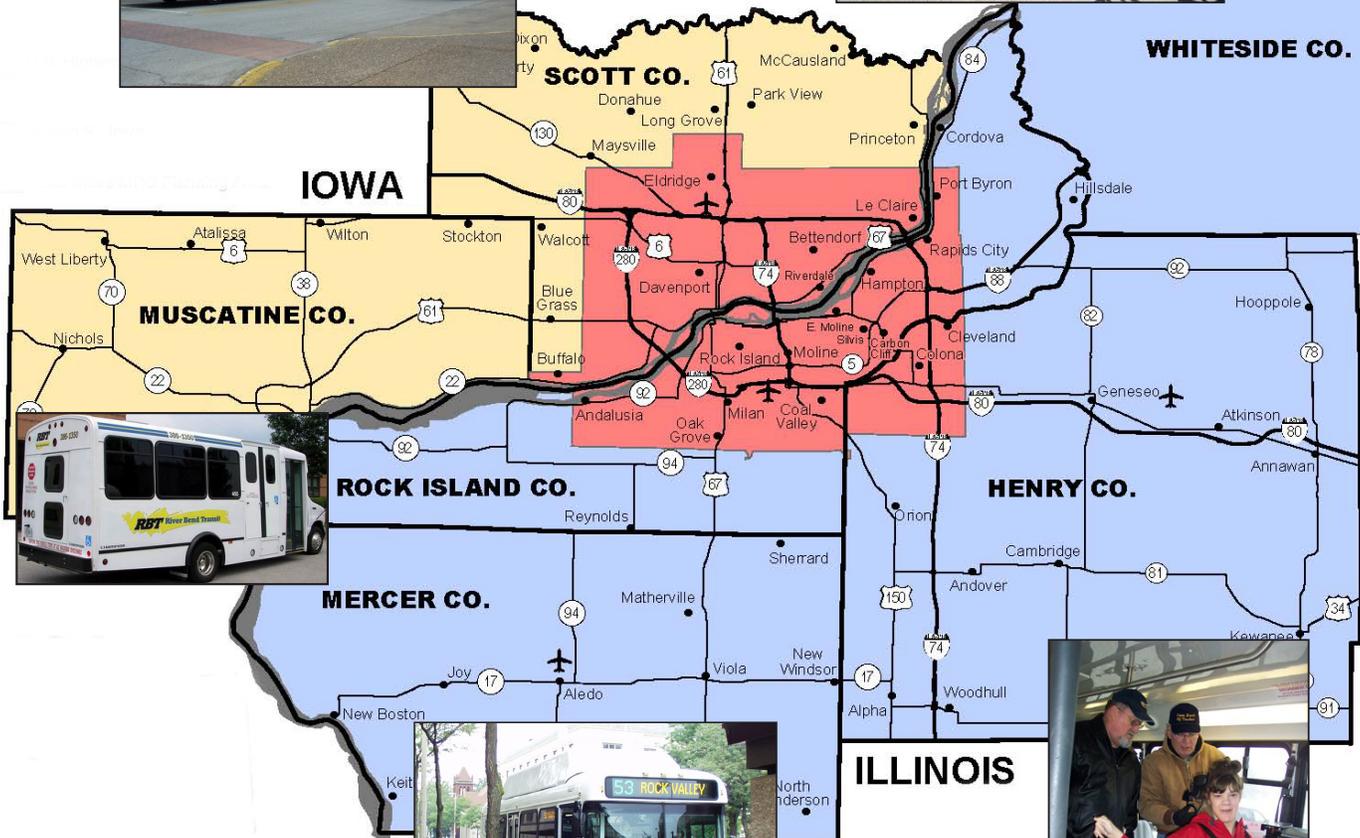


Bi-State Region Transit Development Plan

May 2014 Annual Update



BI-STATE REGION TRANSIT DEVELOPMENT PLAN

FFY 2014 – FFY 2018

May 2014

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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 & Age	2–4
Disability.....	2–8
Households Profile and Income	2–10
Employment	2–10
Commuting Patterns.....	2–11
Workforce Trends.....	2–12
Aging and Mobility	2–14
Regional Economic and Service Centers.....	2–15
Chapter 3. Transit Profile	3–27
Transit Providers	3–27
FTA Section 5310 Vehicle Recipients.....	3–37
Other Providers	3–38
Extent and Distribution of Services	3–42
Summary of Coordination	3–43
Chapter 4. Evaluation of Needs & Policy Direction	4–1
Review of Efforts	4–1
Public Input.....	4–4
Common Transit Issues.....	4–6
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.....	4–14

Transit Security/Safety Needs	4-16
Policy Direction & Strategies	4-16
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.....	2-9
Table 2.2 – Households by Type	2-10
Table 2.3 – Households with no vehicles available	2-10
Table 2.4 – Commuting Patterns in the Greater Bi-State Region for Workers 16 and over 2006-2010 ACS Estimates	2-11
Table 2.5 – Commuting Patterns among Counties in the Greater Bi-State Region for Workers 16 and over 2006-2010	2-12
Table 2.6 – Language Spoken at Home (for the population 5 years and over).....	2-16
Table 2.7 – Regional Profile - Greater Bi-State Region	2-17
Table 2.8 – Regional Profile - MPA	2-18
Table 2.9 – Largest Employers by County (2013)	2-19
Table 2.10 – Employers by Industry Sector	2-20
Table 3.1 – Public Transit Systems Fixed-Route Information.....	3-28
Table 3.2 – School Bus Fleet Information in Iowa Quad Cities and Region 9.....	3-42
Table 5.1 – Federal Transit Funding Assistance – FFY2014.....	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 2014.....	5-20
Table 5.9 – Current Year Planning Expenses FFY 2015.....	5-20

Table 5.10 – Initial Year Planning Expenses FFY 2016-2018.....	5–21
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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.....	2–3
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.....	2–5
Figure 2.5 – Racial Makeup of Illinois Region 2.....	2–5
Figure 2.7 – Hispanic or Latino Ethnicity Population by County.....	2–7
Figure 2.8 – Hispanic or Latino Ethnicity for the Urban/Rural Areas.....	2–7
Figure 2.9 – Greater Bi-State Region – Population Pyramid.....	2–8
Figure 2.10 – Percent of Women Employed.....	2–13

Maps

Map 1.1 – Bi-State Region.....	1–8
Map 1.2 – Iowa Region 9 Area for Transportation Planning.....	1–9
Map 1.3 – Illinois Region 2 Area for Transportation Planning.....	1–10
Map 2.1 – Percent Minority Population by Census Tract.....	2–21
Map 2.2 – Population by Density Age 65 and Older by Census Tract.....	2–22
Map 2.3 – Population Density of Disabled Persons by Census Tract.....	2–23
Map 2.4 – Median Household Income by Census Tract.....	2–24
Map 2.5 – Percent Households with No Vehicle by Census Tract.....	2–25
Map 2.6 – Population Density of Labor Force by Census Tract.....	2–26
Map 3.1 – Existing and Future Transit Routes.....	3–49
Map 3.2 – Transit Routes in Muscatine Area.....	3–50
Map 3.3 – Transit Services Area.....	3–51
Map 4.1 – Opportunities for Job Access and Reverse Commuting.....	4–19
Map 4.2 – Mobility Options with Regional Service Centers.....	4–20
Map 4.3 – Mobility Options with Medical Providers and Services.....	4–21
Map 4.4 – Mobility Options with Service Centers.....	4–22

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City of Davenport, Iowa

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Rock Island County Board

Bill Cusack
Scott County Board of Supervisors

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Illinois Department of Transportation
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Administration – Region VII
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Federal Highway Administration – Iowa
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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.

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Bill Connors, Community Development Director
City of Bettendorf, Iowa

Mike Clarke, Public Works Director
City of Davenport, Iowa

Gary Statz, Transportation Engineer
City of Davenport, Iowa

Pam Miner, Community Development Director
City of Davenport, Iowa

Tim Kammler, City Engineer³
City of East Moline, Illinois

Cole O'Donnell, City Administrator
City of East Moline, Illinois

John Dowd, City Administrator⁴
City of Eldridge, Iowa

Alan Wilson, Village Administrator⁴
Village of Coal Valley
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City of Moline, Illinois

Scott Hinton, City Engineer
City of Moline, Illinois

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Department of Community &
Economic Development
City of Rock Island, Illinois

Mike Kane, City Engineer
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Rock Island County

Timothy Huey, Director
Scott County Planning & Development

Jon Burgstrum, County Engineer²
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Tracy Troutner
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Iowa Division

Dan Long
Illinois Department of Transportation

Sam Shea
Iowa Department of Transportation

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

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.

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.

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River Bend Transit

DeWayne Hopkins, Mayor²
City of Muscatine

Tom Furlong, Board Member
Muscatine County Board of Supervisors

Bill Cusack
Scott County, Board of Supervisors

Vacant³
(Alternate: Vacant)

Tracy Troutner⁴
Iowa Division
Federal Highway Administration

Mark Bechtel⁴
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

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Region 9 Technical Committee

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Randy Hill
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City of Muscatine

Steve Boka
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Kristy Korpi
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Muscatine County

Jodee Stepleton
Building Official, Zoning Administrator
and Environmentalist
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Scott County

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City of Wilton

Tracy Troutner³
Iowa Division
Federal Highway Administration

Mark Bechtel³
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.

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Region 2 Transit Advisory Committee

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Angela Heise
Special Projects Coordinator
Henry County Housing Authority

Tim Wells
Chair
Henry County Board

Maureen Hart
Executive Director
Project NOW

Jeff McWhorter²
Chair
Mercer County Board

Barbara Eskildsen
Executive Director
Western Illinois Area Agency on Aging

Phillip Banaszek
Chair
Rock Island County Board

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

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

Doug Vandersee
Director
Whiteside County Senior Center

Kim Walker
Director of Employment & Training
Abilities Plus/Henry County Public
Transportation

Vacant
(Mercer County Representative)

¹ Committee Vice-Chair

² Committee Chair

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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
* Aledo 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.
 Resthave 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

- * 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

Organization

- 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

Organization

- 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. MAP-21 continues to call for coordinated passenger transportation planning, and the TDP serves this purpose.

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, Evaluation of Needs.

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 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?

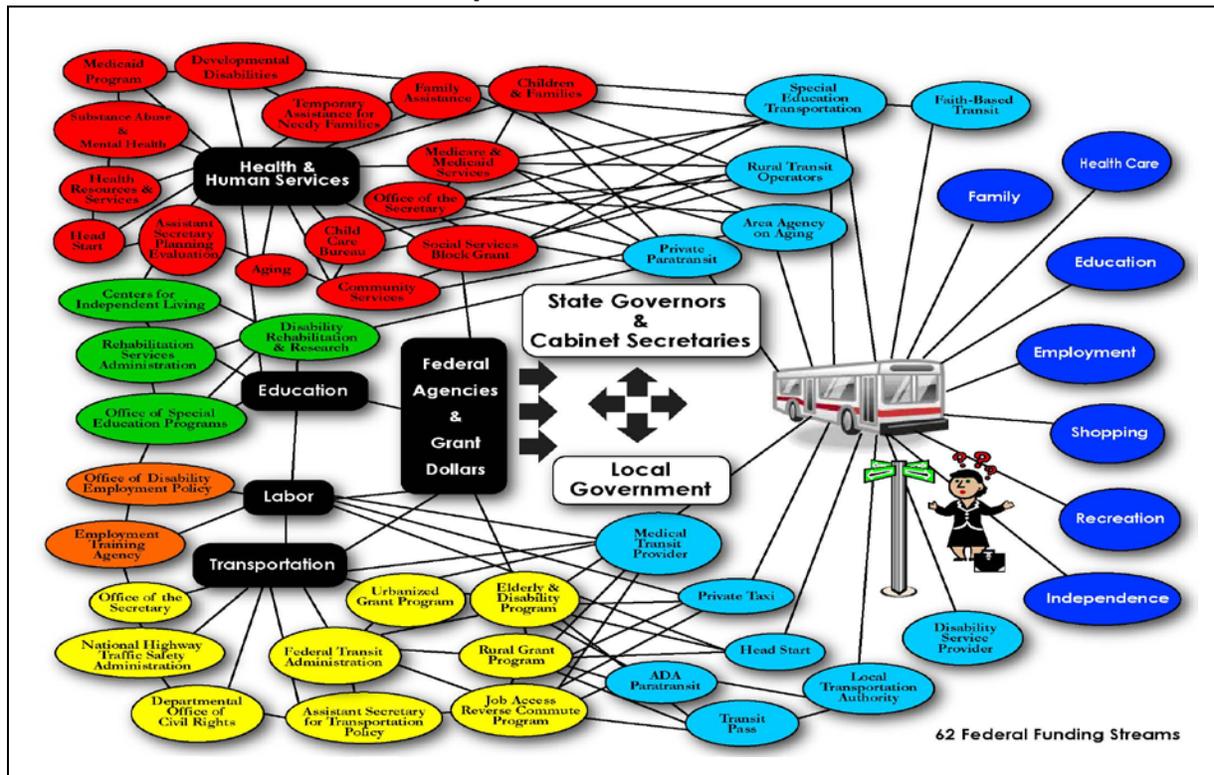
In 2004, President Bush issued Executive Order #13330 (“United We Ride”), a directive to improve coordination in human services transportation. The directive was the result of a 2003 Government Accountability Office (GAO) report that identified 62 Federal funding streams providing assistance to state, 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 coordination 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 is geared toward the development and improvement of transit, bike, and pedestrian programs and policies. Currently, MAP-21 has been authorized for a term of two years, with an expiration date of September 30, 2014. As a result of MAP-21, many of the Federal programs have been consolidated, decreasing the number of programs from 90 to less than 30.

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. 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 MAP-21. 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 formula to designated transit operators for capital, planning, Job Access and Reverse Commute (JARC) 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
- **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. The Enhanced Mobility program, formerly New Freedom, used to be under Section 5317 but is now in the process of becoming phased out. At least 55% of the funds must be used towards capital projects and the remaining 45% are eligible for transportation projects that exceed the requirements of the ADA. The idea 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 is now in the process of becoming phased out completely. Funding for JARC-related 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. Primarily for bus capital projects found in urban areas.
- **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 between 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 and 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 which STP 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 Program (STP)** – The STP is another of FHWA's core programs. A new approach that MAP-21 has 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 come 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, STP 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.

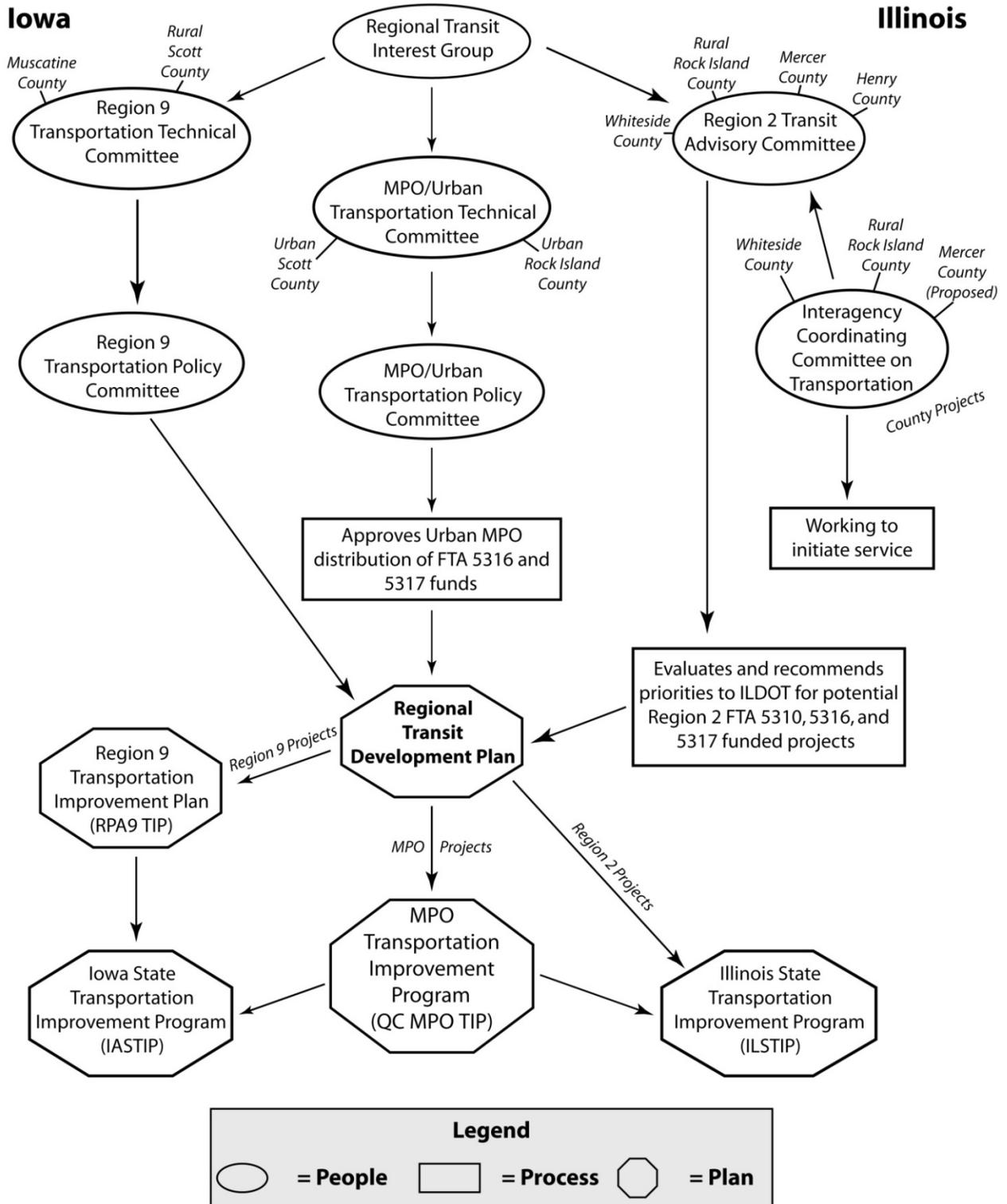
In Iowa, there are State Transit Assistance (STA) and the Public Transit Infrastructure Grant (PTIG) Programs. STA funds are derived from a four percent tax of the fees for new registration collected on sales of motor vehicles and accessory equipment. STA funds can be used for transit capital improvements, 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, 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

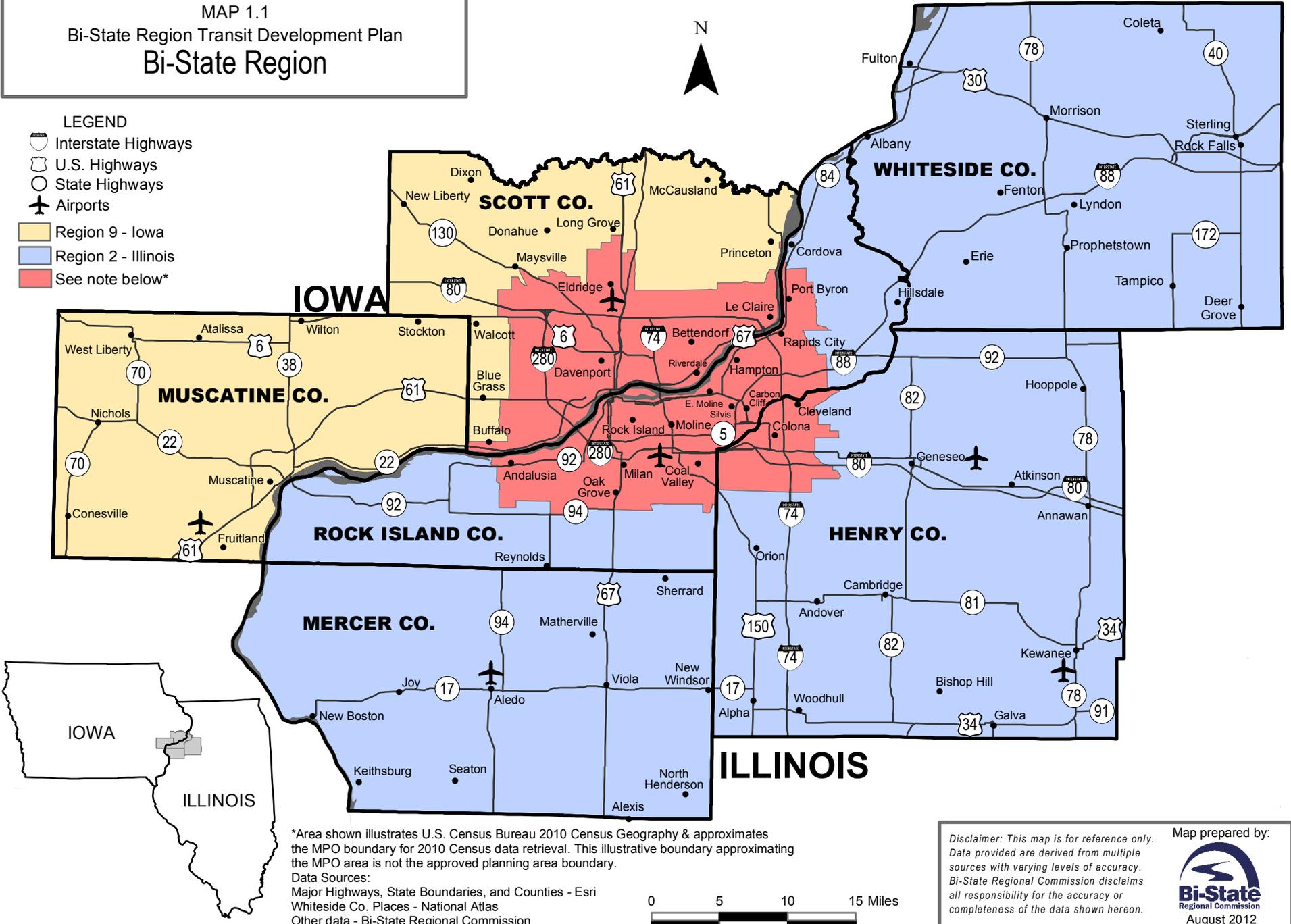


MAP 1.1
Bi-State Region Transit Development Plan
Bi-State Region



LEGEND

-  Interstate Highways
-  U.S. Highways
-  State Highways
-  Airports
-  Region 9 - Iowa
-  Region 2 - Illinois
-  See note below*



*Area shown illustrates U.S. Census Bureau 2010 Census Geography & approximates the MPO boundary for 2010 Census data retrieval. This illustrative boundary approximating the MPO area is not the approved planning area boundary.
 Data Sources:
 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.

