

# Heart of Illinois Human Service Transportation 2022 Plan



Region 5: Human Service Transportation Plan Update  
Tri-County Regional Planning Commission  
November 2022 Draft



## Executive Summary

This document will delve into Region 5 of the Human Service 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), 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.

This seven-county region in central Illinois contains a population of 453,499, 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 minorities. This document also shows a spatial analysis of the most



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

affected areas by combining the distributions of transit-limited 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. 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.

## Goals



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

### 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 rider exits a vehicle, operated by Morton/Washington Taxi, as part of 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.

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## Acronyms, Terms, & Definitions

Frequently Used Terms & Definitions	
Term	Definition
<b>5307</b>	Refers to funding from the Federal Transit Administration's Section 5307 program, which funds urban public transportation systems
<b>5310</b>	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 (in both urban and rural areas).
<b>5311</b>	Refers to funding from the Federal Transit Administration's Section 5311 program, which funds rural public transportation systems
<b>Agency</b>	Organization offering transportation to its participants
<b>Center for independent living (CIL)</b>	Nonprofit designed & operated by people with disabilities, providing peer support & life skills training
<b>County Board member</b>	Member of one of seven locally elected county boards within Human Service Transportation Plan Region 5
<b>Microtransit</b>	A demand response transit service that provides dynamically generated routes and provides the opportunity to book trips the day of travel
<b>Operator</b>	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.
<b>Paratransit</b>	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.
<b>PCOM</b>	Program Compliance Oversight Monitor; required for grantee compliance for state grants at the county level
<b>Peoria-Pekin Urbanized Area</b>	Refers to the urban area, defined by the US Census, around Peoria & Pekin, IL
<b>Provider</b>	Entity that provides public transit to the community
<b>User</b>	One who uses public transportation; rider

Acronyms & Explanations		
Acronym	Acronym Definition	Further Explanation
<b>AAA</b>	Area Agency on Aging	Public or nonprofit agency that focuses on the needs of older individuals
<b>ACS</b>	American Community Survey	US Census survey that explores social, economic, housing, and demographics data across the US
<b>ADA</b>	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”)
<b>ADDWC</b>	Association for the Developmentally Disabled of Woodford County	Human service agency in Eureka, IL in Woodford County
<b>CIAOA</b>	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
<b>CIL</b>	Center of Independent Living	Type of nonprofit designed & operated by people with disabilities, providing peer support & life skills training
<b>CVP</b>	Consolidated Vehicle Procurement	IDOT purchases accessible vehicles through the CVP program for eligible applicants throughout the state
<b>CWTC</b>	Community Workshop and Training Center	Human service agency in Peoria, IL in Peoria County
<b>DOAP</b>	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.



### Acronyms & Explanations, continued

<b>EP!C (EPIC)</b>	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
<b>FAST Act</b>	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
<b>FCRC</b>	Fulton County Rehabilitation Center	Human service agency in Canton, IL in Fulton County
<b>FCRT</b>	Fulton County Rural Transit	Rural public transit agency based in Fulton County
<b>FTA</b>	Federal Transit Administration	Finances public transportation systems around the US and spearheads safety measures, offers technical assistance, and promotes multi-modal options.
<b>GPMTD</b>	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.
<b>HSTP</b>	Human Service 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

<b>IDOT</b>	Illinois Department of Transportation	Funds the HSTP program for this region and all others throughout the state
<b>IDOT-OIPI</b>	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
<b>IJA</b>	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.
<b>IIRA</b>	Illinois Institute for Rural Affairs	Promotes rural communities through technical support, training, research, and policy evaluation regarding rural issues. The IIRA houses RTAC.
<b>IPTA</b>	Illinois Public Transit Association	Serves as a research hub for public transportation throughout Illinois and acts in the legislative interest of statewide transit operators
<b>IVCIL</b>	Illinois Valley Center for Independent Living	Serves as an advocate for people with disabilities and their families for LaSalle, Marshall, Bureau, Putnam, and Stark counties
<b>KCCDD</b>	Knowledge, Creativity, Caring, Development, Dedication	Human service agency in Galesburg, IL in Knox County
<b>MAP-21</b>	Moving Ahead for Progress in the 21 <sup>st</sup> 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

<b>Acronyms &amp; Explanations, continued</b>		
<b>MPO</b>	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.
<b>PCOM</b>	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
<b>RTAC</b>	Rural Transit Assistance Center	Part of IIRA, RTAC promotes safe rural transportation and provides technical assistance regarding rural transportation throughout the state.
<b>SAFETEA-LU</b>	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
<b>SILC</b>	Statewide Independent Living Council	Provides research, education, planning, and leadership for people with disabilities and other CILs throughout the state
<b>TAP</b>	Transportation Alternatives Program	Statewide program that funds pedestrian- and bike-focused projects around Illinois.
<b>TCRC</b>	Tazewell County Resource Center	Human service agency in Tremont, IL in Tazewell County
<b>TCRPC</b>	Tri-County Regional Planning Commission	Serves as the MPO for the region, representing both the Peoria-Pekin Urbanized Area as well as the entire tri-county area of Peoria, Tazewell, and Woodford counties.
<b>TMCSEA</b>	Tazewell-Mason Counties Special Education Association	Special Education Joint Agreement with 21 school districts to provide special education services
<b>WIAAA</b>	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 Service 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<sup>1</sup>) since then.

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



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

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)<sup>2</sup>, which authorizes \$1.2 trillion for transportation and infrastructure spending with \$550 billion of that going

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<sup>1</sup> See Acronyms, Terms, & Definitions section in this plan for more information about these previous acts.

<sup>2</sup> Also known as the Bipartisan Infrastructure Law (BIL). In this document, it will be listed as IIJA.



toward new investments and programs. Of that, new funding for transportation improvements totals \$284 billion 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)<sup>3</sup>

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 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 Service 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, and people with

low incomes; and recommends strategies to address them. This plan guides funding decisions and helps set selection criteria for transportation activities and projects that serve these populations.

<sup>3</sup> 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 transportation 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 the rural portions (areas with a population less than 50,000) of Peoria, Tazewell, Woodford, Marshall, Stark, Fulton, and Knox counties (See Figure 7).



**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"

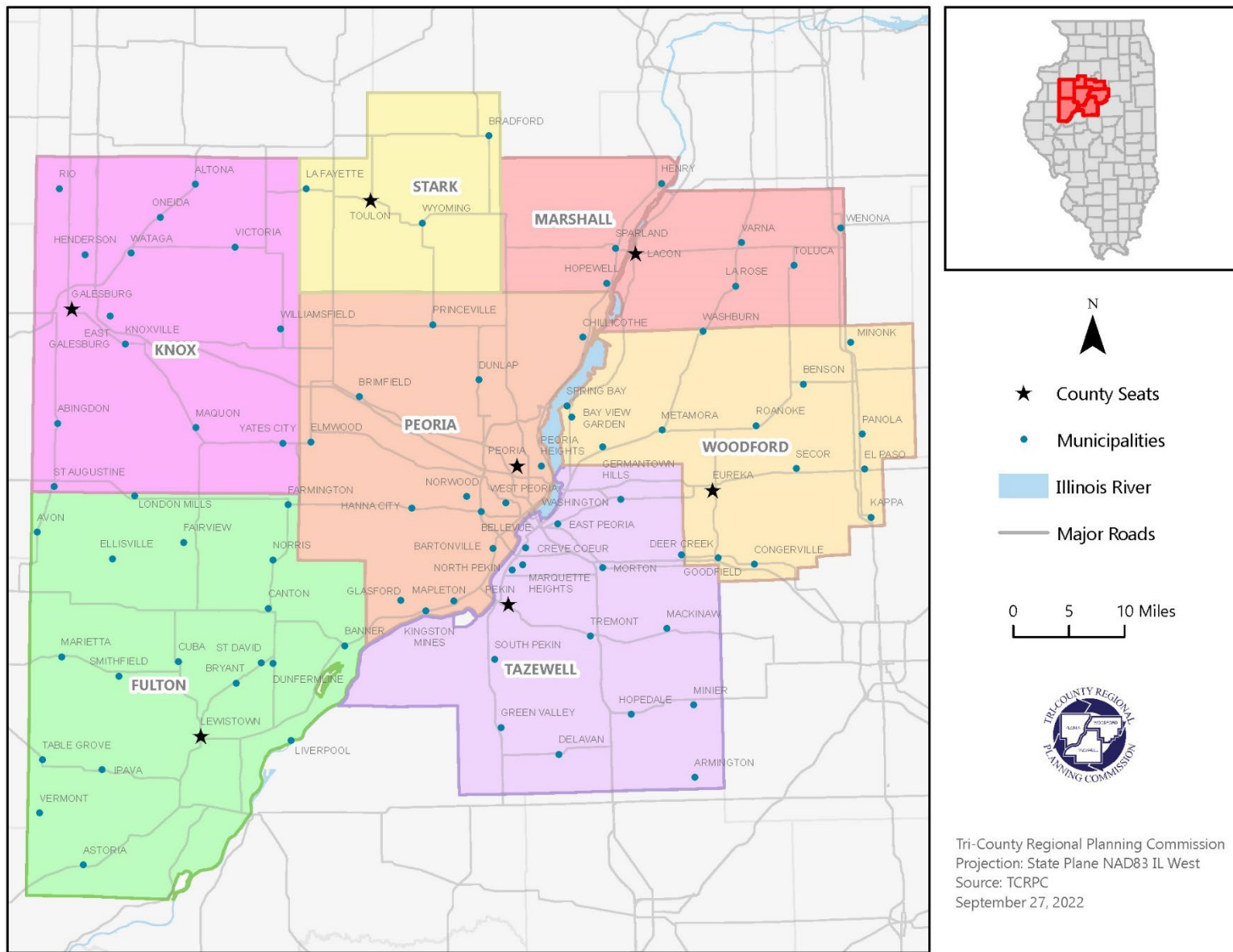


Figure 7. Map of HSTP Region 5, encompassing Peoria, Tazewell, Woodford, Marshall, Stark, Fulton, and Knox counties



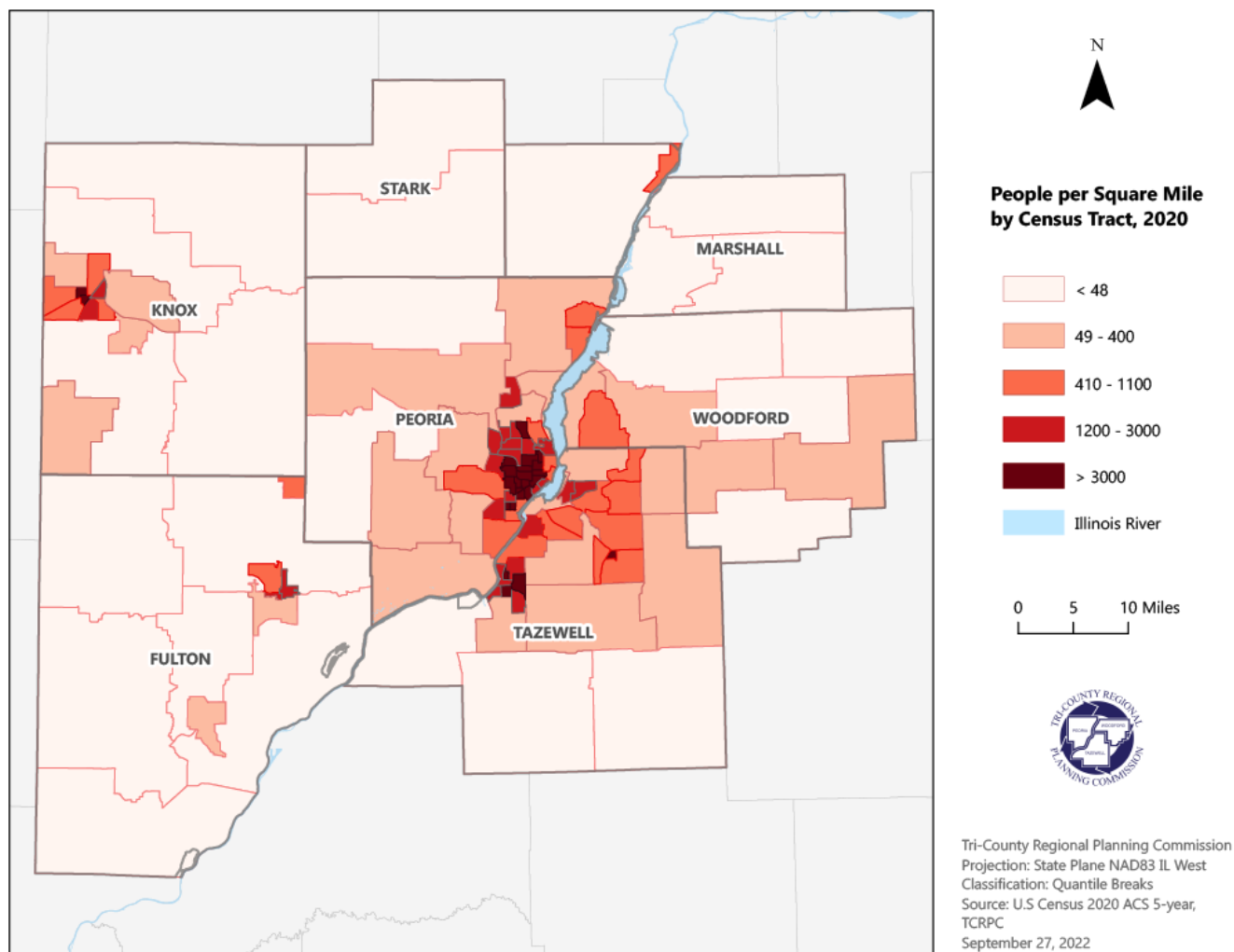


Figure 8. Population density across HSTP region 5

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.

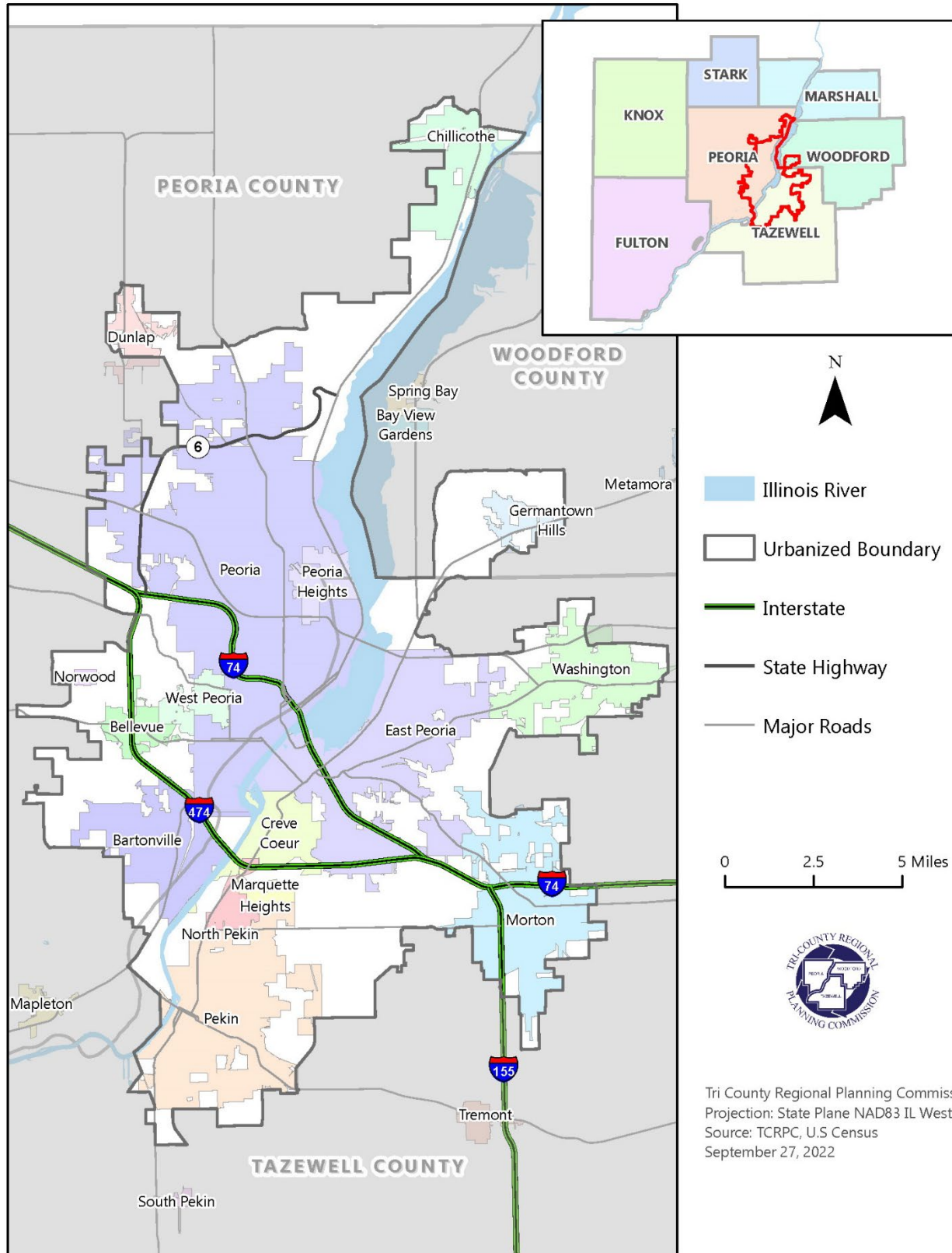
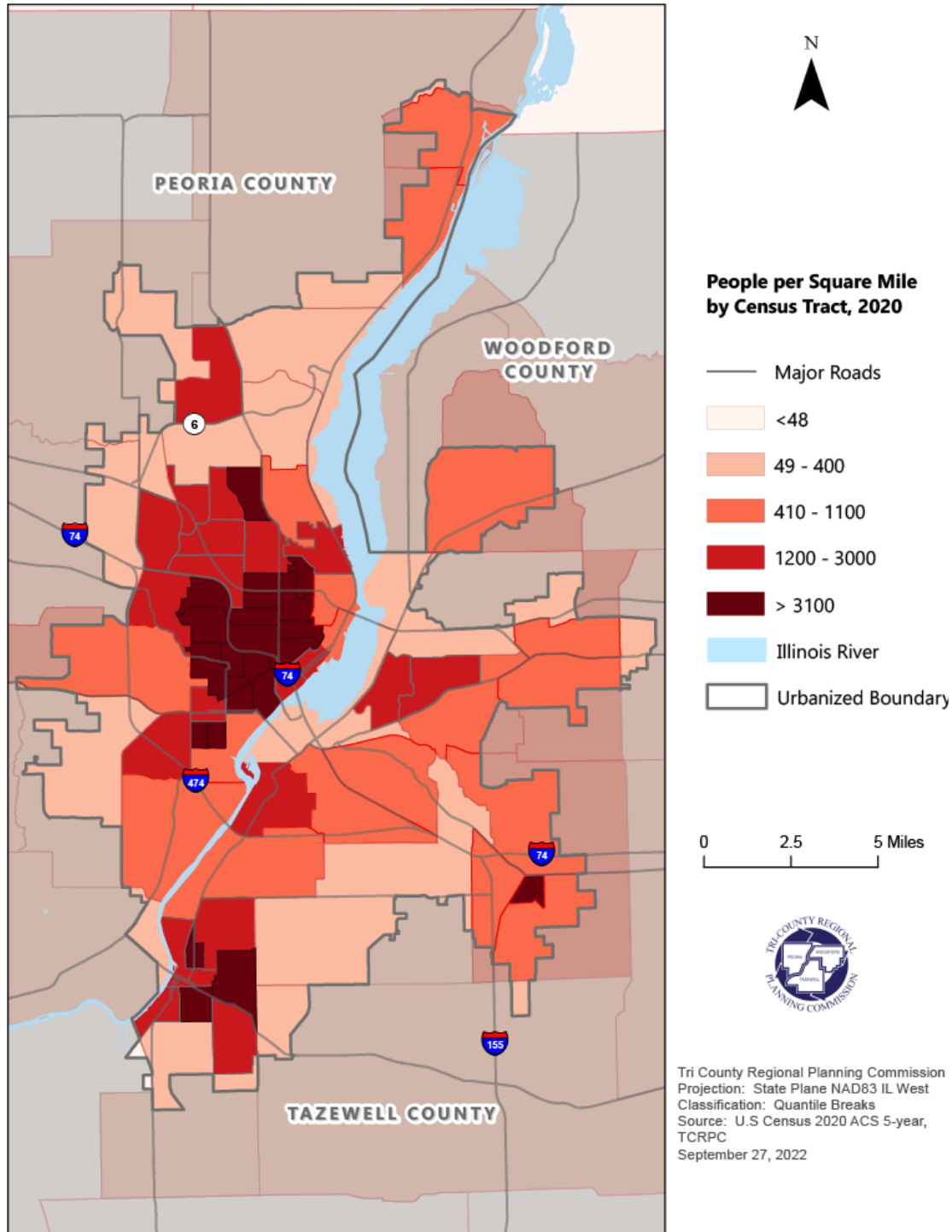


Figure 9. Map of Peoria-Pekin Urbanized Area within HSTP Region 5



**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 Bellevue, Morton, Pekin, Peoria, and West Peoria. Figure 10 shows the concentration of people per square mile by census tract

### TCRPC and HSTP

The Tri-County Regional Planning Commission (TCRPC), 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, religious organizations, and other groups that have vehicles for either the public to use or their consumers.



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

## 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.

In Illinois, these funds are either used for the Consolidated Vehicle Procurement (CVP) Program or the 5310 urban funding stream.

#### 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<sup>4</sup>. Capital projects refer to infrastructure improvements such as adding sidewalks near transit bus stops, and like the CVP program, capital projects are

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

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.



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 service 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<sup>5</sup>
- Subrecipients: Private nonprofit organizations, states or local government authorities, and public transportation operators

<sup>5</sup> TCRPC is the designated recipient for the Peoria-Pekin Urbanized Area since the area contains over 200,000 people.

#### 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<sup>6</sup>:

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**

<sup>6</sup> 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<sup>7</sup> 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<sup>8</sup> 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*

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<sup>7</sup> For a more in-depth primer about Section 5307, refer to the Section 5307 Circular FTA C 9030.1E.

<sup>8</sup> 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.

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.



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

## 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 socioeconomic factors. These groups are: youth, seniors, people with disabilities, persons with low incomes, zero-vehicle households, veterans, and minorities.

**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 2020 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.

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) **socioeconomic limitations**. Physical limitations may include permanent disabilities due to age, blindness, paralysis, or developmental disabilities and temporary disabilities such as acute illnesses and head injuries. Financial limitations include those persons unable to purchase or rent their own vehicle. Legal limitations generally refer to



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

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, socioeconomic limitations encompass and acknowledge social justice and historically disadvantaged communities. Parts of the HSTP region contain such populations as racial minorities, who have experienced the intergenerational effects of past discriminatory laws that have affected these groups' access to transportation. Therefore, minority populations are also included in these transportation-limited populations to serve as an equity lens.

The Census is generally capable of providing information about the first three categories of limitation, plus some insight into the fifth category. 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 102,106 persons in 2020, representing 22.6% of the total population. The table 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 2020)			
County	Total Population	Youth Population	Percent of Total
<b>Fulton</b>	34,654	6,815	19.7%
<b>Knox</b>	50,052	9,930	19.8%
<b>Marshall</b>	11,562	2,372	20.5%
<b>Peoria</b>	181,111	43,065	23.8%
<b>Stark</b>	5,393	1,154	21.4%
<b>Tazewell</b>	132,542	30,032	22.7%
<b>Woodford</b>	38,503	9,303	24.2%
<b>Total/Avg.</b>	<b>453,499</b>	<b>102,106</b>	<b>22.6%</b>

Figure 17. Total population of youth in HSTP Region 5



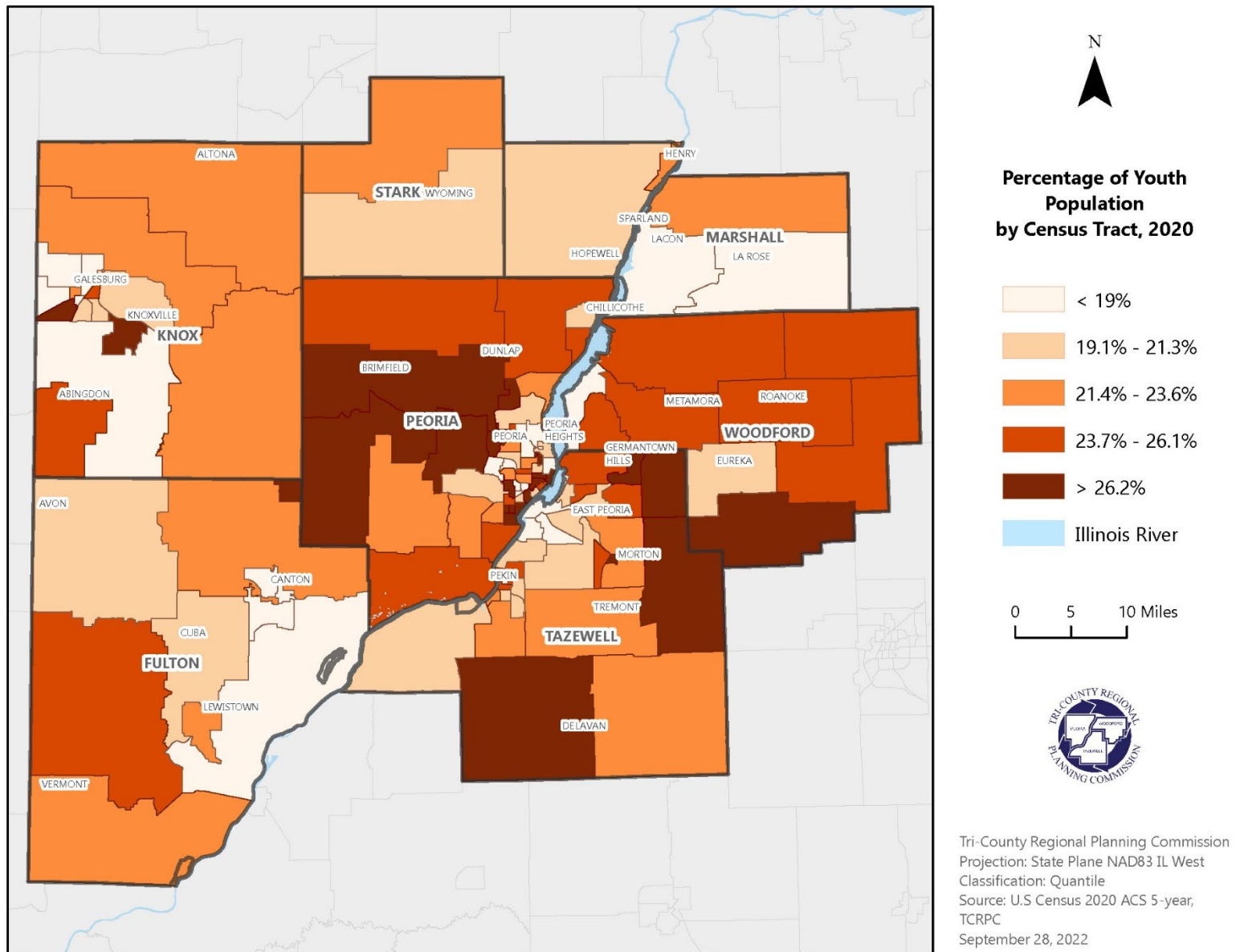


Figure 18. Map of youth population (17 years and younger) across HSTP Region 5

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, Woodford, Tazewell, and Knox counties. In Peoria County, youth are concentrated in the City of Peoria's South Side and East Bluff, and in and around Elmwood, Brimfield, and Dunlap. In Woodford County, youth are concentrated in and around, Goodfield, Eureka, and Congerville. In Tazewell County, youth are concentrated in and around Green Valley, Delevan, Mackinaw, and Washington. In Knox County, youth are concentrated in southwest Galesburg and Knoxville.

