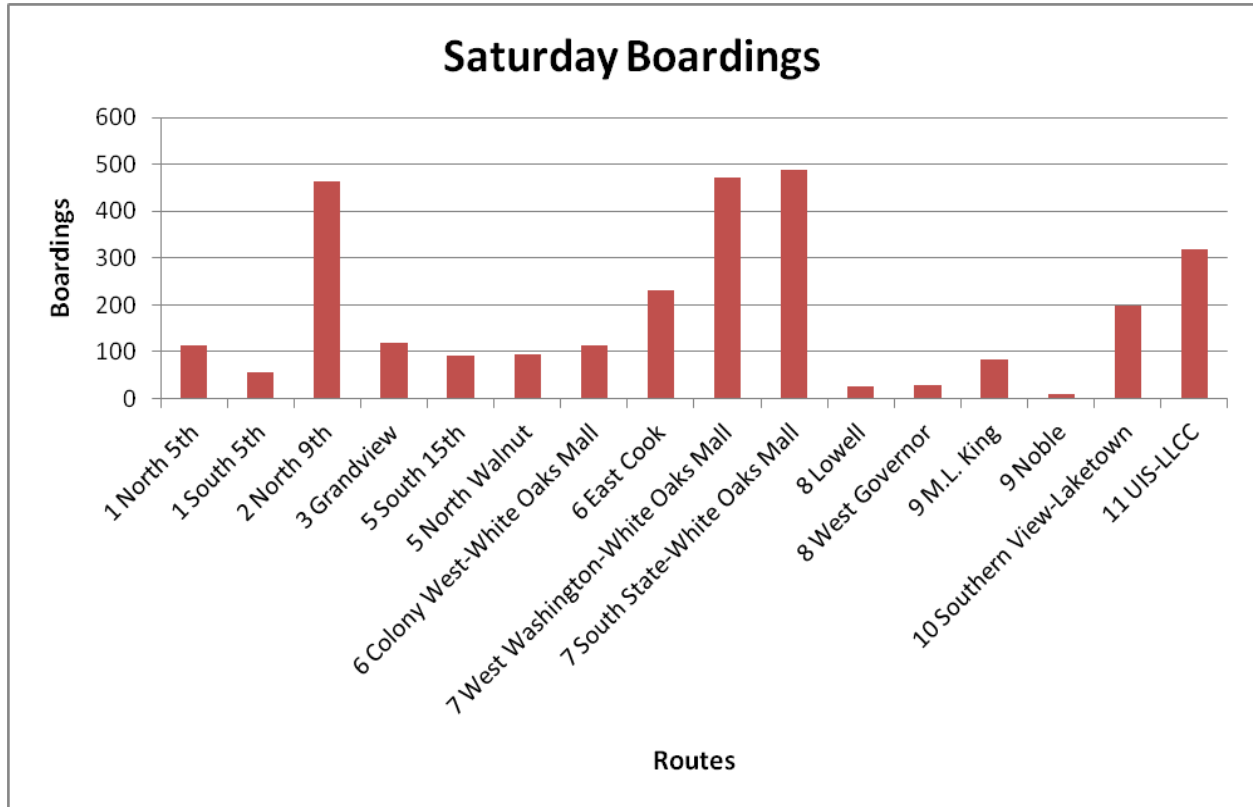




### Saturday Ridership

Saturday ridership on SMTD regular fixed-route service is over 2,900 passengers. Daily per route ridership ranges from a high of 489 on Route 7 South State to a low of 11 on Route 9 Noble. The next two highest ridership routes are Routes 7 West Washington and Route 2 North 9th at 471 and 469 boardings, respectively. The distribution of ridership by route is shown in the following exhibit.

**Exhibit 49 - Regular Routes Saturday Boardings**



### **Saturday Productivity and Effectiveness**

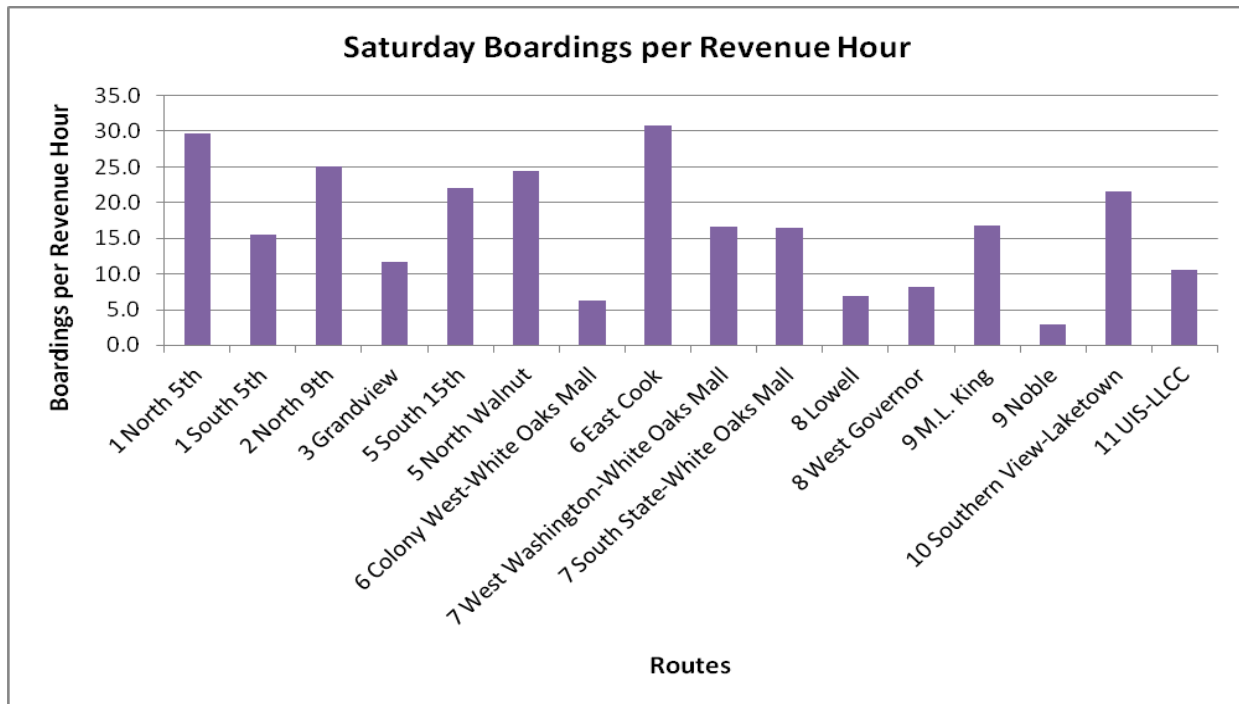
The Saturday average system productivity for SMTD routes is 15.8 riders per revenue hour and 5.6 boardings per trip. System productivity and performance is summarized in the next exhibit and ranked in order of productivity.

**Exhibit 50 - Saturday Regular Route Productivity in Rank Order**

<b>Route</b>	<b>Boardings Per Revenue Hour</b>	<b>Rank</b>
6 East Cook	30.9	1
1 North 5th	29.7	2
2 North 9th	25.1	3
5 North Walnut	24.4	4
5 South 15th	22.1	5
10 Southern View-Laketown	21.5	6
9 M.L. King	16.8	7
7 W Washington-White Oaks Mall	16.7	8
7 South State-White Oaks Mall	16.4	9
1 South 5th	15.5	10
3 Grandview	11.6	11
11 UIS-LLCC	10.5	12
8 West Governor	8.1	13
8 Lowell	6.8	14
6 Colony West-White Oaks Mall	6.3	15
9 Noble	2.9	16

Source: SMTD route profile summary reports

**Exhibit 51 - Saturday Regular Route Boardings per Revenue Hour**



**3.4.4 System On-Time Performance**

On-time performance data was collected at every timepoint during the ride-check conducted in May 2009. On-time was defined as zero to five minutes late. Approximately 93% of regular fixed-route service was on-time. The majority of the routes were on-time 100% of the time. Routes that fell below 95% on-time include: 3 Grandview (inbound), 4 West Jefferson (outbound to Emporia), 6 East Cook (inbound), 6 Colony West (inbound), 7 West Washington (in and outbound), 7 South State (in and outbound) and 8 West Governor (inbound).

The routes with the most serious on-time performance (below 80% on-time) were Route 7 West Washington and Route 7 South State in both directions.

### **Weekday On-time Performance**

The next exhibit provides on-time performance information in route order. Two of the Night Service routes were only 80% on-time (inbound 901 and 902).

**Exhibit 52 - Weekday On-Time Performance in Route Order**

<b>Route</b>	<b>Direction</b>	<b>Percent On Time</b>
1 North 5th	Outbound	100%
1 North 5th	Inbound	100%
1 South 5th	Outbound	100%
1 South 5th	Inbound	100%
2 North 9th	Outbound	97%
2 North 9th	Inbound	96%
3 Bergen Park	Outbound	100%
3 Bergen Park	Inbound	89%
3 Grandview	Outbound	91%
3 Grandview	Inbound	95%
4 West Jefferson	Outbound	90%
4 West Jefferson	Inbound	100%
4 West Jefferson Short	Outbound	100%
4 West Jefferson Short	Inbound	100%
5 North Walnut	Outbound	100%
5 North Walnut	Inbound	100%
5 South 15th	Outbound	100%
5 South 15th	Inbound	100%
6 East Cook	Outbound	100%
6 East Cook	Inbound	92%
6 Colony West-White Oaks Mall	Outbound	100%
6 Colony West-White Oaks Mall	Inbound	90%
7 W Washington-White Oaks Mall	Outbound	78%
7 W Washington-White Oaks Mall	Inbound	69%

**Exhibit 52 (cont.) - Weekday On-Time Performance in Route Order**

Route	Direction	Percent On Time
7 South State-White Oaks Mall	Outbound	72%
7 South State-White Oaks Mall	Inbound	55%
8 West Governor	Outbound	100%
8 West Governor	Inbound	94%
8 Lowell	Outbound	100%
8 Lowell	Inbound	100%
9 M.L. King	Outbound	100%
9 M.L. King	Inbound	100%
9 Noble	Outbound	100%
9 Noble	Inbound	100%
10 Southern View-Laketown	Outbound	100%
10 Southern View-Laketown	Inbound	100%
11 UIS_LLCC	Outbound	93%
11 UIS_LLCC	Inbound	82%
12 Knox Knolls-Country Club	Outbound	88%
12 Knox Knolls-Country Club	Inbound	81%
Harrison Park	Outbound	86%
Harrison Park	Inbound	100%
901 Northside	Outbound	93%
901 Northside	Inbound	80%
902 Southeast Side	Outbound	100%
902 Southeast Side	Inbound	80%
903 Westside	Outbound	92%
903 Westside	Inbound	100%
904 Westside	Outbound	100%
904 Westside	Inbound	92%

Source: Data from ridership count sheets

**Saturday On-Time Performance**

Ninety-five percent of Saturday routes operated on-time. The majority of the routes were on-time 100% of the time. Routes that fell below 95% on-time include: 6 White Oaks Mall (inbound), 9 Noble (in and outbound), 11 UIS-LLC (in and outbound), 2 North 9th (outbound), 7 West Washington (in and outbound), and 7 South State (inbound).

The routes with the most serious on-time performance (below 80% on-time) were 7 West Washington (in and outbound), 7 South State (inbound), and 11 UIS-LLC (inbound).

The following two exhibits provide on-time performance information in route order.

**Exhibit 53 - Saturday On-Time Performance in Route Order**

Route	Direction	Percent On Time
1 North 5th	Outbound	100%
1 North 5th	Inbound	100%
1 South 5th	Outbound	100%
1 South 5th	Inbound	100%
2 North 9th	Outbound	100%
2 North 9th	Inbound	86%
3 Grandview	Outbound	100%
3 Grandview	Inbound	100%
5 North Walnut	Outbound	100%
5 North Walnut	Inbound	100%
5 South 15th	Outbound	100%
5 South 15th	Inbound	100%
6 East Cook	Outbound	100%
6 East Cook	Inbound	100%
6 Colony West-White Oaks Mall	Outbound	100%
6 Colony West-White Oaks Mall	Inbound	93%
7 W Washington-White Oaks Mall	Outbound	84%
7 W Washington-White Oaks Mall	Inbound	75%
7 South State-White Oaks Mall	Outbound	95%
7 South State-White Oaks Mall	Inbound	74%
8 West Governor	Outbound	100%
8 West Governor	Inbound	100%
8 Lowell	Outbound	100%
8 Lowell	Inbound	100%
9 M.L. King	Outbound	100%
9 M.L. King	Inbound	100%
9 Noble	Outbound	91%
9 Noble	Inbound	91%
10 Southern View-Laketown	Outbound	100%
10 Southern View-Laketown	Inbound	100%
11 UIS_LLCC	Outbound	89%
11 UIS_LLCC	Inbound	74%

Source: Data from ridership count sheets

### 3.4.5 Transfer Patterns for Night Service Routes

Transfers were collected by Night Service route bus drivers during the weeks of February 9th and May 4th, 2009. There were a few transfers from the last trips of regular service routes and there was transfer activity between the various Night Service routes. The highest transfer activity between Night Service routes was as follows:

- 902 Southeast Side to 901 Northside at an average of 8.6 transfers per night
- 903 Westside/W. Washington to 901 Northside and 902 Southeast side at an average of 6.4 transfers per night
- 902 Southeast Side to 903 Westside/W. Washington to at an average of 5.8 transfers per night
- 901 Northside to 904 Westside/MacArthur at an average of 5.1 transfers per night
- 901 Northside to 902 Southeast Side at an average of 4.6 transfers per night

The following exhibit summarizes the average number of transfers per weeknight between Night Service routes.

**Exhibit 54 - Average Number of Weeknight Transfers between Night Service Routes**

From Route	To Route			
	901 Northside	902 Southeast Side	903 Westside/W Wash.	904 Westside/MacArthur
901 Northside		4.6	2.7	5.1
902 Southeast Side	8.6	0.1	5.8	2.7
903 Westside/W Wash	6.4	6.4	0.1	0.2
904 Westside/MacArthur	7.1	7.1	0.5	

Source: SMTD collected transfers

### 3.5 Route Profiles

This section provides detailed information about each route. It includes a description of the route, characteristics and unusual circumstances if any. Statistics are provided in summary form displaying ridership, productivity and service level information.

## Route 1 North 5th

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### **Route Description**

Route 1 North 5th provides service Monday through Saturday between downtown Springfield and Sangamon Avenue via the 5th Street and 6th Street corridor. It provides service to St. John's Hospital, miscellaneous businesses, single family neighborhoods, and Lincoln Park.

Ridership on Route 1 North 5th is about 34.4 passengers per revenue hour.

### **Route Characteristics**

Boardings per service hour during AM peak-period are 30.5 per hour vs. 33.2 during the PM peak-period. Midday boardings are 38.6 per revenue hour.

Saturday, boardings are 29.7 per service hour with 114 boardings.

Ridership on this route is orientated towards traveling to and from downtown and making transfer connections with other routes at the transit center. Most boarding activity outside of downtown occurs south of North Grand Avenue.

This route is through-routed with Route 1 South 5th. Night service to the hospital and along North Grand Avenue is provided by Route 901 Northside.

### **Route Statistics**

#### ***Riders***

2009 Weekday	218
2009 per Rev. Hour	34.4
2009 per Trip	5.7

#### ***Service Headway (Minutes)***

Weekday Peak	30
Weekday Base	60
Evening	No service
Saturday	60
Sunday	No service

#### ***Service Span***

Weekday	6:15A – 6:05P
Saturday	6:50A – 5:55P
Sunday	No service

#### ***Service Provided***

2009 Wkdy Rev. Hrs	6.3
2009 Weekday Trips	38



# Route 1 South 5th

## Route Description

Route 1 South 5th provides service Monday through Saturday between downtown Springfield and Apple Orchard Road via the 5th Street and 6th Street corridor. It provides service to miscellaneous businesses south of Stanford Avenue and single family neighborhoods in the Southern View and Harvard Park areas.

Ridership on Route 1 South 5th is about 17.7 passengers per revenue hour.

## Route Characteristics

Boardings per service hour during AM peak-period are 14.5 per hour vs. 19.7 during the PM peak-period. Midday boardings are 18.5 per revenue hour.

Saturday boardings are 15.5 per service hour with 58 boardings.

Ridership on this route is orientated towards traveling to and from downtown and making transfer connections with other routes at the transit center. On and off boarding activity occurs along most of the route with the 6th Street and Stanford Avenue stop the busiest.

This route is through-routed with Route 1 North 5th. A portion of the route is served by night service on Route 902 Southeast Side to Baker Drive and South 6th.

Route 1 South 5th operates via a large one-way clockwise loop in the south end serving single family neighborhoods prior to returning north on 6th Street. Inbound riders along the 10th/11th Street corridor must board outbound buses and wait for time at the terminal.

Route 1 South 5<sup>th</sup> and Route 10 Southernview travel along the 5<sup>th</sup> and 6<sup>th</sup> Street corridor paralleling Route 8 Laurel north of Laurel Street.

## Route Statistics

### **Riders**

2009 Weekday	112
2009 per Rev. Hour	17.7
2009 per Trip	2.9

### **Service Headway (Minutes)**

Weekday Peak	30
Weekday Base	60
Evening	No service
Saturday	60
Sunday	No service

### **Service Span**

Weekday	6:00A – 5:55P
Saturday	7:15A – 5:50P
Sunday	No service

### **Service Provided**

2009 Wkdy Rev. Hrs	6.3
2009 Weekday Trips	38

## Route 2 North 9th

---

### Route Description

Route 2 North 9th provides service Monday through Saturday between downtown Springfield and the Dirksen Parkway Walmart and surrounding retail area via the North 9th Street and Sangamon Avenue corridor. It provides service to miscellaneous businesses and retail locations en-route. Southbound, this route serves the very large single family neighborhood of Northgate and, during peak-hours, the Indian Hills sub-division north of Sangamon Avenue.

Ridership on Route 2 North 9th is about 31.2 passengers per revenue hour.

### Route Characteristics

Boardings per service hour during AM peak-period are 31.9 per hour vs. 32.9 during the PM peak-period. Midday boardings are 29.9 per revenue hour.

Saturday boardings are 25.1 per service hour with 464 boardings.

Route 2 has a major destination at both route ends – the downtown transit center and Walmart on Dirksen Parkway. The North 9th Street corridor is very busy with on and off activity, but it is mostly orientated towards alightings outbound and boardings inbound. Significant boarding activity outside of downtown occurs at Walmart and stops near North Grand Avenue along North 9th Street. Boarding activity through the single family neighborhood of Northgate is minimal.

Portions of this route are served by night service on Route 901 Northside to Sangamon Avenue and Walmart.

Route 2 North 9th operates via a large one-way clockwise loop in the Northgate single family neighborhood (south of Sangamon Avenue) after stopping at Walmart. There is no direct service from this neighborhood to the Walmart retail area. In addition, peak-period boardings along the Indian Hills deviation are extremely low.

### Route Statistics

#### **Riders**

2009 Weekday	683
2009 per Rev. Hour	31.2
2009 per Trip	13.9

#### **Service Headway (Minutes)**

Weekday Peak	30
Weekday Base	30
Evening	No service
Saturday	30
Sunday	No service

#### **Service Span**

Weekday	6:15A – 6:20P
Saturday	6:02A – 6:20P
Sunday	No service

#### **Service Provided**

2009 Wkdy Rev. Hrs	21.9
2009 Weekday Trips	49

## Route 3 Grandview (clockwise loop)

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### Route Description

Route 3 Grandview provides service Monday through Saturday between downtown Springfield and the Grandview and Bergen Park single family neighborhoods. It provides service to St. John's Hospital, miscellaneous businesses, and retail locations en-route.

Ridership on Route 3 Grandview is about 24.4 passengers per revenue hour.

### Route Characteristics

Boardings per service hour during the AM peak-period are 28.5 per hour vs. 20.31 during the PM peak-period. Midday boardings are 26.1 per revenue hour.

Saturday, boardings are 11.6 per service hour with 119 boardings.

Ridership on this route is orientated towards traveling to and from downtown and making transfer connections with other routes at the transit center. However, unlike most routes in the system, Route 3 Grandview has boarding and alighting activity along the length of the route. This is mainly due to the one-way routing where inbound riders are boarding outbound buses while outbound riders are also alighting.

The busiest outbound stops for both boarding and alighting are along the western segment of the route at Carpenter Street and 15th Street; Division Street and 13th Street; and Converse Street and Michigan Avenue. Boarding activity along North Grand Avenue is minimal.

Inbound, Route 3 Grandview boarding and alighting activity is active at the stops along Milton Avenue; at Clear Lake Avenue and Forrest Avenue; and at Martin Luther King Jr. Drive and Adams Street.

Portions of this route are served by night service on Route 901 Northside along Milton Avenue and Clear Lake Avenue.

Route 3 Grandview operates via a large one-way clockwise loop via the Grandview neighborhood along East Grand Avenue and then returning via the Bergen Park neighborhood. Riders destined to downtown along the western portion of the route must travel via the large one-way loop while riders returning to Bergen Park must ride through the Grandview area first.

Peak-period service, mainly the morning peak, is provided in the opposite direction on Route 3 Bergen Park.

### Route Statistics

#### **Riders**

2009 Weekday	262
2009 per Rev. Hour	24.4
2009 per Trip	6.9

#### **Service Headway (Minutes)**

Weekday Peak	40
Weekday Base	40
Evening	No service
Saturday	35
Sunday	No service

#### **Service Span**

Weekday	6:10A – 6:10P
Saturday	6:30A – 6:10P
Sunday	No service

#### **Service Provided**

2009 Wkdy Rev. Hrs	10.8
2009 Weekday Trips	43

## Route 3 Bergen Park (counter-clockwise loop)

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### Route Description

Route 3 Bergen Park provides service peak-periods only between downtown Springfield and the Bergen Park and Grandview single family neighborhoods via Pioneer Park and Clear Lake Avenue. It provides service to St. John's Hospital, miscellaneous businesses, and retail locations when returning to downtown.