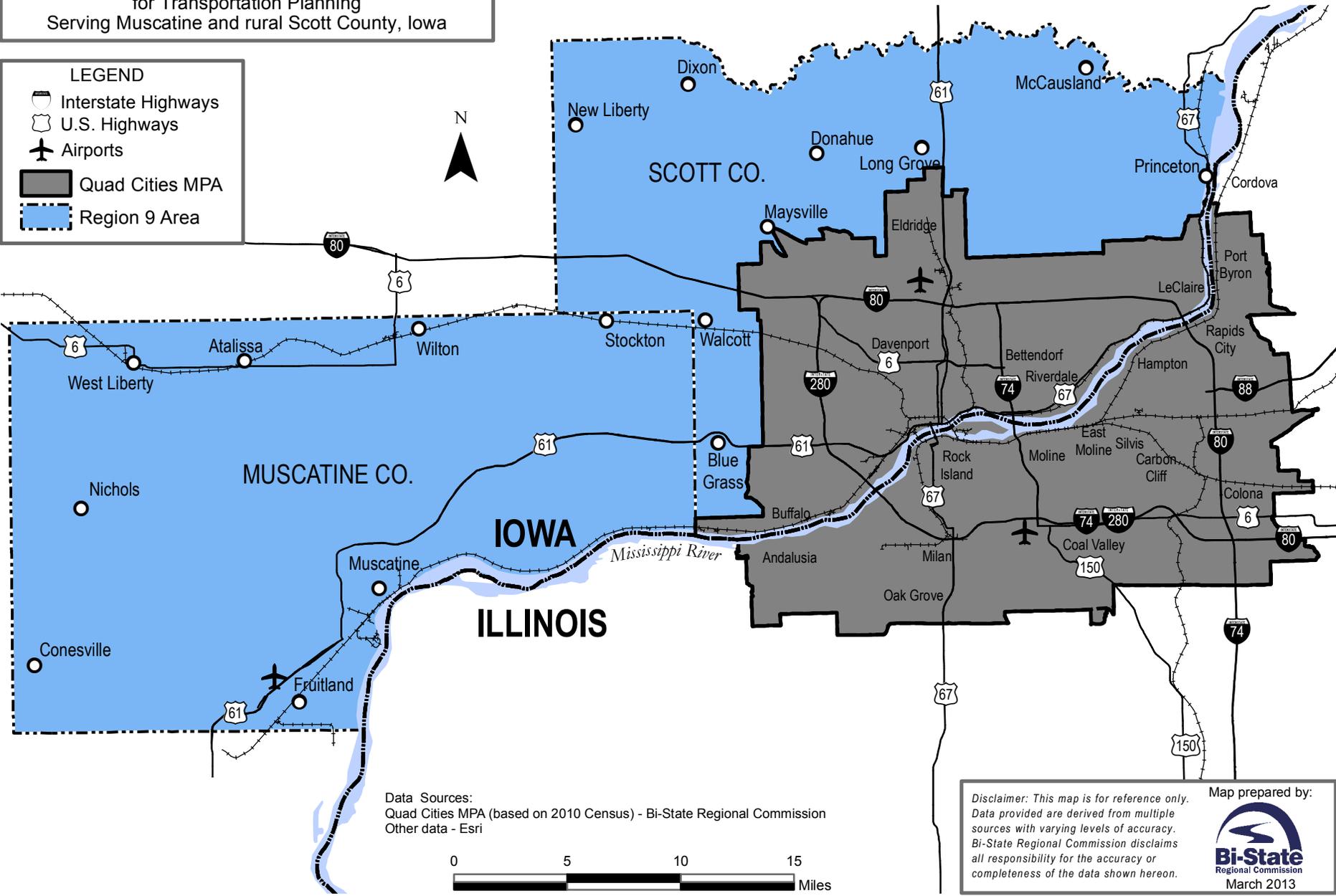
Map prepared by:

 August 2012

MAP 1.2
 Bi-State Region Transit Development Plan
Region 9 Area - Iowa
 for Transportation Planning
 Serving Muscatine and rural Scott County, Iowa

LEGEND

-  Interstate Highways
-  U.S. Highways
-  Airports
-  Quad Cities MPA
-  Region 9 Area



Data Sources:
 Quad Cities MPA (based on 2010 Census) - Bi-State Regional Commission
 Other data - Esri

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 2013

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 2012 ACS (2008-2012 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. All counties within the Greater Bi-State Region will have disability data available from 5-year estimates, except for Mercer County, Illinois, which will only have data from the ACS 3-year estimates.

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 2006-10 5-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 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.



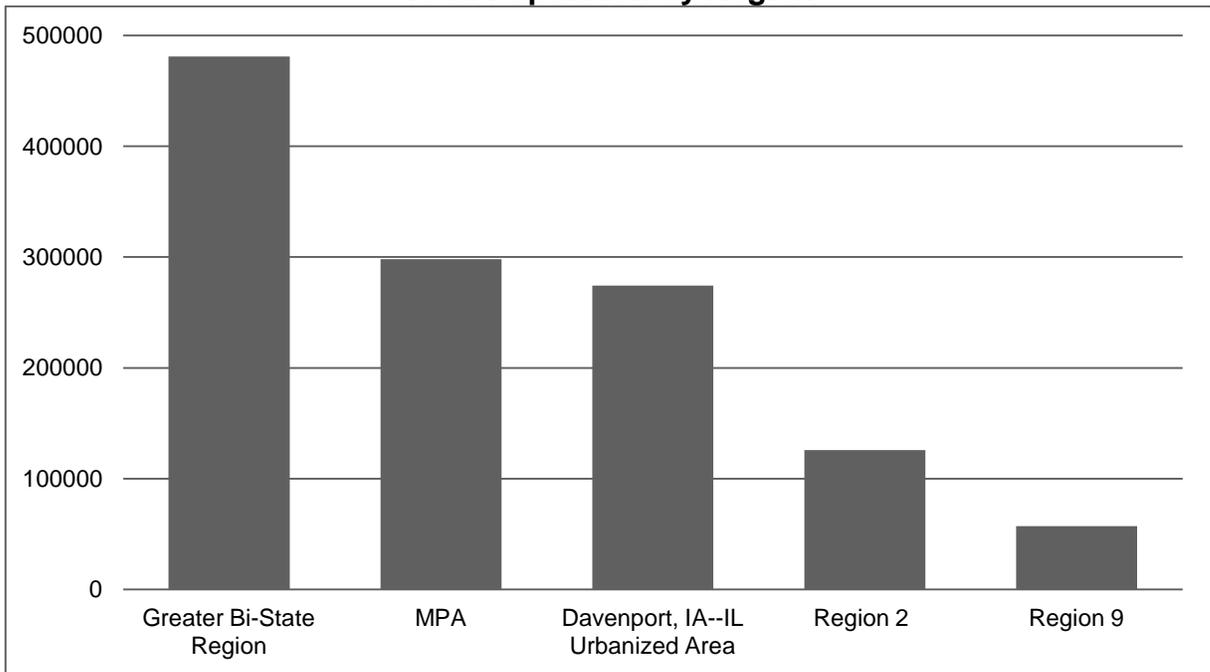
This includes information on population, households, income, employment, and commuting patterns. This regional profile is based on data derived from the 2010 U.S. Census and the 2012 ACS (2008-2012 5-year estimates), unless otherwise noted.

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

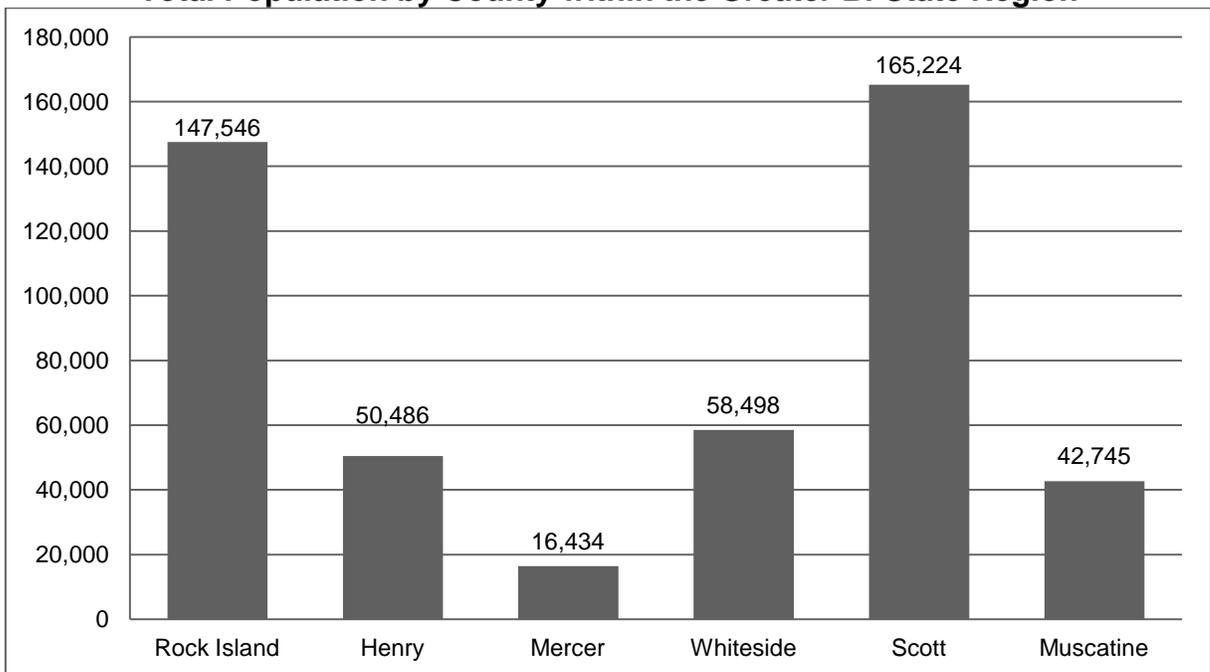
According to the 2010 Census reports, the Greater Bi-State Region has a population of 480,933, and the MPA has a population of 297,986. The MPA makes up 62 percent of the population within the region. Figure 2.1 graphically depicts population levels for the Greater Bi-State Region compared to population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

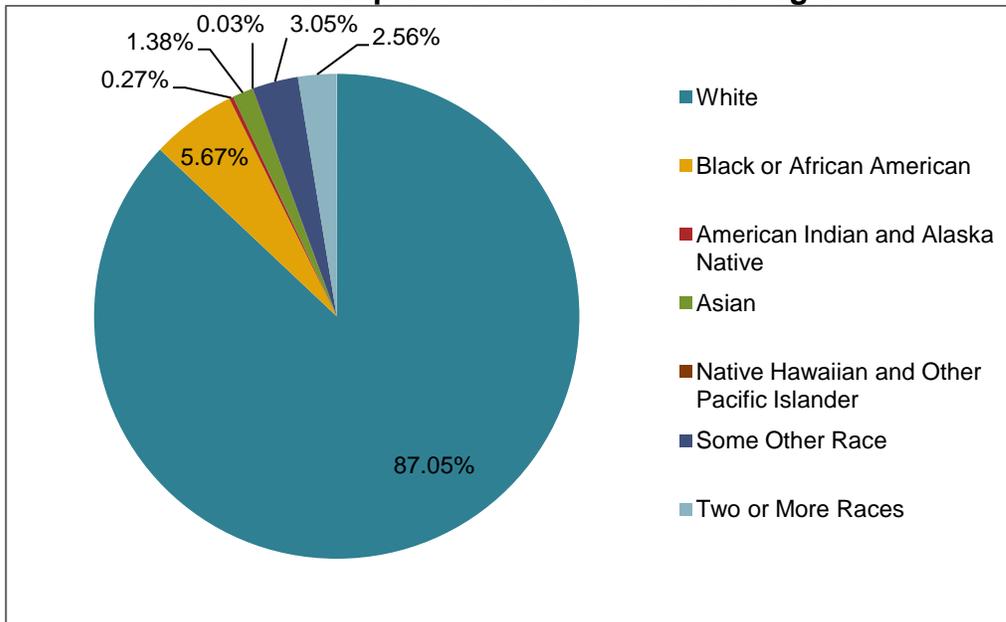
According to the 2010 Census, the population of the Greater Bi-State Region was 49.18 percent male and 50.82 percent female. Comparatively, the MPA was 48.9 percent male and 51.1 percent female.

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

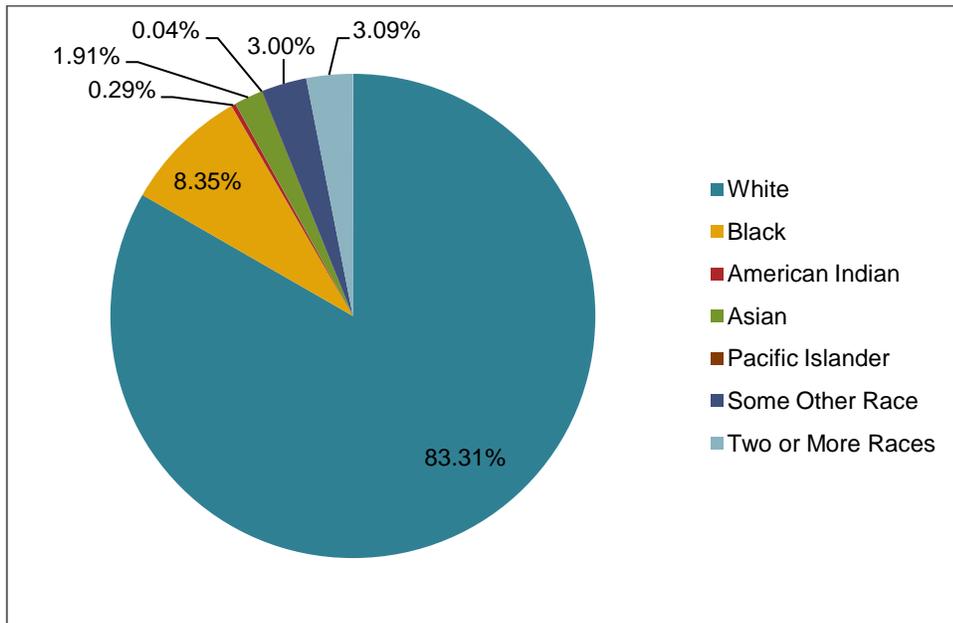
Figures 2.3 and 2.4 show the racial characteristics of the Greater Bi-State Region and the MPA.

Figure 2.3
Racial Makeup of the Greater Bi-State Region



Source: U.S. Census Bureau, 2010 Census

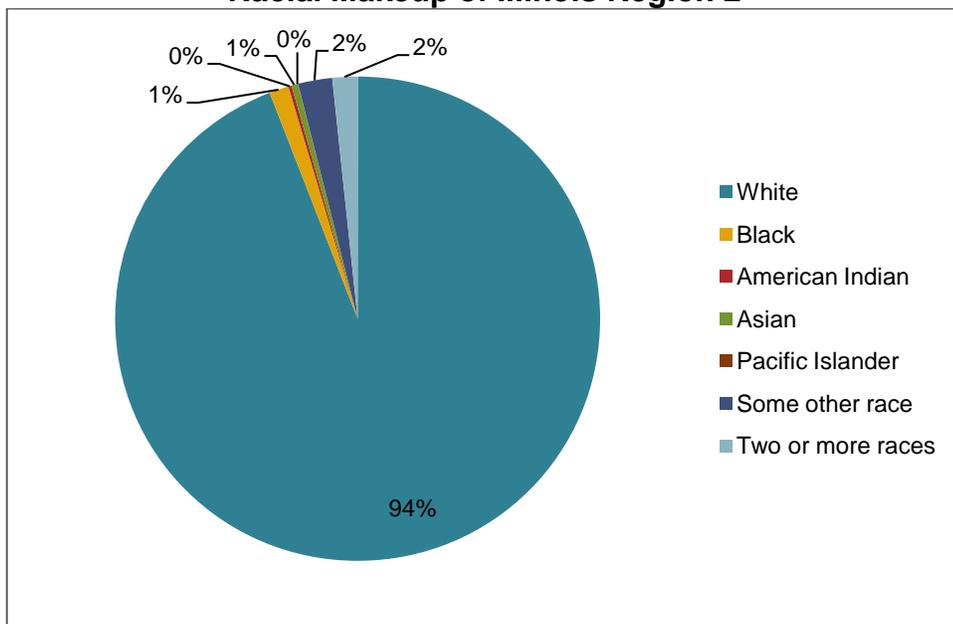
**Figure 2.4
Racial Makeup of the MPA**



Source: U.S. Census Bureau, 2010 Census

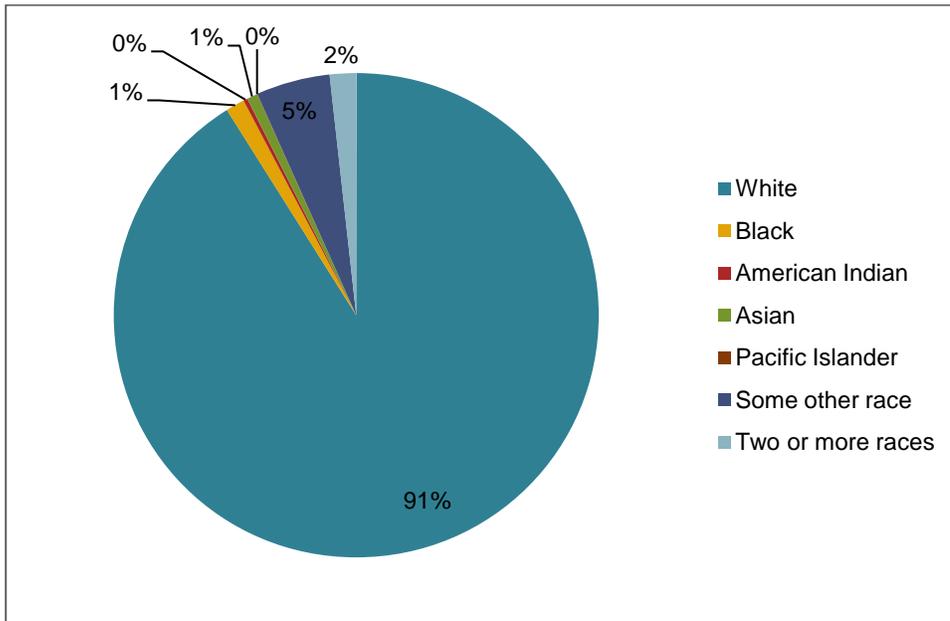
Figures 2.5 and 2.6 show the racial breakdown of the populations in Illinois Region 2 and Iowa Region 9 based on Census 2010 data.

**Figure 2.5
Racial Makeup of Illinois Region 2**



Source: U.S. Census Bureau, 2010 Census

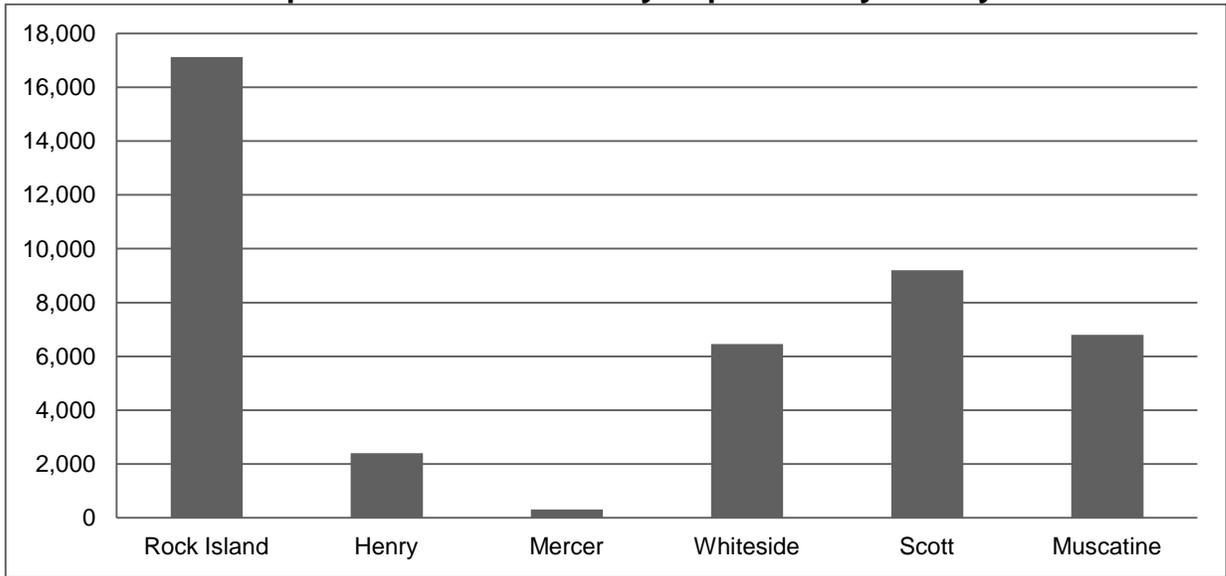
Figure 2.6
Racial Makeup of Iowa Region 9



Source: U.S. Census Bureau, 2010 Census

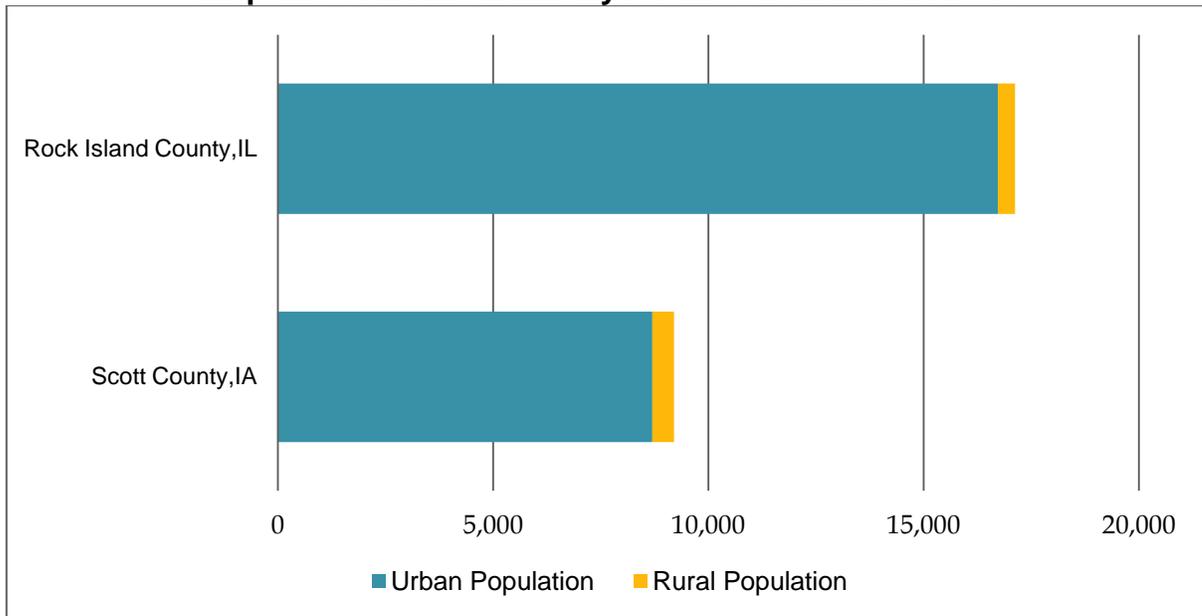
Figure 2.7 displays the number of persons with Hispanic or Latino ethnicity by county in the Greater Bi-State Region. In 2012 (ACS 2008-12 5-year estimates), there were 42,282 people reporting Hispanic or Latino ethnicity in the Greater Bi-State Region. Figure 2.8 displays the number of persons with 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 (2008-2012)

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

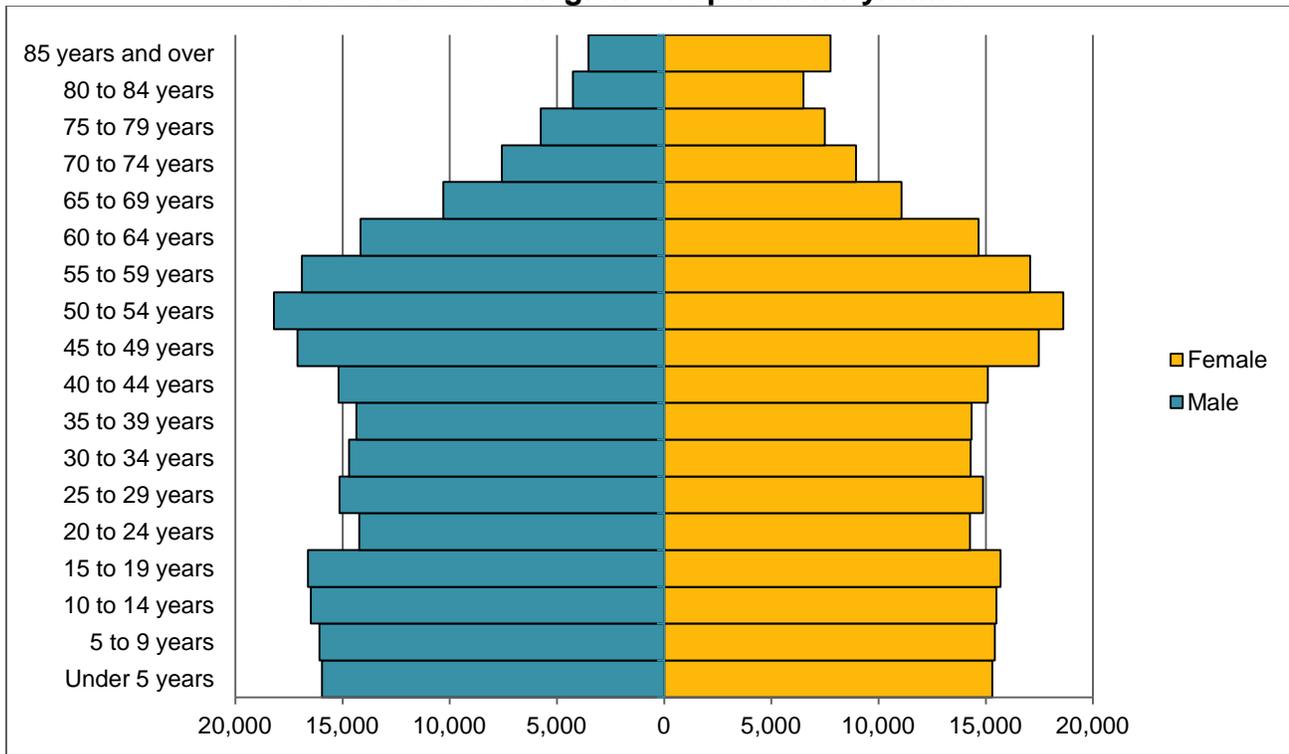


Source: U.S. Census Bureau, 2010 Census

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 43.7 years. At the time of the 2010 Census, the most populous age cohort in the Greater Bi-State Region was 50-54 years at 36,806

persons, followed by the 45-49 age cohorts at 34,575 persons. The age group of 80-84 was the smallest with a population of 10,756 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, 2010 Census

Disability

The 2008-12 American Community Survey 5-year estimates show that within the Greater Bi-State Region there are approximately 54,065 or 11.4 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 9.1 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	145,079	49,646	16,206	57,539	163,475	42,256
With a disability	18,043	5,400	1,918	8,011	16,215	4,478
Under 18	33,044	11,883	3,726	13,620	40,500	11,126
With a disability	1,399	480	210	421	1,137	480
18 to 64 years	88,821	29,506	9,627	33,950	101,970	25,581
With a disability	8,551	2,250	735	3,981	8,555	2,181
65 and over	23,214	8,257	2,853	9,969	21,005	5,549
With a disability	8,093	2,670	973	3,609	6,523	1,817

Source: U.S. Census Bureau, American Community Survey 5-year estimates, 2008-12

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	70,010	23,671	7,848	27,335	81,660	20,059
Employed	64,169	22,149	7,456	24,620	76,598	18,848
With a disability	2,821	790	308	1,638	3,324	867
No disability	61,348	21,359	7,148	22,982	73,274	17,981
Unemployed	5,841	1,522	392	2,715	5,062	1,211
With a disability	607	230	52	240	548	142
No disability	5,234	1,292	340	2,475	4,514	1,069
Not in the Labor Force	18,747	5,767	1,779	6,576	21,586	5,354
With a disability	5,067	1,312	375	2,278	5,242	1,292
No disability	13,680	4,455	1,404	4,298	16,344	4,062

Source: U.S. Census Bureau, American Community Survey 3-year estimates, 2010-12

Note: Mercer County, IL is not available for this data set. The American Community Survey 5-year estimates, 2008-2012, were used instead.

