



# Human Service Transportation Plan

2025 Document Update

Reema Abi-Akar, Tri-County  
Regional Planning Commission



# What is the purpose of the HSTP Document?

Outlines the **state of human services transportation** for seniors, individuals with disabilities, those with low incomes, veterans, and other **populations considered transit-dependent** across HSTP Region 5

# HSTP Document components

## State of the Region

- Background of region
- Transportation needs & options
- Programs and funding sources
- Regionwide and urban demographics
- List of transit and human service entities

## Analysis & Planning

- Outreach opportunities
- Service gap analysis, goals, and successes

## Goals



Education



Service Expansion



Infrastructure & Multimodal  
Options



Affordability

# This year's plan updates

## Human Services Transportation Plan Region 5 Update



Tri-County Regional Planning Commission  
February 2025



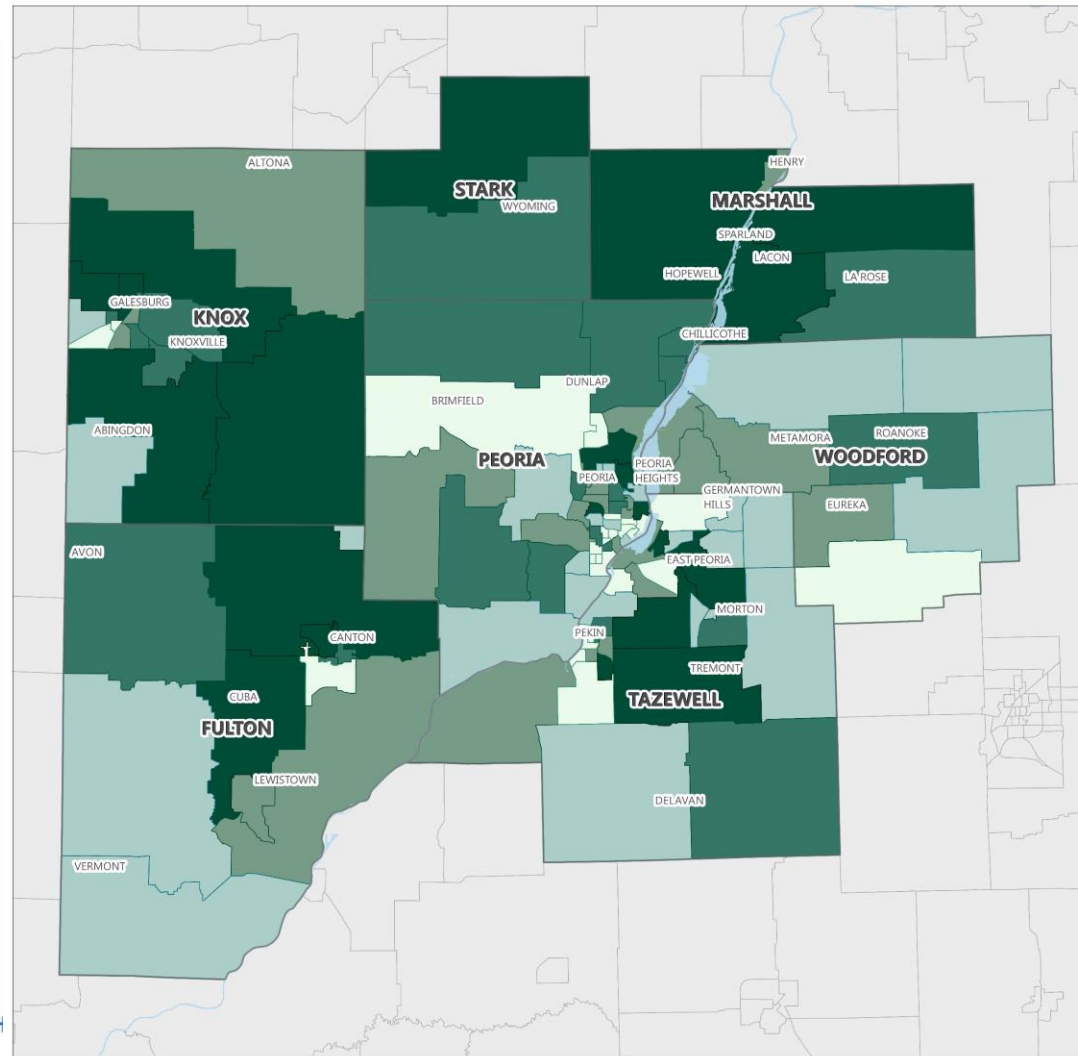
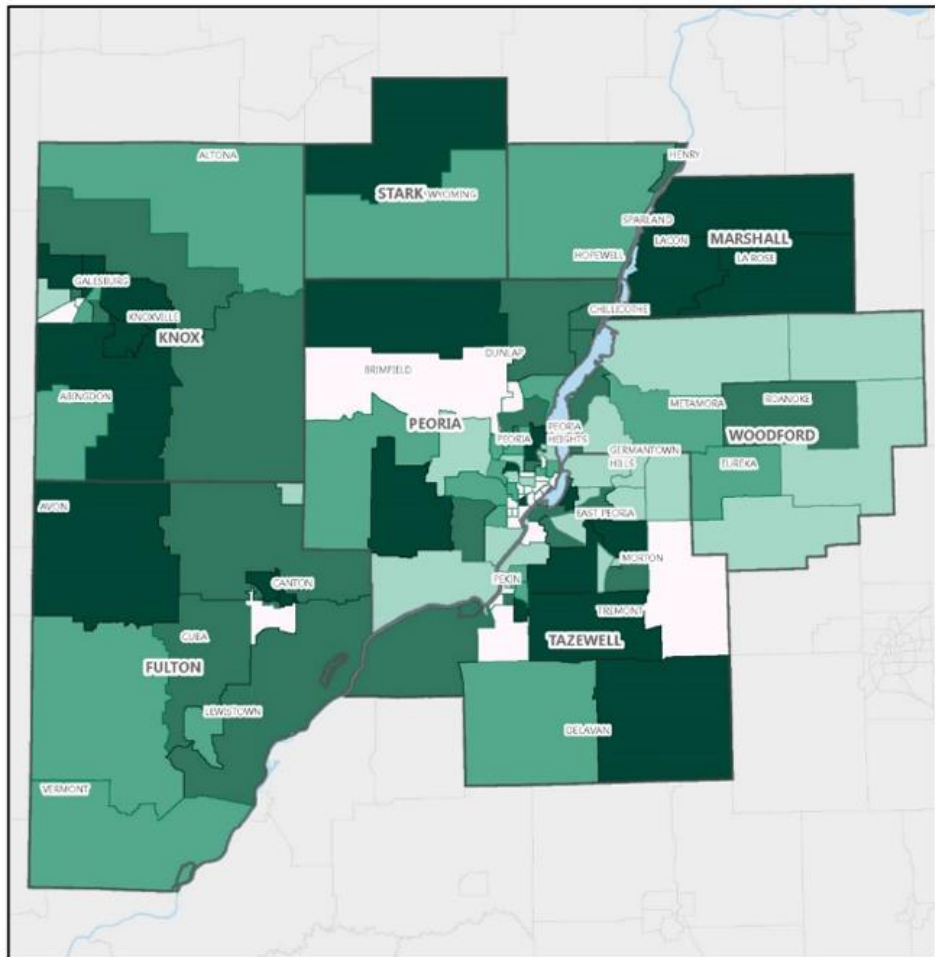
- Demographic maps & charts
  - HSTP region (7 counties)
  - Urbanized area (Peoria-Pekin)
- New survey data

- HSTP Committee list
- Collaborating entities list
- Other service providers list (appendix)
- Bylaws (appendix)
- Section 5310 projects and funding amounts (appendix)

# Population 65 years and older

2023 HSTP Plan Update  
(2020 Census Data)

New Data Update  
(2022 ACS Census Data)



N

**Percent of Population that is 65 Years and Older by Census Tract, 2022**

- < 14.6%
- 14.7% - 18.2%
- 18.3% - 20.8%
- 20.9% - 22.9%
- > 23.0%
- Illinois River
- HSTP Region 5 County Boundaries

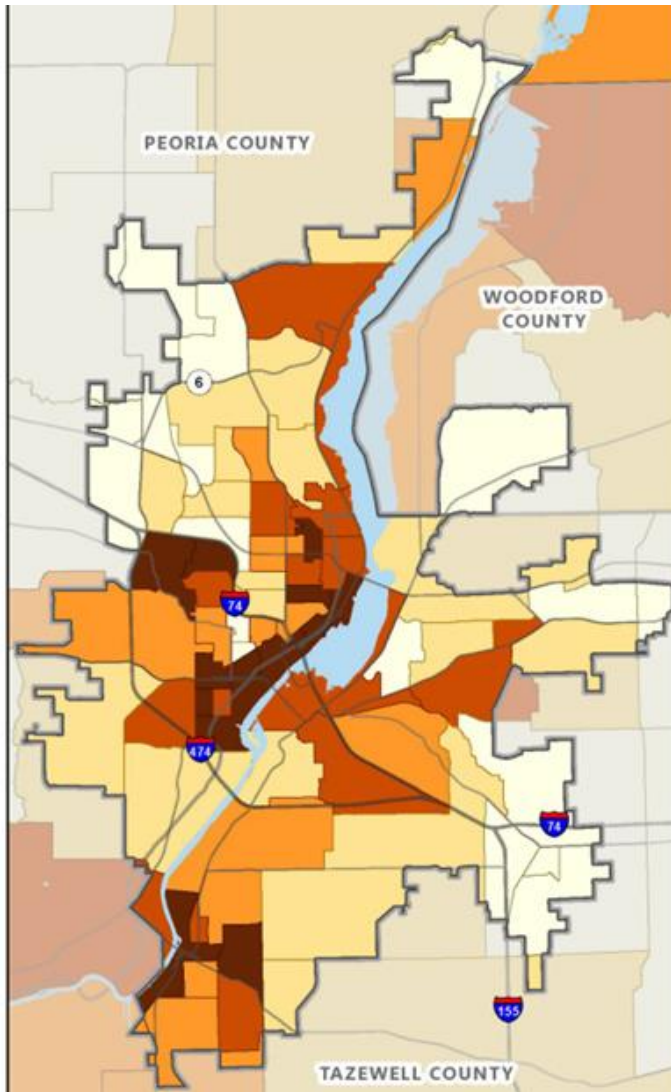
0 5 10 Miles

Figure 20. Map of senior population (65 years and older) across H

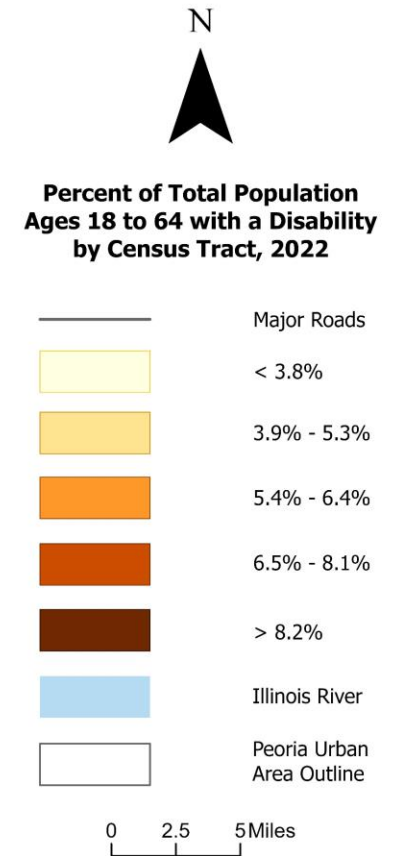
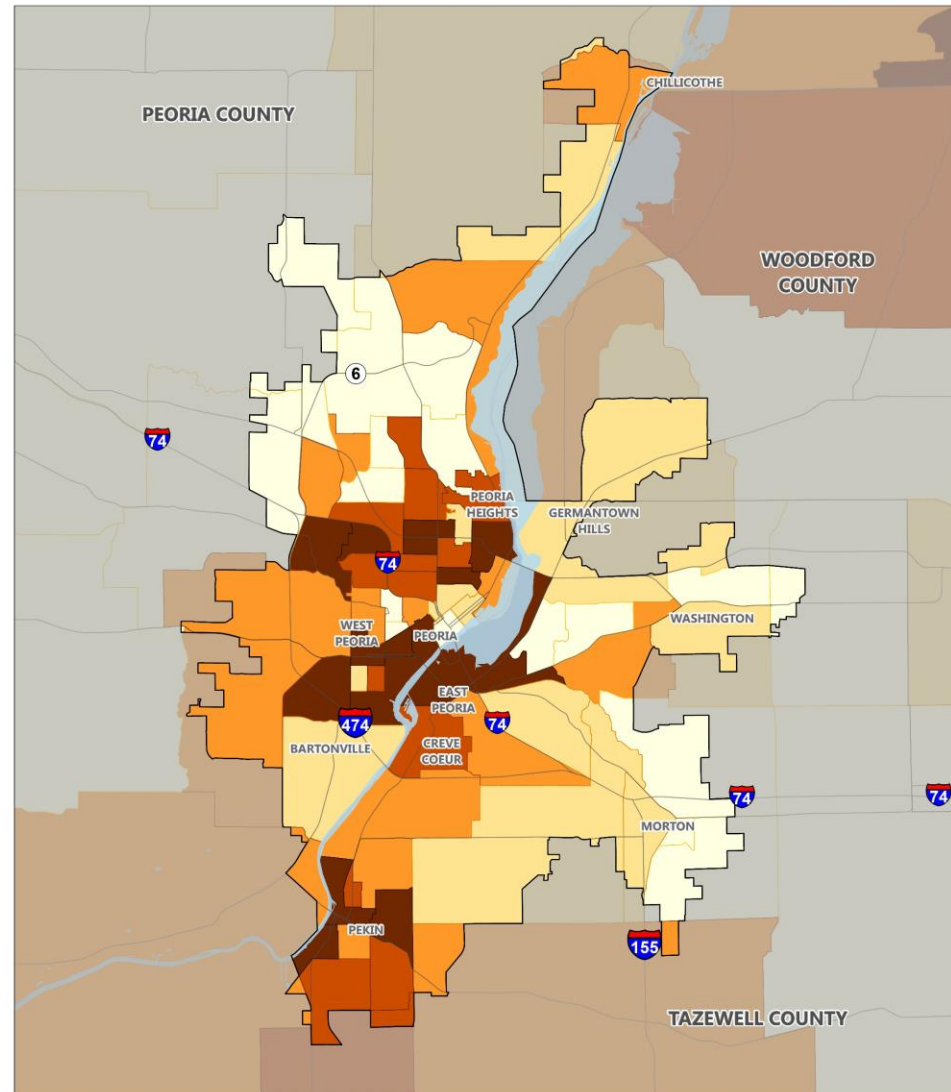