Ridership on Route 3 Bergen Park is about 28.1 passengers per revenue hour.

### Route Characteristics

Boardings per service hour during the AM peak-period are 30.4 per hour vs. 12.0 during the PM peak-period.

Ridership on this route is orientated towards traveling to and from downtown and making transfer connections with other routes at the transit center. However, unlike most routes in the system, Route 3 Bergen Park has boarding and alighting activity along the length of the route. This is mainly due to the one-way routing where inbound riders are boarding outbound buses while outbound riders are also alighting.

During the morning peak-hours, the inbound trips provide the most direct routing to downtown from the western end of the route. However, there is minimal boarding activity along North Grand Avenue and through the neighborhoods south of there. There is some ridership activity in this area that indicates that riders are boarding outbound trips along Clear Lake Avenue and Milton Avenue as there are significant number of alightings at North Grand Avenue and 13th Street.

In addition, this route provides only one afternoon peak trip from downtown offering the most direct routing to Bergen Park. Ridership patterns indicate very little activity on outbound Route 3 Bergen Park trips.

Portions of this route are served by night service on Route 901 Northside along Milton Avenue and Clear Lake Avenue.

Route 3 Bergen Park operates via a large one-way counter-clockwise loop via the Bergen Park neighborhood along Clear Lake Avenue and Milton Avenue and then returning via the Grandview neighborhood along North Grand Avenue. Route 3 Grandview provides service in the opposite direction all day, Monday through Saturday.

Peak-period service is limited to six morning trips and one evening trip. Riders returning to Bergen Park at other times must ride Route 3 Grandview via a large one-way loop.

### Route Statistics

#### **Riders**

2009 Weekday	75
2009 per Rev. Hour	28.1
2009 per Trip	4.7

#### **Service Headway (Minutes)**

Weekday Peak	6am trips; 1pm trip
Weekday Base	No service
Evening	No service
Saturday	No service
Sunday	No service

#### **Service Span**

Weekday	Peak-periods
Saturday	No service
Sunday	No service

#### **Service Provided**

2009 Wkdy Rev. Hrs	2.7
2009 Weekday Trips	16

## Route 4 West Jefferson

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### Route Description

Route 4 West Jefferson provides weekday service between downtown Springfield along the West Jefferson corridor west of Veterans Parkway. It provides service to miscellaneous businesses and retail locations en-route.

Ridership on Route 4 West Jefferson is about 19.5 passengers per revenue hour.

### Route Characteristics

Boardings per service hour during the AM peak-period are 20.0 per hour vs. 17.0 during the PM peak-period. Midday boardings are 22.2 per revenue hour.

Ridership on this route is orientated towards traveling to and from downtown and making transfer connections with other routes at the transit center. Outbound, riders are using this route to reach downtown locations along the Jefferson/Washington corridor as well as travel to the stop on East Jefferson at Bonasinga, a high rise senior housing complex. Boarding activity is very minimal west of this location.

Route 4 is one of two routes nearest the Senior Services of Central Illinois Senior Center at North Walnut Street and West Mason Street. However, bus stop locations are inconvenient and walking access is difficult especially for older and disabled riders.

Midday service operates to Bruins Lane only with peak-period service extended to Youngstown Hills. During peak hours, riders from Bruins Lane must board outbound trips and ride via Youngstown Hills to travel inbound.

### Route Statistics

#### **Riders**

2009 Weekday	133
2009 per Rev. Hour	19.6
2009 per Trip	3.8

#### **Service Headway (Minutes)**

Weekday Peak	35
Weekday Base	60
Evening	No service
Saturday	No service
Sunday	No service

#### **Service Span**

Weekday	6:15A – 5:55P
Saturday	No service
Sunday	No service

#### **Service Provided**

2009 Wkdy Rev. Hrs	6.8
2009 Weekday Trips	35

## Route 5 North Walnut

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### Route Description

Route 5 North Walnut provides service Monday through Saturday via a one-way loop between downtown Springfield and North Grand Avenue and Lincoln Avenue. It provides service to miscellaneous businesses and retail locations in the north downtown area as well as Memorial Medical Center, Illinois National Guard, miscellaneous State of Illinois offices, and single family neighborhoods including Enos Park.

Ridership on Route 5 North Walnut is about 36.8 passengers per revenue hour.

### Route Characteristics

Boardings per service hour during the AM peak-period are 30.9 per hour vs. 27.2 during the PM peak-period. Midday boardings are 51.0 per revenue hour.

Saturday boardings are 22.1 per service hour with 93 boardings.

Ridership on this route is orientated towards traveling to and from downtown and making transfer connections with other routes at the transit center. Stops along most of the route are active with significant boarding activity at North Grand Avenue and Rutledge Street. Carpenter Street and Memorial Hospital are also busy stop locations.

This route is through-routed with Route 5 South 15th. Also, portions of this route are served by night service on Route 901 Northside to Memorial Hospital and Rutledge Street to North Grand Avenue.

Route 5 North Walnut operates via a one-way counter-clockwise loop in the North Grand Avenue single family neighborhood after stopping at Memorial Hospital. Inbound, this route stops about one block from the hospital and hospital riders appear to be boarding outbound buses to travel inbound.

Route 5 is one of two routes that are nearest the Senior Services of Central Illinois Senior Center at N Walnut Street and W Mason Street. The bus stop location is about six blocks uphill from the center.

### Route Statistics

#### ***Riders***

2009 Weekday	245
2009 per Rev. Hour	36.8
2009 per Trip	6.1

#### ***Service Headway (Minutes)***

Weekday Peak	30
Weekday Base	60
Evening	No service
Saturday	60
Sunday	No service

#### ***Service Span***

Weekday	5:50A – 6:05P
Saturday	6:18A – 5:55P
Sunday	No service

#### ***Service Provided***

2009 Wkdy Rev. Hrs	6.7
2009 Weekday Trips	40

## Route 5 South 15th

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### Route Description

Route 5 South 15th provides service Monday through Saturday between downtown Springfield and Lenox Avenue and S 14th Street via the Capital Avenue, 11th Street and 13th Street corridors. It provides service to miscellaneous businesses but mainly to single family neighborhoods south of Capital Avenue including Harvard Park.

Ridership on Route 5 South 15th is about 31.6 passengers per revenue hour.

### Route Characteristics

Boardings per service hour during the AM peak-period are 28.5 per hour vs. 31.0 during the PM peak-period. Midday boardings are 34.7 per revenue hour.

Saturday boardings are 24.4 per service hour with 95 boardings.

Ridership on this route is orientated towards traveling to and from downtown and making transfer connections with other routes at the transit center. Stops along most of the route are active with no particular location significant.

Route 5 South 15th operates via a one-way loop where the inbound and outbound stops are about two blocks apart. However, there are significantly more boardings inbound on South 13th Street/South 15th Street than outbound alightings along South 11th Street. Alightings are occurring inbound indicating riders riding the loop to avoid walking the two blocks.

This route is through-routed with Route 5 North Walnut and a portion of the route is served by night service on Route 902 Southeast Side traveling along Ash Street.

### Route Statistics

#### **Riders**

2009 Weekday	202
2009 per Rev. Hour	31.6
2009 per Trip	5.3

#### **Service Headway (Minutes)**

Weekday Peak	30
Weekday Base	60
Evening	No service
Saturday	60
Sunday	No service

#### **Service Span**

Weekday	6:00A – 5:55P
Saturday	6:45A – 5:55P
Sunday	No service

#### **Service Provided**

2009 Wkdy Rev. Hrs	6.4
2009 Weekday Trips	38



## Route 6 Colony West – White Oaks Mall

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### Route Description

Route 6 Colony West provides service Monday through Saturday between downtown Springfield and White Oaks Mall via Edwards Street in the Historic West Side district and MacArthur Boulevard near the Washington Knolls neighborhood. It provides service to Sherwood Plaza and K-Mart near White Oaks Mall and to businesses along MacArthur Boulevard and a business district in the Montvale Plaza area. However, this route mainly serves older single family neighborhoods along the northern portion of the route and suburban orientated areas further south

Ridership on Route 6 Colony West is about 9.9 passengers per revenue hour.

### Route Characteristics

Boardings per service hour during the AM peak-period are 11.9 per hour vs. 10.2 during the PM peak-period. Midday boardings are 8.3 per revenue hour.

Saturday boardings are 6.3 per service hour with 115 boardings.

Ridership on this route is orientated towards traveling to and from downtown and making transfer connections with other routes at the transit center. Stops along most of the route are active but with very few boardings and alightings. The busiest stops are at MacArthur Boulevard and Outer Park Drive and at the White Oaks Mall. The travel pattern to the mall seems circuitous and slow.

Peak-direction, Route 6 Colony West operates a route modification via Brentwood Drive instead of along Iles Avenue. Boarding activity along both corridors is extremely low. The route duplicates service in the Historic West Side district with Routes 7, 8, 9, and 12.

This route is through-routed with Route 6 East Cook and a portion of the route is served by night service on Routes 903 and 904 Westside traveling along MacArthur Boulevard.

### Route Statistics

#### **Riders**

2009 Weekday	173
2009 per Rev. Hour	9.9
2009 per Trip	4.3

#### **Service Headway (Minutes)**

Weekday Peak	30
Weekday Base	60
Evening	No service
Saturday	30
Sunday	No service

#### **Service Span**

Weekday	6:17A – 6:30P
Saturday	6:47A – 6:35P
Sunday	No service

#### **Service Provided**

2009 Wkdy Rev. Hrs	17.5
2009 Weekday Trips	40



## Route 6 East Cook

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### Route Description

Route 6 East Cook provides service Monday through Saturday between downtown Springfield and Ash Street and Taylor Avenue via the East Cook Street and 23rd Street corridor in the Eastview neighborhood. It provides service to miscellaneous businesses but mainly to single family neighborhoods, Springfield Southeast High School, and high density housing south of and along East Cook Street.

Ridership on Route 6 East Cook is about 53.4 passengers per revenue hour.

### Route Characteristics

Boardings per service hour during the AM peak-period are 53.5 per hour vs. 55.5 during the PM peak-period. Midday boardings are 52.3 per revenue hour.

Saturday boardings are 30.9 per service hour with 232 boardings.

Stops along most of the route are active with significant activity by the high school and along 23rd/25th Streets south of East Cook Street near a high density housing community between East Cook Street and East Kansas Street.

Route 6 East Cook operates via a one-way loop to turn the bus around. Riders traveling inbound must board outbound buses along Johnson Park Drive and Ash Street. Also, outbound trips operate via 25th Street adjacent to the high density housing complex but return two blocks away on 23rd Street.

This route is one of the busiest routes in the system. With increased ridership, traffic and ADA passengers, this route is experiencing on-time performance issues requiring drivers to request a wait for transfers at the downtown transit center on a regular basis.

Route 6 East Cook is through-routed with Route 6 Colony West except during the midday when alternate trips end downtown. A portion of the route is served by night service on Route 902 Southeast Side along East Cook Street and 25th Street.

### Route Statistics

#### **Riders**

2009 Weekday	418
2009 per Rev. Hour	53.4
2009 per Trip	8.9

#### **Service Headway (Minutes)**

Weekday Peak	30
Weekday Base	30
Evening	No service
Saturday	30
Sunday	No service

#### **Service Span**

Weekday	6:15A – 5:55P
Saturday	6:45A – 5:55P
Sunday	No service

#### **Service Provided**

2009 Wkdy Rev. Hrs	7.8
2009 Weekday Trips	47

## Route 7 West Washington

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### Route Description

Route 7 West Washington provides service Monday through Saturday between downtown Springfield and the Parkway Point shopping center via West Washington Street and through the Historic West Side district. It provides service to numerous businesses districts and retail locations as well as several single family neighborhoods. It is a shopping center orientated route with several deviations to reach malls in the southwest region.

Route 7 West Washington operates a one-way counter-clockwise loop with Route 7 South State operating the opposite direction. Inbound from Parkway Point, the route serves suburban style single family neighborhoods and a large cluster of high density housing in the “7 Pines” area.

Ridership on Route 7 West Washington is about 18.6 passengers per revenue hour.

### Route Characteristics

Boardings per service hour during the AM peak-period are 21.7 per hour vs. 16.7 during the PM peak-period. Midday boardings are 18.4 per revenue hour.

Saturday boardings are 16.4 per service hour with 489 boardings.

Unlike other routes in the system, most of the stops along the route experience regular boarding and alighting activity. This indicates that this route is not solely focused on downtown and riders are using it to travel on and off along its length. However, the boarding activity is dominantly alightings outbound and boardings inbound.

The busiest stop locations are along West Washington Street, Durkin Drive/Clocktower Drive, White Oaks Mall, Parkway Pointe, Prairie Crossing, the ‘7 Pines’ high density neighborhood and at MacArthur Boulevard and Iles Avenue. Outside of downtown, the boarding activity is highest at White Oaks Mall and nearby stops.

Route 7 West Washington is a companion route with Route 7 South State that operates in the opposite direction with a few minor route differences. For example, Route 7 South State makes a route deviation at Old Jacksonville Road and Koke Mill Road but Route 7 West Washington does not. Also, Route 7 West Washington makes a deviation to serve Prairie Crossing where Route 7 South State does not. Additionally, Route 7 South State serves the Southwest Plaza area with busy boarding activity but Route 7W operates along the west side with very few

### Route Statistics

#### **Riders**

2009 Weekday	589
2009 per Rev. Hour	18.6
2009 per Trip	11.8

#### **Service Headway (Minutes)**

Weekday Peak	30
Weekday Base	30
Evening	No service
Saturday	30
Sunday	No service

#### **Service Span**

Weekday	6:12A – 6:25P
Saturday	6:45A – 6:25P
Sunday	No service

#### **Service Provided**

2009 Wkdy Rev. Hrs	31.6
2009 Weekday Trips	50

boardings in the area.

Riders must choose the correct route to obtain the most direct routing for their destination to avoid riding via a very large loop. Also, service to Prairie Crossing is provided only by Route 7 West Washington. Therefore, riders located in nearby neighborhoods such as along Westchester Boulevard, '7 Pines' and Jerome cannot reach this location without transferring at Parkway Pointe where Routes 7 West Washington and 7 South State meet.

This route duplicates service in the Historic West Side district with Routes 6, 8, 9, and 12.

Most of this route is served by night service on Routes 903 and 904 Westside.

## Route 7 South State

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### Route Description

Route 7 South State provides service Monday through Saturday between downtown Springfield and the Parkway Point shopping center via S 2nd Street, South Grand Avenue, and MacArthur Boulevard.

It provides service to numerous businesses, complexes, and retail locations; suburban style single family neighborhoods; and a large cluster of high density housing in the “7 Pines” area. It is a shopping center orientated route with several deviations to reach malls in the southwest region.

This route operates a one-way clockwise loop with Route 7 West Washington operating the opposite direction. Inbound from Parkway Point, this route serves additional suburban style single family neighborhoods, retail, and business districts.

Ridership on Route 7 South State is about 19.8 passengers per revenue hour.

### Route Characteristics

Boardings per service hour during the AM peak-period are 19.2 per hour vs. 18.7 during the PM peak-period. Midday boardings are 20.9 per revenue hour.

Saturday boardings are 16.7 per service hour with 471 boardings.

Ridership on this route is orientated towards traveling to and from downtown and making transfer connections with other routes at the transit center. Unlike other routes in the system, at most stops along the route there is regular boarding and alighting activity. This indicates that this route is not solely focused on downtown and riders are using it to travel on and off along its length. However, the boarding activity is mainly alightings outbound and boardings inbound.

The busiest stop locations are along MacArthur Boulevard, the Jerome area, the ‘7 Pines’ high density neighborhood, Parkway Pointe, Southwest Plaza area, White Oaks Mall, Clocktower Drive/Durkin Drive, and West Washington Street. Outside of downtown, the boarding activity is highest at White Oaks Mall and nearby stops. There were only two boardings recorded along the deviation via Pine Creek Drive.

Route 7 South State is a companion route with Route 7 West Washington that operates in the opposite direction with a few minor route differences. For example, Route 7 South State

### Route Statistics

#### **Riders**

2009 Weekday	589
2009 per Rev. Hour	19.8
2009 per Trip	12.0

#### **Service Headway (Minutes)**

Weekday Peak	30
Weekday Base	30
Evening	No service
Saturday	30
Sunday	No service

#### **Service Span**

Weekday	6:15A – 6:25P
Saturday	6:45A – 6:25P
Sunday	No service

#### **Service Provided**

2009 Wkdy Rev. Hrs	29.7
2009 Weekday Trips	49

makes a route deviation at Old Jacksonville Road and Koke Mill Road but Route 7 West Washington does not. Also, Route 7 West Washington makes a deviation to serve Prairie Crossing where Route 7 South State does not. Additionally, Route 7 South State serves the Southwest Plaza area with busy boarding activity but Route 7 West Washington operates along the west side with very few boardings in the area.

Riders must choose the correct route to obtain the most direct routing for their destination to avoid riding via a large loop.

The route duplicates service in the Historic West Side district with Routes 6, 8, 9, and 12.

Most of this route is served by night service on Routes 903 and 904 Westside.

## Route 8 Lowell

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### Route Description

Route 8 Lowell provides service Monday through Saturday between downtown Springfield and Lenox Avenue and College Street via the Grand Central neighborhood. It provides service to businesses and retail locations along the 7th Street/9th Street corridor near downtown and single family neighborhoods south of Laurel Street.

Ridership on Route 8 Lowell is about 31.3 passengers per revenue hour.

### Route Characteristics

Boardings per service hour during the AM peak-period are 31.1 per hour vs. 38.0 during the PM peak-period. Midday boardings are 25.7 per revenue hour.

Saturday boardings are 6.8 per service hour with 27 boardings.

Ridership on this route is orientated towards traveling to and from downtown and making transfer connections with other routes at the transit center. Stops along most of the route are active but with minimal activity. The busiest stops are at Laurel Street and 1st and 2nd Street and along Lenox Avenue.

This route is through-routed with Route 8 West Governor. Also, portions of this route are served by night service on Routes 903 and 904 West Side along Laurel Street.

Route 8 Lowell operates via a one-way counter-clockwise loop in the single family neighborhood south of Laurel Street to turn the bus around. Riders along Lowell Street must board outbound buses to travel inbound and wait at the terminal for time.

This route parallels Routes 1 South 5th and 10 Southern View north of Laurel Street that travels along the 5th and 6th Streets corridor.

### Route Statistics

#### **Riders**

2009 Weekday	193
2009 per Rev. Hour	31.3
2009 per Trip	5.2

#### **Service Headway (Minutes)**

Weekday Peak	30
Weekday Base	60
Evening	No service
Saturday	60
Sunday	No service

#### **Service Span**

Weekday	6:00A – 5:55P
Saturday	6:30A – 5:55P
Sunday	No service

#### **Service Provided**

2009 Wkdy Rev. Hrs	6.2
2009 Weekday Trips	37

## Route 8 West Governor

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### Route Description

Route 8 West Governor provides service Monday through Saturday between downtown Springfield and Feldkamp Avenue and Lawrence Avenue via the Historic West Side district on Adams Street and Monroe Street. It provides service mainly to older single family neighborhoods.

Ridership on Route 8 West Governor is about 18.2 passengers per revenue hour.

### Route Characteristics

Boardings per service hour during the AM peak-period are 32.7 per hour vs. 15.0 during the PM peak-period. Midday boardings are 9.4 per revenue hour.

Saturday boardings are 8.1 per service hour with 31 boardings.

Ridership on this route is orientated towards traveling to and from downtown and making transfer connections with other routes at the transit center. Stops along most of the route are active with minimal activity. The busiest stops are outbound on Adams Street, mainly alightings, indicating through riders or transfers to reach this part of the downtown area.

This route is through-routed with Route 8 Lowell. Although operating along adjacent streets, the route duplicates service in the Historic West Side district with Routes 6, 7, 9, and 12.

Route 8 Laurel operates via a one-way counter-clockwise loop in a single family neighborhood west of MacArthur Boulevard to turn the bus around. Riders along Governor Street must board outbound buses to travel inbound and wait at the terminal for time.

### Route Statistics

#### **Riders**

2009 Weekday	112
2009 per Rev. Hour	18.2
2009 per Trip	3.0

#### **Service Headway (Minutes)**

Weekday Peak	30
Weekday Base	60
Evening	No service
Saturday	60
Sunday	No service

#### **Service Span**

Weekday	6:15A – 5:55P
Saturday	6:45A – 5:55P
Sunday	No service

#### **Service Provided**

2009 Wkdy Rev. Hrs	6.2
2009 Weekday Trips	37

## Route 9 M.L. King

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### **Route Description**

Route 9 M.L. King provides service Monday through Saturday between downtown Springfield and Martin Luther King Jr. Drive and Cornell Avenue via the Monroe Street and Martin Luther King Jr. Drive corridors in the Eastview community. It provides service mainly to single family neighborhoods in East Springfield and businesses east of downtown.

Ridership on Route 9 M.L. King is about 29.0 passengers per revenue hour.

### **Route Characteristics**

Boardings per service hour during the AM peak-period are 35.5 per hour vs. 25.5 during the PM peak-period. Midday boardings are 27.0 per revenue hour.

Saturday boardings are 16.8 per service hour with 84 boardings.

Ridership on this route is orientated towards traveling to and from downtown and making transfer connections with other routes at the transit center. However, unlike most other routes, this route has on and off activity along the length of the route mostly along Martin Luther King Jr. Drive and Monroe Street.

