

Bi-State Region Transit Development Plan

2018



CitiBus

Bettendorf Transit



MetroLINK

MuscaBus



River Bend Transit



BI-STATE REGION TRANSIT DEVELOPMENT PLAN

August 2018

The preparation of this report was financed in part through federal funds provided by the U.S. Department of Transportation, Federal Transit Administration and Federal Highway Administration. The findings, opinions, and conclusions expressed in this report are not necessarily those of these agencies. In accordance with Federal Law and policy, Bi-State Regional Commission is an equal opportunity employer and provider, and is prohibited from discriminating on the basis of race, color, national origin, age, disability, religion, sex, and familial status. (Not all prohibited bases apply to all programs.)



1504 Third Avenue, Third Floor
Rock Island, IL 61201
Phone: (309) 793-6300 • Fax: (309) 793-6305
Website: <http://www.bistateonline.org>



Table of Contents

Chapter 1 Introduction	1-1
Planning Area Description	1-1
Transit Development Plan Approach and Programming Purpose	1-1
Explanation of Federal, State, and Local Transit Funding Sources.....	1-3
Chapter 2 Regional Profile	2-1
Planning Area Description	2-1
Regional Demographic and Socio-Economic Profile	2-1
Population	2-2
Gender, Race, Ethnicity, and Age.....	2-3
Disability	2-8
Households Profile and Income	2-9
Employment	2-10
Commuting Patterns.....	2-10
Workforce Trends	2-11
Aging and Mobility	2-13
Regional Economic and Service Centers.....	2-14
Chapter 3 Transit Profile	3-1
Transit Providers	3-1
FTA Section 5310 Vehicle Recipients.....	3-11
Other Providers	3-12
Summary of Coordination	3-17
Chapter 4 Evaluation of Needs & Policy Direction	4-1
Review of Efforts	4-1
Public Input.....	4-4
Common Transit Issues.....	4-5
Specialized & Regional Service Needs & Strategies.....	4-10
Needs & Strategies within the Urbanized Area	4-11
Regional Needs & Strategies.....	4-12
Management Needs	4-13
Fleet Needs – Utilization & Replacement.....	4-14
Facility Needs.....	4-15
Transit Security/Safety Needs	4-16

Policy Direction & Strategies	4-17
Performance Measures	4-19
Chapter 5 Passenger Transportation Prioritization Strategy	5-1
Planning Area Mobility and Access	5-1
Federal Transit Funding Assistance	5-1
Transit Programming.....	5-2
Priority Programming – Operations	5-3
Code Explanation.....	5-22

Tables

Table 2.1 – Total Civilian Population with a Disability in the Greater Bi-State Region	2-8
Table 2.2 – Households by Type	2-9
Table 2.3 – Households with no vehicles available	2-9
Table 2.4 – Commuting Patterns in the Greater Bi-State Region for Workers 16 and over 2011-2015 ACS Estimates	2-11
Table 2.5 – Commuting Patterns among Counties in the Greater Bi-State Region for Workers 16 and over 2006-2010	2-11
Table 2.6 – Language Spoken at Home (for the population 5 years and over)	2-15
Table 2.7 – Regional Profile – Greater Bi-State Region	2-16
Table 2.8 – Regional Profile – MPA	2-17
Table 2.9 – Largest Employers by County (2013)	2-18
Table 2.10 – Employers by Industry Sector.....	2-19
Table 3.1 – Public Transit Systems Fixed-Route Information	3-2
Table 3.2 – School Bus Fleet Information in Iowa Quad Cities and Region 9.....	3-16
Table 5.1 – Federal Transit Funding Assistance – FFY2017.....	5-2
Table 5.2 – Status of Current Operating Expenses	5-7
Table 5.3 – Initial Year of Operating Expenses	5-8
Table 5.4 – Operating Expenses.....	5-9
Table 5.5 – Status of Current Capital Expenses.....	5-12
Table 5.6 – Initial Capital Expenses	5-14
Table 5.7 – Capital Expenses	5-16
Table 5.8 – Current Year Planning Expenses FFY 2018.....	5-20
Table 5.9 – Current Year Planning Expenses FFY 2019.....	5-20
Table 5.10 – Initial Year Planning Expenses FFY 2020-2021	5-21

Figures

Figure 1.1 – Transportation Service Chart.....	1–3
Figure 1.2 – Bi-State Region Groups Involved in Transit Planning	1–7
Figure 2.1 – Total Population by Region	2–2
Figure 2.2 – Total Population by County within the Greater Bi-State Region.....	2–3
Figure 2.3 – Racial Makeup of the Greater Bi-State Region	2–4
Figure 2.4 – Racial Makeup of the MPA	2–4
Figure 2.5 – Racial Makeup of Illinois Region 2.....	2–5
Figure 2.6 – Racial Makeup of Iowa Region 9	2–5
Figure 2.7 – Hispanic or Latino Ethnicity Population by County.....	2–6
Figure 2.8 – Hispanic or Latino Ethnicity for the Urban/Rural Areas	2–6
Figure 2.9 – Greater Bi-State Region – Population Pyramid.....	2–7
Figure 2.10 – Percent of Women Employed for the Population 16 and over.....	2–12

Maps

Map 1.1 – Bi-State Region	1–8
Map 2.1 – Percent Minority Population by Race.....	2–20
Map 2.2 – Percent Minority Population by Hispanic Origin	2–21
Map 2.3 – Percent Population Age 65 and Over	2–22
Map 2.4 – Percent of Population with Disabilities	2–23
Map 2.5 – Median Household Income	2–24
Map 2.6 – Percent of Households with No Vehicle	2–25
Map 2.7 – Commuting Patterns.....	2–26
Map 2.8 – Percent of the Population Age 16 and Over in the Labor Force	2–27
Map 3.1 – Existing and Future Transit Routes.....	3–22
Map 3.2 – Transit Routes in Muscatine Areas	3–23
Map 3.3 – Transit Services Area	3–24
Map 4.1 – Opportunities for Job Access and Reverse Commuting with Major Employers ...	4–20
Map 4.2 – Mobility Options with Regional Service Centers.....	4–21
Map 4.3 – Mobility Options with Medical Providers and Services	4–22
Map 4.4 – Mobility Options with Social Service Centers.....	4–23

Bi-State Regional Commission

Carol Earnhardt, Chair

Stephanie Acri	Nathaniel Lawrence
Ken Beck	Michael Limberg*
Diana Broderson	Steve Looney
Erik Brown	Kenneth "Moose" Maranda
Kim Callaway-Thompson	Nathan Mather
Kathy Carroll-Duda	Marcy Mendenhall
Matthew Carter*	Randy Moore
JJ Condon	Jazmin Newton-Butt
Duane Dawson	Marty O'Boyle
Reggie Freeman	Scott Sauer
Bob Gallagher	Rick Schloemer
David Geenen	Elizabeth Sherwin
Roger Gradert	William Stoermer
Ralph H. Heninger	Jim Tank
Dave Holmes*	Scott Terry
Rex Kiser	Mike Thoms
Frank Klipsch	Kerri Tompkins
Tony Knobbe	Mike Waldron
Jerry Lack	

* Alternates for Small Town Representatives

Bi-State Regional Commission Staff

Denise Bulat, Executive Director

Stacy DePorter, 9-1-1 Project Manager	
Gena McCullough, Planning Director	
Donna Moritz, Administrative Services Director	
Gustav Benson, Graphics Specialist/Planner	Tianze Ma, Transportation/Traffic Engineer
Rachel Bruce, Planner	Brandon Melton, Senior Planner
Christine Cary, MUNICES Project Manager	Peggi Merchie, Accounting Technician
Carol Connors, Finance/Human Resources Specialist	Patty Pearson, Senior Planner
Tara Cullison, Planner	Michael Saponaro, Data Services Senior Planner
Sarah Gardner, Planner	Jim Schmedding, Interactive Media/Website Designer
Sarah Grabowski, Desktop Publisher/WP II	Bryan Schmid, Senior Planner
Kassie Keeney-McGurk, GIS Technician/Analyst	Sharon Van Hook, Accounting Clerk/WP II

P:\USERS\BISTATE\TRANSPORTATION RELATED ITEMS\Transportation Document Intro-Appendix Pages\Transportation intro-app pages.docx

Transportation Policy Committee¹

Bob Gallagher, Mayor
City of Bettendorf, Iowa

Frank Klipsch, Mayor²
City of Davenport, Iowa

Ray Ambrose
Alderman
City of Davenport, Iowa

Kerri Tompkins
Alderman
City of Davenport, Iowa

Reggie Freeman, Mayor
City of East Moline, Illinois

Stephanie Acri, Mayor
City of Moline, Illinois

Marty O'Boyle, Mayor⁴
City of Eldridge, Iowa
(Alternate: Ray Allen, Mayor, City of
LeClaire)

Mike Thoms, Mayor
City of Rock Island, Illinois

Michael Bartels, Mayor⁴
Village of Coal Valley, Illinois
(Alternate: Duane Dawson, Mayor
Village of Milan, Illinois)

Ken "Moose" Maranda, Chair³
Rock Island County Board

Ken Beck
Scott County Board of Supervisors

Kevin Marchek
Illinois Department of Transportation
(Alternate: Massod Ahmad,
Program Development Engineer)

Lawrence Lorensen, Chair
Rock Island County Metropolitan
Mass Transit District

Mokhtee Ahmad (ex-officio, non-voting)
Administrator, Federal Transit
Administration – Region VII
(Alternate: Daniel Nguyen)

Catherine (Kay) Batey (ex-officio, non-
voting)
Division Administrator
Federal Highway Administration – Illinois
(Alternate: Betsy Tracy)

Karen Bobo (ex-officio, non-voting)
Division Administrator
Federal Highway Administrator – Iowa
(Alternate: Darla Hugaboom)

Stuart Anderson, Director
Planning and Programming Division
Iowa Department of Transportation
(Alternate: Sam Shea,
District Transportation Planner)

- 1 The Policy Committee voting is restricted to one vote for each voting member. Voting members may authorize an alternate, with the stipulation that alternates of elected officials also be an elected representative of the appropriate jurisdiction.
- 2 Chairman, Transportation Policy Committee
- 3 Vice-Chair, Transportation Policy Committee
- 4 The mayors of the cities of Buffalo, Eldridge, LeClaire, Princeton, and Riverdale in the Iowa portion and the cities and villages of Andalusia, Carbon Cliff, Coal Valley, Colona, Hampton, Milan, Oak Grove, Port Byron, Rapids City, and Silvis in the Illinois portion select a representative from their jurisdictions (Iowa and Illinois separately) to represent them on the Policy and Technical Committees.

P:\USERS\B\STATE\TRANSPORTATION RELATED ITEMS\Transportation Document Intro-Appendix Pages\Transportation intro-app pages.docx

Transportation Technical Committee¹

Brent Morlok, City Engineer²
City of Bettendorf, Iowa

Jeff Reiter, Economic Development Director
City of Bettendorf, Iowa

Brian Schadt, City Engineer
City of Davenport, Iowa

Gary Statz, Engineer
City of Davenport, Iowa

Bruce Berger, Community Planning & Economic
Development Director
City of Davenport, Iowa

Tim Kammler, City Engineer
City of East Moline, Illinois

Darin Girdler, City Administrator
City of East Moline, Illinois

John Dowd, City Administrator⁴
City of Eldridge, Iowa

Jim Grafton, City Administrator⁴
City of Silvis, Illinois
(Alternate: Nick Gottwalt, Carbon Cliff, Illinois)

Jeff Anderson, City Planner
City of Moline, Illinois

Scott Hinton, City Engineer³
City of Moline, Illinois

Chandler Poole, Director
Community & Economic Development
City of Rock Island, Illinois

Mike Kane, City Engineer
City of Rock Island, Illinois

Scott Stephenson, County Engineer
Henry County, Illinois

John Massa, Public Works Engineer
Rock Island County, Illinois

Greg Thorpe, Director of Building & Zoning
Rock Island County, Illinois

Jeff Nelson, General Manager
Rock Island County Metropolitan
Mass Transit District

Timothy Huey, Planning & Development Director
Scott County, Iowa

Jon Burgstrum, County Engineer
Scott County, Iowa

Betsy Tracy
Federal Highway Administration
Illinois Division

Darla Hugaboom
Federal Highway Administration
Iowa Division

Daniel Nguyen
Federal Transit Administration

Dan Long
Illinois Department of Transportation

Sam Shea
Iowa Department of Transportation

¹ The Technical Committee system allows one vote per agency with delegated representative voting permitted in the absence of an agency's listed member. The City of Davenport has three votes. Transit managers for Bettendorf Transit and Davenport CitiBus are invited.

² Chairman, Transportation Technical Committee.

³ Vice-Chair, Transportation Technical Committee.

⁴ The mayors of the cities of Buffalo, Eldridge, LeClaire, Princeton, and Riverdale in the Iowa portion and the cities and villages of Andalusia, Carbon Cliff, Coal Valley, Colona, Hampton, Milan, Oak Grove, Port Byron, Rapids City, and Silvis in the Illinois portion select a representative from their jurisdictions (Iowa and Illinois separately) to represent them on the Policy and Technical Committees.

NOTE: Additional membership may include advisory representatives from the Illinois and Iowa Departments of Transportation, planning and research engineers from the Illinois and Iowa Federal Highway Administration, and a community planning representative from the Federal Transit Administration Region VII.



Region 9 Transportation Policy Committee

Scott Sauer, Board Member
River Bend Transit

Diana Broderson, Mayor
City of Muscatine

Jeff Sorensen, Board Member¹
Muscatine County Board of Supervisors

Diane Holst, Board Member
Scott County, Board of Supervisors

John Kostichek, Mayor³
City of Walcott
(Alternate: Vacant)

Darla Hugaboom⁴
Iowa Division
Federal Highway Administration

Daniel Nguyen⁴
Federal Transit Administration

Sam Shea⁴
Iowa Department of Transportation

¹ Chairman Region 9 Transportation Policy Committee

² Vice Chair Region 9 Transportation Policy Committee

³ The mayors of the cities under 5,000 in the non-urbanized areas of Muscatine and Scott Counties caucused for a representative.

⁴ Ex-officio Non-Voting Members

P:\USERS\B\STATE\TRANSPORTATION RELATED ITEMS\Transportation Document Intro-Appendix Pages\Transportation intro-app pages.docx

Region 9 Technical Committee

Randy Zobrist¹
Executive Director
River Bend Transit

Brian Stineman
Public Works Director
City of Muscatine

David Gobin
Director of Community Development
City of Muscatine

Amy Fortenbacher
Transit Supervisor
City of Muscatine/MuscaBus

Keith White
County Engineer
Muscatine County

Eric Furnas
Planning and Zoning Administrator
Muscatine County

Tim Huey
Planning & Development Director
Scott County

Jon Burgstrum
County Engineer
Scott County

Chris Ball²
City Administrator
City of Wilton

(Alternate: Lawrence McNaul, City
Administrator, City of West Liberty)

Darla Hugaboom³
Iowa Division
Federal Highway Administration

Daniel Nguyen³
Federal Transit Administration

Sam Shea³
Iowa Department of Transportation

¹ Chair of Transportation Technical Committee

² Represents the staff of the cities under 5,000 in the non-urbanized areas of Muscatine and Scott Counties.

³ Ex-officio Non-Voting Members

Note: Each jurisdiction has one vote, except for ex-officio members.

P:\USERS\BISTATE\TRANSPORTATION RELATED ITEMS\Transportation Document Intro-Appendix Pages\Transportation intro-app pages.docx



Region 2 Transit Advisory Committee

Betty Steinert¹
Administrator
Whiteside County Economic Development

Roger Gradert
Chair
Henry County Board

Jeff McWhorter²
Chair
Mercer County Board

Kenneth “Moose” Maranda
Chair
Rock Island County Board

Jeanette Amidon
Program Coordinator
Rock Island County Mass Transit District
(Metro)

Debbie Kubinsky
Director of Employment & Training
Abilities Plus/Henry County Public
Transportation

Angela Heise
Special Projects Coordinator
Henry County Housing Authority

Maureen Hart
Executive Director
Project NOW

Barbara Eskildsen
Executive Director
Western Illinois Area Agency on Aging

Carla Haubrich
Executive Director
Rock River Valley Self Help Enterprises,
Inc.

Doug Vandersee
Director
Whiteside County Senior Center

Vacant
(Mercer County Representative)

¹ Committee Vice-Chair

² Committee Chair

P:\USERS\BISTATE\TRANSPORTATION RELATED ITEMS\Transportation Document Intro-Appendix Pages\Transportation intro-app pages.docx

Regional Transit Interest and Advisory Group

Organizations with an (*) are requested participants. Others are welcomed.

Organization	Organization	Organization
7th Judicial District-Dept Correctional Svcs.	CGH Medical Center	Engle Taxi Service
A Plus HealthCare Services, Inc.	Child Abuse Council of the Quad Cities	* Exceptional Care & Training Center
Aaron's Party Bus & Limousine Service	Christian Family Care Center	Family Resource, Inc.
* Abilities Plus, Inc.	City of Bettendorf	Field Crest Village
Access Express Transportation Services	Clark House	First Student Transportation
Act II Transportation	Classic Thunder Transportation and Coach	FISH
Addus Healthcare Inc.	Clyde's Taxi Service	FISH Food Pantry - Sterling
* Aleo Health and Rehab Center	Colona House	Forest Hill Health & Rehab Center
Alexander Limousine	Comfort Harbor Home	Fort Armstrong
Alliance for Mentally Ill	Commission on Veterans Affairs	Friendly House
All American Care Center	Community Action of Eastern Iowa	Friendship Manor
* Alternatives for the Older Adult	Community Caring Conference	Frontier Community Support
Amber Ridge Assisted Living	Community Health Care	Fulton Chamber of Commerce
* American Cancer Society #101	Community Services	Fulton Family Health Clinic
* American Heart Association	Community Services	Fulton Food Pantry
American Red Cross - Lincoln Land Chapter	Compassion Counseling	* Generations Area Agency on Aging
American Red Cross Quad Cities Chpt	Consumer Design Services	Geneseo School District #228
Angelus Retirement Community	Country House Residence	Geneseo Senior Center
* ARC of Rock Island County	County Community Services	* Genesis Medical Center
Arrow Tower Apartments	Courtyard Estates	Genesis VNA and Hospice
Augustana College	Courtyard Village of Kewanee	Gentiva Health Services
Avonlea Cottage - Sterling	Coventry Apartments	Globetrotters
Avonlea Cottage Quad Cities 1	Crescent Nursing & Rehab Center	GM Limo Service
Avonlea Cottage Quad Cities 2	CrossRoads	Good To Go Taxi Cab Service
* Bethany For Children & Families	Custom SUV Limos & Exotic Cars	Good Samaritan Center
Bettendorf Community School District	D & L Cab Co.	Good Things Now
* Bettendorf Transit	Dana's Cabs	Goodwill Industries
Bickford Assisted Living	* Davenport CitiBus	Greater Metropolitan Housing Authority
* Black Hawk College District #503	Davenport Community School District	Greater Muscatine Chamber of Commerce
Bradley Jo Charter, Inc.	* Davenport Housing Authority	Greater Sterling Development Corporation
Buddy Boy Cab	Davenport Housing Authority of Assist Hsg	Green River Lines/Hansen Tours
Bud's Cab	Davenport Lutheran Home	Green Rock Senior Center
Bureau, Henry, Stark Regional Office	DavenportOne	Greyhound Bus Lines
Burlington Trailways	Department of Children and Family Services – Sterling, IL	Guardian Family Care
Burton Placement/Mercy Nursing	Dept of Veteran Affairs	* Hammond-Henry District Hospital
Butterworth Center	* DHS Family Community Resource Whiteside County	* Handicapped Development Center
Cambridge Lutheran Church	Dixon Meyers Trailways	Harbor Crest Home
Carrington Place	East Moline Elementary School Dist	Head Start
* Center for Active Seniors (CASI)	* Eastern Iowa Job Training	HealthQuest
Center for Alcohol & Drug Services	Edgerton Women's Health Center	Heartland Healthcare Center
Center for Alcohol & Drugs		Heartland Towers

Organization

Help at Home, Inc.
 Henry County Health Dept
 * Henry County IDHS Office
 * Henry County School Districts
 Henry County Senior Citizens, Inc.
 Heritage Woods of Aledo
 Heritage Woods of Moline
 Hershey Manor
 Hillcrest Home
 Home Bound Healthcare
 * Home Instead Senior Care
 Hope Life Center
 Hospice of the Rock River Valley
 Housing Authority of Henry County
 IA Dept of Transportation
 IA Vocational Rehabilitation Services
 IL Dept of Commerce & Economic Opportunity
 * IL Employment & Training Center – Moline
 * IL Employment & Training Center - Sterling
 * Illini Hospital
 Illini Restorative Care
 * Illinois Network of Centers for Independent Living
 * Illinois Quad City Chamber of Commerce
 Illinois-Iowa Independent Living Ctr
 * Intouch Adult Day Service
 Iowa Workforce Development
 J & N Taxi Service
 Jersey Ridge Place
 * Jewish Federation of the Quad Cities
 Johannes Bus Service, Inc.
 Kahl Home
 Kewanee Care Home
 * Kewanee Food Pantry
 Kewanee Hospital
 Kewanee Ministerial Assoc.
 Kewanee Senior Citizens
 * Kewanee Social Service
 Kewanee Township
 KLC Limousine
 Kreider Services
 Liberty Village of Geneseo
 Lighthouse at Silvis
 Lighthouse Homecare
 Lincoln House

Organization

Lucky Cab
 Lutheran Homes
 Lutheran Social Services of IA
 Lutheran Social Services of IL
 -Substance Abuse Program
 Luxury Limousine Service
 Marriage and Family Counseling
 Martin Luther King Community Center
 Max's Cab CO
 MCSA
 Medical Associates Morrison Family Health Clinic
 Mercer County Department of Human Services
 Mercer County Family Crises Center
 Mercer County Growth Organization
 Mercer County Health Department
 * Mercer County Hospital Home Care
 Mercer County Housing Authority
 * Mercer County Nursing Home
 Mercer County School Districts
 Mercer County Senior Citizens Center
 * MetroLINK
 Mississippi Bend Area Education Agency
 Mississippi Valley Neighborhood Housing Services
 * Moline Activity & Senior Citizens Center
 * Moline Housing Authority
 Moline School District #40
 * Moline Township
 Morrison Chamber of Commerce
 * Morrison Community Hospital
 Morrison Community School District #6
 Morrison Family Health Clinic
 Morrison Institute of Technology
 * Muscatine City Transit
 Muscatine Community School District
 Muscatine Community Y
 * Muscatine Co Dept. of Human Svcs

Organization

Muscatine County Veterans Service Office
 Muscatine Trolley and Tours
 New Choices
 North Scott Community School District
 * Northwestern IL Area on Aging
 * Northwestern IL Center for Independent Living
 On the Go Transportation
 Optimae Services
 Option Care of the Quad Cities
 Palmer College of Chiropractic
 Parkview Health Care Center
 * Partners in Job Training
 * Partners for Employment
 Peoria Charter Coach Company
 Pinks Bus Service
 Pleasant Valley Community School District
 Prairie State Legal Service
 Project Now
 Project Now Head Start
 Project Now Senior Center
 Prophets Riverview Good Samaritan Center
 Quad Cities Diabetes Association
 Quad Cities First
 Quad Cities Kidney Center
 Quad City Chauffeurs
 RC Smith
 Transportation/Scenic Stage Line Inc.
 Resthove Home - Whiteside County
 Ridgecrest Village & Crest Health Ctr
 * River Bend Transit
 River Park Healthcare Center
 Riverdale School District #100
 Robert Young Center
 Outpatient Services
 Robert Young Center
 Riverside
 Rock Island Co Cooperative Ext Svc
 * Rock Island Co Dept. of Human Svcs
 * Rock Island Co Health Care Center/Dept

Organization	Organization	Organization
<ul style="list-style-type: none"> * Rock Island County IDHS Office Rock Island County School Districts * Rock Island County Senior Center Rock Island County Township Rock Island Housing Authority Rock Island ORS Office Rock Island Tri-County Consortium Rock River Valley Self Help Enterprises, Inc. Rock Island County Township Rock Island Housing Authority Rock Island ORS Office Rock Island Tri-County Consortium * Rock River Valley Self Help Enterprises Inc. Rosewood Care Center of Moline Royal Oaks Care Center Safe Streets Saint Ambrose University * S.T.R.I.V.E. Salvation Army –Kewanee Salvation Army – Moline Salvation Army – Sterling Sanders Apartments Sauk Valley Area Chamber of Commerce * Sauk Valley Community College Scott Community College * Scott County Community Services Scott County Health Department Senior Circle Senior Resources 	<ul style="list-style-type: none"> Services for Seniors Signature Management Group Silvis Cab * Sinnissippi Centers Social Security – Rock Island County Social Security – Scott County Special Olympics St. Anthony's Continuing Care St. Catherine's Catholic Church St. Vincent Depaul Society * Sterling Office of Rehabilitation Services * Sterling Rock Falls Clinic Sterling Township Sunset Heights Sunset Park Supreme Limousine Inc. Taxi Plus Top Hat Transportation Tower Apartments TransitionsTri City Jewish Center * Tri-County Opportunities Council Trinity Ambulance Service * Trinity Medical Center Trinity Parish Nurse Program * Trinity Visiting Nurse & Homecare Association Tri-State Travel UIL Extension Services Henry County * United Neighbors, Inc. United Way of Quad Cities Area United Way of Whiteside County 	<ul style="list-style-type: none"> Unity Homecare and Hospice USDA Illinois Henry, Mercer Vashti Village Vera French Vera French Comm. Mental Health Ctr Vera French Housing Veteran's Affairs - Sterling Office Veterans Assistance Commission Veterans Assistance Office Village Green * Viola Senior Apartments VIP Transportation * Visiting Angels Visiting Nurse & Homemaker Assoc. * Volunteers and Information Western Illinois Area Agency on Aging, Inc. Western Illinois Managed Home Services Western Illinois University Westwood Terrace Whiteside Area Career Center Whiteside County Economic Development Whiteside County Health Department Whiteside County Housing Authority Whiteside County Senior Center Whiteside Regional Office of Education * Wiersema Charter Service Winning Wheels Womens Resource Center YWCA of the Sauk Valley

Executive Summary

The Bi-State Region Transit Development Plan represents a coordinated effort by the Greater Bi-State Region to provide information, guidance, and priorities for passenger transportation within the geographic area of Henry, Mercer, Rock Island, and Whiteside Counties in Illinois and Muscatine and Scott Counties in Iowa. The purpose of the plan is to provide a framework for efficient and effective transit services related to resource allocation, service development, coordination of services, and addressing gaps or service needs.

Simply defined, transit is moving passengers from one place to another. The vehicle or trip purpose may vary but the need to get to and from a particular or multiple destination(s) is the key to personal mobility.

Common transit issues defined by the region include the need for extended hours and days of service, availability of funding, affordability for the customers and the need for education on services that are available. Barriers to effective transit service include fragmented systems, issues of complexity and lack of convenience, disconnections between needed destinations faced by commuters, lack of personal vehicles, and non-standard work hours.

The plan sets forth a policy direction through a vision statement of:

“Transit service in the region is envisioned to be convenient, adequately financed to maximize coverage and diversity of customers, affordable, geographically distributed, considered as part of land use decisions, and safe.”

A prioritization strategy places current emphasis on providing funding for existing systems to meet the needs outlined above. A competitive selection process was developed to prioritize projects for FTA 5316 and 5317 monies in the Quad City Area and Illinois Region 2. With the enactment of Moving Ahead for Progress in the 21st Century (MAP-21), these particular programs, while eligible, were absorbed into other core Federal Transit Administration (FTA) programs. The FAST Act continues to call for coordinated passenger transportation planning, and the TDP serves this purpose.

Chapter 1 Introduction

This regional transit development plan represents a coordinated effort by the Bi-State Region to provide information and guidance on future transportation mobility options and choices within a six-county area, which includes Muscatine and Scott Counties in Iowa and Henry, Mercer, Rock Island, and Whiteside Counties in Illinois. The purpose of the document is to provide a basis for efficient and effective passenger transportation services within the region related to resource allocation, service development, coordination of services, and addressing gaps or service needs. As the document is updated and its content evolves, efforts will continue to broaden the collection and analysis of passenger transit options in addition to public transit.

This regional transit development plan includes:

- Profile of the Greater Bi-State Region
- Assessment of passenger transportation providers
- Identification of the extent of services, needs, and gaps
- Summary of coordination
- Evaluation of needs and policy direction
- Prioritization strategies for meeting the mobility needs of the Greater Bi-State Region

Planning Area Description

The Greater Bi-State Region, including Henry, Mercer, Rock Island, and Whiteside Counties in Illinois and Scott and Muscatine Counties in Iowa, covers 3,393 square miles. It is located along the Mississippi River as part of eastern

Iowa and western Illinois. Map 1.1 represents the region geographically and outlines the Metropolitan Planning Organization (MPO) urban planning boundary as well as the Iowa Region 9 and Illinois Region 2 rural planning boundaries. Maps 1.2 and 1.3 represent the boundaries of Iowa Region 9 Area and Illinois Region 2 Area respectively.

The Bi-State Regional Commission serves the Greater Bi-State Region for most transportation planning purposes. However, the boundaries of this region do not curtail the desire to travel to destinations within a greater region or between states. For transportation mobility needs, it may be necessary to coordinate transit between regions for optimum service delivery. This subject will be explored in more detail in Chapter 4.

Transit Development Plan Approach and Programming Purpose

Both the Iowa and the Illinois Departments of Transportation require the development of a locally derived, coordinated, human services transportation plan. The *Bi-State Region Transit Development Plan* (TDP) is expected to complement each state’s planning effort to improve transit mobility for the region and statewide in Illinois and Iowa. It is required that the TDP include a strong effort to involve the participation and input of regional human and social service agencies, private transportation providers, transit systems, and the general public. Figure 1.2 displays the various committees involved in the document’s development and adoption.

What is transit?

Transit is simply defined as moving or conveying passengers from one place to another. A transit system can take many forms and use a variety of vehicles, such as buses, vans, carpools, or trains. Transit can be provided by a variety of methods—public, private, or a combination of efforts. Ideally, a transit system provides the greatest mobility option for people to get to their destinations of choice or need.

Why should we coordinate transit services?

In 2004, President Bush issued Executive Order #13330 (“United We Ride”), a directive to improve coordination in human services transportation. The directive was the result of a 2003 Government Accountability Office (GAO) report that identified 62 Federal funding streams providing assistance to state, regional, and local human services transportation. Coordinating these services was expected to reduce duplication, improve cost efficiency, and simplify customer access to transportation for individuals with disabilities, older adults, and those with lower incomes. Figure 1.1 displays some of the 62 funding streams identified.

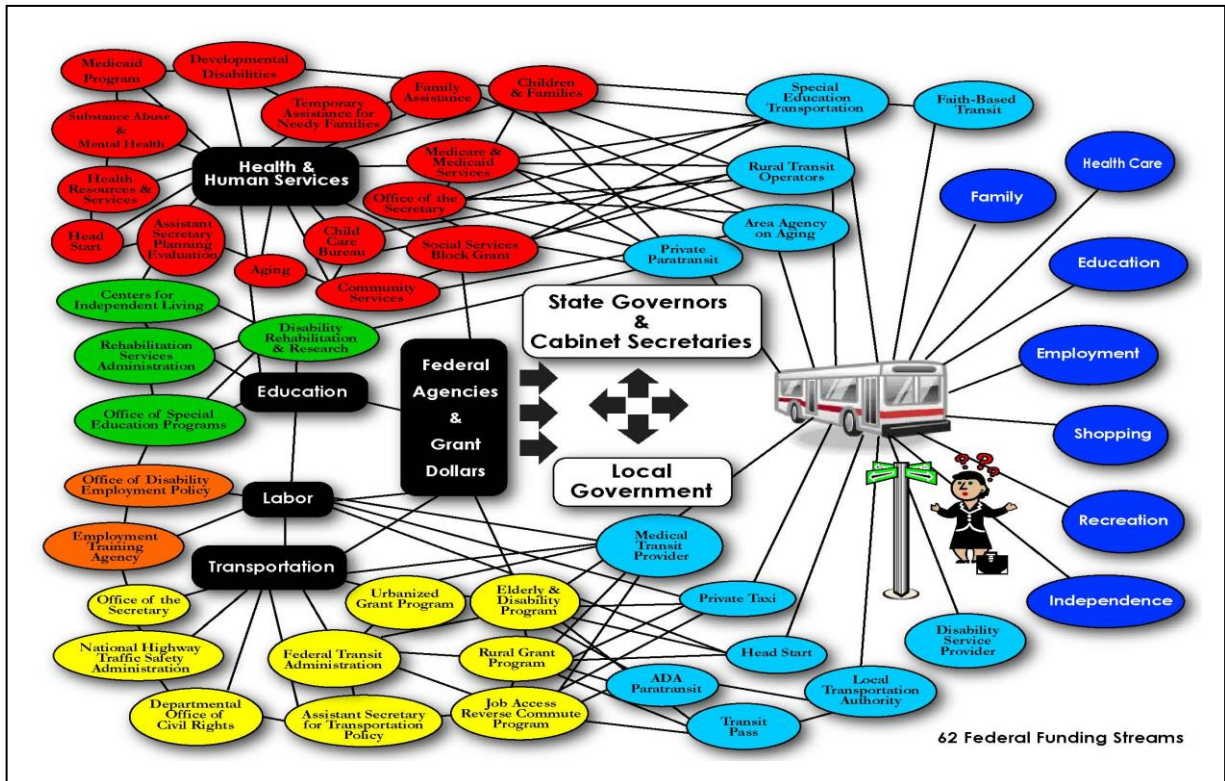
Subsequently, the Federal Transportation Act, SAFETEA-LU, was enacted in 2005 and initiated the incorporation of human services coordination planning for the receipt of Federal Transit Administration (FTA) funding in several programs. Specifically, applicants for FTA Section 5310 (Elderly & Special Needs), Section

5316 (Job Access & Reverse Commute – JARC), and Section 5317 (New Freedom) funds were required to certify that their project had been derived from the needs and the goals of a locally-developed, coordinated, public transit-human services plan.

In the Greater Bi-State Region, these two federal initiatives resulted in the development of this plan. The TDP is envisioned to be a unified, comprehensive strategy for public transportation service delivery that will assess needs, outline strategies for service delivery, and prioritize service delivery based on needs.

On July 6, 2012, President Obama signed into law Moving Ahead for Progress in the 21st Century Act (MAP-21). MAP-21 was geared toward the development and improvement of transit, bike, and pedestrian programs and policies. Map-21 expired in December 2015 when the first long-term surface transportation bill in over ten years was passed. The FAST Act (Fixing America’s Surface Transportation) is a five-year bill that includes a number of transit provisions including the reinstatement of a bus discretionary grant program. Other programs, such as the Bus and Bus Facilities program (Section 5339) and the Elderly and Disabled program (Section 5307), have been modified. With authorization of the bill, the FAST Act allocates \$305 billion between federal fiscal years 2016 to 2020 for highway and motor vehicle safety; public transportation; motor carrier safety; hazardous materials safety; rail and research; technology; and statistics programs.

Figure 1.1
Transportation Service Chart



Source: "Coordination Primer," Interagency Coordinating Committee on Transportation, 2008.

Explanation of Federal, State, and Local Transit Funding Sources

Funding sources dedicated to supporting transit activities include federal, state, and local sources. The national Highway Trust Fund, founded by the 1956 Highway Revenue Act, is the primary source of federal funds for public transit programs based on tax receipts on motor fuels. The future of the Highway Trust Fund is uncertain, as it faces potential insolvency in the future without transfers from the General Fund. This is an evolving issue to be aware of in drafting future proposals. The fund is separated into three accounts, one of which is a Mass Transit Account to support national transit activities. Currently, the Mass Transit Account receives 2.86 cents per

gallon of gasoline and diesel. This account funds the federal transit grant programs authorized under the FAST Act. Federal transit grant programs are administered by the U.S. Department of Transportation's (USDOT) Federal Transit Administration (FTA). The following list outlines FTA grant programs supporting transit services. Some variations in program administration may be seen between the States of Illinois and Iowa.

- **Metropolitan Planning Program (5303)** – Distributed to Metropolitan Planning Organizations (MPOs) to assist with transit and multimodal planning activities. These funds provide financial assistance to MPOs to support the cost of

preparing long-range transportation plans and financially feasible transit improvement projects. Modifications that have been implemented to the Section 5303 program are the inclusion of performance-based planning in decision making and development of transportation plans. A MPO will select a set of performance targets that cater to the MAP-21 surface transportation performance measures and that directly link to the relevant state. Matching requirements: 80% Federal and 20% Local

- **Statewide Planning Program (5304)** – Distributed to states to assist with transit and multimodal planning activities. Matching requirements: 80% Federal and 20% State
- **Urbanized Area Formula Program (5307)** – Distributed to urbanized areas by a formula to designated transit operators for capital, planning job access and reverse commute projects, and operating expenses in certain circumstances. This program plays a role as a core investor of public transportation systems in urbanized areas. Matching requirements: 80% Federal and 20% Local for capital projects; 50% Federal and 50% Local for operating costs
- **Enhanced Mobility of Seniors and Individuals with Disabilities Program (5310)** – Distributed by state for capital transit services to support purchase of vehicles to provide

transportation services for persons who are elderly or with a disability. At least 55% of the funds must be used toward capital projects, and the remaining 45% is eligible for transportation projects that exceed the requirements of the ADA. The goal is to make improvements to fixed-route services and to suggest alternatives to public transportation that are easily accessible and operable for seniors and individuals with disabilities. Matching requirements: 80% Federal and 20% State or Local

- **Rural Area Formula Program (5311)** – These funds are distributed to non-urbanized or rural areas for planning, capital, operating, JARC projects, and acquisition of public transportation services to support public transportation in rural areas. Until the implementation of MAP-21, the Job Access and Reverse Commute program (JARC) was funded under Section 5316 and has been completely phased out. Funding for JARC-type activities is now dispersed through Section 5307 and 5311 transit programs. Its purpose is to provide employment-related transportation and support services to local programs, focusing on low income persons and those who may live in a city core area and work in outlying areas. Eligible recipients include populations with less than 50,000 residents. Matching requirements: 50% Federal and 50% Local for operating expenses; and 80% Federal and 20% Local for capital expenses

- **Bus and Bus Facilities Formula Grants (5339)** – Distributed primarily to capital projects in urbanized areas, with some funds available to rural areas. Funding is primarily to replace, rehabilitate, and purchase buses and related equipment and to construct bus-related facilities.
- **Ferry Boat Program (FBP)** – Formula-based program for the construction of ferry boats and ferry boat terminal facilities.
- **Iowa Clean Air Attainment Program (ICAAP)** – This program is one of the five core funding programs of the Federal Highway Administration (FHWA) that can be flexed among highway, transit, or bicycle/pedestrian uses. Nationally, the Congestion Mitigation/Air Quality (CMAQ) program is intended to fund transportation projects to assist metropolitan areas in violation of Clean Air Act standards. In those states with areas in violation, much or all of the CMAQ monies must be spent in the affected areas for projects conforming to a state air quality implementation plan. At the present time, Muscatine County is in nonattainment for sulfur dioxide as is Pottawattamie County for lead. Allocation of CMAQ funding in Iowa will be used anywhere in the state that is included in currently approved MPO or RPA transportation improvement programs (TIPS) and for any purpose that surface transportation block grant (STBG) funds can be used. Funds are programmed for highway or transit projects through a statewide application process based on the project's anticipated air quality or congestion relief benefits. Bi-State
 - Regional Commission continues to observe the status of air quality in the region and will continue efforts to reduce emissions.
- **Surface Transportation Block Grant (STBG)** – The STBG program is another of FHWA's core programs. A new approach that MAP-21 initiated is authorizing a lump sum total for each program. Each state's share of the funds is calculated and then divided amongst programs found within the state. Its funds go to states based on a number of factors including vehicle miles of travel, highway lane miles, and the number and size of bridges. In addition to roads, STBG monies provide flexible funding that may be used for transit capital projects, pedestrian/bikeway projects, environmental restoration and pollution abatement, or intermodal planning projects on an 80% Federal, 20% Local basis.
 - **National Highway System (NHS)** – The program provides funding for improvements to rural and urban roads that are part of the NHS, including the interstate system and designated connections to major intermodal terminals.

Each state also offers funding assistance. In Illinois, there is the Downstate Operating Assistance Program distributed to local governments to support administrative and operating costs of public transportation systems. To be eligible, local governments in Illinois must complete steps to be designated, and then appropriations must be secured and approved by the General Assembly. After securing an appropriation, an

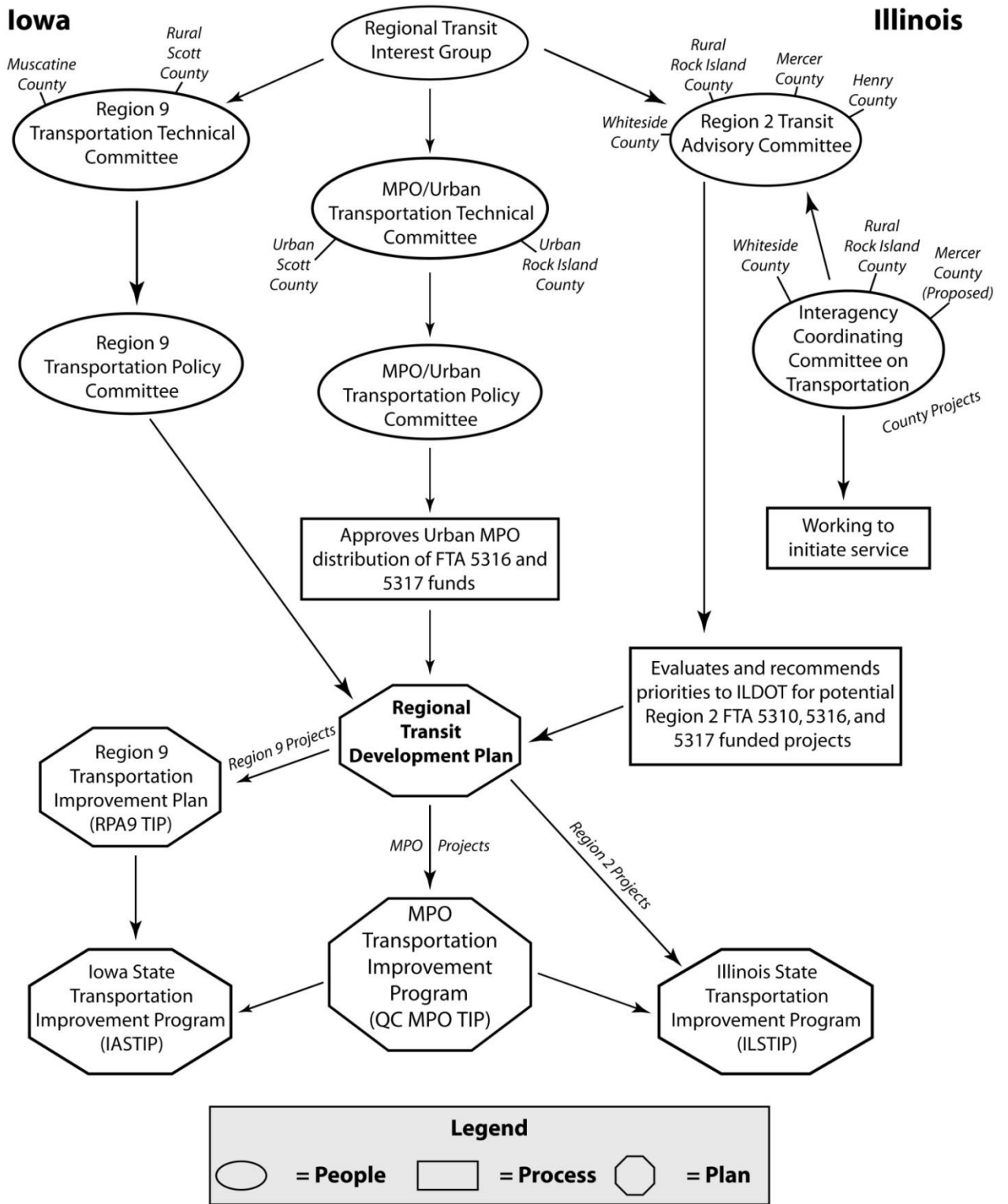
application is submitted to the Illinois Department of Transportation (ILDOT), and a contract must be executed and signed by the governor and secretary of ILDOT.

In Iowa, there are State Transit Assistance (STA) and the Public Transit Infrastructure Grant (PTIG) Programs. STA funds are derived from four percent of the fees for new registration collected on sales of motor vehicles and accessory equipment. STA funds can be used for transit capital improvements, operating assistance, planning, and to support coordination activities. STA funds are distributed by a formula based on performance. PTIG is a program in Iowa that includes new construction projects, reconstruction/major renovation, and relocation of facilities. Projects may include, but are not limited to, facilities for the administration of public transit operations; facilities for servicing, maintenance, or storage of public transit

vehicles; transit vehicle fueling facilities; passenger waiting facilities; and reconstruction/major renovations or relocation of existing administrative or maintenance facilities to correct violations of safety or design standards. Projects may include all associated design, land acquisition, grading, and foundation work. No single transit agency may receive more than 40% of PTIG funds in a given year.

Locally, transit funding is obtained in several ways. For example, the City of Bettendorf matches FTA operating funds with revenue from the city's general fund, the City of Davenport has imposed a \$0.90 tax rate to generate operating revenues, and MetroLINK serves as a taxing district for eight communities in the Illinois Quad Cities. Local match funding for human service agencies and non-profit organizations is often obtained from non-DOT federal and state programs.

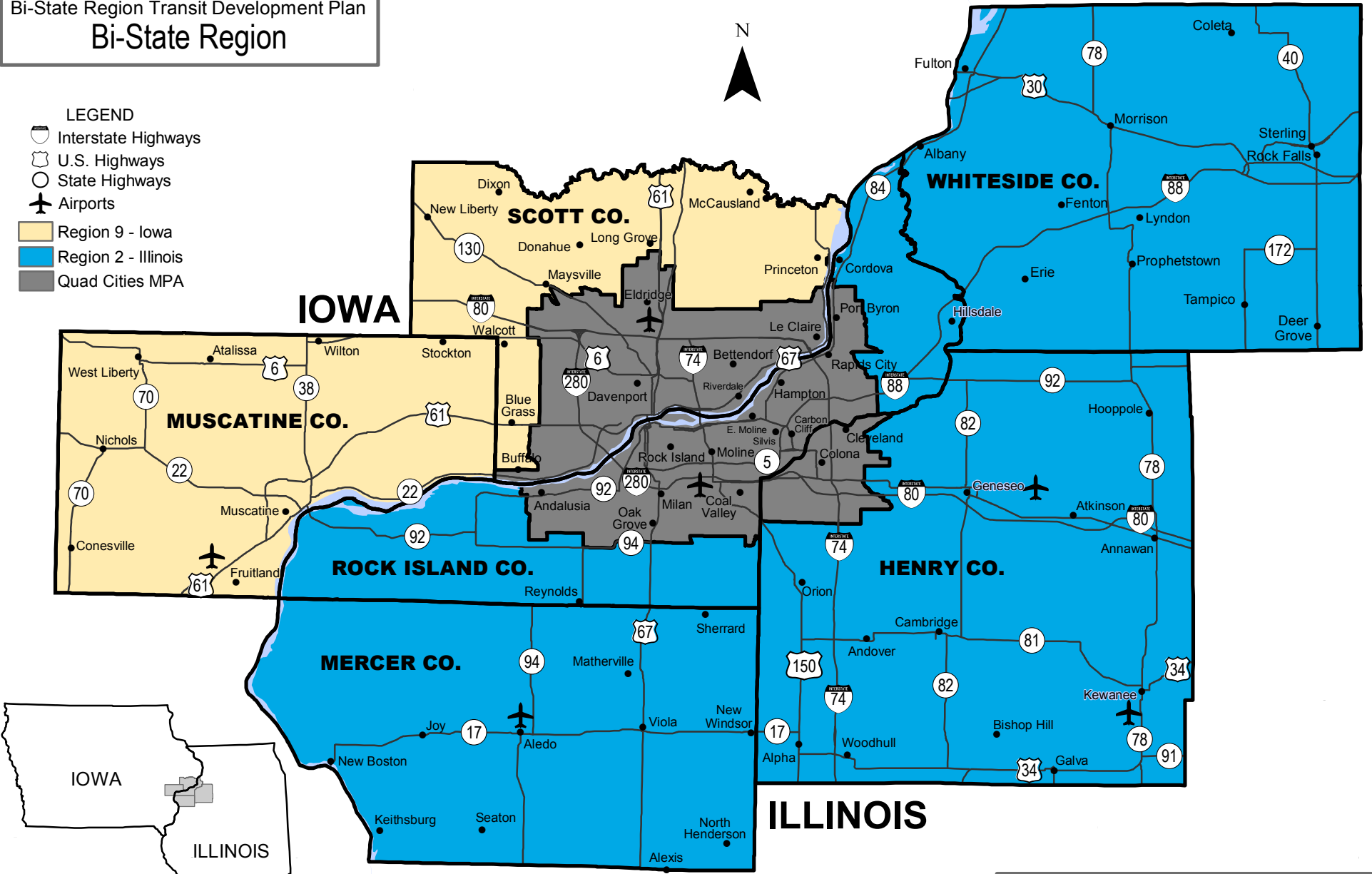
Figure 1.2.
Bi-State Region Groups Involved in Transit Planning



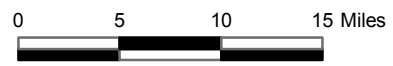
MAP 1.1
Bi-State Region Transit Development Plan
Bi-State Region



- LEGEND**
- Interstate Highways
 - U.S. Highways
 - State Highways
 - Airports
 - Region 9 - Iowa
 - Region 2 - Illinois
 - Quad Cities MPA



Data Sources:
 Quad Cities Metropolitan Planning Area (MPA) -
 Bi-State Regional Commission
 based on 2010 Census
 Major Highways, State Boundaries, and Counties - Esri
 Whiteside Co. Places - National Atlas
 Other data - Bi-State Regional Commission



Disclaimer: This map is for reference only. Data provided are derived from multiple sources with varying levels of accuracy. Bi-State Regional Commission disclaims all responsibility for the accuracy or completeness of the data shown hereon.

Map prepared by:



Bi-State
Regional Commission
March 2018

Chapter 2 Regional Profile

A description of existing demographic and socio-economic conditions is outlined for the region and the Quad Cities Metropolitan Area in this chapter of the plan. Regional economic and service centers that attract people for employment, medical, educational, or other needs are also described.

Beginning with the 2010 Census, the U.S. Census Bureau redesigned how the decennial census will be conducted. New for the 2010 decennial census was the additional use of the annual American Community Survey (ACS). The ACS was created to replace the former long survey data found in previous decennial censuses. The 2010 Census used only a “short form” for data collection (10 basic questions) with the purpose of showing the number of people that live in the U.S. The ACS is an annual survey that collects more in-depth census statistics of how people live (i.e. housing, employment, education, income) from approximately 1 in 6 households a year. The U.S. Census Bureau began collecting ACS data in 2005 with the first data released in 2006. The U.S. Census Bureau releases ACS surveys for three different time periods; 1-year estimates (for geographies over 65,000), 3-year estimates (for geographies over 20,000), and 5-year estimates (for most geographies). All ACS data are survey estimates and have a stated margin of error.

Datasets from the 2010 Census and the 2016 ACS (2012-2016, 5-year estimates) will be used in this document to incorporate all six counties within the Greater Bi-State Region unless otherwise noted. The MPA data is only

available for the 2010 Census. The MPA follows census block geographies and ACS data is generally only available down to census tract level.

Commuting data is obtained from the U.S. DOT, Federal Highway Administration, Office of Planning, Environment & Realty; Census Transportation Planning Products (CTPP) Program. Currently the CTPP has 2006-2010 five-year ACS data available for commuting patterns.

Planning Area Description

The Greater Bi-State Region, which includes Henry, Mercer, Rock Island, and Whiteside Counties in Illinois and Scott and Muscatine Counties in Iowa, covers 3,393 square miles. It is located along the Mississippi River in eastern Iowa and western Illinois. Map 1.1 represents the region geographically and outlines the Metropolitan Planning Organization (MPO) urban planning boundary as well as the Iowa Region 9 and Illinois Region 2 rural planning boundaries. Maps 1.2 and 1.3 represent the boundaries of the Region 9 Area-Iowa and Region 2 Area-Illinois respectively.

Regional Demographic and Socio-Economic Profile

The Greater Bi-State Region is an area with a population of approximately 480,000. The Quad Cities Metropolitan Planning Area (MPA) boundary (a boundary within the Greater Bi-State Region) has a population slightly under 300,000. Information on backgrounds and trends will be analyzed for the region and MPA geographic areas. This includes information on population,

households, income, employment, and commuting patterns. This regional profile is based on data derived from the 2010 U.S. Census and the 2016 ACS (2012-2016, 5-year estimates), unless otherwise noted.