# Population with a disability

## 2023 HSTP Plan Update (2020 Census Data)



## New Data Update (2022 ACS Census Data)

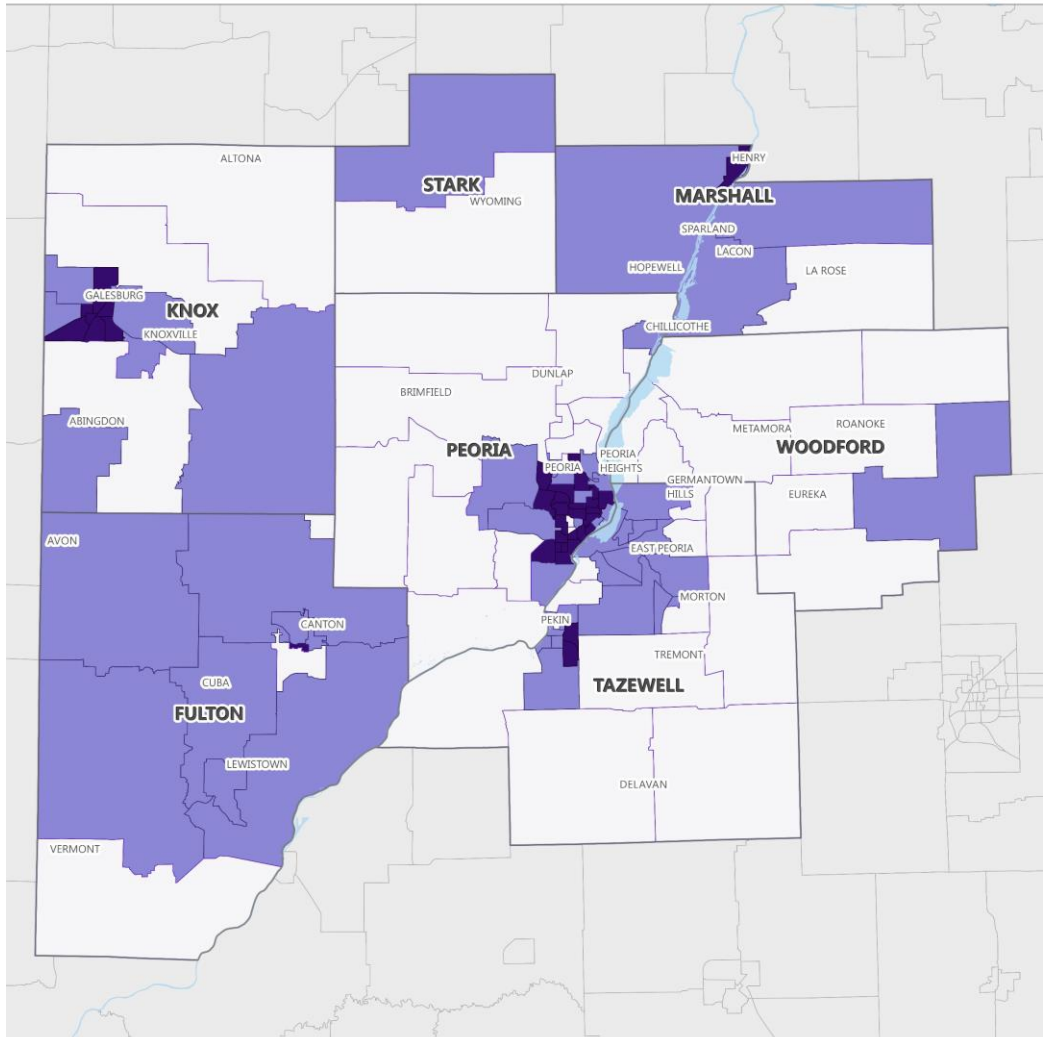


Tri County Regional Planning Commission  
Projection: State Plane NAD 1983 IL West  
Classification: Quantile  
Source: Current US Census 2022  
ACS 5-Year  
TCRPC  
July 10, 2024

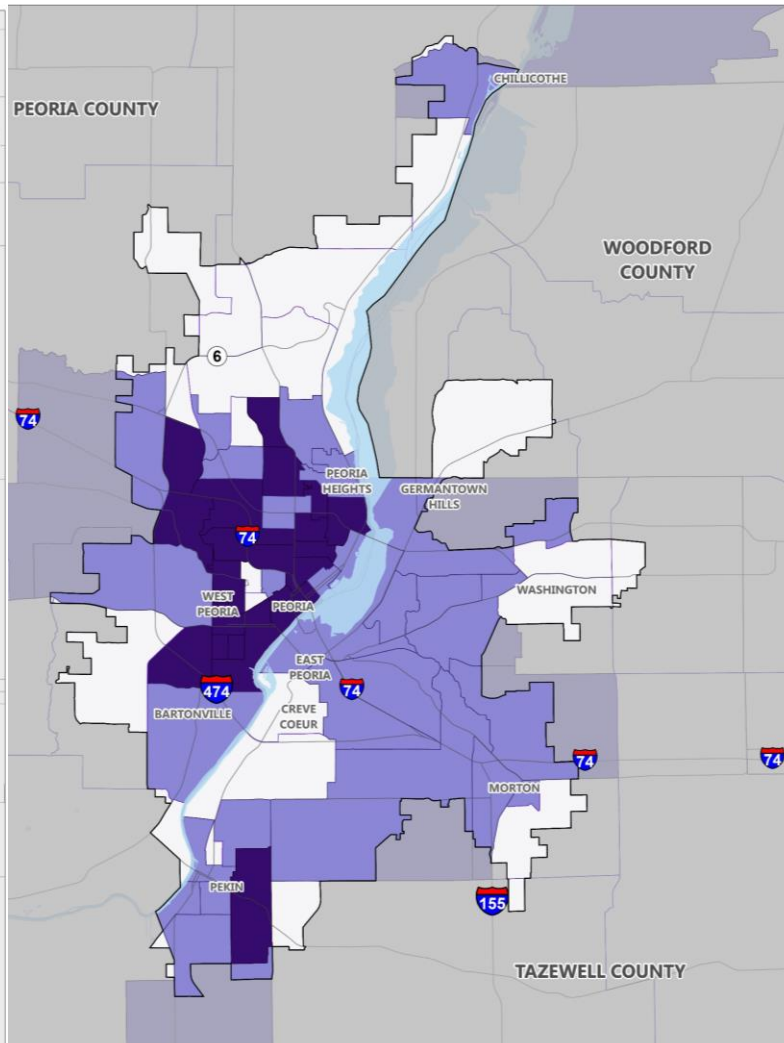


# Transit-dependent population

## HSTP Region (2022 ACS Census Data)



## Peoria-Pekin Urbanized Area (2022 ACS Census Data)



### HSTP Transit-Dependent Areas by Census Tract, 2022

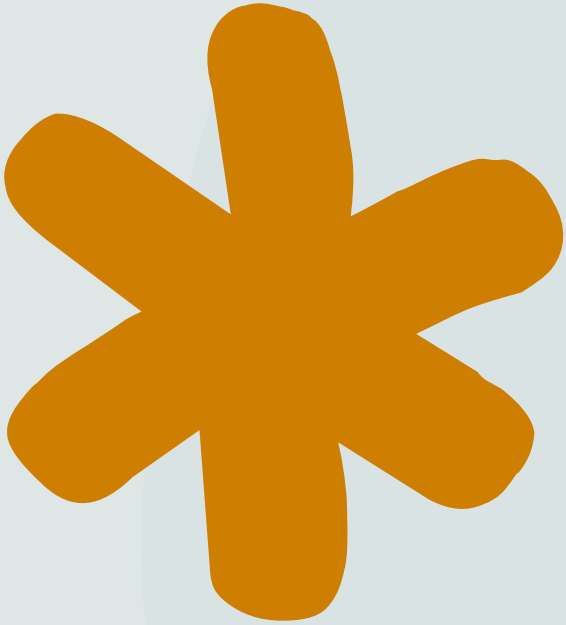
#### Cumulative Ranking of Socio-Economic Factors

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

0 2.5 5 Miles

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





## 30-day public comment period

- Began Monday, February 3, 2025; **Closes Tuesday, March 4, 2025**
- Hard copies at 20 regional libraries and 5 public transit providers
- Submit comments to Reema by email: [rabiakar@tricountyrpc.org](mailto:rabiakar@tricountyrpc.org)
- OR submit by mail to:  
TCRPC  
Attn: Draft 2025 Update  
456 Fulton Street, Suite 401  
Peoria, IL 61602
- Will consider adoption of the plan on Tuesday, April 1 HSTP Committee

Find more information here:

<https://tricountyrpc.org/draft-hstp-update/>

[\*\*Access HSTP Draft Here\*\*](#)



# Slides with more detail

Diving further into the 2025 HSTP Document Update

# New survey response themes

## Service gaps mentioned

- Issues with scheduling rides
- Disagreeable bus drivers
- Timeliness
  - Some were stranded
  - Some were forced to reschedule medical appointments

## Improvements suggested

- Expanded hours
- More frequent buses
- Broader geographic reach
- More education
- More vehicles

## Travel and cost

- Respondents travel for mostly medical and work
- Rides are needed throughout the week, though mostly weekday mornings and afternoons
- Most are willing to pay \$1, though some were open to more

## Survey limitations

- Improved survey collection methods
- More emphasis on broader reach, especially rural areas

# List of other service providers in the region (Appendix B)

Clickable link in document

## Appendix B: List of Other Service Providers in the Region

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

Organization/Service Name	Client Base	Coverage Area	Category	Phone
<a href="#">Dream Center Peoria</a>	Dream Center clients: Mainly families living in poverty	Peoria area	Regional/Community Entity	309 676-3000
<a href="#">Miller Center - Pekin Park District</a>	Pekin residents aged 50+	Pekin area	Regional/Community Entity	309 346-5210
<a href="#">Washington senior taxi service (via Washington Township)</a>	Washington Township residents aged 65+	Washington Township	Regional/Community Entity	309 346-6474
Organization/Service Name	Client Base	Coverage Area	Category	Phone
<a href="#">Burlington Trailways</a>	General public	Peoria and statewide	Intercity bus	309-672-9000
<a href="#">Greyhound Bus</a>	General Public	Peoria and nationwide	Intercity bus	800-231-2222
<a href="#">Peoria Charter</a>	General public	Peoria and statewide	Intercity bus	800-448-0572
Organization/Service Name	Client Base	Coverage Area	Category	Phone
<a href="#">Personal Mobility</a>	General public	Peoria area	Accessible vehicle rental company	309-966-4329

Phone number listed

Sorted by **Category** column

### Categories:

- Regional/ Community entity
- Intercity bus
- Accessible vehicle rental
- Healthcare
- Taxi service
- Primarily shuttle/ special event service

# HSTP Goals

Unchanged from the 2023 HSTP Document Update

# Education

## 1. Education Goals

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

## Objectives

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

# Service Expansion

## 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.

# Infrastructure

## 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.

# Affordability

## 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.



# New HSTP Region 5 Maps

Compared to 2023 HSTP Document Update

# Population with a disability

2023 HSTP Plan Update  
(2020 Census Data)

New Data Update  
(2022 ACS Census Data)

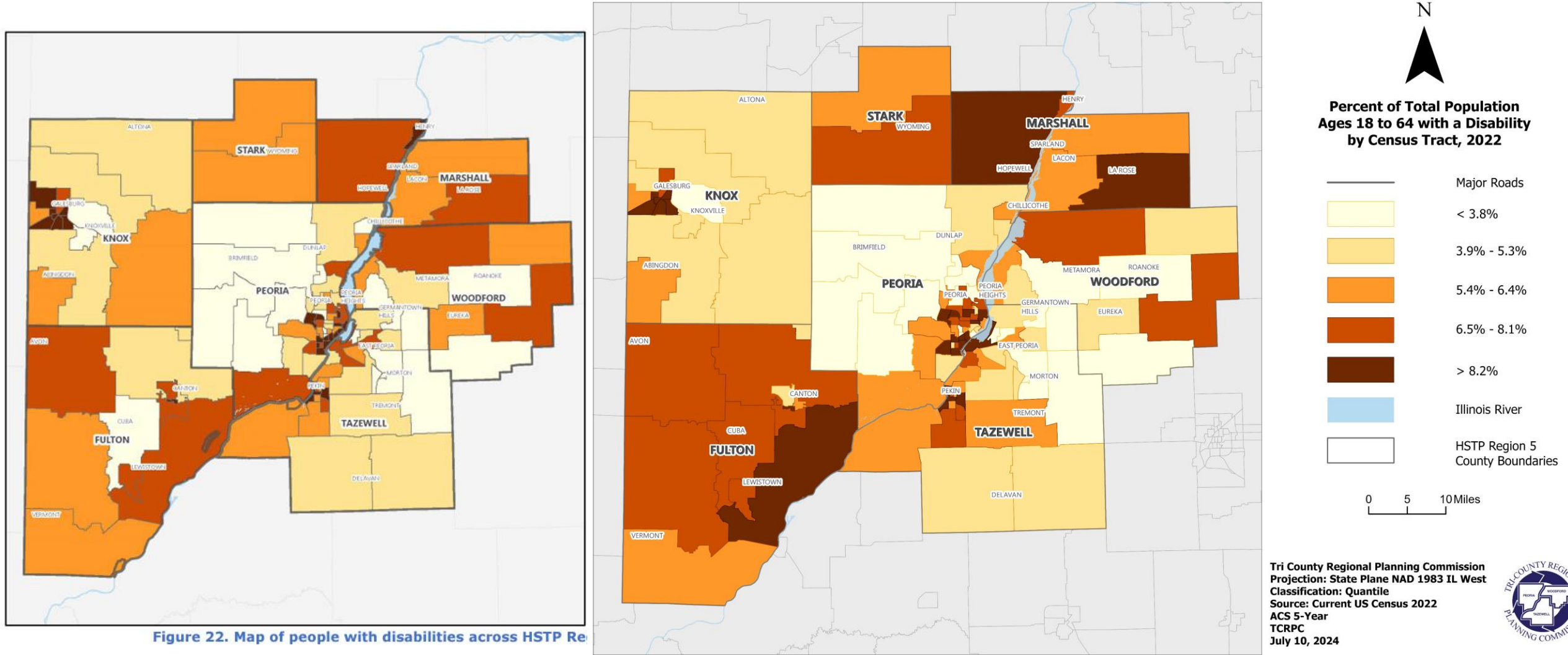


Figure 22. Map of people with disabilities across HSTP Re

# Population considered minority

2023 HSTP Plan Update  
(2020 Census Data)

New Data Update  
(2022 ACS Census Data)

