Chapter 2
Stakeholder Involvement

This chapter presents the steps that DuPage County took to engage stakeholders in the LRTP development process and a summary of the feedback received through these engagement activities. The county engaged both the general public and local organizations through a transportation advisory committee. Over the course of the project, nearly one thousand stakeholders participated in the DuPage County LRTP planning process. The input gathered from these stakeholders influenced each stage of the plan development, including project prioritization and policy recommendations.

The goals of the LRTP outreach process were the following:

- Refine the goals and objectives of the LRTP
- Inform the community about the transportation system
- Gather insight on transportation conditions, issues, and needs from those that use the system
- Collect thoughts on the types and locations of improvements that would be most beneficial to the community
- Communicate transportation revenue availability and how it impacts investment decisions

Stakeholders from the general public were engaged through an online survey, online interactive map, public meetings, public comment. In addition, DuPage County hosted an LRTP workshop with the advisory committee, which consisted of representatives from local organizations.

Stakeholder involvement is presented in three sections within this chapter:

1. Transportation Advisory Committee
2. Public Engagement
3. Stakeholder Feedback

The first two sections cover the process for involving each stakeholder group. The last section provides a summary of the key messages collected from the engagement process, including both concerns on the existing network and funding priorities for the future. Some key takeaways include the need to prioritize maintenance of the existing transportation system, provide multimodal opportunities, and relieve congestion.

2.1 Transportation Advisory Committee

A meeting with the DuPage County LRTP Advisory Committee was convened as an Advisory Committee to solicit input. The participants were chosen to reflect a diverse group of agency representatives that reflect the unique communities that comprise DuPage County. As shown in
Table 2-1, the Advisory Committee participants included representatives from the public and private sectors as well as organizations involved in transportation policy research. The Advisory Committee provided insight on issues and concerns facing DuPage County as well as thoughts on goals and objectives for the LRTP. Their feedback was used to define the draft vision, goals, and objectives.

Table 2-1. Advisory Committee Participants

| Active Transportation Alliance | DuPage Mayors & Managers Conference |
| Argonne Center for Transportation Research | DuPage Sheriff’s Office |
| BNSF Railway | DuPage Airport Authority |
| Center for Neighborhood Technology | IDOT |
| Chicago Department of Aviation | Illinois EPA |
| CMAP | Illinois Tollway |
| Conservation Foundation | Illinois Trucking Association |
| Cook County Department of Transportation and Highways | Illinois Prairie Path Coalition |
| DuPage Center for Independent Living | Illinois Road and Transportation Builders Association |
| DuPage County Community Development | Kane County Division of Transportation |
| DuPage County Community Services | Metra |
| DuPage County Convention & Visitors Bureau | National Safety Council |
| DuPage County DOT | Pace Suburban Bus |
| DuPage County Forest Preserve | Regional Transportation Authority |
| DuPage County Office of Homeland Security & Emergency | Shared Used Mobility Center |
| DuPage County Workforce Development | Will County Division of Transportation |

2.2 Public Engagement

The public contributed valuable input throughout the planning process. Input was provided through four engagement opportunities:


- CrowdSource Map – 168 comments were contributed to a CrowdSource map that was posted on the LRTP website between March 16, 2017, and March 6, 2018.

- Public Comment period 1 – In February 2018, 151 people attended four public meetings held at locations throughout the County. All meetings were conducted as an open house on a weeknight between 5:00 and 7:00 p.m. These meetings and posted website materials were provided to gather public feedback to inform plan development. In addition, stakeholders provided 282 comments on the goals and objectives of the LRTP via mail or email.

- Final Public Comment – The final public comment period will request public feedback on the Draft LRTP. The draft plan will be posted on the DuPage County LRTP website with opportunity for comment for a 30-day period.
The project website, DuPageConnects.org (Figure 2-1), served as the primary tool to communicate information on the LRTP and provide information to the public on ways to provide input on the plan. The website hosted Frequently Asked Questions about the plan, the CrowdSource map, the public survey, press releases for the public meetings, and progress updates on plan development.