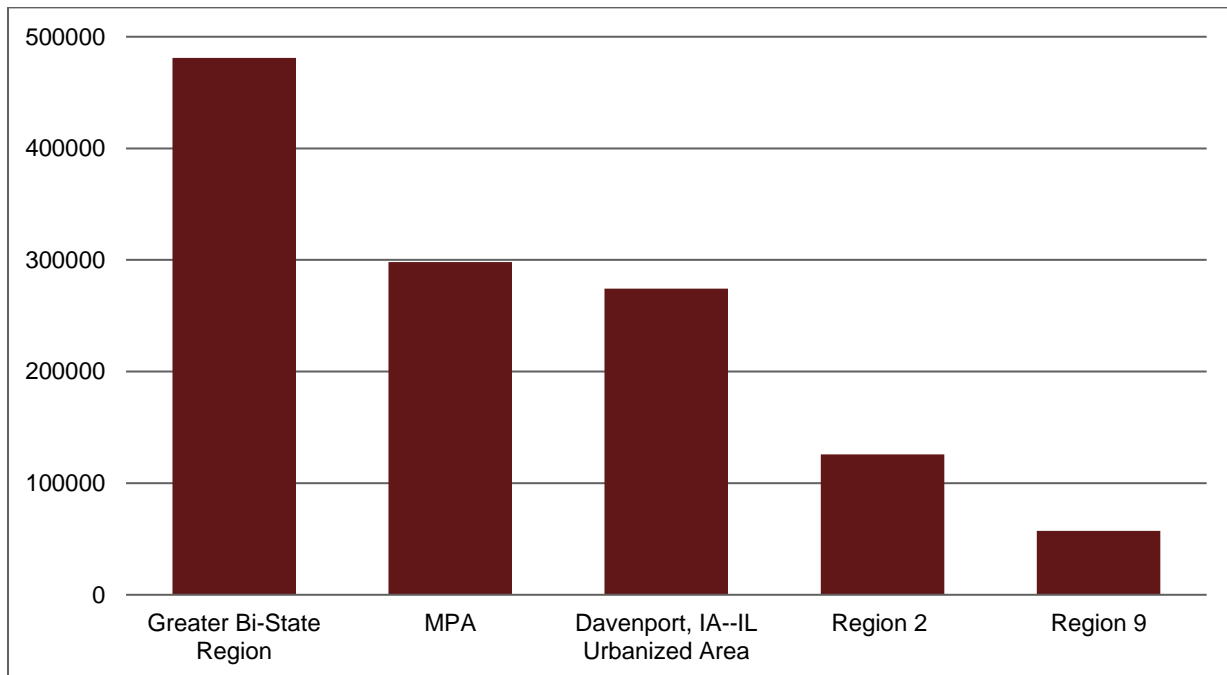
To show the relevance and significance of the data presented, comparisons are made between the region and the MPA. Table 2.6 depicts the geographic distribution of the population with limited English proficiency. Table 2.7 provides a comprehensive listing of socio-economic data for the Greater Bi-State Region, and Table 2.8 provides a comprehensive listing of socio-economic data for the MPA based on Census data. In addition, socio-

economic data for the six individual counties can be found in Appendix A. Having a regional profile can aid in the development of mobility options and patterns by understanding the regional background and trends.

Population

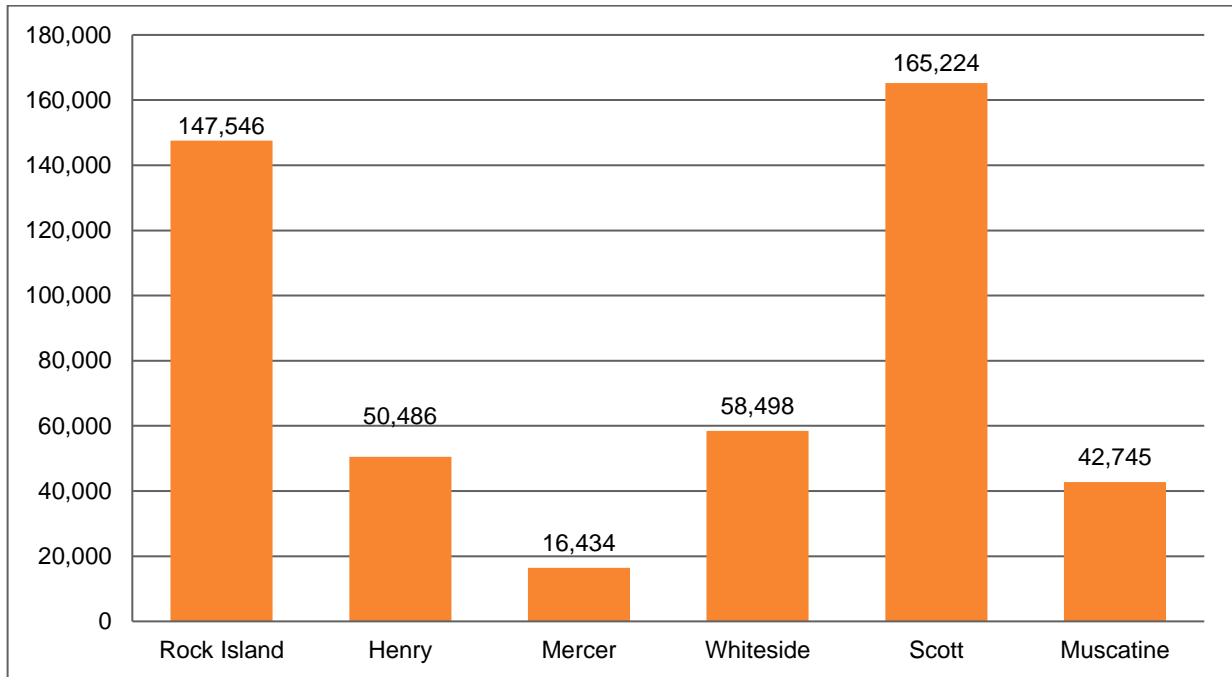
According to the 2010 Census reports, the Greater Bi-State Region has a population of 480,933, and the MPA has a population of 297,986. The MPA makes up 62 percent of the population within the region. Figure 2.1 graphically depicts population levels for the Greater Bi-State Region compared to population levels of the MPA, and Figure 2.2 represents population levels for individual counties.

**Figure 2.1
Total Population by Region**



Source: U.S. Census Bureau, 2010 Census

Figure 2.2
Total Population by County within the Greater Bi-State Region



Source: U.S. Census Bureau, 2010 Census

Gender, Race, Ethnicity, and Age

Census data can also be used to show the diversity within a population. The Census Bureau records information on gender, age, race, and ancestry of the nation’s population.

According to the 2010 Census, the population of the Greater Bi-State Region was 49.18 percent male and 50.82 percent female. Comparatively, the MPA was 48.9 percent male and 51.1 percent female.

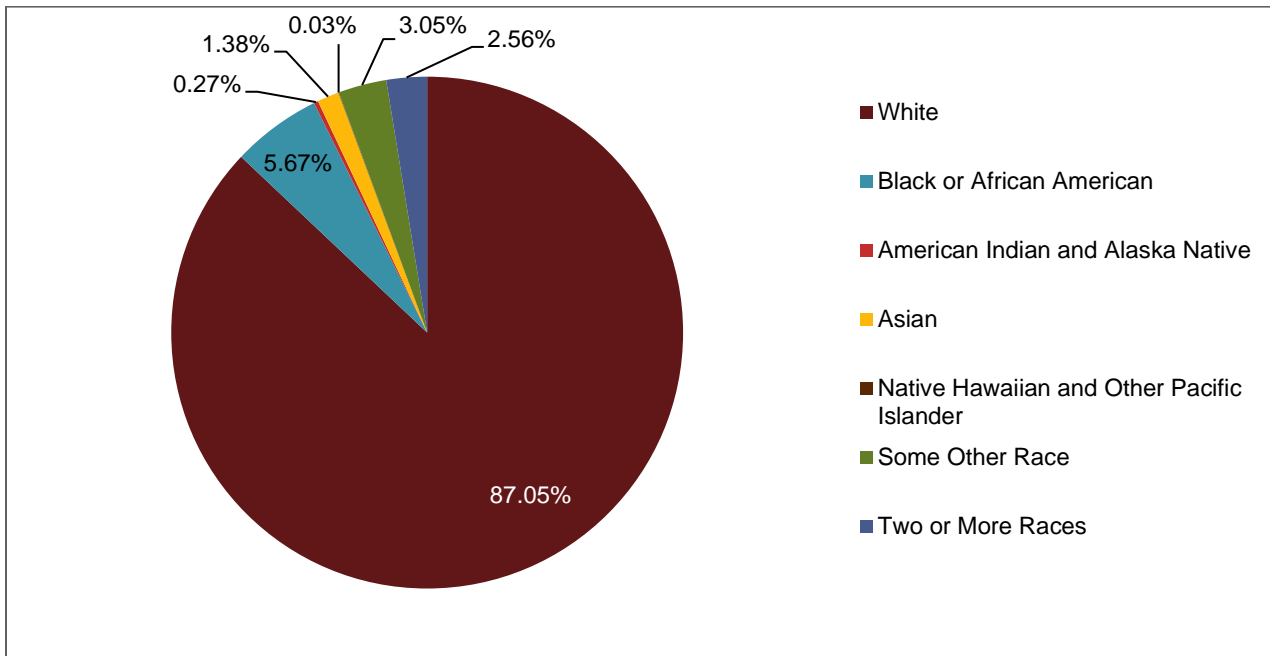
The race and ancestry of a population are determined through “self-identification questions,” where respondents choose the race and

ancestry with which they most closely identify. Race data are tabulated into seven main categories:

- White alone
- Black or African American alone
- American Indian or Alaska Native alone
- Asian alone
- Native Hawaiian or other Pacific Islander alone
- Some other race
- Two or more races

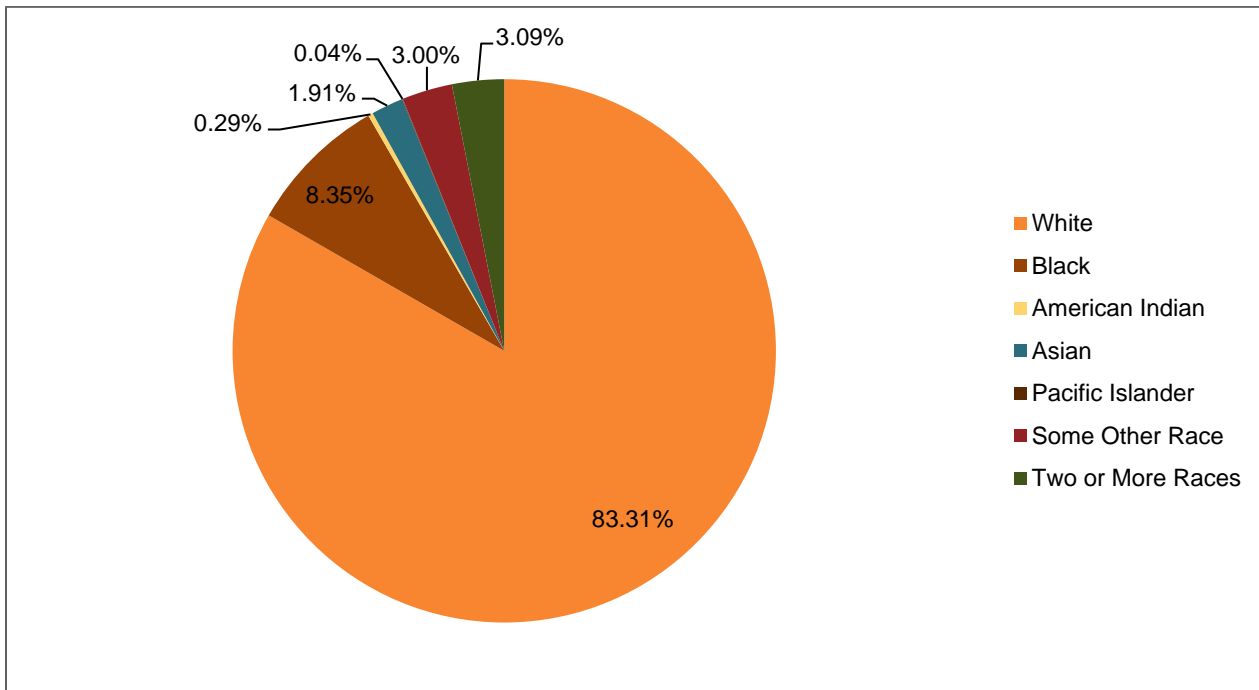
Figures 2.3 and 2.4 show the racial characteristics of the Greater Bi-State Region and the MPA.

Figure 2.3
Racial Makeup of the Greater Bi-State Region



Source: U.S. Census Bureau, 2010 Census

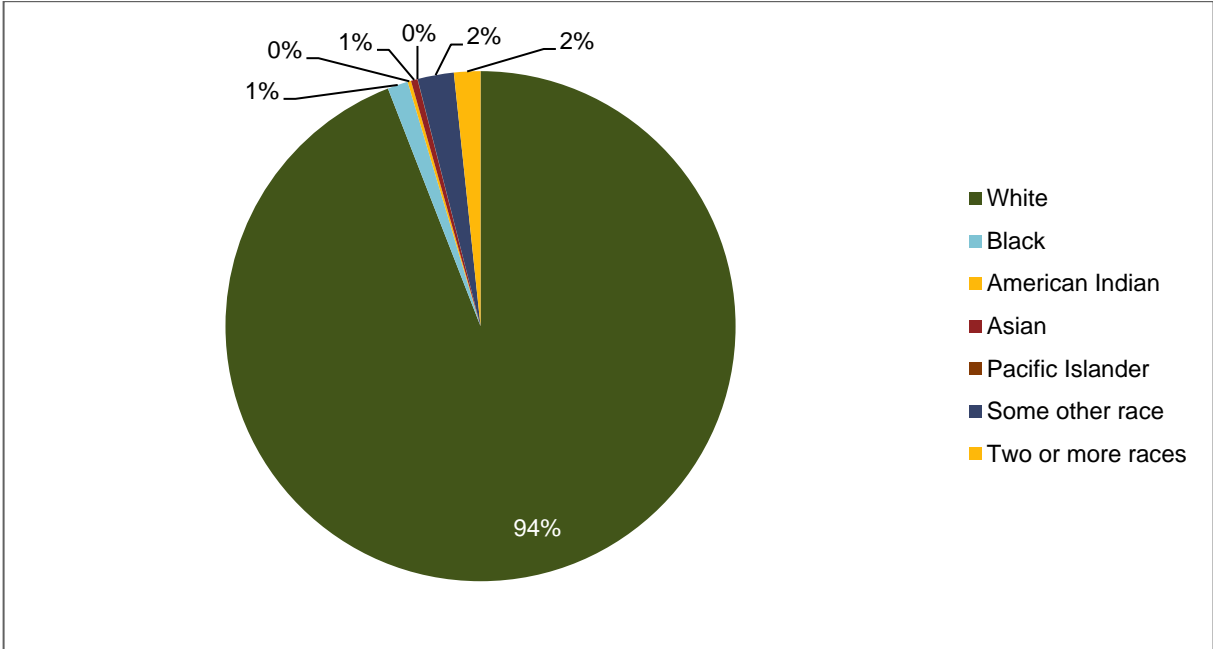
Figure 2.4
Racial Makeup of the MPA



Source: U.S. Census Bureau, 2010 Census

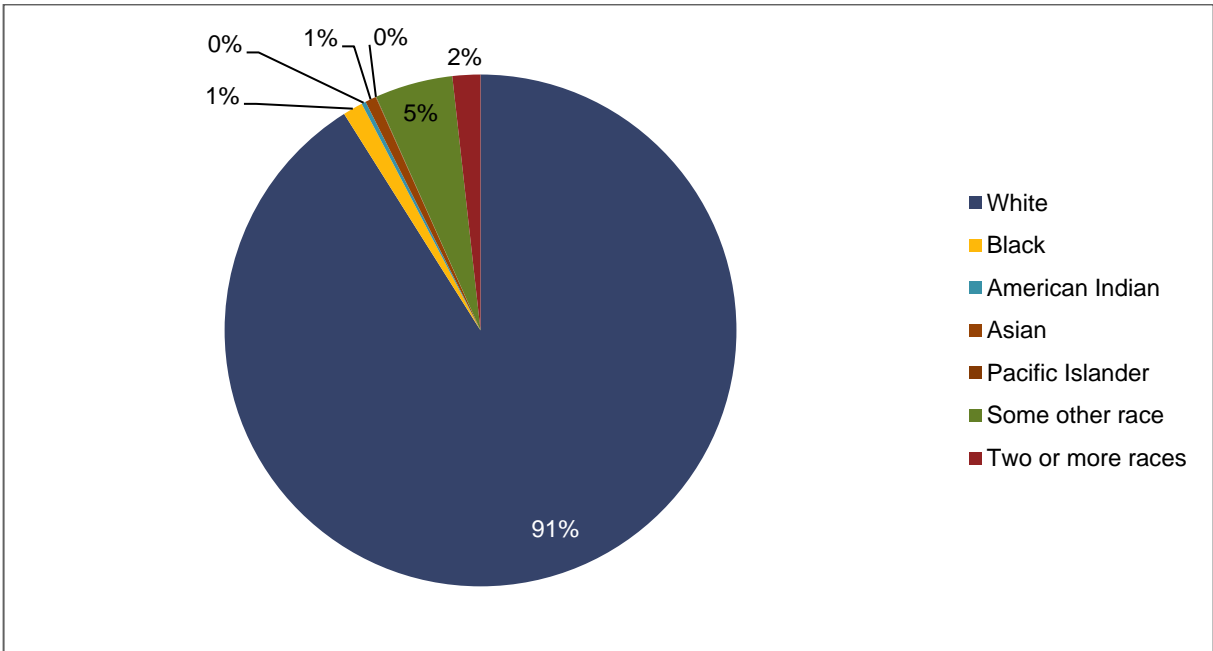
Figures 2.5 and 2.6 show the racial breakdown of the populations in Illinois Region 2 and Iowa Region 9 based on Census 2010 data.

Figure 2.5
Racial Makeup of Illinois Region 2



Source: U.S. Census Bureau, 2010 Census

Figure 2.6
Racial Makeup of Iowa Region 9

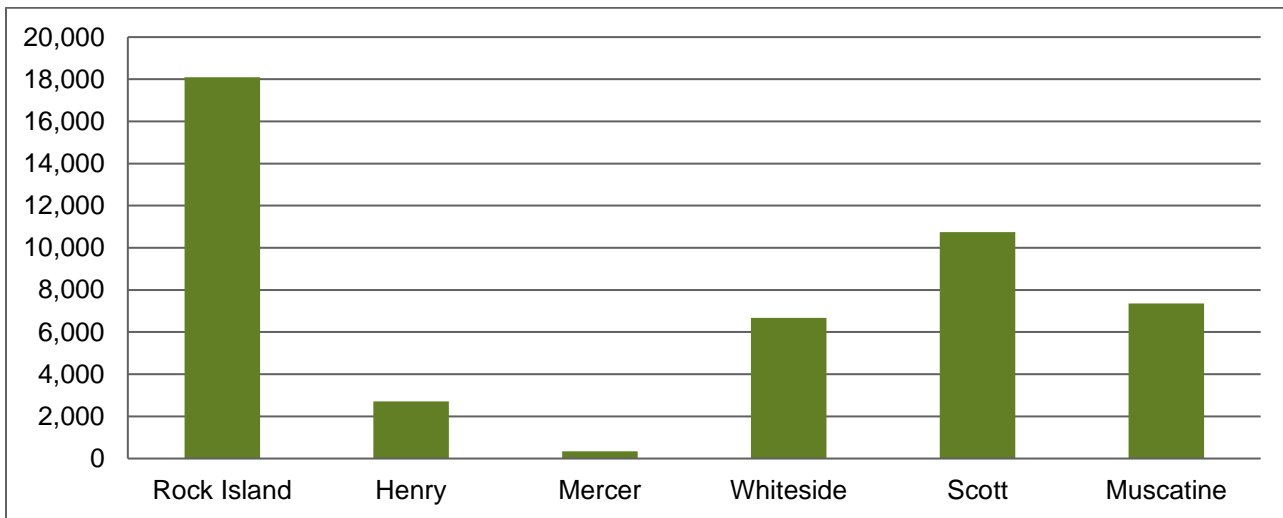


Source: U.S. Census Bureau, 2010 Census

Figure 2.7 displays the number of persons with Hispanic or Latino ethnicity by county in the Greater Bi-State Region. In 2016 (ACS 2012-16, 5-year estimates), there were 45,915 people reporting Hispanic or Latino ethnicity in the Greater Bi-State Region. Figure 2.8 displays the number of persons with Hispanic or Latino ethnicity for the

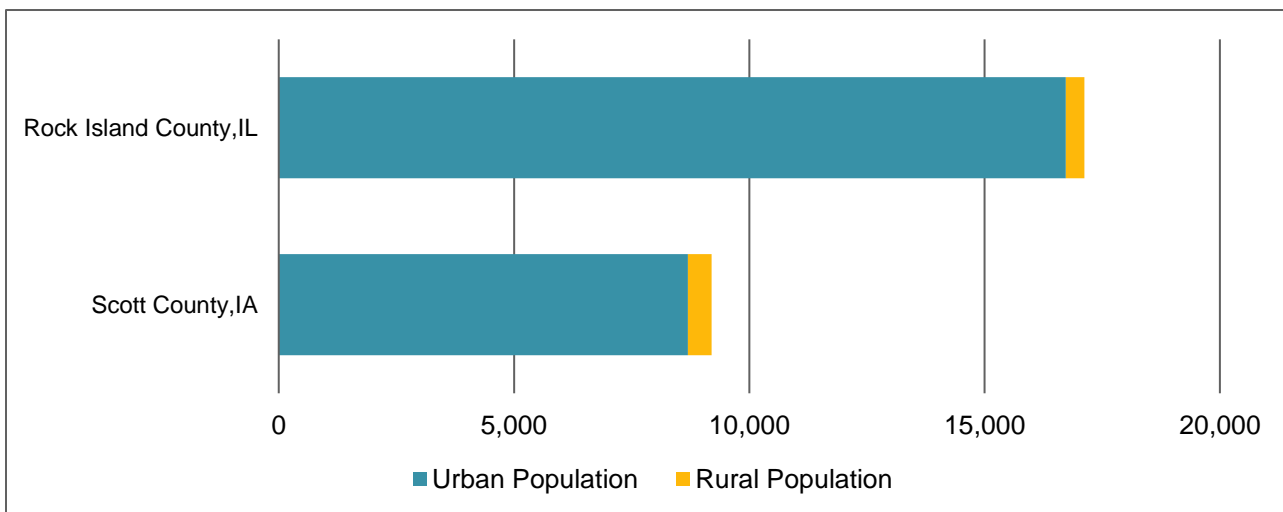
urbanized versus the rural areas of the Greater Bi-State area. In the MPA, fixed-route transit already serves areas with high concentrations of minority populations. In the region, fewer transit alternatives may be available to serve minority needs. Map 2.1 identifies the percent minority population distributed by Census tract.

Figure 2.7
Hispanic or Latino Ethnicity Population by County



Source: U.S. Census Bureau, American Community Survey 5-year estimates (2012-2016)

Figure 2.8
Hispanic or Latino Ethnicity for the Urban/Rural Areas

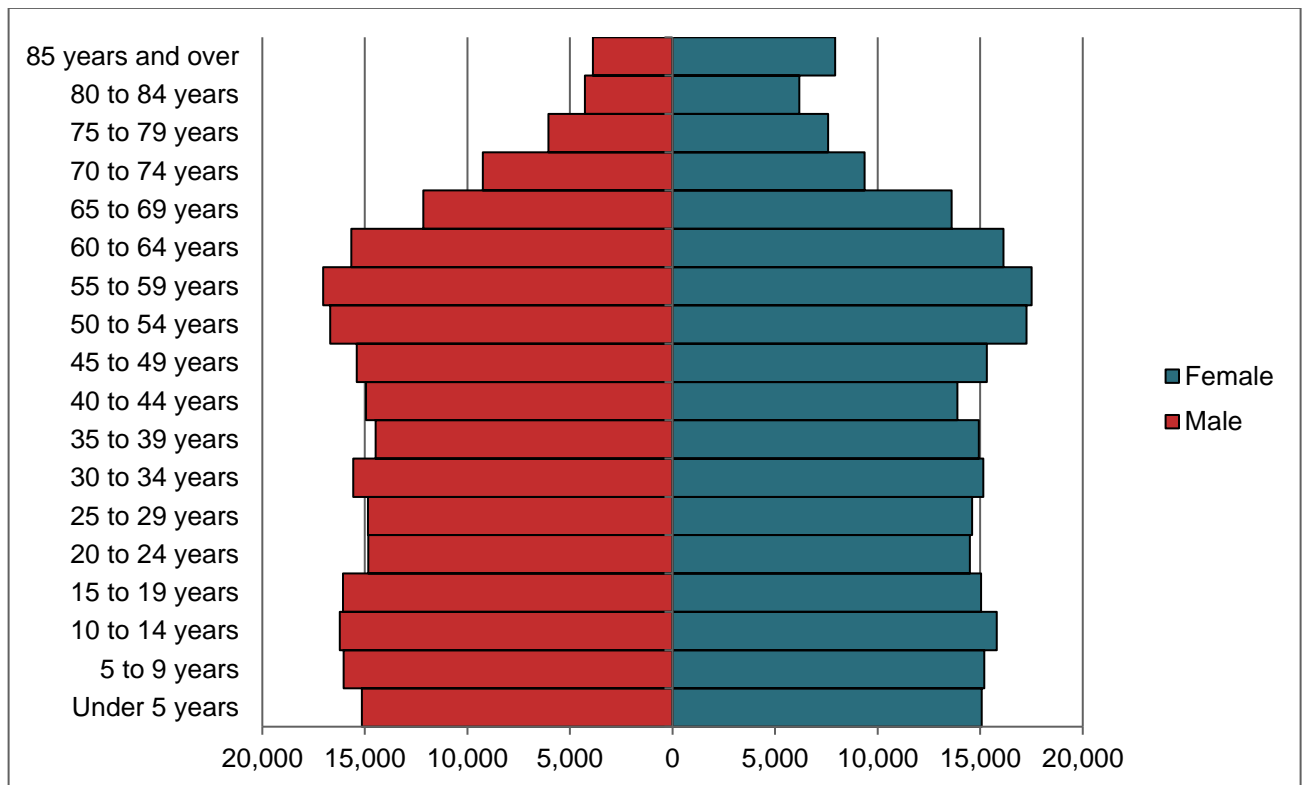


Source: U.S. Census Bureau, 2010 Census

The median age of a population provides indication of a particular population's overall age. The median age is defined as the age at which half of the population is older and half of the population is younger, and is approximately 40 years old for the Greater Bi-State Region. Scott County had the lowest median age at 37.7 years, while Mercer County had the highest with 44.8 years. At the time of the 2016 American Community Survey, the most populous age cohort in the Greater Bi-State Region was 55-59 years at 34,535 persons, followed by the 50 to 54 age cohorts at 33,945 persons. The age group of 80-84 was

the smallest with a population of 10,458 for the region. Map 2.2 illustrates the concentration of population 65 and older within the region. Figure 2.9 depicts the population of the Bi-State Region as it relates to age. A population pyramid is an important tool for making informed decisions about the needs of the population for the present and the future. Specifically, Figure 2.9 illustrates the growing population of the Bi-State region's Baby Boomer generation, allowing transit providers to recognize the potential increase in demand for public transit by seniors in the near future.

Figure 2.9
Greater Bi-State Region – Population Pyramid



Source: U.S. Census Bureau, American Community Survey 5-year estimates (2012-2016)

Disability

The 2012-16 American Community Survey 5-year estimates show that within the Greater Bi-State Region there are approximately 57,717 persons or 12.1 percent of the population with a disability. The population 65 and over has the highest percentage of persons with a disability at 33.4 percent. Additionally, of those who are in the labor force (ages 18-64), approximately 9.6 percent report having a disability. Table 2.1 shows the population by disability in more detail.

Map 2.3 shows the concentration of individuals with a disability in the Greater Bi-State Region by census tract. The impact of people with disabilities on transit pertains to individuals' ability to drive or not. If it is assumed a significant number of individuals with disabilities are not able to drive a personal vehicle, then transit service may be necessary to allow mobility within the region.

Table 2.1
Total Civilian Population with a Disability in the Greater Bi-State Region

	Rock Island County	Henry County	Mercer County	Whiteside County	Scott County	Muscatine County
Total Civilian Noninstitutionalized Population	144,039	48,935	15,711	56,269	169,362	42,465
With a disability	18,785	6,017	1,965	8,677	17,694	4,579
Under 18	32,779	11,249	3,502	12,989	41,090	10,912
With a disability	1,193	492	143	860	1,213	356
18 to 64 years	86,458	28,824	9,143	32,809	104,405	25,315
With a disability	8,661	2,704	769	4,289	9,099	2,111
65 and over	24,802	8,862	3,066	10,471	23,867	6,238
With a disability	8,931	2,821	1,053	3,528	7,382	2,112

Source: U.S. Census Bureau, American Community Survey 5-year estimates, 2012-16.

Employment and Disability Status for the Population 18 – 64

	Rock Island County	Henry County	Mercer County	Whiteside County	Scott County	Muscatine County
In the Labor Force	69,084	22,770	7,287	26,319	82,106	20,781
Employed	63,793	21,564	6,879	24,504	78,232	19,855
With a disability	3,128	940	193	1,934	3,572	1,002
No disability	60,665	20,624	6,686	22,570	74,660	18,853
Unemployed	5,291	1,206	408	1,815	3,874	926
With a disability	604	146	30	213	448	105
No disability	4,687	1,060	378	1,602	3,426	821
Not in the Labor Force	17,374	6,054	1,856	6,490	22,299	4,534
With a disability	4,929	1,618	546	2,142	5,079	1,004
No disability	12,445	4,436	1,310	4,348	17,220	3,530

Source: U.S. Census Bureau, American Community Survey 5-year estimates, 2012-16.

**Table 2.2
Households by Type**

	Rock Island County	Henry County	Mercer County	Whiteside County	Scott County	Muscatine County
Female householder, no husband present	7,789	1,732	504	2,228	7,276	1,839
With own children under 18 years	4,811	1,021	345	1,332	4,748	1,227
Male householder, no wife present	2,772	698	217	1,282	2,511	811
With own children under 18 years	1,501	391	121	650	1,603	424

Source: U.S. Census Bureau, 2012-16 American Community Survey 5-year estimates.

Households Profile and Income

According to the 2016 ACS (2012-16, 5-year estimates) there are approximately 194,237 households within the Greater Bi-State Region. Approximately 21.7 percent of the total households have a household income of less than \$25,000. Single-headed households account for approximately 14.4 percent of all households. There are approximately 21,236 (11.0 percent) female-headed households with no husbands present; comparatively there are approximately 8,291 (4.3 percent) male-headed households. Among the female-headed

households, 63.1 percent have children present under the age of 18, compared to 56.6 percent of male-headed households. The availability of transit services is important to low-income households that may not have the necessary funds to purchase and/or maintain a personal vehicle to access employment or social services. Without accessibility and expanded hours of service, it often times becomes even harder for low-income individuals to utilize public transit.

**Table 2.3
Households with no vehicles available**

	Rock Island County	Henry County	Mercer County	Whiteside County	Scott County	Muscatine County	Total
Total Households	60,098	20,131	6,567	23,511	67,540	16,390	194,237
No vehicle available	4,857	1,032	349	1,717	4,275	676	12,906
Percent	8.1%	5.1%	5.3%	7.3%	6.3%	4.1%	6.6%

Source: U.S. Census Bureau, 2012-16 American Community Survey 5-year estimates

Of all households surveyed in the Greater Bi-State Region, 12,906, or about 6.6 percent of the total households had no vehicle available. Maps 2.4 and 2.5 identify concentrations of households by income and those without a vehicle, respectively.

Employment

According to the 2016 American Community Survey 5-year estimates (2012-2016) the total civilian labor force for the population of 16 years and over in the Greater Bi-State Region was 230,406. The most common industry sectors identified in the region include education, health, and social service, which employ approximately 22.0 percent, followed by "Manufacturing," (19.3 percent) and "Retail Trade" (11.8 percent). The largest employers in the Greater Bi-State Region area are Genesis Health System (9,000), Deere & Company (7,625), and the Rock Island Arsenal (5,602). Refer to Table 2.9 for a list of the largest employers by county in the region and Table 2.10 for employers by sector. Maps 2.6 and 4.1 illustrate the concentration of labor force employees and locations of major employers in the region. It appears that most of the large employers in the MPA are served by fixed-route transit operations, but many of the rural employers are underserved. Employee shuttles, carpool programs, or extending

current Job Access Reverse Commute (JARC) type services may reduce employee turnover rates and increase the geographic area from which these businesses may recruit employees.

Commuting Patterns

Commuting data is obtained from the Census Transportation Planning Products (CTPP) Program, under the U.S. DOT Federal Highway Administration's Office of Planning, Environment & Realty. Currently, the CTPP has 2006-08, 3-year ACS data available for commuting patterns. Table 2.4 shows the commuting patterns within the six-county Transit Planning Area based on U.S. Census Bureau, American Community Survey 5-year estimates (2011-15): American Association of State Highway and Transportation Officials (AASHTO), CTPP). Table 2.5 identifies commuting patterns among counties within the six-county Transit Planning Area from the U.S. Census Bureau, American Community Survey 5-year estimates (2006-10: AASHTO CTPP).

With construction on the new I-74 Bridge beginning in 2018, commuting patterns in the urban Quad Cities are expected to shift in the near future. As part of the project, Bettendorf Transit and MetroLink are taking this disruption into consideration for their route planning over the next 1-5 years.

Table 2.4
Commuting Patterns in the Greater Bi-State Region for Workers 16 and over
2011-2015 ACS Estimates

	Henry County, IL	Mercer County, IL	Rock Island County, IL	Whiteside County, IL	Muscatine County, IA	Scott County, IA
Residents who commute within the 6 County Area	21,314	7,039	65,871	19,912	17,357	76,929
Residents who commute outside the 6 County Area	2,303	729	1,529	6,357	3,059	3,090
Total Workers	23,306	7,432	67,155	26,207	20,995	82,187

Source: U.S. Census Bureau, 2011-2015 5-year estimates American Community Survey
 Note: Data not available for Muscatine to Henry County, Whiteside to Mercer County

Table 2.5
Commuting Patterns among Counties in the Greater Bi-State Region for Workers
16 and over 2006-2010

Commuting to → Residents of ↓	Henry County, IL	Mercer County, IL	Rock Island County, IL	Whiteside County, IL	Muscatine County, IA	Scott County, IA
Henry County, IL	13,373	140	6,212	225	58	1,770
Mercer County, IL	147	3,343	2,269	N/A	674	789
Rock Island County, IL	746	188	49,711	339	748	14,154
Whiteside County, IL	147	11	1,434	18,938	49	420
Muscatine County, IA	N/A	87	449	25	16,322	1,006
Scott County, IA	195	11	14,943	97	1,345	59,963

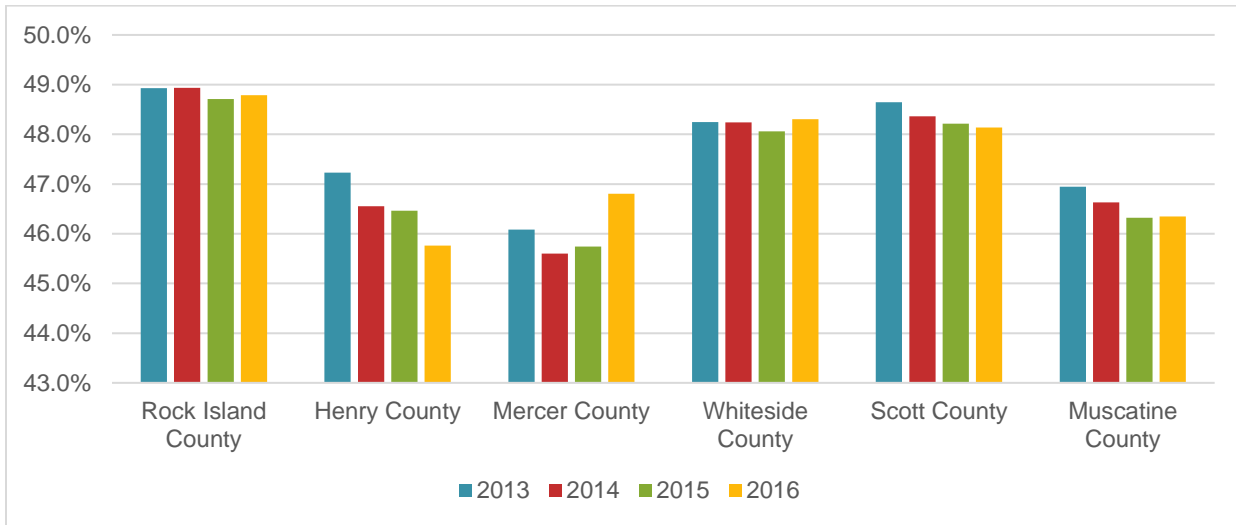
Workforce Trends

Using the regional profile and trends, the Bi-State Region can examine regional strengths and opportunities. As a result, future economic development and opportunities may be addressed through the delivery of mobility choices in the region. There are several key trends shaping the future workforce that will have an impact on regions, according to Dr. James Canton, Institute for Global Futures (2004).

While the long-term trend has seen a growing number of women participating

in the workforce, the short-term trend has witnessed mixed results. Some counties in the Bi-State Region have seen an increase in the percent of women employed, while others have seen that number decline between 2013 and 2016. Figure 2.10 depicts the percent of women employed in the six counties for each year between 2013 and 2016. One potential reason for this antithetical trend could be the effects of the Recession. This trend should continue to be monitored in future plans.

Figure 2.10
Percent of Women Employed for the Population 16 and over



Dr. Canton foresees a competition for talented workers because there will be more jobs but fewer people to fill them. As the Baby Boomer generation ages, their expertise will help offset the shortage of young talent because of fewer young people in the workforce. (“Baby Boomers” are defined as those born between 1946 and 1962.) Drawing people to the community who have technical expertise will be important to compete on a global scale.

Transportation plays a major role in global competition, as the movement of people and goods can help or harm a region depending on its ease of access. The Greater Bi-State Region is uniquely poised to offer many economic and logistical advantages through the multi-modal transportation network including highways, rail networks, airports, and the Mississippi River.

Understanding how a community and its workforce can connect to global supply chains will become more important for community and regional development. Dr. Canton predicts that more sophisticated outsourcing will threaten

industries that have not been as competitive on price and value. Home occupations and telecommuting will grow as organizations save on office space costs. Communities that offer development-friendly options, zoning, or a high-tech telecommunications network will benefit in the future. Having a well-connected telecommunications infrastructure in place will enhance transit providers’ abilities to communicate between systems and/or regions as well as with their customers.

Security issues in the post 9/11 era will continue as companies adapt to this reality. Development of inter-jurisdictional and interagency agreements and cooperation, as needed by a transit mobility system, will aid the region in meeting routine needs as well as for natural and man-made hazard response and mitigation. Transit providers in the Greater Bi-State Region have diligently trained their individual operators to handle emergency situations, should they ever arise.

Aging and Mobility

Within the 2045 planning horizon of MPA transportation planning, a major change in the demographic profile of the nation and this region is expected. The average lifespan in the United States increased 23 years over the course of the 20th Century. According to the 2010 Census, 40 million people age 65 and over lived in the United States, accounting for 13 percent of the total population. By 2040, the population of individuals age 65 and older will total approximately 80 million or 20 percent of the total population, according to the US Administration on Aging.

The aging of the population will have implications for transportation infrastructure. As people age, they develop physical, sensory, and cognitive limitations that often restrict their ability to drive, walk, or use traditional public transportation. Transportation planners must prepare for a population where at least one in five or one in four people may be seniors. Enabling the continued safety and mobility of this changing population will increase pressure for changes in transportation planning and investment.

The change in population is coming quickly. The first of the Baby Boomer generation began to turn 65 years old in 2011. In the year of the 2010 Census, this group ranged in age from 48 to 64. Within the Greater Bi-State Region, those within the ages of 45 to 64 during the 2010 Census accounted for 28 percent of the total population, representing 134,183 people. In addition to population numbers, there are other characteristics of this age group that may have bearing on their transportation choices as they age. Compared to previous generations, the upcoming age wave is characterized by

improved health, increased education levels, greater income, and auto dependence.

While it is difficult to predict how this age wave will affect transportation planning, it may be assumed that more people will continue driving into older ages, particularly if they live in areas without other transportation options. The most immediate solutions would be to make safety improvements to roadways that address the limitations that aging may impose on older drivers. These would include such things as larger lettering and more contrast for signs, distance and repetition of warnings and information, and other safety features. From an investment standpoint, roadway improvements that address limitations for older drivers generally improve safety for all drivers. For the longer term, people who experience limitations in their ability to drive will be looking for transportation alternatives. Areas with the population density to support public transportation options would seem to be more likely to retain and attract seniors. Considering the increasing disposable income levels projected for older individuals, this would make transportation alternatives an economic development issue as well as a transportation planning issue.

Enhanced mobility related projects in some areas have been implemented to allow greater accessibility and convenience for the growing senior population, providing public transportation services and alternatives beyond those required by ADA. With the implementation of these services, effective training on how to utilize them should be provided to seniors to encourage a sense of security and comfort.

Regional Economic and Service Centers

The Greater Bi-State Region offers a variety of employment and housing opportunities within the six-county area. However, there are additional opportunities in neighboring regions that are attractive for employment, medical, retail, or social service needs. Some of these extra-regional needs, including transportation to medical facilities, have been identified in surveys of human services providers and transportation providers. Others are identified using commuting patterns.

In order to demonstrate which areas of the region may have a greater need for transit service to regional economic and service centers, Chapter 4 contains several maps that include locations of employment centers as well as census tracts with a higher density of target populations. Map 4.1 identifies major employers in the region and also identifies census tracts containing a greater population of labor force employees, households without a vehicle, and low-income households. Similarly, Maps 4.2, 4.3, and 4.4 display census data for individuals with disabilities, seniors, and households without a vehicle as well as locations of regional service centers, medical facilities, and social service centers.

Limited English Proficiency (LEP)

As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write, or understand English. Identifying the number of people in the Greater Bi-

State Region allows transit systems to determine who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons of service changes, updates, and how to access assistance.

For the purposes of this analysis, persons who speak another language and speak English less than “very well” are considered to be LEP. According to the 2016 ACS (2012-16, 5-year estimates), approximately 38,994 people, or 8.6 percent of the population, 5 years and older in the Greater Bi-State Region speak a language other than English at home, with 3.4 percent speaking English less than “very well.” The counties with the largest LEP populations are Muscatine (5.6 percent), and Rock Island (5.6 percent). Table 2.6 provides data on English speaking abilities by county. Transit systems have taken measures such as translating key rider information, educating drivers and dispatching staff on the awareness of language services, maintaining communication with community-based organizations that commonly work with LEP populations, and in some cases, developing transit brochures in Spanish to cater to the Spanish-speaking population. Demographic data and the frequency of requests for language assistance are monitored to determine when additional services are needed. A detailed LEP analysis for the Greater Bi-State Region is provided in Appendix D.

Table 2.6
Language Spoken at Home (for the population 5 years and over)

	Rock Island County	Henry County	Mercer County	Whiteside County	Scott County	Muscatine County
Population 5 years and over	137,231	46,966	15,158	53,874	159,824	40,133
English only	119,526	44,616	14,947	50,140	150,332	34,631
Language other than English	17,705	2,350	211	3,734	9,492	5,502
Speak English less than "very well"	7,620	800	68	1,041	3,450	2,243

Source: U.S. Census Bureau, 2012-16 American Community Survey 5-year estimates

Table 2.7
Regional Profile – Greater Bi-State Region

GENERAL DEMOGRAPHIC CHARACTERISTICS			
Total Population	483,408	Total Households	194,237
Gender		Age	
Male	238,315	0-4	30,222
Female	245,093	5-19	94,375
Race		20-24	29,242
White	421,424	25-34	60,185
Black or African American	30,195	35-44	58,216
American Indian and Alaska Native	1,161	45-54	64,671
Asian	8,550	55-64	66,341
Native Hawaiian and Other Pacific Islander	103	65-74	44,250
Some Other Race	9,106	75 and over	35,906
Two or More Races	12,869		
Hispanic or Latino (of any ethnicity)	45,915		
INCOME AND EDUCATION CHARACTERISTICS			
Household Income		School Enrollment	
\$14,999 or less	21,559	Population 3 years and over enrolled in school	19,987
\$15,000 to \$24,999	20,602	Nursery school, preschool	8,160
\$25,000 to \$34,999	20,739	Kindergarten	6,095
\$35,000 to \$49,999	28,177	Elementary school (grades 1-8)	50,050
\$50,000 to \$74,999	38,265	High school (grades 9-12)	26,896
\$75,000 to \$99,999	25,909	College or graduate school	28,786
\$100,000 to \$149,999	25,328		
\$150,000 or more	13,658	Educational Attainment	
Family Income		Population 25 years and over	329,569
\$14,999 or less	8,481	Less than 9th grade	11,066
\$15,000 to \$24,999		9th to 12th grade, no diploma	21,401
\$25,000 to \$34,999	11,549	High school graduate (includes equivalency)	103,910
\$35,000 to \$49,999	18,220	Some college, no degree	78,067
\$50,000 to \$74,999	28,082	Associate's degree	32,157
\$75,000 to \$99,999	21,322	Bachelor's degree	50,273
\$100,000 to \$149,999	19,195	Graduate or professional degree	24,721
\$150,000 or more	10,275	Percent high school graduate or higher	88.9%
		Percent bachelor's degree or higher	23.1%

Source: U.S. Census Bureau, 2010 Census and American Community Survey 5-year estimates (2008-2012)

**Table 2.8
Regional Profile – MPA
(Quad Cities Metropolitan Planning Area Boundary)**

GENERAL DEMOGRAPHIC CHARACTERISTICS			
Total Population	297,986	Total Households	117,910
Gender		Age	
Male	145,777	0-4	19,972
Female	152,209	5-19	58,210
Race		20-24	19,356
White	248,243	25-34	39,371
Black or African American	24,889	35-44	36,522
American Indian and Alaska Native	875	45-54	43,089
Asian	5,703	55-64	38,159
Native Hawaiian and Other Pacific Islander	116	65-74	22,240
Some Other Race	8,946	75 and over	21,066
Two or More Races	9,214		
Hispanic or Latino (of any ethnicity)	26,254		

Source: U.S. Census Bureau, 2010 Census.

Note: U.S. Census data for the Quad Cities Metropolitan Planning Area Boundary Income and Education Characteristics not available.

Table 2.9
Largest Employers by County (2013)

HENRY COUNTY, IL ¹		MERCER COUNTY, IL ¹	
EMPLOYER	TOTAL EMPLOYEES	EMPLOYER	TOTAL EMPLOYEES
Great Dane Trailers	600	Mercer County School District #404	220
J V Enterprises	285	General Grind & Machine Inc	150
Kewanee Family Health	375	United School District	100
Hammond-Henry Hospital	260	Walmart	97
OSF Medical Group	250	Sherrard Senior High School	90
Walmart Supercenter	250	Sherrard Junior High School	85
Henry County Courthouse	230	Alexis Fire Equipment Co.	76
OSF St Luke Medical Center	192	Aledo Health and Rehab Center	75
KONE Inc	190	Meminger Manufacturing	75
National Guard	156	YMCA	65
MUSCATINE COUNTY, IA ²		ROCK ISLAND COUNTY, IL ¹	
EMPLOYER	TOTAL EMPLOYEES	EMPLOYER	TOTAL EMPLOYEES
HNI Corporation (The HON Company, Allsteel)	3,200	Deere & Company (all locations)	7,625
Kent Corporation	1,011	Rock Island Arsenal	5,602
Muscatine Community School District	823	UnityPoint Health - Trinity (all locations)	4,468
Trinity Hospital Muscatine	483	Tyson Fresh Meats	2,400
SSAB	410	Bally Gaming Sytems	1,100
Musco Sports Lighting	400	XPAC	1,000
Monsanto Company	381	Jumer's Casino Rock Island	1,000
Walmart	350	M & O Installation Co	900
Heinz, USA	305	Blackhawk College	825
The Stanley Group	279	Exeleon	800
SCOTT COUNTY, IA ¹		WHITESIDE COUNTY, IL ¹	
EMPLOYER	TOTAL EMPLOYEES	EMPLOYER	TOTAL EMPLOYEES
Genesis Health System	9,000	CGH Medical Center & Clinic	1,197
Alcoa Mill Products	3,000	Wahl Clipper Corporation	900
Arconic	2,000	Walmart Distribution Center	500
Deere & Co	2,000	Drives, Inc.	430
Kraft Heinz Co	1,600	Walmart Supercenter	420
Tri City Engineering & Integration	1,200	Self Help Enterprises	400
Medical Staffing Network Inc.	1,000	JII Promotions	312
Rhythm City Casino	1,000	Tyco Electronics Corp	300
Tri City Communications	900	Focus Services	200
Cobham Mission Equipment	800	Sterling Coliseum Rental	200

Sources:

¹ InfoGroup Reference USA Gov (2016)

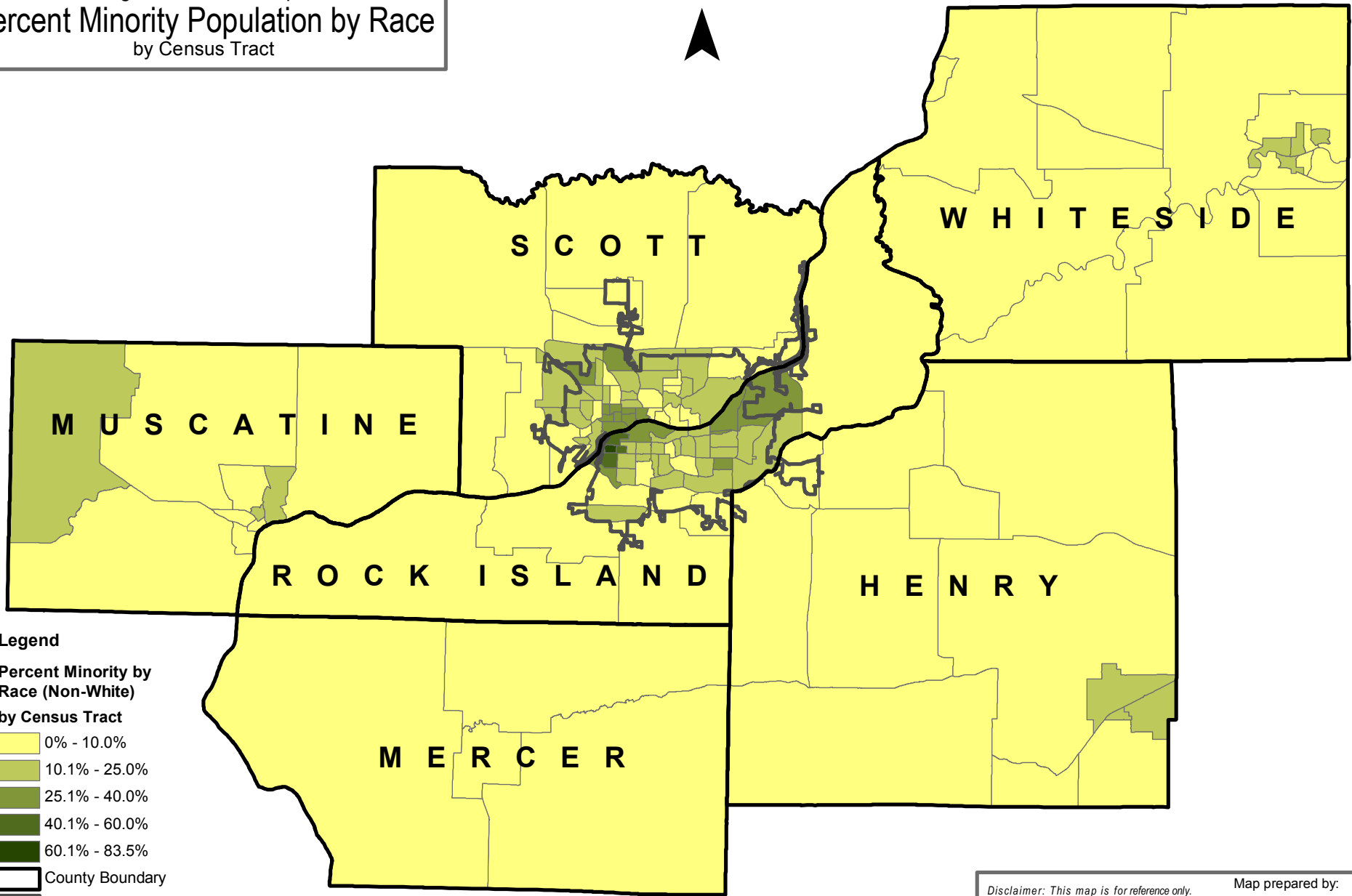
² Muscatine Chamber of Commerce

**Table 2.10
Employers by Industry Sector**

INDUSTRY	Rock Island County, Illinois	Henry County, Illinois	Mercer County, Illinois	Whiteside County, Illinois	Scott County, Iowa	Muscatine County, Iowa	TOTAL	PERCENT
Civilian employed population 16 years and over	68,257	23,162	7,501	26,572	83,537	21,377	230,406	
Agriculture, forestry, fishing and hunting, and mining	667	688	458	657	774	819	4,063	1.8%
Construction	3,732	1,612	716	1,268	5,103	1,250	13,681	5.9%
Manufacturing	12,665	4,381	1,216	5,453	14,624	6,073	44,412	19.3%
Wholesale trade	1,813	606	185	545	2,295	594	6,038	2.6%
Retail trade	8,618	2,695	783	3,628	9,603	1,973	27,300	11.8%
Transportation & warehousing, and utilities	4,287	1,563	546	1,709	4,244	1,021	13,370	5.8%
Information	1,359	390	117	444	1,492	273	4,075	1.8%
Finance and insurance, and real estate and rental and leasing	2,897	1,093	377	1,128	5,169	751	11,415	5.0%
Professional, scientific, and management, & administrative and waste management services	5,629	1,410	403	1,621	6,714	1,386	17,163	7.4%
Educational services, and health care and social assistance	14,707	4,788	1,486	6,052	19,050	4,622	50,705	22.0%
Arts, entertainment, and recreation, & accommodation and food services	5,889	1,810	611	1,909	7,420	1,290	18,929	8.2%
Other services, except public administration	3,052	1,077	265	1,324	3,468	817	10,003	4.3%
Public administration	2,942	1,049	338	834	3,581	508	9,252	4.0%

Source: U.S. Census Bureau, American Community Survey 5-year estimates (2012-2016).