**Table 2.2
Households by Type**

	Rock Island County	Henry County	Mercer County	Whiteside County	Scott County	Muscatine County
Female householder, no husband present	7,234	1,717	689	2,712	7,476	1,916
With own children under 18 years	4,376	1,087	419	1,778	5,168	1,287
Male householder, no wife present	2,622	804	329	979	2,407	686
With own children under 18 years	1,589	381	262	522	1,313	363

Source: U.S. Census Bureau, 2008-12 American Community Survey 5-year estimates

Households Profile and Income

According to the 2012 ACS (2008-12 5-year estimates) there are approximately 194,792 households within the Greater Bi-State Region. Approximately 22.8 percent of the total households have a household income of less than \$25,000. Single headed households account for approximately 14.9 percent of all households. There are approximately 21,744 (11.2 percent) female-headed households with no husbands present; comparatively there are approximately 7,827 (4.0 percent) male-headed households. Among the female-headed households, 64.9 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	60,670	20,510	6,768	23,390	66,914	16,540	194,792
No vehicle available	5,592	1,160	299	1,504	3,762	952	13,269
Percent	9.2%	5.7%	4.4%	6.4%	5.6%	5.8%	6.8%

Source: U.S. Census Bureau, 2008-12 American Community Survey 5-year estimates

Of all households surveyed in the Greater Bi-State Region, 13,269, or about 6.8 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 2012 American Community Survey 5-year estimates (2008-2012) the total labor force for the population of 16 years and over in the Greater Bi-State Region was 248,309. The most common industry sectors identified in the region include education, health, and social service, which employ approximately 21.6 percent,

followed by "Manufacturing," (18.4 percent) and "Retail Trade" (11.6 percent). The largest employers in the Greater Bi-State Region area are the Rock Island Arsenal (7,900), Deere & Company (5,800), and Genesis Health System (5,100). 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 of 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 U.S. DOT, Federal Highway Administration, Office of Planning, Environment & Realty; Census Transportation Planning Products (CTPP) Program. 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, 2006-10: American Association of State Highway and Transportation Officials (AASHTO), CTPP (Census transportation planning products). 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 expected to begin on the new span of the I-74 Bridge in 2018, commuting patterns in the urban Quad Cities are expected to shift in the near future, especially during construction. As part of the project, Bettendorf Transit and the Loop 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
2006-2010 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	21,778	7,222	65,886	20,999	17,889	76,554
Residents who commute outside the 6 County Area	2,047	863	2,096	6,128	2,513	3,158
Total Workers	23,825	8,085	67,982	27,127	20,402	79,712

Source: U.S. Census Bureau, 2006-2010 5-year estimates American Community Survey

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

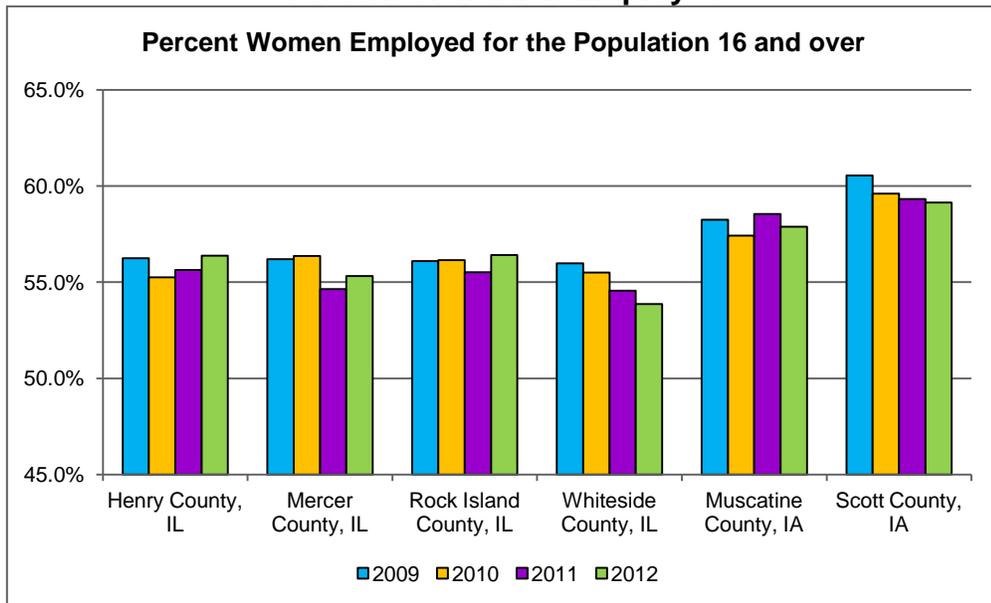
Commuting to → Residents of ↓	Henry County, IL	Mercer County, IL	Rock Island County, IL	Whiteside County, IL	Muscatine County, IA	Scott County, IA
Henry County, IL	13,373	140	6,212	225	58	1,770
Mercer County, IL	147	3,343	2,269	N/A	674	789
Rock Island County, IL	746	188	49,711	339	748	14,154
Whiteside 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 2009 and 2012. Figure 2.10 depicts the percent of women employed in the six counties for each year between 2009 and 2012. 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**



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 2040 planning horizon of MPA transportation plan, 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 age increases, older people 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 already 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)

LEP individuals 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.

According to the 2012 ACS (2008-12 5-year estimates), approximately 35,534 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 (5.1 percent), and Rock Island (4.8 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 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	137,966	47,360	15,488	54,919	154,273	39,727
English only	122,632	45,255	15,182	51,217	145,718	34,195
Language other than English	15,334	2,105	306	3,702	8,555	5,532
Speak English less than "very well"	6,659	929	117	1,176	3,277	2,015

Source: U.S. Census Bureau, 2008-12 American Community Survey 5-year estimates

Table 2.7
Regional Profile - Greater Bi-State Region

GENERAL DEMOGRAPHIC CHARACTERISTICS			
Total Population	480,933	Total Households	195,254
Gender		Age	
Male	236,531	0-4	31,265
Female	244,402	5-19	95,791
Race		20-24	28,490
White	418,632	25-34	59,016
Black or African American	27,247	35-44	58,987
American Indian and Alaska Native	1,304	45-54	71,381
Asian	6,620	55-64	62,802
Native Hawaiian and Other Pacific Islander	153	65-74	37,908
Some Other Race	14,65	75 and over	35,293
Two or More Races	12,32		
Hispanic or Latino (of any ethnicity)	42,282		
INCOME AND EDUCATION CHARACTERISTICS			
Household Income		School Enrollment	
		Population 3 years and over enrolled	
\$14,999 or less	22,312	in school	19,987
\$15,000 to \$24,999	22,193	Nursery school, preschool	8,160
\$25,000 to \$34,999	22,098	Kindergarten	6,095
\$35,000 to \$49,999	29,771	Elementary school (grades 1-8)	50,050
\$50,000 to \$74,999	39,276	High school (grades 9-12)	26,896
\$75,000 to \$99,999	25,740	College or graduate school	28,786
\$100,000 to \$149,999	21,992		
\$150,000 or more	11,410	Educational Attainment	
Family Income		Population 25 years and over	325,342
		Less than 9th grade	12,806
\$14,999 or less	8,271	9th to 12th grade, no diploma	23,408
		High school graduate	
\$15,000 to \$24,999	9,103	(includes equivalency)	103,910
\$25,000 to \$34,999	11,549	Some college, no degree	78,067
\$35,000 to \$49,999	18,220	Associate's degree	32,157
\$50,000 to \$74,999	28,082	Bachelor's degree	50,273
\$75,000 to \$99,999	21,322	Graduate or professional degree	24,721
\$100,000 to \$149,999	19,195		
\$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	500	Mercer County School District #404	297
City of Kewanee	390	Sherrard Community Unit School District #200	247
Kewanee Family Health	375	Donaldson Company	160
Geneseo Community Unit School District #227	320	General Grind and Machine	150
Hammond Henry Hospital	285	Walmart	97
Bomag Americas Inc.	263	Mercer County Nursing Home	94
Walmart	250	Alexis Fire Equipment Co.	76
Tennant Truck Lines, Inc.	238	Aledo Health and Rehab Center	75
Henry County Courthouse	230	Meminger Manufacturing	75
Kewanee Community Unit School District #229	223	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	Rock Island Arsenal	7,900
Kent Corporation	1,011	Deere & Company (all locations)	5,800
Muscatine Community School District	823	Trinity Medical Center (all locations)	2,573
Trinity Hospital Muscatine	483	Tyson Fresh Meats	2,500
SSAB	410	Group O Companies	1,100
Musco Sports Lighting	400	XPAC	1,000
Monsanto Company	381	Genesis Medical Center - Silvis	970
Walmart	350	Blackhawk College	825
Heinz, USA	305	Rock Island County	802
The Stanley Group	279	Excelon	700
SCOTT COUNTY, IA ₁		WHITESIDE COUNTY, IL ₃	
EMPLOYER	TOTAL EMPLOYEES	EMPLOYER	TOTAL EMPLOYEES
Genesis Health System	5,100	CGH Medical Center & Clinic	1,300
HyVee (all locations)	2,645	Wahl Clipper Corporation	839
Davenport Community School District	2,200	Walmart Distribution Center	766
ALCOA Inc.	2,000	Drives, Inc.	417
Oscar Mayer Foods Corp.	1,600	Whiteside County	350
City of Davenport	1,295	Self Help Enterprises	310
APAC Customer Service Inc.	1,200	Sterling Steel, LLC	261
Isle of Capri Casino	1,000	Lee Wayne/Halo Corporation	192
Walmart (all locations)	985	Morrison Community Hospital	187
MidAmerican Energy (all locations)	969	Climco Coils Company	102

Sources:

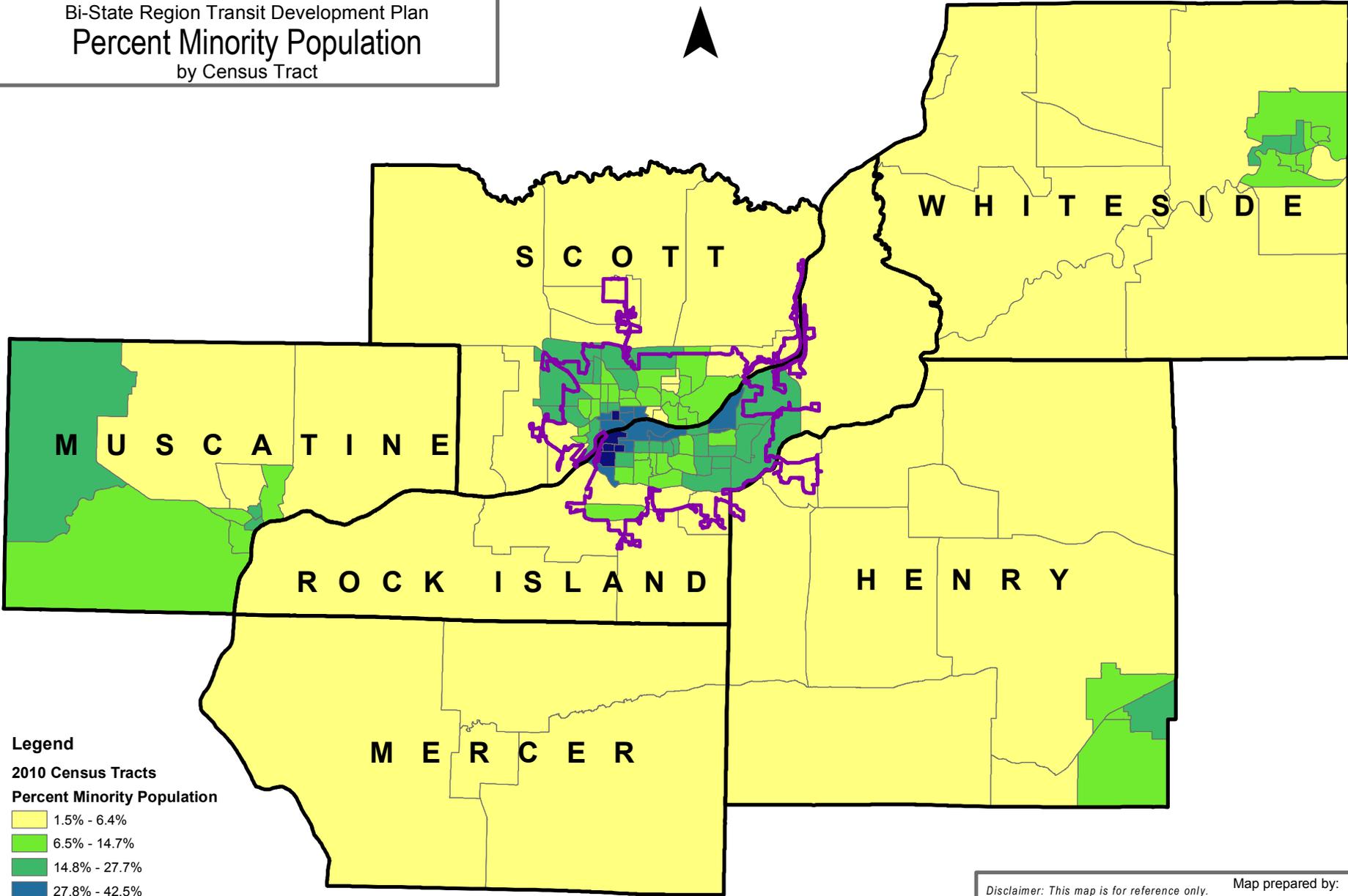
- ₁ InfoGroup Reference USA Gov (2012)
- ₂ Muscatine Chamber of Commerce
- ₃ Sauk Valley Area Chamber of Commerce

**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	69,207	24,356	8,154	26,570	81,635	20,950	230,872	
Agriculture, forestry, fishing and hunting, and mining	888	887	412	890	973	465	4,515	2.0%
Construction	3,248	2,081	675	1,376	4,452	1,336	13,168	5.7%
Manufacturing	12,210	3,778	1,397	5,255	13,763	6,110	42,513	18.4%
Wholesale trade	2,026	752	194	666	2,547	421	6,606	2.9%
Retail trade	7,498	2,691	878	3,714	9,873	2,200	26,854	11.6%
Transportation & warehousing, and utilities	4,129	1,673	579	1,511	4,122	1,076	13,090	5.7%
Information	1,339	466	194	274	1,632	272	4,177	1.8%
Finance and insurance, and real estate and rental and leasing	3,129	1,416	347	1,216	4,950	776	11,834	5.1%
Professional, scientific, and management, & administrative and waste management services	5,576	1,741	424	1,585	6,554	1,635	17,515	7.6%
Educational services, and health care and social assistance	15,738	5,019	1,890	5,893	17,662	3,633	49,835	21.6%
Arts, entertainment, and recreation, & accommodation and food services	6,174	1,456	457	1,614	7,337	1,795	18,833	8.2%
Other services, except public administration	3,815	1,061	370	1,294	3,888	747	11,175	4.8%
Public administration	3,437	1,335	337	1,282	3,882	484	10,757	4.7%

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

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



- Legend**
- 2010 Census Tracts**
Percent Minority Population
- 1.5% - 6.4%
 - 6.5% - 14.7%
 - 14.8% - 27.7%
 - 27.8% - 42.5%
 - 42.6% - 83.6%
- County Boundary
- 2010 Urbanized Area

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



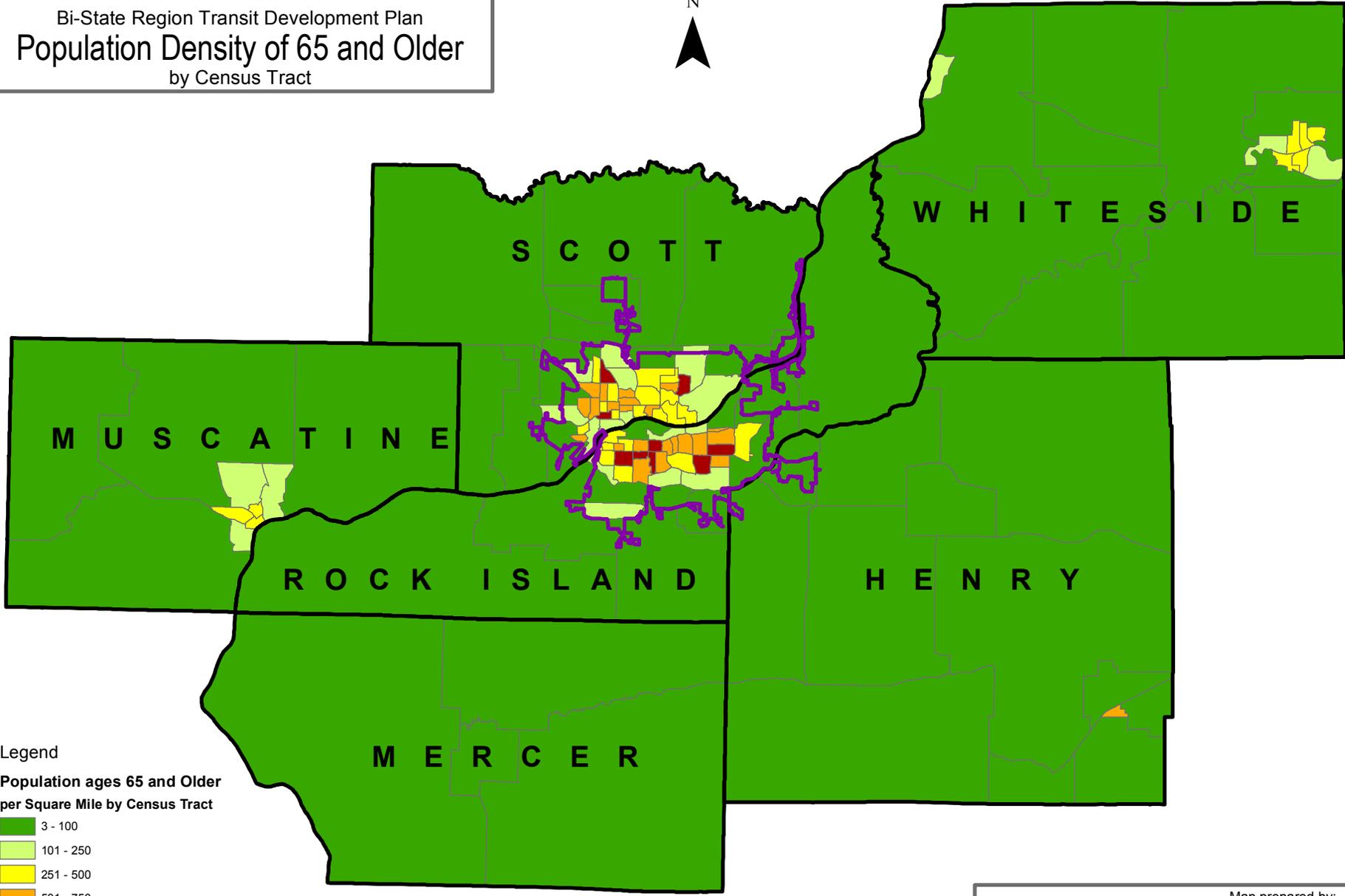
Disclaimer: This map is for reference only. Data provided are derived from multiple sources with varying levels of accuracy. Bi-State Regional Commission disclaims all responsibility for the accuracy or completeness of the data shown herein.