Senior Population (65 years and older) (ACS 2020)			
County	Total Population	Senior Population	Percent of Total
Fulton	34,354	7,171	20.8%
Knox	50,052	10,689	21.4%
Marshall	11,562	2,673	22.8%
Peoria	181,111	30,877	17.0%
Stark	5,393	1,189	22.4%
Tazewell	132,524	24,883	18.7%
Woodford	38,503	6,838	17.7%
<b>Total/Avg.</b>	<b>453,499</b>	<b>84,320</b>	<b>18.5%</b>

Figure 19. Total population of seniors in HSTP Region 5

In 2020, the total population of seniors in Region 5 was 84,320 persons, representing 18.5% of the total population. 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 percent of seniors in Region 5 by census tract. There is a high percentage of seniors living in Canton within Fulton County and around the Galesburg and Knoxville areas in Knox County. Additionally, several seniors reside in the eastern half of Marshall County, the northern half of Stark County, just north of Dunlap in Peoria County, and in Morton, Tremont, and Washington in Tazewell County. The locations of these high concentrations of seniors tend to correspond with the locations of large nursing homes or senior living communities.



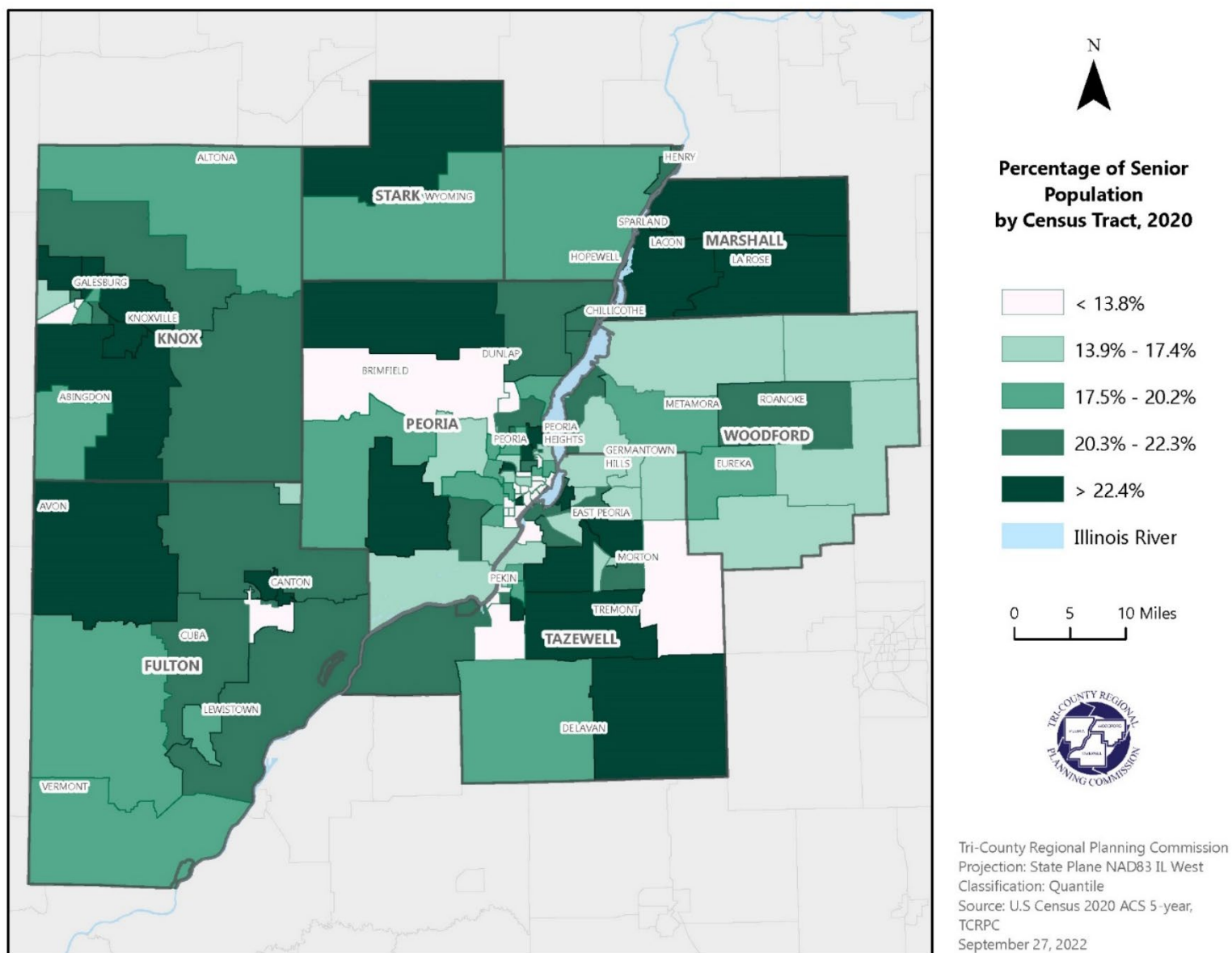


Figure 20. Map of senior population (65 years and older) across HSTP Region 5

### Disability Status

According to the 2020 American Community Survey, 57,380 individuals, or 13.4% of the total population in Region 5, have a disability. Knox and Marshall counties have the highest percentage of individuals living with a disability at 15.4% and 15.3%, respectively. Figure 21 breaks down disability status by county for Region 5.

Population with a Disability (ACS 2020)			
County	Total Civilian Non-Institutionalized Population	Disabled Population	Percent of Total
Fulton	32,244	4,728	14.7%
Knox	47,214	7,256	15.4%
Marshall	11,299	1,726	15.3%
Peoria	178,870	22,928	12.8%
Stark	5,294	694	13.1%
Tazewell	130,201	16,116	12.4%
Woodford	37,933	3,932	10.4%
Total/Avg.	443,055	57,380	13.4%

Figure 21. Total population of people with disabilities in HSTP  
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, Henry in Marshall County, Pekin in Tazewell County, and parts of south and west Peoria in Peoria County. Other areas with significant concentrations of individuals with disabilities are in and around the municipalities of Avon and Lewistown in Fulton County; south Peoria county, west and southeast Marshall County; and northwest and southeast Woodford County.

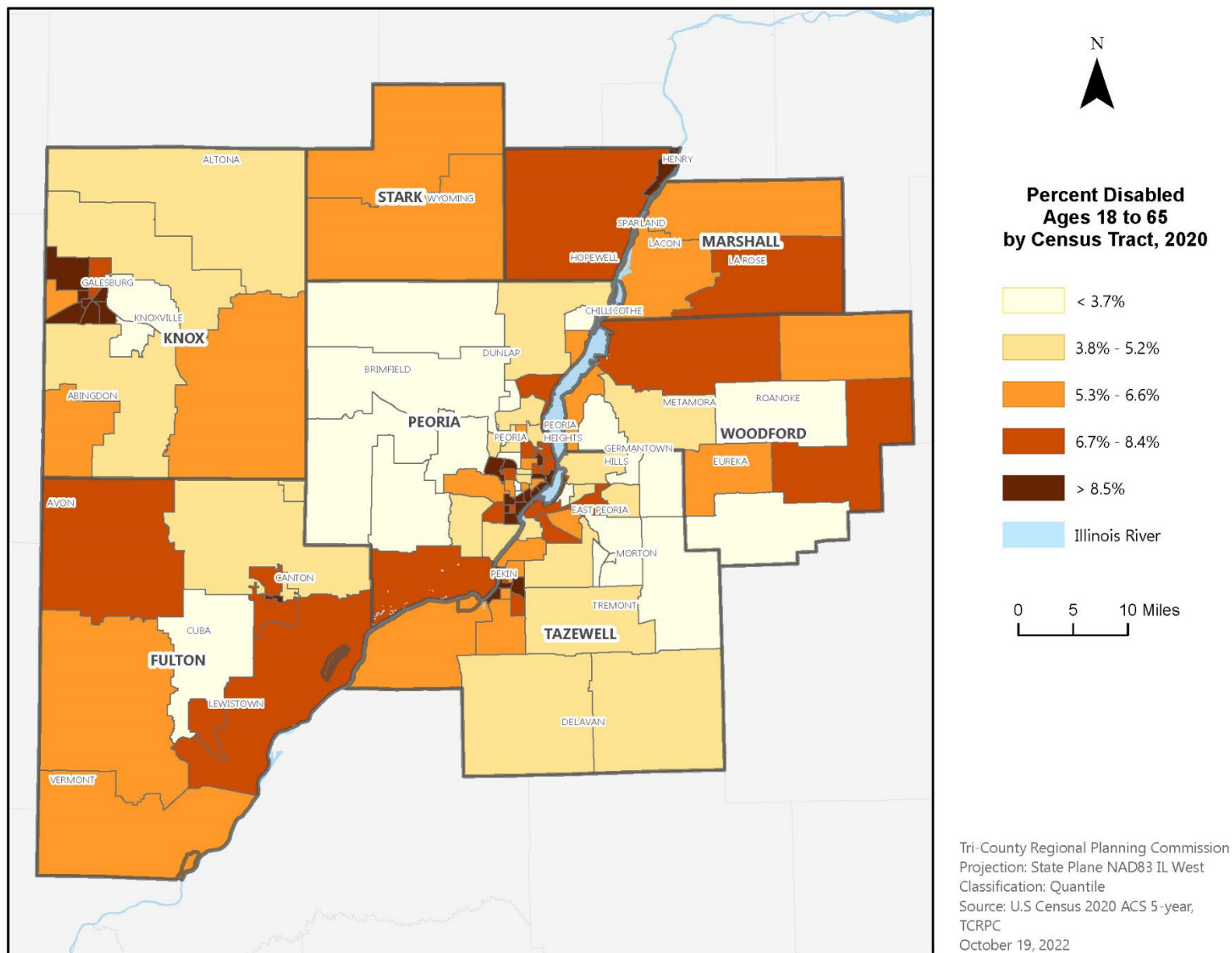


Figure 22. Map of people with disabilities across HSTP Region 5

### Population Living Below Poverty Level

According to the 2020 American Community Survey, 48,685 individuals, or 12.3% of the region-wide population<sup>9</sup> in Region 5, is living below the poverty level. Knox County and Peoria County have the highest percentage of individuals living in poverty at 16.7 percent and 15.6 percent, respectively. Figure 23 shows individuals living below the poverty level for each county within HSTP Region 5.

Population Below Poverty Level (ACS 2020)			
County	Population for whom poverty status is determined <sup>9</sup>	Population Below Poverty Level	Percent of Total
Fulton	32,479	4,672	14.6%
Knox	45,810	1,205	16.7%
Marshall	11,084	1,193	10.9%
Peoria	175,976	27,525	15.6%
Stark	5,256	756	14.4%
Tazewell	129,697	11,144	8.6%
Woodford	37,368	2,190	5.9%
Total/Avg.	437,670	48,685	12.3%

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

<sup>9</sup> According to the US Census, poverty status cannot be determined for people in institutional group quarters (prisons, nursing homes, etc.), college dormitories, military barracks, living situations without

Figure 24 shows the percent of individuals living below the poverty line in Region 5 by census tracts. The areas with the greatest percentage of individuals living below the poverty line are in Galesburg in Knox County the City of Peoria's Downtown and South Side, and south Canton in Fulton County.

conventional housing who are not in shelters, and unrelated individuals under age 15 (such as foster children).

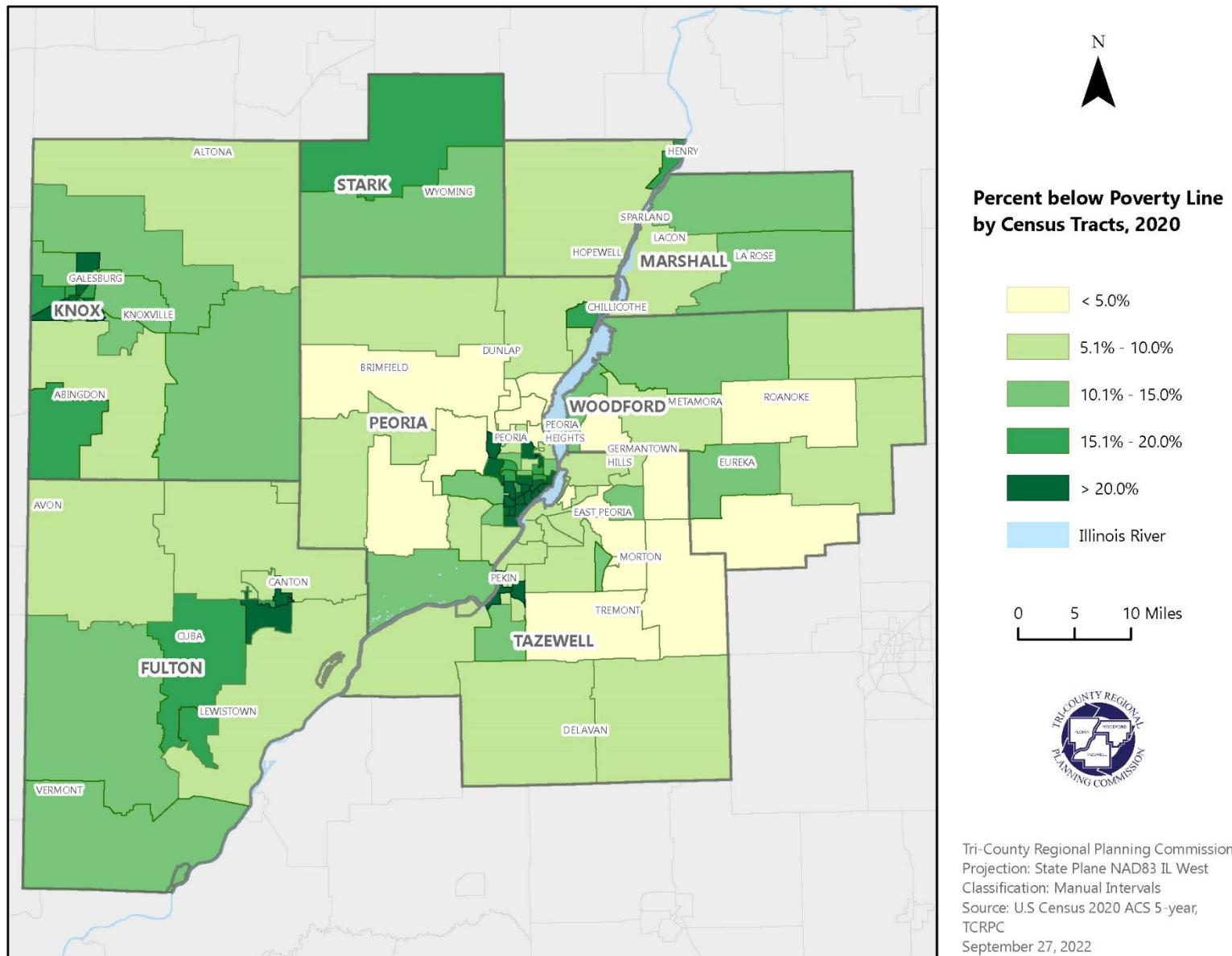


Figure 24. Map of people living below the poverty line across HSTP Region 5

### Zero-Vehicle Households

According to the 2020 American Community Survey, 14,584 households, or 6.2%, of total occupied households in Region 5 do not have a vehicle available for use. Peoria County and Knox County have the highest percentage of zero-vehicle households at 10.6% and 9.8%, respectively. Figure 25 shows zero-vehicle households for each county in HSTP Region 5.

Zero-Vehicle Households (ACS 2020)			
County	Occupied Households	Zero-Vehicle Households	Percent of Total
Fulton	13,940	824	5.9%
Knox	20,680	2,028	9.8%
Marshall	4,884	167	3.4%
Peoria	73,253	7,793	10.6%
Stark	2,315	92	4.0%
Tazewell	54,291	3,061	5.6%
Woodford	14,499	619	4.3%
Total/Avg.	183,862	14,584	6.2%

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

Figure 26 show the percent of population with zero vehicles by census tract. The census tracts with the highest percentage of zero-vehicle households are located in Galesburg in Knox County; Central, Downtown, and south side of Peoria in Peoria County; and Pekin and Morton in Tazewell County.

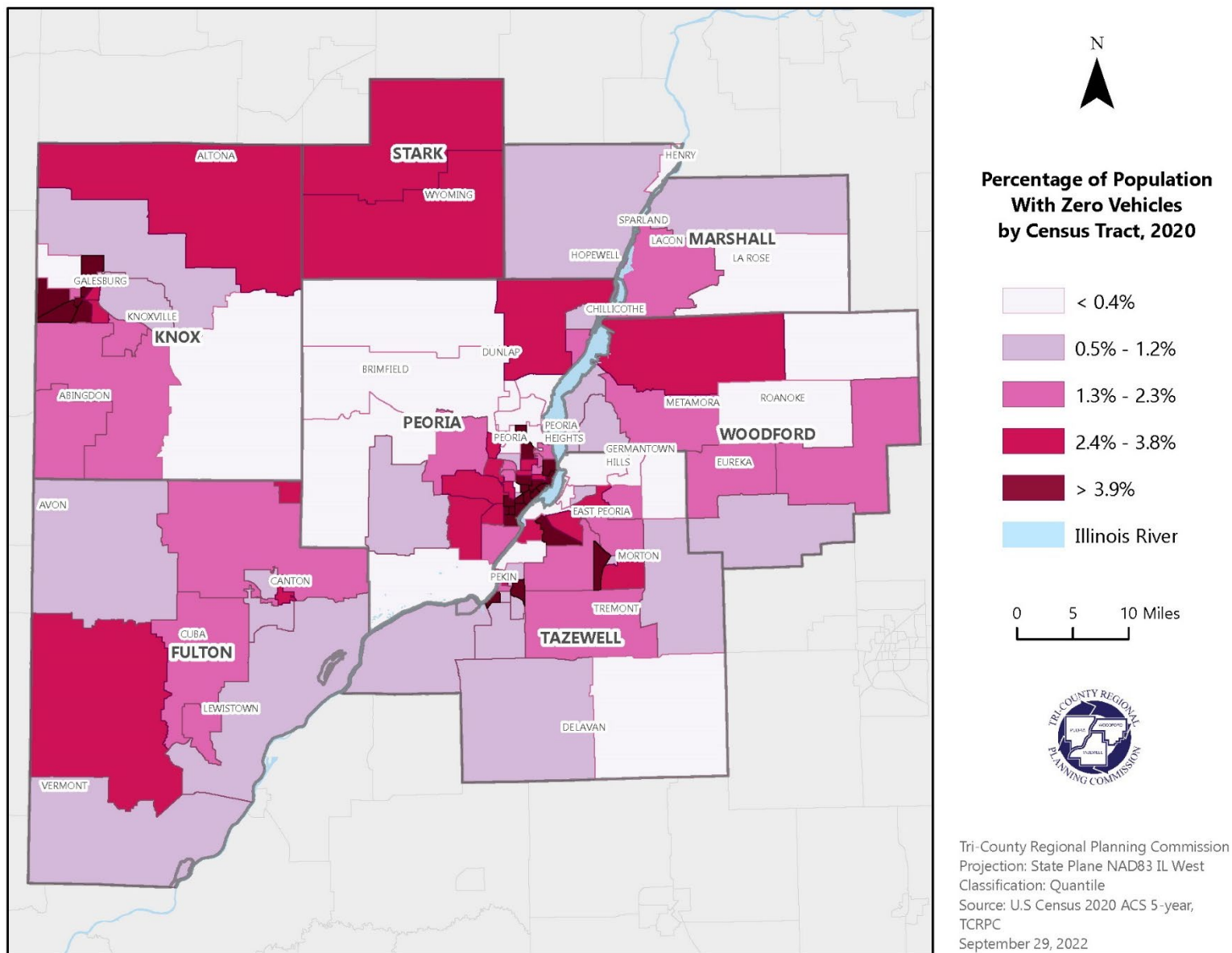


Figure 26. Map of households living with zero vehicles across HSTP Region 5



## Veterans

According to the 2020 American Community Survey, 26,520 individuals, or 8.11%, of the 18-and-over population within Region 5 are veterans. Marshall County has the highest percentage of veterans by far at 10.5%, with Knox and Tazewell just over 8%. Peoria has the lowest veteran population at 6.5%. Figure 27 shows these numbers.

Veteran Population (ACS 2020)			
County	Civilian Population 18 Years & Over	Veterans	Percent of Total
Fulton	27,831	2,221	8.0%
Knox	40,090	3,403	8.5%
Marshall	9,189	962	10.5%
Peoria	137,915	9,015	6.5%
Stark	4,237	328	7.7%
Tazewell	102,392	8,458	8.3%
Woodford	29,171	2,133	7.3%
Total/Avg.	350,825	26,520	8.11%

Figure 27. Total population of veterans in HSTP Region 5

Figure 28 is a map that shows the distribution of veterans throughout the region. There is a higher concentration in the northern and eastern parts of Marshall County, northwest and south Galesburg and Abingdon area in Knox County, northwest and southeast Fulton County, southwest and east Tazewell County, and north Peoria in Peoria County.

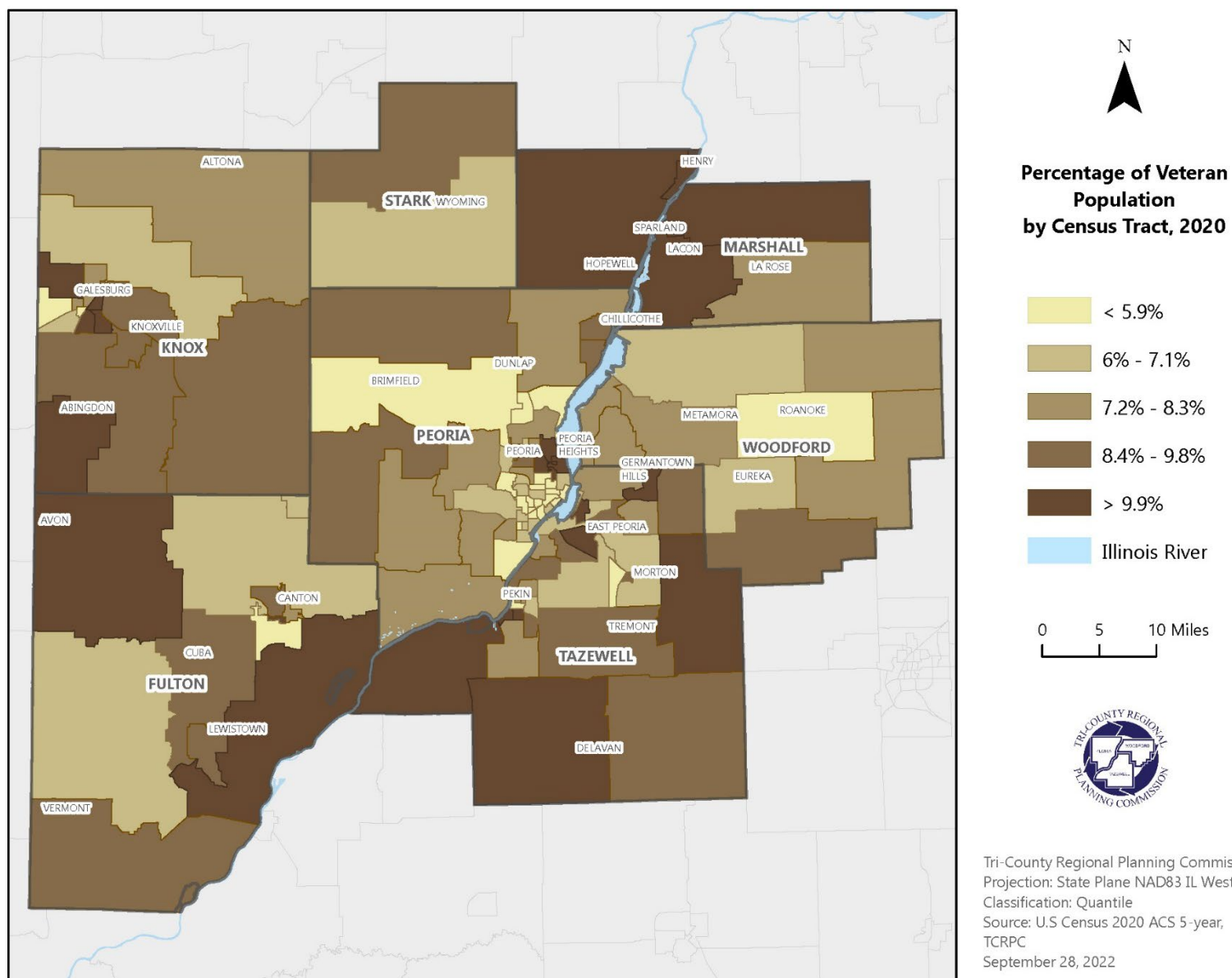


Figure 28. Map of veteran population across HSTP Region 5

### Minority Population

According to the 2020 U.S. Census, 68,452 individuals, or 9.7% of the total population of one race within Region 5, are individuals of a minority population (nonwhite). The counties with highest percentage of minority individuals are Peoria County at 27.9% and Knox County at 13.0%. The remaining counties in Region 5 have minority populations which represent less than 8% of their total populations.

Nonwhite Population (2020 Decennial Census Redistricting Data)				
County	Total Population	Population of One Race	Nonwhite Population	Percent of Total
Fulton	33,609	32,541	1,738	5.3%
Knox	49,967	46,760	6,096	13.0%
Marshall	11,742	11,237	272	2.4%
Peoria	181,830	170,074	47,445	27.9%
Stark	5,400	5,210	271	5.2%
Tazewell	131,343	131,343	10,265	7.8%
Woodford	38,467	37,467	2,365	6.3%
Total/Avg.	452,358	434,632	68,452	9.7%

Figure 29. Total population of minority residents in HSTP Region 5

Figure 30 shows a map of the minority population in the region. The major concentrations are on the south side of 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 higher concentration of minority populations in and around the Peoria-Pekin Urbanized Area.

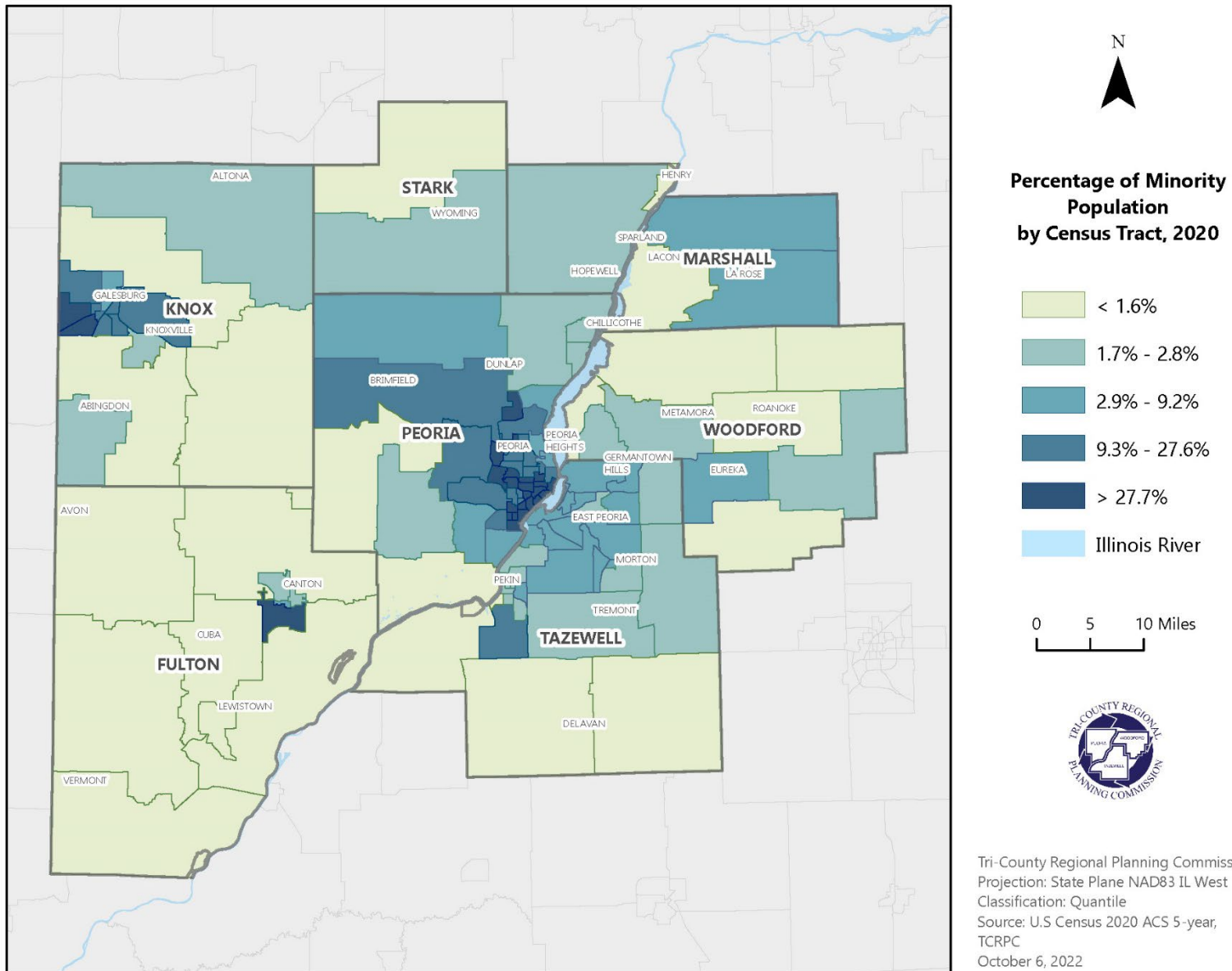


Figure 30. Map of minority populations across HSTP Region 5

### 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 a minority
- Population density per square mile

To determine relative transportation needs across Region 5, TCRPC staff gave each census tract a score of 1 to 5 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 2020 United States Census data. Next, staff broke up the entire range of values into five intervals using Quantile classification. Finally, staff gave the values in the highest interval a score of 5, the values in the next-highest interval a score of 4, and so forth, with the values in the lowest

interval receiving a score of 1. This method was used for each of the criteria listed above.