MAP 2.1
 Bi-State Region Transit Development Plan
Percent Minority Population by Race
 by Census Tract

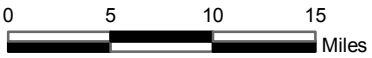


Legend

Percent Minority by Race (Non-White) by Census Tract

- 0% - 10.0%
- 10.1% - 25.0%
- 25.1% - 40.0%
- 40.1% - 60.0%
- 60.1% - 83.5%

- County Boundary
- 2017 Urbanized Area



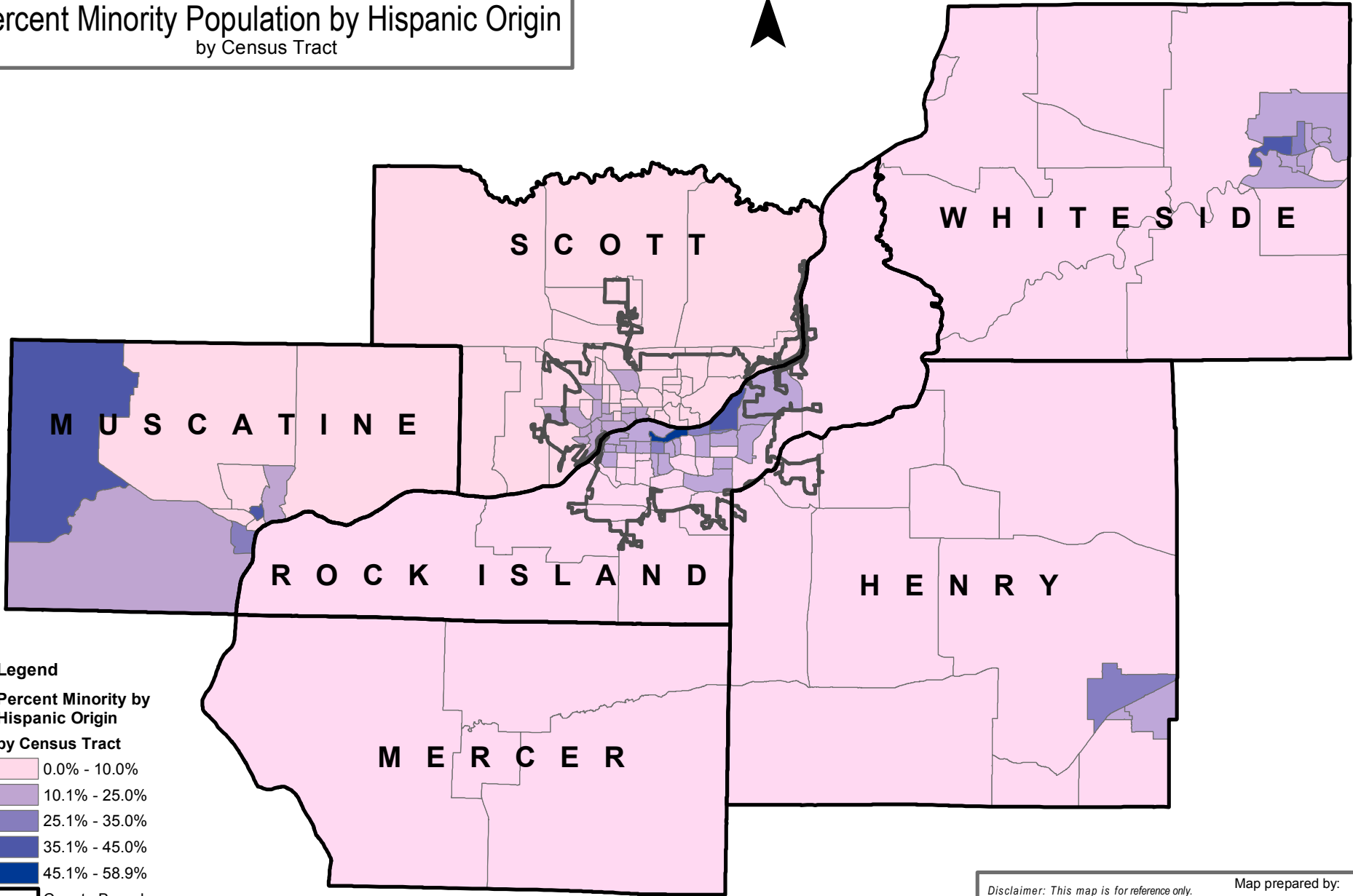
Sources:
 Urbanized Area, Census Tracts and County Boundaries - U.S. Census Bureau, 2017 TIGER/Line Shapefiles
 Minority Population - by Race (Non-White) - U.S. Census Bureau American Community Survey (ACS) 5-year Estimates 2011-2015

Disclaimer: This map is for reference only. Data provided are derived from multiple sources with varying levels of accuracy. Bi-State Regional Commission disclaims all responsibility for the accuracy or completeness of the data shown hereon.

Map prepared by:



MAP 2.2
 Bi-State Region Transit Development Plan
 Percent Minority Population by Hispanic Origin
 by Census Tract

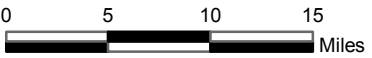


Legend

Percent Minority by Hispanic Origin by Census Tract

- 0.0% - 10.0%
- 10.1% - 25.0%
- 25.1% - 35.0%
- 35.1% - 45.0%
- 45.1% - 58.9%


- County Boundary
- 2017 Urbanized



Sources:
 Urbanized Area, Census Tracts and County Boundaries - U.S. Census Bureau, 2017 TIGER/Line Shapefiles
 Minority Population (Hispanic Origin) - U.S. Census Bureau American Community Survey (ACS) 5-year Estimates 2011-2015

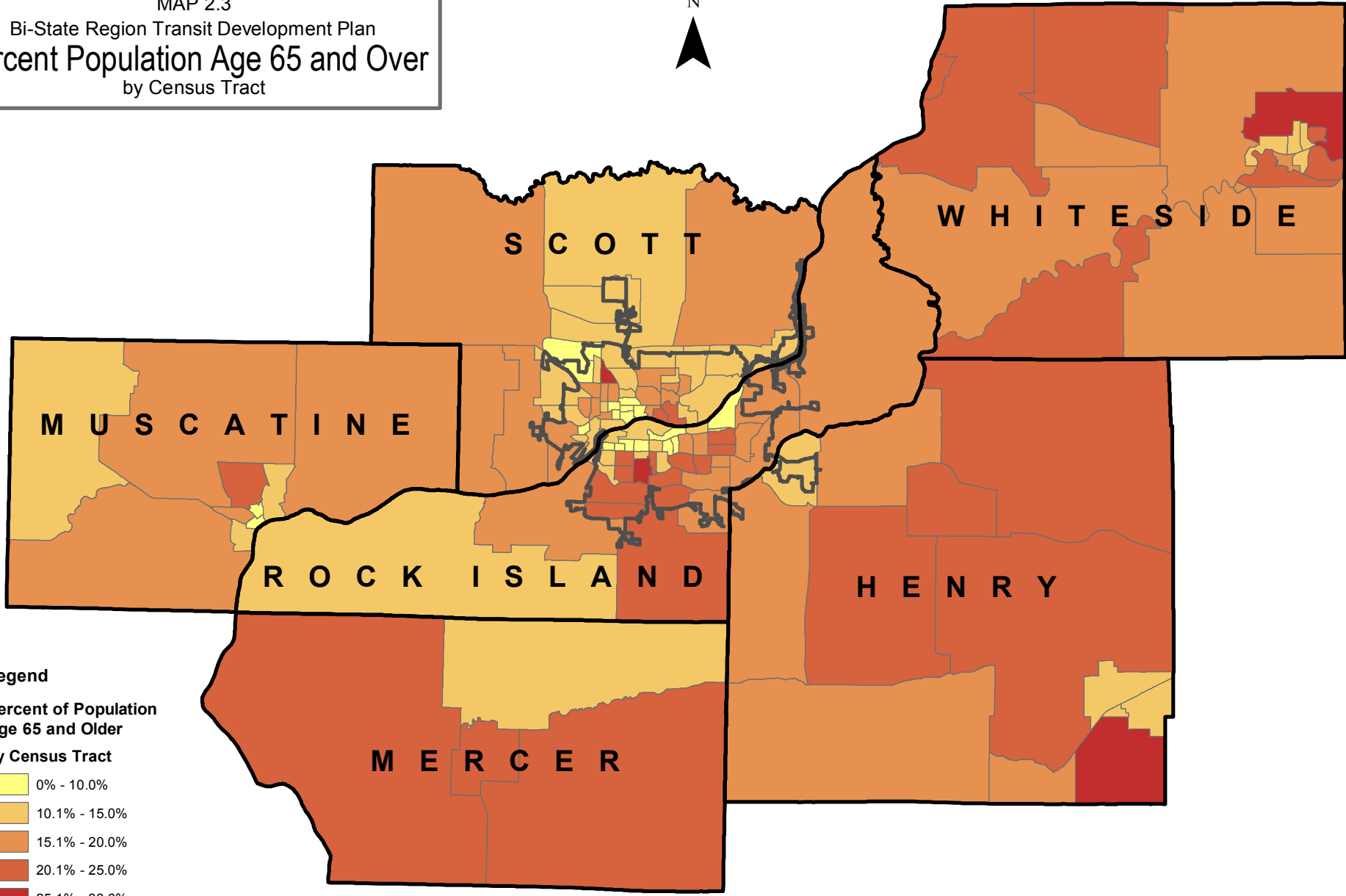
Disclaimer: This map is for reference only. Data provided are derived from multiple sources with varying levels of accuracy. Bi-State Regional Commission disclaims all responsibility for the accuracy or completeness of the data shown hereon.

Map prepared by:



March 2018

MAP 2.3
 Bi-State Region Transit Development Plan
Percent Population Age 65 and Over
 by Census Tract

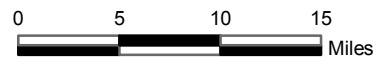


Legend

**Percent of Population
 Age 65 and Older
 by Census Tract**

- 0% - 10.0%
- 10.1% - 15.0%
- 15.1% - 20.0%
- 20.1% - 25.0%
- 25.1% - 33.6%


- County Boundary
- 2017 Urbanized Area



Sources:
 Urbanized Area, Census Tracts and County Boundaries - U.S. Census Bureau, 2017 TIGER/Line Shapefiles
 Population 65 and Over - U.S. Census Bureau American Community Survey (ACS) 5-year Estimates 2011-2015

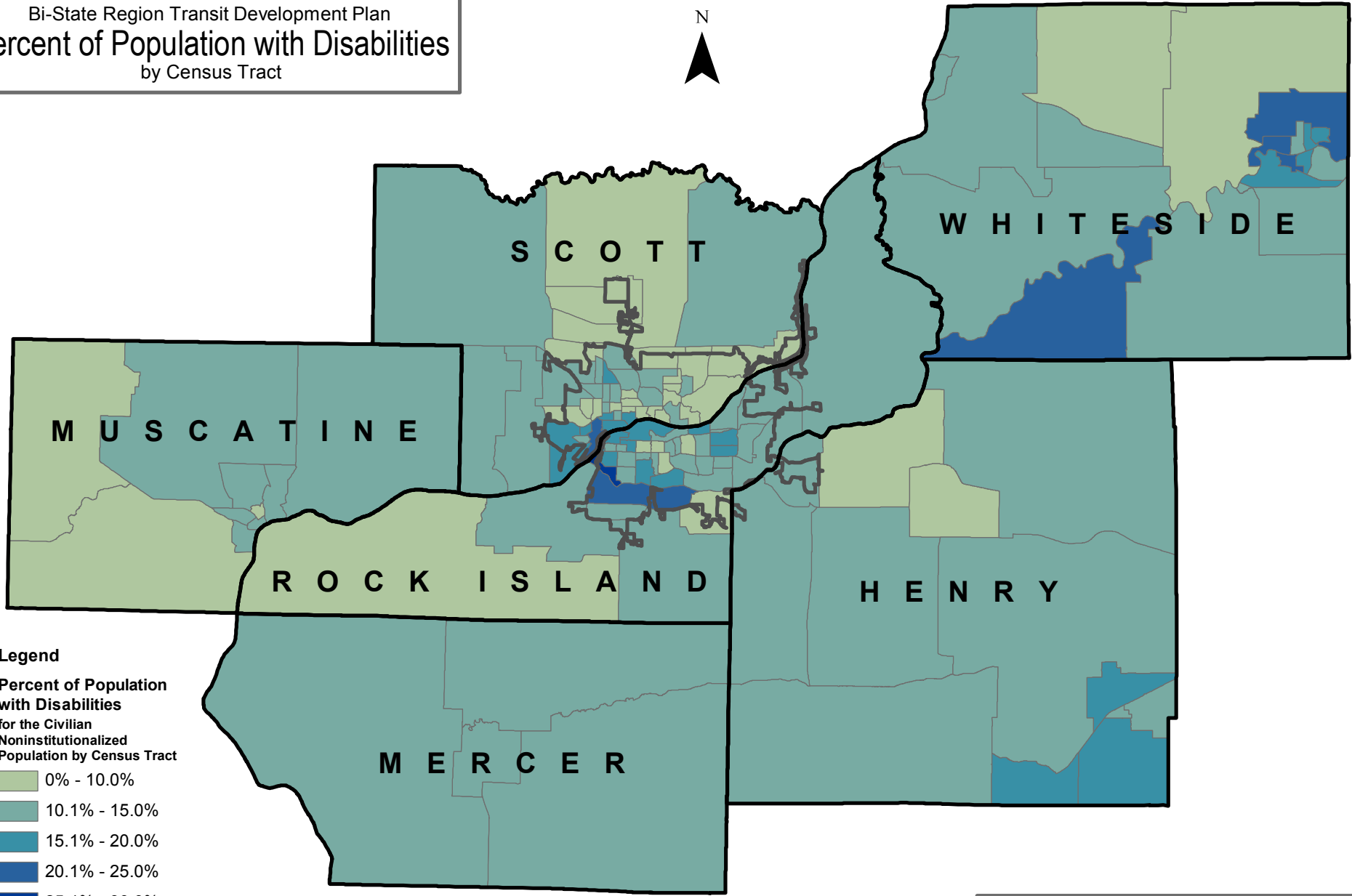
Disclaimer: This map is for reference only. Data provided are derived from multiple sources with varying levels of accuracy. Bi-State Regional Commission disclaims all responsibility for the accuracy or completeness of the data shown hereon.

Map prepared by:



March 2018

MAP 2.4
 Bi-State Region Transit Development Plan
Percent of Population with Disabilities
 by Census Tract



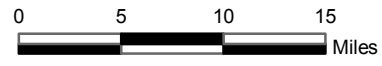
Legend

Percent of Population with Disabilities for the Civilian Noninstitutionalized Population by Census Tract

- 0% - 10.0%
- 10.1% - 15.0%
- 15.1% - 20.0%
- 20.1% - 25.0%
- 25.1% - 30.0%


- County Boundary
- 2017 Urbanized Area

Sources:
 Urbanized Area, Census Tracts and County Boundaries - U.S. Census Bureau, 2017 TIGER/Line Shapefiles
 Persons with Disabilities - U.S. Census Bureau American Community Survey (ACS) 5-year Estimates 2011-2015



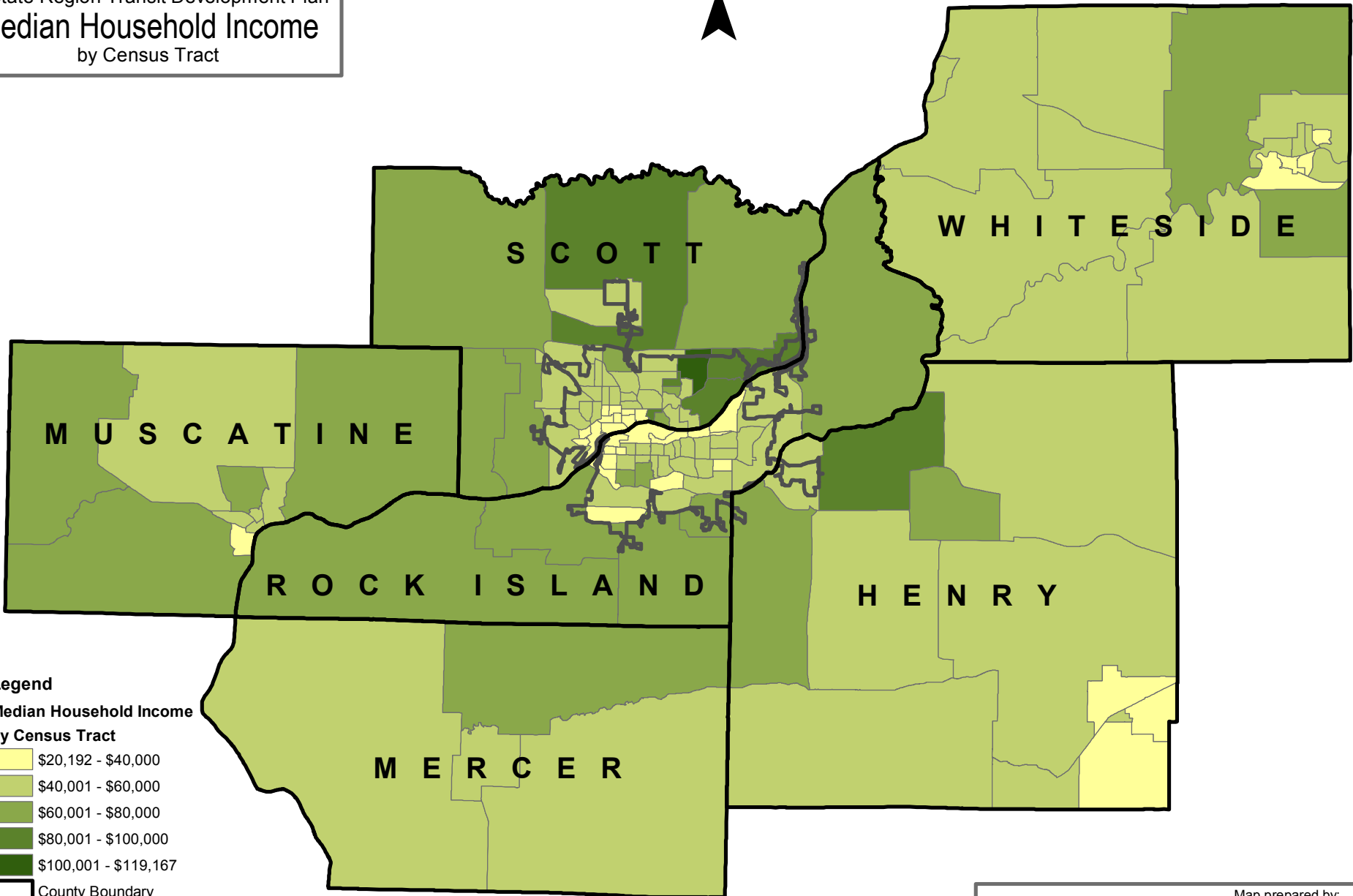
Disclaimer: This map is for reference only. Data provided are derived from multiple sources with varying levels of accuracy. Bi-State Regional Commission disclaims all responsibility for the accuracy or completeness of the data shown hereon.

Map prepared by:



March 2018

MAP 2.5
 Bi-State Region Transit Development Plan
Median Household Income
 by Census Tract

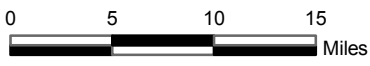


Legend

Median Household Income by Census Tract

- \$20,192 - \$40,000
- \$40,001 - \$60,000
- \$60,001 - \$80,000
- \$80,001 - \$100,000
- \$100,001 - \$119,167


- County Boundary
- 2017 Urbanized Area



Sources:
 Urbanized Area, Census Tracts and County Boundaries - U.S. Census Bureau, 2017 TIGER/Line Shapefiles
 Median Household Income - U.S. Census Bureau American Community Survey (ACS) 5-year Estimates 2011-2015

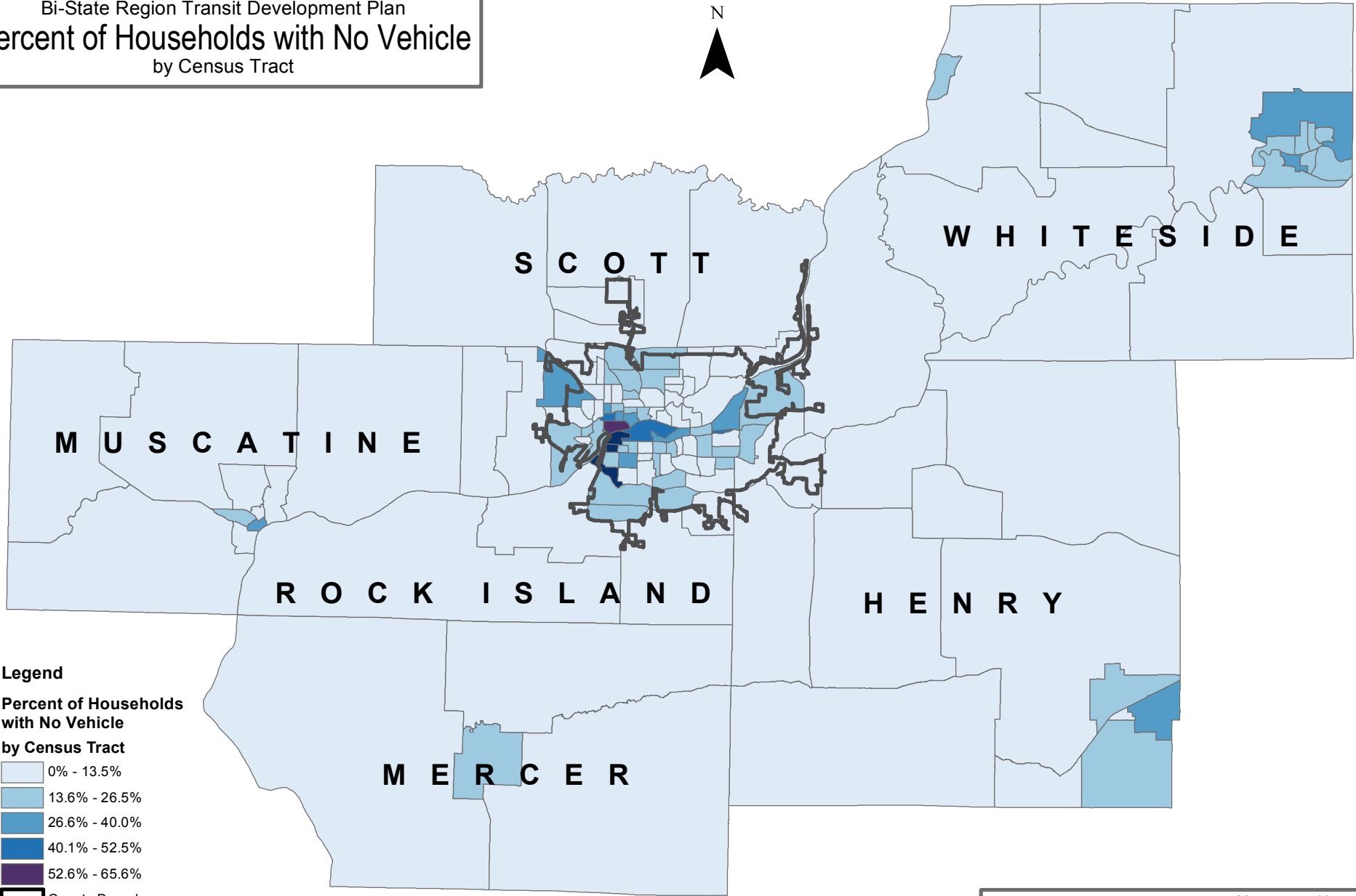
Disclaimer: This map is for reference only. Data provided are derived from multiple sources with varying levels of accuracy. Bi-State Regional Commission disclaims all responsibility for the accuracy or completeness of the data shown hereon.

Map prepared by:



March 2018

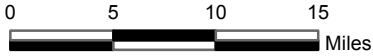
MAP 2.6
 Bi-State Region Transit Development Plan
Percent of Households with No Vehicle
 by Census Tract



Legend


Percent of Households with No Vehicle by Census Tract

- 0% - 13.5%
- 13.6% - 26.5%
- 26.6% - 40.0%
- 40.1% - 52.5%
- 52.6% - 65.6%
- County Boundary
- 2017 Urbanized

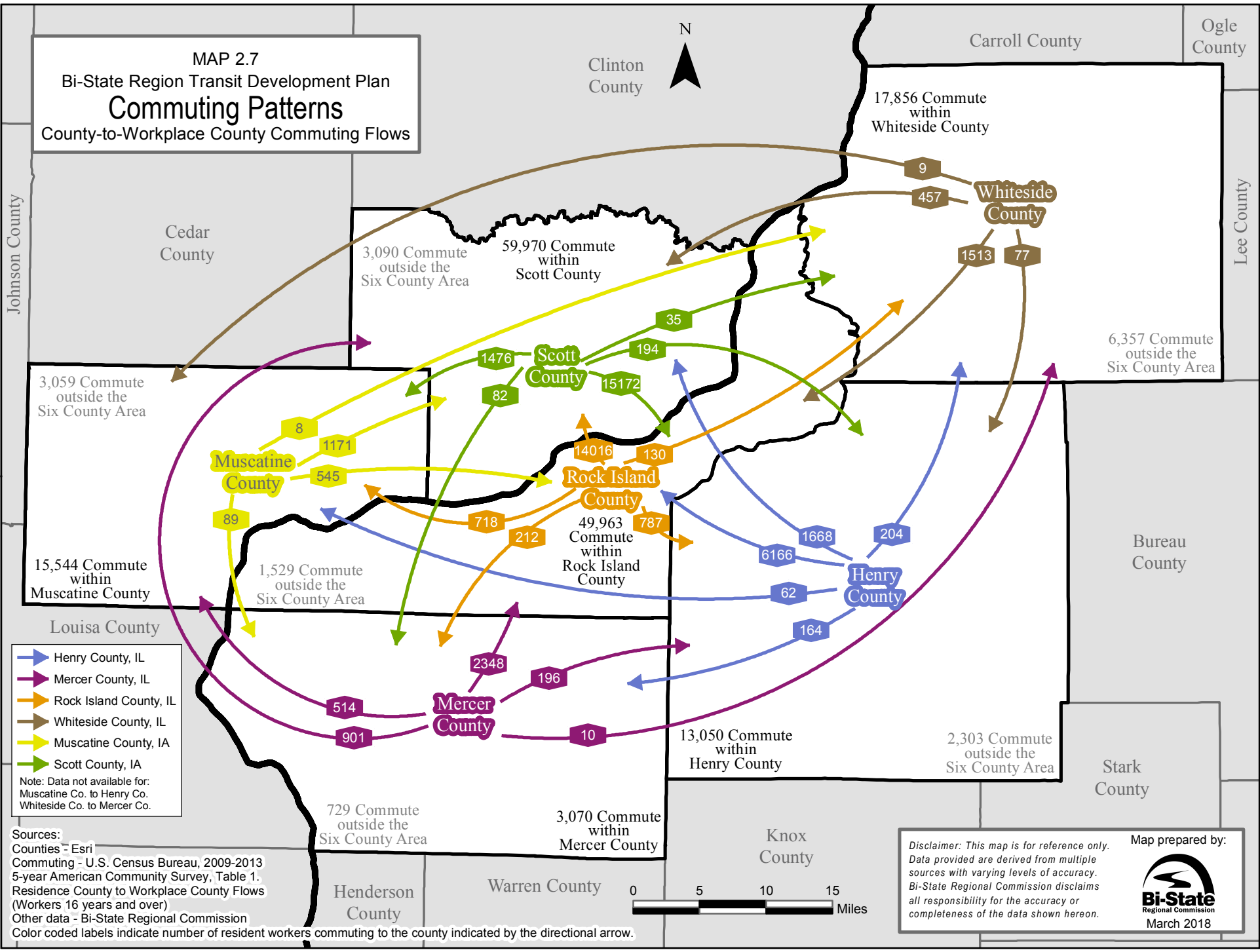


Sources:
 Urbanized Area, Census Tracts and County Boundaries - U.S. Census Bureau, 2017 TIGER/Line Shapefiles
 Households with No Vehicle - U.S. Census Bureau American Community Survey (ACS) 5-year Estimates 2011-2015

Disclaimer: This map is for reference only. Data provided are derived from multiple sources with varying levels of accuracy. Bi-State Regional Commission disclaims all responsibility for the accuracy or completeness of the data shown hereon.

Map prepared by:

 March 2018

MAP 2.7
Bi-State Region Transit Development Plan
Commuting Patterns
 County-to-Workplace County Commuting Flows



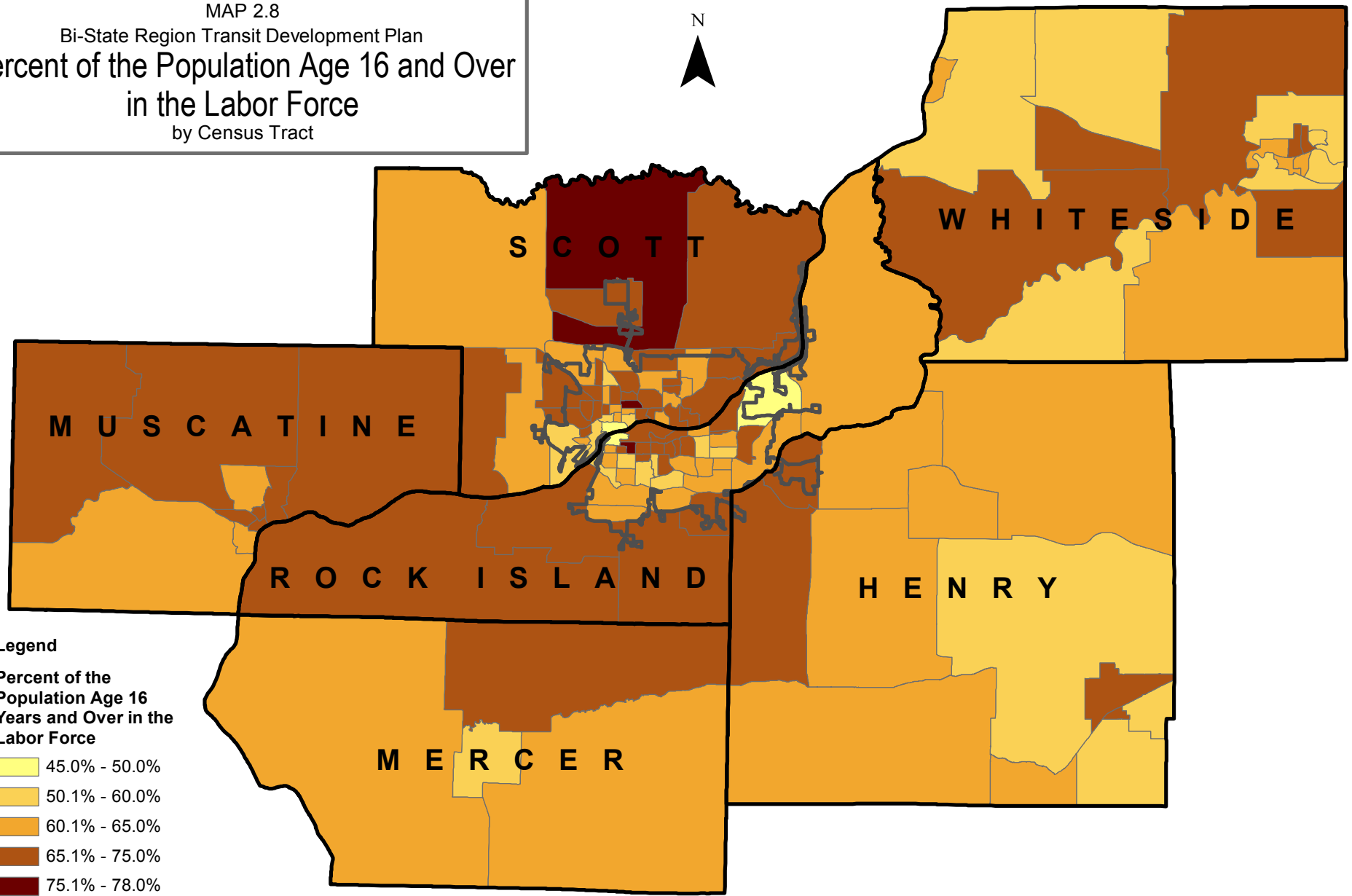
Sources:
 Counties - Esri
 Commuting - U.S. Census Bureau, 2009-2013
 5-year American Community Survey, Table 1.
 Residence County to Workplace County Flows
 (Workers 16 years and over)
 Other data - Bi-State Regional Commission
 Color coded labels indicate number of resident workers commuting to the county indicated by the directional arrow.

Disclaimer: This map is for reference only.
 Data provided are derived from multiple
 sources with varying levels of accuracy.
 Bi-State Regional Commission disclaims
 all responsibility for the accuracy or
 completeness of the data shown hereon.

Map prepared by:

 Bi-State
 Regional Commission
 March 2018

MAP 2.8
 Bi-State Region Transit Development Plan
 Percent of the Population Age 16 and Over
 in the Labor Force
 by Census Tract



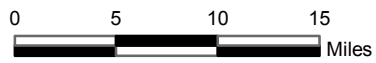
Legend

Percent of the Population Age 16 Years and Over in the Labor Force

- 45.0% - 50.0%
- 50.1% - 60.0%
- 60.1% - 65.0%
- 65.1% - 75.0%
- 75.1% - 78.0%


- County Boundary
- 2017 Urbanized Area

Sources:
 Urbanized Area, Census Tracts and County Boundaries - U.S. Census Bureau, 2017 TIGER/Line Shapefiles
 Percent Population in the Labor Force - U.S. Census Bureau American Community Survey (ACS) 5-year Estimates 2011-2015



Disclaimer: This map is for reference only. Data provided are derived from multiple sources with varying levels of accuracy. Bi-State Regional Commission disclaims all responsibility for the accuracy or completeness of the data shown hereon.

Map prepared by:



March 2018

Chapter 3 Transit Profile

Chapter 3 is intended to frame regional conditions that influence transit mobility and discuss the extent and distribution of transit services in the region. The conclusion of the chapter provides a summary of coordination efforts identified thus far. An ongoing effort continues to be made to gather additional information from private transit operators and human service agencies providing transportation services. Bi-State maintains an inventory known as the “Specialized Transportation Services Inventory,” or STSI, which is used to provide system information for this chapter. The full inventory is located in Appendix B of the document and is updated as new system information becomes available.

Transit Providers

Public transit providers in Henry, Mercer, Muscatine, Whiteside, Rock Island, and Scott Counties have been contacted through a survey conducted by the Bi-State Regional Commission. The survey was disseminated October-December 2017 and utilized as part of the updating process of this plan. Updates to the plan compliment the requirements identified by both the Illinois Department of Transportation (IDOT) and the Iowa Department of Transportation (IADOT). Surveys were sent to agencies providing public or client-based transportation services throughout the six-county Bi-State Region. This includes primarily public transit providers and human service agencies. All of the surveys were returned by the public transit providers, while minimal responses were received from human service agencies. As a

result, many of the human service agency surveys provided in Appendix B still include responses from 2006 or 2013. Responses from human service agencies will continue to be updated once responses are received.

The regional inventory includes information describing public and private transit service providers found within the region, including human services agencies, nursing homes, local transit systems, and taxi/shuttle companies. Key information compiled in the survey includes a description of each organization’s services and what restrictions may exist.

In addition to the survey responses, staff from Bi-State Regional Commission discussed the most frequently traveled stops with the rural public transit providers in the region. Data collected was then mapped for each county, and used to determine where service needs and may exist for each of the six-counties. Maps for each county are included with the STSI in Appendix B.

Public Transit Providers

There are four fixed-route public transit systems in the Bi-State Region, including Bettendorf Transit, Davenport CitiBus, Muscatine MuscaBus, and the Rock Island County Metropolitan Mass Transit District (Metro). The three municipally-provided systems primarily serve riders within their corporate limits. Seven years ago, an ICAAP grant was received to create Bettendorf's Route 5 and Davenport's Route 53 to serve the 53rd Street corridor and create a connection at Northridge Shopping

Center. The ICAAP grant no longer funds the routes; it is mutually agreed upon by the transit systems to maintain this connection. Metro, legally known as the Rock Island County Metropolitan Mass Transit District, is a specialized taxing district created specifically to provide public transportation in the Illinois Quad Cities serving eight communities. Metro connects to Bettendorf Transit and Davenport CitiBus fixed-route systems. Bettendorf

Transit connects at Centre Station in Moline, Illinois, and Davenport CitiBus connects at the Metro transfer hub in Rock Island, Illinois. Map 3.1 identifies the existing and future transit routes for the Quad Cities Area, while Map 3.2 identifies the transit routes for Muscatine. The following summary table outlines general information on these fixed-route systems that were received from the transit agencies.

Table 3.1
Public Transit Systems Fixed-Route Information

Transit System	# of Routes	# of Vehicles	Weekday Hours	Weekend Hours	Service Frequency on Routes (Headways)	Adult Basic Fare	Annual Ridership (FY 2017)
Bettendorf Transit	3	5	6:15 a.m. – 6:45 p.m. varies by route	8:30 a.m. – 5:30 p.m. varies by route; Saturday only	30 or 60 minutes by route	\$1.00	108,430
Davenport CitiBus	10	23	6:00 a.m. – 7:00 p.m. varies by route	9:00 a.m. – 7:00 p.m.; Saturday and Sunday 10:00 a.m. – 5:00 p.m.	30 or 60 minutes by route	\$1.00 (no charge on Saturdays)	1,166,755
Muscatine MuscaBus	4	11	6:30 a.m. – 5:00 p.m.	8:30 a.m. – 4:00 p.m.; Saturday only	30 or 60 minutes by route	\$0.75	164,239
Rock Island County Metropolitan Mass Transit District (MetroLink)	12	76; 3 vessels (Channel Cat)	5:00 a.m. – 10:00 p.m.; Channel Cat is season	7:00 a.m. – 6:30 p.m.; Saturday and 8:00 a.m. – 5:00 p.m.; Sunday	15, 30 or 60 minutes by route	\$1.00	3,297,518

Bettendorf Transit System

The City of Bettendorf operates a municipal transit system known as Bettendorf Transit. The fixed-route system was established in 1980 and currently operates three fixed routes.

Riders are able to connect to both CitiBus and MetroLINK. In addition to fixed-route service, Bettendorf Transit also contracts out for demand-response and Americans with Disabilities Act

(ADA) paratransit service with River Bend Transit.

Service is provided to the most densely populated areas of the city in addition to many employment and activity centers including the Family Museum, Scott Community College, the Isle of Capri Casino, and the Arconic Industrial Plant. There are several key ridership generators within the service area corridor, including major shopping centers, public and private schools, a community college, senior housing, medical facilities, and major employers of the Quad Cities. In addition to serving its own community, Bettendorf is linked regionally to the surrounding Quad Cities Area with connections to Davenport CitiBus at the Bettendorf transfer hub along U.S. 67 and at the Hy-Vee located at Northridge Shopping Center. A route also connects with the Metro at Centre Station in Moline.

Service hours for Bettendorf Transit vary, depending on the day. Currently, weekday service is provided 6:15 a.m. to 6:45 p.m. Monday through Friday and 8:30 a.m. to 5:30 p.m. on Saturday. Service is not provided on Sunday or on major holidays. The general public cash fare is \$1.00 for all fixed-route buses; however, reduced fares are available for seniors, individuals with disabilities, and college students. Children under age five may ride free if accompanied by an adult. Riders may also purchase the QC PassPORT, a \$30.00 monthly pass valid for any of the three fixed-route systems in the Quad Cities.

Bettendorf Transit currently operates a fixed-route revenue fleet of six 35-passenger buses and three 27-passenger buses. In 2015, Bettendorf Transit underwent a route analysis that

recommended moving the central transfer hub from downtown. Routes now focus on serving more established parts of the city to improve efficiency, but do not come together at a single point. Instead, customers can transfer between lines at numerous transfer points, including three main connections along Middle Road. Vehicles are equipped with bicycle racks to encourage multi-modal travel. The City of Bettendorf did own and operate a seasonal riverfront route, The Loop, on Friday and Saturday evenings and select holidays. The Loop service was discontinued in 2016.

In 2013, the City of Bettendorf contracted with MetroLINK to house its administrative and operational functions. Such functions include state and federal transit reporting, grant applications and administration, a customer call center, and dispatching services. Bettendorf Transit has also implemented a computer-aided dispatch/automation vehicle location (CAD/AVL) system, Google Trip Planner, and mobile app in recent years, increasing the availability of on-demand information.

Davenport CitiBus

The City of Davenport operates a fixed-route system of 10 routes known as CitiBus. Public transit in Davenport began in 1969 with the creation of the City Transit Authority, which subsidized the privately-held Davenport City Lines Bus Company. The city purchased Davenport City Lines and placed operation of the transit service under the jurisdiction of the city's Department of Municipal Transportation. The 10 CitiBus routes are oriented in both radial and grid patterns emanating from the

Ground Transportation Center (GTC) located in the heart of downtown Davenport on River Drive between Ripley and Harrison Streets. All buses are equipped with bike racks, and CitiBus provides easy access to the nationally-designated Mississippi River Trail. Headways vary by route and time of day but are generally 30 or 60 minutes. CitiBus Route 17 provides service to the River Cities Business Park during peak hours for the businesses located in this area. The City of Davenport contracts this service, along with their complimentary Americans with Disabilities Act (ADA) paratransit service and other demand-response services, to River Bend Transit, the regional transit provider.

CitiBus' service area encompasses the majority of the city, approximately 30 square miles. Numerous schools, shopping centers, hospitals, local businesses, and several local tourist attractions are within short walking distances of CitiBus routes. CitiBus is regionally linked to the other two fixed route transit systems of the Quad Cities. CitiBus connects to Bettendorf Transit at a transit hub at Lincoln and Kimberly and at 53rd Street by the Northridge Shopping Center. CitiBus crosses the state line by traveling to the MetroLINK Rock Island transfer hub via the CitiBus Route 7 "Bridgeline."

Service hours for Davenport CitiBus vary by individual route. However, the approximate service hours for most routes are 6:00 a.m. to 7:00 p.m. Monday through Friday, and 9:00 a.m. to 7:00 p.m. on Saturday, and 10:00 a.m. to 5:00 p.m. on Sunday. Paratransit service is available at all the times listed above.

General one-trip fares are \$1.00, with special reduced fares available for seniors, individuals with disabilities, unemployed individuals, students, and children. In addition to the monthly QC PassPort for \$30.00, CitiBus launched a CitiPASS program in October 2007 allowing unlimited rides throughout Davenport for the month. Riders can purchase a monthly CitiPASS for \$23.00, which allows unlimited rides and transfers on any routes within the Davenport system. In addition to the above fares, a new program marketed as "Green Saturdays" was implemented in October 2008. A complement to regional air quality initiatives, the program encourages riders to leave their personal vehicles at home and utilize any of Davenport's fixed-route services free of charge every Saturday.

Davenport CitiBus offers college students a discounted fare of \$0.50. The system has transit agreements with Kaplan University, Palmer College of Chiropractic, and Saint Ambrose University enabling students (and in some cases faculty and staff) to ride without incurring any additional cost. As of July 2011, the City of Davenport and the Davenport Public Schools System partnered to provide free transit service to school children K-12 upon presentation of their school ID. This is proving to be a tremendously successful program, with monthly student ridership averaging 238,000 students for FY15 year alone. Saint Ambrose University utilizes CitiBus routes to enhance student access to and from its Health Sciences Building at Genesis West.

Davenport CitiBus has a total of 20 vehicles in its fleet. Five vehicles are 25-passenger, 30-foot heavy-duty transit coaches; twelve are 32-

passenger, 35-foot heavy-duty transit coaches; two are 38-passenger, 40 foot-heavy-duty transit coaches; and two are 44-passenger, 40-foot heavy-duty transit coaches. Davenport CitiBus also has one seven-passenger Dodge Caravan. All vehicles are ADA compliant and equipped with bicycle racks (except the Caravan) to promote intermodal connections. The replacement schedule for heavy-duty transit buses is 12 years/350,000 miles.

Davenport CitiBus uses a free CitiBus Transloc Rider App that allows users to plan a trip(s), track busses on the route in real time and know arrival times, see what routes connect at the closest transit hub/transfer locations, see the arrival time of connecting buses, and receive rider alerts and other important notifications. The Transloc App can be downloaded for free on the App Store or on Google Play.

The City of Davenport currently owns and operates a centralized Ground Transportation Center (GTC) in downtown Davenport. Built in 1985, the facility is in good condition and is ADA-accessible. The GTC houses the dispatching operations, limited office space for supervisors, modest driver break room accommodations, and acts as the primary transfer location for the majority of CitiBus routes. Construction of an addition to the Davenport Public Works building was completed in 2014. CitiBus management/administrative staff relocated to the new addition, which houses new administrative offices, a large conference area, multiple workstations, and driver accommodations. Dispatch and limited supervisory staff remain at the GTC during operating hours for customer assistance.

Until recently, the city, in conjunction with MetroLINK, maintained the Quad Cities Transit Facility in Rock Island, Illinois. The Rock Island facility operated as an independent organization responsible for providing maintenance and minor body repairs to the fleets of both CitiBus and MetroLINK. In the spring of 2015, the City of Davenport moved the CitiBus transit fleet to the Davenport Public Works building, where all vehicle maintenance and fleet storage needs are now met in-house.

Rock Island County Metropolitan Mass Transit District (RICMMDT)

The Rock Island County Metropolitan Mass Transit District, commonly referred to as MetroLINK, is a multi-city public transit system that was created in 1970 to serve the Illinois Quad Cities. Fixed-route service is provided to the communities of Carbon Cliff, Colona, East Moline, Hampton, Milan, Moline, Rock Island, and Silvis. In addition to fixed-route transit service, MetroLINK serves as an agent for Greyhound Bus Lines and Burlington Trailways, provides paratransit and special transportation services, and operates a passenger ferry, locally known as the Channel Cat Water Taxi.

Approximately 107,070 people live within a quarter-mile of a MetroLINK route. MetroLINK’s active revenue fleet consists of 58 transit coaches, nine paratransit vehicles, and nine Special Transportation Services (STS) vehicles. Nearly 75 percent of the fixed-route fleet is powered by Compressed Natural Gas (CNG). The agency uses a 12-year replacement cycle for its fixed-route fleet, with major rehabilitation on the vehicles after approximately six years of

use. All transit coaches and modified vans meet ADA requirements and are equipped with low-floor ramps or lifts and passenger notification signals. The next several fleet replacements are planned with CNG, Hybrid-Electric Diesel, and/or electric technologies.

MetroLINK's fixed-route services, referred to as "Metro," operates seven days a week on 15, 30, or 60-minute headways. The system is comprised of 12 fixed routes, with additional peak service to serve employment and education centers, ADA Paratransit service, and the Channel Cat ferryboats. The system is a combination of grid and radial-route service with connections to Davenport CitiBus in Rock Island and Bettendorf Transit and River Bend Transit in Moline. Riders can download the Transloc Mobile App to view real-time updates of where each bus is located. There is also a real-time interactive map that can be viewed from a desktop.

The adult base fare is \$1.00. Special reduced rates are available for seniors, individuals with disabilities, and children. Pre-paid passes provide discounts for purchasing multiple rides. Seniors and individuals with disabilities who are enrolled in the Illinois Circuit Breaker Program can ride the Metro fixed-route services free of charge. Metro also accepts the QC PassPORT, which costs \$30 for unlimited rides on any of the Quad Cities fixed-route services.

Metro's transportation network includes three key terminals that are located in Moline, East Moline, and Rock Island. Centre Station, Metro's premier transportation hub, was constructed in 1998 and is a joint-use facility in Downtown Moline. Centre Station is

also a transfer station and ticketing location for Burlington Trailways. East Pointe Station was constructed in East Moline in 2005. In January 2014, MetroLINK opened a new transfer station in downtown Rock Island at 2nd Avenue and 20th Street. The station has passenger amenities and a heated waiting room. The station has room for ten bus docking bays for easy pull-in and pull-out. Other major transfer points in the Metro system are Cityline Plaza, Black Hawk College, Southpark Mall, and Wal-Mart (Moline).

MetroLINK has one maintenance facility to serve the operational and maintenance needs of its fixed-route fleet. The Quad City Transit Facility in Rock Island was opened in 1983 and was a shared facility with Davenport CitiBus. The facility was replaced in 2014 and is now located in Rock Island's Columbia Park redevelopment area. The new, 140,000 square-foot facility has the potential to achieve LEED (Gold) Certification and will provide the maximum sustainability standards for MetroLINK for the next three decades. Key design features include a Photovoltaic (PV) Solar Array, a Solar Thermal Hot Water System, a CNG Fueling Station, a Bus Wash Water Reclamation System, Bioswales, and White Thermoplastic Polyolefin (TPO) Roofing. MetroLINK's ADA and STS operations are served by a second facility in Rock Island, with maintenance being contracted by a third-party vendor. Administrative functions for the agency are provided at a separate location in downtown Moline.

MetroLINK also operates the Channel Cat Water Taxi. The service includes three 49-passenger ferryboats equipped with bicycle racks that create cross-river

transportation between two docks in Illinois and two in Iowa. The Channel Cat operates between Memorial Day and Labor Day, weather permitting, and provides over 30,000 trips annually. Tickets are \$8.00 for an adult and \$4.00 for ages 2 to 10. Hours may vary depending on the day but range from 9:00 a.m. to 8:00 p.m. Tickets can now be purchased online through the Channel Cat Mobile Ticketing App. The app is free and allows tickets to be purchased instantly on a smart phone.

Muscatine Transit System (MuscaBus)

The City of Muscatine operates a fixed-route transit system, and a curb-to-curb paratransit service within its municipal boundaries, Known as MuscaBus. MuscaBus operates three fixed routes from 6:30 a.m. to 5:00 p.m., Monday through Friday and a paratransit service for individuals with disabilities and others not able to access a route bus. There is a fourth route that operates from 7:25 a.m. to 4:40 p.m. Monday through Friday. MuscaBus operates two, fixed routes and paratransit service on Saturday from 8:30 a.m. to 4:00 p.m. All rides are open to the general public and accessible to persons with disabilities.

Fares are \$1.00 per trip for fixed-route services with free transfers. Children under age five ride free. Monthly passes for unlimited fixed-route rides are available for \$32.00. Paratransit service hours are also 6:30 a.m. to 5:00 p.m. Monday through Friday and 8:30 a.m. to 4:00 p.m. on Saturdays with a fare of \$2.00 per ride. Those utilizing paratransit service must schedule a ride at least one day in advance.