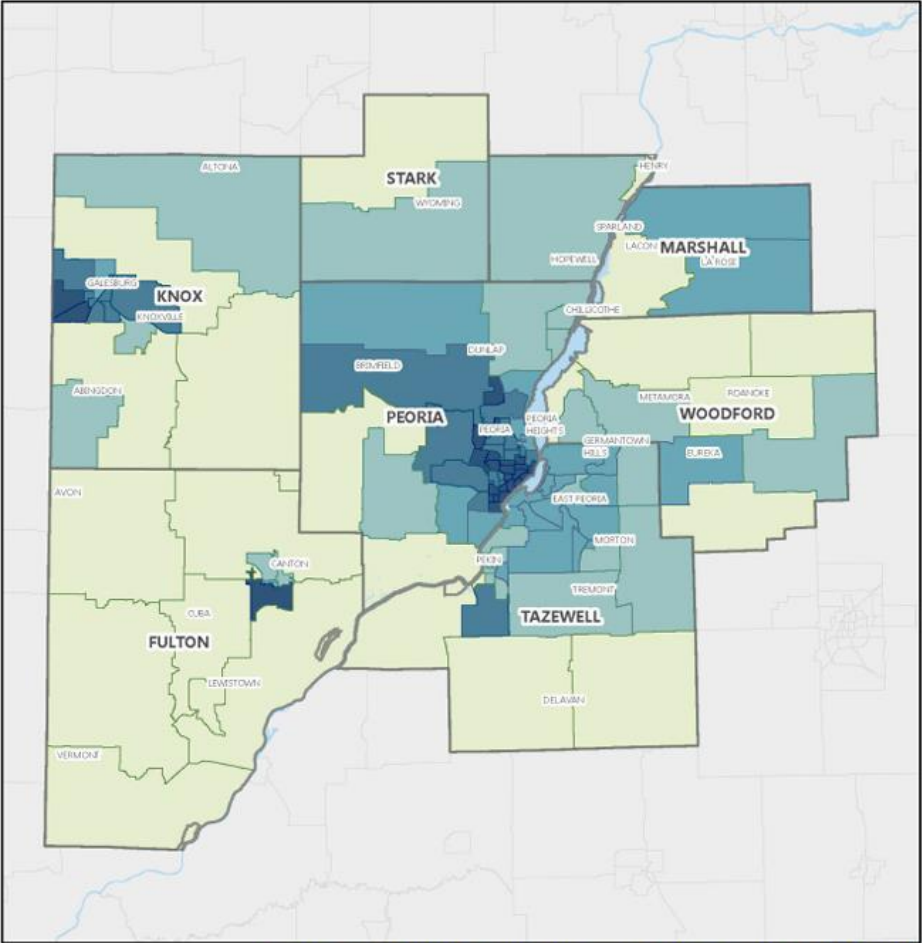
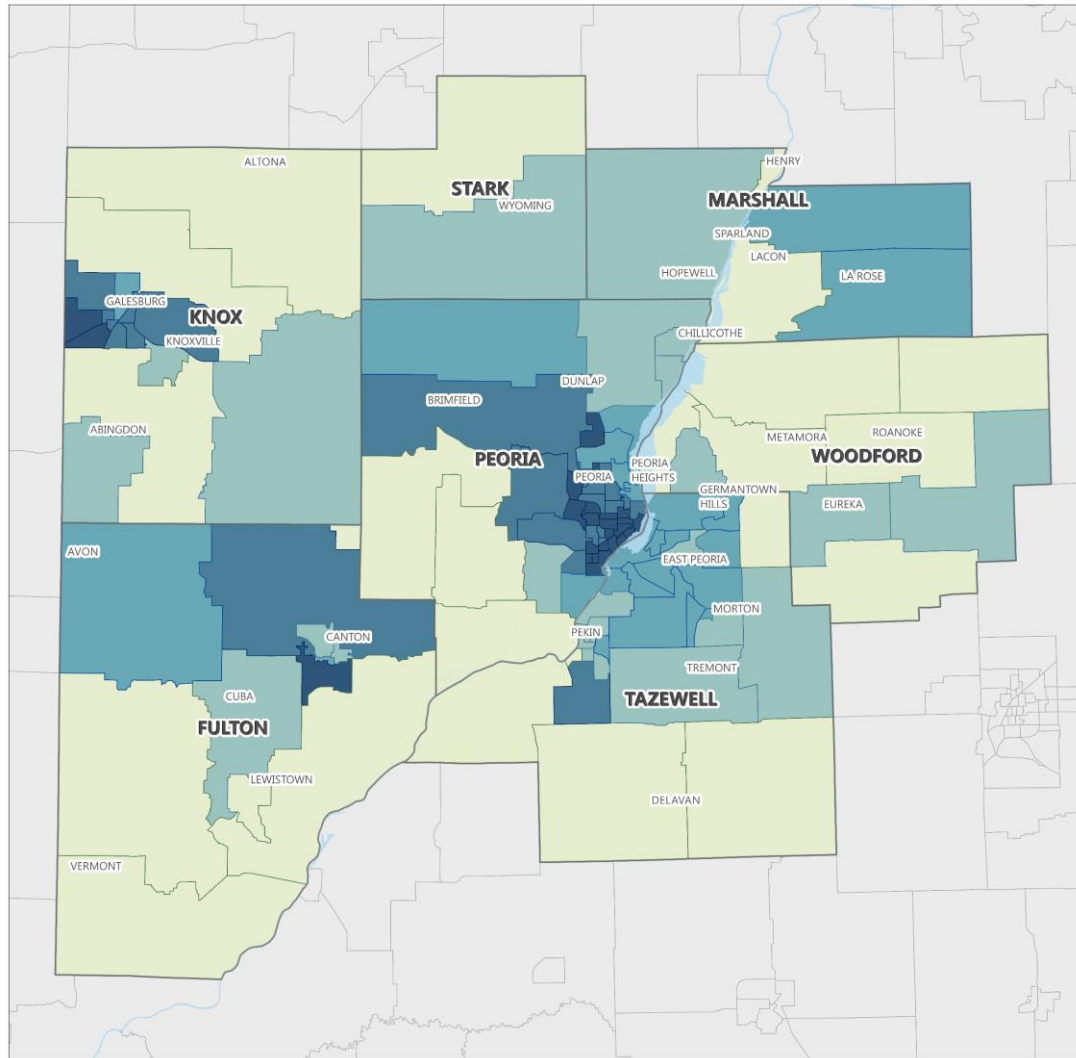


Figure 30. Map of minority populations across HSTP Reg



N

**Percent of Population Considered a Minority by Census Tract, 2022**

	< 1.8%
	1.9% - 2.8%
	2.9% - 9.8%
	9.9% - 27.6%
	> 27.7%
	Illinois River
	HSTP Region 5 County Boundaries

0 5 10 Miles

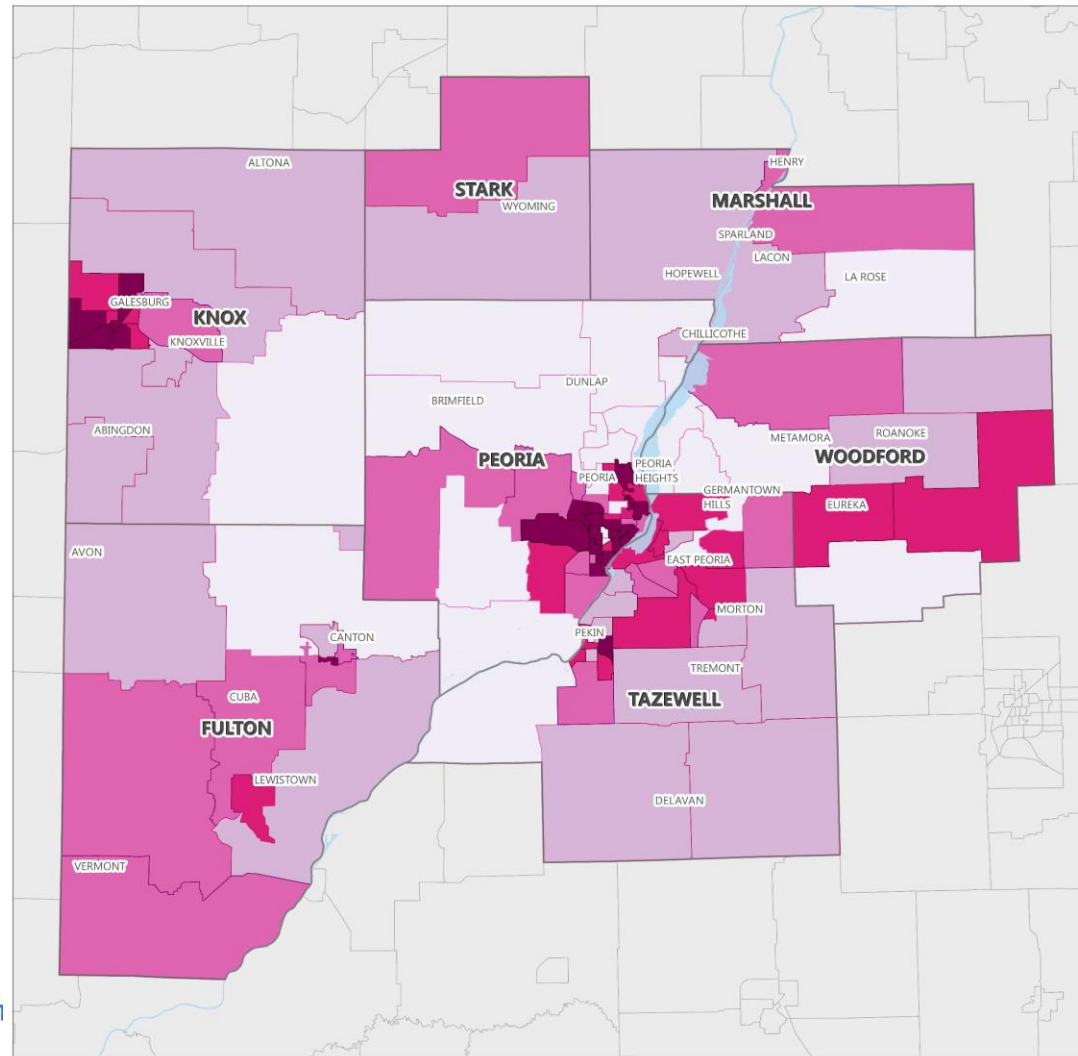
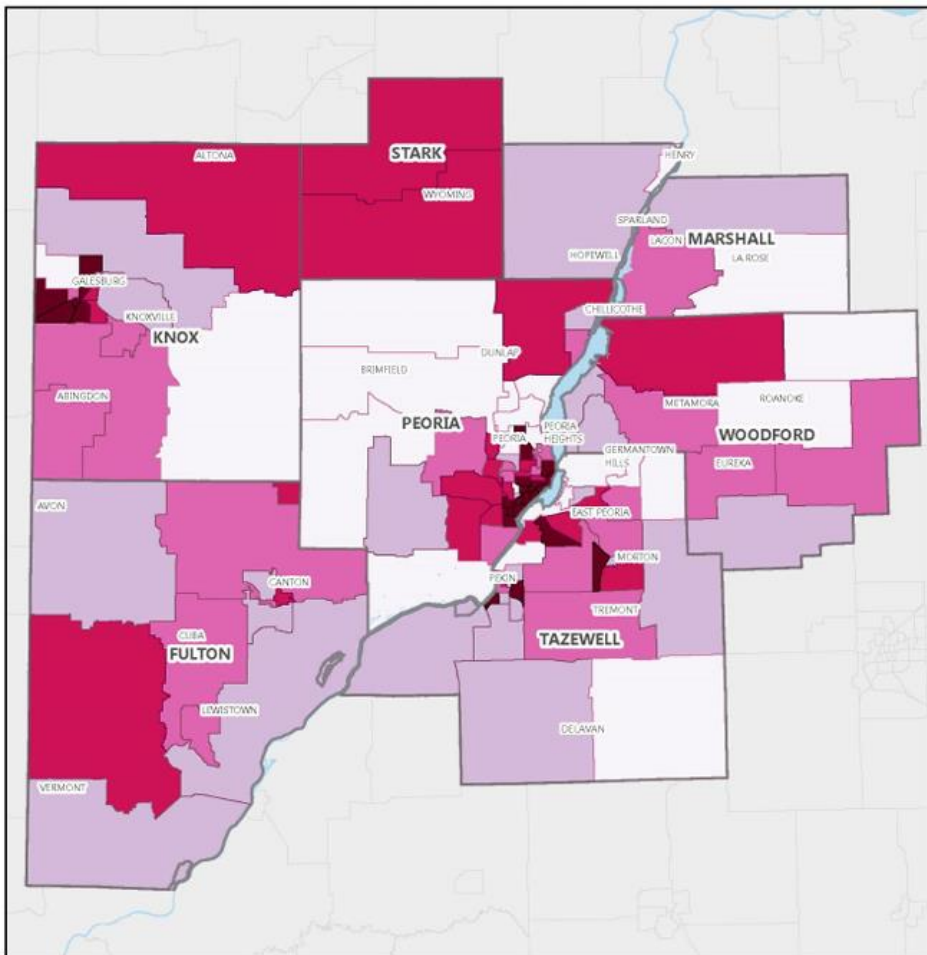
Tri County Regional Planning Commission  
 Projection: State Plane NAD 1983 IL West  
 Classification: Quantile  
 Source: Current US Census 2022  
 ACS 5-Year  
 TCRC  
 July 10, 2024



# Zero vehicle households

2023 HSTP Plan Update  
(2020 Census Data)

New Data Update  
(2022 ACS Census Data)



N

**Percent of Households with Zero Vehicles by Census Tract, 2022**

	Major Roads
	< 2.2%
	2.3% - 4.1%
	4.2% - 6.2%
	6.3% - 10.5%
	> 10.6%
	Illinois River
	HSTP Region 5 County Boundaries

0 5 10 Miles

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

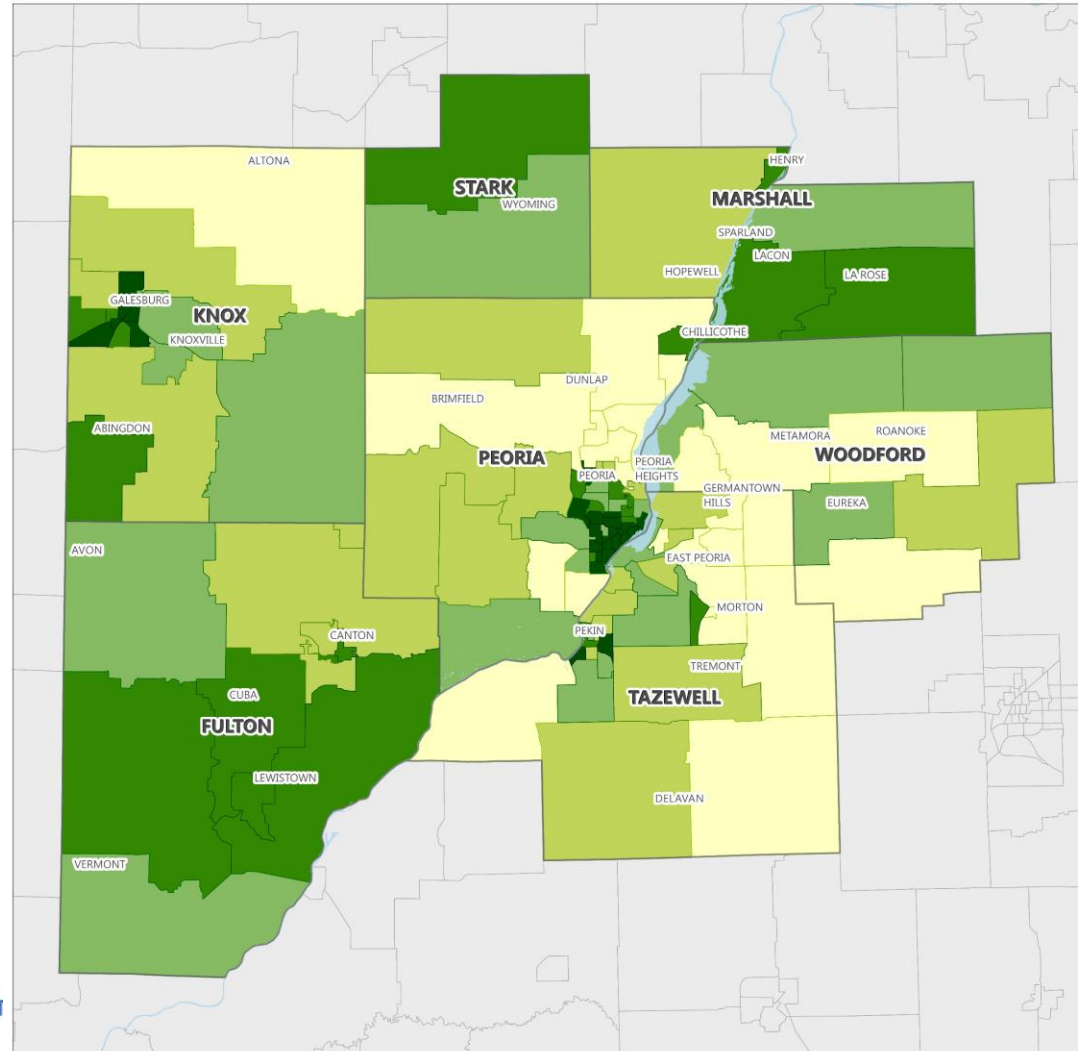
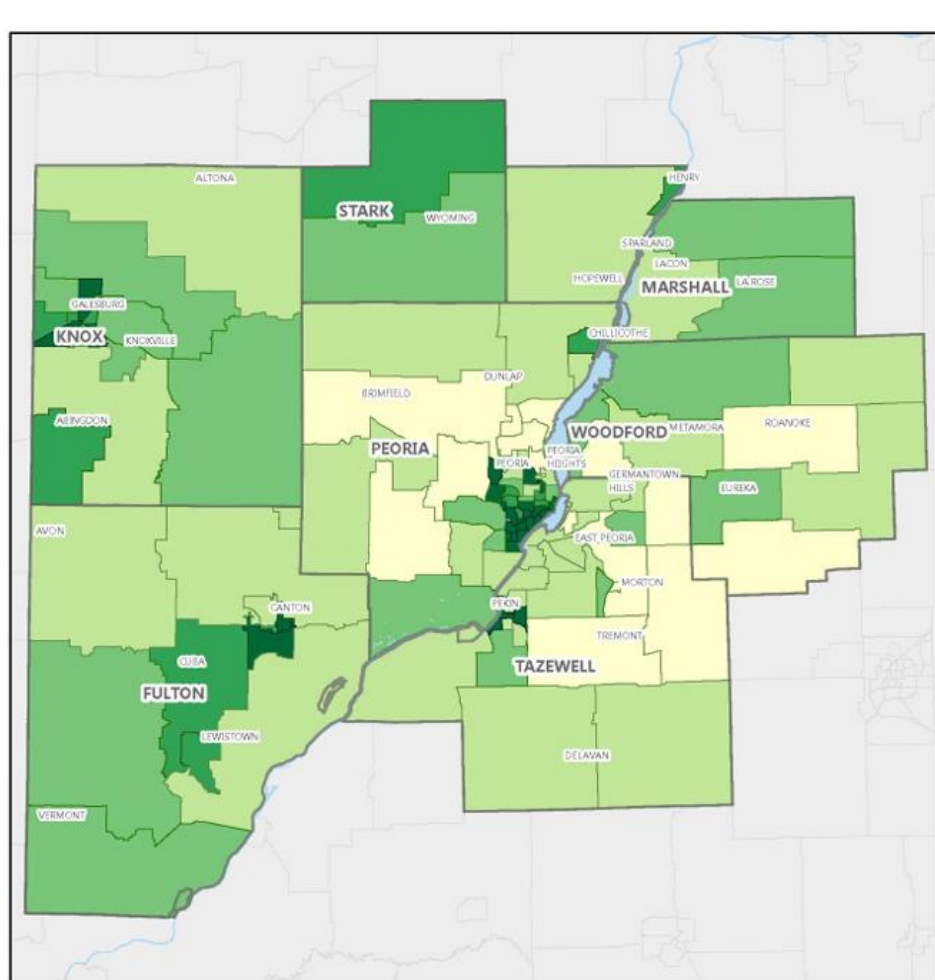
Tri County Regional Planning Commission  
 Projection: State Plane NAD 1983 IL West  
 Classification: Quantile  
 Source: Current US Census 2022  
 ACS 5-Year  
 TCRPC  
 July 10, 2024



