



Village of Mount Prospect

**TRANSIT
STUDY**



Village of Mount Prospect

TRANSIT STUDY

August 2025





PREPARED BY



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STUDY OVERVIEW

Section 1



Study Goals and Purpose

This plan was developed to understand and serve the public transportation needs of those who live, work, and visit Mount Prospect. It seeks to identify opportunities and develop specific recommendations to improve mobility for current and future users of the transit network.

The Village of Mount Prospect is dedicated to providing residents with diverse mobility options that meet their varied needs. A key focus of the plan is ensuring that those who rely on transit services, particularly older adults and other transit-dependent populations, have access in the future. This plan establishes a framework that allows the Village to preserve and expand mobility options to address evolving barriers, shifting trends, and future challenges to transit.

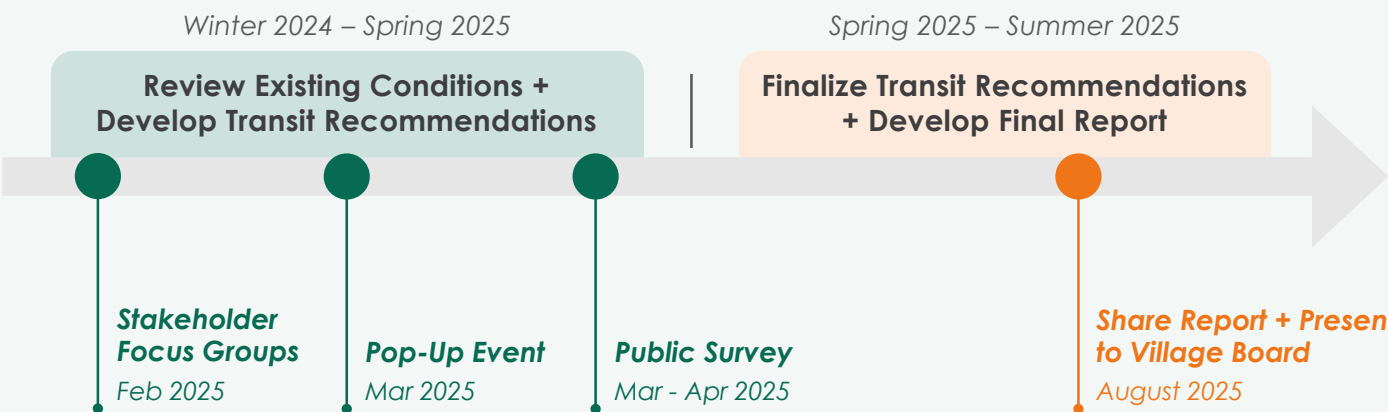
The Village of Mount Prospect has a robust transportation system – local roads, interstate roadways, bicycle and pedestrian paths, Metra Commuter Rail, Pace Suburban Bus, and a range of on-demand transit services. Despite available services, many residents are unable or choose not to take advantage of existing public transit for a variety of reasons. This plan seeks to optimize current resources for residents and to investigate potential transit opportunities to expand mobility options.



Timeline and Approach

The Village initiated this plan in Fall 2024. First steps included a review of existing conditions such as travel patterns and a comprehensive inventory of transit services to understand how people travel within Mount Prospect, as well as to nearby surrounding destinations. The Village engaged community members in early 2025 to gather first-hand transportation experiences, including insights and

perspectives from residents. Feedback from a public survey and stakeholder focus groups highlighted the challenges current and potential transit users face and opportunities for improvement. The project team synthesized the data analysis, stakeholder feedback, and research to create the final report, which includes a list of transit recommendations.



Planning Considerations

While the focus of this plan is to improve transit options for people traveling to, from, and within Mount Prospect, it is vital to understand the regional context of public transportation. Incorporating the findings and recommendations of existing local and regional initiatives and policies in this transit study provides direction and helps guide recommended improvements within the Village. Additionally, a comprehensive picture of ongoing planning efforts at the local level and in neighboring municipalities can

foster better coordination between governments and agencies. Coordination between local and regional governing bodies is crucial for the development of a more effective transportation network. Recently completed plans, along with ongoing studies, are included on the following page. All current public transportation services connect to neighboring municipalities or regional networks, so understanding these plans and their priorities could allow for future regional improvements.



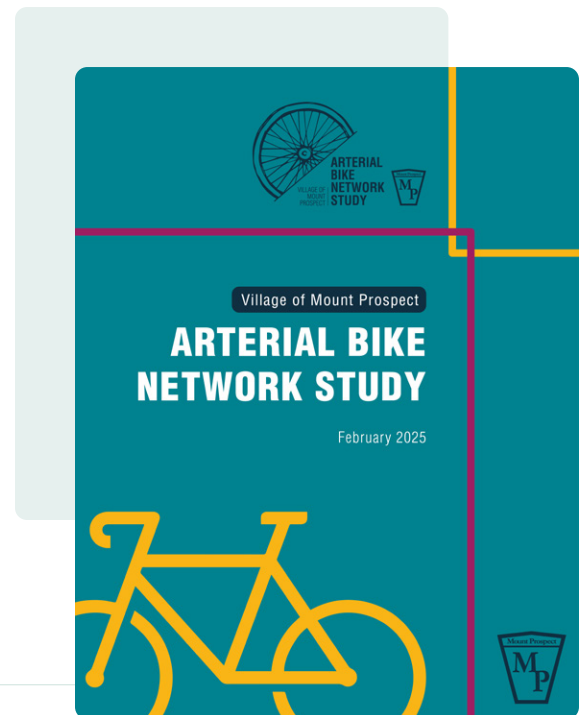
Local Plans

Community Connections Center Needs Assessment (Ongoing, anticipated 2025)

In 2024, the Community Connections Center (CCC), a satellite location of the Human Services Department located in South Mount Prospect, marked its 15th anniversary. This location is a shared space with the Mount Prospect Public Library-South Branch. The CCC has grown significantly over the last 15 years, both in size and in the range of services it offers to the community. To ensure the CCC continues to meet the evolving needs of residents, the Village is conducting a needs assessment to evaluate the potential for expansion. The process includes a survey as well as focus groups, which one session was coordinated with this Transit Study. An area of focus for the needs assessment is transportation, including public transportation.

Arterial Bike Network Study (2025)

The ***Arterial Bike Network Study*** focuses on adding or improving bike facilities on arterial corridors, which are important roadways for connectivity within and beyond Village boundaries. This plan presents network design concepts that increase the bicyclist level of comfort along arterial roadways with the goal of improving safety and promoting active transportation. Active transportation facilities such as sidewalks and shared-use paths can provide key links to public transportation, often filling critical “first-mile” and “last-mile” connections to transportation facilities. Integration and coordination of these efforts enhance transit accessibility and contribute to network efficiency. Evaluated arterial roads with transit connections as part of this bike study include Golf Road, Dempster Street, Northwest Highway, and Wolf Road.

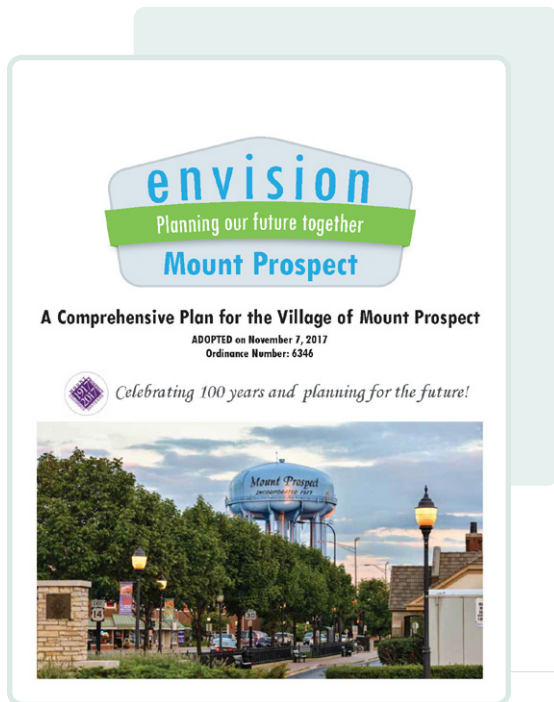


Aging in Community Action Plan (2023)

The Village launched the Aging in Community Initiative in 2019 with the mission of strengthening community infrastructure and systems that enhance the lives of older adults. The ***Action Plan*** lays out concrete goals and objectives that will enhance age-friendly features of the community and advance Mount Prospect as an accessible, inclusive community where older adults thrive and have the tools to navigate the aging process. Transportation is a priority area and includes the goals of “decreasing barriers to transportation for older adults” and “increasing access to all of Mount Prospect via public and other transportation programs”. The plan recognizes the heavy dependence on private vehicles and the importance of public transit services, particularly for older adults who can no longer drive themselves. Next steps include training older adults on currently available transportation services as well as increasing access by addressing barriers and gaps in service that older adults and people with disabilities face.

Connect South Mount Prospect Sub-Area Plan (2020)

The *South Mount Prospect Sub-Area Plan 2020 Update* is a long-range plan updated for South Mount Prospect. The plan refines the framework of the goals, objectives, and implementation program to create an inclusive south side, and a 'desired future,' for residents and businesses. This plan notes the need for a better public transit connection between South Mount Prospect and the rest of the Village, a need that has long been expressed by the community. Connecting South Mount Prospect to major centers such as the Mount Prospect downtown, Kensington Business Center, and Randhurst Village can fill a major service gap within the Village. Currently, the average time to travel north-south across the Village, by bus, is approximately 1.5 hours. Additionally, current transportation for seniors and persons with disabilities have restrictive hours and routes.



Envision Mount Prospect (2017)

Envision Mount Prospect is the most recent update to the Village's Comprehensive Plan. The plan identifies issues, opportunities, and trends in the community, and highlights the Village's commitment to supporting the mobility needs of residents and visitors. One guiding principle directly addresses mobility and seeks to "ensure the transportation system is well connected, provides alternate modes of transportation, promotes an active lifestyle, and is adaptable to the mobility needs of the community." Specific goals include "provide a transportation system that offers safe, healthy, and reliable forms of mobility for people of all ages, income levels, and abilities" and "ensure the adaptability of the transportation system to address the changing mobility needs of the community." This transit study supports and furthers these goals by providing a comprehensive and up-to-date evaluation of mobility needs and opportunities.

Public Transportation System Plan Report (2009)

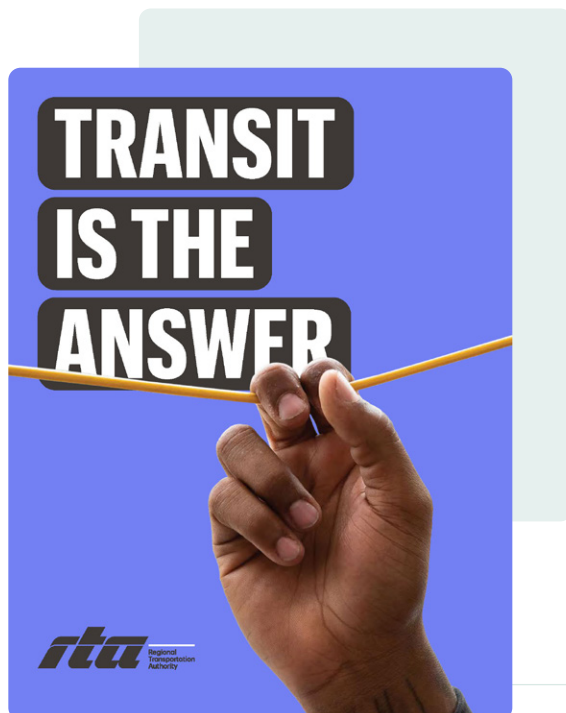
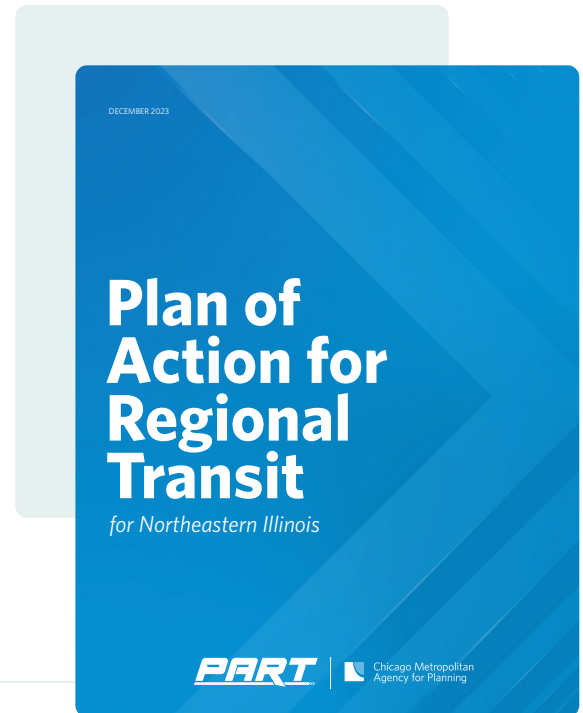
The *Public Transportation System Plan* was initiated under the Regional Transportation Authority (RTA)'s Community Planning Program, and makes recommendations for an improved multi-modal system in Mount Prospect. The opportunities identified to improve public transportation include addressing service gaps, implementation of a north-south bus route, improved connections to key destinations, and enhanced pedestrian and bikeway connections to transit facilities. The plan makes several routing and service change recommendations for Pace bus routes 208, 694 (no longer in service), and 234. It also calls for an expansion of Metra service, preparing for the STAR Line before its cancellation. It saw on-demand services as an option in north Mount Prospect, proposing the implementation of a Call and Ride service in the area.



Regional Plans

Chicago Metropolitan Agency for Planning's Plan of Action for Regional Transit (2023)

The *Plan of Action for Regional Transit (PART)* outlines recommendations for securing funding from legislative bodies for public transit improvements and programs. This plan was created to address the significant revenue loss facing transit agencies due to the COVID-19 pandemic. The plan envisions expanded service levels for transit, an integrated fare system for the region's separate transit agencies, and a more accessible system for current and potential users. The plan highlights the critical role in ensuring mobility, bolstering the economy, combating climate change, and fighting inequity. It addresses topics like regional fare systems, sales tax, farebox recovery ratios, and governance. Although this plan does not include specific recommendations for municipalities, it underscores the importance of transit to the Chicago metropolitan region.



Regional Transportation Authority's Strategic Plan (Transit is the Answer) (2023)

Transit is the Answer is the first strategic plan released by the Regional Transportation Authority after the emergence of the COVID-19 pandemic. Shifting travel habits throughout the region and the agency's response to these changes are the center of the plan. It highlights the importance of regional public transportation, particularly its contribution to the economy, environmental benefits, and impacts on equity. This plan underscores the regional nature of public transportation and focuses on the importance of partnership between agencies and government entities. It proposes the adoption of new funding and advocacy opportunities to ensure the transportation network remains robust throughout the Chicagoland region and positions itself to meet the evolving trends in transportation.

My Metra Our Future Strategic Plan (2023)

Metra’s most recent 5-Year strategic plan, *My Metra Our Future* addresses some of the challenges transit agencies are facing: the acceleration of new travel demand patterns and funding uncertainty. Shifting toward a “regional rail” service model, rather than the commuter rail service that Metra has long operated, is central to the plan’s vision, and includes service changes aimed at serving trip types beyond the peak period service for downtown that are most associated with commuter rail. These include bolstering connections between communities outside of downtown Chicago and increasing service for midday and weekends. Since adoption of the plan, Metra has implemented several changes to its service. Bicycles and scooters are also now allowed on all trains, providing a first-mile last-mile solution.



Cook County Transit Plan (2022)

The 2022 *Transit Plan* is Cook County’s first-ever transit plan. It was developed with the goals of increasing overall transit ridership, focusing on the needs of transit reliant communities, and increasing the seamlessness of transit services. The plan identifies 35 projects, programs, and policies that the County can support through direct investment, studies, advocacy, and other actions to achieve its goals. Categories of investments include better bus services, accessibility improvements, enhanced bike and pedestrian access to transit, service changes, and fare integration. This document demonstrates Cook County’s dedication to improving transit and underscores the value of a well-functioning public transportation network.

Connecting Cook County 2040 Long Range Transportation Plan (2016)

Connecting Cook County is the County’s current long-range transportation plan (LRTP). It expresses the value of the transportation system as one of the County’s greatest assets and identifies impediments and opportunities to enhancing the system. While this plan is nearly 10 years old and was created before the significant shifts in mobility brought by the COVID-19 pandemic, many of the takeaways remain relevant today. A section of this plan focuses on public transportation and the importance of access to transit, through walking and biking. At the time of this report, the County is currently undergoing a 2050 update to their LRTP, and public transportation is anticipated to be a core priority again.

Pace ReVision Plan (2025, expected)

Development of the *Pace ReVision Plan* is currently underway, with the full plan expected to be released in 2025. It is a comprehensive network restructuring project that will significantly alter existing service and routes, planning for scenarios based on different levels of funding, and grounded in the values of accessibility, equity, and productivity as outlined in Pace's *Driving Innovation Strategic Plan*.

Initial network concepts were released in 2024 and outline the anticipated changes to Pace's network and service. While still under development, the available network concepts provide insight into potential outcomes of the plan. Network concepts and the accompanying Executive Summary establish two concepts for the system: ridership and coverage. Implementation of the plan's network and service changes are expected to begin in 2026.

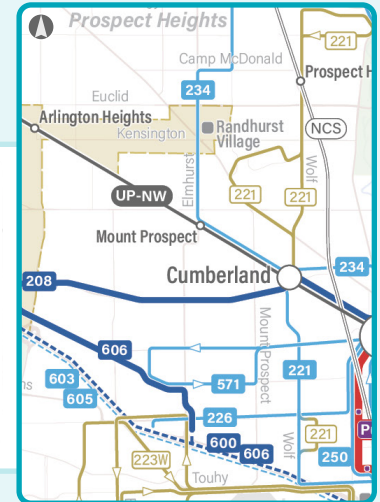
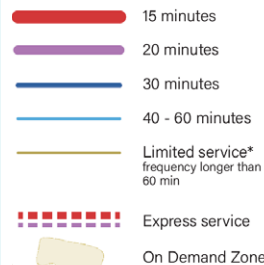
The **ridership concept** is focused on prioritizing frequency of service on high-ridership routes in dense and populated areas along direct routes. This concept rests on the assumption that more frequent service is more useful to potential riders, incentivizing them to use the service as it becomes more competitive against car travel.

Potential Impact to Mount Prospect Service

Under the ridership concept, routes that travel though Mount Prospect would be consolidated. New and consolidated routes would run along Wolf, Algonquin, Rand, Northwest Highway, and Golf – which is slated to become a future Pulse route. These routes would provide service every 15 to 30 minutes. Routes in the preliminary network ridership concept would no longer run along local roads, focusing instead on primary arterials allowing for more efficient and direct service.

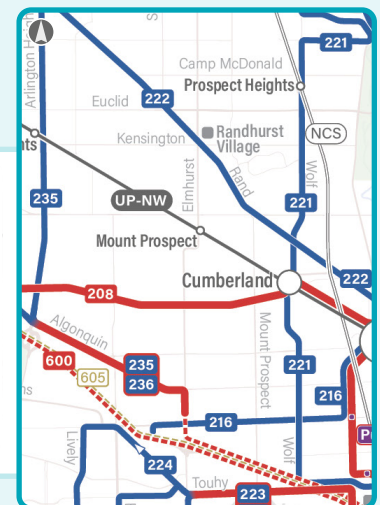
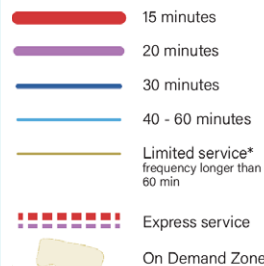
Existing Service

The bus comes about every...



Ridership Concept

The bus comes about every...





Coverage Concept

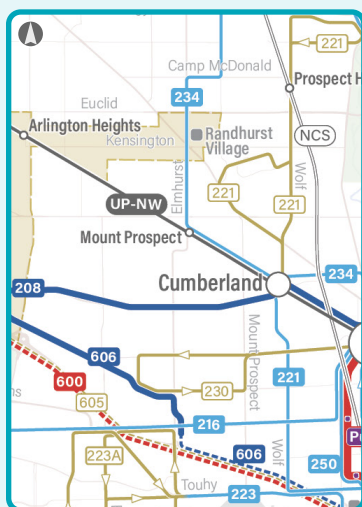
The bus comes about every...



The **coverage concept** looks to provide as many people as possible with access to transit services – resulting in longer routing and travel times but serving more destinations. This concept operates under the assumption that reaching more places is desirable at the expense of greater frequency.

Potential Impact to Mount Prospect Service

Under the coverage concept, all existing bus routes that service the Village would maintain the same frequencies – primarily 40-60 minutes intervals – with slight realignments to some routes (e.g., Route 234). While service frequency does not improve, more bus routes would be added, with the potential to serve more Mount Prospect residents and more destinations but likely requires transfers between multiple routes for some riders. New roads serviced include Euclid and Central. Additionally, IL 83/Elmhurst would have a nearly complete north-south route, spanning almost the entire length of the Village, and connect to downtown Des Plaines. Wolf would also gain a permanent fixed route with a frequency of 40-60 minutes, instead of its current limited service.



Limited Investment Concept

The bus comes about every...



The **limited investment concept** illustrates what Pace might do if the state legislature acts to close the regional funding gap, but does not provide additional transit support. This concept includes an increase in weekend service, local network changes in some areas, and improvements to frequencies on some future Pulse corridors.

Potential Impact to Mount Prospect Service

Under the limited investment concept, all service and bus routes remain nearly the same as existing conditions (e.g., service frequency, routing). The only change is to Route 230 that serves the commercial area and other businesses between Dempster and Algonquin just west of IL 83/Elmhurst – the route would become a limited service route (buses arriving every 60 minutes or more).

*As of July 2025, lawmakers in Illinois have failed to pass legislation aimed at filling the Regional Transportation Authority's budget gap.

Why Develop this Plan Now?

A major impetus for creating this transit plan is to meet the evolving transportation needs of a changing population. In line with national trends, the population of older adults in Mount Prospect is growing and is expected to increase substantially in the coming years. In 2000, the proportion of residents aged 65 and over was about 14.8% compared to 18.1% today. Compared to other regions, Mount Prospect has a relatively high population of people aged 65 and over, with approximately 18.1% compared to the Chicago metropolitan area's number of

15.1%. In 2019, the Village Board identified "Aging in Community" as a high priority in the Village's Strategic Plan. The Village convened an Age Friendly Task Force, which developed a three-year action plan. Transportation was identified as a high priority, and a transportation work group was formed to address the transportation goals and objectives outlined in the action plan. As people age, traditional transportation modes such as driving, walking, and fixed-route public transportation become increasingly difficult to access and use.



In 2007, the Village conducted a feasibility study evaluating the needs of South Mount Prospect and to determine the viability of a neighborhood resource center that would reduce barriers to accessing social services and other community services. One such barrier identified was transportation. The Village opened the Community Connections Center in 2009 which is located within walking distance of multifamily housing units. Many of the residents who access services at the Community Connections Center live at or below 200% of the federal poverty level in zero or one-car households. Residents without vehicles typically rely on public

transportation to access services, get to work, and to enjoy all that Mount Prospect has to offer. Current public transportation or alternative services may not be available to all residents and others do not directly connect to major Village destinations, making travel time lengthy within the community.

While this study grew out of the Aging in Communities initiative, this plan can improve public transportation access and mobility options for all Mount Prospect residents.





CURRENT STATE OF TRANSIT

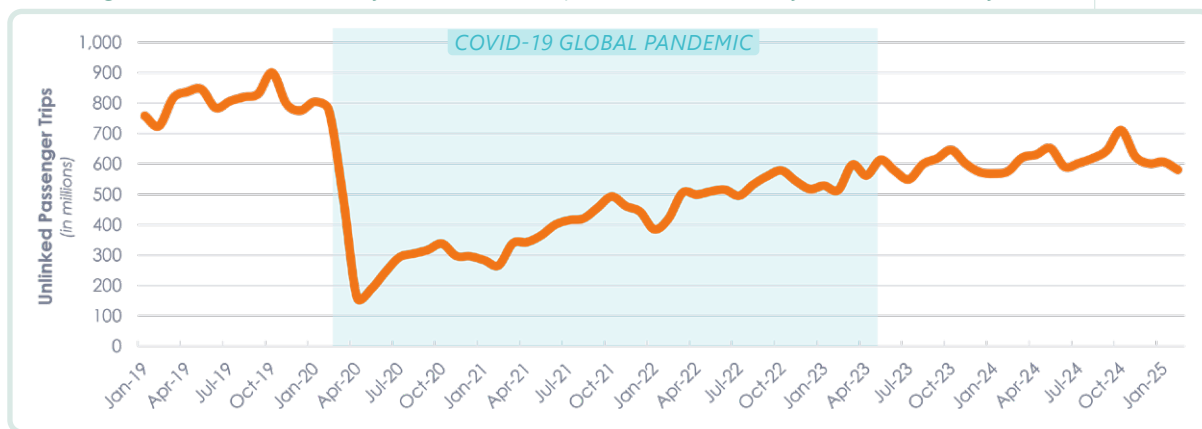
Section 2

State Of Transit

Across the country, public transportation has experienced a series of recent challenges. The COVID-19 pandemic greatly affected the demand for public transit due to changes in work habits and travel patterns.

Since the lowest levels in April 2020, ridership has recovered significantly at the national level, though remains at around 77% (**Figure 1**) of pre-pandemic levels according to recent figures released by the Federal Transit Administration. Changing travel habits, the increased prevalence of remote work, and questions surrounding public transit funding are some of the uncertainties that transit agencies, riders, and communities are now facing nationwide, including locally in the Chicagoland region. By understanding existing conditions, community needs, and beginning to plan now for the future, communities can equip themselves with a framework to advocate for and implement effective transit solutions.

Figure 1. National Monthly Transit Ridership, All Modes (January 2019 to February 2025)



Source: National Transit Database

The Chicago Urbanized Area transit network is experiencing similar trends and challenges that are faced at the national level. Post-pandemic ridership recovery varies between transit services. Regional and suburban services have experienced lower recovery levels in ridership than services that operate mostly within the City of Chicago, likely reflecting the varied demographic and socio-economic conditions of the metropolitan area. While the largest transit services still lag pre-pandemic ridership levels, some have recovered and experienced ridership growth beyond 2019 levels. Ridership on Pace ADA Paratransit has nearly recovered, with ridership exceeding its 2019 pre-pandemic level in recent months. Understanding national and regional transit trends can help communities and agencies align efforts to target populations that may benefit most from expanded or enhanced transit services.