In addition to its regular hours of service, MuscaBus offers evening service. Evening service includes New Freedom and JARC Night-time Commuter Service. New Freedom service operates Tuesday and Thursday evenings 5:30-9:30 p.m. Funding for New Freedom and JARC services were ceased in September 2013 under MAP-21. The City of Muscatine has chosen to continue both services by utilizing Federal Transit Administration funding with a municipal match paid for by the local tax levy. The night-time commuter service was established to provide transportation to access employment and education services that are often times during non-traditional work day hours. Transportation can also be provided for children of the employed individual requiring day care services. Rides are \$2.00 each. They can be scheduled in advance.

MuscaBus operates a fleet of eleven light-duty buses. Four of them are 16 passenger, four are 18 passenger, and the remaining three are 20 passenger buses. The vehicles range in age from 2006 to 2017. All vehicles meet ADA standards. Currently, the City of Muscatine utilizes the city's Public Works Building as both the administrative and maintenance center for the transit system. The building is ADA accessible and was constructed in 1985. Currently, there is no facility growth required for Muscatine City Transit Regional Public Transit Operators.

Beyond fixed-route systems, all counties in the Bi-State Region are served by a regional or county-based public transportation operator. Per the Iowa Code Chapter 324A, River Bend Transit has been designated the

regional transit operator for the Iowa Counties of Cedar, Clinton, Muscatine, and Scott. In Illinois, regional transit operators are not designated by the state but rather are encouraged to develop at the county level via the Interagency Coordinating Committee on Transportation (ICCT) Primer program. FTA funding was made available to all counties based on their rural population at the time of the 2000 Census, and they are required to complete a five-phase “primer” coordination process prior to accessing funds. In addition to operating assistance, several specialized transportation operators receive FTA Section 5310 (Enhanced Mobility Program) capital assistance to purchase replacement and/or expansion vehicles on an annual basis.

Henry County Public Transportation

As the first rural public transportation operator in the Illinois Bi-State Region, Henry County Public Transportation (HCPT) has been operated by Abilities Plus since 1987. In addition to transportation, Abilities Plus provides services such as developmental training, job placement, residential support, respite care, and Special Olympics to over 200 individuals with disabilities within Henry, Stark, and Western Bureau Counties.

Hours of operation are 7:00 a.m. to 9:00 p.m., Monday through Friday and 7:00 a.m. to 5:00 p.m. on Saturday. All Saturday rides must be scheduled in advance since there is no dispatcher that works on Saturday. Sunday service is available due to a contract established between HCPT and two local churches. HCPT is able to provide rides to the general public within the time frame that the church route is

running if feasible. HCPT is demand-response and offers curb-to-curb service to ensure the safety of all riders. It is recommended that rides be scheduled at least 24 hours in advance.

Rider fares are \$2.00 per trip for rides traveling within the same city limits in Henry, Stark, or Western Bureau Counties and \$3.00 per trip when traveling outside of a city limit beginning and ending within Henry, Stark, and Western Bureau Counties. HCPT does offer rides to extended service areas such as the Illinois Quad Cities, Galesburg, Peoria, and Princeton at a rate of \$7.00 per trip with a fee of \$2.00 per transfer after the first trip within the same city limits. Trips to these destinations are determined by the demand from the general public. It is important to note that all trips must begin or end within the three-county region.

The agency’s vehicle fleet includes ten minivans and eight medium-duty vans. All vans are ADA accessible.

RIM Rural Transit

RIM Rural Transit is a public transportation system operated by Project NOW to serve rural Rock Island and Mercer Counties. RIM began providing service in March 2010. Operations are managed through Project NOW’s Rock Island County Senior Center and are an expansion of the agency’s existing senior transportation program.

Hours of operation are 8:00 a.m. to 4:30 p.m. Monday through Friday and fares ranging from \$3.00 to \$7.00, depending on the length of the trip. Trips that are 41 miles and higher have a fee of \$7.00.

There has not been an overwhelming demand for evening hours and/or weekend hours in Mercer and Rock Island Counties. However the request to travel to medical facilities in extended service areas continues to rise. RIM refers these consumers to HCPT or WCPT since they have scheduled days throughout the month where they provide transportation to medical facilities outside of the region, such as the hospital in Peoria, Illinois. RIM would like to establish a similar system on opposite days of the other services, allowing more opportunities for consumers in the Bi-State service area to travel to further destinations such as Iowa City, Peoria, and Rockford.

Project NOW's vehicle fleet includes 13 mini-vans and four light-duty buses. Vehicles range in year from 2001 to 2017. One vehicle is stored at the Project NOW location in Aledo, located in Mercer County. This offers a more efficient outlet to providing rides to those beginning in Mercer County. All other vehicles are stored at the Rock Island County Senior Center. Each vehicle is ADA accessible.

River Bend Transit, Inc.

River Bend Transit, Inc. (RBT) is a not-for-profit corporation that has been designated per the Iowa Code, Chapter 324A as the regional transit provider for the Counties of Muscatine and Scott in Region 9, as well as Cedar and Clinton Counties in Region 8. RBT was Iowa's first regional consolidated transit system that began providing public transit operations in 1978. Its service area covers 2,157 square miles. RBT utilizes a contractual relationship with counties, municipalities, social service agencies, and other organizations within its

service area to provide curb-to-curb demand response to specific clients of these organizations and to the general public for medical appointments, work, school, and education trips.

Both Bettendorf Transit and Davenport CitiBus provide paratransit services under contract through RBT, utilizing FTA Section 5310 formula funds. Bettendorf Transit contracts with RBT to serve seniors (60+), individuals with disabilities, and the general public with door-to-door demand-response service. Hours of operation are 6:00 a.m. to 6:00 p.m. Monday through Friday and 8:45 a.m. to 5:40 p.m. on Saturday. Davenport CitiBus contracts with RBT to provide curb-to-curb ADA paratransit service for only those who are ADA-eligible riders. Hours of operation are 5:30 a.m. to 7:00 p.m. Monday through Friday, 8:30 a.m. to 7:00 p.m. on Saturday, and 10:00 a.m. to 5:00 p.m. on Sunday. There is Saturday service available 6:00-9:00 a.m. that is open to the general public for work trips only.

RBT's regular demand-response service operating hours are 5:30 a.m. to 7:00 p.m. Monday through Saturday. Davenport CitiBus currently operates RBT's extended work-related transportation hours that include service from 7:00 p.m. to midnight, Monday through Saturday, and 6:00 p.m. to 11:00 p.m. on Sunday. Due to JARC funds ending and the success of the work-related transportation service hours, the City of Davenport agreed to inherit the costs so that operation could continue. RBT, like all 5311 fund recipients, must provide equal access to the general public, although services can be designated around the needs of specific population subgroups.

Fares vary depending on which county the ride starts from and to where the rider is traveling, or if a rider is using a contracted service. Prices for seniors age 60+ and disabled individuals is lower than prices for the general public. RBT also provides two daily trips to Iowa City Tuesday through Friday. Fares are \$5.00 per one-way trip. The QC IC Xpress departs from the Iowa DOT Park and Ride lot located in front of Thunder Bay Grill. Users may park their cars for free. Regular Iowa City destinations include; the River Landing Clinics, University Hospitals and Medical Clinics, University of Iowa Dental Clinics, VA Hospital, downtown “Pentacrest” transit hub, and other Iowa City destinations as requested. This service is funded through an ICAAP grant that RBT received in 2014. In addition, RBT has also identified specific days for each county to commute to desirable destinations and has provided a list of services on their website.

River Bend Transit, Inc. (RBT) began operating employment transportation service for entry-level/low-income/general employees with Davenport CitiBus beginning July 1, 2012. RBT provides Monday-Friday daily service between the CitiBus hub located on Welcome Way and the APAC Customer services facility located in the River Cities Business Park, Davenport. RBT provides eight morning trips to APAC from the hub and six afternoon return trips from APAC. Morning service runs from approximately 5:30–9:30 a.m., and afternoon service is approximately 3:00–5:30 p.m. Run times are coordinated with CitiBus schedules at the hub to minimize transfer wait time. APAC riders will connect to the fixed-

route services of the Bettendorf Transit system and the Illinois Metro system using Davenport CitiBus. Since JARC funds have depleted for this service, Davenport CitiBus has successfully partnered with APAC in order to continue the service.

RBT also coordinates with Davenport CitiBus to provide early Saturday morning demand-response work trips within the CitiBus service area because the CitiBus fixed-route does not start until 9:00 a.m. on Saturday. This demand-response work trip service allows low-income workers access to their early morning jobs that start before the fixed-route begins. Hours of service are 6:00-9:00 a.m. every Saturday. Reservations for this service must be made Monday through Thursday and must be followed-up by a confirmation call on Friday. This service is limited to passengers going to and coming from work only. Riders can utilize the CitiBus service for their return trips later in the day.

Since February 2014, RBT no longer receives JARC related funding under Sections 5307 and 5311 but has received Enhanced Mobility funding under 5310 for a cross-boundary service between Davenport and Bettendorf. With this service, riders can travel from one city to a destination in the other city without having to transfer onto a different bus at the city boundaries.

RBT’s fleet includes a total of 71 ADA cutaway buses and one non-ADA minivan. RBT completed construction of a maintenance and administrative center in 1996 and has expansion capabilities at its existing site. Vehicle wash bay and parking lot improvements were completed in 2010.

RBT reports more than 150,000 rides alone and over 200,000 with Davenport and Bettendorf Paratransit services combined. The agency utilizes a 15-year replacement cycle for its fleet, replacing one-third of its revenue fleet every five years. However, due to inadequate funding, RBT has not been able to replace many of its vehicles until they have reached 7 to 9 years of age and have accumulated 160,000+ miles.

RBT uses state-of-the-art scheduling and mapping systems, allowing all vehicles to be in constant communication. Each vehicle is radio-equipped with a global positioning system that makes it possible to track each vehicle at all times.

Whiteside County Public Transportation (WCPT)

The Whiteside County Senior Center (WCSC) is a 501c(3) multi-purpose community center that has been providing senior transportation since 1984. In July 2009, Whiteside County completed the ICCT Primer Coordination Process, and the Senior Center began its rural public transportation program, Whiteside County Public Transportation (WCPT). In transitioning to a public transportation operator, the Senior Center has seen an increase in trip demand by over 100% and is now providing an average of 225 trips per day.

The Whiteside County Senior Center currently provides transportation to persons 60 and older, individuals with a disability, children and their families, as well as the general public. The three most frequented trips include medical appointments, job sites, and education facilities, in addition to shopping and visiting family and friends.

As of August 1, 2013, service hours were extended from 8:00 a.m. to 4:00 p.m. to 6:00 a.m. to 6:00 p.m., Monday through Friday due to high demand. Fare structure is as follows: 60 years and older or disabled, a suggested donation of \$1.00; persons 6 to 59 years, a one-way fee of \$2.00; ages 5 and under; and all ages \$0.50 one-way and \$0.25 per mile out-of-county. Punch cards are also available for \$40.00 and include 20 rides with one free ride. WCPT has delegated specific days of each month to travel to extended service areas such as Iowa City, Rockford, Peoria, Freeport, and the Quad Cities. Rockford has proved to be the destination with the largest demand, primarily to see medical specialists.

Current contracts for transportation services include the local Regional Office of Education, CGH Hospital, Northern Illinois Cancer Treatment Center, Sinnissippi Mental Health, Tri-County Foster grandparents program, Sauk Valley Community College, Sauk Valley Adult Education Programs, the YMCA, and Whiteside County Court Services. Students attending Sauk Valley Community College are eligible to use student financial aid to purchase monthly passes for WCPT.

FTA Section 5310 Vehicle Recipients

In addition to agencies that receive FTA operating assistance, several agencies in the Illinois Bi-State Region receive vehicles through the FTA Section 5310 program. The program provides capital assistance for fleet replacement or expansion to agencies serving seniors and individuals with disabilities. The following agencies within the Bi-State Region have applied for or have received vehicles in recent years:

- Arc of Rock Island County provides client-specific transportation to medical, recreational, and work-related activities for clients with developmental disabilities in urban Rock Island County.
- Exceptional Care and Training Center (ECTC) is a long-term care facility, serving the developmentally-disabled population in Whiteside County, Illinois since 1980. The agency provides transportation to medical, dental, and other appointments for its residents. Residents are also transported ½ mile to an off-campus educational facility known as “Building Bridges” on weekdays.
- Active Day of Moline provides client specific transportation for seniors needing service to and from their adult day care facility in Moline as well as medical appointments and recreational activities.
- Rock River Valley Self Help Enterprises, Inc. provides client transportation for individuals with developmental disabilities employed at the agency’s day training facility in Sterling, Illinois, as well as medical appointments and recreational activities.

Other Providers

There are a number of agencies providing specialized transit services with non-DOT funds throughout the Greater Bi-State Region.

Senior Express, Inc., located in Davenport, is a private, non-profit transportation service that has been

serving the Quad Cities Area since October 2012. They offer service 24-hours a day, seven days a week. Shuttles are registered with the Iowa Department of Transportation, and each driver is fully trained and certified. Services are available within the Quad Cities, but also to Iowa City, Clinton, Eldridge, Peoria, and possibly other extended destinations that may be requested.

For-Profit Transit Providers

There are a number of private for-profit transit providers within the Bi-State Region, including passenger rail, commercial intercity bus services, charter bus services, shuttle services, and taxi companies.

Passenger Rail

Amtrak, also known as the National Passenger Railroad Corporation, provides passenger rail service within the region. At this time, the closest passenger rail stations are located in Kewanee and Galesburg, Illinois and Burlington, Iowa. Amtrak passengers use intercity bus service to make connections to the Quad Cities, which is not serviced by rail on Amtrak Thruway service.

In 2007 and 2008, the Illinois and Iowa Departments of Transportation requested Amtrak conduct feasibility studies to examine the potential for passenger rail service between Chicago, the Quad Cities, and Iowa City. The initial study was completed in 2008 and identified a proposed route with two daily roundtrip departures between the Quad Cities and Chicago. The route would run at 79 mph and would take approximately 3 hours and 20 minutes one-way. Annual ridership is expected to be 110,800. Shortly after

the initial study began, Amtrak began a second study to identify a potential route between the Quad Cities and Iowa City. The proposed route would include two daily roundtrip departures from the Quad Cities and Iowa City. If implemented, service would run at 79 mph and would take approximately one hour and 38 minutes one-way. Annual ridership is expected to be 76,100. The study estimated that with an extension from the Quad Cities to Iowa City, ridership on the Chicago-Quad Cities route would increase to 187,000 passengers annually. Initial plans for the route included extending all the way to Omaha, Nebraska. However, the future of this extended route is uncertain and will require ongoing monitoring of the situation.

In 2010, a Service Development Program was developed to implement Chicago-Iowa City passenger rail service by 2015. Initially, the service was expected to consist of two daily roundtrips at a maximum speed of 79 mph, with the possibility of higher speeds in the future. Based on a higher level of investment and shorter trip time, the 2008 ridership figures were updated to 246,800 passengers during the initial year of service, and 447,000 passengers annually by 2045. In the Quad Cities Area, there will be a station located in Moline and an additional station in Geneseo.

There has been a strong commitment to implement green and sustainable principles into the new passenger rail initiative. This commitment has been termed “Greenline,” and includes concepts such as environmental stewardship, community enhancement, and economic growth. Funding may be needed to support green concepts such

as the use of bio-fuels, hybrid technology, and recycled materials.

In keeping with the Greenline commitment, the future Quad Cities Amtrak station will be built within an existing industrial building along 4th Avenue and adjacent to Centre Station in Moline. The station has been named The Q, Multi-Modal Station and will support green components such as integration of lighting and thermal system controls, facility upgrades to optimize energy efficiency, and showers and changing rooms to encourage bicycle usage. The station will be a coordinated effort between the city and MetroLINK to provide intermodal access to passenger rail users arriving and departing from the facility. Completion of The Q, Multi-Modal Station will take place in early 2018 and includes the train station, a 95-room Westin Element Hotel, and retail space, and is meant for planned passenger service between Chicago and the Quad Cities. No date has been set for service to begin.

Intercity Bus

Commercial intercity bus service in the Quad Cities is available via Burlington Trailways and Greyhound Bus Lines. Both intercity bus companies continue to utilize transit hubs within the region. The Davenport Ground Transportation Center (GTC) and Moline’s Centre Station are two convenient boarding locations in the urbanized Quad Cities Area.

In 2003, Greyhound Bus Lines decreased its service to the upper Midwest by shifting many of its routes from Interstate 80 to Interstate 70. Several Interstate 80 routes have been reinstated, and at the present time, Greyhound Bus Lines provides five daily

stops in the Quad Cities MPA. Service is provided eastbound to Naperville-Chicago four times daily and westbound to Iowa City-Denver twice daily. All of Greyhound's buses are equipped with a wheelchair lift with seating for two passengers sitting in a wheelchair or mobility scooter.

Burlington Trailways is a full-service transportation company providing intercity bus and charter trips nationwide. Popular destinations include Cedar Rapids, Chicago, Denver, Indianapolis, and St. Louis. Outside of the Midwest, intercity bus connections are available anywhere in the U.S. and Canada based on agreements with several other intercity bus providers. Burlington Trailways offers service departing the Quad Cities MPA eastbound two times daily and westbound departures three times daily. Amtrak passengers can use Burlington Trailways to make connections to cities not served by passenger rail on the Burlington Trailways Amtrak Thruway service. Passengers may purchase a ticket for the bus connection from Amtrak in conjunction with the purchase of a rail ticket, or separately from Burlington Trailways. Amtrak Thruway service is provided twice daily. The Burlington Trailways fleet includes 38 vehicles, ranging from 40 to 56-passenger coaches. On average, two new coaches are purchased each year.

In January 2015, Megabus began offering service from the Quad Cities east to Chicago and west to Iowa City, Des Moines, and Omaha. The low-cost service offers multiple daily departures with extra departures Friday through Monday. Megabus double-decker buses offer free Wi-Fi, restrooms, and wheelchair accessibility.

Bus Charter Service

Within the region, there are a number of charter bus services. Charter services may include short-term or multi-day travel, local or long-distance travel, tours or group accommodations, shuttle services, and school transportation services. Bus charter services include, but are not limited to, the following:

- Act II Transportation
- Burlington Trailways
- First Student Inc.
- Green River Lines Hansen Tours (Peru, Illinois)
- Johannes Bus Service
- Muscatine Trolley and Tours
- Peoria Charter Coach Company (Peoria, Illinois)
- Pinks Bus Service
- R.C. Smith Transportation and Scenic Stage Line
- Tri-State Travel

Taxis and Limousine Service

There are a number of taxis, limousine, and special event services to address travel needs within the region and outside of the region. A number serve the Quad Cities Metropolitan Area. Many of these transportation services offer local airport service and shuttles to Chicago. Taxi and limousine services within the Bi-State Region include, but are not limited to, the following:

- A Limo Experience
- Aaron's Party Bus & Limousine Service
- Act II Transportation
- Buddy Boy Cab Company
- Custom SUV Limos & Exotic Cars
- Engle Taxi Service
- GM Limo Service
- Good to Go Taxi Cab Service

- Hawkeye Transportation
- KLC Limousine Service
- Lucky Cab
- Luxury Limousine Service
- Max’s Cab Company
- On the Go Transportation
- Quad Cities Driver, Inc.
- QC Chauffeurs
- Silvis Cab
- Supreme Limousine Service
- The City Limo and Party Bus
- Top Hat Transportation
- VIP Transportation

Uber and Lyft

In July 2015, Uber launched its services in the Quad Cities. Uber is an app-based transportation network and taxi company. Their services stem from consumers using a smartphone application to request service. Once the ride is requested, Uber sends a driver to the requested location for pick-up. Drivers utilize their own vehicle and must pass extensive background checks prior to employment. Uber now offers service in over 200 cities located in over 54 countries.

Similar to Uber, Lyft announced its Quad Cities launch date in February 2017. Lyft operates in over 300 cities in the United States and plans to expand its services in the future.

From a broad perspective, a large majority of the taxi and limousine providers in the region are not currently identified as ADA accessible.

Technology Initiatives

In addition to Uber and Lyft, technology initiatives in relation to transportation in the Bi-State Region has allowed increased connectivity throughout the region with more accessible

transportation. MetroLINK in the Illinois Quad Cities, Davenport CitiBus, and Bettendorf public transit are using TransLoc Rider, an app for real-time route information. This allows passengers to track their bus in real-time and get accurate arrival predictions for all fixed-route systems in the Quad Cities. Passengers can set customized alerts and receive important system-wide notifications, allowing users to travel more seamlessly. MuscaBus in the City of Muscatine is in the process of implementing their fixed-routes on Google Maps and should be going live in the near future. Further, Rock Island and Mercer Counties Rural Transit (RIM) along with River Bend Transit offer transit services in the rural portions of the Bi-State Region. The introduction and diversification of technology and transportation possibilities within the region allows for more accessible transportation to a wider-user base, therefore allowing easier access to jobs within the region.

Davenport has installed annunciators on their buses to broadcast each stop prior to its arrival, and to announce the next stop location. MetroLINK has already incorporated such technology on their buses.

Park and Ride

Park and ride lots allow for commuters to park their cars at one location where they have the ability to connect with car pools, van pools, and public transit to allow for commuters to save money in traveling expenses, while executing a more environmentally-friendly practice. There is currently a park and ride location at Jason Way Court in Davenport. The site is estimated to have 60 parking spaces. Commuters

may also register at Iowa's Statewide Ridematching System at iowarideshare.org to search for nearby commuters that may have similar schedules and to personalize commute options.

Bike Rental

In the Quad Cities Metropolitan Area, Quad Cities residents and/or visitors have the option of renting bicycles April 1 through November 1 through the Quad Cities Conventions and Visitors Bureau at their Davenport, Moline, or Rock Island locations. Rentals are made available during the day, Monday through Saturday. Fares are \$8.00 per hour for a bicycle, \$28.00 for a half-day, and \$40.00 for a full day. Helmets and bicycle locks are provided with each rental. The availability of bike rentals in downtown Davenport and Moline help to encourage exercise, while offering a more environmental-friendly and alternative mode of transportation for those who may not otherwise have one. Bike rental may encourage the use of trails in the region, and allow more

individuals to access work and leisure via bicycle. Access to public transit may become more available for some, and with the installation of bike racks on public buses, more individuals may be able to commute to further destinations using alternative modes of transportation.

School Bus Transportation

In addition to typical public, not-for-profit, and private transit providers, local school districts and private school bus transportation agencies may be a resource as coordination and partnership efforts evolve throughout the region. School bus transportation providers often have breaks in service during the school day and during weekend and evening hours, and many do not provide service during summer months. Table 3.2 lists fleet information for providers in the Iowa Quad Cities and Region 9 as provided by the Iowa Department of Transportation. Illinois providers are still being identified and will be included in future updates of the plan.

Table 3.2
School Bus Fleet Information in Iowa Quad Cities and Region 9

Agency	City	State	Yellow Buses	Small Vehicles	# of ADA Accessible Vehicles
*Assumption High School	Davenport	Iowa	4	3	0
*Bettendorf Community School District	Bettendorf	Iowa	18	11	4
Durham School Services	Bettendorf	Iowa	115	10	12
*Muscatine Community School District	Muscatine	Iowa	39	7	6
Rivermont Collegiate	Bettendorf	Iowa	-	2	-
*West Liberty Community School District	West Liberty	Iowa	12	5	1
Wilton Community School District	Wilton	Iowa	8	6	1
TOTAL			196	35	24

Source: School Districts

Quad City Metropolitan Area

The three fixed-route public transit systems serve 246.58 square miles within the Quad City Metropolitan Area. In FFY 2017, the total annual ridership provided by the three systems was over 4.5 million rides, including fixed-route services, demand response, and paratransit. This number is slightly down since FFY 2013 by approximately 500,000 rides. Declining transit numbers appear to be a nationwide issue, and is not unique to the Quad Cities Area. In 2006, 87% (255,113 persons) of the metropolitan area population lived within three-fourths of a mile of an existing or planned fixed-route transit service, and 97% (38,264 persons) of the minority (non-white) population in the metropolitan area lived within three-fourths of a mile of existing or planned fixed-route transit service. There were 123,053 households with an income below \$25,000 within three-fourths of a mile of existing or planned fixed-route transit service as identified in the 2040 Quad City Area Long Range Transportation Plan.

Region and Rural Areas

Muscatine, Sterling, Kewanee, and Rock Falls are the largest cities outside of the Quad Cities Area, ranging in population from approximately 9,200 to approximately 23,900. Of these communities, only Muscatine has a fixed-route transit system. Muscatine’s MuscaBus fixed-route system serves 14.64 square miles. It also provides paratransit service within the entire Muscatine City limits. For the time being, Kewanee is the only community in the region directly served by passenger rail service. However, the development of passenger rail service from Chicago to the Quad Cities is

underway and will travel from Chicago to Moline. Beginning service date is unknown at this time. Henry County residents are served by Henry County Public Transportation, also located in Kewanee. Sterling and Rock Falls residents are served by Whiteside County Public Transportation as well as several client-specific agencies offering transportation. RIM Rural Transit serves all of Mercer County and rural Rock Island County.

On the Iowa side, River Bend Transit serves 2,157 square miles within Cedar, Clinton, Muscatine, and Scott Counties. It provides over 200,000 annually with Bettendorf and Davenport Paratransit services. There is not an equivalent regional provider in the Illinois Bi-State Region. As noted in previous text, Illinois counties are served individually by rural public transportation operators, although increased coordination efforts have been made to allow for more regional mobility options for consumers.

Passenger rail service and intercity bus service scheduling are linked to major urban connections, making timing of local trips dependent on the major destinations and limited boarding locations. As a result, few schedules offer convenient transportation for short-term regional trips, such as travel to regional medical centers (Iowa City, Iowa or Peoria, Illinois) or regional shopping opportunities within the Greater Bi-State Region.

Summary of Coordination

To aid in the development and progression of the Bi-State Region’s transportation services, both public and private, local governments and the public have worked together to promote

coordination and efficiency within these transit services. Over time, participation in these efforts is expected to increase in correlation with demand and will be reflected in future updates of the plan.

Quad Cities Metropolitan Area

For a number of years, the three transit systems produced a transit guide for the metropolitan area, coordinated by Metro. In August 2008, the three systems, facilitated by Bi-State Regional Commission and funded by an Iowa Clean Air Attainment Program (ICAAP) Grant, developed a “QC Transit Systems Map.” The purpose is to provide basic information for riders and to illustrate routes for all three systems. The map also includes information on air quality tips for the region. In 2011, Bettendorf Transit, Davenport CitiBus, and River Bend Transit published an Iowa Quad Cities Riders Guide that provides detailed information on each of their systems. The guide includes a large, updated pullout of the QC Transit 3-System Network Map. A QC Transit Systems Route and links to all of the systems may be found at qctransit.org.

One of the most successful coordination initiatives implemented by the fixed-route transit systems has been the QC PassPORT, a universal monthly pass that allows unlimited rides on any of the three fixed-route systems for a monthly fee of \$30.00. The card offers a cost savings to regular riders and eliminates the need for transfer tokens. The effort provides a more seamless transit network for the users who can transfer systems at four locations throughout the Illinois and Iowa Quad Cities.

In the Iowa Quad Cities, transit systems and agencies serving the senior population have coordinated efforts to

educate seniors on how to ride fixed-route and demand-response transit services. In 2004, Davenport CitiBus, Bettendorf Transit, River Bend Transit, and Metro partnered with Quad Cities senior service agencies and the Scott County Health Department to form the Transit Ambassador Program. The staff and/or volunteers train “Senior Ambassadors,” or interested representatives from assisted-living and senior residential facilities on how to ride public transit. The “Ambassadors” are then encouraged to return to their facilities and assist other interested individuals. This was developed to help educate the growing senior population on how to utilize public transportation services in the Bi-State Region. Efforts to increase education and awareness for senior citizens in the Quad Cities and Bi-State Region has continued for each of the urban and rural transit systems.

Region and Rural Areas

Within the Iowa Bi-State Region, planning coordination has also occurred between River Bend Transit and the Cities of Bettendorf, Davenport, and Muscatine with their respective transit systems. River Bend Transit also contracts with two school districts (Davenport and Pleasant Valley) and a number of health and human services agencies. They have contracted with the State of Iowa and managed care organizations for Medicaid transportation services, which continues to be in high demand for the aging population.

In the Quad Cities Area, between 1995 and 1998, human service and transportation service providers had identified the same barriers as were later identified federally with the

initiation of the Job Access Reverse Commute (JARC) Program in 1998. Bi-State Regional Commission used the information supplied in this collaboration to prepare an area-wide JARC plan. River Bend Transit submitted an application for JARC funding subsequent to the plan development process. The resulting JARC program began service in late November 1999. Starting with one van providing after-hours and weekend service, the program has continued to grow and will likely need to extend its fleet to larger vehicles in order to meet its demand.

River Bend Transit’s service to low-income persons, referred by partnering social service agencies for work-related activities, coordinates with existing fixed-route service in Davenport and Bettendorf whenever possible. The pre-approval service fills the gaps in fixed-route service by addressing non-traditional hours of work and extra trips for childcare. Hours for the work-related transportation are 7:00 p.m. to midnight, Monday through Saturday and 6:00-11:00 p.m. on Sunday. Since JARC funds have expired, the City of Davenport has picked up the necessary costs to keep the hours of service in operation.

Muscatine Transit (MuscaBus) currently operates an evening service in order to provide transportation for the residents of Muscatine to get to and from work or work-related locations. MuscaBus is targeting the low-income individuals, individuals on welfare, and individuals with disabilities who have transportation needs. MuscaBus continues to transport these individuals to child-care destinations and job-readiness classes. The objective is to provide transportation to as many individuals as

possible in order to promote independence and self-sufficiency. All services are ADA accessible.

RIM Rural Transit has also established a coordinated effort with Henry County Public Transportation to pick up riders within the fringe areas of Henry County that MetroLINK does not serve. This allows more riders in the region to be reached without duplicating efforts.

In the Illinois Greater Bi-State Region, county-based coordination continues to gain momentum through RIM Rural Transit and Whiteside County Public Transportation. The two rural public transportation systems were developed based on findings of an Interagency Coordinating Committee on Transportation (ICCT), which began work in 2004. The ICCT’s purpose is to address ways to broaden coverage and reduce duplication of transportation services to help disadvantaged citizens of Illinois access jobs, work-related transportation services, and other life-sustaining activities important to their health and wellbeing. In meeting this goal, the ICCT helps interested counties develop new public transportation systems or enhance existing systems at no cost. ICCT staff provides technical assistance throughout the five-phase process, which includes creating a Transit Partnership Group (TPG) of interested stakeholders, completing a broad-based needs and resource assessment, developing an action plan and system model, applying for and securing funding, and evaluating the system. Once the first three phases of the model are complete, each county can apply for FTA Section 5311 rural public transit assistance funds. They were awarded to each county based on

their rural population at the time of the 2000 Census.

In early 2010, the Illinois Department of Transportation (DOT) was awarded a grant through United We Ride to develop a mobility management program in two areas of the state. The grant program was titled “Mobility, Yes!” Transit Rider’s Information Project (MYTRIP). Bi-State was one of two Illinois regions asked to participate. Within the Bi-State Region, RIM Rural Transit and Whiteside County Public Transportation were two of the rural transit providers asked to participate in the pilot program.

The grant ended in early-2012 and was a coordinated effort through the Rural Transit Assistance Center (RTAC) and the Illinois DOT over a two-year period. A mobility coach was hired and tasked with researching and evaluating best practices for mobility management and the development of a toolkit to distribute to other regions in the future.

Throughout the first year of the grant, the mobility coach researched mobility management articles, reports, and studies, and summarized the data. Year Two of the grant consisted of the mobility coach implementing the research and best practices on mobility management. Some of the activities of the MY TRIP mobility management program that were identified to help address the needs of underserved populations in rural counties were as follows:

- Implemented the WCPT Travel Buddy program
- Developed Transit Fact Sheets for underserved populations: (seniors, people with disabilities, youth, employed and

unemployed individuals, and low-income individuals)

- Developed Rural Travel Training Curriculums to help facilitate educational presentations in the region
- Trained riders and caseworkers on benefits of rural transit in their counties

Although the MY TRIP grant is no longer in effect, many of these concepts are still practiced by the Illinois Human Services Transportation Plan (HSTP) Coordinators. The HSTP planning and implementation process was developed to cater to the “transportation disadvantaged” elderly, disabled, and low-income populations throughout the state. Coordinators are responsible for implementing the HSTP planning process in his or her particular region, which includes the following:

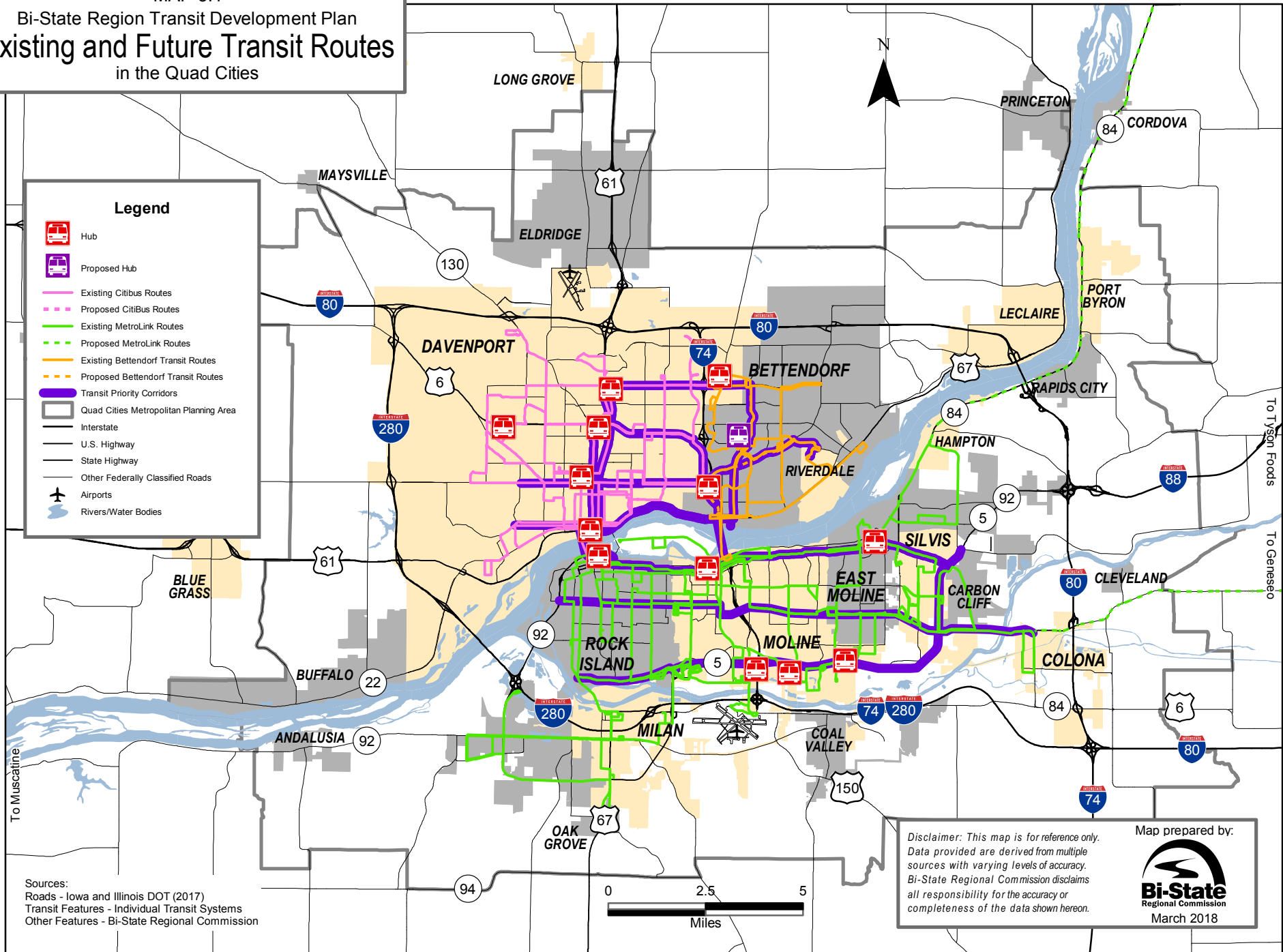
- A review of existing services and resources within the region
- Identification of the transportation needs of persons with disabilities, older adults, and persons with limited incomes
- Strategies for meeting these needs
- Prioritization of existing and planned services
- Identification of projects to be included in the Regional Plan of Projects (RPOR) that are then submitted to the State Oversight Committee, which in turn recommends projects for inclusion in the State Plan of Projects (SPOP)

HSTP Coordinators are in charge of developing a Human Service Transportation Plan and maintaining the inventory of human service

transportation providers and vehicle data. Illinois requires the plan to go through a full update every three years,

and Iowa requires a full update every four years.

MAP 3.1
Bi-State Region Transit Development Plan
Existing and Future Transit Routes
 in the Quad Cities



Sources:
 Roads - Iowa and Illinois DOT (2017)
 Transit Features - Individual Transit Systems
 Other Features - Bi-State Regional Commission

Disclaimer: This map is for reference only.
 Data provided are derived from multiple
 sources with varying levels of accuracy.
 Bi-State Regional Commission disclaims
 all responsibility for the accuracy or
 completeness of the data shown hereon.







Map prepared by:

 Bi-State
 Regional Commission
 March 2018

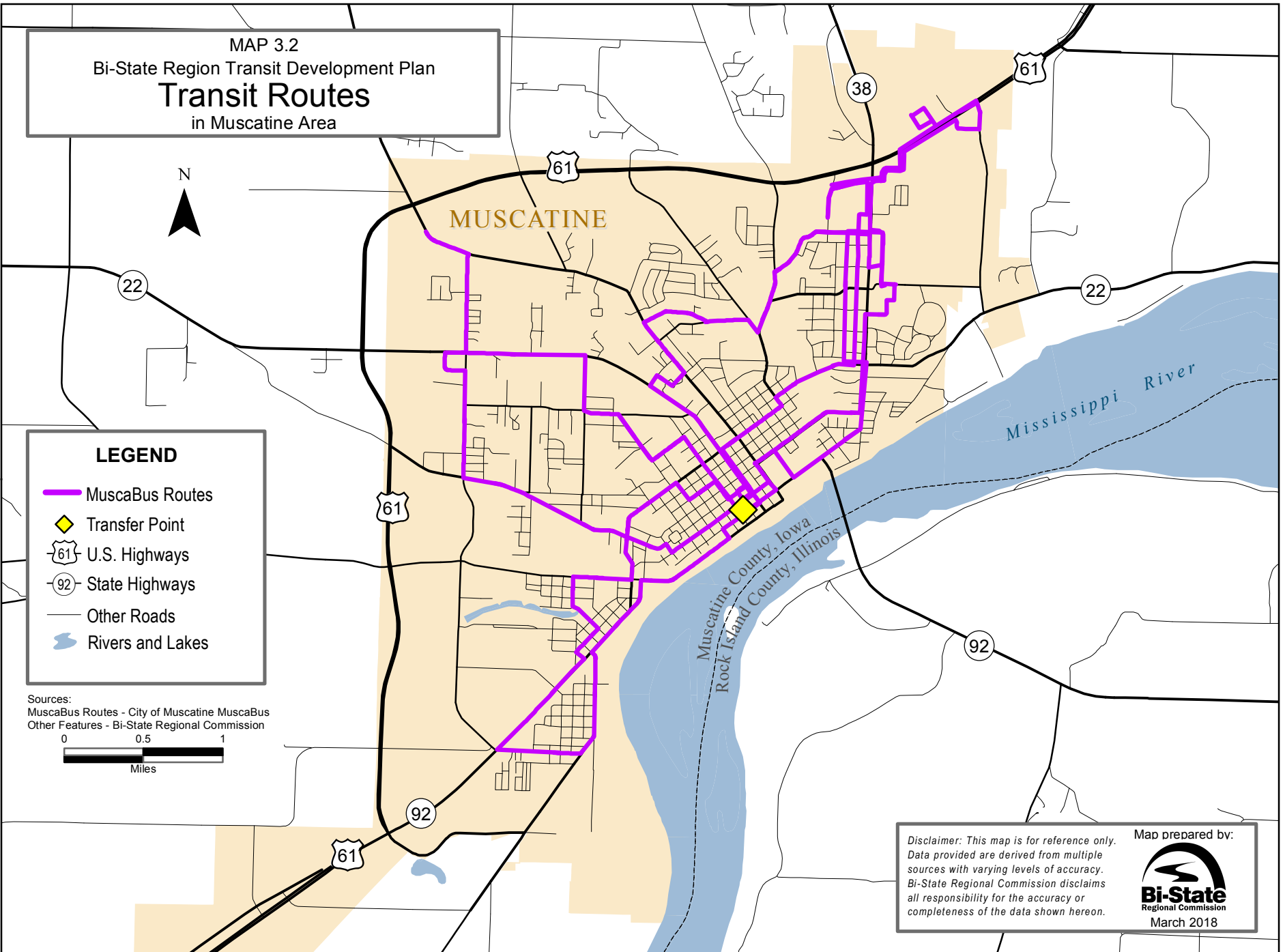
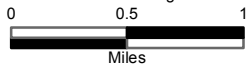
MAP 3.2
Bi-State Region Transit Development Plan
Transit Routes
in Muscatine Area




LEGEND

-  MuscaBus Routes
-  Transfer Point
-  U.S. Highways
-  State Highways
-  Other Roads
-  Rivers and Lakes

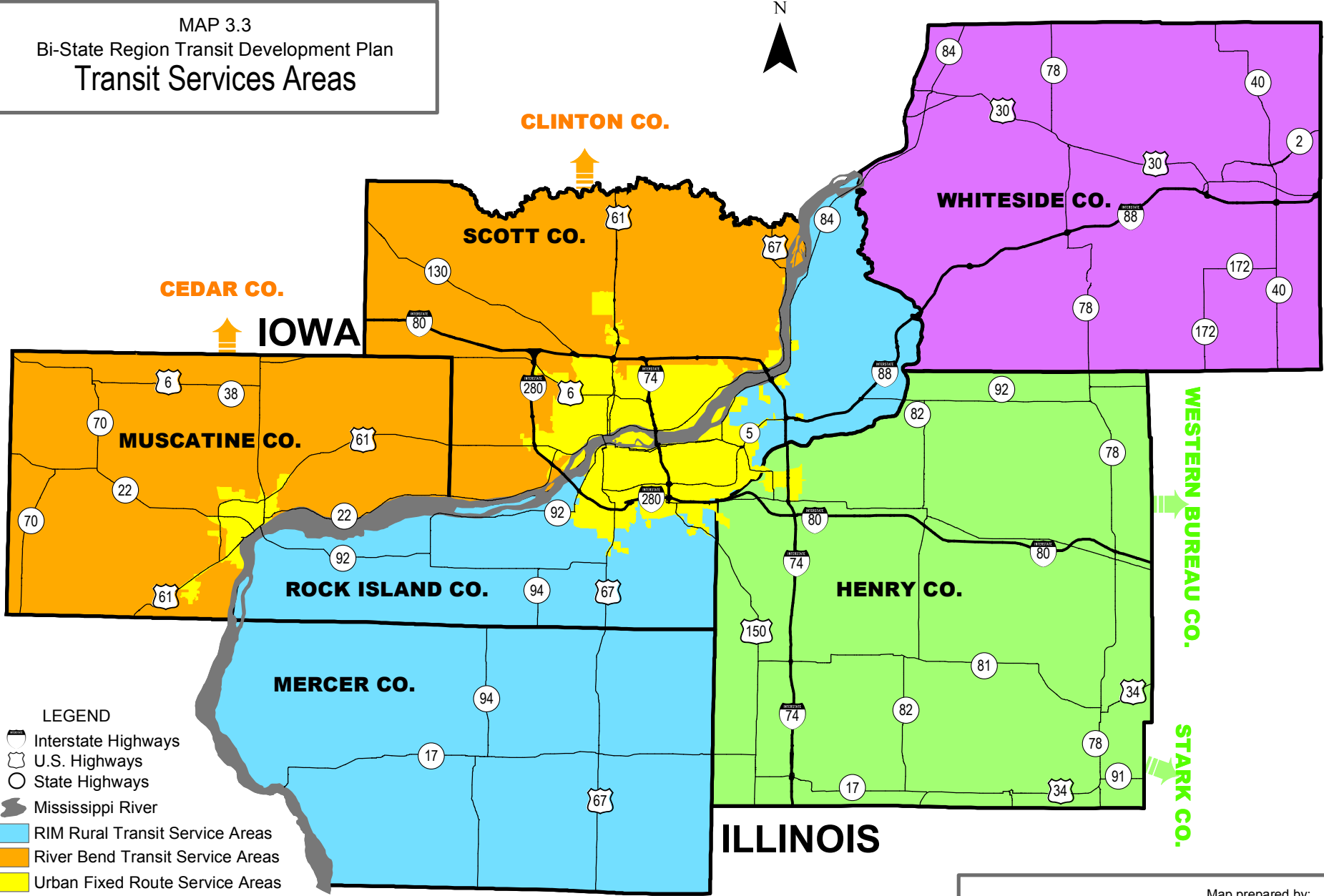
Sources:
MuscaBus Routes - City of Muscatine MuscaBus
Other Features - Bi-State Regional Commission



Disclaimer: This map is for reference only.
Data provided are derived from multiple
sources with varying levels of accuracy.
Bi-State Regional Commission disclaims
all responsibility for the accuracy or
completeness of the data shown hereon.

Map prepared by:

Bi-State
Regional Commission
March 2018

MAP 3.3
Bi-State Region Transit Development Plan
Transit Services Areas



- LEGEND**
- Interstate Highways
 - U.S. Highways
 - State Highways
 - Mississippi River
 - RIM Rural Transit Service Areas
 - River Bend Transit Service Areas
 - Urban Fixed Route Service Areas
 - Henry County Public Transportation Service Areas
 - Whiteside County Public Transportation Service Areas

Data Sources:
 Urban Areas - U.S. Census Bureau 2010 Census Geography
 Other data - Bi-State Regional Commission



Disclaimer: This map is for reference only. Data provided are derived from multiple sources with varying levels of accuracy. Bi-State Regional Commission disclaims all responsibility for the accuracy or completeness of the data shown hereon.

Map prepared by:

 Bi-State Regional Commission
 January 2014

Chapter 4 Evaluation of Needs & Policy Direction

Planning for regional transit in the six-county area is vital to the movement of people within and outside the region and requires coordination beyond the Greater Bi-State Region boundaries. Planning will frame strategies to meet future mobility needs and strengthen the urban-rural interface. Decisions made by individual transportation providers will affect capabilities to provide mobility choices in the region as well as to neighboring areas in eastern Iowa and western Illinois. Coordination will be an important strategy to foster efficient and effective transportation options. Both policy and fiscal decisions will have ramifications on how the region performs at meeting transit demands. This chapter examines these needs, financial limitations, and policy directions that are necessary to optimize resources and provide adequate transportation services.

Review of Efforts

The following is a review of the recent transit efforts in the Greater Bi-State Region, including capital investments, management and personnel efforts, and services that have recently altered transit in the region. Priorities identified in Chapter 5 are evaluated annually for their outcomes based on the categories in this section of the plan and whether projects have been completed, delayed, deleted, and/or shifted in priority, either moving ahead or back in project timing.

Equipment and Facilities

The City of Bettendorf has contracted with MetroLINK to house its administrative and operational

functions. Such functions include state and federal transit reporting, grant applications and administration, a customer call center, and dispatching services. Currently, maintenance on Bettendorf Transit vehicles is performed at the city's municipal service garage.

Since Davenport CitiBus and MetroLINK have shifted from a shared maintenance and storage facility to individual facilities, the City of Davenport commissioned a study that concluded that the CitiBus administrative, operational, and maintenance functions should be consolidated into one facility. The study demonstrated significant construction cost savings that would be realized by integrating the new structure into the Davenport Public Works facility. Construction was completed on an addition to the Davenport Public Works facility in 2015 that now houses the transit division's administrative offices and driver areas. Construction of a fleet storage facility has also been completed, as are renovations at Public Works for the bus fleet maintenance and repair area.

MetroLINK received funding in FY2010 and FY2011 for a new Transit Maintenance Facility to house maintenance, administrative, and operational functions. In the fall of 2012, MetroLINK began construction on the 110,000 square-foot, sustainable design LEED Silver facility to better meet current and future system needs. This state-of-the-art facility provides the maximum sustainability standards for MetroLINK's operational and maintenance functions. It incorporates

the latest in energy efficiencies, including improved air quality, nature and resource conservation, pollution prevention, and modern diagnostic equipment.

The Transit Maintenance Facility further solidifies MetroLINK's commitment to sustainability in the community. Key design features of the facility include a Photovoltaic (PV) solar panel array that is expected to produce 30 percent of the facility's electricity needs, a solar thermal hot water system, a bus wash water reclamation system, bioswales to control storm water runoff, and white Thermoplastic Polyolefin (TPO) roofing. The facility also incorporates human factor engineering elements such as open office spaces to encourage communication, a fitness room and access to multi-use trails to promote wellness, maximizing natural light, a counter-clockwise layout to increase service efficiency, and a radiant in-floor heating system in the maintenance area to reduce safety risks and enhance employee comfort.

The urbanized area fixed-route transit systems continue to progress with real-time information systems to improve service efficiency and increase ridership. MetroLINK riders are now able to obtain arrival and departure times for their routes at any time via numerous different formats, including the new TransLoc app that can be downloaded on smartphones. The app displays real time locations of buses throughout the network, and can offer up-to-the-minute information on specific routes and runs. MetroLINK has also been linked to Google Transit, allowing online users to view bus routes and estimate travel times in Google Maps. Bettendorf Transit began to offer this service in 2013. Davenport CitiBus is

also taking steps toward acquisition and implementation of updated farebox and GIS technology.

Management, Training, and Marketing of Services

Bi-State Regional Commission hosts multiple transit summits annually throughout the region. Bi-State staff also attends human services coordination meetings to gauge need from underserved populations. Transit summits were established to gather input from the public, human and social service agencies, demand response, and urban fixed-route transit services found within the region. Region-specific questions were asked in order to identify the extent of service needs and gaps, how to increase regional coordination efforts, create awareness of unmet needs, prioritization strategies, and to address desirable future transportation investments. Notes from each of the meetings listed above may be found in Appendix C.

It is important to note that although the urban summit was held on the Illinois side, information requested and gathered was in regard to the Quad Cities Region as a whole. Bi-State will hold an urban transit summit annually, switching between Iowa and Illinois, in an effort to gather public input continuously. Individuals invited are representatives from the human service industry and transportation field, and are listed as part of Bi-State's Regional Transit Interest and Advisory Group (RTIAG). A sample flyer that was distributed to the RTIAG is included in Appendix C.

Bi-State Regional Commission will continue to maintain www.qctransit.com, a web portal that allows riders to connect to the individual

websites of QC transit systems and informs the public on new services and events. The web portal also complements ongoing efforts by transit systems to promote air quality through transit use, as well as the new QC Rideshare website launched in 2017. MetroLINK has continued its award-winning “Save Something Green” marketing campaign by educating and encouraging the public to utilize alternative modes of transportation to minimize their carbon footprint. For more information on sustainability initiatives, see Chapter 3.

In early 2010, the Quad City Transportation Alternatives Group (TAG) partnered with the transit systems, Two Rivers YMCA, the American Heart Association, and local parks and recreation departments to promote Alternative Transportation Week, which is generally held during national “Bike to Work Week” in May of each year. The group has branded the week-long event “QC in Motion” and expanded the message from alternative transportation to also include adult wellness and air quality awareness. Quad City TAG partnered with transit systems for the first Quad City Alternative Transportation Week in May 2009.

In 2011, as a part of the Mobility Yes! Transit Rider Information Project (MY TRIP), Bi-State Regional Commission, RIM Rural Transit, and Whiteside County Public Transportation began to hold Rural Travel Trainings in their respective counties, informing the public and local agency case workers of the benefits of rural transit.

Bi-State Regional Commission’s Human Services Transportation Plan (HSTP) Coordinator will continue to work with both the urban and regional transit

systems on public education and outreach efforts. For more information on the HSTP Coordinator’s role, please refer to Chapter 3.

Services

In August 2011, RIM Rural Transit and Whiteside County Public Transportation were awarded Job Access & Reverse Commute (JARC) funding to provide transit services to low-income individuals traveling to and from (or seeking) employment within their counties. Both systems have partnered with area agencies and employers to promote their services. The continuation of these services has come into question given the changes in the funding structure under MAP-21 and the FAST Act. Under the new legislation, these programs are still eligible for funding, though not under their own funding category.

Whiteside County Public Transportation has established several service contracts for transportation services including with the local Regional Office of Education, CGH Hospital, Northern Illinois Cancer Treatment Center, Sinnissippi Mental Health, Tri-County Foster Grandparents Program, and Sterling Township.