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. The lowest overall score calculated was 8, and the highest overall score calculated was 33. 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, Canton, and Pekin. Other significant need areas are north Stark and Marshall counties; east Woodford County; East Peoria, Morton, and Tremont areas in Tazewell County; West Peoria, Dunlap, and Chillicothe areas in Peoria County; Avon and Lewistown in Fulton County, and Knoxville and Abingdon in Knox County. Some of these areas, including those in the Grey Area in the Peoria-Pekin Urbanized Area and those in rural Knox County, currently have no transit service. These would be the highest areas of concern when it comes to transit access.

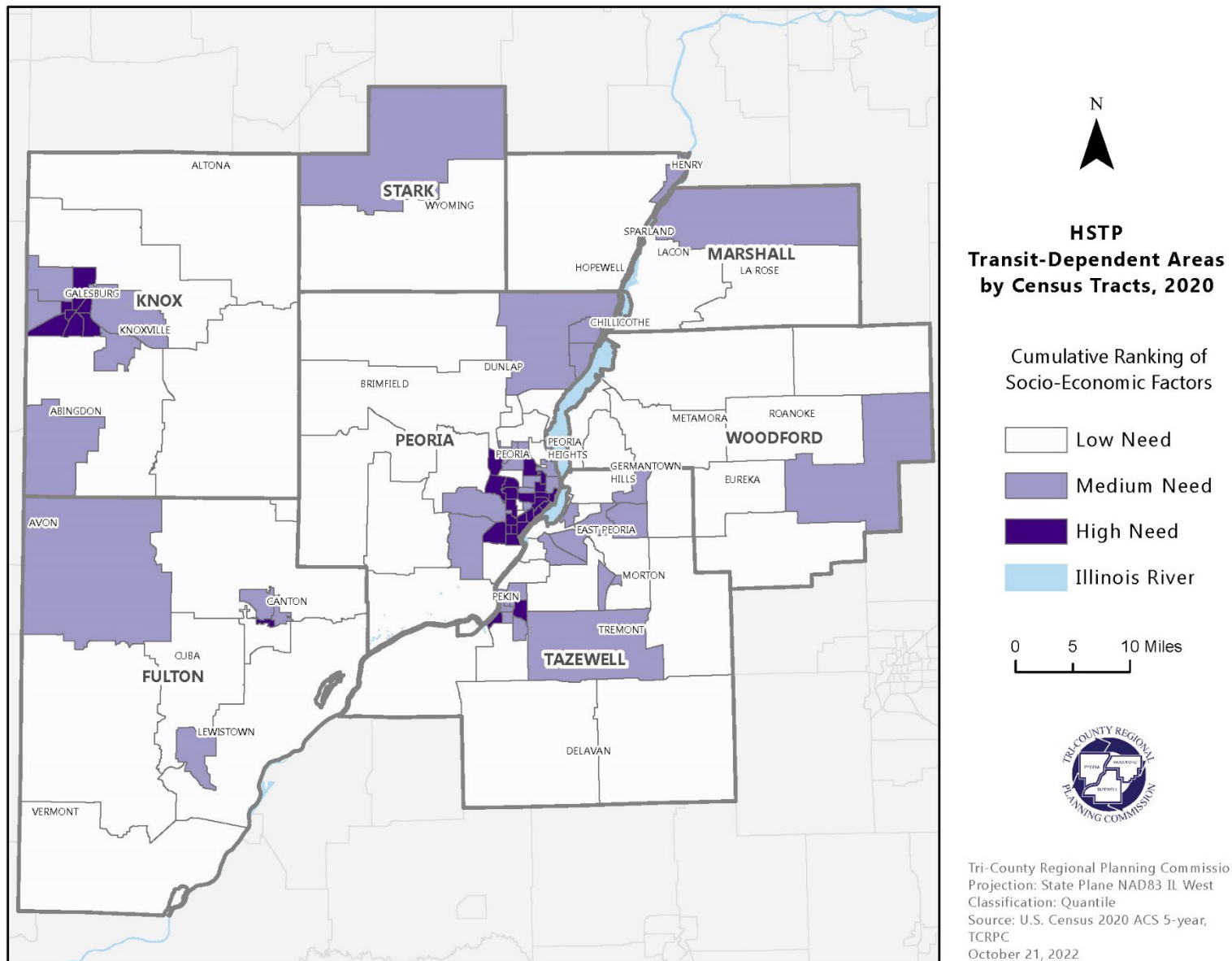


Figure 31. Level of transportation dependence throughout HSTP Region 5



## Urbanized Area Demographics

### Age

According to the American Community Survey (2020), the total youth population in the Peoria-Pekin Urbanized Area is 56,094, or 22.3% of the total population. The municipalities with the highest percentage of youth are Washington at 29.6%, Dunlap at 29.1%, and West Peoria and Bartonville, both at 23.8%. Figure 32 shows the youth population by municipality for the Peoria-Pekin Urbanized Area.

Figure 33 shows the percent of youth living in the Peoria-Pekin Urbanized Area by census tract. The census tracts with the highest percentage of youth are located west of University St. in Peoria; east of N. Allen Rd. in Peoria; and northeast of W. Smithville Rd. and south of E. War Memorial in Peoria; and east of Grange Rd. in Washington.

Youth Population (2020 ACS)			
Municipality	Total Population	Youth Population	Percent of Total
Bartonville	6,174	1,472	23.8%
Chillicothe	6,326	1,381	21.8%
Creve Coeur	5,074	763	15.0%
Dunlap	1,100	3,209	29.1%
East Peoria	22,615	4,173	18.5%
Germantown Hills	3,421	799	23.4%
Morton	15,791	3,735	23.7%
Pekin	32,796	7,088	21.6%
Peoria	110,915	26,179	23.6%
Peoria Heights	5,825	1,323	14.5%
Washington	16,555	4,900	29.6%
West Peoria	4,510	1,072	23.8%
Total	231,102	56,094	22.3%

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

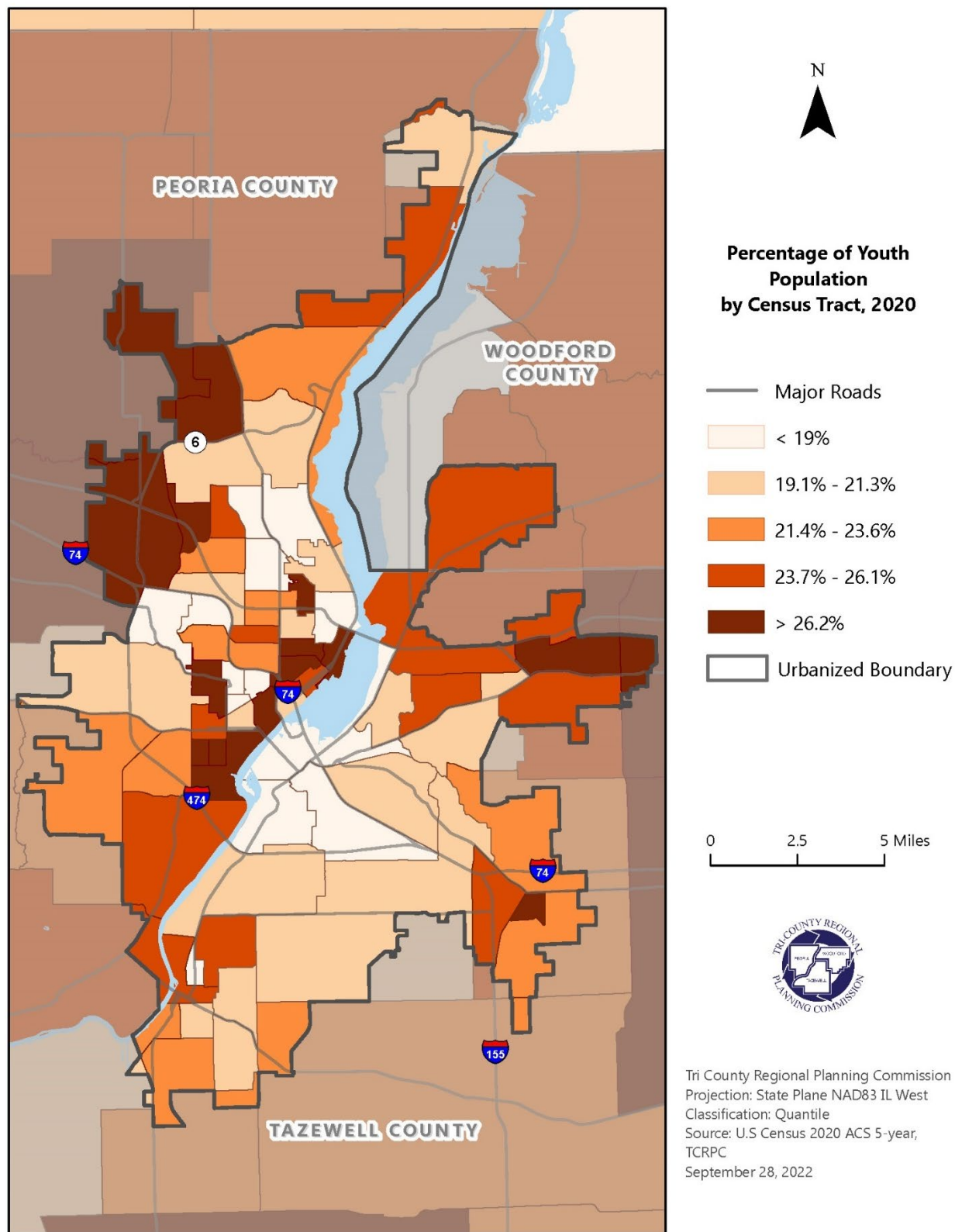


Figure 33. Map of youth populations across the Peoria-Pekin Urbanized Area

According to 2020 American Community Survey data, the total senior population (age 65 and older) in the Peoria-Pekin Urbanized Area is 42,280, or 17.3% of the total population. The municipalities with the highest percentage of the senior population are Chillicothe at 23%, Morton at 22.8%, and East Peoria at 20.2%. Figure 34 shows the senior population by municipality for each community in the Peoria-Pekin Urbanized Area.

Senior Population (2020 ACS)			
Municipality	Total Population	Senior Population	Percent of Total
Bartonville	6,174	939	15.2%
Chillicothe	6,326	1,451	23.0%
Creve Coeur	5,074	491	9.6%
Dunlap	1,100	119	10.8%
East Peoria	22,615	4,560	20.2%
Germantown Hills	3,421	462	13.5%
Morton	15,791	3,594	22.8%
Pekin	32,796	6,103	18.6%
Peoria	110,915	19,869	17.9%
Peoria Heights	5,825	1,172	20.1%
Washington	16,555	2,639	15.9%
West Peoria	4,510	881	19.5%
<b>Total</b>	<b>231,102</b>	<b>42,280</b>	<b>17.3%</b>

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

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 Pekin southeast of IL Route 474; southeast of S. Main St. in Morton; north of Washington St. in East Peoria; north of W. Lincoln Ave, north of W. Lake Ave, and west of the N. University St. and Forrest Hill Ave. intersection in Peoria.

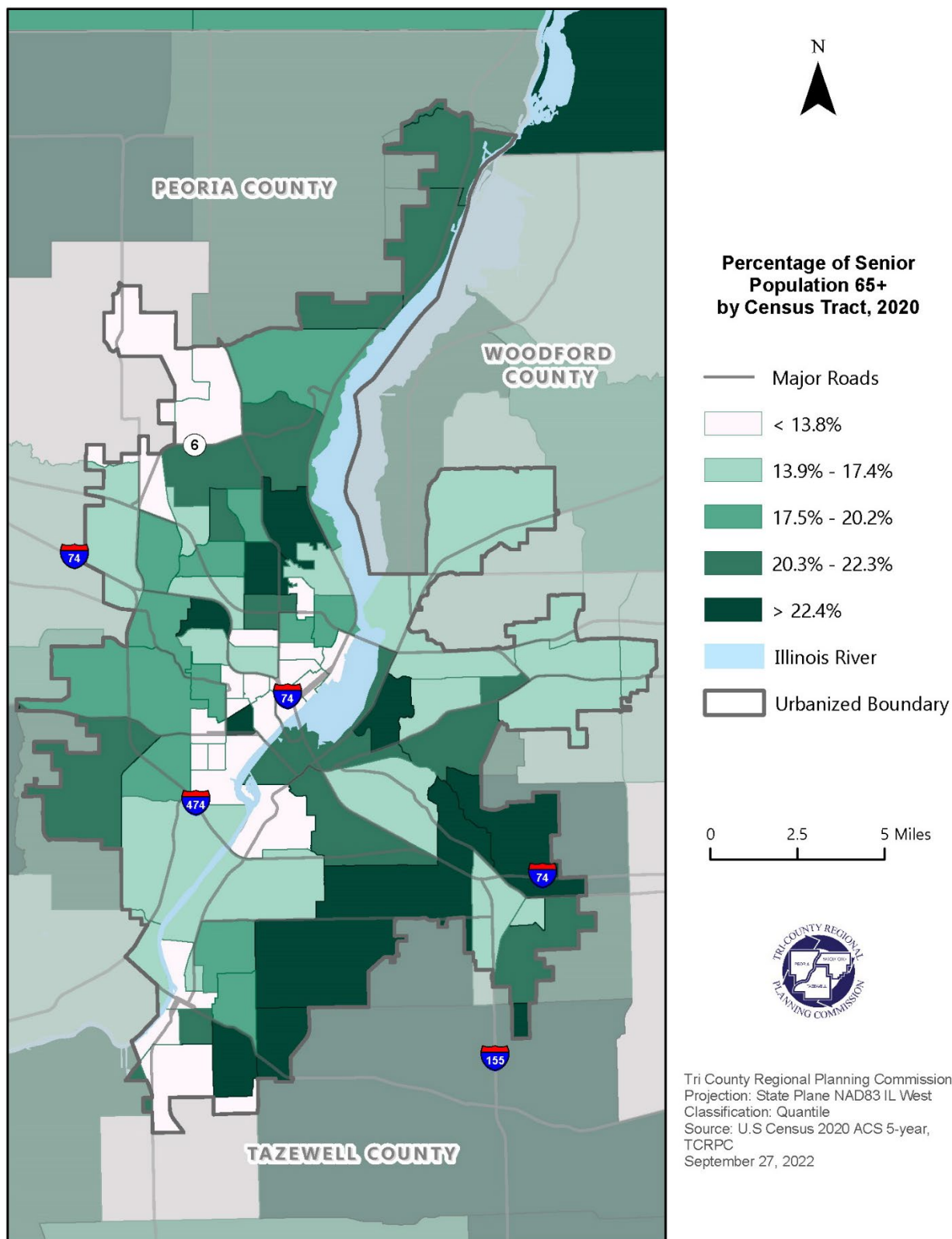


Figure 35. Map of senior populations across the Peoria-Pekin Urbanized Area

### Disability Status

According to the 2020 American Community Survey, the total population of people with disabilities in the Peoria-Pekin Urbanized Area is 30,406, or 9.9% of the population. Communities with the highest percentage of individuals living with a disability are Pekin at 15.7%, Chillicothe at 14.8%, and Peoria at 14.7%. Figure 36 shows the total number of people with a disability for each municipality within the Peoria-Pekin Urbanized Area.

Population with a Disability (2020 ACS)			
Municipality	Total Population	Disabled Population	Percent of Total
Bartonville	6,162	539	8.7%
Chillicothe	6,6223	919	14.8%
Creve Coeur	5,074	562	11.1%
Dunlap	1,100	83	7.5%
East Peoria	22,378	2,752	12.3%
Germantown Hills	3,421	111	3.2%
Morton	15,504	1,626	10.5%
Pekin	31,260	4,905	15.7%
Peoria	109,378	16,100	14.7%
Peoria Heights	5,705	712	12.5%
Washington	16,429	1,575	9.6%
West Peoria	4,127	522	12.6%
Total	220,538	30,406	9.9%

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 65 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 just south of the junction of IL Route 74 and IL Route 474 in Peoria, a segment of Peoria Heights, the south side of Peoria, and parts of Pekin.



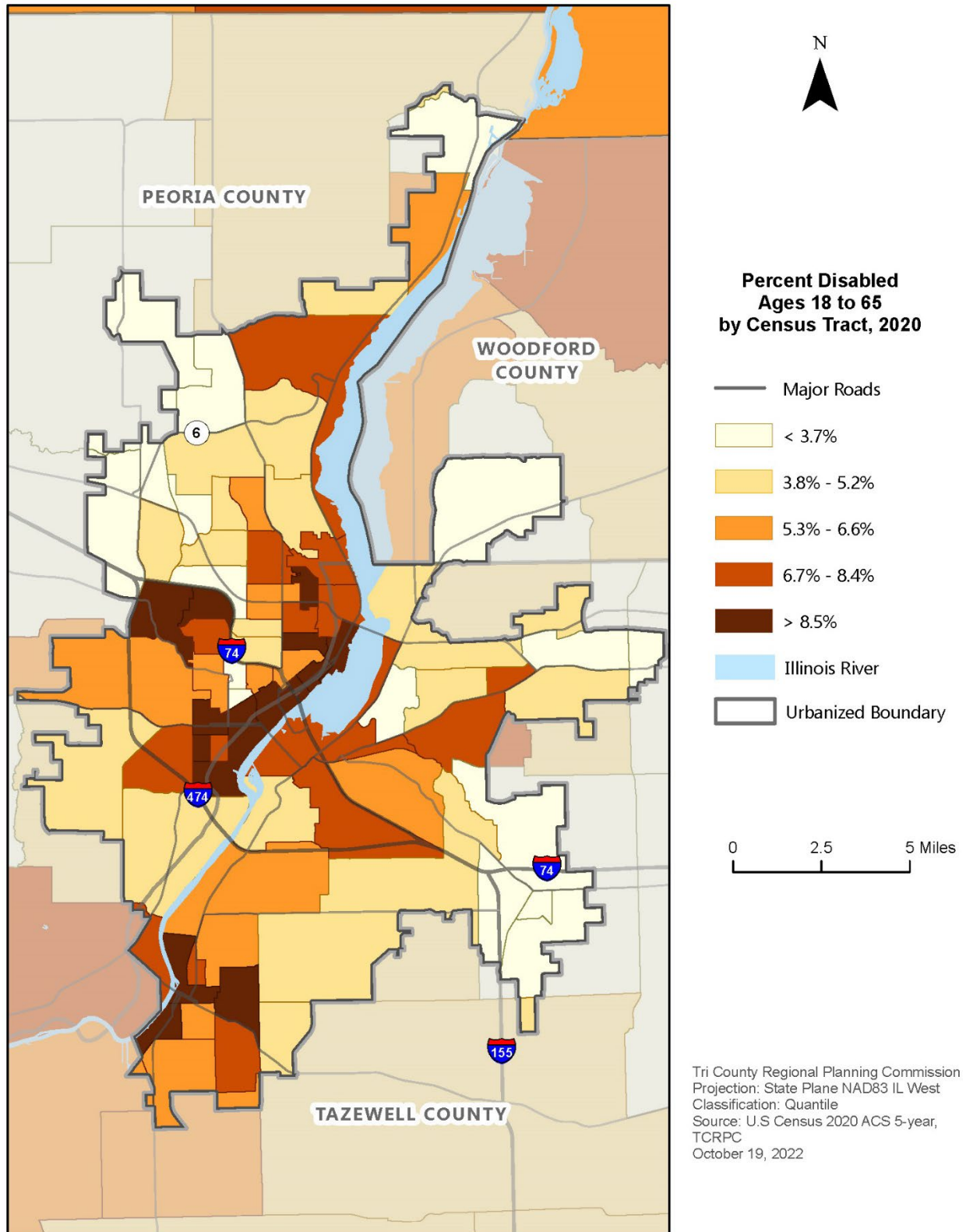


Figure 37. Map of populations with a disability between ages 18 and 65 across the Peoria-Pekin Urbanized Area



### Population Living Below Poverty Level

According to the 2020 American Community Survey, the total population living below the poverty level in the Peoria-Pekin Urbanized Area is 35,785, or 9.9%, of the total population<sup>10</sup>. The municipalities with the highest percentage of individuals living below the poverty level are Peoria at 22.8%, Peoria Heights at 18.9%, and Chillicothe at 14.7%. 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 south and west of Peoria Heights. 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

Population Living Below Poverty Level (2020 ACS)			
Municipality	Total Population for whom poverty status is determined <sup>10</sup>	Population below poverty level	Percent of Total
Bartonville	6,174	361	5.8%
Chillicothe	6,223	913	14.7%
Creve Coeur	5,043	462	9.2%
Dunlap	1,095	26	2.4%
East Peoria	22,198	1,695	7.6%
Germantown Hills	3,421	37	1.1%
Morton	15,491	689	4.4%
Pekin	31,111	4,826	15.5%
Peoria	106,697	24,363	22.8%
Peoria Heights	5,704	1,078	18.9%
Washington	16,415	861	5.2%
West Peoria	4,127	474	11.5%
<b>Total</b>	<b>223,699</b>	<b>35,785</b>	<b>9.9%</b>

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

level, particularly in the census tract west of Peoria Heights, two census tracts in Pekin, and various tracts in Central and South Peoria.

<sup>10</sup> See note in the HSTP Regional Demographics poverty section about how the population for whom poverty status is determined.

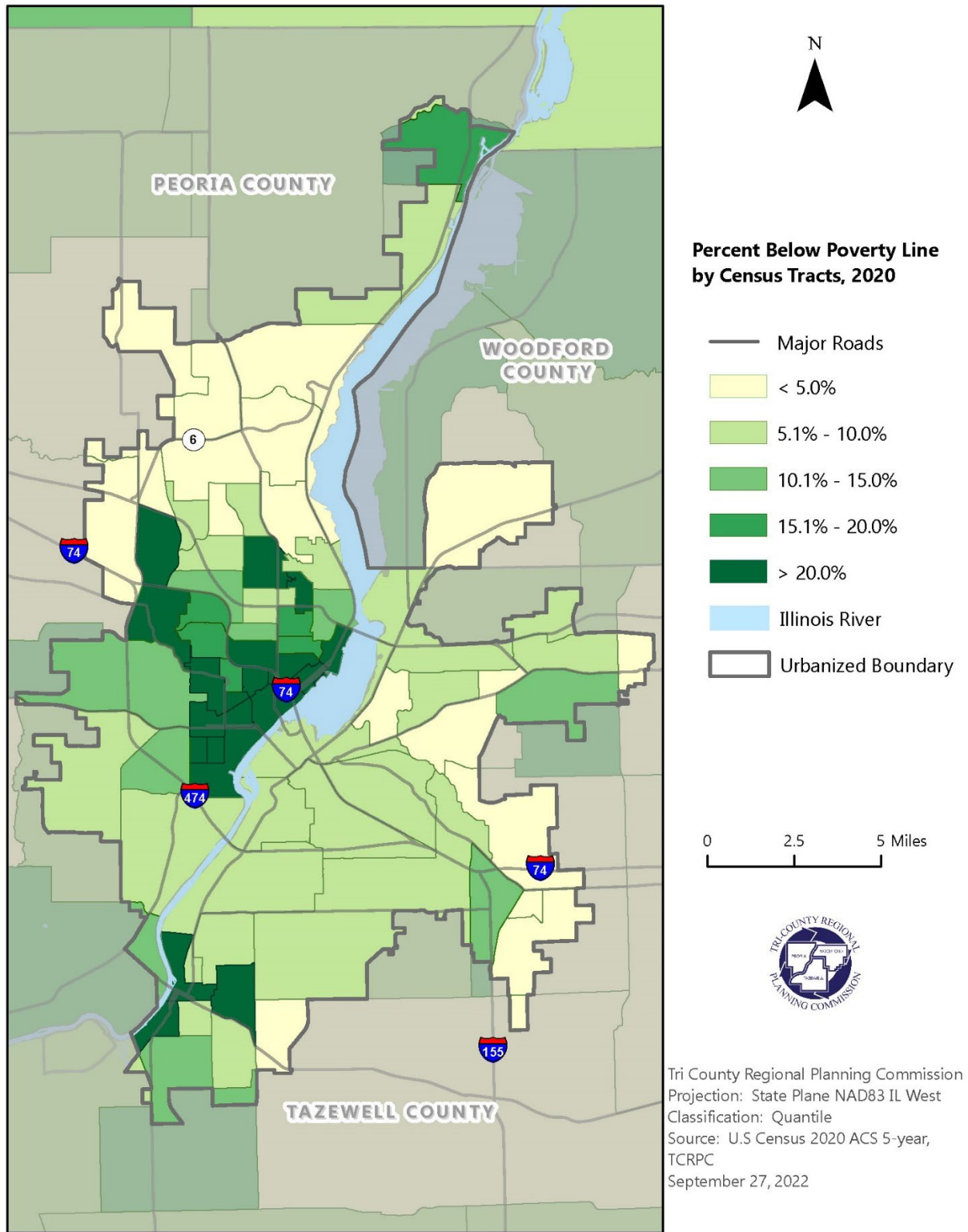


Figure 39. Map of populations living below poverty level across the Peoria-Pekin Urbanized Area

### Zero-Vehicle Households

According to 2020 American Community Survey, the total number of zero-vehicle households in the Peoria-Pekin Urbanized Area is 9,097, or 4.1% of the total population. The municipalities with the highest percent of zero-vehicle households are Peoria at 11.3%, Pekin at 8.6%, and Peoria Heights at 8.4%. Figure 40 shows the number and percent of zero-vehicle households for each municipality in the Urbanized Area.

Figure 41 shows the percent 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, North Valley, and West Bluff neighborhoods; in Morton south of IL Route 74; in Pekin just north of IL Route 9/Court Street; and west of IL Route 29 along the Illinois River.