Uncertainty surrounding funding for public transit is another critical concern for many riders, communities, and agencies. At the national level, temporary federal funding to transit agencies was approved during the pandemic. This funding was intended to provide stability to agencies while ridership and funding recovered. In many areas this funding is quickly running out. As of July 2025, lawmakers in Illinois have failed to pass legislation aimed at filling the Regional Transportation Authority's budget gap. Without more funding, it is likely that transit agencies will face service cuts, layoffs, fare increases, or other measures aimed at reducing operating budgets.

Existing Services

Several transit services and programs are available to Mount Prospect residents, workers, and visitors. Regional commuter rail, fixed-route bus, and on-demand services provide mobility options within the Village, to neighboring communities, and regionally. These transit options can be grouped into two service types: fixed-route and demand response. Each type generally caters to a different type of trip.

Fixed-Route

Fixed-route service is the most common and well-known type of public transit. It operates on a set schedule and runs between established stops or stations that typically do not vary, providing a sense of reliability. It usually has a high-ridership capacity, using buses and trains large enough to accommodate many travelers at a single time over a wide coverage area. Fixed-route services offer many benefits as they are typically more cost-effective, less harmful to the environment, and provide reductions in individual car trips, congestion, and parking needs. While fixed-route service offers many benefits, it is limited with flexibility and can pose accessibility challenges for certain populations, particularly for older adults and individuals with disabilities.

Demand Response

Demand response services, sometimes called microtransit or on-demand, are “on-call” services where passengers request rides in advance and vehicles are dispatched to pick up and drop off passengers at locations and times that suit their needs. These services meet the needs of those who cannot rely on fixed-route service, and often have ridership requirements based on age or disability. They operate in service zones – which are defined geographic areas of operation. Demand response services are highly effective at expanding coverage in low-density areas where fixed-route service is unproductive due to long distances between destinations or low ridership. Demand response services are highly susceptible to reliability issues; reliability tends to suffer when demand outpaces availability.



Transit in Mount Prospect

Pace Suburban Bus

Pace Fixed-Route Service

Pace operates bus routes throughout the Chicago metropolitan area serving more than 200 communities and is an important transit option for travelers throughout the suburbs. Multiple bus routes travel through Mount Prospect and provide connections to neighboring communities and multi-modal transit centers. **Table 1** lists the routes that currently provide service to the Village. As of September 2024, routes 208 and 223 experience the highest ridership. Route 208 provides east-west connection via Golf Road to Woodfield Mall/Streets of Woodfield Shopping Center in Schaumburg (western terminus) and Downtown Evanston (eastern terminus). Route 223 provides a shorter east-west connection via Touhy Avenue and Higgins Road linking the industrial areas of south Mount Prospect – via Oakton Street – and Elk Grove Village (western terminus) to the Rosemont Transit Center (eastern terminus).

Table 1. Mount Prospect Pace Suburban Bus Routes

Route	Ridership (Sep 2024)	Communities and Destinations Served
208: Golf Road	1,398	Evanston, Skokie, Morton Grove, Niles, Des Plaines, Arlington Heights, Rolling Meadows, Schaumburg
221: Wolf Road	444	Des Plaines, Wheeling, Prospect Heights
223: Elk Grove - Rosemont Station	1,381	Rosemont, Elk Grove, Des Plaines
226: Oakton	456	Chicago, Skokie, Niles, Morton Grove, Park Ridge
230: South Des Plaines	200	Des Plaines, Rosemont Transit Center
234: Wheeling - Des Plaines	169	Des Plaines, Prospect Heights, Arlington Heights, Wheeling, Buffalo Grove
606: Northwest Limited	955	Schaumburg, Arlington Heights, Rolling Meadows

Source: Pace

Pace On Demand

Pace On Demand offers a reservation-based, ADA accessible, shared-ride service. Reservations can be made up to 7 days in advance and as little as ten minutes prior to pick-up time, based on availability. Space is available on a first-come, first-served basis. On Demand is open to the general public, so anyone can book a trip and ride the service, as long as the trip starts and ends within one of the On Demand zones.

Currently, a small portion of northwest Mount Prospect, including Randhurst Village, is served by the Arlington Heights - Rolling Meadows On Demand service area. Only Mount Prospect residents who live within this zone are eligible to use the service, and can only travel to destinations within its boundary.



Source: Pace

Pace ADA Paratransit

Pace ADA Paratransit is provided for customers whose disability or health condition prevents them from using CTA and Pace fixed-route services for some or all their travel. Riders need to undergo a certification process through the Regional Transportation Authority (RTA) to become eligible to use the service. Trips are provided only during the same operating hours and within the same geographic areas as fixed-route services. It operates throughout the six-county region that is served by the RTA.

Paratransit services are essential for people with disabilities as many are unable to drive themselves or utilize other modes of public transit. For many people who utilize the service, it is the only affordable option for travel. Unlike the decline in ridership on fixed-route service, ridership on ADA Paratransit remains high (see **Figure 2**). In 2024, an average of 50 trips originated within Mount Prospect and an average of 50 trips had destinations within Mount Prospect per weekday.



Source: Pace

Pace Rideshare Access Program (RAP)

Pace Rideshare Access Program (RAP) is a new travel option for eligible RTA-certified ADA Paratransit riders. This service is a subsidy offered by Pace to customers who choose to take rides with Uber or UZURV – reducing the cost for riders and allowing more flexibility since they do not have to reserve their rides in advance.

Eligible riders enrolled in RAP will pay the first \$2.00 of the cost of a trip taken with Uber or UZURV if the origin and destination of the trip is within Pace's ADA Paratransit service area (i.e., $\frac{3}{4}$ of a mile from any Pace or CTA fixed bus route). Pace will subsidize the cost of the trip after the first \$2.00, not to exceed \$30.00. Pace will reimburse the rideshare provider for the subsidized portion of the cost of the trip and will subsidize no more than eight trips per day for each eligible rider enrolled in RAP.

Metra Rail

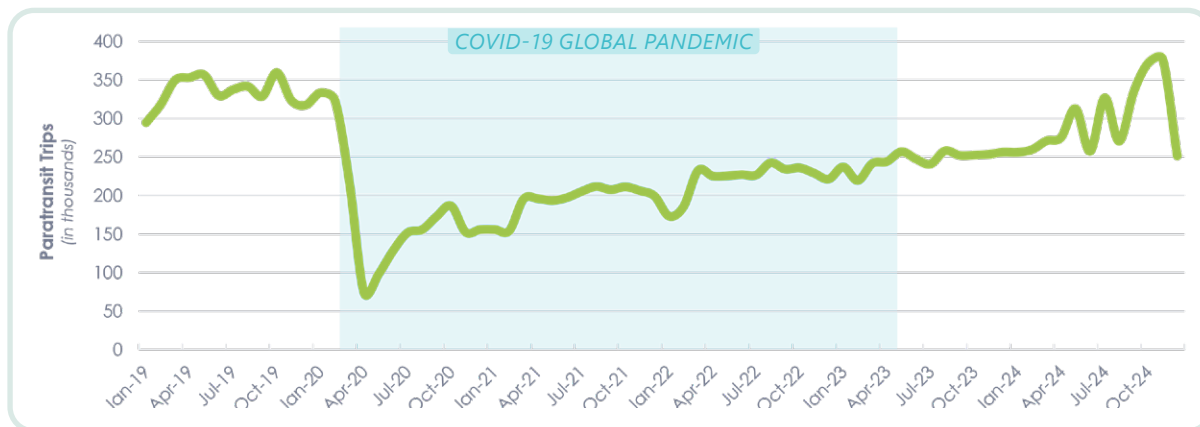
Mount Prospect is served directly by the Union Pacific Northwest (UP-NW) Line, which runs from Harvard, Illinois to Ogilvie Transportation Center in downtown Chicago. The Mount Prospect Metra station is located in the Village's downtown. The Prospect Heights Metra Station lies just outside of the Village's municipal boundary – along Wolf Road between Euclid Avenue and Camp McDonald Road – but is still easily accessible by Mount Prospect residents. This station is served by the North Central Service (NCS) Line, which runs from Antioch, Illinois to Chicago Union Station. Ridership on the Metra has decreased dramatically in recent years (see **Figure 3**). According to the most recent data released by the RTA, the lines which serve Mount Prospect – the UP-NW Line and the NCS Line – have experienced declines in ridership of 46% and 60% respectively. Despite these changes,

the Metra rail service remains a vital and valuable community and regional asset, as well as an important option for travel.

Other Services

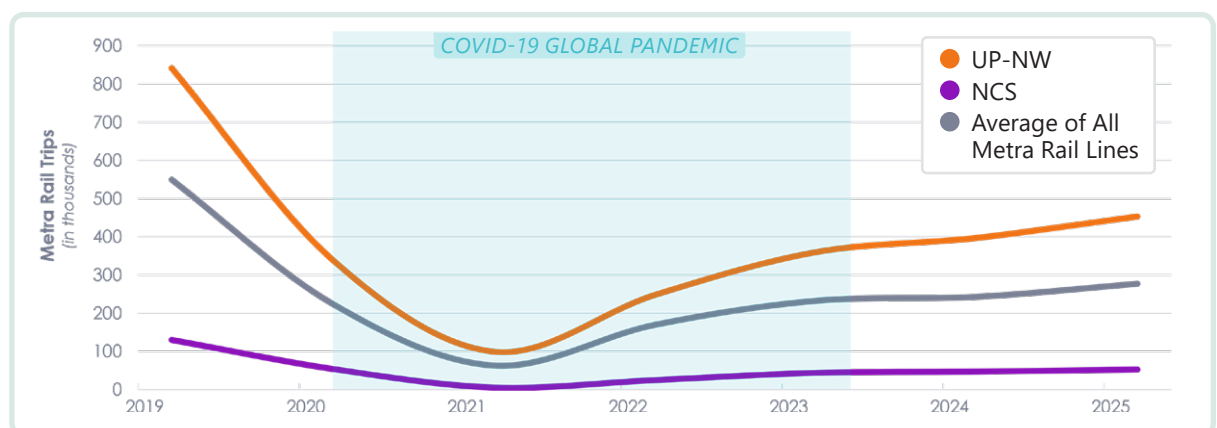
Additional services are available and operated at smaller local levels. These include ride programs that are administered through entities such as townships, municipalities, and community organizations, such as the Wheeling Township Senior and Disability Bus Service, Elk Grove Township Transportation Service, and Connections to Care. These programs may have ridership requirements such as age and disability. Due to their small scales, they often have limited capacity and require booking far in advance. Due to these constraints, medical trips are often prioritized over trips for other purposes. Some of these services have limited crossover into Mount Prospect.

Figure 2. Monthly Pace ADA Paratransit Ridership (January 2019 to December 2024)



Source: Regional Transportation Authority (RTA)

Figure 3. Comparison of March Metra Ridership by Select Lines (2019 to 2025)



Source: Metra



Table 2. Current Transit Services in Mount Prospect or Surrounding Communities

Service	Service Type	Service Area	Service	Population Served	Eligible Trips
Pace Suburban Bus	Fixed Route	Inter-Suburban	Daily Route Dependent	General Public	All
Pace On Demand*	Demand Response	Local	Weekdays 6:10 am to 6:30 pm	General Public	All
Metra Rail	Fixed Route	Regional	Daily Approx. 4 am to 12 am	General Public	All
Wheeling Township Senior Bus	Demand Response	Local	Weekdays 9 am to 3:30 pm	Seniors (60+) People with Disabilities	All (Medical Prioritized)
TRIP Program (Wheeling and Elk Grove Townships)	Demand Response	Local	-	Seniors (60+) People with Disabilities	Medical Only
Elk Grove Township Transportation Service*	Demand Response	Local	Weekdays 10:30 am to 3:00 pm	Seniors (55+) People with Disabilities	All (Medical Prioritized)
Elk Grove Village Pace Dial-A-Ride	Demand Response	Local	Weekdays 9 am to 6 pm + until 4 pm Saturdays	Seniors (60+) People with Disabilities Youth	All
Arlington Rides*	Taxi Subsidy	Subject to Taxi Company	Subject to Taxi Company	Low-Income Seniors People with Disabilities	All
Elk Grove Township Taxi Discount Card*	Taxi Subsidy	Subject to Taxi Company	Subject to Taxi Company	Seniors (55+) People with Disabilities	All
Connections to Care	Demand Response	Northwest Suburbs	-	Seniors (60+) People with Disabilities	Medical Only
Pace Paratransit	Demand Response	Regional	Within Pace's fixed route service area (e.g., $\frac{3}{4}$ of a mile from any fixed bus route)	Seniors People with Disabilities	All
Pace Rideshare Access Program (RAP)	Demand Response	Regional	Within Pace's ADA paratransit service area (e.g., $\frac{3}{4}$ of a mile from any fixed bus route)	ADA Paratransit-certified customers who choose to take rides with Uber or UZURV	All

**This transportation program does not serve or has very limited service within Mount Prospect.*



Source: Elk Grove Township



Source: Pace



Source: Daily Herald



Source: Chicago Tribune



Source: Village of Schaumburg

Clockwise from top left: 1) Elk Grove Township Transportation Service vehicle equipped with ADA-compliant ramp, 2) Uber rider helping a passenger using Pace's Rideshare Access Program (RAP), 3) Wheeling Township Senior Bus vehicle fleet, 4) Village of Schaumburg's Dial-A-Ride Transportation vehicle provided in partnership with Pace , and 5) Metra station platform in downtown Mount Prospect

Potential Transit Market

A primary focus of this study is to align efforts to reach those who are most likely to utilize and benefit from enhanced transit options. A base understanding of this context helps frame the state of transit in Mount Prospect and provides a framework for developing implementable recommendations that enhance public transportation options and reduce barriers.

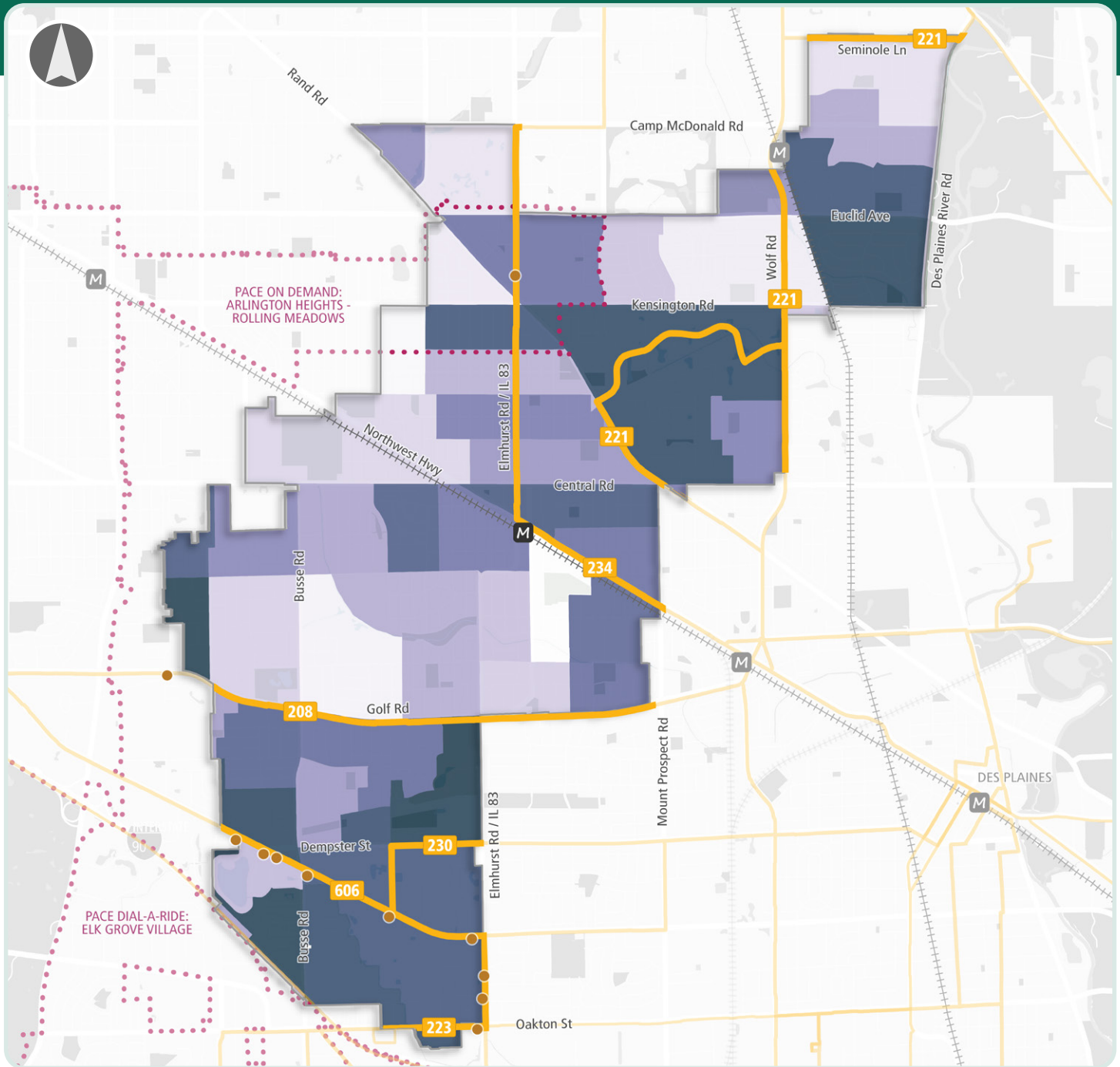
Transit-Propensity Index

An initial step of this process was determining where more transit-dependent populations may live in the Village by creating a Transit Propensity Index. This index uses demographic data at the U.S. census block group level to see in which areas of Mount Prospect people may be more likely to rely on public transportation. Some information regarding transit use was directly self-reported, while other sources are used to infer transit-propensity. This index provides a base from which data analysis and community engagement efforts can build to develop targeted recommendations. This index uses seven variables as inputs:

- Households without access to a vehicle
- Population density
- Population age 65 or older
- Population age 18 or younger
- Households with a person with a disability
- Households in poverty
- Populations with limited English-speaking ability

The following geographic areas have high Transit Propensity Index scores: the northeastern corner of the Village, north-central area between Kensington Road and Rand Road, and the southern portion of the Village south of Golf Road (see **Figure 4**).

Figure 4. Transit Propensity Index



Source: U.S. Census Bureau,
ACS 5-Year Estimates (2019-2023)

Legend

- Village Boundary
- Metra Rail + Station
- Pace Bus Route
- High Ridership Bus Stop
- Pace Dial-A-Ride Service
- Pace On-Demand Service

Transit Propensity Index

- Low
- High



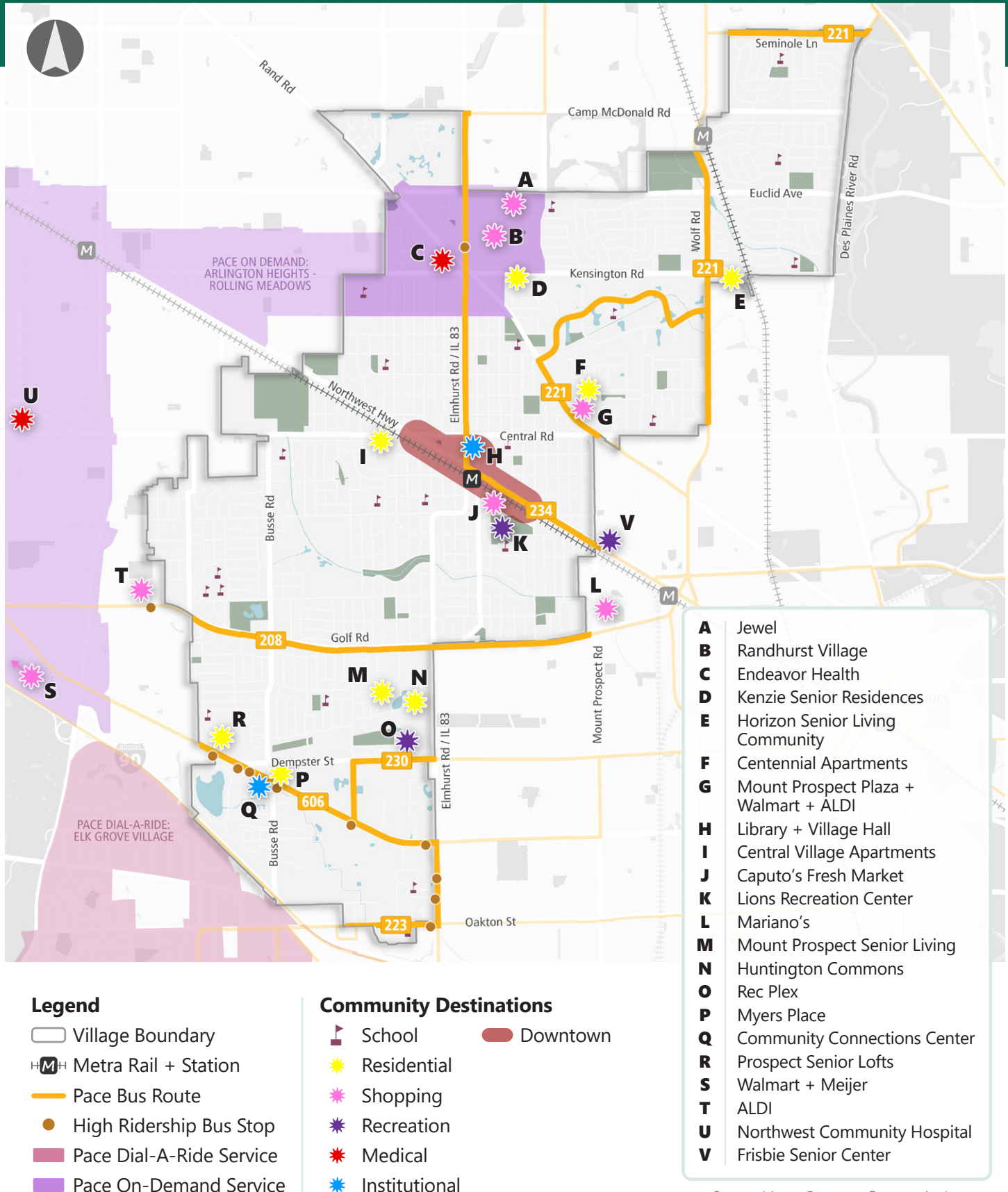
Key Destinations

Key destinations are places that people regularly need to or want to go. They generally include residential areas, shopping centers, recreational facilities, and medical and institutional services. Locations were identified through various public input opportunities during the study process, including a survey, online interactive comment map, focus groups, stakeholder meetings, and Village staff. Most destinations were contained within Village boundaries or nearby communities, suggesting a large interest in having alternative transportation methods to reach community assets and services (see **Figure 5**).



Clockwise from top left: 1) RecPlex recreation facility on Dempster Street, 2) Randhurst Village, an open-air mixed-use center, in north Mount Prospect, and 3) Central Community Center on Central Road

Figure 5. Community Destinations



Source: Mount Prospect, Community Input

Access to Transit

Most transit trips begin with a walk, bike ride, or roll to a bus stop, train station, or other facility. Looking at the infrastructure that provides connections between transit and a home location is crucial to assessing the real-life experience of a transit rider. A well-connected network of sidewalks and bicycle facilities significantly improves safety and makes transit easier to access, improving its convenience and attractiveness as an option for travel.

Sidewalk Gaps and Walkability

One way to analyze walkability is to look at areas where there are missing sidewalk connections, or sidewalk gaps. The map on the following page shows where these sidewalk gaps exist (see **Figure 6**). In Mount Prospect, most sidewalk gaps are in the northern and southern portions of the community. Many sidewalk gaps are also located along bus routes and near Metra rail stations.

