Human Service Transportation Plan
Region 5 Update

Tri-County Regional Planning Commission
April 2025

TRI-COUNTY REGIONAL PLANNING COMMISSION
PEORIA
WOODFORD
TAZEWELL

Photos from cover page:

Left: Individuals take part in the Peoria St. Patrick's Day Parade. Photo courtesy of Connie Schiele of the Central Illinois Center for the Blind and Visually Impaired.

Top Middle: A rider uses a lift on a vehicle. Photo courtesy of Traci Dowell of MSW Projects.

Bottom Middle: A man stands next to a TDK Event Services vehicle. TDK operates Washington's reduced fare senior ride program. Photo courtesy of Jim Bremner, Washington Township Supervisor.

Right: A rider uses a lift on a vehicle. Photo courtesy of Traci Dowell of MSW Projects.

Executive Summary

This document will delve into Region 5 of the Human Services Transportation Plan (HSTP). The purpose of HSTP, funded through federal legislation, managed by the Illinois Department of Transportation, and executed by the Tri-County Regional Planning Commission (TCRPC or "Tri-County"), is to manage the region's public transportation system in a way that is effective for the riders, achievable for the providers, and feasible for the planners. To conduct such a logistical feat, it is necessary to outline the region's demographics, existing service providers and stakeholders, goals for the future, and successes from the past, in this document.

Figure 1. HSTP involves transit providers and transit riders such as these (pictured in front of a CityLift vehicle)

This seven-county region in central Illinois contains a population of 447,285, both rural and urban areas, two fixed route bus providers, four rural public transit providers, and numerous human service agencies in the counties of Peoria, Tazewell, Woodford, Marshall, Stark, Fulton, and Knox. The key populations upon which HSTP focuses are seniors, people with disabilities, and people with low incomes. This document shows the region-wide and urban area distributions of these groups, plus four other populations deemed transit-dependent or having transportation limitations: youth, zero-vehicle households, veterans, and the population that is not White. This document also shows a spatial analysis of the most affected areas by combining the distributions of transit dependent populations.

Understanding the areas to focus on, the next step is to create goals to better the transportation in HSTP Region 5. Engaging stakeholders and the public allowed the planning team to receive direct feedback about future transit initiatives. This way, transit providers, agencies, users, and the community can dictate what real-world changes they would like to see. Through a series of surveys, interviews, and a community event, the planning team was able to gain feedback to put together goals (Figure 2). Sixteen objectives within eight goals outline the path forward when it comes to education, service expansion, infrastructure and multimodal options, and affordability for transit. These targets emerged directly from feedback received from the community.

This document also outlines past successes from the previous HSTP plan, produced in 2016. These are significant because they show how public transportation in region has evolved and what positive changes can be built upon to make the system even more effective.

Throughout this process, TCRPC serves as the mobility management hub within HSTP Region 5, and any questions regarding regional public transit and connectively are welcomed moving forward.

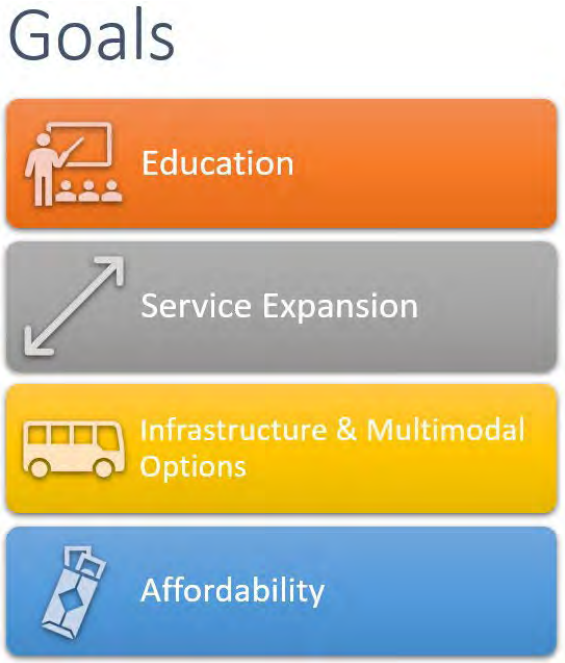

Figure 2. Four categories of goals shown in the Action to Serve Gap section of this document

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Acronyms, Terms, & Definitions

Frequently Used Terms & Definitions	
Term	**Definition**
5307	Refers to funding from the Federal Transit Administration's Section 5307 program, which funds urban public transportation systems
5310	Refers to funding from the Federal Transit Administration's Section 5310 program, which funds transportation projects that increase mobility for seniors and people with disabilities (both urban & rural)
5311	Refers to funding from the Federal Transit Administration's Section 5311 program, which funds rural public transportation systems
Agency	Organization offering transportation to its participants
Center for independent living (CIL)	Nonprofit designed & operated by people with disabilities, providing peer support & life skills training
County Board member	Member of one of seven locally elected county boards within Human Services Transportation Plan Region 5
Microtransit	A demand response transit service that provides dynamically generated routes and provides the opportunity to book trips the day of travel
Operator	Entity that operates public transit vehicles. This can be the same as the transit provider, but sometimes, they are different. Transit providers can hire private companies to serve as managers and operators, making them separate entities.
Paratransit	Paratransit is a form of public transportation that provides rides to people with disabilities. Paratransit vehicles are equipped with accessible features such as lifts, ramps, and securement devices.
PCOM	Program Compliance Oversight Monitor; required for grantee compliance for state grants at the county level
Peoria-Pekin Urbanized Area	Refers to the urban area, defined by the US Census, around Peoria & Pekin, IL
POP	Program of Projects outlining projects funded by FTA 5310 dollars
Provider	Entity that provides public transit to the community
User	One who uses public transportation; rider

Acronyms & Explanations		
Acronym	**Acronym Definition**	**Further Explanation**
AAA	Area Agency on Aging	Public or nonprofit agency that focuses on the needs of older individuals
ACS	American Community Survey	US Census survey that explores social, economic, housing, and demographics data across the US
ADA	Americans with Disabilities Act of 1990	Legislation prohibiting discrimination against people with disabilities. This landmark civil rights law was signed on July 26, 1990, by President George H. W. Bush. In this document, ADA also refers to disability services and resources in general (i.e., "ADA accommodations")
ADDWC	Association for the Developmentally Disabled of Woodford County	Human service agency in Eureka, IL in Woodford County
ARPA	American Rescue Plan Act of 2021	The 117th Congress passed Public Law No 117-2 on March 11, 2021 to provide COVID relief funds to numerous government entities including the FTA Section 5310 program
CIAOA	Central Illinois Agency on Aging	AAA based in downtown Peoria that serves individuals of all ages in Fulton, Marshall, Peoria, Stark, Tazewell, and Woodford counties
CIL	Center of Independent Living	Type of nonprofit designed & operated by people with disabilities, providing peer support & life skills training
CRRSAA	Coronavirus Response and Relief Supplemental Appropriations Act of 2021	On December 27, 2020, the 116th Congress passed Public Law No: 116-260 to provide COVID relief funds to numerous government entities including the FTA Section 5310 Program
CVP	Consolidated Vehicle Procurement	IDOT purchases accessible vehicles through the CVP program for eligible applicants throughout the state
CWTC	Community Workshop and Training Center	Human service agency in Peoria, IL in Peoria County

Acronyms & Explanations, continued		
DOAP	Downstate Operating Assistance Program	IDOT-administered program exclusive to downstate Illinois that reimburses up to 65% of operating and administrative expenses for public transit agencies. The funds are based on a percentage of area sales tax.
EP!C (EPIC)	Empowering People, Inspiring Capabilities	Human service agency in Peoria, IL in Peoria County also serving Christian, Fulton, Iroquois, Knox, Madison, Marshall, Mason, McLean, Morgan, St. Clair, Sangamon, Stark, Tazewell, and Woodford counties
FAST Act	Fixing America's Surface Transportation Act	Authorized spending for surface transportation projects and research in the realms of public transportation, highway, safety, rail, and others. The Act was signed into law by President Barack Obama on December 4, 2015
FCRC	Fulton County Rehabilitation Center	Human service agency in Canton, IL in Fulton County
FCRT	Fulton County Rural Transit	Rural public transit agency based in Fulton County
FTA	Federal Transit Administration	Finances public transportation systems around the US and spearheads safety measures, offers technical assistance, and promotes multi-modal options.
GPMTD	Greater Peoria Mass Transit District	Transit district based in Peoria, IL in Peoria County that encompasses multiple services: fixed route (CityLink bus), paratransit demand response (CityLift vehicle), and rural demand response (CountyLink vehicle). CityLink encompasses portions of the Peoria-Pekin Urbanized Area.
HSTP	Human Services Transportation Plan	Program that focuses on increasing the mobility of seniors, people with disabilities, people with low incomes, and other disadvantaged populations. In Illinois, HSTP staff is funded through IDOT, and regional organizations throughout the state serve as HSTP coordinating agencies. In this plan, "HSTP" refers to the overall planning strategy, while "HSTP document" refers to the plan itself.

Acronyms & Explanations, continued		
IDOT	Illinois Department of Transportation	Funds the HSTP program for this region and all others throughout the state
IDOT-OIPI	IDOT Office of Intermodal Project Implementation	Promotes mass transportation systems throughout Illinois. IDOT-OIPI administers planning and programming projects related to transit, railroads, and aeronautics
IIJA	Infrastructure Investment and Jobs Act	Authorizes transportation funding for new investments and programs, including a broad reach of topics: energy and power infrastructure, access to broadband internet, water infrastructure, electric vehicle charging, and more. Signed into law on November 15, 2021, by President Joe Biden.
IIRA	Illinois Institute for Rural Affairs	Promotes rural communities through technical support, training, research, and policy evaluation regarding rural issues. The IIRA houses RTAC.
IPTA	Illinois Public Transit Association	Serves as a research hub for public transportation throughout Illinois and acts in the legislative interest of statewide transit operators
IVCIL	Illinois Valley Center for Independent Living	Serves as a supporter for people with disabilities and their families for LaSalle, Marshall, Bureau, Putnam, and Stark counties
KCCDD	Knowledge, Creativity, Caring, Development, Dedication	Human service agency in Galesburg, IL in Knox County (now renamed Thrive Community Services)
MAP-21	Moving Ahead for Progress in the 21st Century Act	Provided funding for surface transportation programs for bike, pedestrian, highway, transit, and other such transportation options. Signed into law by President Barack Obama on July 6, 2012

Acronyms & Explanations, continued		
MPO	Metropolitan Planning Organization	Carries out transportation planning for urbanized areas with populations over 50,000 people. TCRPC serves as the MPO for the Peoria-Pekin area.
PCOM	Program Compliance Oversight Monitor	Monitors public transit service, submits quarterly compliance reports to IDOT, and attends regional coordination meetings. Each federal and state grant subrecipient must have a PCOM
RTAC	Rural Transit Assistance Center	Part of IIRA, RTAC promotes safe rural transportation and provides technical assistance regarding rural transportation throughout the state.
SAFETEA - LU	Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users	Guaranteed funding for highways, highway safety, and public transportation. Signed into law on August 10, 2005, by President George W. Bush
SEAPCO	Special Education Association of Peoria County	An organization that partners with schools and families to help students become productive members of society.
SILC	Statewide Independent Living Council	Provides research, education, planning, and leadership for people with disabilities and other CILs throughout the state
TAP	Transportation Alternatives Program	Statewide program that funds pedestrian- and bike-focused projects around Illinois.
TCRC	Tazewell County Resource Center	Human service agency in Tremont, IL in Tazewell County
TCRPC	Tri-County Regional Planning Commission	Serves as the MPO for the region, representing both the Peoria-Pekin Urbanized Area and the entire tri-county area of Peoria, Tazewell, and Woodford counties.
TMCSEA	Tazewell-Mason Counties Special Education Association	Special Education Joint Agreement with 21 school districts to provide special education services
WIAAA	Western Illinois Area Agency on Aging	AAA based in Rock Island, IL that serves Bureau, Henderson, Henry, Knox, LaSalle, McDonough, Mercer, Putnam, Rock Island, and Warren counties

Introduction

Background

The Human Services Transportation Plan (HSTP) is a federally required document originally created through the 2005 Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), which guaranteed $244.1 billion in funding for highways, highway safety, and public transportation (Public Law No. 109). President George W. Bush signed SAFETEA-LU into law on August 10, 2005, and the law has been operating under multiple reauthorizations (MAP-21, 2012; FAST Act, 2015[1]) since then.

Figure 3. Paratransit vehicles with accessible features from MSW Projects in Marshall and Stark counties. Photo from MSW Projects.

As a requirement of SAFETEA-LU, grantees under the Section 5310 grant program: Enhanced Mobility of Seniors and Individuals with Disabilities must be under a "locally developed coordinated public transit-human services transportation plan" to receive funding for Federal Fiscal Year 2007 and beyond. This plan must be developed through a process that includes representatives of public, private, and nonprofit transportation services, human service providers, and the public.

On November 15, 2021, President Joe Biden signed into law the Infrastructure Investment and Jobs Act (IIJA)[2], which authorizes $1.2 trillion for transportation and infrastructure spending with $550 billion of that going toward new investments and programs. Of that, new funding for transportation improvements totals $284 billion

[1] See Acronyms, Terms, & Definitions section in this plan for more information about these previous acts.

[2] Also known as the Bipartisan Infrastructure Law (BIL). In this document, it will be listed as IIJA.

across the United States. The funding provided by IIJA is expansive, addressing energy and power infrastructure, access to broadband internet, water infrastructure, electric vehicle charging, and more. Several of the new programs funded by the bill will provide the resources needed to address a variety of infrastructure needs at a local level.

The Illinois Department of Transportation Office of Intermodal Project Implementation (IDOT-OIPI)[3] oversees the HSTP for the State of Illinois. In 2006, IDOT defined 11 regional areas and contracted with Regional and Metropolitan Planning Organizations in each region to carry out the HSTP. The Tri-County Regional Planning Commission (TCRPC or "Tri-County") coordinates the HSTP for rural Region 5, as well as for the Peoria-Pekin Urbanized Area.

Figure 4. CityLink bus, part of the Greater Peoria Mass Transit District (GPMTD). Photo from GPMTD.

The Region 5 Human Services Transportation Plan is a federally required plan for the seven-county rural Central Illinois region and the Peoria-Pekin Urbanized Area. The HSTP document and process aims to improve coordination among transportation service providers and human service agencies; identifies needs and gaps in transportation services for seniors, individuals with disabilities, veterans, and people with low incomes; and recommends strategies to address these needs and gaps throughout the seven-county area. This plan guides funding decisions and helps set selection criteria for transportation activities and projects that serve these populations.

[3] Formerly known as the Division of Public and Intermodal Transportation (IDOT-DPIT)

Purpose

Transportation is a vital part of life, keeping individuals connected to neighborhoods, education, employment, health care, recreation, community, businesses, and many other services and activities outside of their homes. Increasing access to public transportation can transform the lives of residents and workers within communities by spurring economic development, promoting sustainable lifestyles, and providing a higher quality of life. For disadvantaged populations in the region, maintaining a basic level of mobility can be a challenge.

While considerable resources are committed to the region's transportation infrastructure and systems, transportation services for disadvantaged populations are often fragmented, costly, and difficult to navigate. In any case, there are gaps where transportation services are not available to meet existing needs.

The HSTP Region 5 planning process has encouraged participation from local stakeholders and the public, especially within disadvantaged populations in the region. The purpose of this process is to improve human service and public transportation for older adults, individuals with disabilities, and individuals with low incomes through coordinated transportation.

Study Area

Eleven HSTP Regions exist for Downstate Illinois. IDOT staff developed these regions in the past with input from transportation providers and human service agencies throughout the state (See Figure 6). This plan focuses on HSTP Region 5, which includes Fulton, Knox, Marshall, Peoria, Stark, Tazewell, and Woodford counties (See Figure 7), which collectively encompass 4,049.8 square miles, according to the US Census Bureau. The demographics section of this document is split up based on rural and urban areas, though the goals and objectives cover both.

Figure 5. Paratransit vehicle with accessible features from Fulton County Rural Transit (FCRT) in Fulton County. Photo from FCRT.

Figure 6. Map of all HSTP regions throughout Illinois. Courtesy of the Champaign County Regional Planning Commission document, "Illinois Public Transit Systems"

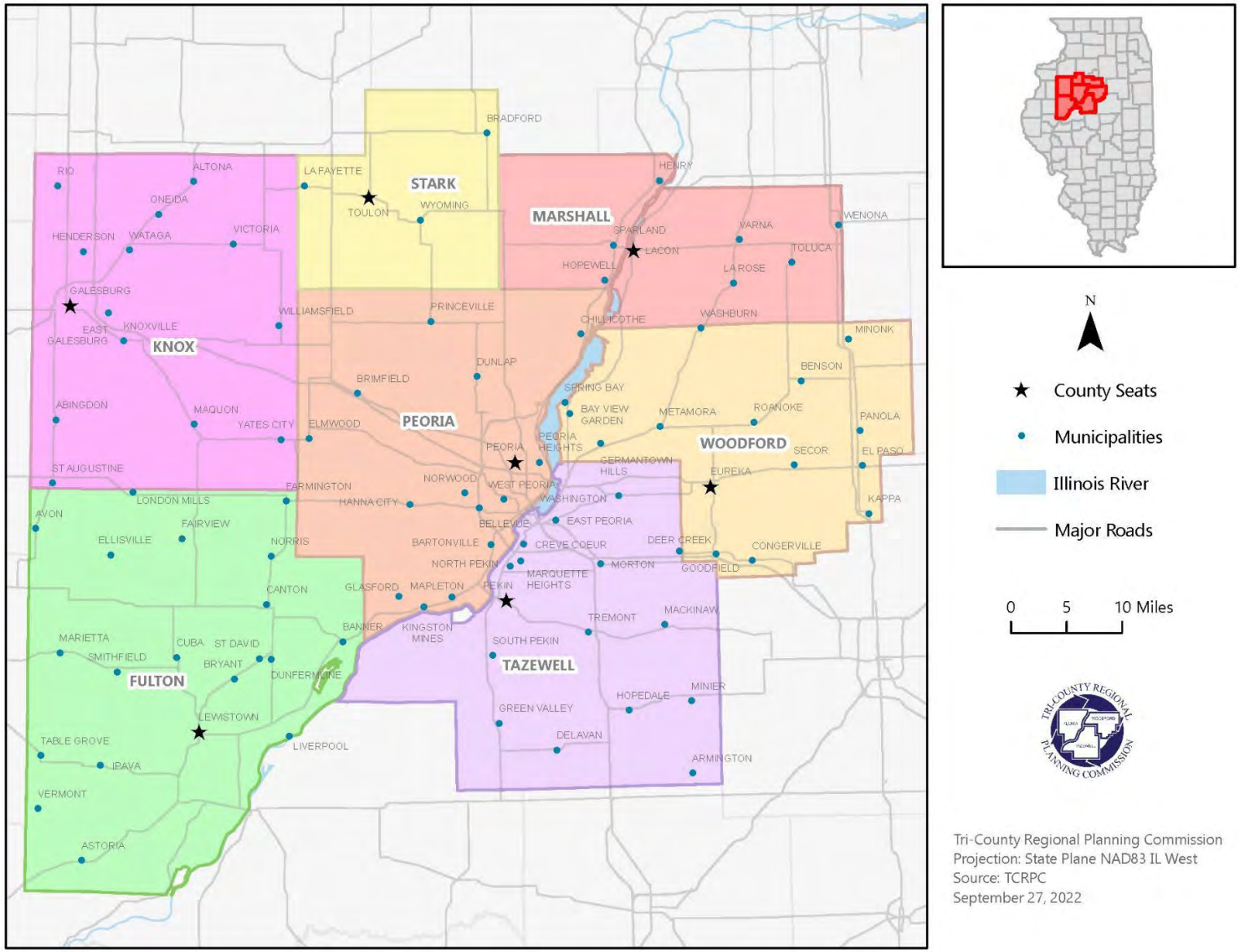


Figure 7. Map of HSTP Region 5, encompassing Peoria, Tazewell, Woodford, Marshall, Stark, Fulton, and Knox counties

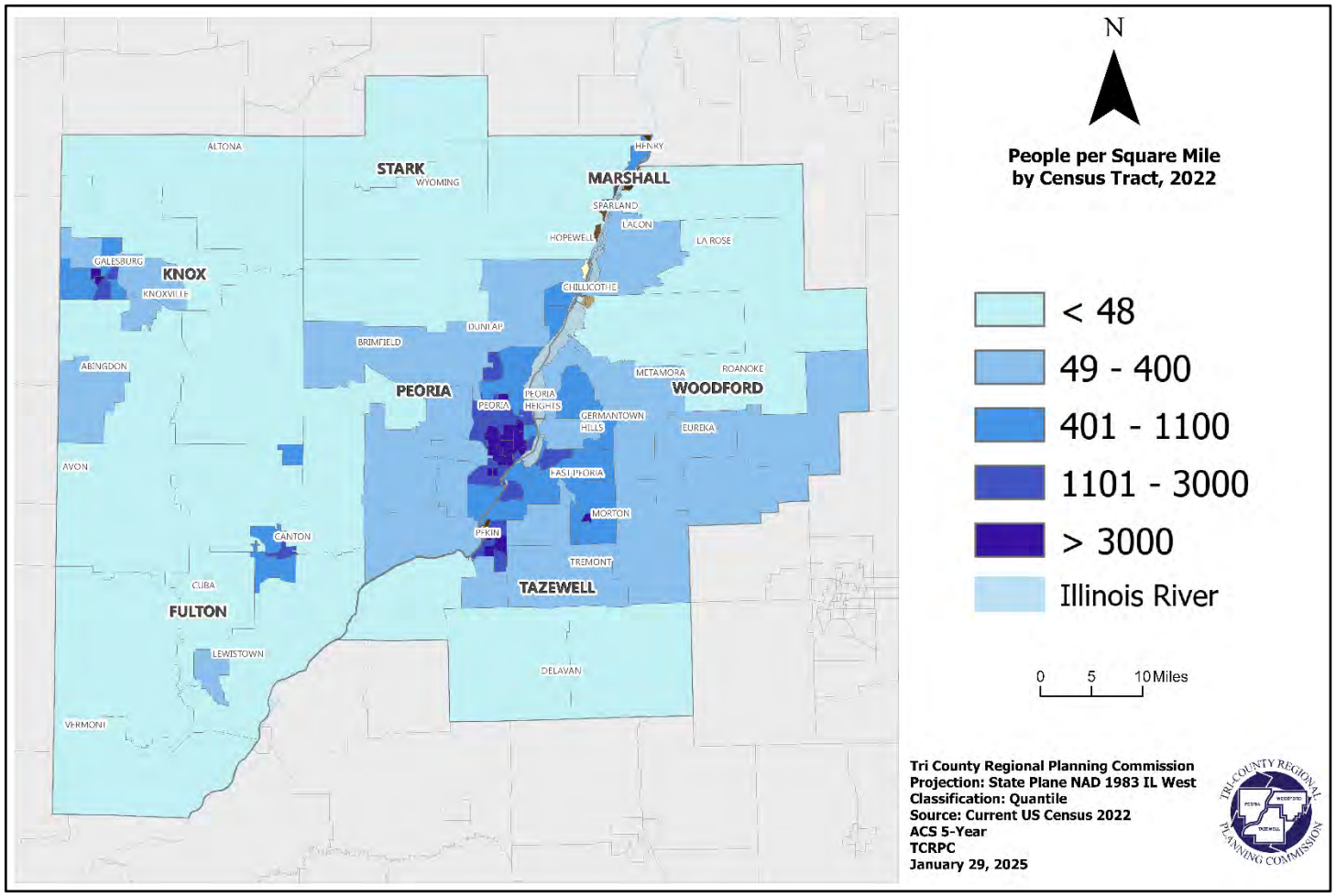


Figure 8. Population density across HSTP Region 5

The population density within Region 5 varies greatly, as the area contains both urban pockets and rural expanses. Population density is heavily concentrated in several different areas including Galesburg in Knox County; Peoria in Peoria County; and Pekin and Morton in Tazewell County. Population density is less concentrated in the counties of Stark, Marshall, and Fulton. Figure 8 to the left shows the concentration of people per square mile by census tract.

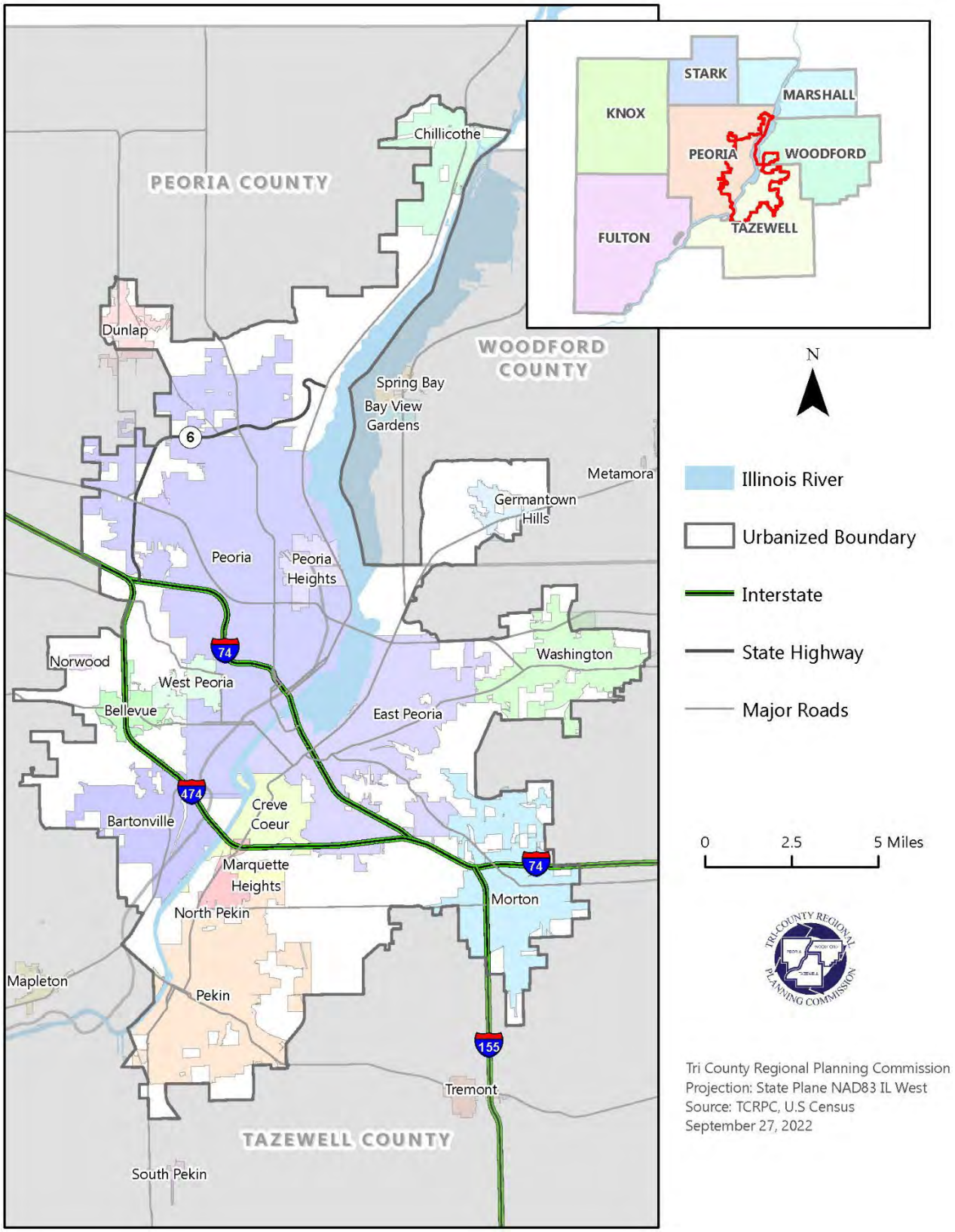


Figure 9. Map of Peoria-Pekin Urbanized Area within HSTP Region 5

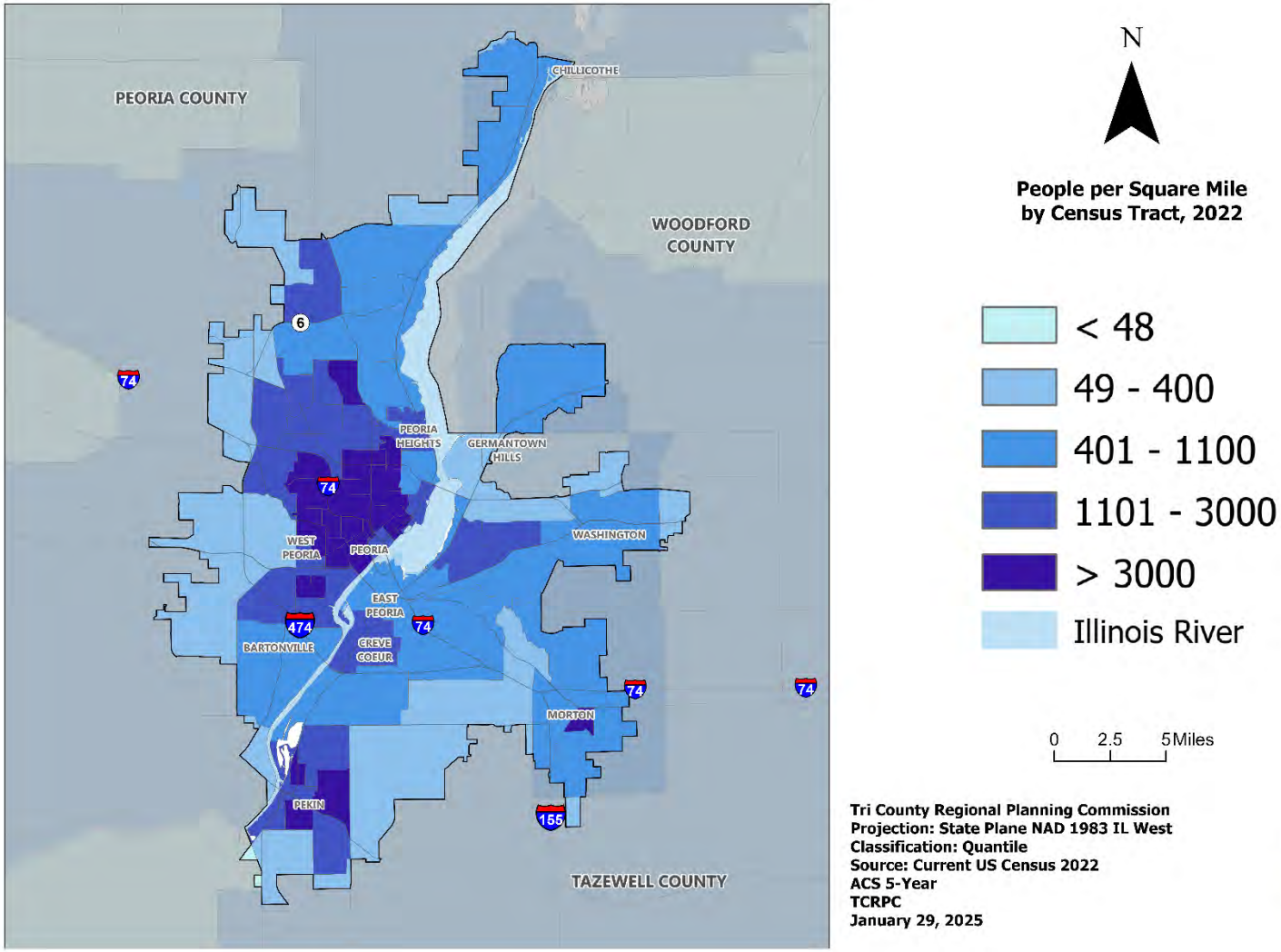


Figure 10. Population density map for the Peoria-Pekin Urbanized Area

The density of the population with the Peoria-Pekin Urbanized Area is distributed unevenly. Population density is heavily concentrated in the communities of Peoria, Pekin, West Peoria, and Morton. Figure 10 shows the concentration of people per square mile by census tract.

TCRPC and HSTP

The Tri-County Regional Planning Commission (TCRPC or "Tri-County"), as the region's Metropolitan Planning Organization (MPO) by the delegation of an agreement between the Governor and local governments, is responsible for the creation of the HSTP document for the urbanized area. In addition to the cities of Peoria and Pekin, the urbanized area includes the villages or cities of Bartonville, Bellevue, Chillicothe, Creve Coeur, Dunlap, East Peoria, Germantown Hills, Marquette Heights, Morton, Mossville, North Pekin, Norwood, Peoria Heights, Washington, and West Peoria (See Figure 9).

Because of how funding is allocated, an HSTP document for the rural areas is to be completed separately from the urban areas. However, since TCRPC is coordinating both the rural and the urban plans, staff believes that the plan will be more cohesive and connected if one committee includes both rural and urban representatives and holds most of its meetings as a large committee. This HSTP document is divided into rural and urban sections where its contents and details differ. In other sections, the rural and urban areas are combined.

Figure 11. Paratransit vehicle with accessible features from We Care in Tazewell and Woodford counties. Photo from We Care.

Mobility Today

Transportation Services

Region 5 houses several human service and public transit agencies that provide transportation for older adults, individuals with disabilities, and people with low incomes. In Region 5 and the Peoria-Pekin Urbanized Area, the following types of service providers exist:

- **Public Fixed-Route Bus Service**: public transit option that serves one or more large cities with a population of more than 200,000. These systems can include both fixed routes with bus stops and call-ahead complementary ADA Paratransit service.
- **Demand-Response Paratransit Service**: private or quasi-public transportation service which serves seniors, people who are disabled, people with low incomes, or groups traveling to destinations where the vehicle's route is altered based on each trip's particular transport demand. This service does not use a fixed route or timetabled trips.
- **Public Demand-Response Service:** public transit service that requires call-head requests with scheduled pick-ups and drop-offs. This transit option provides flexible transportation for individuals or groups using smaller buses or vans.

Major Transportation Needs

Through a coordinated process, the HSTP committee collaborates to fill these needs across the region:

- **Improve Accessibility**: accessibility refers to people's ability to reach desired services and activities, which is the ultimate goal of most transport activities. Many factors affect accessibility, including mobility, the quality and affordability of transport options, transport system connectivity, and land use patterns. Across the region, there is a need to improve the transportation system to be more accessible for all users.
- **Expand or implement transportation services where no service exists**: Throughout the region, there are gaps in where transportation services are available for residents and visitors. There is a need to improve the lack of service in these areas.

Figure 47 lists the public transportation providers that exist in HSTP Region 5 and the Peoria-Pekin Urbanized Area, and Figure 48 lists human service agencies in the region that participate in the HSTP process. Some of these agencies provide transportation using Section 5310 vehicles. Additionally, a non-comprehensive list of more service providers within Region 5 are listed in Appendix A. These include private entities and other groups that have vehicles for either the public or their consumers to use.

Programs and Funding Sources

FTA Section 5310: Enhanced Mobility of Seniors and Individuals with Disabilities

The Section 5310 grant program from the Federal Transit Administration (FTA) allocates formula funds to states to enhance the mobility of seniors and people with disabilities when existing transit is either inaccessible, unavailable, or otherwise lacking. This program provides funds for programs that serve transit-dependent populations beyond traditional public transportation services and the Americans with Disabilities Act (ADA) complementary paratransit services.

Figure 12. City of Galesburg fixed-route bus. Photo from the City of Galesburg.

In Illinois, these funds are either used for the Consolidated Vehicle Procurement (CVP) Program or the 5310 urban funding stream. See Appendix A for a Program of Projects (POP) for all 5310 funds.

Consolidated Vehicle Procurement

IDOT-OIPI receives FTA funds to oversee the CVP program, which grants accessible paratransit vehicles to municipalities, mass transit districts, counties, and nonprofit organizations. Funding is competitive, so entities must apply during IDOT-OIPI application periods. CVP vehicles are funded through an 80% federal/ 20% state or local funding split. Successful recipients receive their vehicles to operate until they have reached the end of their useful life, as defined by specific guidelines. Until that time, IDOT is still the owner. After this time, grantees can choose to dispose of the vehicles or keep them in their agency's name.

Section 5310 Urban Funds

The other type of 5310 funds is the urban funding stream, in which TCRPC receives a direct annual apportionment from the FTA. The funds serve the same purpose, to increase the mobility of seniors and people with disabilities, but TCRPC oversees the project awards, not IDOT. Additionally, these funds are exclusive to the urbanized area (FTA directly allocates 5310 urban funds to urbanized areas with over 200,000 people). TCRPC can choose to either distribute funds through a call for projects and a competitive regional selection process or transfer the funds to IDOT to add to their statewide CVP program. TCRPC has alternated between both options in the past several years, depending on project options in the region, stakeholder capabilities, and administrative capacity.

5310 urban projects can fall into three project and funding categories: capital, operational, and mobility management[4]. Capital projects refer to infrastructure improvements such as adding sidewalks near transit bus stops, and like the CVP program, capital projects are funded with an 80% federal/20% local split. Operational projects help either bolster the operational capacity of an existing transit service or jump start a new service option. Operational projects are funded with a 50% federal/50% local split. Finally, mobility management projects can be planning projects or administrative aspects of mobility enhancement for the urbanized area. These are funded at a 100% federal level. Regardless of the project type, TCRPC must regularly document and administer these 5310 projects and update the FTA as progress is made.

Figure 13. CountyLink accessible rural transit vehicle from the Greater Peoria Mass Transit District in Peoria County. Photo from GPMTD.

[4] For a more in-depth primer about 5310 project types and funding requirements, refer to the Section 5310 Circular, FTA C 9070.1G.

The FTA requires projects for the Section 5310: Enhanced Mobility of Seniors and Individuals with Disabilities grant program to be under a locally developed coordinated public transit-human services transportation plan to receive funding. The Region 5 HSTP Committee is responsible for reviewing and endorsing projects for funding prior to submission to IDOT-OIPI or the FTA.

Program Goal

According to Circular FTA C 9070.1G, the goal of the 5310 program is *"to improve mobility for seniors and individuals with disabilities throughout the country by removing barriers to transportation services and expanding the transportation mobility options available."*

Eligible Applicants

The following organizations are eligible to apply for funding through the Section 5310 program:

- Direct recipients: States or designated recipients[5]
- Subrecipients: Private nonprofit organizations, states or local government authorities, and public transportation operators

Changes Under IIJA

The Infrastructure and Investment Job Act (IIJA), since it was signed into law on November 15, 2021, continues to fund the 5310 program with no major changes. TCRPC will still receive annual appropriations from a portion of the nationwide annual fund allotments on behalf of the urbanized area. Here are the nationwide funding authorizations for the next five years[6]:

Fiscal Year	2022	2023	2024	2025	2026
5310 funds (in millions)	$421	$429	$439	$447	$457

Figure 14. Timeline of IIJA funds allocated to Section 5310 in millions

[5] TCRPC is the designated recipient for the Peoria-Pekin Urbanized Area since the area contains over 200,000 people.

[6] Source: Federal Transit Administration, January 3, 2022: https://www.transit.dot.gov/funding/grants/fact-sheet-enhanced-mobility-seniors-and-individuals-disabilities

Other Transportation Funding (Non-HSTP)

Beyond HSTP's scope, but still relevant to public transportation in the region, there are numerous public transit funding sources within IIJA and FTA and at the various federal, state, and local levels.

Section 5307: Urbanized Area Formula Program

The Urbanized Area Formula Funding Program[7] makes Federal resources available to urbanized areas for transit capital and operating assistance for transportation-related planning. An urbanized area is defined as an incorporated area with a population of 50,000 or more that is designated as such by the US Census Bureau. In HSTP Region 5, the designated recipient of Section 5307 funds is the Greater Peoria Mass Transit District, or CityLink.

Section 5311: Formula Grants for Rural Areas

The Formula Grants for Rural Areas program[8] provides funding for states to support rural public transit. A rural area is defined as having a population of less than 50,000. According to 5311 Circular FTA C 9040.1G, the program has the following goals:

- *Enhancing access in rural areas to health care, shopping, education, employment, public services, and recreation*
- *Assisting in the maintenance, development, improvement, and use of public transportation systems in rural areas*
- *Encouraging and facilitating the most efficient use of all transportation funds used to provide passenger transportation in rural areas through the coordination of programs and services*
- *Providing financial assistance to help carry out national goals related to mobility for all, including seniors, individuals with disabilities, and low-income individuals*
- *Increasing availability of transportation options through investments in intercity bus services*
- *Assisting in the development and support of intercity bus transportation*
- *Encouraging mobility management employment-related transportation alternatives, joint development practices, and transit-oriented development*
- *Providing for the participation of private transportation providers in rural public transportation*

[7] For a more in-depth primer about Section 5307, refer to the Section 5307 Circular FTA C 9030.1E.

[8] For a more in-depth primer about Section 5311, refer to the Section 5311 Circular FTA C 9040.1G.

IDOT distributes these funds to public transit organizations in rural areas. In HSTP Region 5, there are five recipients of Section 5311 funding: Peoria County (CountyLink), Woodford and Tazewell Counties (We Care), Marshall County (MSW Projects), Fulton County (Fulton County Rural Transit), and the City of Galesburg.

Local Match & State Funding

IDOT provides state funding for all public transportation providers in the form of the Downstate Transportation Operating Assistance Program (DOAP). This funding program, administered by IDOT-OIPI, can be used as a local match for federal operating funds, including Section 5307 and Section 5311. DOAP finances up to 65% of eligible recipients' funds annually to assist in developing and operating their public transit services.

Figure 15. Accessible vehicle from the Central Illinois Agency on Aging (CIAOA), based in downtown Peoria

Additionally, Illinois receives Toll Development Credits from the FTA, which can be used as a local match for projects related to public transportation operators.

Medicaid Transportation Funding (Title XIX)

The Illinois Department of Human Service contracts with transit agencies as brokers to approve Medicaid-funded transportation. The Department maintains the requirements and regulations for a provider to be Medicaid certified; however, the transit agency maintains the list of Medicaid-certified providers and approves any transportation covered by Medicaid. This funding impacts the availability of long-distance transportation for medical appointments. This kind of Non-Emergency Medical Transportation varies throughout the country, and each state's rules vary.