Zero-Vehicle Households (2020 ACS)			
Municipality	Occupied Housing Units	Zero-Vehicle Households	Percent of Total
Bartonville	2,512	104	4.1%
Chillicothe	2,659	95	3.6%
Creve Coeur	2,257	106	4.7%
Dunlap	385	11	2.9%
East Peoria	9,707	619	6.4%
Germantown Hills	1,225	12	1.0%
Morton	6,721	518	7.7%
Pekin	13,777	1,189	8.6%
Peoria	50,176	5,690	11.3%
Peoria Heights	2,788	233	8.4%
Washington	6,283	417	6.6%
West Peoria	1,884	103	5.5%
Total	100,374	9,097	4.1%

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

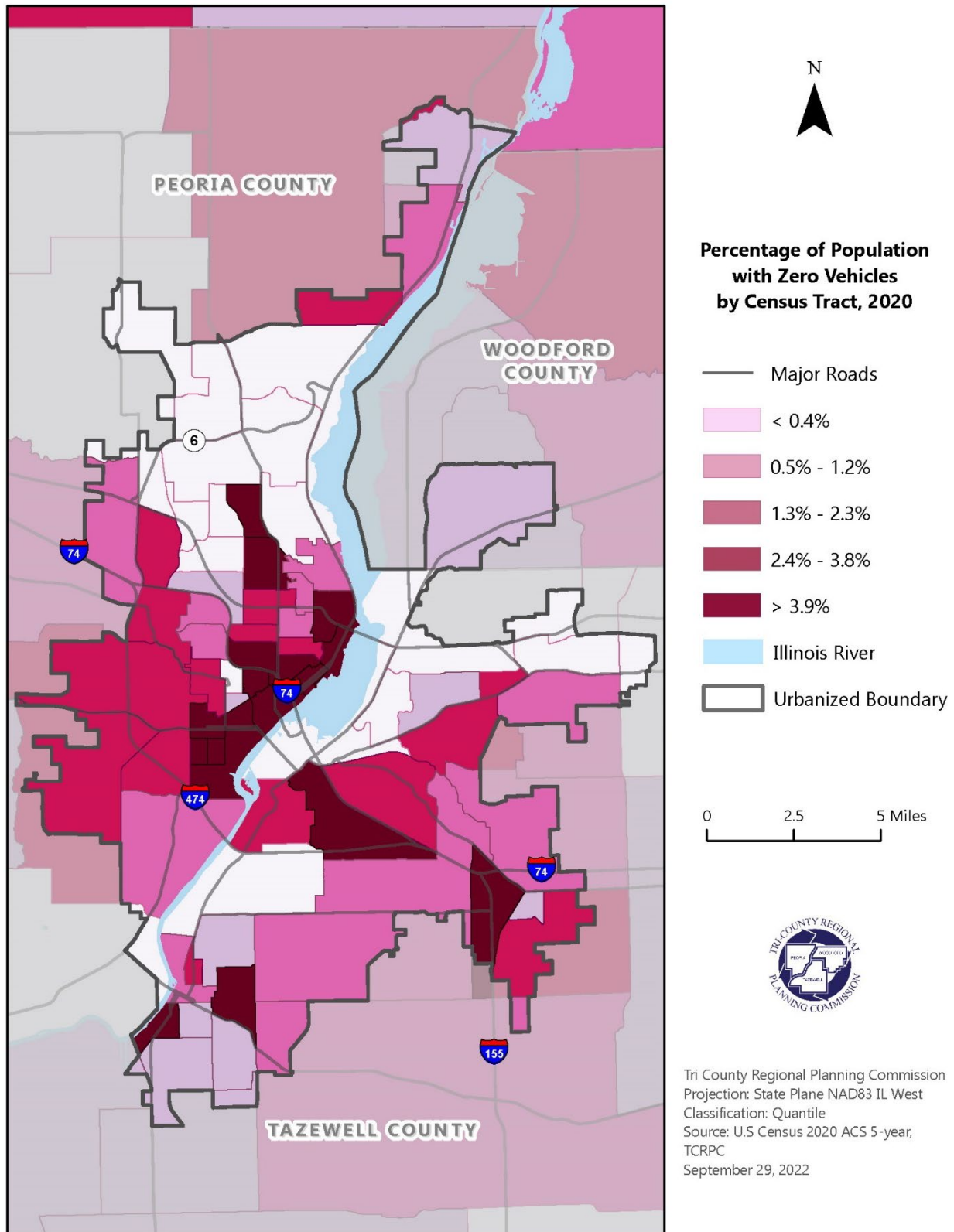


Figure 41. Map of households with zero vehicles across the Peoria-Pekin Urbanized Area

## Veterans

According to the 2020 U.S. Census, 12,865 individuals, or 6.93%, of the total population of adults (18 and older), are veterans in the Peoria-Pekin Urbanized Area. The communities of Peoria Heights and Washington have the highest percentage of veterans at 10.2% and 9.0%, respectively. **Error! Reference source not found.** Figure 44 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, East Peoria, Washington, and south of Pekin. There are generally higher percentages of veterans in the Tazewell and Woodford sections of the urbanized area compared to the Peoria County sections.

Veteran Population (2020 ACS)			
Municipality	Civilian Population 18 Years & Over	Veteran Population	Percentage of Total
Bartonville	4,690	244	5.2%
Chillicothe	3,421	549	8.6%
Creve Coeur	4,311	345	8.0%
Dunlap	780	26	3.3%
East Peoria	18,426	1,426	7.7%
Germantown Hills	2,622	156	5.9%
Morton	12,050	878	7.3%
Pekin	25,701	1,872	7.3%
Peoria	84,474	5,140	6.0%
Peoria Heights	4,502	461	10.2%
Washington	17,744	1,605	9.0%
West Peoria	3,438	163	4.7%
Total	182,159	12,865	6.93%

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



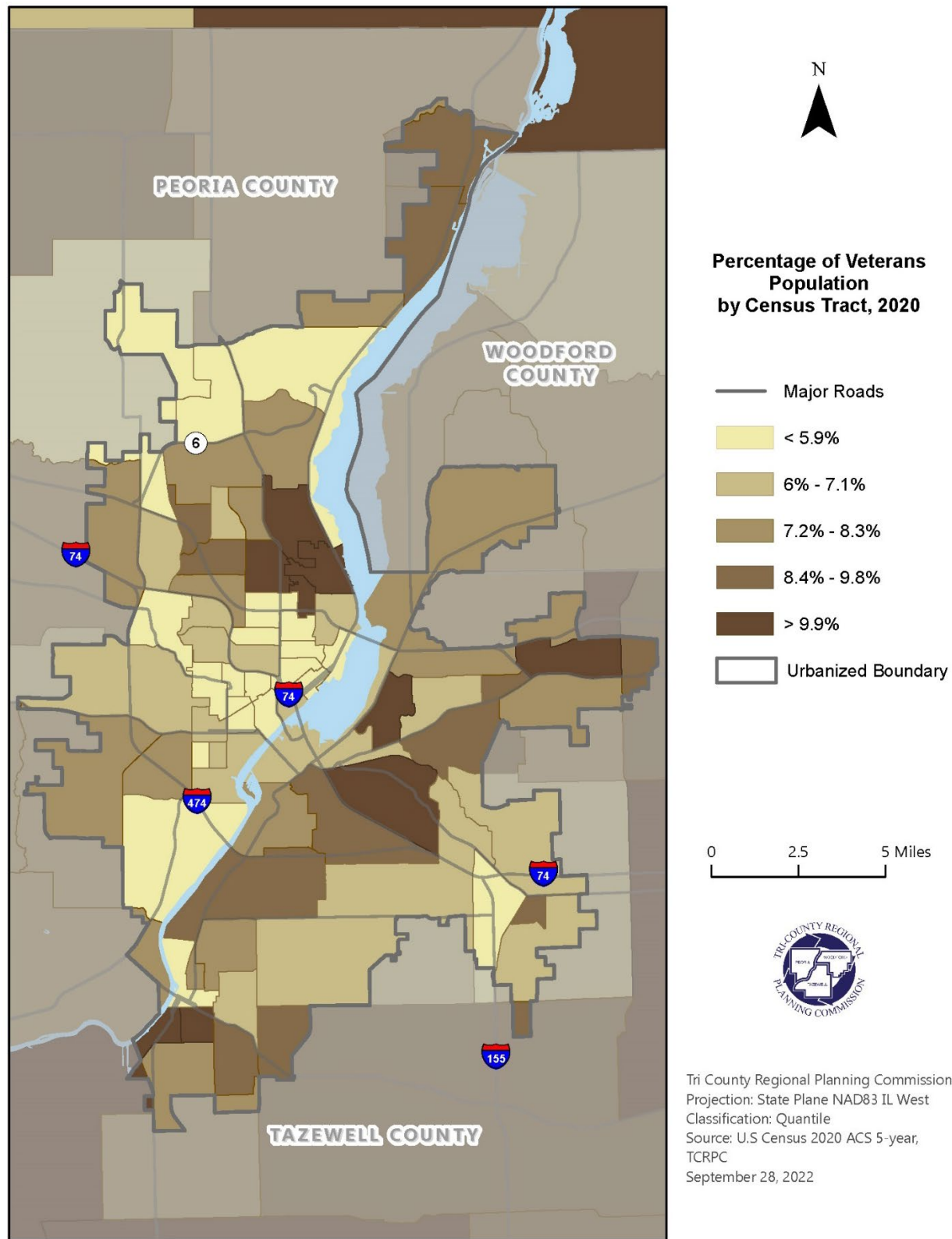


Figure 43. Map of veterans across the Peoria-Pekin Urbanized Area



### Minority Population

According to the 2020 U.S. Census, 48,998 individuals, or 10.6%, of the total population of one race, is nonwhite in the Peoria-Pekin Urbanized Area. The communities of Pekin and Creve Coeur have the highest percentage of nonwhite individuals at 16.0% and 14.4%. Figure 44 shows the percentage of minority individuals for each community within the Peoria-Pekin Urbanized Area.

Minorities are not evenly distributed throughout the urbanized area, according to Figure 45, the map on the next page. The highest concentration of nonwhite populations exist in the south side and near downtown Peoria, on the west side of Peoria south of the intersection of War Memorial Dr. and IL Route 6, and on the north side of Peoria just north of IL Route 6.

Nonwhite Population (2020 DEC Redistricting Data)				
Municipality	Total Population	Population of One Race	Nonwhite Population	Percent of Total
Bartonville	5,945	5,551	193	7.6%
Chillicothe	6,128	5,730	139	12%
Creve Coeur	4,934	4,632	171	14.4%
Dunlap	1,603	1,512	144	6.2%
East Peoria	22,484	21,127	884	12.3%
Germantown Hills	3,412	3,258	106	5.1%
Morton	17,117	16,457	536	9.4%
Pekin	31,731	30,276	1,297	16.0%
Peoria	113,150	105,203	43,456	13.3%
Peoria Heights	5,908	5,470	654	12.7%
Washington	16,071	15,374	457	9.5%
West Peoria	4,263	3,956	961	9.8%
Total	232,746	218,546	48,998	10.6%

Figure 44. Total population of minorities in the Peoria-Pekin Urbanized Area

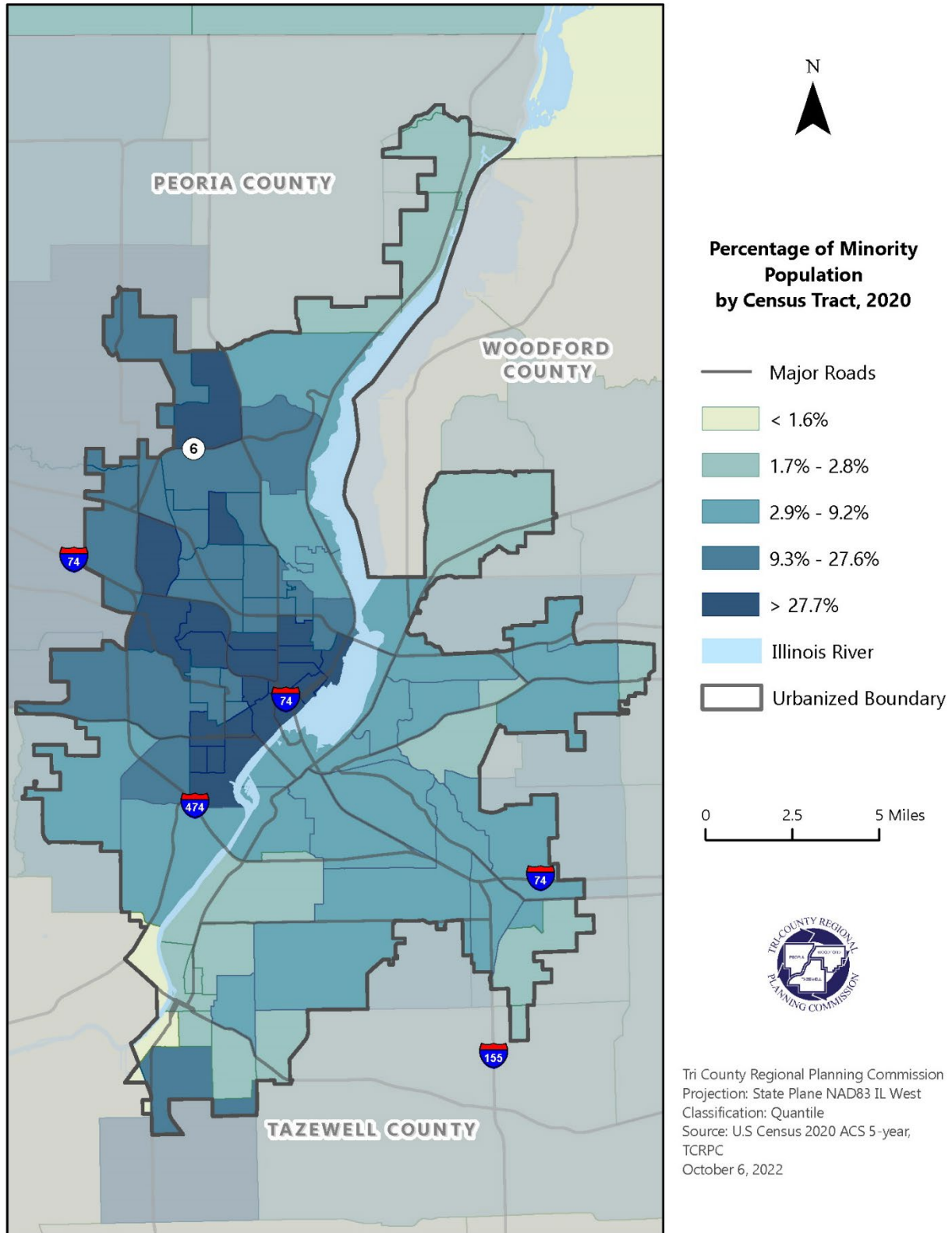


Figure 45. Map of minorities across the Peoria-Pekin Urbanized Area

## 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 a minority
- 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. Areas with the highest transportation needs are in Peoria's Southside, Downtown, and North Valley neighborhoods; in West Peoria near Farmington Road; southeast of Bellevue, just south of Harmon Highway; in Peoria, west of Sterling Avenue between I-74 and Forrest Hill Avenue; and in west Pekin north of Route 9, and in southwest Pekin near Route 29.

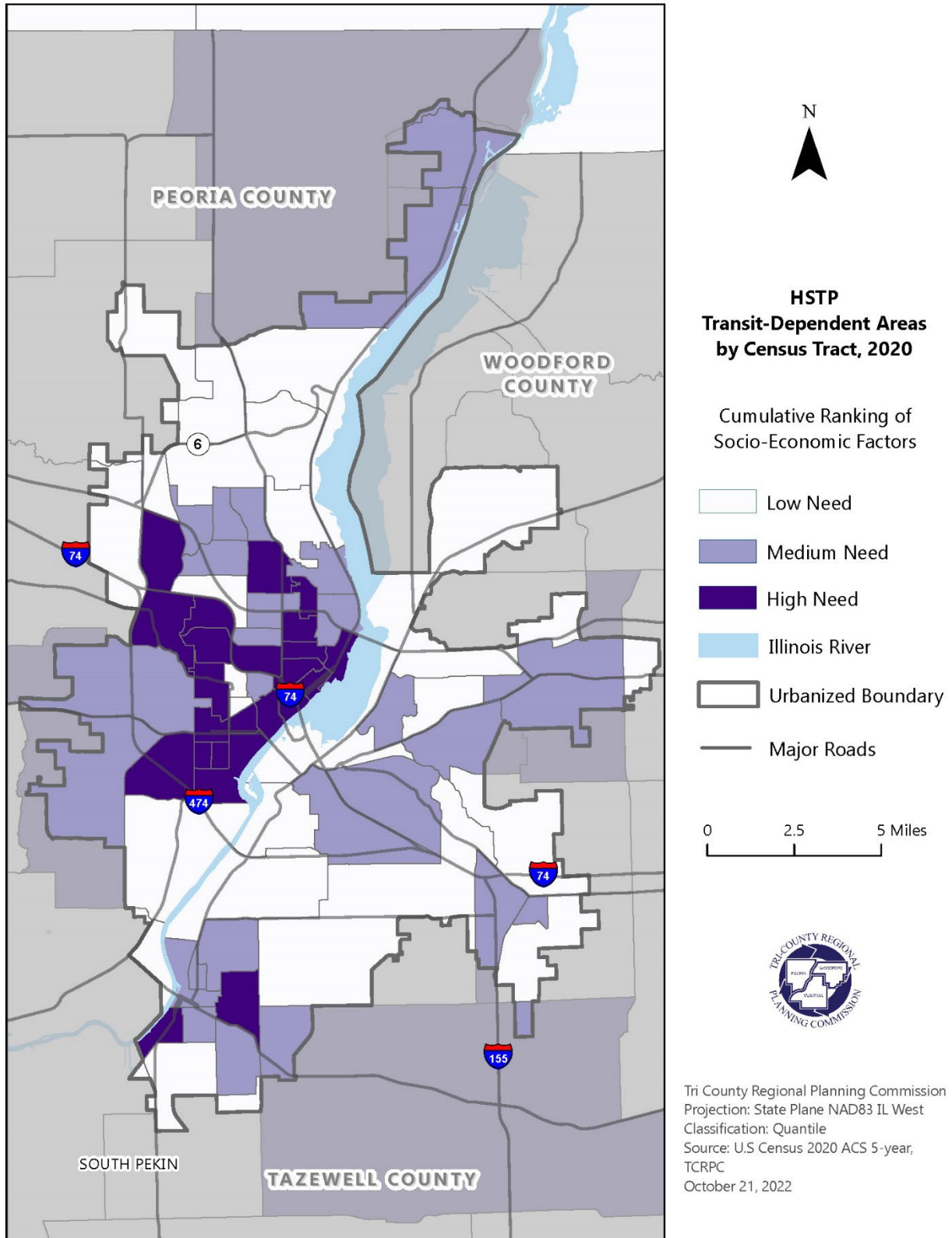


Figure 46. Level of transportation dependence throughout the Peoria-Pekin Urbanized Area

## 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
<b>City of Galesburg</b>	-	Knox (Galesburg only)	Urban, fixed-route & demand-response paratransit
<b>FCRT</b>	Fulton County Rural Transit	Fulton	Rural, public demand response
<b>GPMTD/Transdev*: CityLift</b>	Greater Peoria Mass Transit District	Peoria	Urban, demand-response paratransit
<b>GPMTD/First Transit*: CityLink</b>	Greater Peoria Mass Transit District	Peoria, Tazewell (urban only)	Urban, fixed route
<b>GPMTD/TransDev*: CountyLink</b>	Greater Peoria Mass Transit District	Peoria	Rural, public demand response
<b>MSW Projects</b>	Marshall, Stark & Woodford	Marshall, Stark	Rural, public demand response
<b>We Care</b>	-	Tazewell, Woodford	Rural, public demand response
*GPMTD contracts with First Transit for fixed route; 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
<b>ADDWC</b>	Association for the Developmentally Disabled of Woodford County	Persons with disabilities	Woodford
<b>CIAOA</b>	Central Illinois Agency on Aging	Seniors	Fulton, Marshall, Peoria, Stark, Tazewell, Woodford
<b>CWTC</b>	Community Workshop and Training Center	Persons with disabilities	Peoria, Tazewell, Fulton
<b>EP!C (EPIC)</b>	Empowering People, Inspiring Capabilities	Persons with disabilities	Peoria +14 others <sup>8</sup>
<b>FCRC</b>	Fulton County Rehabilitation Center	Persons with disabilities	Fulton
<b>KCCDD</b>	Knowledge, Creativity, Caring Development, Dedication	Persons with disabilities	Knox
<b>TCRC</b>	Tazewell County Resource Center	Persons with disabilities	Tazewell
<b>WIAAA</b>	Western Illinois Area Agency on Aging	Seniors	Knox +9 others <sup>11</sup>

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

<sup>11</sup> See Abbreviations section for more details.



### Other Organization Types

Region 5 contains Several entities that represent the interests of transit-dependent or transit-limited people. While more than just these groups exist in the region, this is a non-comprehensive list of the ones that have collaborated with the HSTP committee regarding regional transportation issues in the past few years. Additional

stakeholders not listed below 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.

Entity Name	Name, spelled out (if applicable)	Organization Type	Counties Served
<b>AARP</b>	American Association of Retired Persons	Advocacy	Peoria office, but nationwide
<b>Advocates for Access</b>	-	CIL (Center for Independent Living)	Peoria, Tazewell, Fulton, & Woodford
<b>Fresenius Kidney Care</b>	-	Dialysis Centers	Tazewell & adjacent counties
<b>IVCIL</b>	Illinois Valley Center for Independent Living	CIL	LaSalle, Marshall, Bureau, Putnam, and Stark
<b>Snyder Village</b>	-	Assisted Living Facility	Woodford
<b>TMCSEA</b>	Tazewell-Mason Counties Special Education Association	Special Ed Joint Agreement with 21 school districts	Tazewell & Mason

**Figure 49. List of other types of entities in Region 5 and details about them**

Region 5 also has private transportation in the form of taxi services, charter buses, religious or community center vans, and other types. Appendix A includes a non-exhaustive inventory of known transportation providers in Region 5. Note that while some of these services are open to the public, many only offer rides to their residents, consumers, constituents, customers, or congregation members. 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 above.

## Region 5 HSTP Committee

### Background

The Region 5 HSTP Committee was formed in 2007 at the start of the HSTP program. The committee is responsible for assisting in the formulation, revision, and implementation of this plan, and acting in an advisory role 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 50.

Rural Area Subcommittee						
Name	Organization	County		Name	Organization	County
Shelly Entrekin* <sup>12</sup>	FCRC/FCRT	Fulton		Mary Patton	AARP	Peoria
Barb Long*	FCRC/FCRT	Fulton		ShamRA Robinson	GPMTD - CityLink	Peoria
Doug Manock*	Fulton County Board	Fulton		Traci Dowell	MSW Projects	Stark
Audra Miles*	Fulton County PCOM	Fulton		J. Thomas Howes	Stark County Board	Stark
Joe Coffin	KCCDD	Knox		Sierra Smith	Tazewell County Board	Tazewell
Kraig Boynton	City of Galesburg	Knox		Max Schneider	Tazewell County Board	Tazewell
Hannah Fuchs	Marshall-Stark PCOM	Marshall		Tyler Rogers	ADDWC	Woodford
David Lueders	Marshall County Board	Marshall		Sean Griffin	We Care	Woodford

Figure 50. A list of the current members of the HSTP Rural Area Subcommittee and their representative entities and counties

<sup>12</sup> 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 subcommittee, as of the adoption of this plan, are listed in below.

Urban Area Subcommittee		
Name	Organization	Representing
Dawn Harper	EP!C	Agency
Jodi Scott	Advocates for Access	CIL
Angel Marinich	TransDev (CityLift/CountyLink)	Provider
Renee Razo	Central Illinois Agency on Aging (CIAOA)	Agency
Chris Mitchell	Paratransit User	User
Don Rulis	CWTC	Agency
Greg Cassidy	TCRC	Agency

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

#### Updated Bylaws

The Human Service Transportation Plan (HSTP) Region 5 Committee Bylaws, last updated on August 3, 2021, 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 B for the full HSTP Committee bylaws.

## 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 service 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.

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

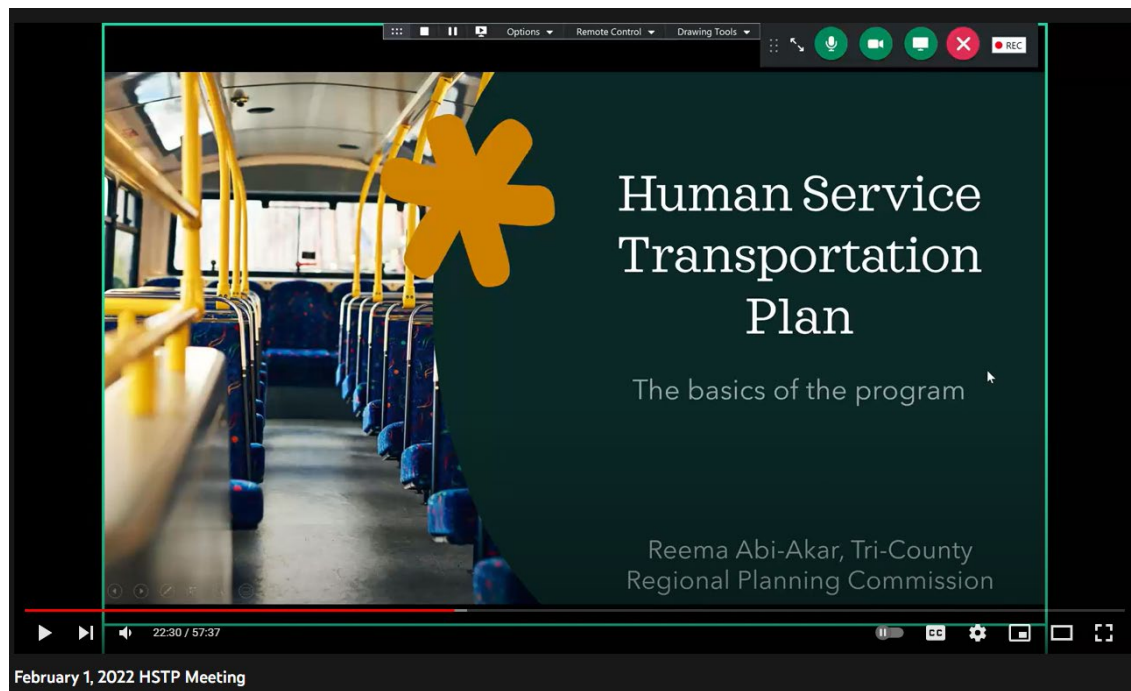


Figure 52. Screenshot from an HSTP 101 informational presentation during a hybrid meeting

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.

## 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



**Figure 53. A community member with a visual impairment attends GPMTD's WOW! ADA Celebration and Resource Fair on July 26, 2022**

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 54. TCRPC staff engage with members of the public at GPMTD's WOW ADA Celebration and Resource Fair

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 C; for survey response graphs, see Appendix D; 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.

## WOW! ADA Celebration and Resource Fair

July 26, 2022, GPMTD's ADA committee hosted the WOW! ADA Celebration and Resource Fair at the Peoria Civic Center. This event showcased different resources and programs in regards to 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 advocates 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 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



**Figure 55.** TCRPC staff members Reema Abi-Akar, left (HSTP coordinator), and Gabriel Guevara manned the TCRPC booth at the GPMTD ADA WOW! Celebration and Resource Fair

displayed the top potential solutions, also 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 56. (Above) Advocates for Access staff chat with an attendee of the WOW event



Figure 57. (Left) EPIC staff talk with an attendee of the WOW event with a physical

## 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 to four key groups: agencies, community members, transit riders, and transit providers (Appendix C). Key findings from those surveys are shown below, and Appendix D shows all survey response graphs. 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

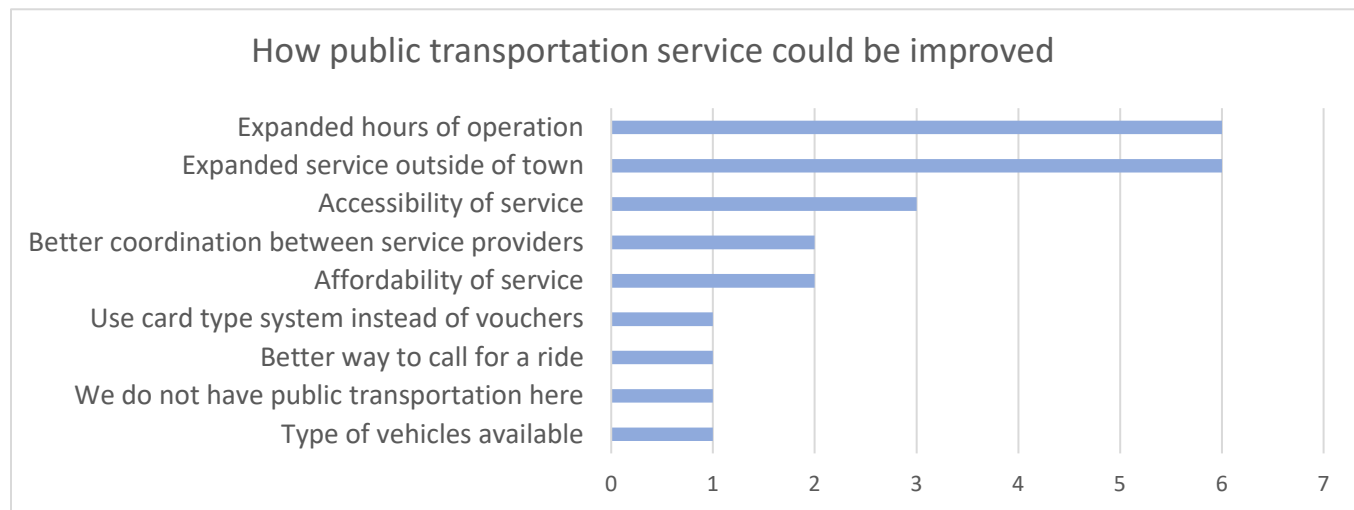


Figure 58. Compilation of responses relating to the improvement of public transit in the region,

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 58.