This route is through-routed with Route 9 Noble. Between 10am and 2pm, trips to downtown end at the transit center as there is no service on Route 9 Noble during this time.

### **Route Statistics**

#### ***Riders***

2009 Weekday	179
2009 per Rev. Hour	29.0
2009 per Trip	4.8

#### ***Service Headway (Minutes)***

Weekday Peak	30
Weekday Base	60
Evening	No service
Saturday	60
Sunday	No service

#### ***Service Span***

Weekday	6:00A – 5:55P
Saturday	6:32A – 5:55P
Sunday	No service

#### ***Service Provided***

2009 Wkdy Rev. Hrs	6.2
2009 Weekday Trips	37



## Route 9 Noble

### Route Description

Route 9 Noble provides service Monday through Saturday between downtown Springfield and Noble Avenue and Ash Street in the Leyland Grove area. It travels through the Historic West Side district via College Street while also serving the neighborhood along Walnut Street and South Grand Avenue.

This route provides service mainly to older single family neighborhoods in West Springfield, businesses in the South Grand Avenue area, and Washington Park. There is no service between 10am and 1:45pm.

Ridership on Route 9 Noble is about 8.5 passengers per revenue hour.

### Route Characteristics

Boardings per service hour during the AM peak-period are 10.9 per hour vs. 7.5 during the PM peak-period. Midday boardings are 6.8 per revenue hour (9:00am-10:00am and 1:45pm-3:00pm).

Saturday boardings are 2.9 per service hour with 11 boardings.

Ridership on this route is orientated towards traveling to and from downtown and making transfer connections with other routes. There is very sparse activity along the loop in Leyland Grove.

This route is through-routed with Route 9 M.L King. Although operating along adjacent streets, the route duplicates service in the Historic West Side district with Routes 6, 7, 8, and 12.

Route 9 Noble operates via a one-way counter-clockwise loop in a single family neighborhood of Leyland Grove to turn the bus around. Riders along Douglas Avenue and Ash Street must board outbound buses to travel inbound and wait at the terminal for time.

### Route Statistics

#### **Riders**

2009 Weekday	44
2009 per Rev. Hour	8.5
2009 per Trip	1.4

#### **Service Headway (Minutes)**

Weekday Peak	30
Weekday Base	No Service
Evening	No service
Saturday	60
Sunday	No service

#### **Service Span**

Weekday	6:15A – 5:55P
Saturday	6:45A – 5:55P
Sunday	No service

#### **Service Provided**

2009 Wkdy Rev. Hrs	5.2
2009 Weekday Trips	31

## Route 10 Southern View-Laketown

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### Route Description

Route 10 Southern View-Laketown provides service Monday through Saturday between downtown Springfield and the Capital City Shopping Center via the 4th, 5th, and 6th Streets and Stevenson Drive corridors. It provides service to miscellaneous businesses and retail locations including the single family neighborhoods of Southern View, Glen Aires, and Laketown.

Ridership on Route 10 Southern View-Laketown is about 23.1 passengers per revenue hour.

### Route Characteristics

Boardings per service hour during the AM peak-period are 23.5 per hour vs. 27.5 during the PM peak-period. Midday boardings are 20.2 per revenue hour.

Saturday boardings are 21.5 per service hour with 198 boardings.

Ridership on this route is orientated towards traveling to and from downtown and making transfer connections with other routes at the transit center. This route has on and off activity along the 4th, 5th, and 6th Streets corridor both inbound and outbound. Significant boarding activity occurs in Southern View on 2nd Street, at Stevenson Drive and Stanton Street in a retail/business area, and at Capital City Shopping Center.

Portions of this route are served by night service on Route 902 Southeast Side to Capital City Shopping Center and along Stevenson Drive.

This route operates via a large one-way clockwise loop in the Southeast area serving a business district in Lake Victoria and the Glen Aire single family housing before ending at the shopping center. From there it continues the loop serving the Laketown single family neighborhood south of Stevenson Drive. There is no direct service from this neighborhood to the business district or shopping center. In addition, riders returning to the neighborhood south of Stevenson Drive must ride through the first half of the loop and sit for time at the Capital City Shopping Center terminal.

This route duplicates or parallels service with Route 1 South 5th from downtown to about Stevenson Drive and parallels Route 8 Lowell north of Laurel Street that serves the adjacent 7th and 9th Streets corridor.

### Route Statistics

#### **Riders**

2009 Weekday	352
2009 per Rev. Hour	23.1
2009 per Trip	8.8

#### **Service Headway (Minutes)**

Weekday Peak	30
Weekday Base	30
Evening	No service
Saturday	60
Sunday	No service

#### **Service Span**

Weekday	6:15A – 6:10P
Saturday	6:45A – 6:10P
Sunday	No service

#### **Service Provided**

2009 Wkdy Rev. Hrs	15.2
2009 Weekday Trips	40

## Route 11 UIS-LLCC

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### **Route Description**

Route 11 UIS-LLCC provides service Monday through Saturday between downtown Springfield and the Noll Medical Center via the South Grand Avenue and Taylor Avenue/West Lake Shore Drive corridors. It provides service to miscellaneous businesses, retail locations and neighborhoods as well as the campuses of the University of Illinois Springfield and Land of Lincoln Community College while also providing access to the Capital Area Career Center.

In addition, high density housing is served south of Toronto Road and a small business park north of Southwind Road.

Ridership on Route 11 UIS-LLCC is about 21.0 passengers per revenue hour.

### **Route Characteristics**

Boardings per service hour during the AM peak-period are 21.7 per hour vs. 22.6 during the PM peak-period. Midday boardings are 20.0 per revenue hour.

Saturday boardings are 10.5 per service hour with 320 boardings.

Ridership on this route is mainly orientated towards traveling to and from downtown and making transfer connections with other routes at the transit center. However, there is on and off activity along South Grand Avenue and Taylor Avenue, both inbound and outbound.

Significant boarding activity outside of downtown occurs at Taylor Avenue and East Washington Street; Taylor Avenue between East Cornell Avenue and Lake Plaza; the UIS and LLCC campuses; and Capital Area Career Center. Boarding activity west of the Capital Area Career Center is minimal.

During peak-periods, the route deviates through the Industrial Park north of Southwind Road. However, only one boarding was recorded along the loop.

Portions of this route are served by night service on Route 902 Southeast Side along Taylor Avenue from South Grand Avenue to Villanova Drive.

Route 11 UIS-LLCC operates via a large one-way clockwise loop near the southern end of the line. Inbound riders boarding in the high density neighborhood south of Toronto Road must board outbound buses and wait for time at the terminal at Noble Medical Pavilion. This could be inconvenient for students traveling from this housing area to UIS and LLCC.

### **Route Statistics**

#### ***Riders***

2009 Weekday	638
2009 per Rev. Hour	21.0
2009 per Trip	13.9

#### ***Service Headway (Minutes)***

Weekday Peak	30
Weekday Base	30
Evening	No service
Saturday	30
Sunday	No service

#### ***Service Span***

Weekday	6:15A – 6:10P
Saturday	6:15A – 6:10P
Sunday	No service

#### ***Service Provided***

2009 Wkdy Rev. Hrs	30.3
2009 Weekday Trips	46

## Route 12 Knox Knolls-Country Club

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### Route Description

Route 12 Knox Knolls-Country Club provides service Monday through Friday between downtown Springfield and the White Oaks Mall. It travels through the Historic West Side district via Monroe Street.

This route provides service mainly to older single family neighborhoods in the Historic West Side district, businesses along Monroe Street, and suburban style neighborhoods in the West Side. Service to the White Oaks Mall is provided peak-periods only with buses traveling to and from the Knox Knolls neighborhood only between 8:30am and 3pm.

Ridership on Route 12 Knox Knolls-Country Club is about 13.1 passengers per revenue hour.

### Route Characteristics

Boardings per service hour during the AM peak-period are 17.3 per hour vs. 18.1 during the PM peak-period. Midday boardings are 5.2 per revenue hour.

Ridership on this route is orientated towards traveling to and from downtown and making transfer connections with other routes at the transit center. Most of the route has very few boardings and alightings and there is very sparse activity south of Knox Knolls when the route is operating to the White Oaks Mall during peak-periods. The most significant stops with boarding activity outside of downtown are at Fairhills Mall and at Lewis Street and Adams Street near downtown. Only one person is using the mall stop.

Although operating along adjacent streets, the route duplicates service in the Historic West Side district with Routes 6, 7, 8, and 9.

During peak-periods, Route 12 Knox Knolls-Country Club operates southbound only through a single family neighborhood near Schlitt Park (Parkview Drive). Northbound, buses do not enter the neighborhood but, instead, travel on Interlacken Road and Lynnhaven Road. This requires riders destined towards downtown to walk out of the neighborhood to find a bus stop.

### Route Statistics

#### **Riders**

2009 Weekday	181
2009 per Rev. Hour	13.1
2009 per Trip	4.8

#### **Service Headway (Minutes)**

Weekday Peak	30
Weekday Base	60
Evening	No service
Saturday	No service
Sunday	No service

#### **Service Span**

Weekday	6:15A – 6:05P
Saturday	No service
Sunday	No service

#### **Service Provided**

2009 Wkdy Rev. Hrs	13.9
2009 Weekday Trips	38

## Route HP Harrison Park

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### Route Description

Route Harrison Park provides service Monday through Friday between downtown Springfield and the Harrison Park area at Meadowbrook and Whippoorwill. It travels through the Historic West Side district via West Washington Street.

This route provides service mainly to single family neighborhoods along West Washington Street. Beyond Durkin Drive, there is a high density housing complex with the balance of the route more sparsely populated with single family neighborhoods. The route deviates from West Washington Street at Koke Mill and Old Tippecanoe to serve sparsely populated neighborhoods north and south of West Washington Street.

There is no midday service. Ridership on Route Harrison Park is about 4.3 passengers per revenue hour.

### Route Characteristics

Boardings per service hour during the AM peak-period are 6.2 per hour vs. 2.7 during the PM peak-period.

Ridership on this route is orientated towards traveling to and from downtown. Most of the route has very few boardings and no boardings along the route deviations at Koke Mill and Old Tippecanoe. Only one boarding was recorded at the end of the route on Meadowbrook.

Although operating along adjacent streets, the route duplicates service in the Historic West Side district with Routes 6, 7, 8, 9, and 12. Additionally, a significant portion of this route along West Washington Street is duplicated with Route 7 West Washington.

Only three trips are designated to serve the Koke Mill deviation with two trips designated by request only.

### Route Statistics

#### **Riders**

2009 Weekday	18
2009 per Rev. Hour	4.3
2009 per Trip	1.3

#### **Service Headway (Minutes)**

Weekday Peak	7 Trips
Weekday Base	No service
Evening	No service
Saturday	No service
Sunday	No service

#### **Service Span**

Weekday	6:15A-8:30A; 3:00P-5:50P
Saturday	No service
Sunday	No service

#### **Service Provided**

2009 Wkdy Rev. Hrs	4.2
2009 Weekday Trips	14

## Route HS Historic Sites

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### Route Description

The Historic Sites routes circulates through downtown Springfield stopping at the various tourist attractions en-route. It continues north out of town to Lincoln's Tomb and then returns to make stops at additional tourist attractions prior to returning to the starting point.

### Route Characteristics

Operations data was collected during the month of May 2009 prior to the start of the tourist season. Boardings are 4.7 per service hour on the Historic Sites Route.

The Historic Sites Route begins in the heart of downtown at 4<sup>th</sup> & Capitol and travels past the Old State Capitol, Convention Center and Lincoln's Museum and Library before heading north to Lincoln's Tomb. The bus returns to downtown past the Convention Center, serving additional historic sites and the Capitol Complex. The route makes many turns and 'goes around the block' multiple times eventually returning to 4<sup>th</sup> & Capitol.

The most significant boarding activity occurs at the stops for the Lincoln Library and Museum, Lincoln's Tomb, Lincoln's Home Visitor Center and the Illinois State Museum. There was no boarding activity at the stops after the state museum serving the Capitol Complex. Also, there was on and off activity southbound on North 5<sup>th</sup> Street between North Grand Avenue and East Madison Street indicating this route is also used for purposes other than reaching tourist sites.

### Route Statistics

#### **Riders**

2009 Weekday	83
2009 per Rev. Hour	4.7
2009 per Trip	2.1

#### **Service Headway (Minutes)**

Weekday Peak	30
Weekday Base	30
Night	No service
Saturday	No service
Sunday	No service

#### **Service Span**

Weekday	8:40AM-6:10PM
Saturday	8:40AM-6:10PM
Sunday	No service

#### **Service Provided**

2009 Wkdy Rev. Hrs	17.6
2009 Weekday Trips	39

## Route 901 Northside Night Service

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### Route Description

Route 901 Northside provides night service Monday through Friday between downtown Springfield and the Northside area. It travels via a large one-way clockwise loop covering numerous regular day time routes.

This route provides night service for workers returning from or going to work at night after 6pm when regular service stops operating.

Route 901 Northside covers portions of Routes 2 North 9th, 3 Grandview, and 5 North Walnut.

### Route Characteristics

Boardings are 11.0 per service hour on Route 901 Northside.

Ridership on this route is orientated towards traveling from downtown and returns to make transfer connections with other night routes. Most riders are alighting along the route, with a few locations with boardings, particularly at North Grand Avenue near 2nd Street, and at Walmart. Most riders are traveling to stops near 9th Street and Carpenter Street, along North Grand Avenue, Walmart, and Bergen Park area.

The last trip at 11:45pm is designated to take passengers to the closest bus stop for their destination as opposed to following the designated route.

### Route Statistics

#### **Riders**

2009 Weekday	56
2009 per Rev. Hour	11.0
2009 per Trip	5.0

#### **Service Headway (Minutes)**

Weekday Peak	No service
Weekday Base	No service
Night	60
Saturday	No service
Sunday	No service

#### **Service Span**

Weekday	6:45P-12:15A
Saturday	No service
Sunday	No service

#### **Service Provided**

2009 Wkdy Rev. Hrs	5.1
2009 Weekday Trips	11

## Route 902 Southeast Side Night Service

---

### Route Description

Route 902 Southeast Side provides night service Monday through Friday between downtown Springfield and the Southeast Side area. It travels via a large one-way clockwise loop covering numerous regular day time routes.

This route provides night service for workers returning from or going to work at night after 6pm when regular service stops operating.

Route 902 Southeast Side covers portions of Routes 1 South 5th, 5 South 15th, 6 East Cook, 9 M.L. King, 10 Southern View-Laketown, and 11 UIS-LLCC.

### Route Characteristics

Boardings are 12.7 per service hour on 902 Southeast Side.

Ridership on this route is orientated towards traveling from downtown and returns to make transfer connections with other night routes. Most riders are alighting throughout the length of the route with a few locations with boardings both outbound and inbound. Outbound, boardings, and alighting activity is busy at Taylor Avenue and East Ash Street. At Capital City Shopping Center, there was only boarding activity recorded.

The last trip at 11:45pm is designated to take passengers to the closest bus stop for their destination as opposed to following the designated route.

### Route Statistics

#### **Riders**

2009 Weekday	64
2009 per Rev. Hour	12.7
2009 per Trip	5.8

#### **Service Headway (Minutes)**

Weekday Peak	No service
Weekday Base	No service
Night	60
Saturday	No service
Sunday	No service

#### **Service Span**

Weekday	6:45P-12:12A
Saturday	No service
Sunday	No service

#### **Service Provided**

2009 Wkdy Rev. Hrs	5.0
2009 Weekday Trips	11



## Route 903 Westside Night Service

---

### Route Description

Route 903 Westside provides night service Monday through Friday between downtown Springfield and the Westside area via West Washington Street. It travels via a large one-way counter-clockwise loop covering numerous regular day time routes.

This route provides night service for workers returning from or going to work at night after 6pm when regular service stops operating.

Route 903 Westside covers portions of Routes 1 South 5th, 6 Noble, 7W, 7S, 8 Lowell, and 10 Southern View.

### Route Characteristics

Boardings are 9.5 per service hour on Route 903 Westside.

Ridership on this route is orientated towards traveling from downtown and returns to make transfer connections with other night routes. However, this route experiences boardings and alighting at a number of stops en-route. The most significant destinations outbound are along West Washington Street with boardings in the White Oaks Mall area. Inbound, boardings occur at Parkway Pointe, Chatham Road and Wabash Avenue, with a mix of activity along MacArthur Blvd.

Route 903 Westside is a companion route with Route 904 Westside that travels in the opposite direction. These routes mimic most of Route 7 West Washington and Route 7 South State.

The last trip at 11:45pm is designated to take passengers to the closest bus stop for their destination as opposed to following the designated route.

### Route Statistics

#### **Riders**

2009 Weekday	49
2009 per Rev. Hour	9.5
2009 per Trip	4.5

#### **Service Headway (Minutes)**

Weekday Peak	No service
Weekday Base	No service
Night	60
Saturday	No service
Sunday	No service

#### **Service Span**

Weekday	6:45P-12:20A
Saturday	No service
Sunday	No service

#### **Service Provided**

2009 Wkdy Rev. Hrs	5.2
2009 Weekday Trips	11

## Route 904 Westside Night Service

---

### Route Description

Route 904 Westside provides night service Monday through Friday between downtown Springfield and the Westside area via South MacArthur Boulevard. It travels via a large one-way clockwise loop covering numerous regular day time routes.

This route provides night service for workers returning from or going to work at night after 6pm when regular service stops operating.

Route 904 Westside covers portions of Routes 1 South 5th, 6 Noble, 7W, 7S, 8 Lowell, and 10 Southern View.

### Route Characteristics

Boardings are 10.4 per service hour on Route 904 Westside.

Ridership on this route is orientated towards traveling from downtown and returns to make transfer connections with other night routes. However, this route experiences boardings and alightings at a number of stops en-route. The most significant destinations outbound are along MacArthur Boulevard and West Stanford Avenue. Inbound, boardings occur at the White Oaks Mall and stops nearby, with a mix of activity along West Washington Street.

Route 904 Westside is a companion route with Route 903 Westside that travels in the opposite direction. These routes mimic most of Route 7 West Washington and Route 7 South State.

The last trip at 11:45pm is designated to take passengers to the closest bus stop for their destination as opposed to following the designated route.

### Route Statistics

#### **Riders**

2009 Weekday	52
2009 per Rev. Hour	10.4
2009 per Trip	4.7

#### **Service Headway (Minutes)**

Weekday Peak	No service
Weekday Base	No service
Night	60
Saturday	No service
Sunday	No service

#### **Service Span**

Weekday	6:45P-12:10A
Saturday	No service
Sunday	No service

#### **Service Provided**

2009 Wkdy Rev. Hrs	5.0
2009 Weekday Trips	11

## **CHAPTER 4 – SERVICE RESTRUCTURE AND EXPANSION RECOMMENDATIONS**

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Perteet staff developed a fiscally constrained transit plan to expand service coverage and improve mobility within existing resources. The recommendations described in this chapter are based on input from SMTD operations staff and input received through stakeholder interviews and several public outreach meetings, by e-mail and postal mail, the customer comment file, research of comprehensive plans as well as extensive field work throughout the community and data gleaned from the on-board operations and customer surveys.

### **4.1 Public Process**

In addition to the stakeholder input at the plan initiation, an important element in producing the final recommendations for service enhancements included holding two sets of public meetings, a presentation to the Board of Directors and a presentation to SMTD staff. Using these outlets, Perteet staff presented an initial set of draft recommendations. Participants provided valuable feedback to enhance the draft plan as well as to validate the concepts as providing improved service for the whole community and responding to community input. These recommendations reflect what was heard through the public process.

### **4.2 Fixed-Route Descriptions and Recommendations**

The following section details both the short and long range recommendations for service enhancements.

#### **Route 1 - South 5<sup>th</sup>**

The productivity of this route is low and it duplicates service with Route 10 on the 5<sup>th</sup>/6<sup>th</sup> Street Corridor. Also, it operates a confusing one-way loop causing customers to ride out of direction. Route 1 South 5<sup>th</sup> does not have a defined destination at its southern route terminus. Route 1 - South 5<sup>th</sup> operates along a number of neighborhood streets that are not transit friendly. The segment on South 10<sup>th</sup> Street operates in close proximity to Route 5 - South 15<sup>th</sup>.