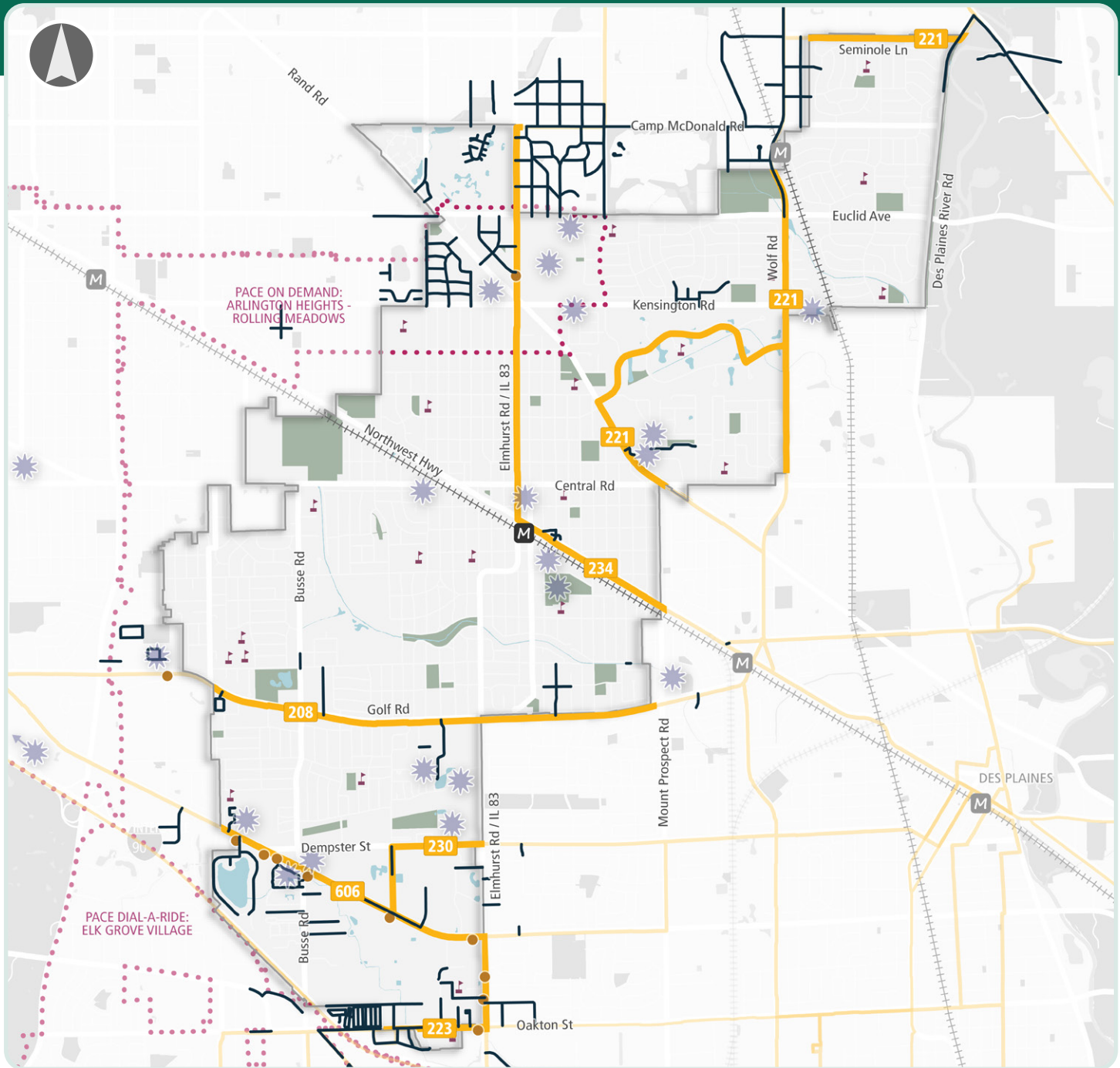


Left: Sidewalk gap along a Pace bus route on Golf Road (looking west on south side of Golf toward Meier)



Right: Sidewalk gap along a Pace bus route on Oakton Street (looking west on south side of Oakton at Elizabeth)

Figure 6. Sidewalk Gaps



Source: Mount Prospect, CMAP

Legend

- Village Boundary
- Metra Rail + Station
- Pace Bus Route
- High Ridership Bus Stop
- Pace Dial-A-Ride Service
- Pace On-Demand Service

Sidewalk Gaps

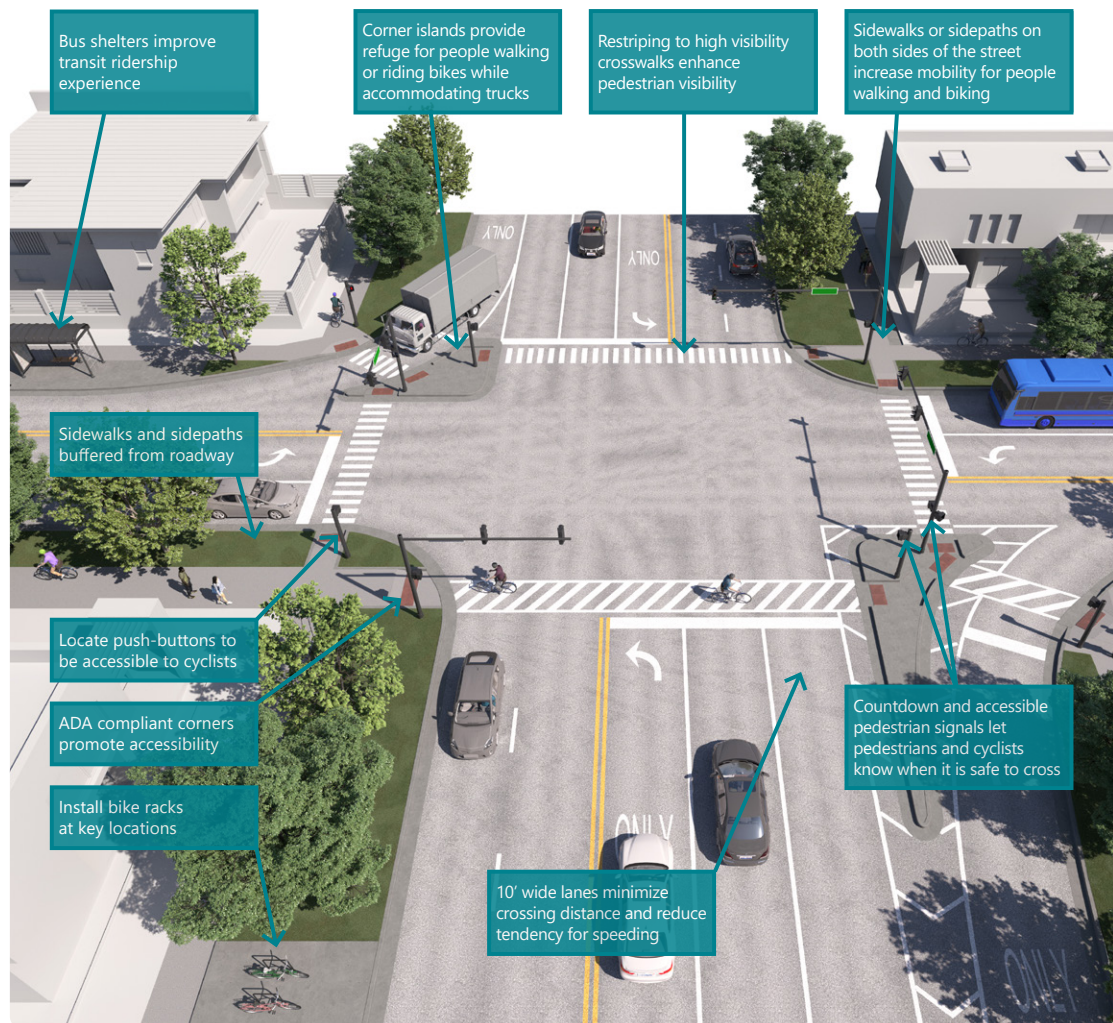
- Sidewalk gaps on both sides of roadway

Bike Network

In addition to sidewalks, the presence of bicycle facilities enhance the overall connectivity of the transit network. There are generally few bike lanes and shared-use paths that connect to other bicycle facilities, with nearly all shared-use paths located within parks (see **Figure 7**). The Village has recently adopted its *Arterial Bike Network Study*, which proposes a series of shared-use paths and other improvements along Mount Prospect's busiest roadways. The implementation of these recommendations could make multi-modal trips, particularly bicycle-to-Metra trips, more feasible for commuters.

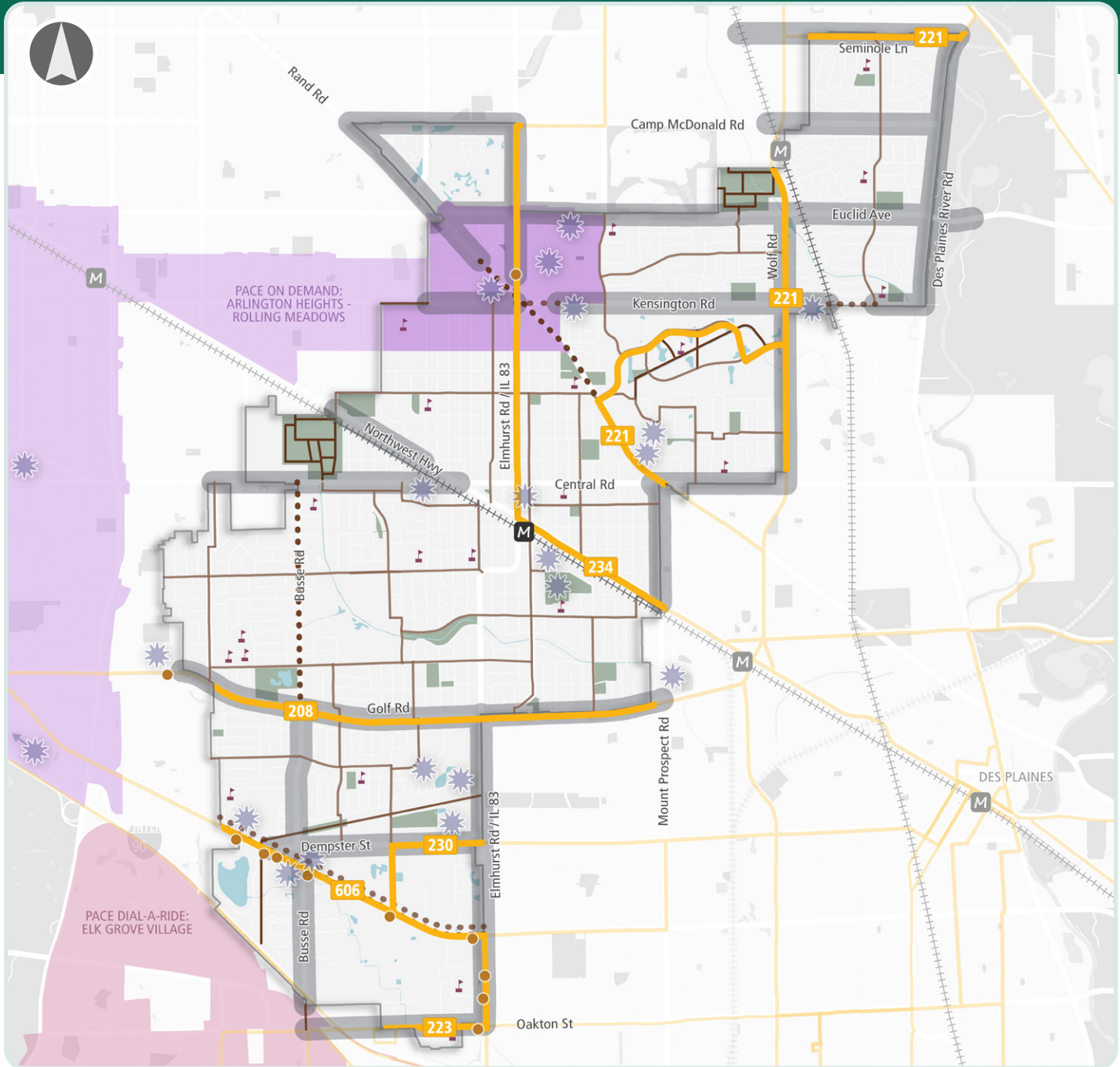
Intersection Design Example

This visualization represents many of the best practices employed at signalized intersections to enhance safety of people biking and walking across the street.



An excerpt from the Village's Arterial Bike Network Study demonstrating best practices for designing a multimodal signalized intersection.

Figure 7. Active Transportation Network



Source: Mount Prospect

Legend

- Village Boundary
- Metra Rail + Station
- Pace Bus Route
- High Ridership Bus Stop
- Pace Dial-A-Ride Service
- Pace On-Demand Service

Active Transportation Network

- Sidepath in Design
- Existing Trail or Sidepath
- Existing On-Street Bike Route
- Arterial Bike Network Routes

Safety

A Village-wide hot spot analysis of all non-interstate crashes revealed areas with high concentrations of crashes. Crash hot spots tended to occur along highly trafficked roadways with high speeds of travel. In Mount Prospect, this includes intersections of major arterial roads: Elmhurst Road, Algonquin Road, Northwest Highway, Rand Road, and Central Road. Locations with safety concerns near high ridership bus stops include Elmhurst Road/IL 83 near Rand Road and Kensington Road (Route 234), Algonquin Road near Busse Road and Dempster Street (Route 606), Elmhurst Road/IL 83 near Oakton Street (Route 223), see **Figure 8**.

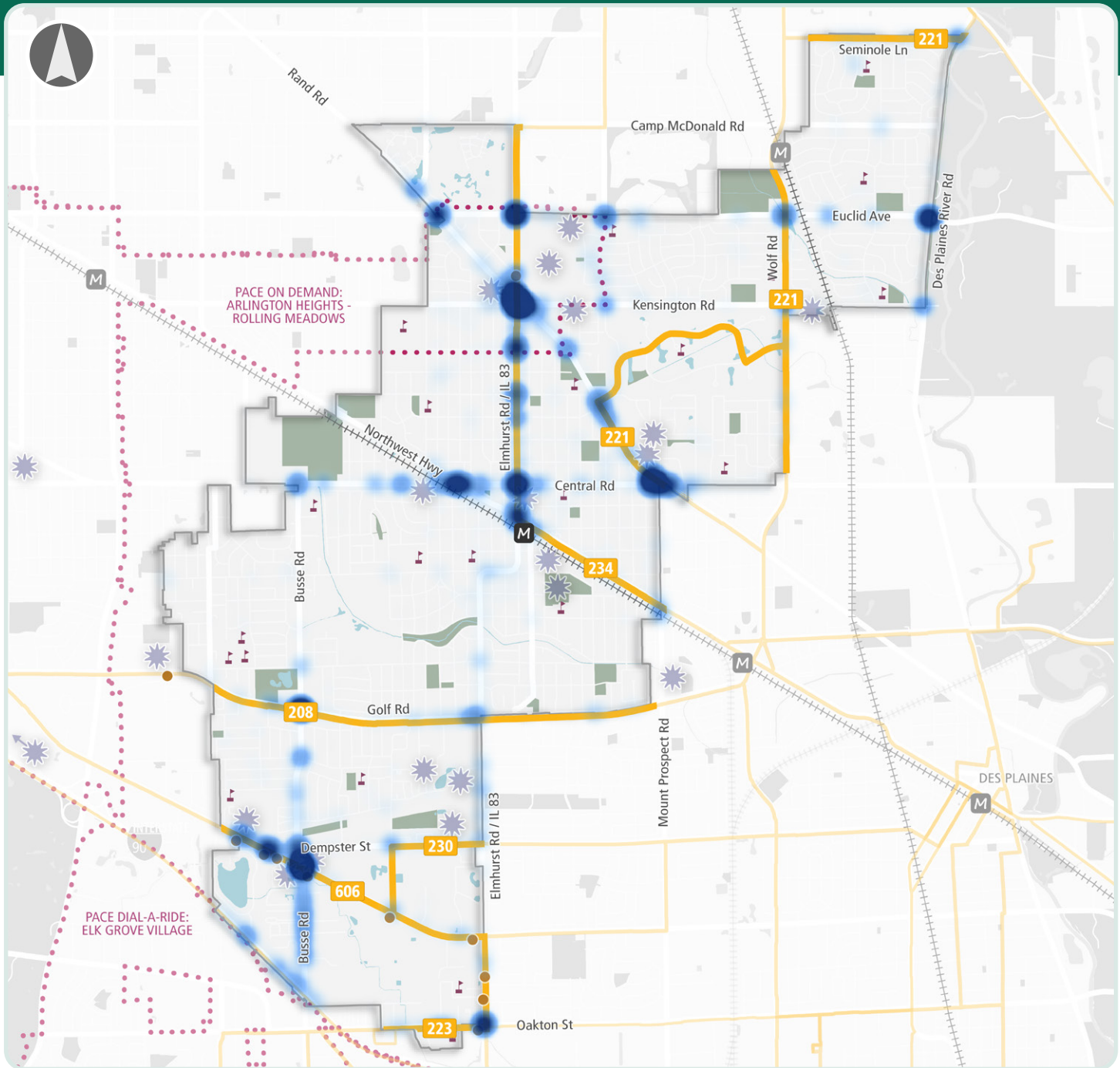


Left: Busy multimodal intersection at Algonquin Road and Busse Road



Right: Complex intersection with heavy traffic near Kensington Road, Rand Road, and Elmhurst Road

Figure 8. Crash Hot Spots (2019-2023) | all modes, all injury levels



Source: IDOT

Legend

- Village Boundary
- Metra Rail + Station
- Pace Bus Route
- High Ridership Bus Stop
- Pace Dial-A-Ride Service
- Pace On-Demand Service

Crash Density

- Low
- High

Jobs and Employment

Commutes to the workplace are an important generator of trips. There is a significant inflow and outflow of workers to and from Mount Prospect for work. The U.S. Census Bureau estimates that nearly 94% of the approximately 27,000 workers living in Mount Prospect travel to a different community for work. Conversely, about 90% of the jobs in Mount Prospect are held by people living in a different community (see **Table 3**).¹

The largest job hubs in Mount Prospect are located south of Dempster Street between Busse Road and Elmhurst Road, near downtown, and along Kensington Road (see **Figure 9**). According to the Village, major employers in Mount Prospect include CVS Caremark, Robert Bosch Tool Corporation, Cummins-Allison, the Village of Mount Prospect, and Mount Prospect School District 57.² As of 2022, nearly 5.6% of residents reported using transit as their primary mode of travel to work, significantly lower than Cook County's figure of 14.3%.³ Transit connections to workplaces are vital, particularly for low-income or zero- and one-car household workers.

Table 3. Locations for People Working and Living within Mount Prospect

Home Locations of People Working in Mount Prospect		Work Locations for People Living in Mount Prospect	
Location	Percent (%)	Location	Percent (%)
Chicago	13.1%	Chicago	17.8%
Mount Prospect	8.9%	Mount Prospect	6.5%
Arlington Heights	5.2%	Arlington Heights	5.7%
Des Plaines	3.8%	Des Plaines	4.3%
Schaumburg	2.5%	Schaumburg	3.9%
Elk Grove Village	2.5%	Elk Grove Village	3.6%
Glenview	1.7%	Glenview	2.6%
Wheeling	1.6%	Wheeling	2.1%
Northbrook	1.5%	Northbrook	1.9%
Park Ridge	1.5%	Park Ridge	1.7%
<i>All Other Locations</i>	<i>57.6%</i>	<i>All Other Locations</i>	<i>50.0%</i>

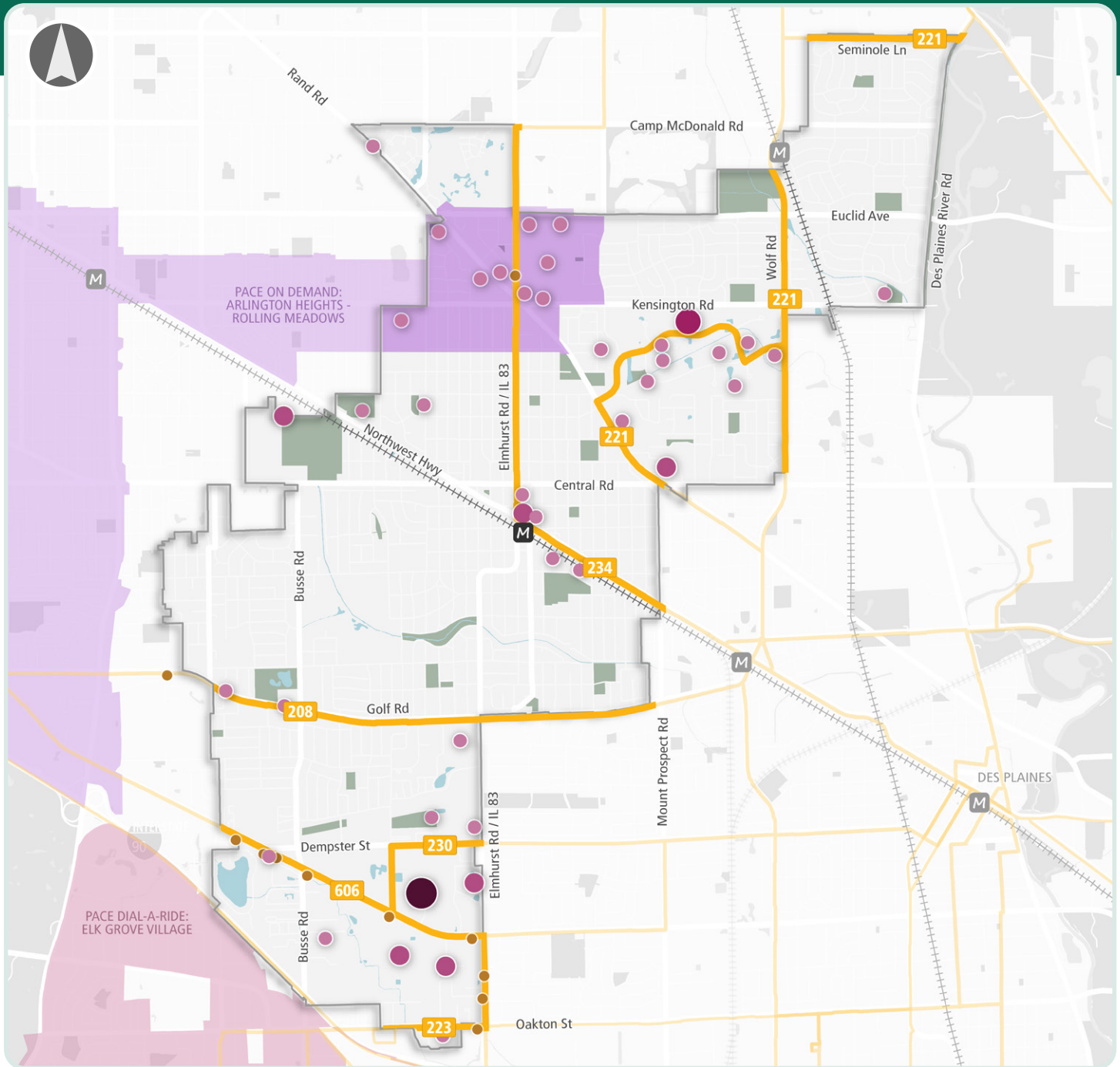
Source: Census OnTheMap

¹ Census OnTheMap

² 2022 Annual Comprehensive Financial Report

³ CMAP Community Data Snapshot

Figure 9. Job Density



Source: U.S. Census Bureau

Legend

- Village Boundary
- Metra Rail + Station
- Pace Bus Route
- High Ridership Bus Stop
- Pace Dial-A-Ride Service
- Pace On-Demand Service

of Jobs per Census Block

- 100 to 499
- 500 to 999
- 1,000 to 1,499
- More than 1,500

Travel Patterns

Location-Based Services

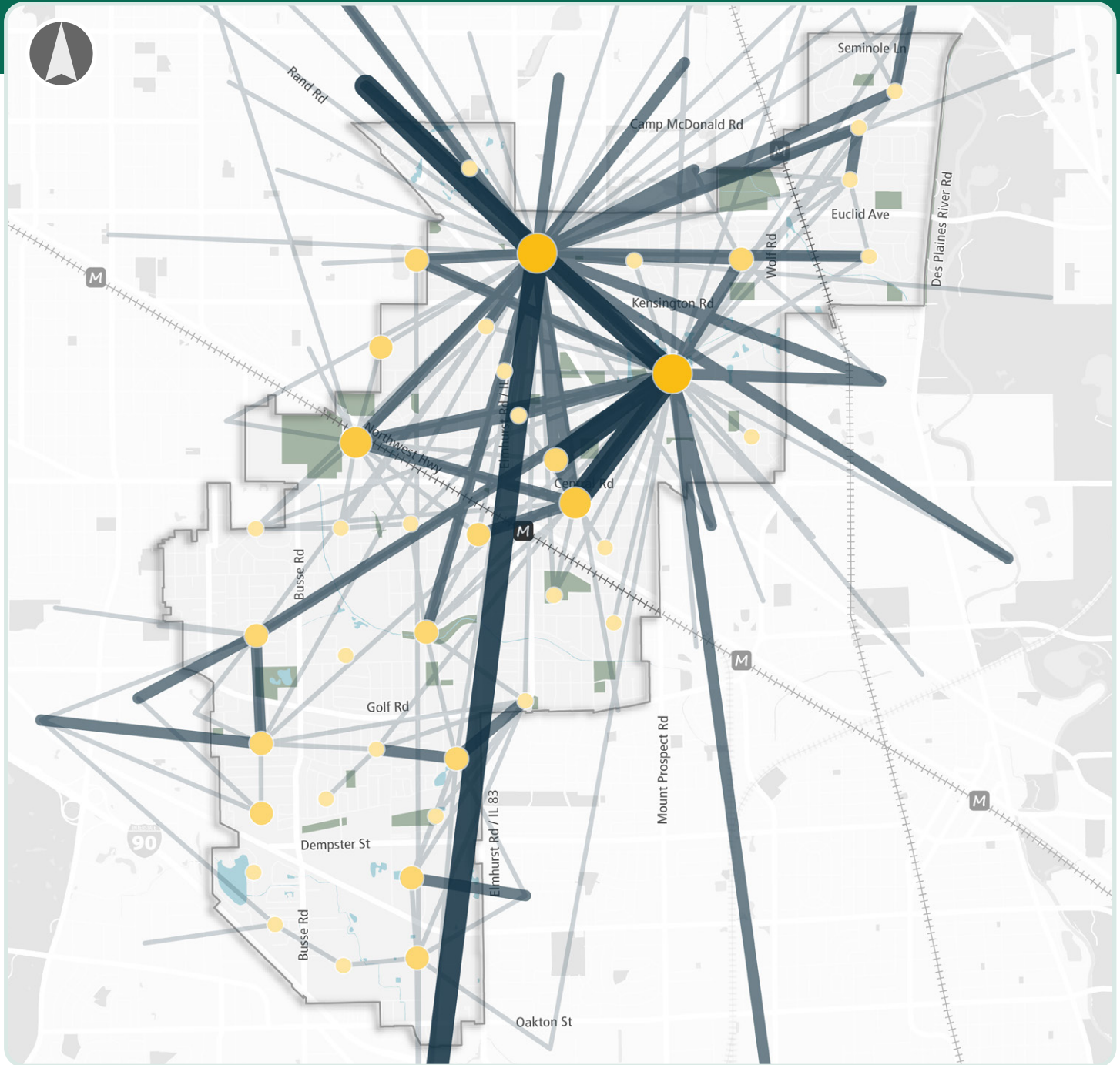
Travel patterns were analyzed for Mount Prospect and surrounding communities using Replica data gathered over two distinct periods. Replica compiles real-time travel data across multiple sources to provide a comprehensive picture of trips occurring across transportation modes in select geographies. This data is then modeled to provide a “replica” of existing trips and characteristics of trip takers, origins, and destinations. For this analysis, two datasets were used: model data presented at the census block group level depicting typical weekday travel patterns for a one-day period in Spring 2024 and a dataset at the census tract level containing all trips that occurred between September 8th and November 8th, 2024.

Model data for a typical weekday shows strong, representative travel patterns for modes that consistently have high daily usage, such as walking, biking, and private automobile trips. Although transit travel patterns can be extracted from this model data, the number of trips occurring within Mount Prospect and surrounding census block groups are too few to meaningfully describe transit travel patterns or identify prevailing transit trends. Of the 135,826 daily trips across all modes in the Mount Prospect area, only 169 were designated as transit trips, too few to accurately identify major origin and destination block groups and travel flows. 22,613 trips were cyclist or pedestrian trips, illustrating clear pedestrian and cyclist flows within the region. All travel flows and bicycle and pedestrian travel flows are illustrated in **Figures 10 and 11**, respectively.

Both the all-modes and bike-pedestrian travel flow maps show the largest origins and destinations occurring within the vicinity of Randhurst Village and Mount Prospect Plaza. Other notable destinations include the block groups containing Melas Park and the Central Community Center as well as Downtown Mount Prospect. Bike-pedestrian travel flows are shorter in length, with most happening between adjacent census block groups. All-modes trips were overall longer in length, but there were several private automobile travel flows under one mile in length with over 500 cumulative trips. This indicates strong reliance on private automobiles regardless of trip length. Several of these trips could be served by other travel modes, including walking, cycling, or transit. Additionally, there are strong all-modes travel flows across the village from the southwest to northeast, but these flows are less common across bike-ped and transit trips. This could indicate strong travel barriers from the UP-NW line and other major arterial streets for non-automotive modes.

As seen in **Figure 12**, the clearest representation of transit travel flows summarizes 5,849 transit trips over a two-month period. These trips comprise 68% of all 849,583 trips that occurred across all modes in this period. Of these trips, the majority terminated outside Mount Prospect in the City of Chicago, pointing to Metra ridership and weekday commute patterns. Only 1,052 trips had origins and destinations within Mount Prospect and its neighboring census tracts. Because this trip data is compiled at the census tract level rather than the block group level, it is harder to isolate specific points of interest within the tract; all destinations symbolized on the travel flow map represent the centroids of census tracts rather than exact origin or destination coordinates. As with the block group-level travel flow maps, however, the top census tracts for transit coincide with the locations of Randhurst Village, Mount Prospect Plaza, and Downtown Mount Prospect. Prospect Heights and Arlington Heights also serve as key destinations for transit given wider Pace suburban bus coverage in these communities.