# Population below poverty line







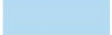

2023 HSTP Plan Update  
(2020 Census Data)

New Data Update  
(2022 ACS Census Data)



N

**Percent of Population Below Poverty Line by Census Tract, 2022**

	Major Roads
	< 6.3%
	6.4% - 9.5%
	9.6% - 12.7%
	12.8% - 21.1%
	> 21.2%
	Illinois River
	HSTP Region 5 County Boundaries

0 5 10 Miles

Figure 24. Map of people living below the poverty line across HST

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



# Population 65 years and older

2023 HSTP Plan Update  
(2020 Census Data)

New Data Update  
(2022 ACS Census Data)

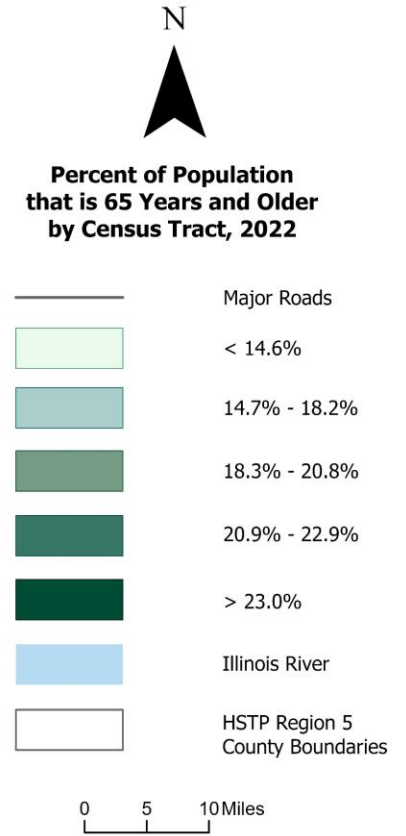
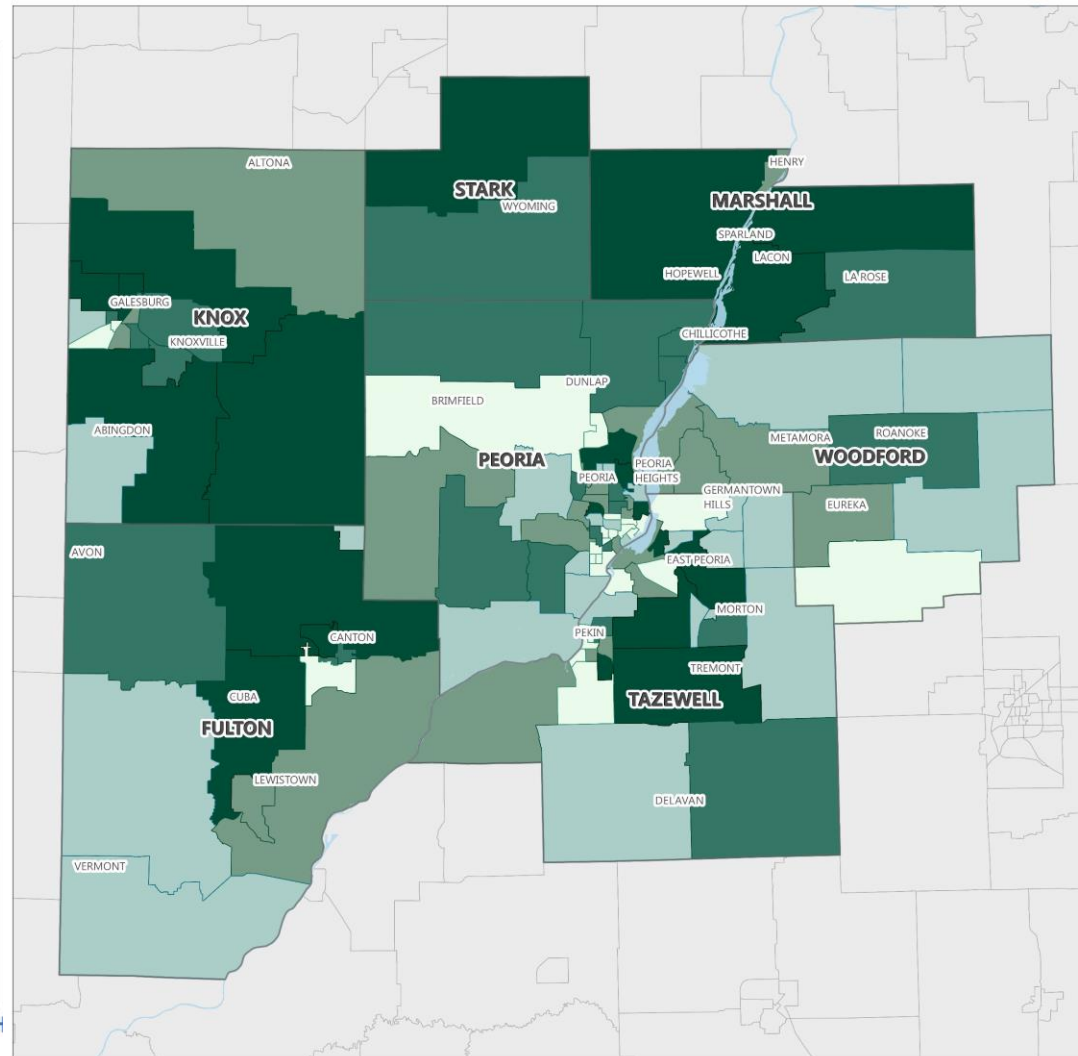
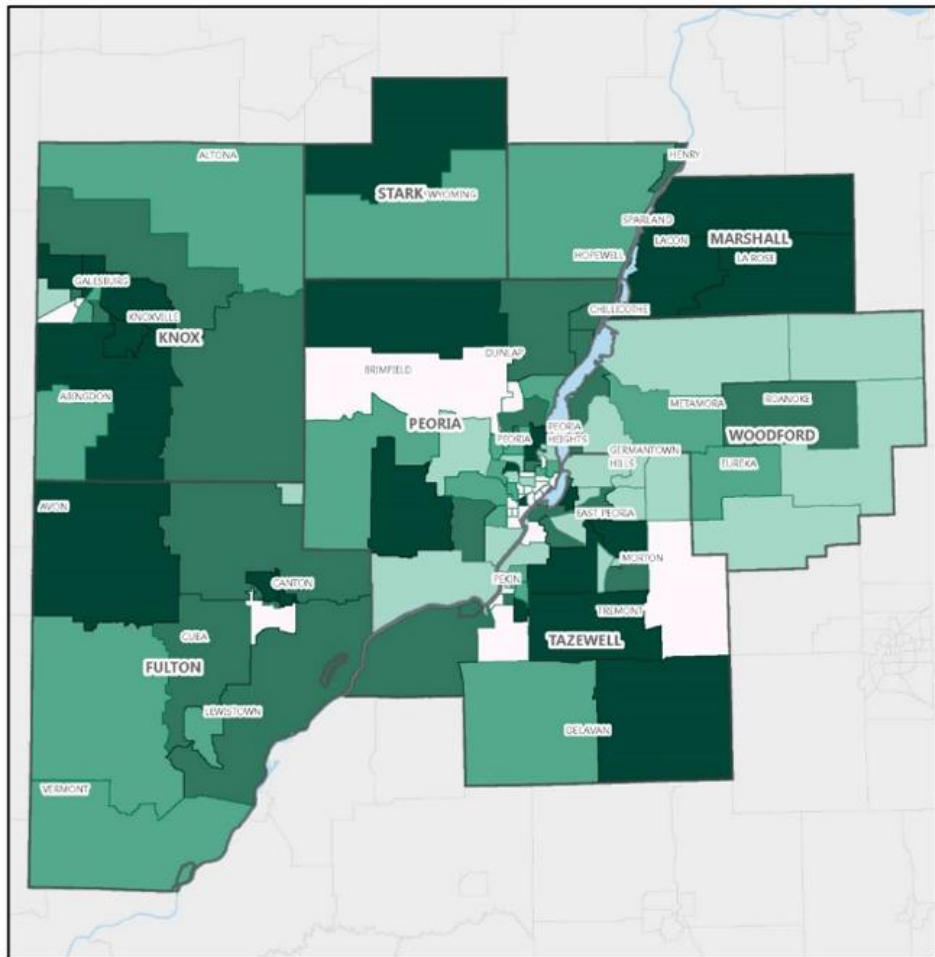


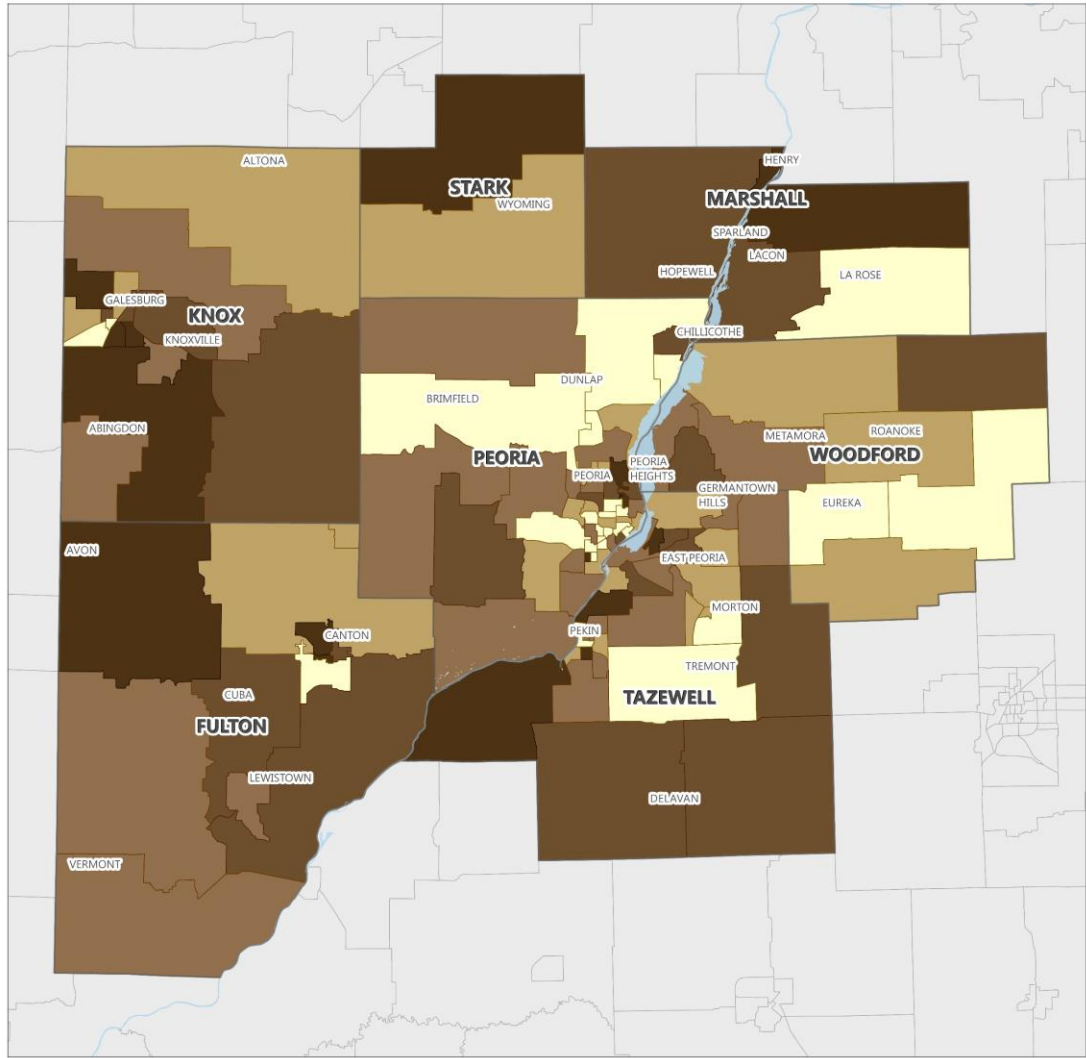
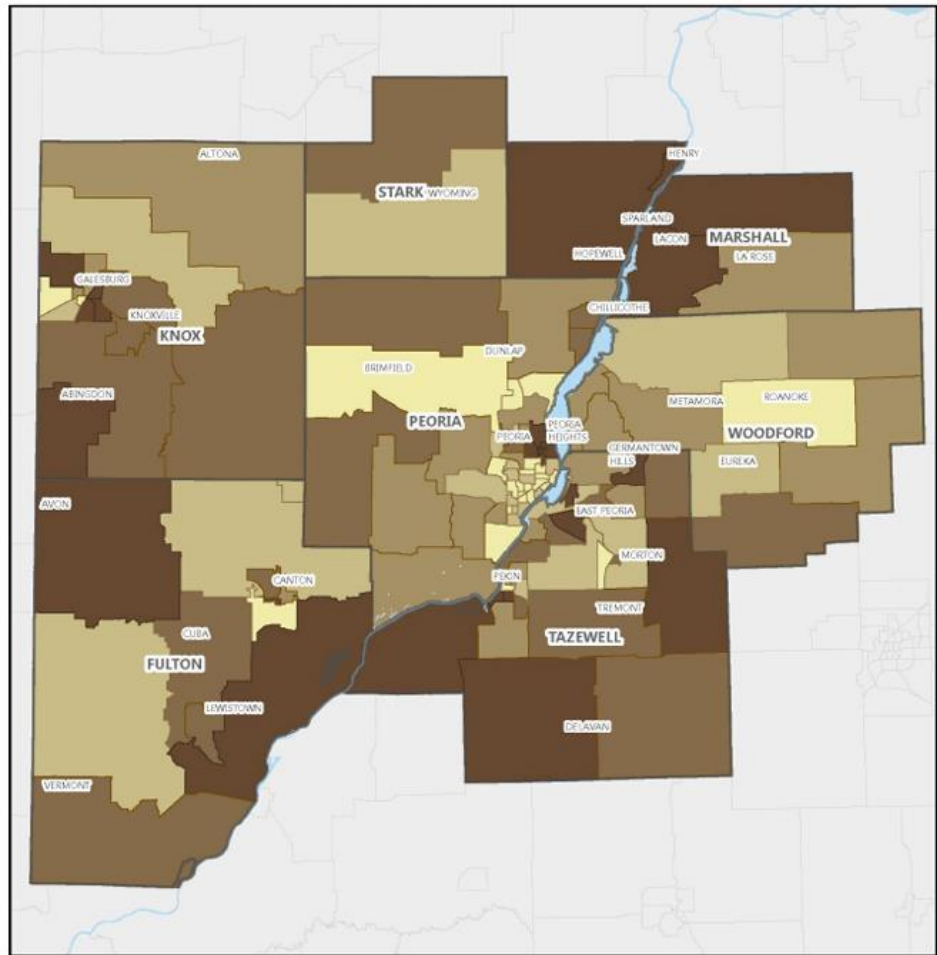
Figure 20. Map of senior population (65 years and older) across H