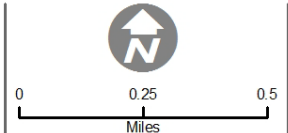
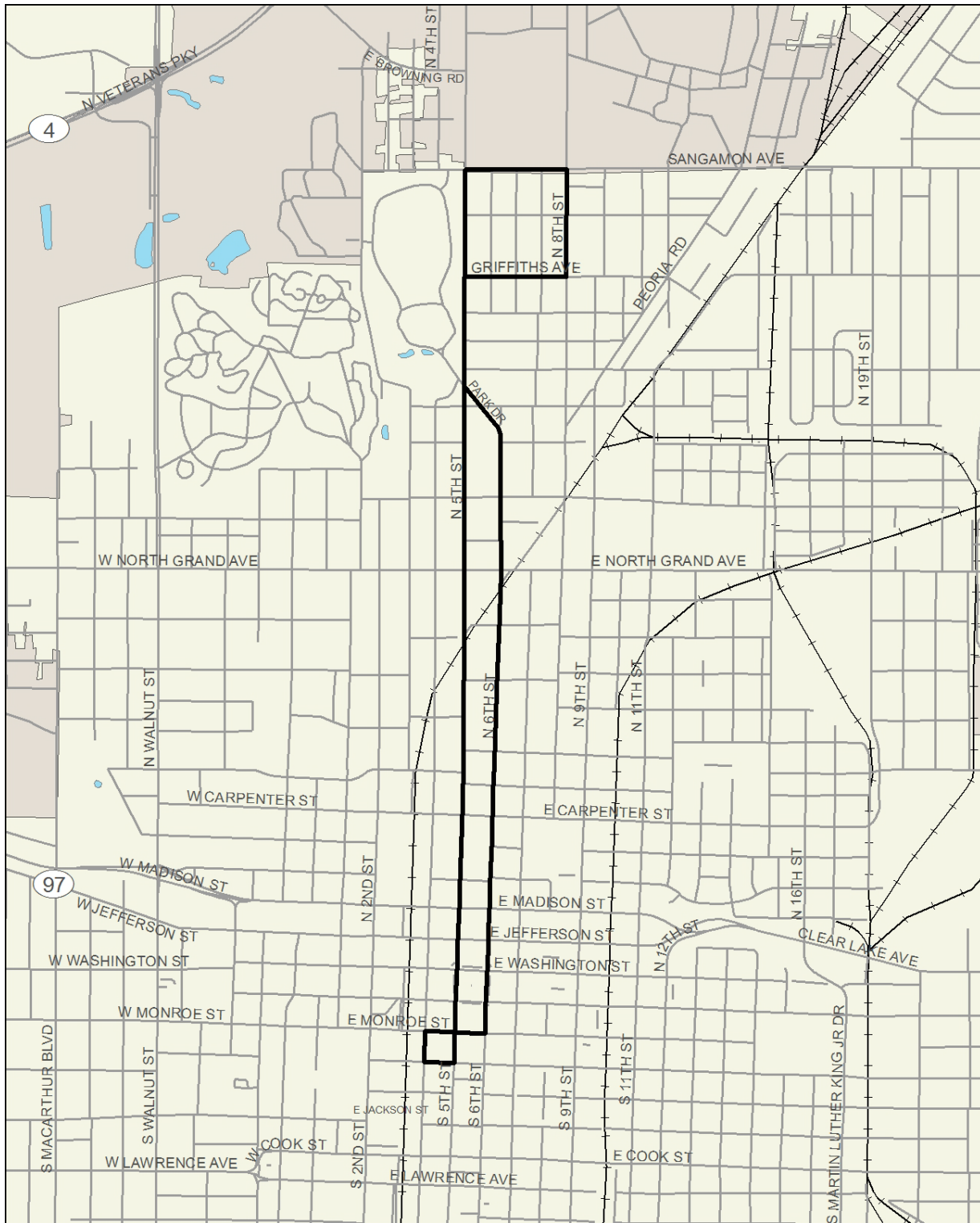
It is proposed to discontinue Route 1 - South 5<sup>th</sup> and reallocate service to new Route 15 which will operate along the 11<sup>th</sup> Street corridor with an extension to South Springfield destinations such as Walmart and UIS (new Route 15 will also replace Route 5 South 15<sup>th</sup>). Route 10 would provide the main service along the 5<sup>th</sup> and 6<sup>th</sup> Street corridor. This change will reduce service duplications, simplify service, improve overall productivity and expand service to additional destinations.

#### **Route 1 - North 5<sup>th</sup>**

Route 1 North 5<sup>th</sup> is a good performer that is easy to understand. No recommendations to alignment or schedule are made.

Route 1 - North 5<sup>th</sup> would operate at its existing frequency and span and be interlined with Route 8 Lowell. Exhibit 55 shows the alignment for Route 1 North 5<sup>th</sup>.

**Exhibit 55 - Route 1 North 5<sup>th</sup>**



— Proposed Route

Springfield Mass Transit District  
Proposed Route 1

Source: Sangamon County (2009); Perteeet Inc.



### **Route 2 - North 9<sup>th</sup>**

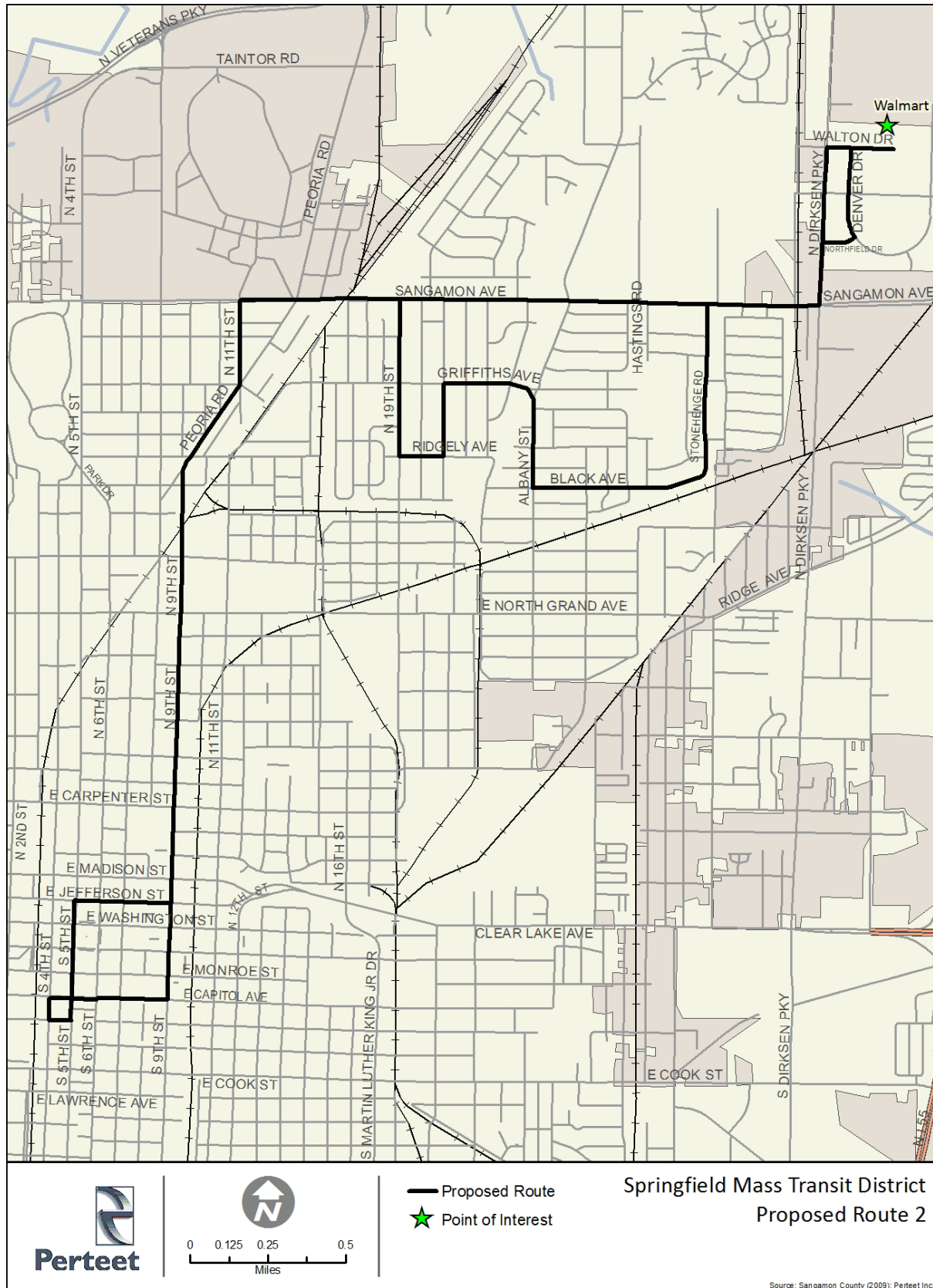
Overall, Route 2 has very good productivity. It provides the only service to the North Dirksen Boulevard Walmart. During peak hours, some trips deviate through the Indian Hills neighborhood where there are nearly no boardings.

Inbound trips deviate from Sangamon to serve the Northgate neighborhood in one direction only. The routing is circuitous and boardings are orientated to downtown in the morning. There is no outbound service.

The Indian Hills loop should be discontinued and bi-directional service should be provided in the Northgate neighborhood. It is proposed that buses operate inbound via Northgate in the morning only and then outbound via Northgate in the afternoon, providing return service. Exhibit 56 shows the proposed alignment.

Route 2 - North 9<sup>th</sup> would operate at its existing frequency and service span.

**Exhibit 56 - Proposed Route 2**



### **Route 3 – Grandview, Route 3 - Bergen Park and New Route 16**

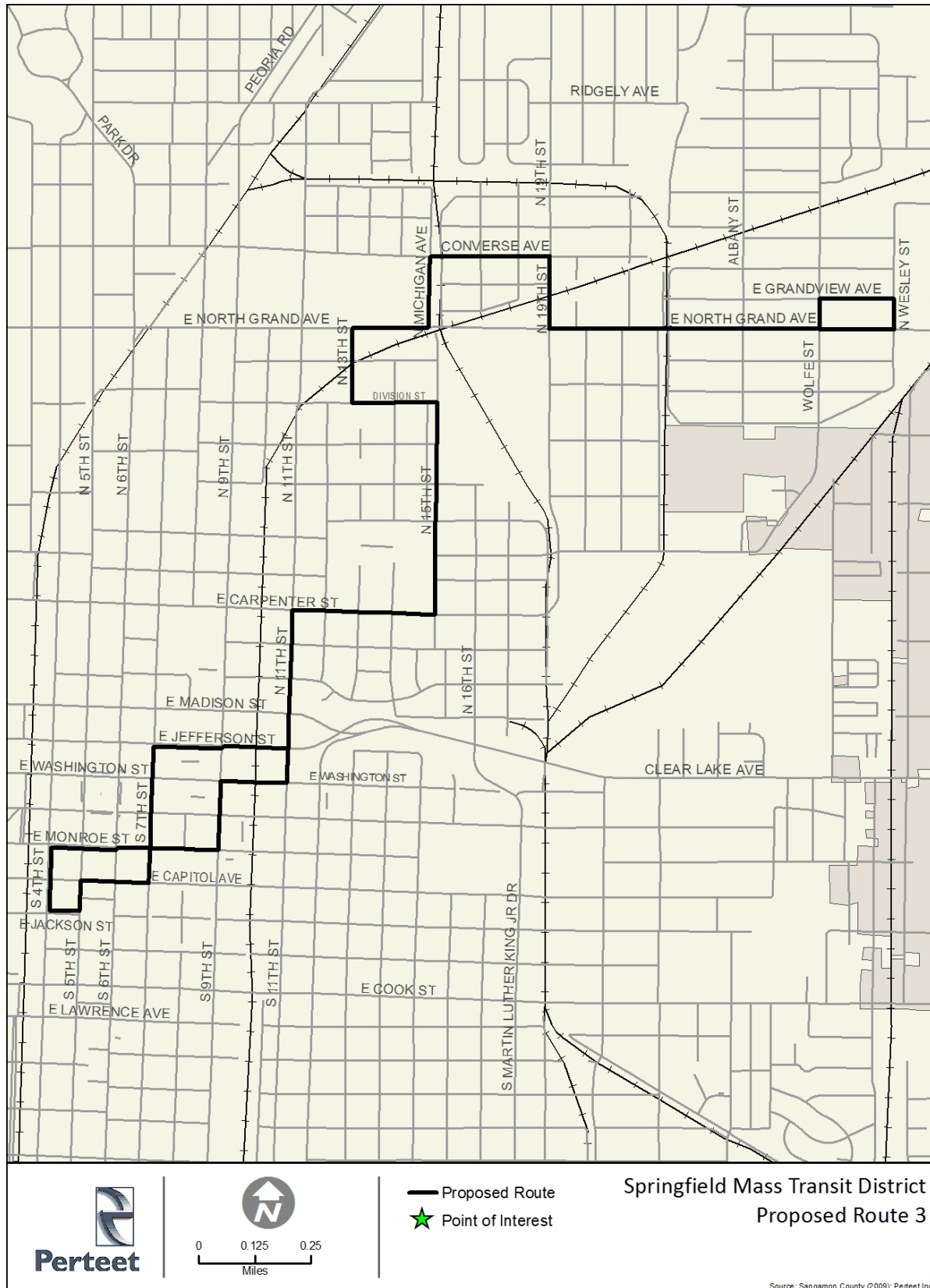
These two routes operate along the same alignment but in the reverse direction. Route 3 – Grandview runs in a clockwise direction and Route 3 – Bergen Park operates counterclockwise. The overall productivity of Route 3 is slightly above average. Neither version of Route 3 operates on a 30-minute headway – as most other SMTD routes do, which makes transfers to other routes time consuming. The Grandview routing operates all-day versus the peak-only operating hours of the Bergen Park version. This causes some passengers to travel out-of-direction which also adds time to their trip.

Route 3 should be split into two different alignments to better serve existing riders by tying them into the downtown transfer with other routes, and adding another destination to the route. A restructured Route 3 should operate bi-directionally between downtown and N Grand Avenue & Wesley Street via the current routing to N Grand Avenue & 19<sup>th</sup> St and continue east to Wesley Street where it would turn around and reverse routing back to downtown. Route 3 would operate every 30-minutes peak-periods and every 60 minutes off-peak times, meet the pulse in downtown Springfield and be interlined with Route 4.

A new Route 16 would serve Washington Street, Clear Lake Avenue, Milton Road, Ridge Road, and North Dirksen. It would serve the Walmart, and be extended to the Sand Hill Trailer Park. Route 16 would provide the requested connection between Sand Hill Road, Walmart, and downtown Springfield. This route should be operated every 30-minutes during peaks and 60-minutes at all other times. Exhibits 57 and 58 display the proposed alignments of Route 3 and Route 16.

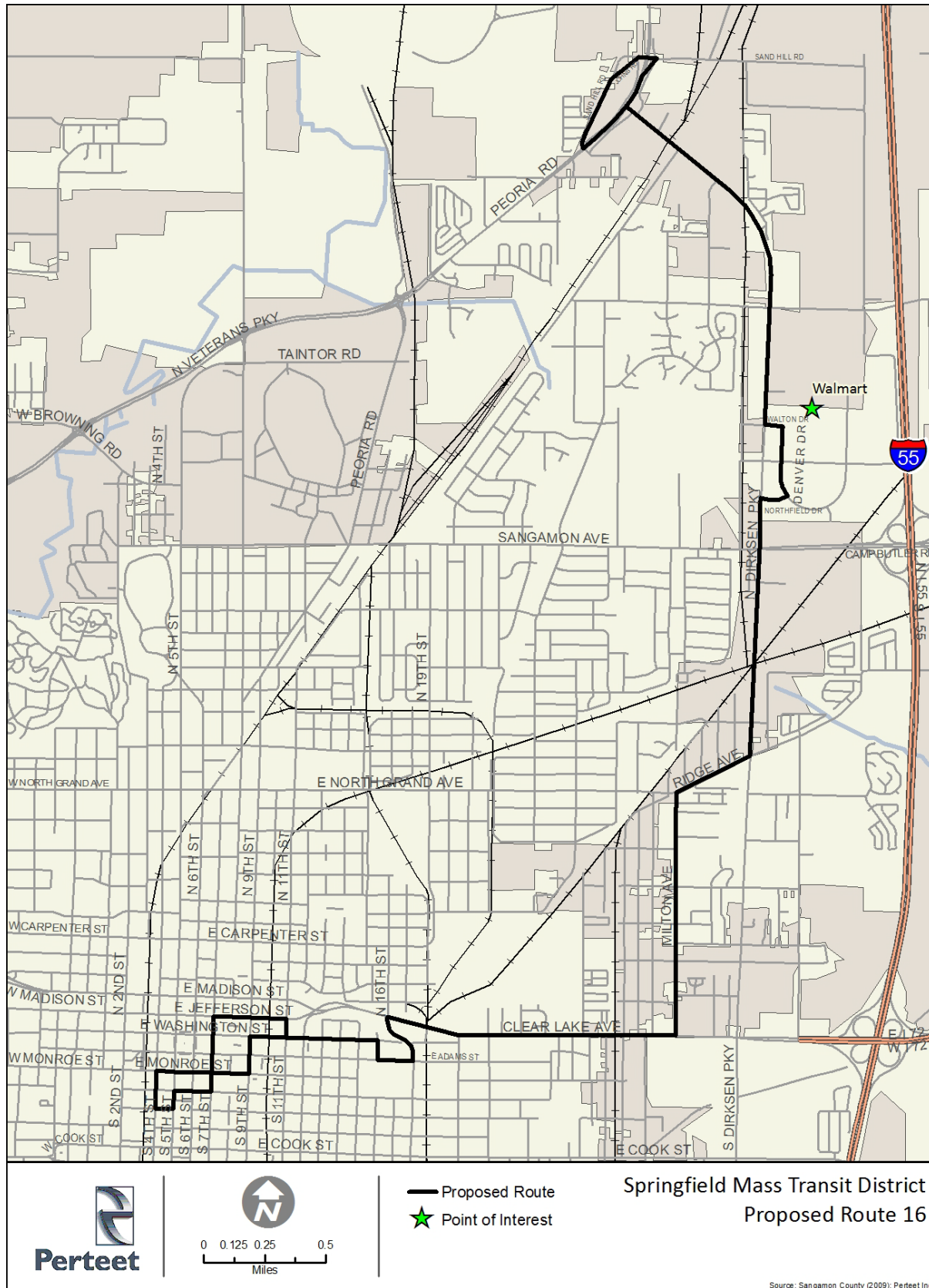


**Exhibit 57 - Proposed Route 3**





**Exhibit 58 - Route 16 Sandhill**



#### **Route 4 - West Jefferson**

The productivity of this route is very low overall and it does not meet the timed transfer at the transit center with the other routes, which is a likely contributing factor to the low productivity. The most boardings occur at Bruns & Jefferson near multi-family housing, and at the Bonasinga Hi-Rise senior housing.

To continue providing service to the high density housing areas and businesses along West Jefferson, while improving productivity, we recommend discontinuing all service west of Bruns Lane. Instead, Route 4 would be restructured to operate outbound via Jefferson, N Amos Avenue, Bruns Lane and return via Jefferson. Exhibit 59 shows the proposed alignment.

Route 4 West Jefferson would operate every 30 minutes during peaks and every 60 minutes during off-peak, meet the pulse in downtown Springfield and be interlined with Route 3. In addition, new Saturday service would be implemented.



### **Route 5 - South 15<sup>th</sup> and New Route 15**

This route has above average ridership despite operating in a long one-way loop that causes customers to ride out of direction. Route 5 - South 15<sup>th</sup> operates along a number of neighborhood streets that are not ideally suited for bus operations. They are narrow, have rough surfaces, and have multiple stop signs.

One of the most common requests for service was to the Walmart on South 6<sup>th</sup> Street. South 11<sup>th</sup> Street provides a direct route to downtown on an arterial that serves several neighborhoods. Route 5 - South 15<sup>th</sup> should be restructured to provide a direct connection between downtown Springfield, east Springfield neighborhoods, Walmart, the University of Illinois at Springfield (UIS), Land of Lincoln Community College and Noll Medical Pavilion via Toronto Road and then return via Old Cotton Hill Road. Service to Old Crows Way, Christopher Lane and Industrial Park would be discontinued.

The route would use South 11<sup>th</sup> Street instead of South 15<sup>th</sup> and South 13<sup>th</sup> Streets to improve speed and reliability. Service on South 15<sup>th</sup> Street between Cornell and Laurel would be continued with a restructured Route 9 – M. L. King. Providing direct service between Walmart and UIS addresses the most requested transportation need from UIS students. The route should be renamed Route 15 to brand it differently from the existing Route 5 South 15<sup>th</sup>. Exhibit 60 depicts the proposed alignment.

The proposed Route 15 would operate every 30-minutes all-day and on Saturdays.

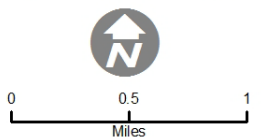
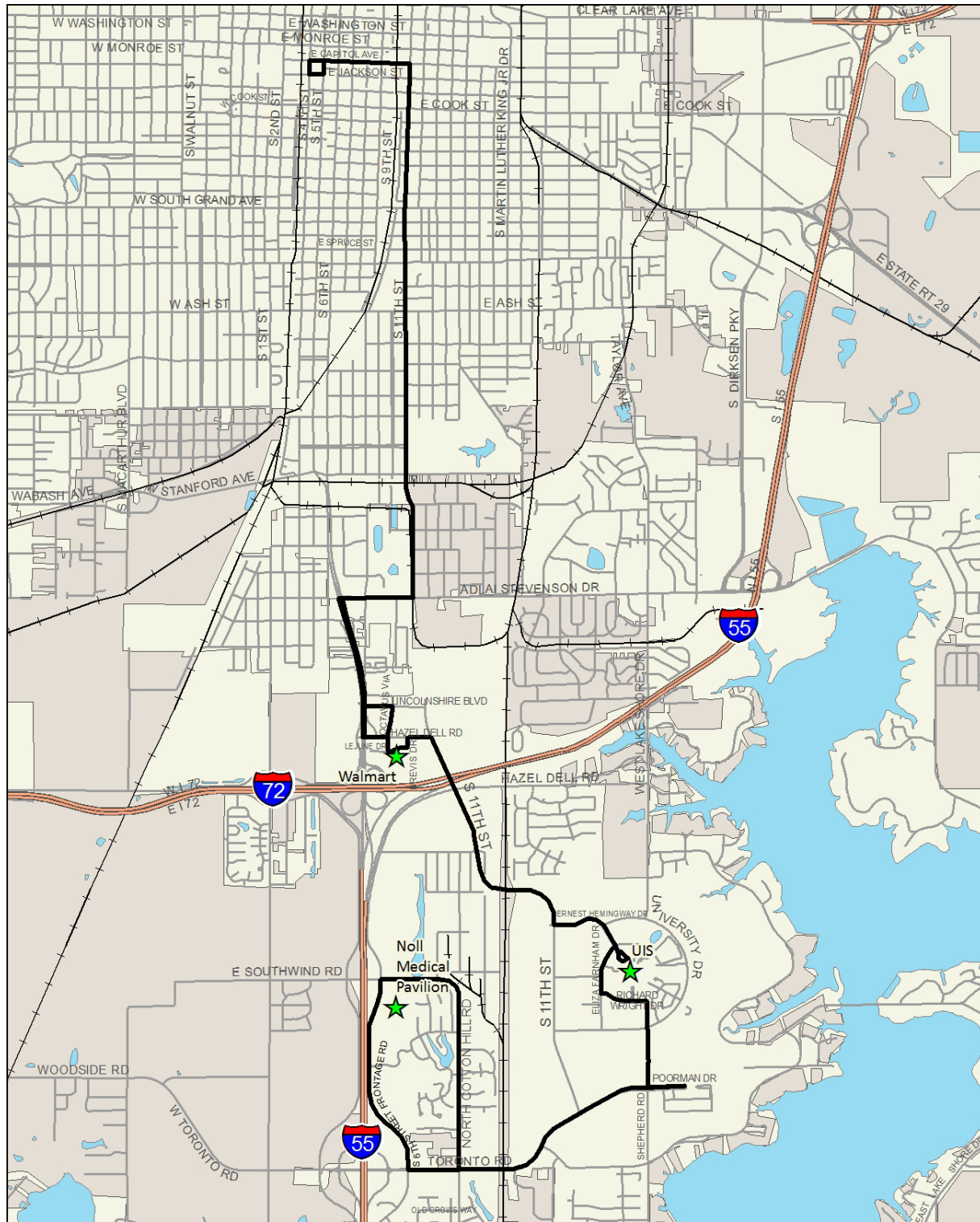
### **Route 5 - North Walnut**

This route has good productivity and provides service to the Memorial Medical Center, several medical offices, and State offices. Route 5 – North Walnut operates within four blocks of the Senior Center, which is located at Walnut & Mason. This is considered not close enough to attract those travelling to the Senior Center due to a hill and walking distance.