Figure 10. Travel Patterns for All Transportation Modes



Source: Replica

Legend

- Village Boundary
- Metra Rail + Station

Trip Flow Count

Between Census Block Groups

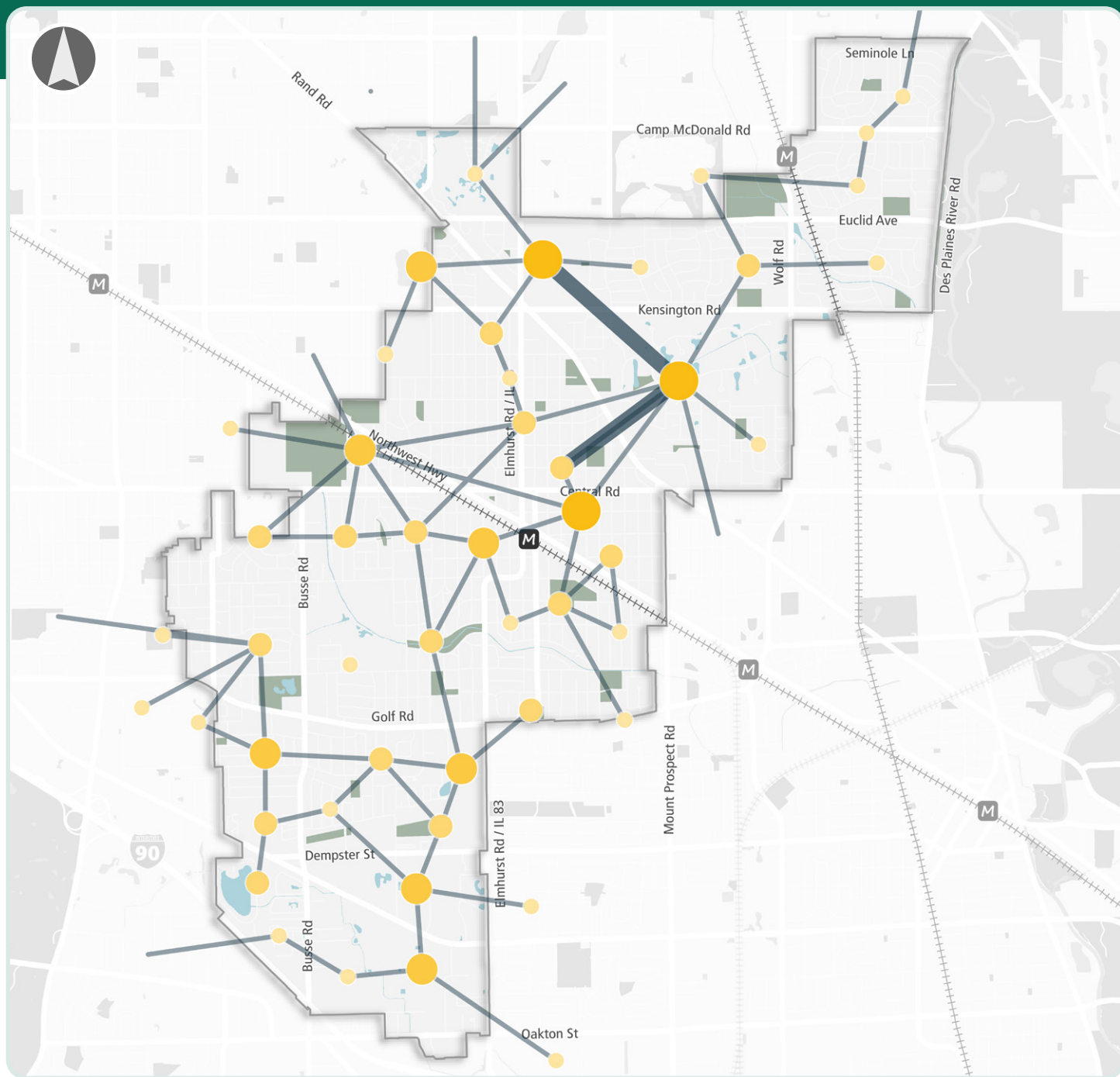
- 100 to 199
- 200 to 499
- 500 to 1,999
- 2,000 to 5,000

Origin-Destination Count

By Census Block Groups

- 1,000 to 2,499
- 2,500 to 4,999
- 5,000 to 9,999
- 10,000 to 20,000

Figure 11. Travel Patterns for People Walking, Biking, and Rolling



Source: Replica

Legend

- Village Boundary
- Metra Rail + Station

Trip Flow Count

Between Census Block Groups

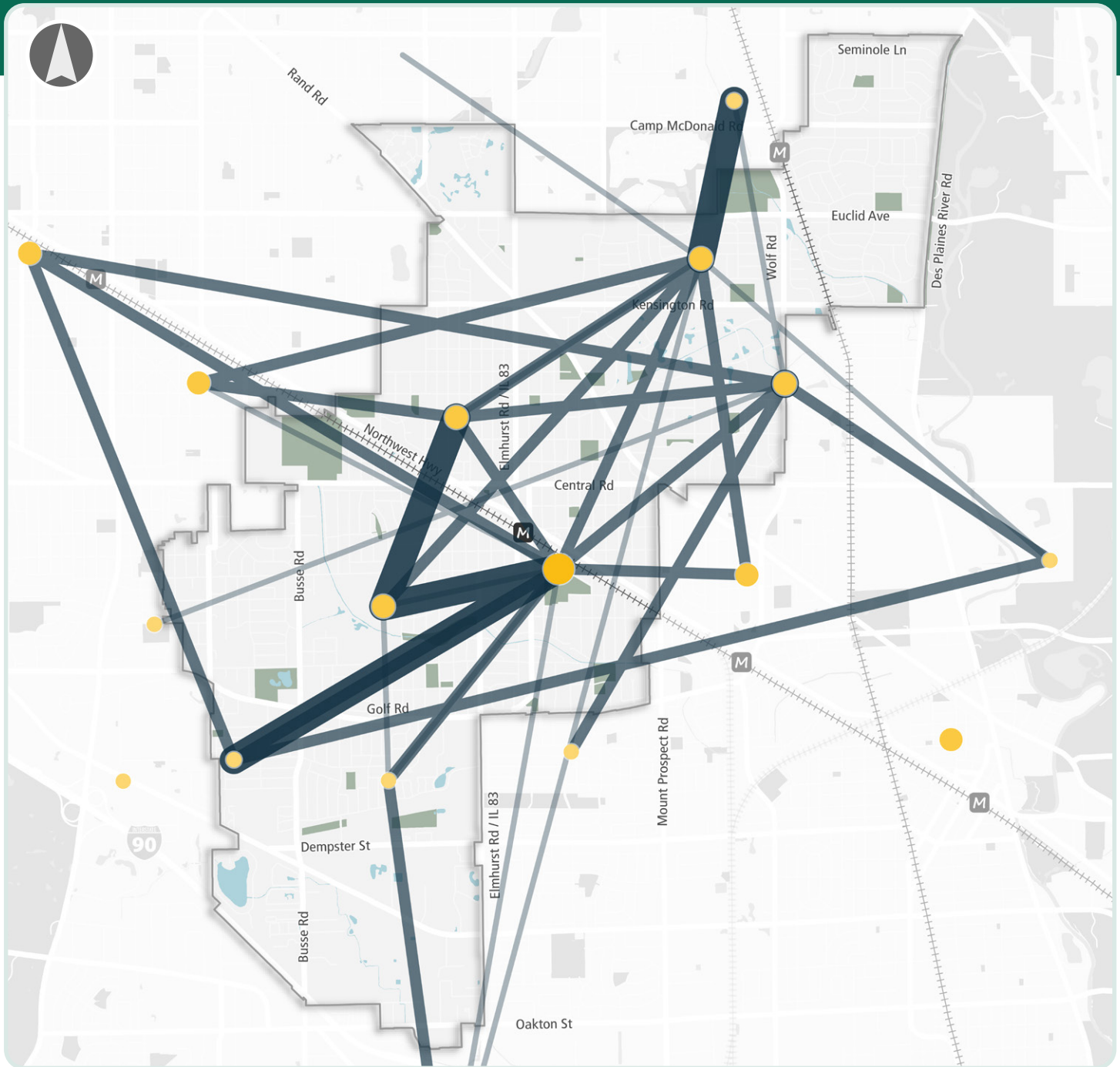
- 25 to 99
- 100 to 499
- 500 to 999
- 1,000 to 2,100

Origin-Destination Count

By Census Block Groups

- 100 to 249
- 250 to 499
- 500 to 999
- 1,000 to 2,650

Figure 12. Travel Patterns for People Using Public Transit



Source: Replica

Legend

- Village Boundary
- Metra Rail + Station

Trip Flow Count

Between Census Tracts

- 1 to 9
- 10 to 19
- 20 to 25

Origin-Destination Count

By Census Tracts

- 25 to 49
- 50 to 99
- 100 to 149
- 150 to 600

**excluding trips to Chicago / Loop*

Pace ADA Paratransit

ADA Paratransit trip data from Pace recorded between January 1, 2024 and December 15, 2024 shows key transit destinations inside and outside of Mount Prospect. 4,110 of 21,253 ADA Paratransit trips with either an origin or destination in Mount Prospect occurred entirely within the Village (see **Table 4**). Other common origins and destinations included Skokie, Arlington Heights, Des Plaines, and Rolling Meadows. Non-ADA trip origins and destinations include Arlington Heights, Rolling Meadows, Chicago, and Mount Prospect (see **Table 5**).

Table 4. ADA Trips within a Community

Municipality	Number of ADA Trips with an Origin or Destination
Skokie	4,283
Mount Prospect	4,110
Des Plaines	2,287
Arlington Heights	2,169
Rolling Meadows	1,903
Morton Grove	896
Elk Grove Village	630
Wheeling	440
Schaumburg	473
Evanston	441
Other	3,621
Total	21,253

Source: Pace

Table 5. Non-ADA Trips by Origin and Destination

Municipality	Origin Trip Count	Destination Trip Count	Total
Rolling Meadows	45	47	92
Chicago	27	29	56
Arlington Heights	24	33	57
Mount Prospect	18	18	36
Palatine	16	15	31
Des Plaines	14	18	32
Schaumburg	13	14	27
Park Ridge	10	12	22
Elgin	5	0	5
Hoffman Estates	4	5	9
Glenview	2	2	4
Total	178	193	371

Source: Pace



Clockwise from top left: 1) Downtown Mount Prospect, a hub for commercial activity and accessing transit, walking, and bicycling, 2) Transit riders waiting at a Pace bus stop on Elmhurst Road just north of Oakton, 3) Bicyclist crossing Oakton Street after getting off a Pace bus, 4) Metra train leaving the Mount Prospect train station, and 5) Pace bus stop with a clear desire path on Oakton Street just east of Badger

hear from you!
 y for the Mount Prospect Transit Study to
 ion options within and around the Village.

ect Transit study?
 conducting a comprehensive
 transportation options. The goal
 how public transportation can
 Mount Prospect. The Village will be
 t options and identifying barriers
 at we can work to improve.

vey?
 stand how those who live, work, and visit
 prospect use public transportation today and
 the future. This survey asks **21** questions and
 approximately **10** minutes to complete.
 etting this survey, we encourage you to add your
 our interactive map. You can place pins on specific
 s where you would like connections on public
 ortation, draw potential transit routes, and note
 issues: [https://wikimapping.com/Mount-Prospect-](https://wikimapping.com/Mount-Prospect-Transit-Study.html)
 as-Study.html

Once completed, you also can enter a raffle to win one of
 two \$100 VISA gift cards.

Thank you for your valuable feedback. We look forward to
 using your input to improve transportation options for everyone
 in the Village. Please contact the project team at
transitstudy.org with any comments or questions.

Completing the survey, please call the Village of
 Mount Prospect at 847-870-5680.

**TAKE THE
 SURVEY TODAY!**

visit the link below
[https://tinyurl.com/
 MpTransitStudy](https://tinyurl.com/MpTransitStudy)

— or —
 scan the QR code



For additional information about the study,
 please visit:
www.mountprospect.org/transitstudy



¡Queremos saber su opinión!
 Por favor complete una encuesta para el estudio de Transporte
 Público de Mount Prospect para ayudar a mejorar las opciones de
 transporte dentro y alrededor de Vía.

¿Qué es el Estudio de Transporte Público de Mount Prospect?
 La Villa de Mount Prospect está llevando a cabo una evaluación
 exhaustiva de las opciones de transporte público en la Villa. El
 objetivo de este estudio es identificar cómo el transporte público
 puede servir los residentes de Mount Prospect mejor. La Villa
 va a revisar servicios actuales de transporte público e identificar
 barreras y brechas de servicio las cuales podemos mejorar.

¿Qué es esta encuesta?
 Queremos comprender como aquellos que viven, trabajan y
 juegan en Mount Prospect utilizan el transporte público hoy en
 día o como lo podrían utilizar en el futuro. Esta encuesta consiste
 de 21 preguntas tomadas aproximadamente 10 minutos para completar.

Después de completar esta encuesta, le invitamos que visite
 nuestro mapa interactivo y añada sus ideas. Puede colocar pines
 en ubicaciones donde desea conexiones en el transporte público,
 dibujar posibles rutas de tránsito y añadir problemas de acceso.
<https://wikimapping.com/Mount-Prospect-Transit-Study.html>

Una vez ya completada, también puede participar en un sorteo
 para ganar una de dos tarjetas de regalo VISA de \$100.

Gracias por sus valiosos comentarios. Esperamos seguir mejorando
 las opciones de transporte para todos en la Villa. Por favor, envíe
 sus comentarios y preguntas al equipo del proyecto al correo
 electrónico info@mountprospect.org

Para obtener ayuda o hacer preguntas sobre esta encuesta llame al
 Humán Services Department o Servicio Humano de la Villa de
 Mount Prospect al 847-870-5680.

**¡COMPLETE LA
 ENCUESTA HOY!**

visite el enlace a continuación
[https://tinyurl.com/
 MpTransitStudy](https://tinyurl.com/MpTransitStudy)

— o —
 escanee el código QR



Por favor no olvide
 sobre la encuesta
www.mountprospect.org/transitstudy



COMMUNITY ENGAGEMENT

Section 3

Community Engagement

Community engagement was an essential part of the Transit Study. While data analysis can provide trends on where people are going and how they are getting there, it does not tell you where people want to go but cannot, or the difficulties people experience when traveling to their destinations.

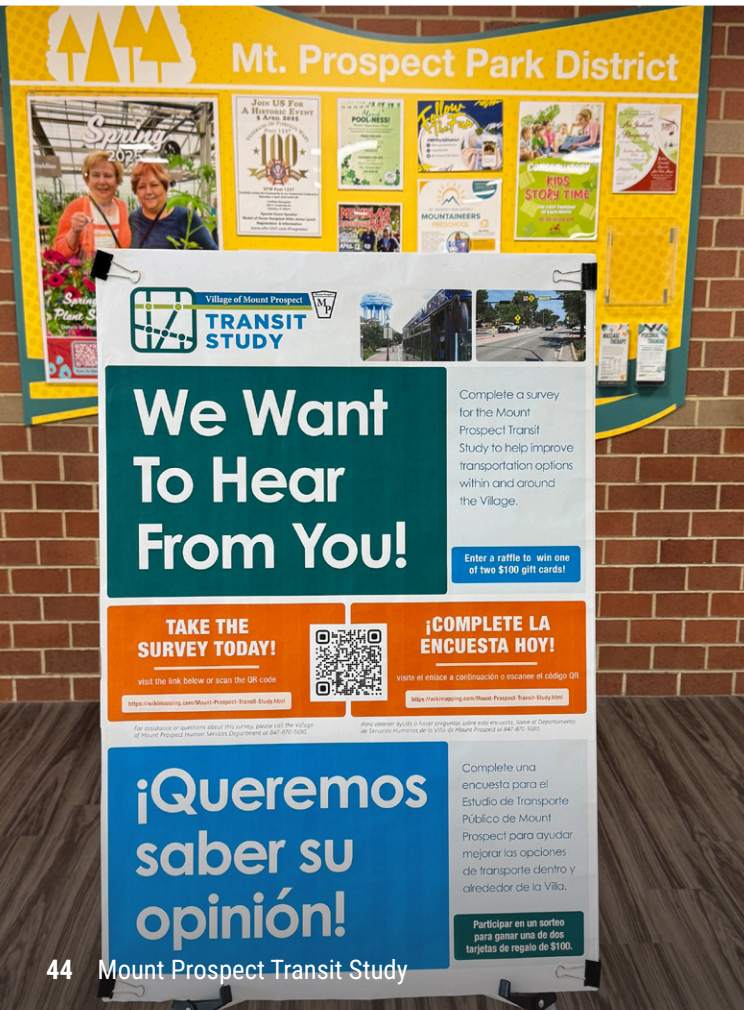
The Village prioritized developing a robust engagement strategy, which maximized feedback opportunities and public participation on topics such as:

- Current transit use and travel habits
- Barriers to using public transportation
- Opportunities for improvement
- Destinations people need to reach
- Public sentiment

The Village and project team took a multi-pronged approach, which included engagement opportunities for the general public, as well as focused engagement activities for more extensive one-on-one conversations. The information gathered through public participation was crucial in framing the recommendations and the overall findings of the Transit Study.

Left: Pop-up event at the RecPlex

Right: Study overview presentation at the Horizon Independent Senior Living focus group



What We Heard

Focus Groups

Two focus groups were held at different senior housing facilities, Mount Prospect Horizon Independent Senior Living and the Kenzie Senior Residences. In small groups, participants were invited to discuss the study and provide insights on barriers to transit use, perception of transit, desired destinations, and gaps in service. Individuals who joined the focus groups had varying experience with and reliance on public transportation but also noted their potential need for alternative options other than a personal vehicle in the future. Many participants were unaware of all available options and requested additional information and guidance on where and how to sign up for programs for which they were eligible.

Participants also expressed that physical access and safety getting to transit is a major barrier. While some individuals use fixed-route transit, many preferred a more individual or private experience (e.g., door-to-door or curb-to-curb services)—for both comfort and due to physical ability. There was also an interest in reaching destinations not currently served by accessible and frequent transit, such as outside the Village for medical appointments (particularly outside Elk Grove or Wheeling Townships), downtown Mount Prospect on weekends or during special events, or last-minute trips to grocery stores or the movies.

Many participants relied on other community members or family members for transportation and learned about additional transportation options by word of mouth. There was an overall interest in learning more and finding affordable, accessible transportation options.

These meetings supplemented existing condition findings and survey responses, providing meaningful context to input gathered on a larger scale, and allowing for more in-depth input from a community that may be more transit-dependent.



From top to bottom: 1) Focus group participants at the Kenzie Senior Residences, 2) Study overview presentation at the Horizon Independent Senior Living focus group, and 3) Focus group participants from the Kenzie Senior Residences

Online Interactive Comment Map

Community members were invited to identify areas and aspects of the transit network on a virtual input map by leaving point markers at specific locations and providing detailed comments. The input map was open for comments between February and April 2025. The website containing the input map was visited by over 300 unique visitors who identified 83 unique points. Users were also allowed to leave comments on points that had been placed by other community members. This information proved to be a valuable complement to the public survey by allowing individuals to highlight areas directly on a map. Locations and comments are categorized into five topics:

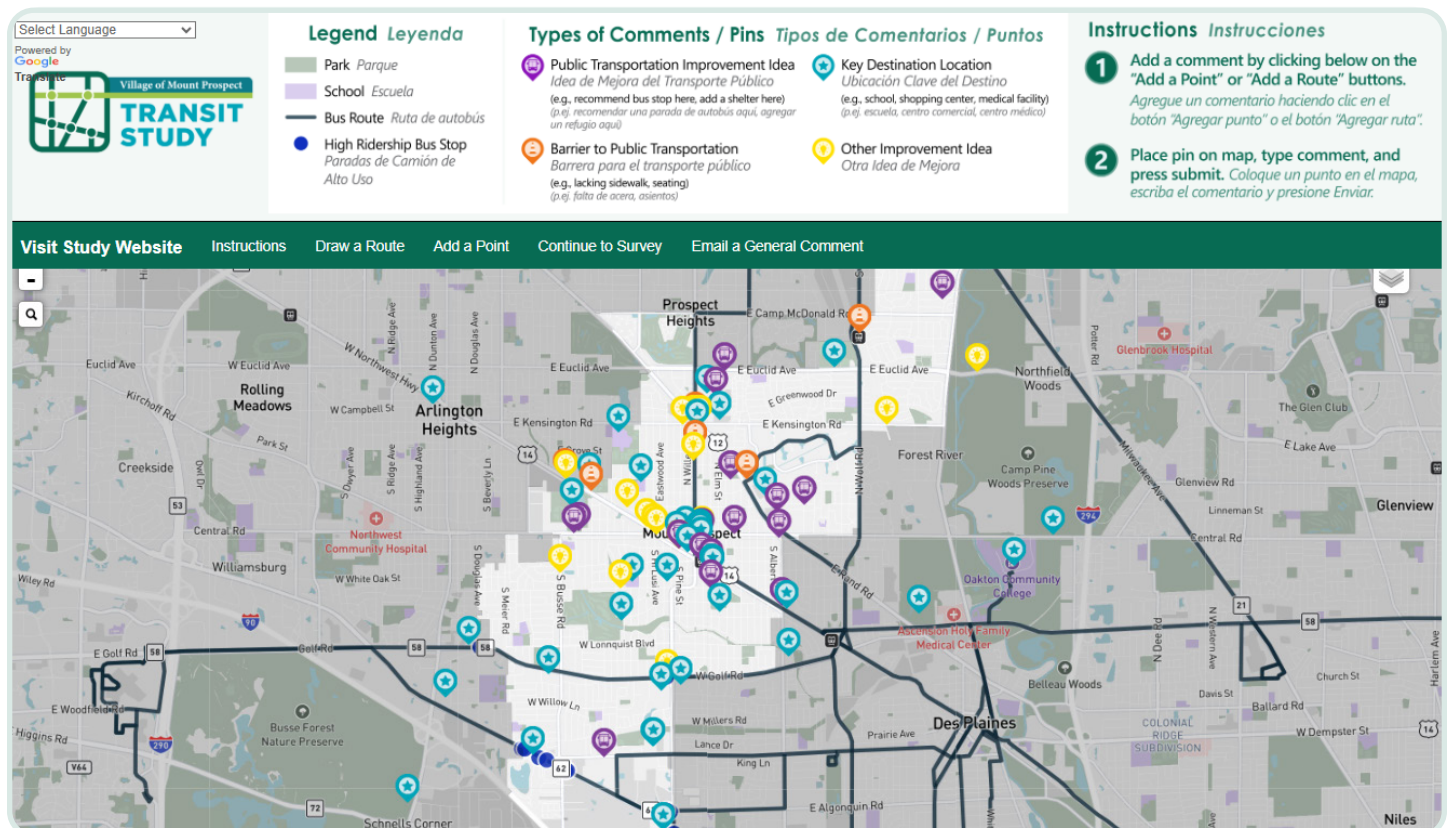
- Public Transportation Improvement Idea
- Barrier to Public Transportation
- Other Improvement Idea
- Key Destination
- My Starting Location for Trips using Transit

Comments were spread throughout Mount Prospect and neighboring communities (see **Figure 13**). Takeaways from the online virtual map include:

Key Destinations (51% of comments) generally exhibited the widest spatial distribution and extended well outside of Mount Prospect. Grocery stores, parks, schools, medical facilities, and shopping centers were the most frequently noted destinations. The five locations mentioned the most within Mount Prospect included Mount Prospect Library, Downtown Mount Prospect, Randhurst Village, Jewel near Randhurst Village, and the RecPlex. Notable locations outside Mount Prospect include Endeavor Health Northwest Community Hospital (Arlington Heights), Lutheran General Hospital (Park Ridge), Woodfield Mall (Schaumburg), Frisbee Senior Center (Des Plaines), and Trader Joe's (Arlington Heights).

Public Transportation Improvement Ideas (22% of comments) highlighted the areas of the community respondents would like to reach as well as parts of the Village in need of improved public transportation

Figure 13. Interactive Online Comment Map



services. Several comments mention the lack of service in northeastern Mount Prospect – calling for new bus routes along Central Road, Camp McDonald Road, or Euclid Avenue – and noted that a bus route between this part of the community and the Prospect Heights Metra Station would benefit current commuters and potential future transit users. Respondents also described the need for improved north-south connections, suggesting new bus routes along Mount Prospect Road and Elmhurst Road.

Other Transportation Ideas (21% of comments) included suggestions for bicycle and pedestrian facilities and other changes to the transportation network. Many comments called for bike lanes and other traffic-calming measures on Lincoln Road, Busse Road, and Northwest Highway, highlighting the importance of a safe and interconnected transportation network across all modes.

Barriers to Public Transportation (7% of comments) clustered near busy arterial roads, including Northwest Highway, Mount Prospect Road, and Rand Road. Improving pedestrian access at these points may allow users to reach nearby transit services more comfortably.

Stakeholder Meetings

One-on-one meetings with various transit agencies, transportation operators, or municipalities that run or contract transportation services provided insights into the challenges and opportunities of running their own services – each representing various scales of operation (e.g., regionally, township, municipal). All discussions helped shape the trade-offs between different transportation alternatives that could be brought to Mount Prospect.

A conversation with the Village-organized Aging in Community Transportation Working Group was held early in the planning process to provide a study overview and hear initial thoughts on barriers and opportunities to transit within and around Mount Prospect. The group noted that transit options can be very fragmented in the region surrounding Mount Prospect, the importance of local governing bodies (e.g., municipalities, townships) keeping open dialogues with each other, and key destinations around or near Mount Prospect such as

grocery stores and community centers. This group convenes monthly to discuss transit related topics and updates, and consists of representatives from Pace, Wheeling Township, Elk Grove Township, Connections to Care, a Mount Prospect resident involved in the Aging in Community Initiative, and various Mount Prospect departments.

Additional conversations were held with Pace Suburban Bus, Wheeling Township, Elk Grove Township, Village of Arlington Heights, and Village of Schaumburg. During these one-on-one discussions, all groups noted the value of providing alternative options to fixed-route transit, especially for populations who may be less mobile or do not have access to a private vehicle. All entities were open to future collaboration and ongoing discussions as the transportation landscape continues to evolve, and the needs of their community members shift.

Public Survey

A public survey was open between February and April 2025 and was accessible online and as a hard copy. Over 600 respondents completed the survey. The insights obtained from this survey provide important information on residents' travel habits and preferences, particularly about their relationship to and usage of public transportation.