Map prepared by:



August 2012

MAP 2.2
 Bi-State Region Transit Development Plan
 Population Density of 65 and Older
 by Census Tract



Legend

**Population ages 65 and Older
 per Square Mile by Census Tract**

- 3 - 100
- 101 - 250
- 251 - 500
- 501 - 750
- 751 - 1,069

County Boundary

2010 Urbanized Area

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

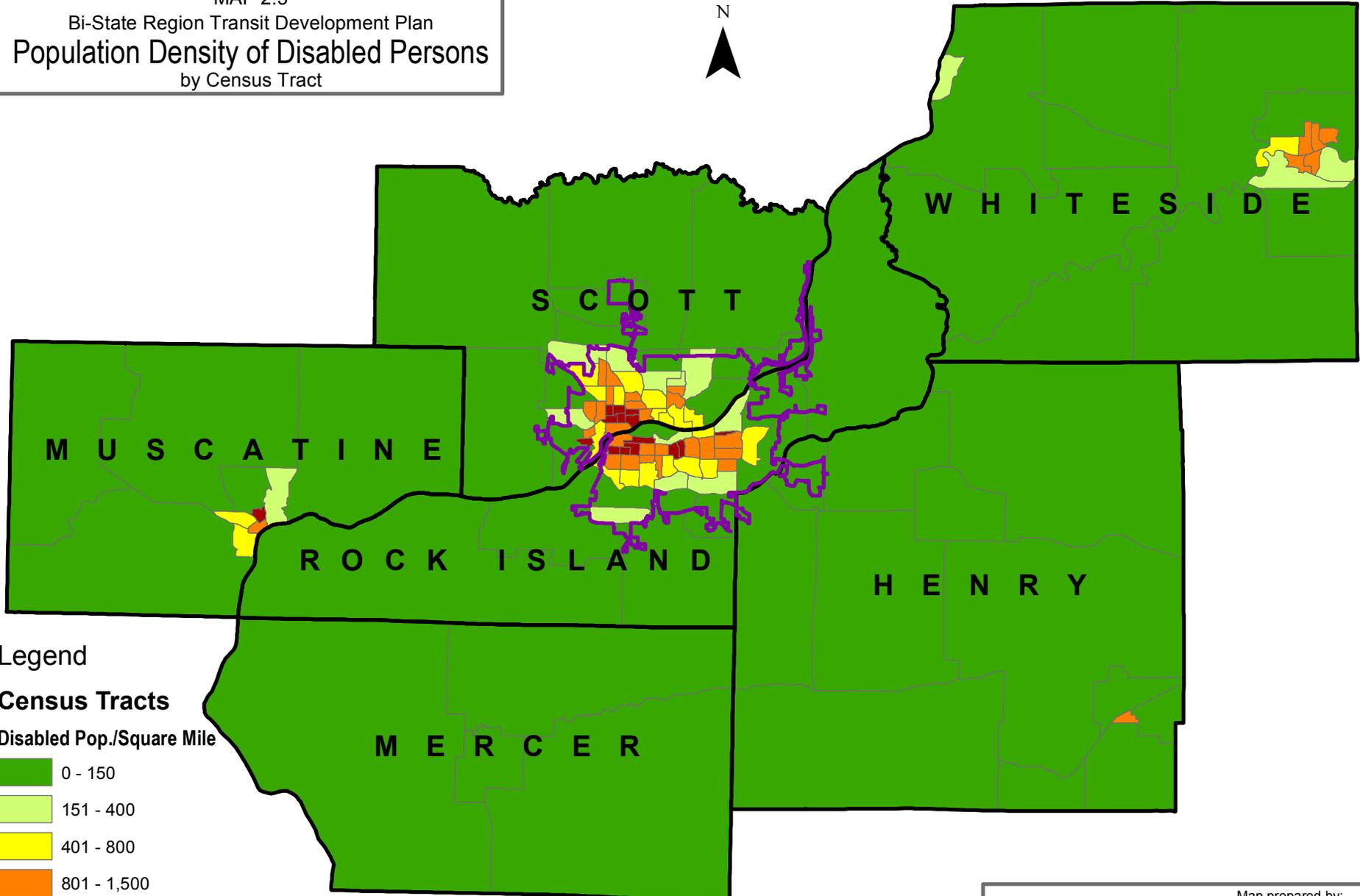


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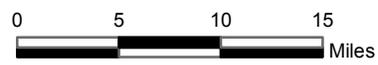
MAP 2.3
 Bi-State Region Transit Development Plan
Population Density of Disabled Persons
 by Census Tract



Legend

- Census Tracts**
- Disabled Pop./Square Mile**
- 0 - 150
 - 151 - 400
 - 401 - 800
 - 801 - 1,500
 - 1,501 - 3,000
 - 2010 Urbanized Area

Data Source: Disabled Population - U.S. Census Bureau Census 2000 Data
 Urbanized Area - U.S. Census Bureau Census 2010 Data



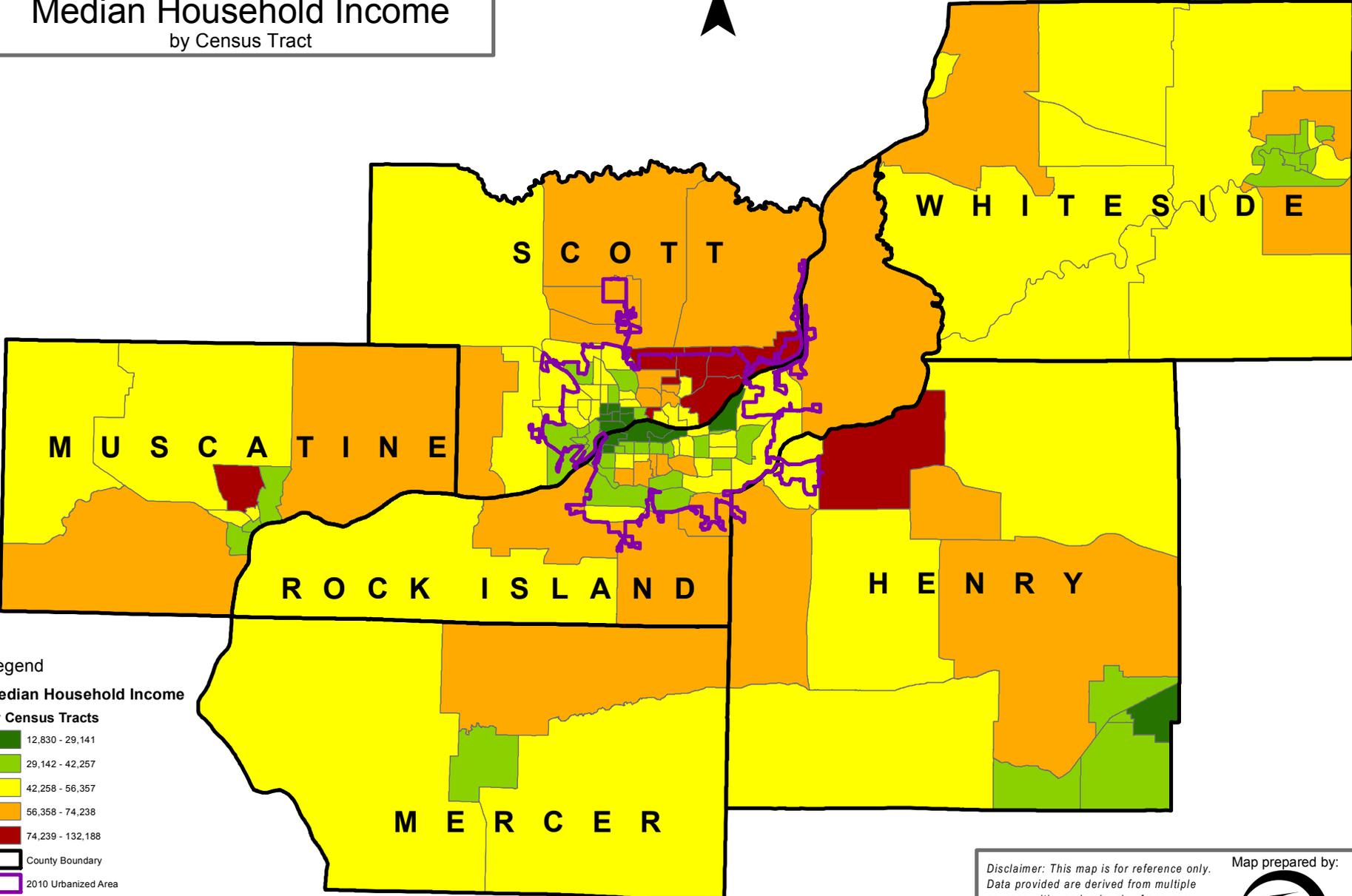
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Map prepared by:



Bi-State
 Regional Commission
 August 2012

MAP 2.4
 Bi-State Region Transit Development Plan
Median Household Income
 by Census Tract



Legend

**Median Household Income
 by Census Tracts**

- 12,830 - 29,141
- 29,142 - 42,257
- 42,258 - 56,357
- 56,358 - 74,238
- 74,239 - 132,188
- County Boundary
- 2010 Urbanized Area

Data Sources:
 County Boundaries & Census Tract Boundaries - U.S. Census Bureau 2010 Census data
 Median Household Income - U.S. Census Bureau American Community Survey (ACS)
 2006-2010 5-year Estimates (for a 12-month time period in 2010 inflation-adjusted dollars)
 Urbanized Area - U.S. Census Bureau 2010 Census

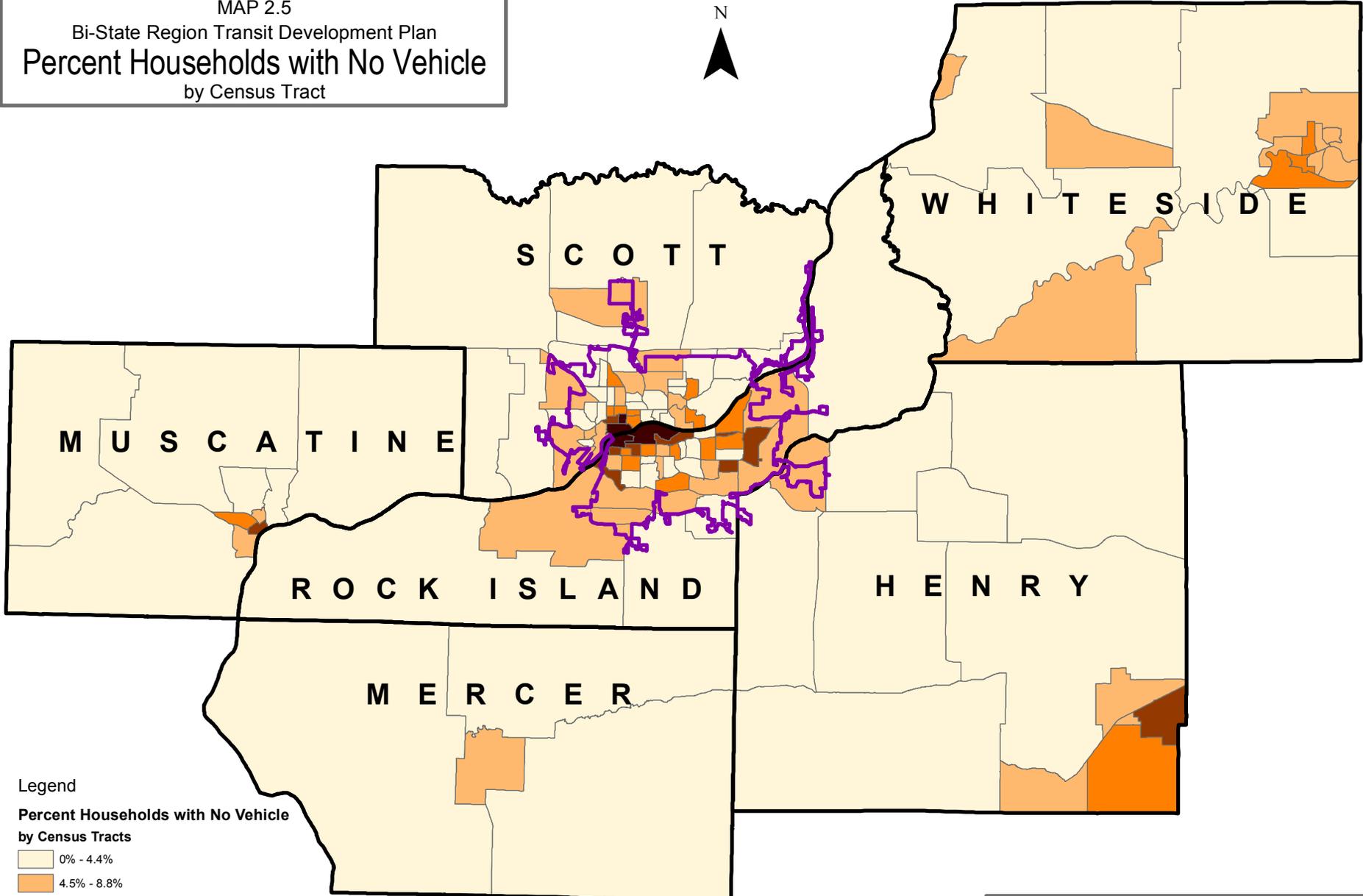


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MAP 2.5
 Bi-State Region Transit Development Plan
Percent Households with No Vehicle
 by Census Tract



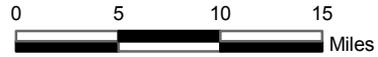
Legend

Percent Households with No Vehicle by Census Tracts

- 0% - 4.4%
- 4.5% - 8.8%
- 8.9% - 14.4%
- 14.5% - 25.9%
- 26% - 44.2%

County Boundary

2010 Urbanized Area



Data Sources:
 County Boundaries, Urbanized Area, & Census Tract Boundaries - U.S. Census Bureau 2010 Census
 Percent Households with No Vehicle - Calculated using U.S. Census Bureau American Community Survey (ACS) 2006-2010 5-year Estimates

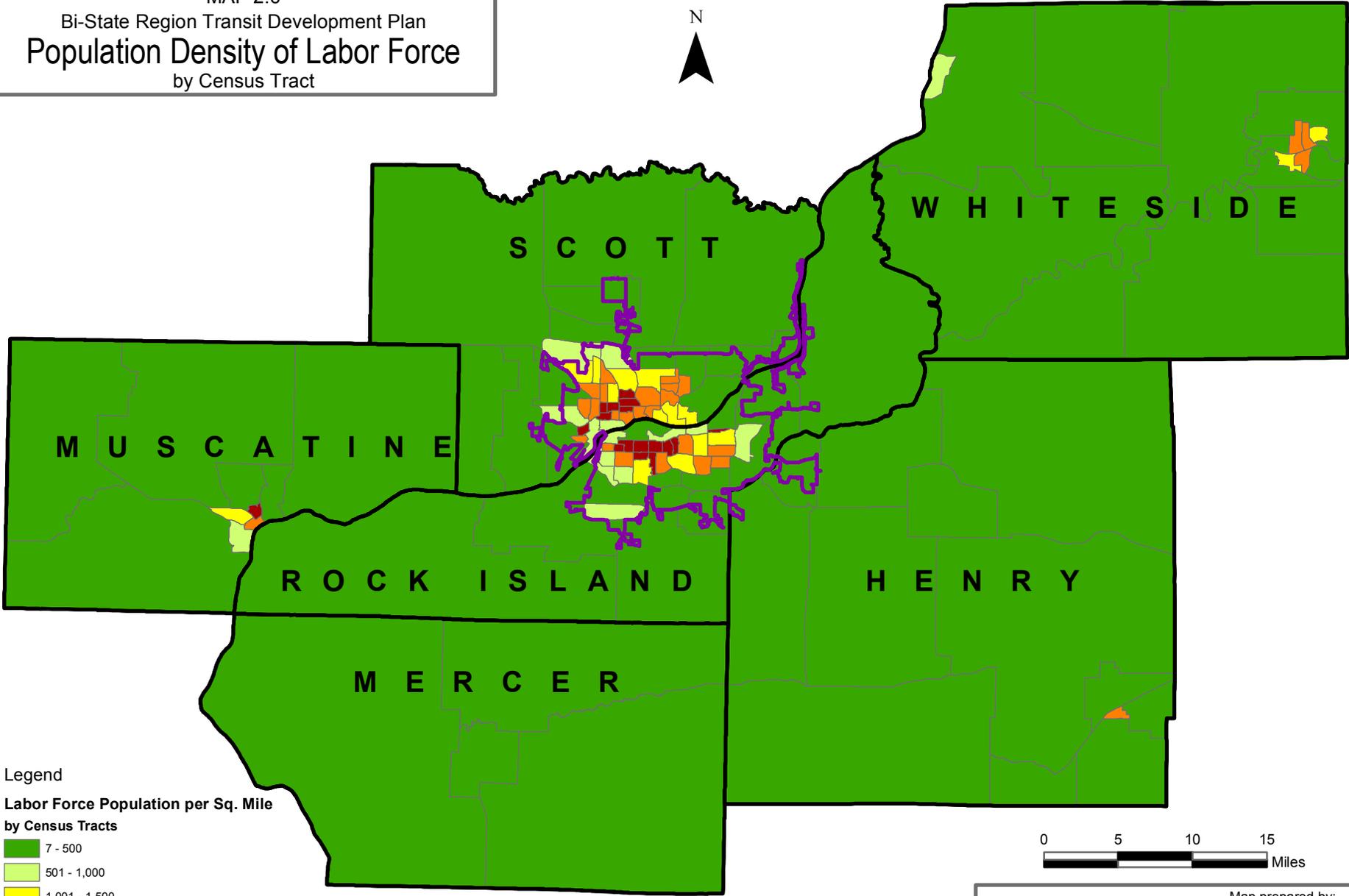
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Map prepared by:



Bi-State
 Regional Commission
 August 2012

MAP 2.6
 Bi-State Region Transit Development Plan
Population Density of Labor Force
 by Census Tract



Legend

**Labor Force Population per Sq. Mile
 by Census Tracts**

- 7 - 500
- 501 - 1,000
- 1,001 - 1,500
- 1,501 - 2,500
- 2,501 - 3,938

- County Boundary
- 2010 Urbanized Area

Data Sources:
 County Boundaries, Urbanized Area, & Census Tract Boundaries - U.S. Census Bureau 2010 Census data
 Labor Force Population - U.S. Census Bureau American Community Survey (ACS)
 2006-2010 5-year Estimates (total population of ages 16 years and older who are in the labor force)
 Population Density of Labor Force - Calculated using Labor Force Population Normalized by the Square Mileage of Census Tract



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:

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 August 2012

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 in November of 2013 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 response was received from human service agencies. As a result, many of the human service agency surveys provided in Appendix B still include responses from 2006 and 2007. Responses from human service agencies will be included in future updates of this plan.

The regional inventory includes information describing various types of agencies that provide transportation to customers/clients, such as human services agencies, nursing homes, local transit systems, and taxi companies. Key information compiled in the survey includes a description of each organization’s services and what restrictions may exist.

In 2014, Bi-State Regional Commission interviewed staff from area specialized transportation providers to discuss each agency’s’ most frequently traveled routes. Data collected was then mapped by county, and used to determine service needs and existing duplication for each of the six-counties. Maps for each of the five counties 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). In addition, a coordinated riverfront circulator route, The Loop, was initiated in February 2010. 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 City Area while Map 3.2 identifies the transit routes for Muscatine. The following summary table outlines general information on these fixed-route systems that was 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 2013)
Bettendorf Transit	5	13	6:00 a.m. – 6:30 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	218,426
Davenport CitiBus	15	21	5:30 a.m. – 6:30 p.m. varies by route	9:00 a.m. – 6:30 p.m.; Saturday only	30 or 60 minutes by route	\$1.00 (no charge on Saturdays)	1,406,359
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	175,548
Rock Island Co. 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	3,539,216
The Loop	2	4	6:00 p.m. – 3:30 a.m.; Friday from May through October	6:00 p.m. – 3:30 a.m.; Saturday from May through October	30 minutes by route	\$1.00	32,337

Bettendorf Transit System

The City of Bettendorf operates a municipal transit system known as Bettendorf Transit. Operating on 30-minute headways, five fixed-routes pulsate from a central transfer location near the Bettendorf Waterfront Convention Center along US 67. 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.

Bettendorf Transit’s fixed-route service area encompasses a significant portion of the city and serves the most densely populated areas. 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 US 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, service is provided 6:00 a.m. to 6:30 p.m. Monday through Friday and from 8:30 a.m. to 5:30 p.m. on Saturday. Saturday service is contracted out via RBT, with headways of 60-minute intervals, with the exception of 30-minute headways for Route 5. 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 ten 35-passenger buses and three 27-passenger buses. In addition, the City owns and operates four 35-passenger buses operated on the Loop riverfront circulator route. Vehicle models range in age from model years 2004 to 2010, and are equipped with bicycle racks to encourage intermodal travel.

Bettendorf Transit houses its system administrative and maintenance functions within the Public Works facility at the City Annex. Both Bettendorf & Davenport are considering a variety of options in the search for solutions to current and future bus fleet storage and maintenance needs.

Davenport CitiBus

The City of Davenport provides 15 routes within its municipally-operated fixed-route transit system, known as Davenport CitiBus. The 15 routes are aligned in both radial and grid patterns, with the focal point located at the downtown Ground Transportation Center (GTC). Headways of the buses vary by route and by time of day. In general, headway times are 30 minutes or 60 minutes. CitiBus has a limited-hours employment route that services the River Cities Business Park (CitiBus Route 17). The service is contracted out by the City of Davenport to River Bend Transit. In addition to this fixed-route service, the City of Davenport contracts ADA paratransit service and additional demand-response service from River Bend Transit.

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. Transfers to Bettendorf Transit are available at the Bettendorf transit hub along US 67 and at 53rd Street Northridge Shopping Center. Transfers to Metro are available at Metro's Rock Island transfer hub.



Service hours for Davenport CitiBus vary by individual route. However, the approximate service hours for most routes are 5:30 a.m. to 6:30 p.m. Monday through Friday and 9:00 a.m. to 6:00 p.m. on Saturday. Fourteen of the 16 routes operate on Saturday. Demand-response service is available on Saturday mornings for work-related trips, from 6:00 a.m. to 9:00 a.m., before regular fixed-route service begins. There is no service provided on Sunday or major holidays. 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, 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 that allow the schools to purchase discounted fares, 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 27,000 for 2012 and proved to be equally as strong in 2013. Saint Ambrose University utilizes three CitiBus routes to shuttle students to and from its Health Sciences Building at Genesis West. CitiBus has reconfigured one of its routes to provide 30-minute service to approximately 400 students daily.

Davenport CitiBus has a total of 21 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; two are 44-passenger 40 foot heavy duty transit coaches. Davenport CitiBus also has one 7-passenger dodge caravan. All vehicles are ADA compliant and equipped with bicycle racks to promote intermodal connections. The replacement schedule for most buses is a minimum of 12 years.

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 administrative and driver operations functions of CitiBus. Construction of an addition to the Davenport Public Works building is currently underway, which will house new administrative offices for CitiBus staff and driver accommodations. Dispatch and limited supervisory staff will 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. MetroLINK is currently constructing a new maintenance facility

for its fleet. The facility is scheduled to open in early 2014. In an effort to improve service efficiency, CitiBus will be conducting a Comprehensive Operations Analysis in 2014, and efforts to acquire and implement updated GIS technology are also underway.

Rock Island County Metropolitan Mass Transit District (RICMMTD)

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. Service is currently provided to the communities of Carbon Cliff, Colona, East Moline, Hampton, Milan, Moline, Rock Island, and Silvis. MetroLINK provides approximately 3.5 million rides annually.

MetroLINK's active revenue fleet consists of 58 transit coaches, seven paratransit vehicles, and nine Special Transportation Services (STS) vehicles. Over 70 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 and/or Hybrid-Electric technologies.

MetroLINK's fixed-route services, referred to as "Metro," operate 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. 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.

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. For more information on the transfer station, see Chapter 4. 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 located in Rock Island's "Columbia Park" redevelopment area near 45th

Street and 4th Avenue. 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, at 1515 River Drive, Moline.

MetroLINK also operates the Channel Cat Water Taxi. The service is operated by three 49-passenger ferryboats equipped with bicycle racks that create a river-mode passage between three 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 \$6.00 for an adult and \$3.00 for ages 2 to 10. Hours may vary depending on the day but range from 9:00 a.m. to 8:00 p.m.

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. Locally, the City Transit Service is referred to as MuscaBus. Services are open to the general public, and in the most recent fiscal year principal clients were 7% elderly, 40% disabled and 53% general public. 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 11:40 a.m. to 3:30 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 \$0.75 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 \$28.00. 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 \$1.00 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 from 5:30 p.m. to 9:30 p.m. Funding for New Freedom services ceased in September 2013 under MAP-21. The City of Muscatine has chosen to continue this service utilizing Federal Transit Administration funding with a municipal match. Funds for JARC (Job Access Reverse Commute) Night-time Commuter Services were also discontinued at the end of September 2013, but the City of Muscatine has chosen to continue to offer this service utilizing FTA funds with a local match. This service was established to provide transportation services to access employment, and education services. Transportation can also be provided for children of the employed individual requiring day care services. Rides are \$1.00 each. They can be scheduled in advance.

MuscaBus operates a fleet of eleven light duty buses. Four of them are 16 passenger and the remaining seven are 18 passenger buses. The vehicles range in age from 2006-2014 with the replacement of four buses in early 2014. 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.