# Population who are veterans

2023 HSTP Plan Update  
(2020 Census Data)

New Data Update  
(2022 ACS Census Data)



N

**Percent of Population Ages 18 and Older Who Are Veterans by Census Tract, 2022**

	Major Roads
	< 5.3%
	5.4% - 6.6%
	6.7% - 7.8%
	7.9% - 9.7%
	> 9.8%
	Illinois River
	HSTP Region 5 County Boundaries

0 5 10 Miles

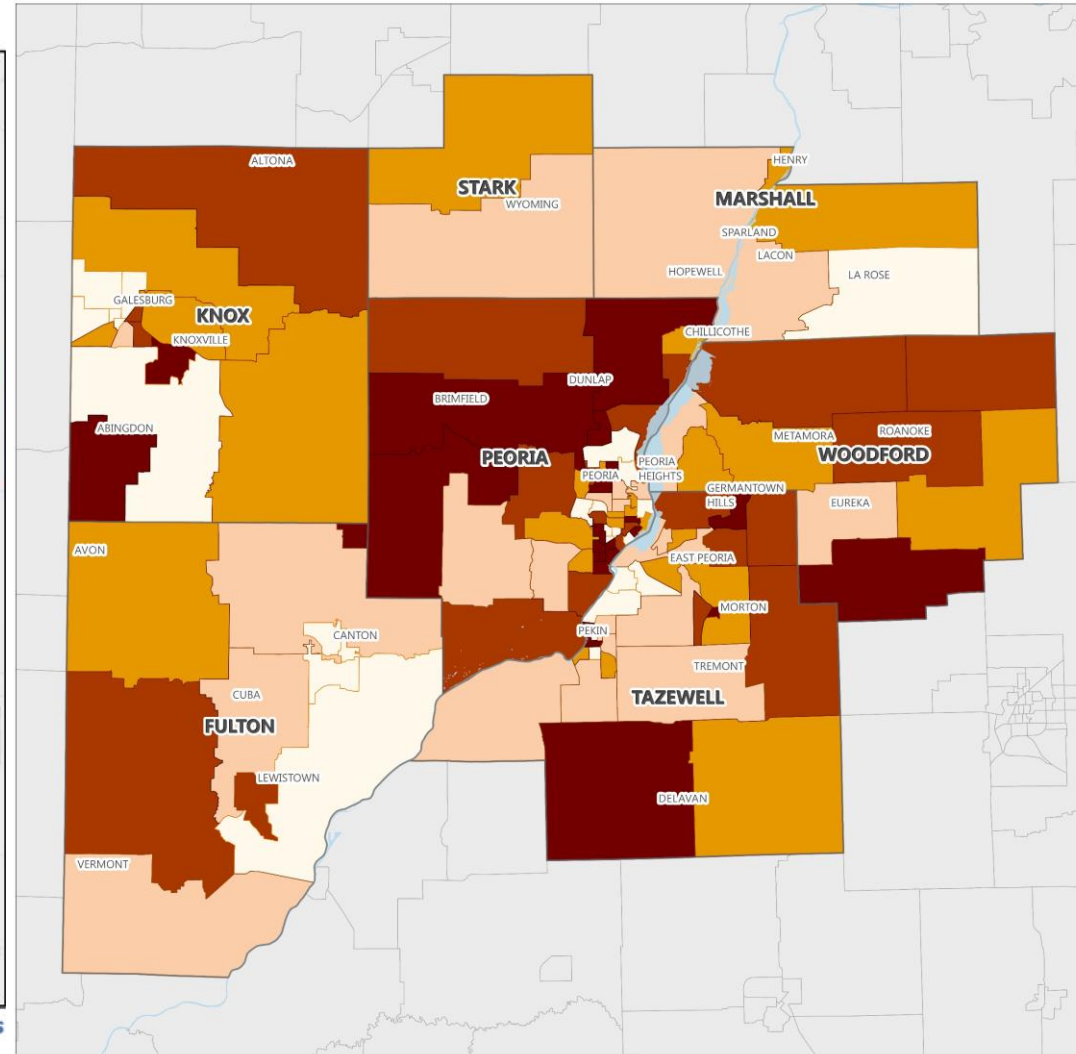
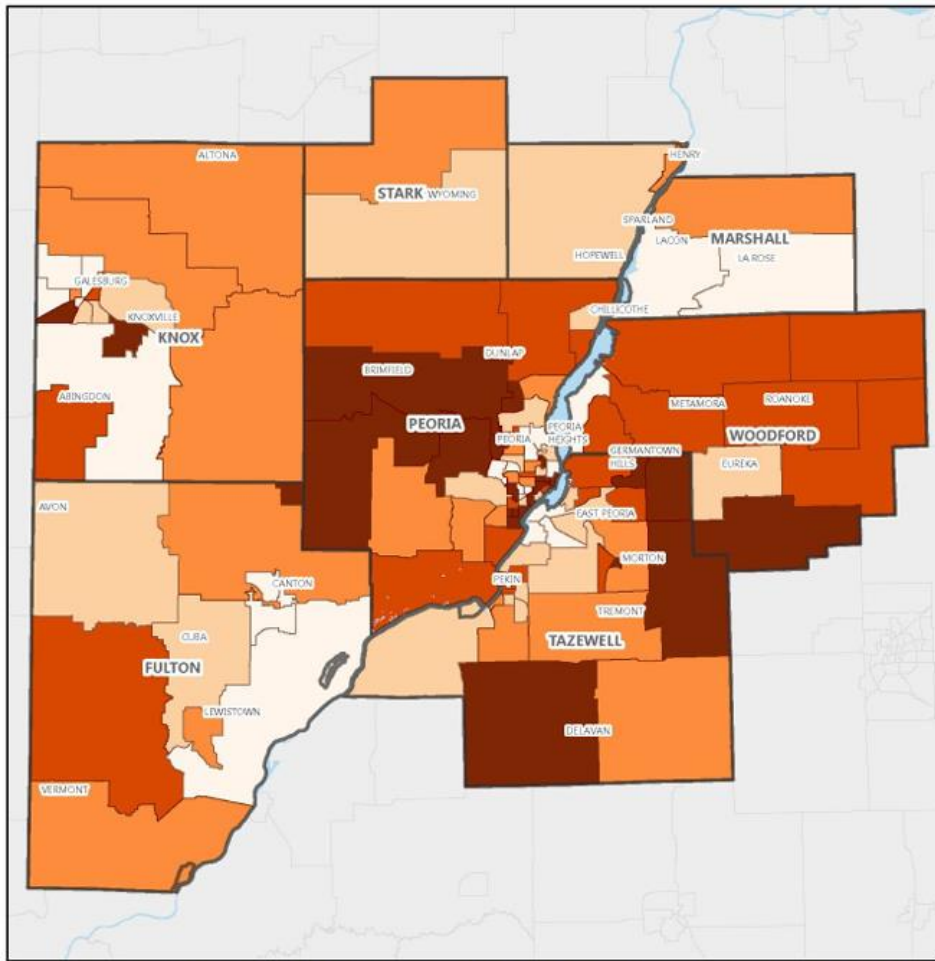
Figure 28. Map of veteran population across HSTP Region 5



# Population under 18 years old







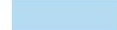

2023 HSTP Plan Update  
(2020 Census Data)

New Data Update  
(2022 ACS Census Data)



N

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

	Major Roads
	< 18.3%
	18.4% - 21.6%
	21.7% - 23.8%
	23.9% - 26.0%
	> 26.1%
	Illinois River
	HSTP Region 5 County Boundaries

0 5 10 Miles

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

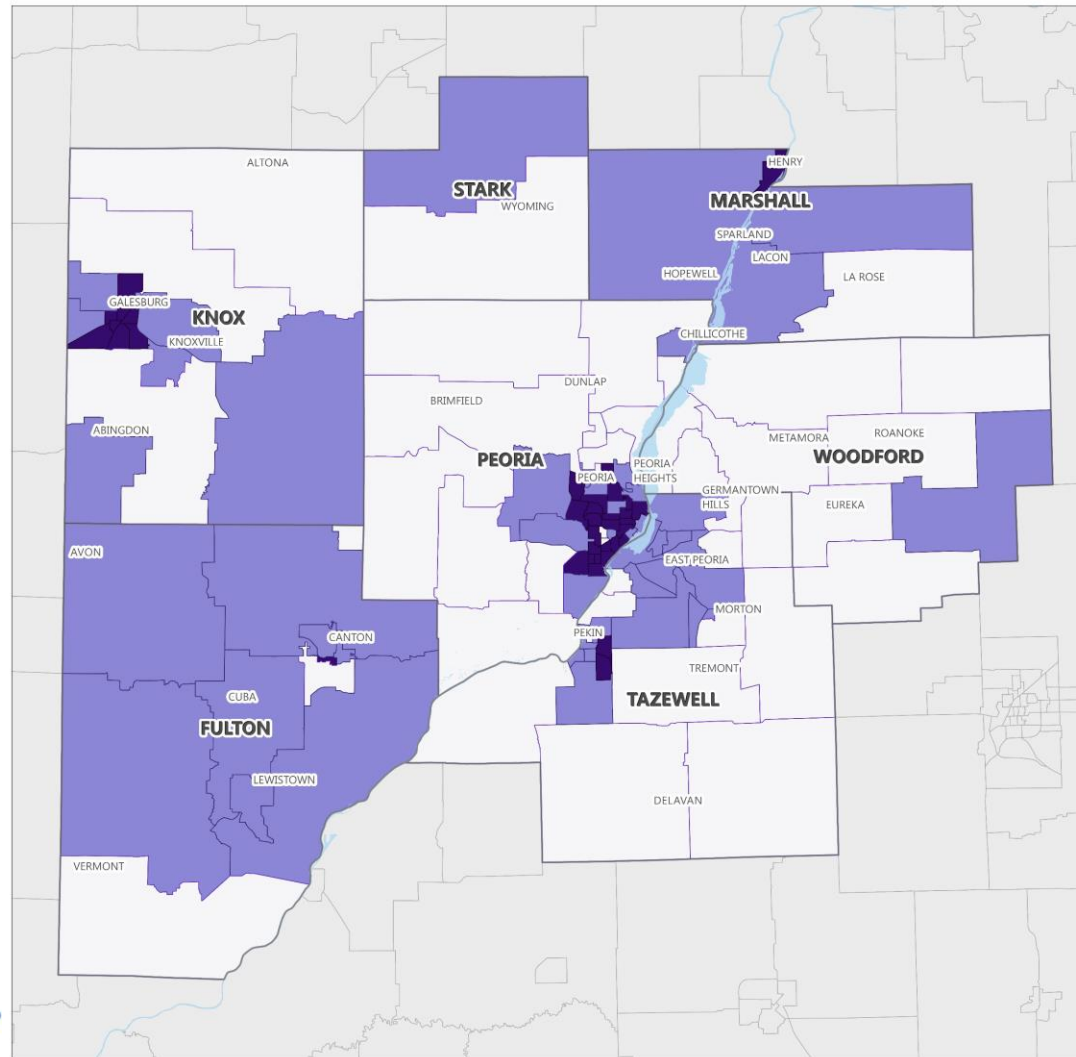
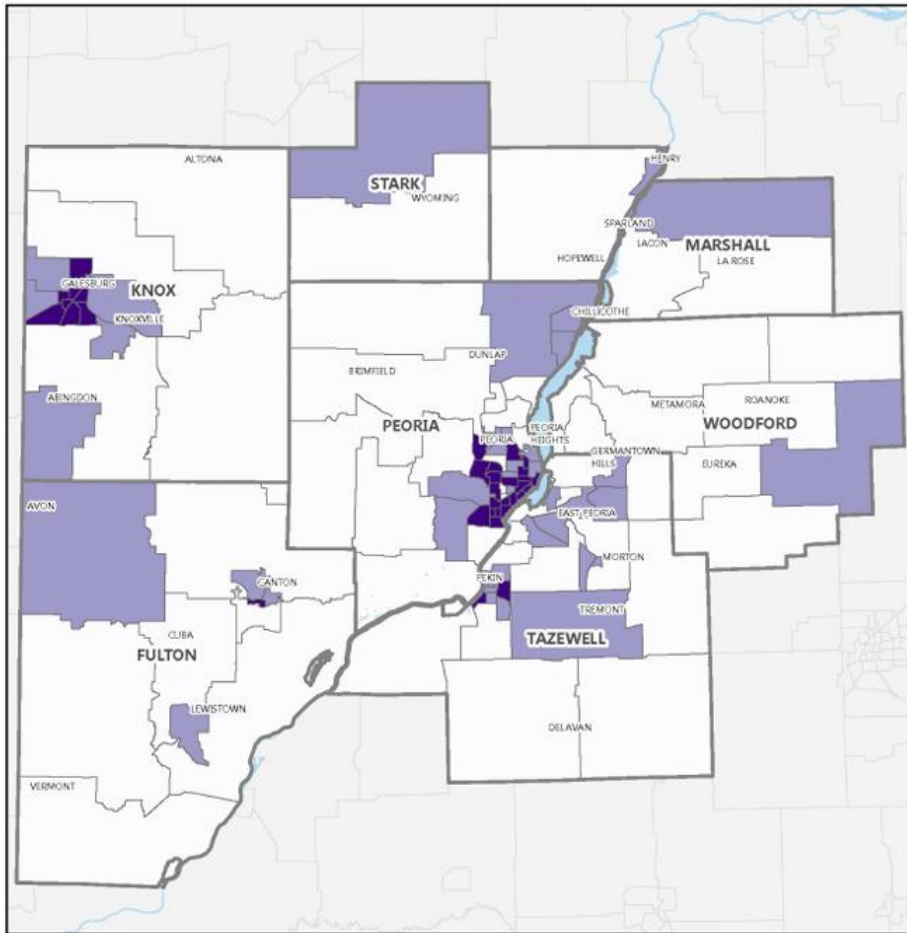




# Transit-dependent population

2023 HSTP Plan Update  
(2020 Census Data)

New Data Update  
(2022 ACS Census Data)



N

**HSTP  
Transit-Dependent Areas  
by Census Tract, 2022**

**Cumulative Ranking of  
Socio-Economic Factors**

- Major Roads
- Low Need
- Medium Need
- High Need
- Illinois River
- HSTP Region 5  
County Boundaries