### Community Member Survey

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

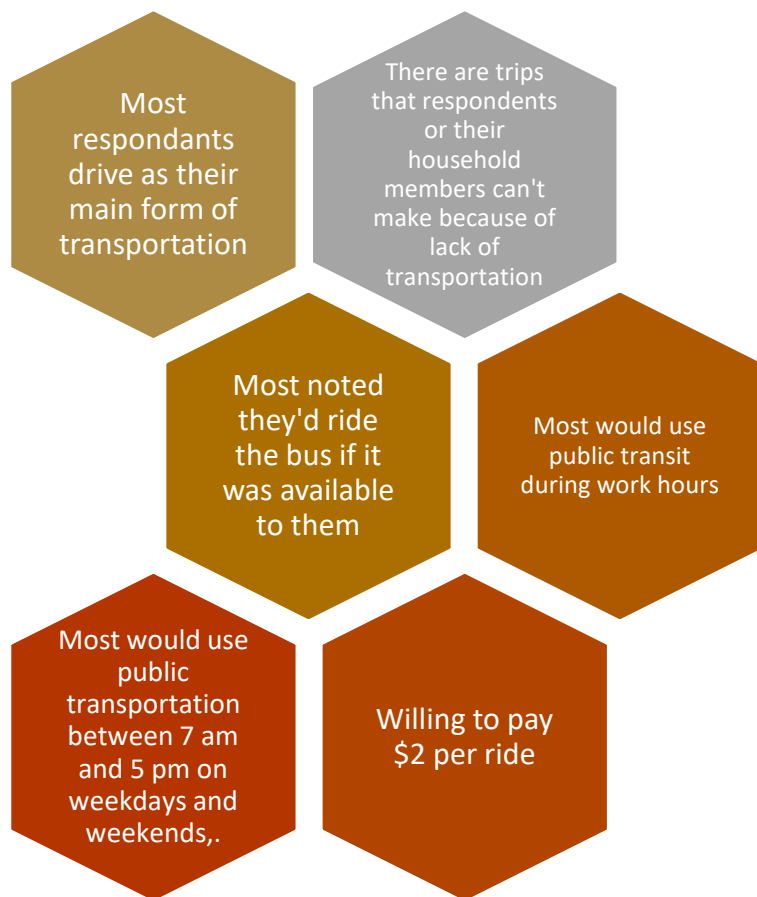


Figure 60. Key takeaways from the community survey

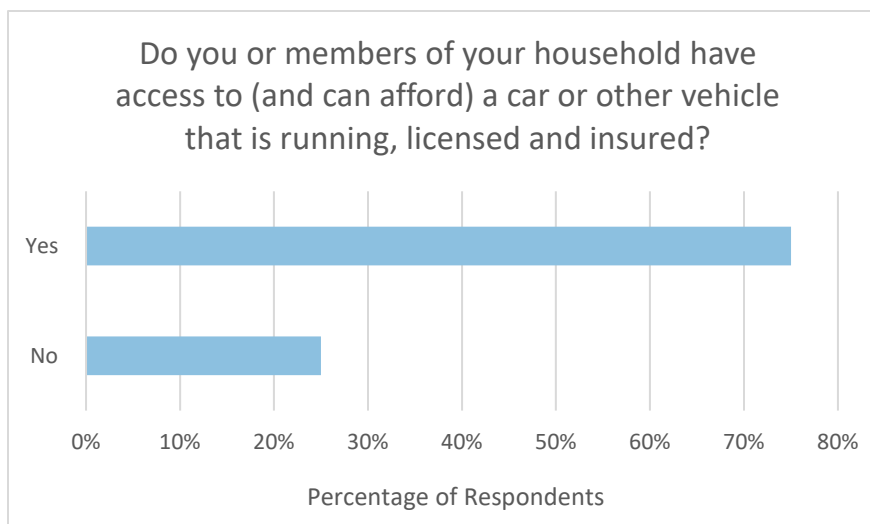


Figure 59. Question from the community survey regarding car ownership and access

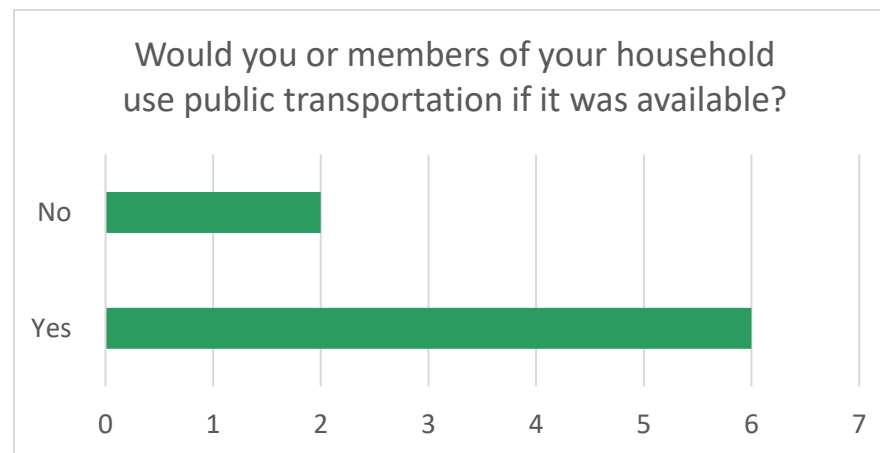


Figure 61. Question from the community survey regarding use of public transportation



### 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

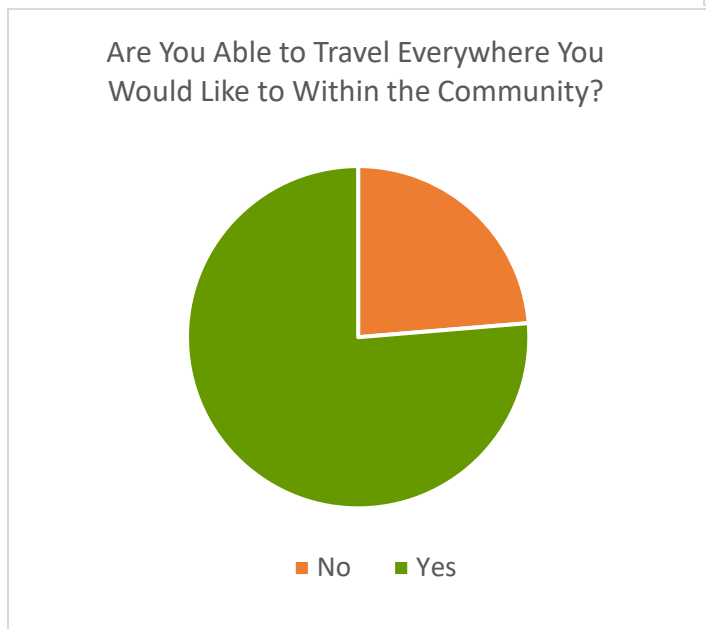


Figure 63. Question from the transit rider survey regarding ability to travel in the community

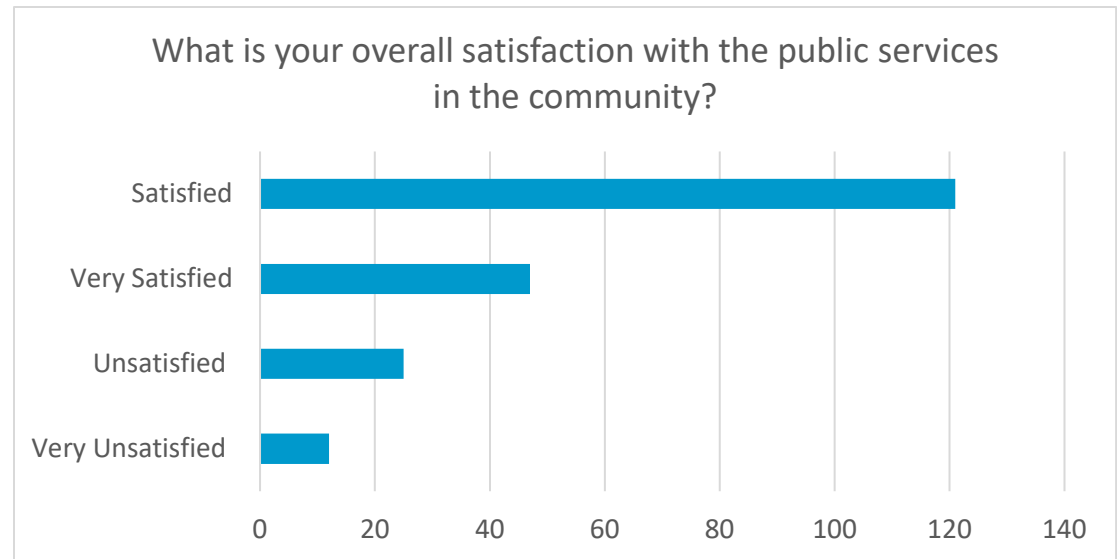


Figure 62. Question from the transit rider survey regarding satisfaction with community services

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.

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 64. Types of responses categorized via the coding process under the theme "Insufficient Services" from the transit rider survey



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

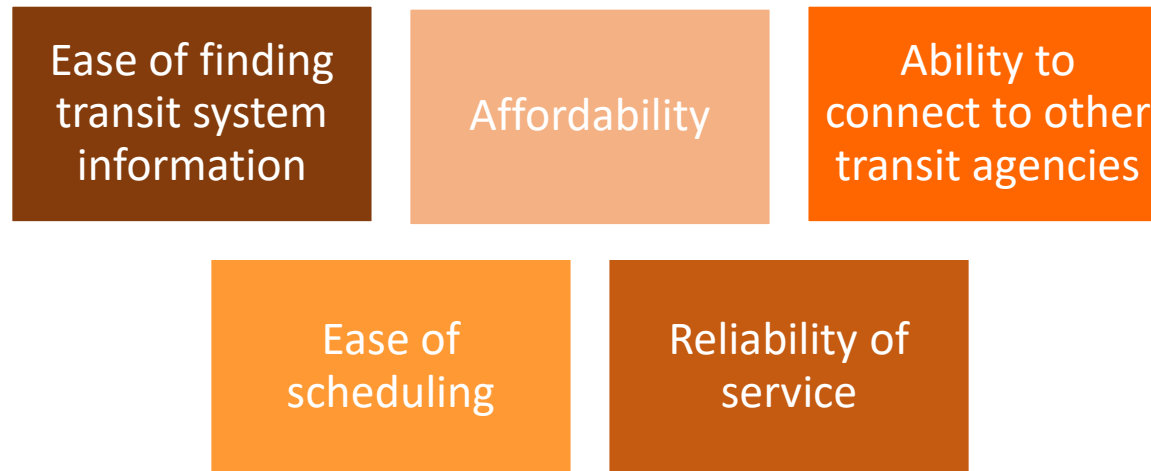


Figure 66. Five categories included in a question in the existing transit rider survey

### 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 barriers to coordinating transportation services across the region.

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

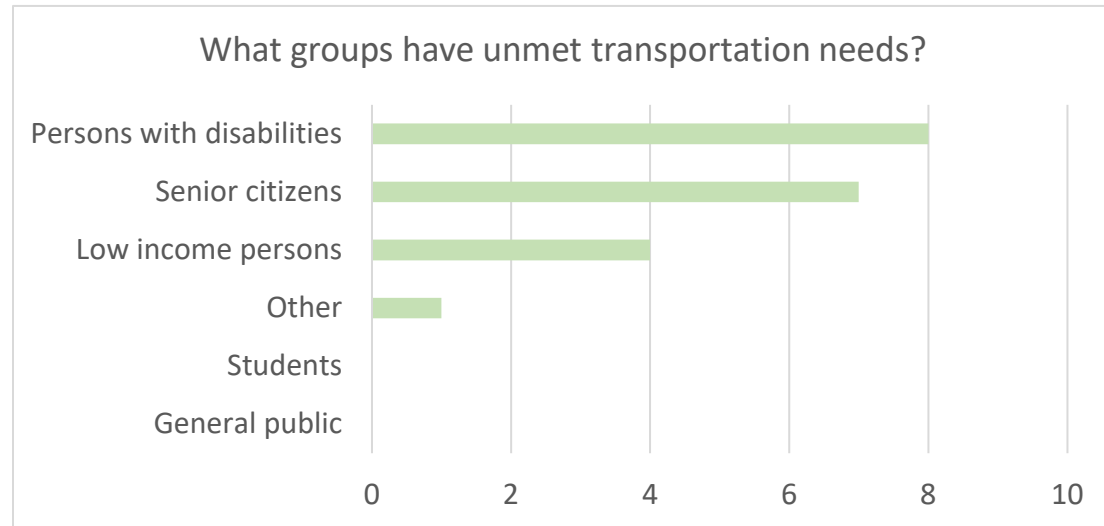


Figure 67. Question from the public transit provider survey regarding unmet needs

### Key Focus Areas

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

### Barriers to Coordination of Service

- Communication
- Funding
- Not enough equipment

Figure 68. List of key focus areas listed in transit provider survey responses

## GPMTD ADA WOW! Celebration and Resource Fair Feedback

While at GPMTD's WOW ADA Celebration and Resource Fair, TCRPC staff collected data from attendees. Staff asked people 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 below graphs for the highest selected responses:

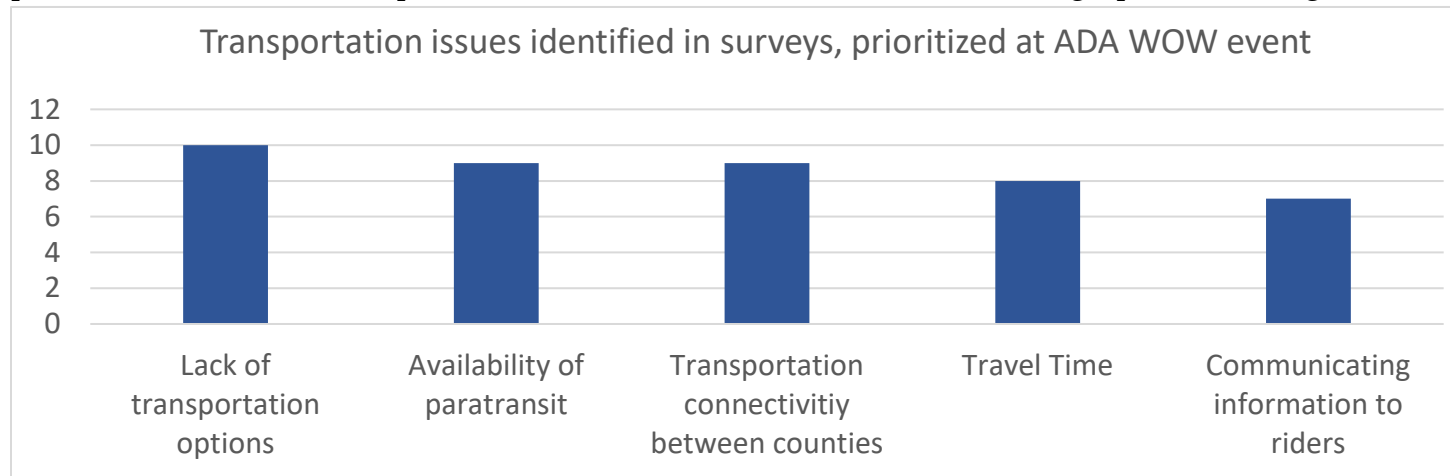
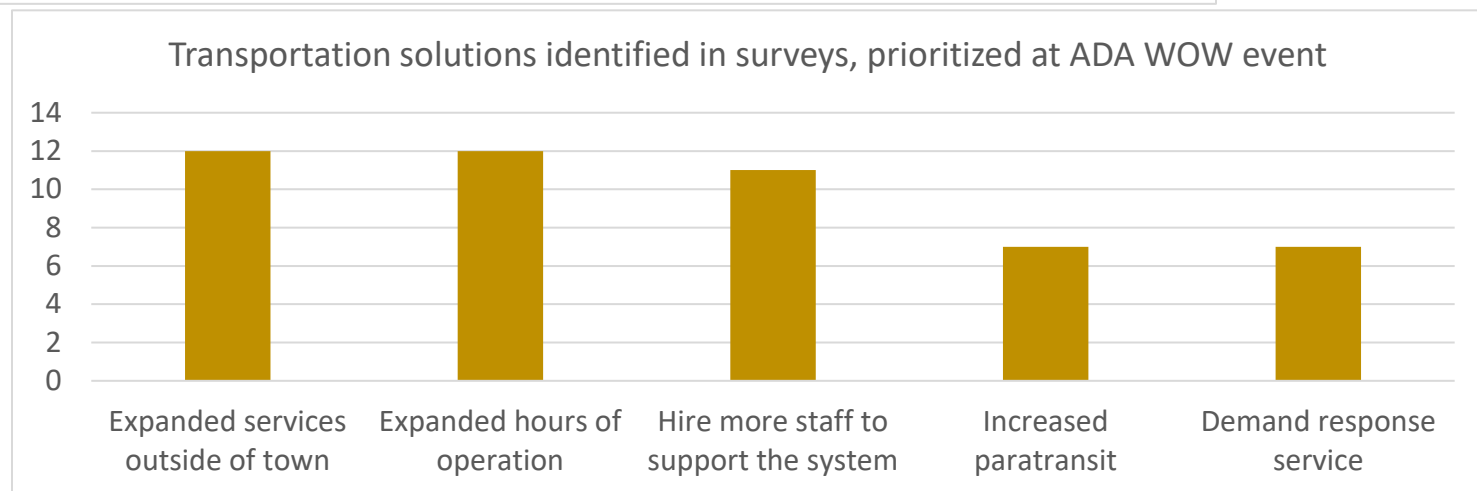


Figure 69. (Left) WOW ADA event attendees' responses to the question, What are the major transportation issues in the region?

Figure 70. (Right) WOW ADA 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.<sup>13</sup>

In early 2020, 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.

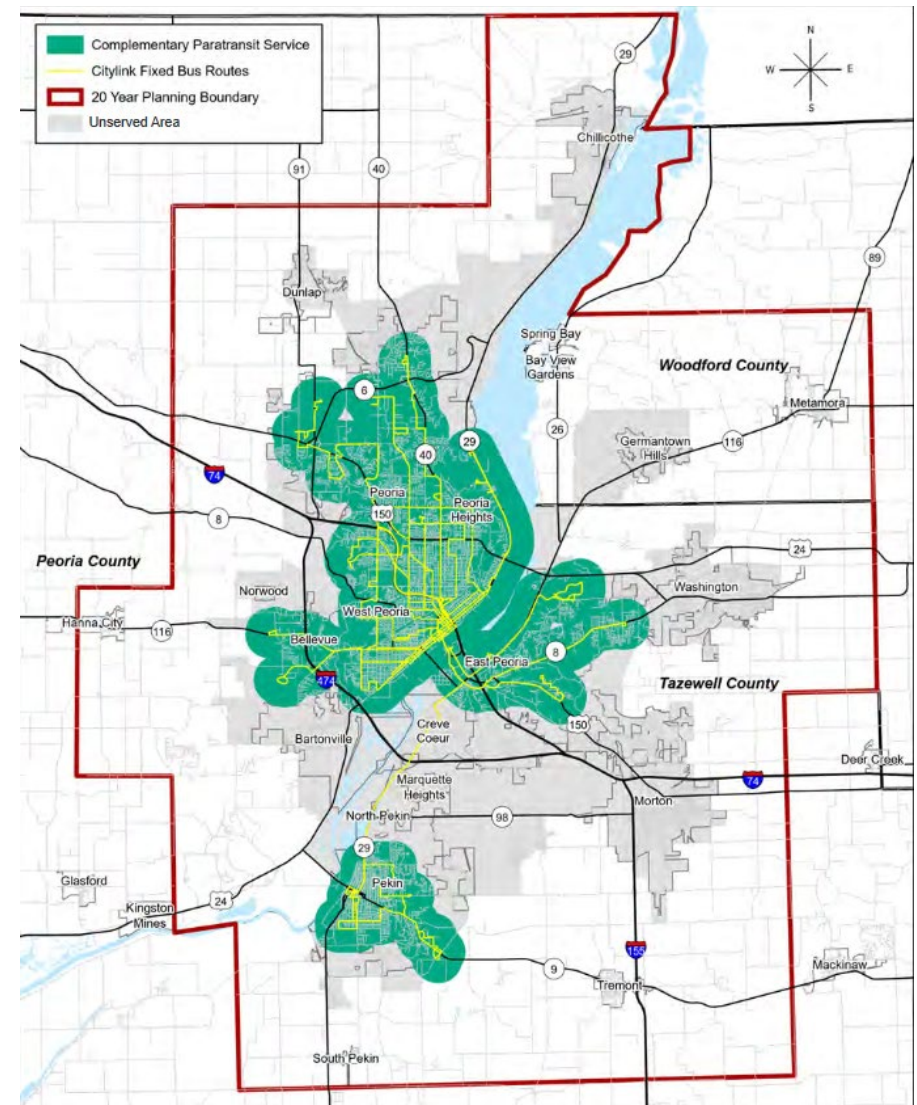


Figure 71. Map showing transit service in the Peoria-Pekin Urbanized Area

<sup>13</sup> Parts of this narrative are taken from the Grey Area Mobility Enhancement and Expansion Study, TCRPC & Lochmueller Group, August 2021.

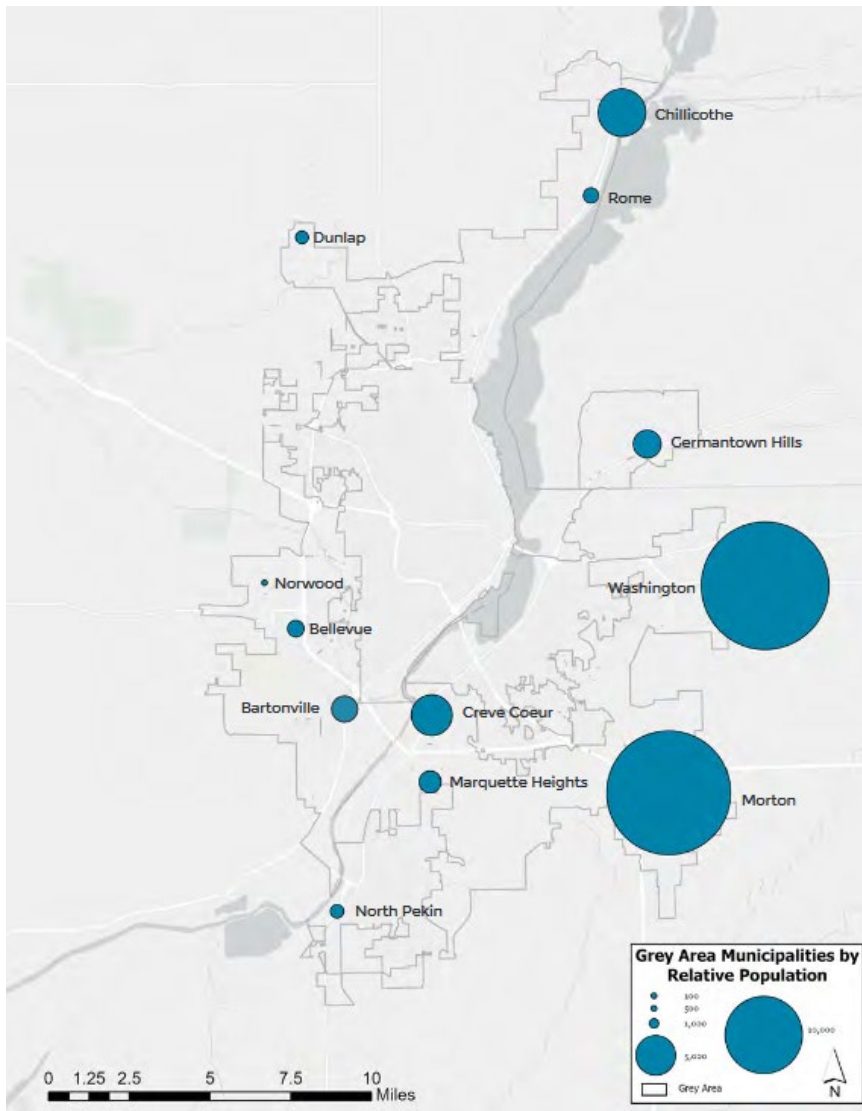


Figure 72. Map of the Peoria-Pekin Urbanized Area. The larger circles show a higher demand for public transit services throughout the urbanized area

### 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 73. KCCDD's vehicle supporting nearby community Abingdon at their homecoming parade. Photo from 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 service 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 service 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.
- 

### 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 for people in the region, with a focus on seniors, people with disabilities, and people with low incomes. Since 2016, two plans have set regional goals that fall into the Human Service 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 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: <a href="https://tricityrpc.org/transportation/transit/">https://tricityrpc.org/transportation/transit/</a>
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.

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Goal 2 from 2016 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 <sup>14</sup> 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.
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.	

<sup>14</sup> 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 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.	<p>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.</p> <p>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.</p>
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 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.
Prioritize projects that work to address employment transportation needs, particularly in areas identified as having a need.	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.
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
<p>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.</p>	<p>GPMTD produced a Comprehensive Operational Analysis in 2019 that analyzed the service areas, routes, and timetables to understand where changes should be made.</p>
<p>Evaluate ridership trends of CityLink's C.A.U.S.E. Area demand response pilot program.</p>	<p>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.</p>
<p>Determine communities where demand is the greatest, and prioritize future projects in these areas.</p>	<p>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.</p>
<p>Educate municipalities on the importance of public transportation to their community – focus on quality-of-life gains and economic benefits.</p>	<p>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.</p> <p>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.</p>

#### 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 75 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

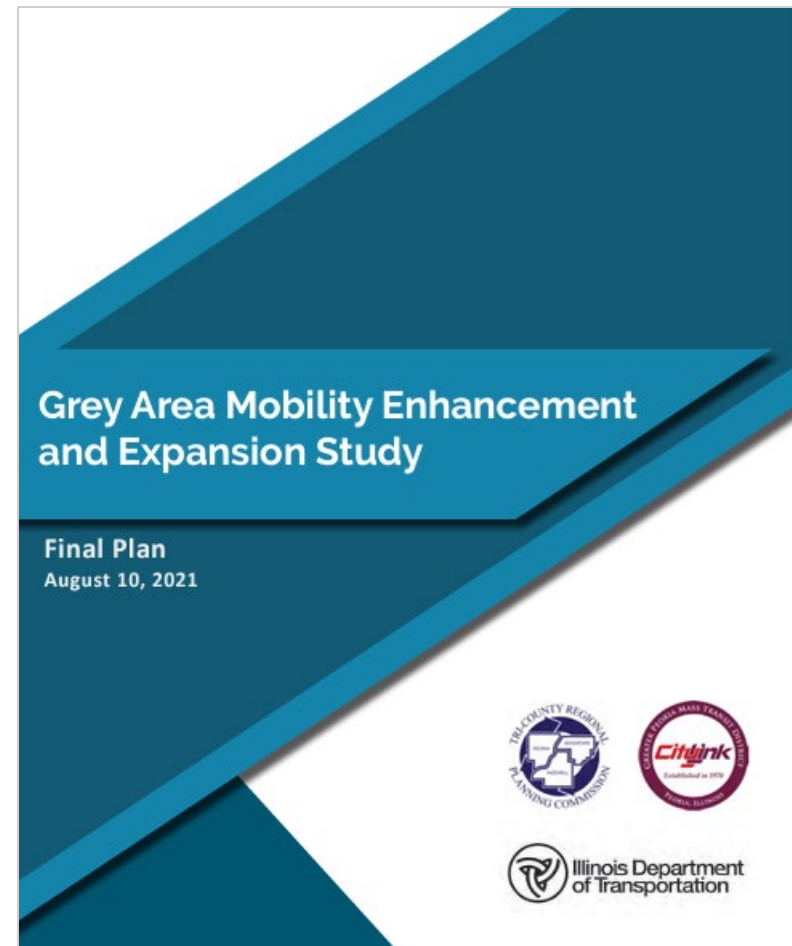


Figure 74. Cover page of the 2021 Grey Area Study focusing on the Peoria-Pekin Urbanized Area

the region are considering different options to be able to serve riders more effectively.

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 a 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 75. 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](mailto: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: 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.