The Loop Riverfront Circulator

In 2009, the City of Bettendorf was awarded Iowa Clean Air Attainment Program (ICAAP) funds to implement a riverfront circulator route along the downtown areas of Bettendorf, Davenport, Moline, and Rock Island. Initiated in February 2010, the seamless route is a coordinated effort among the three existing fixed-route transit systems. The first of its kind in the Quad Cities, The Loop serves two counties, four cities, and extends transit mobility options beyond the hours of current fixed-route systems.

The City of Bettendorf is the project lead and operates the route, Metro provides dispatching services, operating funds, and ADA paratransit options, and the City of Davenport has provided support in marketing efforts. The Loop route operates from 6:00 p.m. to 3:30 a.m. Friday and Saturday nights between May and October plus on holidays and special events. Riders may purchase a single trip for \$1.00, a full day pass for \$3.00, or purchase the QC Passport for \$30 per month for unlimited rides. The Loop operates four 35' ADA-accessible buses equipped with bike racks. Purchased in 2009, the retro-style buses offer stadium-style seating for up to 30 passengers, interior lighting, and glass rooftop windows. The Loop is funded through an ICAAP grant, as mentioned above. In 2013, transit operators chose to switch to seasonal service with adjusted hours of operation to extend the life of the grant. The adjusted hours halted Thursday and Sunday service, while extending the late night service by two hours to 3:30 a.m. on Friday and Saturday nights.

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 (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 5:00 p.m., Monday through Friday. HCPT also offers service on Saturday from 7:00 a.m. to 5:00 p.m. and 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 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, Princeton, and Sterling/Rock Falls 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 13 vans. Five of them are medium duty vans that seat 14 passengers and seven are mini-vans that have a seating capacity of six passengers. One van is a raised roof van that seats 10 passengers. 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 5:00 p.m. Monday through Friday and fares range from \$3.00-\$7.00, depending on the length of the trip. Trips that are 41 miles and higher have a fee of \$7.00.

Through the use of JARC funds, in March of 2013, RIM partnered with MetroLINK to launch the Illinois 84 Express Route. The service is funded 50 percent by RIM and 50 percent by MetroLINK. The Illinois 84 Express Route is open to the general public but primarily serves as a reverse commute access route from the Illinois Quad Cities to Cordova for residents along the Illinois Route 84 Corridor. Fares include \$3.00 for a one-way trip, \$25.00 for a 10-trip pass, and \$80.00 for a monthly pass. The service makes four morning and five afternoon trips Monday through Friday. If an employee using the service is notified last minute that they are required to work overtime, they

may call MetroLINK by 4:00 p.m. and schedule an evening ride using the paratransit services. The only restriction is that the ride must be before 9:00 p.m.

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 that they make each trip. 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 ten mini-vans, four 11-passenger paratransit vehicles, and one medium-duty 14-passenger vehicle ranging in age from 2002 to 2012. 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. River Bend Transit 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 River Bend Transit. Principal clients are 64% disabled, 17% elderly, and 19% other. These percentages are based only on RBT services, and to not include Bettendorf or Davenport Paratransit services. Over 20 individual contracts are administered annually. In order to fulfill the specific and/or individual needs of the contracted agencies and their clients, routes are designed to handle their requests.

RBT's regular demand response service operating hours are 5:30 a.m. to 7:00 p.m. Monday through Saturday. RBT also provides 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 for seniors (age 60+) and individuals with disabilities are a round-trip suggested donation of \$1.50 for in-town service, \$3.00 round-trip for County service, and \$3.00 round-trip for Bettendorf/Davenport trips. An additional fare of \$5.00 has been established for the general public. RBT also provides two weekly trips to Iowa City with a fare of \$17.00 for the general public and \$12.00 for seniors and disabled individuals. 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 a.m. – 9:30 a.m., and afternoon service is approximately 3:00 p.m. – 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. The CitiBus fixed-route does not start until 9:00am 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 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.

As of February, 2014, RBT will not be receiving any JARC related funding under Sections 5307 and 5311 but will receive Enhanced Mobility funding under 5310 for a cross-boundary service between Davenport and Bettendorf. With this service, riders can travel from origin in one city to a destination in the other city without having to transfer onto a different bus at the city boundaries. Funding is sufficient to maintain this same cross boundary service until 2017.

In 2014 RBT was awarded an ICAAP grant to implement service from the Iowa Quad Cities to Iowa City. The grant was not awarded to the full amount requested, and details have yet to be worked out regarding the frequency of service. This service will allow riders to access medical facilities in Iowa City, which had been previously raised as a gap in service.

RBT fleet includes a total of 67 lift or ramp-equipped vehicles ranging in size from mini-vans to 30' coaches. 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 160,000 rides alone and over 220,000 with Davenport and Bettendorf Paratransit services. 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 7-9 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, and a global positioning system makes it possible to track each vehicle at all times.

Whiteside County Public Transportation

The Whiteside County Senior Center (WCSC) is a 501c (3) multi-purpose community center that has been providing senior transportation since 1984. In July of 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 more than 200 trips per day.

The Whiteside County Senior Center currently provides transportation to persons 60 and older, the disabled, children and their families, as well as the general public. The three most frequented trips include medical appointments, job sites, and education facilities, amongst 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; \$0.50 one-way, and out of county, \$0.25 per mile for all ages. WCPT has delegated specific days of each month to travel to extended service areas such as Iowa City, Rockford, Peoria, Freeport, and to 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.

WCPT's vehicle fleet includes one 22-passenger vehicle, seven medium-duty passenger vehicles, three light-duty passenger vehicles, and three mini-vans, ranging in age from 2002 to 2013. All of the vehicles are lift or ramp-equipped.

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: The 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): 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.
- InTouch Adult Day Center (Lutheran Social Services of Illinois) 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 City Area since October of 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 includes two daily roundtrip departures from the Quad Cities and Iowa City. If implemented, service would run at 79 mph and would take approximately 1 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. However, service from the Quad Cities to Iowa City is currently in danger of losing federal funding. In spite of this, the Quad Cities is still expected to regain passenger rail service to Chicago in late 2015. Initially, the service is 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. Future funding may 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.

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 MPO. Service is provided eastbound to Naperville-Chicago four times daily and westbound to Iowa City-Denver twice daily. There is one particular vehicle model in the Greyhound Fleet that is currently equipped with wheelchair lifts. This model makes up approximately half of Greyhound’s fleet.

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 MPO 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 27 vehicles, with most being 55-passenger coaches, and approximately 80% being ADA accessible.

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
- Dixon Meyers Bus Transportation
- 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
- Scenic Stage Line Inc.
- 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 City 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
- Alexander Limousine
- Buddy Boy Cab Company
- C&B Limousine
- Custom SUV Limos & Exotic Cars
- Engle Taxi Service
- GM Limo Service
- Good to Go Taxi Cab Service

- Hawkeye Transportation
- JNL Taxi Service
- 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
- Taxi Plus
- The City Limo and Party Bus
- Top Hat Transportation
- VIP Transportation

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

Bike Rental

In the Quad City Metropolitan Area, Quad City residents and/or visitors have the option of renting bicycles April 1 through November 1 in downtown Davenport or Moline. Rentals are made available during the day, Monday through Saturday, through the Quad Cities Convention & Visitors Bureau. Davenport's hours are 9:00 a.m. to 5:00 p.m. and Moline's hours are 8:30 a.m. to 5:00 p.m. Fares are \$7.00 an hour for a bicycle or \$28.00 for the day, and \$13.00 an hour for a tandem or \$50.00 for the 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 3.3 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
Assumption High School	Davenport	Iowa	3	2
Bettendorf Community School District	Bettendorf	Iowa	19	10
Durham School Services	Bettendorf	Iowa	28	0
First Student	Davenport	Iowa	109	0
Muscatine Community School District	Muscatine	Iowa	38	3
Rivermont Collegiate	Bettendorf	Iowa	1	1
West Liberty Community School District	West Liberty	Iowa	14	4
Wilton Community School District	Wilton	Iowa	9	0
TOTAL			215	20

Extent and Distribution of Services

The geographic area of the Greater Bi-State Region (Henry, Mercer, Rock Island, and Whiteside Counties, Illinois and Muscatine and Scott Counties, Iowa) represents 3,393 square miles to transport people from place to place. Successful urban transit systems rely on population densities. Densities of 12-14 persons per acre or greater are commonly needed to generate successful transit-oriented developments. As an example, the typical densities in the Quad City Metropolitan Area are 8 people per acre. In contrast, providing regional or rural transit service requires coverage over a wider geographic area that is generally faced with lower population densities. In both Scott and Rock Island Counties there are approximately 350 persons per square mile. In Muscatine and Whiteside Counties there are 95 and 89 persons per square mile, respectively. The least densely populated counties within the region are Henry and Mercer Counties with 62 and 30 persons per square mile, respectively. The lesser population and larger area to be served presents challenges to providing affordable and reliable transit service.

As already noted in this plan, there are urban public transit systems, a regional transit system, County-based rural transportation systems, and a mixture of not-for-profit and private for-profit transportation services. The mobility options within the Quad City Metropolitan Area are relatively diverse and widespread. Map 3.3 illustrates the general coverage of transit services through assessments conducted to date.

Quad City Metropolitan Area

The three fixed-route public transit systems serve 246.58 square miles within the Quad City Metropolitan Area. In FFY 2013, the total annual ridership provided by the three systems was over 5 million rides, including fixed-route services, demand response, and paratransit. 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 ranging from 9,139 to 22,988. 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. Kewanee is the only community in the region directly served by passenger rail service. However, in late 2015, completion of the passenger rail service from Chicago to Quad Cities will result in the Quad Cities Metropolitan Area and Geneseo having passenger rail service. 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 nearly 220,000 rides 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 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. As noted previously, momentum is rapidly increasing to bring passenger rail service into the Quad Cities in the near future.

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 City Metropolitan Area

Within the Quad Cities Metropolitan Area, factors such as state, county, and municipal boundaries can provide benefits as well as challenges to the coordination process. Occasionally, entities may have access to additional funding streams and political outlets, but may continue to face challenges that do not allow them to close service gaps within the region.

In 2002, the three transit systems in the Iowa Quad Cities evaluated the feasibility of creating consolidated transit operations in the Iowa Quad Cities. The final report, completed in November of 2002, concluded that the three systems may consolidate into an Iowa Quad City Transit Authority with the following provisions:

- Consolidate operation of services
- Provide vehicle maintenance in-house using employees of new agency
- Form IQCTA staff from management staff of River Bend Transit, with additional staff for planning, marketing, and operations
- Retain River Bend Transit drivers as River Bend Transit employees
- Place labor unions representing drivers from Davenport and Bettendorf as bargaining units of the new agency

A follow-up report was released in July 2004 that separated coordination of planning and marketing from coordination of operations and management as incremental steps toward consolidation. Planning and marketing activities for the Iowa Quad Cities could be initiated immediately because of existing cooperation among the three transit systems. This would provide a more seamless service structure, promote area transit without the need to restructure, foster cooperation, and interline bus services between jurisdictions. As part of the implementation, the three systems support a transit coordinator position jointly to facilitate planning efforts, marketing, and progress toward consolidation. Bettendorf and Davenport also coordinated a fixed-route service for the 53rd Street/Avenue corridor between the two communities as an example of a coordinated route, as well as conducted a joint FTA Transit Alternatives Analysis Feasibility Study.

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, as well as the coordinated Loop service. The guide included a large, updated pullout of the QC Transit 3-System Network Map.

One of the most successful coordination initiatives implemented by the fixed-route transit systems has been the QC PassPORT, a universal monthly pass which 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 appreciation of its riders and in an effort to help the public familiarize themselves with route changes, Davenport CitiBus initiated the forgoing of fares on July 7, 2007. Bettendorf Transit and Metro quickly decided to participate, celebrating the date as “Free Fare Day in the QC.” Due to its initial success, the event was celebrated again

on July 7, 2008, when the two Iowa fixed-route systems provided rides free of charge for the entire day.

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 City 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.

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 five health and human services agencies in addition to its Job Access Reverse Commute (JARC) program.

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 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 of 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 11:00 p.m., Monday through Saturday and 6:00 p.m. to 11:00 p.m. on Sunday. As mentioned, with JARC funds expired, the City of Davenport decided to pick up the necessary costs needed 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. The average number of passengers per evening has increased and so has the demand to have the services operate even later (potentially until 11:00 p.m. or midnight).

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) and 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 participating 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 2-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 year one of the grant, the Mobility Coach researched mobility management articles, reports, and studies and summarized the data. Summaries of these documents can be located on the MY TRIP website at, <https://sites.google.com/site/mytripillinois/>.

Year two of the grant consisted of the Mobility Coach implementing the research and best practices on mobility management, that were derived from year one of the grant. 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).
- Develop Rural Travel Training Curriculums to help facilitate, and assist presentations in the region.
- Begin training riders, and caseworkers on benefits of rural transit in their counties.

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 Metro does not serve.

At a statewide level, another ongoing coordination effort in the Illinois Greater Bi-State Region is the development of a web-based tool that enables users to locate public and/or specialized transportation providers by county or urbanized area. The web-based tool was developed by the Illinois Department of Transportation and the University of Illinois at Chicago (UIC). The user-friendly tool will provide addresses, identify service areas, and will allow additional information to be added in the future. UIC staff, transportation providers, and regional Human Service Transportation Plan (HSTP) coordinators will continue to work together to obtain information and develop a comprehensive resource for customers and planners to obtain service information by county.

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:

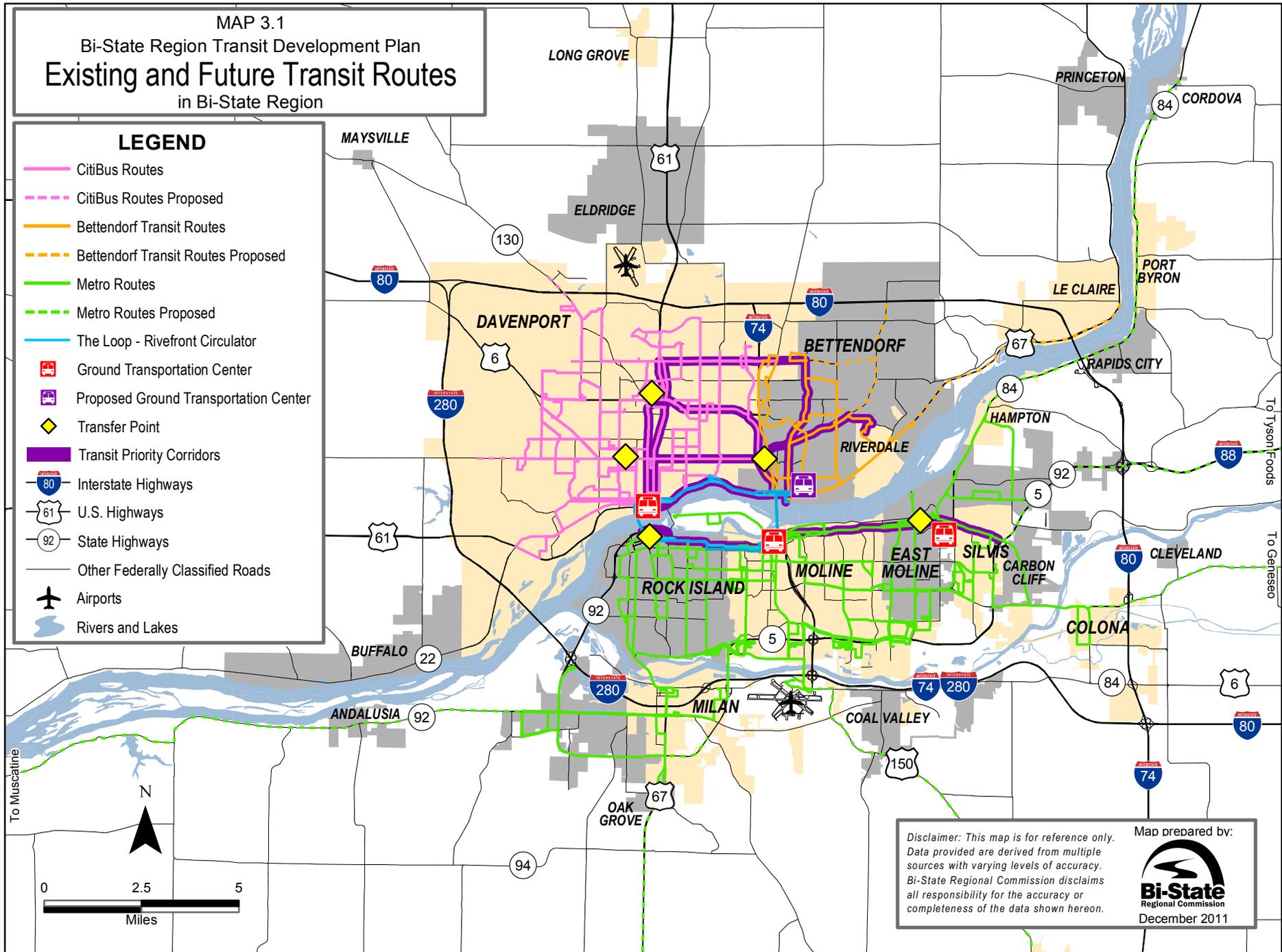
- A review of existing services and resources within the region
- Identification of the transportation needs of persons with disabilities, older adults, and persons with limited incomes
- Strategies for meeting these needs
- Prioritization of existing and planned services
- Identification of projects to be included in the Regional Plan of Projects (RPOR). These projects 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.

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

LEGEND

- CitiBus Routes
- - - CitiBus Routes Proposed
- Bettendorf Transit Routes
- - - Bettendorf Transit Routes Proposed
- Metro Routes
- - - Metro Routes Proposed
- The Loop - Riverview Circulator
-  Ground Transportation Center
-  Proposed Ground Transportation Center
-  Transfer Point
- Transit Priority Corridors
-  Interstate Highways
-  U.S. Highways
-  State Highways
-  Other Federally Classified Roads
-  Airports
-  Rivers and Lakes



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 herein.

Map prepared by:

 Bi-State
 Regional Commission
 December 2011

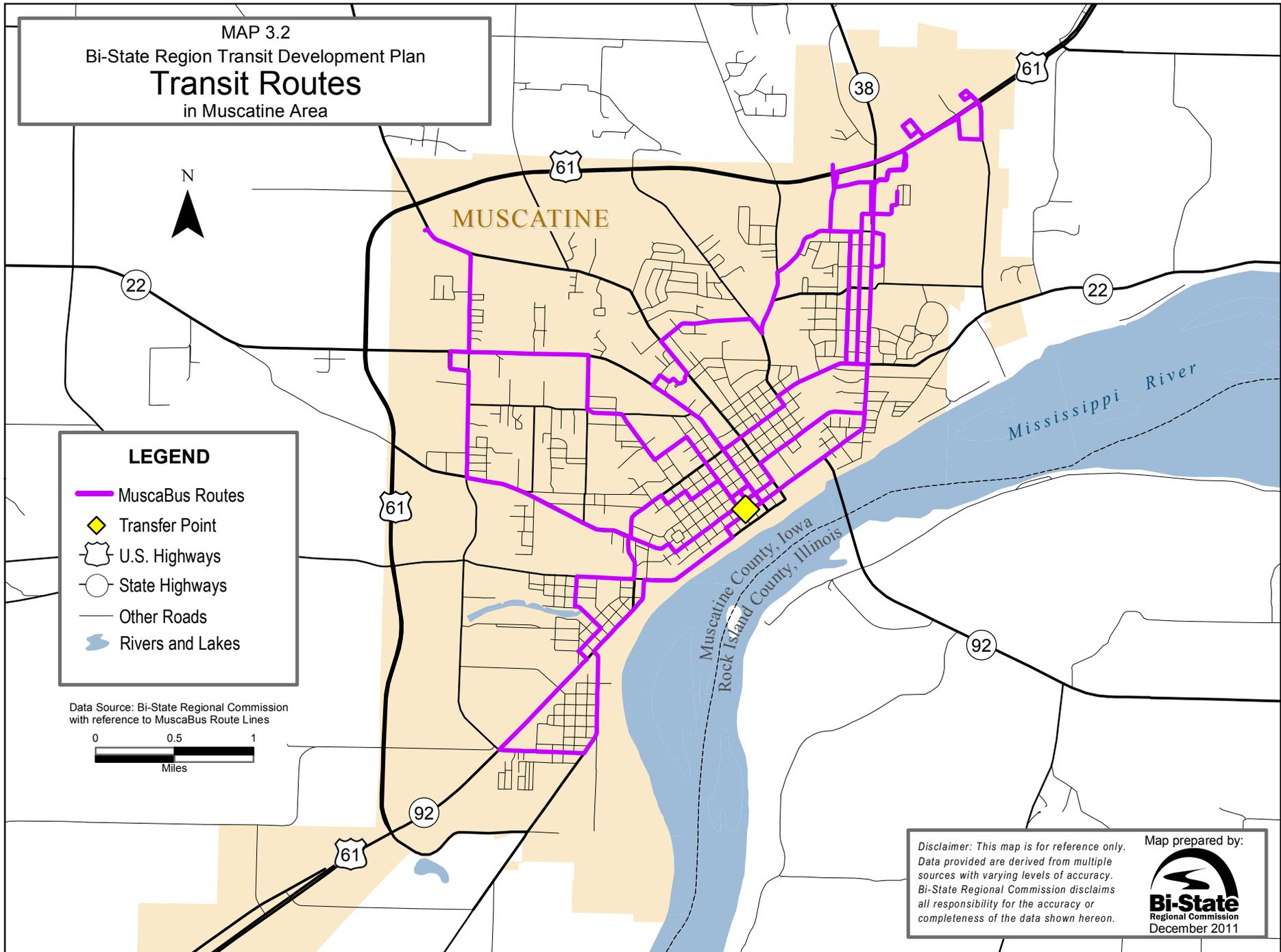
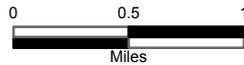
MAP 3.2
Bi-State Region Transit Development Plan
Transit Routes
in Muscatine Area



LEGEND

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

Data Source: Bi-State Regional Commission
with reference to MuscaBus Route Lines

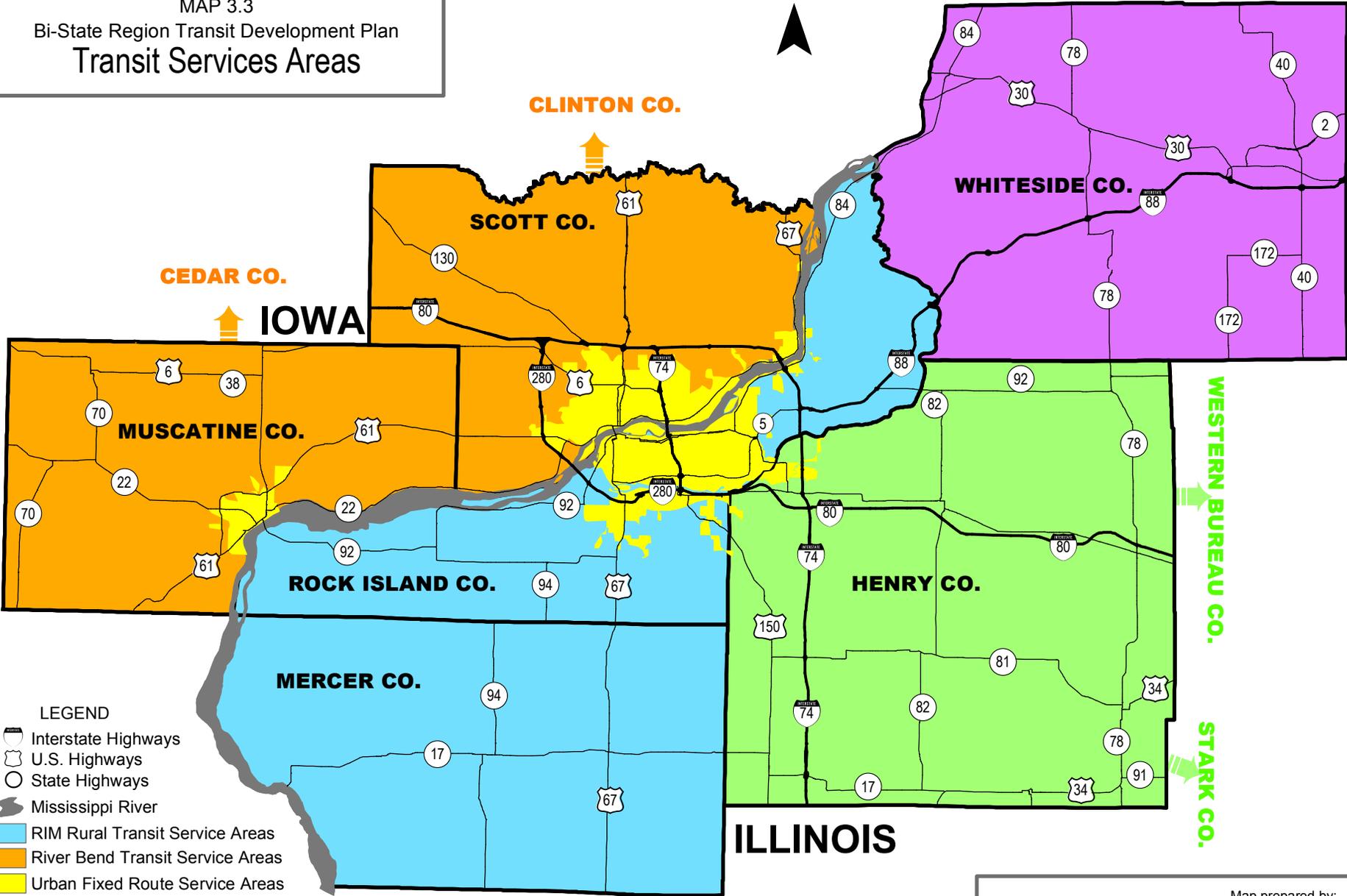


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Regional Commission
December 2011

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 - Environmental Systems Research Institute, Inc. (Esri)
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
December 2011

Evaluation of Needs & Policy Direction

Planning for regional transit in the six-county area along with coordination beyond the Greater Bi-State Region boundaries is vital. Planning will frame strategies to meet future mobility needs and to strengthen the urban/rural interface. Decisions made by individual transportation providers will affect capabilities to provide mobility choices in the region as well as 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

In the urbanized area, in order to better maintain their fleets and to provide the most efficient service, the three fixed-route systems intend to complete facility improvements that will require investment in coming years.