Regional & Urban Area Demographics

A key step in developing and evaluating transit plans is analyzing the mobility needs of various segments of the population and the potential ridership of transit services. As part of the plan development process, TCRPC staff identified concentrations of the HSTP targeted population groups considered to be dependent on transit services, based on social and economic factors. These groups are: youth, seniors, people with disabilities, persons with low incomes, zero- vehicle households, veterans, and people who are not White.

Transit demand analysis involves identifying the demand for public transportation in a specific area. Several factors affect demand, not all of which can be projected. However, demand estimation is crucial to the development of any transportation plan, and several methods of estimation are available for this purpose. This document's analysis makes use of data provided by the US Census Bureau. TCRPC staff used 2022 Census data from the American Community Survey (ACS) 5-year averages, as this is the most up-to-date and accurate data available. TCRPC staff gathered information at the county and municipality level for the data tables, and at the census tract level for the maps.

In general, the characteristics of these populations either prevent them from driving or make it challenging or burdensome, thereby making transit and carpooling their most viable transportation options. Analyzing these populations will allow the region to focus on the most at-risk areas to serve with future transit projects and funding.

Figure 16. A wheelchair is a physical limitation that can either prevent one from driving or make it challenging for them

The five types of limitations preventing one from driving are: (1) **physical limitations**, (2) **financial limitations**, (3) **legal limitations**, (4) **self-imposed limitations**, and (5) **social and economic limitations**. Physical limitations may include permanent disabilities due to age, blindness, paralysis, or developmental disabilities and temporary disabilities such as acute illnesses and injuries.

Financial limitations include those persons unable to purchase or rent their own vehicle. Legal limitations generally refer to persons who are too young to drive (generally under age 16). Self-imposed limitations refer to people who choose not to own or drive a vehicle (some or all the time) for reasons other than those listed in the first three categories. Finally, social and economic limitations encompass and acknowledge the uneven distribution of resources and opportunities to traditionally disadvantaged communities. Parts of the HSTP region contain populations who have been disproportionately impacted by previously flawed planning and public involvement processes. These intergenerational effects of past laws have negatively affected these groups' access to transportation. Therefore, populations that are not White are also specifically included in these transportation-limited populations to create a fair representation.

The Census is generally capable of providing information about the first three categories of limitation, plus some insight into the fifth category. A self-imposed limitation is currently recognized as representing a relatively small portion of transit ridership but is still significant to this study.

HSTP Region 5 Demographics

Age

This section will examine both the youngest and oldest residents in the area, since both groups experience transportation challenges. The total population of youth in Region 5 was 101,377 persons in 2022, representing 22.7% of the total population. Peoria and Woodford are the top two counties, with 24% and 23.9%, respectively. Figure 17 below and the map on the following page show the youth populations in the region and where they are concentrated.

Youth population (17 years and younger) (ACS 2022)			
County	**Total Population**	**Youth Population**	**Percent of Total**
Fulton	33,691	6,696	19.87%
Knox	49,751	9,903	19.91%
Marshall	11,740	2,432	20.72%
Peoria	178,383	42,760	23.97%
Stark	5,395	1,143	21.19%
Tazewell	129,911	29,254	22.52%
Woodford	38,414	9,189	23.92%
Total	**447,285**	**101,377**	**22.66%**

Figure 17. Total population of youth in HSTP Region 5

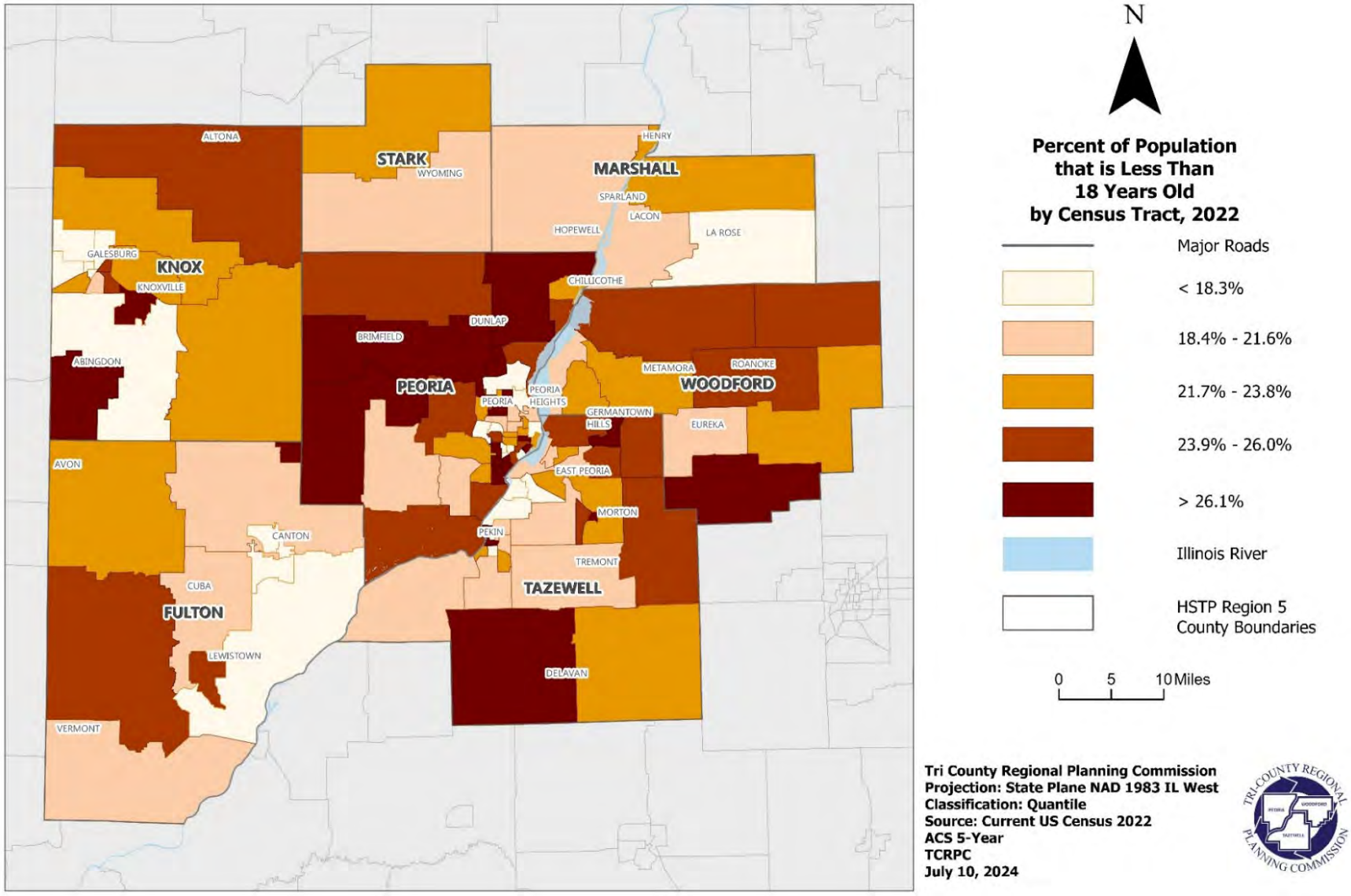


Figure 18. Map of youth population (17 years and younger) across HSTP Region 5

Youth

Figure 18 on the previous page shows the percentage of youth living in Region 5 by census tract. The census tracts with the highest percentages of youth are in Peoria and Woodford, with Tazewell rounding out the top three counties. In Peoria County, youth are concentrated in the southwest, central, and northwest areas, including Elmwood, Brimfield, and Dunlap. The City of Peoria's South Side, East Bluff, and central areas also have youth concentrations. In Woodford County, youth are concentrated in and around Germantown Hills, plus Goodfield, Congerville, and the rural areas to the southeast of them. In Tazewell County, youth are concentrated in and around Morton, Pekin, Delavan, and Green Valley. In Knox County, youth are concentrated south of Knoxville and Abingdon. Finally, Fulton County has a youth concentration in Farmington.

Seniors

In 2022, the total population of seniors in Region 5 was 86,282 people, representing 19.1% of the total population. Marshall (23.5%) and Stark (22.7%) are the two highest concentrations of seniors in the region. Figure 19 and the map on the following page show the senior populations in the region and where they are concentrated.

Figure 20 shows the percentage of seniors in Region 5 by census tract. The highest concentration occurs in the rural counties of Stark and Marshall, followed by Knox. Parts of Galesburg and large areas of Knox County all have a high senior concentration. Cuba and Canton in Fulton County, along with northern Fulton, are also shaded darker. In Tazewell, the Tremont and East Peoria areas show the highest percentage, and although Peoria has the lowest percentage overall, it represents the highest senior population countywide in areas like central Peoria and Peoria Heights. The locations of these high concentrations of seniors tend to correspond with the locations of large nursing homes or senior living communities, though not always.

Senior Population (65 years and older) (ACS 2022)			
County	**Total Population**	**Senior Population**	**Percent of Total**
Fulton	33,691	6,938	20.59%
Knox	49,751	10,844	21.80%
Marshall	11,740	2,758	23.49%
Peoria	181,186	32,044	17.69%
Stark	5,395	1,225	22.71%
Tazewell	131,276	25,399	19.35%
Woodford	38,414	7,074	18.42%
Total	**451,453**	**86,282**	**19.11%**

Figure 19. (Right) Total population of seniors in HSTP Region 5

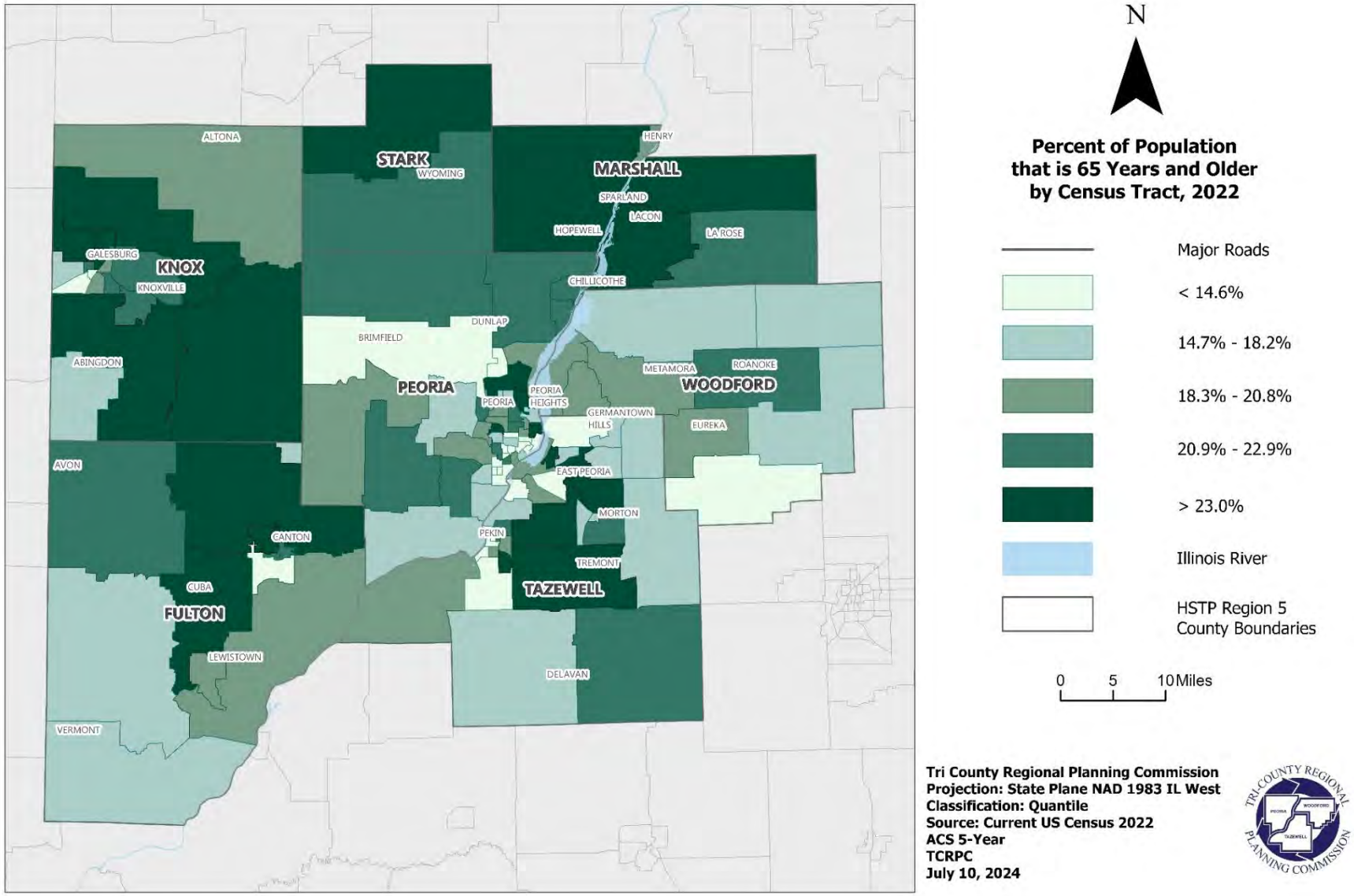


Figure 20. Map of senior population (65 years and older) across HSTP Region 5

Disability

According to the 2022 American Community Survey, 58,854 individuals, or 13.5% of the total population in Region 5, have a disability. Marshall (15.0%) and Stark (14.7%) counties have the highest percentage of individuals living with a disability. Figure 21 breaks down disability by county for Region 5.

Figure 22 shows the percentage of individuals 18 to 65 with a disability in Region 5 by census tract. The areas with the highest percentage of individuals with disabilities are in Galesburg in Knox County, western and southeastern Marshall County, Pekin and East Peoria in Tazewell County, and Lewistown and Banner in Fulton County. In Peoria, parts of central, south, and West Peoria have higher concentrations. The locations with the highest percentages span both urban and rural areas.

Population with a Disability (ACS 2022)			
County	**Total Civilian Non-Institutionalized Population**	**Disabled Population**	**Percent of Total**
Fulton	31,665	4,475	14.13%
Knox	47,125	7,079	14.13%
Marshall	11,475	1,695	15.02%
Peoria	175,871	24,440	13.90%
Stark	5,292	777	14.68%
Tazewell	126,635	6,438	12.98%
Woodford	37,807	3,950	10.45%
Total	**435,870**	**8,854**	**13.50%**

Figure 21. Total population of people with disabilities in HSTP Region 5

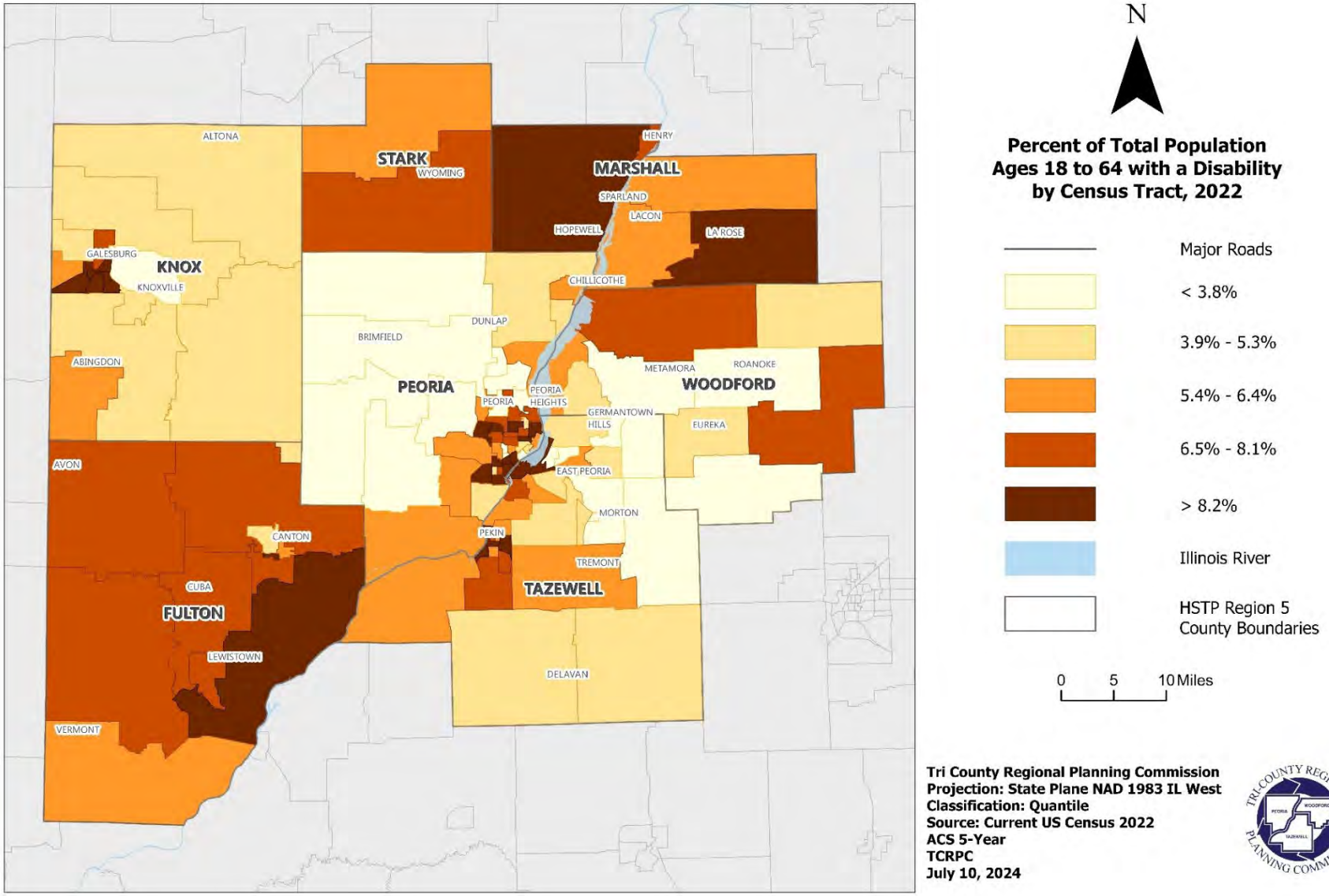


Figure 22. Map of people with disabilities across HSTP Region 5

Population Living Below Poverty Level

According to the 2022 American Community Survey, 55,006 individuals, or 12.6% of the region-wide population[9] in Region 5, is living below the poverty level. Knox County and Peoria County have the highest percentage of individuals living in poverty at 16.3% and 15.5%, respectively. Figure 23 shows individuals living below the poverty level for each county within HSTP Region 5.

Population Below Poverty Level (ACS 2022)			
County	**Population for whom poverty is determined[9]**	**Population Below Poverty Level**	**Percent of Total**
Fulton	31,560	4,223	13.38%
Knox	45,839	7,469	16.29%
Marshall	11,313	1,390	12.29%
Peoria	176,365	27,284	15.47%
Stark	5,263	657	12.48%
Tazewell	128,551	11,195	8.71%
Woodford	37,352	2,788	7.46%
Total	**436,243**	**55,006**	**12.61%**

Figure 23. Total population of people living below the poverty level in HSTP Region 5

Figure 24 shows the percentage of individuals living below the poverty line in Region 5 by census tracts. The areas with the greatest concentration occur in in Galesburg in Knox County, the City of Peoria's Downtown and South Side, and Pekin in Tazewell County.

[9] According to the US Census, poverty cannot be determined for people in institutional group quarters (prisons, nursing homes, etc.), college dormitories, military barracks, living situations without conventional housing who are not in shelters, and unrelated individuals under age 15 (such as foster children).

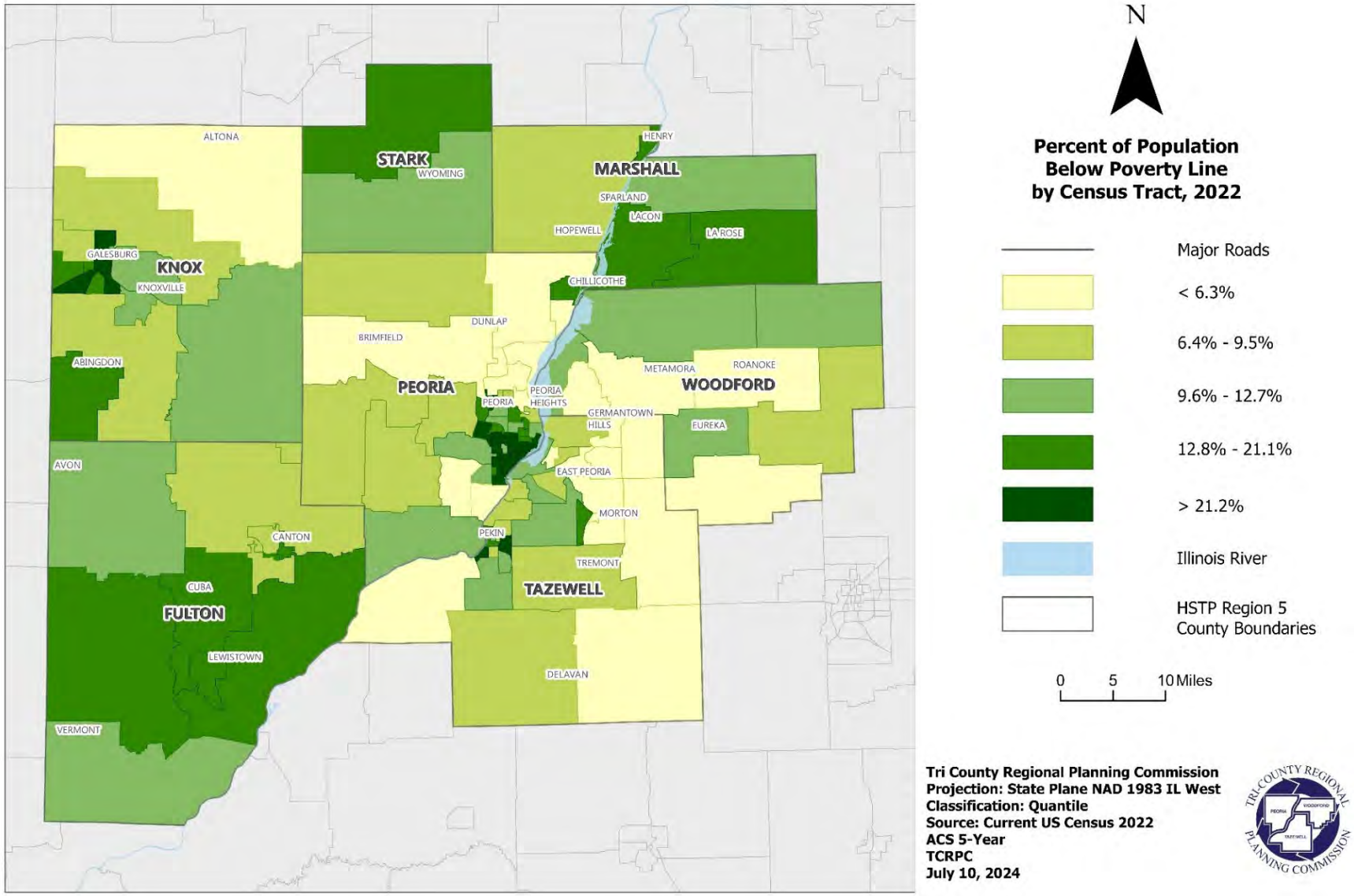


Figure 24. Map of people living below the poverty line across HSTP Region 5

Zero-Vehicle Households

According to the 2022 American Community Survey, 13,137 households, or 7.0%, of total occupied households in Region 5, do not have a vehicle available for use. Knox and Peoria counties have the highest percentage of zero-vehicle households at 9.5% and 8.6%, respectively. Figure 25 shows zero-vehicle households for each county in HSTP Region 5.

Figure 26 shows the percentage of population with zero vehicles by census tract. The highest concentrations occur in Galesburg in Knox County; West Peoria, Norwood, South Peoria, and Peoria Heights in Peoria County; and a section of Pekin in Tazewell County. Additionally, there is a small area of south Canton in Fulton County that has a high concentration of zero-vehicle households. All these locations are in or near large cities, though rural areas encompass several areas of the next-highest tier of zero-vehicle household concentration.

Zero-Vehicle Households (ACS 2022)			
County	**Occupied Households**	**Zero-Vehicle Households**	**Percent of Total**
Fulton	13,955	697	4.99%
Knox	20,734	1,969	9.50%
Marshall	4,967	184	3.70%
Peoria	76,414	6,596	8.63%
Stark	2,326	102	4.39%
Tazewell	53,676	3,092	5.76%
Woodford	14,725	497	3.38%
Total	**186,797**	**13,137**	**7.03%**

Figure 25. Total population of households with zero vehicles in HSTP Region 5

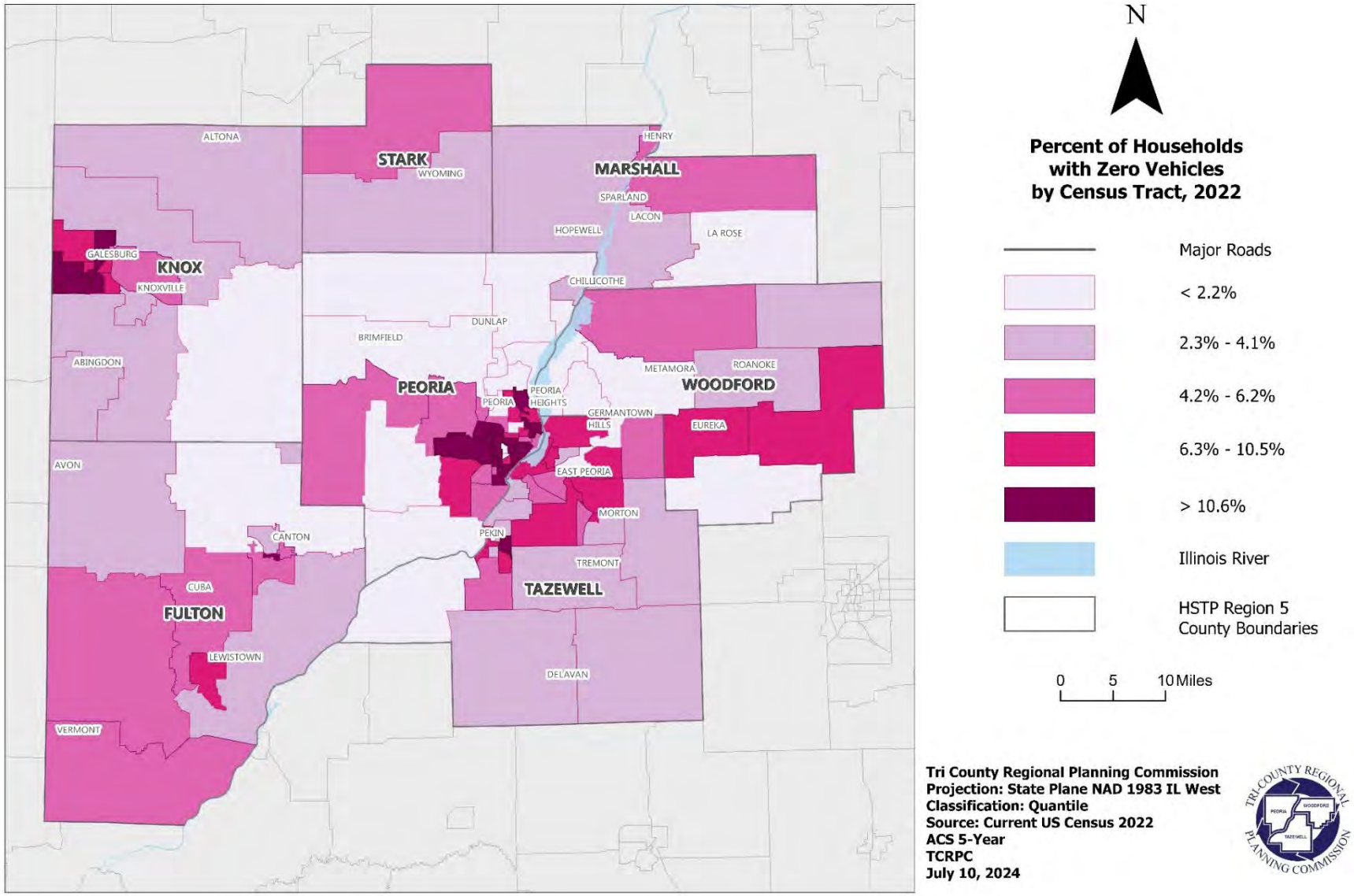


Figure 26. Map of households living with zero vehicles across HSTP Region 5

Veterans

According to the 2022 American Community Survey, 23,613 individuals, or 6.82%, of the 18-and-over population within Region 5 are veterans. Marshall, Stark, and Fulton counties have the highest percentage of veterans, at 8.9%, 8.2%, and 8.1%, respectively. Peoria has the lowest veteran population at 5.8%, but it is the highest veteran population count in the region. Figure 27 shows these numbers.

Veteran Population (ACS 2022)			
County	**Civilian Population 18 Years & Over**	**Veterans**	**Percent of Total**
Fulton	26,978	2,182	8.09%
Knox	39,786	2,983	7.50%
Marshall	9,307	832	8.94%
Peoria	135,781	7,826	5.76%
Stark	4,247	350	8.24%
Tazewell	101,123	7,569	7.48%
Woodford	29,134	1,871	6.42%
Total	**346,356**	**23,613**	**6.82%**

Figure 27. Total population of veterans in HSTP Region 5

Figure 28 maps the distribution of veterans throughout the region. There is a wide distribution of veterans throughout the whole region: Northern Stark, Henry and northeastern Marshall, western Tazewell, Canton and northwestern Fulton near Avon, and southwestern Knox outside of Abingdon. Sections of Peoria and Peoria Heights in Peoria County, plus segments of Pekin, North Pekin, and East Peoria, also have higher concentrations of veterans.

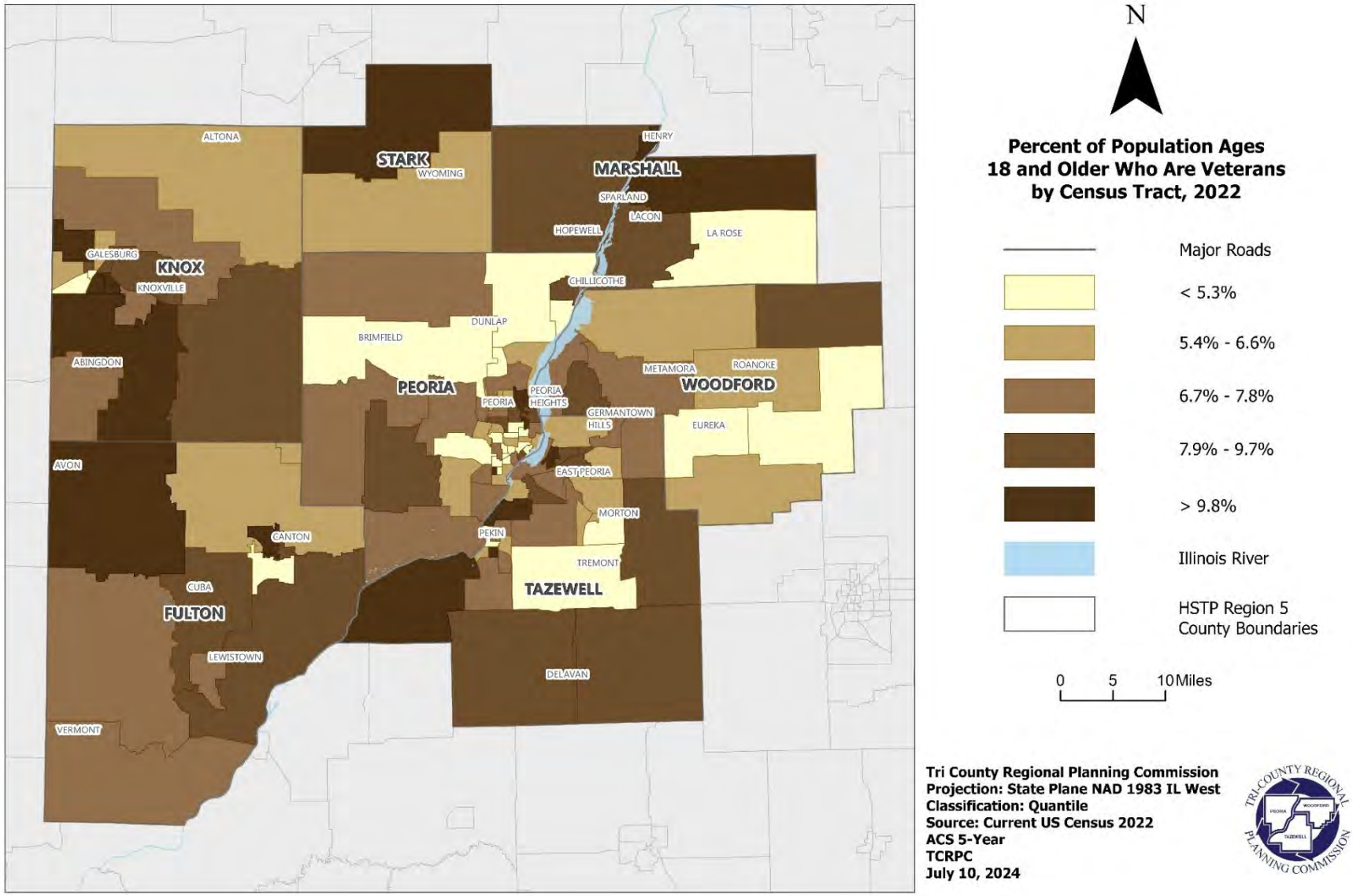


Figure 28. Map of veteran population across HSTP Region 5

Populations from Many Demographic Backgrounds

According to the 2022 U.S. Census, 55,713 individuals, or 12.9% of the total population of one demographic origin within Region 5, are of an origin other than White. The counties with the highest percentage of individuals who are not White are Peoria County at 25.6% and Knox County at 12.4%. The remaining counties in Region 5 have such populations which represent less than 5% of their total populations.

Figure 30 shows a map of the population in the region who are not White. The major concentrations are on the south side of Peoria, Pottstown, and north Peoria in Peoria County; the southwest side of Galesburg in Knox County, and the south side of Canton in Fulton County. There is generally a lower concentration of such populations in rural areas of HSTP Region 5.

Population That is Not White (ACS 2022)				
County	**Total Population**	**Population of One Demographic Origin**	**Population that is not White**	**Percent of Total**
Fulton	33,691	32,938	1,529	4.64%
Knox	49,751	47,489	5,864	12.35%
Marshall	11,715	11,202	221	1.97%
Peoria	181,186	170,668	43,709	25.61%
Stark	5,395	5,256	167	3.18%
Tazewell	131,276	127,666	3,680	2.88%
Woodford	38,414	37,455	745	1.99%
Total	**451,428**	**432,674**	**55,915**	**12.92 %**

Figure 29. Total population of residents who are not White in HSTP Region 5

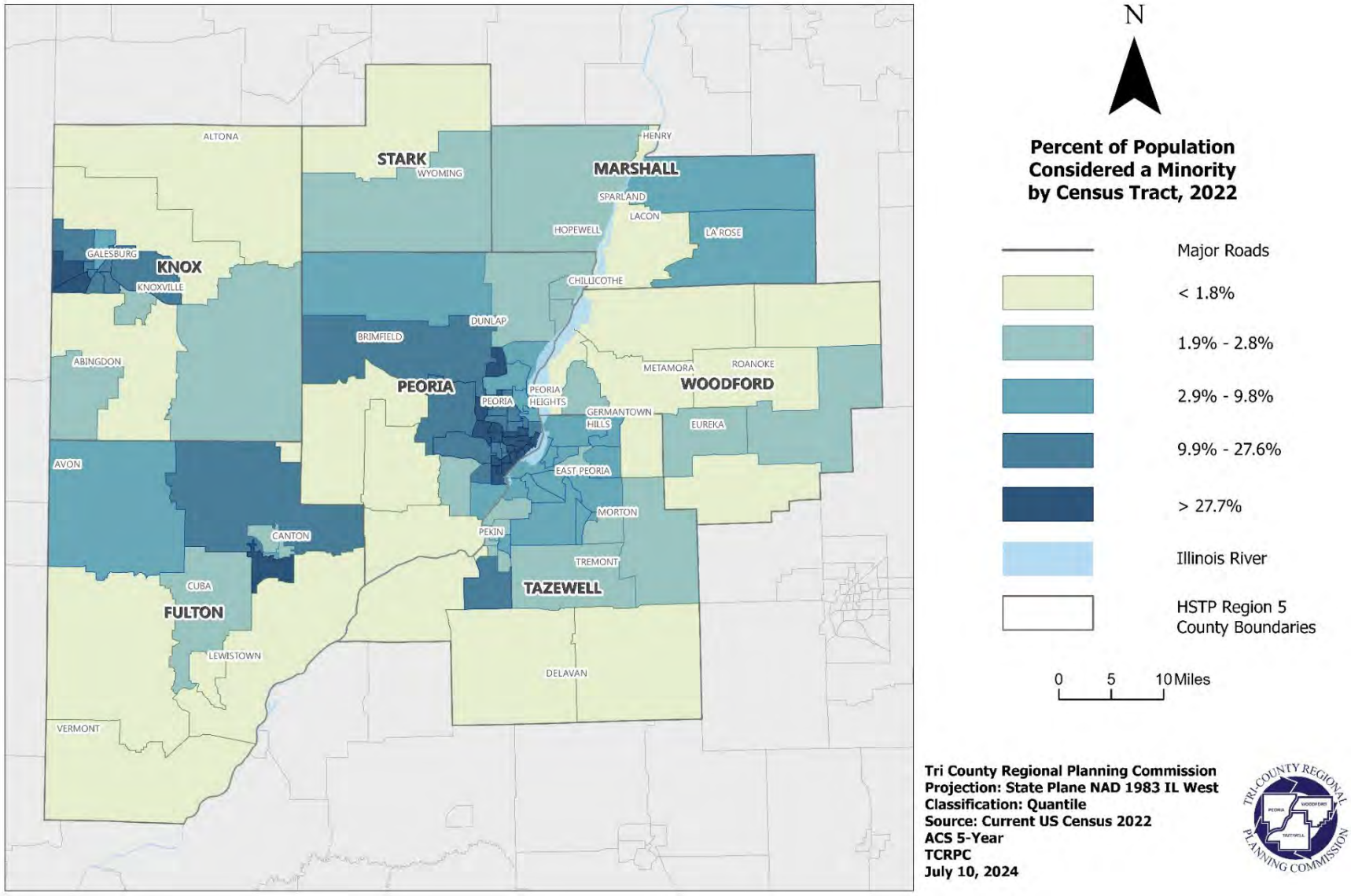


Figure 30. Map of populations across HSTP Region 5 who are not White

Transportation Needs

Transportation need was determined based on the following criteria:

- Youth – Number of individuals aged 17 and under
- Seniors – Number of individuals aged 65 and older
- Number of individuals living below the poverty line
- Disability – Number of individuals aged 18-64 living with a disability
- Number of zero-vehicle households.
- Number of Veterans
- Number of individuals considered of a demographic origin other than White
- Population density per square mile

To determine relative transportation needs across Region 5, TCRPC staff ranked each census tract as “Low” (1), “Medium” (2), or “High” (3) for each of the criteria listed above. As an example, to determine the scores for the youth criteria, the number of youths for each census tract in Region 5 was gathered from 2022 United States Census data. Next, staff broke up the entire range of values into three intervals using Quantile classification. Finally, staff gave the values in the highest interval score of 3, the values in the middle interval a score of 2, and the bottommost interval a score of 1. This method was used for each of the criteria listed in the box to the left.

Once staff determined individual scores, they assigned an overall score to each tract. This score was calculated by adding the scores of the eight criteria for each census tract. Staff divided this range of values into three equal intervals (high need, medium need, and low need), and then mapped them.

Figure 31 shows the transportation needs in Region 5 based on the method explained above. Areas with the highest transportation needs are in the City of Peoria, Galesburg, Henry, and Pekin, with a small section of southern Canton also ranked high. Other significant need areas are north Stark and nearly all of Marshall counties; eastern Woodford County; Morton, East Peoria, and Washington areas in Tazewell County; Bartonville, West Peoria, Edwards, and Chillicothe areas in Peoria County; nearly all of Fulton County except the southern portion; and Knoxville, Abingdon area, and southeastern Knox County. When planning and allocating transit dollars, these would be the highest areas of concern in terms of transit access.