0 5 10 Miles

Figure 31. Level of transportation dependence throughout HSTP

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

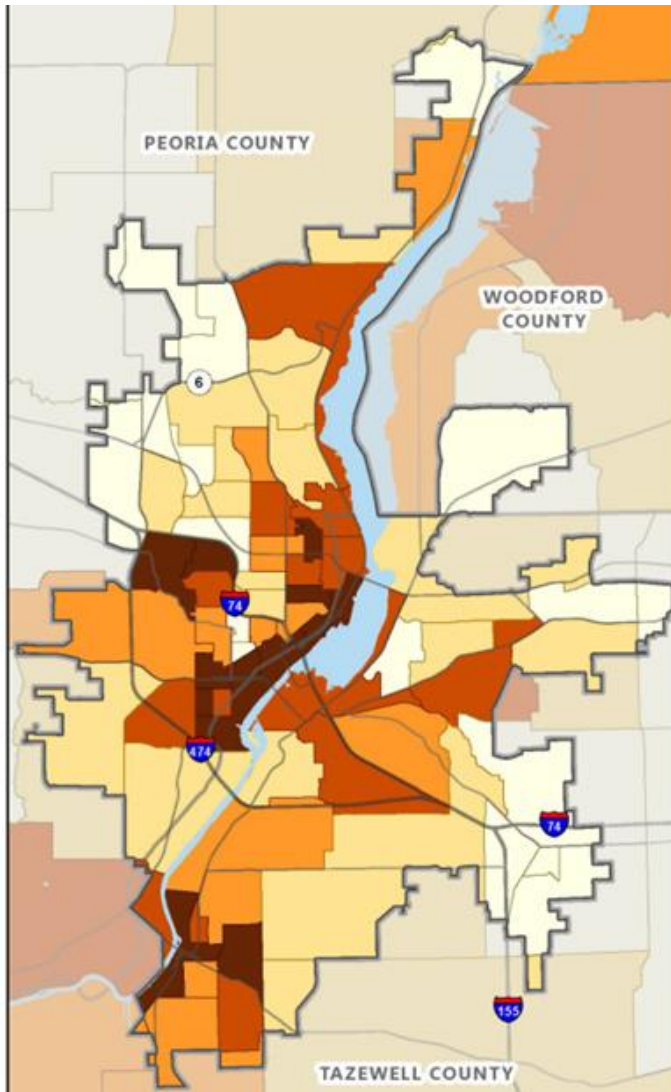


# New Peoria-Pekin Urbanized Area Maps

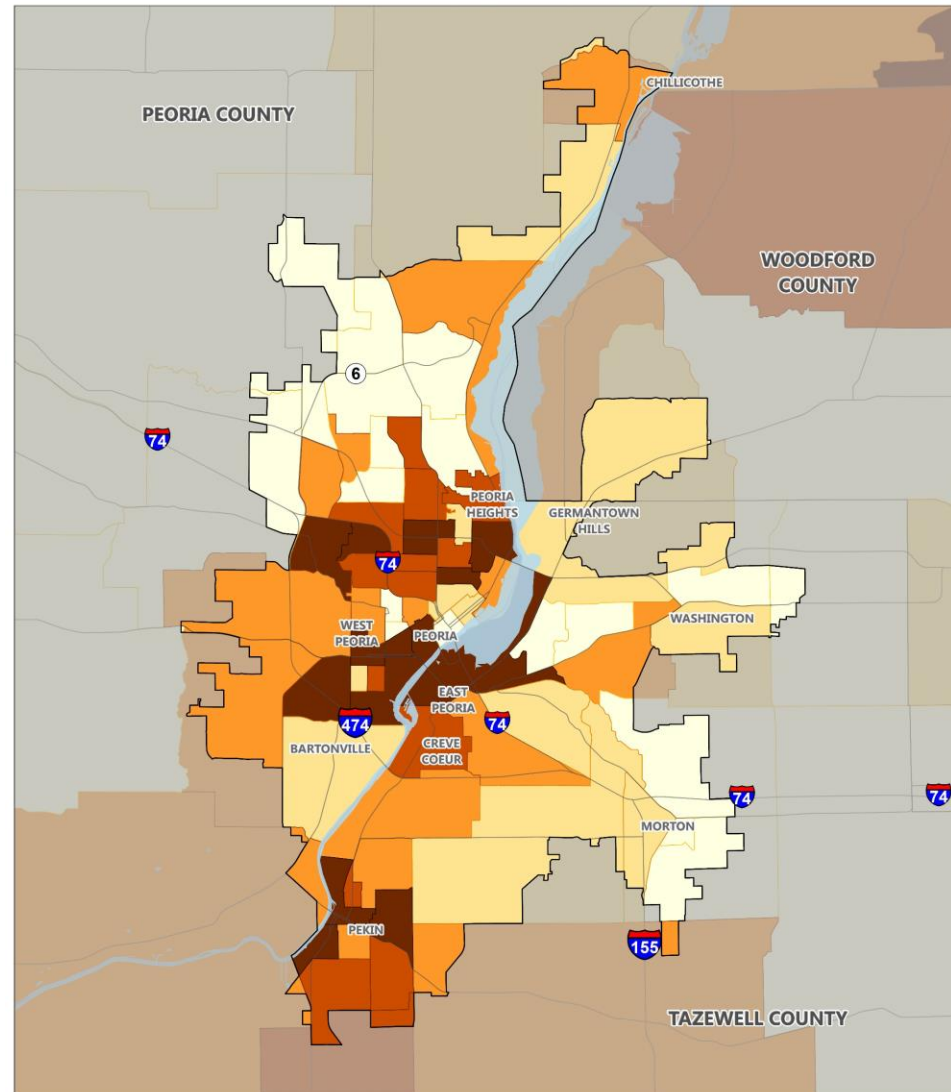
Compared to 2023 HSTP Document Update

# Population with a disability

## 2023 HSTP Plan Update (2020 Census Data)



## New Data Update (2022 ACS Census Data)



N

**Percent of Total Population  
Ages 18 to 64 with a Disability  
by Census Tract, 2022**

- Major Roads
- < 3.8%
- 3.9% - 5.3%
- 5.4% - 6.4%
- 6.5% - 8.1%
- > 8.2%
- Illinois River
- Peoria Urban Area Outline

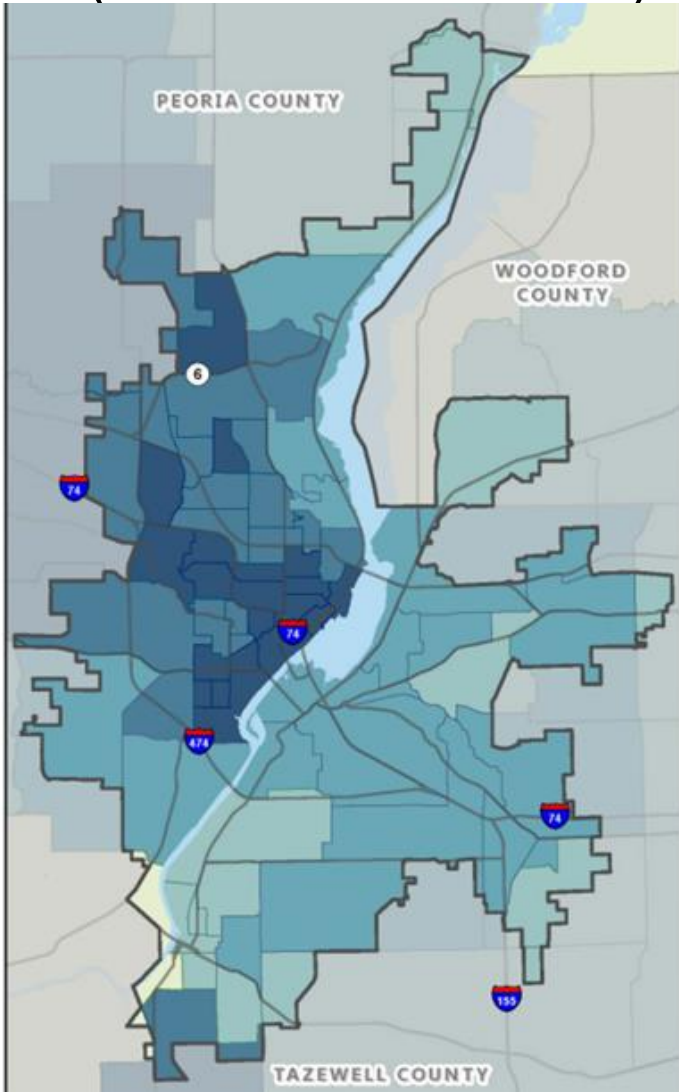
0 2.5 5 Miles

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Projection: State Plane NAD 1983 IL West  
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ACS 5-Year  
TCRPC  
July 10, 2024

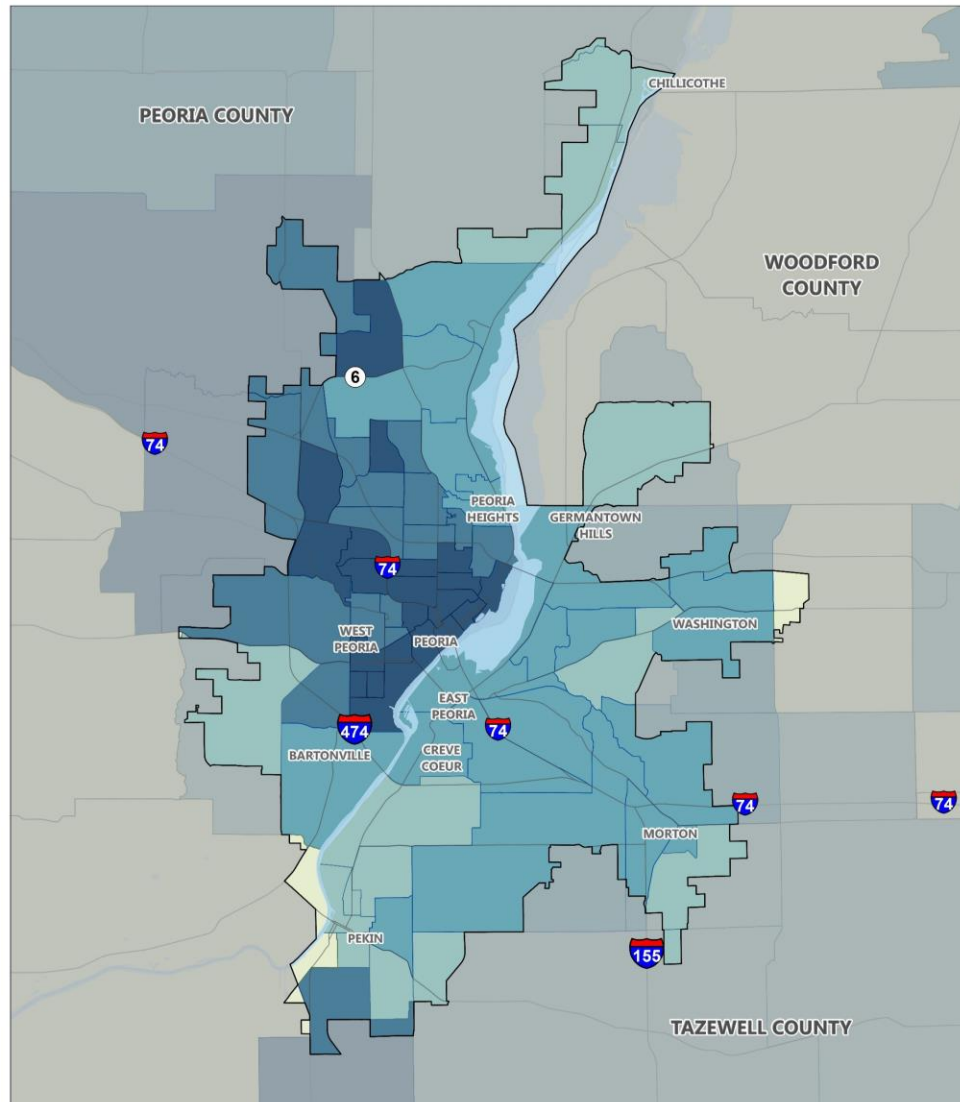


# Population considered minority

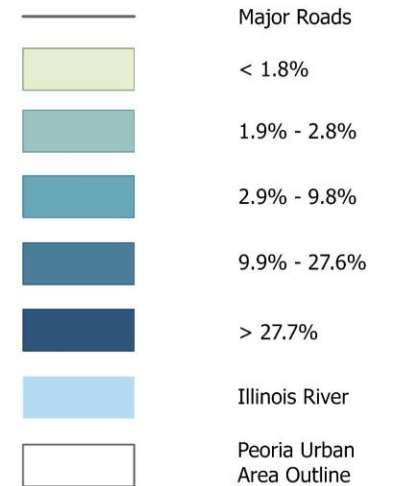
## 2023 HSTP Plan Update (2020 Census Data)



## New Data Update (2022 ACS Census Data)



**Percent of Population  
Considered a Minority  
by Census Tract, 2022**



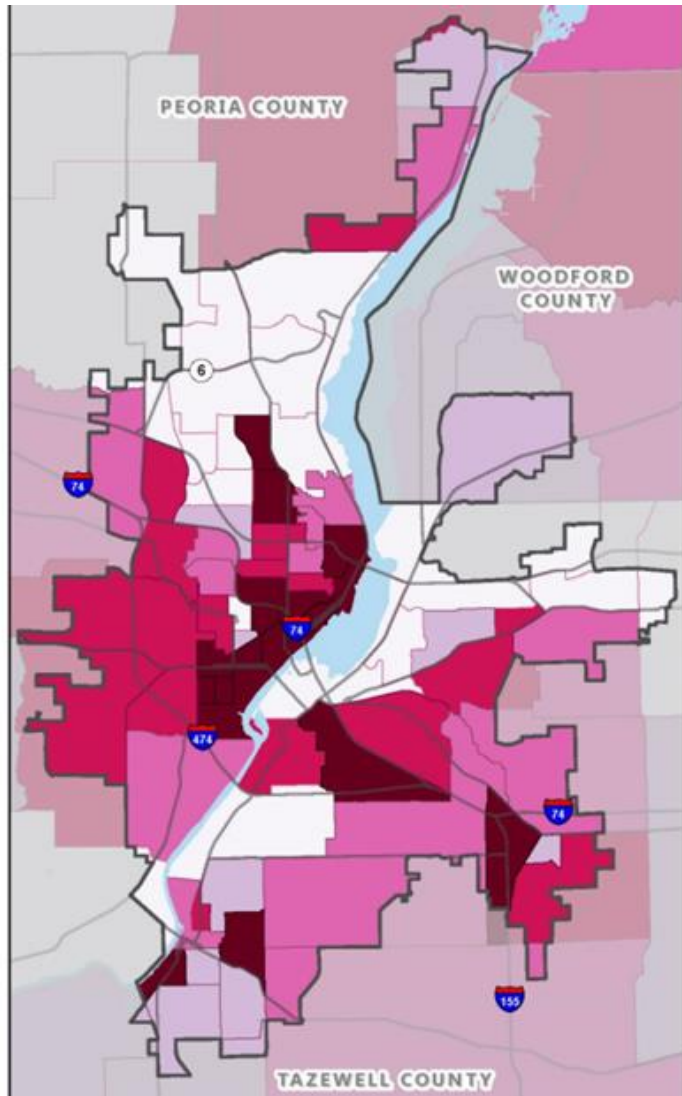
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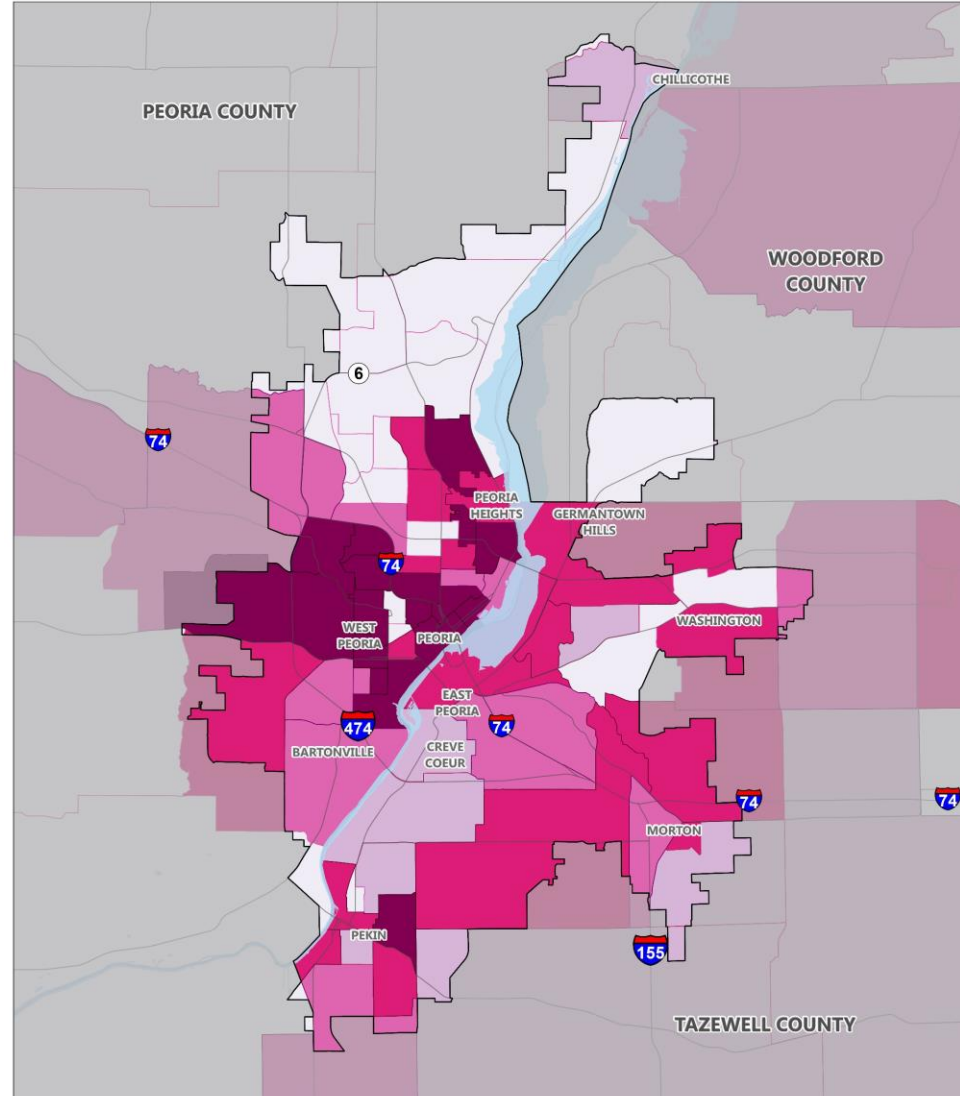