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.

Davenport CitiBus and MetroLINK are shifting from a shared maintenance and storage facility to individual facilities. As a result, 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 is nearly completed on an addition to the Davenport Public Works facility, which will house the transit division's administrative offices and driver areas. Construction of a fleet storage facility is underway, and renovations are taking place 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 new, state-of-the-art facility will provide the maximum sustainability standards for MetroLINK's



operational and maintenance functions for the next three decades. It will incorporate the latest in energy efficiencies, including improved air quality, nature and resource conservation, pollution prevention, and modern diagnostic equipment. Completion of this project is scheduled for late February or early March 2014.

The Transit Maintenance Facility further solidifies MetroLINK's commitment to sustainability in the community, and complements recent "green" initiatives undertaken by the City of Rock Island. 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 will also incorporate 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 progress related to 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 text messaging, online trip planning, mobile web, Facebook, and Twitter. MetroLINK has also been linked to Google Transit, allowing online users to view bus routes and estimate travel times in Google Maps. In March of 2013, this service became available through the use of an application for smart phones, enabling consumers to monitor trip itineraries, schedules and fares, and display routes. Bettendorf Transit began to offer this service in November of 2013. Davenport CitiBus is also taking steps toward acquisition and implementation of updated farebox and GIS technology.

Management, Training, and Marketing of Services

Throughout the winter of 2013, Bi-State Regional Commission hosted multiple transit summits within the region, including two in Region 2, Sterling and Aledo, Illinois, and one in the urbanized area, Moline, Illinois. In Region 9 on the Iowa side, a transit summit was held in March of 2014. Bi-State staff also attended the Muscatine County Human Services Committee Meeting in Muscatine, Iowa, and the Shelter and Transitional Housing Meeting in Davenport, Iowa. The summits were established to gather public input from human and social service agencies, demand response, and urban fixed-route transit services found within the region. Regional-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 regards to the Quad City region as a whole. Bi-State will hold an urban transit summit biannually, one in Iowa and one in Illinois each year, in an effort to continuously gather public input. 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, such as the Loop Riverfront Circulator and Alternative Transportation Week. The web portal also complements ongoing efforts by transit systems to promote air quality through transit use. MetroLINK has continued its award winning "Save Something Green" marketing campaign by educating an encouraging the public to utilize alternative modes of transportation to minimize their carbon footprint. Davenport CitiBus has continued its "Green Saturday" free ride program for all riders every Saturday. 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 of 2009.

In 2011, as a part of the Mobility Yes! Transit Rider Information Project (MY TRIP), Bi-State, 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, along with the assistance of the Iowa Quad Cities Transit 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, please refer to Chapter 3.

Services

In August 2011, RIM Rural Transit and Whiteside County Public Transportation were awarded 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. Under the new legislation, these programs are still eligible for funding, though not under its 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 will be conducting comprehensive operations analyses to study in-depth their overall system operations, route systems and system frequencies. 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
- Expansion of current passenger ferryboat (Channel Cat) service to include Davenport and Rock Island stops

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 living areas to 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 Point, and 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. A hybrid of these two possibilities will be implemented on a trial basis through the Iowa Clean Air Attainment Program (ICAAP). The program will offer service between the Quad Cities and Iowa City, allowing for visits to the medical facilities located in Iowa City numerous times a week. In addition, the Iowa Department of Transportation is actively studying the feasibility of various locations for Park and Ride facilities in and around the Iowa Quad Cities.

Public Input

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

- 2008, 2009, 2011, and 2014 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 Region 9 Transportation Technical and Policy Committees
- Quarterly meetings of the Region 2 Transit Advisory Committee
- Quarterly meetings of the Mercer/Rock Island Transit Advisory Committee

- October 2013 Active Transportation & Alternatives Workshop. Bi-State Regional Commission, Rock Island, Illinois.
- December 2013 Muscatine County Human Services Meeting. Muscatine Family Restaurant, Muscatine, Iowa.
- December 2013 Region 2 Transit Summit: Mobility and Beyond “Getting People to Services”. Whiteside County Senior Center, Sterling, Illinois and Mercer County Senior Citizen Center, Aledo, Illinois.
- December 2013 Urban Transit Summit: Mobility and Beyond “Getting People to Services”. Centre Station Conference Room, Moline, Illinois.
- January 2014 Quad City Shelters and Transitional Housing Committee. Cobblestone Place, Davenport, Iowa.
- Distributed a Consumer Survey: *Transportation Needs Assessment* to those in attendance at all public input sessions and online via Survey Monkey. A copy of the survey is provided in Appendix C.
- Henry County and Muscatine County Surveys: Between December 2013 and February 2014, surveys were disseminated to residents of both counties. Surveys were primarily conducted to collect responses to be incorporated into each county’s Comprehensive Plan.

Rate the Ease of Travel by Public Transportation

Henry County

Respondents	88
Very Good	2.27%
Good	9.09%
Neither Good nor Bad	20.45%
Bad	20.45%
Very Bad	9.09%
Don't Know	38.64%

Muscatine County

Respondents	92
Very Good	0.00%
Good	14.13%
Neither Good nor Bad	30.43%
Bad	20.65%
Very Bad	17.39%
Don't Know	17.39%

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 exceedences 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 and demand response services are unavailable or limited on evenings, weekends, and holidays. Service during these times is often necessary for employment trips or for those wishing to access social or entertainment activities. However, existing providers expressed concern that past attempts to expand service hours failed due to insufficient demand. During times when fixed-route and non-profit services are unavailable, riders without a personal vehicle may have no other option but to use private services, which may be much more costly and may not be ADA accessible.

In early 2010, the urban fixed-route systems launched the Loop, a riverfront circulator extending hours until 1:30 a.m. Thursday – Saturday and providing additional Sunday service. This service had been funded by an Iowa Clean Air Attainment Program (ICAAP) grant that lapsed in June of 2013. The urban transit providers decided to continue the Loop service, albeit at a reduced schedule. It now runs seasonally from May through October from approximately 6:00 p.m. to 3:30 a.m. on only Friday and Saturday. In addition, buses run on days of special events and holidays such as New Year's Eve and St. Patrick's Day. MetroLINK recently extended its hours of service on Thursday, Friday, and Saturday, from 10:30 p.m. to 3:30 a.m. on two of its routes. The Route 53 is a popular route that runs between The District (downtown Rock Island) and Augustana College, and the Route 59 runs between downtown Moline and Augustana College. In the future, demand for these services may justify extending hours on the regular fixed-route systems to act as "feeder" services to the riverfront route. Davenport CitiBus is exploring implementation of a Loop feeder route that would extend service to St. Ambrose campus and Hilltop Campus Village and provide a shuttle connection to the downtown. MuscaBus also offers some evening hours on Tuesdays and Thursdays from 5:30 p.m. to 9:30 p.m.

In August of 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. 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 consumers who may be required to work mandatory overtime, exceeding the transit services normal hours of operation. If an employee using the Illinois 84 Express is given short notice to work mandatory overtime after the service's hours of operation, they may call MetroLINK before 4:00 p.m. requesting a ride using the paratransit service. 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 this will allow to 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 consumers to efficiently commute from outlying areas into the urban territory. Consumers seeking attention from medical specialists has become a problem for those desiring to travel to medical facilities on a regular basis in extended service areas, such as Iowa City, Peoria, and Rockford. Often times, these services are only offered weekly or monthly.

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, 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 aren't guaranteed for long-term projects. Two examples are JARC and Enhanced Mobility funding 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 MAP-21. Stakeholders have expressed concern with hiring drivers, buying vehicles, and implementing a new service with these programs that may quickly 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.

Overall, the cohesiveness of specialist's schedules and the limited number of trips offered, sometimes presents a situation where the consumer is unable to use public transit for these needs to extended service areas. As of early 2014, River Bend Transit has received approval from the State that they will receive partial ICAAP funding for providing service between Davenport and Iowa City. River Bend Transit has met and gone over options regarding adjustments to restructure the service based on reduced funding; no firm decisions have been made regarding days of service, nor can the project go any further forward, until the grant is officially under contract. The earliest date at which service could begin would be October 2014. If the service is fully implemented, it would allow county-wide transit providers to further their coordination efforts and cover an even larger geographic range. Consumers residing in Mercer, Rock Island, and surrounding Counties would have daily access to Iowa City Monday through Friday.

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 doctor's 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 among human service agency staff in discussions in 2013 and 2014. 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.

Some ongoing efforts have been initiated to make services more affordable for a wider range of demographics. Contracting with local schools, both high school and colleges have encouraged more students to use public transit. Whiteside County allows students attending Sauk Valley Community College to ride. Davenport CitiBus has a contract with Davenport School that allows students to utilize the public transit system year-round for free when issuing a student ID. Also, students are given discounted fares and in some cases, are eligible to ride for free. 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 input from the transit community. Infrastructure within the region has long been built without participation by the transit community. Transit

systems have expressed concern that public transportation is often not addressed until after 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 times 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. 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

The recent removal of JARC as its own program under MAP-21 has created uncertainty for transit providers within the Quad Cities region. Prior to the recent recession, River Bend Transit and MuscaBus were experiencing increased demand to and from employment sites. After the downturn, however, demand decreased and the removal of JARC program dollars severely affected these types of services.

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

Both fixed-route and paratransit services within the urbanized area have limited schedules on evenings, weekends, and holidays. Extended service hours are often needed for residents needing transportation to and from work or wishing to attend social or entertainment activities. During public input sessions, stakeholders described past efforts to extend services that showed little ridership and service that was not cost-effective in the long-term.

As noted previously, a riverfront circulator route called “The Loop” began service in February 2010 and expanded hours and days of transit service in the downtown areas of Bettendorf, Davenport, Moline, and Rock Island. However, as ridership increases on this route, fixed-route systems may see a greater demand for feeder services to and from downtown areas during the same hours and days of service. The Loop has reduced its days of service, as noted in the section “Common Transit Issues,” from its initial schedule which was funded through a grant. In addition to the Loop, MetroLINK operates two late night routes from Augustana College to the downtowns of Rock Island and Moline, as mentioned above.

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 January 2008, 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.

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 recently 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 need that is substantial 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. Henry County Public Transportation has a contract with MetroLINK to provide transportation to Black Hawk College, with stops at the housing authority apartments. To cover a larger service area, other 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 much of the industry and large employment centers within the Greater Bi-State Region. Therefore, transportation to and from jobs has long been a need within the region. As mentioned in the JARC discussion, the economic downturn has led to a decrease in demand and resources for such programs, including the removal of JARC as a stand-alone program under MAP-21. However, the need 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. During the 2012 Regional and Urbanized Transit Mobility Summits and again during 2013’s sessions, participants singled out public awareness of transit service and public relations. In public input meetings held in 2012 and 2013, transit providers, local government officials, and local residents all mentioned that marketing and education of existing services was a need throughout the region. Attendees 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 have using 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, fare-boxes, 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 2014 Specialized Transportation Service Inventory in November, 2013. 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 most 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 it operates in. 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, Candlelight Services, 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 CitiBus and Metro are shifting 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. As a result, the City of Davenport has studied and concluded that it should consolidate CitiBus 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 has acquired funding, and has nearly completed construction of a new Transit Maintenance Facility that will provide maintenance, administrative, and operational functions. This new facility will enable 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 will incorporate 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. The expected occupancy date is late February or early March 2014.

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 January 13, 2014.

The new 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 is working 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, will provide 34 units of rental housing, some of which will be targeted to short term corporate rentals. The Locks should be completed in early 2014.

MetroLINK is also the grantee for funding for the Moline Multi-Modal Station (MMS). The MMS will be 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 finished the enhancement of 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 will include



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 available for private development, creating a unique mixed-use facility. 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. There has been interest by the Iowa Department of Transportation to study the feasibility of the development of a park and ride location near I-280 on West Locust Street. It would complement extended service and provide feeder service to individuals traveling to the Quad Cities from the I-280/I-80 corridors. Other potential park and ride locations that have been identified include Bettendorf near the casinos and I-74, and U.S. 61 in the Brady Street area.

The City of Bettendorf currently utilizes property along State Street as its main transfer hub. As noted above, MetroLINK currently performs a variety of administrative and operational functions for Bettendorf Transit. Among the various functions performed are grant administration and dispatching services.

Whiteside County has acquired a State of Good Repair Grant for the design and construction of a new transit building. The new Transit Maintenance Facility will provide administrative and operational functions. Construction and completion dates are still being discussed.

Transit Security/Safety Needs

Beginning with provisions under ISTEA and continuing through the most recent transportation bill, MAP-21, 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 has equipped most of its vehicles with video surveillance and plans on equipping the remainder of its fleet as funding allows. To improve passenger facilities, Bettendorf Transit has installed automated gates at its transfer hub on State Street. 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, sharing of resources, 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.

- **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 service with Enhanced Mobility funding funding or similar programs that would allow door-to-door service for customers who are unable to utilize existing curb-to-curb service;
 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 proposed customers;
 3. Increasing marketing efforts through sources such as fact sheets, websites and/or website links, maps;
 4. Broadening educational programs such as Senior Ambassador activities within assisted-living facilities and nursing homes;
 5. Forming a centralized dispatching service to provide service information for multiple transit operators in the region.
- **Investment:** Greater consideration will be given to investing in projects that are adequately financed and sustainable. Many of the current funding streams have been modified or eliminated with the authorization of MAP-21, namely JARC and New Freedom, and therefore sustainability and strong local commitment will become increasingly important. 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.
- **Affordability:** Fares for transit service need to be affordable for all customers, particularly for those persons with fixed or low incomes. Possible strategies include:

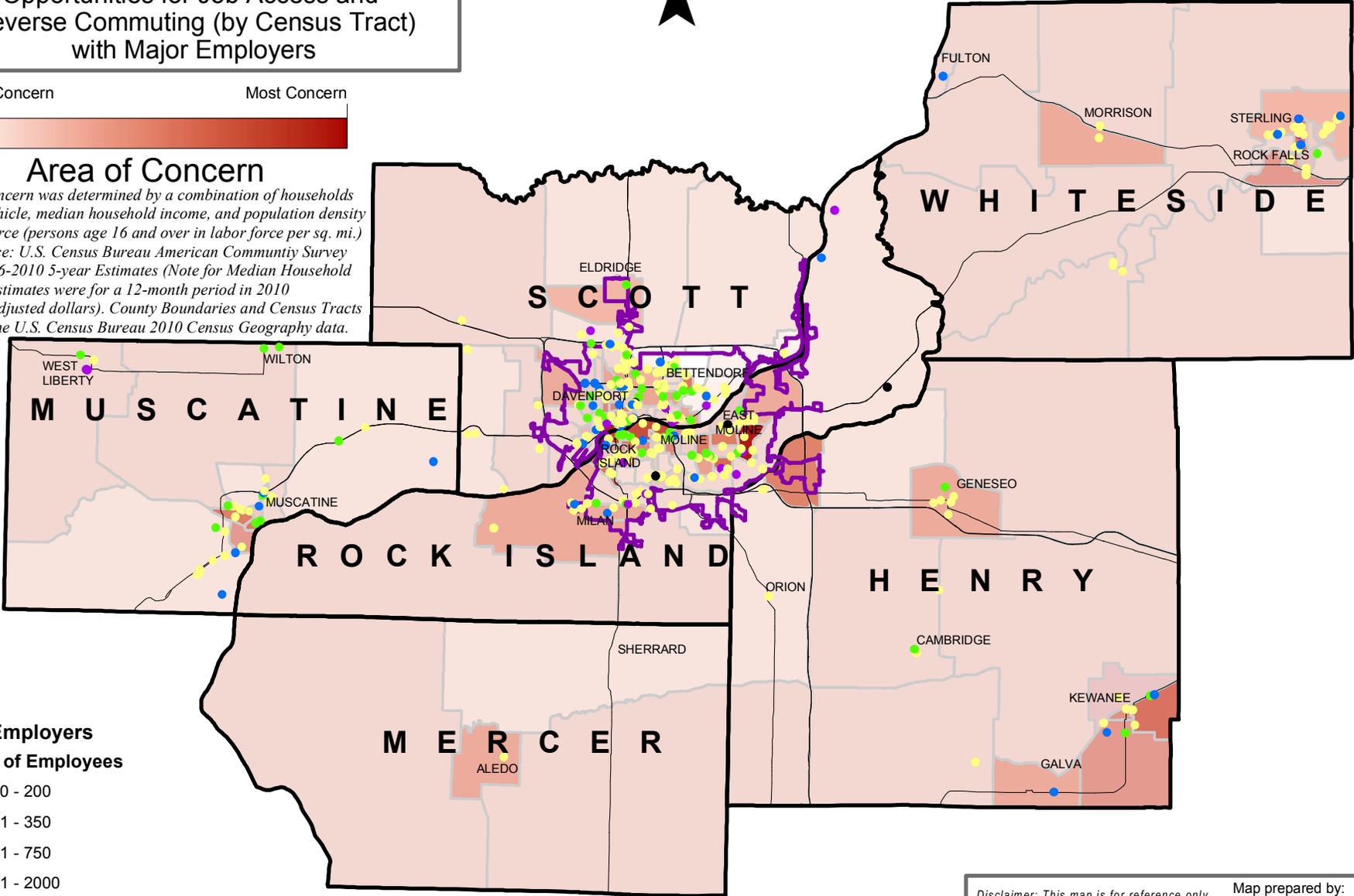
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1. Developing partnerships and coordination between public and private transit service providers to reduce trip costs;
 2. Creating voucher systems for service provided after hours, eliminating the need for low-income individuals to pay a higher price for private service.
- **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.
 - **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:
 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.
 - **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 service with rider escorts and door-to-door and/or door-through-door service;
 3. Coordinating local law enforcement officials and transit operators.

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 households with no vehicle, median household income, and population density of labor force (persons age 16 and over in labor force per sq. mi.)
Data source: U.S. Census Bureau American Community Survey (ACS) 2006-2010 5-year Estimates (Note for Median Household Income: Estimates were for a 12-month period in 2010 inflation-adjusted dollars). County Boundaries and Census Tracts are from the U.S. Census Bureau 2010 Census Geography data.



Major Employers
Number of Employees

- 100 - 200
- 201 - 350
- 351 - 750
- 751 - 2000
- 2001 - 5100

2010 Urbanized Area

Data Sources: Employees - ReferenceUSAGov. Infogroup™. No publish date. Web. Accessed 01 Oct. 2012.
 Urbanized Area - U.S. Census Bureau 2010 Census



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:

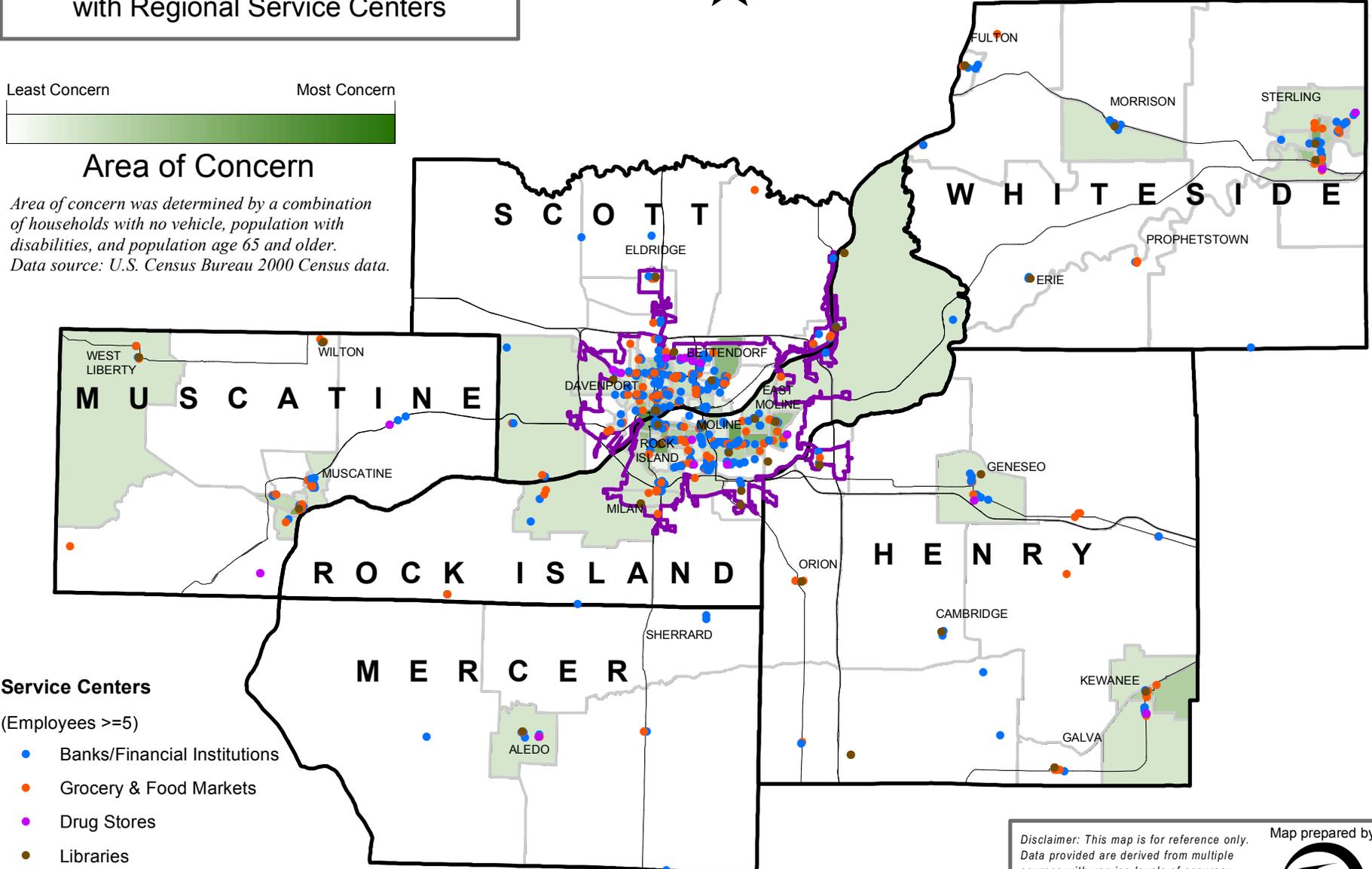
Bi-State
 Regional Commission
 October 2012

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 households with no vehicle, population with disabilities, and population age 65 and older.
Data source: U.S. Census Bureau 2000 Census data.