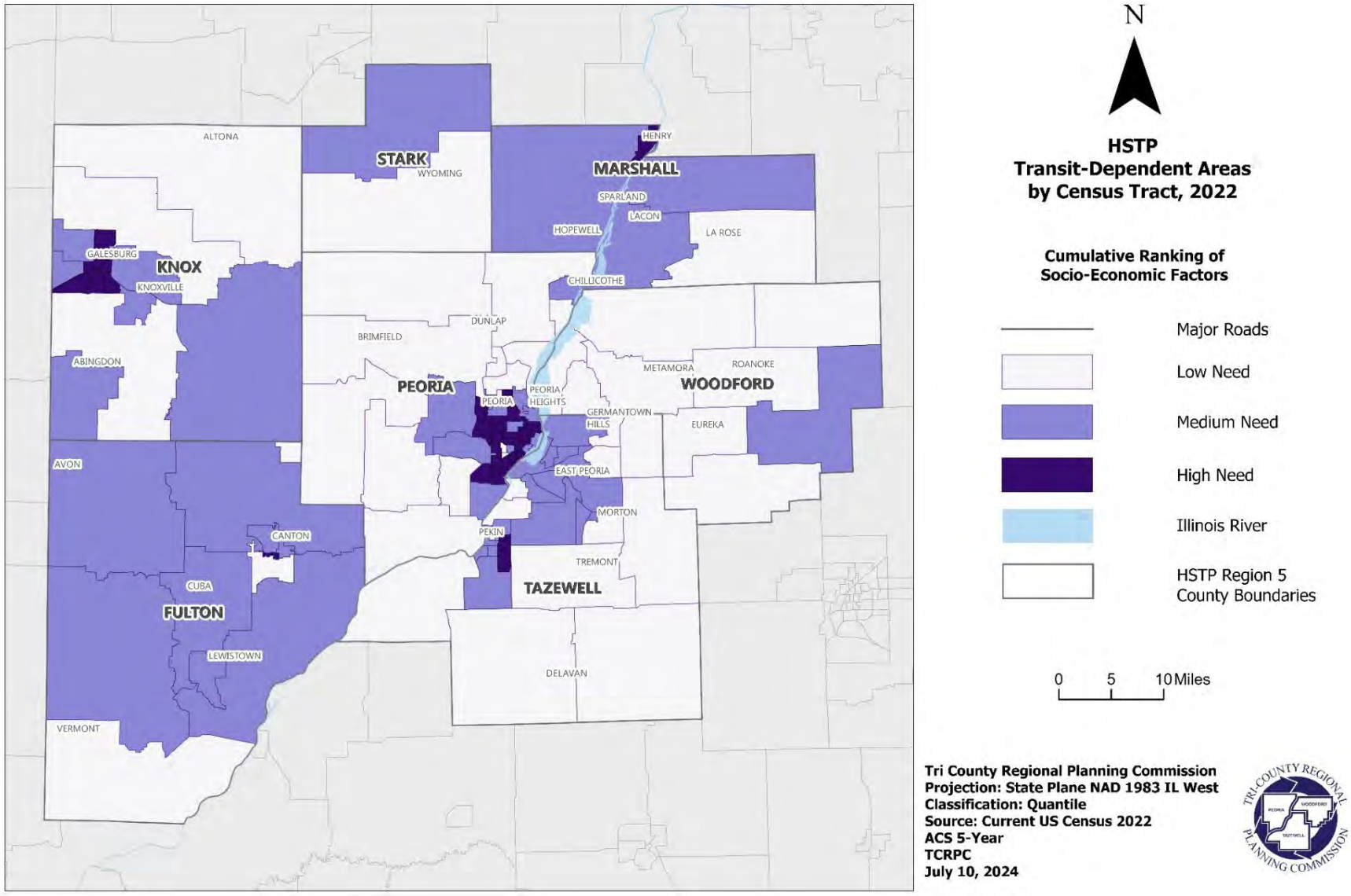


Figure 31. Level of transportation dependence throughout HSTP Region 5

Urbanized Area Demographics

Age

The following section will break down the demographics of both the youngest and the oldest members of the population. Both groups can face transportation challenges in their own context.

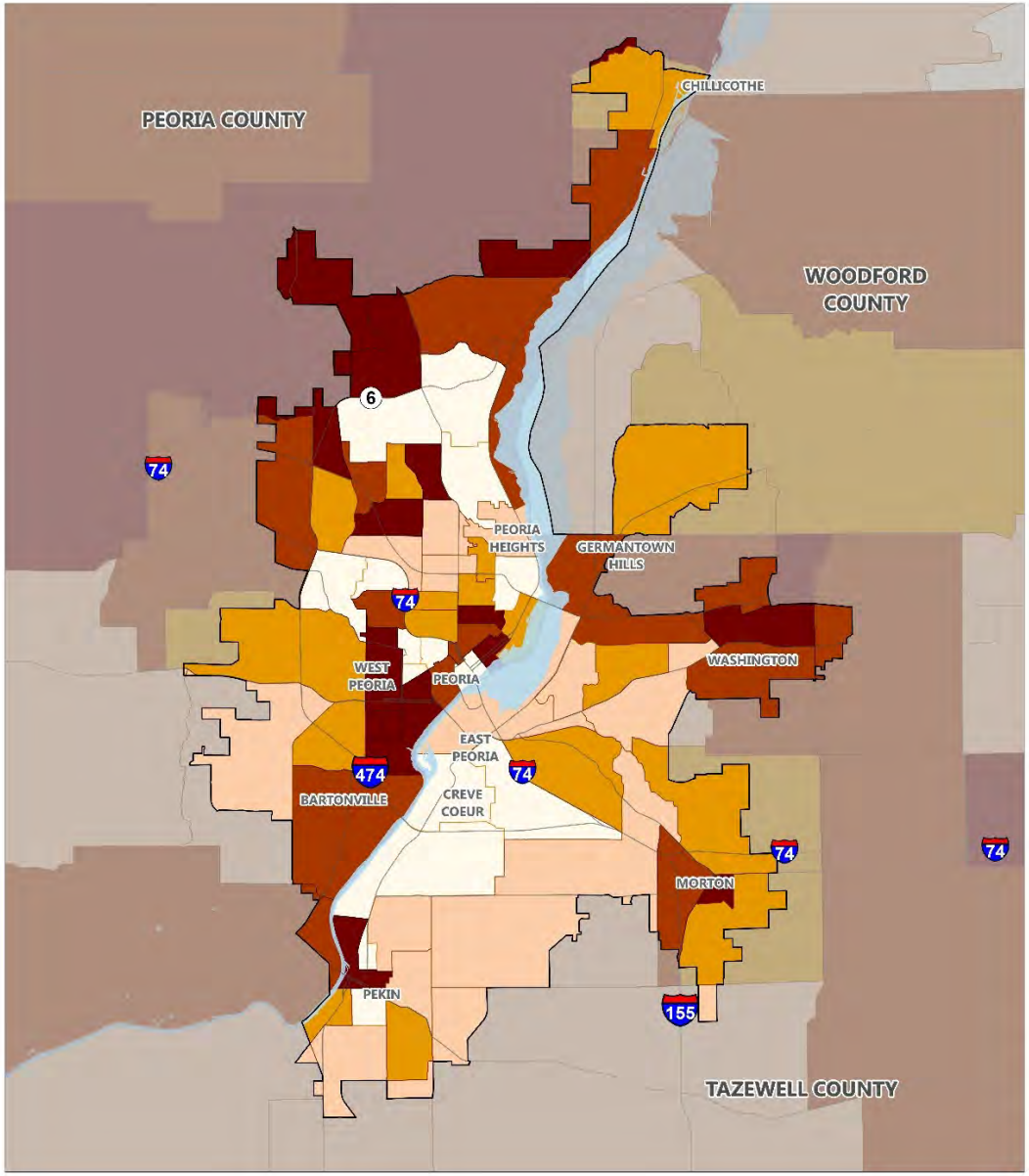
Youth

According to the 2022 American Community Survey, the total youth population in the Peoria-Pekin Urbanized Area is 51,048, or 22.4% of the total population. The municipalities with the highest percentage of youth are Washington at 30.4%, Dunlap at 25.5%, and Germantown Hills and Morton, both at or near 24.6%. Figure 32 shows the youth population by municipality for the Peoria-Pekin Urbanized Area.

Figure 33 shows the percentage of youth living in the Peoria-Pekin Urbanized Area by census tract. The census tracts with the highest percentage of youth are located north of Highway 6 and Dunlap, northwest Peoria, West Peoria, south Peoria, northwest Pekin, central Morton, and Washington.

Youth Population (2022 ACS)			
Municipality	**Total Population**	**Youth Population**	**Percent of Total**
Bartonville	5,952	1,430	24.03%
Chillicothe	6,130	1,408	22.97%
Creve Coeur	4,695	670	14.27%
Dunlap	1,417	361	25.48%
East Peoria	22,552	4,539	20.13%
Germantown Hills	3,433	845	24.61%
Morton	16,601	4,092	24.65%
Pekin	32,075	6,578	20.51%
Peoria City	109,221	24,134	22.10%
Peoria Heights	5,890	1,267	21.51%
Washington	15,988	4,867	30.44%
West Peoria	4,248	857	20.17%
Total	**228,202**	**51,048**	**22.37%**

Figure 32. Total population of youth in the Peoria-Pekin Urbanized Area



N

Percent of Population that is Less Than 18 Years Old by Census Tract, 2022

- Major Roads
- < 18.3%
- 18.4% - 21.6%
- 21.7% - 23.8%
- 23.9% - 26.0%
- > 26.1%
- Illinois River
- Peoria Urban Area Outline

0 2.5 5 Miles

Tri County Regional Planning Commission
Projection: State Plane NAD 1983 IL West
Classification: Quantile
Source: Current US Census 2022
ACS 5-Year
TCRPC
July 10, 2024

Figure 33. Map of youth populations across the Peoria-Pekin Urbanized Area

Seniors

According to 2022 American Community Survey data, the total senior population (age 65 and older) in the Peoria-Pekin Urbanized Area is 39,944 or 17.5% of the total population. The municipalities with the highest percentage of the senior population are West Peoria (24.4%) and Chillicothe (24.4%). Morton rounds out the top three at 22.7%. Figure 34 shows the senior population by municipality for each urban community.

Figure 35 on the following page shows the percentage of seniors living in the Peoria-Pekin Urbanized Area by census tract. The census tracts with the highest percentage of seniors are in north Peoria south of Dunlap, Peoria Heights, and a large strip between the area south of Pekin up through north of Morton and southwest of Washington.

Senior Population (2022 ACS)			
Municipality	**Total Population**	**Senior Population**	**Percent of Total**
Bartonville	5,952	950	15.96%
Chillicothe	6,130	1,480	24.14%
Creve Coeur	4,695	489	10.42%
Dunlap	1,417	228	16.09%
East Peoria	22,552	4,495	19.93%
Germantown Hills	3,433	426	12.41%
Morton	16,601	3,767	22.69%
Pekin	32,075	6,091	18.99%
Peoria City	109,221	17,329	15.87%
Peoria Heights	5,890	1,060	18.00%
Washington	15,988	2,591	16.21%
West Peoria	4,248	1,038	24.44%
Total	**228,202**	**39,944**	**17.50%**

Figure 34. Total population of seniors in the Peoria-Pekin Urbanized Area

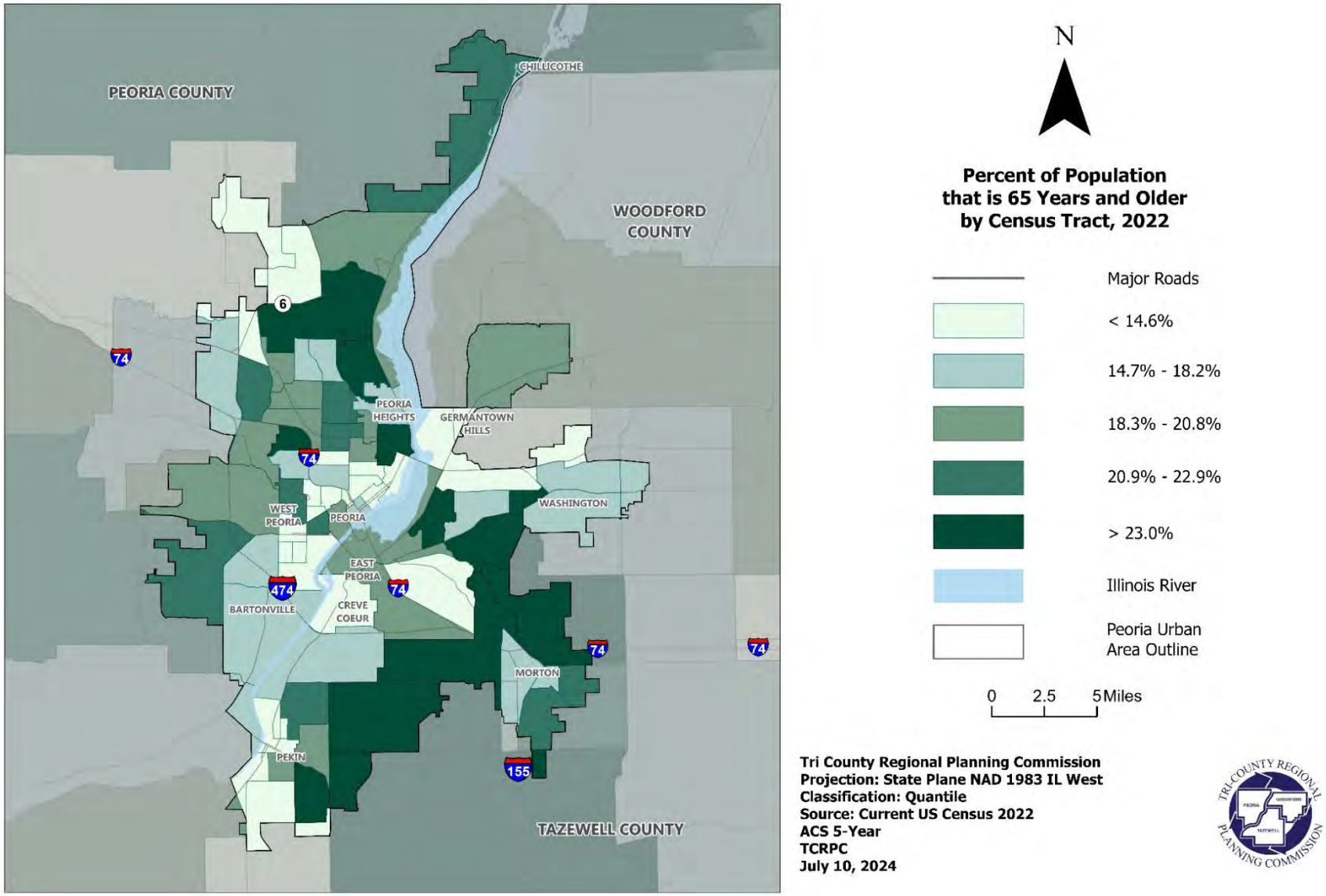


Figure 35. Map of senior populations across the Peoria-Pekin Urbanized Area

Disability

According to the 2022 American Community Survey, the total population of people with disabilities in the Peoria-Pekin Urbanized Area is 29,780, or 13.3% of the population. Communities with the highest percentage of individuals living with a disability are Chillicothe (18.5%), Pekin (16.3%), and Peoria (14.0%). Figure 36 shows the total number of individuals with a disability for each municipality within the Peoria-Pekin Urbanized Area.

Population with a Disability (2022 ACS)			
Municipality	**Total Civilian Non-Institutionalized Population**	**Disabled Population**	**Percent of Total**
Bartonville	5,947	614	10.32%
Chillicothe	6,034	1,114	18.46%
Creve Coeur	4,667	545	11.68%
Dunlap	1,411	138	9.78%
East Peoria	22,261	2,893	13.00%
Germantown Hills	3,394	286	8.43%
Morton	16,350	1,760	10.76%
Pekin	30,502	4,973	16.30%
Peoria City	107,511	15,073	14.02%
Peoria Heights	5,775	725	12.55%
Washington	15,877	1,125	7.09%
West Peoria	3,963	534	13.47%
Total	**223,692**	**29,780**	**13.31%**

Figure 36. Total population of people with a disability in the Peoria-Pekin Urbanized Area

Figure 37 shows the percentage of individuals between ages 18 and 64 with a disability in the Peoria-Pekin Urbanized Area by census tract. The census tracts with the highest percentage of individuals with a disability are south of Peoria Heights, central Peoria, Pottstown, and the south side of Peoria/ West Peoria and north of Bartonville also had the highest concentrations on the west side of the Illinois River. On the east side, East Peoria and Pekin had high concentrations as well.

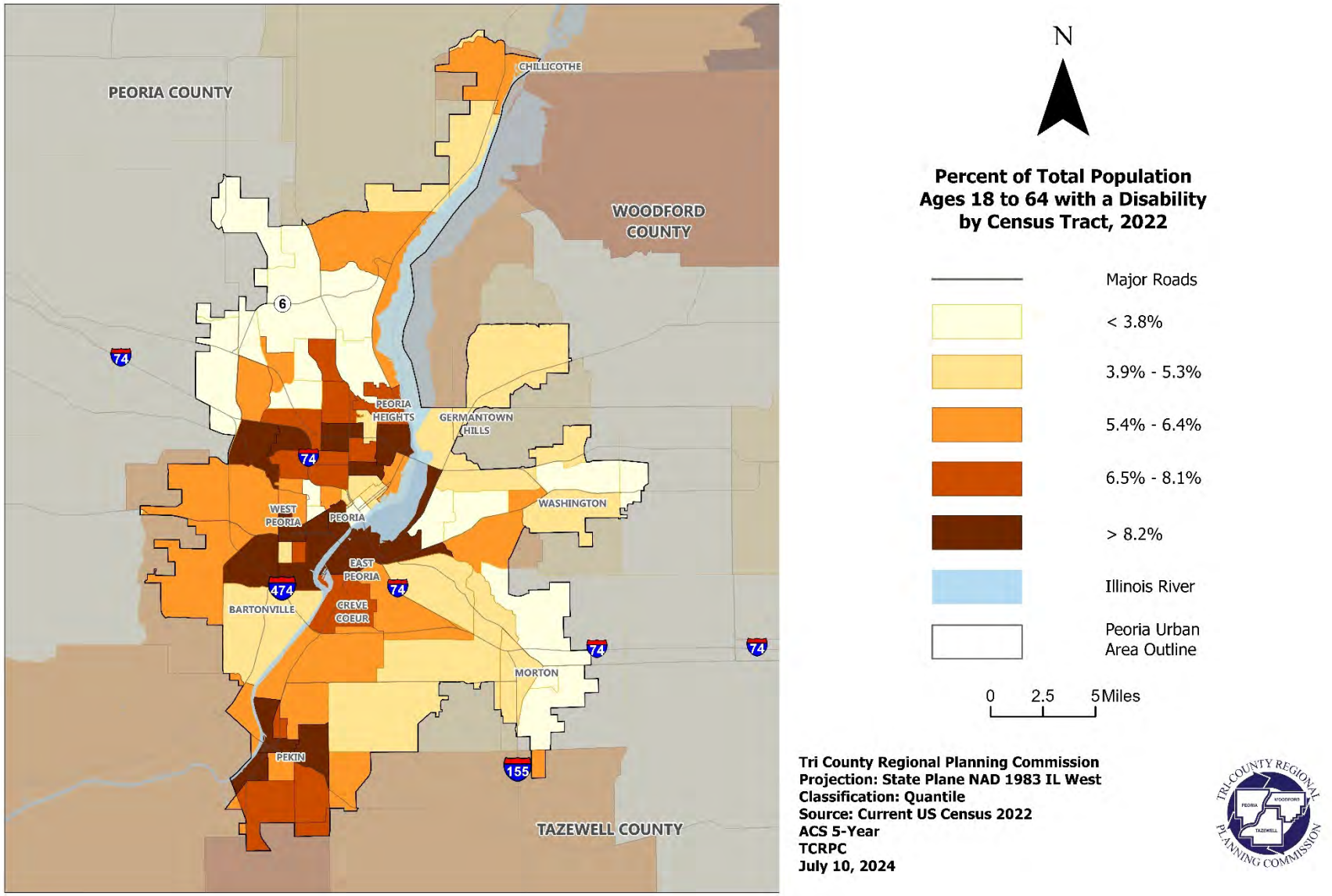


Figure 37. Map of populations with a disability between ages 18 and 65 across the Peoria-Pekin Urbanized Area

Population Living Below Poverty Level

According to the 2022 American Community Survey, the total population living below the poverty level in the Peoria-Pekin Urbanized Area is 37,928, or 16.8%, of the total population[10]. The municipalities with the highest percentage of individuals living below the poverty level are Morton (21.8%), East Peoria (19.3%), Chillicothe (19.2%), and Pekin (19.1%). Figure 38 shows the population living below the poverty level for each community in the urbanized area.

Figure 39 shows the percentage of individuals living below the poverty level in the Peoria-Pekin Urbanized Area by census tract. The tracts with the highest percentage of individuals living below the poverty level are in Peoria's south side, downtown, North Valley, and West Bluff neighborhoods. There is also a concentration of individuals living below the poverty level in Pekin. Both these areas contain apartment complexes, several of which accept Section 8 vouchers. This may explain the higher concentration of individuals living below the poverty level, particularly in the two census tracts in Pekin, and various tracts in Central and South Peoria.

Population Living Below Poverty Level (2022 ACS)			
Municipality	**Total Population for whom poverty is determined[10]**	**Population below poverty level**	**Percent of Total**
Bartonville	5,952	341	5.73%
Chillicothe	6,034	1,159	19.21%
Creve Coeur	4,661	489	10.49%
Dunlap	1,412	228	16.15%
East Peoria	22,204	4,290	19.32%
Germantown Hills	3,433	426	12.41%
Morton	16,313	3,557	21.80%
Pekin	30,403	5,818	19.14%
Peoria City	109,425	17,754	16.22%
Peoria Heights	5,775	947	16.40%
Washington	15,841	2,496	15.76%
West Peoria	3,963	423	10.67%
Total	**225,416**	**37,928**	**16.83%**

Figure 38. Total population of people living below poverty in the Peoria-Pekin Urbanized Area

[10] See note in the HSTP Regional Demographics poverty section about how the population for whom poverty is determined.

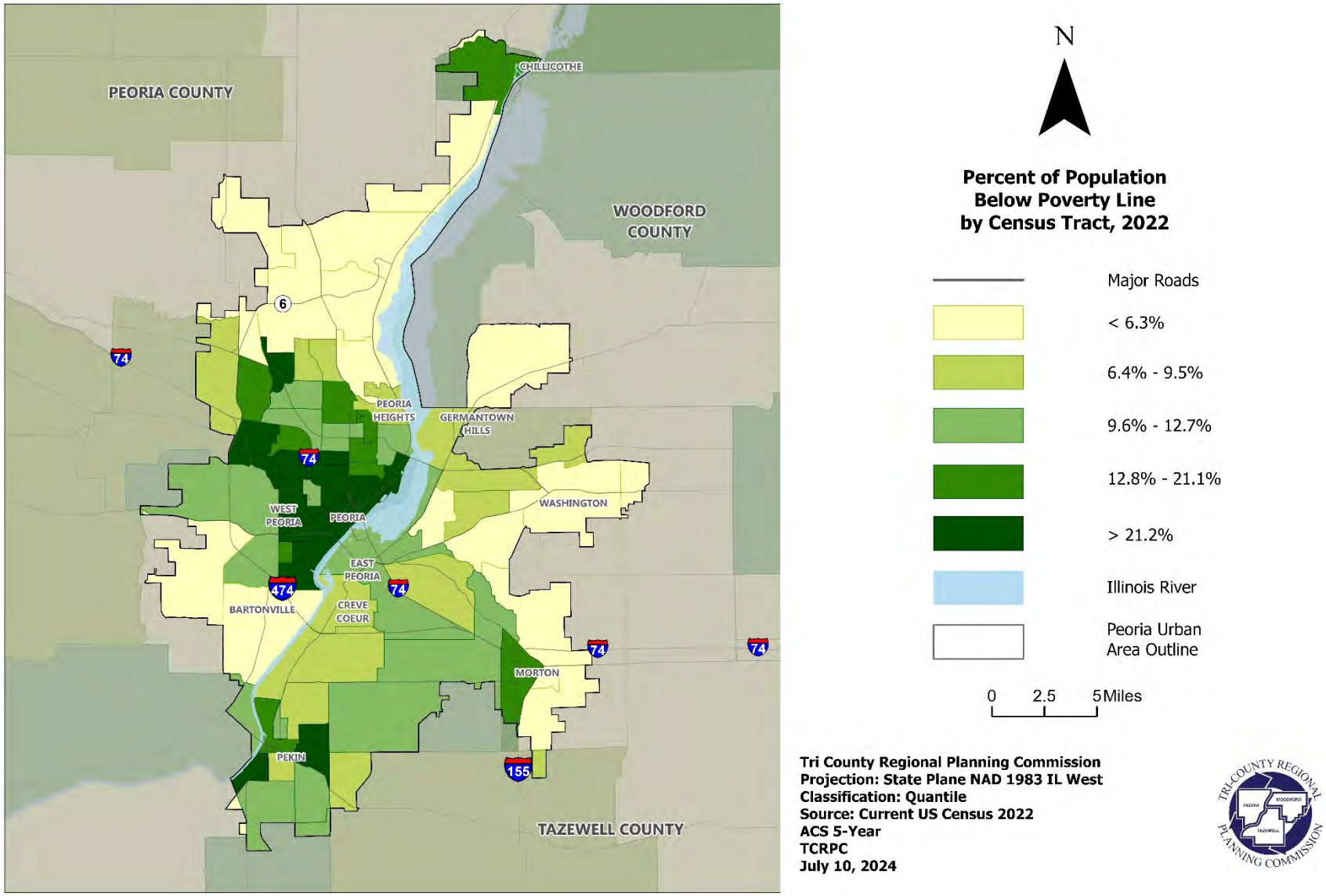


Figure 39. Map of populations living below poverty level across the Peoria- Pekin Urbanized Area

Zero-Vehicle Households

According to 2022 American Community Survey, the total number of zero-vehicle households in the Peoria-Pekin Urbanized Area is 7,683, or 7.9% of the total population. The municipalities with the highest percentage of zero-vehicle households are Pekin at 9.6%, Peoria at 9.2%, and Peoria Heights at 8.8%. Figure 40 shows the number and percentage of zero-vehicle households for each municipality in the Urbanized Area.

Figure 41 shows the percentage of occupied housing units with no vehicle available in the Peoria-Pekin Urbanized Area by census block group. The census tracts with the highest percentage of households with no vehicles available are in Peoria's Southside and Downtown, south and north of Peoria Heights, West Peoria, and northeast Bartonville. One census tract in Pekin is also among the highest concentration of zero-vehicle households.

Zero-Vehicle Households (2022 ACS)			
Municipality	**Occupied Housing Units**	**Zero-Vehicle Households**	**Percent of Total**
Bartonville	2,461	101	4.10%
Chillicothe	2,745	106	3.86%
Creve Coeur	2,083	73	3.50%
Dunlap	520	5	0.96%
East Peoria	9,652	494	5.12%
Germantown Hills	1,227	0	0.00%
Morton	7,024	507	7.22%
Pekin	13,575	1,300	9.58%
Peoria City	47,488	4,373	9.21%
Peoria Heights	2,794	247	8.84%
Washington	6,088	354	5.81%
West Peoria	1,886	123	6.52%
Total	**97,543**	**7,683**	**7.88%**

Figure 40. Total population of households with zero vehicles in the Peoria-Pekin Urbanized Area

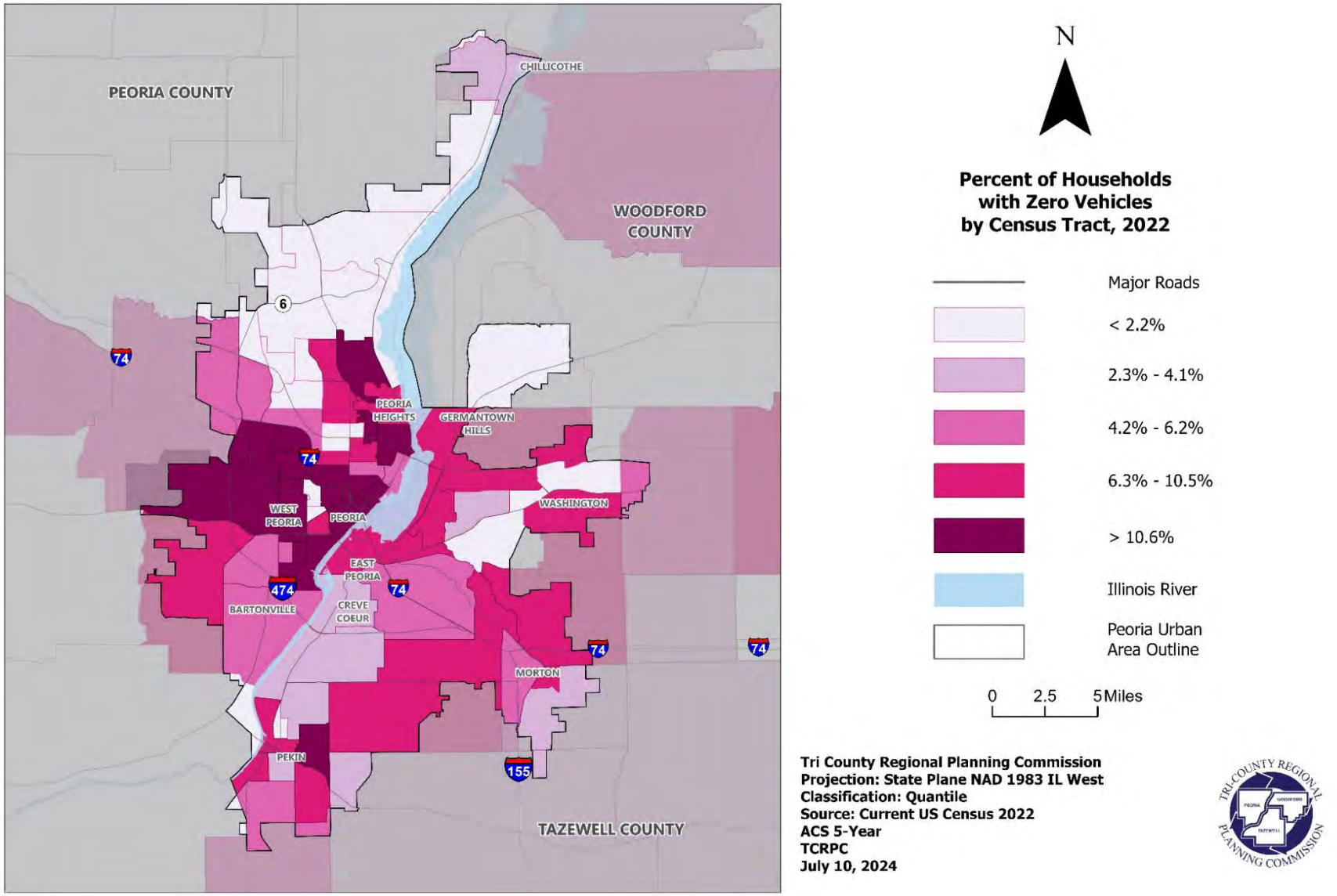


Figure 41. Map of households with zero vehicles across the Peoria-Pekin Urbanized Area

Veterans

According to the 2022 U.S. Census, 11,499 individuals, or 6.5%, of the total population of adults (18 and older), are veterans in the Peoria-Pekin Urbanized Area. The community with the highest concentration by far is Peoria Heights, with 10.3%. Others in the top three highest are Chillicothe at 8.2% and East Peoria at 8.0%. Figure 42 shows the percentage of veterans for each community within the Peoria-Pekin Urbanized Area.

Figure 43 on the next page shows a map of the veterans in the urbanized area. The highest concentrations are shown in Peoria Heights, one segment of West Peoria, Marquette Heights, North Pekin, and Pekin. There is also a segment in the Robein area in East Peoria.

Veteran Population (2022 ACS)			
Municipality	**Civilian Population 18 Years & Over**	**Veteran Population**	**Percent of Total**
Bartonville	4,517	295	6.53%
Chillicothe	4,722	389	8.24%
Creve Coeur	3,997	245	6.13%
Dunlap	1,050	49	4.67%
East Peoria	17,956	1,438	8.01%
Germantown Hills	2,549	181	7.10%
Morton	12,502	826	6.61%
Pekin	25,433	1,774	6.98%
Peoria City	86,097	4,733	5.50%
Peoria Heights	4,623	474	10.25%
Washington	11,114	865	7.78%
West Peoria	3,391	230	6.78%
Total	**177,951**	**11,499**	**6.46%**

Figure 42. Total population of veterans in the Peoria-Pekin Urbanized Area

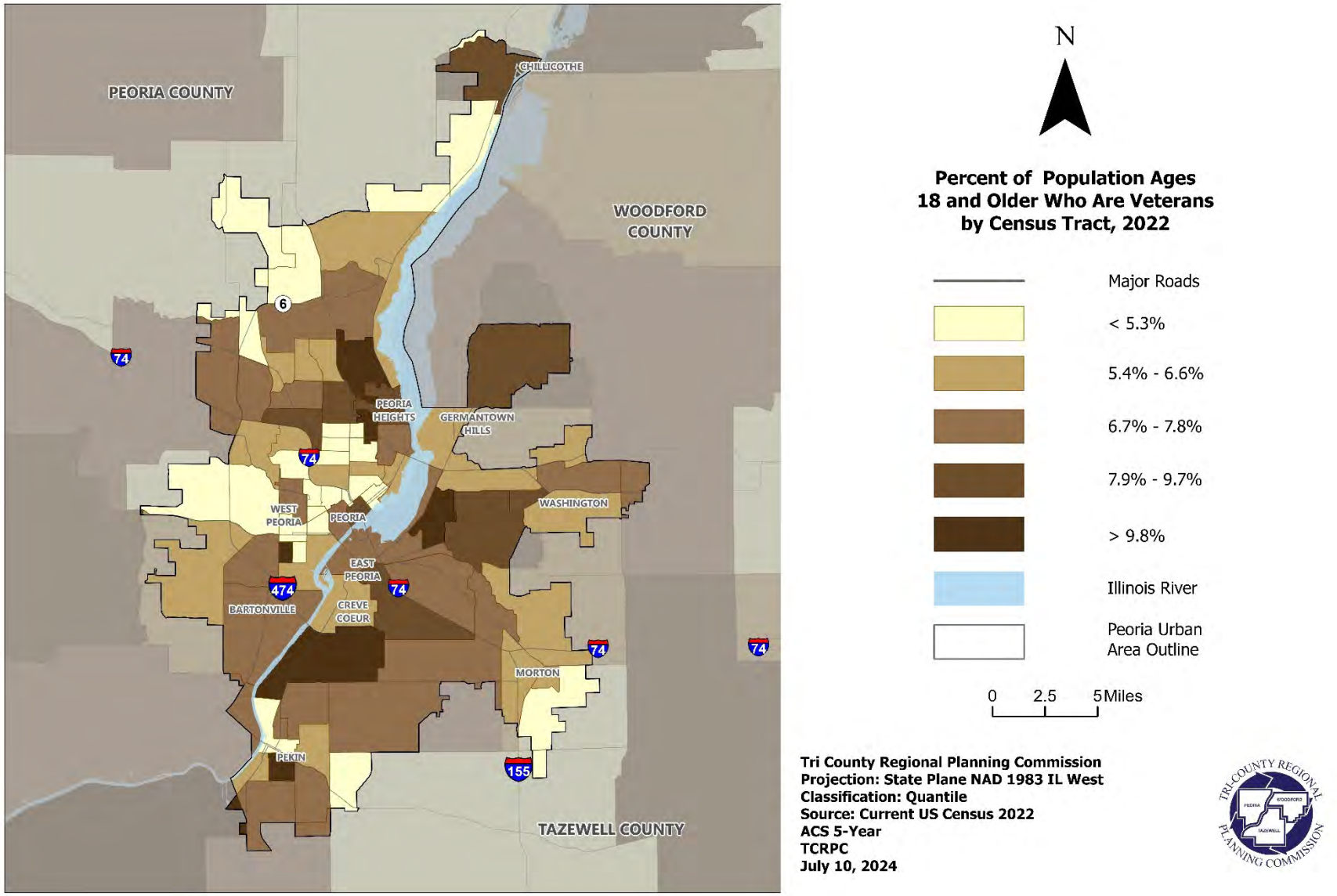


Figure 43. Map of veterans across the Peoria-Pekin Urbanized Area

Populations from Many Demographic Backgrounds

According to the 2022 U.S. Census, 45,385 individuals, or 20.6%, of the total population of one demographic origin, is of an origin other than White in the Peoria-Pekin Urbanized Area. The communities of Peoria and West Peoria have the highest percentage of such individuals at 38.3% and 24.2%, respectively. Figure 44 shows the percentage of the population who is not White for each community within the urbanized area.

The majority of the population of many demographic origins in the Peoria-Pekin urbanized area exists in Peoria County, with a small area south of Pekin with a moderately high population, according to Figure 45, the map on the next page. The highest concentration of populations who are not White exists in central and south Peoria, Northeast Bartonville, Pottstown, and on the north side of Peoria just north of IL Route 6.

Population that is not White (2022 ACS)				
Municipality	**Total Population**	**Population of One Demographic Origin**	**Population that is not White**	**Percent of Total**
Bartonville	5,952	5,767	116	2.01%
Chillicothe	6,130	5,506	160	2.91%
Creve Coeur	4,695	4,488	84	1.87%
Dunlap	1,417	1,350	128	9.48%
East Peoria	22,552	21,957	708	3.22%
Germantown Hills	3,433	3,392	-	0.00%
Morton	16,601	16,070	685	4.26%
Pekin	32,075	30,930	1,304	4.22%
Peoria	113,054	105,585	40,439	38.30%
Peoria Heights	5,890	5,518	383	6.94%
Washington	15,988	15,691	438	2.79%
West Peoria	4,248	3,893	940	24.15%
Total	**232,035**	**220,147**	**45,385**	**20.62%**

Figure 44. Total population in the Peoria-Pekin Urbanized Area that is not White

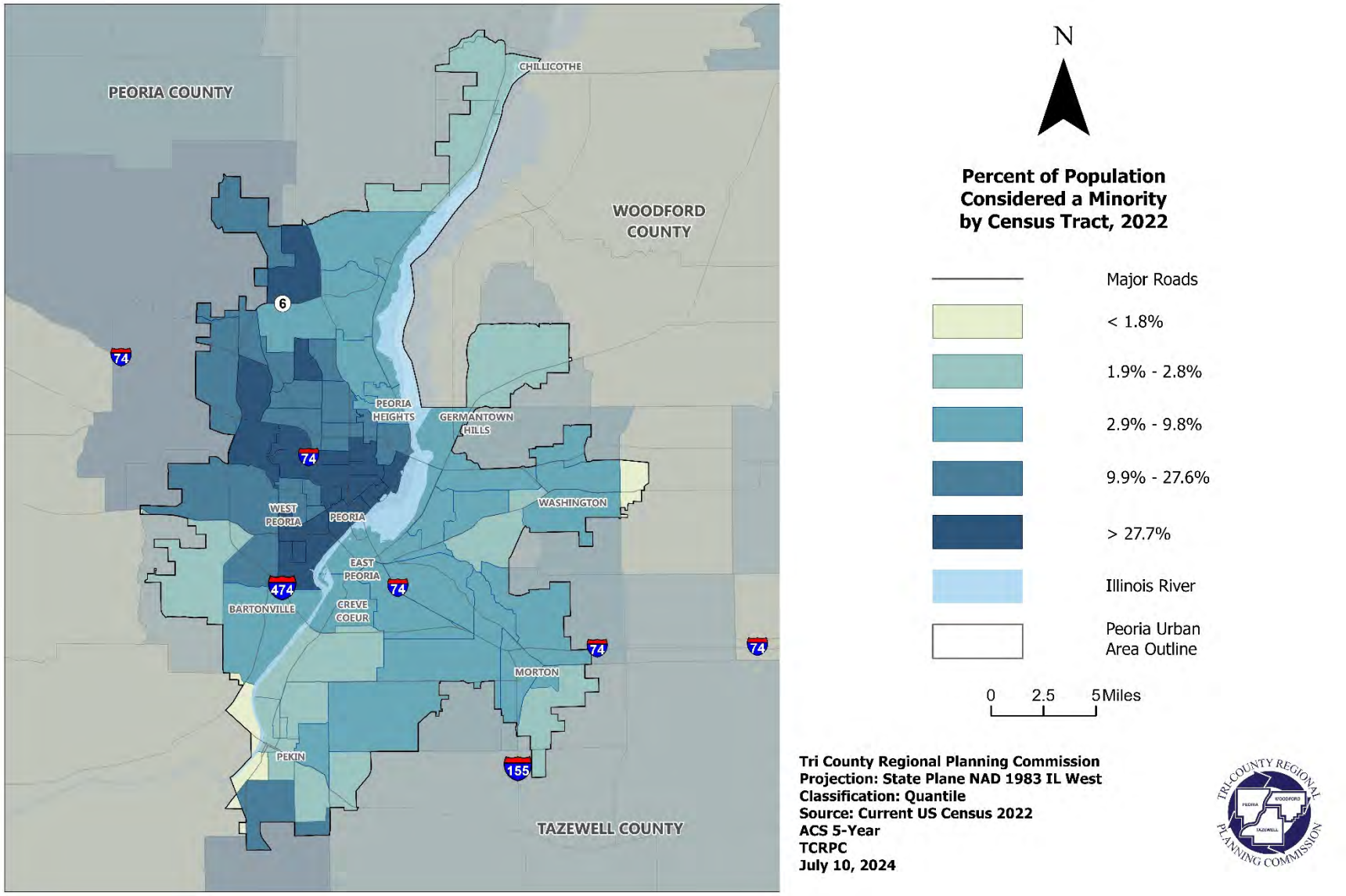


Figure 45. Map of the population that is not White across the Peoria-Pekin Urbanized Area

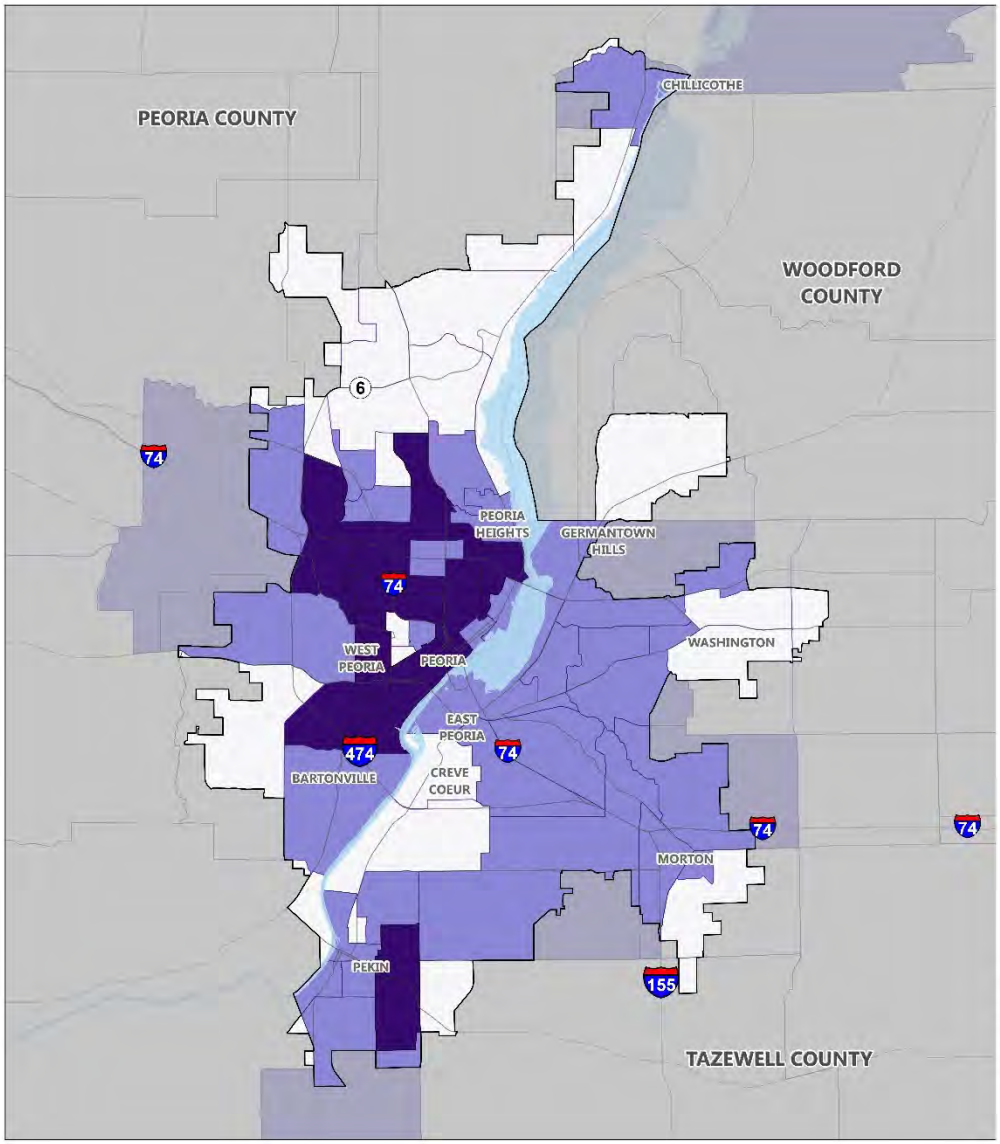
Transportation Needs

Transportation need was determined based on the following criteria:

- Youth – Number of individuals aged 17 and under
- Seniors – Number of individuals aged 65 and older
- Number of individuals living below the poverty line
- Disability – Number of individuals aged 18-65 living with a disability
- Number of zero-vehicle households.
- Number of Veterans
- Number of individuals considered of a demographic origin other than White
- Population density per square mile

For an explanation of the method used to determine high, medium, and low transit dependence, refer to the Transportation Needs subsection under HSTP Region 5 demographics.