Since providing service to underserved fringe areas is costly, an expansion in service must carefully weigh the costs and benefits. Because of limited resources, transit systems must take into consideration the type of planned economic growth (service and retail), the low-density versus high-density future population areas, and the transit trip generation opportunities in the projected growth area. Both Bettendorf Transit and Davenport CitiBus have conducted operations analyses in recent years, resulting in route and

service changes. Future transit routes and service areas under consideration for MetroLINK are:

- Service along IL-92 from Rock Island to Andalusia
- Service along US-6 from Colona to Geneseo
- Service extension to 3M Corporation in Cordova
- New service to Aledo, Coal Valley, Edgington, and Taylor Ridge

MetroLINK intends to conduct studies to determine if “grid” or “feeder” routes can become viable alternatives for connecting living areas to transfer points. These routes could connect residential areas to commercial and industrial work areas, thereby enhancing the ability to pick up passengers from outlying areas and feed into main connection points.

Commuter and “feeder” routes could be accomplished through a variety of methods, such as Specialized Transportation Services (STS) and taxi services or through volunteer driver services. Potential trips could connect to Centre Station, East Pointe, and the Rock Island terminal via major rural-designated corridors.

The implementation of rural medical trip days to the urbanized area and development of downtown free ride zones are viable possibilities and could result in shorter headways for fixed-route services. Dependent upon the location, some expanded rural service could include the development of Park and Ride lots and/or new shelter placement.

In 2016, River Bend Transit began operating the QC-IC X-press four days a week. The service departs twice daily

Tuesday through Friday from the Iowa DOT Park & Ride lot at Thunder Bay Grill on North Brady Street. Riders are encouraged to schedule their trip in advance, but walk-ons are welcome as seating allows. The service’s destinations include to numerous medical facilities, the downtown “Pentacrest” transit hub for the University of Iowa campus, and other connections to Iowa City transit systems.

The Iowa DOT developed a Park and Ride System Plan in 2014 that updated the existing inventory and identified additional suitable locations for park and ride facilities and strategies for implementation. The plan identified two candidate locations for park and ride facilities in Davenport to facilitate cross-river travel. Eventually, the DOT established a facility at Thunder Bay Grill on North Brady Street (U.S. 61).

The Iowa DOT also established the Iowa Rideshare website to match ride seekers with potential drivers. Bi-State Regional Commission hosts the local component of the Iowa Rideshare website, called QCRideshare.org. The goal of the website is to offer ride matching services to people.

Public Input

Public input for the 2018 *Bi-State Region Transit Development Plan* has been provided through the following activities:

- 2014 and 2017 Update of the Specialized Transportation Service Inventory
- Ongoing informational meetings in Mercer, Rock Island, and Whiteside Counties

- Monthly meetings of the Urban Transportation Technical and Policy Committees
- Quarterly meetings of the MPA Transit Managers
- Quarterly meetings of the Region 9 Transportation Technical and Policy Committees
- Quarterly meetings of the Region 2 Transit Advisory Committee
- Quarterly meetings of the RIM Rural Transit Advisory Board
- Transit Summits for the 2040 Long Range Transportation Plan
- April 2015 Region 9 Transit Summit: Mobility and Beyond “Getting People to Services” – Musser Public Library, Muscatine, Iowa.
- June 22, 2015 Eastern Iowa Community College Transportation Presentation – Scott Community College, Bettendorf, Iowa.
- August 2016 Region 9 Transit Summit – Musser Public Library, Muscatine, Iowa.
- February 2017 Region 2 Transit Summit – Coal Valley Village Hall, Coal Valley, Illinois.
- June 15, 2017 Scott Community College Transportation Presentation – Scott Community College Fairmount Campus, Davenport, Iowa.
- August 2017 Region 9 Transit Summit – Musser Public Library, Muscatine, Iowa.
- November 2017 MPA Transit Summit – Centre Station, Moline, Illinois.

The public is always invited to attend the regional and urbanized Transportation Technical and Policy Committee meetings to provide input on any agenda topics or miscellaneous items. Bi-State Regional Commission also welcomes any questions and or comments in regard to public transit in the region to be directed to their offices throughout the year.

Public transit providers and Bi-State staff also have public opportunities through daily business calls, personal contacts, ambassador programs, and cyclical or special meetings. In addition, Bi-State staff has been attending meetings of the Rural Transit Partnership Group (TPG) in Mercer, Rock Island, and Whiteside Counties. TPG meetings have offered additional public input on needs and gaps within the three counties and have been utilized to identify regional mobility strengths, areas for improvement, and priorities. A full listing of the most current Specialized Transportation Provider Inventory is included in Appendix B. A full listing of public input opportunities and data collected through surveys, workshops, and service reports are included in Appendix C.

Whenever requested, staff members also meet with human service agencies offering client-based transportation services to identify particular services and gaps that may be unmet.

Common Transit Issues

The following are common transit issues identified by the various public input opportunities throughout the region:

- 1) **Better education and marketing of services** – Local elected officials, transit operators, and the public throughout the six-county region identified education and marketing of services to riders as one of the greatest barriers to public transportation. Potential passengers may not be aware of what services are available in their cities or counties and often must rely on family members or delay trips. In many cases, there are transit options available, but more accessible resources are needed to educate potential riders. In other cases, a misunderstanding of the services provided has prevented potential users from utilizing public transit. For instance, numerous people have stated that they thought county-wide public transportation was available only for seniors, whereas in reality it is open for the general public.

Some suggestions to increase marketing techniques include utilizing free radio advertisement space on smaller radio stations, distributing flyers at local grocery stores, posting flyers on gas station windows, and offering free rides for new consumers to learn how the system works. Incentive-based programs may also serve as a tool to encourage new consumers to ride. For example, a senior center may distribute vouchers to its consumers for a free ride on a particular public transit system. As a result, the senior center would assist in setting up the ride, while educating the

consumer on how to utilize public transit options.

At the present time, urban transit systems have written materials and/or telephone services available to residents with Limited English Proficiency (LEP). However, as demand increases, or as rural public transit systems expand services, additional steps may be necessary to accommodate the LEP population. The Iowa systems' staff has access to use CTS Language Link, the State of Iowa's approved over-the-phone interpretation provider. This service offers translation support for over 240 different languages. In the past few years, Metro expanded their outreach efforts to the LEP community running Spanish radio ads and providing presentations to Hispanic organizations, and will continue to provide information in Hispanic publications. In order to increase cost efficiency, existing transit operators have expressed an interest in coordinating the purchase of translation services to meet these needs.

As noted in Chapter 1, the Quad Cities and Muscatine areas have had exceedances of EPA's fine particulate standards in recent years. Ozone levels may also be of concern should the EPA choose to reduce current standards in the future. Educating the public on the reduction in single-occupant vehicles via public transit usage will likely be a priority as measures to reduce fine

particulate and ozone pollution continue.

- 2) **Extended hours and days of service** – In Iowa, both fixed-route urban systems have extended evening and weekend service times in 2017. Davenport CitiBus and Bettendorf Transit implemented new schedules as a result of route analyses, and concluded that service could be extended to evenings and weekends. Currently, CitiBus operates Monday through Friday 6:00 a.m. to 7:00 p.m., and Bettendorf Transit from 5:45 a.m. to 7:00 p.m.

MetroLINK extended its hours of service on Thursday, Friday, and Saturday, from 10:30 p.m. to 3:30 a.m. on Route 53, which is a popular route that runs between The District (downtown Rock Island) and Augustana College. Route 59 also had late night service, running between downtown Moline and Augustana College, but that service was discontinued. In the future, demand for these services may justify extending hours on the regular fixed-route systems to act as feeder services to other regional routes. MetroLINK has partnered with the Quad City Mallards hockey team to offer two additional Route 10 trips to Rock Island after hockey games at the Tax Slayer Center in Moline.

In 2013, Whiteside County expanded its service hours from 8:00 a.m. to 4:00 p.m. Monday through Friday to 6:00 a.m. to 6:00 p.m. to cater to consumers

occupying a traditional work day ranging from 8:00 a.m. to 5:00 p.m. Henry County has similar hours from 7:00 a.m. to 5:00 p.m. Monday through Friday. In the rural areas, weekend service has not currently been identified as in high demand.

Providing service to those who may not work traditional work hours in both the rural and urban areas has been identified as a barrier for users. Those working in the restaurant and or/retail business as well as third shift, may begin or end work well after operating hours. Concern has risen for frequent riders who may be required to work mandatory overtime, exceeding the transit services' normal hours of operation. Suggestions of establishing contracted services with local taxi providers, guaranteeing a ride to or from work under such circumstances, has been suggested to alleviate some higher costs that are associated with taking private transportation.

- 3) **Greater geographic coverage** – This item directly correlates with coordination efforts made within the region. In some cases, the more the transit services can coordinate with one another, the greater geographic area will be covered. There is a gap in service between urban and rural areas where trips are often needed for medical or human service appointments, as well as service to major employment sites. Coordination efforts between the rural and urban parts of the region have

significantly increased, allowing riders to commute efficiently from outlying areas into the urban area. Medical visits to larger health facilities in Iowa City, Peoria, or Rockford are difficult for riders due to the extended services areas of regional transit systems. These services are often only offered weekly or monthly. One exception to this is the QC-IC X-press service offered by River Bend Transit, which makes two daily trips from Davenport to Iowa City and its medical facilities from Tuesday through Friday.

Local and state jurisdictional boundaries also serve as a barrier to covering a larger geographic coverage for some transit services. Consumers suggested their concern and confusion about not being able to cross state borders using one transit service. However, due to state funding, in most instances transit systems are unable to travel into other state's jurisdiction. Davenport CitiBus provides a cross-boundary service between Davenport and Bettendorf and Rock Island, allowing riders to go from the origin in one city to a destination in the other city without having to transfer at the city boundaries.

- 4) **Funding and resources for providers** – Many of the funding streams available to the region's providers are either inadequate or are not guaranteed for long-term projects. Two examples are JARC and Enhanced Mobility funds that were available to both urban and rural systems within

the six-county region under previous legislation. Both programs offered limited funding and have been consolidated into other programs under the FAST Act. In addition, the continued Illinois budget crisis has had negative effects on Illinois transit agencies. The uncertainty with the Illinois budget has made budgeting more challenging for some Illinois agencies and has put a halt to certain service increases such as operation hours, fleet expansions, and hiring of employees.

Stakeholders have expressed concern with hiring drivers, buying vehicles, and implementing a new service with these programs that may abruptly lose funding. In addition, ongoing funding to maintain current levels of service will be necessary to continue operations and maintain vehicles in a state of good repair.

- 5) **Non-emergency medical transportation** – Transportation to medical appointments has been a need identified at public input meetings as well as in the Transportation Needs Assessment. As mentioned, transit providers are also receiving an increasing number of requests for medical trips outside of the Greater Bi-State Region to hospitals and specialists in Iowa City, Peoria, and Rockford. Trips can be lengthy, and there is added difficulty in coordinating trips for multiple passengers with multiple appointment times, lengths, and locations. Whiteside County

Public Transportation provides service twice a month to medical facilities in Rockford, Illinois. Henry County Public Transportation also provides periodic trips to the Illinois Quad Cities, Galesburg, and Peoria based on demand. Riders are sometimes unable to access medical specialists in these extended service areas due to scheduling conflicts between their doctors and the public transit agency.

As mentioned above, River Bend Transit began offering twice daily service from Davenport to Iowa City in 2016. The route serves major medical facilities in Iowa City. In addition, as time allows, buses remain available to riders at no additional charge for other trips throughout the day. Regular Iowa City destinations include River Landing clinics, University hospitals and medical clinics, University of Iowa dental clinics, the VA hospital, and the downtown “Pentacrest,” which serves as a transit hub for the university campus with connections to other Iowa City transit systems. Service was introduced at \$10 per ride, but was reduced to \$5 per ride.

Privacy rights and passenger health must also be considered when implementing new programs. In 2010, the Iowa Department of Human Services, Iowa Medicaid Enterprise (IME), contracted with TMS Management Group, now known as Access2Care. The service offers to arrange free transportation (such as to

medical appointments or therapy treatments) to Medicaid recipients within the State of Iowa. Trips may be made out of the state if that is what the patient needs.

- 6) **Affordability** – Although fares have been described as reasonably priced on fixed-route systems within the urbanized area, specialized transit or trips outside of current routes can be costly to individuals with low or fixed incomes. Affordability was a major concern in discussions with human service agency staff. Fare increases have a much larger impact among the vulnerable populations that the agencies serve. Some agencies offer tokens to their customers that allow them to ride transit at half the cost of regular fares.

Efforts have been initiated to make services more affordable for a wider range of demographics. Contracting with local schools, both high schools, and colleges has encouraged more students to use public transit. Whiteside County allows students attending Sauk Valley Community College to ride. Davenport CitiBus has contracted with the Davenport Community School District allowing students to utilize the public transit system year-round for free when showing a student ID. Some human service agencies have agreements with the City of Davenport to provide free bus tokens for their clients, allowing them to utilize CitiBus for medical or job training purposes. Some agencies have

expressed they would like to see this kind of service expanded for vulnerable populations.

- 7) **Transit-friendly infrastructure** – As the built environment is indelibly linked to the effectiveness of efficient public transportation, it is imperative that development in the Greater Quad Cities region is done with an eye toward sustainability and with infrastructure that is compatible with transit operations. Infrastructure within the region has long been built without consideration for public transit. Transit systems have expressed concern that public transportation is often not addressed until after a new development is complete. Transit drivers in these developments may be faced with limited turning radii and, in some cases, are not provided access to private properties. Having minimal sidewalk access leading up to a bus stop may also result in fewer riders due to inaccessibility and inconvenience.
- 8) **Issues of jurisdiction when crossing city, county, or state boundaries** – Attendees at public input meetings described an invisible barrier created by state and municipal boundaries in the urbanized area and county boundaries in rural areas throughout the region. State and local funding streams as well as perceptions of “turf” were identified as the most common sources of disconnect. In rural areas, residents in outlying towns bordering county boundaries are

often underserved. A provider in a nearby county may have the capability to provide less expensive service but is unable or unwilling to cross county boundaries to do so, and existing providers within the county may not be able to provide service to outlying areas of the county with less demand for services. Issues pertaining to funding and funding sources continue to prohibit certain vehicles to cross state lines. In a bi-state region, this often results in coordination issues.

- 9) **Drivers and volunteers** – A common barrier for transit providers who are looking to lower operating costs is the difficulty in using volunteer drivers. Providers are constrained by extensive training and insurance issues that may often outweigh the benefit of utilizing volunteers.

Specialized & Regional Service Needs & Strategies

Seniors & Individuals with Disabilities

With the passage of the Americans with Disabilities Act (ADA), fixed-route transit providers are required to provide paratransit service for all persons unable to ride the fixed-route system because of a disability. The Cities of Bettendorf and Davenport contract this service with River Bend Transit. Bettendorf offers a dial-a-ride program open to the general public as well as those with disabilities. The Davenport program requires verification of disability through an application and card identification process. Trips are

then requested by reservation once an application is on file. MetroLINK offers similar paratransit service for the Illinois side of the Quad Cities. River Bend Transit upholds the policy not to deny trip requests and will maintain an appropriate number of lift-equipped vehicles to meet the demand. This policy applies to ADA "blue card" holders only; non-ADA rides are accommodated so long as there is "time and space available." In Muscatine, MuscaBus offers a reservation service for paratransit.

Maps 4.2-4.4 display areas with a higher density of seniors, individuals with a disability, and households without access to a vehicle by census tract. Not surprisingly, the majority of service centers are located in the urbanized area. However, the maps provide insight to service expansion needs in areas such as upper and lower Rock Island County, southwest Muscatine and Scott Counties, and rural areas of Mercer and Whiteside Counties that may be underserved by fixed-route and/or demand-response public transportation, and according to Census data have a higher density of residents without vehicles, with disabilities, and seniors. In addition, maps included in Appendix B display the most frequently traveled trips of human service agencies and nonprofit organizations by county. These maps were updated in 2015 based on input from transit managers from each provider. Efforts are ongoing to enhance service and/or coordinated services between public transit systems and human service agencies providing client transportation.

Job Access & Reverse Commute (JARC) Related Projects

While JARC projects no longer receive dedicated funding, such projects are eligible for other federal transit programs in an effort to connect people with employment centers and continue to be projects worth exploring. Map 4.1 displays census tracts with higher densities of the workforce population, low-income households, and households without access to a vehicle. Census tracts with the highest densities of these populations in comparison with major employers may help identify future needs and underserved populations throughout the region. Unlike medical and social service trips, which most commonly originate in the rural areas and end at facilities in the urbanized area, employment trips are equally important from the urbanized area to major employers in small urban or rural areas of the region. Current employee shuttle programs from Davenport and Muscatine have proven successful, as well as route extensions from the Illinois Quad Cities to major employers in Joslin, Port Byron, Rapids City, Cordova, Milan, and Southwest Rock Island.

Needs & Strategies within the Urbanized Area

In previous updates to the TDP, input was received from the public that service times should be extended for a multitude of reasons, especially on the Iowa side of the Quad Cities. In 2016, as a result of a comprehensive route analysis, Davenport CitiBus extended service hours later in the evening and on weekends. Service was introduced on Sundays. Bettendorf, likewise, runs buses on its three routes until 7:00 p.m. on weekdays and 5:30 p.m. on weekends.

Another barrier identified by the fixed-route systems is infrastructure and ongoing development that is inaccessible by public transportation. Fixed-route transit operators face business owners who have restricted public transit access and newly constructed infrastructure without adequate turning radii. Partnerships between the economic development community and transit providers to eliminate accessibility issues prior to construction are a possible strategy in preventing future barriers. In May 2017, Bi-State facilitated a Complete Streets Technical Workshop to discuss thoroughfares that are designed or reconstructed to better accommodate pedestrians, transit, and bicyclists. In October 2008, the Transportation Policy Committee of the Bi-State Regional Commission approved a *Quad City Area Complete Streets Policy*. In the future, priority access and mobility options will continue to be addressed at a community level, in coordination with this region-wide policy. Further work has been facilitated to bring Complete Streets ideas to communities in the Quad Cities. In May 2017, another workshop was held for local planners and engineers to explore new roadway treatments to increase safety and quality of life.

Regional Needs & Strategies

Illinois Region 2 – Henry, Mercer, Rural Rock Island, and Whiteside Counties

The greatest barrier for transit identified within Region 2 is a lack of services and available funding for much of the area. As noted in previous chapters, the counties of Mercer, Rock Island, and Whiteside have implemented rural public transit operations. However,

system operators in these counties are challenged to acquire additional vehicles, hire transit staff, and increase availability because current capital and operations funding is insufficient. Unlike Iowa Region 9, FTA Section 5310 vehicles in Illinois Region 2 are open to public and specialized transit providers. It is important that specialized providers wishing to acquire vehicles maintain participation in the coordinated planning process and ensure capital funding is being used as efficiently as possible. Further developing coordination activities such as resource sharing and service contracts are priorities for both systems.

As noted in Chapter 3, Henry County Public Transportation (Abilities Plus) is the longest running public transportation operator in Region 2 but continues to face challenges in educating the public on its services. A public input meeting in Henry County identified the possibility of Senior Ambassador Programs, links between the websites of Henry County and Abilities Plus, as well as fact sheets listing rates and available services to potential customers as solutions to the education and marketing barrier. In order to allow better affordability for customers, one suggested strategy would be to educate assisted living and senior living facilities on the ability to organize group trips where the higher cost of demand-response service would be split among multiple passengers.

An additional substantial need in Region 2 is for transportation to local community colleges. Henry, Rock Island, and Whiteside Counties have colleges that are seen as essential in helping individuals with low incomes, and transportation is often needed either from rural residences to urban schools, or vice versa. To cover a

larger service area, possible solutions could include a partnership between RIM Rural Transit and Black Hawk College, and the continuation of the partnership between Whiteside County Public Transportation and Sauk Valley Community College. Multiple funding sources among these agencies could help provide more efficient trips to an increased number of low-income students within the region. Currently, Whiteside County Public Transportation has a voucher program with Sauk Valley Community College where “Punch Pass” cards can be purchased. Students are allowed to purchase passes with their financial aid packages.

Iowa Region 9 – Muscatine and Rural Scott Counties

Rural Scott and Muscatine Counties are home to many of the industrial and large employment centers within the Greater Bi-State Region. Therefore, transportation to and from jobs has long been a need within the region. The need to have access to a greater number of employees is expected to increase in the long term as baby boomers leave the workforce and employers continue to compete for the same pool of employees throughout the region. An increase in employment shuttles to rural employment centers as well as trips from outlying areas such as Walcott, LeClaire, and Eldridge into the metropolitan Quad Cities will help increase geographic coverage and provide employment trips for individuals with low or fixed incomes.

A public input session within Region 9 identified a strong need for non-emergency medical transportation within Muscatine County. One human service agency expressed a demand for transportation to Iowa City hospitals for

its clients needing mental health services. A similar need was brought up from Clinton County for non-emergency medical trips to Iowa City hospitals. A lack of available mental health providers within these counties requires trips to Iowa City for their low-income clients, and current privacy laws prevent rides with multiple passengers. The result is very costly for individual trips. Coordination with existing and future Iowa City trips through River Bend Transit may be a possible strategy for lowering costs and maintaining customer privacy. Communication among the transit and human services agencies will help to alleviate some of the issues.

Another barrier within the City of Muscatine is a lack of “transit-friendly” infrastructure for route expansion. MuscaBus expressed difficulties with some of its routes that require turning in areas that aren’t easily accessible by its buses. Similar to the urbanized area, communication between transit providers and the economic development community may resolve some of these issues with future development.

Management Needs

Management needs include those related to staffing levels, office equipment, policy board arrangements, and marketing. Education, communication, and marketing of available services were identified as a priority in the Greater Bi-State Region. Education of policy makers on transit needs was another aspect of marketing. In numerous Regional and Urbanized Transit Mobility Summits since 2012, participants singled out public awareness of transit service and public relations as opportunities for

improvement. Transit providers, local government officials, and local residents have all mentioned that marketing and education of existing services was a need throughout the region. Attendees of transit summits felt that a large number of those needing public transportation were unaware or uninformed on the availability of services within their communities. Other consumers may be aware of the services offered, but may feel uncomfortable never having used the service. On-going operating support of existing programs is also important to the existing public transit providers. The results of the service reports for both the Urbanized and Region 2 Mobility Summits can be found in Appendix C.

Fleet Needs – Utilization & Replacement

Fleet needs itemize the rehabilitation and replacement of vehicles tentatively scheduled for the coming year. Replacement of accessory equipment (cameras, wheelchair lifts, etc.) is included under this category. Fleet utilization is based on a vehicle utilization analysis to indicate whether the need is currently being met by each transit provider. For this plan, initial fleet needs were assessed for the existing public transit systems. Fleet replacement cycles for the fixed-route and regional providers range from 5 to 15 years, depending on the system.

Bi-State distributed a 2017 Specialized Transportation Service Inventory in September, 2017. It did not address fleet needs but was a simple assessment of whether or not organizations provided transportation services. An inventory of vehicles was also requested and updated by all

identified providers receiving FTA funds. An attempt was made to obtain information from state or privately-funded providers, but in many cases, responses were not received. As the document evolves, Bi-State will continue to encourage additional participation from these agencies.

River Bend Transit has reported a need for additional funding in order to meet a 15-year replacement cycle for its entire fleet. Discretionary capital funding appropriated to Iowa is inadequate to meet this replacement schedule. The federal threshold for useful life of its types of vehicles is 4 years or 100,000 miles. Typically, RBT is not getting its vehicles replaced until they are averaging 7-9 years of age and have accumulated upwards of 160,000 miles. This results in higher maintenance and repair costs over the years as the wear and tear on vehicles is magnified by the rural conditions in which it operates. In addition to a need for additional funding for fleet replacement, an increased demand for employment shuttles throughout RBT's four-county service area will likely create a need for larger vehicles. A higher seating capacity of 25-45 passengers will be needed as additional projects are implemented.

In addition to the fixed-route and regional transit systems, several private and county-operated not-for-profit agencies have expressed a need for replacement vehicles for their current fleets. Henry County Public Transportation, Arc of Rock Island County, Exceptional Care and Training Center, RIM Rural Transit, Self-Help Enterprises, and Whiteside County Public Transportation have each expressed a need to replace one or more vehicles in order to continue meeting service demands of individuals

with disabilities, seniors, or the general public. It is important that these agencies maintain involvement in the coordinated planning process and utilize existing transit services when possible.

Facility Needs

It was noted in Chapter 3 that in 2014, CitiBus and Metro shifted from a shared maintenance and storage facility to individual facilities. Contracts for this shared arrangement were evaluated on an annual basis due to the inadequate size of the existing facility for both systems, limited expansion ability at the current site, and the need for extensive general repairs of the facility. The City of Davenport consolidated its administrative, operational, and maintenance functions into one facility. The study also demonstrated that significant construction cost savings would be realized by integrating the new facility into the Davenport Public Works Facility. MetroLINK completed construction of a Transit Maintenance Facility in 2014 that provides maintenance, administrative, and operational functions. This new facility enables MetroLINK to consolidate all services and vehicles at a single location. On-site fueling options, both natural gas and clean diesel, along with vehicle cleaning and separate lubrication stations for preventative maintenance, will provide added cost savings over the life of the facility. The facility incorporates the latest energy efficiencies, including LEED Certification, improved air quality, resource conservation, pollution prevention, and modern diagnostic equipment for the maintenance of digital video recording security systems, automated vehicle locator systems, and multiplex electrical systems that are now standard on MetroLINK vehicles.

In the Illinois Quad Cities MPA, MetroLINK has finished construction of a new downtown Rock Island bus terminal. The former Rock Island Transfer Hub on 3rd Avenue between 16th and 17th Streets lacked bus docking stations, interfering with traffic on a daily basis and posing safety concerns for passengers making transfers. The site had been utilized by a minimum of eight (8) transfers every 30 minutes and was also a transfer location for Metro riders wishing to make connections to the Davenport CitiBus Bridgeline Route. For over a decade, MetroLINK's strategic plan outlined a desire to develop a mixed-use transfer station in Downtown Rock Island. Due to limited property and the high cost of retrofitting the existing area, developing a new transfer station at the 3rd Avenue and 16th Street location was determined not to be financially feasible. Construction of the new Downtown Rock Island Transfer Facility began in spring 2013, and the facility opened in early 2014.

The Rock Island Transfer Station is located at the corner of 2nd Avenue and 20th Street in downtown Rock Island. The site had been an underutilized parking lot just west of a 199-unit residential tower. To the north of the facility are Schwiebert Park, the Mississippi River, and access to the 62-mile-long Great River Trail. The facility offers patrons a heated lobby, restrooms, and the potential for retail space. The facility accommodates up to ten coaches at a time. MetroLINK worked with the City of Rock Island and Rock Island Economic Growth Corporation (or GROWTH) to promote transit-oriented development in the area surrounding the Transfer Station. The new development, called The Locks, provides 34 units of rental housing,

some of which is targeted to short-term corporate rentals.

MetroLINK is also the grantee for funding for the Moline Multi-Modal Station (MMS), dubbed *The Q*. The MMS is being constructed to serve as a functional station for passenger rail service from Chicago, Illinois to the Quad Cities and proposed service ultimately to Iowa City, Iowa and Omaha, Nebraska. It will also complete the vision of using MetroLINK's existing Centre Station to provide intermodal access to all forms of transportation – including buses, personal vehicles, bicycles, passenger rail, taxis, passenger ferryboats, pedestrian traffic, and access to the Quad City International Airport. MetroLINK has recently enhanced bus shelters located at the airport. The site of the MMS is located south of the railroad tracks and east of 12th Street along 4th Avenue in Moline, Illinois. The facility is adjacent to Centre Station and includes an adaptive reuse of the O'Rourke building located at 1201 4th Avenue. The renovation will allow the structure to accommodate passenger amenities such as ticketing, information kiosks, and other related retail or commercial space. Upper floors of the building will be converted to a hotel. A pedestrian concourse is also planned to connect the MMS to Centre Station.

Surrounding development using Transit Oriented Development (TOD) principles will create a unique community focal point in Downtown Moline. A Downtown Connector Service to Western Illinois University Riverfront Campus has also been established with Centre Station as one terminus of the route.

Davenport CitiBus may pursue improvements to its Ground Transportation Center (GTC) in an effort

to promote livability and transit-oriented development in downtown Davenport. The Iowa DOT developed its Park and Ride System Plan in 2014 to address facilities to promote carpooling, vanpooling, or taking public transit. Scott-to-Rock Island County was among the top 25 county pairs in regard to residence-to-workplace commuter flows in Iowa. The DOT recommended two possible candidate locations for park and ride facilities in Davenport, namely U.S. 61 and Kimberly Road near North Park Mall, and U.S. 61 and Iowa 22 near Interstate 280. In 2017, a Park and Ride facility was established near Thunder Bay Grille restaurant near U.S. 61/Brady Street and Veterans Memorial Parkway. The facility is signed with approximately 60 parking spaces and easy access to Interstate 80.

Bettendorf shifted its focus away from a central hub to a service that offers numerous transfer points throughout the network. There are multiple hubs throughout the city where riders may transfer from one route to another, or to another transit provider, namely CitiBus and MetroLINK. MetroLINK currently performs a variety of administrative and operational functions for Bettendorf Transit. Among the various functions performed are grant administration and dispatching services.

Transit Security/Safety Needs

Beginning with provisions under ISTEA and continuing through the most recent transportation bill, the FAST Act, the need to improve safety and security for individuals who use public transportation is to be included in the planning process.

In an effort to provide a safe and secure environment for their passengers and employees, each of the fixed-route

systems has installed video surveillance equipment on their revenue vehicles. River Bend Transit equipped all of its vehicles with video surveillance. Davenport provides security personnel to monitor the GTC transfer facility during evening hours, and MetroLINK works with the Rock Island County Sheriff’s department and has assigned two officers under a Community Oriented Policing Services (C.O.P.S.) program.

Policy Direction & Strategies

Based on the public input and discussions with existing transit providers, it is clear that meeting future mobility needs in the Greater Bi-State Region will be a challenge. However, the solutions suggested relate to the need for greater cooperation through agreements, partnerships, resource sharing, and improved public relations to change the face of transit for the better.

As noted in the Executive Summary, the plan sets forth a policy direction through a vision statement of:

“Transit service in the region is envisioned to be convenient, adequately financed to maximize coverage and diversity of customers, affordable, geographically distributed, considered as part of land use decisions, and safe.”

The following proposed strategies frame the future direction for transit in the Greater Bi-State Region. It is important to note that some strategies may be more focused toward an urban issue rather than a rural issue, and vice versa. Furthermore, all strategies proposed for urban systems may not be necessary

for all of the urban systems. The same idea is prevalent for the rural transit systems.

- **Convenience:** Transit service delivery that addresses customer convenience will be given priority in the Greater Bi-State Region. Service can be enhanced by strategies such as:
 1. Expanding rural and paratransit service with programs that would allow door-to-door service for customers who are unable to utilize existing curb-to-curb service to create more “first mile-last mile” connections
 2. Extending hours and days of service to meet basic travel needs, either for essential services, medical appointments, work or school trips, or other needs identified by existing or future customers
 3. Increasing marketing efforts through sources such as fact sheets, websites and/or website links, and maps
 4. Broadening educational programs such as Senior Ambassador activities within assisted-living facilities and nursing homes to increase awareness of services
 5. Forming a centralized dispatching service to provide service information for multiple transit operators in the region
 6. Improving rider experience through new technology to attract new customers

**This strategy can be recognized as one for both urban and rural transit services. Extending hours of service in both areas has been identified as an issue.*

- **Investment:** Greater consideration will be given to investing in projects that are adequately financed and sustainable. Sustainable investment can be strengthened by strategies such as:

1. Informing legislative leaders of funding solutions to resolve inadequacies, gaps, silos, and liability
2. Advocating long-term funding streams when implementing service
3. Increasing coordination between human service agencies that may have available local match dollars from other non-DOT federal or state funding streams

**This strategy can be recognized as one for both urban and rural transit systems.*

- **Affordability:** Fares for transit service need to be affordable for all customers, particularly for those with fixed or low incomes. Possible strategies include:

1. Developing partnerships and coordination between public and private transit service providers to reduce trip costs
2. Creating voucher systems for service provided after hours, eliminating the need for low-income individuals to pay a

higher price for private service

**This strategy would be identified as primarily a rural transit issues,. The urban systems have set fares as low as \$1.00 per ride. Also, the QC Monthly Pass allows unlimited rides for the calendar month on all QC fixed transit systems for only \$30.00.*

- **Land Use:** Land use patterns that support mobility choices and encourage proximity to services are preferred. Land use patterns may be improved by:

1. Coordinating development between transit operators and the economic development community prior to construction
2. Strengthening relationships between private developers and transit operators
3. Increasing public input opportunities throughout the economic development process
4. Communicating changes in location of human services transportation agencies to transit systems

- **Geographic Coverage:** The broadest geographic coverage to serve travel needs and enhance mobility within the Greater Bi-State Region will receive greater priority. Geographic coverage needs to examine both regional and inter-regional travel needs. Possible strategies include:

- | | |
|--|--|
| <ol style="list-style-type: none"> 1. Implementing connections between existing urban and rural transit systems 2. Creating satellite locations for medical and human service agency appointments in rural areas, eliminating the need for distant travel 3. Analyzing and understanding the travel patterns of individuals within the region and how current and future commuting patterns affect travel | <ol style="list-style-type: none"> 3. Coordinating local law enforcement officials and transit operators 4. Training drivers on how to interact with elderly riders and those who may suffer from mental health problems |
|--|--|

**Issues of connectivity seem to be more prevalent in the urban areas because the geographic area is much broader. However, with the aging population, the need for transportation to specialized medical appointments in locations such as Iowa City and Peoria continues to increase.*

- **Safety:** Importance will be given to passenger and vehicle safety to transport customers comfortably and without injury. Possible strategies include:
 1. Continuing training on suspicious behaviors and emergency procedures
 2. Increasing projects that fund specialized transportation

Performance Measures

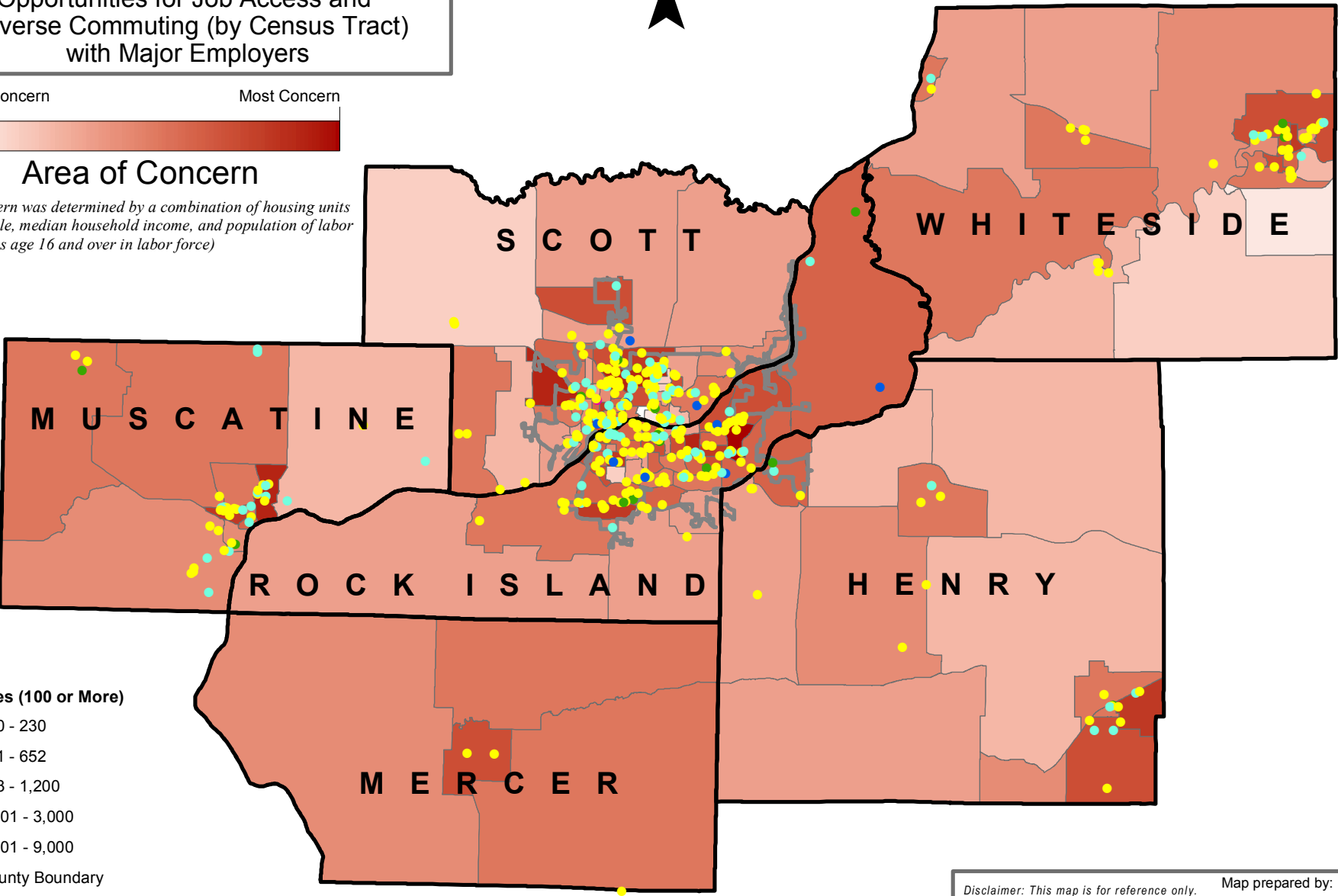
Beginning with MAP-21 and continuing through the FAST Act, performance measurement of transportation facilities and project delivery has become an increasingly important focal point for state and federal transportation agencies. Since the bill took effect, agencies have been required to adopt measurable targets, set to benchmark its performance and progress toward its stated targets. Bi-State Regional Commission will continue to work in collaboration with the area’s transit managers and systems to support each other’s respective performance targets for Equipment, Facilities State of Good Repair, and Rolling Stock State of Good Repair. As part of this cooperation among Bi-State Regional Commission, the respective transit systems, and the Illinois and Iowa Departments of Transportation, Bi-State will retain the systems’ initial and subsequent performance targets on file for official record.

MAP 4.1
Bi-State Region Transit Development Plan
Opportunities for Job Access and
Reverse Commuting (by Census Tract)
with Major Employers



Area of Concern

Area of concern was determined by a combination of housing units with no vehicle, median household income, and population of labor force (persons age 16 and over in labor force)



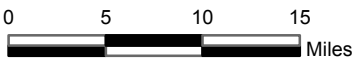
Legend

Employees (100 or More)

- 100 - 230
- 231 - 652
- 653 - 1,200
- 1,201 - 3,000
- 3,001 - 9,000

- County Boundary
- 2017 Urbanized Area

Sources:
 Area of Concern - U.S. Census Bureau American Community Survey (ACS) 5-year Estimates 2011-2015
 (Note for Median Household Income: Estimates were for a 12-month period in 2015 inflation-adjusted dollars.)
 Employees - ReferenceUSAGov. Infogroup™. No publish date. Web. Accessed 15 Nov. 2017.
 Urbanized Area, Census Tracts and County Boundaries - U.S. Census Bureau, 2017 TIGER/Line Shapefiles



Disclaimer: This map is for reference only. Data provided are derived from multiple sources with varying levels of accuracy. Bi-State Regional Commission disclaims all responsibility for the accuracy or completeness of the data shown hereon.

Map prepared by:

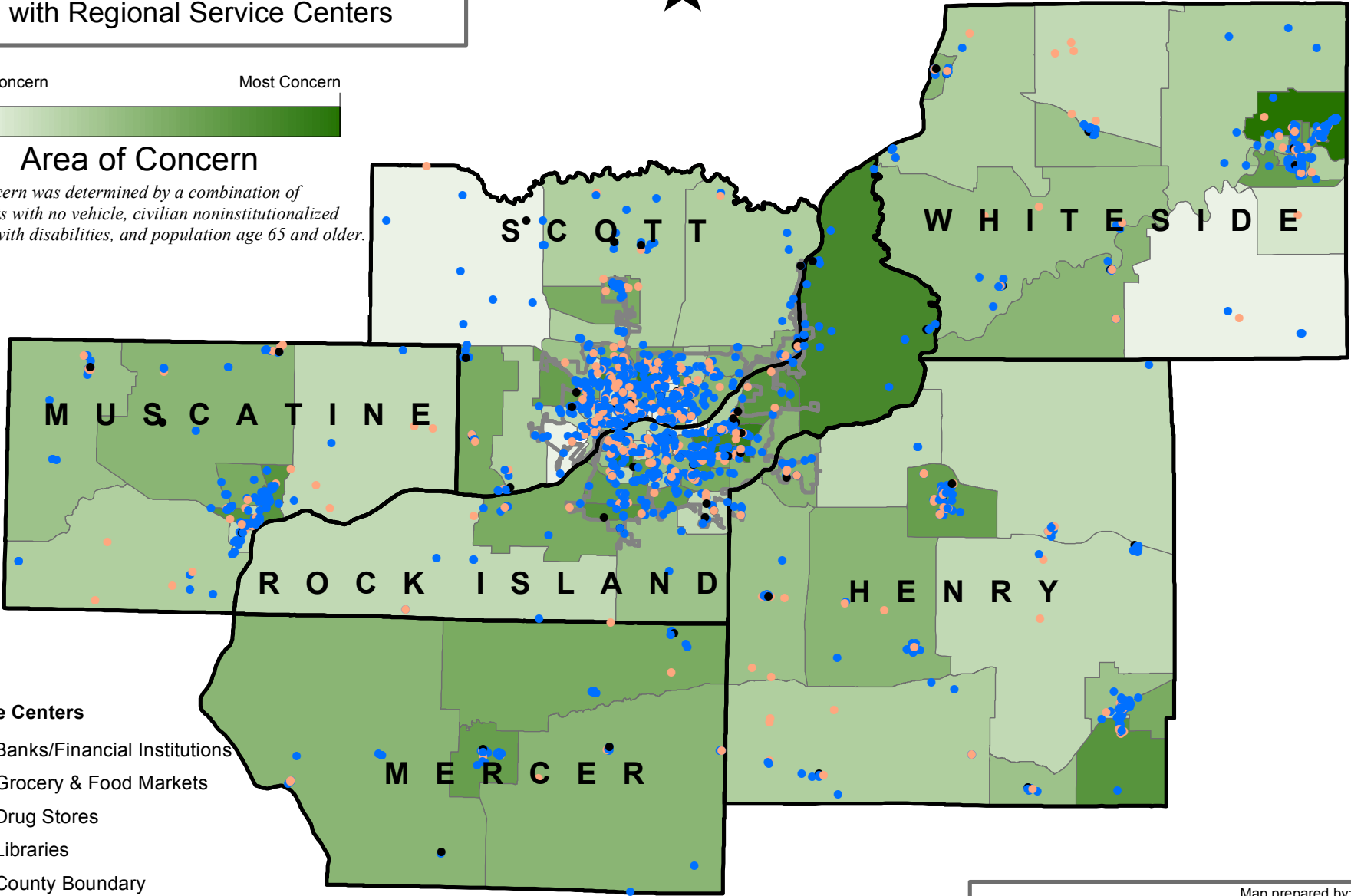
Bi-State
Regional Commission
March 2018

MAP 4.2
Bi-State Region Transit Development Plan
Mobility Options (by Census Tract)
with Regional Service Centers



Area of Concern

Area of concern was determined by a combination of housing units with no vehicle, civilian noninstitutionalized population with disabilities, and population age 65 and older.

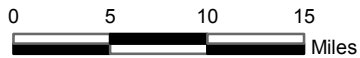


Service Centers

- Banks/Financial Institutions
- Grocery & Food Markets
- Drug Stores
- Libraries

- County Boundary
- 2017 Urbanized Area

Sources:
 Area of Concern - U.S. Census Bureau American Community Survey (ACS) 5-year Estimates 2011-2015.
 Service Centers - ReferenceUSA Gov. Infogroup™. No publish date. Web. Accessed 15 Nov. 2017.
 Urbanized Area, Census Tracts and County Boundaries - U.S. Census Bureau, 2017 TIGER/Line Shapefiles



Disclaimer: This map is for reference only. Data provided are derived from multiple sources with varying levels of accuracy. Bi-State Regional Commission disclaims all responsibility for the accuracy or completeness of the data shown hereon.

Map prepared by:

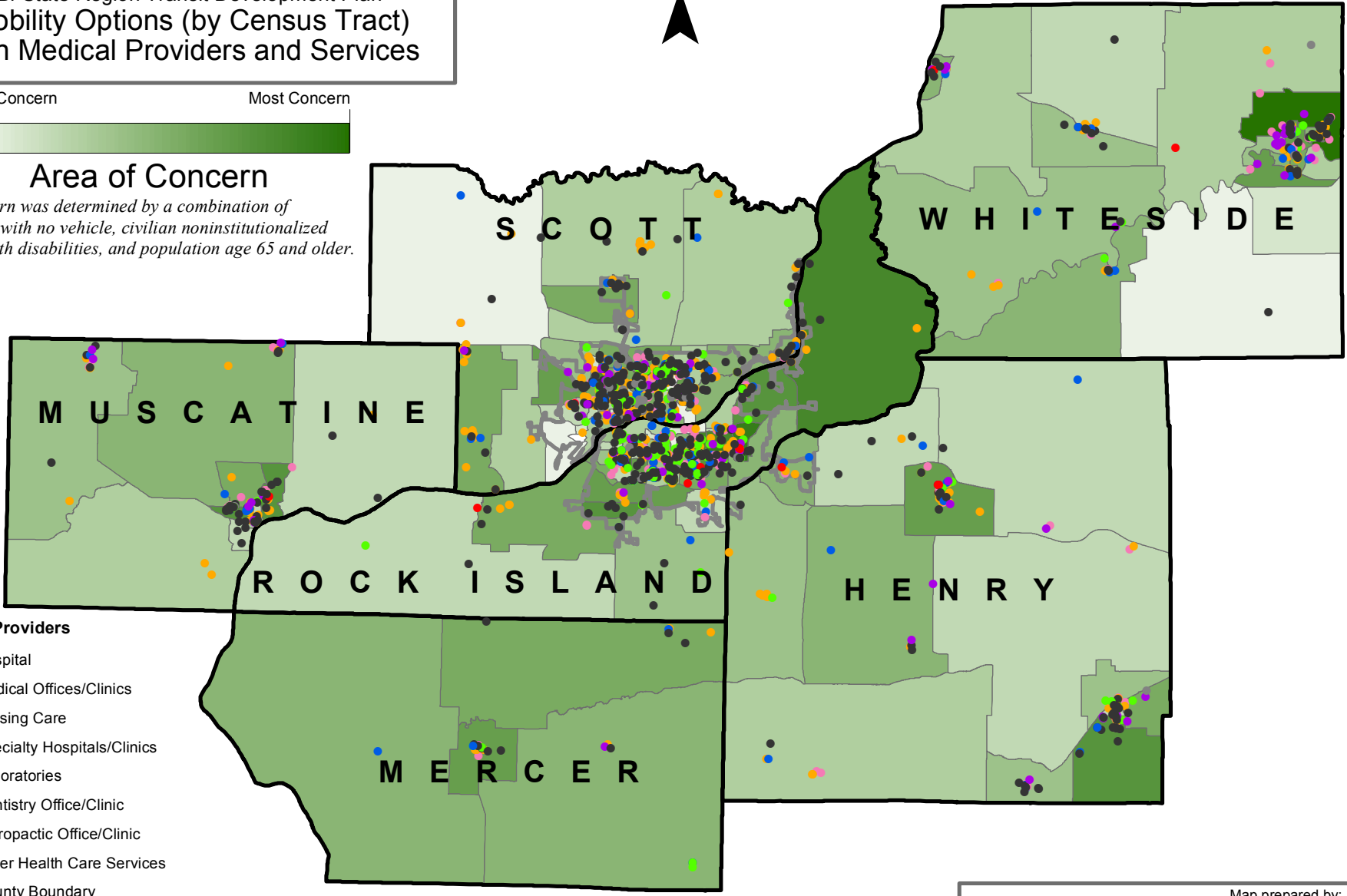
Bi-State
Regional Commission
March 2018

MAP 4.3
Bi-State Region Transit Development Plan
Mobility Options (by Census Tract)
with Medical Providers and Services



Area of Concern

Area of concern was determined by a combination of housing units with no vehicle, civilian noninstitutionalized population with disabilities, and population age 65 and older.



Medical Providers

- Hospital
- Medical Offices/Clinics
- Nursing Care
- Specialty Hospitals/Clinics
- Laboratories
- Dentistry Office/Clinic
- Chiropractic Office/Clinic
- Other Health Care Services

- County Boundary
- 2017 Urbanized Area

Sources:
 Area of Concern - U.S. Census Bureau American Community Survey (ACS) 5-year Estimates 2011-2015.
 Medical Providers - ReferenceUSA Gov. Infogroup™. No publish date. Web. Accessed 15 Nov. 2017.
 Urbanized Area, Census Tracts and County Boundaries - U.S. Census Bureau, 2017 TIGER/Line Shapefiles



Disclaimer: This map is for reference only. Data provided are derived from multiple sources with varying levels of accuracy. Bi-State Regional Commission disclaims all responsibility for the accuracy or completeness of the data shown hereon.

Map prepared by:

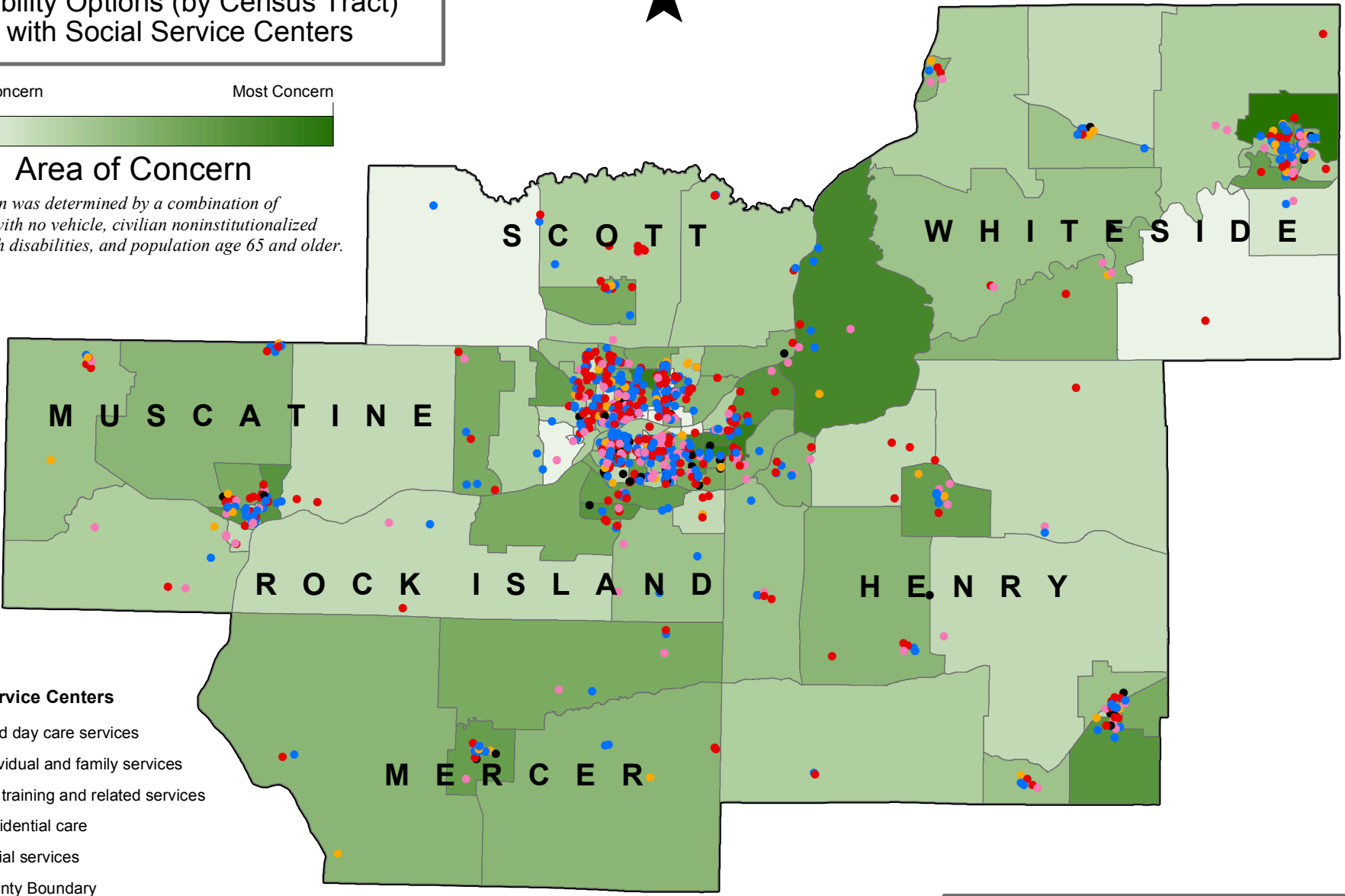
March 2018

MAP 4.4
Bi-State Region Transit Development Plan
Mobility Options (by Census Tract)
with Social Service Centers



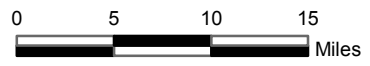
Area of Concern

Area of concern was determined by a combination of housing units with no vehicle, civilian noninstitutionalized population with disabilities, and population age 65 and older.