The majority of respondents said their primary mode of transportation is their own personal vehicle, however public transportation was the next most used mode. While nearly 1/5 of respondents said they “regularly rely on public transportation”, these respondents also noted several barriers to access public transportation or to reach their destination including:

1. Transit does not go where needed
2. Need for more frequent service
3. Transit only serves a portion of trip
4. Transit stops are too far from home

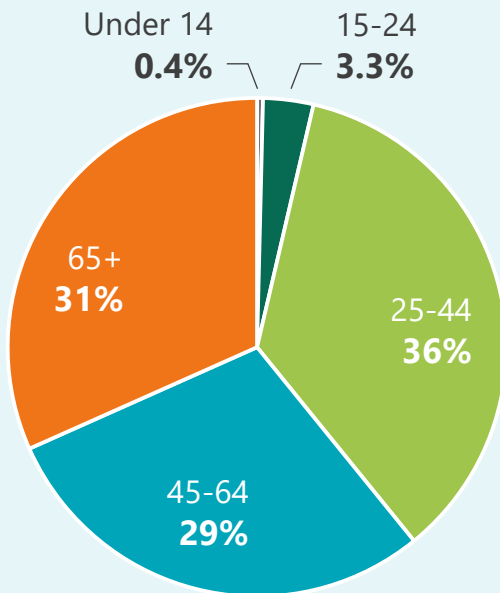
Nearly 1/3 of respondents said they “do not currently use public transportation but would like to use it”, with many of these respondents aged 65+. The following pages provide a more detailed overview of the survey responses.



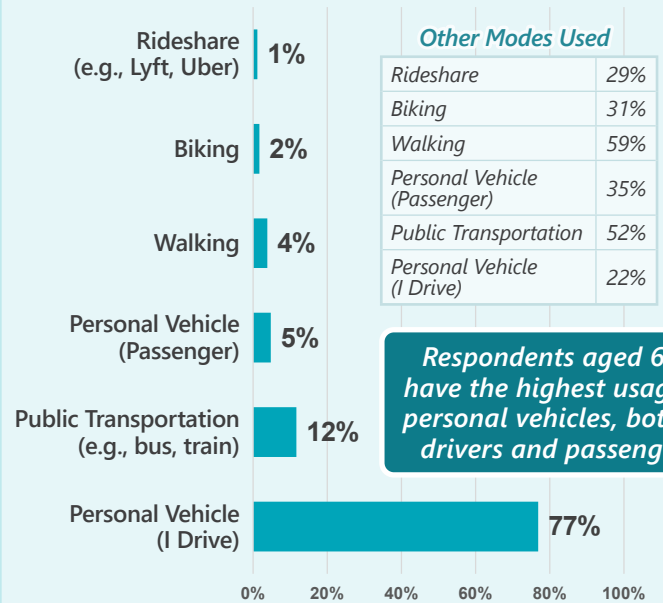
Results for All Responses

TOTAL SURVEY RESPONSES: 668

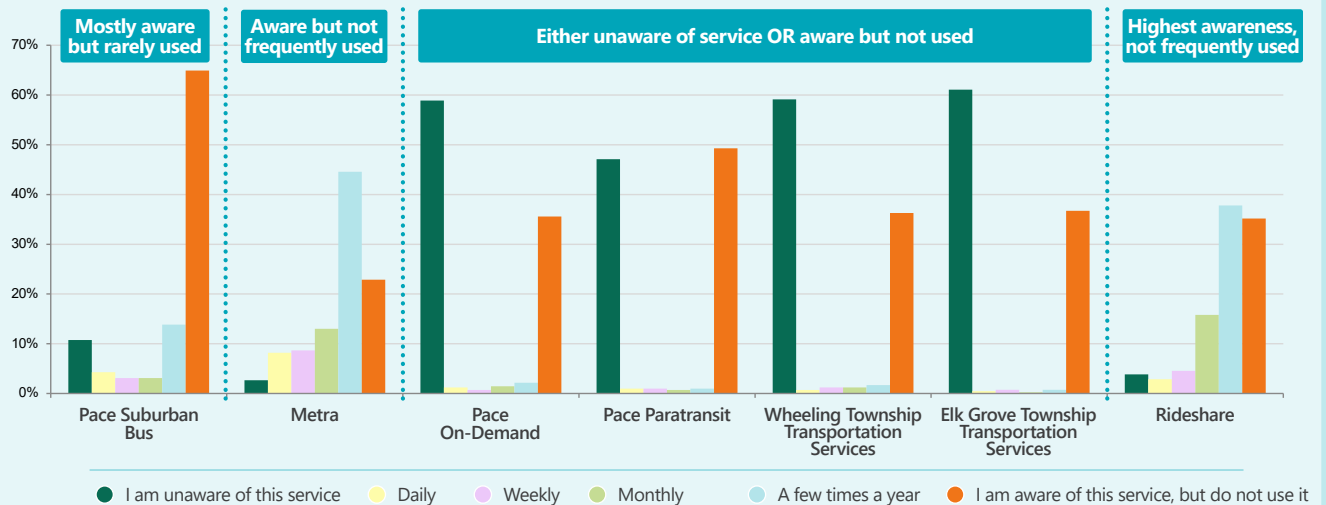
Age of Respondents



Primary Mode of Transportation



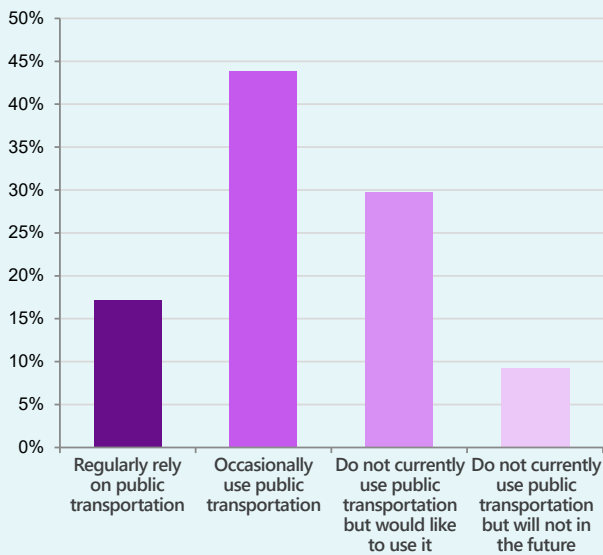
Usage and Awareness of Transportation Options



Results for All Responses

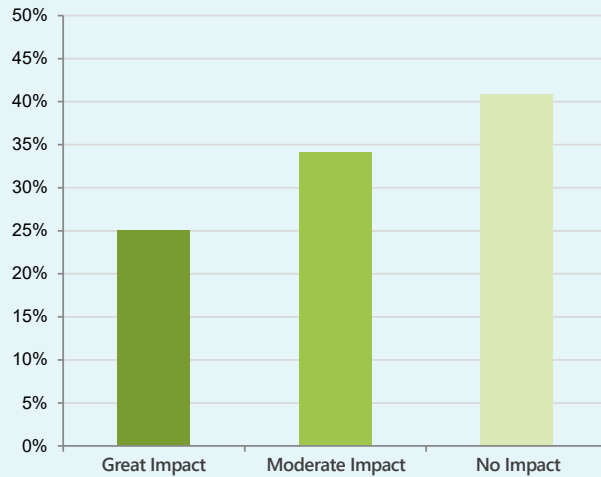
TOTAL SURVEY RESPONSES: 668

Public Transportation Reliance



*Respondents aged 65+ are **2x** more likely to say they "would like to use transit more" than other age groups*

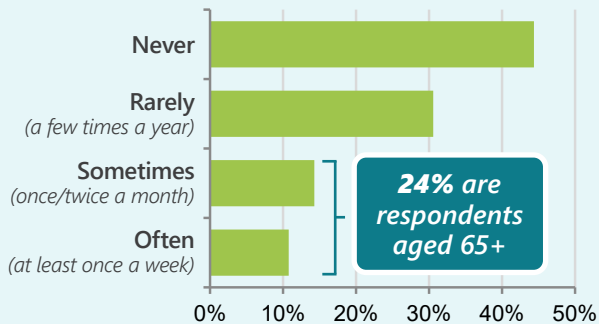
Public Transportation Impact



Working age individuals (ages 16-64) note that public transportation has a greater impact on their ability to get around

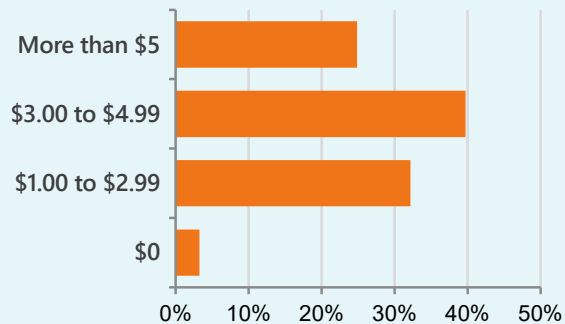
Ability to Reach Destination

Question: How frequently are you unable to go somewhere because you do not have a way to get there?



Public Transportation Cost

Question: How much are you willing to spend to get to these destinations with public transportation?



Results for All Responses

TOTAL SURVEY RESPONSES: 668

Barriers to Public Transportation

Question: What prevents you from using public transportation more?

Top Barriers

- Transit does not go where needed
- Transit only serves a portion of trip
- Need for more frequent service
- Transit stops are too far from home
- Need for more weekend service
- Unsure of the available transit options

68% of respondents said they "prefer to use their own personal vehicle"

Respondents between the ages 45-64 and 65+ note "transit stops are too far from home" as a top barrier

Respondents under 24 and 65+ note "unsure of the available transit options" as a top barrier

Improvements to Public Transportation

Question: What public transportation improvement would you prioritize?

Top Improvements

- Increase Metra service frequency
- Connect Pace bus service to more destinations
- Increase Pace bus service frequency
- Establish a Pace On-Demand or Dial-A-Ride program
- Create a taxi or rideshare subsidy program
- Improve connectivity to transit

64% of respondents said if public transportation improvements were made, then they would likely use it more often

Respondents aged 65+ have the highest interest in offering more on-demand or subsidized type of services

Preferred Type of Public Transportation

Question: If your private vehicle was no longer an option in the future, which transportation options would you potentially use?

Top Preferences

- Pace
- Rideshare
- Metra
- On-Demand Services

*Respondents aged 65+ are **1.5-2x** more likely to prefer on-demand services than any other age group*

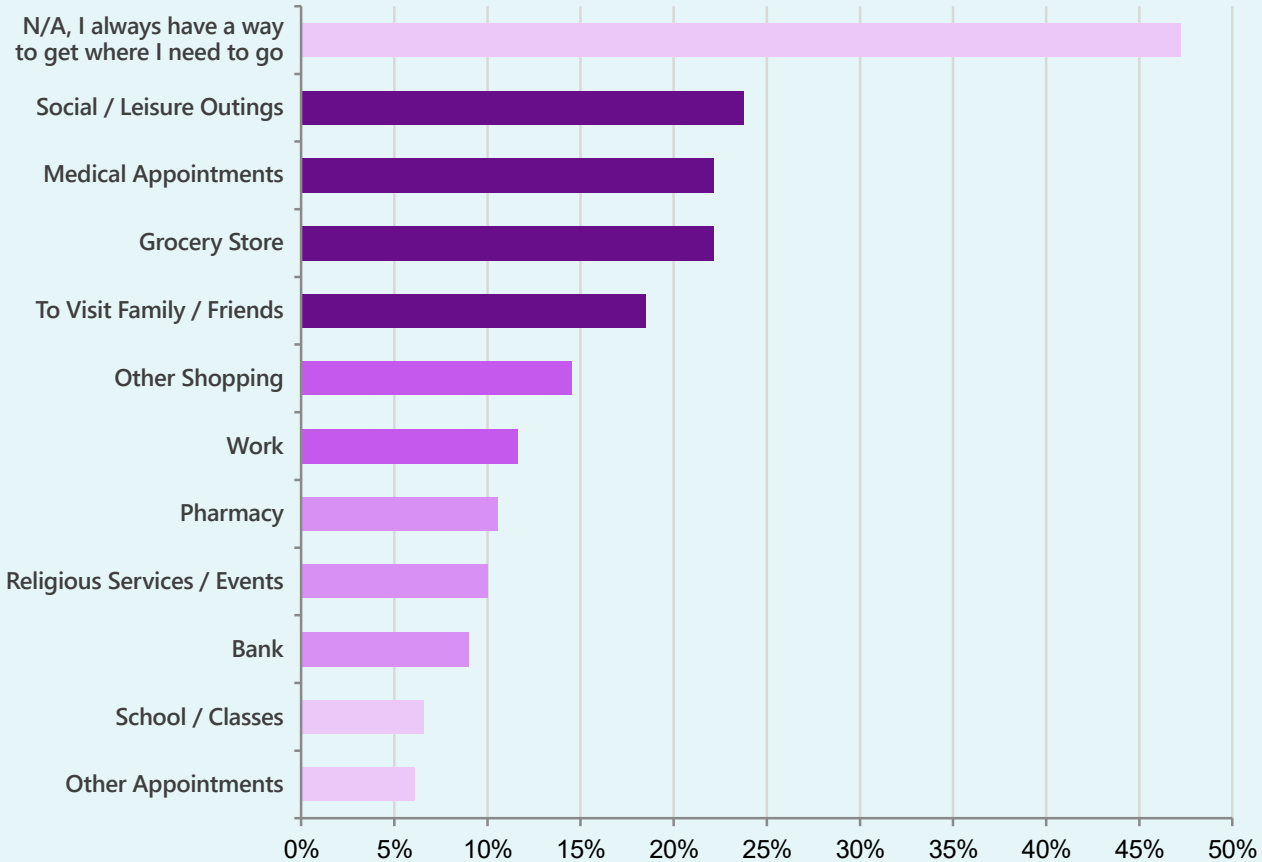
Respondents between the ages 45-64 were more likely to prefer rideshare services than any other age group

Results for All Responses

TOTAL SURVEY RESPONSES: 668

Preferred Destinations

Question: Where would you like to go but are unable due to limited transportation?



All age groups would like to reach the grocery store, visit friends and family, or access social and leisure outings with greater reliability

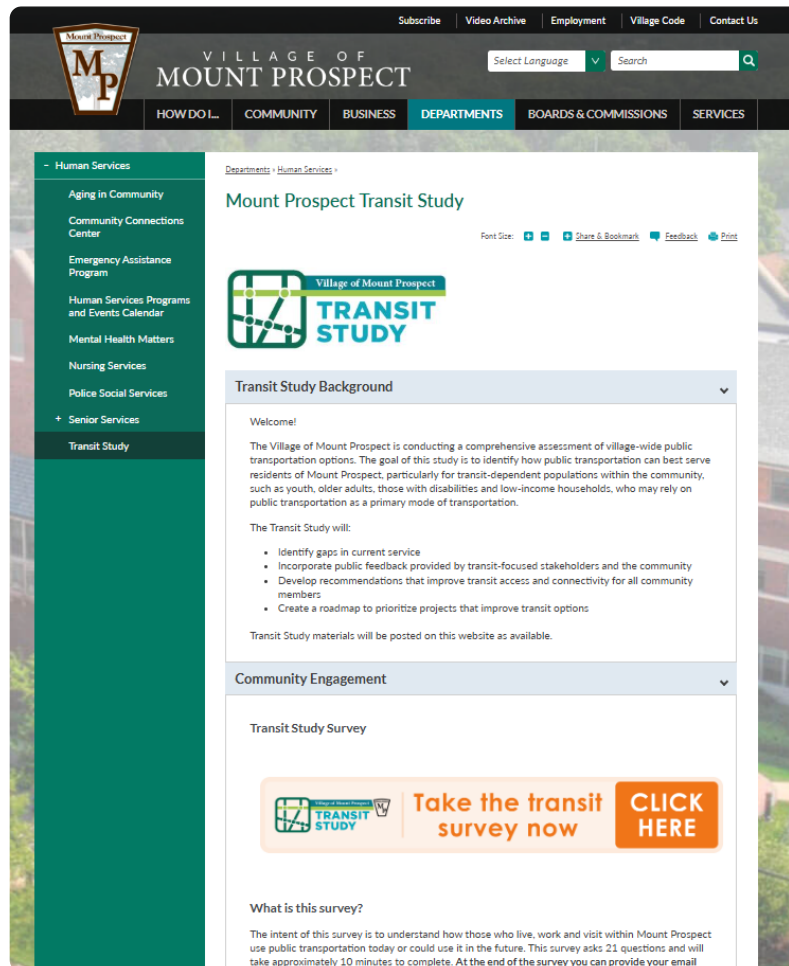
Respondents aged 65+ have the highest desire to reach medical appointments with greater reliability compared to any other age group

Pop-Up Event

In March 2025, the project team held a pop-up event at the Mount Prospect RecPlex to meet with residents in a convenient and informal setting. This pop-up event coincided with an Idea Exchange event for the Community Connections Center (CCC) Needs Assessment, another on-going Village study. Community members learned about the study and the public survey and shared their vision and ideas for more effective transit services and ways to move about the community. Participants were able to share insights by leaving comments and points on a map, and converse with project team members. Feedback heard included concerns about safety reaching transit stops as well as crossing intersections near bus stops (e.g., Elmhurst/Central, Rand/Kensington/Elmhurst), and the general lack of connectivity between north and south areas of Mount Prospect. Additionally, people expressed an interest in expanding Pace On-Demand service in Mount Prospect, similar to that offered in Arlington Heights.

Project Website

The project website – located on the Village’s website – provided residents with updates on the study, access to information about and links to engagement events, and opportunity to submit comments.



Top) Pop-up event at the RecPlex

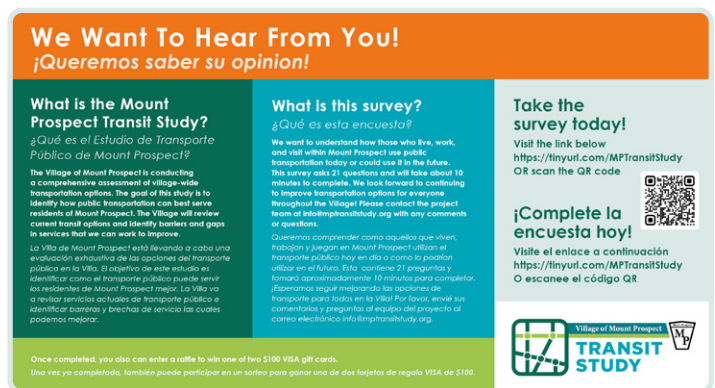
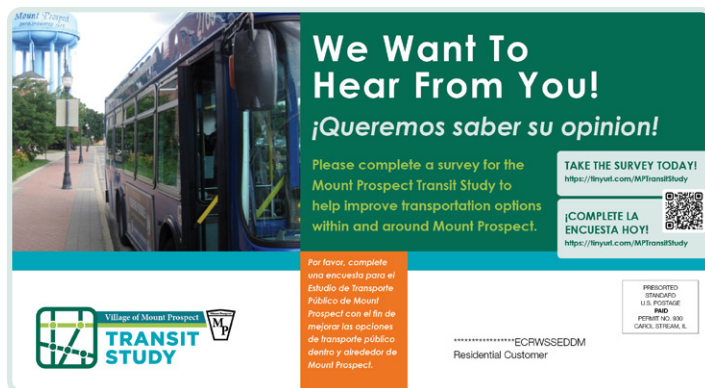
Bottom) Project website on the Village website

How We Got The Word Out

The Village promoted the Transit Study and its community engagement efforts through multiple channels. The Village leveraged its resources to advertise the study, including a study description and survey promotion in the Village e-newsletter, the Village's Senior Buzz newsletter, and Village press release, as well as posting an ad in Journal & Topics. Links to the transit study website were also posted through various Village-affiliated social media accounts and an e-announcement was sent to community stakeholders.

Postcards promoting the study and public survey were mailed to over 3,900 residents. These residents lived in areas of the community identified as more transit-reliant by the Transit Propensity Index. Paper

copies of the survey were distributed to residents at senior housing facilities. The team also targeted transit-riding individuals through Pace bus shelter ads placed at high-ridership stops and bus cards placed inside all Pace buses serving Mount Prospect. Flyers were also distributed to various community organizations such as churches, senior-living facilities, community centers, and schools, as well as regional organizations centered on transportation governance and advocacy (e.g., neighboring communities, Active Transportation Alliance, Ride Illinois, Northwest Municipal Conference). All focus group participants and the Transportation Working Group members were also asked to promote the study and survey with their networks. Nearly all outreach materials created during this study were also translated into Spanish.



Clockwise from top left: 1) Postcard (front) sent to various households in Mount Prospect, 2) Postcard (back) sent to various households in Mount Prospect, 3) Bus stop shelter Transit Study survey ad at Algonquin Road and Linneman Road, and 4) Bus stop shelter Transit Study survey ad at IL 83 and Golf Road





TRANSIT CASE STUDIES

Section 4

Transit Case Studies

The following section reviews several communities, locally and nationally, who implemented different transit service models. Each community summarized is comparable to Mount Prospect—similar suburban contexts with regional transit access and within a larger metropolitan area. By examining the successful implementation of these programs in comparable contexts, these case studies offer valuable insights and potential recommendations to meet Mount Prospect’s needs. These examples provide a frame of reference for some of the transit recommendations outlined in Section 5.

Local Case Studies

While CTA, Pace, and Metra provide the majority of transit services within the RTA areas, a few local townships and municipalities provide additional or supplemental public transportation services. The three local case studies provide a variety of services focused on serving different needs within their communities with different operating partnerships.

Niles, Illinois

Background

Niles, Illinois operates the [Niles Free Bus](#), a municipally funded circulator service designed to provide basic mobility within the village and surrounding areas. Introduced in the 1970s, the service is one of the few local transit programs in the Chicago suburbs that is both municipally managed and fare-free. While some regional Pace routes serve Niles, the Free Bus focuses on short, intra-community trips for residents who may not have access to a car—primarily seniors, people with disabilities, and those running errands.

Source: Pace



Service Model

The Niles Free Bus operates three fixed routes (410, 411, and 412) that run through Niles and into parts of adjacent communities such as Skokie, Morton Grove, and Chicago. The service is operated by Pace under contract but funded and directed by the Village of Niles. Buses run on weekdays between approximately 8:30 AM and 5:30 PM, with headways ranging from 30 to 60 minutes depending on the route. The routes serve key destinations such as Golf Mill Shopping Center, Village Hall, the Niles Senior Center, Lutheran General Hospital, and several apartment complexes and medical offices.

The Free Bus is designed around access to daily needs rather than rapid or high-frequency service. The focus is on predictability and coverage rather than flexibility or real-time responsiveness. The fixed routes and long-standing destinations have made the system dependable for riders, but there has been limited innovation in terms of dynamic routing or digital trip planning.

Operational Considerations and Opportunities

The Free Bus is not built for cost recovery; instead, it's a subsidized public service funded by the Village's general revenue. While the service is generally well-received by regular riders, especially older adults, ridership is modest, and route productivity is not a central measure of success. Adjustments to the service tend to be incremental, usually made in response to changing land uses or resident feedback, rather than as part of a broader transportation planning strategy.

Niles has managed to sustain the service over the long term, but ongoing questions about funding stability, vehicle replacement, and evolving community needs remain relevant. It is also unclear if the Niles Free Bus can be endangered by Pace funding cuts or service changes or whether the service agreement is subject to renegotiation or contract changes.

For Mount Prospect, the Niles model shows what a municipally supported shuttle can look like in a mature suburb. It offers steady, predictable coverage for essential destinations. The service model is likely not replicable in today's transportation landscape, but the Pace Community Vehicle Program could provide Mount Prospect an opportunity to provide a similar low or no-fare service, especially if subsidized by the Village.

Highland Park, Illinois

Background

Highland Park, Illinois offers a localized transit model that illustrates how a small suburban community can provide meaningful access for residents through community-based service. While the city is served by Pace fixed routes, the Highland Park Connector—a city-operated shuttle—serves as an additional transit resource primarily supporting seniors and historically, youth. The service originated to meet local travel needs within Highland Park, particularly for those without access to a car, and has since evolved into a consistent community fixture.

Service Model

The [Highland Park Connector](#) is a fixed-route shuttle that runs on a three-day-per-week schedule and completes a one-hour loop serving key destinations such as senior housing facilities and community



centers. The service is intentionally simple and consistent, supporting ease of use for seniors and riders with limited mobility. While the shuttle's route has remained largely unchanged since its inception before 2000, new stops like Arbor Terrace Senior Living have been added through informal discussions between facility administrators and City staff. The Connector operates with one part-time driver and one vehicle under the city's transit department, which also manages other local transit services.

The Highland Park Connector is not evaluated on cost-efficiency or farebox recovery. Instead, it functions as a civic amenity and evaluates service based on community feedback. Riders praise the operators for their professionalism and personalized assistance, such as helping passengers carry groceries. Annual ridership has fluctuated—declining during the COVID-19 pandemic and gradually recovering—indicating both demand and limitations related to service days and operator availability.

Operational Considerations and Opportunities

Operational costs for the Connector remain modest. The shuttle vehicle—purchased over a decade ago—represents a long-term capital investment. However, staffing remains a challenge. Recruiting certified operators is difficult. Funding constraints also limit potential expansions to additional days or neighborhoods.

Despite these limitations, the Highland Park Connector model is relevant to Mount Prospect. Mount Prospect, which faces its own challenges with intracommunity connectivity and access to Pace routes, could benefit from a similarly scaled, locally supported shuttle service. Emphasizing fixed, predictable routes linked to community destinations—and offering

personalized service—can fill critical mobility gaps for seniors and carless residents. Highland Park's model also highlights the value of informal public engagement and coordination with township services (like Moraine Township's paratransit), offering Mount Prospect a roadmap to layering services to enhance local mobility without duplicating service.

Bedford Park, Illinois

Background

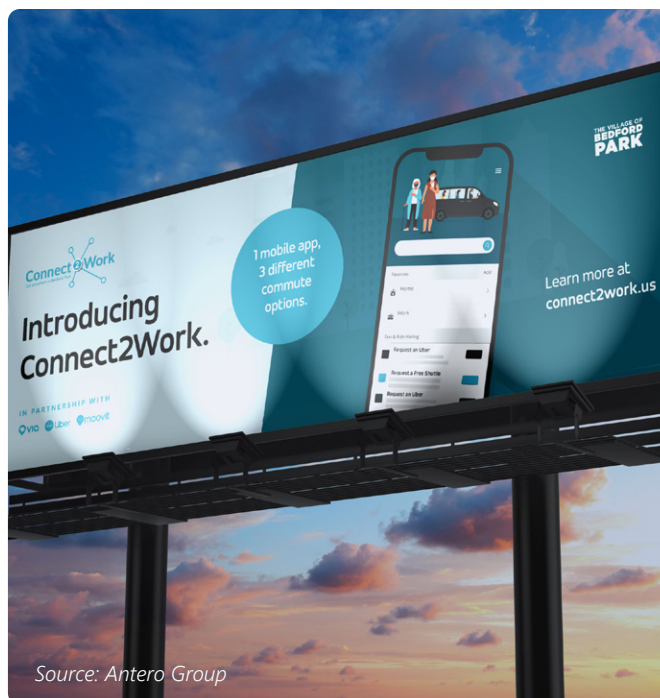
Bedford Park is a small suburb with fewer than 600 residents but over 27,000 jobs concentrated in warehouses, industrial parks, and distribution centers. Unlike Mount Prospect and other similar suburban communities, Bedford Park's mobility challenges center on getting workers—not residents—to and from jobs efficiently, especially those commuting from elsewhere in the region. The spread-out industrial landscape, limited pedestrian infrastructure, and mismatch between public transit and shift-based work schedules have created persistent first/last-mile barriers.