Figure 46 shows the transportation needs in the Peoria-Pekin Urbanized Area. Locations with the highest transportation needs are in Peoria's central area, south side, and downtown neighborhoods. North Bartonville area also has a high concentration, along with a census tract in Pekin.



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HSTP
Transit-Dependent Areas
by Census Tract, 2022

Cumulative Ranking of
Socio-Economic Factors

- Major Roads
- Low Need
- Medium Need
- High Need
- Illinois River
- Peoria Urban Area Outline

0 2.5 5 Miles

Tri County Regional Planning Commission
Projection: State Plane NAD 1983 IL West
Classification: Quantile
Source: Current US Census 2022
ACS 5-Year
TCRPC
July 10, 2024

Figure 46. Level of transportation dependence throughout the Peoria-Pekin Urbanized Area

Transportation Service Providers, Agencies, & Others

Multiple organizations and entities exist in Region 5 either to provide transportation options, human service, or both to the public and to specialized populations. This section outlines the different types of entities and how they fit into the bigger picture of HSTP.

Transit Providers

Transportation is essential for the success of a region, which makes transit providers vital within any transit system. Transit providers, simply, are the entities that provide and/or operate transit.

Region 5 has seven transit providers that are either nonprofits, public organizations, or government entities. Their efforts make it possible to serve the transit needs of the region's population.

Through collaboration and funding, transit providers can offer fixed-route, demand response, paratransit services, or a combination of the three. There are both rural and urban entities in the region, and the following chart shows the provider list, counties served, and their service type.

Provider Name	Provider name, spelled out (if applicable)	Counties Served	Rural or Urban & Type
City of Galesburg	-	Knox (Galesburg only)	Urban, fixed-route & demand-response paratransit
FCRT	Fulton County Rural Transit	Fulton	Rural, public demand response
GPMTD / Transdev*: CityLift	Greater Peoria Mass Transit District	Peoria, Tazewell (urban only)	Urban, demand-response paratransit
GPMTD / CityLink	Greater Peoria Mass Transit District	Peoria, Tazewell (urban only)	Urban, fixed route
GPMTD / TransDev*: CountyLink	Greater Peoria Mass Transit District	Peoria	Rural, public demand response
MSW Projects	Marshall, Stark & Woodford	Marshall, Stark	Rural, public demand response
We Care	-	Tazewell, Woodford	Rural, public demand response
*GPMTD contracts with TransDev for paratransit and rural transit			

Figure 47. List of transit providers in Region 5 and details about them

Agencies

Eight human service agencies are affiliated with HSTP Region 5. Human service agencies serve people with disabilities, seniors, and other populations listed in this document as having transportation limitations or transit dependencies. Collectively, these agencies serve every county in the region and beyond. In terms of transportation options, these agencies may or may not have their own vehicles through the 5310 program. Some do, while others contract with a local or regional transit provider to offer rides to the individuals they serve. Some offer other services such as nutrition and food assistance. The following chart shows the agencies' common and spelled-out names, their primary population served, and the counties they serve.

Agency Name	Name, spelled out	Population served (primary)	Counties served
ADDWC	Association for the Developmentally Disabled of Woodford County	Persons with disabilities	Woodford
CIAOA	Central Illinois Agency on Aging	Seniors	Fulton, Marshall, Peoria, Stark, Tazewell, Woodford
CWTC	Community Workshop and Training Center	Persons with disabilities	Peoria, Tazewell, Fulton
EP!C (EPIC)	Empowering People, Inspiring Capabilities	Persons with disabilities	Peoria +14 others[11]
FCRC	Fulton County Rehabilitation Center	Persons with disabilities	Fulton
Thrive Community Services	(formerly KCCDD: Knowledge, Creativity, Caring Development, Dedication)	Persons with disabilities	Knox
TCRC	Tazewell County Resource Center	Persons with disabilities	Tazewell
WIAAA	Western Illinois Area Agency on Aging	Seniors	Knox +9 others[11]

Figure 48. List of human service agencies in Region 5 and details about them

[11] See Abbreviations section for more details.

Other Organization Types

Region 5 contains several entities that represent the interests of individuals who are considered transit-dependent or transit-limited. While more than just these groups exist in the region, Figure 50 on the next page shows a non-comprehensive list of those that have collaborated with the HSTP committee regarding regional transportation issues in the past few years. Additional stakeholders not listed are city officials, county officials, county board members, township officials, and transit users, some of whom are heavily involved in the HSTP process. TCRPC is thankful for all stakeholders within and adjacent to the HSTP committee, and more are always welcome to join.

Region 5 also has private transportation in the form of taxi services, charter buses, religious or community center vans, and other types. Appendix B includes a non-exhaustive inventory of known transportation providers in Region 5. Note that while some of these services are open to the public, some may only offer rides to their residents, consumers, constituents, customers, or congregation members, so it is worth asking for more information. Some services are free, and others require payment. This list is meant to show that for those in need of transportation, there may be more options available than just the providers and agencies listed here.

Figure 49. Transit users walking to an accessible vehicle. Photo credit: National Aging and Disability Transportation Center

Entity Name	Name, spelled out (if applicable)	Organization Type	Counties Served
AARP	American Association of Retired Persons	Advocacy	Peoria office, but nationwide
Advocates for Access	-	CIL (Center for Independent Living)	Peoria, Tazewell, Fulton, & Woodford
Best Buddies	-	Human Service Organization	Illinois and beyond
Central Illinois FRIENDS	-	Community Health Organization	Peoria, Knox, McLean
Fresenius Kidney Care	-	Dialysis Centers	Tazewell & adjacent counties
Graceland Center for Purposeful Aging	-	Community Resource Center for Seniors	Peoria
IVCIL	Illinois Valley Center for Independent Living	CIL	LaSalle, Marshall, Bureau, Putnam, and Stark
Miller Center (Pekin Park District)	-	Park District	Tazewell
SEAPCO	Special Education Association of Peoria County	Special Education Organization	Peoria
Snyder Village	-	Assisted Living Facility	Woodford
Stone-Hayes CIL	Stone-Hayes Center for Independent Living	CIL	Henderson, Knox, Warren
TMCSEA	Tazewell-Mason Counties Special Education Association	Special Education Organization	Tazewell & Mason

Figure 50. List of other types of entities in Region 5 and details about them

Region 5 HSTP Committee

Background

The Region 5 HSTP Committee was formed at the HSTP program's start in 2007. The group is responsible for assisting in plan formulation, revision, and implementation, and advising on transportation issues and funding decisions.

Members

The Region 5 HSTP Committee is divided into a rural and urban sub-committee, both of which comprise transit providers, agencies, nonprofits, riders, elected officials, and individuals who represent HSTP target populations.

HSTP Region 5 Rural Sub-Committee

The HSTP Region 5 Rural Sub-Committee is composed of up to two members per county who represent the rural areas of their respective counties. Members are appointed by their respective County Board Chairman and serve a three-year term. Each member has one vote, although a seat that is shared by two individuals is only allowed one vote between them.

Members of the Region 5 Rural Sub-Committee, as of the adoption of this plan, are listed in Figure 51.

Rural Area Subcommittee					
Name	**Organization**	**County**	**Name**	**Organization**	**County**
Shelly Entrekin*[12]	FCRC/FCRT	Fulton	**Mary Patton**	AARP	Peoria
Barb Long*	FCRC/FCRT	Fulton	**Traci Dowell**	MSW Projects	Stark
Audra Miles	Fulton County PCOM	Fulton	**Shannon Peterson**	CIAOA	Stark
Joe Coffin	Thrive Community Services	Knox	**Meghan Brake**	TMCSEA	Tazewell
Kraig Boynton	City of Galesburg	Knox	**Alicia Dault**	Pekin Park District	Tazewell
Hannah Fuchs	Marshall-Stark PCOM	Marshall	**Tyler Rogers**	ADDWC	Woodford
David Lueders	Marshall County Board	Marshall	**Darren Howlett**	We Care	Woodford
Allison Borland	SEAPCO	Peoria			

Figure 51. A list of the current members of the HSTP Rural Area Subcommittee and their representative entities and counties

[12] Asterisks entail a shared seat

HSTP Region 5 Urban Subcommittee

The HSTP Region 5 Urban Sub-Committee is composed of up to seven members who represent the Peoria-Pekin Urbanized Area. Members are appointed by the Tri-County Regional Planning Commission Technical committee and serve a three-year term. Each member is allowed one vote. Members of the Region 5 Urban sub-committee, as of the adoption of this plan, are listed in Figure 52 below.

Urban Area Subcommittee		
Name	**Organization**	**Representing**
Dawn Harper	EP!C	Agency
Jodi Scott	Advocates for Access	CIL
Dr. ShamRA Robinson*[13]	Greater Peoria Mass Transit District	Provider
Angel Marinich*	TransDev (CityLift/CountyLink)	Provider
Kylie Rathmann	Interested Stakeholder	Interested Stakeholder
Chris Mitchell*	Paratransit User	User
Connie Schiele*	Paratransit User	User
Jim Bremner	Washington Township	Government Entity
Greg Cassidy	TCRC	Agency

Figure 52. A list of the current members of the HSTP Urban Area Subcommittee and their representative entities

Updated Bylaws

The Human Services Transportation Plan (HSTP) Region 5 Committee Bylaws, last updated on October 17,2023, describe the process and dictate the guidelines of the HSTP committee. One notable change was to add the option of an elected chair. Currently, the HSTP Coordinator serves as the chair, but the bylaws now state that committee members can choose to elect a chair and vice chair at any time. While there is no current chair, this would give the committee members the option to oversee themselves, as the HSTP Coordinator still staffs the meetings from an administrative standpoint. This change reflects practices of other HSTP regions around the state. See Appendix C for the full HSTP Committee bylaws.

[13] Asterisks entail a shared seat with the individual listed above or below them

Meeting Topics and Discussion

The HSTP committee strives to address relevant and timely topics that affect the whole region. At HSTP Committee meetings, which are held every other month, each member provides an update from their organization related to issues, successes, questions, recommendations, advice, or requests for advice relating to human services transportation and public transportation options in the region. Content covered in committee meetings is expansive in nature and focused on both urban and rural geographic areas.

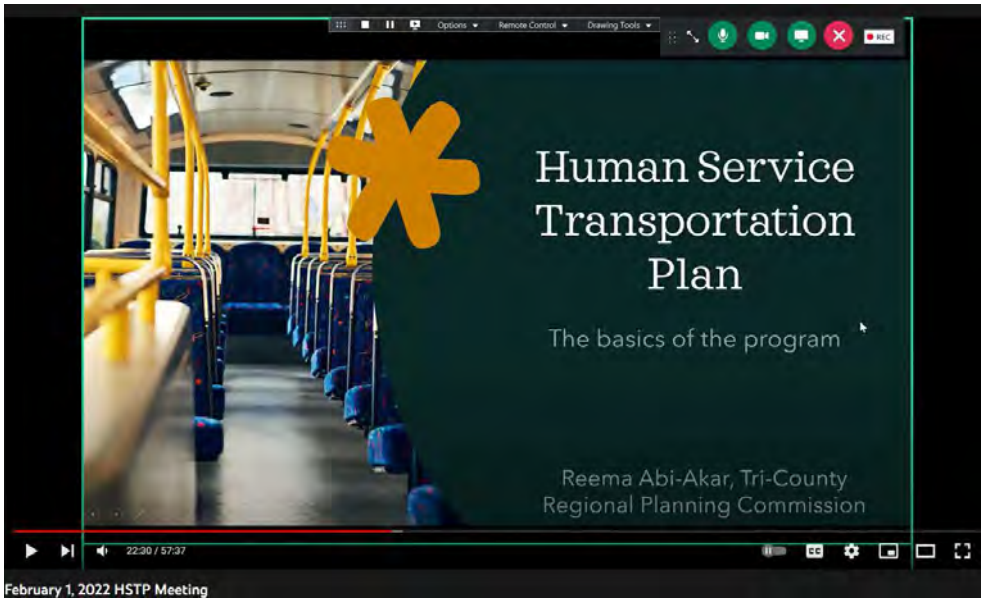

Figure 53. Screenshot from an HSTP 101 informational presentation during a hybrid meeting

In January 2021, TCRPC staff sent a survey to all members asking what type of future topics they would be interested in exploring and learning about in meetings. Feedback from this survey included topics such as grant writing for competitive funds; an overview of funding opportunities; vehicle maintenance and repairs; standard reporting for county boards; social media, advertising, and marketing, and accommodations for people with disabilities.

After receiving this feedback, HSTP meetings included presentation topics about the following, directly related to the committee's choice: disability etiquette, CVP applications (grant writing), 5310 funding (overview of funding opportunities), and HSTP 101 (overview of funding opportunities).

Other topics recently discussed in HSTP meetings include HSTP document goals and transit-related plans and studies. The Region 5 HSTP coordinator actively collaborates with fellow HSTP coordinators around the state to share ideas for future HSTP meeting presentations.

Outreach

To ensure that the Region 5 HSTP document reflects the transit needs of the community, TCRPC staff engaged the public and key stakeholders in different ways. Staff conducted interviews with stakeholders on the HSTP committee, distributed surveys in person and online, and talked to people at community events. The input that was provided from these engagement efforts helped shape the HSTP document considerably.

Figure 54. A community member with a visual impairment attends GPMTD's ADA WOW! Celebration and Resource Fair on July 26, 2022. Photo from GPMTD.

Interviews

TCRPC staff interviewed HSTP committee members to learn about the transit issues in the community and to understand their vision for transportation in the region. TCRPC staff led 16 interviews, and each interview lasted about 20 minutes. Responses varied depending on whether the interviewee was affiliated with a transit provider or an organization that interacted with transit providers. Transit providers expressed that they need more drivers, more vehicles, and more accessible vehicles for people with mobility issues. Organizations that interact with transit providers expressed that they need an expansion of services, more overall transit operations, a more connected regional transportation system, and more accessible transportation.

During the interview process, staff asked how HSTP can assist each organization. The participants said that they want HSTP staff to continue to act as facilitators; provide resources and information, particularly for grants; and serve as a collaborative space.

Surveys

Another tactic used to gather input was distributing surveys. The Rural Transit Assistance Center developed four surveys, referring to different recipient types: agency, community, existing transit riders, and transit providers. These same surveys were shared with all other HSTP regions throughout the state for consistency. This uniformity helps from a broader perspective to understand how similar issues vary based on each region.

Figure 55. TCRPC staff engage with members of the public at GPMTD's ADA WOW! Celebration and Resource Fair. Photo from GPMTD.

To gain as much input as possible, TCRPC staff requested that stakeholders distribute the surveys to their constituents. This was the most effective option because each stakeholder knew their audience enough to understand the most effective means of distribution. For example, most completed transit rider surveys were paper responses from one transit hub because fixed-route riders had some time while they waited for their next bus. TCRPC also distributed the community survey via social media, and some transit providers did the same either in addition to the paper copies or instead of them.

For copies of the blank surveys, see Appendix D; for survey response graphs, see Appendix E; for discussion about the results, see the Service Gap Analysis section; and for the resulting goals and objectives related to these results, see the Action to Serve Gap section of this document.

ADA WOW! Celebration and Resource Fair

July 26, 2022, GPMTD's ADA committee hosted the ADA WOW! Celebration and Resource Fair at the Peoria Civic Center. This event showcased different resources and programs regarding transportation for people with disabilities. Several Peoria-area stakeholders also

represented on the HSTP committee attended and disseminated resources. The following transit providers, agencies, organizations, and community leaders contributed their time:

Advocates for Access, Central Illinois Agency on Aging, Central Illinois Center for the Blind and Visually Impaired, Community Workshop and Training Center, Camp Big Sky (outdoor experiences for people with disabilities), Easter Seals Central Illinois (Unable to attend the event, but planned to), EP!C, Greater Peoria Mass Transit District (CityLink) with a CityLink electric bus, Illinois Assistive Technology Program, Illinois Central College Access Services, Just Like You (children's book about disability by local community member), Transdev (CityLift & CountyLink services), We Hear You (organization creating accessible technologies for people with disabilities).

TCRPC staff also attended this event to share the findings of the planning process and to gain more input from the public. TCRPC staff included numerous resources and a hands-on exercise. TCRPC had two large tripods showing two lists: One displayed the top transportation issues in the region identified by the survey results, and the other displayed the top potential solutions, also

Figure 56. TCRPC staff members manned the TCRPC booth at the GPMTD ADA WOW! Celebration and Resource Fair. Photo from GPMTD.

from the survey results. Staff gave attendees stickers to place next to the responses that most resonated with them, to serve as votes. This showcased the transportation priorities of a portion of the disability community. See the Service Gap Analysis section for the findings from this event.

TCRPC staff also wrote down all comments received at the event, covering any solutions and issues that attendees felt were most important but didn't see represented on the two lists. For future HSTP processes, staff hopes to provide public engagement opportunities for the entire region, not only centered on the Peoria area.

Figure 57. (Above) Advocates for Access staff chat with an attendee of the WOW event. Photo from GPMTD.

Figure 58. (Left) EP!C staff talk with an attendee of the WOW event with a physical disability. Photo from GPMTD.

Service Gap Analysis

To obtain feedback relating to service gaps across the region, HSTP utilized a variety of techniques. Most notably, TCRPC staff and various regional partners distributed surveys[14] to four key groups: agencies, community members, transit riders, and transit providers (Appendix D). Key findings from those surveys are shown below, and Appendix E shows all survey response graphs. Appendix F shows a map of all specific locations mentioned in all comments. For open-ended survey responses, TCRPC staff utilized a process called **coding** to categorize the responses into key themes. Coding is an iterative process that allows frequently mentioned issues to rise to the surface, showing the major ideas within the text. This is a commonly used practice to analyze qualitative data in different contexts. In addition to surveys, TCRPC staff also gathered data and feedback from GPMTD's July 2022 ADA WOW! Resource Fair event as well the Grey Area Mobility Enhancement Study, an August 2021 plan for the Peoria- Pekin Urbanized Area.

Agency Survey

TCRPC staff contacted all transit agencies directly via email, and the results represent nine total responses from across the region. Most organizations operate with anywhere from two to 10 vehicles, and three fourths are in consensus that most of their clients need medical transportation outside of their county. Agencies also identified a need for door-to-door demand response for seniors and people with disabilities. Most respondents suggested a fare cost of $3 per ride and identified top destinations within the area as being Washington, Metamora, and Eureka. TCRPC staff used coding to extract the main themes from the agency surveys, shown in Figure 59.

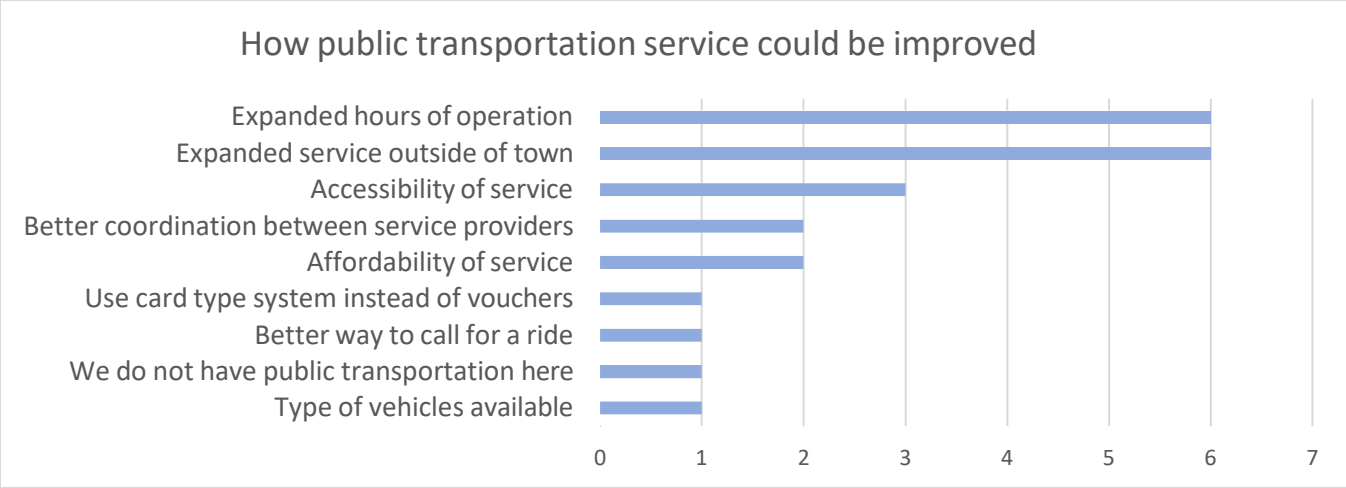

Figure 59. Compilation of responses relating to public transit improvement in the region

[14] The bulk of the surveys were collected in 2022. To see analysis from 2023-24 surveys, refer to the *New Round of Surveys* subsection at the end of this Service Gap Analysis section, plus Appendix E for data.

Community Member Survey

TCRPC shared a survey for community members via social media and email, receiving eight responses. Key takeaways from this survey include:

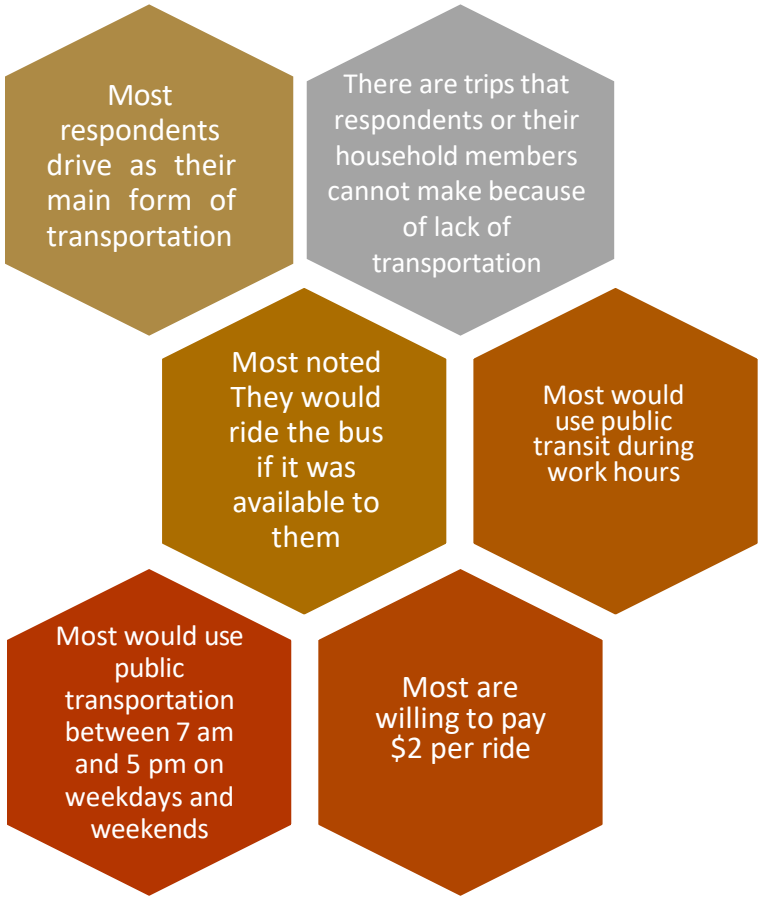

Figure 61. Key takeaways from the community survey

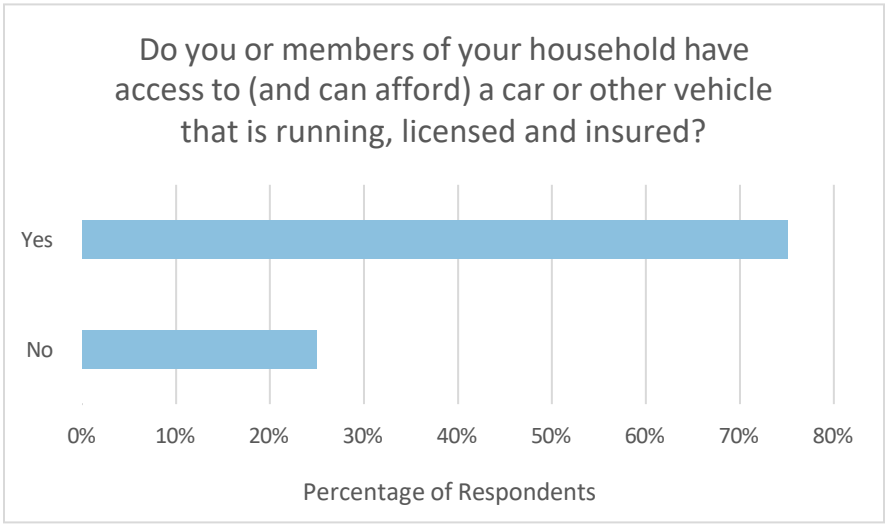

Figure 60. (Above) Question from the community survey regarding car ownership and access

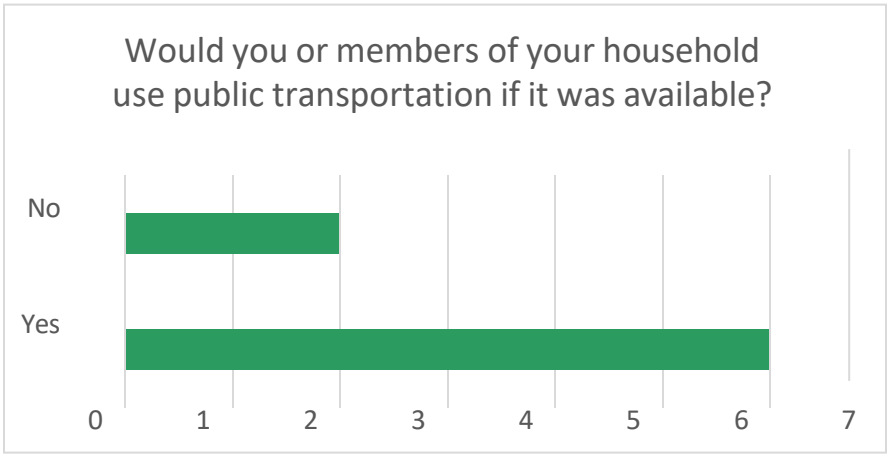

Figure 62. Question from the community survey regarding use of public transportation

Existing Transit Rider Survey

Staff at TCRPC contacted all public transit providers in the region to distribute the rider survey. Providers shared the survey with riders through word of mouth, in-person distribution, and social media distribution. The results represent 156 responses from transit riders across the region.

The survey conclusions show that almost half of respondents are dependent on transit or are regular commuters, signifying that they normally use public transportation services 4-5 days a week. When asked if there are obstacles that prevent riders from using transit services, around one-third of riders responded that there are currently no obstacles. Other common responses consisted of obstacles such as hours of operation, cost of fares, and personal health reasons/disability. The vast majority of respondents reported they are able to travel everywhere they'd like within the community and are satisfied with public services.

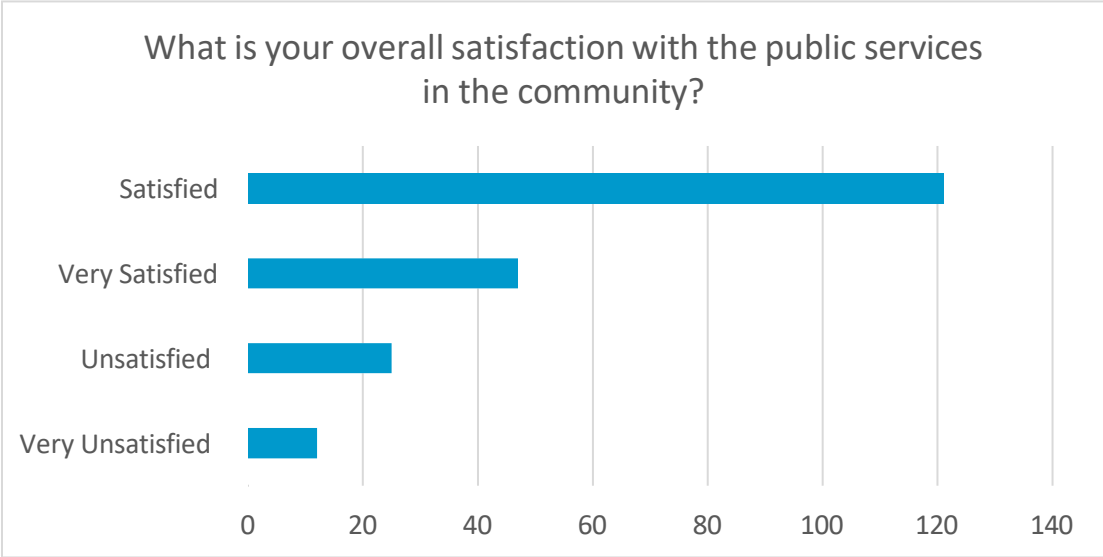

Figure 63. (Above) Question from the transit rider survey regarding satisfaction with community services

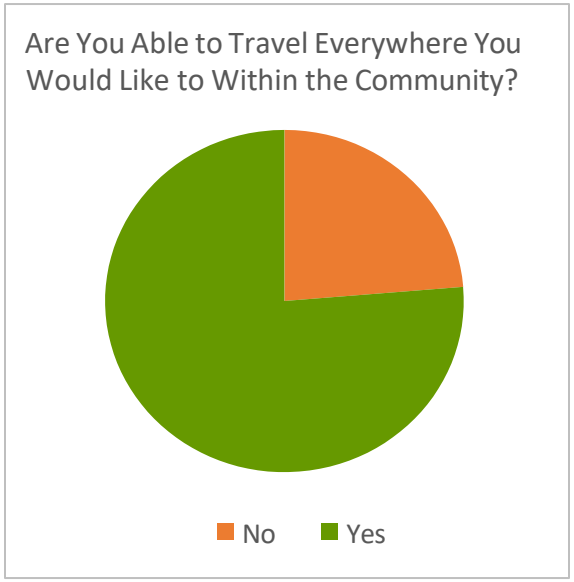

Figure 64. (Left) Question from the transit rider survey regarding ability to travel in the community

In a comprehensive overview through coding, three major themes became apparent from analyzing the riders' responses. Those themes are: **insufficient services, satisfied with service,** and **pleasant experience**. Various responses fell under the category of "satisfied with service" and "insufficient services." Examples of those responses are listed below.

Examples of "Satisfied with Service" Responses

- Services are reliable and timely
- Drivers are friendly
- Transportation vehicles are clean
- Services are available to most places riders want to go
- Helpful workers available to assist riders
- Option to buy all day pass
- Ease of scheduling
- The ability to find information and resources

Figure 65. Types of responses categorized via the coding process under the theme "Satisfied with Service" from the transit rider survey

Examples of "Insufficient Services" Responses

- Walk between stops is too far
- Request for more buses/drivers
- Bus etiquette (radio volume, sanitation, etc.)
- Route issues
- Inaccessible to bring carry-on items
- Request for improved bike/ped infrastructure
- Request for personal ride services
- Stop accessibility issues
- Lack of consistency in bus timing, stops, service area, etc.
- Lack of service efficiency
- Ability to connect to other Transit Agencies
- Unpleasant experience
- Request for improved road maintenance

Figure 66. Types of responses categorized via the coding process under the theme "Insufficient Services"

In a rating of the overall experience, respondents rated the five categories below mostly “Excellent” or “Good.”

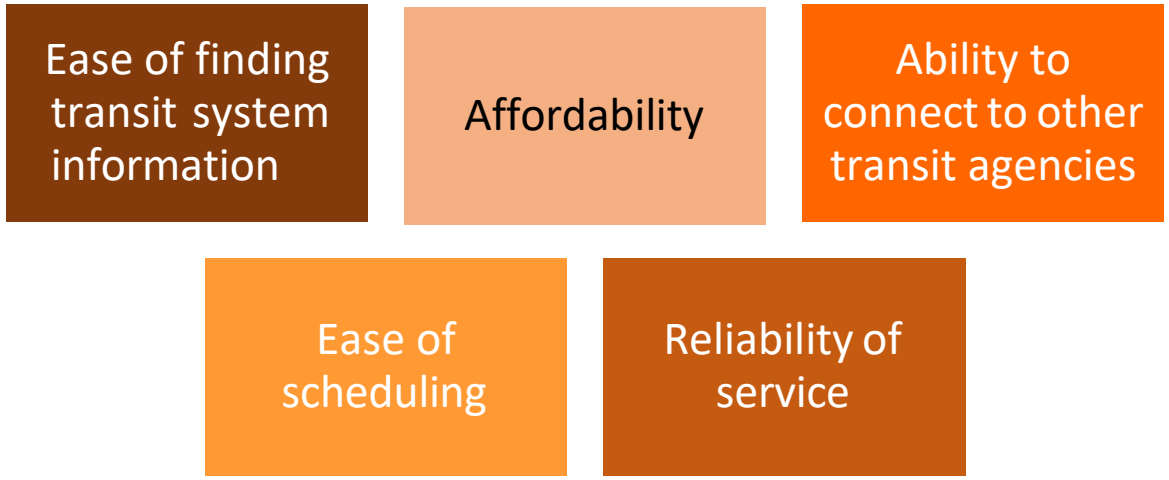

Figure 67. Five categories included in a question in the existing transit rider survey

Public Transit Provider Survey

TCRPC staff contacted several public transit providers directly via email, and the results represent eight total responses from across the region.

Respondents identified key focus areas within their work and roadblocks to coordinating transportation services across the region.

All remaining graphs and charts from the surveys can be found in Appendix E.

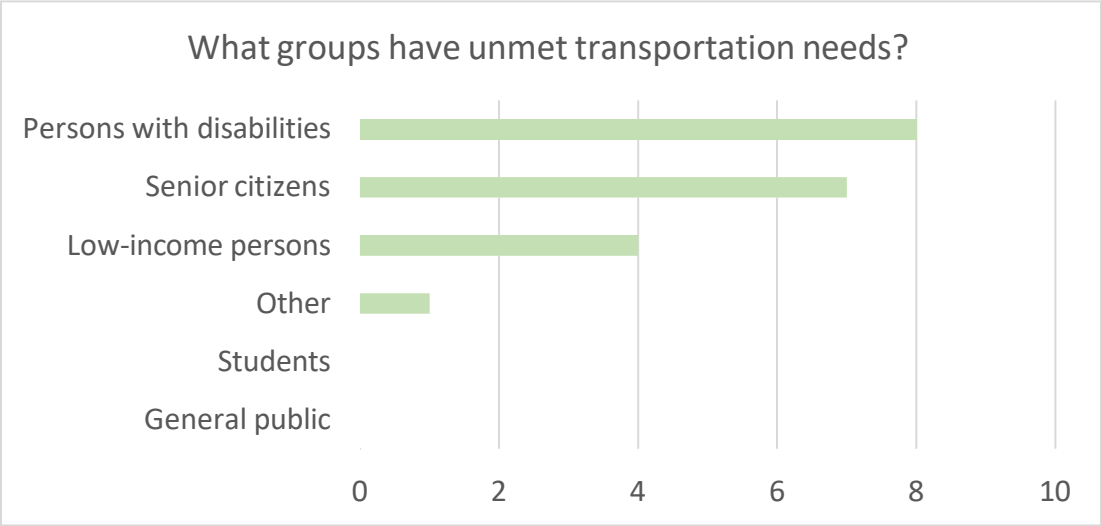

Figure 68. (Above) Question from the public transit provider survey regarding unmet needs

Key Focus Areas

- Coordination/collaborating with other operations
- Good experience
- Outreach
- Maintenance

Roadblocks to Coordination of Service

- Communication
- Funding
- Not enough equipment

Figure 69. (Left) A compilation of key focus areas and roadblocks to coordination of service, based on responses from the public transit provider survey

New Round of Surveys

The online survey links were left open from their initial release date in 2022, so anyone who navigated to those links was able to submit a response. Since the publication of the last iteration of this HSTP document, 24 total individuals responded to the same four surveys that were originally released in 2022: The Agency survey received six new responses, though four were from the same agency; the Community survey generated 12 responses; the Existing Rider survey received 15 responses; and the Provider survey generated one response. See Appendix E for more information and data descriptions.

Respondents submitted answers in 2023 and 2024, though the majority of the submissions were from 2024 when the surveys were re-advertised on social media and via email. The following section outlines the key themes that came out of the second round of surveys covered in this HSTP document update.

Figure 70. Older adult exiting bus with walker via ramp with driver watching. Photo credit: Heart of Iowa Regional Transit Agency (HIRTA), Perry, Iowa

Overall Themes from New Survey Responses

Most respondents felt that the current public transit service is not sufficient and that there are gaps in the system. Potential expansion options include expanded hours, more frequent buses, and broader geographic reach. Some mentioned disagreeable bus drivers as an issue. Some survey respondents commented that scheduling rides was tricky, and timeliness is an issue. This means that some riders were stranded or had to miss medical appointments due to the timing of their transit. Respondents felt that more education was necessary for transit riders and prospective riders. Providers felt that more vehicles are needed to fill the gaps in the system.

Respondents noted that they travel for predominantly medical and work trips, and they need rides throughout the week, though there was slightly more interest in weekdays in the mornings and afternoons. Most are willing to pay $1, though others were open to more.

Survey Limitations

The survey was re-released in Summer 2024, though it

garnered limited responses. Although it was shared on social media and by email to the regional HSTP partners, these methods did not prove as effective as the last round of survey gathering, which included tabling at public transit hubs. This in-person method was crucial to catching riders where they already were spending time. For the next HSTP document update, broader methods will be used to ensure a higher survey response rate regionwide.

The responses from the new round of surveys also were not representative of the entire region, as entire counties were left out, and the geographic representation was not adequate. For example, all responses from the Community survey were either from Peoria or Tazewell counties, and all responses from the Rider survey were from Knox County. Together, these two represented the highest populated areas in the region, but as a result, the rural areas were not well represented. Rural transit is a crucial element of this plan, and therefore it must be understood that these responses do not paint an effective picture of the region. For the next HSTP document update, this is something that must be carefully considered and improved upon.

Figure 71. Driver assisting woman on wheelchair on lift. Photo credit: Senor Transportation Connection, Cleveland, OH

GPMTD ADA WOW! Celebration Feedback

While at GPMTD's ADA WOW! Celebration and Resource Fair, TCRPC staff collected data from attendees. Staff asked attendees to answer two questions: What are the major transportation issues in the region? and What are some potential solutions to these problems? Five issues and five solutions (taken from survey responses) were shown on two large tripods, and attendees voted for the ones they resonated with using stickers. They received four votes per category, so they could select multiple responses. See the graphs below for the highest selected responses:

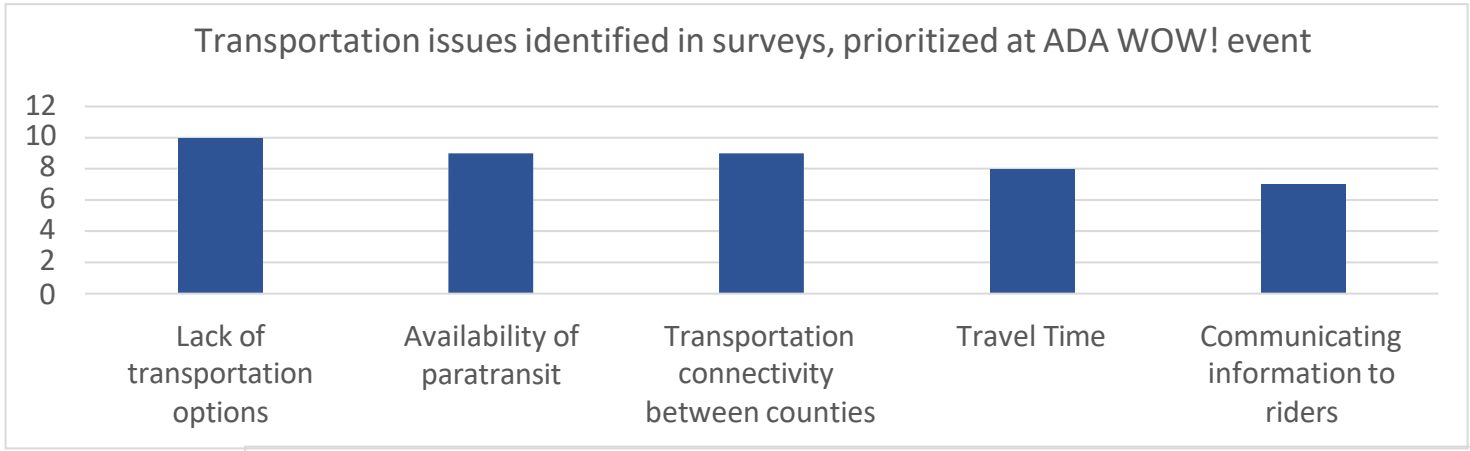

Figure 72. (Left) ADA WOW! event attendees' responses to the question, "What are the major transportation issues in the region?"