- Social Service Centers**
- Child day care services
 - Individual and family services
 - Job training and related services
 - Residential care
 - Social services
- ▭ County Boundary
- ▭ 2017 Urbanized Area

Sources:
 Area of Concern - U.S. Census Bureau American Community Survey (ACS) 5-year Estimates 2011-2015.
 Social Service Centers - ReferenceUSA.gov. InfoGroup™. No publish date. Web. Accessed 15 Nov. 2017.
 Urbanized Area, Census Tracts and County Boundaries - U.S. Census Bureau, 2017 TIGER/Line Shapefiles



Disclaimer: This map is for reference only. Data provided are derived from multiple sources with varying levels of accuracy. Bi-State Regional Commission disclaims all responsibility for the accuracy or completeness of the data shown hereon.

Map prepared by:

Bi-State
Regional Commission

March 2018

Chapter 5 Passenger Transportation Prioritization Strategy

Planning Area Mobility and Access

The purpose of this document is to provide a basis for efficient and effective passenger transportation services within the region related to resource allocation, service development, coordination of services, and addressing gaps or service needs.

In Chapter 1, transit was defined as moving or conveying passengers from one place to another. A transit system can take many forms and use a variety of vehicles, such as buses, vans, carpools, or trains. Transit can be provided by a variety of methods—public, private, or a combination of efforts. Ideally, a transit system provides the greatest mobility options for people to get to their destinations of choice or need. Chapters 2 and 3 outlined the regional profile from a demographic and transit perspective. Chapter 4 outlined a needs and policy direction for framing the region’s priorities. The regional transit vision is:

Transit service in the Greater Bi-State Region is to be convenient, financially invested to maximize coverage and diversity of customers, affordable, geographically distributed, and safe.

Transportation programming involves identifying funding sources to move projects to implementation, whether continuing an existing transit service, building a new transit facility, or

expanding and/or creating new transit routes or services.

Federal Transit Funding Assistance

As outlined in Chapter 1, there are a number of financial resources available for transit. These sources may be apportioned to a specific transit agency or provider, metropolitan area, region, or state. In other cases, funds are competitively distributed based on specific criteria either at a local, state or regional level. As transportation resources become more transparent and coordination among federal, state, regional, and local organizations becomes more prevalent, there will be a growing recognition that funding resources need both flexibility and potential consolidation to allow the greatest options for mobility. As emphasized in United We Ride, there are many federal programs that fund transportation. Of the common transit issues identified in Chapter 4, the need for funding and resources for providers was a high priority throughout the three planning areas. Ongoing research and surveying will be needed to identify the extent of available transit funding assistance and potential opportunities within the Greater Bi-State Region. Table 5.1 outlines these sources by category for Fiscal Year 2018 known-to-date.

**Table 5.1
Federal Transit Funding Assistance – FFY2017**

	FTA Section	P/C/O*	QCA MPO**	Iowa Region 9	Illinois Region 2
Metropolitan Planning Program	5303	P	\$125,252	N/A	N/A
Statewide Planning Program	5304	P	N/A	\$19,826	N/A
Urbanized Area Formula Program	5307	P/C/O	\$4,244,482	N/A	N/A
Bus and Bus Facilities	5339	C	\$420,329	\$	
Enhanced Mobility	5310	C	\$256,299	\$0	Awaiting IDOT award
Rural or Non-urbanized Area Formula Program	5311	C/O	N/A	\$257,369	\$389,460
Ferry Boat Program	1121	C	\$18,559	\$0	\$0
TOTAL			\$5,064,921	\$277,195	\$389,460

* Type of Funding -Planning (P), Capital (C), Operating (O)

** Assuming FFY 2017 levels

Transit Programming

The process of choosing among various transit development alternatives involves transit providers' staff and their respective boards or councils, including the urban and regional transportation technical and policy committees, the Region 2 Transit Advisory Group, and input collected from the general public.

These stakeholders have come together through a planning process to select a proposed program of transit services for the immediate year and subsequent years. The next section of this chapter outlines a four-year program of transit priorities in the Greater Bi-State Region.

SAFETEA-LU, signed into authorization on August 10, 2005, required that projects selected for funding under JARC and Enhanced Mobility programs be derived from a locally-developed, coordinated, public transit, human services transportation plan. The plan was developed through a process that

included representatives of public, private, and non-profit and human services transportation providers as well as participation by the public. The Bi-State Region Transit Development Plan was initiated in an effort to meet these requirements.

Quad Cities Area

The Urbanized Quad Cities Area uses a project selection process for urban Surface Transportation Block Grants (STBG) funding annually. Projects are selected according to an established criteria and scoring system. An equity balance between the Iowa and Illinois Quad Cities are considered as part of the programming of funds. Members of the Regional Transit Interest Group (RTIG) and the media in the metropolitan area are notified of the candidate project selection process at least 30 days prior to project approval.

The Transportation Technical Committee reviews the recommendations, ranks the projects based on the selection criteria, and forwards their recommendation(s) to the urban Transportation Policy Committee. As noted in the Public Involvement Process for Transportation Planning, in the Davenport Urbanized Area, there is a 14-day comment period prior to approval by the Policy Committee. Programmed projects are subject to public review as they are included into the Transportation Improvement Program (TIP) process.

Non-Metropolitan Area

In July 2007, a Region 2 Transit Advisory Committee (RTAC) was created to assist in the development and adoption of the Bi-State Transit Development Plan and to assist with the ranking and endorsing of Section 5307/5311 and 5310 projects in Henry, Mercer, Rock Island, and Whiteside Counties in Illinois. After being scored by RTAC, projects are sent to the Illinois Department of Transportation. Once reaching IDOT, a State Oversight Committee scores and selects projects for funding. Section 5310 capital assistance applications are endorsed by the committee based on active participation in the regional coordination process and consistency with this plan. Project applications are then sent to the Illinois DOT for scoring.

In Iowa Region 9, projects compete at a statewide level. Since there are no comparable committee ranking projects in Region 9, participation in the development and adoption of the Transit Development Plan by Region 9 Technical and Policy Committees constitutes project endorsement at a regional level.

Priority Programming – Operations

With service needs and funding sources identified, the next step is to prioritize solutions that translate into viable projects. Based on information provided in Chapter 4, the FY2018-FY2021 projects listed below have been recommended for operations funding. The status of current fiscal year projects as well as proposed projects for future fiscal years (including cost estimates) are displayed in Tables 5.2, 5.3, and 5.4.

Individuals with Disabilities and Seniors

As discussed in Chapter 4, maintaining and improving mobility for individuals with disabilities and seniors is a priority throughout the Greater Bi-State Region. The following projects have been recommended for funding under Section 5310 to assist in meeting the transportation needs of these populations:

- City of Muscatine (MuscaBus). MuscaBus currently operates an evening service that operates Tuesdays and Thursdays from 5:30 p.m. to 9:30 p.m. called New Freedom. Although Enhanced Mobility funds for this service have expired (formerly 5317), the service’s name remains the same, but is now funded under FTA money with a municipal match. As ridership increases, it may be necessary to hire an additional driver and purchase an additional vehicle to meet service demands.
- River Bend Transit. RBT will continue its Enhanced Mobility program that provides transportation beyond ADA requirements for seniors and individuals with disabilities. The service operates Monday through

Friday from 5:30 a.m. to 7:00 p.m., and crosses seamlessly between Davenport and Bettendorf with door-to-door pick-ups. The route offers additional services including: extended driver assisted service, same day service, routine booking that exceeds 50% of scheduled trips (no special application to qualify), bus travel beyond ¾-mile rider corridor, and flexibility to modify when necessary.

- Whiteside County Public Transportation. In August 2013, WCPT expanded their service hours from 8:00 a.m. to 4:00 p.m. to 6:00 a.m. to 6:00 p.m. using Enhanced Mobility money. The expanded service allows consumers working traditional work hours to utilize the service while giving individuals with disabilities and seniors the opportunity to benefit from early morning service and/or early evening service.

Sections 5307 and 5311 Funding

Public outreach and interviews with transit operators continue to demonstrate a growing need for employment and employment-related transportation in the Greater Bi-State Region. Prior to MAP-21, these types of programs were eligible under JARC funding. With the JARC program now phased out, it is consolidated under Sections 5307 and 5311. Based on regional priorities, the following programs are recommended:

- City of Muscatine (MuscaBus). MuscaBus currently operates a demand-response service for employment-related trips during evening hours. The goal of the program is to transport low-income individuals to a large concentration

of industrial jobs in Muscatine during second shift and other non-traditional hours. A possible alteration to the current services offered would be to change the hours from 5:30 p.m. to 9:30 p.m. to 7:00 p.m. to 11:00 p.m. to meet the demand of more riders. Trips to childcare and job-readiness classes are also provided. All services are ADA accessible. The continuation of the program will meet the identified need of expanding service hours without creating a duplication of services. In the future, Sunday operation may also be recommended if a significant increase in demand occurs.

- River Bend Transit. In July 2012, RBT began to coordinate employment transportation service for entry level/low-income employees with Davenport CitiBus. RBT provides service Monday through Friday between the CitiBus hub located on Welcome Way and the APAC facility in Mt. Joy. The service provides eight morning trips to APAC from the hub and 6 afternoon return trips from APAC. Morning service runs approximately 5:30 a.m. to 9:30 a.m.; afternoon service from approximately 3:00 p.m. to 5:30 p.m. Hours of operation are coordinated with CitiBus schedules at the hub to minimize transfer wait time. APAC riders will connect to the fixed-route services of the Bettendorf Transit system and the Illinois Metro system using Davenport CitiBus.

RBT also coordinates with Davenport CitiBus to provide early Saturday morning demand-response work trips within the CitiBus service area. The CitiBus fixed-route does not start until

9:00 a.m. on Saturday. This service allows low-income workers access to their early morning jobs that start before the fixed route begins. Hours of service are from 6:00 a.m. to 9:00 a.m. every Saturday. Riders can utilize the CitiBus service for their return trips later in the day. This service is open to the public with pre-approved rider rosters provided by CitiBus.

RBT's regular demand response service operating hours are 5:30 a.m. to 7:00 p.m. Monday through Saturday. Davenport CitiBus currently operates RBT's extended work-related transportation hours that include service from 7:00 p.m. to midnight, Monday through Saturday, and 6:00 p.m. to 11:00 p.m. on Sunday. Due to JARC funds ending and the success of the work-related transportation service hours, the City of Davenport agreed to inherit the costs so that operation could continue.

Other Funding Sources

Not all acquired funding sources are from the Department of Transportation. Many of the rural transit agencies are able to raise money through fundraising events and by selling space on their respective fleet for other businesses to utilize as a marketing tool. Agencies are also encouraged to apply for any supplemental grants to assist with costs. These may be grants for operational costs or costs relating to fleet inventory or technology and/or facility improvements. Some grant programs cater to the rural areas, while others are applicable to the urban areas.

Urban Services

Although much of the urbanized Quad Cities Area is served by fixed-route and/or regional public transit service, future transit operations funding will be necessary to meet service needs. Improvements such as extensions to service days/hours, public outreach and education, increased routes and stops, improved technology to ease travel, and transit friendly infrastructure have been recommended.

Strong passenger transportation systems contribute to a more economically-vibrant Bi-State Region. Future improvements across the region will increase access to employment centers, schools, shopping centers, and medical facilities while spurring economic activity and mitigating congestion and air and noise pollution. According to the Federal Transit Administration,¹ public health and safety also improve with the use of public transportation. On-going promotion of multi-modal transportation, such as the availability of bike racks on buses, expand mobility choices in the Quad Cities Metropolitan Area. Route modifications to reflect ridership patterns and recent developments are currently being proposed or have been recently implemented. The benefits of public transportation are clear, and the Quad Cities Area is capable of and prepared to take advantage of its existing and future passenger transportation infrastructure.

¹ <https://www.transit.dot.gov/regulations-and-guidance/environmental-programs/transit-environmental-sustainability/transit-role>, accessed 1/18/18

Regional Services

As noted in previous chapters, service availability varies significantly between planning areas in the Greater Bi-State Region. All counties continue to work to maintain and expand existing services through coordination efforts and by meeting identified demands. Bi-State facilitates quarterly meetings with the Illinois Region 2 Transit Advisory Group and the Iowa Region 9 Transportation Technical and Policy Committees in an effort to increase coordination and to identify where the regional gaps in services continue to exist.

**Table 5.2
Status of Current Operating Expenses
FFY 2018 (October 1, 2017-September 30, 2018)**

PROJECT SPONSOR	PROJECT DESCRIPTION	Project Type	# of Units	Cost Per Unit	ESTIMATED TOTAL COST (\$)	FEDERAL SHARE*		STATE SHARE		LOCAL SHARE	
						DOLLARS (\$)	SOURCE	DOLLARS (\$)	SOURCE	DOLLARS (\$)	SOURCE
Abilities Plus – Henry County	FFY 2018 Operations	O	N/A	N/A	\$661,086	\$556,574	5311- \$126,858 DOAP- \$429,706			\$104,512	LOC
City of Bettendorf (Bettendorf Transit)	FFY 2018 Operations	O	N/A	N/A	\$1,354,807	\$0	N/A	\$153,500	STA	\$1,201,307	LOC
City of Bettendorf (Bettendorf Transit)	FFY 2018 ADA Paratransit	O	N/A	N/A	\$123,000	\$61,500	5307/5310	\$61,500	STA	\$0	LOC
City of Davenport (CITIBUS) City of Bettendorf (Bettendorf Transit)	JARC Projects	O	N/A	N/A	\$140,000	\$0	5307	\$0		\$140,000	LOC
City of Davenport (CITIBUS)	FFY 2018 Operations	O	N/A	N/A	\$4,700,000	\$800,000	5307	\$504,139	STA	\$3,395,861	LOC
City of Davenport (CITIBUS)	FFY 2018 ADA Paratransit	O	N/A	N/A	\$570,000	\$100,000	5307	\$0		\$470,000	LOC
City of Davenport (CITIBUS)	FFY 2018 Additional Service and Bus Rehab for I-74 Construction	O & C	N/A	N/A	\$1,680,119	\$1,096,310	5307	\$274,078	PRF	\$309,731	LOC
City of Muscatine (MUSCABUS)	FFY 2018 Operations	O	N/A	N/A	\$1,029,135	\$401,479	5311	\$248,086	STA/	\$379,570	LCL
River Bend Transit	FFY 2018 Operations	O	N/A	N/A	\$3,110,120	\$291,075	5310/5311	\$269,027/\$80,963	STA/ICAAP	\$2,412,175	LOC
RIM Rural Transit	FFY 2018 Operations	O	N/A	N/A	\$400,6374	\$95,300	5311	\$285,227	DOAP	\$20,110	LOC
Whiteside County	FFY 2018 Operations	O	N/A	N/A	\$800,000	\$167,302	5311	\$599,000	DOAP	\$112,698	LOC

Table 5.3
Initial Year of Operating Expenses
FFY 2019 (October 1, 2018-September 30, 2019)

PROJECT SPONSOR	PROJECT DESCRIPTION	Project Type	# of Units	Cost Per Unit	ESTIMATED TOTAL COST (\$)	FEDERAL SHARE*		STATE SHARE		LOCAL SHARE	
						DOLLARS (\$)	SOURCE	DOLLARS (\$)	SOURCE	DOLLARS (\$)	SOURCE
Abilities Plus – Henry County	FFY 2019 Operations	O	N/A	N/A	\$727,195	\$599,535	5311- \$126,858 DOAP- \$472,677			\$127,660	LOC
City of Bettendorf (Bettendorf Transit)	FFY 2019 Operations	O	N/A	N/A	\$1,395,451	\$0		\$151,655	STA	\$1,243,796	LOC
City of Bettendorf (Bettendorf Transit)	FFY 2019 ADA Paratransit	O	N/A	N/A	\$126,690	\$63,345	5307/5310	\$63,345		\$38,618	
City of Davenport (CITIBUS)	JARC Projects	O	N/A	N/A	\$144,200	\$0	5307	\$0		\$144,200	LOC
City of Davenport (CITIBUS)	FFY 2019 Transit Operations	O	N/A		\$4,840,000	\$825,000	5307	\$500,000	STA	3,515,000	LOC
City of Davenport (CITIBUS)	FFY 2019 ADA Paratransit	O	N/A		\$587,100	\$110,000	5307	\$0		\$477,100	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2019 Transit Operations	O	N/A	N/A	\$24,318,344	\$0		\$15,806,924	STA	\$8,511,421	LOC
City of Muscatine (MUSCABUS)	FFY 2019 Operations	O	N/A	N/A	\$1,060,000	\$408,636	5311	\$243,807	STA	\$407,557	LOC
River Bend Transit	FFY 2019 Operations	O	N/A	N/A	\$3,110,120	\$291,307	5310/5311	\$325,907	STA	\$2,412,175	LOC
RIM Rural Transit	FFY 2019 Operations	O	N/A	N/A	\$371,893	\$95,300	5311	\$251,493	DOAP	\$25,100	LOC
Whiteside County	FFY 2019 Operations	O	N/A	N/A	\$880,000	\$167,302	5311	\$658,900	DOAP	\$140,698	LOC

**Table 5.4
Operating Expenses
Subsequent Years (FFY 2020-2021)**

PROJECT SPONSOR	PROJECT DESCRIPTION	Project Type	# of Units	Cost Per Unit	ESTIMATED TOTAL COST (\$)	FEDERAL SHARE*		STATE SHARE		LOCAL SHARE	
						DOLLARS (\$)	SOURCE	DOLLARS (\$)	SOURCE	DOLLARS (\$)	SOURCE
Abilities Plus – Henry County	FFY 2020 Operations	O	N/A	N/A	\$799,915	\$646,803	5311- \$126,858/ DOAP- \$519,945			\$153,112	LOC
Abilities Plus – Henry County	FFY 2021 Operations	O	N/A	N/A	\$879,907	\$698,798	5311- \$126,858/DO AP-\$571,940			\$181,109	LOC
City of Bettendorf (Bettendorf Transit)	FFY 2016 Fixed-Route Operations	O	N/A	N/A	\$1,259,923	\$0		\$185,392	STA	\$1,074,531	LOC
City of Bettendorf (Bettendorf Transit)	FFY 2016 ADA Paratransit	O	N/A	N/A	\$79,413	\$43,595	5307/5310	\$27,785		\$8,033	LOC
City of Bettendorf (Bettendorf Transit)	FFY 2017 Fixed-Route Operations	O	N/A	N/A	\$1,297,720	\$0		\$191,787	STA	\$1,105,933	LOC
City of Bettendorf (Bettendorf Transit)	FFY 2017 ADA Paratransit	O	N/A	N/A	\$79,413	\$43,595	5307/5310	\$27,785		\$8,033	LOC
City of Bettendorf (Bettendorf Transit)	FFY 2018 Fixed-Route Operations	O	N/A	N/A	\$1,336,652	\$0		\$190,954	STA	\$1,145,698	LOC
City of Bettendorf (Bettendorf Transit)	FFY 2018 ADA Paratransit	O	N/A	N/A	\$81,796	\$44,903	5307/5310	\$28,619		\$8,274	LOC
City of Davenport (CITIBUS)	FFY 2016 Operations	O	N/A	N/A	\$5,600,000	\$500,000	5307	\$460,000	STA	\$4,640,000	LOC
City of Davenport (CITIBUS)	FFY 2016 ADA Paratransit	O	N/A	N/A	\$500,000	\$250,000	5307/5310	\$0		\$250,000	LOC
City of Davenport (CITIBUS)	FFY 2017 Operations	O	N/A	N/A	\$5,800,000	\$500,000	5307	\$480,000	STA	\$4,820,000	LOC
City of Davenport (CITIBUS)	FFY 2017 ADA Paratransit	O	N/A	N/A	\$525,000	\$350,000	5307	\$0		\$175,000	LOC
City of Davenport (CITIBUS)	FFY 2018 Transit Operations	O	N/A	N/A	\$6,000,000	\$500,000	5307	\$500,000	STA	\$5,000,000	LOC
City of Davenport (CITIBUS)	FFY 2018 ADA Paratransit	O	N/A	N/A	\$540,000	\$350,000	5307/5310	\$0		\$190,000	LOC

Table 5.4 Continued

PROJECT SPONSOR	PROJECT DESCRIPTION	Project Type	# of Units	Cost Per Unit	ESTIMATED TOTAL COST (\$)	FEDERAL SHARE*		STATE SHARE		LOCAL SHARE	
						DOLLARS (\$)	SOURCE	DOLLARS (\$)	SOURCE	DOLLARS (\$)	SOURCE
City of Muscatine (MUSCABUS)	FFY 2016 Operations	O	N/A	N/A	\$1,132,000	\$345,500	5311	\$207,000		\$579,500	LOC
City of Muscatine (MUSCABUS)	FFY 2017 Transit Operations	O	N/A	N/A	\$1,166,500	\$255,800	5311	\$214,000	STA	\$596,700	LOC
City of Muscatine (MUSCABUS)	FFY 2018 Transit Operations	O	N/A	N/A	\$1,201,500	\$365,000	5311	\$215,000	STA	\$621,500	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2016 Transit Operations	O	N/A	N/A	\$22,700,452	\$0	5307	\$14,755,294	STA	\$7,945,158	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2017 Transit Operations	O	N/A	N/A	\$23,381,465	\$0		\$15,197,952	STA	\$8,183,513	LOC
River Bend Transit	FFY 2020 Operations	O	N/A	N/A	\$3,110,120	\$2913,075	5310/5311	\$325,907	STA	\$2,412,175	LOC
River Bend Transit	FFY 2021 Operations	O	N/A	N/A	\$3,110,120	\$2913075	5310/5311	\$325,907	STA	\$2,412,175	LOC
RIM Rural Transit	FFY 2020 Transit Operations	O	N/A	N/A	\$370,852	\$95,300	5311	\$250,464	DOAP	\$25,088	LOC
RIM Rural Transit	FFY 2021 Transit Operations	O	N/A	N/A	\$354,828	\$95,300	5311	\$234,417	DOAP	\$25,111	LOC
Whiteside County	FFY 2020 Transit Operations	O	N/A	N/A	\$968,000	\$167,302	5311	\$724,790	DOAP	\$171,498	LOC
Whiteside County	FFY 2021 Transit Operations	O	N/A	N/A	\$1,064,800	\$167,302	5311	\$797,269	DOAP	\$205,378	LOC

Priority Programming – Capital

There are a number of capital needs in the Bi-State Region primarily for maintaining existing fleets but also for the replacement and/or expansion of fleets to meet service demands. In addition, replacement of accessory equipment (cameras, fare boxes, wheelchair lifts, advanced technology services available, etc.) and facility needs are included under this category.

Fleet Expansion and Replacement

As noted in Chapter 4, information obtained from transit operators indicates that additional funding is needed to continue meeting current vehicle fleet replacement cycles. Some services have noted that they could increase ridership if they had more vehicles available to meet the demand. A full listing of vehicle replacement and expansion needs for FY2018-2021 is listed in Tables 5.6 and 5.7, as well as the status of current year projects in Table 5.5. In addition, certain human service agencies found within the region request replacement vehicles when needed using federal and state funds.

Accessory Equipment and Facilities

As noted in Chapter 4, the contract for a shared maintenance facility between Davenport CitiBus and MetroLINK has been allowed to lapse. MetroLINK

moved into their new maintenance facility in spring 2014, and CitiBus vehicles are maintained at the Davenport Public Works facility.

MetroLINK upgraded its GPS/Automated Vehicle Location (AVL) system, known as INIT, on its fixed-route vehicles. It plans to add the same equipment to its paratransit fleet in the future. MetroLINK has also proposed the upgrade of existing fare collection systems to provide contactless forms of payment.

Whiteside County Public Transportation has received a State of Good Repair Grant for the design and construction of a new transit building with no current plans of how to allocate funds for the project and when construction will begin.

Accessory equipment projects such as fare boxes, software, and additional bus shelter purchases have also been recommended and are listed in Tables 5.5, 5.6, and 5.7.

**Table 5.5
Status of Current Capital Expenses
FFY 2018 (October 1, 2017-September 30, 2018)**

PROJECT SPONSOR	PROJECT DESCRIPTION	Project Type	# of Units	Cost Per Unit	ESTIMATED TOTAL COST (\$)	FEDERAL SHARE*		STATE SHARE		LOCAL SHARE	
						DOLLARS (\$)	SOURCE	DOLLARS (\$)	SOURCE	DOLLARS (\$)	SOURCE
Abilities Plus – Henry County	FFY 2018 Replace two(2) minivans	C	2	\$40,000	\$80,000	\$80,000	5310				
Abilities Plus – Henry County	FFY 2018 Replace two (2) medium duty vehicles	C	2	\$58,000	\$116,000	\$116,000	5310				
City of Bettendorf (Bettendorf Transit)	FFY 2018 Preventative Maintenance	C			\$494,322	\$395,458	5307	\$0		\$98,864	LOC
City of Bettendorf (Bettendorf Transit)	FFY 2018 ADP Hardware	C	2	\$8,100	\$16,200	\$12,960	5307	\$0		\$3,240	LOC
City of Bettendorf (Bettendorf Transit)	FFY 2018 ADP Software	C			\$800,000	\$640,000	5307	\$0		\$460,000	LOC
City of Davenport (CITIBUS)	FFY 2018 Preventative Maintenance	C			\$725,000	\$500,000	5307	\$0		\$225,000	LOC
City of Davenport (CITIBUS)	FFY2018 Bus Shelters	C			\$60,000	\$48,000	5307	\$0		\$12,000	LOC
City of Davenport (CITIBUS)	FFY 2018 Purchase 2 35-39 ft. Diesel, UFRC, VVS, Low Floor Heavy	C			\$933,638	\$793,592	5339	\$0		\$140,046	LOC
City of Davenport (CITIBUS)	Solar Panels	C			\$110,000	\$110,000					QC Garage Disposition Revenue
City of Davenport (CITIBUS)	Bus Annunciation System	C			\$110,000	\$110,000					QC Garage Disposition Revenue
City of Davenport (CITIBUS)	Bus Stop Signage	C			\$19,000	\$19,000					QC Garage Disposition
City of Muscatine (MUSCABUS)	FFY 2018 Replace 4158' w.b ADA Light Duty Buses	C	4	\$100,000	\$400,000	\$340,000	5339	\$0		\$60,000	LOC
City of Muscatine (MUSCABUS)	FFY 2018 Replace (2) 176' w.b ADA Light Duty Buses	C	4	\$106,000	\$212,000	\$180,200	5339	\$0		\$31,800	LOC
City of Muscatine (MUSCABUS)	CNG Fill Time Station	C			\$280,000	\$252,000	5339	\$0		\$28,000	LOC
City of Muscatine (MUSCABUS)	10 Bus Shelters	C	10	\$5,800	\$58,000	\$46,400	PTIG	\$0		\$11,600	LOC

Table 5.5 Continued

PROJECT SPONSOR	PROJECT DESCRIPTION	Project Status	# of Units	Cost Per Unit	ESTIMATED TOTAL COST (\$)	FEDERAL SHARE*		STATE SHARE		LOCAL SHARE	
						DOLLARS (\$)	SOURCE	DOLLARS (\$)	SOURCE	DOLLARS (\$)	SOURCE
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2018 MSE	C			\$50,000	\$40,000	5307	\$0	STA	\$10,000	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2018 ADP Hardware	C			\$12,000	\$9,600	5307	\$0	STA	\$2,400	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2018 ADP Software	C			\$10,000	\$8,000	5307	\$0		\$2,000	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2018 Replacement & 1 MD Bus	C			\$4,000,000	\$3,200,000	5309	\$0		\$800,000	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFFY 2018 Shelters	C			\$60,000	\$48,000	5307	\$60,000	STA	\$12,000	
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2018 Transit Enhancements	C			\$120,000	\$96,000	5307	\$0		\$24,000	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2018 Replace 9 30' & 8 40' Busesnance	C			\$2,020,211	\$1,616,169	5307	\$0		\$404,042	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2018 Replace two (2) Minivans	C	2	\$41,000	\$82,000	\$82,000	5310				
RIM Rural Transit	FFY 2018 Replace one (1) Light Duty vehicle	C	1	\$57,000	\$57,000	\$57,000	5310				
RIM Rural Transit	FFY 2018 Replace one (1) Medium Duty vehicle	C	1	\$63,000	\$63,000	\$57,000	5310				
River Bend Transit	FFY 2014 Replace one (1) 176" ADA Light Duty Bus Vehicle # 167	C	1	\$84,000	\$84,000	\$71,400	5339	\$0		\$12,600	LOC
River Bend Transit	FFY 2018 Replace 15 158" ADA Light Duty Buses	C	15	\$88,600	\$1,329,000	\$1,129,650	5339	\$0		\$199,350	LOC
Whiteside County	ITS	C			\$14,520.00			\$14,520.00	STATE IJN & DTIF		Whiteside County
Whiteside County	Office Equipment	C			\$35,480.0			\$35,480.0	STATE IJN & DTIF		Whiteside County
Whiteside County	FFY 2018 Replace one (1) Minivan	C	1	\$41,000	\$41,000	\$41,000	5310				
Whiteside County	FFY 2018 Replace three (3) Light Duty Vehicles	C	3	\$57,000	\$171,000	\$171,000	5310				

**Table 5.6
Initial Capital Expenses
FFY 2019 (October 1, 2018-September 30, 2019)**

PROJECT SPONSOR	PROJECT DESCRIPTION	Project Status	# of Units	Cost Per Unit	ESTIMATED TOTAL COST (\$)	FEDERAL SHARE*		STATE SHARE		LOCAL SHARE	
						DOLLARS (\$)	SOURCE	DOLLARS (\$)	SOURCE	DOLLARS (\$)	SOURCE
Abilities Plus – Henry County	FFY 2019 Replace 1 Med Duty Vehicle	C	1	\$60,000	\$60,000	\$60,000	5311				
Abilities Plus – Henry County	FFY 2019 Replace 1 Mini van	C	1	\$40,000	\$40,000	\$40,000	5311				
Abilities Plus – Henry County	FFY 2020 Replace 2 Med Duty Vehicle	C	2	\$60,000	\$120,000	\$120,000	5311				
Abilities Plus—Henry County	FFY 2020 Replace 2 Mini vans	C	2	\$40,000	\$80,000	\$80,000	5311				
City of Bettendorf (Bettendorf Transit)	FFY 2019 Preventative Maintenance	C			\$509,1520	\$407,321	5307	\$0		\$101,830	LOC
City of Davenport (CITIBUS)	FFY 2019 Preventative Maintenance	C			\$746,750	\$515,000	5307	\$0		\$231,750	LOC
City of Davenport (CITIBUS)	FFY 2019 Purchase 2 35-39 ft. Diesel, UFRC, VVS, Low Floor Heavy Duty Buses	C			\$940,000	\$752,000	5339	\$0		\$188,000	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2019 Preventative Maintenance	C			\$2,080,817	\$1,664,654	5307	\$0		\$416,163	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2019 Transit Enhancements	C			\$120,000	\$96,000	5307	\$0		\$24,000	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2019 ADP Hardware	C			\$12,000	\$9,600	5307	\$0		\$2,400	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2019 ADP Software	C			\$10,000	\$8,000	5307	\$0		\$2,000	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2019 MSE	C			\$50,000	\$40,000	5307	\$0		\$10,000	LOC

Table 5.6 Continued

PROJECT SPONSOR	PROJECT DESCRIPTION	Project Status	# of Units	Cost Per Unit	ESTIMATED TOTAL COST (\$)	FEDERAL SHARE*		STATE SHARE		LOCAL SHARE	
						DOLLARS (\$)	SOURCE	DOLLARS (\$)	SOURCE	DOLLARS (\$)	SOURCE
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2019 Shelters	C			\$60,000	\$48,000	5307	\$0		\$12,000	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2019 Replace 4 30' Buses	C	4	\$412,000	\$1,648,000	\$1,318,400	TIGER/Lo w-No	\$0		\$329,600	LOC
RIM Rural Transit	FFY 2019 Purchase one (1) Light duty vehicle Parkina Lot Fence	C			\$70,000	\$70,000	5310/STA				
RIM Rural Transit	FFY 2015 Purchase one (1) Light duty vehicle	C	1	N/A	\$70,000	\$70,000	5310/STA				
River Bend Transit	FFY 2019 Replace 13 158" ADA Light Duty Buses	C	13	\$91,078	\$1,184,014	\$1,006,408	5339	\$0		\$177,606	LOC

**Table 5.7
Capital Expenses
(FFY 2020-2021)**

PROJECT SPONSOR	PROJECT DESCRIPTION	Project Type	# of Units	Cost Per Unit	ESTIMATED TOTAL COST (\$)	FEDERAL SHARE*		STATE SHARE		LOCAL SHARE	
						DOLLARS (\$)	SOURCE	DOLLARS (\$)	SOURCE	DOLLARS (\$)	SOURCE
Abilities Plus – Henry County	FFY 2021 Minivan (expansion vehicle)	C			\$40,000	\$40,000	5311				
Abilities Plus – Henry County	FFY 2021 Med-Duty van (expansion)	C			\$60,000	\$60,000	5311				
Abilities Plus – Henry County	FFY 2021 Replace 1 Med Duty Van	C			\$60,000	\$60,000	5311				
Abilities Plus – Henry County	FFY 2021 Replace 1 minivan	C			\$40,000	\$63,000	5311				
Abilities Plus – Henry County	FFY 2021 Concrete Parking Lot	C			\$200,000	\$200,000	5311	\$0			LOC
City of Bettendorf (Bettendorf Transit)	FFY 2020 Preventative Maintenance	C			\$524,426	\$419,541	5307	\$0		\$104,885	LOC
City of Bettendorf (Bettendorf Transit)	FFY 2021 Preventative Maintenance	C			\$540,159	\$432,127	5307	\$0		\$108,032	LOC
City of Davenport (CITIBUS)	FFY 2020 Bus Amenities	C			\$60,000	\$48,000	5307	\$0		\$12,000	LOC
City of Davenport (CITIBUS)	FFY 2020 Preventative Maintenance	C			\$769,154	\$530,000	5307	\$0		\$239,153	LOC
City of Davenport (CITIBUS)	FFY 2020 Replace 2 35-39 ft. Diesel, UFRC, VVS, Low Floor Heavy Duty Buses	C			\$960,000	\$768,000	5339	\$0		\$192,000	LOC
City of Davenport (CITIBUS)	FFY 2021 Preventative Maintenance	C			\$792,227	\$530,000	5307	\$0		\$262,227	LOC
City of Davenport (CITIBUS)	FFY 2021 Bus Amenities	C			\$60,000	\$48,000	5307	\$0		\$12,000	LOC
City of Davenport (CITIBUS)	FFY 2021 Purchase 2 35-39 ft. Diesel, UFRC, VVS, Low Floor Heavy Duty Bus Preventative Maintenance	C			\$960,000	\$768,000	5339	\$0		\$192,000	LOC

Table 5.7 Continued

PROJECT SPONSOR	PROJECT DESCRIPTION	Project Status	# of Units	Cost Per Unit	ESTIMATED TOTAL COST (\$)	FEDERAL SHARE*		STATE SHARE		LOCAL SHARE	
						DOLLARS (\$)	SOURCE	DOLLARS (\$)	SOURCE	DOLLARS (\$)	SOURCE
City of Muscatine (MUSCABUS)	FFY 2021 1 176'ADA Light Duty Bus	C	1	\$107,000	\$107,000	\$90,950	5339	\$0		\$16,050	LOC
City of Muscatine (MUSCABUS)	FFY 2017 Replace 1 176' Non-ADA Light Duty Bus	C	1	\$107,000	\$107,000	\$90,950	5339	\$0		\$16,050	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2020 ADP Hardware	C			\$12,000	\$9,600	5307	\$0		\$2,400	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2020 ADP Software	C			\$10,000	\$8,000	5307	\$0		\$2,000	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2020 MSE	C			\$50,000	\$40,000	5307	\$0		\$10,000	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2020 Preventative Maintenance	C			\$2,143,242	\$1,714,594	5307	\$0		\$428,648	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2020 Transit Enhancements	C			\$120,000	\$96,000	5307	\$0		\$24,000	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2021 Preventative Maintenance	C			\$2,207,539	\$1,766,031	5307	\$0		\$441,508	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 202117 Replace 2 LD Buses and 2 Mini-Vans Replace 3 12-Passenger ADA Vehicles	C	34		\$225,000	\$180,000	5310	\$45,000		\$0	
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2021 Transit Enhancements	C			\$120,000	\$96,000	5307	\$0		\$24,000	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2021ADP Hardware	C			\$12,000	\$9,600	5307	\$0		\$2,400	LOC

Table 5.7 Continued

PROJECT SPONSOR	PROJECT DESCRIPTION	Project Status	# of Units	Cost Per Unit	ESTIMATED TOTAL COST (\$)	FEDERAL SHARE*		STATE SHARE		LOCAL SHARE	
						DOLLARS (\$)	SOURCE	DOLLARS (\$)	SOURCE	DOLLARS (\$)	SOURCE
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 20217 ADP Software	C			\$10,000	\$8,000	5307	\$0		\$2,000	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2021 MSE	C			\$50,000	\$40,000	5307	\$0		\$10,000	LOC
RIM Rural Transit	FFY 2020 Purchase (1) one minivan	C	1	N/A	\$50,000	\$50,000	5310/STA				
RIM Rural Transit	FFY 2020 Purchase (1) one light duty vehicle	C	1	N/A	\$70,000	\$70,000	5310/STA				
RIM Rural Transit	FFY 2021 Purchase (1) one light duty vehicle	C	1	N/A	\$70,000	\$70,000	5310/STA				
RIM Rural Transit	FFY 2021 Purchase (1) one light duty vehicle	C	1	N/A	\$70,000	\$70,000	5310/STA				
River Bend Transit	FFY 2020 Replace 5 176" ADA Light Duty Buses Vehicle	C	5	\$99,041	\$495,205	\$420,925	5339	\$0		\$74,280	LOC
River Bend Transit	FFY 2021 Replace 3 158" ADA Light Duty Buses 695, 696	C	3	\$96,259	\$288,777	\$245,460	5339	\$0		\$43,317	LOC
River Bend Transit	FFY 2021 Replace 2 176" ADA Light Duty Buses	C	2	\$101,832	\$203,664	\$173,114	5339	\$0		\$30,550	LOC
Whiteside County	Misc. Equipment	C			\$50,000	\$40,000		\$10,000			

Priority Programming – Planning

Existing transit providers utilize planning funds to administer their grants, conduct short and long-range planning analyses or special studies, and manage their transportation improvement program. Table 5.9 outlines these program and funding needs in the coming fiscal year.

Transit Systems

Staff of the transit systems prepare and submit all necessary grant applications, quarterly reports, and year-end reports as required by FTA or other grantor. Budget development occurs in context with the objectives of either the metropolitan, regional, or statewide Long Range Plan; the program of projects in the TIP; and other planning documents of the state, region or organization.

Staff maintains records on revenue mileage, headways by route, annual bus runs, and other vital operational data for use by FTA and the state, as appropriate for the funding source. This information is used in conjunction with proposed route alterations, schedule revisions, and fare restructuring to help provide a diagnostic as to how system changes affect both the system as a whole and the general public. Staff examines and analyzes the replacement needs of fleet and equipment in conjunction with the above stated diagnostic.

Staff annually gather and provide the Metropolitan Planning Organization or state with the information required for transit providers' portion of the Transportation Improvement Program (TIP). It includes transit improvements for the upcoming fiscal year, areas of system priority, cost and revenue estimates that are financially

constrained, and other appropriate documentation for justification of said improvements. Information is provided for the following four program years to allow for the creation of a four-year TDP document and four-year TIP.

Additionally, planning funds are used to conduct special studies that will analyze a transit issue and look at transit investments and the resulting costs and benefits. Studies will also look at the coordination of existing and planned transit infrastructure and services with other transportation improvements.

Bi-State Regional Commission

Bi-State Regional Commission was awarded FY2012 funding through the Iowa Clean Air Attainment Program (ICAAP) to conduct public outreach and educational activities to promote air quality through alternative transportation. Funds from this program were used to assist in meeting educational and marketing needs previously identified in Chapter 4. This includes educational efforts such as “Transit Training” workshops held from 2008 to 2012. After depletion of this fund, Bi-State and the Greater Bi-State Region have continued to initiate air quality efforts in the region while closely monitoring those areas affected by poorer air quality conditions. Bi-State facilitates an Air Quality Task Force that meets quarterly encouraging communities to take a proactive approach to maintain status of attainment in the region. In 2011, Bi-State partnered with the DNR and developed an Air Quality Strategic Plan to address initiatives to maintain attainment as well as air quality conditions throughout the region.

Table 5.8
Current Year Planning Expenses FFY 2018
(October 1, 2017-September 30, 2018)

PROJECT SPONSOR	PROJECT DESCRIPTION	PROJ. TYPE	ESTIMATED TOTAL COST (\$)	FEDERAL SHARE*		STATE SHARE		LOCAL SHARE	
				DOLLARS (\$)	SOURCE	DOLLARS (\$)	SOURCE	DOLLARS (\$)	SOURCE
Bi-State Regional Commission	2018 Urban Transit Planning	P	\$151,498	\$121,198	5303	\$0		\$30,300	LOC
Bi-State Regional Commission	2018 Region 9 Transit Planning	P	\$24,783	\$19,826	5304	\$0		\$4,957	LOC
City of Bettendorf	2018 Transit Planning	P	\$187,465	\$149,9721	5307	\$0		\$37,493	LOC
City of Davenport	2018 Transit Planning	P	\$150,000	\$120,000	5307	\$0		\$30,000	LCL
MetroLink	2018 Transit Planning Studies	P	\$60,000	\$48,000	5307	\$0	STA	\$12,000	LCL

Table 5.9
Current Year Planning Expenses FFY 2019
(October 1, 2018-September 30, 2019)

PROJECT SPONSOR	PROJECT DESCRIPTION	PROJ. TYPE	ESTIMATED TOTAL COST (\$)	FEDERAL SHARE*		STATE SHARE		LOCAL SHARE	
				DOLLARS (\$)	SOURCE	DOLLARS (\$)	SOURCE	DOLLARS (\$)	SOURCE
Bi-State Regional Commission	2019 Region 9 Transit Planning	P	\$24,783	\$19,826	5304	\$0		\$4,957	LOC
Bi-State Regional Commission	2019 Urban Transit Planning	P	\$151,498	\$121,198	5303	\$0		\$30,300	LOC
City of Bettendorf	2019 Transit Planning	P	\$193,089	\$154,471	5307	\$0		\$38,618	LOC
MetroLink	2015 Transit Planning Studies	P	\$60,000	\$48,000	5307	\$60,000	STA	\$12,000	LOC

**Table 5.10
Initial Year Planning Expenses FFY 2020-2021
(October 1, 2016-September 30, 2018)**

PROJECT SPONSOR	PROJECT DESCRIPTION	PROJ. TYPE	ESTIMATED TOTAL COST (\$)	FEDERAL SHARE*		STATE SHARE		LOCAL SHARE	
				DOLLARS (\$)	SOURCE	DOLLARS (\$)	SOURCE	DOLLARS (\$)	SOURCE
Bi-State Regional Commission	2020 Region 9 Transit Planning	P	\$24,783	\$19,826	5304	\$0		\$4,957	LOC
Bi-State Regional Commission	2021 Region 9 Transit Planning	P	\$24,783	\$19,826	5304	\$0		\$4,957	LOC
Bi-State Regional Commission	2020 Urban Transit Planning	P	\$151,498	\$121,198	5303	\$0		\$30,300	LOC
Bi-State Regional Commission	2021 Urban Transit Planning	P	\$151,498	\$121,198	5303	\$0		\$30,300	LOC
City of Bettendorf	2020 Transit Planning	P	\$198,882	\$159,105	5307	\$0		\$39,776	LOC
City of Bettendorf	2021 Transit Planning	P	\$204,848	\$163,878	5307	\$0		\$40,970	LOC
MetroLink	2020 Transit Planning-studies	P	\$60,000	\$48,000	5307	\$0		\$12,000	LOC
MetroLink	2021 Transit Planning-studies	P	\$60,000	\$48,000	5307	\$0		\$12,000	LOC

Code Explanation

The following codes are used to identify projects within the following Annual Element pages by Plan Justification and Federal, State, or Local Funding Source:

Federal, State and Local Funding Sources

CMAQ	Congestion Mitigation and Air Quality Program
DOAP	Downstate Operating Assistance Program
ENH	Enhancement Funds
FTA	Federal Transit Administration
IA	Iowa
ICAAP	Iowa Clean Air Attainment Program
IL	Illinois
JARC	Job Access and Reverse Commute Program
LOC	Local – General
NF	New Freedom
NHS	National Highway System
P & D	Planning and Development
PL	Planning
RISE	Revitalize Iowa's Sound Economy Program

Federal, State and Local Funding Sources continued

RR	Railroad
RR-safety	Railroad Safety
RUT	Road Use Tax
SA	Special Assessment
SEC 5303	Federal Transit Administration Planning Funds
SEC 5307	Urbanized Area Formula Program
SEC 5310	Enhanced Mobility of Seniors and Individuals with Disabilities Program
SEC 5311	Rural Area Formula Program
STA	State Assistance
STBG	Surface Transportation Block Grant

Appendix A

Profile – Henry County, Illinois

GENERAL DEMOGRAPHIC CHARACTERISTICS			
Total Population	49,681	Total Households	20,131
Gender		Total Families	13,864
Male	24,958		
Female	25,420	Age	
Race		0-4	2,715
White	46,507	5-19	9,901
Black or African American	908	20-24	2,656
American Indian or Alaska Native	37	25-34	5,254
Asian	275	35-44	5,807
Native Hawaiian or Pacific Islander	13	45-54	6,937
Some Other Race	1,191	55-64	7,200
Two or More Races	750	65-74	5,233
		75 and over	4,109
Hispanic or Latino Ethnicity (of any race)	2,706	Median Age	42.3

INCOME AND EDUCATION CHARACTERISTICS			
Household Income₁		School Enrollment	
\$14,999 or less	2,107	Population 3 years and over enrolled in school	11,469
\$15,000 to \$24,999	2,300	Nursery School, Preschool	1,048
\$25,000 to \$34,999	2,023	Kindergarten	519
\$35,000 to \$49,999	2,755	Elementary (Grades 1-8)	5,221
\$50,000 to \$74,999	4,092	High School (Grades 9-12)	2,829
\$75,000 to \$99,999	2,870	College or Graduate School	1,852
\$100,000 to \$149,999	2,662		
\$150,000 or more	1,322	Educational Attainment	
Median Household Income	\$54,757	Population 25 years and over	34,409
Family Income₁		Less than 9th Grade	1,106
\$14,999 or less	939	9th to 12th Grade, no diploma	2,713
\$15,000 to \$24,999	969	High School Graduate (includes equivalency)	11,586
\$25,000 to \$34,999	1,054	Some College, no degree	7,877
\$35,000 to \$49,999	1,724	Associates Degree	3,808
\$50,000 to \$74,999	3,080	Bachelor's Degree	5,184
\$75,000 to \$99,999	2,432	Graduate or Professional Degree	2,135
\$100,000 to \$149,999	2,380	% High School Graduate or higher	88.9%
\$150,000 or more	1,286	% Bachelor's Degree or higher	21.3%
Median Family Income	\$68,369		

Source: U.S. Census Bureau, American Community Survey 5-year estimates (2012-2016)
₁ 2016 Inflation Adjusted Dollars

Profile – Mercer County, Illinois

GENERAL DEMOGRAPHIC CHARACTERISTICS			
Total Population	15,971	Total Households	6,567
Gender		Total Families	4,551
Male	7,917		
Female	8,054	Age	
Race		0-4	813
White	15,583	5-19	3,009
Black or African American	87	20-24	824
American Indian or Alaska Native	13	25-34	1,542
Asian	47	35-44	1,832
Native Hawaiian or Pacific Islander	0	45-54	2,341
Some Other Race	67	55-64	2,371
Two or More Races	174	65-74	1,806
Hispanic or Latino Ethnicity (of any race)	336	75 and over	1,433
		Median Age	44.8
INCOME AND EDUCATION CHARACTERISTICS			
Household Income₁		School Enrollment	
\$14,999 or less	651	Population 3 years and over enrolled in school	3,493
\$15,000 to \$24,999	623	Nursery School, Preschool	246
\$25,000 to \$34,999	652	Kindergarten	224
\$35,000 to \$49,999	998	Elementary (Grades 1-8)	1,580
\$50,000 to \$74,999	1,500	High School (Grades 9-12)	837
\$75,000 to \$99,999	1,012	College or Graduate School	606
\$100,000 to \$149,999	820		
\$150,000 or more	311	Educational Attainment	
Median Household Income	\$52,750	Population 25 years and over	11,325
Family Income₁		Less than 9th Grade	218
\$14,999 or less	249	9th to 12th Grade, no diploma	700
\$15,000 to \$24,999	241	High School Graduate (includes equivalency)	4,695
\$25,000 to \$34,999	320	Some College, no degree	2,755
\$35,000 to \$49,999	639	Associates Degree	972
\$50,000 to \$74,999	1,144	Bachelor's Degree	1,391
\$75,000 to \$99,999	948	Graduate or Professional Degree	594
\$100,000 to \$149,999	715	% High School Graduate or higher	91.9%
\$150,000 or more	295	% Bachelor's Degree or higher	17.5%
Median Family Income	\$66,803		

Source: U.S. Census Bureau, American Community Survey 5-year estimates (2012-2016)

₁ 2016 Inflation Adjusted Dollars

Profile – Muscatine County, Iowa

GENERAL DEMOGRAPHIC CHARACTERISTICS			
Total Population	42,949	Total Households	16,390
Gender		Total Families	11,409
Male	21,329		
Female	21,620	Age	
Race		0-4	2,816
White	39,253	5-19	9,092
Black or African American	745	20-24	2,766
American Indian or Alaska Native	66	25-34	5,261
Asian	474	35-44	5,126
Native Hawaiian or Pacific Islander	12	45-54	5,810
Some Other Race	1,186	55-64	5,633
Two or More Races	1,213	65-74	3,608
Hispanic or Latino Ethnicity (of any race)	7,360	75 and over	2,932
		Median Age	38.0
INCOME AND EDUCATION CHARACTERISTICS			
Household Income₁		School Enrollment	
\$14,999 or less	1,776	Population 3 years and over enrolled in school	10,900
\$15,000 to \$24,999	1,437	Nursery School, Preschool	906
\$25,000 to \$34,999	1,385	Kindergarten	735
\$35,000 to \$49,999	2,675	Elementary (Grades 1-8)	4,793
\$50,000 to \$74,999	3,527	High School (Grades 9-12)	2,489
\$75,000 to \$99,999	2,378	College or Graduate School	1,977
\$100,000 to \$149,999	2,209		
\$150,000 or more	1,003	Educational Attainment	
Median Household Income	\$55,971	Population 25 years and over	28,370
Family Income₁		Less than 9th Grade	1,759
\$14,999 or less	957	9th to 12th Grade, no diploma	1,970
\$15,000 to \$24,999	579	High School Graduate (includes equivalency)	9,626
\$25,000 to \$34,999	793	Some College, no degree	5,788
\$35,000 to \$49,999	1,696	Associates Degree	3,415
\$50,000 to \$74,999	2,579	Bachelors Degree	4,069
\$75,000 to \$99,999	1,941	Graduate or Professional Degree	1,743
\$100,000 to \$149,999	1,944	% High School Graduate or higher	86.9%
\$150,000 or more	920	% Bachelors Degree or higher	20.5%
Median Family Income	\$66,633		

Source: U.S. Census Bureau, American Community Survey 5-year estimates (2012-2016)

₁ 2016 Inflation Adjusted Dollars

Profile – Rock Island County, Illinois

GENERAL DEMOGRAPHIC CHARACTERISTICS

Total Population	146,536	Total Households	60,098
Gender		Total Families	37,467
Male	72,130		
Female	74,406	Age	
Race		0-4	9,305
White	120,109	5-19	27,319
Black or African American	14,066	20-24	9,373
American Indian or Alaska Native	431	25-34	18,476
Asian	3,320	35-44	17,171
Native Hawaiian or Pacific Islander	44	45-54	18,875
Some Other Race	3,404	55-64	20,337
Two or More Races	5,162	65-74	13,971
		75 and over	11,709
Hispanic or Latino Ethnicity (of any race)	18,092	Median Age	40.1