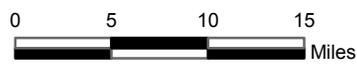


Service Centers

- (Employees >=5)
- Banks/Financial Institutions
 - Grocery & Food Markets
 - Drug Stores
 - Libraries

2010 Urbanized Area

Source: Employees - ReferenceUSAGov. InfogroupTM. No publish date. Web. Accessed 01 Oct. 2012.
 Urbanized Area - U.S. Census Bureau 2010 Census



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:

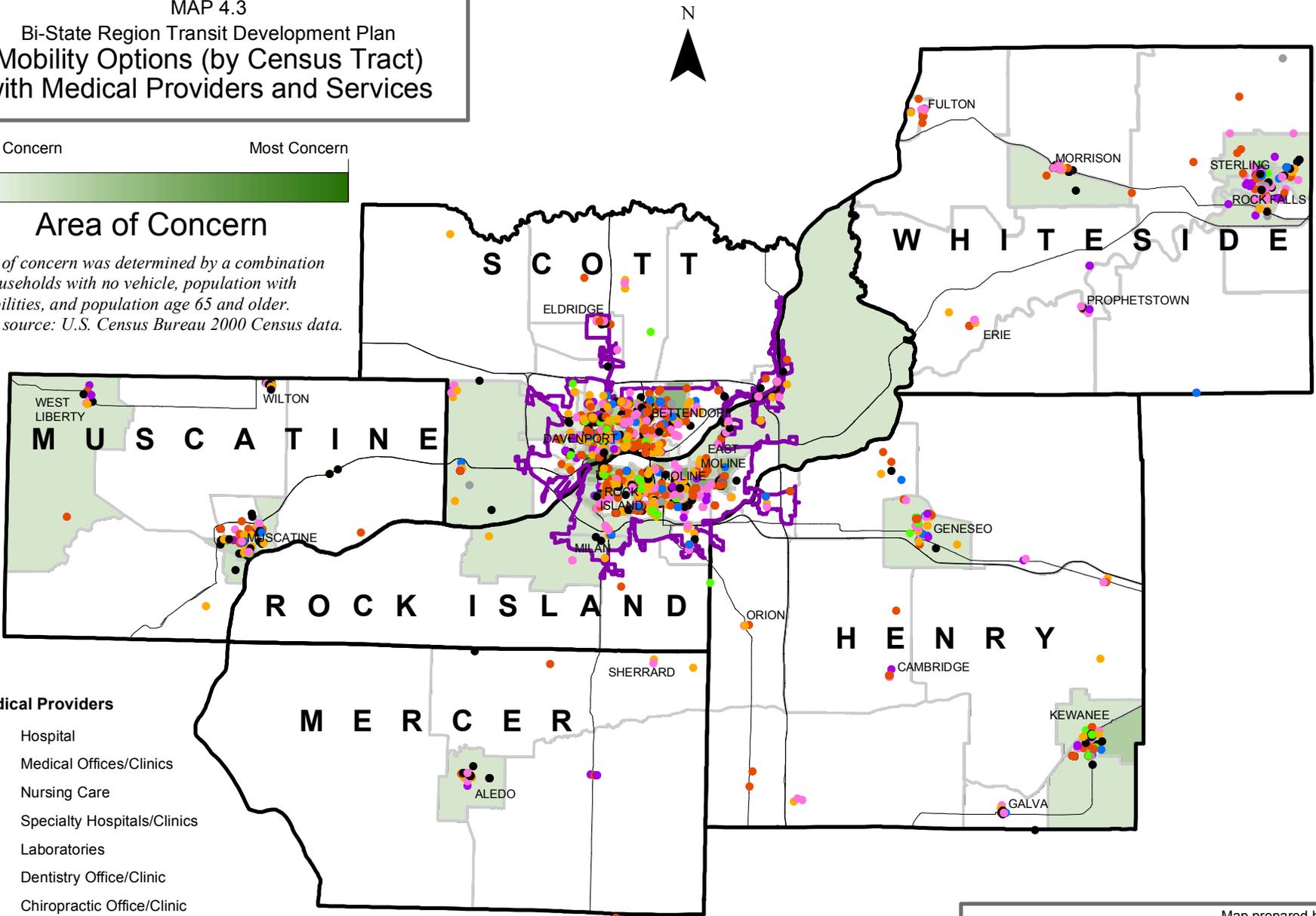
Bi-State
 Regional Commission
 October 2012

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 households with no vehicle, population with disabilities, and population age 65 and older.
Data source: U.S. Census Bureau 2000 Census data.



- Medical Providers**
- Hospital
 - Medical Offices/Clinics
 - Nursing Care
 - Specialty Hospitals/Clinics
 - Laboratories
 - Dentistry Office/Clinic
 - Chiropractic Office/Clinic
 - Other Health Care Services
- 2010 Urbanized Area



Source: Employees - ReferenceUSAGov. Infogroup™. No publish date. Web. Accessed 08 Oct. 2012.
 Urbanized Area - U.S. Census Bureau 2010 Census

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:

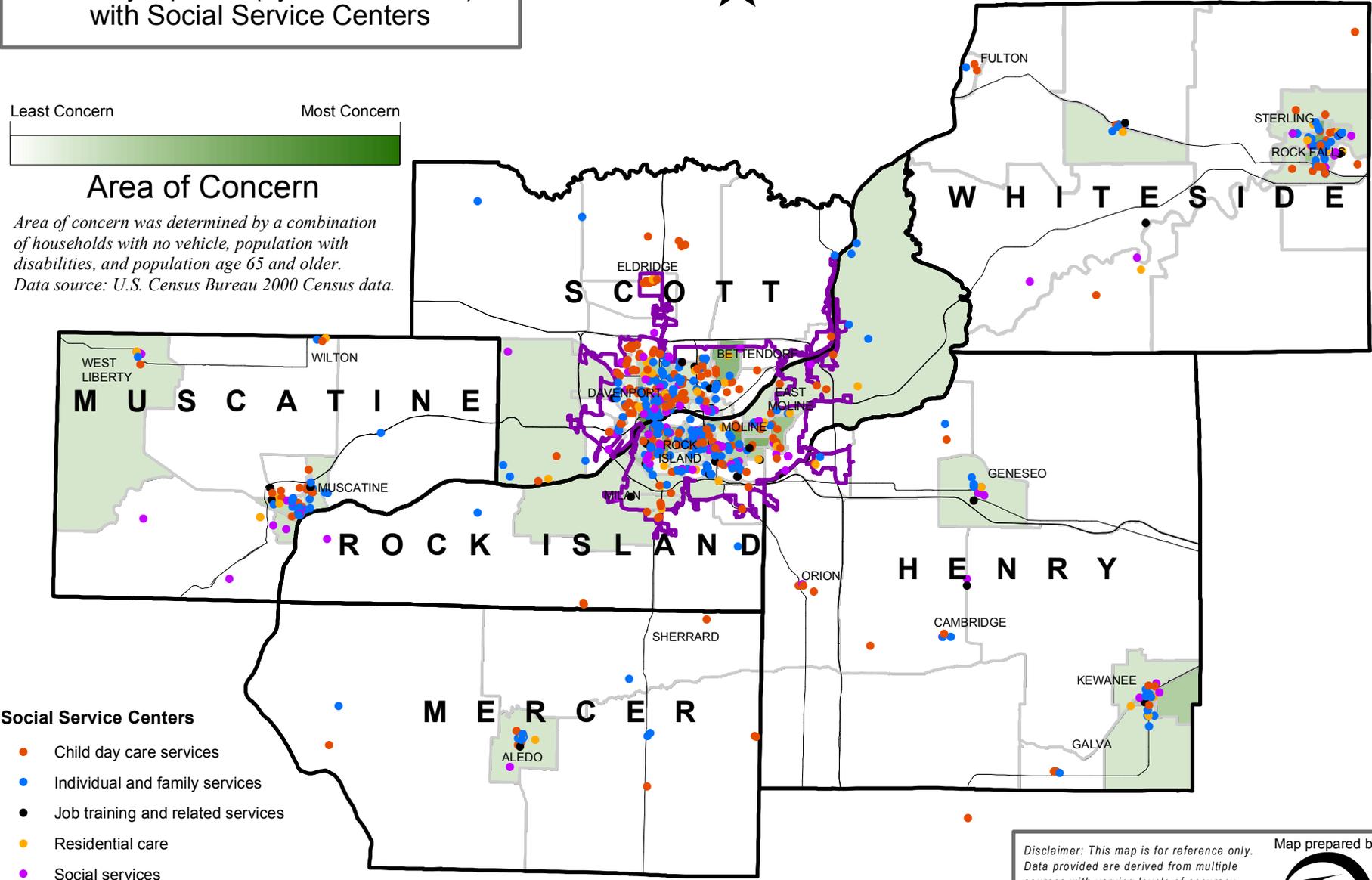
Bi-State
 Regional Commission
 October 2012

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 households with no vehicle, population with disabilities, and population age 65 and older.
Data source: U.S. Census Bureau 2000 Census data.



- Social Service Centers**
- Child day care services
 - Individual and family services
 - Job training and related services
 - Residential care
 - Social services
- 2010 Urbanized Area

Source: Employees - ReferenceUSAGov. Infogroup™. No publish date. Web. Accessed 08 Oct. 2012.
 Urbanized Area - U.S. Census Bureau 2010 Census



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Map prepared by:

Bi-State
 Regional Commission
 October 2012

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 transit funding assistance within the Greater Bi-State Region. Table 5.1 outlines these sources by category for Fiscal Year 2014 known-to-date.

**Table 5.1
Federal Transit Funding Assistance – FFY2014**

	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	\$0	N/A
Urbanized Area Formula Program	5307	P/C/O	\$3,935,835	N/A	N/A
Bus and Bus Facilities	5309	C	\$439,362	\$1,594,430	
Enhanced Mobility	5310	C	\$259,293	\$0	Awaiting IDOT award
Rural or Non-urbanized Area Formula Program	5311	C/O	N/A	\$257,369	\$500,000
***Job Access and Reverse Commute	5316	O	\$0	\$244,282	
***New Freedom	5317	O	\$0	\$76,372	
Ferry Boat Program	1121	C	\$18,559	\$0	\$0
TOTAL			\$4,835,009	\$746,398	\$1,800,989

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

** Assuming FFY 2013 levels

*** These funding sources are not being issued any more, but some providers are still using until all gone

Transit Programming

The process of choosing among various transit development alternatives involves transit providers' staff and their respective boards or councils, urban and regional transportation technical and policy committees, and a Region 2 Transit Advisory Committee, along with input from the public. These stakeholders have come together through a planning process to select a proposed program of transit services for the coming year and subsequent years. The next sections of this chapter outline 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.

Competitive Project Selection Process

As outlined in SAFETEA-LU requirements, a locally developed competitive selection process for the distribution of Section 5316 and 5317 transit funds was addressed to identify the frequency of competition, the selection process, public notification,

strategies to enhance competition, and evaluation criteria for project selection. The process was made certain to be fair and equitable.

Quad City Area

The Quad City Area uses a project selection process for urban Surface Transportation Program (STP) funding annually. Projects will be selected according to an established criteria and scoring system. An equity balance between the Iowa and Illinois Quad Cities will be considered as part of the programming of funds. Transit interests, members of the Regional Transit Interest Group (RTIG), and the media in the metropolitan area will be notified of the candidate project selection process at least 30 days prior to project approval. The Transportation Technical Committee will review the recommendations, rank the projects based on the selection criteria, and forward their recommendation(s) to the urban Transportation Policy Committee. As noted in the Public Involvement Process for Transportation Planning in the Davenport-Rock Island-Moline Urbanized Area, there will be a 14-day comment period prior to approval by the Policy Committee. Programmed projects will also be subject to public review as they are forwarded into the Transportation Improvement Program (TIP) process.

Non-Metropolitan Area

In July of 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 is 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 FY2013-FY2017 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, 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 transit operator interviews 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 being phased out, JARC is now 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. An overall increase in demand for the nighttime service has increased over the past few years. The need for another bus to expand evening service hours is there once funding dollars become available. 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. Sunday operation may also be recommended if a significant increase in demand occurs.
- RIM Rural Transit. In March of 2013, RIM and MetroLINK coordinated a new commuter-based transit route between the Illinois Quad Cities and employers located along the Illinois Route 84 from the Quad Cities to Cordova. The service also connects with Metro's fixed-route system at Centre Station in

Moline and East Pointe in East Moline. The Illinois 84 Express provides employment transportation to those working outside of the Quad City Metropolitan Area, and also provides reverse commute access for residents of Rapids City, Port Byron, and Cordova. Both RIM and Metro provide 50 percent of the funding. Coordination efforts between RIM and HCPT have also been made for trips between Henry and Mercer Counties and the Illinois Quad Cities to fill transportation gaps for an even larger portion of the region.

- River Bend Transit. In July of 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 3:00pm – 5:30pm. 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 9:00am 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. Davenport CitiBus provides 50 % of the funds for both of the above projects and is in the process of requesting APAC to match the remaining 50% of funds that JARC used to cover.

- Rock Island County Mass Transit District (MetroLINK). MetroLINK has partnered with RIM to provide commuter services along IL84. The service operates Monday through Friday and provides four morning trips and five afternoon trips to Cordova, Port Byron, and Rapids City. In order to provide effective and efficient service, park and ride locations at a number of stops are necessary.

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, and transit friendly infrastructure have been recommended.

- The Loop. As identified in Chapter 4, the issue of crossing city, county, and/or state boundaries is often a barrier to coordinating transit services. In an effort to bridge this gap, The Loop provides additional employment-related transportation, and reduces single-occupant vehicle use. The City of Bettendorf, in cooperation with Davenport Citibus and MetroLINK, operates The Loop. Based on its initial success, it is recommended that operations



funding continue to meet the current level of service. Depending upon demand, additional capital or operating needs may be necessary to expand or increase frequency of services.

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.

**Table 5.2
Status of Current Operating Expenses
FFY 2014 (October 1, 2013-September 30, 2014)**

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 2014 Operations	O	N/A	N/A	\$670,527	\$495,458	5311- \$126,858 DOAP- \$368,600			\$175,069	LOC
City of Bettendorf (Bettendorf Transit)	FFY 2014 Fixed-Route Operations	O	N/A	N/A	\$1,387,598	\$0	N/A	\$174,750	STA	\$1,012,848	LOC
City of Bettendorf (Bettendorf Transit)	FFY 2014 ADA Paratransit	O	N/A	N/A	\$74,855	\$41,093	5307/5310	\$26,190	STA	\$7,572	LOC
City of Bettendorf (Bettendorf Transit)	FFY 2014 Loop Operations	O	N/A	N/A	\$144,978	\$45,077	ICAAP	\$0		\$99,901	LOC – Bett, Metro, CitiBus
City of Davenport (CITIBUS)	FFY 2014 Operations	O	N/A	N/A	\$5,400,000	\$500,000	5307	\$420,000	STA	\$4,480,000	LOC
City of Davenport (CITIBUS)	FFY 2014 ADA Paratransit	O	N/A	N/A	\$445,000	\$225,000	5307/5310	\$0		\$445,000	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2014 Operations	O	N/A	N/A	\$21,397,353	\$0		\$13,908,279	STA	\$7,489,074	LOC
City of Muscatine (MUSCABUS)	FFY 2014 Operations	O	N/A	N/A	\$1,066,800	\$325,300	5311	\$195,000		\$546,500	LOC
River Bend Transit	FFY 2014 Operations	O	N/A	N/A	\$2,668,864	\$387,251	5310/5311/IC AAP	\$269,027	STA/5310	\$2,012,586	LOC
RIM Rural Transit	FFY 2014 Operations	O	N/A	N/A	\$410,185	\$95,300	5311	\$278,300	DOAP	\$36,585	LOC
Whiteside County	FFY 2014 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 2015 (October 1, 2014-September 30, 2015)**

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 2015 Operations	O	N/A	N/A	\$707,387	\$532,318	5311- \$126,858 DOAP- \$405,460			\$175,069	LOC
City of Bettendorf (Bettendorf Transit)	FFY 2015 Fixed-Route Operations	O	N/A	N/A	\$1,223,226	\$0		\$179,992	STA	\$1,043,234	LOC
City of Bettendorf (Bettendorf Transit)	FFY 2015 ADA Paratransit	O	N/A	N/A	\$77,100	\$42,326	5307/5310	\$26,976		\$7,799	
City of Bettendorf (Bettendorf Transit)	FFY 2015 Loop Operations	O	N/A	N/A	\$144,978	\$0		\$0		\$144,978	LOC – Bett, Metro, CitiBus
City of Davenport (CITIBUS)	FFY 2015 Transit Operations	O	N/A		\$5,500,000	\$500,000	5307	\$440,000	STA	4,560,000	LOC
City of Davenport (CITIBUS)	FFY 2015 ADA Paratransit	O	N/A		\$480,000	\$250,000	5307/5310	\$0		\$250,000	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2015 Transit Operations	O	N/A	N/A	\$22,039,273	\$0		\$14,325,528	STA	\$7,713,746	LOC
City of Muscatine (MUSCABUS)	FFY 2015 Operations	O	N/A	N/A	\$1,099,000	\$335,360	5311	\$200,850		\$562,790	LOC
River Bend Transit	FFY 2015 Operations	O	N/A	N/A	\$2,551,203	\$293,123	5310/5311/IC AAP	\$269,027	STA/5310	\$1,989,053	LOC
RIM Rural Transit	FFY 2015 Operations	O	N/A	N/A	\$438,015	\$95,300	5311	\$306,130	DOAP	\$36,858	LOC
Whiteside County	FFY 2015 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 2016-2018)

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 2016 Operations	O	N/A	N/A	\$784,697	\$572,864	5311-\$126,858/ DOAP-\$446,006			\$211,833	LOC
Abilities Plus – Henry County	FFY 2017 Operations	O	N/A	N/A	\$821,528	\$591,500	5311- \$126,858/DOAP -\$464,642			\$230,028	LOC
Abilities Plus – Henry County	FFY 2017 Intercity Bus	O	N/A	N/A	\$30,000	\$30,000	5311				
Abilities Plus – Henry County	FFY 2018 Operations	O	N/A	N/A	\$924,108	\$673,964	5311- \$126,858/DOAP -\$511,106			\$250,144	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 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	\$355,800	5311	\$214,000		\$596,700	LOC
City of Muscatine (MUSCABUS)	FFY 2018 Transit Operations	O	N/A	N/A	\$1,200,000	\$375,000	5311	\$225,000		\$600,000	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 2016 Operations	O	N/A	N/A	\$2,551,203	\$293,123	5310/5311 /ICAAP	\$269,027	STA/5310	\$1,989,053	LOC
River Bend Transit	FFY 2017 Operations	O	N/A	N/A	\$2,551,203	\$293,123	5310/5311 /ICAAP	\$269,027	STA/5310	\$1,989,053	LOC
River Bend Transit	FFY 2018 Operations	O	N/A	N/A	\$2,551,203	\$293,123	5310/5311 /ICAAP	\$269,027	STA/5310	\$1,989,053	LOC
RIM Rural Transit	FFY 2016 Transit Operations	O	N/A	N/A	\$469,364	\$95,300	5311	\$336,743	DOAP	\$37,321	LOC
RIM Rural Transit	FFY 2017 Transit Operations	O	N/A	N/A	\$503,411	\$95,300	5311	\$370,417	DOAP	\$37,694	LOC
Whiteside County	FFY 2016 Transit Operations	O	N/A	N/A	\$968,000	\$167,302	5311	\$724,790	DOAP	\$171,498	LOC
Whiteside County	FFY 2017 Transit Operations	O	N/A	N/A	\$1,064,800	\$167,302	5311	\$797,269	DOAP	\$205,378	LOC
Whiteside County	FFY 2018 Transit Operations	O	N/A	N/A	\$1,171,280	\$167,302	5311	\$876,995	DOAP	\$242,646	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, 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. A full listing of vehicle replacement and expansion needs for FY2014-2018 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 altered. MetroLINK will move into their new maintenance facility in Spring 2014, and CitiBus vehicles will be 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 2014 (October 1, 2013-September 30, 2014)

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 2014 Replace three (3) minivans	C	3	\$41,000	\$123,000	\$123,000	5310				
Abilities Plus – Henry County	FFY 2014 Replace three (3) medium duty vehicles	C	3	\$63,000	\$189,000	\$189,000	5310				
Abilities Plus – Henry County	FFY 2014 Replace Van #327	C	N/A	N/A	\$63,000	\$63,000	5311				
Abilities Plus – Henry County	FFY 2014 In Ground Lift	C	N/A	N/A	\$6,500			\$6,500	DPIT		
Abilities Plus – Henry County	FFY 2014 ITS Upgrade	C	N/A	N/A	\$20,000			\$20,000	DPIT		
City of Bettendorf (Bettendorf Transit)	FFY 2014 Preventative Maintenance	C	1	\$195,000	\$195,000	\$156,000	5307	\$0		\$39,000	LOC
City of Davenport (CITIBUS)	FFY 2014 Preventative Maintenance	C			\$800,000	\$640,000	5307	\$0		\$460,000	LOC
City of Davenport (CITIBUS)	FFY 2014 Transit Enhancements	C			\$60,000	\$48,000	5307	\$0		\$12,000	LOC
City of Davenport (CITIBUS)	FFY2014 Maintenance Equipment and Service Vehicle	C			\$350,000	\$280,000	5307	\$0		\$70,000	LOC
City of Davenport (CITIBUS)	FFY 2014 Replace Five (5) 35' ADA Buses	C			\$1,910,000	\$1,585,300	5307/5339	\$0		\$324,700	LOC
City of Davenport (CITIBUS)	Two(2) Heavy Dute, VVS low-floor, Diesel, UFRC, 40' ADA Busses	C			\$828,000			\$720,360	CCMAQ	\$107,640	LOC
City of Davenport (CITIBUS)	Administrative Office Furnishings	C			\$90,000	\$72,000	5307	\$0		\$18,000	LOC
City of Davenport (CITIBUS)	GTC Security Cameras	C			\$30,000	\$24,000	5307	\$0		\$6,000	LOC
City of Davenport (CITIBUS)	Farebox Probe and Software	C			\$100,000	\$80,000	5307	\$0		\$20,000	LOC
City of Davenport (CITIBUS)	Rider's Guide	C			\$59,545	\$47,636	5307	\$0		\$11,909	LOC
City of Davenport (CITIBUS)	Comprehensive Operations Analysis	C			\$70,000	\$56,000	5307	\$0		\$14,000	LOC
City of Davenport (CITIBUS)	GTC Cleaning & Improvements	C			\$100,000	\$80,000	5307	\$0		\$20,000	LOC
City of Muscatine (MUSCABUS)	FFY 2014 Replace (2) 158' w.b ADA Light Duty Buses	C	2	N/A	\$176,000	\$149,000	5309	\$0		\$27,000	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 2014 I-5 (Silvis) Bus Turn Out	C			\$250,000	\$200,000	5307/5309	\$50,000	STA	\$0	
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2014 Replace one 14-pass ADA vehicle	C	1	\$63,000	\$63,000	\$50,400	5310	\$12,600	STA	\$0	
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2014 Replace up to twelve (12) 30' ADA Buses	C	12	\$450,000	\$5,400,000	\$4,320,000	5339/5307	\$0		\$1,080,000	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2014 Southpark Regional Transfer Point	C			\$4,000,000	\$3,200,000	5309	\$0		\$800,000	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFFY 2014 RI Bus Turnout	C			\$300,000	\$240,000	5307/5309	\$60,000	STA	\$0	
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2014 MSE	C			\$50,000	\$40,000	5307	\$0		\$10,000	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2014 Preventative Maintenance	C			\$1,865,707	\$1,492,566	5307	\$0		\$373,141	LOC
RIM Rural Transit	FFY 2014 Replace Four (4) Vehicles	C	4	N/A	\$202,000	\$202,000	5310				
River Bend Transit	FFY 2014 Replace four (2) 176" ADA Light Duty Buses	C	4	\$80,340	\$321,360	\$266,728	5309	\$0		\$54,632	LOC
River Bend Transit	FFY 2014 Replace eleven(11) 158" ADA Light duty Buses	C	11	\$77,445	\$851,895	\$707,080	5309	\$0		\$144,915	LOC
River Bend Transit	Replace (10) 15" ADA Light Duty Buses Vehicle 3's 326, 327, 328, 329, 333, 334. 335, 337, 338	C	10	\$79,680	\$797,680	\$662,080	5309	\$0		\$135,600	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