# Zero vehicle households

## 2023 HSTP Plan Update (2020 Census Data)



## New Data Update (2022 ACS Census Data)



N

**Percent of Households with Zero Vehicles by Census Tract, 2022**

- Major Roads
- < 2.2%
- 2.3% - 4.1%
- 4.2% - 6.2%
- 6.3% - 10.5%
- > 10.6%
- Illinois River
- Peoria Urban Area Outline

0 2.5 5 Miles

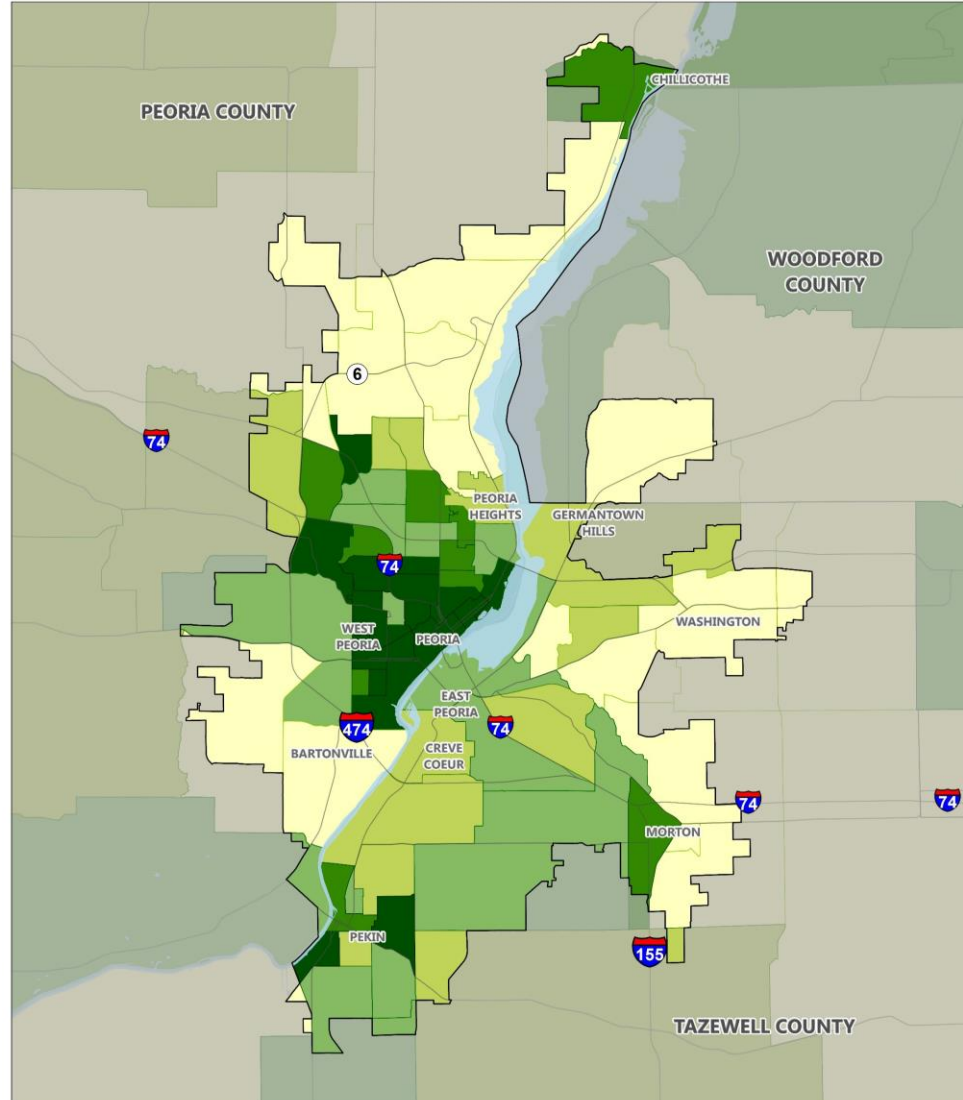
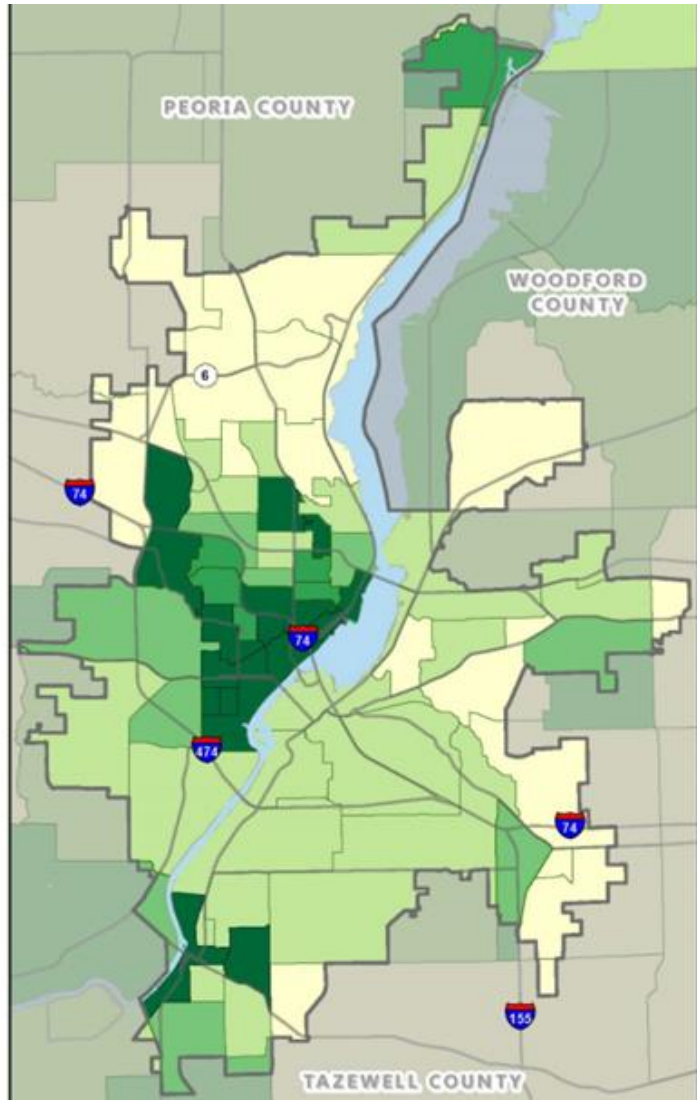
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July 10, 2024



# Population below poverty line

2023 HSTP Plan Update  
(2020 Census Data)

New Data Update  
(2022 ACS Census Data)



N

**Percent of Population Below Poverty Line by Census Tract, 2022**

	Major Roads
	< 6.3%
	6.4% - 9.5%
	9.6% - 12.7%
	12.8% - 21.1%
	> 21.2%
	Illinois River
	Peoria Urban Area Outline

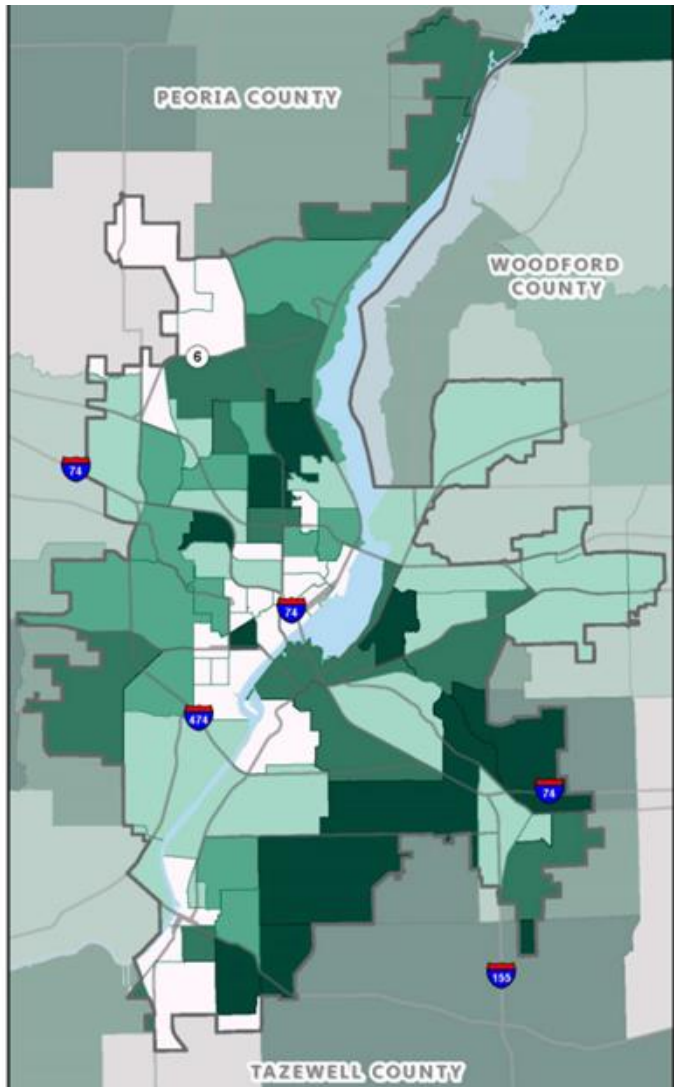
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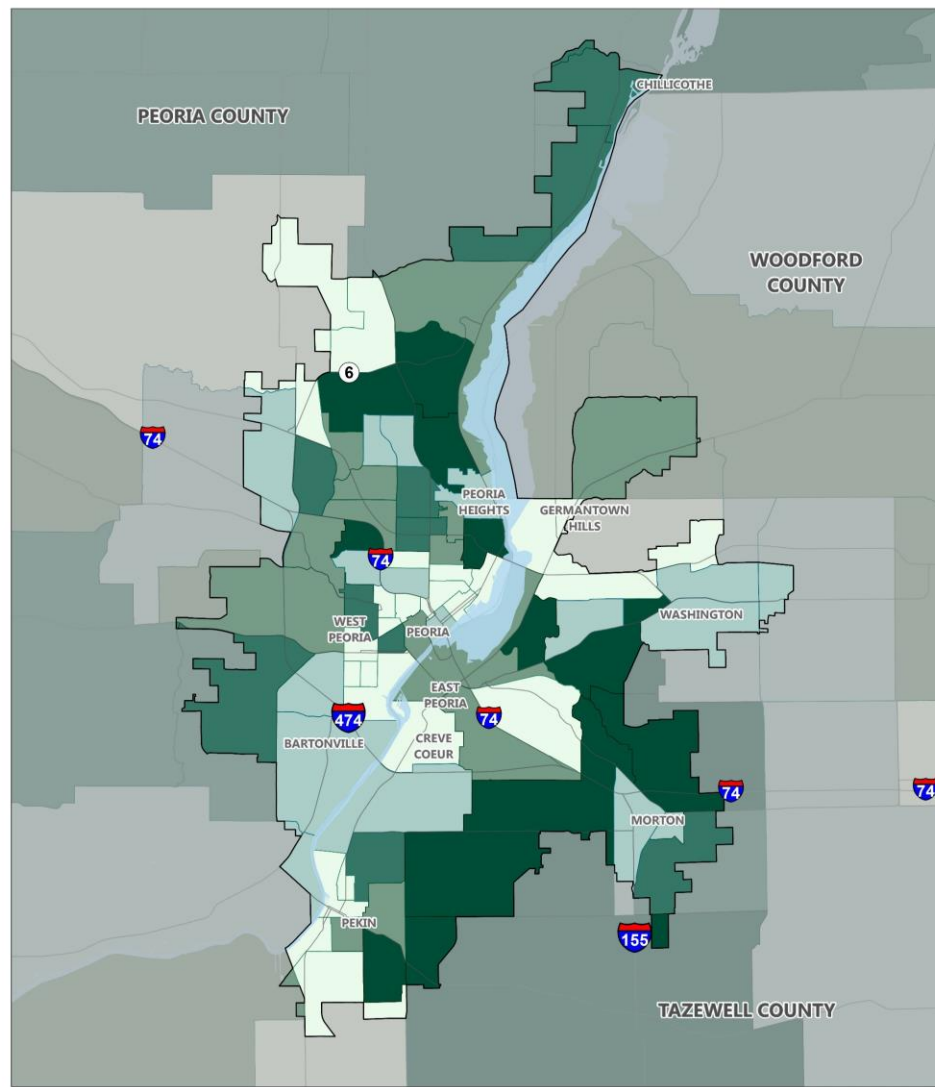


# Population 65 years and older

## 2023 HSTP Plan Update (2020 Census Data)



## New Data Update (2022 ACS Census Data)



N

**Percent of Population that is 65 Years and Older by Census Tract, 2022**

- Major Roads
- < 14.6%
- 14.7% - 18.2%
- 18.3% - 20.8%
- 20.9% - 22.9%
- > 23.0%
- Illinois River
- Peoria Urban Area Outline