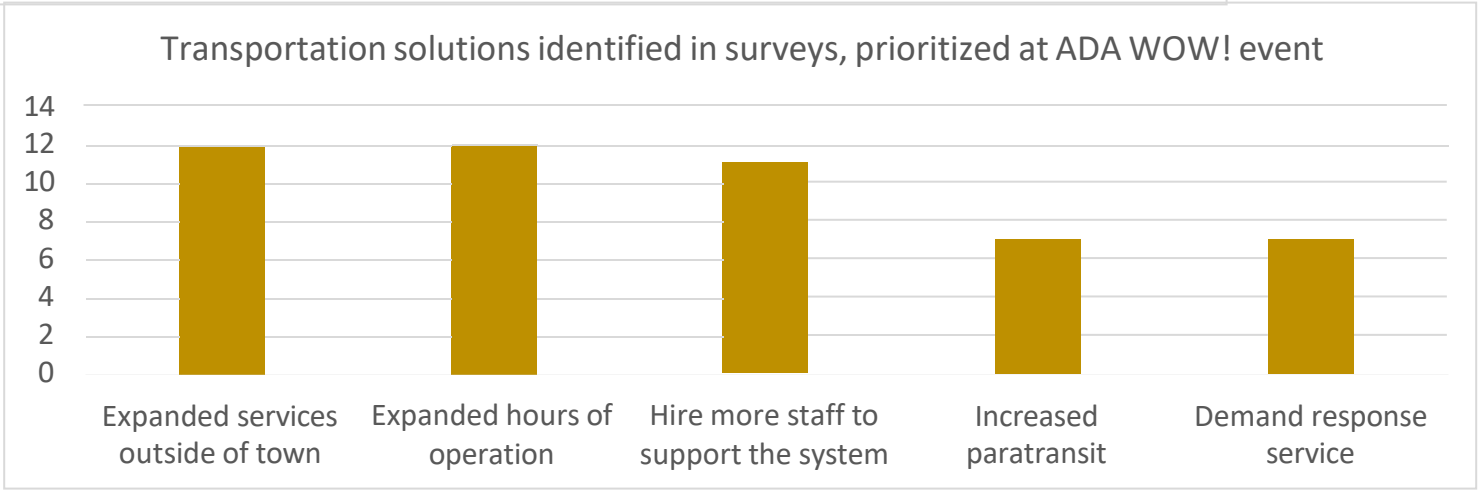

Figure 73. (Right) ADA WOW! event attendees' responses to the question, "What are some potential solutions to these problems?"

Grey Area Mobility Enhancement and Expansion Study

Within HSTP Region 5, the Peoria-Pekin Urbanized Area is home to 17 municipalities—three of which belong to the Greater Peoria Mass Transit District (GPMTD), and only two other communities contract with the (GPMTD) to provide fixed route and complementary paratransit service for their citizens. As a result, 12 municipalities and over 87,000 people in the urbanized area do not have reliable access to public transportation services. This large unserved area is termed the Grey Area.[15]

In early 2022, TCRPC contracted with the Lochmueller Group to conduct a Mobility Enhancement and Expansion Study for the Grey Area. The study outlines mobility solutions specific to this geographic area based on transit needs and funding analysis. The results of this project help inform local, regional, and state officials on how to proceed with implementing, financing, and operating mobility solutions for the Grey Area.

This HSTP document will show the key findings of the Grey Area report, which included sections showing existing conditions, a transit needs assessment, service alternative evaluations, a funding evaluation, recommendations, implementation, and public engagement.

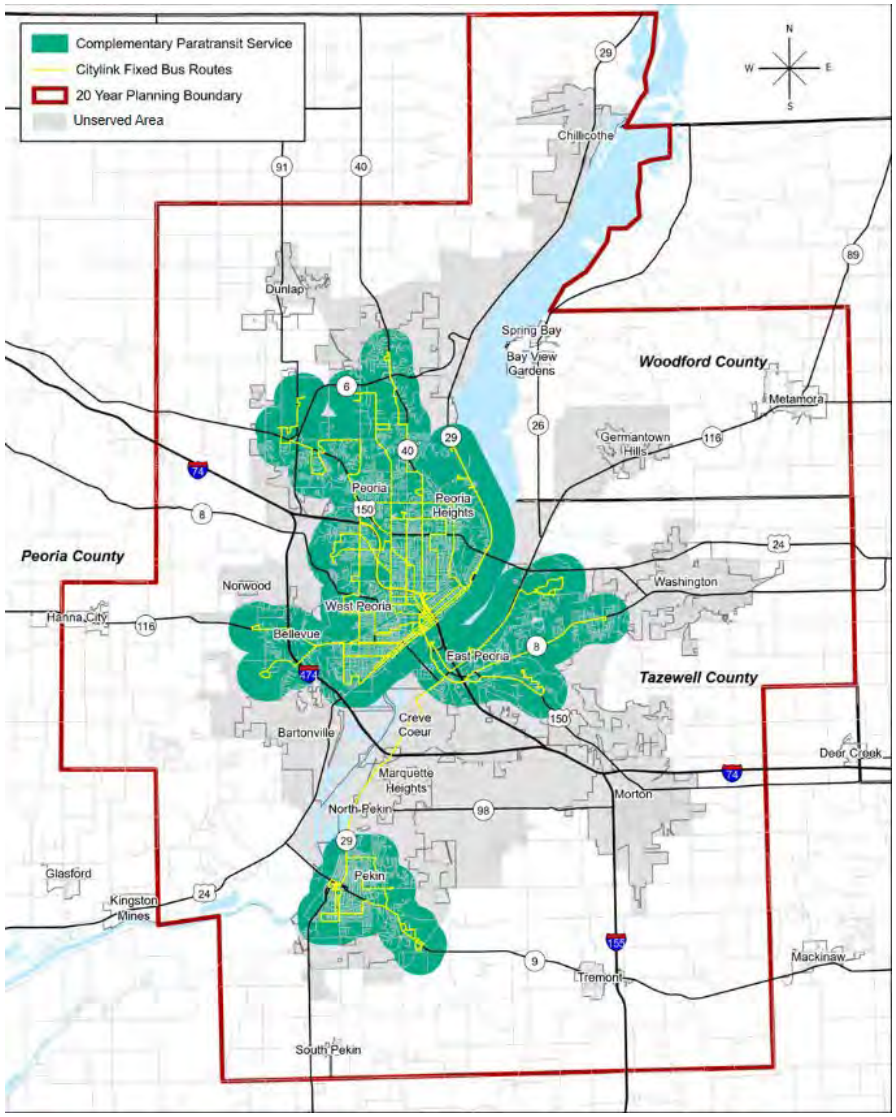

Figure 74. Map showing transit service in the Peoria-Pekin Urbanized Area

[15] Parts of this narrative are taken from the Grey Area Mobility Enhancement and Expansion Study, TCRPC & Lochmueller Group, August 2021.

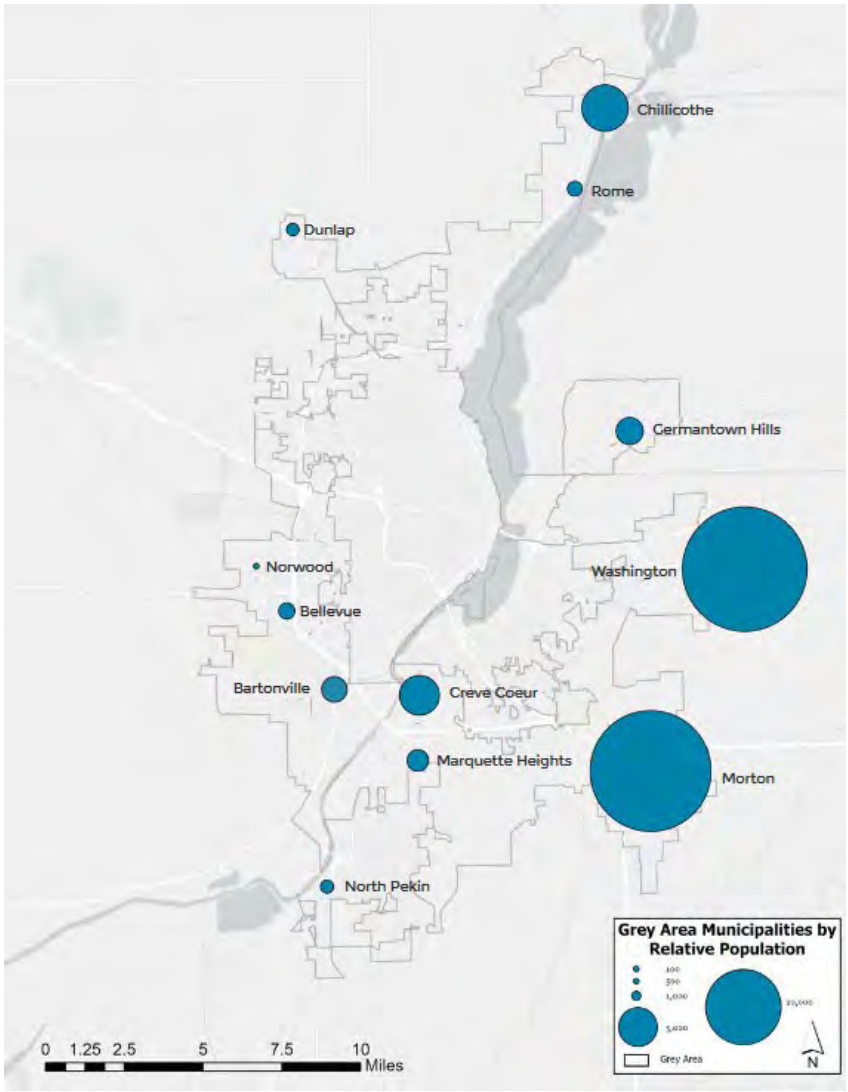

Figure 75. Map of the Peoria-Pekin Urbanized Area. The larger circles show a higher demand for public transit services throughout the urbanized area

Recommended Services

Using the input from a project steering committee, public engagement, the existing conditions, transit needs assessment, alternatives analysis, and funding analysis, the project team crafted a set of service recommendations. The plan details how each recommendation contains its own set of advantages and disadvantages as a mobility solution in the Grey Area.

Microtransit – When presented with the three mobility options in a public survey, members of the public overwhelmingly preferred microtransit (60% of responses), a demand response transit service that provides dynamically generated routes and provides the opportunity to book trips the day of travel. This finding was consistent with feedback from a public meeting and steering committee input.

The responsiveness and flexibility of the service provide a clear advantage to riders. This service requires additional investment in IT resources and dispatching software above what is required for traditional demand response, but it also has the highest potential to attract new riders. As a completely new service, it would require the most investment in marketing and promotion to attract new riders and educate

them on how to use the service. It would also require the most time and money invested in training staff and drivers.

Demand Response Transit – Traditional demand response transit is also recommended as a mobility solution for the Grey Area. This service provides riders the opportunity to book trips in advance with limited capabilities to provide trips within 24 hours.

It ranked second in public preference, but significantly below microtransit in the public survey (61% of respondents preferring microtransit, compared to 28% for demand response). The benefits of using traditional demand response transit stem from the fact that this service is already provided throughout the region. Existing service providers could, with a viable funding source, expand their service boundaries to new territory rather easily. No new training would be required for staff or drivers. Some investment would still be required to market and promote the service in new geographies to attract new riders. traditional demand response transit would be the more economical option but would also be least likely to expand the pool of transit riders in the Grey Area.

Figure 76. Thrive Community Service's vehicle supporting nearby community Abingdon at their homecoming parade. Photo from Thrive Community Services (formerly KCCDD).

The Grey Area Mobility Enhancement and Expansion Study was completed through the partnership of TCRPC and Lochmueller Group in August 2021. In addition to the recommendations shown here, the Grey Area plan also included a funding analysis for the short and long term to understand potential implementation options for these recommendations.

Action to Serve Gap

To be able to track the region's successes when it comes to human services transportation, it is crucial to set meaningful yet achievable goals. To do so, after receiving feedback from a wide variety of stakeholders and the public, TCRPC staff analyzed the data using qualitative coding, an iterative process to find the major themes. Through this practice, staff created the following list of goals and objectives entirely based on community and stakeholder feedback.

TCRPC staff then presented these goals to the HSTP committee before including them in this document.

The following goals in four categories: **Education**, **Service Expansion**, **Infrastructure and Multimodal Options**, and **Affordability**, reflect the transit needs and interests of the region:

Regional Human Service Goals

1. Education Goals

- Create awareness of public transportation and human services transportation options.
- Educate potential riders about how to use and navigate the transit system.

Objectives

- Create straightforward and easy-to-understand **instructions** for riders to learn about various transportation options within the region and how to navigate them.
- **Use technology to increase communication** with the public regarding general information, schedule changes, or buses running late.
- **Improve signage** and/or advertisements to increase awareness and knowledge of available services and navigations tips.
- Disperse information about different transportation **options**.

2. Service Expansion Goals

- Expand the geographical service area.
- Explore ways of expanding transit hours of operation where possible.

Objectives

- Provide **flexible hours** of operation to accommodate riders who wish to use public transit in the evening, early mornings, and weekends, where feasible.
- Obtain a more extensive fleet to **increase the number of vehicles** running simultaneously.
- Encourage communities and organizations to **contract with other agencies** to address and evaluate service needs in their jurisdictions.
- Encourage expansion of services to the **Grey Area** via funding opportunities.
- Research other **funding resources** that would assist services to the grey area.

3. Infrastructure and Multimodal Options Goals

- Improve infrastructure to make transportation more accessible.
- Improve the transit system to allow more multi-modal options.
- Increase connectivity within the transit system to improve regional travel.

Objectives

- Increase the number of **multimodal options** available for riders.
- Explore ways to improve the overall **connectivity** of the transit system.
- Improve the **infrastructure** within the transit system to make it accessible for all users.
- Perform/fund **feasibility studies** to explore the possibility of bringing other forms of transit to the region.
- Encourage providers to create **vehicle-sharing** agreements with other agencies.

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4. Affordability Goal

- Offer transit at an affordable cost to users.

Objectives

- **Explore programs** to increase the affordability for transit users.
- Create **more options** for riders to pay for transit.

List of Coordination Successes

Over the years, entities in Region 5 have continuously worked to increase mobility, with a focus on seniors, individuals with disabilities, and people with low incomes. Since 2016, two plans have set regional goals that fall into the Human Services Transportation Plan scope: the 2016 HSTP document and the 2021 Grey Area Mobility Enhancement and Expansion Study. Both outlined goals and objectives that identified means of bettering the region through increased mobility options and accessibility. This section will explore regional successes to date from both plans.

2016 HSTP Document

The previous HSTP Document listed four main goals and 57 objectives total. Since 2016, the region has completed 25 actionable objectives listed in the previous plan. Five of these 25 are either partially completed or in progress. These accomplishments are a collective effort, and each entity has contributed to the success of the entire region. Note that several objectives listed in the 2016 plan (and some in this plan) are long-term or ongoing, showing that regional change often takes several years, small steps, and cooperative work to take effect.

Goal 1 from 2016 HSTP Plan

Increase awareness of public and human services transportation for target populations and the general public.

Objective from 2016 HSTP Document (Goal 1)	Update: Success
Update and maintain a regional inventory of public transportation services to be posted on the TCRPC website, as well as sent out to transit stakeholders.	TCRPC's website shows all public transportation providers within the HSTP service area, split up by county: https://tricountyrpc.org/transportation/transit/
Participate in county transportation committees/advisory groups and other relevant transportation committees. Gather information, identify coordination opportunities, and voice concerns and/or suggestions.	TCRPC participates in the GPMTD ADA Committee as well as the Transportation Advisory Group within the Statewide Independent Living Council of Illinois (SILC). TCRPC has also sat in on 5311 reviews. In 2019-2020, TCRPC collaborated with human service and transit stakeholders to coordinate 2020 Census marketing and education efforts.

Objective from 2016 HSTP Document, continued (Goal 1)	Update: Success
Continue to build and maintain an email listserv of human services agencies and other relevant stakeholders.	TCRPC built and continuously updates an email listserv, containing HSTP Committee members, stakeholders, and interested members of the public.

Goal 2 from 2016 HSTP Plan

Improve the quality of public and human services transportation for target populations and the general public.

Objective from 2016 HSTP Document (Goal 2)	Update: Success
Seek out funding to allow the establishment of more enclosed bus shelters. Prioritize projects based on bus stop usage.	GPMTD has built 43 enclosed bus stops between 2016 and 2018 using 5307 funds. GPMTD produced a Comprehensive Operational Analysis in May 2019 to identify the highest priority projects based on bus stop usage.
Support and encourage human services and transit agencies to provide sensitivity and accountability training for drivers, dispatchers, and other transportation staff.	Public transportation providers and human service agencies throughout the region provide multiple types of trainings for their staff, either in-house or via the Rural Transit Assistance Center. When regional opportunities arise, TCRPC makes HSTP stakeholders aware via email.
Encourage public transportation and human services agencies to develop rider's guides and ensure the guides are available in alternate formats (e.g., large print, alternate languages).	All but one public transportation providers currently have a rider's guide; one is working to develop theirs. All offer large-print options, and several offer accommodations in other languages including braille.
Provide training programs for individuals and/or groups on how to use various transportation systems, and offer a "transit buddy" to new or inexperienced riders.	SILC has produced two videos in 2022 outlining how to use demand response and fixed route transit services. Both videos were posted on the SILC social media pages, and TCRPC shared these via social media page as well.

Objective from 2016 HSTP Document, continued (Goal 2)	Update: Success
Establish more handicapped accessible bus shelters.	GPMTD has built 43 new accessible bus shelters between 2016 and 2018 using 5307 funds.
Improve the condition of sidewalks by increasing widths, improving surface conditions, and adding curb cuts.	TCRPC has conducted several sidewalk inventories[16] throughout the region to understand the current condition of sidewalks. This allows TCRPC to prioritize where transportation funding goes in the region for it to have the most meaningful effect. Funding options include IDOT-based Transportation Alternative Project dollars, which focus on non-motorized transportation projects. Since 2016, three TAP projects were awarded in the Peoria-Pekin Urbanized Area: two in the City of Peoria and one in the City of Washington, both improving infrastructure for pedestrians.
Update the sidewalk network to be ADA compliant.	
Encourage agencies to apply for accessible vehicles through the Illinois Department of Transportation's Consolidated Vehicle Procurement Grant Program. Provide technical assistance on applications when needed.	In 2022, IDOT released their Consolidated Vehicle Procurement (CVP) program funding for the first time in several years, and TCRPC encouraged eligible entities from this region to apply. TCRPC staff presented CVP grant information at HSTP meetings, including bringing an IDOT official to give a CVP presentation and answer grant questions before the application was due.
Integrate CityLink data with Google Transit.	Both fixed route services in the region, CityLink and Galesburg transit, are shown within Google Maps now if someone searches for directions and selects the transit option. CityLink also offers a mobile app now called myStop, which shows real-time bus tracking information. Galesburg is also working on implementing an app to track their fixed route system.
Provide real-time data at bus stops and/or on mobile devices.	

[16] The following sidewalk inventories are either underway or are complete in the Peoria-Pekin Urbanized Area: The Village of Bartonville, City of Delavan, City of East Peoria, City of El Paso, City of Eureka, Village of Hanna City, Village of Morton, City of Peoria, and Village of Tremont.

Goal 3 from 2016 HSTP Plan

Increase efficiency and decrease costs of the existing transportation system.

Objective from 2016 HSTP Document (Goal 3)	Update: Success
Educate agencies about the benefits and characteristics of a coordinated transportation system in an effort to build trust among agencies and address perceived program restrictions.	TCRPC staff continuously collaborate on multiple levels to educate people and entities about a coordinated transportation system, with a goal of comprehensively changing the larger transportation system to be more regionally based. TCRPC staff coordinate on a higher level with state agencies and other regional coordinators; on a regional level with HSTP committee members; and on a local level with municipalities, community organizations, and members of the public to meet this goal. TCRPC is always reaching out to potential new stakeholders with new ideas for how to increase efficiencies in the regional transportation system.
Encourage the acquisition of routing and scheduling software.	Nearly all public transit providers in the region are now using routing and scheduling software.
Coordinate regional group driver training sessions using trainers from the Rural Transit Assistance Center.	RTAC continues to provide training sessions for the region and state, and TCRPC staff share opportunities that arise with the HSTP Region 5 email list.

Goal 4 from 2016 HSTP Plan

Increase availability and options of public and human services transportation for target populations and the general public.

Objective from 2016 HSTP Document (Goal 4)	Update: Success
Build strong working relationships with medical professionals and stakeholders. Invite representatives to HSTP meetings and discuss medical transportation challenges.	The HSTP committee has begun to look into this. A dialysis company is now on the email list. While this is a good start, there is more work to be done on the medical stakeholder front.
Coordinate with adjacent transit systems, both rural and urban, to transfer riders whenever needed/feasible.	When TCRPC receives mobility management calls, staff collaborates with whomever is required to try to accommodate the request, whether that is within the region or outside of it. RTAC personnel are also helpful here.
Using GIS capabilities, identify employment centers where there is a lack of transportation and/or a concentration of low-income, disabled, and/or elderly individuals.	The Grey Area Mobility Enhancement and Expansion Study (2021), which focused on transportation in the Peoria-Pekin Urbanized Area, explored the area's concentration of employment centers, low-income population, disability population, and senior population. That document lists recommendations for areas that have a greater need and funding opportunities that could help close these gaps. Note that this information was only analyzed for the urbanized area, so similar analysis could still be conducted targeting the rural areas or the region as a whole.
Prioritize projects that work to address employment transportation needs, particularly in areas identified as having a need.	
Prepare a study that analyzes the feasibility of various funding options for expanding mass-transit service within the Peoria-Pekin Urbanized Area.	

Objective from 2016 HSTP Document, continued (Goal 4)	Update: Success
Work with public transportation agencies to assess when and where night and weekend service is most needed. Establish service in these areas first, as money and resources become available.	GPMTD produced a Comprehensive Operational Analysis in 2019 that analyzed the service areas, routes, and timetables to understand where changes should be made. In Spring 2022, GPMTD made these changes in CityLink's routes to better serve the region. These updates included changing some routes and times, including increasing night and weekend service on some routes. While there is more work to be done on this front region-wide, this is a solid first step toward more effective transit service.
Evaluate ridership trends of CityLink's C.A.U.S.E. Area demand response pilot program.	
Determine communities where demand is the greatest, and prioritize future projects in these areas.	Using the recommendations laid out in the Grey Area plan, TCRPC collaborated with local entities to apply for 5310 urban funds to expand ADA Paratransit services to Washington city and township. A pilot project is currently underway in collaboration with GPMTD, the City of Washington, and Washington Township, and the team is exploring future funding opportunities for this service.
Educate municipalities on the importance of public transportation to their community – focus on quality-of-life gains and economic benefits.	This is a long-term initiative that TCRPC continues to tackle. This is of course a constant topic within the HSTP meetings, but transit is also brought up in TCRPC's Technical committee and Commission meetings. In Spring 2022, TCRPC held a public strategic transportation event, and the topic which received the most public comments was the need to enhance public transportation in the region. The recent expansion of paratransit service into Washington can be a key jumping off point for future communities in both the urban and rural areas to expand service and provide more comprehensive public transportation options for their citizens.

Grey Area Mobility Enhancement and Expansion Study

While the Grey Area Study focused on the urbanized area and Peoria, Tazewell, and Woodford counties, it is still relevant to the rural areas as long as the service is planned intentionally and consciously with the users in mind. This document outlined two major recommended services for the region: Microtransit and demand response transit.

Microtransit is a form of public transportation involving transit-like service on a smaller and more flexible scale through apps and local dispatchers. Companies such as Uber and Lyft have a similar approach, though microtransit is in the public realm and allows riders to call in their ride in addition to being able to use an app. Therefore, microtransit requires both dispatchers and technology to work most effectively as a public transit option.

Since the Grey Area Plan was completed in August 2021, the region has taken three major steps to address these recommended service goals. First, GPMTD produced the Greater Peoria Mass Transit District Microtransit Study (Figure 78 on the following page) to explore the logistics of what microtransit would look like in the region, including estimated costs and proposed service areas (like the Grey Area Study, this analysis focused on the urbanized area as well). This shows that stakeholders in the region are considering different options to be able to serve riders more effectively.

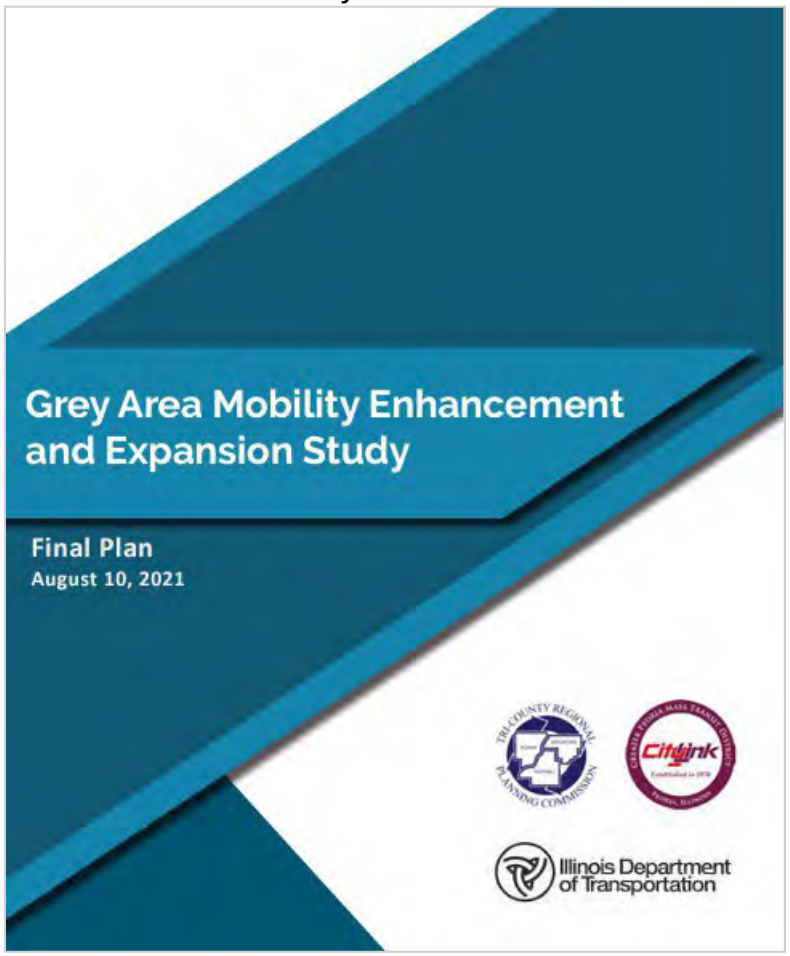


Figure 77. Cover page of the 2021 Grey Area Study focusing on the Peoria-Pekin Urbanized Area

Next, in Fall 2021, TCRPC released a call for projects to obligate the apportioned 5310 urban funds from the FTA. Washington Township and the City of Washington collaborated with GPMTD to produce a 5310 application proposing a six-month pilot program to bring paratransit to Washington. The Washington urbanized area is part of the Grey Area, one of several pockets in the urbanized area that does not have public transportation options. TCRPC and the HSTP urban committee evaluated Washington's application and voted to move forward with the project.

Since then, beginning August 1, 2022, GPMTD designated two of their vehicles to the Washington area for a six-month pilot program. As of the writing of this report, the program is currently underway, and riders are signing up to use the new service. Washington Township is currently in talks with other regional stakeholders to potentially extend the service to a longer time span.

Demand response is the process that rural transportation and paratransit providers currently offer, where riders call at least 24 hours in advance for a curb-to-curb ride.

Since the Grey Area Study was published, We Care, which is the rural transit provider for Tazewell and Woodford counties, has come under new management. It has acquired dispatching software, and the organization is examining its operating practices to become more efficient for the region. This is one of many positive steps to improve demand response service regionwide.

Figure 78. Cover page of GPMTD's Microtransit Study

Action to Provide Mobility Management

Tri-County Regional Planning Commission serves as the regional mobility management hub. This means that anyone in the region in search of public transportation opportunities can call TCRPC using the main line: 309-397-1266. TCRPC also takes emails to the current HSTP Coordinator's email— available on Tri-County's website—or to TCRPC's general email, info@tricountyrpc.org. HSTP staff can then walk through the caller's location and destination and refer them to transportation options. TCRPC has served in this function for several years, and staff have received a handful of calls through this time. Staff document the calls in a spreadsheet to keep track of who has called or reached out, which organization they represent (if any), when, and if there was a resolution or follow-up.

Often, the caller has a challenging issue that requires further coordination between transit providers, regional agencies, or sometimes other entities in the region and beyond, such as the Rural Transit Assistance Center. TCRPC staff speak with these other entities when needed and make a good faith effort to resolve the transportation issue, although there is not always a resolution. Still, all calls are crucial for TCRPC to understand what types of trips are in demand and ultimately attempt to resolve such future issues down the line.

Despite these service gaps and issues that the region experiences, transit providers serve a crucial role in helping solve these mobility management questions, and their day-to-day work serves thousands of people region wide.

"I think we go above and beyond to help our clients with meeting their transportation needs. It is especially important for the rural areas such as Marshall & Stark Counties, since many of the small towns do not have grocery stores or pharmacies. We also have very limited amount of doctor's offices in these counties so it is even more important that we do everything we can to provide a ride."

– Traci Dowell, MSW Projects

Appendix

Appendix A: Regional Program of Projects (POP) 2023, outlining 5310 dollars

Funding Type	Cycle Year	Grantee	Description	Federal	State	Local Match	Project Total
5310 Urban	CY 2013[17]	City of Peoria	City of Peoria Intersection Improvement: Capital project to enhance an intersection in Peoria near a bus stop	$48,000	$ -	$12,000	$60,000
5310 Urban	CY 2016	City of Peoria	Additional funding for the City of Peoria Intersection Improvement project	$48,000	$ -	$12,000	$60,000
5310 Urban	CY 2016	Greater Peoria Mass Transit District	GPMTD Bus Stop Improvements: Enhancing several bus stops along CityLink bus routes in the urbanized area	$2,392	$ -	$598	$2,990
5310 CVP	CY 2016	Fulton County Rehabilitation Center, Inc.	1 Minivan Replacement; 2 Medium Duty Replacements	$154,368	$ -	$ -	$154,368
		Thrive Community Services	1 Medium Duty Replacement	$58,167	$ -	$ -	$58,167
		Tazewell County Resource Centers, Inc.	1 Medium Duty Expansion; 1 Light Duty Replacement	$112,875	$ -	$ -	$112,875
5310 CVP	CY 2017	EP!C	1 Medium Duty Replacement	$59,158	$ -	$ -	$59,158
		Tazewell County Resource Centers, Inc.	1 Minivan Expansion	$38,083	$ -	$ -	$38,083
5310 Urban	CY 2017	Greater Peoria Mass Transit District	Additional funding for the CY 2016 GPMTD Bus Stop Improvements project	$63,608	$ -	$15,902	$79,510

[17] This project has carried over from the last HSTP document. It has moved locations due to logistical issues and has recently been completed as of the publication of this document.

Funding Type	Cycle Year	Grantee	Description	Federal	State	Local Match	Project Total
5310 Urban	CY 2017	(Transfer to IDOT)	If Tri-County is unable to locally program Section 5310 funds, they are transferred to IDOT to be used in their CVP program.	$34,955	$ -	$ -	$34,955
5310 CVP	CY 2018	EP!C	1 Minivan Replacement	$40,113	$ -	$ -	$40,113
		KCCDD, Inc.	1 Medium Duty Replacement; 2 Light Duty Replacements	$172,093	$ -	$ -	$172,093
		Metamora Community Nursing Home dba Snyder Village	1 Medium Duty Replacement	$60,247	$ -	$ -	$60,247
		St Joseph Nursing Home	1 Minivan Expansion	$40,113	$ -	$ -	$40,113
		Tazewell County Resource Centers, Inc.	1 Medium Duty Replacement; 1 Medium Duty Expansion	$120,494	$ -	$ -	$120,494
5310 Urban	CY 2018	(Transfer to IDOT)	If Tri-County is unable to locally program Section 5310 funds, they are transferred to IDOT to be used in their CVP program.	$109,102	$ -	$ -	$109,102
5310 Urban	CY 2019	(Transfer to IDOT)	If Tri-County is unable to locally program Section 5310 funds, they are transferred to IDOT to be used in their CVP program.	$110,476	$ -	$ -	$110,476
ARPA	CY 2020	City of East Peoria	Edmond Street Sidewalk Addition: Building a sidewalk near a bus stop in East Peoria	$32,000	$ -	$ -	$32,000
ARPA	CY 2020	(Transfer to IDOT)	If Tri-County is unable to locally program Section 5310 funds, they are transferred to IDOT to be used in their CVP program.	$11,892	$ -	$ -	$11,892

Funding Type	Cycle Year	Grantee	Description	Federal	State	Local Match	Project Total
CRRSAA	CY 2020	(Transfer to IDOT)	If Tri-County is unable to locally program Section 5310 funds, they are transferred to IDOT to be used in their CVP program.	$43,892	$ -	$ -	$43,892
5310 Urban	CY 2020	Greater Peoria Mass Transit District	Washington Paratransit Expansion: Using their paratransit vehicles, GPMTD increased their service area to the City of Washington and Washington Township for a pilot project	$100,000	$ -	$100,000	$200,000
5310 Urban	CY 2020	City of Peoria	City of Peoria Intersection Improvement Design & Engineering: Conducting design and engineering work for the CY 2013 and 2016 City of Peoria project	$13,830	$ -	$3,458	$17,288
5310 Urban	CY 2021	(Transfer to IDOT)	If Tri-County is unable to locally program Section 5310 funds, they are transferred to IDOT to be used in their CVP program.	$114,847	$ -	$ -	$114,847
5310 Urban	CY 2022	City of Peoria	Construction of a pedestrian crossing near two bus stops and safety road improvements around those stops adjacent to a residential facility that houses people with disabilities (1 of 2 funding years)	$164,556	$ -	$41,139	$205,695

Funding Type	Cycle Year	Grantee	Description	Federal	State	Local Match	Project Total
5310 Urban	CY 2022	City of Peoria	Construction of a pedestrian crossing near two bus stops and safety road improvements around those stops adjacent to a residential facility that houses people with disabilities (2 of 2 funding years)	$95,444	$ -	$23,861	$119,305
5310 Urban	CY 2023	Greater Peoria Mass Transit District	Acquisition and installation of three Quantum wheelchair securement systems	$60,000	$ -	$15,000	$75,000

Appendix B: List of Other Service Providers in the Region

The following list is a non-comprehensive inventory of entities *other than* the public transit providers and agencies listed in the Transportation Service Providers, Agencies, & Others section of this report. Note that if residents would like to utilize these entities' transportation services, they will need to confirm directly with each of them. This list is meant to serve as a backup record of potential other options if regular public transportation or agency options are not available when needed. This list is sorted by the Category column.

Organization / Service Name	Client Base	Coverage Area	Category	Phone
Dream Center Peoria	Dream Center clients: Mainly families living in poverty	Peoria area	Regional/ Community entity	309 676-3000
Miller Center - Pekin Park District	Pekin residents aged 50+	Pekin area	Regional/ Community entity	309 346-5210
Washington senior taxi service (via Washington Township)	Washington Township residents aged 65+	Washington Township	Regional/ Community entity	309-210-6474

Organization / Service Name	Client Base	Coverage Area	Category	Phone
Burlington Trailways	General public	Peoria and statewide	Intercity bus	309-672-9000
Greyhound Bus	General Public	Peoria and nationwide	Intercity bus	800-231-2222
Peoria Charter	General public	Peoria and statewide	Intercity bus	800-448-0572

Organization / Service Name	Client Base	Coverage Area	Category	Phone
Personal Mobility	General public	Peoria area	Accessible vehicle rental company	309-966-4329

Organization / Service Name	Client Base	Coverage Area	Category	Phone
Graham Health System Shuttle Service	Graham Medical patients both in town and out of town.	Fulton, Knox, Mason, and surrounding counties	Healthcare non-emergency	309-649-5134
Illini Non-Emergency Patient Transport	General public	Central Illinois	Healthcare non-emergency	309-840-4503
LifeLine Pilots	General public	Peoria area	Healthcare non-emergency	1-800-822-7972
Peoria Non-Emergency Medical Transport	General public	Cities in a 40-mile radius of Peoria 61615	Healthcare non-emergency	309-369-5958 309- 397-3174
Transcare-Plus LLC	General public	Peoria (city)	Healthcare non-emergency	309-204-3065

Organization / Service Name	Client Base	Coverage Area	Category	Phone
Big Daddy Cab	General public	Tazewell, Peoria, Woodford, McLean, Knox	Taxi service	309-202-5653
Curt's Transportation Services	General public	Peoria area	Taxi service	309-220-5665
PPAW Transportation	General public (pet friendly)	Peoria area	Taxi service	309-777-3213
Reliable Cab Havana	General public	Based in Havana; travels to Fulton, Peoria, Tazewell, & other counties	Taxi service	309-253-1440
TC Cabs	General public	Peoria area	Taxi service	309-643-1112

Organization / Service Name	Client Base	Coverage Area	Category	Phone
Aaron's Party Bus and Limousine Service	General public	Peoria area	Primarily shuttle/Special event service	309 697-9260
Midstate Limo	General public	Peoria and several other Illinois locations	Primarily shuttle/Special event service	309-820-1965
Peoria All Access	General public	Peoria and Central Illinois	Primarily shuttle/Special event service	309-224-6223
Peoria Executive Limousine Service	General public	Peoria area	Primarily shuttle/Special event service	309 643-9283
Peoria Limousine	General public	Peoria area	Primarily shuttle/Special event service	309-674-0945
Play Time Party Bus	General public	Peoria area	Primarily shuttle/Special event service	309-397-8458
Price4Limo	General public	Several parts of HSTP region	Primarily shuttle/Special event service	866-265-5479
TDK Event Services	General public	Peoria area	Primarily shuttle/Special event service	309-210-6474

Although these companies advertise as primarily shuttle or special event transport services, some also offer airport transportation, intercity commutes, and other services.

Appendix C: HSTP Region 5 Bylaws

Human Service Transportation Plan (HSTP)
Region 5 Committee Bylaws

Article I: Purpose

A. Create a Human Services Transportation Plan (HSTP) in fulfillment of the provisions of the *Safe, Accountable, Flexible, and Efficient Transportation Equity Act: A Legacy for Users* (SAFETEA-LU).
B. Continue to meet coordination requirements under *Moving Ahead for Progress in the 21st Century* (MAP-21), continued by *Fixing America's Surface Transportation Act* (FAST Act), continued by the *Infrastructure Investment and Jobs Act* (IIJA).
C. Guide the implementation of coordination strategies to achieve human service transportation objectives.
D. Plan, develop, and assist in the deployment of transportation programs that maximize the use of available transportation services, public capital, and operating funding to benefit people with disabilities, older individuals, people with low incomes, veterans, and other populations who may benefit from extra transit assistance.
E. Collaborate with other HSTP Regions on interregional and interstate transportation issues.

Article II: Geographic Area

The HSTP committee shall encompass Fulton, Knox, Marshall, Peoria, Stark, Tazewell, and Woodford Counties in Illinois (hereinafter called HSTP Region 5).

Article III: Membership

The HSTP Region 5 Committee shall include a combination of representatives from the following areas: public or private transit providers, not-for-profit organizations, human services organizations, transit users, members of local and county governments, and other interested citizens. Representation should balance accessibility, aging, workforce, and education interests when possible.

A. HSTP Region 5 shall be composed of the following representatives:
    1. Two members per county who represent rural areas of their respective counties (equaling fourteen members).
    2. Seven members from the Peoria-Pekin urbanized area.
    3. Up to two members to represent the region as a whole, to be appointed by the rest of the committee.
    4. Shared representative seats are permissible and must be noted as such by the appointing body.
B. Appointment and Membership Term:
    1. Rural representatives shall be appointed by each respective County Board Chair within HSTP Region 5.

2. Urbanized Area representatives shall be appointed by the Tri-County Regional Planning Commission technical and policy committees.
3. The term of membership for both rural and urbanized area representatives is three years.

C. Vacancies and Absences:
1. If there is a vacancy on the Committee, remaining committee members, the respective County Board Chair, Tri-County Regional Planning Commission Technical or Policy chair, or HSTP staff, shall recommend a new member from the respective geographic area to fill the vacant position. The designated individual shall be appointed to the Committee by the guidelines listed under "Appointment and Membership Term" above.
2. If a member is unable to attend a meeting, that person shall communicate with HSTP staff in advance for it to be considered an excused absence.
3. If a member is unable to attend a meeting and has not communicated their absence before the meeting to HSTP staff, it will be noted as an unexcused absence.
4. After a member has three unexcused absences in a row, HSTP staff can contact the member's respective County Board Chair or Tri-County Regional Planning Commission Technical or Policy chair to recommend a new member in their place.
5. If a member or a representative to their organization has not attended at least two HSTP Region 5 meetings within a year of their Consolidated Vehicle Procurement (CVP) application, HSTP staff has the right to give that organization a participation score of zero.

D. Voting:
1. Each HSTP Region 5 committee member will have one vote, except where noted (see #3 regarding shared seats).
2. No absentee voting shall be allowed.
3. If a seat is shared and both representatives are present, only one vote will be recorded for that seat.
4. Members of HSTP Region 5 may select a designated voting representative to have proxy voting rights at the meeting in their absence. If a Committee member wishes to have another individual represent their vote at a meeting, a proxy form signed by the Committee member must be sent to HSTP staff before the beginning of the meeting.
5. Within 90 days of appointment, a voting representative shall complete the Illinois Secretary of State's Open Meetings Act (OMA) Test as required by the Illinois Department of Transportation Office of Intermodal Project Implementation (IDOT-OIPI) and shall provide a copy of the certificate to be kept on file with HSTP staff. This is a one-time requirement; any previously completed OMA certificates prior to appointment/designation will be accepted.