Service Model

In response to these challenges, Bedford Park launched **Connect2Work** in 2020 as a pilot program aimed at improving transportation access for workers who rely on public transit but struggle to reach job sites

from nearby rail or bus stations. The program was designed in partnership with the Village of Bedford Park, Cook County, and the transit technology platform Moovit, using Mobility-as-a-Service (MaaS) tools to connect commuters with on-demand rides via Uber and Via.

Rather than creating and operating a fixed-route shuttle or building all new infrastructure, Connect2Work integrated trip planning and real-



time ride-booking into the Moovit app. Workers planned their commute using the app, which identifies optimal connections between CTA and Pace routes and offers subsidized first/last-mile rides to their final destination within Bedford Park. The program targeted shift workers commuting via the nearby Midway CTA station or other regional hubs. Importantly, rides were subsidized, making the program a low-cost alternative to car ownership or long walks from bus stops. Although the pilot program ended in 2022, Bedford Park still offers former users discounted Uber rides.

Operational Considerations and Opportunities

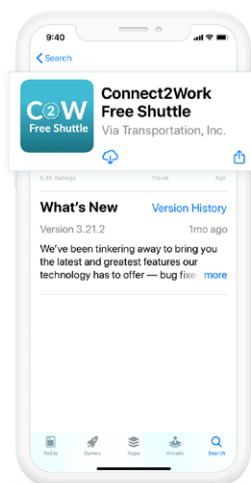
Connect2Work was demand-responsive and aligned to the unique labor patterns of Bedford Park's industrial zones. Unlike a traditional fixed-route system, the

program did not require a fleet of village-owned vehicles or dedicated drivers, reducing overhead for the Village of Bedford Park and increasing flexibility. The pilot also allowed the Village to serve a dispersed employment base while avoiding the cost and rigidity of running its own bus system.

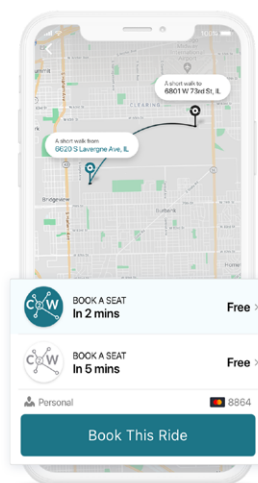
Connect2Work offers a useful example for Mount Prospect, especially in considering how to address first/last-mile issues for workers and residents in areas poorly served by fixed-route transit. Although Mount Prospect is a much denser and more populous suburb, the Village can face similar spatial and mobility constraints in business districts and industrial parks that are beyond walking distance from Pace or Metra service. Pairing public oversight with private mobility platforms can be a practical way to fill transportation gaps in areas with lower transportation demand.

Everything you need to know about the app.

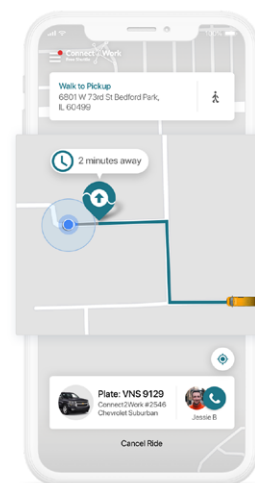
Welcome! We're so glad you're here.
We put together a few steps to help
get you on board in no time.



1 Create an account. Download the Connect2Work Free Shuttle app from the App Store or Google Play store and follow the simple signup steps.



2 Book a ride. Enter your location and your destination addresses, either in the app or over the phone. Choose the ride option that works for you.



3 Meet your driver. Check the app to find out exactly where to meet the vehicle, which may be a short walk from the address you gave us.

Source: Antero Group

Promotional material detailing how users can ride with the Connect2Work Free Shuttle

Nationwide Case Studies

National case studies selected were similar but diverse suburban communities from across the country that have implemented interesting transit solutions to meet the needs of their communities.

Walnut Creek, California

Background

Like Mount Prospect, Walnut Creek developed as a small railroad city in the late nineteenth century and continues to host a key commuter train station (BART Yellow Line). Both Walnut Creek and Mount Prospect are moderately affluent and densely populated communities with high home ownership rates and above average median household income.

Walnut Creek has several transit options for transportation within the city and to other regional destinations. In addition to the eleven weekday bus routes and four weekend bus routes that serve the Walnut Creek BART station, Walnut Creek is also served by a free regional shuttle service that connects Walnut Creek to other cities and villages in the Bay Area. For residents with a disability, any address within 1.5 miles of a bus route or $\frac{3}{4}$ mile of a BART station is also served by paratransit.

Service Model

Despite a robust network of fixed route public transit, the city acknowledges public transportation gaps within the city, particularly for older adults and disabled residents. Walnut Creek has several volunteer and human services programs to address otherwise unmet needs.

- [Mobility Matters](#), a door-to-door volunteer driver program for older adults in the county, allows Walnut Creek residents over 60 to request rides for multiple transportation purposes, but especially medical care and essential errands.
- The [Walnut Creek Recreation Mini Bus](#), operated by the Arts and Recreation Department, provides free transportation to older adults and adults with disabilities and health conditions throughout Walnut Creek for any trip purpose. Trips must be scheduled two to seven business days in advance, and the service performs its first pickup at 9 AM and last pick up of the day at 2 PM. This service has strong similarities to the Wheeling Township Senior Bus, which also operates limited service to older adults who schedule trips in advance. The Walnut Creek Mini Bus operates within the entirety of Walnut Creek, however, allowing residents to travel freely throughout the city.

Source: Walnut Creek Arts and Recreation Department



- Walnut Creek also has micromobility options for older adults and disabled city residents. For a \$60 annual fee, adults over 60 or with a disability receive a [Lyft Self Access Pass](#) of 10 one-way rides per month. Through this service, passholders pay the first \$5 of each ride, and the City of Walnut Creek covers up to ten additional dollars. Riders are responsible for any costs over \$15.
- City residents who require more assistance may apply for the [Lyft Concierge Pass](#), which allows eligible users of the Self Access Pass to call a reservation line rather than schedule trips via the app. The flexibility of these services allows riders to travel throughout the city more spontaneously, especially given the long advanced-scheduling windows for several other transportation programs. As a supplement to other transportation programs, a discounted Lyft pass provides a safety net for

people with limited transportation options and mobility challenges.

Other Best Practices

Importantly, Walnut Creek clearly highlights all existing transportation options in an easy-to-digest format on its mobility management website Way to Go, Contra Costa. Broken down by city and by service type, those seeking transportation options are quickly and easily referred to all available services. All eligibility and application materials are conveniently linked for referral. For those uncomfortable navigating a website, there is also a transportation and referrals helpline that refers potential riders to different services. Although the Village of Mount Prospect has a transportation brochure for residents, there is no centralized web portal connecting riders to transportation services beyond Metra and Pace services. More complete and directed information would allow transit-reliant populations to ensure they are taking full advantage of existing programs

Which Service Can I Use If I Am...

A Senior Citizen ☒ Regular Bus & Rail Service ☐ Community Transportation Program – Depends on City ☐ ADA Paratransit Program – Depends on Physical Ability ☐ Volunteer Service – Depends on Program Criteria	Certified ADA Eligible ☒ Regular Bus & Rail Service ☒ Community Transportation Program ☒ ADA Paratransit Program ☐ Volunteer Service – Depends on Program Criteria
Disabled But Not ADA-Certified ☒ Regular Bus & Rail Service ☐ Community Transportation Program – Depends on City ☐ ADA Paratransit Program – No ☐ Volunteer Service – Depends on Program Criteria	Neither A Senior Citizen Nor Have A Disability ☒ Regular Bus & Rail Service ☐ Community Transportation Program – No ☐ ADA Paratransit Program – No ☐ Volunteer Service – Depends on Program Criteria

Source: Contra Costa County

Transportation information available on the Way to Go, Contra Costa website

Duluth, Georgia

Background

Duluth, Georgia and Gwinnett County offer inspiration for improving transit access in a suburban community. Residents of Duluth must rely on the Gwinnett County Transit (GCT) system and limited connections to the MARTA bus network for their regional transportation needs, as Duluth lacks a direct train station.

Service Model

Because MARTA rail service does not extend into Gwinnett County, the County has taken strides to bolster the bus network to help residents access key community destinations and the City of Atlanta.

Duluth offers [Ride Gwinnett Microtransit](#), a countywide microtransit service that provides flexible, on-demand transportation for various purposes. The service is broad and flexible for a variety of users, acting as a complement to both MARTA regional and local Ride Gwinnett fixed route services. The cutaway-operated demand-response model allows any resident of any age to book rides for errands, medical appointments, work, school, and recreation and social activities. Each ride is \$3 and can be

booked both via the Ride Gwinnett app and the Ride Gwinnett scheduling line. The trip scheduling window also accommodates diverse schedules, with the first pick-up at 6 AM and the last drop-off at 8 PM Monday through Saturday. Following the model of Transit Network Companies (TNCs) like Uber and Lyft, rides are also scheduled and provided in real-time with a 10-minute pick-up window with live driver tracking and notifications for arrival times. Launched in 2023, the program is reported to have expanded transit destination options by 41 percent.

The microtransit model provides greater spontaneity and flexibility for all residents who may need same-day transportation and does not impose age or mobility-based restrictions on riders. In areas with limited or inconsistent public transit service, such as the many areas of Mount Prospect that are inefficiently served by existing Pace routes, a microtransit model alleviates transportation gaps and improves utilization of other transit services. Because Ride Gwinnett Microtransit has a small service area that does not extend to all major employers or key destinations in the region, many riders use the service to connect to fixed route transportation that does reach these destinations.

Source: Gwinnett County



The convenience of the service combined with a low rider cost creates a natural solution to frequent first-last-mile problems that arise when connecting to less frequent regional transit services, such as regional buses or trains. For Mount Prospect, a community with strong regional connectivity but poor intra-community connectivity, a public or subsidized microtransit service would enhance community-level service, benefiting riders with both local and regional trip destinations.

White Plains, New York

Background

White Plains, located in Westchester County, is a regional hub with a population of approximately 60,000 residents. Similar to Mount Prospect, White Plains developed as a transit-oriented community, served by the Metro-North Railroad to connect commuters to New York City.

White Plains is well-connected by public transportation, with the Bee-Line bus system offering over 60 routes throughout Westchester County, including multiple stops within White Plains. Seniors aged 65 and older are eligible for reduced fares. In addition, White Plains residents living within ¾ mile of a Bee-Line route are eligible for paratransit services through the county’s Paratransit program, which provides curb-to-curb transportation for eligible individuals with mobility impairments. Over 70 percent of the city falls within the paratransit service area.

Service Models

For older adults requiring more personalized transportation, White Plains offers specialized service. [RideConnect](#), a volunteer-based service operated by Family Services of Westchester, provides free transportation for adults aged 60 and older to medical appointments, grocery stores, and other essential destinations. This service is comparable to Connections to Care in Mount Prospect, which provides scheduled volunteer transportation for seniors and adults with disabilities. However, RideConnect operates across a wider service area and is free of charge, whereas Connections to Care, while free, suggests a \$15 donation for a round trip and only serves medical destinations. With no cost barrier or trip purpose requirement, older adults on fixed incomes have greater flexibility to travel whenever and wherever they need to go.

Family Services of Westchester also operates [shopping buses](#) in four communities with major shopping destinations. This free service picks up residents within a one-hour window and completes a two-hour loop of community shopping centers on designated weekday meetings. The exact locations change each week to provide older adults with a variety of destinations. Riders reserve their seat and provide their pick-up location ahead of time.

		
Stay Connected	Free Service	Stay Active
Doctor appointments, shopping trips, social visits. Life doesn't slow down just because you're over 60!	Our program is fueled by volunteers, our "Angels with Wheels!" That means all rides are FREE!	Staying mobile and engaged supports physical AND mental health. Independence affords quality of life.

Information provided on the Family Services of Westchester/RideConnect website

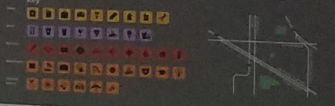
Source: Family Services of Westchester





West Commuter Lot

Village Landmarks



SUNDAYS
MAY 12 - OCTOBER 12
8AM-1PM
West Lot

MOBILITY SOLUTIONS

Section 5

Recommendations

Based on the transit analysis and feedback from community engagement, it is clear there are varying and diverse needs reflecting the diversity of the community.

No recommendation can singlehandedly address all issues of the existing public transportation network, therefore necessitating a wide range of improvements from incremental changes to existing services to implementation of new approaches. Each recommendation addresses a “gap” in service, playing its role in creating a stronger transportation system. This section provides a summary of each recommendation and how each aligns with the goals of this study or addresses community-identified barriers. Recommendations are not listed in order of preference.

Establish New Transit Service

A *Fixed-Route Shuttle*

The Village-managed fixed-route shuttle option would operate similarly to Pace bus fixed-route service—available to the general public with stops at designated locations throughout the Village—but would fill in service gaps where Pace does not currently operate within the Village. The shuttle would enhance north-south connectivity throughout the Village, as well as serve additional areas that Pace does not reach.

B *Microtransit with Hubs*

The Village-managed microtransit option would provide a demand response service operating as an “anywhere-to-hub” model where trips start/stop at a designated hub but could then connect anywhere within an established zone. This model—available to the general public—offers slightly more operational flexibility both within the Village and into adjacent municipalities.

Explore Transit Alternatives

C *Taxi or Rideshare Subsidy Program*

This program would subsidize private rideshare or taxi rides for individuals, offering residents a curb-to-curb demand response service at a lower cost. The Village has the flexibility to set various eligibility requirements, but typically this type of program is tailored for seniors and people with disabilities.

D *Collaboration with Neighboring Communities and Local Transportation Providers*

This recommendation encourages the Village to continue conversations with neighboring communities and local transportation providers to further determine transportation solutions that better serve residents traveling between and within municipal or township boundaries, as well as help organize a call for greater regional coordination for enhanced transit offerings.

Adjust Current Transit Service

E *Pace Fixed-Route Transit Service*

This recommendation encourages the Village to further coordinate with Pace to share the barriers and concerns to using Pace fixed-route service in Mount Prospect and suggest routing and service change solutions, as heard from Village residents during this study's public outreach efforts and survey responses. The Village does not have direct control over implementing changes to Pace service.

Improve Access to Transit

F *Improve Pedestrian Access*

This recommendation aims to further improve Village-wide access to transit along current Pace routes by filling in sidewalk gaps, upgrading existing sidewalks in poor condition, ensuring ADA-compliance, or installing or enhancing crossings at/near transit stops.

G *Improve Bus Stop Infrastructure*

In partnership with Pace, this improvement calls for further assessment of the bus stop infrastructure within the Village and determination of where bus stop amenities could be improved (e.g., bus shelters, benches, bike racks) to establish a more comfortable and convenient transit network around Mount Prospect. Additional consideration for more bus stop signage is encouraged to enhance the visibility of Pace bus routes and stops and address accessibility challenges that a lack of signage may present.

Increase Transit Awareness

H *Mobility Management Program*

- **Mobility Manager Role:** This program would establish a Mobility Manager to serve as a point of contact between providers and for residents planning transit trips. This entity would compare various transport providers' service areas, eligibility requirements, and hours of operation to find opportunities for connection with other providers, and then by connecting riders to these services.
- **One-Call/One-Click Mobility Information Centers:** These centers are an information hub consolidating key information about different transportation services for riders. These platforms allow riders to plug in their information (e.g., origin, destination, demographic qualifiers) and then helps determine which services best address their mobility needs.

I *Transit Awareness Initiative*

This recommendation would build on the Village's current Aging in Community initiative and Transportation Working Group to establish an awareness campaign, during which the Village reviews current materials and outlets for communicating transportation services and develops ways to enhance each, as well as provide additional support to ensure all residents receive the information needed to understand their available options.

Establish New Transit Service

The most direct way to provide more mobility options to Village residents is to operate additional local transit services. Two different service recommendations were developed as part of the plan: a fixed-route shuttle model and a microtransit model. These two service models are mutually exclusive to each other and would not operate at the same time.

Local transit services would allow Mount Prospect to have greater control in providing or operating transportation services throughout the Village that address community-identified barriers and meet residents’ desired transportation needs. These services could improve the public transportation experience by connecting residents to more key community destinations, providing the ability to travel more seamlessly across the Village (e.g., north-south, east-west), and offering additional transportation options with more flexible service hours.

A Fixed-Route Shuttle

To connect residential areas with shopping, services, and regional transit services, this proposed option would have two shuttles operated or contracted by Mount Prospect to complement Pace local bus services. These shuttles would be open to the general public and operate at 60-minute frequencies. This would require one vehicle each to operate each shuttle. The north shuttle would connect between the Mount Prospect Metra Station and Prospect Heights Metra Station with connections at the Mount Prospect Plaza and Randhurst Village. The south shuttle will connect the Mount Prospect Metra Station to the Jewel-Osco at Thacker Street and Elmhurst Road with connections to the Central Community Center, Mount Prospect Commons, Mount Prospect Community Connections Center, and the RecPlex.

The service spans and frequencies for each shuttle are shown in **Table 6** and the proposed route alignment and potential stop locations are shown in **Figure 14** on the following page. A fixed-route shuttle, using a larger 12-passenger vehicle, provides more service capacity than demand response service but to a

more geographically limited area. Shuttles operating on fixed schedules offer predictable service without needing to make reservations, but riders must wait for the shuttles to come at a more limited frequency.

Table 6. Village Shuttle Service Spans, Frequencies, and Vehicles

Shuttle	Service Span	Frequency	Peak Vehicles
North Shuttle	9:30 am to 4:30 pm Monday - Sunday	60 minutes	1
South Shuttle	9:30 am to 4:30 pm Monday - Sunday	60 minutes	1
Total Vehicles			2

Shuttle Stop Capital Costs

As part of fixed route service, the new shuttles require designated stops for people to wait, board, and alight from the transit vehicle. Under the proposed service plan, the two shuttles have a combined 75 stops. While most of these stops are new, a few segments of the proposed shuttles overlap with Pace bus routes and could utilize the Pace bus stops on Oakton, Dempster, and Wolf.

The remaining 65 stops require a minimum of a passenger concrete landing pad, a bus stop sign, and signpost. In addition to the basic stops, six stops at major activity centers (e.g., two Jewel-Oscos, Central Community Center, the downtown Mount Prospect, Walmart/Aldi, Randhurst Village) are proposed to have additional passenger amenities such as a stop shelter, bench, trash, and shuttle/Village information.

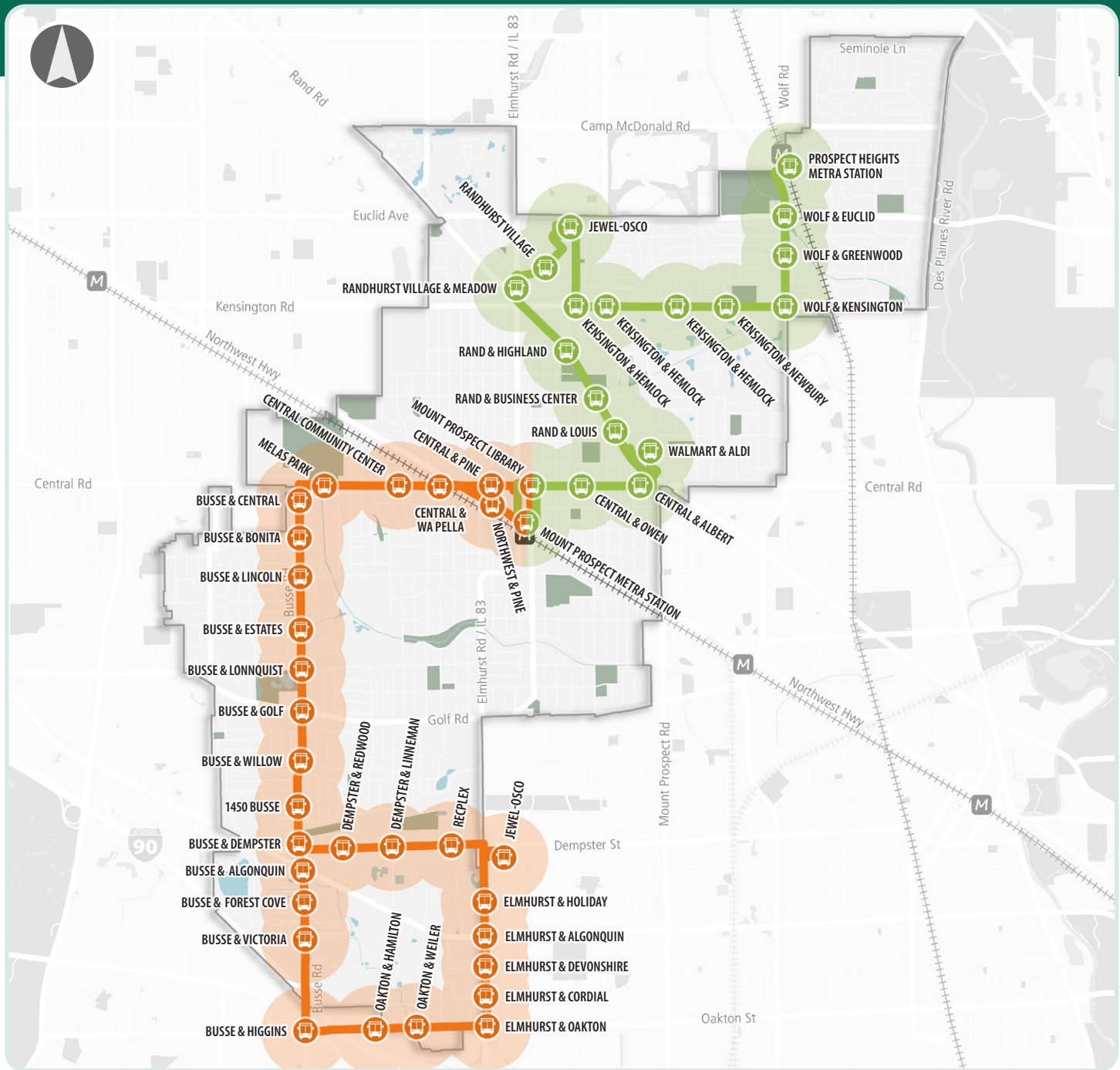
Table 7 includes the estimated capital costs to install these shuttle stops. **Table 9** provides an estimate on the ongoing costs needed to provide a Village operated transit service.

Table 7. Fixed Route Shuttle Capital Costs

Capital Investment	Count	Estimated Cost	
		Per Unit	Total
Basic Bus Stops	59	\$2,500	\$147,500
Enhanced Bus Stops	6	\$2,500	\$150,000
Total	65	-	\$297,500



Figure 14. Proposed Village Shuttle Routes with Stops

**Legend**

- Village Boundary
- Metra Rail + Station

Proposed Village Shuttle

- North Shuttle Route
- South Shuttle Route
- Shuttle Stops
- 5-minute Walkshed
(approximately 1/4-mile)

B Microtransit with Hubs

The second proposed service recommendation would implement a north and south microtransit zone within Mount Prospect. Microtransit would operate as same-day demand response service with wait-times of about 30 minutes. The microtransit zones would work as an “anywhere-to-hub” model so trips would need to start or stop at one of the designated service hubs but could then connect to anywhere within the zone. Service hubs could be shared between zones and could be located both within and outside the microtransit zones. This offers flexibility for residents to make trips outside the Village without needing to serve large areas in adjacent municipalities. Travel between zones would either need to be transferred at a shared hub or offered as a premium service to keep wait-times down within each zone.

The service spans and estimated wait times are shown in **Table 8** and the proposed zones with hub locations are shown in **Figure 15** on the following page. Microtransit services with smaller passenger vans provide more flexibility than fixed-route services but require more vehicles to provide a similar amount of service.

Table 8. *Microtransit Service Spans, Frequencies, and Vehicles*

Shuttle	Service Span	Frequency	Peak Vehicles
North Zone	9:30 am to 4:30 pm Monday - Sunday	30 minutes	2
South Zone	9:30 am to 4:30 pm Monday - Sunday	30 minutes	2
Total Vehicles			4

Service Adjustments

While the service levels described above are for a base level of service, the Village can expand or adjust transit service spans and frequencies to better align with ongoing, seasonal, or event-based demand. For example, during the school year, service may be increased during morning and afternoon peak hours to accommodate student travel, while in the summer, schedules might shift to support recreational destinations or reduced commuter demand. Similarly, during local festivals or special events, municipalities can temporarily extend service hours, or increase frequency based on vehicle availability. These adjustments help ensure transit remains responsive, efficient, and supportive of community needs throughout the year.