0 2.5 5 Miles

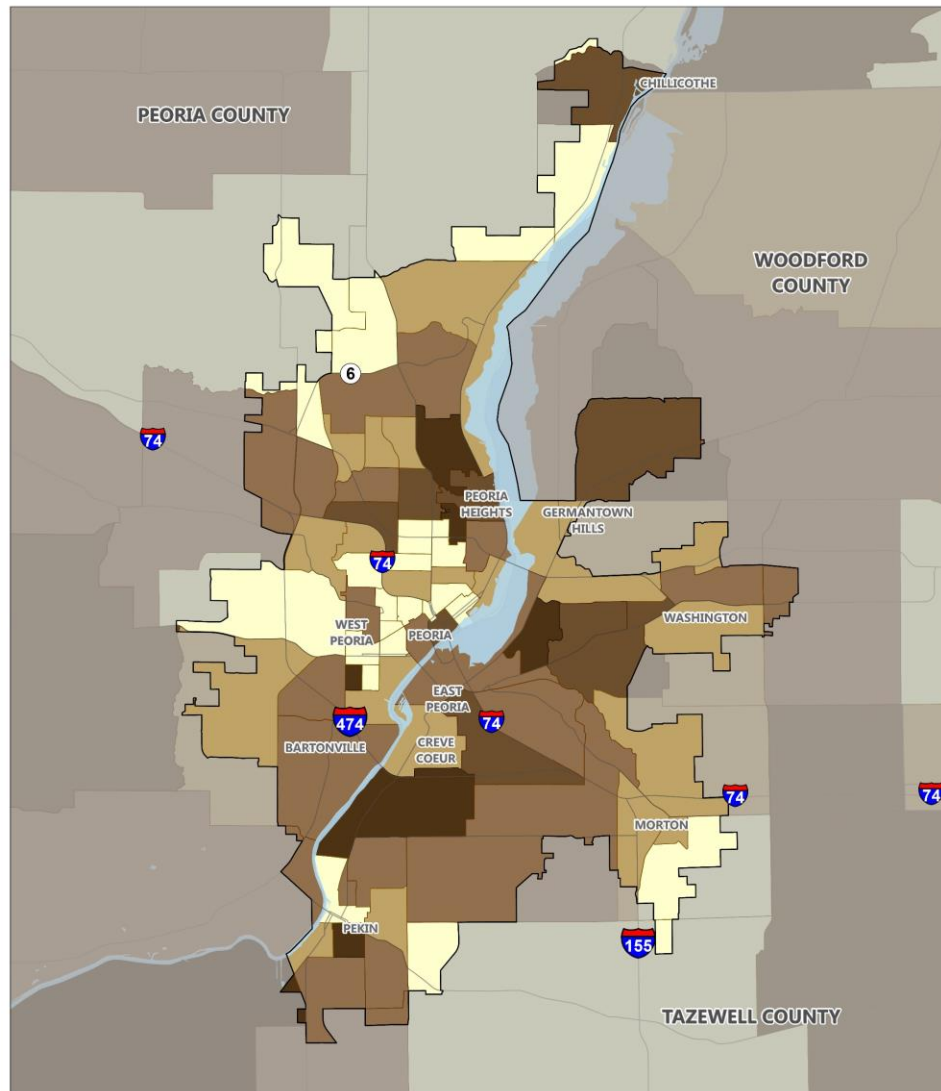
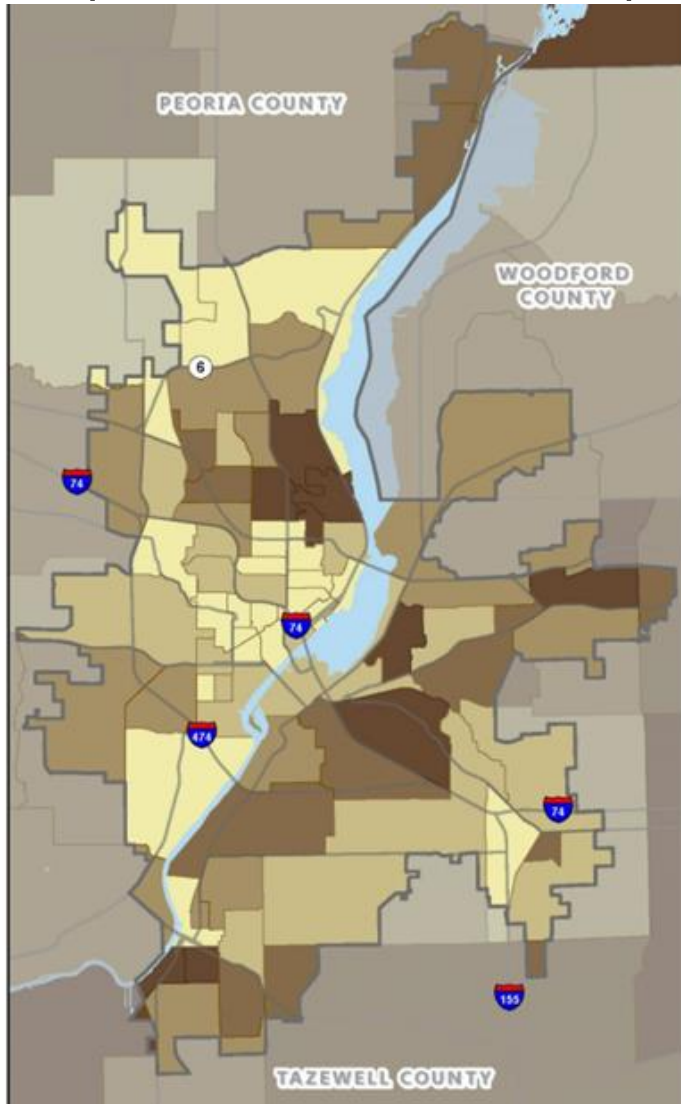
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July 10, 2024



# Population who are veterans

2023 HSTP Plan Update  
(2020 Census Data)

New Data Update  
(2022 ACS Census Data)



N

**Percent of Population Ages 18 and Older Who Are Veterans by Census Tract, 2022**

	Major Roads
	< 5.3%
	5.4% - 6.6%
	6.7% - 7.8%
	7.9% - 9.7%
	> 9.8%
	Illinois River
	Peoria Urban Area Outline

0 2.5 5 Miles

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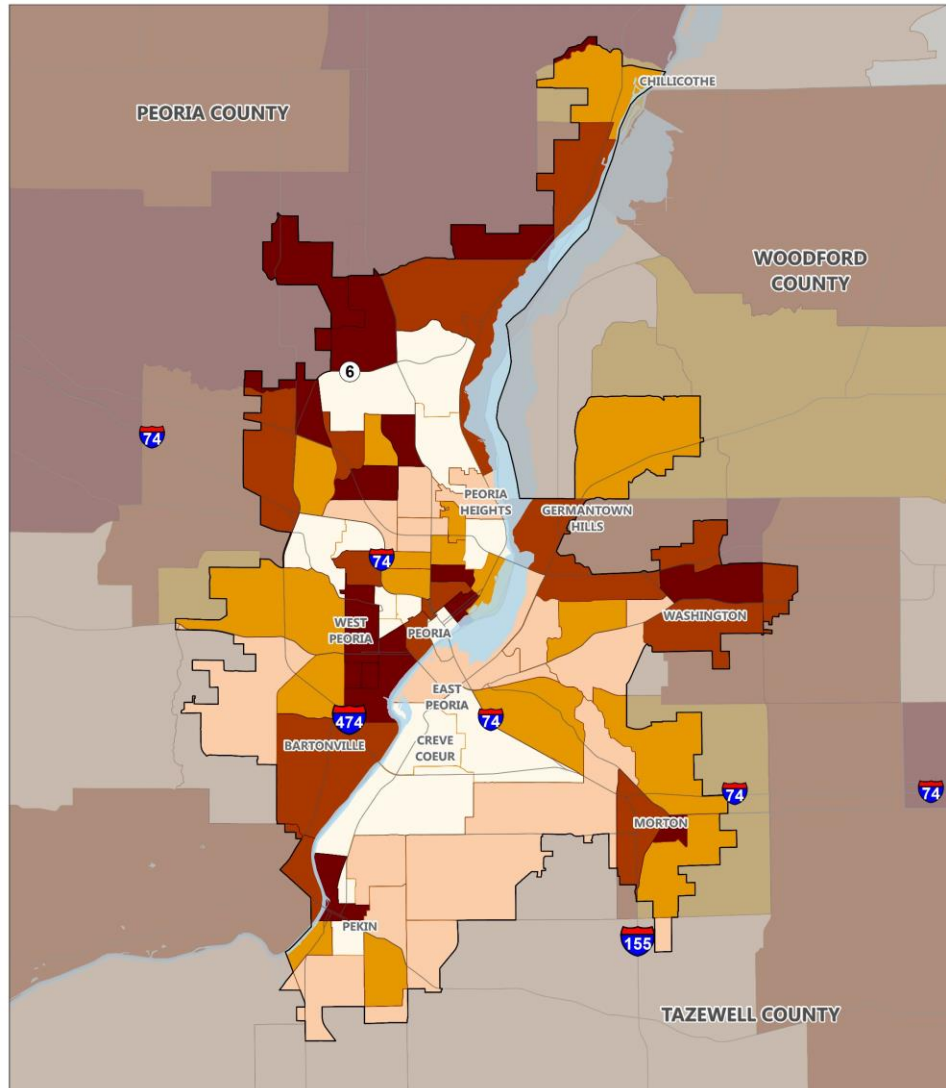
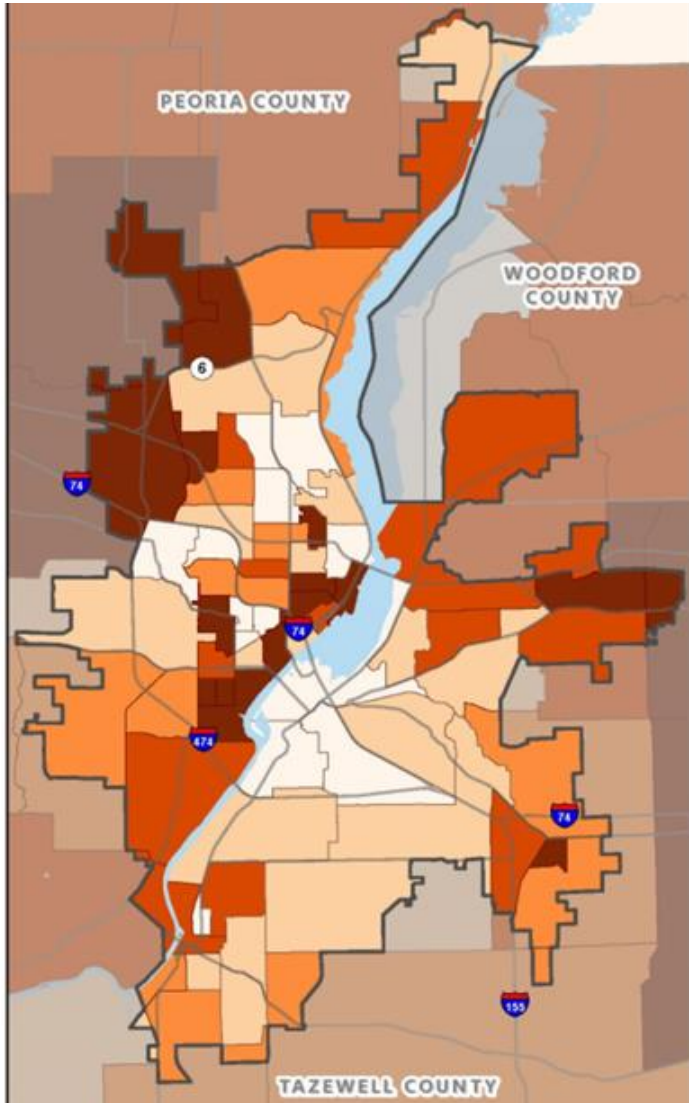




# Population under 18 years old









2023 HSTP Plan Update  
(2020 Census Data)

New Data Update  
(2022 ACS Census Data)



N

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

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

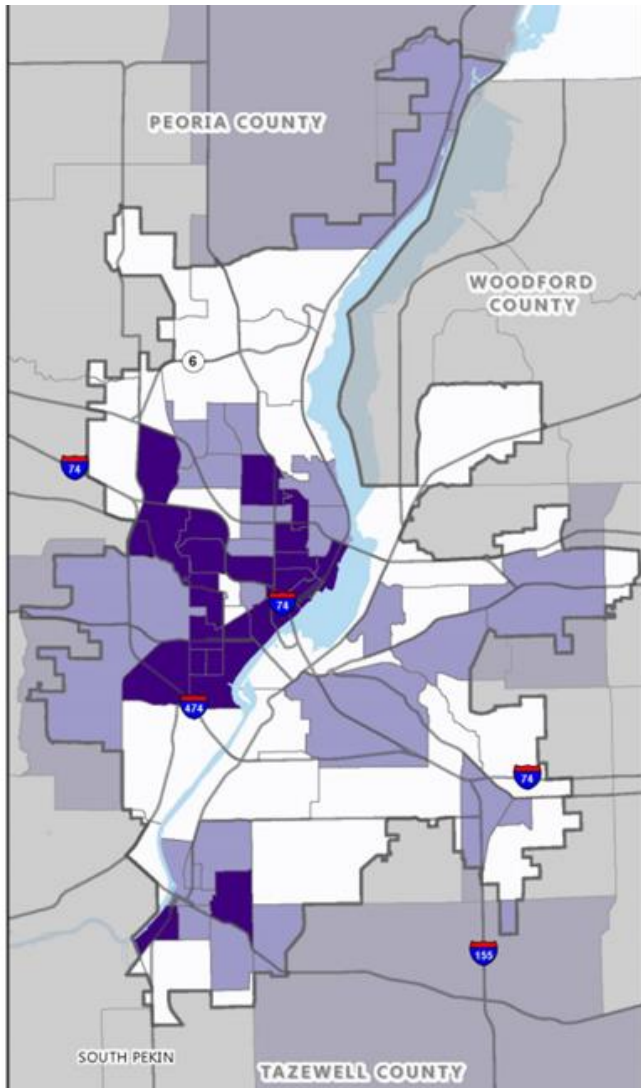
0 2.5 5 Miles

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

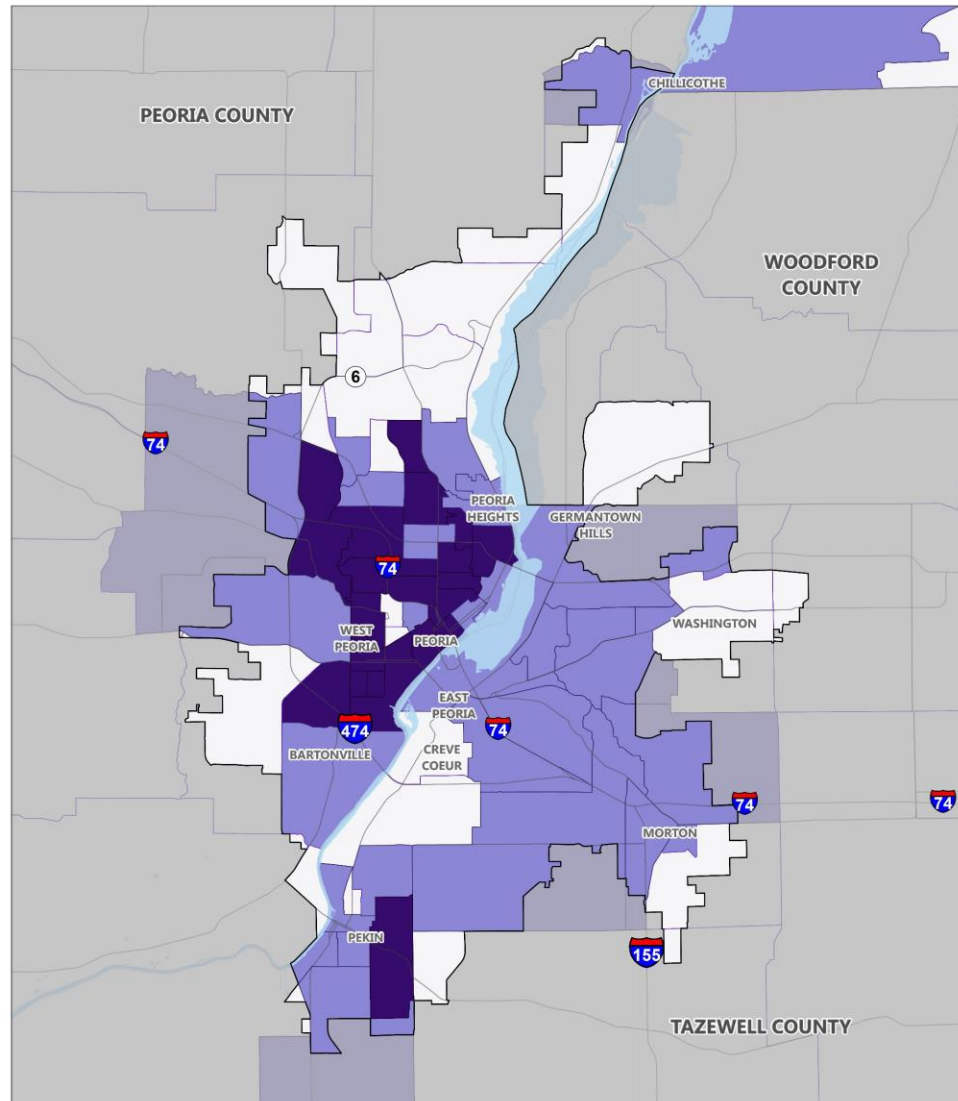


# Transit-dependent population

## 2023 HSTP Plan Update (2020 Census Data)



## New Data Update (2022 ACS Census Data)



N

**HSTP  
Transit-Dependent Areas  
by Census Tract, 2022**

**Cumulative Ranking of  
Socio-Economic Factors**

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

0 2.5 5 Miles

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