Figure 2-1. DuPage Connects Webpage

Opportunities to provide feedback on the County’s transportation system, the LRTP goals and objectives, and draft LRTP were also advertised via various social media and local news sources, including:

- DuPage LRTP website: DuPageConnects.org
- DuPage County website: www.dupageco.org/
- DuPage County Facebook page
- DuPage County Twitter page
- DuPage LRTP LinkedIn page
- Print advertisement in the Daily Herald
- Electronic ads in the Daily Herald, Chicago Tribune, Suburban Life, Patch, and Nextdoor
- E-blast notifications
- DuPage County Board member newsletters
- Chicago Metropolitan Agency for Planning (CMAP) weekly newsletter
- Illinois Road and Transportation Builders Association Friday Facts
- Women’s Transportation Seminar (WTS) newsletter
- DuPage Mayors & Managers Association newsletter
American Council of Engineering Companies of Illinois member e-blast
- Informational cards distributed to municipalities, townships, and community organizations (including Choose DuPage, Active Transportation Alliance, and CMAP)

Additional details on the format of each engagement opportunity and types of feedback contributed are presented in the following four sections.

### 2.2.1 Online Survey

The online survey was made available on January 29, 2018 and remained open for participation through March 2, 2018. A link to the survey was posted on the LRTP website during this time. The link was also posted on the DuPage County Facebook page, advertised through a flyer, and included in a press release. Public meeting attendees could also take the survey at iPad stations. The opening page to the survey is presented in Figure 2-2.

![DuPage County Long-Range Transportation Plan Public Survey](image)

**Figure 2-2. DuPage County Public Survey**

The survey was made up of 15 questions. Respondents were asked how they typically use the DuPage County transportation system, what they consider to be the top issues and needs, and to prioritize methods for addressing those needs. Questions were presented in reference to all transportation facilities located within DuPage County and not just those managed by the County DOT.

A total of 522 people completed at least a portion of the survey. The top five transportation issues expressed by respondents, in order of ranking, are:

1. Too much traffic/excessive congestion
2. Insufficient bike/ped accommodations
3. Poor roadway pavement conditions
4. Poor traffic signal coordination
5. Insufficient access to transit

Respondents also ranked the top funding priorities for the transportation system in DuPage County. The top five funding priorities are listed below by rank.

1. Maintaining a state of good repair on existing roadways
2. System enhancement (i.e. capacity improvements at intersections, turn lanes/medians, signal coordination)
3. Signal timing and performance
4. System expansion (i.e. add through lanes, new roads, new interchanges along expressways, highway/rail grade separations)
5. Transit supportive systems (i.e. bus shelters, transit signal priority at intersections)

Additional details on survey responses are provided in the Appendix 2-A.

### 2.2.2 CrowdSource Map

A CrowdSource map was made available on the plan website starting March 2017 and a sample is shown in Figure 2-3. The map remained open for comment through March 2018. The CrowdSource application provided a basic map of all roadways in both DuPage County and surrounding counties. Participants could click on a location on the map and type in a comment or description of a transportation issue at the selected location.
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Figure 2-3. DuPage Public Comment Map

More than 150 comments were received on the map. Common comments included, but were not limited to, requests for:

- Bike lanes or multi-use paths along roadways
- Improved signage at challenging intersections
- Additional turn lanes at busy intersections
- Improved accessibility to parks and recreational areas

2.2.3 Public Meetings

DuPage County hosted four public meetings in February 2018. Each meeting was conducted in an open house format on a weekday evening between 5:00 p.m. and 7:00 p.m. The content and format remained the same for all four meetings. Participants viewed display boards throughout the room with information on existing conditions of the DuPage County transportation network, the services provided by the County, and the goals and objectives of the LRTP. Attendees were approached by County staff, board members, and the plan consultant team as they reviewed the presented materials, which provided an opportunity to ask questions and discuss the information.

The four meeting locations are listed below, all in the state of Illinois:

- Warrenville at the Power Forward DuPage Building on Tuesday, February 6, 2018
- Addison at the Addison Community Recreation Center on Thursday, February 15, 2018
- Carol Stream at the Carol Stream Park District Building on Tuesday, February 20, 2018
- Downers Grove at the Lincoln Center on Thursday, February 22, 2018

The meetings were attended by a total of 151 people, including residents, elected officials, business owners, and representatives from community organizations. Common concerns expressed at the meetings included:
A need for increased transit services with better access for the elderly and persons with disabilities

Current and future sources of funding

Quick deterioration of roadways in winter conditions (e.g., potholes)

Delays at intersections

### 2.2.4 Final Public Comment Period

Once the draft plan has been reviewed and approved for public comment by DuPage County’s Transportation Committee, it will be made available to the public for comment on the DuPage LRTP website and DuPage County website for 30 days. The information displayed in the virtual public meeting and the comments received during and after the public meeting can be viewed in Appendix 2-B.