Organization/Service Name	Client Base	Coverage Area	Category
<b>Dream Center Peoria</b>	Dream Center clients: mainly families living in poverty	Peoria area	Regional/Community Agency
<b>Miller Center - Pekin Park District</b>	Seniors	Pekin area	Regional/Community Agency

Organization/Service Name	Client Base	Coverage Area	Category
<b>Graham Health System Shuttle Service</b>	Graham Medical patients both in town and out of town.	Fulton, Knox, Mason, and surrounding counties	Healthcare
<b>Life Line Pilots</b>	General public	Peoria region	Healthcare
<b>Medical First Transport</b>	Medicaid patients only, free ride to or from doctor's office	Pekin area	Healthcare
<b>Quality Med Transport</b>	Non-emergency medical	Central Illinois	Healthcare

Organization/Service Name	Client Base	Coverage Area	Category
<b>Burlington Trailways</b>	General public (intercity)	Peoria and statewide	Intercity
<b>Greyhound Bus</b>	General Public (intercity)	Peoria and nationwide	Intercity
<b>Peoria Charter</b>	General public (intercity)	Peoria and statewide	Intercity

Organization/Service Name <sup>15</sup>	Client Base	Coverage Area	Category
<b>Apostolic Christian Church</b>	Congregation members	Galesburg area	Place of Worship
<b>Averyville Baptist Church</b>	Congregation members' children	East Peoria area	Place of Worship
<b>Colonial Baptist Church</b>	Congregation members	Galesburg area	Place of Worship
<b>First Christian Church</b>	Congregation members (Medical only)	Pekin area	Place of Worship
<b>Gethsemene Church</b>	Congregation members	Pekin area	Place of Worship
<b>Grace Baptist</b>	Congregation members	Pekin area	Place of Worship
<b>Harmony Baptist Church Galesburg</b>	Congregation members	Galesburg area	Place of Worship
<b>Heaven's View Christian Fellowship</b>	Congregation members	Peoria area	Place of Worship
<b>New Beginnings Ministries of Peoria</b>	Congregation members	Peoria area	Place of Worship
<b>New Testament Fellowship Community Church</b>	Congregation members	Peoria area	Place of Worship
<b>Roanoke Mennonite Church</b>	Congregation members	Eureka area	Place of Worship
<b>St. Jude Catholic Church</b>	Congregation members	Peoria area	Place of Worship
<b>St. Paul Baptist Church</b>	Congregation members	Peoria area	Place of Worship
<b>United Presbyterian Church</b>	Congregation members	Peoria area	Place of Worship
<b>Word of Faith</b>	Congregation members	Peoria area	Place of Worship

<sup>15</sup> Please note that this list was created as a combination of word of mouth and a compilation of entities who listed a transportation service option on their website. Staff recognizes that there are likely many more places of worship around the region who offer transportation assistance.

Organization/Service Name	Client Base	Coverage Area	Category
<b>Aaron's Party Bus and Limousine Service</b>	General public	Peoria	Local Organizations and Transportation Companies
<b>Big Daddy Cab</b>	General public	Peoria area	Orgs/Transport Companies
<b>Central Illinois Limo</b>	General public	Across Illinois	Orgs/Transport Companies
<b>Central Illinois Limo Service</b>	General public	Woodford County	Orgs/Transport Companies
<b>Curt's Transportation Services</b>	General public	Peoria area	Orgs/Transport Companies
<b>Disadvantage Transportation Service</b>	General public -- focus on families of incarcerated people, employment, non-medical, recreational	Peoria area	Orgs/Transport Companies
<b>Elite Taxi</b>	General public	Peoria area	Orgs/Transport Companies
<b>Flows Professional Black Car Service</b>	General public	Peoria area	Orgs/Transport Companies
<b>Morton Taxi</b>	General public	Morton and Washington area	Orgs/Transport Companies
<b>Peoria All Access</b>	General public -- more for tours, but open to other options (like pickup and drop-off for extracurricular activities)	Peoria, East Peoria, Washington, Morton, Pekin, Bartonville, and surrounding areas.	Orgs/Transport Companies
<b>Peoria Executive Limousine Service</b>	General public	Peoria area	Orgs/Transport Companies
<b>Peoria Limo</b>	General public	Peoria	Orgs/Transport Companies
<b>Peoria Yellow Checker Cab</b>	General public	Peoria & Pekin	Orgs/Transport Companies

Organization/Service Name (continued)	Client Base	Coverage Area	Category
<b>Play Time Party Bus</b>	General public	Peoria area	Orgs/Transport Companies
<b>PPAW Transportation</b>	General public	Peoria area	Orgs/Transport Companies
<b>Price4Limo</b>	General public	Several parts of HSTP region	Orgs/Transport Companies
<b>Reliable Cab</b>	General public	Canton area	Orgs/Transport Companies
<b>Riverplex</b>	Riverplex customers	Peoria area	Orgs/Transport Companies
<b>Support a Friend Transportation</b>	General public -- focus on trips to department of corrections, medical appointments, & more	City of Peoria	Orgs/Transport Companies
<b>TC Cabs</b>	General public	Peoria area	Orgs/Transport Companies
<b>Thomas Transportation Systems</b>	General public	Peoria area	Orgs/Transport Companies
<b>Washington senior taxi service (via Washington Township and Morton/Washington Taxi)</b>	Seniors 65+	Washington Township	Orgs/Transport Companies
<b>Zoom Transportation</b>	General public	Peoria area	Orgs/Transport Companies

## **Human Service Transportation Plan (HSTP) Region 5 Committee Bylaws**

### **Article I: Purpose**

- A. Create a Human Services Transportation Plan (hereinafter called the HSTP) in fulfillment of the provisions of the *Safe, Accountable, Flexible, and Efficient Transportation Equity Act: A Legacy for Users* (hereinafter called SAFETEA-LU).
- B. Continue to meet coordination requirements under *Moving Ahead for Progress in the 21<sup>st</sup> Century* (hereinafter called MAP-21), continued by *Fixing America's Surface Transportation Act* (hereinafter called FAST Act).
- 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.
- 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 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. Up to two members per county who represent rural areas of their respective counties (equaling fourteen members).
  - 2. Up to 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 Peoria-Pekin Urbanized Area Transportation Study technical and policy committees (hereinafter called PPUATS)<sup>16</sup>.
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, 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 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 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.
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.
5. If a Committee member wishes to have another individual represent their vote at a meeting, a written notice signed by the Committee member must be provided before the beginning of the meeting.

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<sup>16</sup> Note that PPUATS has now merged with the Tri-County Regional Planning Commission, so TCRPC now serves as the MPO and hosts the Technical and Commission meetings. This does not change the process of appointing HSTP urban members.



6. Within 90 days of appointment, a voting representative shall complete the Illinois Secretary of State's Open Meetings Act Test (OMA) as required by IDOT-OIPI; and shall provide a copy of certificate to be kept on file with HSTP staff. Note, this is a onetime requirement; any previously completed OMA certificates prior to appointment/designation will be accepted.
  7. After 90 days of appointment, any voting representative who has not submitted an OMA training certificate to HSTP staff is not permitted to vote at meetings.
  8. 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 may attend meetings in person, call in by phone, or log in via the internet. Any member who attends in person, by phone, or via internet will be counted as "present" on the official record, and they can vote on agenda items that require a vote.
- D. A quorum of the Committee shall consist of a simple majority, without regard to county origin or urban/rural subcommittee designation.
- 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 7 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 C: 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)

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Senior               | <input type="checkbox"/> Client/consumer transportation | <input type="checkbox"/> Economic development  |
| <input type="checkbox"/> Medical              | <input type="checkbox"/> Government                     | <input type="checkbox"/> Community development |
| <input type="checkbox"/> Disability           | <input type="checkbox"/> Housing                        | <input type="checkbox"/> Religious             |
| <input type="checkbox"/> Employment           | <input type="checkbox"/> Education                      | <input type="checkbox"/> Other                 |
| <input type="checkbox"/> Counseling           | <input type="checkbox"/> Recreation/fitness             |  |
| <input type="checkbox"/> Food and/or clothing | <input type="checkbox"/> Legal                          |  |

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)

- |  |  |
|--|--|
| <input type="checkbox"/> Expanded hours of operation                       | <input type="checkbox"/> Accessibility of service                      |
| <input type="checkbox"/> Central dispatch/information source (one phone #) | <input type="checkbox"/> Affordability of service                      |
| <input type="checkbox"/> Better way to call for a ride                     | <input type="checkbox"/> Better coordination between service providers |
| <input type="checkbox"/> Expanded service outside of town                  | <input type="checkbox"/> Other, please specify in box below            |

Agency Survey, page 2 of 2

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)

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> Senior citizens           | <input type="checkbox"/> General public | <input type="checkbox"/> Low income persons |
| <input type="checkbox"/> Persons with disabilities | <input type="checkbox"/> Students       | <input type="checkbox"/> Other              |

**Transportation Needs:**

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

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Shopping               | <input type="checkbox"/> Family/friends visits       | <input type="checkbox"/> Religious     |
| <input type="checkbox"/> Medical inside county  | <input type="checkbox"/> Employment                  | <input type="checkbox"/> Entertainment |
| <input type="checkbox"/> Medical outside county | <input type="checkbox"/> 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)

- |                                |                                 |                                  |                                 |
|--------------------------------|---------------------------------|----------------------------------|---------------------------------|
| <input type="checkbox"/> Daily | <input type="checkbox"/> Weekly | <input type="checkbox"/> Monthly | <input type="checkbox"/> ad hoc |
|--------------------------------|---------------------------------|----------------------------------|---------------------------------|

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

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Weekdays, before 7:00 AM      | <input type="checkbox"/> Weekdays, after 10:00 PM     | <input type="checkbox"/> Weekends, 5:00 PM to 10:00 PM |
| <input type="checkbox"/> Weekdays, 7:00 AM to 5:00 PM  | <input type="checkbox"/> Weekends, before 7:00 AM     | <input type="checkbox"/> Weekends, after 10:00 PM      |
| <input type="checkbox"/> Weekdays, 5:00 PM to 10:00 PM | <input type="checkbox"/> Weekends, 7:00 AM to 5:00 PM | <input type="checkbox"/> 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)

- |  |   |
|--|---|
| <input type="checkbox"/> Fixed route scheduled bus service (pick-up at designated bus stops)                       | <input type="checkbox"/> Door-to-door demand response (call ahead for scheduled pick-up for elderly or persons with disabilities) |
| <input type="checkbox"/> Fixed route, deviated service (bus operates regular routes, can go off routes on request) | <input type="checkbox"/> Taxi or ride hailing services  |
| <input type="checkbox"/> Curb-to-curb demand response service (call ahead for scheduled pick-up)                   |   |

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

- |   |                                 |  |
|---|---------------------------------|--|
| <input type="checkbox"/> Less than \$1.00 | <input type="checkbox"/> \$3.00 | <input type="checkbox"/> \$6.00                                      |
| <input type="checkbox"/> \$1.00           | <input type="checkbox"/> \$4.00 | <input type="checkbox"/> Other, please specify: <input type="text"/> |
| <input type="checkbox"/> \$2.00           | <input type="checkbox"/> \$5.00 |  |

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)

- |   |  |   |                                    |
|---|--|---|------------------------------------|
| <input type="checkbox"/> Work                       | <input type="checkbox"/> Shopping              | <input type="checkbox"/> Kids activities (pool, park, skating etc.) | <input type="checkbox"/> Religious |
| <input type="checkbox"/> Medical appointments       | <input type="checkbox"/> Social/ entertainment | <input type="checkbox"/> Senior nutrition or day center             | <input type="checkbox"/> Other     |
| <input type="checkbox"/> Visiting friends or family | <input type="checkbox"/> School                | <input type="checkbox"/> Other agency appointments                  |                                    |

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

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Drive or ride in household member's vehicle                               | <input type="checkbox"/> Walk, bike, use wheelchair etc.         | <input type="checkbox"/> Public transportation |
| <input type="checkbox"/> Drive or ride in someone else's vehicle (other than a household member's) | <input type="checkbox"/> Church or social service agency vehicle | <input type="checkbox"/> 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)

- |   |   |
|---|---|
| <input type="checkbox"/> Catch a bus at a bus stop  | <input type="checkbox"/> Call ahead for a ride (curb-to-curb demand response service) |
| <input type="checkbox"/> Call ahead for a ride (door-to-door demand response service for seniors or people with disabilities) |   |



## Community Survey, page 2 of 2

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

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- 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)

- |  |  |
|--|--|
| <input type="checkbox"/> Weekdays, before 7:00 AM      | <input type="checkbox"/> Weekends, 7:00 AM to 5:00 PM  |
| <input type="checkbox"/> Weekdays, 7:00 AM to 5:00 PM  | <input type="checkbox"/> Weekends, 5:00 PM to 10:00 PM |
| <input type="checkbox"/> Weekdays, 5:00 PM to 10:00 PM | <input type="checkbox"/> Weekends, other times         |
| <input type="checkbox"/> Weekdays, after 10:00 PM      | <input type="checkbox"/> 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**

## Existing Transit Rider Survey

### 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?

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

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

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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!

## Transit Provider Survey

### **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).**

- |  |   |
|--|---|
| <input type="checkbox"/> Federal Regulations   | <input type="checkbox"/> Not enough equipment |
| <input type="checkbox"/> State Regulations   | <input type="checkbox"/> Incompatible Clients |
| <input type="checkbox"/> Liability Issues  | <input type="checkbox"/> Funding              |
| <input type="checkbox"/> Satisfied with existing transportation program, do not see need to coordinate |   |
| <input type="checkbox"/> Reluctance of area transportation providers to coordinate                     |   |
| <input type="checkbox"/> Other (Explain)   |   |

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

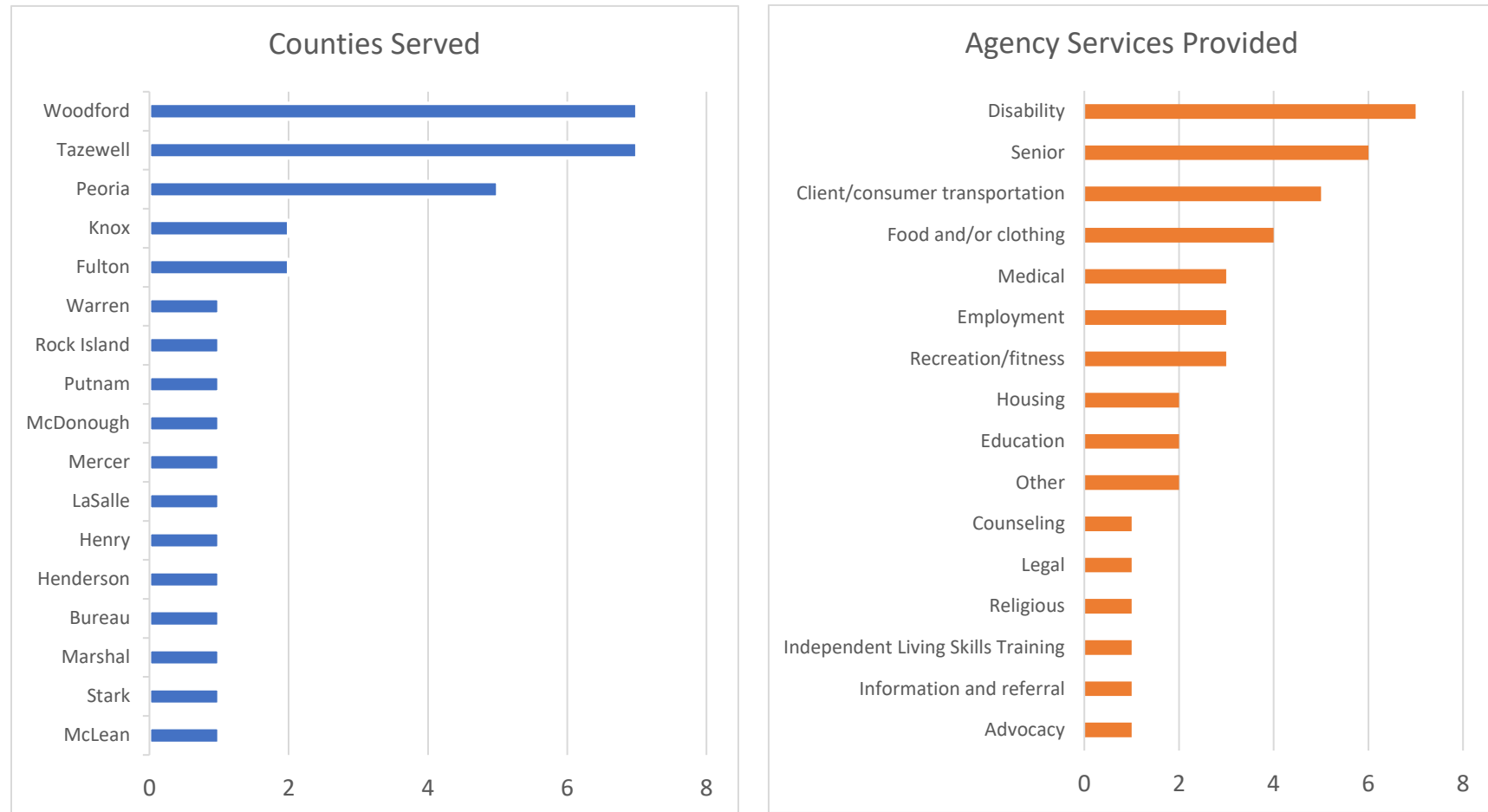
Coordinated Service Type	With which organizations/agencies do you coordinate?
Central dispatching	
Referral of clients	
Provide service for persons with disabilities	
Joint driver training	
Emergency back-up	
Provide transportation services for another agency	
Other (please explain):	

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

## Appendix D: Survey Data

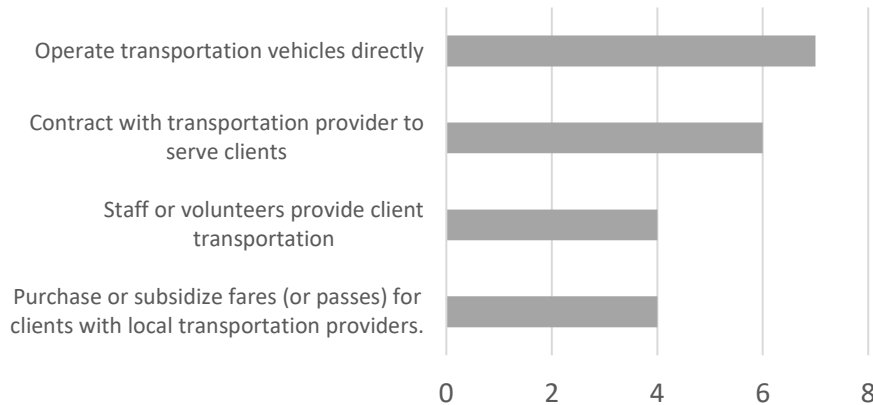
The following section shows all data received from all surveys in the form of graphs. For some open-ended questions with a few responses, comments are shown in a chart. For open-ended questions with numerous responses, TCRPC staff used qualitative coding to synthesize themes that floated to the top of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

### Agency Survey





### Does your organization provide client transportation in any of these ways?



### 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.

City Link/City Lift

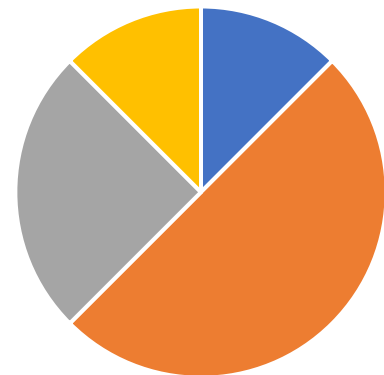
We do not at this time but are looking into the possibility in the future

Snyder Village

Galesburg Handivan

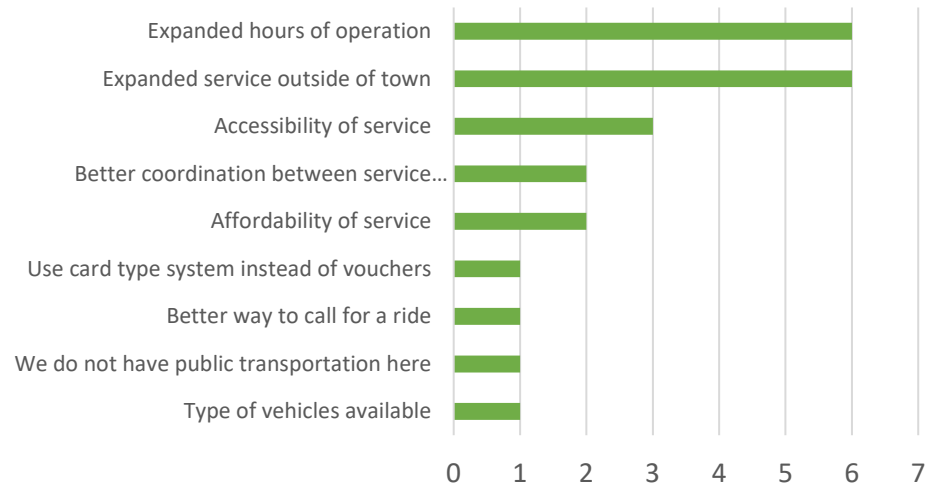
WeCare; Marshal Stark, Woodford Trans.; CityLift; CountyLink; CIAOA

### How many vehicles does your organization operate?

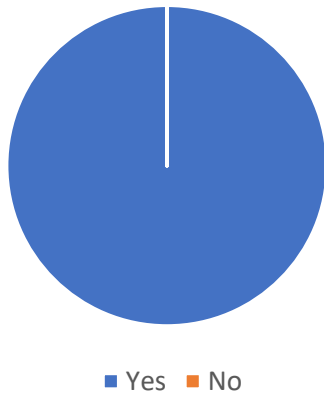


■ 0 vehicles ■ 2-10 vehicles  
■ 27-30 vehicles ■ 60 vehicles

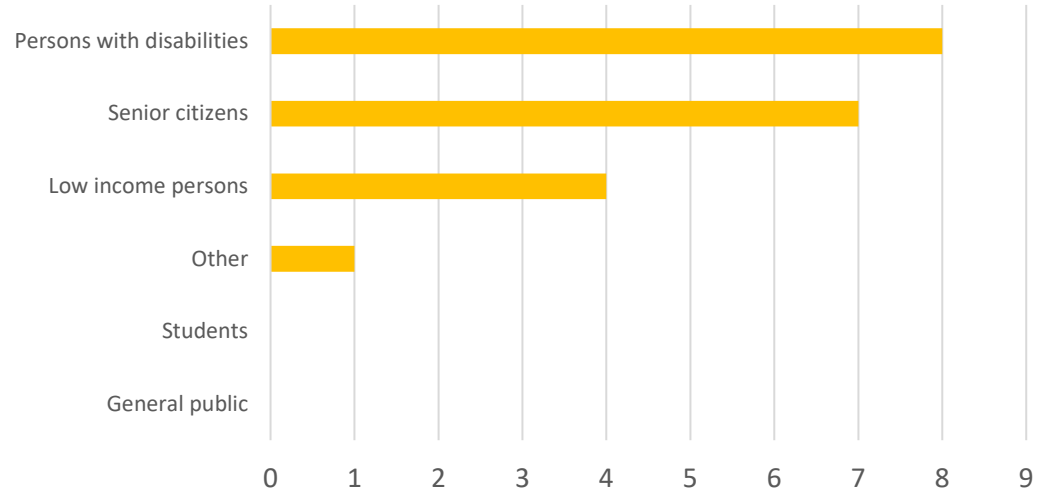
### How public transportation service could be improved



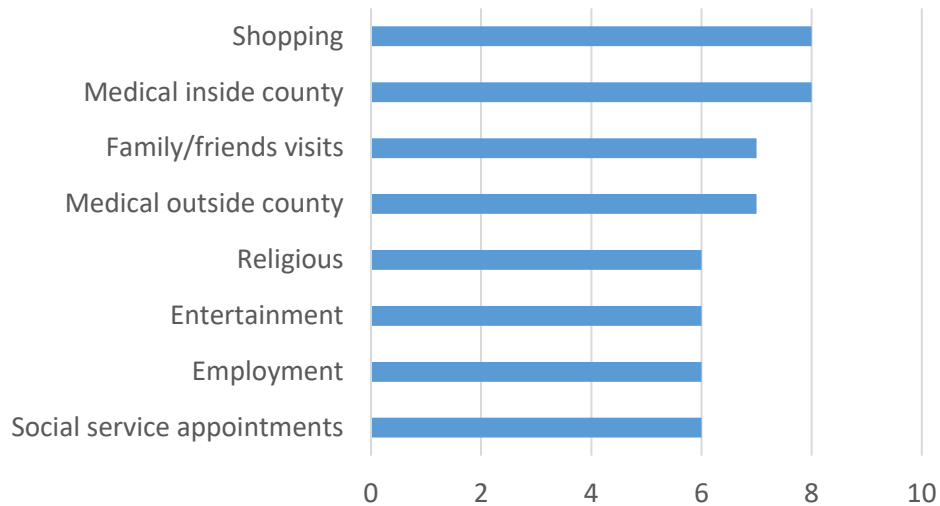
Are there unmet public transportation needs in your community?



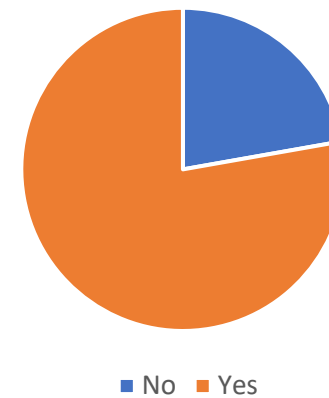
What groups have unmet transportation needs?



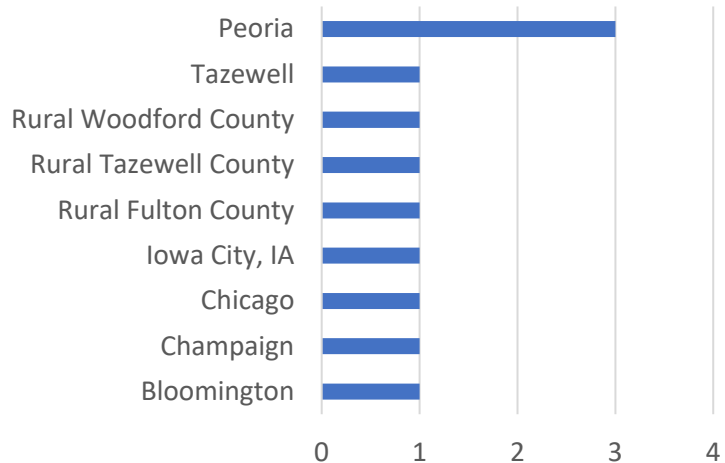
What types of trips do your clients need?



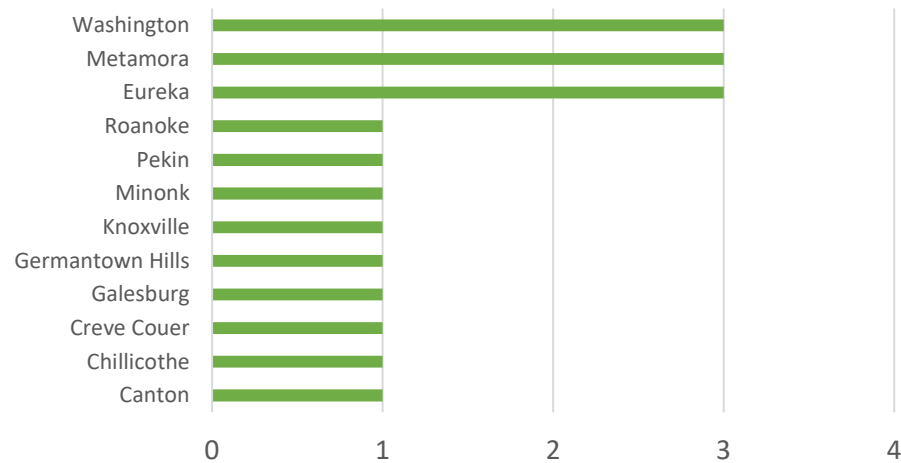
Do your clients need medical transportation outside of the county?