INCOME AND EDUCATION CHARACTERISTICS

Household Income₁		School Enrollment	
\$14,999 or less	7,588	Population 3 years and over enrolled in school	35,531
\$15,000 to \$24,999	7,671	Nursery School, Preschool	2,337
\$25,000 to \$34,999	6,591	Kindergarten	1,839
\$35,000 to \$49,999	9,199	Elementary (Grades 1-8)	14,487
\$50,000 to \$74,999	11,916	High School (Grades 9-12)	8,058
\$75,000 to \$99,999	7,323	College or Graduate School	9,482
\$100,000 to \$149,999	7,441		
\$150,000 or more	3,497	Educational Attainment	
Median Household Income	\$50,208	Population 25 years and over	100,539
Family Income₁		Less than 9th Grade	3,882
\$14,999 or less	2,953	9th to 12th Grade, no diploma	7,551
\$15,000 to \$24,999	2,374	High School Graduate (includes equivalency)	31,322
\$25,000 to \$34,999	3,181	Some College, no degree	25,989
\$35,000 to \$49,999	5,483	Associates Degree	9,635
\$50,000 to \$74,999	8,285	Bachelor's Degree	14,642
\$75,000 to \$99,999	5,980	Graduate or Professional Degree	7,581
\$100,000 to \$149,999	6,228	% High School Graduate or higher	88.6%
\$150,000 or more	2,983	% Bachelor's Degree or higher	22.0%
Median Family Income	\$62,197		

Source: U.S. Census Bureau, American Community Survey 5-year estimates (2012-2016)

₁ 2016 Inflation Adjusted Dollars

Profile – Scott County, Iowa

GENERAL DEMOGRAPHIC CHARACTERISTICS			
Total Population	171,116	Total Households	67,540
Gender		Total Families	42,958
Male	84,119		
Female	86,997	Age	
Race		0-4	11,292
White	146,989	5-19	34,062
Black or African American	13,254	20-24	10,580
American Indian or Alaska Native	503	25-34	23,437
Asian	4,126	35-44	21,638
Native Hawaiian or Pacific Islander	17	45-54	22,933
Some Other Race	1,858	55-64	22,509
Two or More Races	4,369	65-74	13,989
		75 and over	10,676
Hispanic or Latino Ethnicity (of any race)	10,752	Median Age	37.7
INCOME AND EDUCATION CHARACTERISTICS			
Household Income₁		School Enrollment	
\$14,999 or less	7,137	Population 3 years and over enrolled in school	43,680
\$15,000 to \$24,999	6,856	Nursery School, Preschool	2,942
\$25,000 to \$34,999	7,140	Kindergarten	2,478
\$35,000 to \$49,999	8,753	Elementary (Grades 1-8)	17,942
\$50,000 to \$74,999	12,303	High School (Grades 9-12)	9,071
\$75,000 to \$99,999	9,316	College or Graduate School	11,247
\$100,000 to \$149,999	9,659		
\$150,000 or more	6,376	Educational Attainment	
Median Household Income	\$56,454	Population 25 years and over	115,182
Family Income₁		Less than 9th Grade	2,365
\$14,999 or less	2,663	9th to 12th Grade, no diploma	5,716
\$15,000 to \$24,999	2,378	High School Graduate (includes equivalency)	33,840
\$25,000 to \$34,999	3,403	Some College, no degree	23,718
\$35,000 to \$49,999	5,138	Associates Degree	12,782
\$50,000 to \$74,999	8,164	Bachelors Degree	23,147
\$75,000 to \$99,999	7,185	Graduate or Professional Degree	13,614
\$100,000 to \$149,999	8,205	% High School Graduate or higher	93.0%
\$150,000 or more	5,822	% Bachelors Degree or higher	31.9%
Median Family Income	\$74,169		

Source: U.S. Census Bureau, American Community Survey 5-year estimates (2012-2016)
₁ 2016 Inflation Adjusted Dollars

Profile – Whiteside County, Illinois

GENERAL DEMOGRAPHIC CHARACTERISTICS			
Total Population	57,155	Total Households	23,511
Gender		Total Families	15,327
Male	28,128		
Female	29,027	Age	
Race		0-4	3,281
White	52,983	5-19	10,992
Black or African American	1,135	20-24	3,138
American Indian or Alaska Native	111	25-34	6,215
Asian	308	35-44	6,642
Native Hawaiian or Pacific Islander	17	45-54	7,775
Some Other Race	1,400	55-64	8,291
Two or More Races	1,201	65-74	5,774
		75 and over	5,047
Hispanic or Latino Ethnicity (of any race)	6,669	Median Age	42.8
INCOME AND EDUCATION CHARACTERISTICS			
Household Income₁		School Enrollment	
\$14,999 or less	2,300	Population 3 years and over enrolled in school	13,092
\$15,000 to \$24,999	2,843	Nursery School, Preschool	1,245
\$25,000 to \$34,999	2,948	Kindergarten	581
\$35,000 to \$49,999	3,797	Elementary (Grades 1-8)	6,011
\$50,000 to \$74,999	4,927	High School (Grades 9-12)	2,882
\$75,000 to \$99,999	3,010	College or Graduate School	2,373
\$100,000 to \$149,999	2,537		
\$150,000 or more	1,149	Educational Attainment	
Median Household Income	\$49,151	Population 25 years and over	39,744
Family Income₁		Less than 9th Grade	1,736
\$14,999 or less	720	9th to 12th Grade, no diploma	2,751
\$15,000 to \$24,999	1,200	High School Graduate (includes equivalency)	14,369
\$25,000 to \$34,999	1,505	Some College, no degree	10,202
\$35,000 to \$49,999	2,531	Associates Degree	3,823
\$50,000 to \$74,999	3,709	Bachelors Degree	4,431
\$75,000 to \$99,999	2,465	Graduate or Professional Degree	2,432
\$100,000 to \$149,999	2,231	% High School Graduate or higher	88.7%
\$150,000 or more	966	% Bachelors Degree or higher	17.3%
Median Family Income	\$61,031		

Source: U.S. Census Bureau, American Community Survey 5-year estimates (2012-2016)

₁ 2016 Inflation Adjusted Dollars

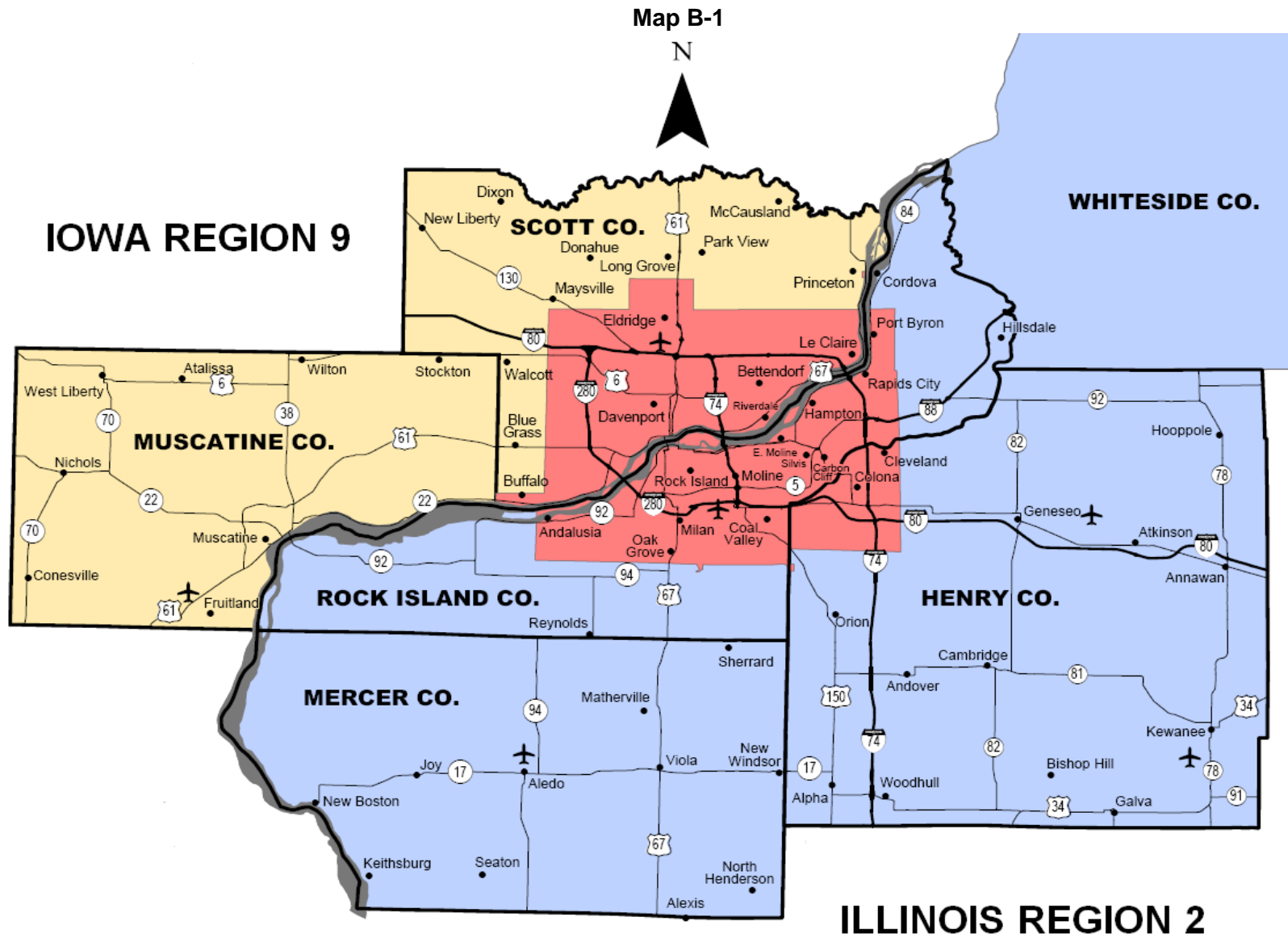
Appendix B

Specialized Transportation Services Inventory for the Bi-State Region

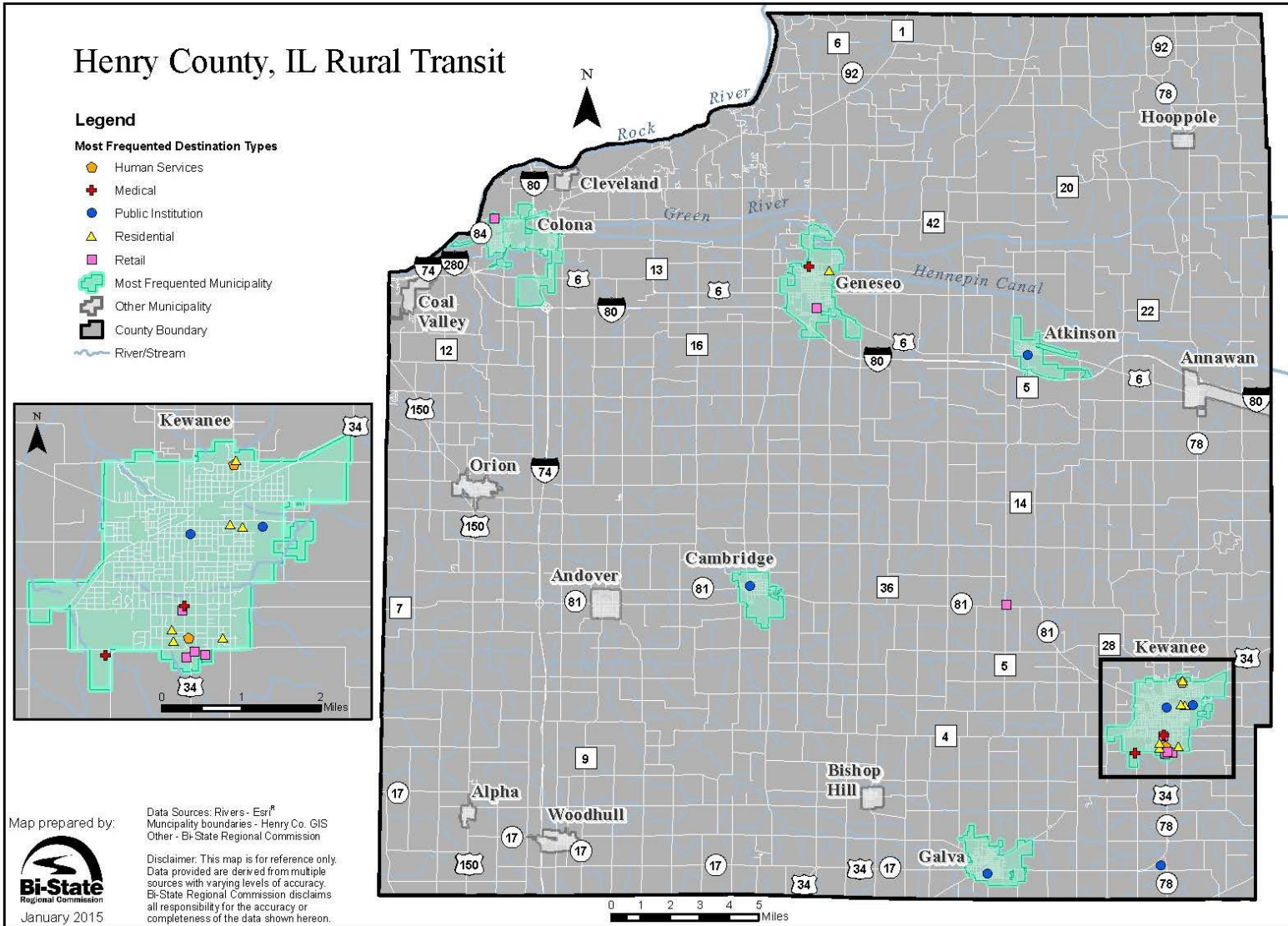
INTRODUCTION

Many seniors, individuals with disabilities, and individuals with low incomes are unable to travel as frequently as they like because they may not have access to private automobiles or may be unable to use public transportation. As a result, many social service agencies and assisted-living facilities offer transportation to their clients and residents. The development of the Specialized Transportation Services Inventory for the Bi-State Region combines this transportation information into one comprehensive document.

The Specialized Transportation Services Inventory may serve as a method to coordinate specialized transportation services in the Bi-State Region and to determine where there are gaps in the service area. It will also provide a list of social service agencies and transit systems to contact for transportation services. The inventory includes forms describing various types of agencies that provide transportation to their clients, such as nursing homes, social service agencies, local transit systems, and taxi companies. The document is divided into two major sections for Illinois and Iowa, then by county (Henry, Mercer, Rock Island, and Whiteside Counties in Illinois, and Muscatine and Scott Counties in Iowa.) Each service inventory form includes service area, vehicles, principal clients, fees, operating hours, and nature of destination. The document also offers a list of informal sources that individuals may choose to pursue after all other sources have been exhausted. Map B-1 illustrates the geographic area served by this inventory. Individual organizations may serve areas beyond the Bi-State Region.



Map B-2 Henry County Transit



Henry County, Illinois

ABILITIES PLUS
1100 NORTH EAST STREET
KEWANEE, IL 61443
(309) 852-4626
CONTACT: MS. DEB KUBINSKY
E-MAIL: deb@abilitiesplus.org

Sponsor:	Henry County Public Transportation.
Service Area:	Henry, Stark and Western Bureau Counties.
Nature of Service/ Destination:	Paratransit - Demand response, curb to curb service.
Vehicles:	Seven minivans; one raised roof van, and three medium duty vans.
Principal Clients:	General public.
Operating Hours:	7:00 a.m. to 9:00 p.m., Monday through Friday 7:00 a.m. to 5:00 p.m. Saturdays
Priority Call System:	Demand Response
Fees/Suggested Donation:	\$2 per trip in-town; \$3 per trip out of town; \$7 per trip for extended trips (i.e. to Quad Cities, Peoria or Galesburg)
Program Funding Sources:	Illinois Department of Transportation, Federal Transit Administration Section 5311 and Illinois Downstate Operating Assistance Program (DOAP)
Drivers and Escorts:	Drivers function as drivers only. Passenger assistance is provided to board and depart vehicles.
Service Restrictions:	No charter service and no school bus service.

* Updated December 2017

Henry County, Illinois

GENESEO SENIOR CENTER
541 EAST NORTH STREET
GENESEO, IL 61254
(309) 944-3793
CONTACT: MS. KATHY MINDER
CONTACT E-MAIL: geneseoseniors@gmail.com

Sponsor:	Henry County Senior Center.
Service Area:	5- mile radius of Geneseo.
Nature of Service/ Destination:	General transportation
Vehicles:	One 7-passenger van (2011 Ford Flex).
Principal Clients:	Seniors
Operating Hours:	8:00 a.m. to 10:45 a.m. and 12:45 p.m. to 2:45 p.m. Monday through Friday except holidays.
Priority Call System:	Call anytime
Fees/Suggested Donation:	\$1.50 suggested donation each way
Program Funding Sources:	Western Illinois Area Agency on Aging, State and federal funds
Drivers and Escorts:	One full time driver and substitute in-house.
Service Restrictions:	Radius of town, no wheelchair lift.

Henry County, Illinois

GENESEO GOOD SAMARITAN CENTER
704 SOUTH ILLINOIS
GENESEO, IL 61254
(309) 944-6424
CONTACT: MS. LORI LOFGREN

Sponsor:	Geneseo Good Samaritan Center.
Service Area:	Local service to campus residents.
Nature of Service/ Destination:	Transport for recreational activities and medical appointments.
Vehicles:	Six passenger mini vans and large van with wheelchair lift.
Principal Clients:	Residents only, including Independent Living.
Operating Hours:	24 hours, seven days per week.
Priority Call System:	Staff schedules appointments through nurse contacting a Doctor or the Activities Director.
Fees/Suggested Donation:	Private paying system with a radius of 10 miles in the Geneseo School District. \$.65 per mile plus an additional \$15 attendant fee.
Program Funding Sources:	General funding from Good Samaritan and community donations and/or memorials. Rarely any donations come to Good Samaritan that are specific to transportation.
Drivers and Escorts:	Drivers or personal aides.
Service Restrictions:	No service to the general public.

* Updated December 2017

Henry County, Illinois

HENRY COUNTY SENIOR CITIZENS, INC
 219 WEST SECOND STREET
 KEWANEE, IL 61443
 (309) 853-8831
 CONTACT: MS. VIRGINIA NELSON

Sponsor:	Henry County Senior Citizens, Inc.
Service Area:	Service within a 5-mile radius of Geneseo and Kewanee. Additional service is occasionally provided in smaller, outlying Henry County communities.
Nature of Service/ Destination:	Medical appointments, meals, recreation, shopping.
Vehicles:	Four vans.
Principal Clients:	Seniors
Operating Hours:	9:00 to 11:30 a.m. and 1:00 to 3:00 p.m., Monday through Friday.
Priority Call System:	Medical appointments.
Fees/Suggested Donation:	\$1.50 each way
Program Funding Sources:	Area Agency on Aging
Drivers and Escorts:	Staff
Service Restrictions:	Riders must be 60 years of age or older, or accompanying spouse. Agency operates no vehicles with wheelchair lifts.

Henry County, Illinois

HILLCREST HOME
14688 IL HWY 82
GENESE0, IL 61254
(309) 944-2147

CONTACT: MS. LORNA BROWNMARY BERGREN
E-MAIL: lornabrown@henrycity.com

Sponsor:	Henry County.
Service Area:	Local service for Hillcrest residents.
Nature of Service/ Destination:	Recreation, medical appointments.
Vehicles:	One van: 2 wheelchair passengers; one bus: three wheelchairs and 12 passengers.
Principal Clients:	Nursing home residents.
Operating Hours:	24 hours, 7 days per week.
Priority Call System:	Residents only, medical appointments
Fees/Suggested Donation:	Private pay system; \$10 per hour for staff and \$.47 per mile. Public aid gives clients a partial reimbursement..
Program Funding Sources:	Henry County.
Drivers and Escorts:	Activity staff, nursing staff.
Service Restrictions:	Hillcrest residents only.

* Updated December 2017

Henry County, Illinois

KEWANEE CARE HOME
144 JUNIOR AVENUE
KEWANEE, IL 61443
(309) 853-4429
CONTACT: MS. CIARA MATUSZYK

Sponsor:	Kewanee Care Home.
Service Area:	Henry County, Illinois.
Nature of Service/ Destination:	Medical appointments, recreation.
Vehicles:	One wheelchair van.
Principal Clients:	Residents.
Operating Hours:	8:00 a.m. to 4:30 p.m., Monday through Friday.
Priority Call System:	Residents.
Fees/Suggested Donation:	None for residents (unless private paid).
Program Funding Sources:	Service provided in-house.
Drivers and Escorts:	Staff employees.
Service Restrictions:	Residents of nursing home.

* Updated December 2017

Henry County, Illinois

LIBERTY VILLAGE
920 SOUTH CHICAGO STREET
GENESEO, IL 61254
(309) 944-0460

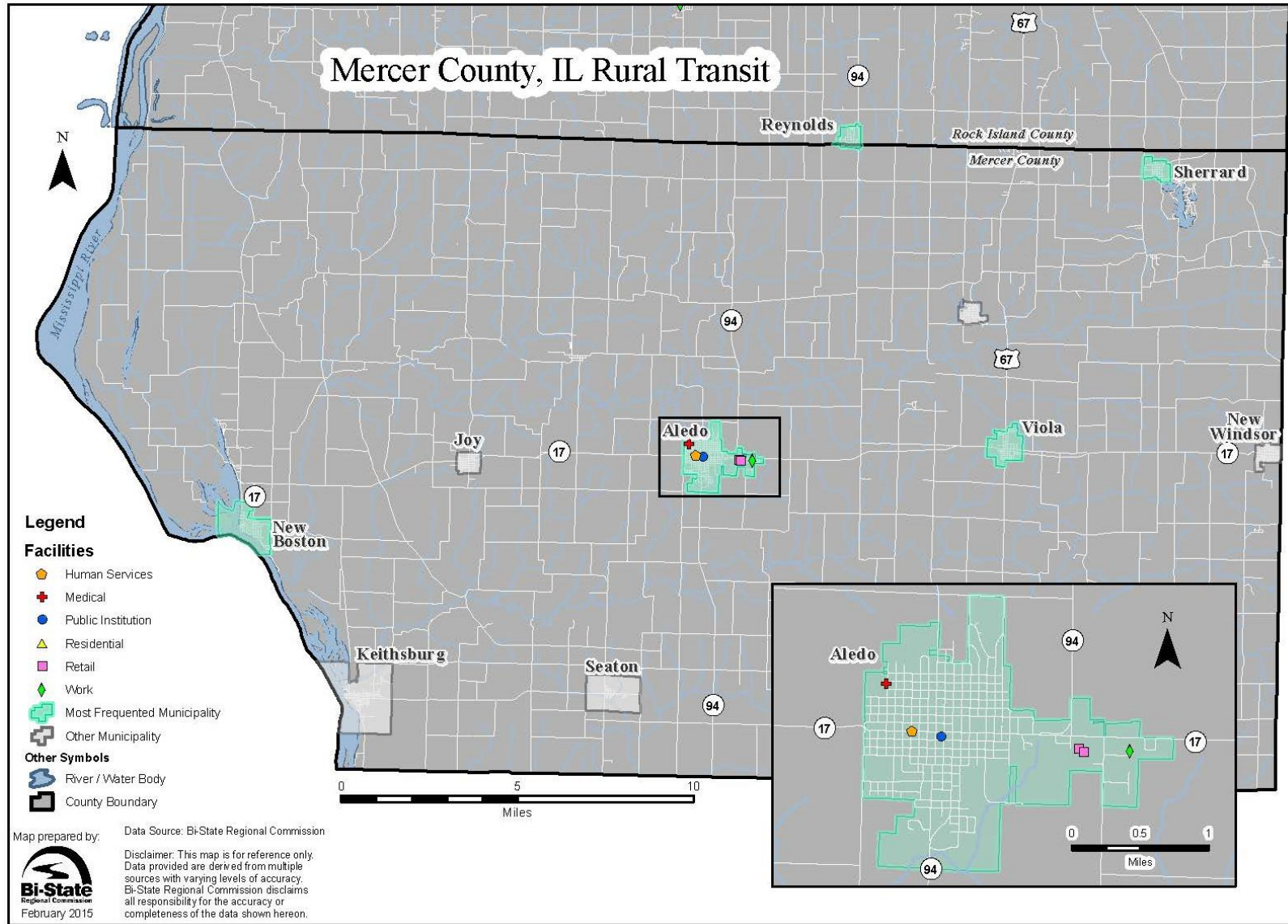
CONTACT: MS. LYNN LENZ

EMAIL: estatesmanager@libertyvillageofgeneseo.com

Sponsor:	Liberty Village
Service Area:	Mainly Geneseo, with some special trips to the Quad Cities and surrounding area.
Nature of Service/ Destination:	Resident transportation, recreation.
Vehicles:	One 12-passenger van with lift.
Principal Clients:	Senior residents.
Operating Hours:	Monday-Friday 8:00-4:30, other trips vary.
Priority Call System:	N/A.
Fees/Suggested Donation:	None.
Program Funding Sources:	Corporate Office.
Drivers and Escorts:	Drivers, in-house.
Service Restrictions:	Residents only.

* Updated December 2017

Map B-3 Mercer County Transit



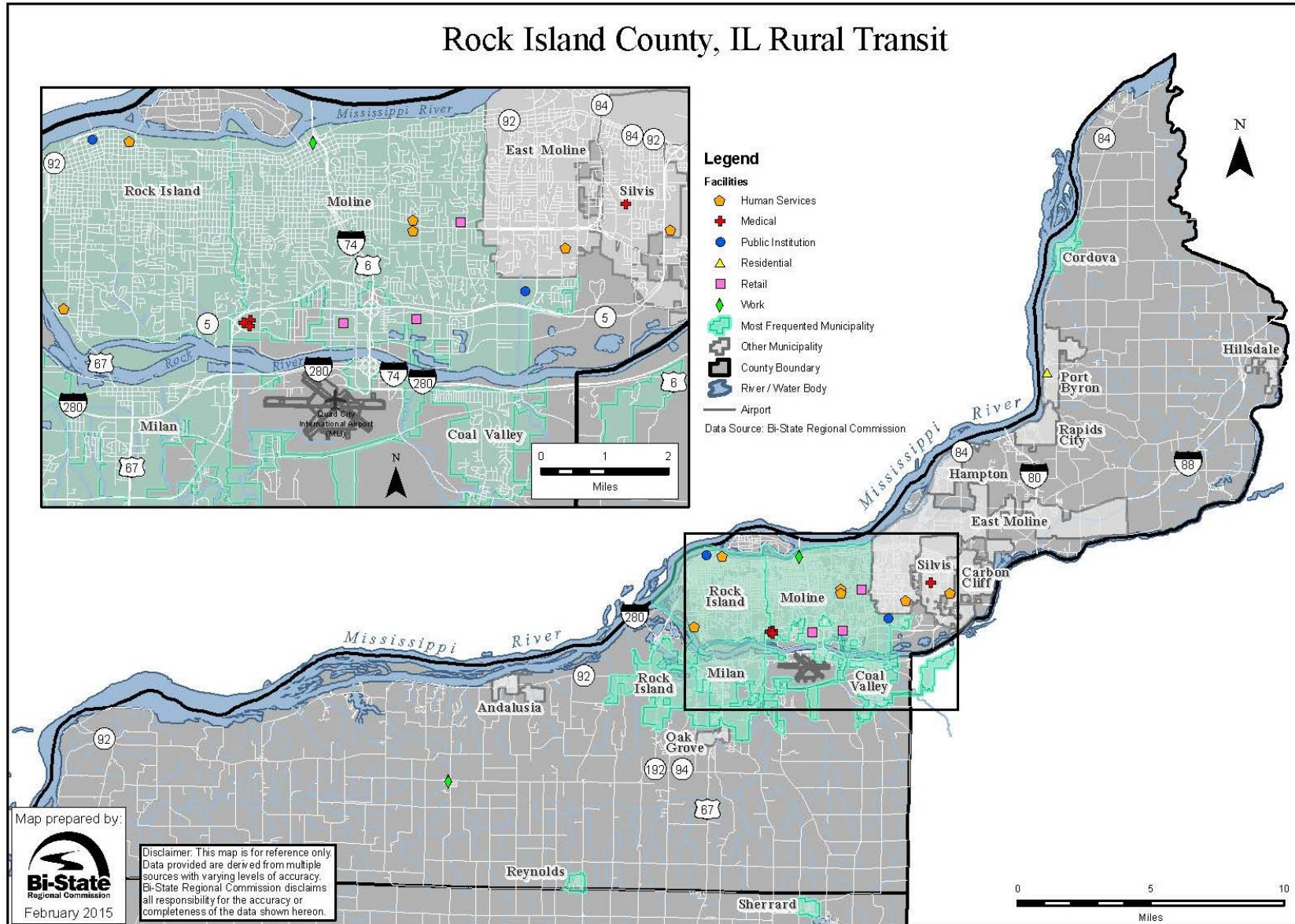
Mercer County, Illinois

HERITAGE WOODS
405 SE 13TH AVENUE
ALEDO, IL 61231
(309) 582-1132

CONTACT: ADMINISTRATOR OR TRANSPORTATION COORDINATOR

Sponsor:	Aledo Senior Housing LLC/dba HW of Aledo. Managed by BMA Management, Ltd.
Service Area:	Mercer County.
Nature of Service/ Destination:	Transportation for residents.
Vehicles:	One 9-passenger van.
Principal Clients:	Residents of senior living facility
Operating Hours:	Varies from week to week depending on social programming.
Priority Call System:	Senior residents
Fees/Suggested Donation:	None
Program Funding Sources:	Private
Drivers and Escorts:	Drivers
Service Restrictions:	Residents only

Map B-4
Rock Island County Transit



Rock Island County, Illinois

ALTERNATIVES FOR THE OLDER ADULT
 1518 5TH AVENUE, SUITE 100
 MOLINE, IL 61265
 (309) 277-0167
 CONTACT: MS. JULIE SELINE-FARMER

Sponsor:	
Service Area:	Henry, Mercer, and Rock Island Counties, Illinois.
Nature of Service/ Destination:	Medical appointments, grocery store, and errands.
Vehicles:	Private vehicles owned by clients or by home care worker.
Principal Clients:	Seniors age 60 and older.
Operating Hours:	8:30 a.m. – 5:00 p.m., Monday – Friday. Emergencies will be handled after hours.
Priority Call System:	None.
Fees/Suggested Donation:	Varies.
Program Funding Sources:	State, federal, and grant funds.
Drivers and Escorts:	Home care workers.
Service Restrictions:	A need for transportation must be part of client's care plan created after an initial evaluation.

* Updated December 2017

Rock Island County, Illinois

**AMBER RIDGE ASSISTED LIVING
 900 - 43RD AVENUE
 MOLINE, IL 61265
 (309) 797-8181
 CONTACT: MS. CINDY REID**

Sponsor:	George Bialecki.
Service Area:	Quad City Area. Mostly Rock Island, but also Geneseo.
Nature of Service/ Destination:	Outings, medical appointments, recreational activities, and grocery store.
Vehicles:	2004 Dodge Caravan for 6 residents and driver.
Principal Clients:	Our senior residents.
Operating Hours:	Day hours. Some evening outings. 24/7, but normally 8-5.
Priority Call System:	N/A.
Fees/Suggested Donation:	Yes. \$30 per round trip.
Program Funding Sources:	Private funds.
Drivers and Escorts:	Employees in-house..
Service Restrictions:	No wheelchair lift.

Rock Island County, Illinois

AMERICAN CANCER SOCIETY, #101
 TRANSPORTATION CHAIRMAN
 3727 BLACKHAWK ROAD
 ROCK ISLAND, IL 61201
 (309) 688-3488
 CONTACT: MS. CLAIR SHARP

Sponsor:	American Cancer Society.
Service Area:	Rock Island County.
Nature of Service/ Destination:	Transportation of ambulatory cancer patients to local treatment facilities.
Vehicles:	Private, volunteer's vehicles.
Principal Clients:	Ambulatory cancer patients.
Operating Hours:	9:00 a.m. to 5:00 p.m., Monday through Friday. Three-day advance notice.
Priority Call System:	Treatment has priority over check-up.
Fees/Suggested Donation:	No charge.
Program Funding Sources:	Donations.
Drivers and Escorts:	Volunteer drivers.
Service Restrictions:	Ambulatory and local facilities. No wheelchair access.

Rock Island County, Illinois

ARC OF ROCK ISLAND COUNTY
4016 NINTH STREET
ROCK ISLAND, IL 61201
(309) 786-6474
CONTACT: MR. RICK CARLSON

Sponsor:	N/A.
Service Area:	East Moline, Milan, Moline, and Rock Island, Illinois.
Nature of Service/ Destination:	Work program/recreational related activities, shopping, medical appointments.
Vehicles:	22 vehicles: three six-passenger vans, fourteen 7-passenger vans, one 8-passenger van, one 9-passenger van, one 12-passenger van, one 15-passenger bus, and one 22-passenger bus. Nine vehicles are ADA accessible.
Principal Clients:	Developmentally disabled: ages 18-65.
Operating Hours:	24 hours, 7 days per week for residential sites: 8:00 a.m. to 4:30 p.m., Monday through Friday for day programs.
Priority Call System:	ARC/RIC individuals.
Fees/Suggested Donation:	\$1.10 each way.
Program Funding Sources:	Department of Public Aid, Mental Health, State of Illinois.
Drivers and Escorts:	Program and activity staff, ARC employees.
Service Restrictions:	Adults who are developmentally disabled.

Rock Island County, Illinois

BETHANY FOR CHILDREN & FAMILIES
 1830 - 6TH AVENUE
 MOLINE, IL 61265
 (309) 797-7700
CONTACT: MR. TOM TALLMAN (736-6649)
EMAIL: ttallman@bethany-QC.org

Sponsor:	N/A.
Service Area:	Quad Cities geographic area - Henry, Mercer and Rock Island Counties in Illinois and Clinton, Jackson, Muscatine and Scott Counties in Iowa.
Nature of Service/ Destination:	Family and child services. Financial, short-term loans.
Vehicles:	Two 15-passenger vans and two 7-passenger vans. Two Honda Civics.
Principal Clients:	Family Transportation for Prevention programs, youth from the agency's Supportive Living Program and students from the Therapeutic Treatment Program. Parents of children whose age is <18, bankruptcy discharge.
Operating Hours:	8:00 a.m. to 5:00 p.m., Monday through Friday and some weekend usage.
Priority Call System:	Respective program that owns or leases van.
Fees/Suggested Donation:	Not for public usage. \$15 program application fee and \$25 loan origination fee.
Program Funding Sources:	IDCFS, IDHS, IDPA, United Way, Iowa Department of Human Services and private sources.
Drivers and Escorts:	Staff employees who are insurance agency approved.
Service Restrictions:	Agency business only. Must meet guidelines.

Rock Island County, Illinois

FOREST HILL HEALTH & REHAB CENTER
4747 - 11TH STREET
EAST MOLINE, IL 61244
(309) 796-0922
CONTACT: MS. LAURA MALDONADO

Sponsor:	Forest Hill Health and Rehabilitation.
Service Area:	Only services residents of Forest Hill and Rehabilitation.
Nature of Service/ Destination:	Outings with the residents; various places and for rides.
Vehicles:	Company van - 1991 Ford Econoline (passenger).
Principal Clients:	Residents of Forest Hill.
Operating Hours:	8:00 a.m. to 4:30 p.m.
Priority Call System:	None.
Fees/Suggested Donation:	None.
Program Funding Sources:	Facility.
Drivers and Escorts:	Staff of the facility. Drivers must be on the company insurance.
Service Restrictions:	Weight and size of wheelchair; must not exceed limits of the lift.

Rock Island County, Illinois

FRIENDSHIP MANOR
1209 - 21ST AVENUE
ROCK ISLAND, IL 61201
(309) 786-9667
CONTACT: MS. GRETCHEN CARRUTHERS
E-MAIL: gretchen.carruthers@friendshipmanor.org

Sponsor:	Friendship Manor
Service Area:	N/A.
Nature of Service/ Destination:	Recreation, medical appointments, grocery shopping, etc.
Vehicles:	3 ADA accessible vehicles – one vehicles holds 18 passengers; one vehicle holds 14; one vehicle holds 5.
Principal Clients:	100% seniors/older citizens; 0% general public
Operating Hours:	8:00 – 4:30 p.m., Monday through Friday
Priority Call System:	N/A.
Fees/Suggested Donation:	N/A
Program Funding Sources:	Private
Drivers and Escorts:	Van drivers, activity staff, and nursing aids
Service Restrictions:	Friendship Manor residents only

* Updated December 2017

Rock Island County, Illinois

INTOUCH DAY CARE CENTER
4011 AVENUE OF THE CITIES, SUITE 102
MOLINE, IL 61265
(309) 797-0200
CONTACT: MS. TONI HUNTER
E-MAIL: toni.hunter@lssi.org

Sponsor:	Lutheran Social Services of Illinois.
Service Area:	Rock Island and Henry County, Illinois.
Nature of Service/ Destination:	Adult day services.
Vehicles:	One car; fourteen 10-passenger vans with hydraulic lifts; 1 mini van.
Principal Clients:	Adults in the community with physical/psychological challenges.
Operating Hours:	7:30 a.m. to 4:30 p.m., Monday through Friday.
Priority Call System:	Intouch Adult Day Services.
Fees/Suggested Donation:	\$8.50/round trip; \$4.25/trip.
Program Funding Sources:	IDOA, VA, ORS, private pay.
Drivers and Escorts:	Staff.
Service Restrictions:	Intouch Adult Day.

Rock Island County, Illinois

LIGHTHOUSE HOMECARE, LLC
4026 BLACKHAWK ROAD
ROCK ISLAND, IL 61201
(309) 786-9982
CONTACT: MS. BETH MARTINEZ
Email: beth@lighthousehomecare.com

Sponsor:	Lighthouse Homecare, LLC.
Service Area:	Quad Cities region, other areas upon request
Nature of Service/ Destination:	Homecare, doctor appointments errands, pet care transportation.
Vehicles:	Client or caregiver vehicle.
Principal Clients:	Elderly and doctor's offices.
Operating Hours:	24/7 for clients..
Priority Call System:	First come, first served.
Fees/Suggested Donation:	\$30 hour (transportation only) plus mileage (\$.60) from time vehicle left office to office return.
Program Funding Sources:	Private pay.
Drivers and Escorts:	CNA and Homemakers.
Service Restrictions:	Do not have vehicles with a lift.

* Updated December 2017

Rock Island County, Illinois

METROLINK
1515 RIVER DRIVE
MOLINE, IL 61265
(309) 788-3360
WEBSITE: <http://www.gogreenmetro.com/>
CONTACT: MS. CHELSEY HOHENSEE
E-MAIL: chohensee@qcmetrolink.com

Sponsor:	N/A.
Service Area:	Rock Island County: Rock Island, Moline, East Moline, Milan, Silvis, Hampton, Carbon Cliff, Colona
Nature of Service/ Destination:	Fixed route, ADA paratransit, and Channel Cat passenger ferry boats
Vehicles:	58 fixed route buses; 9 ADA vehicles; and 3 ferry boats
Principal Clients:	General public and eligible ADA clients
Operating Hours:	5:00 a.m. to 10:00 p.m., Monday through Friday. 7:00 a.m. to 6:30 p.m., Saturday. 8:00 a.m. to 5:00 p.m., Sunday. Seasonal ferry boat service
Priority Call System:	N/A.
Fees/Suggested Donation:	\$1.00 fixed-route regular fare (discounts available to seniors, children and disabled); \$2.00 paratransit; \$8.00 ferry boat
Program Funding Sources:	FTA (Sections 5307, 5309/5339, 2310, etc.); State of Illinois and local funds.
Drivers and Escorts:	Staff and no escorts.
Service Restrictions:	Must have ADA identification card to ride paratransit service

* Updated December 2017

Rock Island County, Illinois

RIM Rural Transit
2221 11th Street
Rock Island, IL 61201
(309) 788-6335

CONTACT: MS. JODI MCCA**W**, Transportation Program Supervisor
E-MAIL: jmccaw@projectnow.org

Sponsor:	Project NOW, Inc.
Service Area:	Rural Rock Island County outside the MetroLINK service area and all of Mercer County.
Nature of Service/ Destination:	Rural public transportation, demand response, and senior transportation.
Vehicles:	4 light duty bus, 13 mini vans.
Principal Clients:	General public; Seniors 60+
Operating Hours:	8:00 a.m. to 4:30 p.m., Monday through Friday.
Priority Call System:	Medical, other, shopping, nutrition, and social.
Fees/Suggested Donation:	Senior Transportation \$1.50 Donation Rural Transportation 0 – 20 miles = \$3.00, 21 – 40 miles = \$5.00. 40+miles = \$7.00.
Program Funding Sources:	Title IIIB; 5311; DOAP
Drivers and Escorts:	Staff.
Service Restrictions:	Unable to provide rides for trips that begin and end within MetroLINK's service area.

* Updated December 2017

Rock Island County, Illinois

TRINITY MEDICAL CENTER
8110 - 14TH STREET WEST
ROCK ISLAND, IL 61201
(309) 787-1846
CONTACT: MS CECELIA WALTON
E-MAIL: waltonc@ihs.org

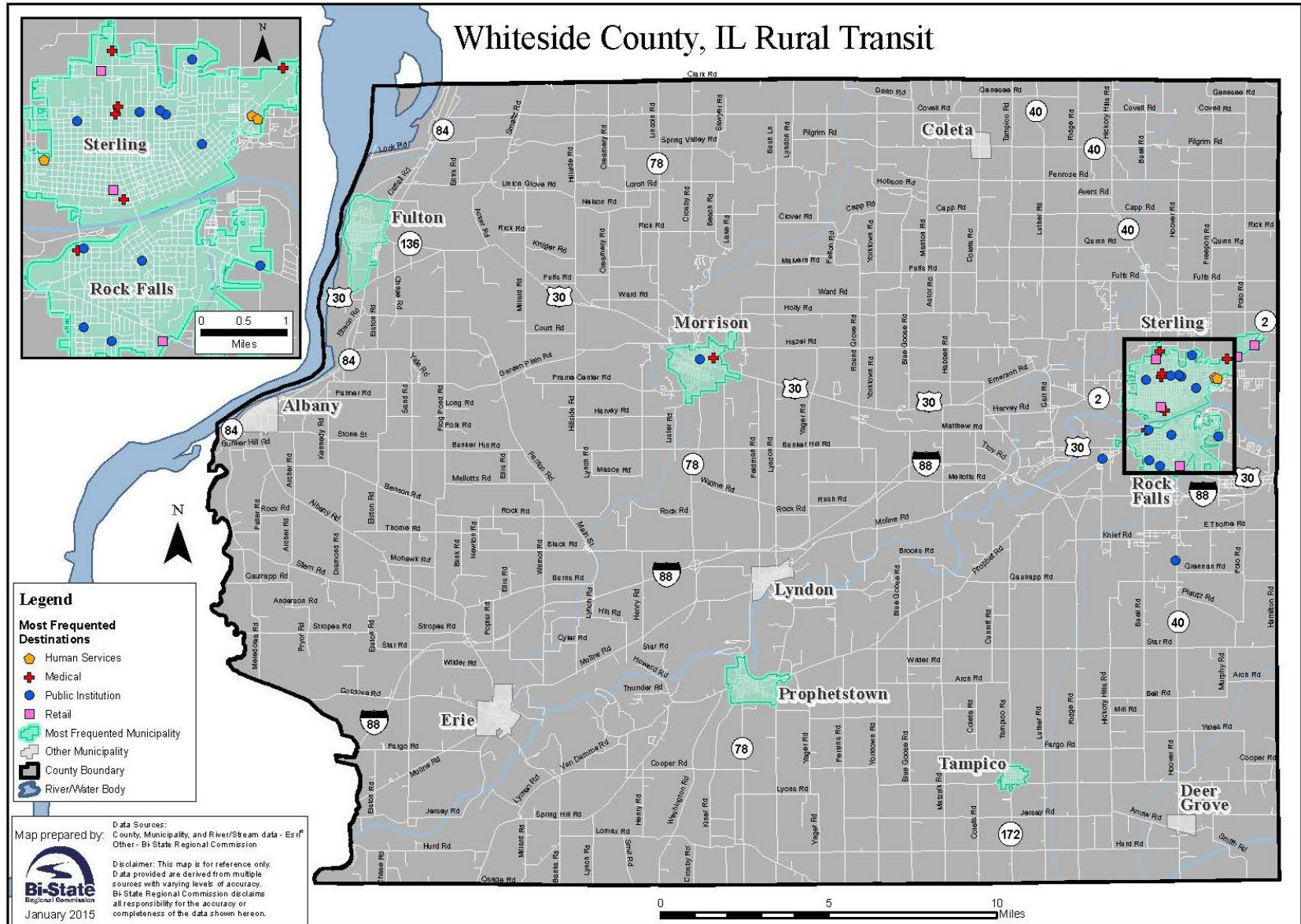
Sponsor:	Trinity Medical, Iowa Health System.
Service Area:	Quad City Area.
Nature of Service/ Destination:	Express Medicare, Dr. appointment.
Vehicles:	Four express vans with lifts for wheelchair and ambulatory.
Principal Clients:	Patient residents, nursing home, hospital discharges, Quad City Kidney.
Operating Hours:	7 a.m. to 7 p.m., Monday-Friday.
Priority Call System:	First call basis.
Fees/Suggested Donation:	\$15.00 each way. Will bill IPA (must be pre-approved),
Program Funding Sources:	Private funding - see above fees.
Drivers and Escorts:	Staff.
Service Restrictions:	The only exceptions – must be wheelchair accessible.

Rock Island County, Illinois

TRINITY VISITING NURSE & HOMECARE ASSOC
106 19th AVENUE, SUITE 101
MOLINE, IL 61265
(309) 779-7600
CONTACT: MS. CECILIA KARGL

Sponsor:	N/A.
Service Area:	Henry, Mercer, Rock Island and Whiteside Counties in Illinois and Muscatine and Scott County in Iowa.
Nature of Service/ Destination:	Grocery and personal shopping, errands, banking, medical appointments.
Vehicles:	Staff person's vehicle.
Principal Clients:	Only clients receiving homemaker service from the agency.
Operating Hours:	7:30 a.m. to 5:00 p.m., Monday through Friday.
Priority Call System:	N/A.
Fees/Suggested Donation:	Sliding fee scale according to income, if subsidy money available.
Program Funding Sources:	United Way, Kings Daughters, clients' fees.
Drivers and Escorts:	Staff.
Service Restrictions:	Clients and patients currently being seen by homemaker department.

Map B-5 Whiteside County Transit



Whiteside County, Illinois

EXCEPTIONAL CARE & TRAINING CENTER
2601 WOODLAWN ROAD
STERLING, IL 61081
(815) 626-5820
CONTACT: NELL EAKLE

Sponsor:	
Service Area:	Sterling/Rock Falls area, Rockford.
Nature of Service/ Destination:	Medical appointments in Rockford, IL, day training for residents, activities, and recreation.
Vehicles:	Two mini-vans, one 8-passenger van, and one-14 passenger van. All ADA accessible.
Principal Clients:	Individuals with severe or profound mental retardation.
Operating Hours:	8:30 a.m. – 8:00 p.m. Monday – Friday; 9:00 a.m. – 5:00 p.m. weekends (activities only).
Priority Call System:	Scheduled in advance.
Fees/Suggested Donation:	No additional cost to residents.
Program Funding Sources:	
Drivers and Escorts:	Staff: 1 driver and 1 escort per 3-4 residents.
Service Restrictions:	Residents only.

Whiteside County, Illinois

**SELF-HELP ENTERPRISES
2300 W. LEFEVRE ROAD
STERLING, IL 61081
(815) 626-3115
CONTACT: JOHN STERN**

Sponsor:	
Service Area:	Whiteside County.
Nature of Service/ Destination:	Door-to-door service to and from employment facility, small number of trips to medical appointments and recreation.
Vehicles:	2 small wheelchair accessible vans, 2 mid-size 14-passenger wheelchair accessible vans, 3 heavy duty wheelchair accessible vans, one 22-passenger van (no lift), two 15-passenger vans.
Principal Clients:	Eligible disabled clients only.
Operating Hours:	5:00 a.m. – 6:00 p.m.
Priority Call System:	Scheduled in advance.
Fees/Suggested Donation:	\$2.50 round-trip daily.
Program Funding Sources:	Department of Mental Health, IDOT Section 5310.
Drivers and Escorts:	Drivers only, some escorts for a small number of clients.
Service Restrictions:	Whiteside County only.

Whiteside County, Illinois

TRI-COUNTY OPPORTUNITIES COUNCIL
405 EMMONS, P.O. BOX 610
ROCK FALLS, IL 61071
(815) 625-7830
CONTACT: IMIE ROSE

Sponsor:	Whiteside County
Service Area:	Whiteside, Lee, Carroll, Ogle, Bureau, LaSalle, Marshal, Putnam, and Stark Counties, Illinois.
Nature of Service/ Destination:	Health, Employment, Food and Education related transportation.
Vehicles:	Employee-owned vehicles.
Principal Clients:	Economically disadvantaged (125% of the poverty level or below)..
Operating Hours:	Out-of-town service provided on Thursdays for Whiteside County, local service is contracted Monday – Friday 8:00 a.m. – 4:30 p.m. through the Whiteside County Senior Center.
Priority Call System:	Must call at least 24 hours in advance.
Fees/Suggested Donation:	None.
Program Funding Sources:	Department of Commerce and Economic Opportunity, Community Block Grant.
Drivers and Escorts:	Outreach workers.
Service Restrictions:	Must be income eligible. Below 125% poverty level, DECO.

Whiteside County, Illinois

WHITESIDE COUNTY SENIOR CENTER
1207 WEST 9TH STREET
STERLING, IL 61081
(815) 626-7707
CONTACT: ROXANNE BAUER

Sponsor:	
Service Area:	Whiteside County.
Nature of Service/ Destination:	Any community resource (The Senior Center also has contracts with the Regional Office of Education, the hospital, and the Tri-County Opportunities Council for additional trips).
Vehicles:	Three 14-passenger buses, two 10-passenger buses, one 7-passenger mini-van (all ADA accessible).
Principal Clients:	Individuals aged 60+.
Operating Hours:	8:30 a.m. – 4:30 p.m. daily (hours vary for contracted services).
Priority Call System:	Clients are asked to schedule trips 24 hours in advance.
Fees/Suggested Donation:	Suggested donation of \$3.00 for one-way local trips for seniors.
Program Funding Sources:	Illinois Department on Aging, local contracts, donations.
Drivers and Escorts:	6 drivers.
Service Restrictions:	Seniors age 60+ or eligible contract clients.