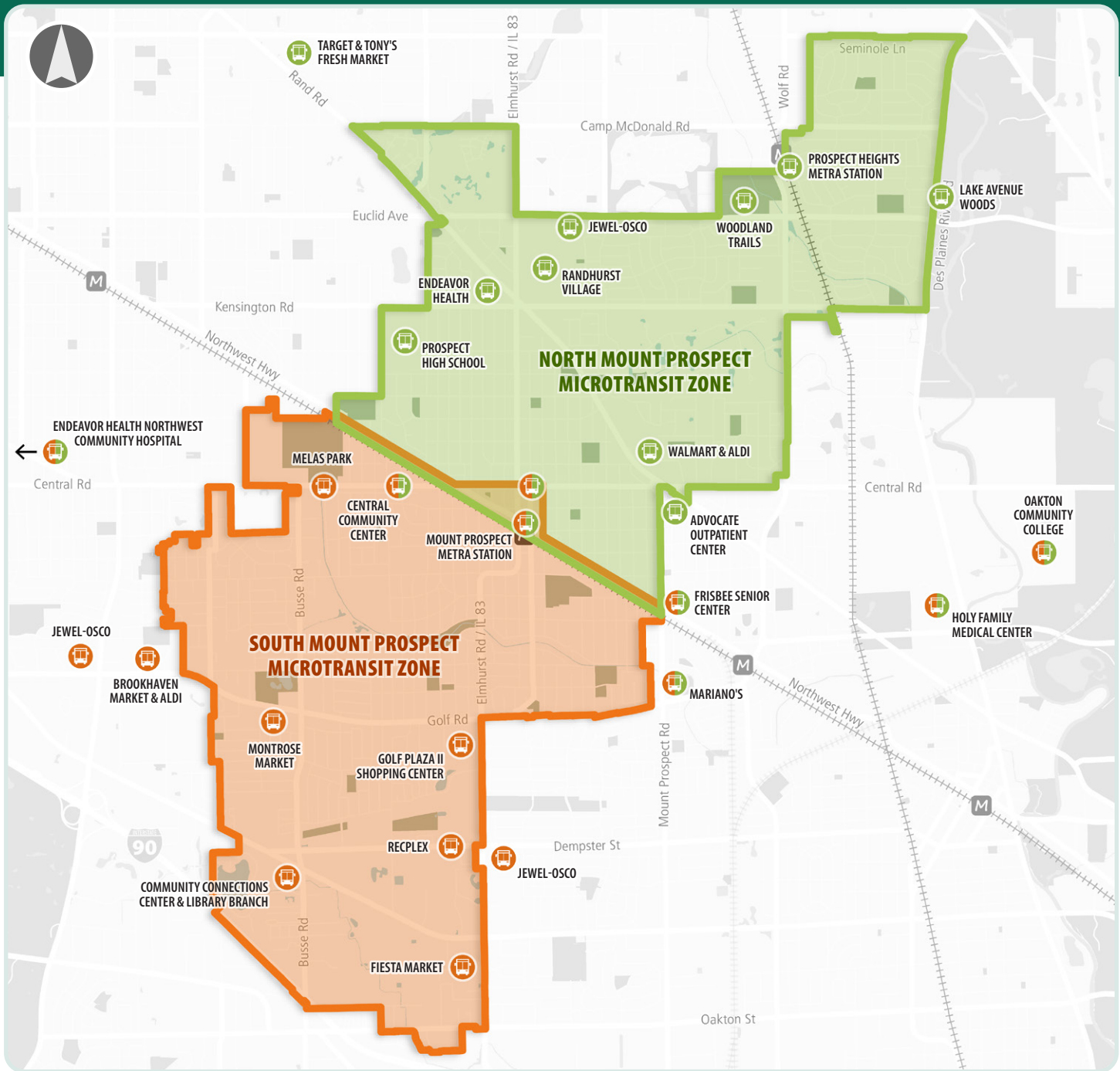
Adjusting spans of service or frequency for transit services can be beneficial, but it also comes with several challenges including resource constraints and equity considerations. Changes in service often require additional staffing, vehicles, and funding. Hiring temporary drivers or extending hours can strain existing operational capacity. Using resources from one area to bolster service for special events to not increase budget can unintentionally disadvantage certain populations who may rely on transit.

What is Microtransit?

As defined by the Federal Transit Administration, microtransit is "a technology-enabled service that uses multi-passenger vehicles to provide on-demand services with dynamically generated routing. Microtransit services are traditionally provided in designated service areas".



Figure 15. Proposed Microtransit Zones with Service Hubs

**Legend**

- Village Boundary
- Metra Rail + Station

Proposed Microtransit Zones

- North Shuttle Route
- South Shuttle Route
- Service Hub
Trips need to start or end at a service hub

Operating Models

For either the shuttle or microtransit service type, the Village of Mount Prospect has several options for operating the services: operating the service directly, contracting the services, or a mix of each.

Directly Operated

A directly operated transit service would be managed by the Village and would be responsible for all aspects of the system, including hiring staff, maintaining vehicles, and overseeing daily operations. This model provides the highest level of control and flexibility, allowing the Village to tailor services closely to community needs. However, it also requires significant investment with the direct purchasing of vehicles, hiring operators and supervisors, and supplying fuel, maintenance, and insurance.

Contracted Service

In a contracted service model, the Village would outsource transit operations to a private company. The agency contracting the services typically retains oversight and sets service standards, while the contractor handles the day-to-day operations. This approach can reduce initial start-up costs for the service and require fewer Village-held resources, but the ongoing operations costs are likely to be higher. A contracted service may also limit direct control over service quality and responsiveness.

Community Vehicle Program

The above service models are described as two distinct options, but agencies implementing transit services may utilize a combination of operating models that run on a spectrum from direct services to contracted operations. For example, the Village could procure vehicles but still contract the operators if there were grant funds available for vehicle procurement. As an additional option, Pace can provide vehicles to local agencies in its service area to provide supplemental transit services. The Community Vehicle Program provides vehicles owned by Pace to local agencies to operate and take on the costs at minimum of fuel, washing, and detailing with larger vehicles

also requiring maintenance and repairs made by the local municipality. This program reduces the overall cost of procuring vehicles while letting local governments, in coordination with Pace, maintain control of operations, fares, and administration of services. The Village could obtain vehicles for a locally operated transit service through the [Community Vehicle Program](#) and then either operate the service with directly hired staff or with a contracted operator.

Estimated Operating Costs

While accurate operating and capital expenditures estimates require knowing the operating model chosen by the Village, operating costs can be estimated based on other similarly operated local services. For the following estimated operating costs, a cost of \$115 per revenue hour (each hour a vehicle is operating in service) was used based on Pace’s demand response costs in 2023. Annual revenue hours, vehicles, and operating costs for both transit service types are summarized in **Table 9**. The revenue hours and associated costs are based on the service spans and frequencies listed in the previous sections.

Table 9. Service Revenue Hours, Peak Vehicles, and Costs

Service Area	Annual Revenue Hours	Peak Vehicles	Annual Operating Cost (\$115 per Revenue Hour)*
Fixed Route Shuttles			
North Shuttle	2,485	1 12-passenger bus	\$285,550
South Shuttle	2,485	1 12-passenger bus	\$285,550
Total		2	\$571,550
Microtransit			
North Zone	4,970	2 vans	\$571,550
South Zone	4,970	2 vans	\$571,550
Total		4	\$1,143,100

*Based on a cost of \$115 per revenue hour, similar to the Pace demand response cost per revenue hour.



Explore Transit Service Alternatives

C Taxi or Rideshare Subsidy Program

This option would create a pilot program that subsidizes private rideshare or taxi rides for individuals. These programs are typically geared toward seniors and people with disabilities. While these groups are currently served by demand response services, demand often supersedes the capacity of these services and potential riders are unable to utilize the service. During community outreach, residents cited low availability, prioritization of medical appointments, and limited destinations (small service area) as constraints of existing transportation options.

Similar programs have been implemented in neighboring communities, including Elk Grove Township, Village of Arlington Heights, and Village of Schaumburg. In these programs, residents register with the municipality or township and receive vouchers at a set amount to subsidize the cost of their taxi fare. Agreements are established with taxi or rideshare companies to accept this payment

method. Vouchers are either sent in paper form or credited to a reusable card which participants can use to pay in the vehicle. Participants are responsible for booking their own trips and for payment of the remaining amount and any gratuity for the driver. This program provides extensive service coverage and flexible scheduling that is not possible with traditional public transit options. This type of program can be effective for serving certain transit-dependent populations.

In determining the structure of this program and potential service providers, consideration should be given to the population this program looks to prioritize, such as seniors and people with disabilities or for the broader transit-dependent population. Older adults may be less technologically capable of using smartphone applications like Uber and Lyft. Additionally, taxi drivers from an established company may be perceived as more professional and able to handle their specific needs. As the population ages, these concerns may become less of an issue. Another consideration is the capabilities of taxi vehicles and individual drivers to handle any needs involving a disability or mobility device, which can vary from between companies and drivers.

Source: WheelchairTraveling.com



D Collaboration with Neighboring Communities and Local Transportation Providers

Through various stakeholder meetings, the desire to continue discussions with neighboring communities and local transportation providers was evident and deemed vital in determining how future collaboration between various entities could strengthen transportation options for all residents now and in the future. Conversations with Wheeling Township, Elk Grove Township, Village of Arlington Heights, and Village of Schaumburg emphasized the interest in taking a regional perspective to transportation.

Public input received throughout this study's process noted how better access to key destinations within Mount Prospect would be highly beneficial but also highlighted the desire to better reach destinations in neighboring communities. Current transportation services sometimes do not allow for these cross-

boundaries or help organize a call for greater regional coordination for enhanced transit offerings. Some townships are open to providing access beyond their borders if requested by residents and their availability allows. Potentially entering into an intergovernmental agreement (IGA) with a bordering township could provide the opportunity to extend their on demand service throughout Mount Prospect.

Continuing to convene the Aging in Community Transportation Working Group (TWG) is recommended to ensure an open dialogue among key transportation providers and community stakeholders is maintained. It is recommended to invite representatives from neighboring communities to attend meetings throughout the year (e.g., bi-monthly, quarterly). This may help establish ongoing



Source: Daily Herald



Source: Wheeling Township

Left: Elk Grove Township Transportation Service van picks up riders to attend a community event, Right: Van operator driving the Wheeling Township Senior and Disability Transportation Services van

boundary connections (e.g., restrictions on age, ability, and locations/radius served) which limits access for many Mount Prospect residents. Keeping an open dialogue may help form partnerships and local transportation solutions to better serve access between and within municipal or township

conversations and foster knowledge sharing between each other, whether through sharing status updates on local transportation programs/services, community feedback on transportation barriers, or discuss potential transportation solutions or partnerships (e.g., cost sharing, vehicle sharing).

Adjust Current Transit Service

E Pace Fixed-Route Transit Service

Pace is a vital transit connection within and between suburban communities. Given the large geographic service area and the number of communities that are served, it is difficult for an individual municipality to implement substantial routing or service changes. However, Pace is currently developing its ReVision Plan, a comprehensive network restructuring project that will position Pace to meet the changing ridership patterns. Based on preliminary network concepts, ReVision may result in changes to coverage and service frequency. Service change implementation is currently slated for 2026, making open dialogue and coordination during the plan development period particularly valuable. The Village should also communicate recommended routing and service changes identified by the community.

Community engagement efforts as part of this study revealed several takeaways that can help the Village advocate for adjustments to existing transit service. One key opportunity noted by community members is the lack of an effective north-south route that traverses the length of the Village. The Village is often viewed as bisected to the north and south community by Northwest Highway or Central Road. This is also the boundary of Wheeling Township and Elk Grove Township. The current Pace routes continue to exacerbate this bisection. Elmhurst Road/IL 83 is an excellent candidate for new service. The existing Pace Route 234 only travels north toward

Prospect Heights. A southern extension of this route or the implementation of a new route would help establish a north-south connection. This would also resolve another community barrier, which is access for the southern half of the Village to downtown Mount Prospect. Currently, there is not a Pace route which connects the south community to downtown. Additionally, fixed-route service is most likely to see higher ridership in more densely populated, transit friendly areas. Recent transit-oriented development projects and the construction of multi-family housing underscore the need for enhanced bus service downtown. An extension of Route 234 or a new route would address multiple needs.

Public survey responses received demonstrate the importance of Pace bus service and suggest ways of increasing ridership. Increased service frequency and connections to more destinations via Pace bus both ranked as two of the top three improvements to public transportation that respondents would like to see. Approximately 64% of respondents indicated they would use public transportation more if improvements were made. Destinations that were frequently noted include the library, downtown Mount Prospect, Randhurst Village, RecPlex, and Endeavor Health Northwest Community Hospital.

While Metra service was taken into consideration as part of this study, the focus of the study was to identify transit improvements which can best address gaps in service and meet the needs of the community, particularly transit-dependent populations.

Source: Pace



Transit Services Comparison

Table 10 compares the existing transportation services and the potential service-oriented mobility solutions that the Village could adopt to better serve community residents, as discussed on the previous pages. This table also identifies the gaps in the different services to help identify the level to which each mobility solution may or may not address community transportation needs.

Table 10. Comparison of Existing and Potential Transit Services

Service Type	Population Served				Trip Type		
	General Public	Transit-Dependent Populations			Recreational	Grocery / Shopping	Medical
		Senior Citizens	People with Disabilities	Low-Income Households			
Existing Services							
Pace Fixed Route	X	X	X	X	X	X	X
Pace On-Demand	X	X	X	X	X	X	X
Pace ADA Paratransit		X	X		X	X	X
Pace Rideshare Access Program (RAP)		X	X		X	X	X
Wheeling Township Bus Service		X	X		X <i>medical prioritized</i>	X <i>medical prioritized</i>	X
Elk Grove Township Transportation Service		X	X		X <i>medical prioritized</i>	X <i>medical prioritized</i>	X
Connections to Care		X	X				X
Elk Grove Township Taxi Discount Card		X	X		X	X	X
Potential Services							
Taxi or Rideshare Subsidy Program		X	X	X	X	X	X
Village Shuttle	X	X	X	X	X	X	X
Village Microtransit	X	X	X	X	X	X	X
Potential Gaps	Trips for the General Public			Trips for Low-Income Households			

Table 10. Comparison of Existing and Potential Transit Services (Continued)

Service Type	Trip Destination			
	Regional	Mount Prospect		
	Outside Village (neighboring community)	Within Village (entire Village)	Downtown Village	North or South Village (origin or destination remains in north/south)
Existing Services				
Pace Fixed Route	X <i>limited to fixed route stops</i>	X <i>limited to fixed route stops</i>	X <i>limited to fixed route stops</i>	X
Pace On-Demand	X <i>limited to on demand zone</i>			
Pace ADA Paratransit	X <i>limited to near fixed route stops</i>	X <i>limited to near fixed route stops</i>	X <i>limited to near fixed route stops</i>	X
Pace Rideshare Access Program (RAP)	X <i>limited to near fixed route stops</i>	X <i>limited to near fixed route stops</i>	X <i>limited to near fixed route stops</i>	X
Wheeling Township Bus Service	X <i>limited to Wheeling Township</i>		X	X
Elk Grove Township Transportation Service	X <i>limited to Elk Grove Township (potential to extend 1 mile beyond)</i>		X <i>limited service</i>	X
Connections to Care	X	X	X	X
Elk Grove Township Taxi Discount Card	X <i>limited to Elk Grove Township</i>		X	X
Potential Services				
A Taxi or Rideshare Subsidy Program	X	X	X	X
B Village Shuttle		X	X	X
C Village Microtransit	D*	X	X	X
Potential Gaps				
	Trips to Nearby Communities (excludes Metra)	Trips within Entire Village		

*D = Dependent: Subject to the parameters or choices the Village establishes for the transportation service

Table 10. Comparison of Existing and Potential Transit Services (Continued)

Service Type	Scheduling Need			Accessibility	
	Day Of	Week Of	30 Days or More	Service	Vehicle
Existing Services				Curb to Curb	Equipped for Accessibility
Pace Fixed Route	X	X	X		X
Pace On-Demand	X	X	X	X	X
Pace ADA Paratransit		X <i>1 day in advance</i>	X	X	X
Pace Rideshare Access Program (RAP)	X	X	X	X	X
Wheeling Township Bus Service			X	X	X
Elk Grove Township Transportation Service		X <i>1 day in advance</i>	X	X	X
Connections to Care		X <i>7 days in advance</i>	X	X	X
Elk Grove Township Taxi Discount Card	X	X	X	X	Varies
Potential Services					
A Taxi or Rideshare Subsidy Program	D*	X	X	X	Varies
B Village Shuttle	D*	X	X		D*
C Village Microtransit	D*	X	X	D*	D*
Potential Gaps	Same Day Trips				

*D = Dependent: Subject to the parameters or choices the Village establishes for the transportation service

Table 10. Comparison of Existing and Potential Transit Services (Continued)

Service Type	Service Hours			
	Any Time	Some Early or Late Hours (in addition to 9:30am to 4:30pm)	9:30am to 4:30pm	Weekends
Existing Services				
Pace Fixed Route		X	X	X
Pace On-Demand		X	X	
Pace ADA Paratransit		X <i>1 day in advance</i>	X	X
Pace Rideshare Access Program (RAP)		X	X	X
Wheeling Township Bus Service			X	
Elk Grove Township Transportation Service		X <i>1 day in advance</i>	X	
Connections to Care		X <i>7 days in advance</i>	X	
Elk Grove Township Taxi Discount Card	X	X	X	
Potential Services				
A Taxi or Rideshare Subsidy Program	X	X	X	X
B Village Shuttle		D*	X	D*
C Village Microtransit		D*	X	D*
Potential Gaps				
	Trips at Any Time of Day	Trips Outside of 9:30am to 4:30pm		Accessible Trips on the Weekend

*D = Dependent: Subject to the parameters or choices the Village establishes for the transportation service

Improve Access to Transit

Since Pace fixed route transit does not serve the entirety of Mount Prospect, it is vital that bus stops and other infrastructure are accessible to avoid further transit access challenges. Because there are few opportunities and limited need for park-and-ride and commuter bus ridership, this section will focus on how riders use active transportation to access Pace bus routes and stops.

Poor pedestrian access to transit can arise from several street-level and systemic challenges, such as missing sidewalks, poor sidewalk condition, insufficient opportunities for safe street crossings, ADA-inaccessible stops or sidewalks, poor street lighting, high roadway speeds, poor driver behavior, fear of drivers or crime, and non-existent or limited pedestrian culture. To assess pedestrian access to transit in Mount Prospect, both stop-level and route-level accessibility were analyzed. This analysis asked two fundamental questions: can riders comfortably and safely walk to and between stops, and what infrastructure helps or hinders their ability to do so?

Each of the 117 bus stops located within the Village were assessed based on its neighboring sidewalk, crosswalks, and pedestrian-supportive bus stop infrastructure. Stops were rated as "high accessibility" if they were located on or near a sidewalk with few or no gaps close to a marked crosswalk, "moderate accessibility" if located on a sidewalk with some to few gaps close to marked or unmarked crosswalks, and "poor accessibility" if located in an area with large sidewalk gaps or no sidewalk, few or no crosswalks, and uneven terrain. The presence or absence of amenities such as trash cans, benches, shelters, bike racks, and bus stop signs was also noted.

F Improve Pedestrian Access (Sidewalks and Crosswalks)

Given the strong overall condition of sidewalks in the Village, most Mount Prospect transit stops could be rated as largely accessible. Pace routes are primarily located along roads with strong commercial or institutional anchors, such as shopping centers, train

stations, civic centers like libraries and Village hall, and industrial parks. Because these areas often necessitate strong pedestrian access, these stops largely have an uninterrupted sidewalk network and marked crosswalks in at least one direction. **Figure 16** shows the pedestrian accessibility of this sidewalk network. Routes 208 and 234 have the strongest overall pedestrian accessibility, largely due to their travel patterns and use of central roads like Main Street and Golf Road. Routes 221, 223, 606, and 230 all have several stops with missing sidewalk or conditions that contribute to poor pedestrian safety. These sections occur primarily on roads near light industrial parks, warehouses, and other areas accessed less frequently by the public, including Business Center Drive, Oakton Street, and Algonquin Road. While these bus stops are not frequently accessed, the inaccessibility of these areas likely contributes to lower ridership.

Table 11 shows the areas with poor and moderate pedestrian accessibility and the estimated cost associated with implementing new or improved sidewalks to improve accessibility. Investing in sidewalk upgrading is vital since good stop access can attract more choice transit riders and offer an alternative to commuting via car for those working near these stop locations. Additionally, since these stops are not located in the most heavily foot-trafficked areas of the Village, construction would be less disruptive to travel patterns.

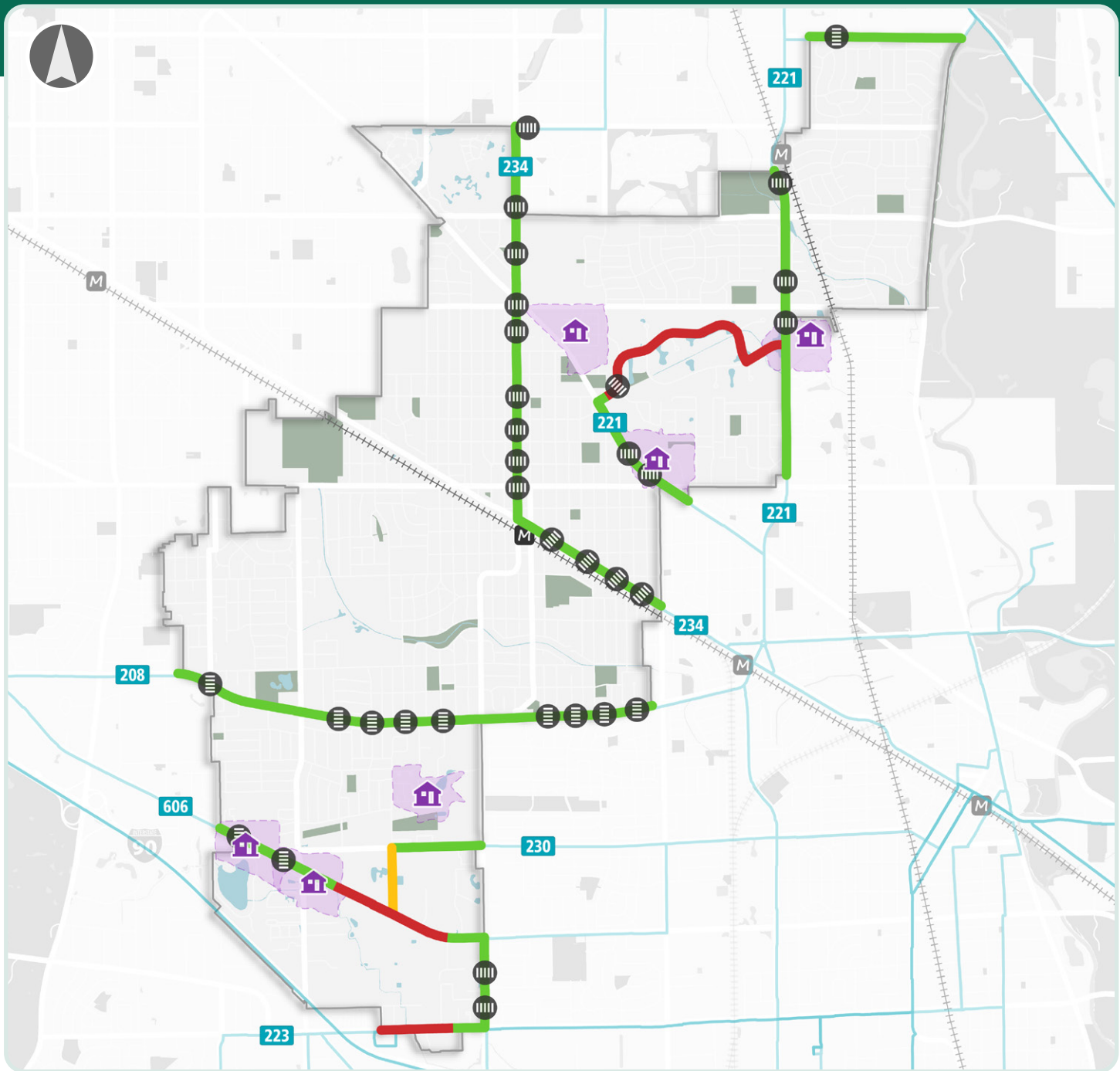
Table 11. Missing or Incomplete Sidewalks in Mount Prospect

Location	Quality Level	Length (miles)	Side	Estimated Cost*
Business Center Dr	Poor	1.1	South	\$1,741,100
Feehanville Dr	Poor	0.2	South	\$327,850
Algonquin Rd	Poor	1.4	North + South	Shared-use path and sidewalk anticipated in 2027 (as part of a separate Village project)
Oakton St	Poor	0.1	North	\$121,110 (sidewalk to be added from Elizabeth to Elmhurst as part of a separate Village project)
Oakton St	Poor	0.2	South	\$344,900
Linneman Rd	Moderate	0.4	East	\$471,460

* Cost estimates include further engineering, materials, and construction



Figure 16. Pedestrian Access to Transit in Mount Prospect

**Legend**

- Village Boundary
- M Metra Rail + Station
- Pace Bus Route

Transit Access Analysis

as a measure of sidewalk quality and crosswalks

- Poor
- Moderate
- Good

- |||| Marked Crosswalk
- 🏠 Senior Living Facility
- 5-minute Walkshed (approximately 1/4-mile)

G Improve Bus Stop Infrastructure

In addition to pedestrian safety and access via sidewalks, bus stop infrastructure can improve all riders' experience of transit, especially pedestrians. Amenities like bus shelters, benches, trash cans, and bike racks all make taking transit more comfortable and convenient. Shelters, especially in extreme temperatures and weather conditions, also improve overall safety, especially for older adults, children, and people with disabilities who might be more vulnerable to extreme heat, cold, or precipitation. Only 18 of Mount Prospect's 117 bus stops have shelters. These shelters are well-sited in high traffic and high ridership areas, such as along Main Street, at Randhurst Village, and along Algonquin Road, but additional shelters could further improve both access and ridership in moderate or lower volume areas. Potential locations include Algonquin/Busse, Algonquin/Briarwood, Elmhurst/Oakton (at Enterprise Dr), and Oakton/Diane.

Visibility of Pace routes is also crucial to pedestrian access and overall ridership. Because Pace operates flag stop service along several routes in Mount Prospect, several routes do not have bus stop signage. The majority of stops along 234 do not have any signage indicating bus stop locations or the bus route. This can introduce accessibility challenges. Stop signage is vital for creating a legible and accessible system for both frequent and casual riders. For riders with disabilities, flag stop systems are also harder to navigate. Buses may stop at areas without a landing pad, proving challenging for riders with mobility devices, or entirely miss low-vision riders or riders who have difficulty signaling a bus. Pace is currently working to convert all routes to posted-stop only, but this process was slowed by Pace's network redesign. Currently, 113 of the 220 routes are posted-stop only.

Figure 17 shows a visualization of potential bus stop improvements that can be applied to other bus stops across Mount Prospect, as applicable. Oakton Street is used as the example location in the visualization, which is also an Arterial Bike Network Study (ABNS) corridor with a recommended future sidepath on the north side of the roadway. The visualization highlights how the ABNS bike facility recommendations can be integrated into bus stop location improvements to further enhance bicycle and pedestrian accessibility and improve connectivity to transit. Further engineering review as well as coordination with Pace and other private entities may be needed on a stop-by-stop basis.

Notable improvements shown in the visualization are listed below:

- 1** Bus shelter with seating and coverage
- 2** Large concrete waiting area to improve accessibility for riders
- 3** Planned sidepath (as part of ABNS) to provide greater connectivity for those biking, walking, or rolling—especially to access transit

Figure 17. Visualization of Potential Bus Stop Improvements**Potential Bus Stop Improvements***Looking East**(shown at Oakton St and Weiler Rd - Westbound)***Existing****Potential**

Increase Transit Awareness

H Mobility Management Program

Mobility management refers to the process of connecting riders to available transportation resources within a community. This method involves a wide variety of transportation providers—fixed route public transit agencies, paratransit providers, human service agencies, non-profit shuttles, private operators, rideshare subsidy programs, taxi services, volunteer driver programs, and others—and serves a wide array of riders, including older adults, people with disabilities, students, and low-income residents, among others.