In order to serve the Senior Center, it is recommended that Route 5 – North Walnut continue south on Walnut to Washington with a new stop in front of the Senior Center. This recommendation would cause existing riders boarding the bus along Carpenter to walk to a stop on Walnut. Exhibit 61 shows the proposed alignment.

Route 5 North Walnut would operate at its existing span and frequency and be interlined with Route 9 MLK.

**Exhibit 60 - Proposed Route 15**



- Proposed Route
- Point of Interest

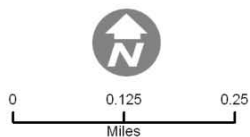
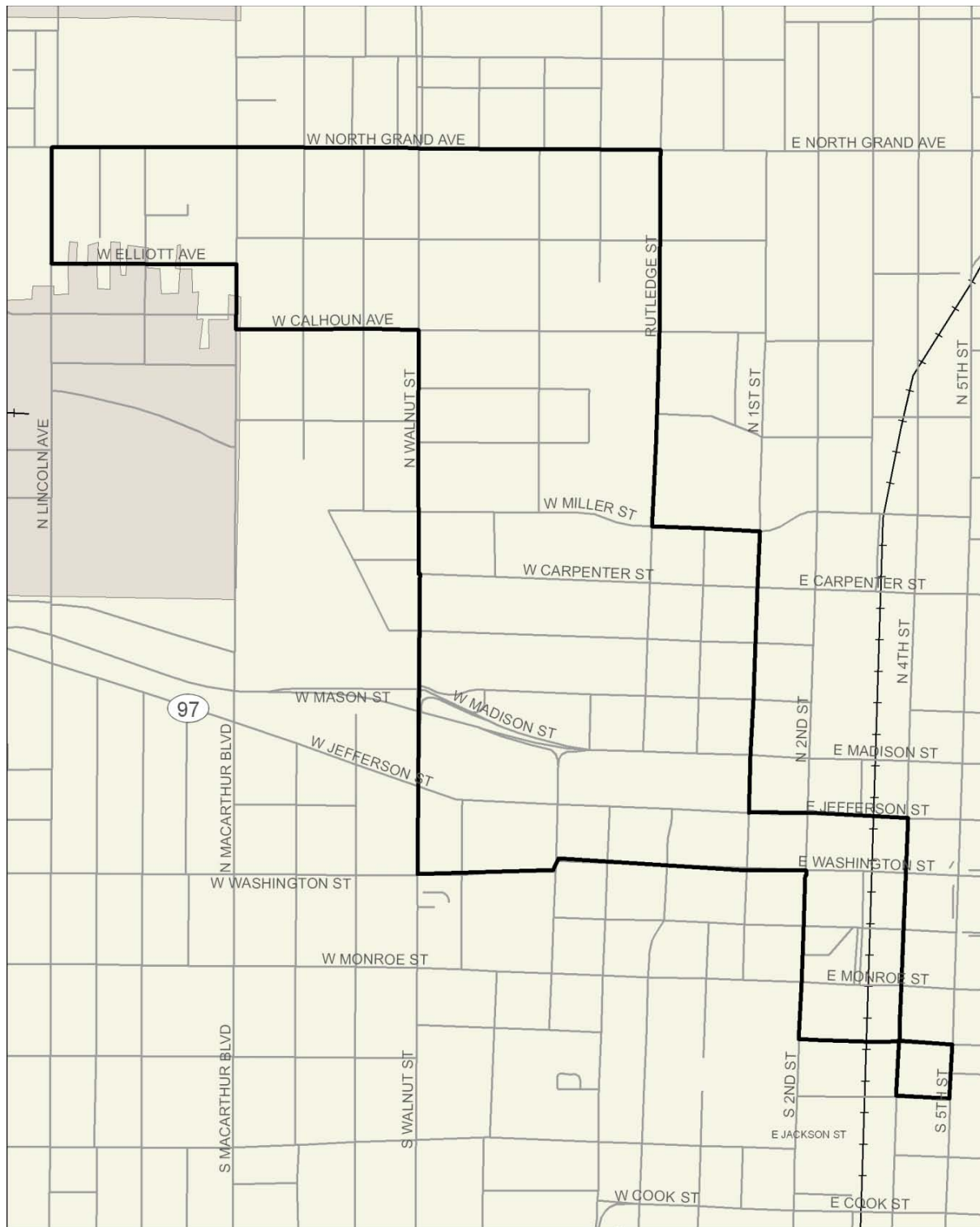
Springfield Mass Transit District  
Proposed Route 15

Source: Sangamon County (2009); Perteeet Inc.





**Exhibit 61 - Proposed Route 5**



— Proposed Route

Springfield Mass Transit District  
Proposed Route 5

Source: Sangamon County (2009), Pertee, Inc.



### **Route 6 - East Cook**

This route has the highest productivity in the system. It serves several high-density housing areas and a high school.

One of the unmet needs identified in the community outreach was the ability to access jobs effectively in southwest Springfield. Route 6 - East Cook has the highest density of residents that could benefit from a direct connection to the White Oaks Mall area. Route 6 should therefore be extended to White Oaks Mall. The extension would begin at Taylor Avenue and travel via Ash Street, MacArthur Boulevard, Wabash Avenue, Chatham Rd, W Iles Ave, Montvale Dr, Kirkley Lane, Nottingham Road, Drawbridge Road to White Oaks Mall. This connection provides direct access from East Springfield to retail, medical and employment opportunities located in southwestern Springfield while maintaining service to the Sherwood neighborhood. Exhibit 62 shows the proposed alignment.

Route 6 – East Cook would operate every 30 minutes on weekdays and Saturdays.

### **Route 6 - Colony West**

This route serves low density single family neighborhoods and the productivity is extremely low. Ridership is particularly low west of MacArthur. While people are using the White Oaks Mall stop, very few boardings are occurring in the neighborhoods in the vicinity of the mall.

Due to low ridership, Route 6 - Colony West should be eliminated. Service on the segment between Outer Park Drive and downtown would be served by new Route 13. Sherwood and Montvale would continue to be served by the extension of the Route 6 – East Cook branch and new Route 14 would serve Outer Park Drive, Cherry Road and Chatham Road.





### **Route 7W - West Washington and Route 7S - South State**

Route 7 has average ridership. Both routes are very circuitous providing a lengthy travel time to the White Oaks Mall and surrounding areas. Portions of these routes operate on neighborhood streets that are unsuited for fixed-route buses. These two routes operate very large one-way loops as a paired service. Route 7W – West Washington operates in a one-way counterclockwise direction while Route 7S – South State operates in a clockwise direction. However, the two routes have variations from each other so some destinations have service in only one direction.

A number of changes are proposed for these two routes to streamline service and operate more consistently. This includes discontinuing the one-way loop alignment and creating two bidirectional routes.

### **Route 7S - South State and New Route 13 Recommendations**

Route 7S – South State’s alignment should serve areas currently served by Route 6 Colony West in western Springfield. From downtown, it should follow Adams and Monroe to MacArthur, and then continue on the existing Route 7S alignment to Iles, Leonard, and then continue to Sherwood Plaza across from White Oaks Mall. This route should not operate through the Town & Country Shopping Center and instead remain on MacArthur Blvd. Parkway Pointe should be served via Lindbergh Boulevard. Route 7S should be renamed Route 13. Exhibit 63 shows the proposed alignment of new Route 13.

At this time, Simon Properties has restricted the number of buses per hour and the number of routes that can provide service directly to White Oaks Mall. Therefore, instead of operating to the mall and serving the stop near Macy’s, Route 13 will terminate at Sherwood Plaza on the south side of Wabash Avenue. Customers can access the mall via a signalized pedestrian crosswalk across Wabash Avenue. When it is determined that eight buses per hour will be able to serve White Oaks Mall, Route 13 should be modified to terminate at the stop near Macy’s in conjunction with Route 6.

This route should operate every 30-minutes during peaks and every 60-minutes during off-peak times.

### **Route 7W - West Washington Recommendations**

The deviation via the senior housing and clinics at Pine Creek Drive should be discontinued due to very few boardings and to improve on-time performance.

Per the request of Simon Properties, Route 7 will continue to serve the west side of White Oaks Mall near Sears. In the future, if it is agreed to adjust service to the mall, the route should instead serve the south side of the mall by Macy’s. This will provide a more convenient transfer point with Routes 6, 13 and 14.

One of the biggest requests for service from existing SMTD customers and potential customers is the West Wabash area. Two large employers – AT&T and Wells Fargo – are located there, and a Walmart is proposed for that area. However, this area is outside of the SMTD service area, and it is not clear whether it can be annexed into the service area. SMTD should examine methods to extend a route outside of the service area via either a special fare zone, employer subsidies, or some other way to cover the cost of operating outside of the service area.

Initially, Route 7W – West Washington should serve Parkway Pointe. If west Wabash is added into the SMTD service area, Route 7W should be extended from White Oaks Mall to the proposed Walmart, AT&T, and Wells Fargo instead of serving Parkway Pointe. Exhibit 64 shows the proposed alignment. The dotted line represents the extension to west Wabash.

Route 7W should operate every 30-minutes during peaks and every 60-minutes during off-peak times, renamed to Route 7 and interlined with new Route 13 in downtown.

### **New Route 14 – Southwest Springfield**

This route is proposed in conjunction with changes to Route 7S and Route 7W. The existing travel time to southwest Springfield is very long on Route 7S and Route 7W due to the route circuitousness. With the employment opportunities, retail and entertainment centers concentrating mostly on the west side, current and future customers need a more direct and faster route from the transit center to provide better mobility and encourage ridership.

Route 14 is designed to serve many commercial and employment opportunities in Southwest Springfield. It would operate from the transit center via 2<sup>nd</sup> Street, South Grand Avenue, MacArthur Boulevard, Outer Park Drive, Cherry Road, Chatham Road and Wabash Avenue past the White Oaks Mall and then continue south to Prairie Crossing via Parkway Pointe. Prairie Crossing would be served only in the outbound direction. Northbound buses would stay on Veterans Pkwy to Wabash Ave to avoid a lengthy left turn signal. Route 14 would replace portions of Route 7 - South State between downtown and MacArthur Boulevard, replace Route 7 - West Washington service to Prairie Crossing and replace a portion of Route 6 Colony West.

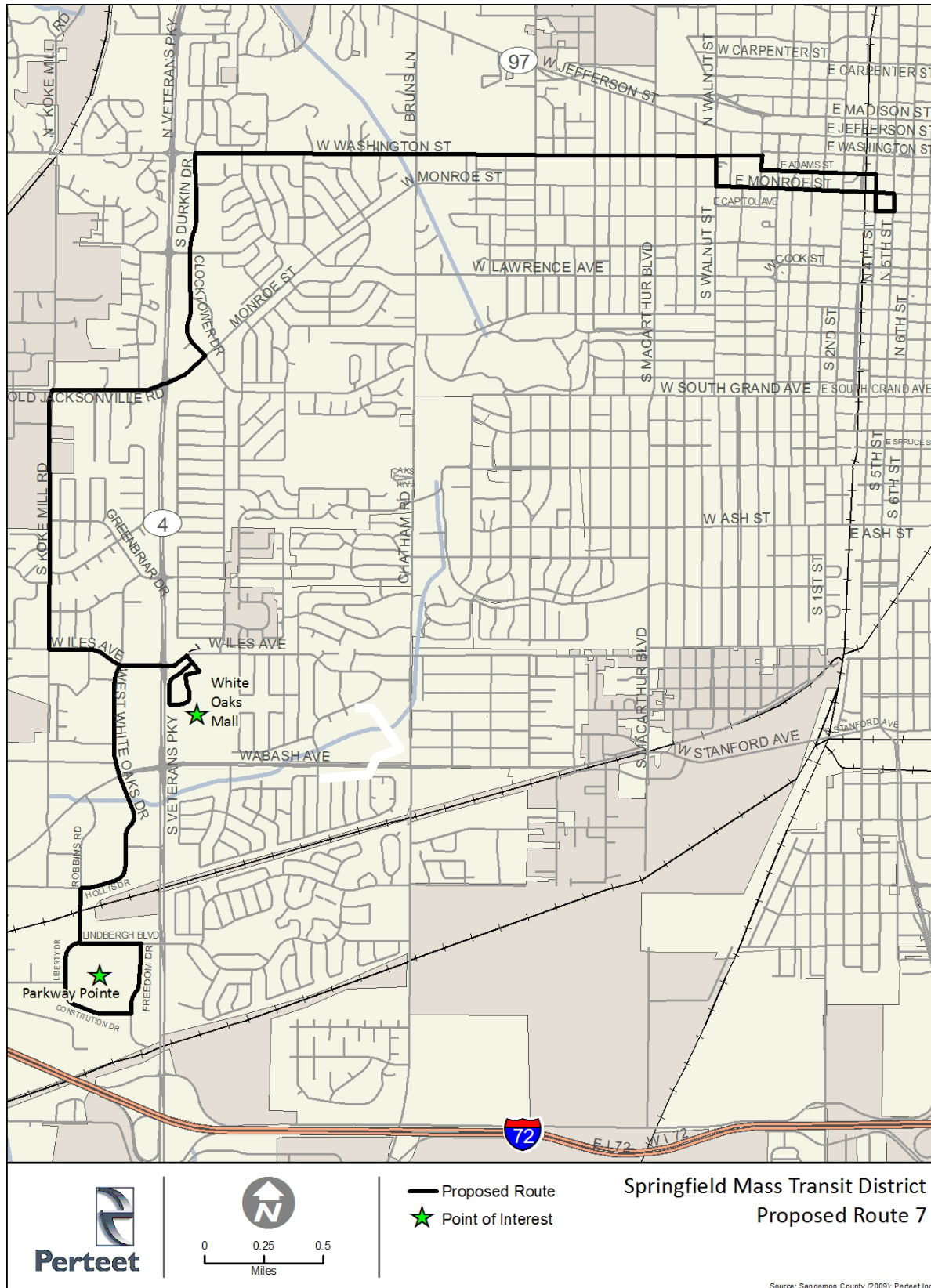
At this time, Simon Properties has restricted the number of buses per hour and the number of routes that can provide service directly to White Oaks Mall. Therefore, instead of serving the Mall directly at the stop near Macy's, Route 14 will remain on Wabash Avenue. In order for customers to access the mall from Route 14, a new bus stop pair is required on Wabash Avenue at the White Oaks Mall Cinema roadway entrance adjacent to Popeye's Restaurant. There is a pedestrian crosswalk and signalized intersection at this location.

Route 14 should operate every 30-minutes throughout the day Monday through Saturday.

Exhibit 65 depicts the proposed alignment of this new route.

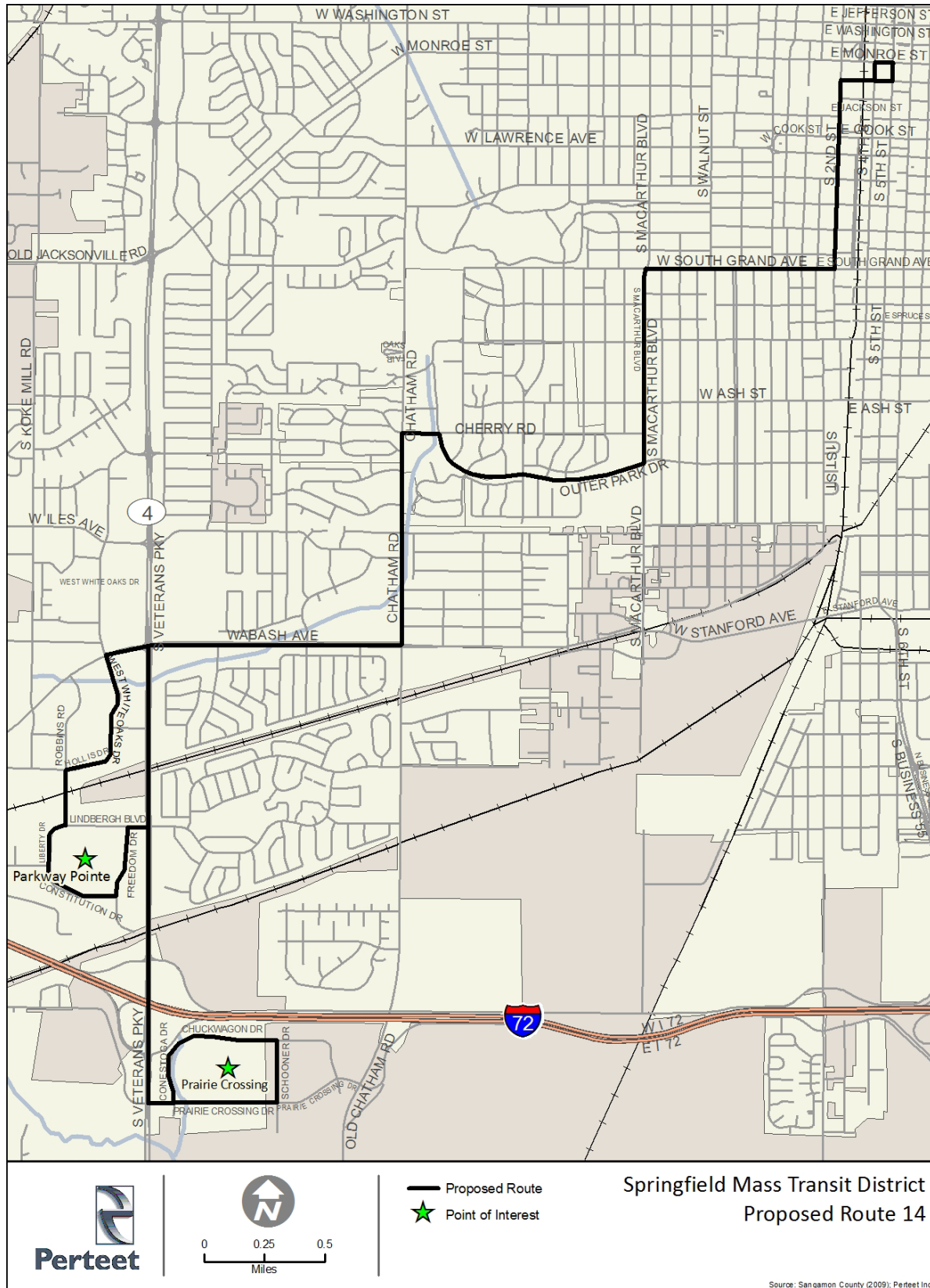


**Exhibit 64 - Proposed Route 7**





**Exhibit 65 - Proposed Route 14**



### **Route 8 - Lowell**

The Lowell segment of Route 8 has above average ridership. However, it goes out of direction to serve the 7<sup>th</sup>/9<sup>th</sup> Street corridor and operates a large one-way loop along narrow streets with some on-street parking. The route serves several key areas, including the Springfield Clinic and the Lawrence Educational Center.

A number of requests have been received to move this Route to 1<sup>st</sup> Street from 2<sup>nd</sup> Street between Ash Street and Laurel Street. First Street is wider and does not have any on-street parking.

Route 8 should be moved to the South 1<sup>st</sup> Street corridor between Laurel and Ash and in preparation for the Legacy Point development, extend the route via S 1<sup>st</sup> Street, Highland Ave, MacArthur Blvd to Junction Circle. In addition, to maintain on-time performance and simplify service, the route should be moved to the 4<sup>th</sup>/5<sup>th</sup> Street corridor between Capitol Ave and Laurel St. Exhibit 66 shows the proposed alignment.

Route 8 - Lowell should be renamed to Route 8 South 1<sup>st</sup> Street, operate at its current span and frequency and be interlined with Route 1 N. 5<sup>th</sup>. In addition, when demand for service to the Legacy Point development occurs, consideration should be given to extending the route further. However, the extension will require additional resources.