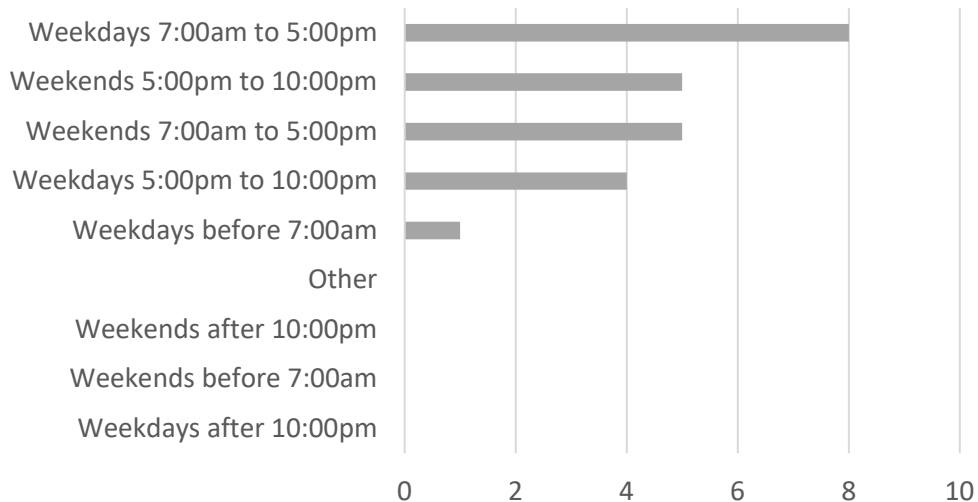
Where do your clients need medical transportation outside of the county?



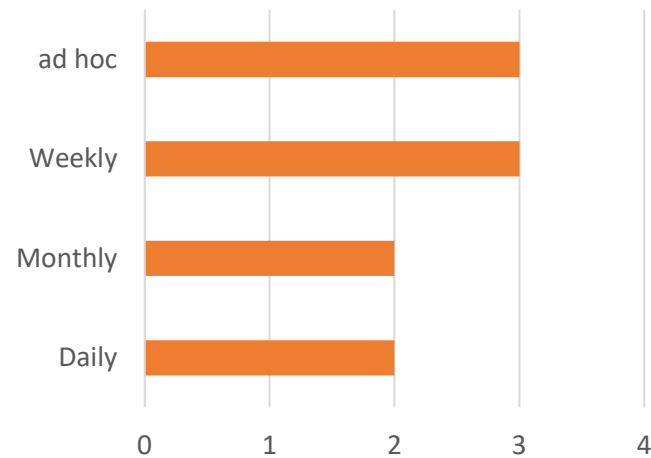
Top destinations within county that need to improve public transportation services



When do your clients need public transportation?



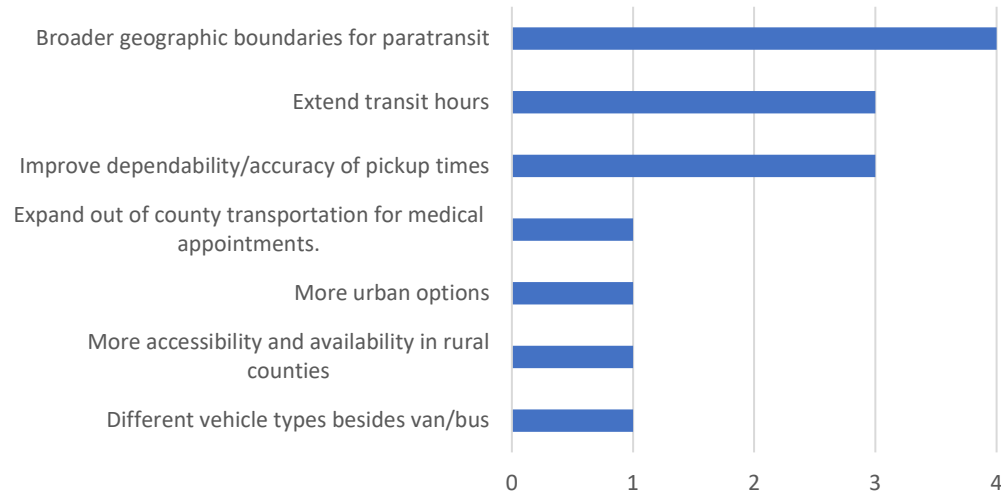
How often would your clients need out-of-county service?



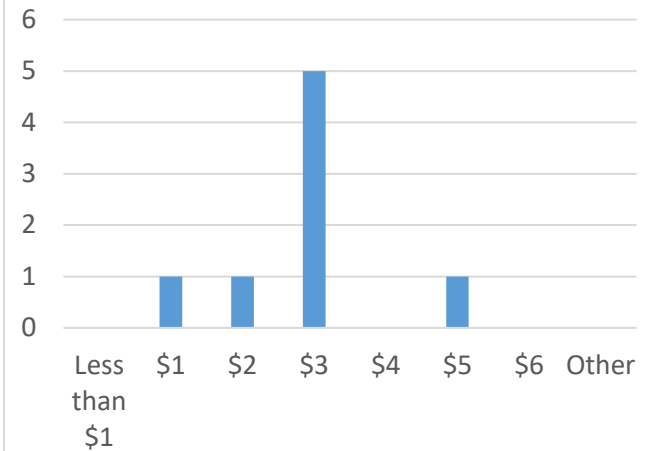
## What type of public transportation do your clients/consumers need?



## Recommended Improvements for clients:

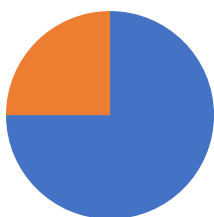


## How much should a one-way trip cost within your community?



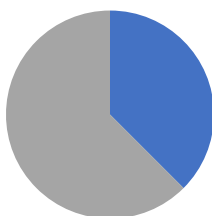
## Community Survey

Do you or members of your household have access to (and can afford) a car or other vehicle that is running, licensed, and insured?



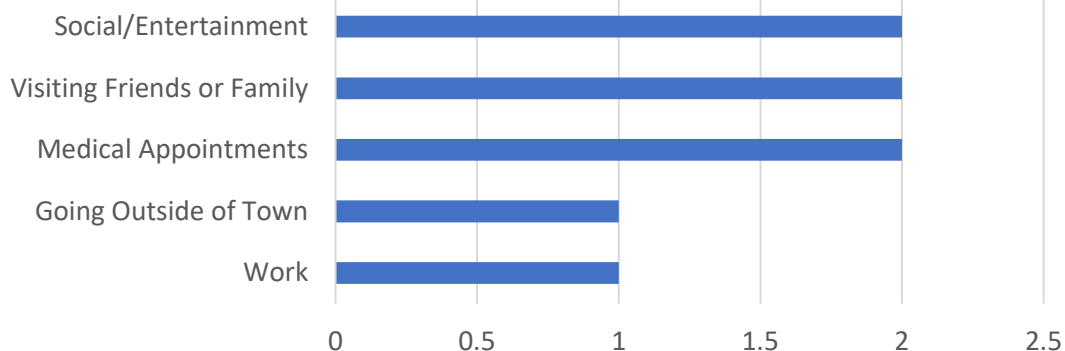
■ Yes ■ No

Are there trips you or members of your household can't make because of a lack of transportation?

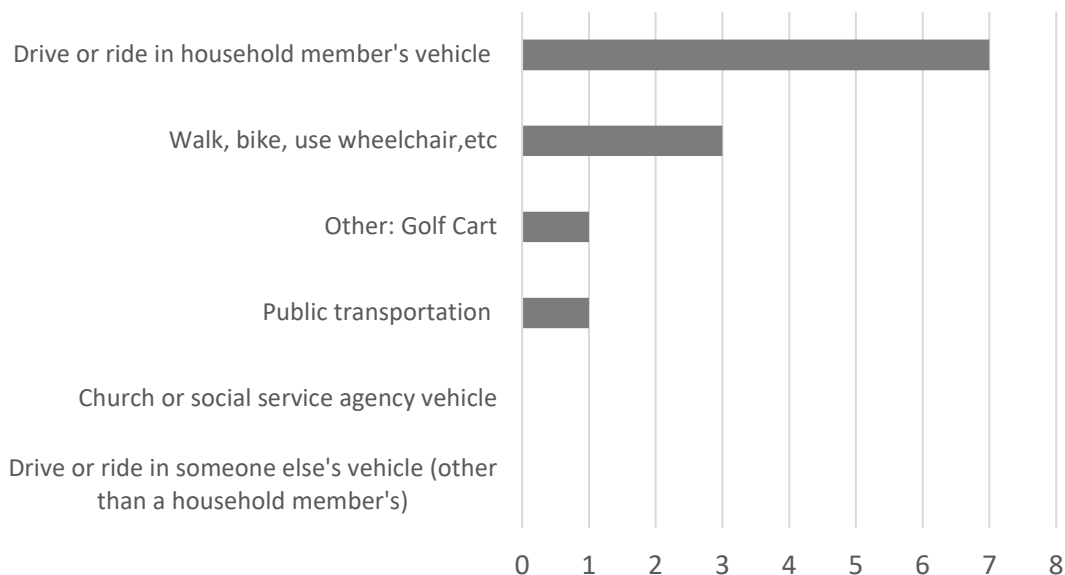


■ Yes ■ No

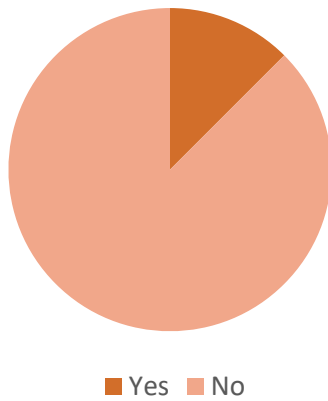
If yes, what kind of trips?



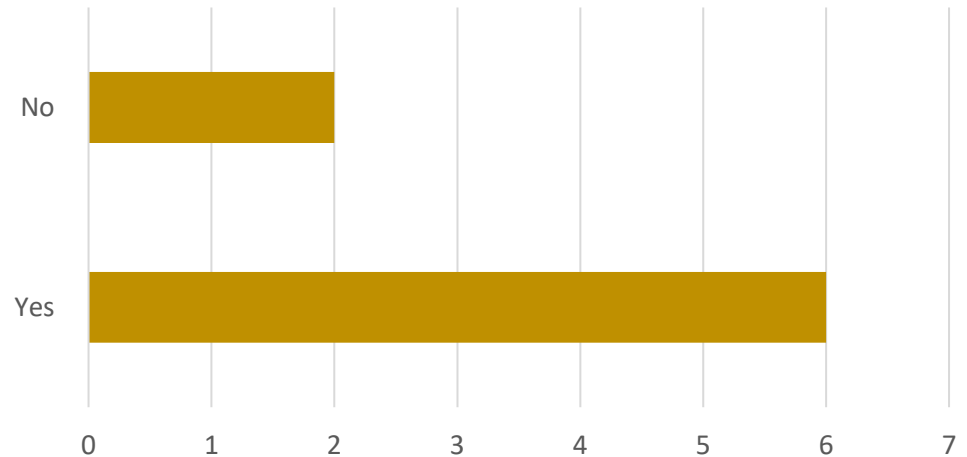
How do members of your household travel now?



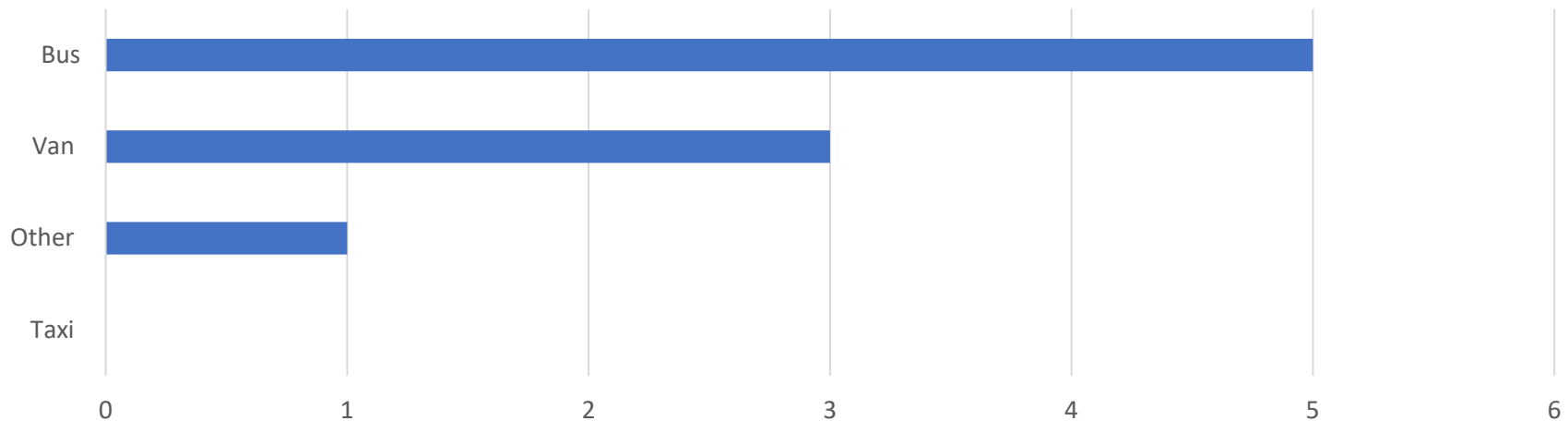
Do you or members of your household currently use public transportation?



Would you or members of your household use public transportation if it was available?

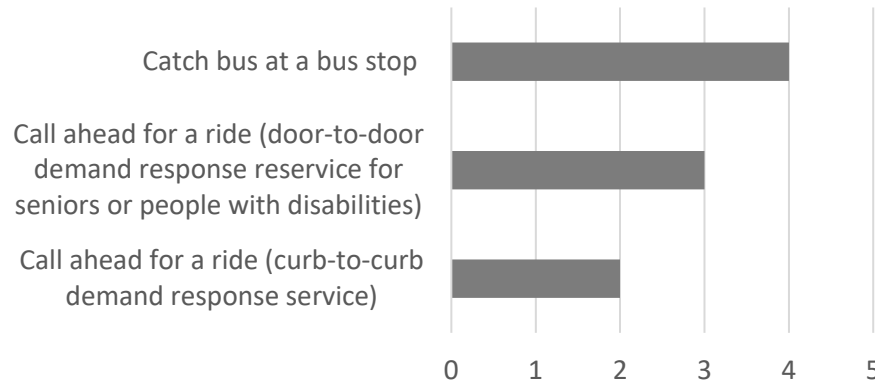


If available, what types of public transportation would you or members of your household use?





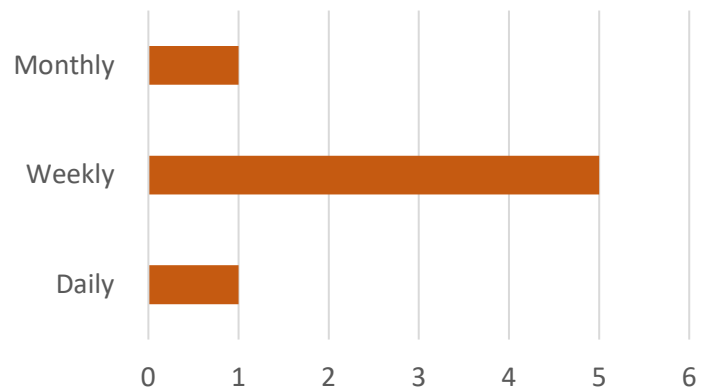
If available, how would you or members of your household prefer to get a ride?



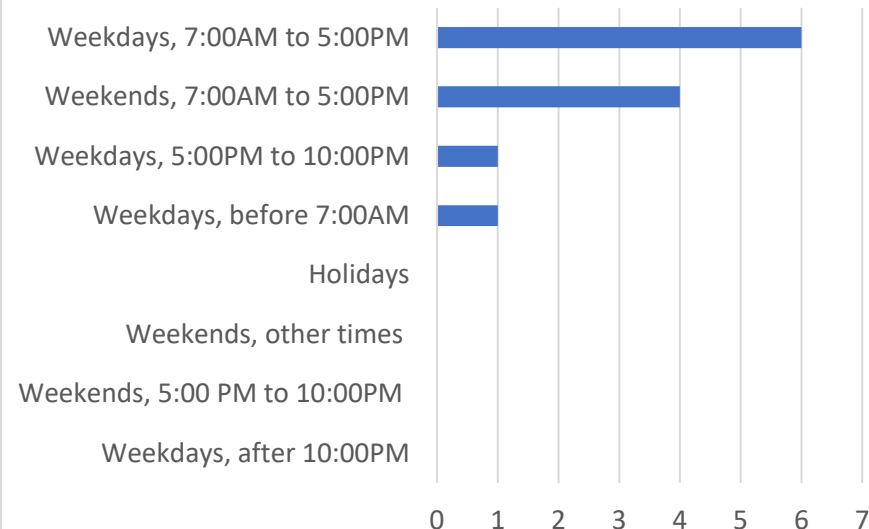
**6a. Please list locations (city/town names) that you or members of your household would travel to using public transportation.**

Warehouse District
Bradley University
Downtown Peoria
East Peoria
Chillicothe Mossville campus
Dunlap/North Peoria
To Peoria for groceries
Kroger CVS
Chillicothe , Peoria, Bloomington

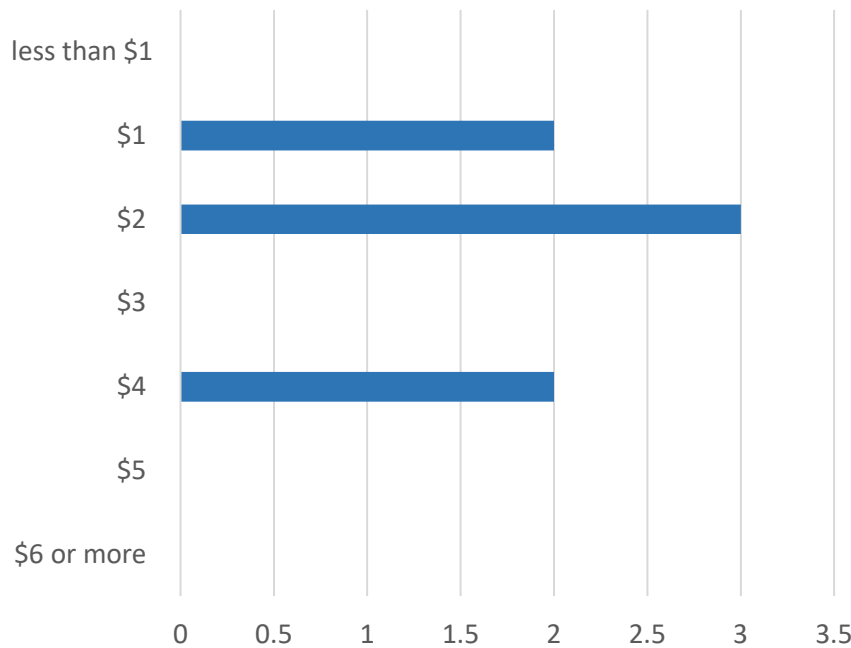
Using public transportation, how often would you or members of your household travel to the communities listed above?



What times would you or members of your household need public transportation?



How much would you or members of your household be willing to pay for a one-way trip within your county?



**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.

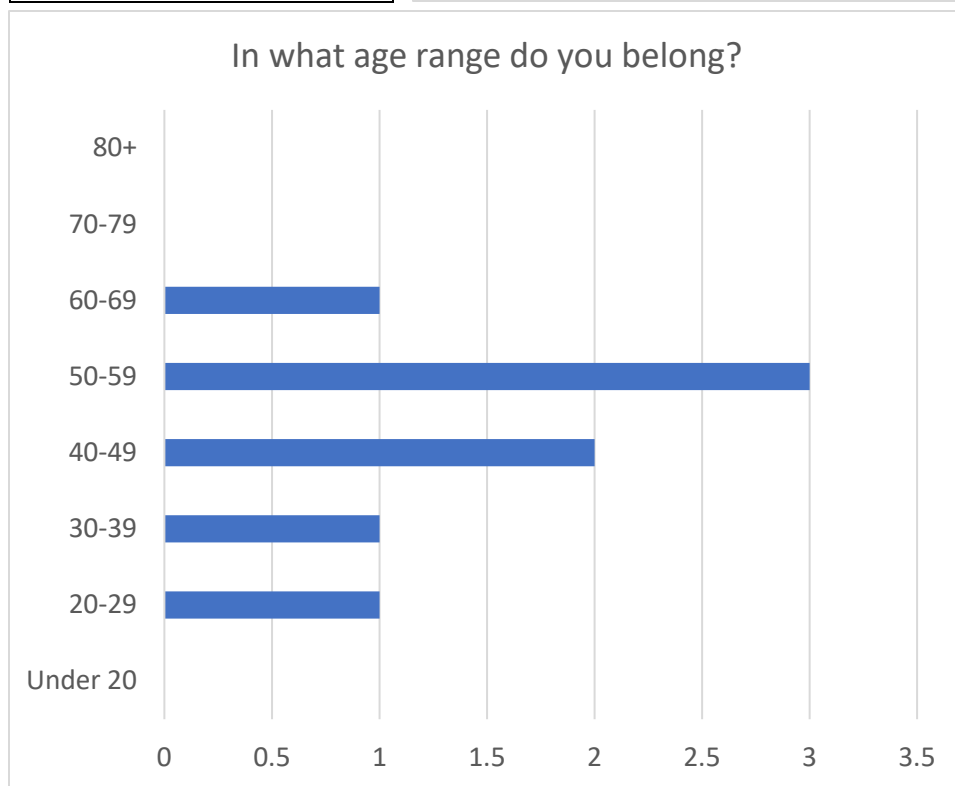
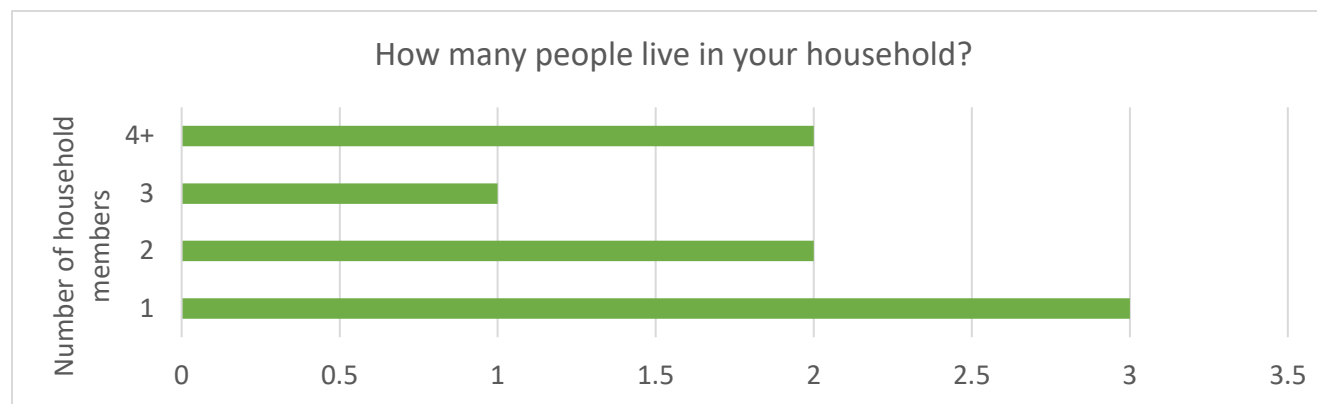
Short trip train service around the Peoria metro area

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



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



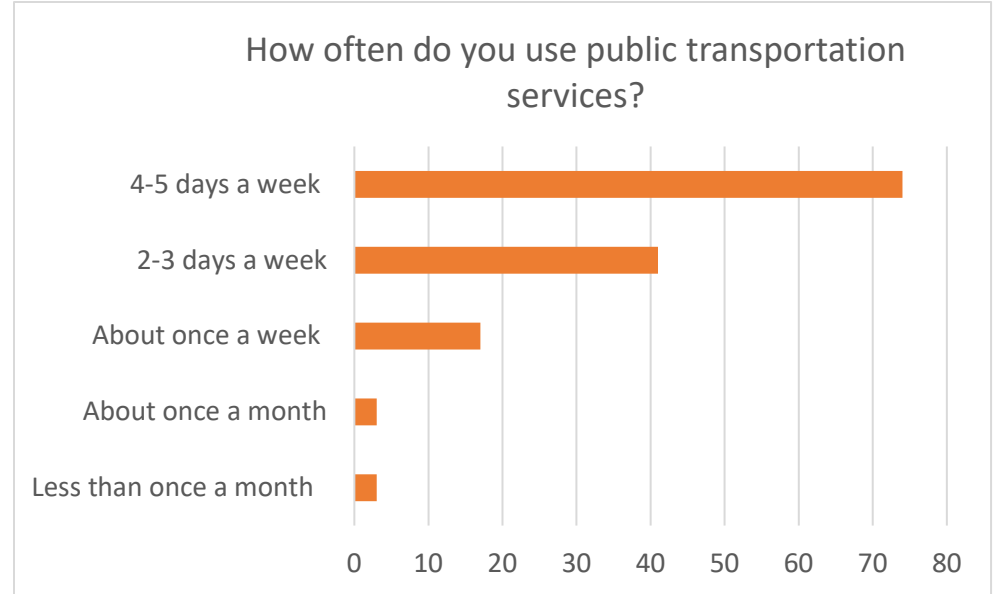
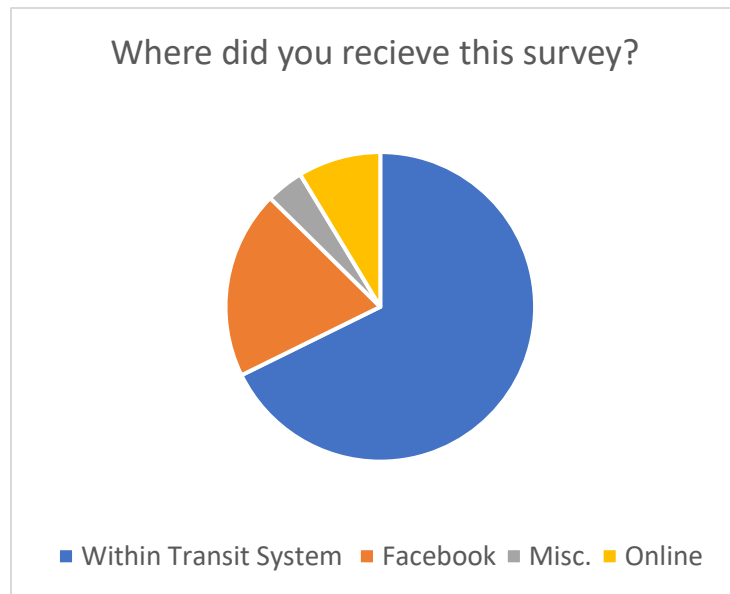
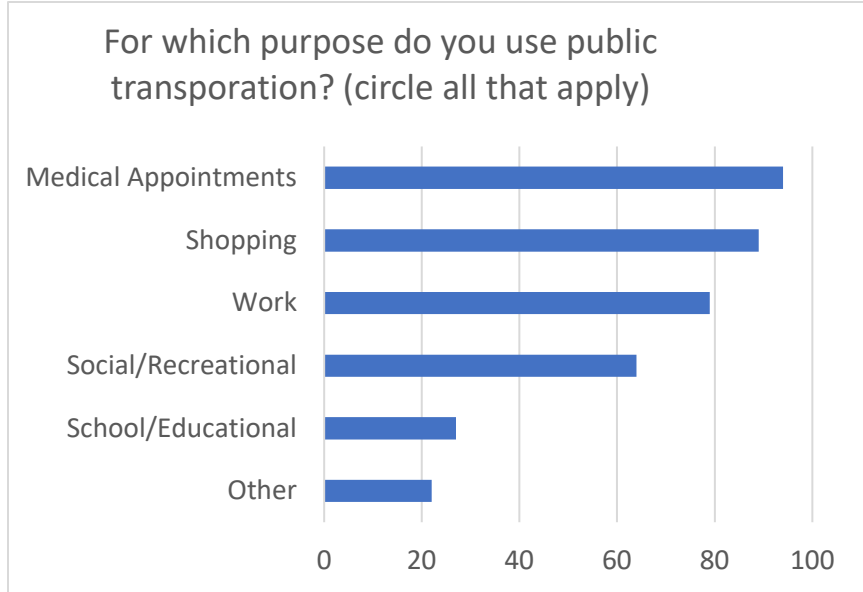
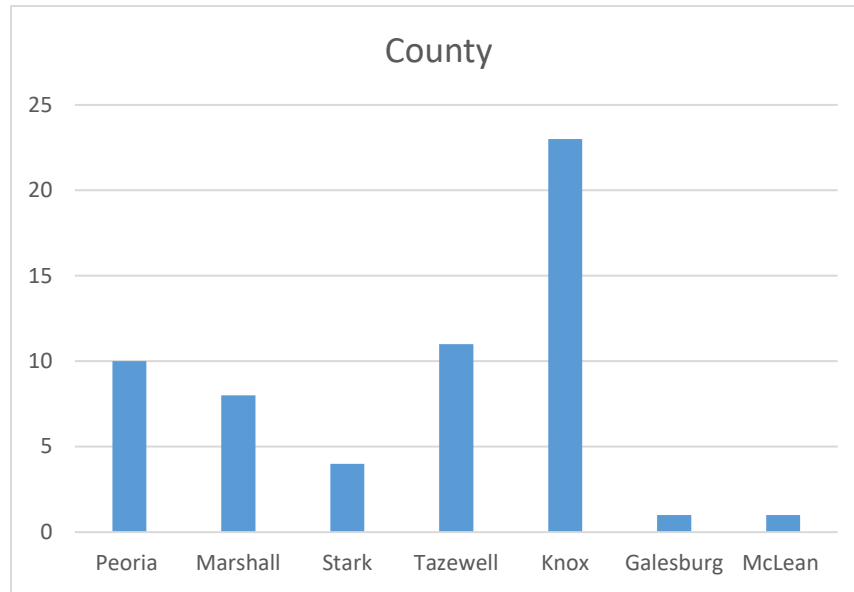
■ Yes ■ No