6. If a voting representative has not submitted an OMA training certificate to HSTP staff after 90 days of appointment, HSTP staff can contact the member's respective County Board Chair to recommend a new member in their place.
7. Motions will be passed by a simple majority of the vote.

E. Chair:
   1. The HSTP Committee, if they choose, can take nominations and vote for a chair and vice-chair.
   2. The term for chair and vice-chair will be one year.
   3. If the Committee chooses not to have a chair and vice-chair, or if no Committee members are nominated or accept the nomination, chair duties will fall upon HSTP staff.

F. HSTP Region 5 members are not reimbursed for travel expenses associated with attendance at Committee meetings, nor do members receive a per diem.

Article IV: Meetings

A. All meetings shall be open to the public and conducted in accordance with the Illinois Open Meetings Act.
B. All meetings shall be conducted following Robert's Rules of Order.
C. Committee members shall attend meetings in person, though "attendance by a means other than physical presence" applies, as noted in 5 ILCS 120/7, Section 7 of the Illinois Open Meetings Act:

> "*(a) If a quorum of the members of the public body is physically present as required by Section 2.01, a majority of the public body may allow a member of that body to attend the meeting by other means if the member is prevented from physically attending because of: (i) personal illness or disability; (ii) employment purposes or the business of the public body; or (iii) a family or other emergency; or (iv) unexpected childcare obligations. "Other means" is by video or audio conference.*
> *(b) If a member wishes to attend a meeting by other means, the member must notify the recording secretary or clerk of the public body before the meeting unless advance notice is impractical.…*"

Phone and virtual attendees can vote on agenda items that require a vote if there is a physical quorum present.

D. A quorum of the Committee shall consist of a simple majority, without regard to county origin or urban/rural subcommittee designation. In lieu of a lack of quorum of the majority, a quorum of either the urban or rural subcommittee will suffice.
E. All members of the Committee shall receive a mailed or emailed notice of the date, time, and place of each meeting no later than three calendar days before the meeting. Any other individual or agency may submit his/her name to the HSTP staff in order to be notified of upcoming meetings.

F. The Committee shall hold a minimum of four meetings each year.

Article V: Amendments and Severability

A. These bylaws shall become effective upon majority vote of the HSTP Region 5 committee.
B. These bylaws may be amended by a majority vote of Committee members.
C. If any one or more of the provisions of this Agreement is declared unconstitutional or contrary to law, the validity of the remainder of the Agreement shall not be affected.

Appendix D: Blank Surveys

(See the following pages for the surveys.)

Agency Survey
Transportation Needs Assessment

Human Service Agencies, Elected Officials, Churches and Other Organizations

The purpose of this survey is to improve your community's public transportation system by identifying your client's transportation needs.

General:
Date: (mm/dd/yy) _____ Counties/communities served: _____

Zip code: _____ Agency/Entity name: _____

Your Organization:
1. Please indicate the type(s) of service your organization provides. (Check all that apply)

- ☐ **Senior**
- ☐ **Medical**
- ☐ **Disability**
- ☐ **Employment**
- ☐ **Counseling**
- ☐ **Food and/or clothing**
- ☐ **Client/consumer transportation**
- ☐ **Government**
- ☐ **Housing**
- ☐ **Education**
- ☐ **Recreation/fitness**
- ☐ **Legal**
- ☐ **Economic development**
- ☐ **Community development**
- ☐ **Religious**
- ☐ **Other**

2a. Does your organization provide client transportation in any of the following ways? (Check all that apply)

- ☐ **Operate transportation vehicles directly**
- ☐ **Contract with transportation provider to serve clients**
- ☐ **Staff or volunteers provide client transportation**
- ☐ **Purchase or subsidize fares (or passes) for clients with local transportation providers.**
  Please indicate which provider(s) in the box below.

_____

2b. If your organization operates transportation vehicles directly, how many vehicles do you operate? _____

Service and Needs:
3. Please indicate how current public transportation service could be improved in your community.
(Check all that apply)

- ☐ **Expanded hours of operation**
- ☐ **Central dispatch/information source (one phone #)**
- ☐ **Better way to call for a ride**
- ☐ **Expanded service outside of town**
- ☐ **Accessibility of service**
- ☐ **Affordability of service**
- ☐ **Better coordination between service providers**
- ☐ **Other, please specify in box below**

_____

4a. Are there unmet public transportation needs in your community? ☐ **Yes** ☐ **No**

4b. If yes, what group(s) have unmet transportation needs? (Check all that apply)

- ☐ **Senior citizens**
- ☐ **General public**
- ☐ **Low income persons**
- ☐ **Persons with disabilities**
- ☐ **Students**
- ☐ **Other**

Transportation Needs:

5. What type(s) of trips do your clients need? (Check all that apply)

- ☐ **Shopping**
- ☐ **Family/friends visits**
- ☐ **Religious**
- ☐ **Medical inside county**
- ☐ **Employment**
- ☐ **Entertainment**
- ☐ **Medical outside county**
- ☐ **Social service appointments**

6a. Do your clients need medical transportation outside the county? ☐ **Yes** ☐ **No**

6b. If yes, where? _____

6c. How often? (Check all that apply)

☐ **Daily** ☐ **Weekly** ☐ **Monthly** ☐ **ad hoc**

7. When do your clients need public transportation? (Check all that apply)

- ☐ **Weekdays, before 7:00 AM**
- ☐ **Weekdays, after 10:00 PM**
- ☐ **Weekends, 5:00 PM to 10:00 PM**
- ☐ **Weekdays, 7:00 AM to 5:00 PM**
- ☐ **Weekends, before 7:00 AM**
- ☐ **Weekends, after 10:00 PM**
- ☐ **Weekdays, 5:00 PM to 10:00 PM**
- ☐ **Weekends, 7:00 AM to 5:00 PM**
- ☐ **Other**

8. Please list the top three towns in your county that need to improve public transportation services to better serve your clients.

9. What type of public transportation do your clients/consumers need? (Check all that apply)

- ☐ **Fixed route scheduled bus service (pick-up at designated bus stops)**
- ☐ **Door-to-door demand response (call ahead for scheduled pick-up *for elderly or persons with disabilities*)**
- ☐ **Fixed route, deviated service (bus operates regular routes, can go off routes on request)**
- ☐ **Taxi or ride hailing services**
- ☐ **Curb-to-curb demand response service (call ahead for scheduled pick-up)**

10. How much should a one-way trip cost within your community?

- ☐ Less than $1.00
- ☐ $1.00
- ☐ $2.00
- ☐ $3.00
- ☐ $4.00
- ☐ $5.00
- ☐ $6.00
- ☐ Other, please specify: ☐

11. If you could change one thing about public transportation for your clients, what would it be and why?

Community Transportation Survey

The purpose of this survey is to help improve your community's transportation system by finding out your transportation needs. Even if you don't need transportation at this moment, please consider what your future needs might be if you were unable to drive for any reason.

General:

Date: (mm/dd/yy) _____ County name: _____

Transportation Needs:

1. Do you or members of your household have access to (and can afford) a car or other vehicle that is running, licensed and insured? Circle one: **Yes** **No**

2a. Are there trips you or members of your household can't make because of a lack of transportation? Circle one: **Yes** **No**

2b. If yes, what kind of trips: (Check all that apply)

- ☐ **Work**
- ☐ **Shopping**
- ☐ **Kids activities (pool, park, skating etc.)**
- ☐ **Religious**
- ☐ **Medical appoint-ments**
- ☐ **Social/ enter-tainment**
- ☐ **Senior nutrition or day center**
- ☐ **Other**
- ☐ **Visiting friends or family**
- ☐ **School**
- ☐ **Other agency appoint-ments**

3. How do you or members of your household travel now? (Check all that apply)

- ☐ **Drive or ride in household member's vehicle**
- ☐ **Walk, bike, use wheelchair etc.**
- ☐ **Public transportation**
- ☐ **Drive or ride in someone else's vehicle (other than a household member's)**
- ☐ **Church or social service agency vehicle**
- ☐ **Other**

4a. Do you or members of your household currently use public transportation? Circle one: **Yes** **No**

4b. If yes, what types of public transportation do you or members of your household use? Circle all that apply: **Bus** **Taxi** **Van**

5a. Would you or members of your household use public transportation if it was available? Circle one: **Yes** **No** (If no, skip to question 9)

5b. If available, what types of public transportation would you or members of your household use? (Circle all that apply) **Bus** **Taxi** **Van** **Other**

5c. If available, how would you or members of your household prefer to get a ride? Check all that apply)

- ☐ **Catch a bus at a bus stop**
- ☐ **Call ahead for a ride (curb-to-curb demand response service)**
- ☐ **Call ahead for a ride (door-to-door demand response service for seniors or people with disabilities)**

6a. Please list locations (city/town names) that you or members of your household would travel to using public transportation.

_____

_____

6b. Using public transportation, how often would you or members of your household travel to the communities listed above? (Circle all that apply) **Daily** **Weekly** **Monthly**

7. What times would you or members of your household need public transportation? (Check all that apply)

- ☐ **Weekdays, before 7:00 AM**
- ☐ **Weekdays, 7:00 AM to 5:00 PM**
- ☐ **Weekdays, 5:00 PM to 10:00 PM**
- ☐ **Weekdays, after 10:00 PM**
- ☐ **Weekends, 7:00 AM to 5:00 PM**
- ☐ **Weekends, 5:00 PM to 10:00 PM**
- ☐ **Weekends, other times**
- ☐ **Holidays**

8. How much would you or members of your household be willing to pay for a one-way trip within your county? (Circle one) **Less than $1.00** **$1.00** **$2.00** **$3.00** **$4.00** **$5.00** **$6.00 or more**

9. What would you like to change about your household's experience with public transportation and why?

Demographics:

10. What is your zip code? _____

11. In what age range do you belong?

Circle one: **Under 20** **20-29** **30-39** **40-49** **50-59** **60-69** **70-79** **80 and over**

12. How many people live in your household? Circle one: **1** **2** **3** **4+**

13. Does anyone in your household have a disability (physical, mental etc.) which limits the ability to drive?

Circle one: **Yes** How many people? ☐ **No**

14. Do any of your household members need transportation to medical appointments outside the county?

Circle one: **Yes** What city/county? _____ **No**

Rider Survey

Date _____ County_____

The results of this survey of existing riders will help transportation providers in this Human Services Transportation Plan (HSTP) region assess unmet needs and service gaps.

1. For which purposes do you use public transportation? (Circle all that apply)
   a. Work
   b. Medical Appointments
   c. School / Educational
   d. Shopping
   e. Social / Recreational
   f. Other:_____

2. How/where did you receive this survey?_____
   _____

3. How often do you use public transportation services?
   a. Less than once a month.
   b. About once a month.
   c. About once a week.
   d. 2-3 days a week.
   e. 4-5 days a week.

4. Are there obstacles preventing you from using transportation services more often? (Circle all that apply)
   a. Cost of fares.
   b. System hours of operation.
   c. Advance reservation timeframe.
   d. Need someone to ride with me.
   e. Personal health reasons / disability.
   f. There are no obstacles.
   g. Other:_____

5. What is your overall satisfaction with the public transportation services in the community?

   Very Satisfied | Satisfied | Unsatisfied | Very Unsatisfied

6. Are you able to travel everywhere you would like to within the community?

   Yes No

   If "no," where else would you like to go?_____
   _____
   _____

7. How could the community better meet your transportation needs?
   _____
   _____
   _____
   _____

8. What do you see as the greatest barrier to mobility in the community?
   - ☐ Lack of information about transportation options
   - ☐ Lack of information about how to use the available services
   - ☐ Advance notice needed to request a ride
   - ☐ Hours of operation
   - ☐ Other (explain): _____

   _____
   _____

9. What is your age?
   a. Under 18
   b. 18 – 24
   c. 25 – 45
   d. 46 – 59
   e. 60+
   f. Prefer not to answer

10. Do you have a physical disability?

    Yes No Prefer not to answer

Flip Over (Page 1 of 2)

Existing transit rider survey, page 2 of 2

11. How do you think that transportation coordination could be better in the community?

12. What are a few things that the community does well when it comes to transportation?

13. Are there any other issues or concerns you would like to share about your transportation experience?

14. Please rate your overall experience with the transportation issues below, by circling 0-5.

Transit Customer Service Issue	N/A	Poor		Fair		Excellent
The ease of finding public transit system information.	0	**1**	2	3	4	5
The ability to connect to other transit agencies.	0	**1**	2	3	4	5
The affordability of the service.	0	**1**	2	3	4	5
Reliability of the service	0	**1**	2	3	4	5
The ease of scheduling rides.	0	**1**	2	3	4	5
From transit customer service issues listed above, what are the most important to you?						

For more information about this survey, please reach out to Reema Abi-Akar at the Tri-County Regional Planning Commission: 309-673-9330

Page 2 of 2 – Thank you!

SURVEY of TRANSPORTATION PROVIDERS

AGENCY NAME: **DATE:**

LOCAL COORDINATION EFFORTS

1. What do you see as the greatest barrier to coordination and mobility in your service area?

2. What strengths do you see in coordination efforts of public and human service transportation in your service area?

3. In your assessment, what enhancements are most needed to improve the coordination of public and human service transportation in your service area?

4. If there are any other issues, concerns, or information relevant to this topic, please feel free to address them in the space provided below.

5. Based on your experience, what are the barriers to coordination of transportation services? (Check all that apply).

- ☐ Federal Regulations
- ☐ State Regulations
- ☐ Liability Issues
- ☐ Not enough equipment
- ☐ Incompatible Clients
- ☐ Funding
- ☐ Satisfied with existing transportation program, do not see need to coordinate
- ☐ Reluctance of area transportation providers to coordinate
- ☐ Other (Explain)

6. Are your agency's transportation services coordinated with other transportation providers in your area?

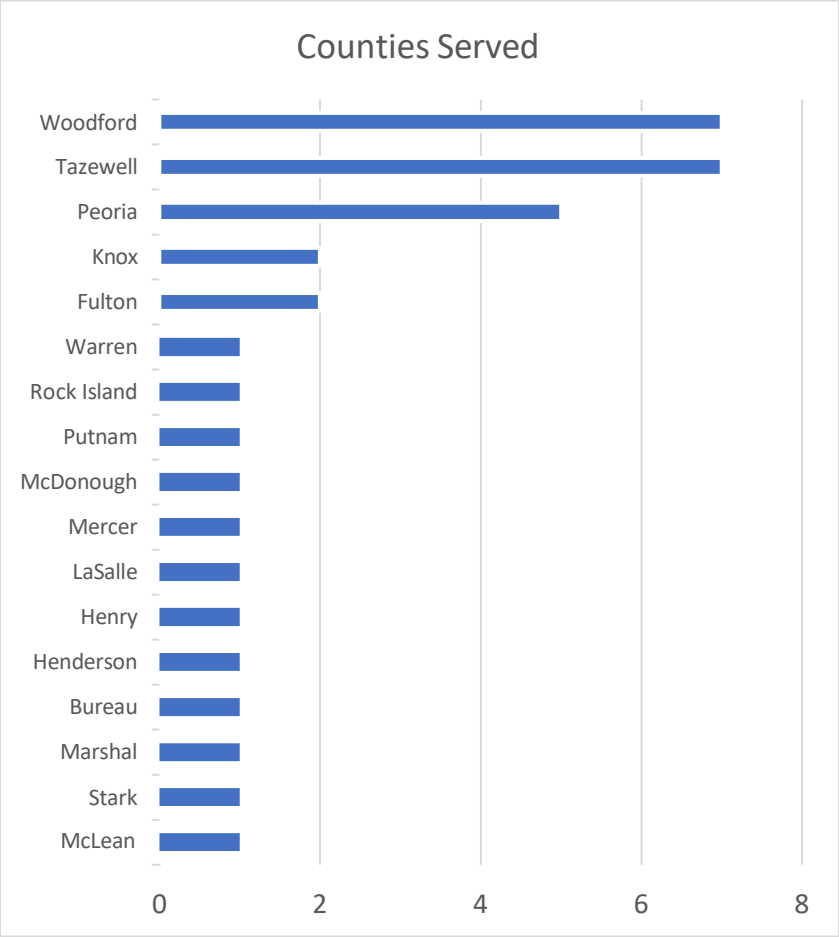
Coordinated Service Type	With which organizations/agencies do you coordinate?
Central dispatching	
Referral of clients	
Provide service for persons with disabilities	
Joint driver training	
Emergency back-up	
Provide transportation services for another agency	
Other (please explain):	

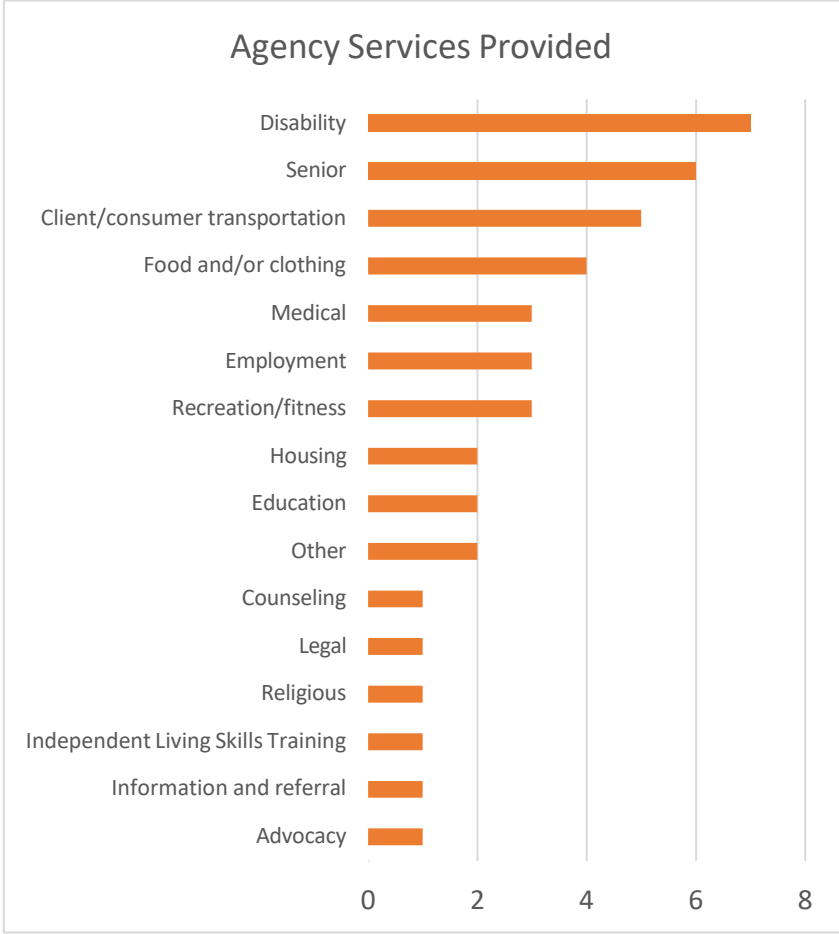
For more information about this survey, please reach out to Reema Abi-Akar at the Tri-County Regional Planning Commission: 309-673-9330

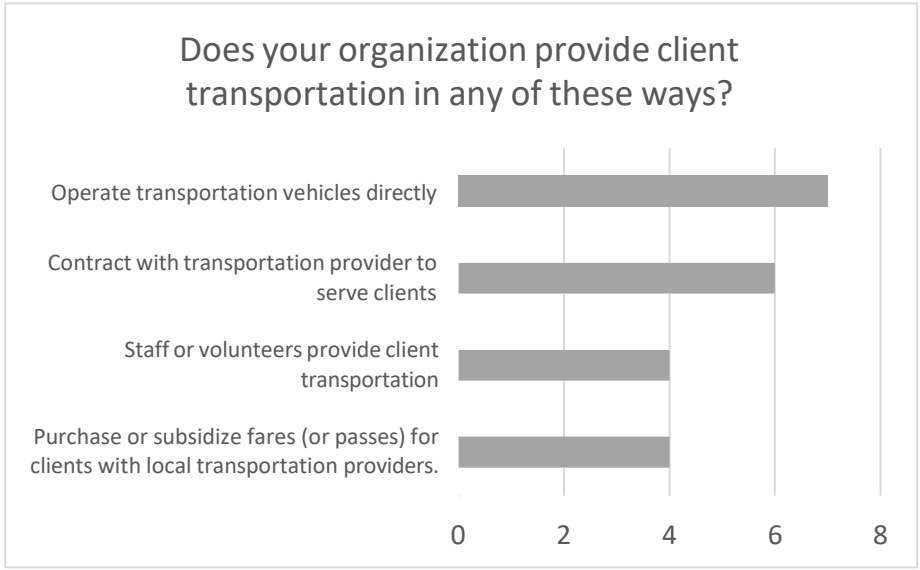
Appendix E: Survey Data

The following section shows all data received from all surveys in the form of graphs. For some open-ended questions with a few responses, comments are shown in a chart. For open-ended questions with numerous responses, TCRPC staff used qualitative coding to synthesize themes that floated to the top of the responses.

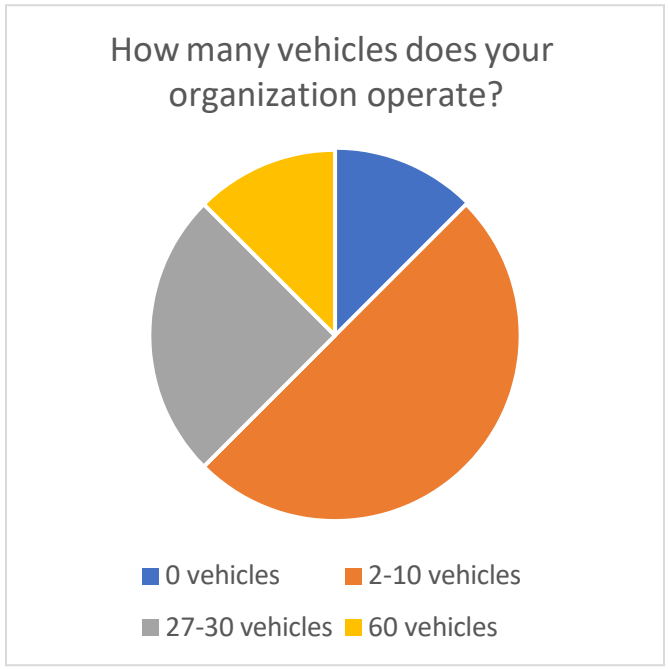
2022 Agency Survey

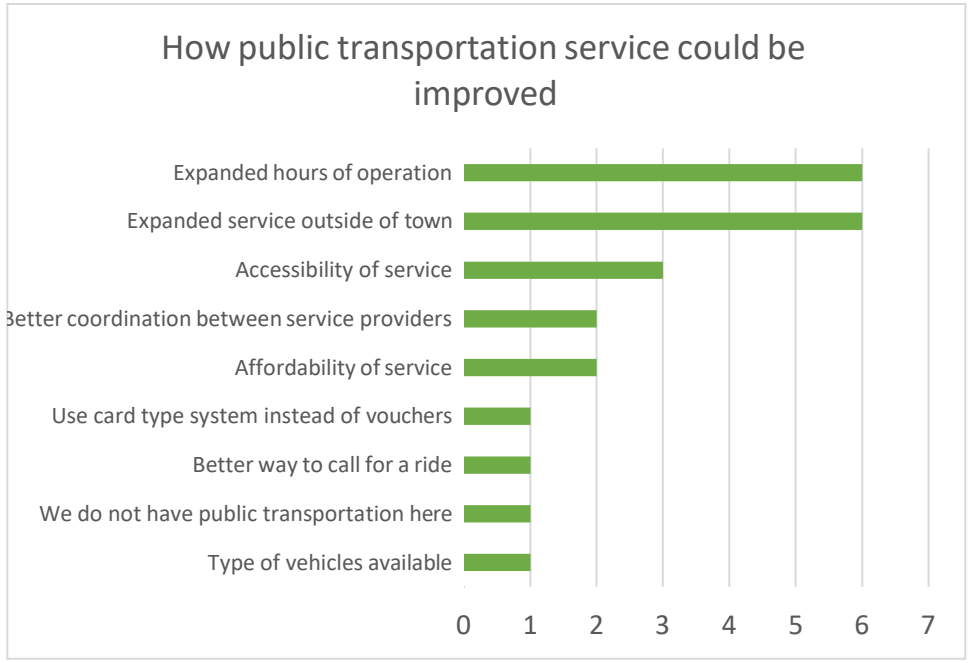


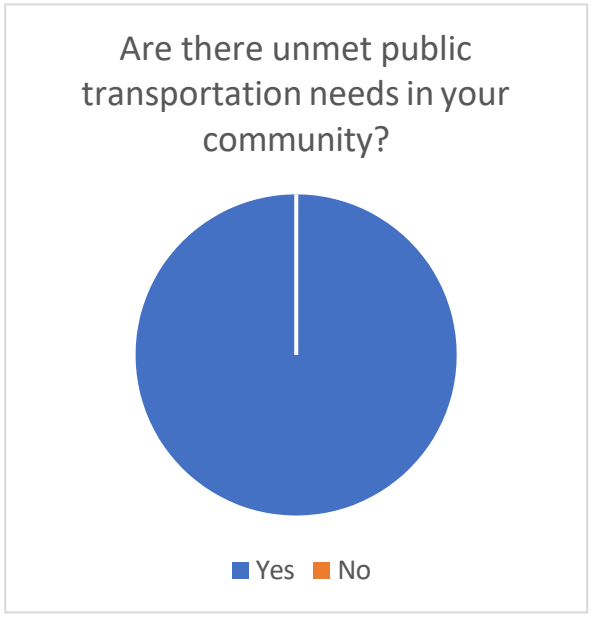


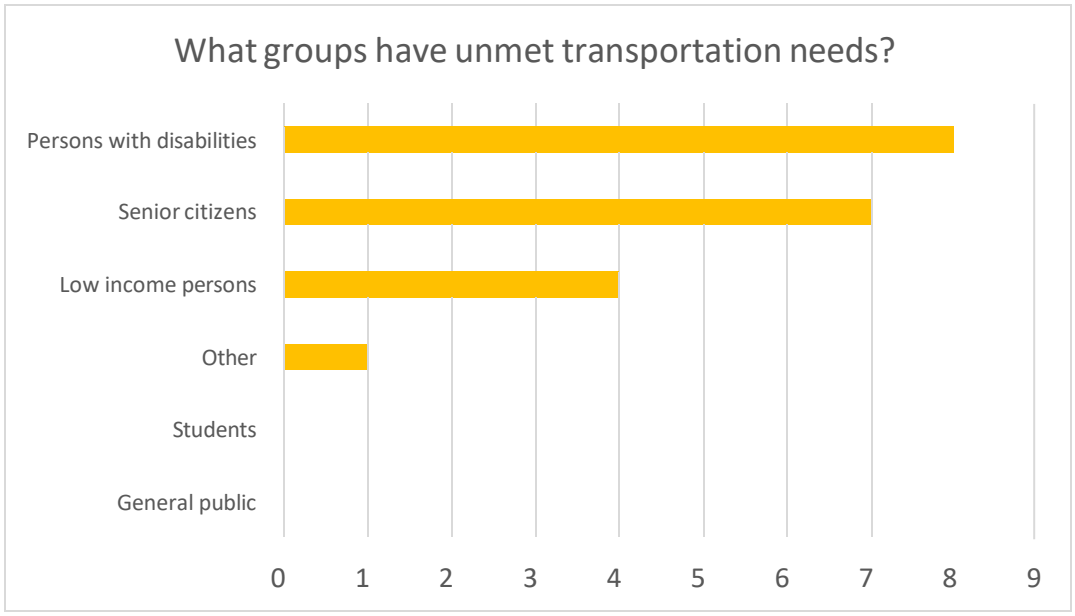


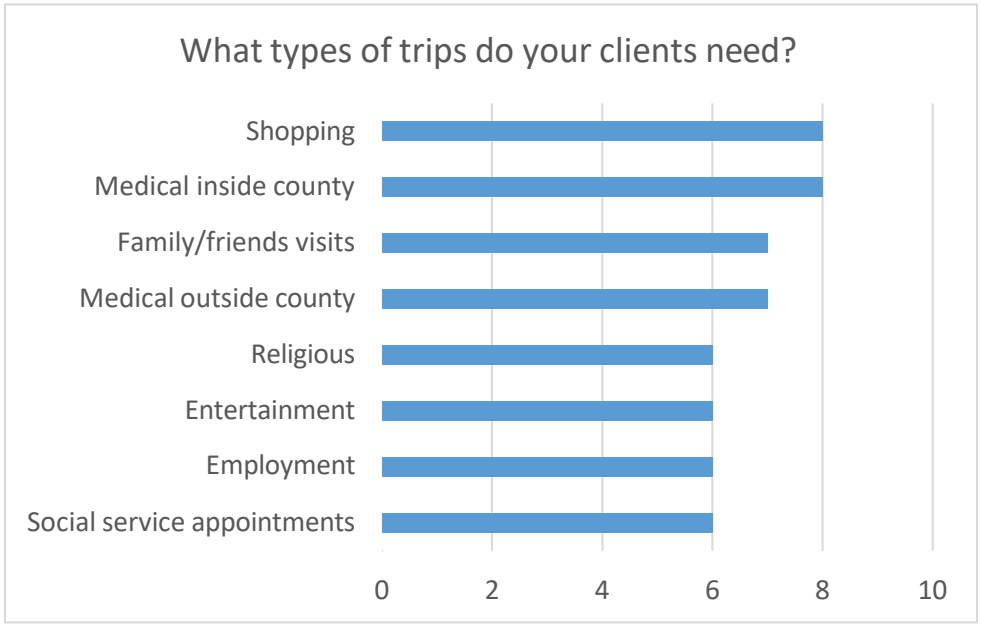
2a. If you purchase or subsidize fares (or passes) for clients with local transportation providers, please list the providers here:
We purchase tickets from Transdev and CityLink for customers to attend events or who have no other resources.
CityLink/CityLift
We do not at this time but are looking into the possibility in the future
Snyder Village
Galesburg Handivan
We Care; Marshall Stark, Woodford Trans.; CityLift; CountyLink; CIAOA

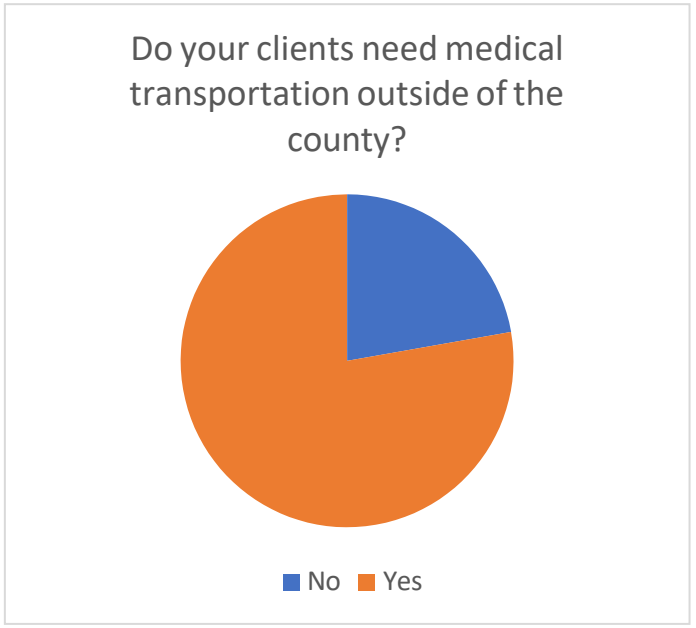


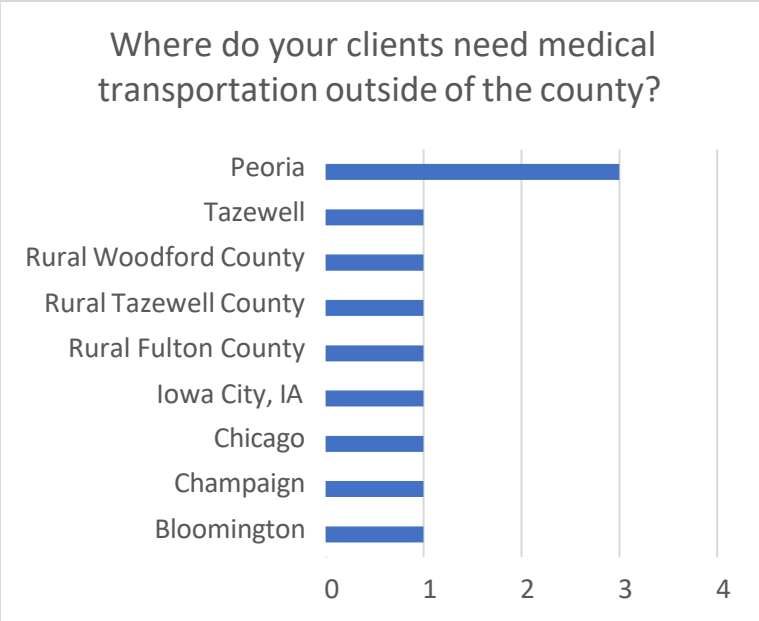


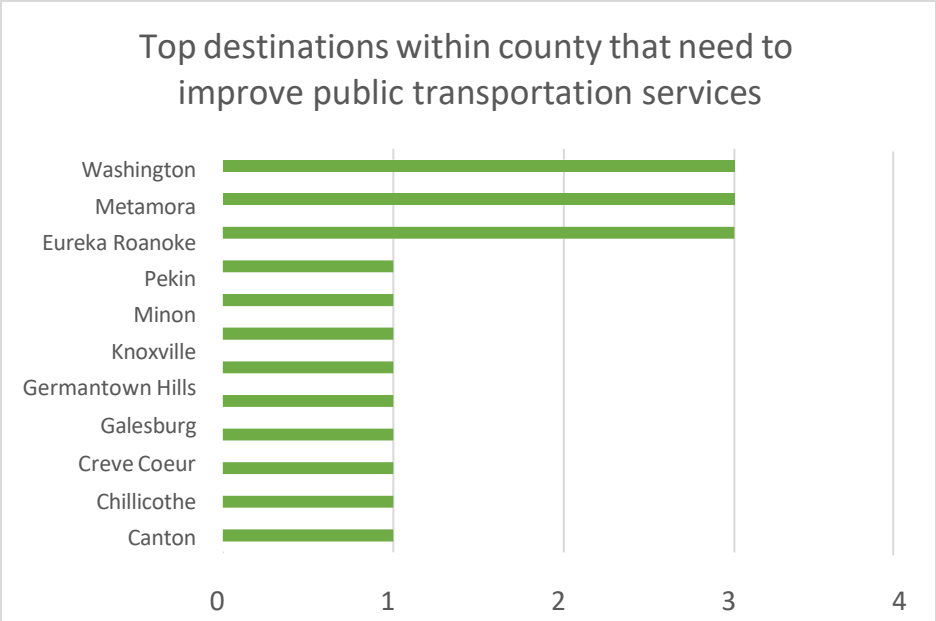

Are there unmet public transportation needs in your community?
Yes
No

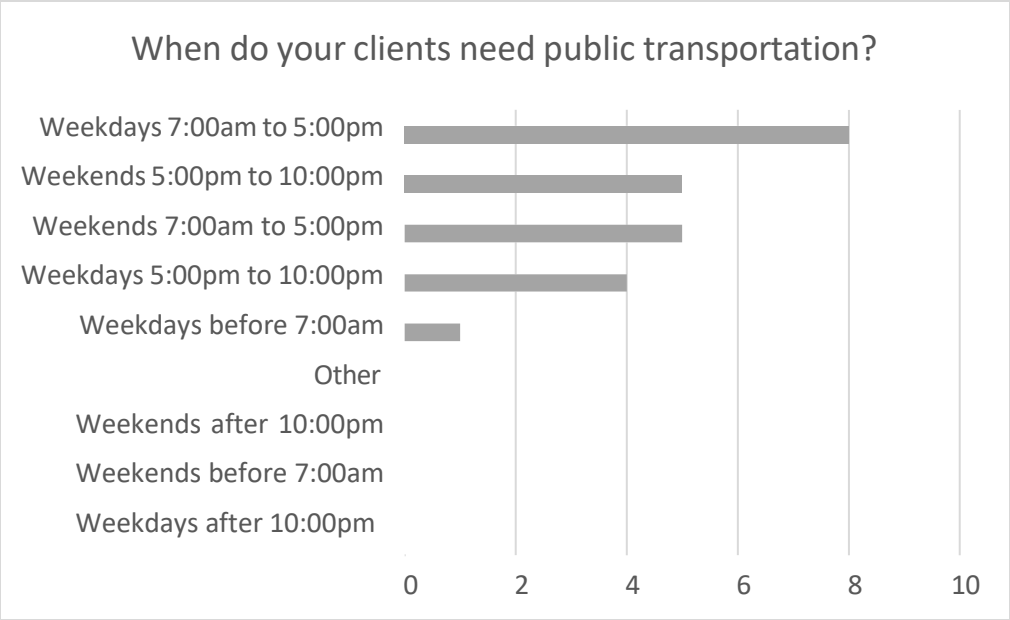

What groups have unmet transportation needs?
Persons with disabilities
Senior citizens
Low income persons
Other
Students
General public
0
1
2
3
4
5
6
7
8
9

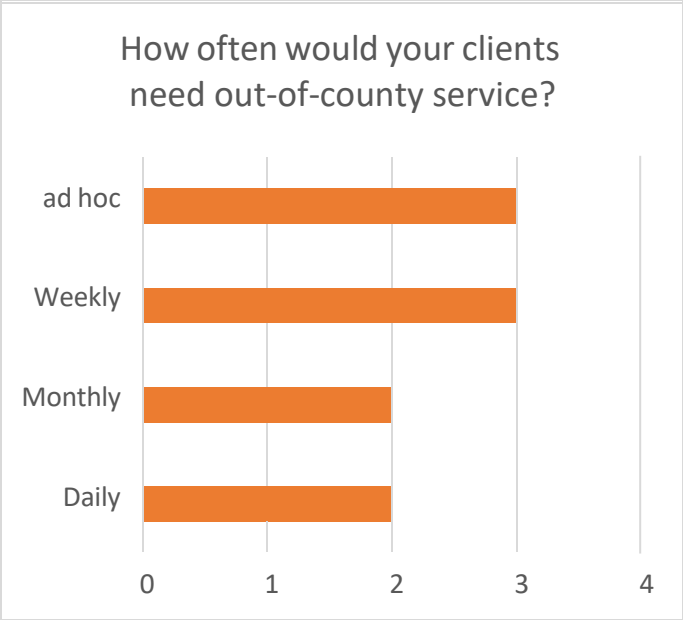

What types of trips do your clients need?
Shopping
Medical inside county
Family/friends visits
Medical outside county
Religious
Entertainment
Employment
Social service appointments
0
2
4
6
8
10

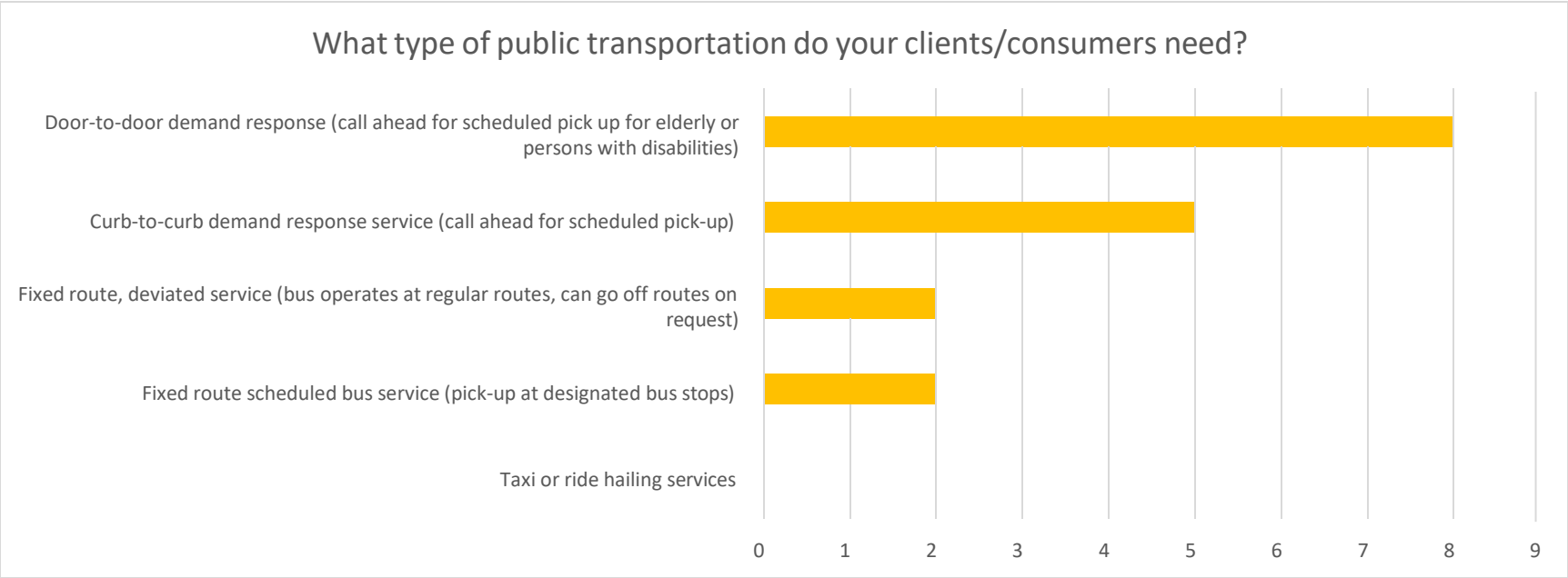

Do your clients need medical transportation outside of the county?
No
Yes

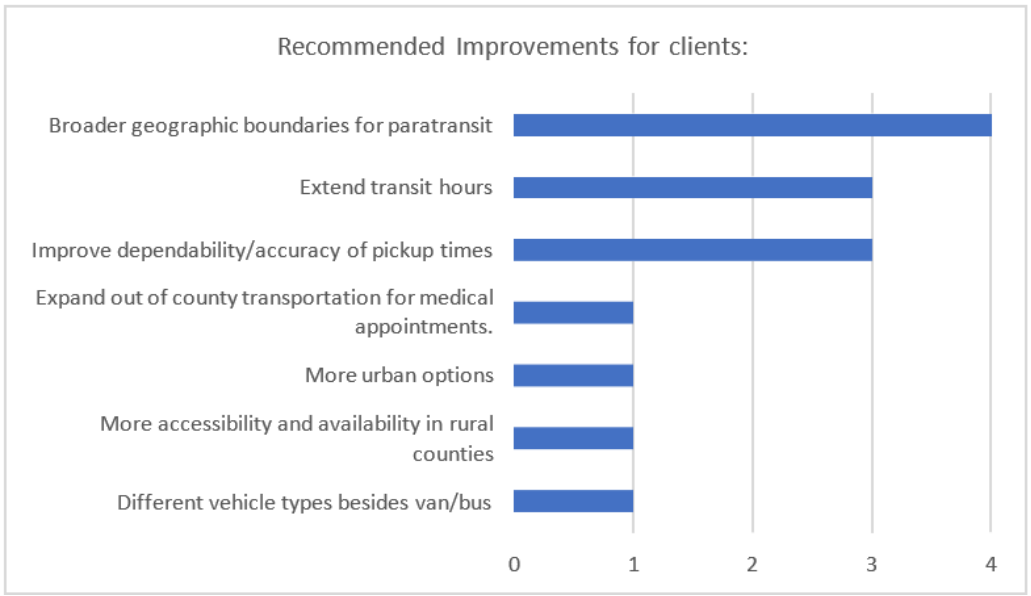

Where do your clients need medical transportation outside of the county?
Peoria
Tazewell
Rural Woodford County
Rural Tazewell County
Rural Fulton County
Iowa City, IA
Chicago
Champaign
Bloomington
0
1
2
3
4