Mobility management is a cost-effective, user-friendly, and flexible method for addressing riders' unique needs. Rather than providing general transportation guidance, mobility management considers riders' unique travel circumstances and connects them directly to providers that meet their specific needs. This process entails both clear communication with riders and clear coordination with local transportation providers. The methods of communication and coordination vary across mobility management systems.

Mobility Manager Role

Transportation commissions, cities, or providers may select an individual or department to serve as a point of contact between providers and riders planning trips. This chosen manager often has knowledge of service brokerage and operations, local transportation policy, and travel navigation. They work on both the front and back end to fill transportation gaps: first by comparing services' service areas, eligibility requirements, and hours of operation to find opportunities for connection with other providers, and then by connecting riders to these services.

Mount Prospect Recommendation

The Village of Mount Prospect works alongside and coordinates with several transportation providers, such as Pace and Wheeling and Elk Grove Townships, without providing service of its own. Planners and

staff at the Village have the potential to strengthen these relationships and work directly with providers to formally or informally serve as mobility managers. This responsibility will likely require more staff or staff hours for the Village to participate more actively in transportation policy, brokerage, and information-sharing. Because the Village is not currently a transit provider and does not have authority to modify Pace or township services, the Village would primarily serve as an advocate and information hub for services within Village boundaries.

Additionally, the Village could help establish provider partnerships between township level services to serve Mount Prospect residents whose trips fall between or across the Elk Grove and Wheeling service areas. This would address a current issue highlighted by senior residents: the Elk Grove Township Transportation Service and Wheeling Senior Bus have different service hours and eligibility requirements and no overlap in their service areas. While the Village cannot dictate township services' policies, they can help create a protocol for serving riders who would benefit from additional flexibility.

One-Call/One-Click Mobility Information Centers

Several mobility managers opt to set up one-call/one-click mobility information centers that consolidate key information for riders. These platforms allow riders to plug in their information—origin, and destination, and often disability status, age, Medicaid qualification, and veteran status—and see which services best address their mobility needs. Platforms like these often save riders from searching dozens of individual websites and parsing different service descriptions. Call center options, either alone or in support of a website, are ideal for communities with transportation gaps for older adults. Online information centers are more easily navigated and updated, however, and can be consulted at any hour and, with automatic translations in most browsers, translated into different languages.

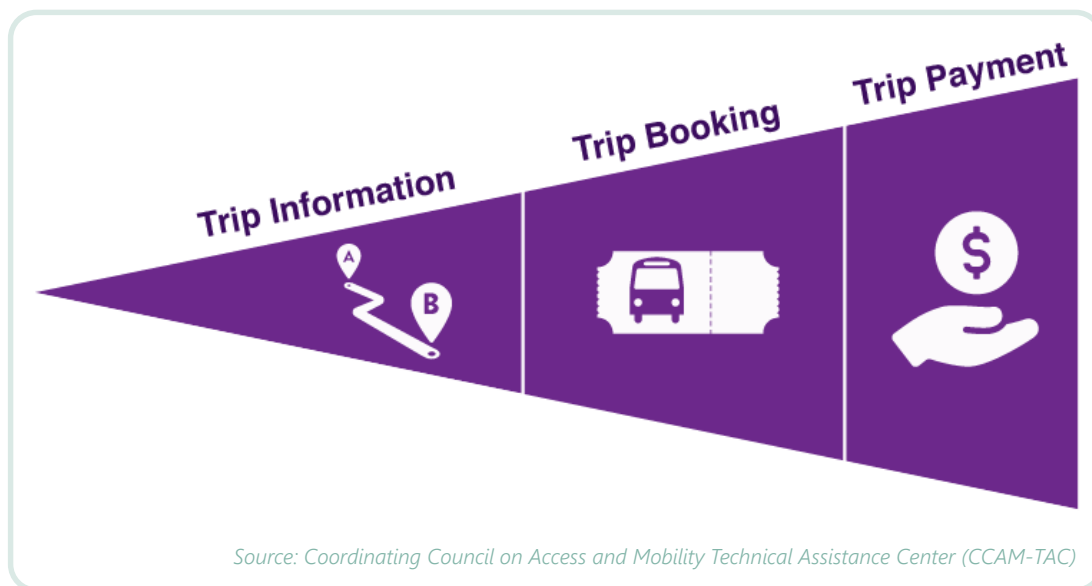
As long as any information is reviewed and updated regularly, a designated mobility information center does not necessarily require a designated mobility manager. Online platforms need to be housed on a permanent and well-maintained website, and call centers similarly need to be well-staffed and provided with the most recent information. This is made easier by a designated mobility manager who becomes the natural gatekeeper of the mobility information center.

Mount Prospect Recommendation

The Village of Mount Prospect currently has a public transportation page on the Village website that could easily become a one-stop shop for mobility information. The current page does provide valuable information for riders and potential riders, including details about riding Metra and Pace routes and parking in the Village. This website could, with limited development, investment, and staff power, be

updated to include an interactive trip planning feature, enhanced information about paratransit and community transportation programs such as Wheeling and Elk Grove Township services, and information about current and planned investments in pedestrian and cyclist infrastructure.

This updated website would build on an existing community resource, such as a well-organized and centralized Village website, but better serve community members navigating public transportation options in Mount Prospect. Because of the comparatively low cost of this website, a mobility information center is also an ideal short term or stopgap improvement to pursue while the Village plans and implements larger improvements. This resource allows for potential transit riders, especially transit-reliant community members, to leverage Mount Prospect's current services and, hopefully, meet their mobility needs.



Different functions a One-Call/One-Click system can provide to users. Implementing this system is typically an ongoing process, often beginning with one function and adding additional functions over time.

I Transit Awareness Initiative

This recommendation would build on the Village's existing efforts to increase transit awareness. If a Mobility Manager Role is established, the tasks in this recommendation can be assumed by the designated Mobility Manager. Suggestions for this initiative include the development of comprehensive, easy-to-read materials that outline available transit options, training of staff at public-facing institutions, and a public awareness campaign to spread further awareness about these resources.

Results of the public survey and comments received indicate that potential riders are unaware of existing services and how to easily access information on routing, scheduling, and coverage. Once a one-click mobility information center is established through the Village website, updating print materials to be user-friendly, accessible, and include all possible transportation options will be essential. These materials would condense information on services, schedules, fares, destinations and instructions on how to utilize them.

The Village would coordinate with institutions and relevant stakeholder groups to distribute materials and train staff on the available transit services. Senior-living facilities, schools, faith groups, and community organizations that work with vulnerable populations would be effective partners in conducting a transit awareness campaign.

A six-to-twelve month communication and awareness campaign would further spread awareness of available resources, and how to best reach the Mobility Manager or Village contact, if needed. This could include branding specific to the transit initiative, signs in Pace shelters and Metra Stops, signs and pamphlets at senior facilities and continuing to promote through the existing transportation workshops the Village holds.

The Village may consider working external partners, such as the Regional Transportation Authority Mobility Management Division to arrange for seminars and group trainings at key facilities. The Mobility Management Division connects older adults and people with disabilities to information about Metra, Pace, and CTA buses and trails, RTA programs, and local transit options. The Mobility Outreach Program works directly with organizations that serve and offer programs to older adults and people with disabilities and educates customers on transit topics such as accessibility, RTA Fare programs, trip planning, and more. The team also assists customers in signing up for the RTA Fare programs. The RTA also offers travel training sessions, which are free one-on-one trainings to help participants learn how to use Metra, Pace, and CTA buses and trains.

TRANSPORTATION RESOURCE FAIR

*Presented by the Village of Mount Prospect
Aging in Community Initiative*

Thursday, September 11

2:00 p.m. - 3:30 p.m.

Village Hall - 3rd Floor

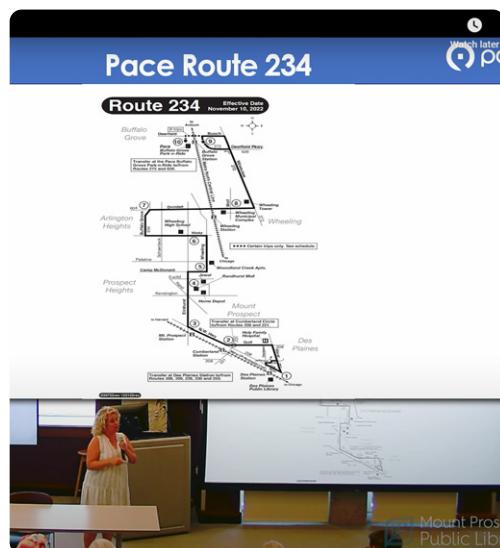
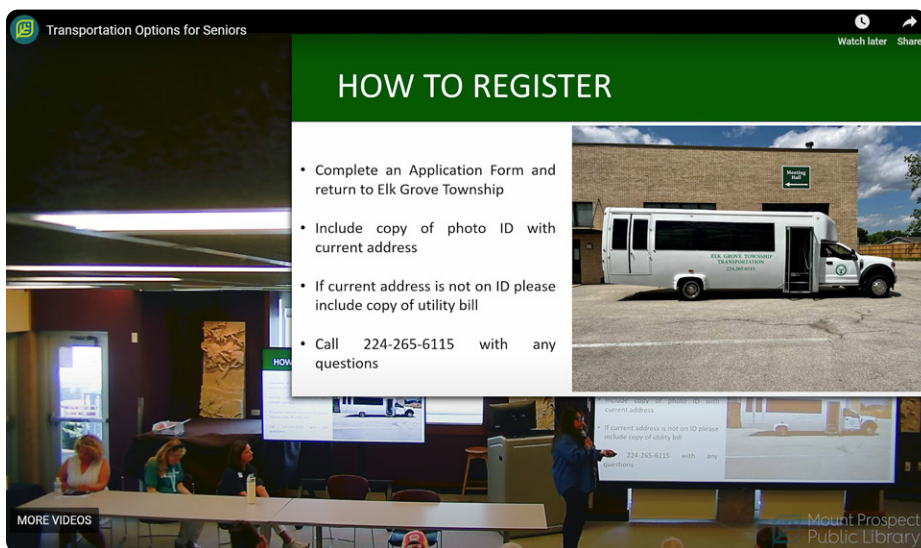
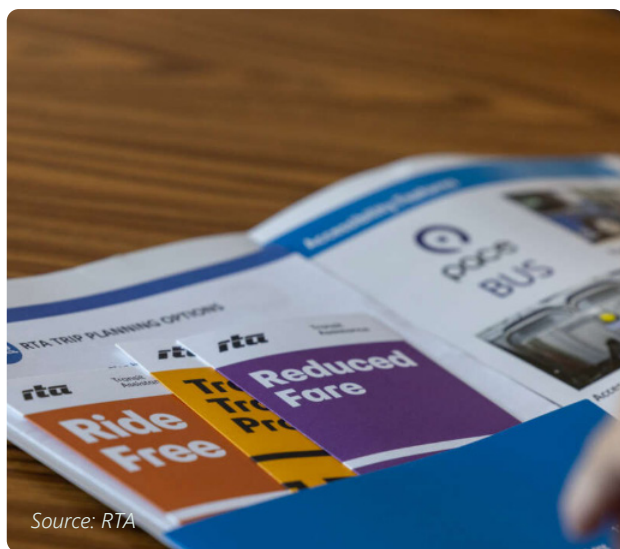
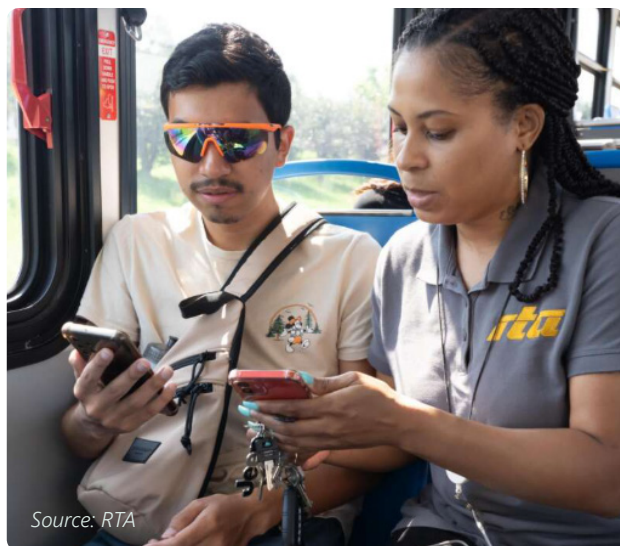
50 S. Emerson Street



Learn about transit options for seniors and persons with disabilities from the providers that serve our community. This free event starts with a presentation and is followed by a resource fair. Attendees will have the opportunity to complete transit applications on site.

Speakers: Connections to Care, PACE, RTA, Wheeling Township, and Elk Grove Township

To register, call the Mount Prospect Human Services Department at (847) 870-5680.



Clockwise from top left: 1) Advertisement for Mount Prospect's Transportation Resource Fair, 2) RTA's Travel Training Program offers free one-on-one training to help people with disabilities and older adults learn how to use Metra and Pace, 3) Materials used as part of RTA's Mobility Outreach Program that helps share available transit options, and 4 + 5) Presentation from various transportation providers at the Mount Prospect Library



SETTING THE PLAN IN MOTION

Section 6

Plan Implementation

Improving transit is an investment in the Village of Mount Prospect. The community at large benefits from a robust network of public transportation options that allows residents and visitors to travel where they need to go.

Meaningfully improving mobility options is complex, but with a methodical, coordinated approach and appropriate foresight, the Village can help implement targeted, effective mobility solutions. This section outlines the merits and limitations of each recommendation to serve as a reference point for decision-makers on which recommendations to pursue. It also provides context on possible next steps regarding external coordination and funding opportunities. The Village should continue to work with the public to determine which improvements should be prioritized for implementation.

Evaluation Criteria

The initial goals of the transit study, as well as community feedback obtained through engagement efforts, informed the development of criteria for evaluating the potential transit recommendations. These criteria are intended to help the Village prioritize projects and initiatives that will best serve the needs of current and potential transit users within the Village while balancing the resources available to implement options.



Low Cost

The expected cost to the Village to implement the recommendation. Providing recommendations to a partner agency, for example, is low-cost but the “ease of implementation” may be more challenging. Specific costs were not developed as part of this study. Rather, planning-level estimates and qualitative assessments were used.

Ease of Implementation

The level of ease or difficulty for the Village to implement a recommendation. The fewer regulatory or institutional barriers that would prevent, prolong, or prohibit implementation, including coordination with transit agencies and other service providers, would lead to easier implementation. For example, Village-led services and initiatives would be easier to implement than those requiring external coordination.

Improves Access for Transit-Dependent Populations

The level to which the improvement serves existing and potential riders that are most likely to rely on and use public transportation.

Enhances Regional Connectivity

The level to which the improvement establishes or enhances connections to nearby medical facilities, regional transit (e.g., Arlington Heights and Des Plaines Metra stations), or commercial and recreational hubs in neighboring communities.

Enhances Local Connectivity

The level to which the improvement establishes or enhances connections to nearby medical facilities, grocery stores, or commercial and recreational hubs within Mount Prospect.

Addresses Community-Identified Barriers

The level to which the improvement addresses community-identified barriers as identified and prioritized during the study’s engagement process. A few top barriers heard include:

- **Service Frequency:** The level to which the improvement increases frequency of service to make transit more reliable, reduce wait times, improve feasibility of connections, and improve rider’s overall experience.
- **Transit Network Awareness:** The level to which the improvement provides the public with complete and up-to-date information on services, routes, fares, and destinations in an accessible manner.
- **Connects to Key Community Destinations:** The level to which the improvement provides, enhances, or reinforces a connection to community destinations including Downtown Mount Prospect, Randhurst Village, Library, Village Hall, RecPlex, medical or wellbeing facilities, schools, grocery stores, other major shopping centers.
- **Access to Transit:** The level to which the improvement makes transit stops more accessible, through filling in sidewalk gaps, adding crosswalks and bus stop infrastructure; as well as bringing transit closer to the rider and their origin or destination.

Transit-Dependent Populations

People more likely to rely on public transportation, including seniors, people with disabilities, and low-income and no vehicle households

For Mount Prospect: Identified in the Transit-Propensity Index

Key Community Destination

Places that people need to access for work, education, health, and other necessary activities (e.g., senior centers, recreational facilities)

For Mount Prospect: Identified through the public survey, interactive map, focus groups, stakeholder outreach, pop-up events, and Village guidance

Connectivity

The ability of people to travel within a region, between communities, and locally, by public transportation

For Mount Prospect: Identified through the public survey, interactive map, focus groups, stakeholder outreach, pop-up events, and Village guidance

Evaluation Matrix

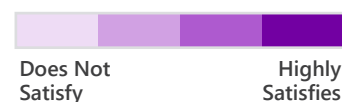
In **Table 12**, the project team assessed each recommendation against the evaluation criteria. Each recommendation was then ranked on a scale of “low” (light purple) to “high” (dark purple) depending on how well it satisfied the criterion relative to other recommendations of this study. A ranking of “high” indicates the recommendation highly satisfies the criterion, and a ranking of “low” indicates the recommendation minimally or does not satisfy the criterion.

Table 12. Transit Recommendation Evaluation Matrix

Recommendation		Low Cost to Village	Ease of Implementation for Village	Improves Access for Transit-Dependent Populations	Enhances Local Connectivity	Enhances Regional Connectivity	Addresses Community-Identified Barrier
Village-Managed Transportation Services							
A	Taxi / Rideshare Subsidy Program						
B	Village Shuttle						
C	Village Microtransit						
Other Transportation Enhancements							
E	Adjust Pace Fixed Route						
F	Access to Transit						
G	Improvements						
H	Mobility Manager Program						
I	Transit Awareness Initiative						

Note: Recommendation D: Collaboration with Neighboring Communities and Local Transportation Providers was not evaluated in the matrix since this recommendation is slightly different compared to the other options and should be an ongoing effort by the Village (see the Recommendation Prioritization section on the following pages).

Recommendation Satisfies Evaluation Criteria



Recommendation Phasing

In **Table 13**, the recommended projects are grouped by the anticipated time and cost required for implementation. Short-term recommendations are generally lower-cost and require minimal coordination with external agencies and entities. Medium-term recommendations are larger in scale, more expensive to implement or adopt, and require some degree of coordination with external agencies. Long-term recommendations may carry a high cost and require years of working external partners to carry out the desired recommendation.

Table 13. Transit Recommendation Phasing Schedule

Immediate Recommendations (Less than 1 Year)

Recommendation	Phasing Description
A Taxi or Rideshare Subsidy Program Pilot	- Determine fare subsidy amount, delivery method, and eligibility requirements - Contact taxi or rideshare companies to establish contract option - Reach out to neighboring communities who have an established program for further insights (e.g., Arlington Heights, Elk Grove Township)
B Fixed-Route Shuttle Pilot and Microtransit Pilots	- Confirm if fixed-route shuttle pilot or microtransit pilot is to move forward - Establish which operating model will be used for the selected service pilot (e.g., Village-operated, contracted service, Pace's Community Vehicle Program). Note, for illustrative purposes, the Community Vehicle Program is used to illustrate next steps for each program further down in this Recommendation Phasing table
C	
D Collaboration with Neighboring Communities	- Meet with Elk Grove and Wheeling Townships to discuss possibility of an Intergovernmental Agreement (IGA) to expand their existing service - Continue to convene the Aging in Community Transportation Working Group (TWG) quarterly - Coordinate quarterly or bi-annual meetings with representatives from neighboring communities (e.g., Elk Grove Township, Wheeling Township, Arlington Heights, Schaumburg) to continue dialogue and discuss implementation of recommendations
E Pace Fixed-Route Transit Service	- Share recommended Pace bus routing and key connections (community destinations) from the study with Pace, in addition to service and frequency feedback. - Coordinate meetings with Pace to discuss upcoming collaboration and plans: Community Vehicle Program, updates from ReVision that may impact routing, access to transit, bus facilities improvements, flag stop to posted-stop improvements
F Improve Pedestrian Access and Bus Stop Infrastructure	- Program sidewalk or shared-use path improvements for "poor" and "moderate" segments on transit routes - Program bus stop infrastructure improvements for high ridership Pace stops
G	
H Mobility Management Program	- Designate a Mobility Manager - Setup set up one-call/one-click mobility information centers (website)
I Transit Awareness Initiative	- Initiate campaign through development of branding and public-friendly print transit materials (signs, flyers, pamphlets) - Reach out to RTA Mobility Management Division to discuss potential support and collaboration

Table 13. Transit Recommendation Phasing Schedule (Continued)

Short-Term Recommendations (1 to 2 Years)

Recommendation	Phasing Description
A Taxi or Rideshare Subsidy Program Pilot	• Pilot taxi or rideshare subsidy program for one year • Review pilot effectiveness after one year • Implement permanently if successful
B Fixed-Route Shuttle Pilot <i>(Guidance for if this option is selected to pilot rather than Microtransit)</i>	• Conduct Public Engagement & Service Marketing: Establish engagement plan with community members, riders, and community stakeholders. Public engagement should focus on the implementation of fixed route shuttles and informing community members of new service being launched. • Stop Location Identification: Conduct site assessment for exact shuttle stop locations. This includes individual site assessments for each stop and determining the level of infrastructure (stop type) that will be needed at each stop. During stop identification, pedestrian environment and first/last mile conditions to access the stop should be assessed.
C Microtransit Pilot <i>(Guidance for if this option is selected to pilot rather than a Fixed-Route Shuttle)</i>	• Microtransit Software Procurement: Evaluate software solutions and procurement of software for demand-response vehicles and include same-day scheduling/trip matching software (e.g., VIA, RideCo, TripSpark). Additionally, scheduling/dispatching software needs to have the ability to limit rides to designated hub locations. • Vehicle Procurement: Work with Pace's Community Vehicle Program to obtain four passenger vans to use for the microtransit service. • Conduct Public Engagement & Service Marketing: Establish engagement plan with community members, riders, and community stakeholders. Public engagement should focus on the implementation of microtransit and informing community members of new service being launched.
I Transit Awareness Initiative	• Launch awareness campaign through newsletters, social media, posting signs at transit stops or stations and senior facilities, and leaving pamphlets at public locations

Medium-Term Recommendations (3 to 4 Years)

Recommendation	Phasing Description
B Fixed-Route Shuttle Pilot <i>(Guidance for if this option is selected to pilot rather than Microtransit)</i>	• Vehicle Procurement: Work with Pace's Community Vehicle Program to obtain two 12-passenger buses for shuttle use. Larger vehicles for the shuttle service require maintenance agreements in place between the Village and Pace. • Route Scheduling Analysis & Assessment: Solidify route and operating schedules based on service spans, manpower, shifts, etc. Test runs should be conducted to adjust, and re-time routes based on roadway conditions and actual running times.
C Microtransit Pilot <i>(Guidance for if this option is selected to pilot rather than a Fixed-Route Shuttle)</i>	• Hire Drivers or Procure an Operator: After vehicles are procured and service is ready to launch, the Village will need to hire drivers or procure an operator to drive the vehicle on the Village's behalf. • Microtransit Service Implementation: Begin operating the microtransit service in the two proposed zones and monitor the service effectiveness.
F Improve Pedestrian G Access & Bus Stop Infrastructure	• Review progress on sidewalk or shared-use path improvements for Poor and Moderate segments on transit routes and program for future, as needed. • Review progress on bus stop infrastructure improvements for high ridership Pace stops and program for future, as needed.

Table 13. Transit Recommendation Phasing Schedule (Continued)

Long-Term Recommendations (More than 4 Years)

Recommendation	Phasing Description
B Fixed-Route Shuttle Pilot <i>(Guidance for if this option is selected to pilot rather than Microtransit)</i>	• Hire Drivers or Procure an Operator: After vehicles are procured and service is ready to launch, the Village will need to hire drivers or procure an operator to drive the vehicle on the Village's behalf. • Fixed-Route Service Implementation: Begin operating the two fixed route shuttles and monitor service effectiveness. All bus stops should be marked or have signs and concrete pads installed at this time.
C Microtransit Pilot <i>(Guidance for if this option is selected to pilot rather than a Fixed-Route Shuttle)</i>	• Monitor the service effectiveness and adjust program, if needed. • Implement permanent program, if successful.
I Transit Awareness Initiative (Transit Survey)	• To determine if new/updated transit programs are meeting the needs of the community, distribute a Villagewide transit survey every 4-5 years.

Ongoing Recommendations

Recommendation	Phasing Description
D Collaboration with Neighboring Communities	• Continue to convene the Aging in Community Transportation Working Group (TWG) quarterly • Coordinate quarterly or bi-annual meetings with representatives from neighboring communities (e.g., Elk Grove Township, Wheeling Township, Arlington Heights, Schaumburg) to continue dialogue and discuss implementation of recommendations
E Pace Fixed-Route Transit Service	• Coordinate bi-annual meetings with Pace to discuss upcoming collaboration and plans: Community Vehicle Program, updates from ReVision that may impact routing, access to transit, bus facilities improvements, flag stop to posted-stop improvements.
H Mobility Management Program	• Review transportation services annually and update and marketing or communication materials accordingly

Funding Opportunities

The Village should consider applying for grant opportunities, either individually or in collaboration with transit agencies, to secure funding for improvements. Opportunities are available through grant programs from various levels of government agencies and institutions.

Typical funding for transit operations and supporting capital programs use a combination of federal, state, and local funds. However, if the Village was to operate its own transit service, it would likely receive no direct federal funds from the Federal Transit Administration and minimal state funding due to the Village being part of the greater Chicago metropolitan area and within the Regional Transportation Authority's service area.

While these typical transit funding sources may not be available, the Village could utilize a number of other locally managed programs to assist with the funding of transit, particularly with capital costs.

Table 14 lists potentially relevant and current opportunities.

Table 14. Potential Funding Opportunities

Funding Program	Awarding Agency	Categories
Access to Transit	RTA	Pedestrian and Bicycle Improvements
Pilot Program for Enhanced Mobility	FTA	Accessibility, Public Transit
Bus and Bus Facilities Program	FTA	Bus Stops/Stations, Public Transit
Low or No Emission Grant Program	FTA	Public Transit
Highway Safety Improvement Program	IDOT	Safety, Pedestrian Improvements
Illinois Transportation Enhancement Program	IDOT	Pedestrian and Bicycle Facilities
Surface Transportation Block Grant Program (STP)	CMAQ	Transit Station Accessibility, Transit Stations, Transit Line
Community Development Block Grants (CDBG)	U.S. Department of Housing and Urban Development (HUD)	Pedestrian and Bicycle Facilities, Sidewalks
Congestion Mitigation and Air Quality (CMAQ) or Transportation Alternatives (TA)	CMAQ	Transit Improvements, Bicycle Infrastructure
Invest in Cook	Cook County	Various Transportation and Transit Projects