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

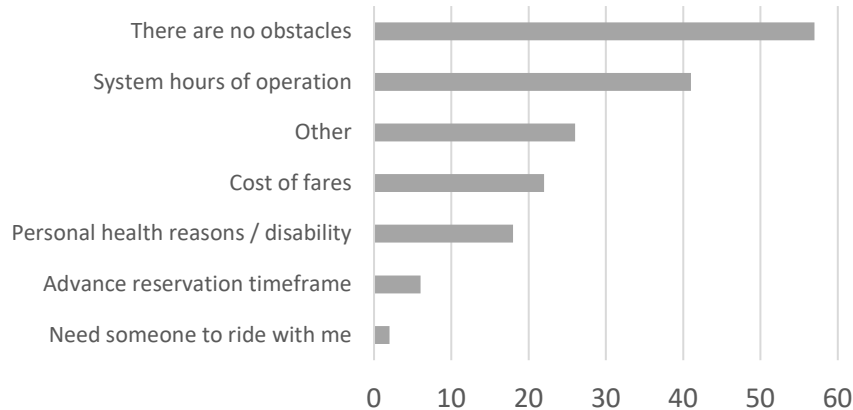


■ Yes ■ No

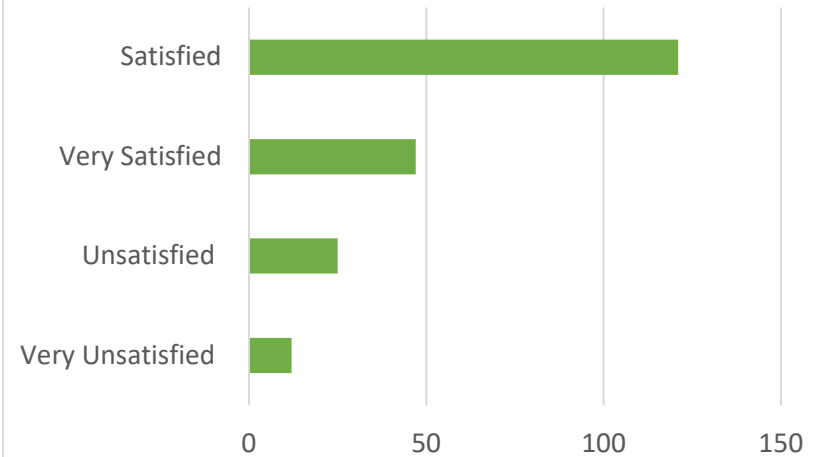
## Existing Transit Rider Survey



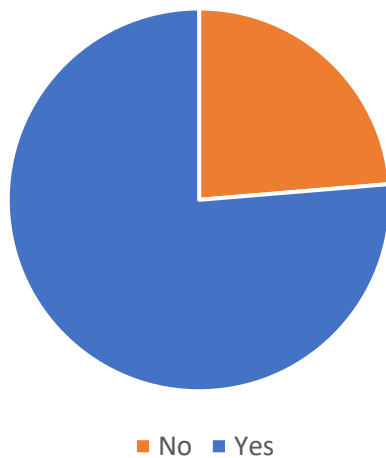
Are there obstacles preventing you from using transportation services more often?  
(Select all that apply)



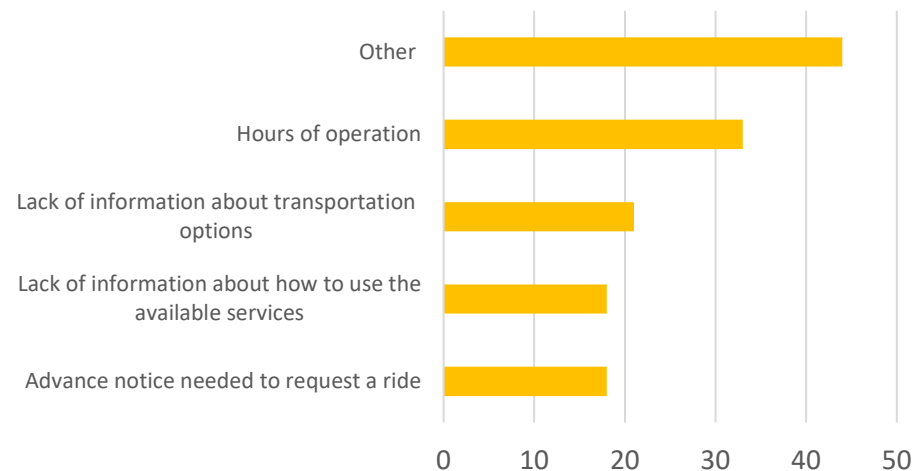
What is your overall satisfaction with the public services in the community?

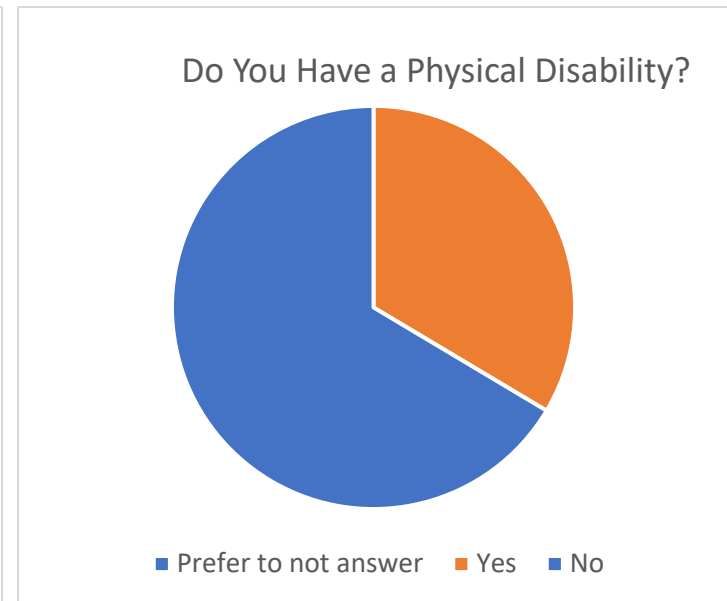
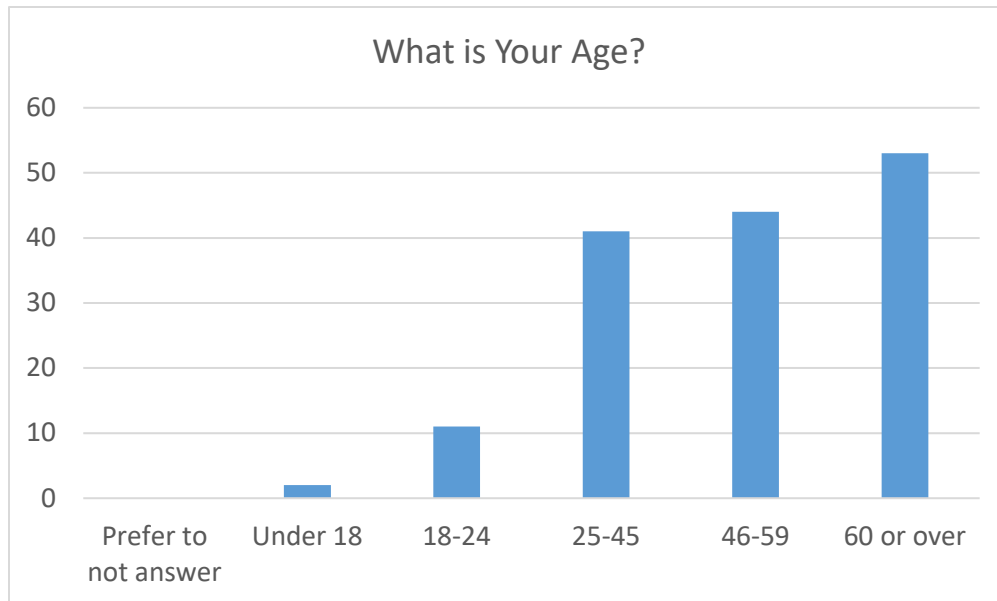


Are you able to travel everywhere you would like to within the community?

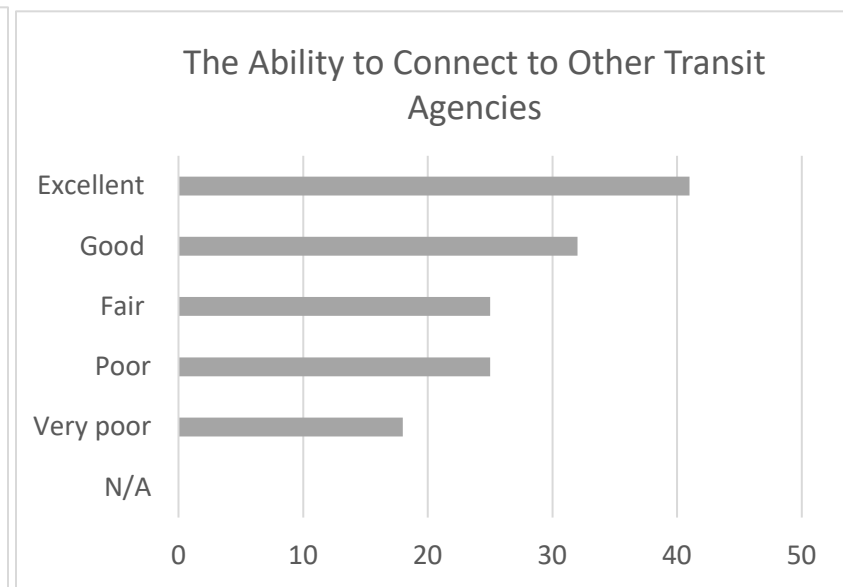
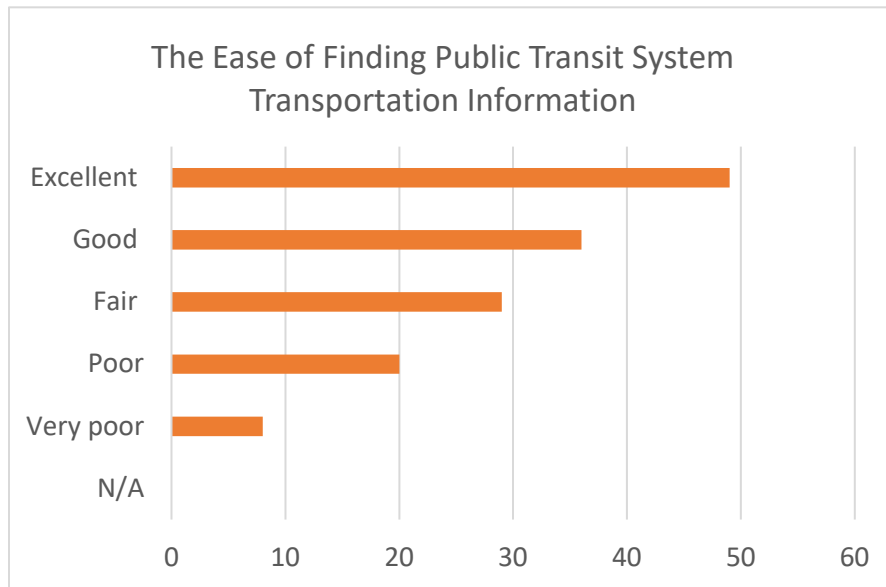


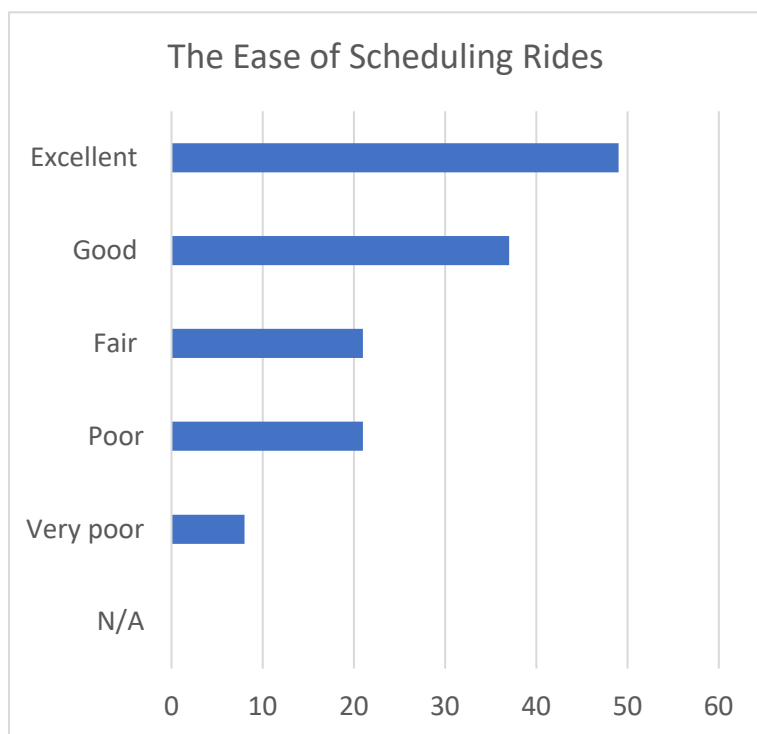
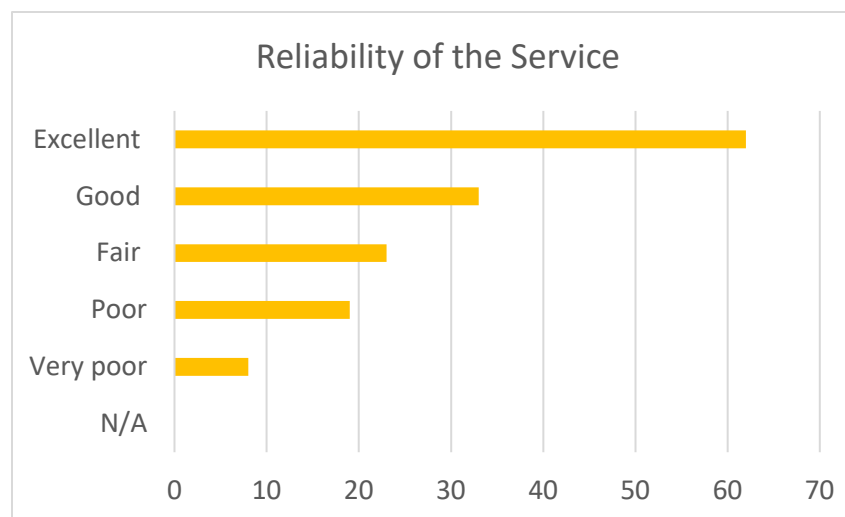
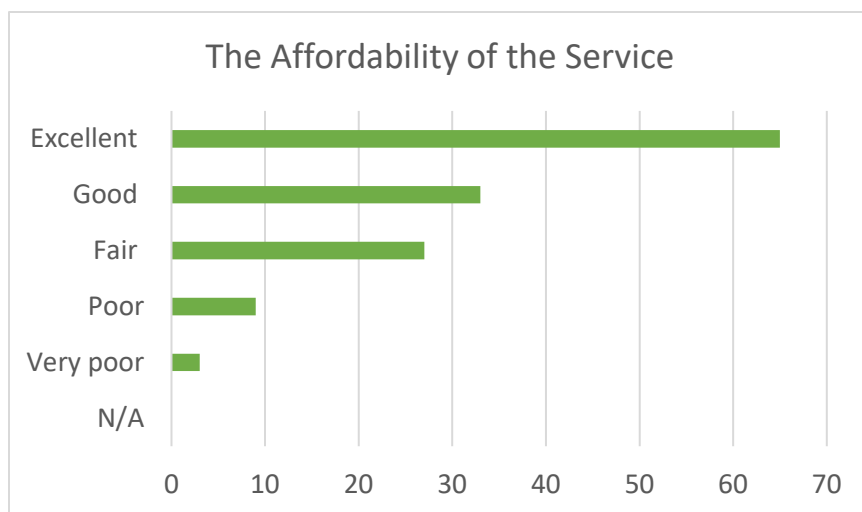
What do you see as the greatest barrier to mobility in the community?



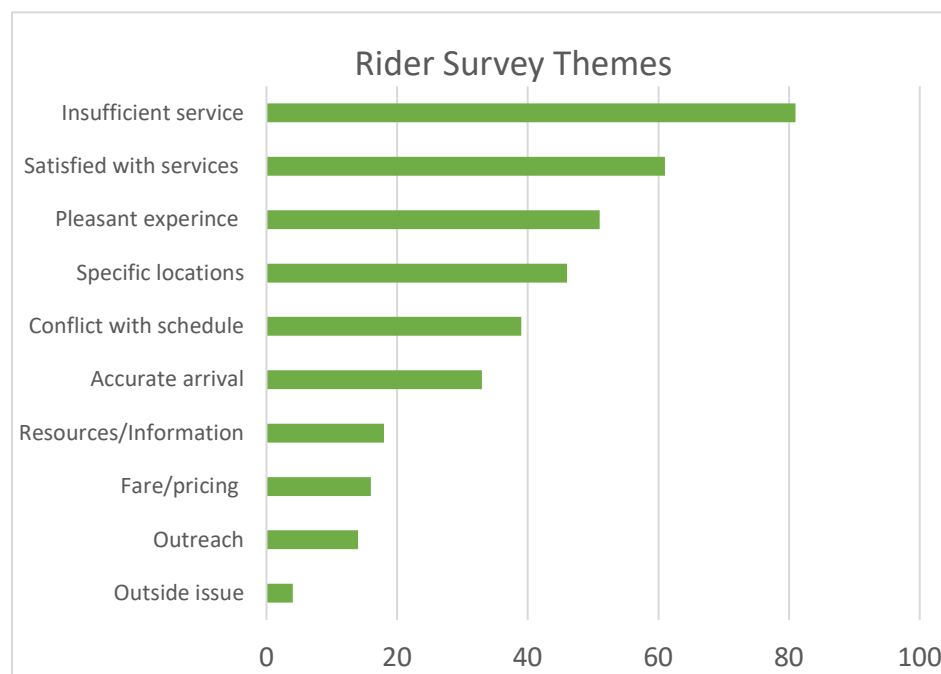


**14. Please rate your overall experience with the transportation issues below:**



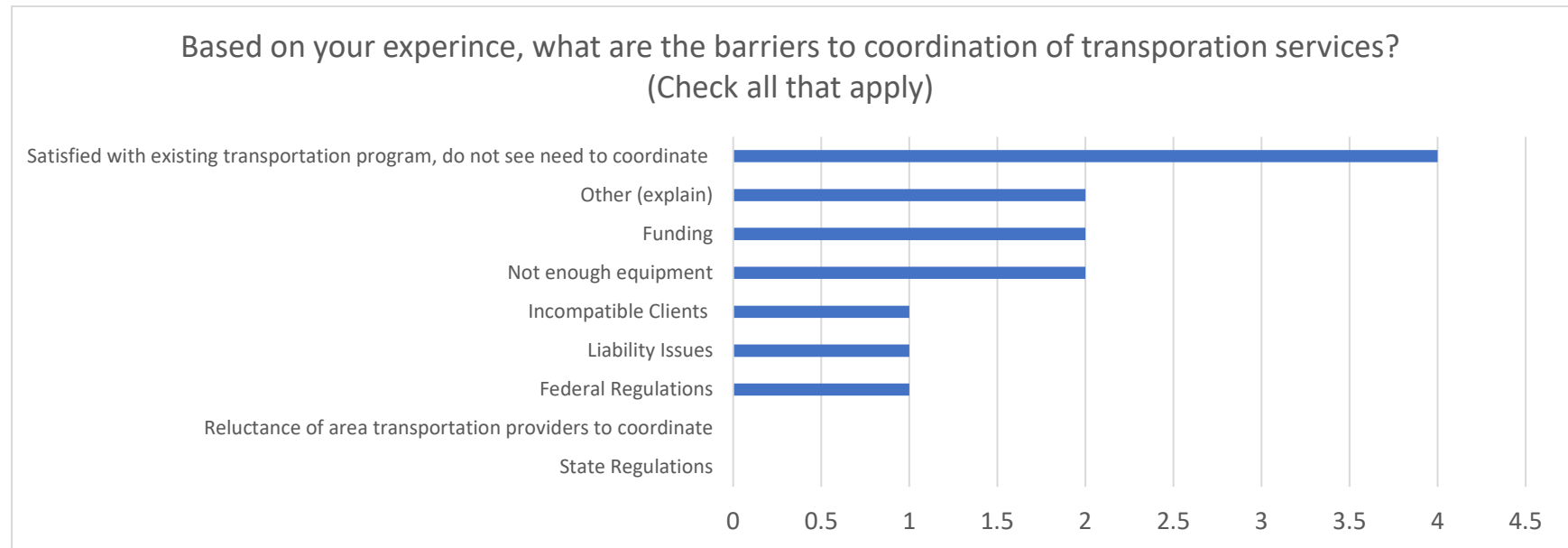


Overall themes found through qualitative coding:

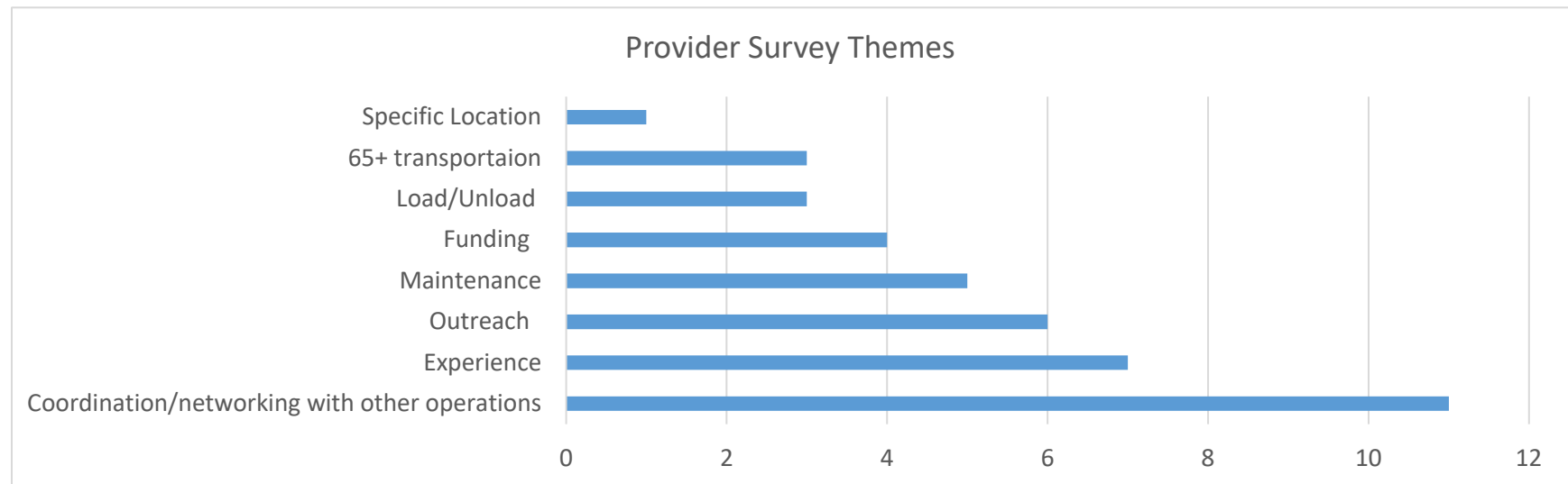




## Transit Provider Survey



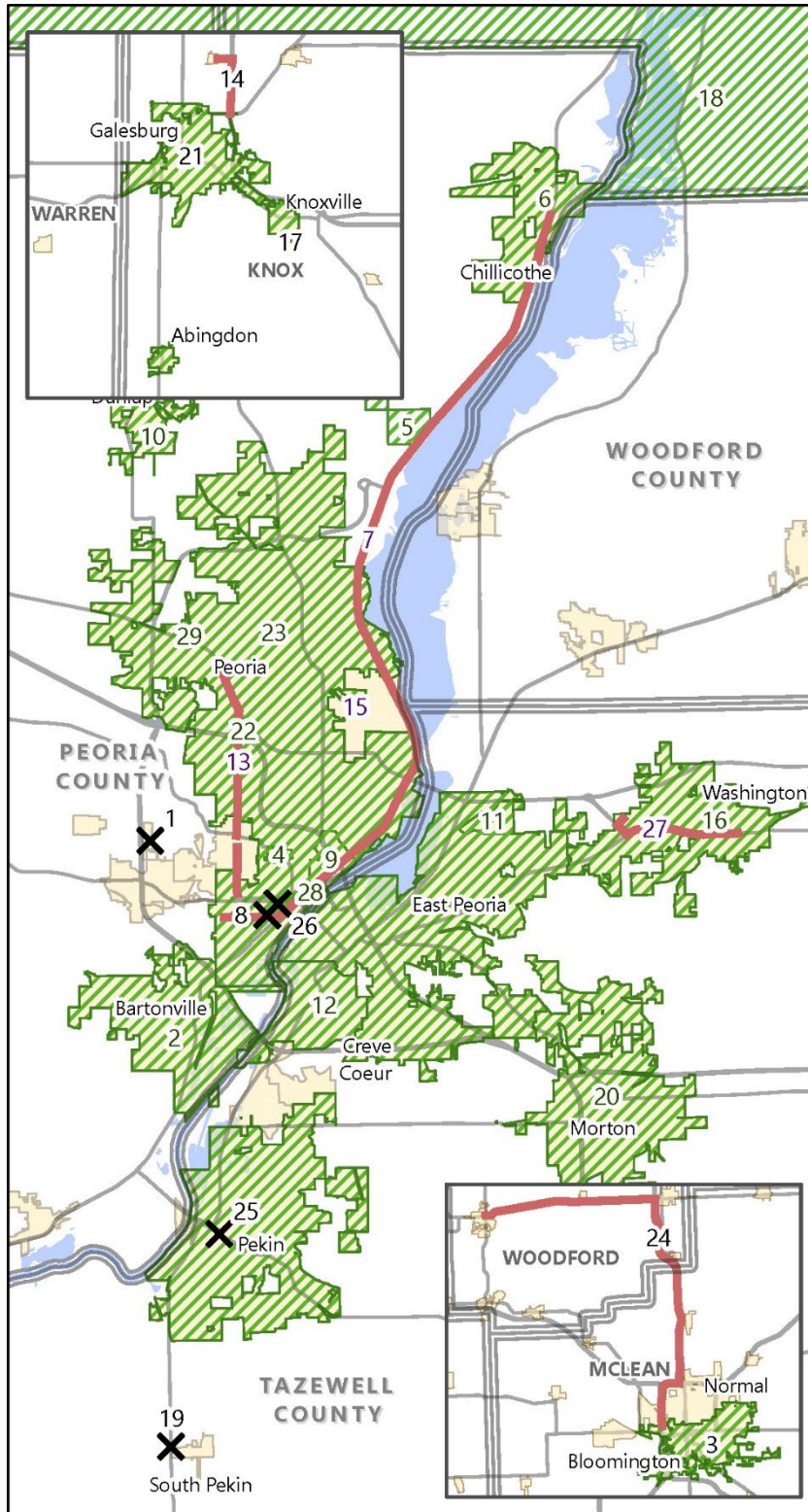
Overall themes found through qualitative coding:



## Appendix E: Specific Locations to Address with Transit

Some comments (mainly from surveys and the GPMTD WOW! ADA 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
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



### HSTP Region 5 Specific Location Comments

- ✕ Point Locations
- Major Roads
- Linear Locations
- Area Locations
- Illinois River
- Municipal Boundary

0 2.5 5 Miles



Tri County Regional Planning Commission  
Projection: State Plane NAD83 IL West  
October 6, 2022