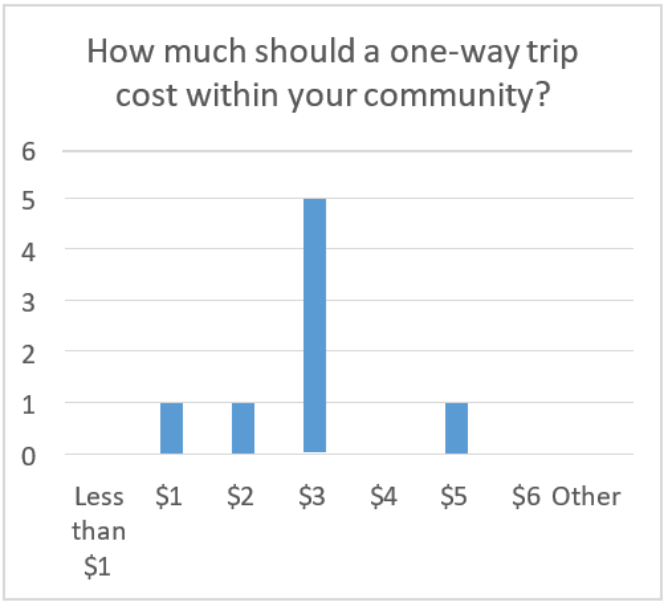

Top destinations within county that need to improve public transportation services
Washington
Metamora
Eureka Roanoke
Pekin
Minon
Knoxville
Germantown Hills
Galesburg
Creve Coeur
Chillicothe
Canton
0
1
2
3
4

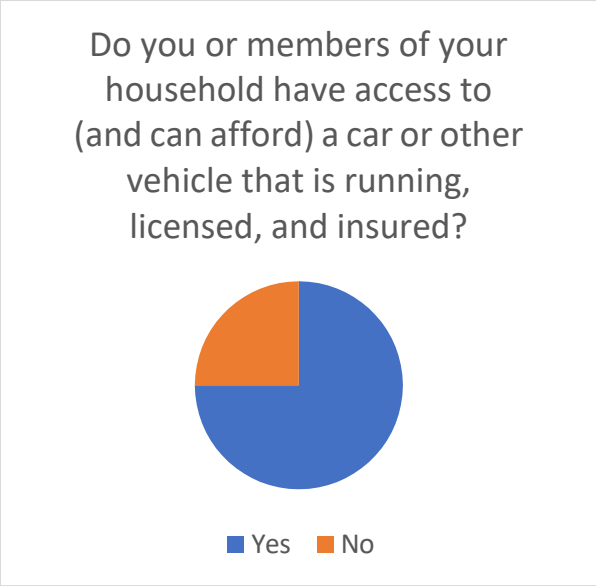

When do your clients need public transportation?
Weekdays 7:00am to 5:00pm
Weekends 5:00pm to 10:00pm
Weekends 7:00am to 5:00pm
Weekdays 5:00pm to 10:00pm
Weekdays before 7:00am
Other
Weekends after 10:00pm
Weekends before 7:00am
Weekdays after 10:00pm
0
2
4
6
8
10

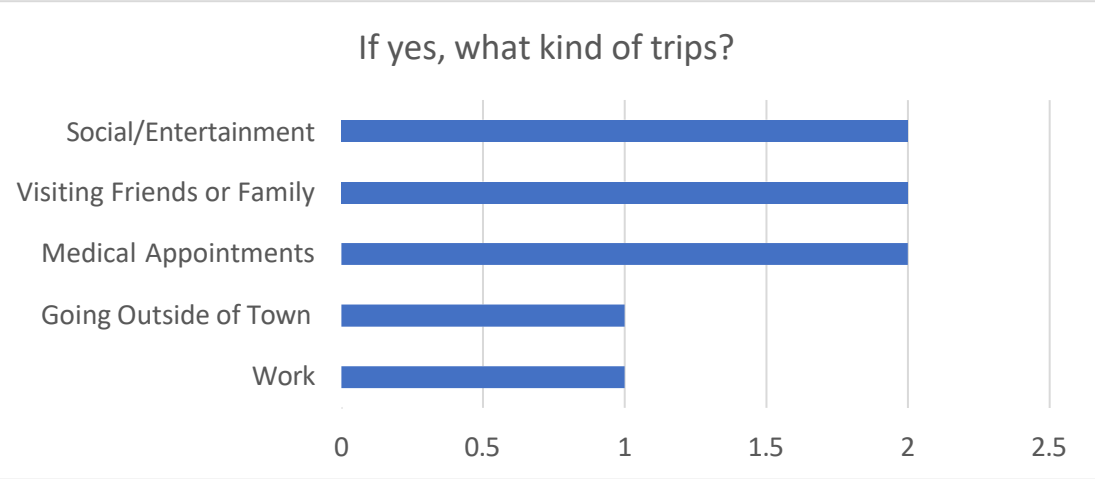

How often would your clients need out-of-county service?
ad hoc
Weekly
Monthly
Daily
0
1
2
3
4

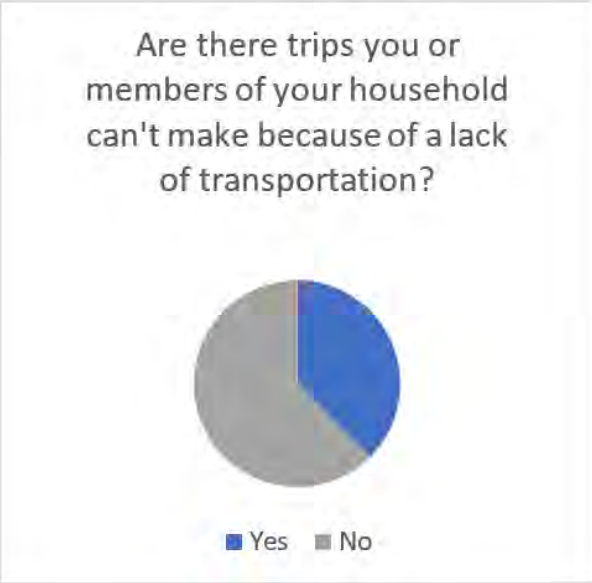

What type of public transportation do your clients/consumers need?
Door-to-door demand response (call ahead for scheduled pick up for elderly or persons with disabilities)
Curb-to-curb demand response service (call ahead for scheduled pick-up)
Fixed route, deviated service (bus operates at regular routes, can go off routes on request)
Fixed route scheduled bus service (pick-up at designated bus stops)
Taxi or ride hailing services
0
1
2
3
4
5
6
7
8
9

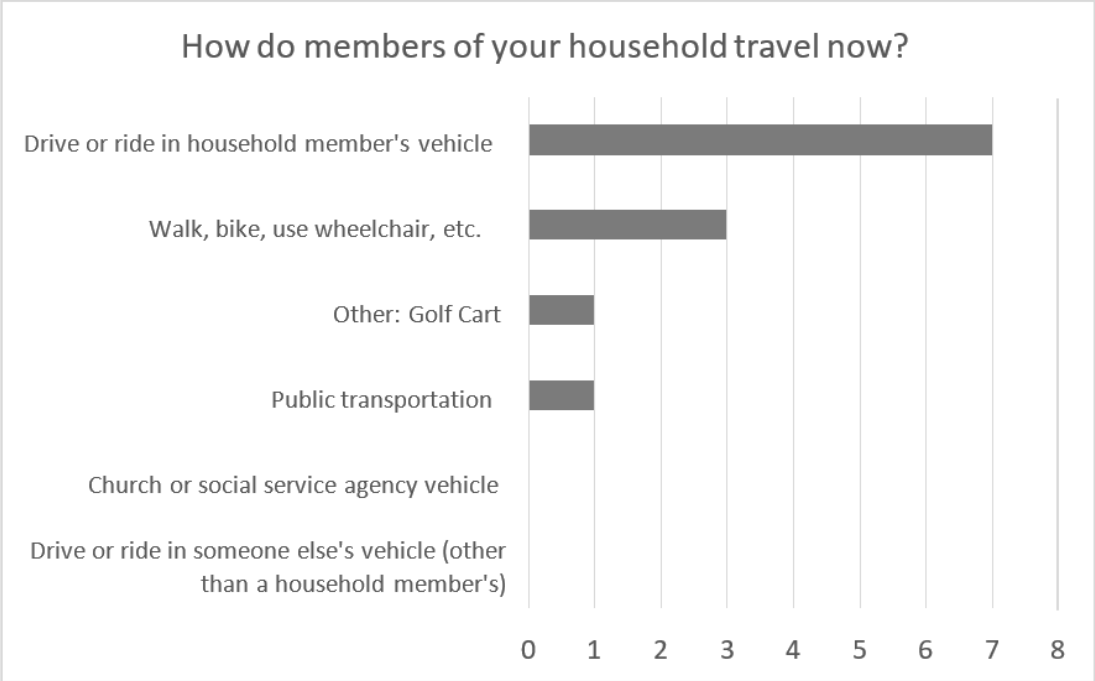

Recommended Improvements for clients:
Broader geographic boundaries for paratransit
Extend transit hours
Improve dependability/accuracy of pickup times
Expand out of county transportation for medical appointments.
More urban options
More accessibility and availability in rural counties
Different vehicle types besides van/bus
0
1
2
3
4

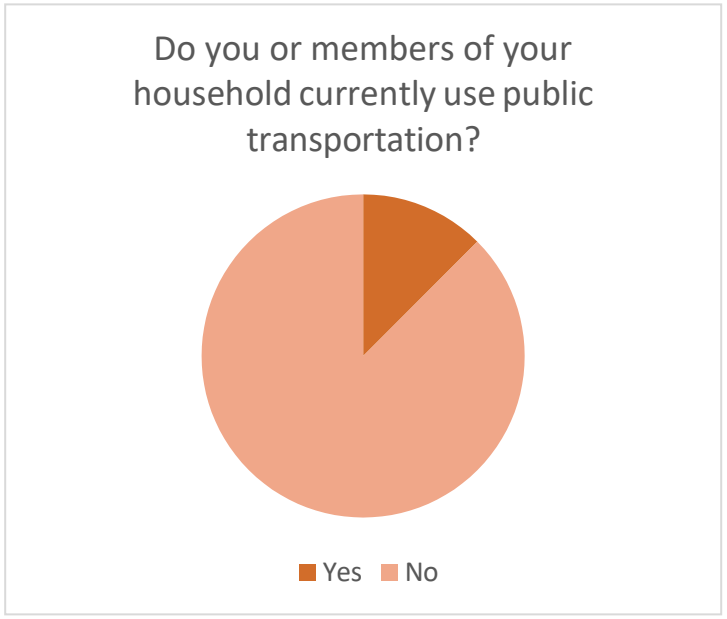

How much should a one-way trip cost within your community?
6
5
4
3
2
1
0
Less than $1
$1
$2
$3
$4
$5
$6
Other

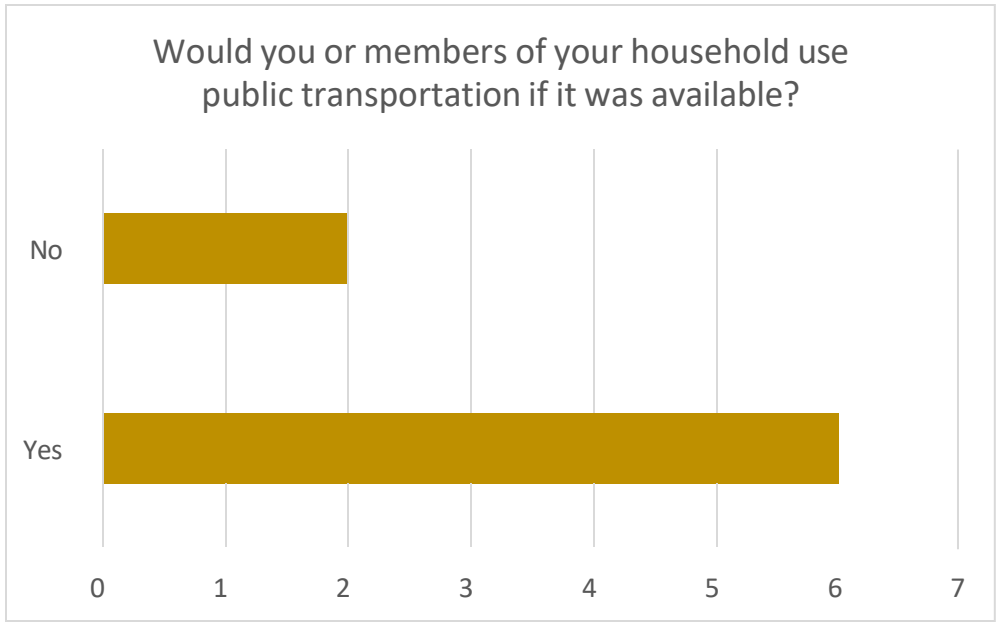

Do you or members of your household have access to (and can afford) a car or other vehicle that is running, licensed, and insured?
Yes
No

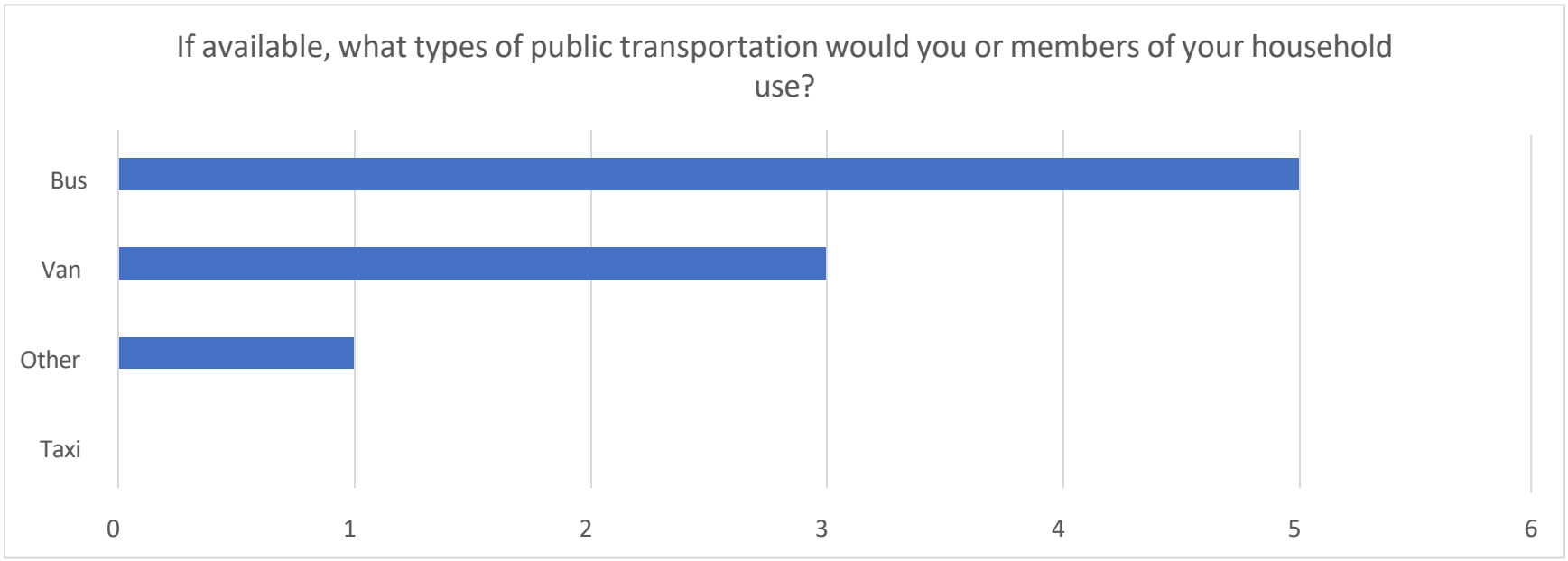

If yes, what kind of trips?
Social/Entertainment
Visiting Friends or Family
Medical Appointments
Going Outside of Town
Work
0
0.5
1
1.5
2
2.5

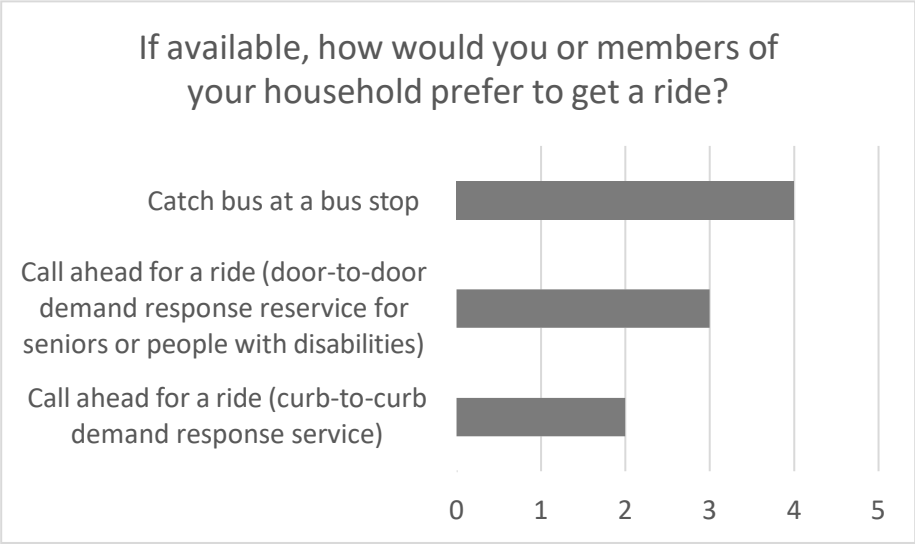

Are there trips you or members of your household can't make because of a lack of transportation?
Yes
No


How do members of your household travel now?
Drive or ride in household member's vehicle
Walk, bike, use wheelchair, etc.
Other: Golf Cart
Public transportation
Church or social service agency vehicle
Drive or ride in someone else's vehicle (other than a household member's)
0
1
2
3
4
5
6
7
8

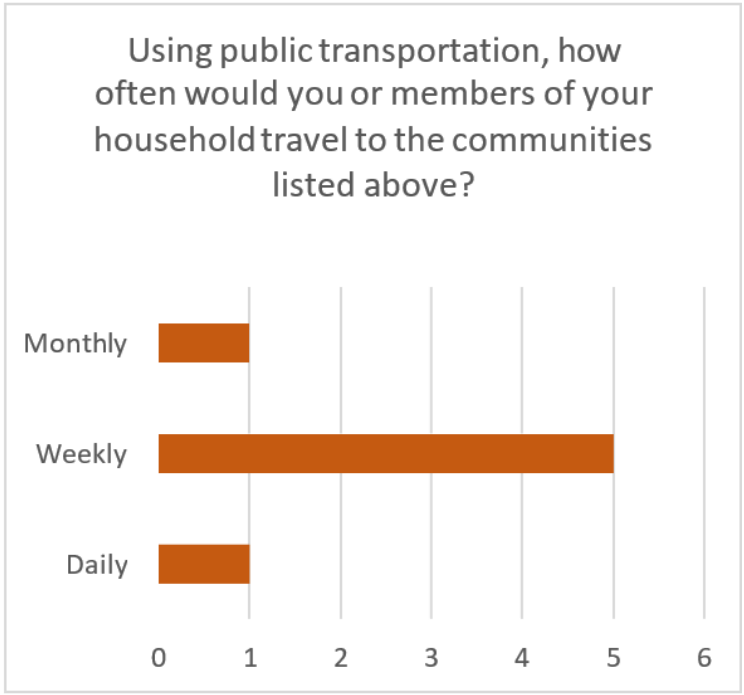

Do you or members of your household currently use public transportation?
Yes
No

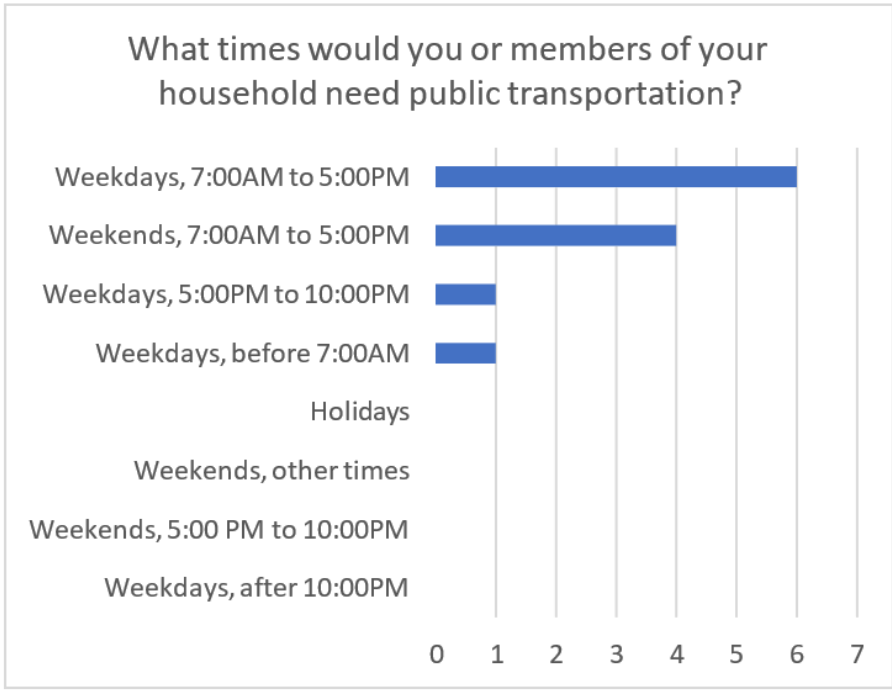

Would you or members of your household use public transportation if it was available?
No
Yes
0
1
2
3
4
5
6
7

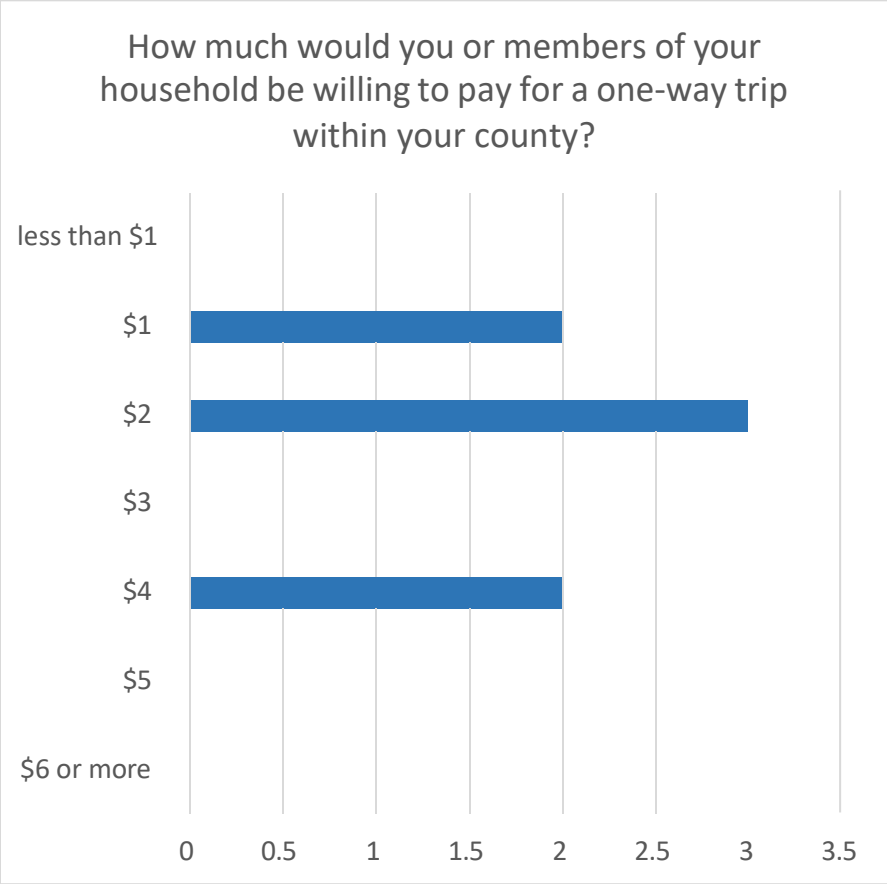

If available, what types of public transportation would you or members of your household use?
Bus
Van
Other
Taxi
0
1
2
3
4
5
6



6a. Please list locations (city/town names) that you or members of your household would travel to using public transportation.
Warehouse District
Bradley University
Downtown Peoria
East Peoria
Chillicothe Mossville campus
Dunlap/North Peoria
To Peoria for groceries
Kroger CVS
Chillicothe, Peoria, Bloomington



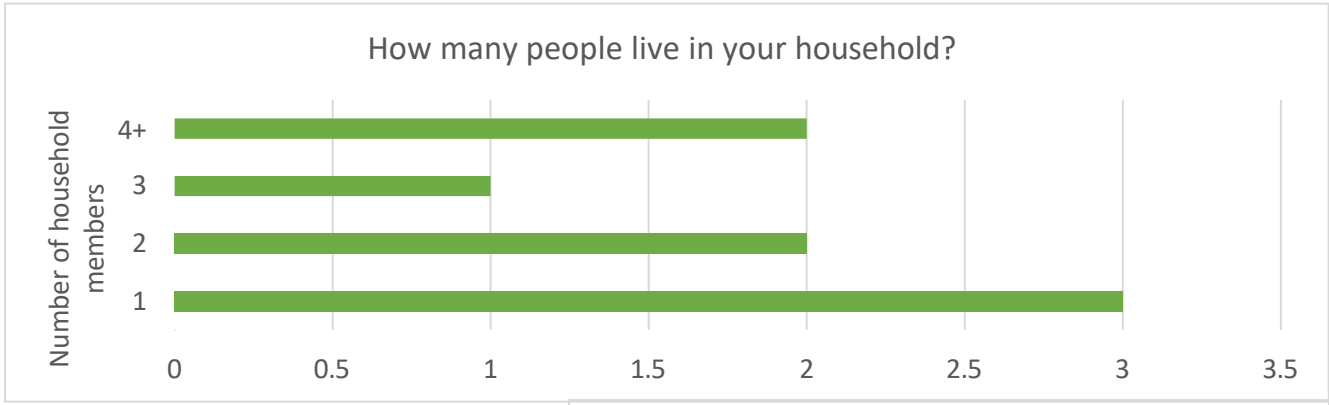


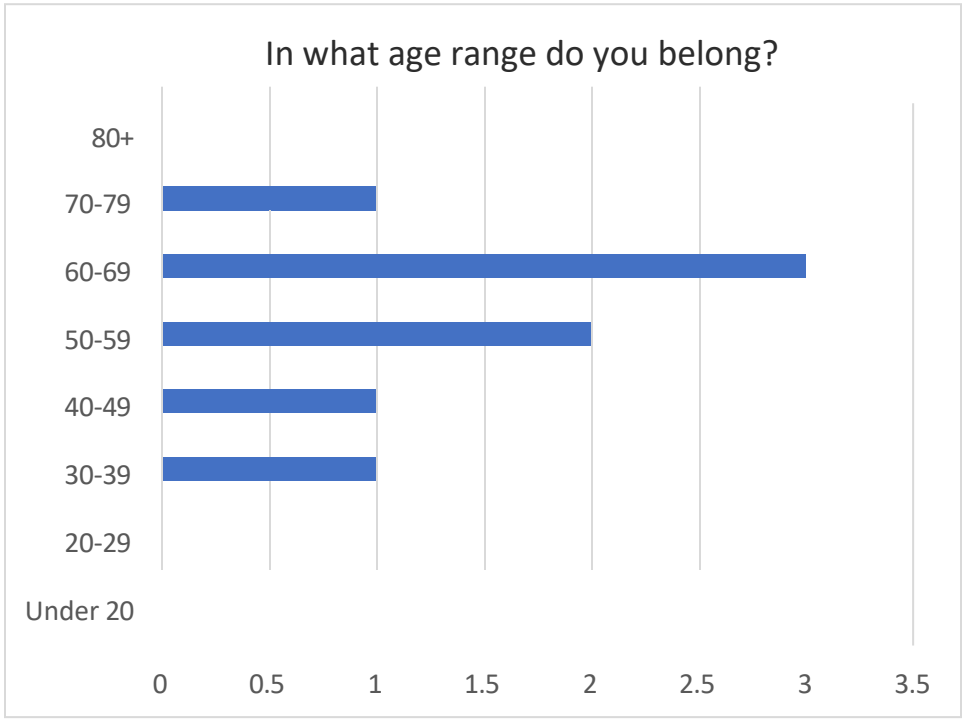


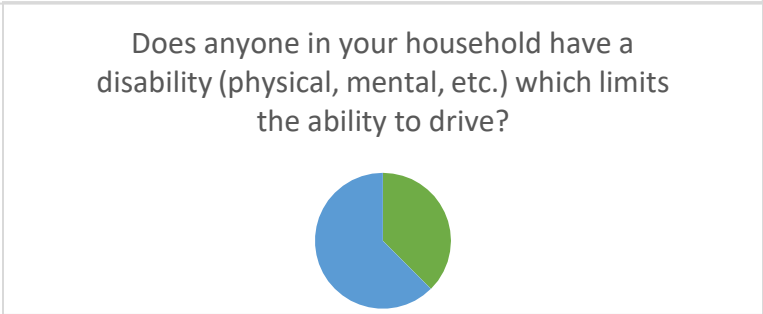
9. What would you like to change about your household's experience with public transportation and why?
Shorter wait times, increased frequency of service.
Would like them to be on time as far as getting to work and when they say they will pick me up
It currently either doesn't go where I need to go, or I can get there faster (on average) by bicycle.
I'd like to ride the bus for quick trips nearby and get my kids used to riding instead of always taking a car, but I don't think there is any service in my neighborhood.
Short trip train service around the Peoria metro area
I can't drive and so I depend on my husband to take me everywhere. He works 2nd shift and I have no transportation after 1pm
I would like public transit to exist and be usable. Honestly I'd pay a whole lot more taxes to have "free" public transit for everyone

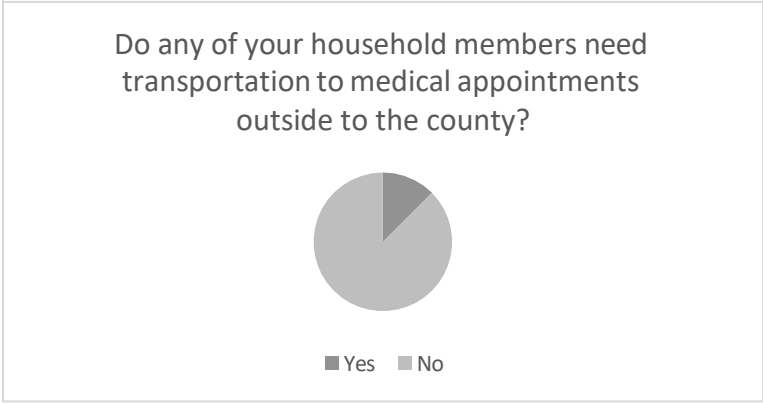
Demographics:

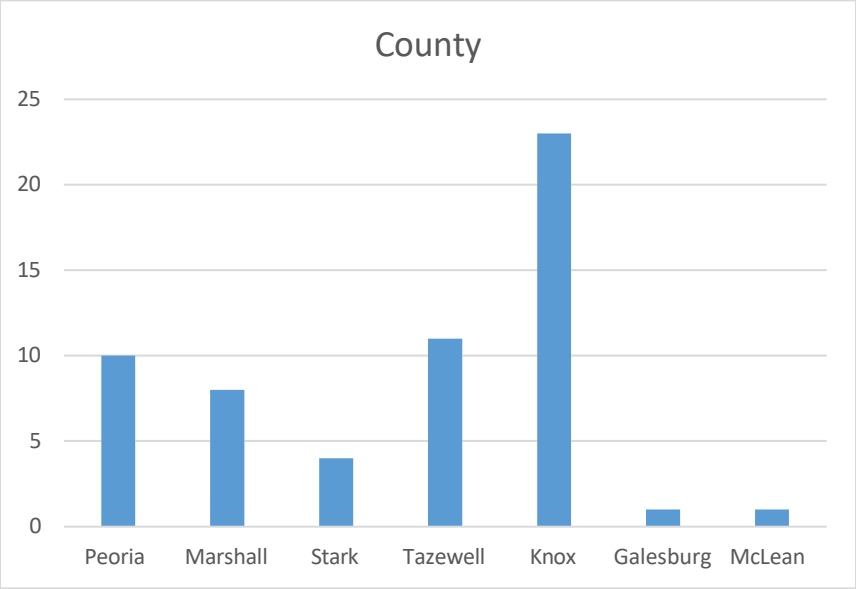
What is your zip code?
61603
61523
61614
61525
61615
61559
61611
61523-1556

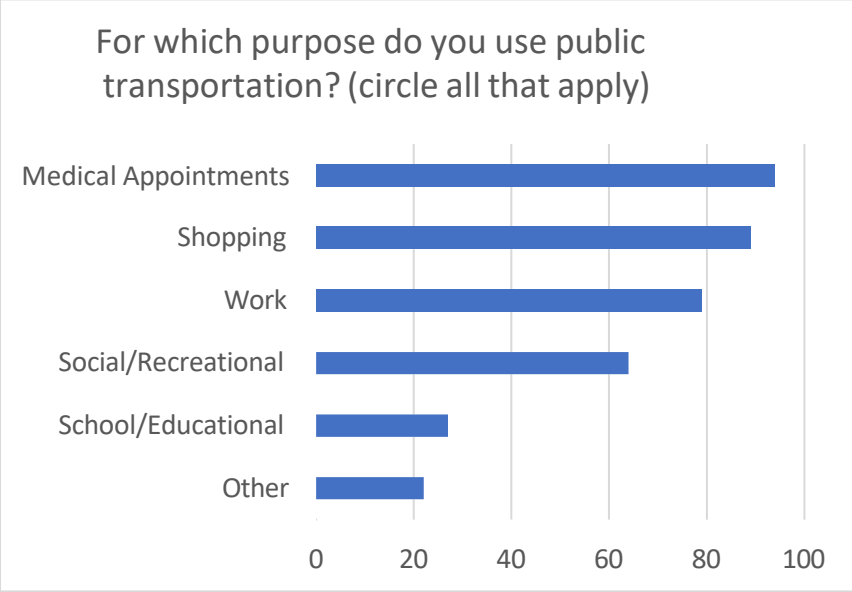


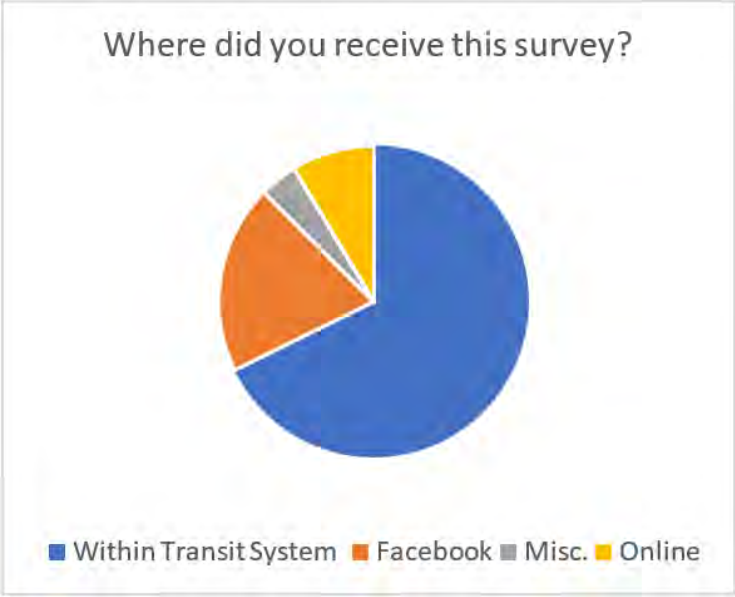


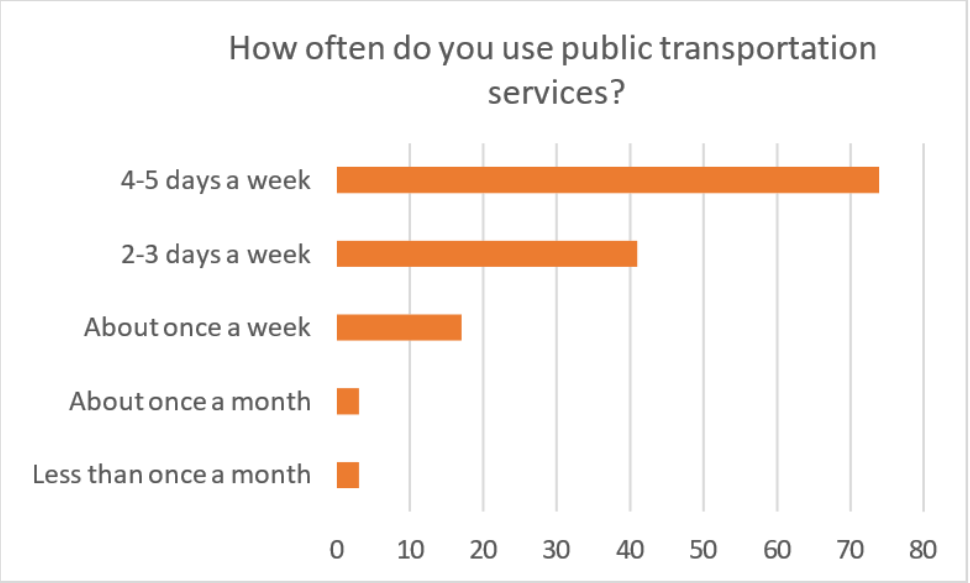


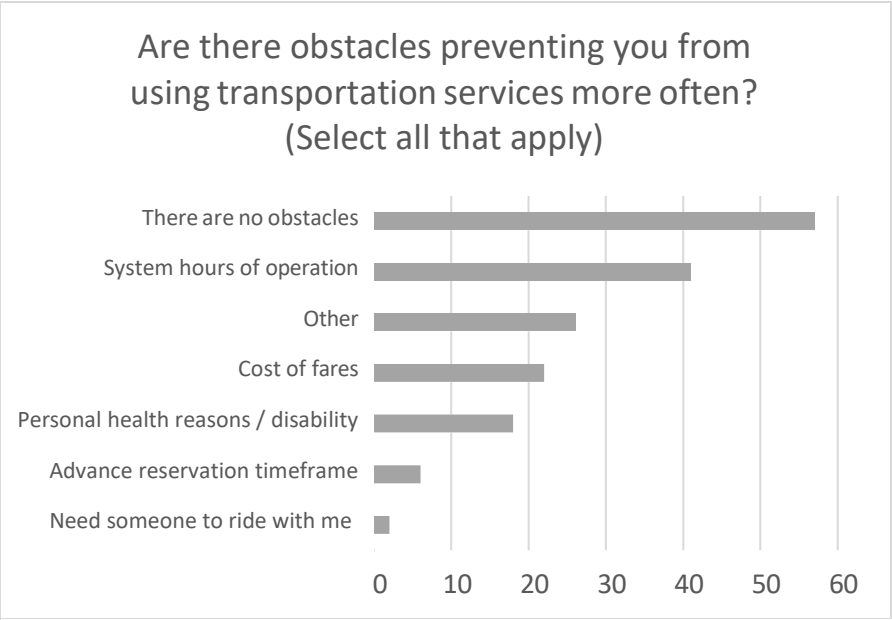


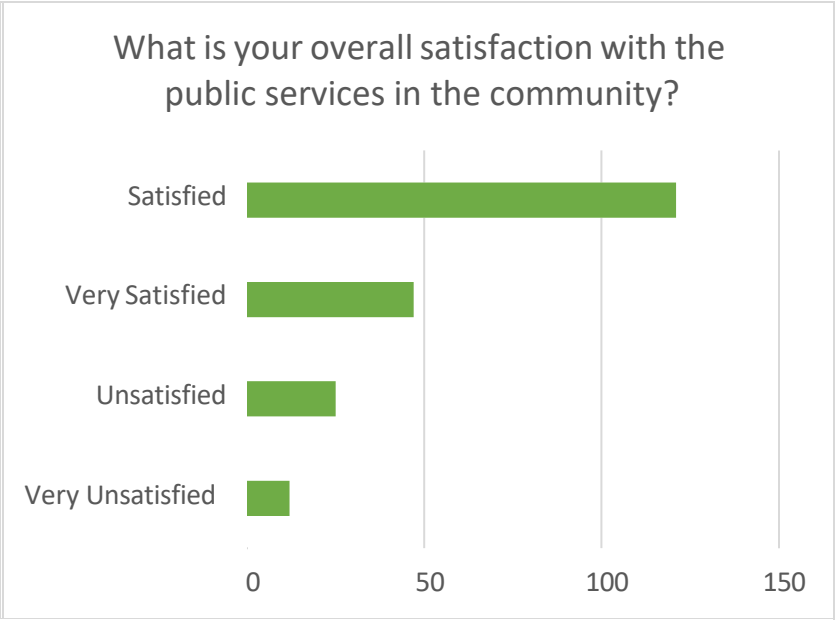

County
25
20
15
10
5
0
Peoria
Marshall
Stark
Tazewell
Knox
Galesburg
McLean

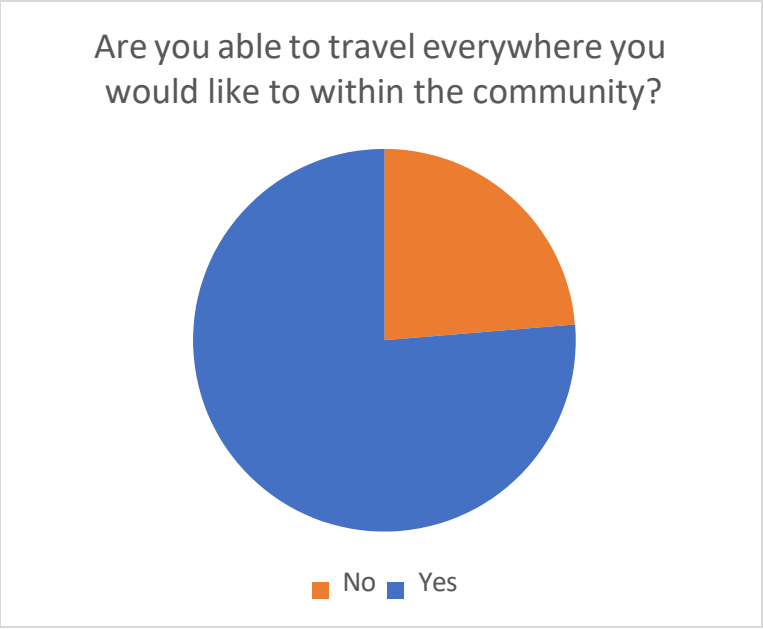

For which purpose do you use public transportation? (circle all that apply)
Medical Appointments
Shopping
Work
Social/Recreational
School/Educational
Other
0
20
40
60
80
100

