

## Commuter Parking and Access Work Plan

Parking Supply and Demand Management			
Goal	2019	2020	2021
Modify the permit holder registration requirements and carpool program to eliminate potential for secondhand permit transfers.	Require permit holders to submit vehicle registration information to demonstrate the vehicles included in the account are registered to their address. Eliminate option to designate carpools through commuter permit account and establish a process to allow call-in exemptions once per quarter for up to two weeks. (Rules & Regulations/City Manager)	N/A	N/A
Regularly audit permit holders to eliminate potential for secondhand permit transfers.	Conduct spot field audits each month when the commuter counts are completed by randomly selecting ten vehicles per Naperville Station lot, noting and photographing the tag and license plate, then verifying a match in the office. If necessary based on the results, conduct a more extensive field audit. (Staff)	Ongoing audits. (Staff)	Ongoing audits. (Staff)
Improve permit offer acceptance rates by requiring active account management to discourage commuters from unnecessarily remaining on the waitlists.	Conduct a waitlist audit during the fourth quarter of 2019. Include notifications of change to active account management. (Staff)	Require all waitlisted commuters to re-apply each year beginning in 2020. Position on the waitlist will be maintained if application process is followed. Process will be conducted in the fourth quarter each year to prepare for first issuance of following year. (Rules & Regulations/City Manager)	N/A
Encourage permit holders who no longer have a regular commuting need to cancel their permits.	N/A	Following the elimination of carpool, offer an incentive for canceling permits in the form of an allowance to be placed at the top of the waitlist if a commuting need arises within a defined number of years of canceling the permit. (Rules & Regulations/City Manager)  Consider an increase in permit fees to make holding an unused permit more cost-prohibitive. (TAB, City Council)	N/A

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Goal	2019	2020	2021
Encourage higher utilization of the Route 59 Station.	Promote availability of Route 59 permits to select waitlisted commuters. (Staff)	Identify Burlington/Parkview/Kroehler permit holders residing in close proximity to Route 59 and offer an incentive to switch to Route 59. (TAB, City Council)  Evaluate the quarterly permit and daily fee pricing structure to equalize the total cost of commuting between the two stations. (TAB, City Council)	N/A
Implement technology to allow commuters to make space reservations online.	Evaluate available online reservation technology. (Staff)	Conduct an online reservation pilot for a limited number of parking spaces. (TAB, City Council)	Expand online reservation pilot. (TAB, City Council)  Begin process to shift permit management from quarterly permits to online reservations. (TAB, City Council)
<b>Transit and Multi-modal Access</b>			
Goal	2019	2020	2021
Emphasize multi-modal access to the Naperville Station.	Promote complimentary City programs, such as the Guaranteed Ride Home Program. (Staff)  Work with Pace to market available services, particularly on routes with declining ridership. (Staff)	Ensure that any modifications to the station area enhance Pace operations and do not diminish the viability of the service. (TAB, City Council)  Designate rideshare spaces to reduce mode conflicts when considering modifications to the station area. (TAB, City Council)	Continue 2019 and 2020 tasks.
Make Pace Bus more cost competitive and attractive to commuters.	N/A	Evaluate an increase in parking fees to make Pace equal in cost or less costly than parking at the station. Use added revenue to fund transit promotions and subsidize Pace service. (TAB, City Council)  Identify opportunities and needs for Free Ride promotions to encourage Pace ridership. (Staff)	Identify opportunities to make service more efficient and responsive to the needs of commuters. (Staff)