### 2.3 Stakeholder Feedback

During all four of the engagement opportunities, stakeholders provided input on a variety of subjects. This feedback is summarized in two sections: (1) major concerns and issues on the existing transportation network and (2) funding priorities moving forward. The public meeting summaries are included in Appendix 2-A.

#### 2.3.1 Major Concerns on the Existing Transportation Network

Multiple concerns on the existing network were mentioned during the four engagement opportunities. One of the most common issues mentioned was the continued maintenance and repair of the existing roadway network. Numerous stakeholders indicated that poor pavement conditions and potholes are an issue and should be addressed.

Many of the other major concerns and issues are related to either multimodal concerns or congestion. On the former, concerns included improved walkability in DuPage County communities, such as sidewalks, trails, and pedestrian crossings, improved access to public transit, and bicycle and pedestrian safety. On the latter, concerns included excessive traffic delays at intersections and signals, delays at rail crossings, and the need to increase the capacity of existing roads to combat congestion.

Several specific locations and corridors were discussed by multiple stakeholders. Four common themes stood out in the location specific concerns:

- Congestion relief through capacity increases and/or improved coordination of signal timing
- Requests for new or improved pedestrian access, such as trail extensions or the addition of sidewalks
- Intersection improvements, such as adding turn lanes
- Maintenance, such as need for pavement repairs
While the focus of the plan is on the parts of the system that are maintained by the County. The County roadways are just one part of an interconnected system and stakeholders expressed concerns on roadways under all jurisdictions. As shown in Figure 2-4, most of the comments (53) were focused on a County-maintained roadway. Another 41 comments referred to a state highway and 19 a roadway maintained by a local municipality. As noted in Chapter 1, coordination with other jurisdictions will continue to be an important part of ensuring effective investment in the roadway system.

### Figure 2-4. Location Specific Comments by Roadway Jurisdiction

<table>
<thead>
<tr>
<th>Roadway Jurisdiction</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>County Highways</td>
<td>53</td>
</tr>
<tr>
<td>State Highways</td>
<td>41</td>
</tr>
<tr>
<td>Municipal Roads</td>
<td>19</td>
</tr>
</tbody>
</table>

#### 2.3.2 Funding Priorities Moving Forward

A variety of future funding priorities were commented on by stakeholders. Consistent with the major concerns discussed above, most stakeholders indicated that funding should be focused on maintenance, multimodal improvements, and congestion relief. Specific multimodal improvements mentioned by stakeholders included expanded transit services, routes, and supportive infrastructure (e.g., bus shelters), as well as improved and expanded bicycle and pedestrian facilities. Specific improvements to alleviate congestion included capacity improvements at intersections, traffic signals improvements, and expansion of the existing roadway system. The public comments were aligned with the plan goal areas and are shown in Figure 2-5 to indicate the public opinion of their priorities.

### Figure 2-5. Public Comments by Goal Areas

- **State of Good Repair/Safety**: 29%
- **Efficient Operations**: 27%
- **Mobility Choice**: 26%
- **Access to Opportunity/Economic Vitality**: 7%
- **Sustainability/Environment**: 11%
2.4 Conclusion

The public input assisted to modify and strengthen the plan’s goals and objectives and identify transportation improvement needs. The three overarching themes emerge from the LRTP’s public outreach efforts: maintain the existing system, multimodal improvements, and congestion relief. Although many things have changed since most of the public engagement occurred, including changes in traffic patterns resulting from the COVID-19 pandemic, the observations and comments shared remain valid and are still considered long-term needs.

Input gathered from the four engagement opportunities was used in to determine the future needs of DuPage County's transportation system as discussed in Chapter 4. Ultimately the stakeholder comments set the stage for the financial and capital plans discussed in Chapters 5 and 6, respectively. Some projects will require coordination with its partner agencies where responsibilities may overlap. Some lower cost solutions may be able to be added to an existing project or a project in the 5-year program. Longer-term solutions often require additional work such as planning, engineering, and capital investments prior to the project construction.

Key Takeaways

- Stakeholders were engaged through an online survey, online interactive map, four public meetings, and a public comment period (January to March 2018).
- Over the course of the project, nearly one thousand stakeholders participated in the DuPage LRTP planning process.
- Public input through this process will help focus the DOT's capital program and maintenance activities and DOT will share public observations with partner agencies.
- Stakeholder feedback included:
  - Recognition of need for and interest in improving inefficient and unsafe conditions.
  - Indication that poor pavement conditions and potholes are an issue.
  - High value in coordinated, connected, and safe bicycle and pedestrian facilities.