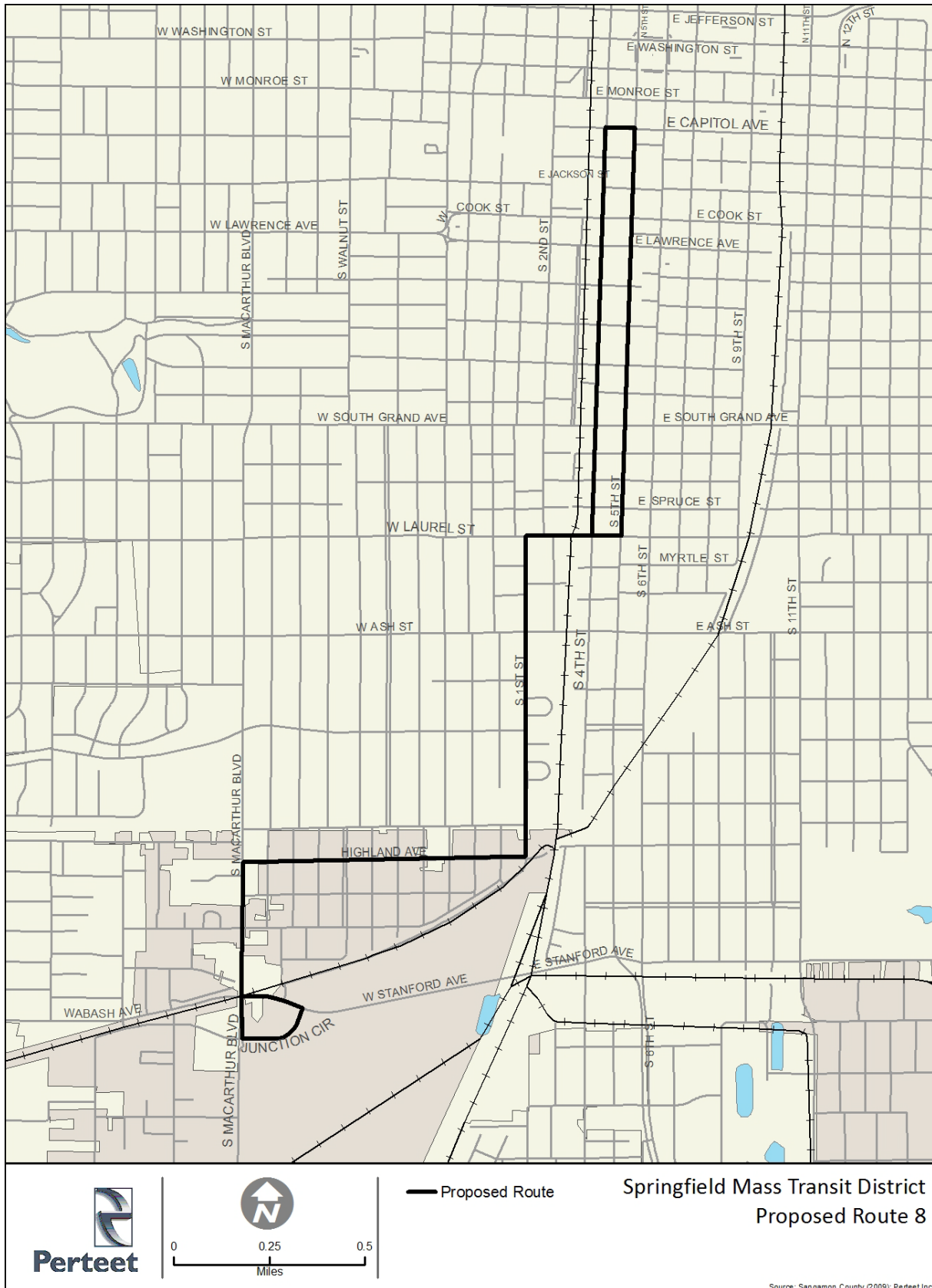
### **Route 8 - Governor**

This route's productivity is extremely low. Most of the route is within several blocks of other routes.

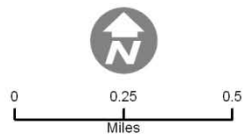
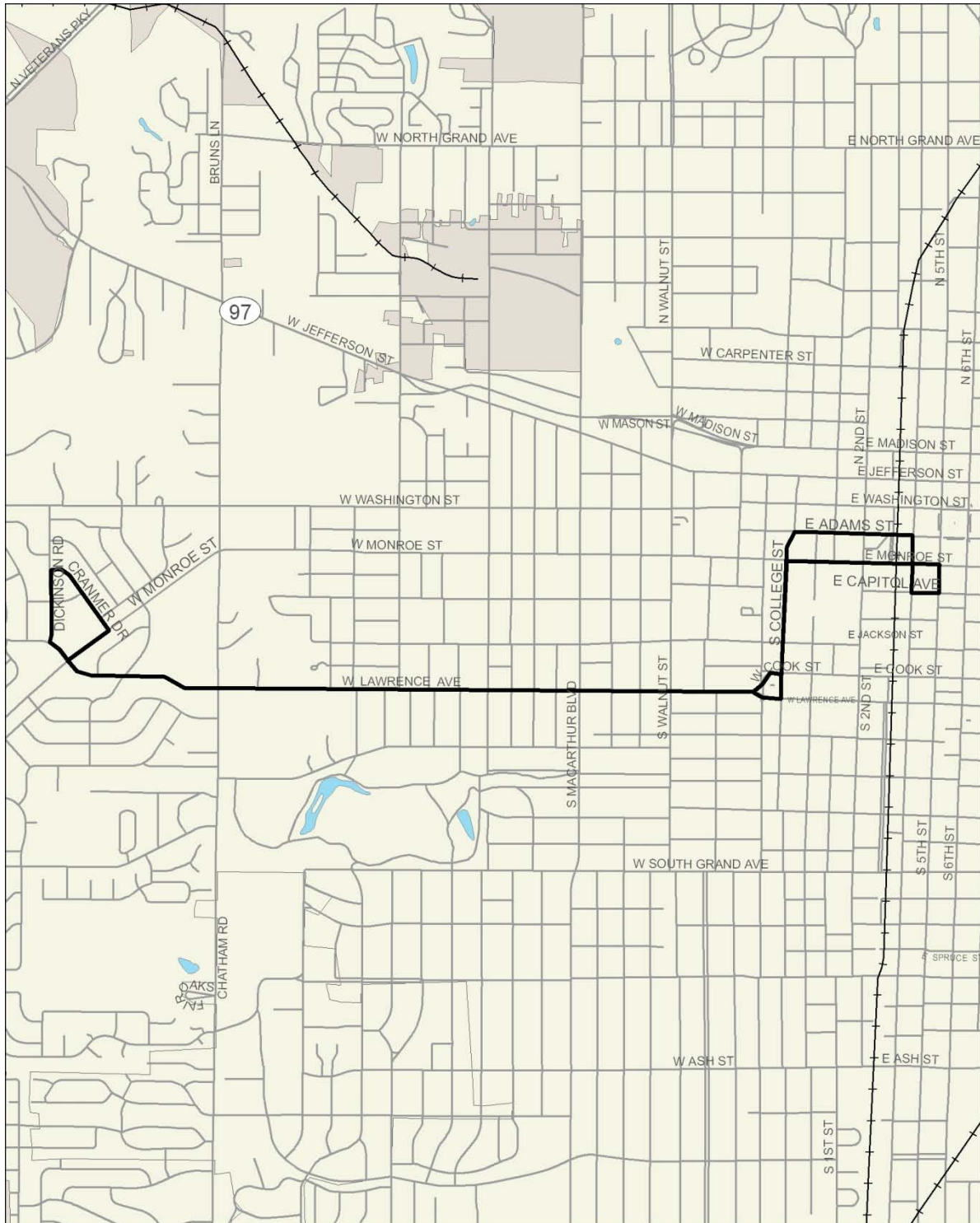
Due to low ridership, we recommend discontinuing Route 8 – Governor and replacing it with a new peak-period only route. The new route, Route 18, would operate between downtown and Knox Knolls via College and Lawrence Avenue replacing Route 8 Governor and a portion of Route 12 along Cranmer Drive and Dickerson Drive off of West Monroe Street.

Route 18 would operate bi-directionally during the peak-periods every 30 minutes. During the midday, Route 8 Governor riders can continue to access SMTD service on Washington Street or MacArthur Boulevard. Exhibit 67 shows this proposed alignment.

**Exhibit 66 - Proposed Route 8**



**Exhibit 67 - Proposed Route 18**



— Proposed Route

Springfield Mass Transit District  
Proposed Route 18

Source: Sangamon County (2009), Perteeet Inc.





### **Route 9 – M.L. King**

Route 9 is a productive route. The alignment out of downtown Springfield is less direct than it can be which adds some travel time to most patrons' rides.

The southern terminus of Route 9 should be adjusted to serve South 15<sup>th</sup> Street between Cornell Avenue and Laurel Street. This segment is currently served by Route 5 South 15<sup>th</sup>, but will no longer be served by Route 5 if the route is extended to Walmart.

This route should also use Capitol Avenue between the transit center and M. L. King instead of serving Monroe and Adams. This change will speed up the route and offset the additional running time incurred by serving South 15<sup>th</sup> Street. Exhibit 68 shows the proposed alignment of this Route.

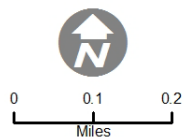
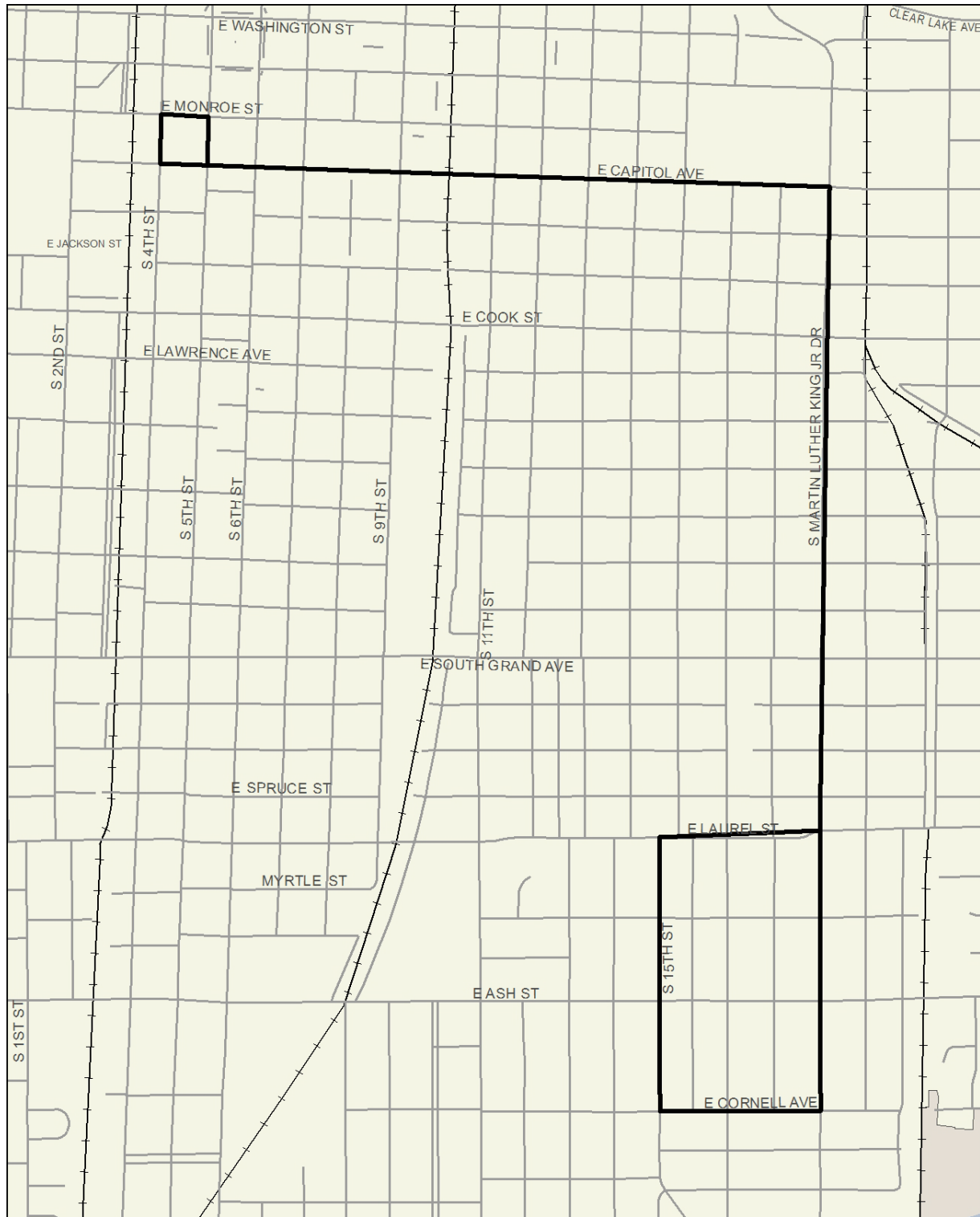
Route 9 MLK should operate at its existing span and frequency and be interlined with Route 5 N Walnut.

### **Route 9 - Noble**

This route operates peak-periods only and the productivity is extremely low.

Due to low ridership, Route 9 - Noble should be discontinued. Most existing riders are within several blocks of service on MacArthur Boulevard.

**Exhibit 68 - Proposed Route 9**



— Proposed Route

Springfield Mass Transit District  
Proposed Route 9

Source: Sangamon County (2009); Perteeet Inc.



### **Route 10 - Southern View/Laketown**

This route has average productivity but duplicates Route 1 - South 5<sup>th</sup> in the 5<sup>th</sup>/6<sup>th</sup> Street corridor. Also, it operates a very large one-way loop in the Laketown area serving a business district outbound and a single family neighborhood inbound. In the morning, riders use this route in the outbound direction to reach the Stanton Street area. Inbound riders are boarding in the Laketown neighborhood to travel north.

In conjunction with the proposed elimination of Route 1 - South 5<sup>th</sup>, inbound trips on Route 10 should use 6<sup>th</sup> Street north of Laurel instead of 4<sup>th</sup> Street. This would eliminate a difficult left turn and replace Route 1 - South 5<sup>th</sup> service. This would make Route 10 the primary route along the 5<sup>th</sup>/6<sup>th</sup> Street corridor. Route 10 ridership will likely increase significantly as it would no longer be sharing ridership with Route 1.

To provide additional coverage for the employment opportunities between Stanton and Capital City Shopping Center, Route 10 should operate from Stanton north to Stanford, to Dirksen Parkway. This will eliminate service on Radcliff Road, but add several new and growing areas to the fixed-route service area. Exhibit 69 shows the proposed alignment.

Route 10 should operate at its existing span and frequency.



### **Route 11 - UIS/LLCC**

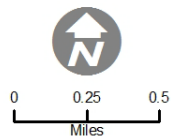
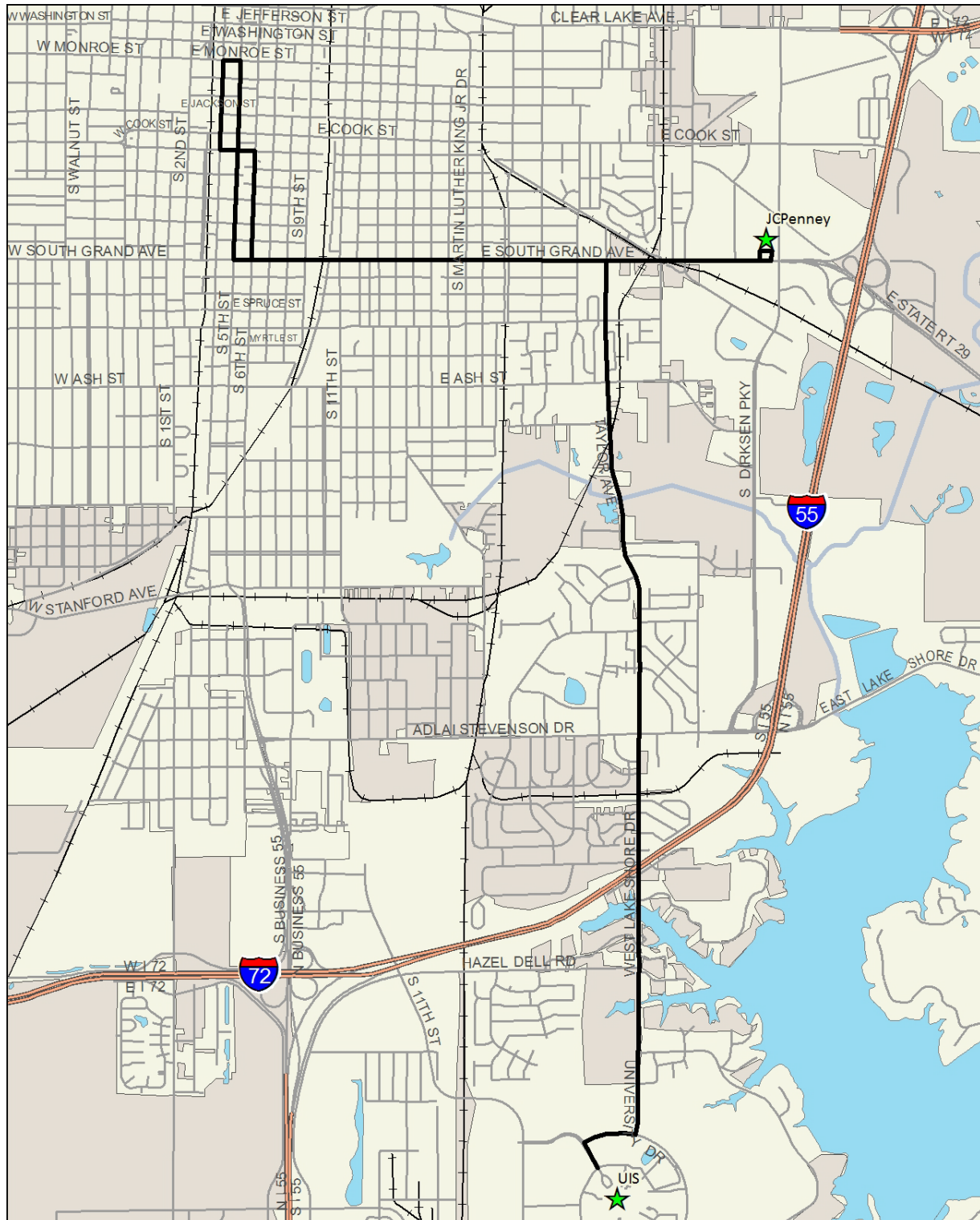
The productivity of this route is about average and it provides the only service to UIS and LLCC. It provides service on the South Grand Avenue corridor in the Eastside but turns south short of Dirksen Parkway. In the south, Route 11 operates a very large one-way loop that serves multi-family housing, the Noll Medical Pavilion, an industrial park, and low-density neighborhoods.

Customers have repeatedly requested service to JC Penney on South Dirksen Drive. Therefore, it is proposed that Route 11 be deviated to serve JC Penney using the current night route's turnaround. This deviation would also serve the proposed County Health Offices and a grocery store.

Route 11 should begin and end at UIS with service to LLCC and Noll Medical Pavilion replaced by new Route 15. Exhibit 70 depicts the proposed alignment for this Route.

Route 11 should operate at its existing span but the frequency would be reduced to hourly midday and all day Saturday. Service to UIS would be supplemented by new Route 15 operating every 30-minutes.

**Exhibit 70 - Proposed Route 11**



- Proposed Route
- ★ Point of Interest

Springfield Mass Transit District  
Proposed Route 11

Source: Sangamon County (2009); Perteeet Inc





### **Route 12 Knox Knolls – Country Club**

This route has extremely low productivity. The peak hour extension to the White Oaks Mall south of Knox Knolls carries very few people. Between downtown and Bruns Lane, Route 12 is one block away from Route 7 on Washington Street.

Due to low ridership and duplicative service, we propose deleting Route 12. However, the Cranmer Drive and Dickinson Road area off of Monroe Street (Knox Knolls) would continue to be served by new Route 18 during peak-periods. In addition, service on Monroe Street between Amos Avenue and Bruns Lane will be served by a modified Route 4. Route 7 service on Washington Street would serve all other destinations currently served by Route 12 on Monroe.

### **Routes 901 and 902 Night Service**

No recommendations are made for either of these routes.

### **Routes 903 and 904 West Side Night Service**

Adjust these routes to serve the south side bus stop at White Oaks Mall to be consistent with proposed changes to regular service routes.

### **Harrison Park**

This is the worst performing route in the system and does not operate during the summer. Peak trips are extended further west and the route duplicates Route 7 West Washington. The route mainly serves suburban single family neighborhoods.

Due to virtually no ridership, we propose deleting this route.

### **Historic Route**

The Historic Route connects numerous tourist attractions in Springfield and operates a very convoluted routing. Ridership on this route is extremely low and the service does not provide benefits for area residents to utilize for transportation as it is specifically designed for visitors.

Ridership data was collected during the month of May 2009 prior to the start of the tourist season. It indicated that boardings were very low at 4.7 per service hour.

Due to extremely low ridership and the potential to reallocate service hours to regular service, it is recommended to discontinue this route.

### **Southwind Park Route (New)**

The new Southwind Park is being developed in south Springfield. There are no other destinations close to Southwind Park that are transit orientated. Due to the isolated location, it is unlikely that traditional fixed-route bus service to Southwind Park would be effective. Instead, SMTD should operate a service route with a paratransit vehicle between downtown Springfield and Southwind Park on Saturdays only.