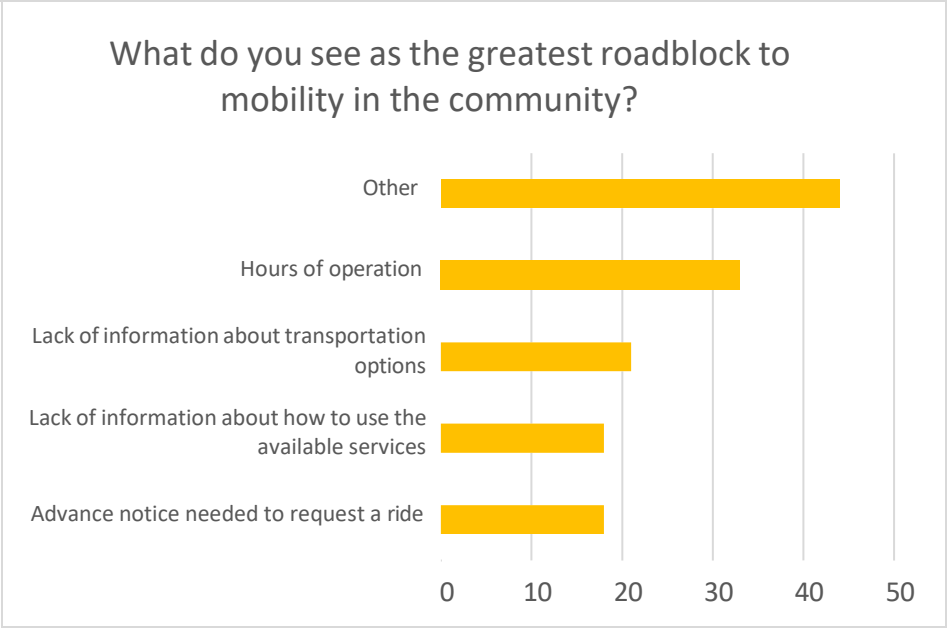

Where did you receive this survey?
Within Transit System
Facebook
Misc.
Online

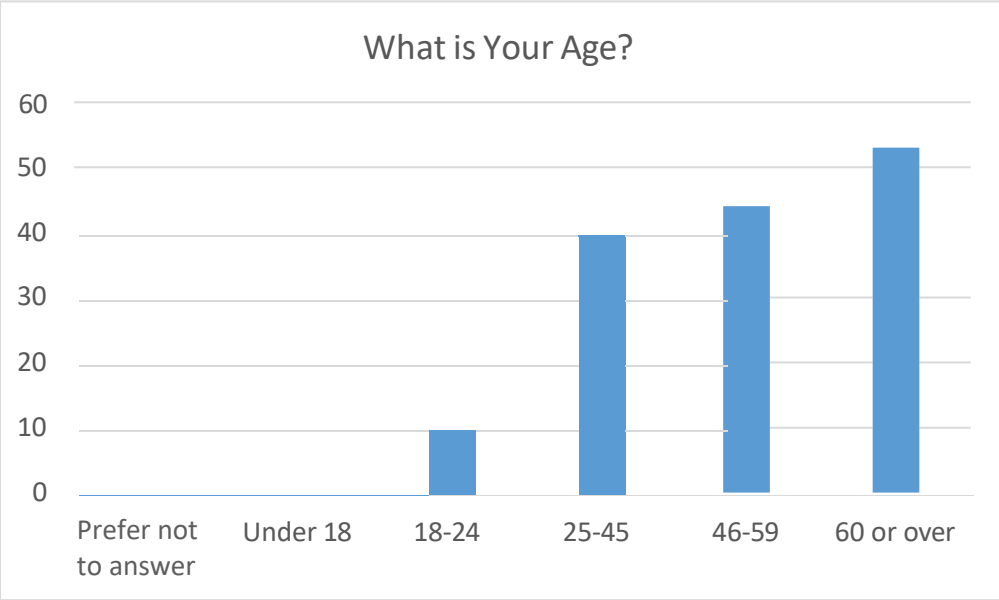

How often do you use public transportation services?
4-5 days a week
2-3 days a week
About once a week
About once a month
Less than once a month
0
10
20
30
40
50
60
70
80

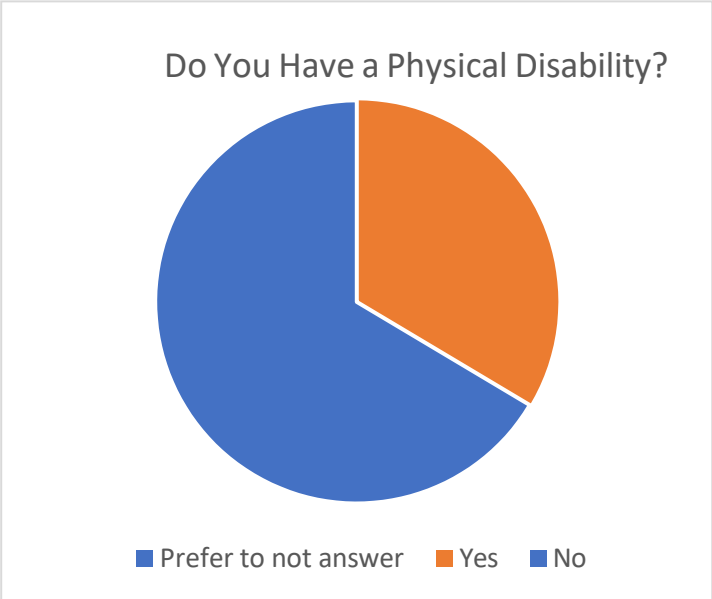

Are there obstacles preventing you from using transportation services more often? (Select all that apply)
There are no obstacles
System hours of operation
Other
Cost of fares
Personal health reasons / disability
Advance reservation timeframe
Need someone to ride with me
0
10
20
30
40
50
60


What is your overall satisfaction with the public services in the community?
Satisfied
Very Satisfied
Unsatisfied
Very Unsatisfied
0
50
100
150

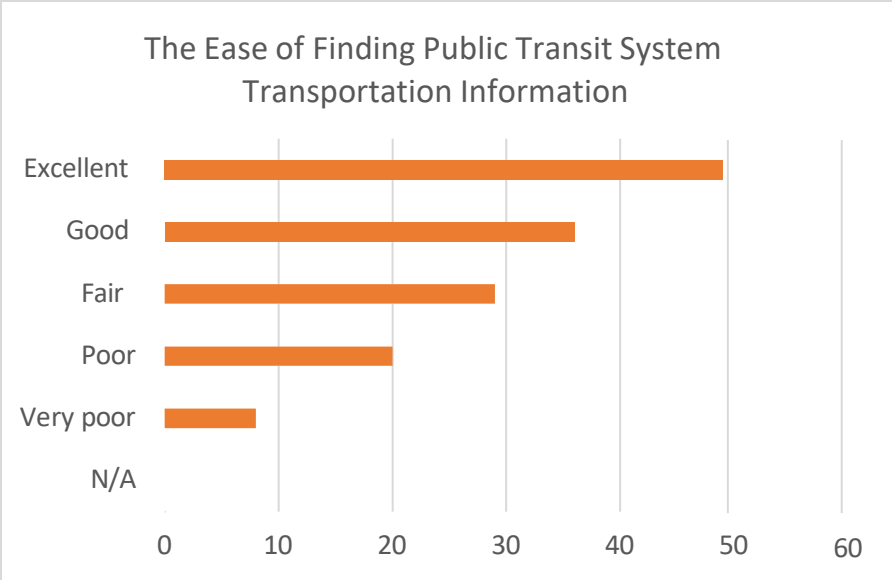

Are you able to travel everywhere you would like to within the community?
No
Yes

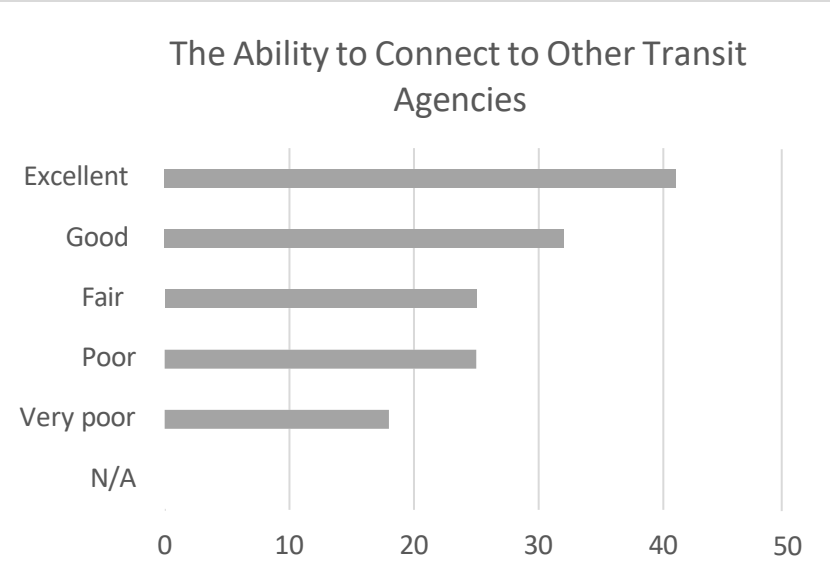

What do you see as the greatest roadblock to mobility in the community?
Other
Hours of operation
Lack of information about transportation options
Lack of information about how to use the available services
Advance notice needed to request a ride
0
10
20
30
40
50

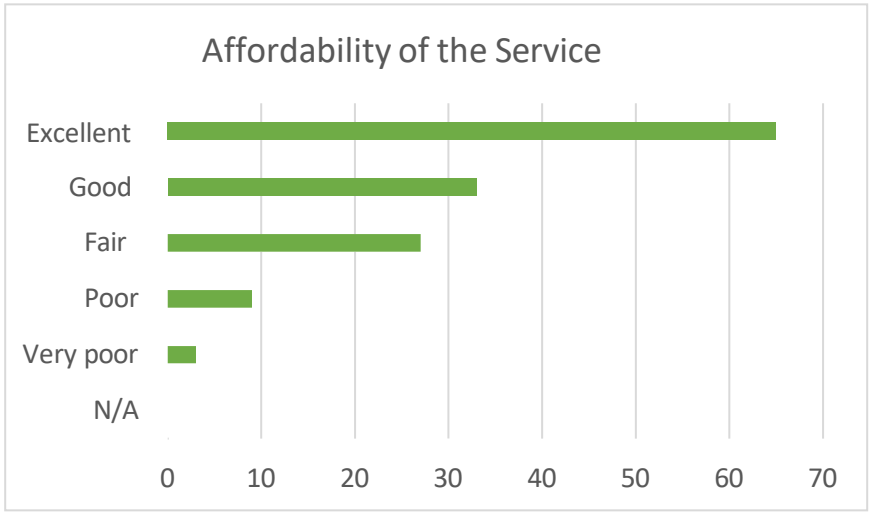


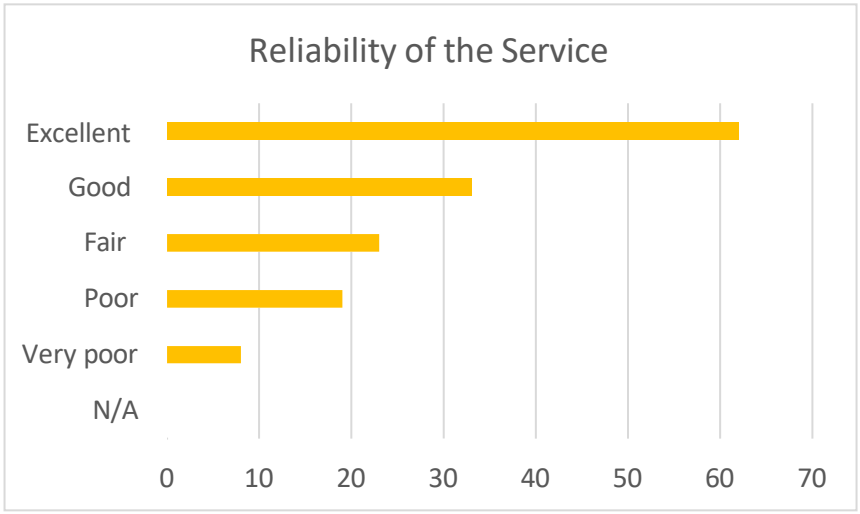


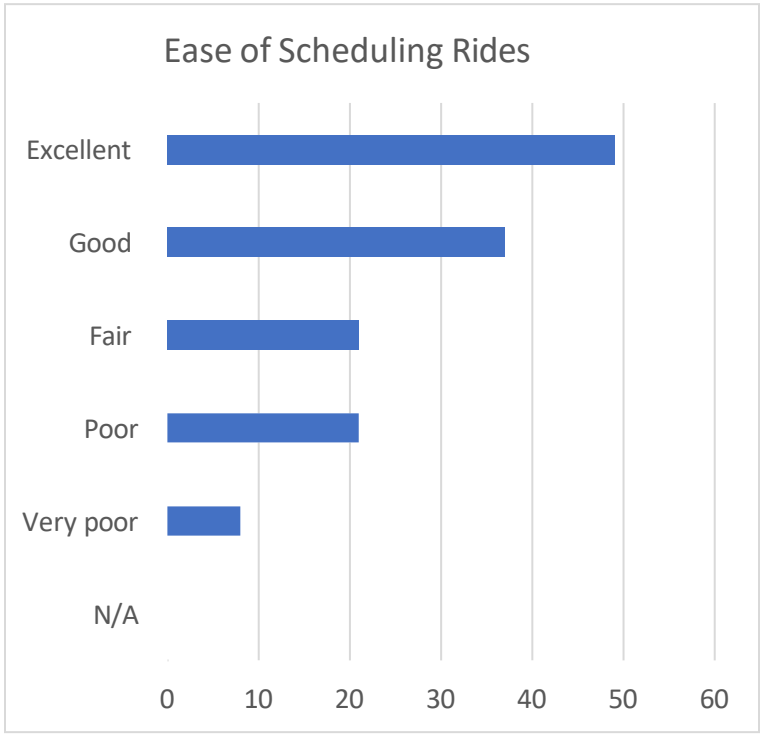
14. Please rate your overall experience with the transportation issues below:



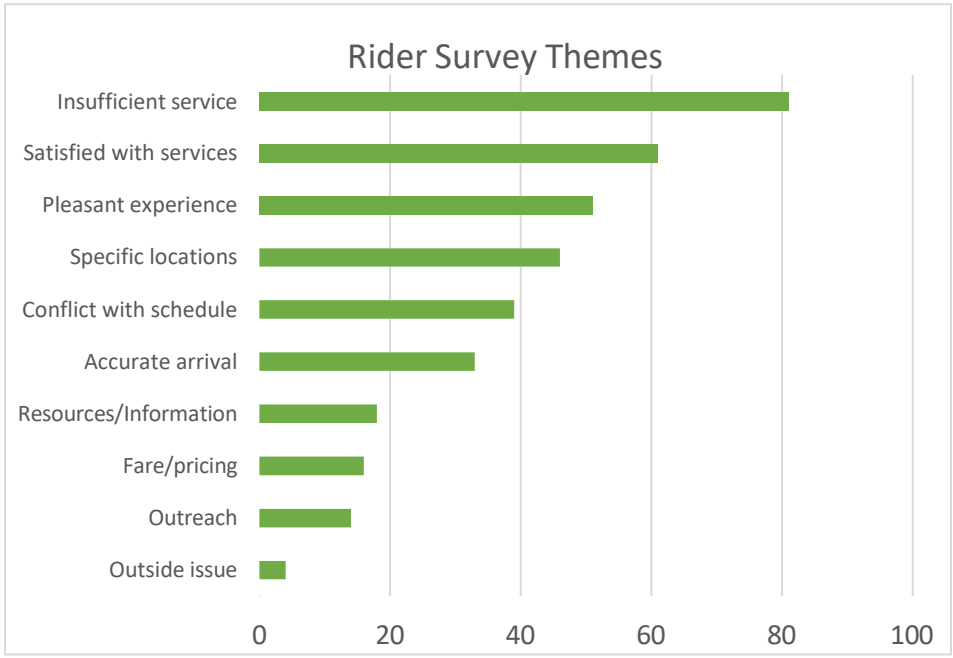


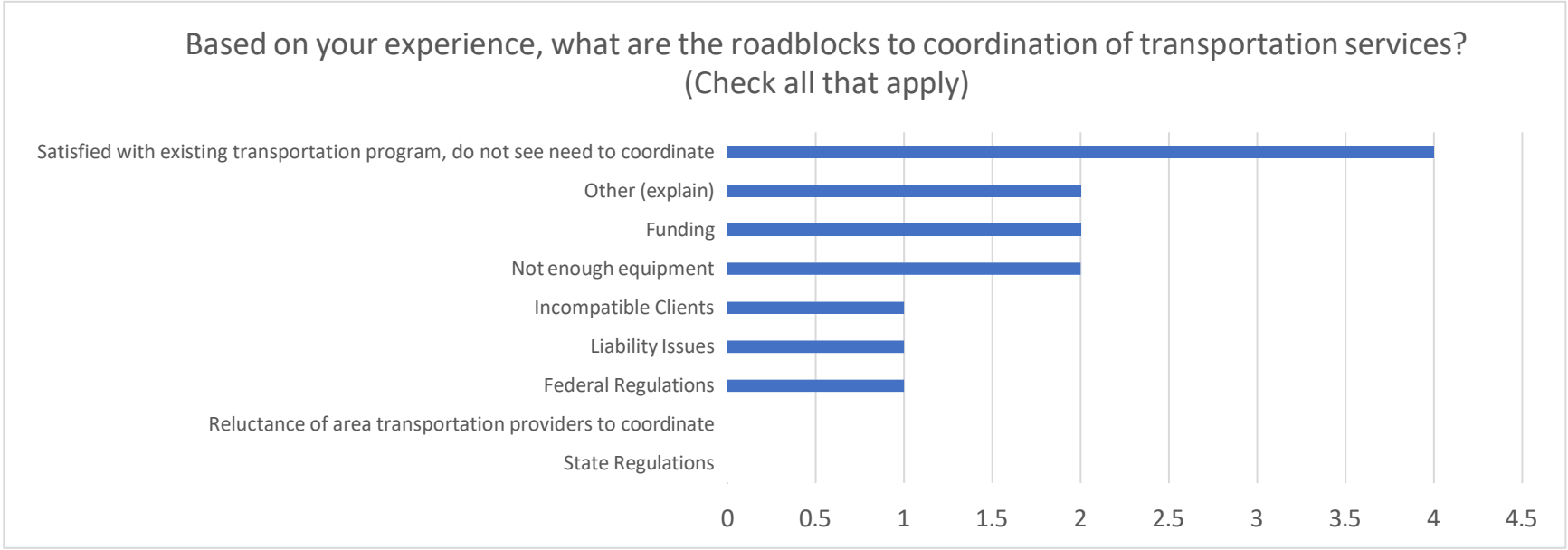




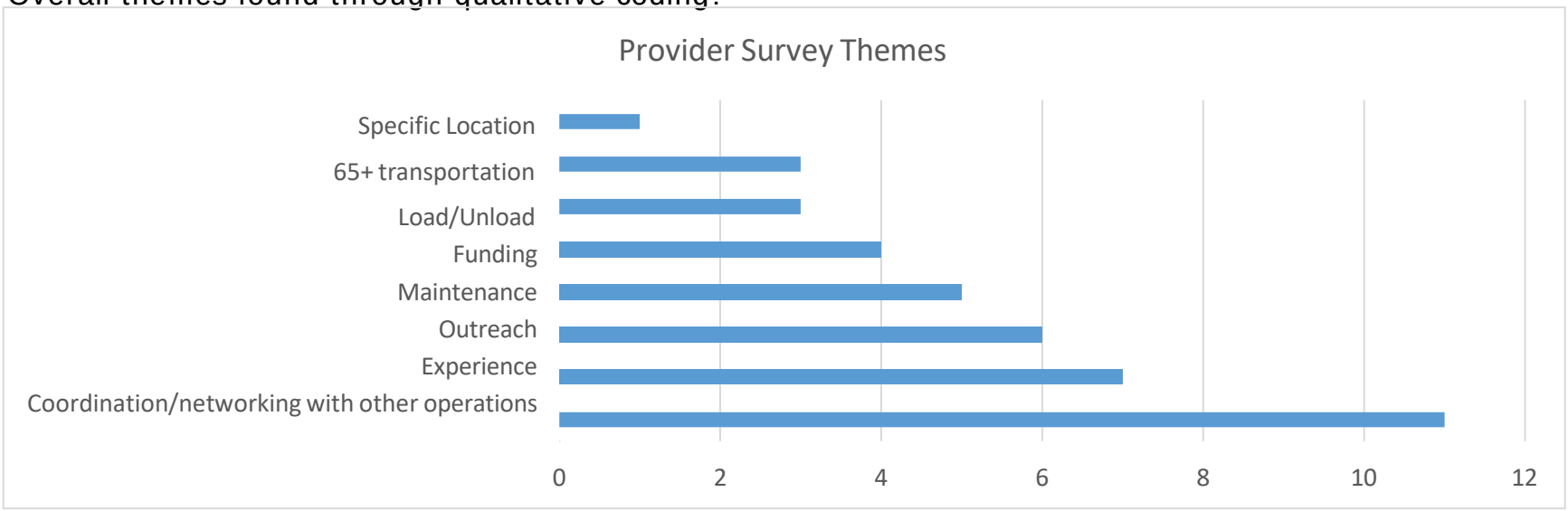


Overall themes found through qualitative coding:





Overall themes found through qualitative coding:



2023-24 Survey Re-Release Data

The four surveys garnered 24 new responses in 2023-2024. The following annotations describe the responses of these newly released surveys but do not include the previously completed surveys in 2022.

Agency Survey Additional Responses

- Six responses were received from three agencies representing Woodford, Peoria, Tazewell, and Knox counties; they provide a variety of service options.
    - Of the six, one agency submitted four responses.
- The agencies operated either zero, 10, or 24 vehicles.
- Respondents checked most boxes available regarding how public transportation could be improved in their community.
- Nearly all responses indicated that there are unmet transportation needs in the community.
    - The populations with the most unmet needs were people with disabilities and individuals with low incomes.
    - Unmet needs were mostly related to employment.
- Respondents selected a range of options when it comes to when, throughout the week, their clients need public transportation.
- Respondents indicated that the top locations that need transportation improvements are Peoria, East Peoria, Pekin, Bartonville, and Morton.
- Agencies indicated that their clients need both fixed route and door-to-door transit options.
- Agencies indicated that public transit should cost $1.
- Open-ended responses to the question, "11. If you could change one thing about public transportation for your clients, what would it be and why?":
    - Our client needs are meet based on just needing rides to workshop from We Care. The times aren't always the greatest with some delays, but overall works well.
    - More vehicles accessible to them.
    - Early workers need to get to work as well as 3rd shifters.
    - Early first shift workers and 3rd shift workers.
    - Availability for 2nd and 3rd shift workers inside and outside of Peoria.

Community Survey Additional Responses

- **All 12 responses were from either Peoria or Tazewell counties.**
- Most respondents indicated that they have access to and can afford a functioning car. One quarter of the respondents (3 people) said they do not.
    - All these three noted that there are trips that they or their family members cannot make due to transportation.

        - These are mostly medical appointments, visiting friends or family, religious, and other appointments.
- All but two respondents noted that to get where they need to go, they drive or ride in their own or their household member's vehicle.
    - Others used public transit or walking/biking/wheelchair; one mentioned a school bus.
- Two thirds of respondents noted that they would use public transportation if it were available to them.
    - Respondents were open to both calling ahead for a ride and waiting for the bus at a stop.
- Locations that respondents would travel to: Peoria, East Peoria, Chillicothe
- Respondents noted that they would need transportation throughout the week on both weekdays and weekends.
- In terms of payment, respondents answered across the board. They would pay anywhere from less than $1 to over $6.
- Respondents' household size varied from 1 to 4 or more.
- Respondents' age spanned 20 through 79 years.
- Four respondents had someone in their household with a disability.
- One third of respondents noted that they need transportation to medical appointments outside the county.
- Open-ended answers to the question, "9. What would you change about your household's experience with public transportation and why?":
    - My brother is in a wheelchair that requires a lift or ramp and the only transportation he uses is either my dad's van which doesn't have a built in lift or ramp (those personal vehicles are very expensive) or a handicap accessible school bus to go to the Jamieson School. It would be nice for there to be a public transit option that could transport him at a low cost that would be a less strenuous process because currently we have a pull out ramp that is not automatic to get him into my dad's van and it is very heavy/takes a long time to set up. This would be needed during summer days when my dad is at work if my mom wanted to take him anywhere-or for when he ages out of the Jamieson school if he wants to work somewhere.
      Also, my sister with the same condition can't drive even though she is able to walk. I have another brother who isn't old enough to drive yet and they could both benefit from more public transportation such as buses so they could get places on their own.
    - Smaller buses and proven safe to ride, no harassment or intimidation by young people, no bullying, just proven safety, publish the statistics on abuse if passengers and drivers.
    - Our likelihood to ride buses would increase with more knowledge about available bus routes; exposure to positive stories about buses and public transit; availability of electric buses without tailpipe emissions; and overall higher levels of ridership and frequency of buses on routes.
    - I am very satisfied with CityLink. I would like to be able to go to the Northwoods Church on Sundays.
    - we don't use public transportation now since it is not too convenient and we have access to our own transportation
    - That tries to get people to reschedule medical, dental and ADL appointments. Asking patrons to choose a different day. Patrons being on buses longer than 1 hour.It contributes to the patron being medically non-compliant.. After booking the trip to the destination. Dispatch says there is no time open for a return trip. Patrons experience 2-6 hrs waiting for a return trip without shelter water or toilets, because they are in"the pool" Paratransit not notifying riders whenthe time of their ride has been changed

by the computer system. People cannot get groceries home edible when they cannot count on timely returns. Contracted rides are more important to the para transit system than rides for the eligible general population.
Dispatchers and drivers suggesting that the rider is confused when it is their first ride to a destination. Shutting down dispatch no drivers Paratransit Administrators not returning phone calls. Contract administrators not wanting to discuss the above concerns.

- Well I would like to have a ride that can pick me up on time to go to my appt and not have to wait for up to 6 hours sometimes for a bus to take me home. I live in a retirement community and sometimes we have things going on there.. Not being left at places like the eye center after 5 pm. They close at 5 pm. Also I would not try to negotiate a ride time for a DR appt or ride has a time limit. I cannot negotiate with my DR for a time. I am disabled, it is easier for me to call and reschedule . I would not an hour early for a return home trip because that is when it is best for the driver. The rider may not be done with their agenda yet. i would not tell riders I assumed they had found another ride home if they had to wait a long time. I myself am disabled and live on my social security. There is no bank account helping fund me. I have no family in my area and my closer friends where I live are disabled They do not get it, that the bus is my transportation.

Existing Rider Survey Additional Responses

- **All 15 responses of this survey were from Knox County.**
- Respondents use transit for a variety of options, mostly medical appointments and work.
- Most respondents use public transportation 4-5 days per week.
- The biggest obstacles to public transit indicated on the survey were hours of operation and personal health issues.
- Eleven of 15 respondents noted that they were unsatisfied or very unsatisfied with the public transportation system.
- About 2/3 noted that they can travel wherever they need in their community.
- Some open-ended responses asking where else respondents would like to go in their community:
  - Farm King.Knoxville, Abingdon, Monmouth. Would like to be able to go places in Sundays and holidays and at least early evening. Can't attend free meals, things at Orpheum, public meetings etc.
  - Routes need to be closer to homes for folks in did homes
  - Some of the small towns around like Wataga
  - I miss the luxury of traveling when I want to and when I need and where I want to. No such thing as free travel. Maybe I should buy a horse instead
  - Farm King
- Open-ended responses to the question, "7. How could the community better meet your transportation needs?":
  - Get & keep big buses with ramp entrances. Purchase ones that were not purchased by worker 4-5 years ago (what was her boss doing?). Get rid of little buses with steps and get little one with ramp entrances if you have to have little ones at all!! Extend hours and days of service.
  - Hire drivers that have a good attitude

    - Weekend runs
    - Larger bus as they know we ride Mon-Fri and the times
    - let people drink water on the bus if they have medicine
    - Better hours and more consistency we're constantly canceling buses for entire days anyone who works second shift might as well not bother with the busing system and if you work third good luck
    - More routes
    - Provide later service hours and Sundays
    - Actually have funds that help fix up vehicles for single households, it's sad that I gotta have kids or be a vet to get United way automotive repair assistants!
    - Have buses run more often than just every hour. Have buses run until later at night. Incorporate more stops into the routes.
    - Bus to Farm King
- Most responses regarding the greatest roadblock to mobility involved lack of information and hours of operation.
- The age of respondents ranged from 25 to 60 or over.
- Two thirds of respondents mentioned that they have a disability.
- Open-ended responses to the question, "11. How do you think that transportation coordination could be better in the community?":
    - Better under contractor than it has been under City. Didn't have cancelled buses under the contractor. Gold just cancelled again 4/27! Kinda shows where the City's priorities are in that they didn't talk to the drivers about who wanted to stay, etc. until one week before the changeover! Also one driver who could drive big buses, was good driver, was forced out and not hired full- time. He'd stuck with them through all the pandemic and they hired a new person who isn't licensed to drive the big buses. And one of the people involved is over the Handi- Van and why are they still working for City when fired from other job with City? My understanding is Handi- Van by state guidelines isn't to be cancelled unless all buses are and it has been!! Need someone who knows state requirements! Need full time drivers with benefits and some kind of benefits for part-time.
    - More buses
    - Use the large bus
    - Ask people where they are going respectfully
    - Again consistency don't tell me on the day that you're not running around when I had plans to get somewhere today sometimes maybe a doctor's appointment sometimes maybe somewhere else there are a lot of folks in this town who can't get around and rely on your service and then you choose not to run it either because you don't want to pay an extra bus driver or they've called in because you don't pay them enough.
    - Getting the word out. Advertising
    - The hours the buses run is also a reason I got dropped from CSC in 2010 because my classes was night classes and bus stop running at 5-6pm

    - Routes could run more often. There could be more stops. Nicer covered bus stops so people don't have to wait outside in the elements.
    - More busses. More travel on Sunday
- Open-ended responses to the question, "12. What are a few things that the community does well when it comes to transportation?":
    - Know we are lucky to have the buses in town this size . Most drivers are polite, courteous, helpful. The free for over age 65 is great and rates for disabled helpful.
    - When drivers for buses want to work
    - Most of the drivers are friendly and respectful
    - Great people skills
    - Is dependable when offered
    - Not a damn thing. If anything the city and state should be paying it's citizens for potholes galore that causes damages to tires struts shocks. I'll never ride the city bus again in my lifetime and that's a promise
    - Galesburg HAS a bus system, which is HUGE and amazing compared to many other small cities that do not have one. Even though I do not use it, I know the Handivan is a very good service.
- Open-ended responses to the question, "13. Are there any other issues or concerns you would like to share about your transportation experience?":
    - Drivers need to be told not to yell at people who disagree with them in a courteous way. Saying if you don't like it you don't have to ride bus, etc (screaming).
    - 1- male driver is rude to me might be prejudiced. Towards whites,
    - Large busses not being available
    - People are yelling at other people
    - Already mentioned my concerns above!
    - "The buses are dirty inside most of the time.
    - Some Drivers drive through pot holes very fast and are ride experience very bad."
    - No bus to Farm King
- Most felt that the ease of finding public transit system information was typically fair, poor, or very poor.
- The ability to connect to other transit agencies mostly garnered "Fair" responses.
- The affordability of the service was split, with some responding "Excellent" and others "Very Poor," plus everything in the middle.
- The reliability of the service was mostly negative.
- The ease of scheduling rides was mostly negative.
- Open-ended responses to the question, "14b. From transit customer service issues listed above, what are the most important to you?":
    - Big buses with ramp entrances. Courteous drivers. Extended days and hours. No cancelled routes
    - Being able to get where I need to go and being able to get back home before buses stop running at 5 pm

    - Reliability
    - Having a large enough bus for each route
    - Great people skills
    - Schedules
    - Having my own vehicle again rather then paying my hometown to shuttle me around and wait another hour SMH dumb
    - Need to improve ride experience.
    - Reliability of the service
    - Sunday service to Farm King.
- Other miscellaneous open-ended responses:
    - I train individual with disabilities to use the bus.
    - My car broke down in November and United way didn't have funds. So now I walk and ride a bike. I'm not giving my money back into Knox county more then I already do. So I will never take the bus ever.
    - I don't use Galesburg's public transportation.
    - Honestly hate the little buses with stairs & lift and chance they might be full. Have tried to get rides instead. Used to ride more.
    - Need to hire more polite drivers , only 1- man is very rude
    - The large bus not always available
    - Small bus.. not enough room for the individuals I train

Provider Survey Additional Response

- Only one respondent submitted answers, and they were from Peoria County.
- They noted that there are not enough buses to meet the demand.
- They noted that one strength about the public transit system is that there is Sunday service now.
- The biggest needs are more drivers, buses, and an expanded service area to smaller cities.

Appendix F: Specific Locations to Address with Transit

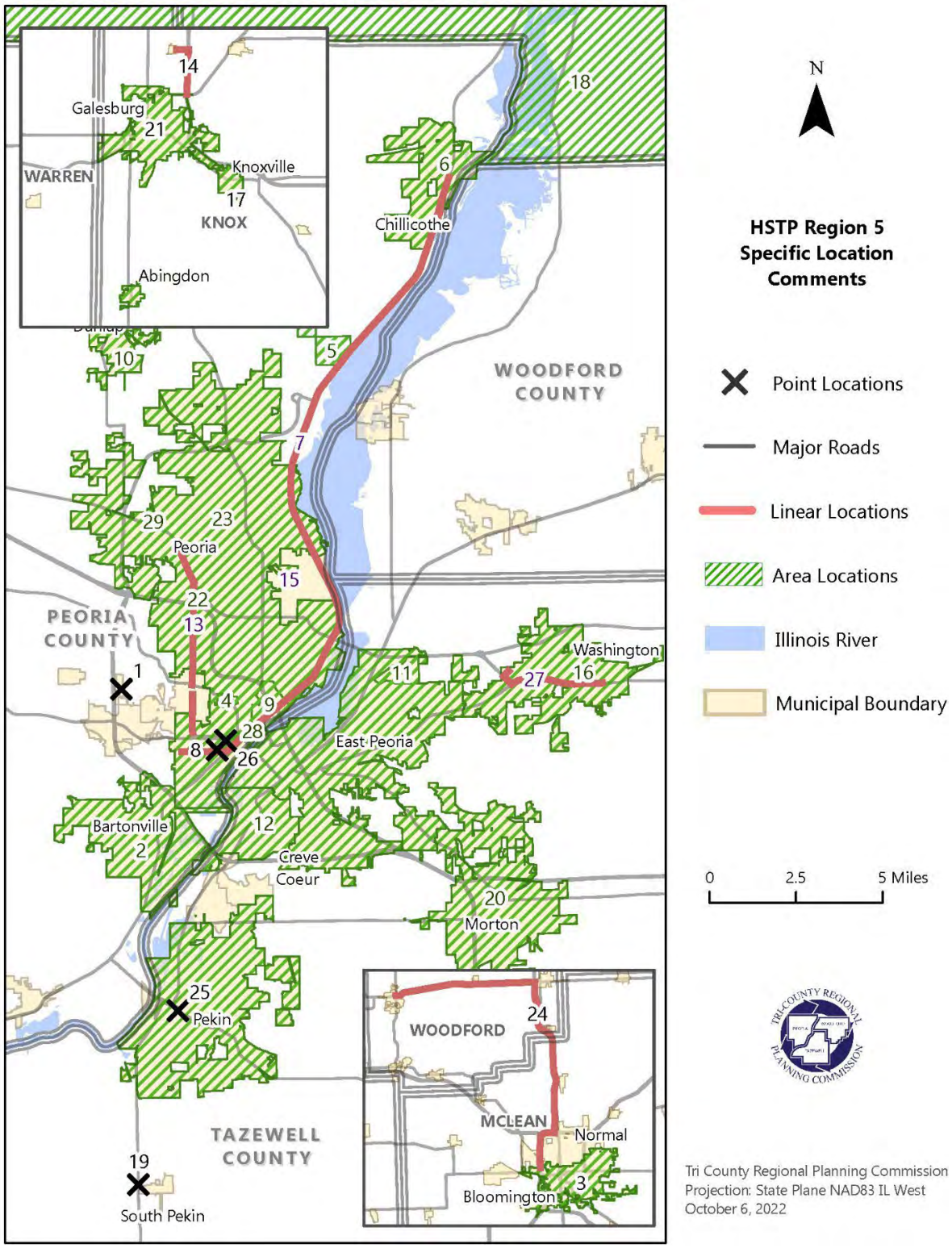
Some comments (mainly from surveys and the GPMTD ADA WOW! event) mentioned specific places in HSTP Region 5 that should either have public transit where none exists or the current service should be improved. The following list shows the specific locations mentioned in the comments, with a map shown on the following page. The numbers on this list are referenced in the map, and some numbers are duplicated if more than comment applies to a similar location.

1. 1047 N Emily Pl (near Pleasant Valley elementary school)
2. Bartonville
3. Bloomington
4. Bradley University
5. Caterpillar Mossville campus (anywhere near cedar hills & old galena)
6. Chillicothe, Peoria, Elmwood, Brimfield
7. Chillicothe to and from blind center in Peoria transportation

7. Past Galena road (included with Chillicothe to blind center)
8. Doctor's office on Garden St
9. Downtown Peoria
10. Dunlap/North Peoria
11. East ICC
12. Fair transit in Creve Coeur
13. Expand bus routes- Sterling (Allen road to Creve Cour)
14. Henderson to Galesburg
15. Highland
16. Into Washington, Morton, more stops in Pekin
17. Knoxville
18. Marshall and Stark county haven't been able to provide transportation for their residents (senior living facilities)
19. More trips by Social Security (Pekin, CountyLink shuttle to and from South Pekin Casey's Dollar General)
20. Morton (needs service)
21. Neighboring towns- Knoxville, Adingdon, East Galesburg
22. Northwoods Mall
23. Other Cities serviced by CityLink Pekin, Peoria, Sunnyland, and various location in East Peoria

23. East Peoria
24. Route to Bloomington to Eureka
25. St John's
26. St Lincoln Park
27. Walmart in Washington to the square
28. Warehouse District
29. Willow Knolls shopping center

A map of locations specified in comments throughout the process:



Appendix G: Note about US DOT Policy Shifts at Time of Publication

The US Department of Transportation (USDOT) issued memos and a Notice of Proposed Rulemaking (NPRM) outlining a shift in federal transportation policies, focusing on economic efficiency and revoking certain environmental justice (EJ) and Diversity, Equity, and Inclusion (DEI)-related initiatives.

These initiatives take the form of the following, from an email on January 30, 2025 from the Association of Metropolitan Planning Organizations:

- ***DOT Order 1000.17 (Department of Transportation Equity Council):*** *This order established the Department of Transportation Equity Council to advise the Secretary on incorporating equity considerations into transportation policies.*
    - *Based on our current understanding, its rescission indicates a shift away from structured equity-focused advisory efforts within USDOT.*
- ***DOT Order 4360 (Climate Change Adaptation and Resilience Policy for DOT Operational Assets):*** *This order required USDOT to integrate climate adaptation and resilience strategies into its policies and programs.*
    - *Based on our current understanding, its rescission suggests that climate adaptation may no longer be a designated priority within USDOT policy directives.*
- ***DOT Order 5610.2C (U.S. Department of Transportation Actions to Address Environmental Justice in Minority Populations and Low-Income Populations):*** *This order provided guidance on how USDOT should consider environmental justice in transportation projects and programs.*
    - *Based on our current understanding, its rescission reflects a reduced emphasis on environmental justice as a formal consideration in USDOT decision-making.*

Guidance was also given from the Illinois Department of Transportation in **Circular Letter 2025-01**, dated January 31, 2025. Tri-County Regional Planning Commission acknowledges these USDOT policy changes as well as IDOT guidance when it comes to the publication of documents such as the Human Services Transportation Plan.