Whiteside County, Illinois

WINNING WHEELS
701 E. 3RD STREET
PROPHETSTOWN, IL 61277
(815) 537-5168
CONTACT: MS. NIKKI VILLA

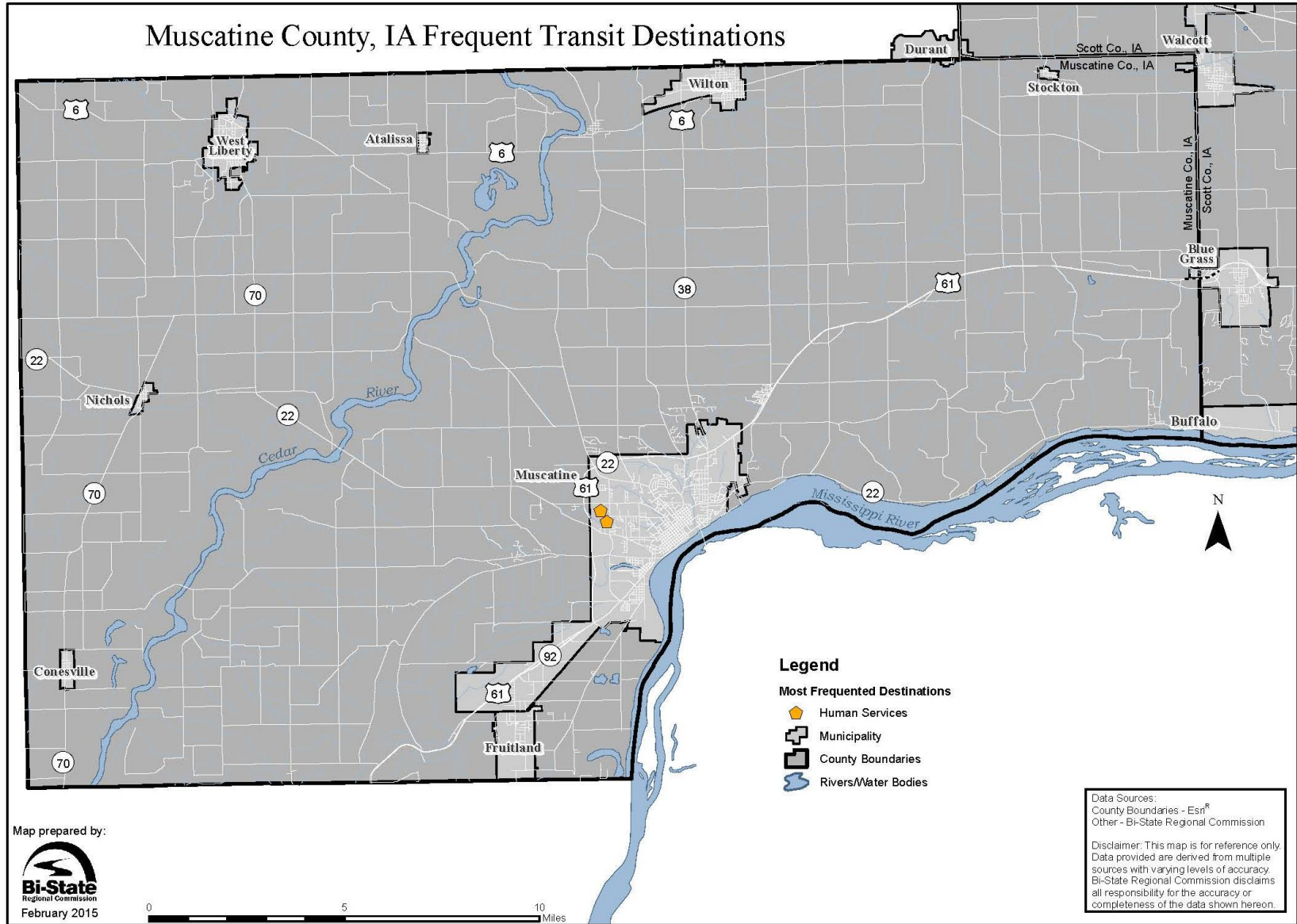
Sponsor:	N/A.
Service Area:	Prophetstown. Will drive to Iowa City, Rockford on an as needed basis.
Nature of Service/ Destination:	Day Treatment Program, Therapeutic Recreation Department, Medical Appointments, and Church (by volunteers only).
Vehicles:	8 vehicles: 2 buses (8 wheelchairs each) for Day Treatment Program, 3 mini buses for Therapeutic Recreation Dept., and 3 vans for medical appointments (all vehicles transport wheelchairs).
Principal Clients:	95% wheelchair bound. Some Public Aid recipients.
Operating Hours:	M-F 6:00 a.m. – 4:00 p.m. (Day Treatment), M-Sat variety of hours (Therapeutic Recreation Dept.), M-F variety of hours (Medical Appointments).
Priority Call System:	1 full-time coordinator responsible for scheduling.
Fees/Suggested Donation:	IDPA.
Program Funding Sources:	Medicaid.
Drivers and Escorts:	1 full-time and 1 part-time medical driver, staff, and volunteers for church transportation.
Service Restrictions:	Few ambulatory passenger seats available.

INFORMAL SOURCES

Volunteer Drivers: The Illinois-Iowa Center for Independent Living has a list of volunteer drivers who individuals may contact for transportation. However, volunteers should be used only after all other resources have been exhausted. The Independent Living Center's phone number is (309) 793-0090. Their web address is www.iicil.com.

Churches: Your church may provide limited transportation to members of the congregation. The church office may have additional information on this service, if available.

Map B-6 Muscatine County Transit



Muscatine County, Iowa

BETHANY FOR CHILDREN & FAMILIES
101 WEST MISSISSIPPI DRIVE, SUITE 220
MUSCATINE, IA 52761
(563) 262-9401
CONTACT: TOM TALLMAN

Sponsor:	Bethany for Children and Families.
Service Area:	Clinton, Jackson, Muscatine and Scott Counties, Iowa.
Nature of Service/ Destination:	Very limited. Dependent on the funding source approving/allowing it.
Vehicles:	Employee and agency owned.
Principal Clients:	Bethany for Children family clients only.
Operating Hours:	Client convenient times.
Priority Call System:	None.
Fees/Suggested Donation:	None.
Program Funding Sources:	Iowa Department of Human Services.
Drivers and Escorts:	Employee's only.
Service Restrictions:	Limited by funding source authorization.

Muscatine County, Iowa

MUSCATINE (MUSCABUS) TRANSIT
1459 WASHINGTON
MUSCATINE, IA 52761
(563) 263-8152

WEBSITE: www.muscatineiowa.gov

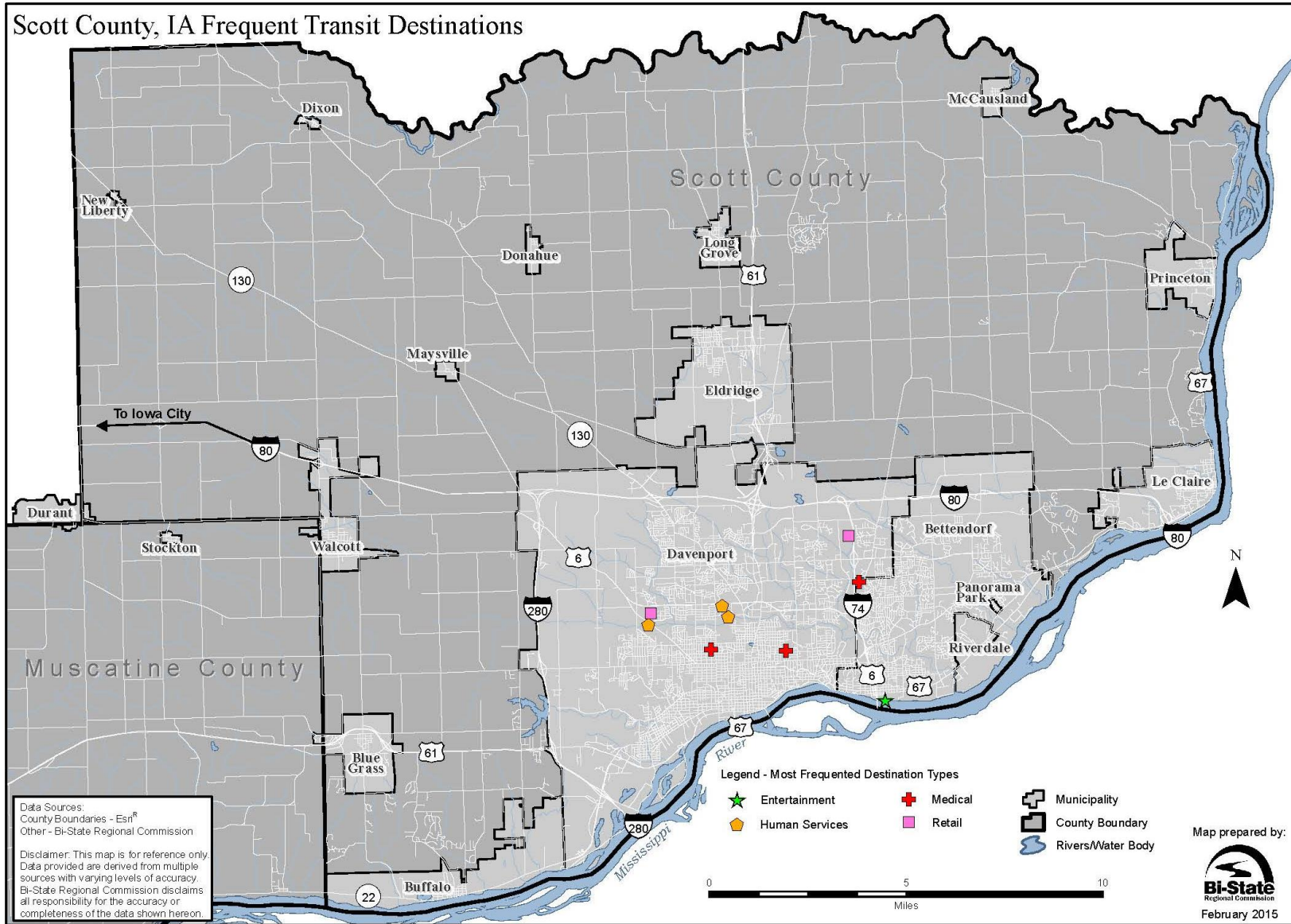
CONTACT: MS. Amy Fortenbacher

E-MAIL: afortenbacher@muscatineiowa.gov

Sponsor:	City of Muscatine/MuscaBus.
Service Area:	City limits of Muscatine.
Nature of Service/ Destination:	Fixed Routes, Paratransit, JARC, & New Freedom.
Vehicles:	11 Light Duty Buses.
Principal Clients:	The general population of Muscatine for the fixed routes, JARC, & New Freedom, elderly and disabled for paratransit.
Operating Hours:	Fixed Routes: M-F 6:30am-5:00pm Sat 8:30am-4:00pm Paratransit: M-F 6:30am-5:00pm Sat 8:15am-3:45pm JARC: M-Sat 5:30pm-12:00am(midnight) New Freedom: T,Th 5:30pm-9:30pm
Number of Routes/Service Frequency:	4 Fixed Routes, running loops every 30 minutes
Fees/Suggested Donation:	\$1.00 – Route per ride \$2.00 – Paratransit, JARC, New Freedom per ride
Program Funding Sources:	FTA, STA, Local Tax Levy.
Priority Call System:	Elderly & Disabled are first on shuttles, we do not deny them a ride. People going to and from work are first on JARC, space permitting.
Service Restrictions:	Paratransit is for the elderly and disabled.

* Updated December, 2017

Map B-7 Scott County Transit



Scott County, Iowa

BETTENDORF TRANSIT
4403 DEVIL'S GLEN ROAD
BETTENDORF, IA 52722
(563) 344-4104
WEBSITE: Bettendorf.org
CONTACT: MR. MARK GARROW
E-MAIL: mgarrow@bettendorf.org

Sponsor:	City of Bettendorf.
Service Area:	IA/IL Quad Cities.
Nature of Service/ Destination:	Fixed Route.
Vehicles:	5
Principal Clients:	General Public.
Operating Hours:	6:15 a.m. to 6:45 p.m., Monday through Friday. 8:30 a.m. to 5:30 p.m., Saturday.
Priority Call System:	None.
Fees/Suggested Donation:	Full Fare: \$1.00 Half Fare/Senior Disabled: \$.50 College Discount: \$.50
Program Funding Sources:	5307, 5310, 5339
Number of Routes/Service Frequency:	3 Hourly Fixed Routes Monday - Saturday
Service Restrictions:	None.

* Updated December, 2017

Scott County, Iowa

CANDLELIGHT SERVICES
CANDLELIGHT TRANSPORT SERVICES, INC.
3901 MARQUETTE STREET
DAVENPORT, IA 52806
(563) 391-8117
CONTACT: NATHAN KIMBROUGH

Sponsor:	N/A
Service Area:	Quad City Area and 25-30 miles in each direction. Will go on longer medical related trips.
Nature of Service/ Destination:	Recreation, medical and personal appointments (shopping, work, etc.), grocery store. Will accommodate needs..
Vehicles:	One Buick Regal sedan and seven (6 in each) vans (one lift equipped).
Principal Clients:	Seniors, individuals with disabilities, and the general public.
Operating Hours:	24 hours a day/7 days a week.
Priority Call System:	Reservations take priority, then first come, first served.
Fees/Suggested Donation:	Fees based on trip. Standard with wheelchair - \$50 round trip; car with no wheelchair - \$30-\$45 round trip.
Program Funding Sources:	Private Pay.
Drivers and Escorts:	12 on staff.
Service Restrictions:	Wheelchair lift will only accommodate chairs up to 29 ½ inches wide. 24-hour notice needed.

Scott County, Iowa

DAVENPORT CITIBUS – FIXED ROUTE SERVICE
300 WEST RIVER DRIVE
DAVENPORT, IOWA 52801
(563) 888-2150
CONTACT: MR. DOUG ROELFS
E-MAIL: droelfs@ci.davenport.ia.us

Sponsor:	City of Davenport
Service Area:	IA/IL Quad Cities
Nature of Service/ Destination:	Fixed Route
Vehicles:	20 Vehicles
Principal Clients:	General public
Operating Hours:	Monday - Friday, 6:00 am - 7:00 pm; Saturday - 9:00 am - 7:00 pm Sunday – 10:00 a.m. – 5:00 p.m. <i>Note: individual routes vary, check schedule</i>
Priority Call System:	None
Fees/Suggested Donation:	Full Fare.....\$1 Reduced Fare..... 50¢ (Children aged 5 - 11; Seniors 60+; Medicare cardholder; Persons w/ disabilities; Unemployed; College student w/ no school transit agreement)
Program Funding Sources:	Farebox, advertising fees, local taxes, State and Federal funding sources
Drivers and Escorts:	Staff
Service Restrictions:	None

* Updated December, 2017

Scott County, Iowa

DAVENPORT GOOD SAMARITAN SOCIETY - DAVENPORT
700 WAVERLY ROAD
DAVENPORT, IA 52804
(563) 324-1651
CONTACT: MR. Tim Moe
Email: timmoe@good-sam.com

Sponsor:	Good Samaritan Society – Davenport
Service Area:	QCA
Nature of Service/ Destination:	Senior service related; Dr. apt., etc.
Vehicles:	15 passenger bus; Full size van with two w/c locks; minivan with one w/c lock.
Principal Clients:	SNF residents and senior housing tenants.
Operating Hours:	Typically 8am-5pm M-F.
Priority Call System:	SNF residents are given priority.
Fees/Suggested Donation:	\$50 round trip—SNF. Complimentary for SL tenants.
Program Funding Sources:	N/A.
Drivers and Escorts:	Staff Drivers.
Service Restrictions:	N/A.

* Updated December 2017

Scott County, Iowa

FAMILY RESOURCES, INC
2800 EASTERN AVENUE
DAVENPORT, IA 52803
(563) 326-6431
CONTACT: MR. JIM OTTESEN

Sponsor:	N/A
Service Area:	Greater Quad City Area
Nature of Service/ Destination:	Private
Vehicles:	12 vans; 2 trucks
Principal Clients:	Adjudicated Juveniles. Domestic violence shelter residents
Operating Hours:	24 hours, 7 days per week
Priority Call System:	N/A
Fees/Suggested Donation:	N/A
Program Funding Sources:	Various
Drivers and Escorts:	Staff
Service Restrictions:	Family Resources employees and clients only

Scott County, Iowa

FRIENDLY HOUSE
1221 MYRTLE
DAVENPORT, IA 52804
(563) 323-1821
CONTACT: MS. LORELEI PFAUTZ

Sponsor:	N/A.
Service Area:	Scott County.
Nature of Service/ Destination:	Social Services.
Vehicles:	One 15-passenger bus; two 15-passenger vans; one 6-passenger mini-van.
Principal Clients:	Transportation of youth and senior citizens.
Operating Hours:	8:30 a.m. to 5:00 p.m., Monday through Friday.
Priority Call System:	N/A.
Fees/Suggested Donation:	N/A.
Program Funding Sources:	United Way, government grants, program fees, donations.
Drivers and Escorts:	Employees or volunteers.
Service Restrictions:	The vans are not handicap accessible. Transportation is only provided for our own participants.

Scott County, Iowa

**HANDICAPPED DEVELOPMENT CENTER
P.O. BOX 2450**

**3402 HICKORY GROVE ROAD
DAVENPORT, IA 52806**

(563) 391-4834

WEBSITE: handicappeddevelopment.org.

CONTACT: MS. NANCY S. MARTEL

E-MAIL: nsm@hdcmail.org

Sponsor:	Handicapped Development Center.
Service Area:	Scott County, Iowa, with some trips to University Hospitals.
Nature of Service/ Destination:	Medical/therapy appointments, job sites and community activities.
Vehicles:	Eleven vans, several are handicap accessible.
Principal Clients:	Persons with disabilities receiving residential and rehabilitative/habilitative services from the Center.
Operating Hours:	On an as needed basis 24 hours per day, 7 days per week.
Priority Call System:	Used in Center's services, first come basis with the exception of medical appointments which are priority.
Fees/Suggested Donation:	N/A.
Program Funding Sources:	Purchase of services (Medicaid, Scott County).
Drivers and Escorts:	Handicapped Development Center staff, RBT.
Service Restrictions:	Used in Handicapped Development Center programs.

Scott County, Iowa

IOWA MASONIC HEALTH FACILITIES
MASONIC VILLAGE, INC.
2500 GRANT STREET
BETTENDORF, IA 52722
(563) 359-9171
CONTACT: MS. MARSHA MILLER
Email: Marsha.Miller@lowamasonichealth.org

Sponsor:	Iowa Masonic Health Facilities and Masonic Village Independent Living
Service Area:	Our residents only.
Nature of Service/ Destination:	Doctors' appointments, activities, grocery store and pharmacy.
Vehicles:	Bus, 3 vans, 1 truck, 1 car..
Principal Clients:	Our residents only.
Operating Hours:	8:00 a.m. to 4:00 p.m., Monday through Friday.
Priority Call System:	N/A.
Fees/Suggested Donation:	Some fees are NC; some fees are billed.
Program Funding Sources:	None.
Drivers and Escorts:	Our staff.
Service Restrictions:	8:00 a.m. to 4:00 p.m. and occasional evening outings.

Scott County, Iowa

KAHL HOME FOR THE AGED & INFIRM
1101 WEST NINTH STREET
DAVENPORT, IA 52804
(563) 324-1621
CONTACT: MS. AMANDA JOSVANGER

Sponsor:	Catholic Service Board.
Service Area:	Davenport, Iowa.
Nature of Service/ Destination:	Activity destination. Medical use only if cannot get outside service provider.
Vehicles:	One 10-passenger van with wheelchair lift.
Principal Clients:	Kahl Home residents.
Operating Hours:	As needed for activities/medical appointments.
Priority Call System:	For activities/medical appointments for Kahl Home residents only.
Fees/Suggested Donation:	Fees may apply if medical.
Program Funding Sources:	Catholic Service Board.
Drivers and Escorts:	Staff and volunteers.
Service Restrictions:	Van is used for activities/medical appointments for Kahl Home residents only.

Scott County, Iowa

RIVER BEND TRANSIT
7440 VINE STREET COURT
DAVENPORT, IA 52806
(563) 386-7484, EXT 208
CONTACT: MR. RANDY ZOBRIST
E-MAIL: rzobrist@riverbendtransit.org

Sponsor:	N/A
Service Area:	Scott, Clinton, Muscatine, and Cedar Counties.
Nature of Service/ Destination:	Demand-response public transit service.
Vehicles:	71-ADA cutaway buses, 1 non-ADA minivan.
Principal Clients:	Elderly, Disabled, and low income.
Operating Hours:	Varies. Primarily M-F service with reduced weekend schedules.
Priority Call System:	None.
Fees/Suggested Donation:	Varies per service provided.
Program Funding Sources:	FTA, Iowa DOT, County support, service contracts
Service Restrictions:	Primarily restricted to the four county area.
Sustainability Practices (Current or in the near future):	Maintain revenues to support expenses.

* Updated December 2017

Scott County, Iowa

SERVICES FOR SENIORS
P.O. Box 1787
DAVENPORT, IA 52809
(563) 355-5620

CONTACT: MICHAEL LAMMERS OR ELLEN MALAHY

Sponsor:	N/A
Service Area:	Davenport, Bettendorf, Moline, and Rock Island.
Nature of Service/ Destination:	Door-through-door service for various medical, recreational, or social activities.
Vehicles:	Private sedans, not wheelchair accessible.
Principal Clients:	Seniors.
Operating Hours:	8:00 a.m. – 4:30 p.m. weekdays; other hours may be available at a higher rate.
Priority Call System:	Preferably reservations made several days in advance, but “emergencies” can usually be accommodated.
Fees/Suggested Donation:	Private door-through-door service: Round Trip – \$25.00; One Way – \$15.00; QC Airport and Chauffeur service available (Rates are per trip, not per person).
Program Funding Sources:	Private – Client fares only
Drivers and Escorts:	Drivers only
Service Restrictions:	Vehicles are not ADA accessible

Scott County, Iowa

SEVENTH JUDICIAL DISTRICT
 DEPARTMENT OF CORRECTIONAL SERVICES
 605 MAIN STREET, BOX 2A
 DAVENPORT, IA 52801
 (563) 322-7986,
 CONTACT: MR. JIM WAYNE

Sponsor:	State of Iowa.
Service Area:	Seventh Judicial District. (Scott, Clinton, Muscatine, Jackson, Cedar Counties)
Nature of Service/ Destination:	Community Corrections. Transport Residents
Vehicles:	Four 7-passenger vans.
Principal Clients:	Residential program clients who are under supervision or custody.
Operating Hours:	24 hours per day, 7 days per week.
Priority Call System:	Newer residents have priority.
Fees/Suggested Donation:	Resident rent.
Program Funding Sources:	State funds. State of Iowa and Federal.
Drivers and Escorts:	Staff.
Service Restrictions:	Must be convicted criminal offender ordered to residential program by court, parole board or Federal Bureau of Prisons.

Scott County, Iowa

UNITED NEIGHBORS, INC
808 HARRISON STREET
DAVENPORT, IA 52803
(563) 322-7363
CONTACT: MS. IDA JOHNSON

Sponsor:	N/A.
Service Area:	N/A.
Nature of Service/ Destination:	Youth activities (UNI sponsored).
Vehicles:	Three 15-passenger vans.
Principal Clients:	Low income Davenport youth.
Operating Hours:	As needed.
Priority Call System:	No calls from public accepted.
Fees/Suggested Donation:	N/A.
Program Funding Sources:	United Way, Riverboat Development Authority.
Drivers and Escorts:	Staff.
Service Restrictions:	For UNI program participants only.

Informal Sources

Volunteer Drivers: The Illinois-Iowa Center for Independent Living has a list of volunteer drivers who individuals may contact for transportation. However, volunteers should be used only after all other resources have been exhausted. The Independent Living Center's phone number is (309) 793-0090. Their web address is www.iicil.com

Churches: Your church may provide limited transportation to members of the congregation. The church office may have additional information on this service, if available.

Appendix C

PUBLIC INPUT/ADVOSRY COMMUNICATIONS January 2013 – January 2014

03/26/2014	Region 9 Mobility Summit—Muscatine, IA
09/22/2014	Centers for Independent Living and SILC Transportation Advisory Group—Springfield, IL
10/15/2014	Region 2 Mobility Summit—Geneseo, IL
12/02/2015	Urban Mobility Summit—Bettendorf, IA
08/11/2016	Region 9 Mobility Summit—Muscatine, IA
10/12/2016	Centers for Independent Living and SILC Transportation Advisory Group—Springfield, IL
02/16/2017	Region 2 Mobility Summit—Coal Valley, IL
08/17/2017	Region 9 Mobility Summit—Muscatine, IA
11/16/2017	Urban Mobility Summit—Moline, IL
6/28/2018	Region 9 Mobility Summit—Walcott, IA

* *All transportation meetings are open to the public, but may not have transit-related topics on the agenda.* This includes all Urban Transportation Technical and Policy Committee meetings held once a month at Bi-State Regional Commission, Iowa Region 9 meetings held quarterly, and Illinois Region 2 meetings held quarterly. Public input opportunities are also made available at the RIM Rural Transit Advisory Committee meetings that are held quarterly.

Provided below are notes from public input sessions collected at transit summits held in the Greater Bi-State Region. Public input sessions are held throughout the region in the urban and rural areas, in an effort to reach a larger audience and receive diverse feedback. All public input sessions are held on a public transit route or at a location where demand response service is provided. In addition, all public input sessions are held at a location that is ADA accessible.

**Summary of 2045 Quad Cities Long Range Transportation Plan and
Transit Development Plan Summit – Bettendorf, IA
Bettendorf Public Library
December 2, 2015 – 4:00 p.m.**



1504 Third Avenue, P.O. Box 3368
Rock Island, IL 61204-3368
Phone: (309) 793-6300 • Fax: (309) 793-6305
Website: <http://www.bistateonline.org>

SERVICE REPORT

COUNTY/COMMUNITY: Quad Cities MPA, Region 9, Region 2

DATE: December 2, 2015

FILED BY: Ms. Lindsay Whitson

MEETING: Long Range Transportation Plan and Transit Development Plan
Transit Summit Meeting Notes

PRESENT:

<u>County/Community</u>	<u>Bi-State</u>	<u>Others</u>	<u>Copies to:</u>
Refer to attached sign-in sheet	Becky Passman Bryan Schmid Lindsay Whitson	Refer to sign-in sheet	File

A transit summit meeting was held to collect public input from individuals in the Quad Cities Area, both urban and rural, to discuss current and future travel choices and their effects on the region's transportation services. The meeting began at 4:00 p.m. and ended at 6:00 p.m. on Wednesday, December 2, 2015. The meeting was held at the Bettendorf Public Library in the Kelinson Room. The location was accessible by public transportation.

The purpose of the summit was to solicit input from residents of the Quad Cities on the strengths, needs, and shortcomings of the transportation system in the region. Input would be considered for part of the 2045 Quad Cities Long Range Transportation Plan, and the Bi-State Region Transit Development Plan (TDP). Areas of focus included current and proposed transit routes, alternative modes of transportation, coordination efforts, and river crossing needs to name a few. The summit was held in an open house style format, with a brief presentation of both plans and their objectives provided by Lindsay Whitson at the beginning. Visitors were initially greeted by Bi-State staff and were asked to sign-in.

There were two stations where participants could give their input in various ways. The first station was centered around five different maps. The six maps included, current and proposed fixed-transit routes, trails, sidewalks, and a map of the entire Bi-State Region. There were also two large poster boards containing a list of the proposed 2045 LRTP's goals and objectives. Attendees were asked to place sticky notes on the maps and write down their comments on a notepad or dictate to Ms. Becky Passman or Mr. Bryan Schmid. Below are comments given at this station.

Mapping Exercise

- Route changes will take time for the consumers to get used to
- Public transit systems needs extended hours of service
- Bettendorf's use of the Loop buses often times causes some confusion for the consumers
- Riverside Development Park Route is not efficient
 - It is approximately one hour from Centre Station
- Fixed-transit routes running on time is good
- Bike racks provided on buses are great
- Bus drivers are very helpful
- There needs to be a better timing for transfers between Bettendorf Transit and MetroLINK
- Bus shelters near Riverside Development Park should be installed
- GPS should be included on smartphone applications to identify the exact location of the buses
- Ice bike commuter groups
- In support of transit priority corridors and shelters through the Floreciente neighborhood

The second station consisted of a series of eight "placemats" with a different heading on each. Ms. Whitson asked participants to write down any ideas or comments they had on the different topics. The eight area topics where input was solicited were taken from popular feedback from the Mind Mixer online public input forum and from the TDP. The eight placemat themes were:

- River Crossing Needs – Bridges and Ferry Boats
- Trails and Bicycling – Bike Ways/Lanes/and Paths
- Getting Around on Foot – Needs and Gaps for Sidewalks
- Mobility Options – How can we be more connected?
- Other future transportation and travel needs? How can we be more sustainable?
- Getting Around on Transit – What is working and what needs improvement?
- Geographic Coverage – Coordination Efforts from Urban to Rural Areas
- Transit-Friendly Infrastructure – What should be a priority?

The following input was given on the placemats:

- Develop dispatch centers with the ability to contact all rural services at one location within the district
- Push for more reasonable urban speed limits
- Sidewalks in the Floreciente community are deteriorating and need replacement and/or repair

- Operation hours of buses on both sides of the river should run later at night – Not every individual works traditional work hours
- The audio system on MetroLINK could be improved – Visually impaired riders would not have to depend on the driver to identify where their stop is
 - Buses without audio systems should consider getting one
- Work on transit route times – One individual stated that they are able to bicycle from 23rd Street and I-74 in Bettendorf to 2 miles north of Alcoa fifteen minutes faster than using public transit
- Sylvan Island needs to be accessible and the foot bridge to the island needs to be repaired
- Sidewalks are needed on Utica Ridge, north of 53rd Street – There are many walkers and joggers but no sidewalks
- Great to see progress on the new I-74 Bridge
- Boat traffic is great but limited to its season
- Expand public transportation system's operation hours to include Saturday and Sunday night services
- Make roads pedestrian friendly, then trails will not be necessary
- Put in more sidewalks on the Davenport, Iowa side – Particularly Eastern and Jersey Ridge
- Great progress on the bike paths throughout the Quad Cities – Keep expanding available trails
- Provide more options to cross the river on a bike
- The development of more shelters at transit stops are needed
- Permeable surface parking lots and street expansions
- Encourage natural roofing
- Rail service is overdue
- Enforce pedestrian rights
- Encourage full lane rights for cyclists
- Shovel sidewalks so consumers, including visually impaired, are able to reach bus stops
- Extend the fixed-route system routes further and further out from the inner city to increase accessibility for more consumers
- Davenport CitiBus hub on Welcome Way is dangerous – Consider reevaluating where the connecting hubs in Davenport could be placed
- MetroLINK terminals need to consider eliminating cement structures to allow visually impaired to navigate easier
- Sidewalks need to be developed to be friendly for all users, including those who are visually impaired – An example would be to include ridges that allow the user to identify a difference between the sidewalk and a driveway, and the sidewalk and a street
- For future transit public input meetings, consider posting flyers for the meetings on buses and post on city websites – The goal is to get more riders to come and provide input
- Five points in Davenport should consider installing an audible signal on at least one corner

The transit summit ended around 6:00 p.m.

**SUMMARY OF IOWA REGION 9 TRANSIT SUMMIT – Muscatine, IA
Musser Public Library
August 11, 2016 – 3:00 p.m.**



1504 Third Avenue, P.O. Box 3368
Rock Island, IL 61204-3368
Phone: (309) 793-6300 • Fax: (309) 793-6305
Website: <http://www.bistateonline.org>

SERVICE REPORT

COUNTY/COMMUNITY: Iowa Region 9 Transit Summit
DATE: August 11, 2016
FILED BY: Ms. Lindsay Whitson
MEETING: Bi-State Transit Development Plan Transit Summit Meeting Notes

PRESENT:

<u>County/Community</u>	<u>Bi-State</u>	<u>Others</u>	<u>Copies to:</u>
Refer to attached sign-in sheet	Lindsay Whitson Christian Montbriand	Refer to sign-in sheet	File

A transit summit was held to collect public input from individuals in the Iowa Region 9 Area to discuss current and future travel choices and their effects on the region’s transportation services. The meeting began at 3:00 p.m. and ended at 4:00 p.m. on Wednesday, August 11, 2016. The meeting was held at the Musser Public Library. The location was accessible by public transportation.

The purpose of the summit was to solicit input from human service agencies, public and private transit providers, and the general public in the Iowa Region 9 Area on the strengths, needs, shortcomings, and coordination efforts of the transportation system in the region. Input would be considered for part of the Bi-State Regional Transit Development Plan (TDP). Areas of focus included current inventory of systems in the region, coordination efforts locally and regionally, and where the gaps in services exist. The Transit Summit began with brief introductions and Lindsay Whitson provided a general overview of the Bi-State Transit Development Plan and transportation planning in Region 9.

Transit issues and barriers that were discussed by attendees include:

- Lack of funding resulting in the life expectancy of fleet vehicles to be expanded much longer
- Have to say no to request for those consumers working third shift and non-traditional hours
- Occasionally have to say no to some riders for evening rides because service is provided on Tuesdays and Thursdays, but not the other week nights
- Tots 2 Teens, a private transit operator, is experiencing a lack of ridership during the summer months

- Tots 2 Teens is attempting to extend its service area to Muscatine but not enough interest at this time

Other Notes:

- No real request for Sunday service for MuscaBus in Muscatine
- MuscaBus implemented a fair increase last year with not much negative feedback from the public
- MuscaBus has not received many requests for travel across the Mississippi river into Illinois

**SUMMARY OF ILLINOIS REGION 2 TRANSIT SUMMIT – Coal Valley, IL
Coal Valley Village Hall
February 16, 2017 – 4:00 p.m.**



SERVICE REPORT

COUNTY/COMMUNITY: Illinois Region 2 Transit Summit
DATE: February 16, 2017
FILED BY: Ms. Lindsay Whitson
MEETING: Bi-State Transit Development Plan Transit Summit Meeting Notes

PRESENT:

<u>County/Community</u>	<u>Bi-State</u>	<u>Others</u>	<u>Copies to:</u>
Refer to attached sign-in sheet	Lindsay Whitson Dave Soliz	Refer to sign-in sheet	File

A transit summit was held to collect public input from individuals in the Illinois Region 2 Area to discuss current and future travel choices and their effects on the region’s transportation services. The meeting began at 4:00 p.m. and ended at 5:00 p.m. on Thursday, February 16, 2017. The meeting was held at Coal Valley Village Hall. The location was accessible by public transportation and ADA compliant.

The purpose of the summit was to solicit input from human service agencies, public and private transit providers, and the general public in the Illinois Region 2 Area on the strengths, needs, shortcomings, and coordination efforts of the transportation system in the region and the Bi-State Region as a whole. Input will be evaluated and included in the Bi-State Regional Transit Development Plan (TDP) update. Some areas of focus included current inventory of systems in the region, coordination efforts locally and regionally, funding, and where the gaps in services may exist. The transit summit began with brief introductions, followed by Lindsay Whitson providing a general overview of the Bi-State Transit Development Plan and transportation planning efforts in the Bi-State Region.

Transit issues and barriers that were discussed by attendees include:

- RIM Rural Transit is unable to bring buses across stateliness, which does not allow for much coordination with transit system in the state of Iowa.
- It cost the demand-response transit systems money to wait while riders are in their appointments.
- RIM Rural Transit cannot coordinate with paratransit such as River Bend Transit.
- Hours of operation is often times problematic for the general public and does not cater to individuals with non-traditional work schedules.

- Lack of vehicles, staff, and inconsistency with Illinois' State Budget does not allow much room for expansion of hours.
- With John Deere Road being changed to three lanes, there should be less congestion for buses and vehicular travel.

Other Notes:

- The building of a bridge across east Rock River would allow more options for bridge travel and cater to those on the outskirts of the urban area.
- Downtown Rock Island is hard to get too, forcing businesses to leave the state of Illinois.
- There needs to be an arterial road in between Moline and Rock Island to make traveling between the two cities more seamless.
- Increasing the trail network in the Quad Cities may encourage more individuals to use alternative transportation modes.

**SUMMARY OF IOWA REGION 9 TRANSIT SUMMIT – Muscatine, IA
Musser Public Library
August 17, 2017**



1504 Third Avenue, P.O. Box 3368
Rock Island, IL 61204-3368
Phone: (309) 793-6300 • Fax: (309) 793-6305
Website: <http://www.bistateonline.org>

SERVICE REPORT

COUNTY/COMMUNITY: Illinois Region 2 Transit Summit
DATE: August 17, 2017
FILED BY: Ms. Rachel Bruce
MEETING: Bi-State Transit Development Plan Transit Summit Meeting Notes

PRESENT:

<u>County/Community</u>	<u>Bi-State</u>	<u>Others</u>	<u>Copies to:</u>
Refer to attached sign-in sheet	Lindsay Whitson Rachel Bruce		

A transit summit was held to collect public input from individuals in the Iowa Region 9 Area to discuss current and future travel choices and their effects on the region’s transportation services. The meeting began at 2:00 p.m. and ended at 2:45 p.m. on Thursday, August 17, 2017. The meeting was held at Musser Public Library. The location was accessible by public transportation and ADA compliant.

The purpose of the summit was to solicit input from human service agencies, public and private transit providers, and the general public in the Iowa Region 9 Area on the strengths, needs, shortcomings, and coordination efforts of the transportation system in the region and the Bi-State Region as a whole. Input will be evaluated and included in the Bi-State Regional Transit Development Plan (TDP) update. Some areas of focus included current inventory of systems in the region, coordination efforts locally and regionally, funding, and where the gaps in services may exist. The transit summit began with brief introductions, followed by Lindsay Whitson providing a general overview of the Bi-State Transit Development Plan and transportation planning efforts in the Bi-State Region.

Transit issues and barriers that were discussed by attendees include:

- River Bend Transit has capacity for more riders, but a lack of need for use in both Muscatine and Cedar Counties.
- There is a lack of ridership among the Hispanic community in Muscatine.
- MuscaBus has seen a decrease in night route use.
- Hours of operation do not cater to individuals with non-traditional work schedules.
- The national trend of on-demand transit (Uber, Lyft, etc.) cannot currently be accommodated by the transit systems.

- There has been an increase in ridership because of Medicare, although unsure of how long that trend will last.
- Generally if unable to provide a ride, it is on an individual request basis that the services cannot provide.

Other notes:

- There is potential for a partnership with on-demand transit to accommodate more riders with expanded hours.
- The current fleet size for both MuscaBus and River Bend Transit is appropriate based on demand.
- There is little demand for rural connections, with Davenport as the main destination for most riders.
- Affordability for both MuscaBus and River Bend Transit has not proven to be an issue for riders.

**SUMMARY OF URBAN TRANSIT SUMMIT – Moline, IL
Centre Station
November 16, 2017 – 2:30 p.m.**



1504 Third Avenue, P.O. Box 3368
Rock Island, IL 61204-3368
Phone: (309) 793-6300 • Fax: (309) 793-6305
Website: <http://www.bistateonline.org>

SERVICE REPORT

COUNTY/COMMUNITY: Urban Transit Summit
DATE: November 16, 2017
FILED BY: Ms. Lindsay Whitson
MEETING: Bi-State Transit Development Plan Transit Summit Meeting Notes

PRESENT:

<u>County/Community</u>	<u>Bi-State</u>	<u>Others</u>	<u>Copies to:</u>
Refer to attached sign-in sheet	Lindsay Whitson Bryan Schmid		

A transit summit was held to collect public input from individuals in the Bi-State Region to discuss current and future travel choices and their effects on the region’s transportation services. The meeting began at 2:30 p.m. and ended at 3:30 p.m. on Thursday, November 16, 2017. The meeting was held at Centre Station in Moline, IL. Although the meeting was held the Urbanized Quad Cities Area, agencies and individuals with an interest in transportation were invited and strongly encouraged to participate. The location was accessible by public transportation and ADA compliant.

The purpose of the summit was to solicit input from human service agencies, public and private transit providers, and the general public in the Bi-State Region on the strengths, needs, shortcomings, and coordination efforts of the transportation system in the region and the Bi-State Region as a whole. Input will be evaluated and included in the Bi-State Regional Transit Development Plan (TDP) update. Some areas of focus included current inventory of systems in the region, coordination efforts locally and regionally, funding, and where the gaps in services may exist. The transit summit began with brief introductions, followed by Lindsay Whitson providing a general overview of the Bi-State Transit Development Plan and transportation planning efforts in the Bi-State Region.

Transit issues and barriers that were discussed by attendees include:

- The inability to provide return service for second shift employees.
- Hours of service (not being opened early enough and/or late enough).
- River Ben Transit being unable to provide efficient trips for all (for example, sometimes a two hour trip may turn into a four hour trip).

- The passenger rail service is highly desired in the urbanized Quad Cities Area for business and recreation purposes.
- Transferring at multiple locations often times causes quite a bit of confusion. Riders required

Other notes:

- The issue of making public transportation the most viable option for everyone was discussed.
- Lack of information available for the types of services available, cost, convenience, etc.
- Look into the possibility of developing contracts with more businesses.
- Encourage businesses to provide incentives to employees who utilize public transit.
- The Quad Cities should encourage the use of one unified system.

**MEETING ATTENDANCE RECORD
MEMBERS, GUESTS & STAFF
(Please Print Legibly)**

Meeting of: Quad Cities Urban Transit Summit

Date: 11/16/2017 Time: 2:30 p.m. To: 3:30 p.m. Minutes: Yes No

Place of Meeting: Centre Station – Moline, IL

Name:	Title/Representing:	Contact # or Email:
1. Lindsay Whitson	Bi-State Regional Commission	(309) 793-6300
2. Bryan Schmid	Bi-State Regional Commission	(309) 793-6300
3. Jeannette Amidon	Metrolink	309-786-2705
4. Tom Stocking	Rim	309 738754
5. Karen Stocking	Rim	309-738-8833
6. Debbie Kubinsky	HCPT Transportation Dir	309-852-4626
7. Alan Carmen	Rock Island Township Supervisor	RITOWN SUPERVISOR @ GMAIL.COM
8. Gary Kennelly	Citizen	FIXIT2AT@YAHOO.COM
9. Jeff Anderson	City of Moline	309-524-2038
10. Katrina Andybur	United Way	Kandybur@Unitedway
11. Chelsey Hohensee	Metrolink	Chohensee@qcmetro link.com
12.		
13.		
14.		
15.		
16.		
17.		
18.		
19.		
20.		
21.		
22.		
23.		
24.		
25.		

DD:sg
forms/Meeting Sign-In Form
11/7/06

**SUMMARY OF IOWA REGION 9 TRANSIT SUMMIT – Walcott, IA
Fire Department
June 28, 2018 – 1:30 p.m.**



1504 Third Avenue, P.O. Box 3368
Rock Island, IL 61204-3368
Phone: (309) 793-6300 • Fax: (309) 793-6305
Website: <http://www.bistateonline.org>

SERVICE REPORT

COUNTY/COMMUNITY: Iowa Region 9 Transit Summit
DATE: June 28, 2018
FILED BY: Ms. Rachel Bruce
MEETING: Bi-State Transit Development Plan Transit Summit Meeting Notes

PRESENT:

<u>County/Community</u>	<u>Bi-State</u>	<u>Others</u>	<u>Copies to:</u>
Refer to attached sign-in sheet	Lindsay Whitson Rachel Bruce		

A transit summit was held to collect public input from individuals in the Iowa Region 9 Area to discuss current and future travel choices and their effects on the region’s transportation services. The meeting began at 1:30 p.m. and ended at 2:30 p.m. on Thursday, June 28, 2018. The meeting was held at the Walcott Fire Department. The location was accessible by public transportation and ADA compliant.

The purpose of the summit was to solicit input from human service agencies, public and private transit providers, and the general public in the Iowa Region 9 Area on the strengths, needs, shortcomings, and coordination efforts of the transportation system in the region and the Bi-State Region as a whole. Input will be evaluated and included in the Bi-State Regional Transit Development Plan (TDP) update. Some areas of focus included current inventory of systems in the region, coordination efforts locally and regionally, funding, and where the gaps in services may exist. The transit summit began with brief introductions, followed by Lindsay Whitson providing a general overview of the Bi-State Transit Development Plan and transportation planning efforts in the Bi-State Region.

Transit issues and barriers that were discussed by attendees include:

- Some smaller rural communities feel they would benefit from more communication from transit systems. River Bend Transit, as a possible solution, offered to attend rural city council meetings as a way to advertise and inform potential users of transit services.
- MuscaBus has seen an increase in demand for pre-school aged children (requests from parents). Unfortunately, this type of service would not be allowed because it would be considered a charter service.
- Hours of operation do not cater to individuals with non-traditional work schedules. Transit users have often requested earlier hours of service.
- The national trend of on-demand transit (Uber, Lyft, etc.) cannot currently be

accommodated by the transit systems, but River Bend Transit is beginning to investigate that model of on-demand transit.

- Muscatine has seen an increase of riders choosing private non-emergency medical transportation over the public services provided.
- River Bend Transit is discontinuing its Iowa City service due to lack of ridership and due to expending all of the ICAP money that they were originally award for the service.

**MEETING ATTENDANCE RECORD
MEMBERS, GUESTS & STAFF
(Please Print Legibly)**

Meeting of: Iowa Region 9 Transit Summit

Date: June 28, 2018 Time: 1:30 p.m. To: 2:30 p.m. Minutes: Yes No

Place of Meeting: Walcott Fire Department

Name:	Title/Representing:	Contact # or Email:
1. John Kostielak	Magnay Walcott	L.kostielak@yahoo.com
2. Christina McDonough	Scott County Health Dept.	563-326-8618 x8897
3. KATHY STANLEY	ISCIA	309 743-0090
4. Jennifer Dewitt	QC Times	563 383-2318
5. Rachel Bruce	BSRC	
6. Lindsay Whitson	BSRC	
7. DIANE HOLST	Scott County	diane.holst@scotcountynowa.com
8. Amy Fortenbacher	City of Muscatine - ^{Muscatine} Supervisor	afortenbacher@muscatineia.gov
9. Sheri Schilders	River Bend Transit DAF	schilders@riverbendtransit.org
10.		
11.		
12.		
13.		
14.		
15.		
16.		
17.		
18.		
19.		
20.		
21.		
22.		
23.		
24.		
25.		

JUNE 2018 TRANSIT SUMMIT FLYER

Iowa Region 9 Transit Summit



Bi-State Regional Commission will be hosting a Transit Summit to receive public input from individuals in the community to identify current travel choices and their effect on the region's transportation services. Input will be published in the Bi-State Regional Commission's Transit Development Plan (TDP). The Transit Development Plan is a coordinated effort by the Bi-State Region to provide information and guidance on future transportation mobility options and choices within a six-county area, including Muscatine and Scott Counties, Iowa and Henry, Mercer, Rock Island, and Whiteside Counties, Illinois.

- What?** Iowa Region 9 Transit Summit-
Muscatine County and rural Scott County
- Where?** Walcott, IA Fire Department – Large Meeting Room
128 Lincoln Street, Walcott, IA 52773
- When?** Thursday, June 28, 2018 from 1:30 p.m. to 2:30 p.m.
- Why?** The purpose of the summit is to receive comments from individuals to identify current travel choices and their effect on the region's transportation services. The results will allow planners to better understand how and why people travel in the region as well as long term transportation service needs.
- Who?** The general public and individuals residing in Muscatine County and rural Scott County with an interest in public transportation and future travel needs in Muscatine and Scott Counties.
- Questions?** Contact Lindsay Whitson, Senior Planner
Bi-State Regional Commission
E-mail: lwhitson@bistateonline.org
Phone: (309) 793-6302 Ext. 124

Appendix D

Limited English Proficiency Analysis

For Bi-State Regional Commission and public transit operators in Henry, Mercer, Rock Island, and Whiteside Counties in Illinois and Muscatine and Scott Counties in Iowa.

The purpose of this Limited English Proficiency (LEP) analysis is to outline how Bi-State Regional Commission and area transit systems identify persons who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write, or understand English.

The LEP analysis will utilize the framework of the US DOT's four-factor LEP analysis that considers the following elements:

- 1. The number or proportion of LEP persons in the region who may be served by public transportation or are likely to encounter a public transportation program, activity, or service.*
 - 2. The frequency with which LEP persons come into contact with public transportation programs, activities, or services.*
 - 3. The nature and importance of programs, activities, or services provided by public transportation providers to the LEP population.*
 - 4. The resources available to public transportation providers and overall costs to provide LEP assistance.*
- 1. The number or proportion of LEP persons in the region who may be served or are likely to encounter a public transportation program, activity, or service.**

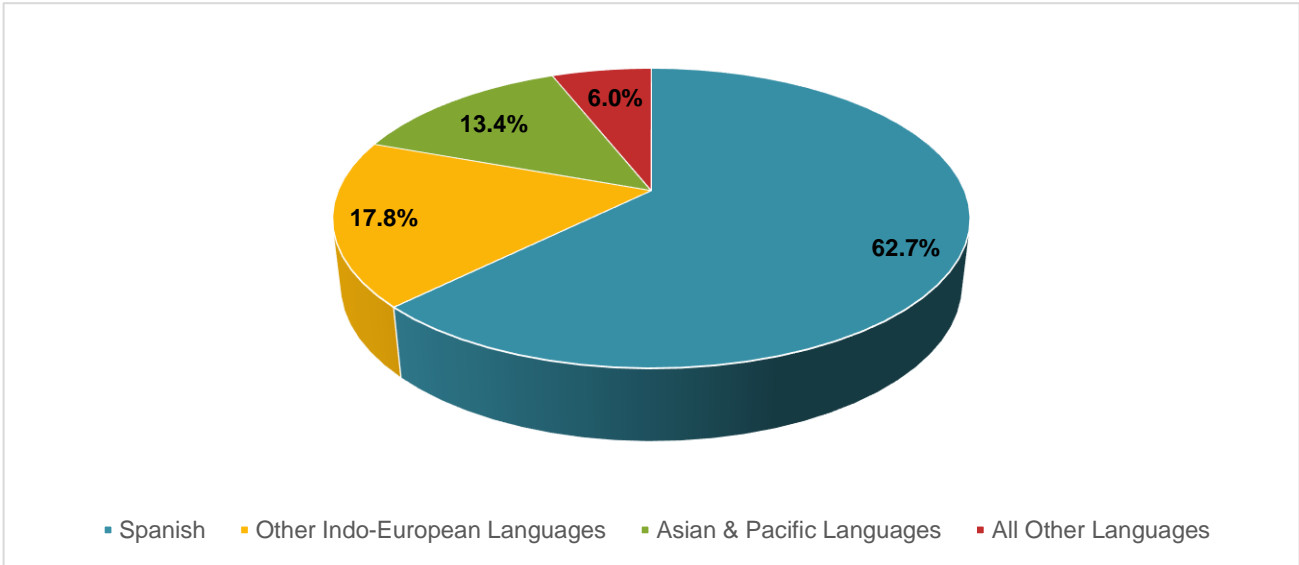
Bi-State Regional Commission reviewed 2016 U.S. Census American Community Survey (ACS) data to determine the percentage of LEP individuals in the Greater Bi-State Region. For the purposes of this analysis, persons who speak another language and speak English less than “very well” are considered to be LEP. The counties with the highest percentage of individuals who speak English less than “very well” are Muscatine (5.60%) and Rock Island (5.60%), followed by Scott (2.20%). Table D-1 demonstrates the English abilities of individuals from each county and the region. Figure D-1 shows the percentage languages other than English spoken in the Greater Bi-State Region.

**Table D-1
Greater Bi-State Region Population Speaking English**

	Henry	Mercer	Muscatine	Rock Island	Scott	Whiteside	Greater Bi-State Region
Total Population age 5 years and over	46,966	15,158	40,133	137,231	159,824	53,874	453,186
Speak only English	44,616	14,947	34,631	119,526	150,332	50,140	414,192
Speak another Language, and speak English "very well"	1,550	143	3,259	10,085	6,042	2,693	23,772
Speak another Language, and speak English less than "very well"	800	68	2,243	7,620	3,450	1,041	15,222
Percent that speak another Language, and speak English less than "very well"	1.70%	0.40%	5.60%	5.60%	2.20%	1.90%	3.4%

Source: U.S. Census Bureau, 2012-16 American Community Survey 5-year estimates

**Figure D-1
Percentage of Languages Other Than English
Spoken in the Greater Bi-State Region**



Source: U.S. Census Bureau, 2012-16 American Community Survey 5-year estimates

2. The frequency with which LEP persons come into contact with public transportation programs, activities, or services.

In the majority of the region, transit systems have received little or no requests for translation services from LEP individuals. Driver training, public outreach, and regular assessment of potential demographic changes allow the transit systems to monitor the use of their services by LEP individuals and identify ways to improve their outreach efforts.

3. The nature and importance of programs, activities, or services provided by public transportation providers to the LEP population.

Based on 2016 U.S. Census ACS data, approximately 3.40% of the Greater Bi-State Region are LEP individuals. Although there are areas with a higher density of LEP individuals, no single county within the region has a LEP population at or above 6%. The overwhelming majority of the region’s population (94.99%) speaks English as a first language or as a second language and “very well.” Services in which the transit systems are most likely to encounter LEP individuals are fixed-route systems and employee-specific services that primarily serve the general public.

4. The resources available to public transportation providers and overall costs to provide LEP assistance.

Overall, the Greater Bi-State Region has a very small population of LEP individuals. In some cases, limited LEP resources are provided because a particular transit system's service area has very few LEP riders and/or has received no requests for translation services. Transit systems that do provide service to a higher percentage of LEP populations provide various types of services to accommodate potential riders, depending upon the area and the languages spoken. Generally, the most requested language services in the Greater Bi-State Region are from Spanish-speaking individuals.

A. *Language Assistance Measures*

1. Some regional transit systems train new drivers and staff on awareness of language services available to potential riders, how to respond to LEP callers, how to respond to correspondence from LEP individuals, and overall how to respond to LEP needs.
2. In areas where a greater LEP population resides, transit systems provide key information in alternative languages. Resources include websites, riders guides, promotional materials, and public notices.

B. *Outreach Techniques*

Due to a relatively small regional LEP population, not all of the transit systems have a formal outreach procedure in place. Below are some of the outreach efforts that are currently being done on a regular basis:

1. Regular communication with community-based organizations that commonly work with LEP populations to educate their clients on transit services, including the availability of language assistance services. Examples of organizations that have been contacted include: Churches, Community Advocacy Groups, Service Organizations, and the Greater Quad Cities Hispanic Chamber of Commerce.
2. In some cases, transit systems utilize resources such as websites, riders guides, and local publications offered in alternative languages to provide information to LEP populations.

C. *Monitoring and Updating LEP Efforts*

1. Bi-State Regional Commission and regional transit systems regularly assess changes in demographics and population within the six-county area to determine the need to provide a greater emphasis on LEP in planning documents and reevaluate transit systems' LEP plans.
2. Regional transit systems review the number of requests for translation resources and materials to identify if LEP needs have changed within their service areas.