The Southwind Park route would operate along a similar alignment to Route 10 between downtown Springfield and East Saint Joseph Street. A variable service zone would be provided in an area bounded by South Lowell Avenue and South 11<sup>th</sup> Street between West and East Cook Street and Outer Park Drive or East Princeton Avenue. All posted bus stops along the route would be served.

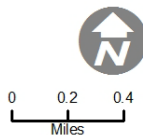
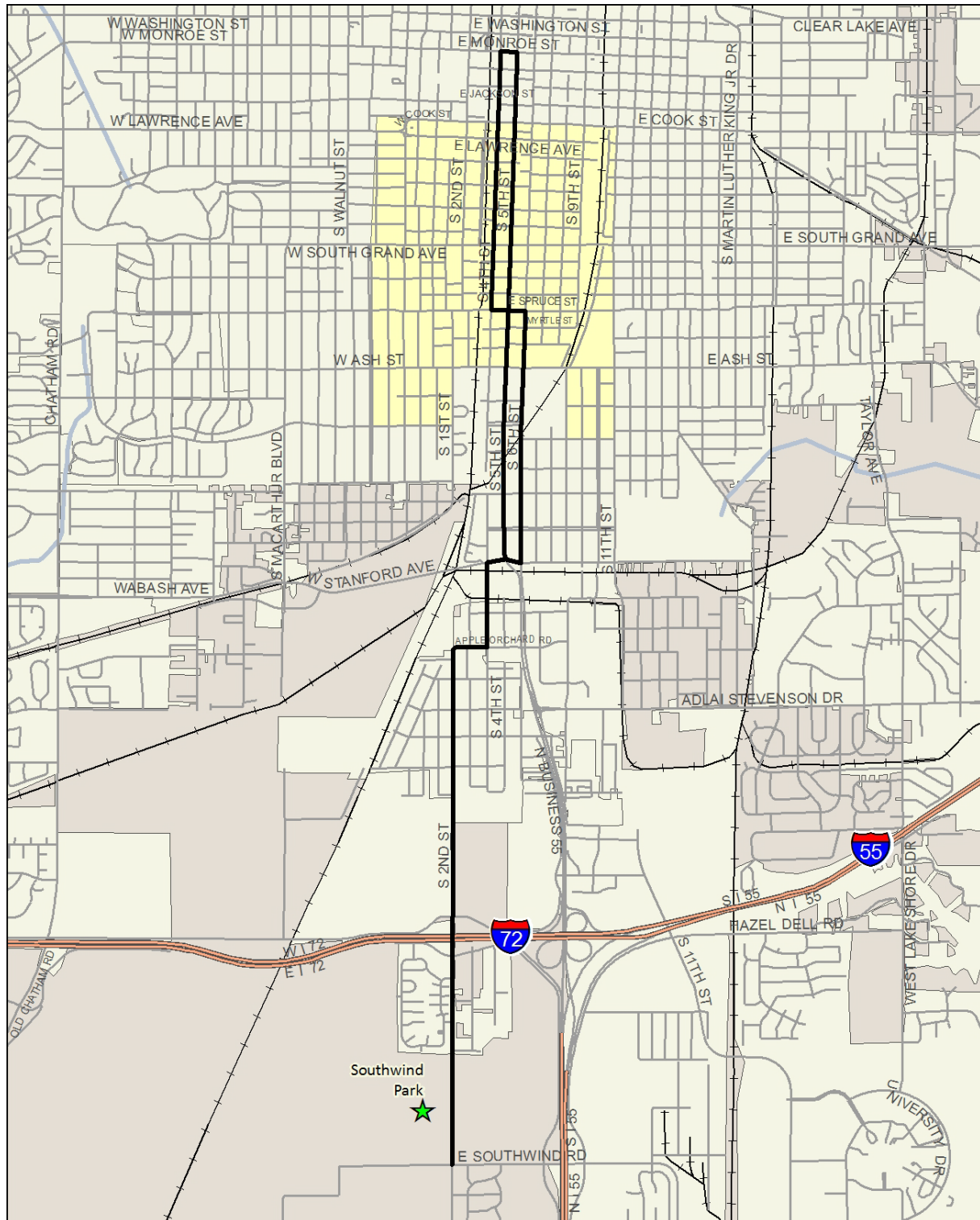
Riders would be able to request customized rides within the variable routing service area by calling the Access Springfield reservation office at least two hours before pick-up, and make reservations for up to 30 days in advance. Reservations would be taken on a first-come, first-served basis.

A limited number of off-route deviations can be made on any given trip. The Southwind Park route can deviate from the fixed route to serve other locations within the service area, but they cannot necessarily provide door-to-door service due to safety and other operational considerations (narrow streets, cul-de-sacs, etc.). Riders may be requested to board/deboard at a location a block or more from their home or destination. Estimated pick-up and drop-off times will be provided at the time of making the reservation and riders should be waiting at the curbside at the given pick-up time.

Exhibit 71 depicts the proposed alignment and variable routing area for the Southwind Park route.



**Exhibit 71 – Proposed Southwind Park Route**



- ★ Point of Interest
- Proposed Route
- Variable Routing Area

Springfield Mass Transit District  
Proposed Route Southwind Park

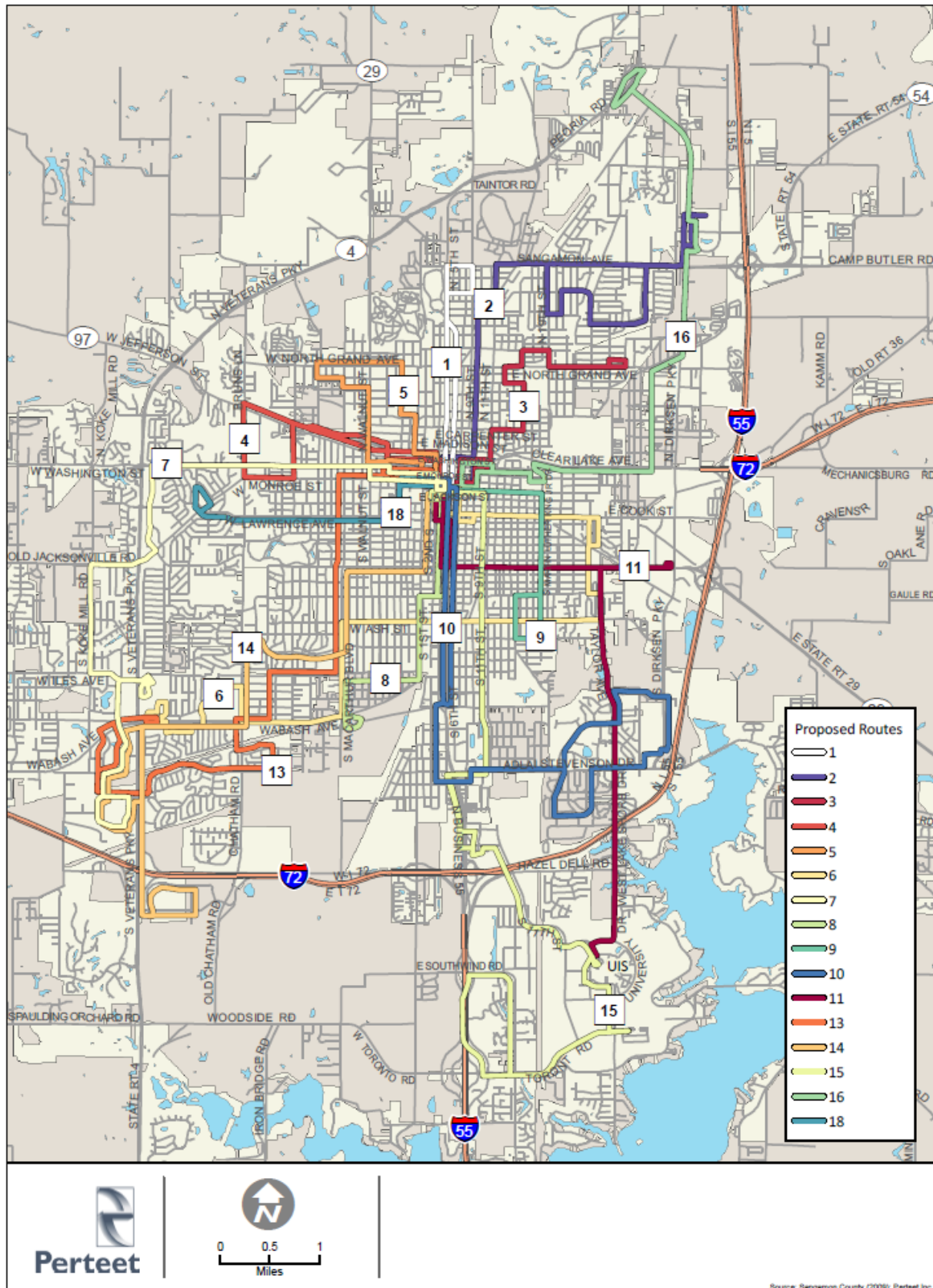
Source: Sangamon County (2009), Perteeet Inc.



**Exhibit 72 - Final Short-Term Recommendations**

<b>Route</b>	<b>Proposed Change</b>
Route 1 South 5 <sup>th</sup>	Discontinued; replaced by new Route 15 and Route 10
Route 1 North 5 <sup>th</sup>	Connected to Route 8 Lowell
Route 2 North 9 <sup>th</sup>	Northgate service all inbound am trips & all outbound pm trips; Indian Hills deviation discontinued
Route 3 Grandview Route 3 Bergen Park	Split into two routes: Grandview service bi-directional and connected to Route 4; Bergen Park service replaced by new Route 16; 30 min peak, 60 min off-peak
Route 4 West Jefferson	Shortened to turn around at W Jefferson and Bruns Lane and replace Route 12 on Monroe; connected to Route 3; new Saturday service
Route 5 South 15 <sup>th</sup>	Discontinued; replaced by new Route 15 and Route 9
Route 5 North Walnut	Modified to serve the Senior Center on Walnut at Mason St; connected to Route 9 MLK
Route 6 East Cook	Extended to White Oaks Mall via Ash St; serves Montvale and Sherwood neighborhoods
Route 6 Colony West	Discontinued; Montvale/Nottingham replaced by Route 6 East Cook and new Route 14 replaces Outer Park Drive/Chatham Road
Route 7 West Washington	Ends at Parkway Point; future planned extension west on Wabash to Wells Fargo, AT&T and new Walmart; hourly service off-peak
Route 7 South State	Discontinued; replaced by new Route 13
Route 8 S 1 <sup>st</sup> St (Lowell)	Realign/extend as follows: 4 <sup>th</sup> /5 <sup>th</sup> St corridor Capitol to Laurel; S 1 <sup>st</sup> St Laurel to Highland; via Highland and MacArthur to Junction Circle
Route 8 Governor	Discontinued; replaced by new Route 18 peak hours only
Route 9 ML King	Moved to S 15 <sup>th</sup> b/t Cornell & Laurel replacing part of Route 5 S 15 <sup>th</sup> ; moved to Capitol; connected to Route 5 N Walnut
Route 9 Noble	Discontinued
Route 10 Southern View/Laketown	Moved to 6 <sup>th</sup> St north of Laurel to replace Route 1 S 5 <sup>th</sup> ; modified to Stanford b/t Stanton and Dirksen discontinuing Radcliff Rd service
Route 11 UIS/LLCC	Extended to JC Penney and new County Health Offices; shortened to end at UIS; replaced by new Route 15 south of UIS; reduced to hourly off-peak.
Route 12 Knox Knolls-Country Club	Discontinued; Knox Knolls replaced by new Route 18 peak only
Route 13 MacArthur	New route replacing most of Route 7 S State; hourly off-peak
Route 14 SW Springfield	New route serving 2 <sup>nd</sup> ; Grand; MacArthur; Outer Park, Chatham, Wabash Ave; Parkway Point & Prairie Crossing every 30 minutes
Route 15 S 11 <sup>th</sup> Street/UIS	New route replacing Route 5 S 15 <sup>th</sup> and portions of Route 11 every 30 minutes via 11 <sup>th</sup> St corridor, Walmart, UIS, LLCC, Noll Medical
Route 16 Sandhill	New route replacing Route 3 Bergen Park; extends to Dirksen Walmart and Sand Hill trailer park; 30 min peak, 60 min off-peak
Route 18 Lawrence	New route replacing Route 8 Governor and Route 12 Knox Knolls via Lawrence, Cranmer & Dickinson; peak-periods only every 30 min.
Routes 901 and 902 Night Service (north and south)	No changes
Routes 903 & 904 Night Service (Westside)	Modified to serve the south side bus stop at White Oaks Mall
Harrison Park	Discontinued
Historic Route	Discontinued
Southwind Park	New 'Service Route' Saturdays only using paratransit vehicle connecting downtown and Southwind Park with variable routing
Trippers	Discontinue 17 trippers; add one new school tripper

Exhibit 73 - System Map of Route Recommendations



### 4.3 Tripper Service Recommendations

SMTD operated 35 tripper service routes throughout Springfield when this analysis was conducted. Trippers serve schools, employment sites and senior housing with one morning and one evening trip and in some cases, several trips. All tripper routes are open to the general public.

Many of the trippers were not effective – i.e. they were not carrying many riders. Several trippers operate in neighborhoods where regular bus service does not operate. A number of the trippers provide direct service between neighborhoods and schools avoiding travel through downtown and a transfer as well as deflecting high boarding activity from regular service.

Total daily revenue hours operated by tripper service is approximately 10:52.

At this time there are no service standards adopted by SMTD to measure the effectiveness of tripper service. The proposed service standards describe a tripper route's performance as unsatisfactory if there are 10 or less passengers per trip. Therefore for the purposes of this analysis, a threshold of 10 or more riders per trip was applied to tripper service as a measurement of success.

#### 4.3.1 Tripper Service Descriptions and Recommendations

##### **201 – Barberry & Celtic to Westchester**

Tripper 201 serves Chatham Road and several low density West Springfield neighborhoods with three loops in the afternoon from the Christ the King school campus. Five riders are carried by this trip

Recommendation: due to low ridership, this tripper should be discontinued. There are no alternative services available for these riders.

##### **202 – Barberry & Celtic to Rickard Road**

School trip 202 serves Chatham, Iles and several West Springfield low density neighborhoods in the afternoon from the Christ the King school campus. 15 boardings occurred in a neighborhood a distance from the school with deboardings soon after over a short section of the route. There was no activity along Rickard Road.

Recommendation: ridership meets minimum standards, therefore, no change is suggested.

##### **203 – Barberry & Celtic to Sherwood**

Tripper 203 serves Chatham and a low density neighborhood between Sherwood Plaza and Chatham Square in the afternoon. Eight riders are carried on this trip.

Recommendation: due to low ridership, this tripper should be discontinued. Currently, Route 6 Colony West provides some alternative coverage. With the proposed service restructure, Route 6 Colony Park would be discontinued.

##### **204 – Barberry & Celtic to Country Club**

School trip 204 serves the Colony West and Country Club single family neighborhoods in West Springfield. This trip carried 16 riders.

Recommendation: ridership meets standards, therefore, no change is suggested.



### **205 – Reynolds & Taylor to Downtown**

School trip 205 provides direct service to downtown in the afternoon from the public schools administration building and the Douglas School Building. The trip carries seven riders to the transit center.

Recommendation: due to low ridership, this tripper should be discontinued. Alternative service is available at the same time within one block by Route 5 North Walnut.

### **206 and 207 – Goodwill/Downtown**

These trippers provide one morning trip to Goodwill at Enos and North 12<sup>th</sup> and one afternoon return trip to downtown. There was one rider on the morning trip and four riders on the afternoon trip. Based on conversations with SMTD staff, many – if not all of these patrons have mobility impairments.

Recommendation: due to low ridership, these trippers should be discontinued. Instead, modify Route 2 and/or Route 3 to deviate from the regular route to serve Goodwill on specific trips. If the passengers cannot be accommodated by these shifts in fixed-route buses, then the Goodwill trippers should be maintained.

### **209 and 221 - Downtown/Greyhound/IDOT and Secretary of State Offices**

These two trippers are combined to provide outbound afternoon service to Greyhound and afternoon return service from the state offices to downtown. Outbound 209 carried no riders to Greyhound. Inbound 221 carried seven riders from the two IDOT offices to downtown but none from the Secretary of State office.

Recommendation: due to low ridership, Tripper 209 should be discontinued. Tripper 221 would be retained to provide return commuter service in the afternoon. The trip would start at the Secretary of State office and no longer serve Greyhound.

### **210 – Greyhound to Downtown**

Tripper 210 provides two trips from Greyhound, one morning and one afternoon trip. There were no riders from Greyhound in the afternoon. This trip is ½ hour earlier than tripper 209 that returns downtown as tripper 221 via the state offices on Dirksen. There was no ridership information available for the morning trip.

Recommendation: due to low ridership, this tripper should be discontinued. There are no alternative services available. There is, however, a need to connect Greyhound with the rest of Springfield. SMTD should consider a taxi voucher program at the Greyhound station. Such a voucher – which would be available at the Greyhound station or at SMTD's office – would cover the cost of a taxi ride between the Greyhound station and the downtown transfer area in Springfield. Once you obtained a voucher, passengers would make arrangements to be picked up by one of the preselected local taxi operators listed on the voucher form. Such a taxi service would be more cost effective for SMTD than running mostly empty buses to / from the station.

### **211 – 11th & North Grand to Ash & Greentree**

This school tripper provides one afternoon trip from Lanphier High School to the Eastside neighborhood via the downtown transit center. There were 37 boardings at the start of the route with 17 continuing past downtown into the Eastside area.

Recommendation: ridership is excellent. No change is suggested.

### **212 and 214 - Bruns Lane to 11th & North Grand**

These two school trippers provide one morning (214) and one afternoon (212) trip between Lanphier High School and the West Jefferson area via North Grand Avenue. In the morning, there were 20 boardings and in the afternoon, there were 14 riders.

Recommendation: ridership is good. No change is suggested.

### **216 - 6th Street Road & Stevenson to Laketown**

This school tripper provides one afternoon strip from Little Flower School along Stevenson Drive via the Laketown and Lake Victoria neighborhoods ending in a small neighborhood just north of Stanton Street and east of Taylor Avenue. There were seven riders between Little Flower School and Laketown only.

Recommendation: due to low ridership, this tripper should be discontinued. Alternative service is available on Route 10.

### **217 – 6th Street Road & Stevenson to North Cotton Hill**

School tripper 217 provides one afternoon trip from Little Flower School to a community along the western shores of Lake Springfield. It serves Stevenson Drive, the Franklin Park area south of Hazel Dell, a neighborhood west of I-55 on Southwind Road, North Cotton Hill Road and the high density housing area south of Toronto Road. There were four boardings on this trip.

Recommendation: due to low ridership, this tripper should be discontinued. Alternative service is available on specific portions of the route (but not to Lake Springfield) by using Route 10 and Route 11 and also when Route 5 is extended with the route restructure (new Route 15).

### **218 – 6th Street Road & Stevenson to Timberlane**

This school tripper provides one afternoon trip from Little Flower School to the Timberlane neighborhood on the east side of Lake Springfield via a deviation serving two small neighborhoods north of Stevenson Drive. There were no boardings on this trip.

Recommendation: due to low ridership, this tripper should be discontinued. Alternative service is available on Route 10 on specific portions of the route but not to Timberlane.

### **219 – Downtown/Sankey-Park Towers**

Several round trips per day are provided between the Sankey-Park Towers low-income senior housing hi-rise and downtown via 2<sup>nd</sup> Street. There are four northbound trips and three southbound trips. Ridership per trip varies from zero to a maximum of five.

Recommendation: due to low ridership, this tripper should be discontinued. Alternative service is available on Route 7 S and Route 7 W. With the proposed route restructure, alternative service would be available on new Route 13.

A different alternative would be to adjust this route. Traditionally, service routes to or from senior complexes operate to shopping, medical, and grocery store location. Rather than focusing on transferring to other routes, SMTD could operate three trips a day from Sankey Towers to different locations on each day – to better target users.

### **220 – Downtown to IDOT**

This worker orientated tripper provides one morning trip from downtown to the IDOT and Secretary of State Offices and Greyhound via Ash Street. Nine riders boarded this trip to IDOT.

Recommendation: there are no alternative services available for this commuter orientated tripper. This tripper should be retained but eliminate the deviation via Greyhound. The afternoon tripper would also be retained.

**222 – Allis & Stevenson to Laketown/Ash & Greentree**

This school tripper provides one morning trip from the neighborhood near Cottonwood Street & 11<sup>th</sup> Street and the Laketown neighborhood to Southeast High School via Taylor Avenue including a deviation to serve a neighborhood near Capital City Shopping Center. There were 18 boardings on this trip.

Recommendation: Ridership is good, so no change is suggested.

**224 – Southern View to Ash & Greentree**

There is one morning trip provided from Southern View to Southeast High School via 4<sup>th</sup> Street, Oberlin Avenue, 10<sup>th</sup> Street and Ash Street. Up to 22 boardings occurred along the route.

Recommendation: ridership is good, so no change is suggested.

**225 – Ash & Greentree to Southern View**

In the afternoon there is one school trip from Southeast High School to the Southern View area via Taylor Avenue and Stevenson Drive. There are 25 boardings at the school.

Recommendation: ridership is good, so no change is suggested.

**226 – Taylor & Ash to Downtown**

Two school trips were surveyed for this analysis. However, only one trip (3:25pm) is displayed on the schedule. This tripper provides direct service from Southeast High School in the afternoon to downtown via Cook Street. The 3:18pm trip carried 20 riders while the 3:25pm trip carried 12 riders.

Recommendation: ridership is decent, so no change is suggested (it is assumed that the 3:18 trip has been canceled).

**227 – Lewis & Adams to ML King & S 15th**

One afternoon school trip is provided from Springfield High School to the Eastside neighborhood via a large one way loop along Route 9 MLK and Route 5 South 15<sup>th</sup>. There were 15 boardings at the school.

Recommendation: ridership is good, so no change is suggested.

**228 – Lewis & Adams to Downtown**

This school trip provides direct service to downtown in the afternoon from Springfield High School. There were 27 riders boarding at the school to the transit center.

Recommendation: ridership is good, so no change is suggested.

**229 – Lewis & Adams to East Cook**

From Springfield High School one afternoon school trip is provided to the Eastside neighborhood via Route 6 East Cook. There were 18 boardings at the school.

Recommendation: ridership is good, so no change is suggested.

**230 – Amos & Columbia to West Washington**

From St. Agnes School, one afternoon trip is provided to neighborhoods in the West Washington area at Veterans & Cider Mill and Koke Mill & Briana. There were six boarding as the school.

Recommendation: due to low ridership, this tripper should be discontinued. There would be no alternative service in this area, as the Harrison Park route is also recommended for deletion.

**231- Amos & Columbia to Country Club**

One afternoon trip is provided from St. Agnes School to the Country Club area. There were four boardings at the school.

Recommendation: due to low ridership, this tripper should be discontinued. However, Route 12 carries a high number of students from Springfield High School and St. Agnes School to Country Club although Route 12 is proposed for cancellation. In place of this tripper and Route 12, it is proposed to implement a new tripper route that serves the schools returning students to Country Club.

**232 – Amos & Columbia to Greenbriar**

From St. Agnes School, one afternoon trip from the school to low density single family neighborhoods in West Springfield is provided. There were four boardings at the school.

Recommendation: due to low ridership, this tripper should be discontinued. No viable alternative service is available.

**233 – Amos & Columbia to Jefferson Park**

This school tripper provides one afternoon trip from St. Agnes School to North Grand Avenue & Osburn via West Washington Street and the Jefferson Park area. There were 17 boardings at the school.

Recommendation: ridership is good, so no change is suggested.

**234 – Amos & Columbia to Harrison Park**

From the St. Agnes School in the afternoon, one trip provides service to the Harrison Park area via West Washington Street and several route deviations into neighborhoods. There were 14 boardings at the school.

Recommendation: ridership is good, so no change is suggested.

**236 – 1st & Madison to Downtown**

From the Willard Ice Building, workers are provided one direct afternoon trip to downtown. There were six boardings at the office building to downtown.

Recommendation: due to low ridership, this tripper should be discontinued. Alternative service is available on Route 5 North Walnut at about the same time. With the proposed route restructure alternative service would be available two blocks away on Washington Street with Routes 4 and 7.

**239 – Iles & Arlington to Wabash & Robinhood**

Direct service in the morning is provided from several West Springfield neighborhoods including Colony West and Sherwood to the Sandburg Elementary School at Wabash & Robinhood. A total of seven riders rode to the school.

Recommendation: due to low ridership, this tripper should be discontinued. With the proposed route restructure, new Route 13 Colony West would provide some alternative service.



### **240 – Colony West/Sherwood**

In the afternoon, one trip is provided from Sandburg Elementary School back to Sherwood and Colony West following the reverse of tripper 239. There were 12 boardings at the school with deboardings along the length of the route.

Recommendation: ridership meets the proposed standards, so no change is suggested.

### **241 – South State Express**

There is one trip at 5pm that provides express service from downtown on Route 7 S. There were four riders on this trip.

Recommendation: due to low ridership, this tripper should be discontinued. With the route restructure, new Routes 13 and 14 would provide alternative service to this area.

### **Downtown/11th & North Grand**

There are two trippers serving Lanphier High School and downtown. One morning trip to school and one afternoon trip to downtown. Ridership data was not available from the ride check.

Recommendation: alternative service is available within two to three blocks on Route 2 North 9<sup>th</sup> and Route 3 Grandview. In addition, it duplicates tripper 211 in the afternoon that travels to East Cook via downtown. However, that trip carried 37 riders from the school. It is assumed, based on other Lanphier High School trips, that the ridership exceeds 10 per trip therefore, without additional information, no changes are recommended.

### **Other Trippers**

The following trippers had ride check data but no on-line schedule. It is assumed these trippers have been discontinued therefore no analysis has been conducted and no recommendations are provided:

200 – Centennial Building;	4 boardings
213 – Lanphier HS – DT – B. Park;	17 boardings
223 – Southeast HS – Laketown;	16 boardings
237 – Springfield HS – Downtown;	2 boardings

### **4.3.2 Proposed New School Tripper Service**

Selected trips on Route 12 carry a significant number of St. Agnes School and Springfield High School students to and from the Country Club area. Those are the only trips with satisfactory ridership on Route 12, and Route 12 is proposed for cancellation. To maintain service to these schools and the neighborhoods, the implementation of a new tripper service route is recommended as a replacement providing one morning and two afternoon trips.

The following exhibit depicts the routing for the proposed new school tripper.



#### 4.3.3 Summary of Proposed Discontinued Tripper Service

A total of 35 tripper service routes were analyzed and as a result it is proposed to discontinue 17 tripper service routes due to very few boardings. The following exhibit summarizes the trippers recommended for cancellation:

**Exhibit 75 - Discontinued Trippers**

<b>Proposed Discontinued Trippers</b>			
<b>Tripper Number</b>	<b>From</b>	<b>To</b>	<b>Alternative Service</b>
201	Christ the King	Westchester	None
203	Christ the King	Sherwood	None with proposed restructure
205	School Admin Bldg	Downtown	Route 5 N Walnut
206/207	Goodwill	Downtown	Modified trips on Route 2 and/or Route 3
209	Downtown	Greyhound	None with proposed restructure
210	Greyhound	Downtown	None
216	Little Flower School	Laketown	Route 10
217	Little Flower School	East shore of Lake Springfield	Routes 10 & 11 partially; with restructure add new Route 15
218	Little Flower School	Timberlane	Route 10 partially
219	Sankey-Park Towers	Downtown	Currently Route 7 and 9; with restructure new Route 13; paratransit
230	St. Agnes School	W Washington	None with proposed restructure
231	St. Agnes School	Country Club	New tripper for St Agnes and Springfield HS
232	St. Agnes School	Greenbrier	None
236	Willard Ice Bldg	Downtown	Route 5 N Walnut currently
239	W. Springfield	Sandburg Elementary School	Partially by new Route 13
241	Downtown	S State Express	Rt 7 S; with restructure new Routes 13 and 14

## CHAPTER 5 – OPERATIONS AND IMPLEMENTATION PLAN

The following section shows both the operations plan and the implementation plan for regular fixed route service and tripper service. The service recommendations are cost-neutral and do not require additional buses.

### 5.1 Operations Plan

The following exhibits show the projected changes in platform hours, the number of buses operated during the peak-period, the proposed frequency of service and the proposed span of service. In general, the span of service is approximately the same as currently provided however, for some routes the frequencies have been adjusted.

The peak-period, for counting the maximum buses on the road at one time, is defined as 4:30pm to 5:30pm. For the current operator assignments the Night Service routes are separate assignments and leave the base during the peak-period. Therefore, the Night Service routes are counted as part of the peak number of buses. The actual number may go up or down based on the final run cut and the 'report' bus is not included.

**Exhibit 76 - Platform Hours and Peak Bus Projection**

Route Combination	Destination	Proposed Hours Weekday	Proposed Hours Saturday	Proposed Peak Number of Buses
1 - 8	North 5th – S 1 <sup>st</sup> Street	19:45	12:35	2
2	North 9 <sup>th</sup>	24:50	24:50	2
3 - 4	Grandview - West Jefferson	19:33	11:45	2
5 - 9	North Walnut – MLK	20:30	13:05	2
6	East Cook-White Oaks Mall	36:45	35:15	3
7 - 13	West Washington – MacArthur	59:26	36:31	6
10	Southern View/Laketown	20:59	11:52	2
11	USI via S Grand	18:15	11:45	2
14	Wabash via Mac Arthur	36:30	36:30	3
15	USI/Noll via S 11th Street	36:23	35:43	3
16	Sandhill via Bergen Park	19:55	12:25	2
18	Lawrence Ave/Knox Knolls	6:30	0:00	1
NS	Night Service	23:40	0:00	4
Southwind Pk	Southwind Park - Downtown	0:00	8:25	0
Tripper Service	19 Tripper Service Routes serving schools and IDOT	7:33	0:00	0
	<b>Proposed Daily Total</b>	<b>351</b>	<b>251</b>	<b>34</b>
	<b>Current Daily Total</b>	<b>377</b>	<b>234</b>	<b>41</b>
	<b>Proposed Annual</b> (255 weekdays; 52 Saturdays)	<b>89,395</b>	<b>13,036</b>	
	<b>Current Annual Total</b> (255 weekdays; 52 Saturdays)	<b>96,084</b>	<b>12,156</b>	
	<b>Grand Total Current</b>	<b>108,240</b>		
	<b>Grand Total Proposed</b>	<b>102,431</b>		

**Exhibit 77 - Proposed Frequency and Span of Service**

Route Combination	Destination	Proposed Headways in Minutes		Span of Service		
		Weekday Peak	Weekday Off-Peak	Saturday	Weekday	Saturday
1 - 8	North 5th – S 1 <sup>st</sup> Street	30	60	60	6:00am-6:10pm	6:30am-6:00pm
2	North 9th	30	30	30	6:15am-6:15pm	6:15am-6:15pm
3 - 4	Grandview - West Jefferson	30	60	60	6:00am-6:10pm	6:30am-6:10pm
5 - 9	North Walnut - MLK	30	60	60	6:00am-6:10pm	6:00am-6:00pm
6	East Cook/ White Oaks Mall	30	30	30	6:00am-6:30pm	6:30am-6:30pm
7 - 13	West Washington - MacArthur	30	60	60	6:00am-6:30pm	6:30am-6:30pm
10	Southern View/Laketown	30	60	60	6:15am-6:15pm	6:45am-6:15pm
11	USI via S Grand	30	60	60	6:15am-6:15pm	6:45am-6:15pm
14	SW Springfield	30	30	30	6:15am-6:30pm	6:00am-6:30pm
15	USI/Noll via S 11th St	30	30	30	5:30am-6:30pm	6:15am-6:30pm
16	Sandhill via Bergen Park	30	60	60	5:45am-6:15pm	6:45am-6:15pm
18	Lawrence Ave/ Knox Knolls	30	0	0	6:15am-6:10pm	No service
NS	Night Service	0	60	0	6:45pm-12:25am	No service
Southwind Park	Southwind Park - Downtown	0	0	60	No service	9:45am-5:35pm
Tripper Service	Operate 19 Tripper Service Routes	NA	NA	NA	Misc.	No Service

**5.2 Recommended Service Change Implementation Schedule**

The system restructure should be implemented in two major phases coinciding with the June 2010 Service Change and the August 2010 Service Change. It is imperative that SMDT organize a “Service Change Team” that is focused on staff training, bus stop modifications and customer information updates. Clear and comprehensive communications for the customers is essential including revised timetables, a Service Change pamphlet and notices at bus stops describing changes.

Following the major restructure, additional route changes are recommended based on the ability to provide service outside of the service boundary (West Wabash), the completion of the Legacy Point Development and the opening of Southwind Park. The extension to Legacy Point will also require additional resources to implement.

The following chart displays the route changes in priority order for implementation.

Exhibit 78 - Implementation Phasing Chart

Phase	Service Changes
June 2010	<p><b>Route 1 South 5<sup>th</sup></b>; discontinue; replace with new Route 15  <b>Route 1 North 5<sup>th</sup></b>; interline with Route 8 Lowell  <b>Route 4 W. Jefferson</b>; shorten route to Jefferson &amp; Bruns Lane to replace Route 12 service on Monroe (weekdays only for June)  <b>Route 5 North Walnut</b>; adjust via Senior Center – interline with Route 9 MLK  <b>Route 5 South 15<sup>th</sup></b>; discontinue; replace with new Route 15 and revised Route 9 MLK  <b>Route 8 Governor</b>; discontinue; replace with new Route 18  <b>Route 8 S 1<sup>st</sup> Street</b> (new name); realign to 4<sup>th</sup>/5<sup>th</sup> St corridor Capitol to Laurel; S 1<sup>st</sup> Street Laurel to Highland; via Highland, MacArthur to Junction Circle; interline with Route 1 North 5th  <b>Route 9 MLK</b>; adjust turnaround to replace Route 5 South 15<sup>th</sup>; move to Capitol Ave; interline with Route 5 North Walnut  <b>Route 9 Noble</b>; discontinue  <b>Route 10 Southern View/Laketown</b>; move to Stanford from Radcliff and move to 6<sup>th</sup> St to replace Route 1 South 5<sup>th</sup>  <b>Route 11 UIS/LLCC</b>; adjust via JC Penney; end route at UIS; reduce off-peak to 60 min frequency  <b>Route 12 Knox Knolls/Country Club</b>; discontinue; partially replaced by new Route 18 and revised Route 4  <b>Route 15 South 11<sup>th</sup>/UIS</b>; new route; replaces Routes 1 South 5<sup>th</sup> &amp; 5 South 15<sup>th</sup> and southern part of Route 11  <b>Route 18 Lawrence Ave/Knox Knolls</b>; new route; replaces portions of Routes 8 Governor and 12 Knox Knolls  <b>Harrison Park Route</b>; discontinue  <b>Southwind Park Route</b>; implement new Saturday only Service Route  <b>Trippers</b>: Stop service on school trippers during the summer break.</p>
August 2010	<p><b>Route 2 North 9<sup>th</sup></b>; revise Northgate routing and discontinue Indian Hills  <b>Route 3 Grandview</b>; major route revision; interline with Route 4  <b>Route 3 Bergen Park</b>; discontinue; replace with new Route 16  <b>Route 4 W. Jefferson</b>; interline with Route 3 Grandview; add new Saturday service  <b>Route 6 East Cook</b>; extend to West Springfield  <b>Route 6 Colony Park</b>; discontinue  <b>Route 7W W Washington</b>; end at Parkway Point; reduce to hourly off-peak; interline with new Route 13  <b>Route 7S S. State</b>; discontinue; replace with new Route 13  <b>Route 13 MacArthur/Westchester</b>; new route; replaces Route 7S; interline with Route 7 W Washington  <b>Route 14 SW Springfield</b>; new route; replaces portion of Route 7S &amp; 7W  <b>Route 16 Bergen Park/Sandhill</b> – new route; replaces Route 3 Bergen Park  <b>Routes 903 &amp; 904 West Side Night Service</b>; adjust route to White Oaks Mall  <b>Historic Route</b>; discontinue  <b>Trippers</b>: Discontinue 17 trippers. Implement new tripper and other school trippers per recommendation</p>



### **West Wabash Extension**

There is increasing demand for service to the West Wabash area where the AT & T and Wells Fargo call service centers are located. This has been indicated by surveys conducted by this study as well as previous contacts with SMTD. In addition, it is planned to close the current Westside Walmart and open a new Super Walmart on West Wabash adjacent to the call centers. Between the employee demands for service to reach their work sites as well as the opening of a large retail center, pressure for service will continue. The proposed service plan includes the option to adjust Route 7 to serve the west Wabash area in lieu of Parkway Point. This would be no increase in cost to adjust Route 7 service.

Additionally, several options should be considered to enable SMTD to extend transit service to West Wabash:

1. Annex West Wabash into the SMTD service area  
Operate “closed door” along West Wabash. Westbound, riders would be picked-up at posted stops up-to the service boundary and then dropped off only at AT & T, Wells Fargo and Walmart. Returning, pick-up only would occur at these locations and then no stops until the first stop within the service area.
2. Encourage employers to provide shuttle vans scheduled to meet buses at White Oaks Mall. SMTD may be able to lease vans to AT & T and Wells Fargo. This option would not provide service to Walmart.
3. Contract with a service provider to operate shuttle service between White Oaks Mall stop and the West Wabash destinations (contract should be funded by the businesses)
4. Enter into an agreement with AT & T, Wells Fargo and Walmart to pay for the extension of Route 7. This could be tailored on service needs based on shift and store hours.

It is recommended to implement option #2 listed above. This option protects SMTD from providing service for an area outside of its service delivery area. However, SMTD is still providing service for its ridership residing in the boundaries. Service could be implemented incrementally by providing select trips i.e. during peak-periods when employees are most likely to utilize transit. This would be classified as commuter service. Other trips could continue to serve Parkway Point when demand for commuter travel is minimal. When the new Walmart Super Center opens, consideration should be given to providing full-time service to the west Wabash area in the “closed door” fashion.

### **Legacy Point Extension**

The proposed Route 8 extension to MacArthur Blvd & Junction Circle will bring the route close to the planned Legacy Point development. This change will prepare the route for an additional extension once service to Legacy Point is in demand. However, the extension will require additional resources (one bus) due to increased travel time and require breaking the scheduled interline with Route 1 North 5<sup>th</sup>. It is estimated that this would increase annual platform hours by about 3,700 hours.



# Appendix

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# Springfield Mass Transit District Passenger Survey

SMTD is interested in customer input on this route. The results of this survey will be used by SMTD. Please answer all of the following questions. If you require assistance, the individual who handed you this survey will assist you in completing the survey.

If you have already completed one of these forms on another bus, please check here  and hand the survey back to the individual who handed you this survey.

1. On which bus route did you receive this form? Route: \_\_\_\_\_
2. What time did you board this bus? \_\_\_\_\_ AM PM
3. How satisfied are you with the routing and schedule on this route?  
\_\_ Very satisfied \_\_ Satisfied \_\_ Neutral  
\_\_ Unsatisfied \_\_ Very Unsatisfied
4. How did you get to this bus that you are on now?  
\_\_ Transferred from a different bus (Route: \_\_\_\_\_)  
\_\_ Walked for \_\_\_\_\_ minutes  
\_\_ Drove my car and parked at \_\_\_\_\_  
\_\_ Rode my bicycle \_\_ Rode with someone
5. Where are you going?  
\_\_ Work \_\_ School K-12 \_\_ College/university  
\_\_ Home \_\_ Shopping \_\_ Personal business  
\_\_ Medical Appointment \_\_ Recreation or social  
\_\_ Other \_\_\_\_\_
6. When you get off this bus, how will you get to your final destination?  
\_\_ Transfer to a different bus (Route: \_\_\_\_\_)  
\_\_ Walk for \_\_\_\_\_ minutes  
\_\_ Drive my car which is parked at \_\_\_\_\_  
\_\_ Ride my bicycle \_\_ Get a ride with someone
7. Where were you just before you boarded this bus?  
\_\_ Work \_\_ School K-12 \_\_ College/university  
\_\_ Home \_\_ Shopping \_\_ Personal business  
\_\_ Medical Appointment \_\_ Recreation or social  
\_\_ Other \_\_\_\_\_
8. If there is a destination you find particularly difficult to reach by bus, describe that destination. Use a building name, address or intersection.  
\_\_\_\_\_  
\_\_\_\_\_
9. Please list any destinations not served by SMTD that you would like to ride a bus to:  
\_\_\_\_\_  
\_\_\_\_\_
10. Please rank the following potential service improvements, in terms of the relative importance to you. Rank from 1 (most important) to 10 (least important.)  
\_\_ More frequent service \_\_ Later evening service  
\_\_ More weekend service \_\_ More direct service  
\_\_ Better service information \_\_ Reduced travel times  
\_\_ Route closer to my home \_\_ Route closer to my job  
\_\_ Improved transfer connections  
\_\_ Other (please specify) \_\_\_\_\_
11. How many different bus routes will you ride to get to your destination? \_\_\_\_\_
12. Are you a licensed driver and able to drive? \_\_ Yes \_\_ No
13. How many vehicles (automobiles, vans, trucks, SUV's) are kept at home for use by members of your household? \_\_\_\_\_
14. Was one of the vehicles kept at your home available for this trip? \_\_ Yes \_\_ No
15. How many days per week do you ride the bus?  
\_\_ 0-1 times \_\_ 2-3 times  
\_\_ 4-5 times \_\_ 6-7 times  
\_\_ Once, twice or three times a month  
\_\_ This is my first time using SMTD
16. How did you pay your fare on this bus?  
\_\_ Transfer  
\_\_ \$1.00 Cash Adult Fare  
\_\_ Free Senior / Disabled Fare  
\_\_ Adult 20 Ride Pass  
\_\_ Person with a Disability 20 Ride Pass  
\_\_ Access Pass
17. What is your current occupation? Please check one.  
\_\_ K-12 student \_\_ Full-time college student  
\_\_ Part-time student \_\_ Adult student  
\_\_ Retired \_\_ Volunteer  
\_\_ Employed full-time \_\_ Employed part-time  
\_\_ Military \_\_ Homemaker  
\_\_ Unemployed \_\_ Other \_\_\_\_\_
18. What is your age group?  
\_\_ under 16 \_\_ 16-18 \_\_ 19-24 \_\_ 25-34  
\_\_ 35-44 \_\_ 45-54 \_\_ 55 to 64 \_\_ 65 or over
19. What is your gender? \_\_ Female \_\_ Male
20. How many people including yourself live in your household?  
\_\_\_\_\_
21. The combined TOTAL ANNUAL INCOME for all members of my household is:  
\_\_ Less than \$5,000 per year \_\_ \$5,000 – \$15,000 per year  
\_\_ \$15,000 – \$25,000 per year \_\_ \$25,000 – \$35,000 per year  
\_\_ \$35,000 – \$45,000 per year \_\_ \$45,000 – \$55,000 per year  
\_\_ \$55,000 – \$65,000 per year \_\_ More than \$65,000 per year
22. If you have access to the internet, have you ever visited SMTD online at [www.smtd.org](http://www.smtd.org)? \_\_ Yes \_\_ No

Please return this completed survey to the individual who handed you this survey. **THANK YOU!**