**Table 5.6
Initial Capital Expenses**

FFY 2015 (October 1, 2014-September 30, 2015)

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 2015 Replace Vehicle #329	C			\$35,000	\$35,000	5311				
Abilities Plus – Henry County	FFY 2015 Replace Vehicle #325	C			\$63,000	\$63,000	5311				
Abilities Plus – Henry County	FFY 2015 Building Expansion	C			\$25,000	\$25,000	5310/5311				
City of Bettendorf (Bettendorf Transit)	FFY 2015 Preventative Maintenance	C	1	\$195,000	\$195,000	\$156,000	5307	\$0		\$39,000	LOC
City of Davenport (CITIBUS)	FFY 2015 Preventative Maintenance	C			\$825,000	\$660,000	5307	\$0		\$160,000	LOC
City of Davenport (CITIBUS)	FFY 2015 Transit Enhancements	C			\$60,000	\$48,000	5307	\$0		\$12,000	LOC
City of Davenport (CITIBUS)	FFY 2015 Purchase 1 (one) 40' ADA Bus	C			\$400,000	\$340,000	5307	\$0		\$60,000	LOC
City of Muscatine (MUSCABUS)	FFY 2015 Replace four (4) 176' w.b. ADA Light Duty Bus Vehicle #'s 240,241,242,243	C	4		\$383,160	\$325,686	5309	\$0		57,474	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2015 Preventative Maintenance	C			\$2,000,000	\$1,600,000	5307	\$0		\$400,000	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2015 Transit Enhancements	C			\$60,000	\$48,000	5307	\$0		\$12,000	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2015 ADP Hardware	C			\$12,000	\$9,600	5307	\$0		\$2,400	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2015 ADP Software	C			\$10,000	\$8,000	5307	\$0		\$2,000	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2015 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 2015 Replace Service Truck	C			\$90,000	\$72,000	5309	\$0		\$18,000	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2015 Replace (8) 40' ADA buses	C	8		\$7,200,000	\$5,760,000	5309	\$0		\$1,440,000	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2015 30' Bus Replacement (12)	C	12		\$5,562,000	\$4,449,600	5309	\$0		\$1,112,400	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2015 Replace (3) ADA mini-vans	C	2	\$37,000	\$111,000	\$88,800	5310	\$22,200	STA	\$0	
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2015 Shelters	C			\$60,000	\$48,000	5307	\$0		\$12,000	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2015 Rapid Transit Service Expansion (Vehicles)	C			\$12,000,000	\$9,600,000	5309	\$2,400,000	STA	\$0	
RIM Rural Transit	FFY 2015 Parking Lot Fence	C			\$50,000	\$50,000					DPIT/DOA P
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 2015 Replace eleven (11) 158" light duty buses Vehicle #'s 326, 327, 328, 329, 333, 334, 335, 336, 337, 338	C	11	\$70,550	\$913,000	\$776,050	5339				
Whiteside County	Transit Facility	C			\$1,210,000	\$968,000	5309	\$242,000			

**Table 5.7
Capital Expenses**

(FFY 2016-2018)

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 2016 Trolley for Shuttle	C			\$75,000	\$75,000	5311				
Abilities Plus – Henry County	FFY 2016 Minivan (expansion vehicle)	C			\$35,000	\$35,000	5311				
Abilities Plus – Henry County	FFY 2016 Med-Duty van (expansion)	C			\$63,000	\$63,000	5311				
Abilities Plus – Henry County	FFY 2017 Replace van #331	C			\$63,000	\$63,000	5311				
Abilities Plus – Henry County	FFY 2018 Replace van #332	C			\$63,000	\$63,000	5311				
Abilities Plus – Henry County	FFY 2018 Concrete Parking Lot	C			\$200,000	\$200,000	5311	\$0			LOC
City of Bettendorf (Bettendorf Transit)	FFY 2016 Preventative Maintenance	C			\$279,678	\$223,742	5307	\$0		\$55,936	LOC
City of Bettendorf (Bettendorf Transit)	FFY 2017 Preventative Maintenance	C			\$288,068	\$230,454	5307	\$0		\$57,614	LOC
City of Bettendorf (Bettendorf Transit)	FFY 2017 Replace ten (10) 30' Buses	C	10	\$250,000	\$2,500,000	\$2,000,000	5307/5339	\$0		\$500,000	LOC
City of Bettendorf (Bettendorf Transit)	FFY 2018 Preventative Maintenance	C			\$296,710	\$237,368	5307	\$0		\$59,342	LOC
City of Davenport (CITIBUS)	FFY 2016 Transit Enhancements	C			\$60,000	\$48,000	5307	\$0		\$12,000	LOC
City of Davenport (CITIBUS)	FFY 2016 Preventative Maintenance	C			\$825,000	\$660,000	5307			\$165,000	LOC
City of Davenport (CITIBUS)	FFY 2016 Replace Six (6) 35' ADA Buses	C			\$2,292,000	\$1,948,200	5309/5307	\$0		\$343,800	LOC
City of Davenport (CITIBUS)	FFY 2017 Preventative Maintenance	C			\$850,000	\$680,000	5307	\$0		\$190,000	LOC
City of Davenport (CITIBUS)	FFY 2017 Transit Enhancements	C			\$60,000	\$48,000	5307	\$0		\$12,000	LOC
City of Davenport (CITIBUS)	FFY 2018 Preventative Maintenance	C			\$850,000	\$680,000	5307	\$0		\$190,000	LOC
City of Davenport (CITIBUS)	FFY 2018 Transit Enhancements	C			\$60,000	\$48,000	5307	\$0		\$12,000	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 2016 Replace two (2) 176'ADA Light Duty Buses Vehicle #'s 244,245	C			\$197,330	\$167,730	5309	\$0		\$29,600	LOC
City of Muscatine (MUSCABUS)	FFY 2017 Replace two (2) 158' ADA Light Duty Buses Vehicle #'s 247, 248	C			\$293,488	\$249,465	5309	\$0		\$44,023	LOC
City of Muscatine (MUSCABUS)	Replace two (2) 158 Light Duty Buses Vehicle #'s 249, 250	C			\$180,000	\$153,000	5309	\$0		\$27,000	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2016 ADP Hardware	C			\$12,000	\$9,600	5307	\$0		\$2,400	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2016 ADP Software	C			\$10,000	\$8,000	5307	\$0		\$2,000	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2016 MSE	C			\$50,000	\$40,000	5307	\$0		\$10,000	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2016 Preventative Maintenance	C			\$2,060,000	\$0		\$14,662,050	STA	\$7,894,950	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2016 Shelters	C			\$60,000	\$48,000	5307	\$0		\$12,000	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2016 Transit Enhancements	C			\$60,000	\$48,000	5307	\$0		\$12,000	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2016 Replace 3 14-Passenger ADA Vehicles	C	3	\$63,000	\$189,000	\$151,200	5310	\$37,800	STA	\$0	
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2017 Preventative Maintenance	C			\$2,121,800	\$1,697,440	5307	\$0		\$424,360	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2017 Replace 3 12-Passenger ADA Vehicles	C	3	\$57,000	\$171,000	\$136,800	5310	\$34,200	STA	\$0	
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2017 Transit Enhancements	C			\$60,000	\$48,000	5307	\$0		\$12,000	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2017ADP 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 2017 ADP Software	C			\$10,000	\$8,000	5307	\$0		\$2,000	LOC
Rock Island County Metropolitan Mass Transit District (METRO)	FFY 2017 MSE	C			\$50,000	\$40,000	5307	\$0		\$10,000	LOC
RIM Rural Transit	FFY 2016 Purchase (1) one minivan	C	1	N/A	\$50,000	\$50,000	5310/STA				
RIM Rural Transit	FFY 2016 Purchase (1) one light duty vehicle	C	1	N/A	\$70,000	\$70,000	5310/STA				
RIM Rural Transit	FFY 2017 Purchase (1) one turtle top van	C	1	N/A	\$68,000	\$68,000	5310/STA				
River Bend Transit	FFY 2016 Replace thirteen (13) 158" ADA Light Duty Buses Vehicle #'s 436, 437	C	13	\$87,000	\$1,136,610	\$961,350	5339/STP	\$0		\$175,260	
River Bend Transit	FFY 2016 Replace two (2) 176" Light Duty Buses Vehicle #'s 298, 691	C	2	\$92,610	\$185,220	\$157,436	STP	\$0		\$27,784	LOC
River Bend Transit	FFY 2017 Replace two (2) 176" Light Duty Buses Vehicle #'s 807, 852	C	2	\$96,000	\$192,200	\$163,200	5339	\$0		\$28,000	LOC
Whiteside County	ITS Addition to Ecolane Software	C			\$40,000	\$32,000		\$8,000			
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 impact 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 within 2008 – 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 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 2014
(October 1, 2014-September 30, 2015)

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	2015 Urban Transit Planning	P	\$156,565	\$125,252	5303	\$0		\$31,313	LOC
Bi-State Regional Commission	2015 Region 9 Transit Planning	P	\$24,549	\$19,639	5304	\$0		\$4,910	LOC
City of Bettendorf	2014 Transit Planning	P	\$189,901	\$151,921	N/A	\$0		\$37,980	LOC
City of Davenport	2013 Transit Planning Comprehensive Route Analysis	P	\$150,000	\$120,000	5307	\$0		\$30,000	LCL
MetroLink	2014 Transit Planning Studies	P	\$60,000	\$48,000	5307	\$0	STA	\$12,000	LCL

Table 5.9
Current Year Planning Expenses FFY 2015
(October 1, 2013-September 30, 2014)

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	2014 Region 9 Transit Planning	P	\$24,549	\$19,639	5304	\$0		\$4,910	LOC
Bi-State Regional Commission	2014 Urban Transit Planning	P	\$156,565	\$125,252	5303	\$0		\$31,313	LOC
City of Bettendorf	2015 Transit Planning	P	\$195,598	\$156,479	N/A	\$0		\$39,120	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 2016-2018
(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	2016 Region 9 Transit Planning	P	\$24,549	\$19,639	5304	\$0		\$4,910	LOC
Bi-State Regional Commission	2017 Region 9 Transit Planning	P	\$24,549	\$19,639	5304	\$0		\$4,910	LOC
Bi-State Regional Commission	2018 Region 9 Transit Planning	P	\$24,549	\$19,639	5304	\$0		\$4,910	LOC
Bi-State Regional Commission	2016 Urban Transit Planning	P	\$156,565	\$125,252	5303	\$0		\$31,313	LOC
Bi-State Regional Commission	2017Urban Transit Planning	P	\$156,565	\$125,252	5303	\$0		\$31,313	LOC
Bi-State Regional Commission	2018 Urban Transit Planning	P	\$156,565	\$125,252	5303	\$0		\$31,313	LOC
City of Bettendorf	2016 Transit Planning	P	\$201,466	\$161,173	N/A	\$0		\$40,293	LOC
City of Bettendorf	2017 Transit Planning	P	\$207,510	\$166,008	N/A	\$0		\$36,000	LOC
City of Bettendorf	2018 Transit Planning	P	\$213,735	\$170,988	N/A			\$42,747	LOC
MetroLink	2016 Transit Planning-studies	P	\$60,000	\$48,000	5307	\$0		\$12,000	LOC
MetroLink	2017 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
STP	Surface Transportation Program

Appendix A

Profile – Henry County, Illinois

GENERAL DEMOGRAPHIC CHARACTERISTICS			
Total Population	50,378	Total Households	20,373
Gender		Total Families	13,859
Male	24,958		
Female	25,420	Age	
Race		0-4	3,018
White	47,545	5-19	10,338
Black or African American	800	20-24	2,482
American Indian or Alaska Native	87	25-34	5,418
Asian	142	35-44	6,038
Native Hawaiian or Pacific Islander	7	45-54	7,632
Some Other Race	1,028	55-64	6,862
Two or More Races	769	65-74	4,481
Hispanic or Latino Ethnicity (of any race)	2,444	75 and over	4,109
		Median Age	41.9
INCOME AND EDUCATION CHARACTERISTICS			
Household Income₁		School Enrollment	
\$14,999 or less	1,991	Population 3 years and over enrolled in school	11,914
\$15,000 to \$24,999	2,062	Nursery School, Preschool	1,099
\$25,000 to \$34,999	2,535	Kindergarten	926
\$35,000 to \$49,999	3,192	Elementary (Grades 1-8)	4,888
\$50,000 to \$74,999	4,250	High School (Grades 9-12)	2,932
\$75,000 to \$99,999	2,792	College or Graduate School	2,069
\$100,000 to \$149,999	2,520		
\$150,000 or more	1,168	Educational Attainment	
Median Household Income	\$52,284	Population 25 years and over	34,540
Family Income₁		Less than 9th Grade	1,236
\$14,999 or less	762	9th to 12th Grade, no diploma	2,722
\$15,000 to \$24,999	835	High School Graduate (includes equivalency)	12,073
\$25,000 to \$34,999	1,476	Some College, no degree	8,413
\$35,000 to \$49,999	1,965	Associates Degree	3,265
\$50,000 to \$74,999	3,361	Bachelors Degree	4,470
\$75,000 to \$99,999	2,458	Graduate or Professional Degree	2,361
\$100,000 to \$149,999	2,191	% High School Graduate or higher	88.5%
\$150,000 or more	993	% Bachelors Degree or higher	19.8%
Median Family Income	\$65,671		

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

₁ 2012 Inflation Adjusted Dollars

Profile – Mercer County, Illinois

GENERAL DEMOGRAPHIC CHARACTERISTICS			
Total Population	16,497	Total Households	6,768
Gender		Total Families	4,954
Male	8,139		
Female	8,358	Age	
Race		0-4	933
White	16,058	5-19	3,179
Black or African American	87	20-24	749
American Indian or Alaska Native	19	25-34	1,642
Asian	45	35-44	2,004
Native Hawaiian or Pacific Islander	0	45-54	2,573
Some Other Race	122	55-64	2,330
Two or More Races	90	65-74	1,607
		75 and over	1,404
Hispanic or Latino Ethnicity (of any race)	303	Median Age	43.7
INCOME AND EDUCATION CHARACTERISTICS			
Household Income₁		School Enrollment	
\$14,999 or less	657	Population 3 years and over enrolled in school	3,768
\$15,000 to \$24,999	724	Nursery School, Preschool	294
\$25,000 to \$34,999	614	Kindergarten	139
\$35,000 to \$49,999	1254	Elementary (Grades 1-8)	1,833
\$50,000 to \$74,999	1387	High School (Grades 9-12)	875
\$75,000 to \$99,999	1046	College or Graduate School	627
\$100,000 to \$149,999	755		
\$150,000 or more	331		
Median Household Income	\$52,700	Educational Attainment	
Family Income₁		Population 25 years and over	11,560
\$14,999 or less	375	Less than 9th Grade	236
\$15,000 to \$24,999	291	9th to 12th Grade, no diploma	1,022
\$25,000 to \$34,999	379	High School Graduate (includes equivalency)	4,654
\$35,000 to \$49,999	797	Some College, no degree	2,871
\$50,000 to \$74,999	1174	Associates Degree	1,144
\$75,000 to \$99,999	946	Bachelors Degree	1,080
\$100,000 to \$149,999	672	Graduate or Professional Degree	553
\$150,000 or more	320	% High School Graduate or higher	89.1%
Median Family Income	\$62,492	% Bachelors Degree or higher	14.1%

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

₁ 2012 Inflation Adjusted Dollars

Profile – Muscatine County, Iowa

GENERAL DEMOGRAPHIC CHARACTERISTICS			
Total Population	42,634	Total Households	16,540
Gender		Total Families	11,502
Male	21,141		
Female	21,588	Age	
Race		0-4	2,997
White	39,467	5-19	9,208
Black or African American	567	20-24	2,492
American Indian or Alaska Native	152	25-34	4,956
Asian	394	35-44	5,575
Native Hawaiian or Pacific Islander	0	45-54	6,390
Some Other Race	1,332	55-64	5,284
Two or More Races	722	65-74	2,921
Hispanic or Latino Ethnicity (of any race)	6,556	75 and over	2,811
		Median Age	38.0
INCOME AND EDUCATION CHARACTERISTICS			
Household Income₁		School Enrollment	
\$14,999 or less	1919	Population 3 years and over enrolled in school	10,696
\$15,000 to \$24,999	1,866	Nursery School, Preschool	677
\$25,000 to \$34,999	1,698	Kindergarten	614
\$35,000 to \$49,999	2,505	Elementary (Grades 1-8)	4,908
\$50,000 to \$74,999	3,679	High School (Grades 9-12)	2,676
\$75,000 to \$99,999	2,312	College or Graduate School	1,821
\$100,000 to \$149,999	1,943		
\$150,000 or more	618	Educational Attainment	
Median Household Income	51,675	Population 25 years and over	28,171
Family Income₁		Less than 9th Grade	1,888
\$14,999 or less	1031	9th to 12th Grade, no diploma	2,213
\$15,000 to \$24,999	828	High School Graduate (includes equivalency)	9,682
\$25,000 to \$34,999	1004	Some College, no degree	6,652
\$35,000 to \$49,999	1679	Associates Degree	2,969
\$50,000 to \$74,999	2742	Bachelors Degree	3,391
\$75,000 to \$99,999	1918	Graduate or Professional Degree	1,376
\$100,000 to \$149,999	1697	% High School Graduate or higher	85.4%
\$150,000 or more	603	% Bachelors Degree or higher	16.9%
Median Family Income	\$60,389		

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

₁ 2012 Inflation Adjusted Dollars

Profile – Rock Island County, Illinois

GENERAL DEMOGRAPHIC CHARACTERISTICS			
Total Population	147,504	Total Households	60,670
Gender		Total Families	37,488
Male	72,318		
Female	75,186	Age	
Race		0-4	9,538
White	120,300	5-19	27,756
Black or African American	13,388	20-24	9,451
American Indian or Alaska Native	450	25-34	18,396
Asian	2,480	35-44	17,535
Native Hawaiian or Pacific Islander	9	45-54	21,208
Some Other Race	6,878	55-64	19,575
Two or More Races	3,999	65-74	12,338
Hispanic or Latino Ethnicity (of any race)	17,087	75 and over	11,707
		Median Age	40.1
INCOME AND EDUCATION CHARACTERISTICS			
Household Income₁		School Enrollment	
\$14,999 or less	7,344	Population 3 years and over enrolled in school	36,521
\$15,000 to \$24,999	7,671	Nursery School, Preschool	2,436
\$25,000 to \$34,999	6,858	Kindergarten	1,791
\$35,000 to \$49,999	9,528	Elementary (Grades 1-8)	14,489
\$50,000 to \$74,999	12,354	High School (Grades 9-12)	8,058
\$75,000 to \$99,999	7,666	College or Graduate School	9,747
\$100,000 to \$149,999	5,958		
\$150,000 or more	3,291	Educational Attainment	
Median Household Income	48,205	Population 25 years and over	100,759
Family Income₁		Less than 9th Grade	4,759
\$14,999 or less	2,414	9th to 12th Grade, no diploma	8,205
\$15,000 to \$24,999	3,175	High School Graduate (includes equivalency)	32,142
\$25,000 to \$34,999	3,566	Some College, no degree	24,867
\$35,000 to \$49,999	5,658	Associates Degree	9,106
\$50,000 to \$74,999	8,335	Bachelors Degree	14,372
\$75,000 to \$99,999	6,223	Graduate or Professional Degree	7,308
\$100,000 to \$149,999	5,225	% High School Graduate or higher	87.1%
\$150,000 or more	2,892	% Bachelors Degree or higher	21.5%
Median Family Income	\$61,413		

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

₁ 2012 Inflation Adjusted Dollars

Profile – Scott County, Iowa

GENERAL DEMOGRAPHIC CHARACTERISTICS			
Total Population	163,667	Total Households	66,914
Gender		Total Families	42,366
Male	80,150		
Female	83,517	Age	
Race		0-4	11,038
White	142,161	5-19	33,600
Black or African American	11,428	20-24	10,352
American Indian or Alaska Native	419	25-34	21,545
Asian	3,133	35-44	21,241
Native Hawaiian or Pacific Islander	0	45-54	24,423
Some Other Race	1,954	55-64	20,234
Two or More Races	4,572	65-74	11,179
		75 and over	10,055
Hispanic or Latino Ethnicity (of any race)	8,865	Median Age	37.4
INCOME AND EDUCATION CHARACTERISTICS			
Household Income₁		School Enrollment	
\$14,999 or less	7,849	Population 3 years and over enrolled in school	43,281
\$15,000 to \$24,999	6,826	Nursery School, Preschool	2,757
\$25,000 to \$34,999	7,441	Kindergarten	1,951
\$35,000 to \$49,999	9,375	Elementary (Grades 1-8)	17,690
\$50,000 to \$74,999	12,622	High School (Grades 9-12)	8,945
\$75,000 to \$99,999	8,977	College or Graduate School	11,938
\$100,000 to \$149,999	8,738		
\$150,000 or more	5,086	Educational Attainment	
Median Household Income	53,002	Population 25 years and over	110,061
Family Income₁		Less than 9th Grade	2,620
\$14,999 or less	2,740	9th to 12th Grade, no diploma	5,865
\$15,000 to \$24,999	2,671	High School Graduate (includes equivalency)	30,127
\$25,000 to \$34,999	3,505	Some College, no degree	25,681
\$35,000 to \$49,999	5,462	Associates Degree	11,868
\$50,000 to \$74,999	8,692	Bachelors Degree	22,790
\$75,000 to \$99,999	7,202	Graduate or Professional Degree	11,110
\$100,000 to \$149,999	7,506	% High School Graduate or higher	92.3%
\$150,000 or more	4,588	% Bachelors Degree or higher	30.8%
Median Family Income	\$69,098		

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

₁ 2012 Inflation Adjusted Dollars

Profile – Whiteside County, Illinois

GENERAL DEMOGRAPHIC CHARACTERISTICS			
Total Population	58,400	Total Households	23,390
Gender		Total Families	15,848
Male	28,698		
Female	29,702	Age	
Race		0-4	3,481
White	54,057	5-19	11,575
Black or African American	802	20-24	3,093
American Indian or Alaska Native	266	25-34	6,198
Asian	283	35-44	7,174
Native Hawaiian or Pacific Islander	74	45-54	8,763
Some Other Race	1,769	55-64	7,840
Two or More Races	1,149	65-74	5,213
Hispanic or Latino Ethnicity (of any race)	6,468	75 and over	5,063
		Median Age	42.0
INCOME AND EDUCATION CHARACTERISTICS			
Household Income₁		School Enrollment	
\$14,999 or less	2,552	Population 3 years and over enrolled in school	13,807
\$15,000 to \$24,999	3,044	Nursery School, Preschool	897
\$25,000 to \$34,999	2,952	Kindergarten	674
\$35,000 to \$49,999	3,917	Elementary (Grades 1-8)	6,242
\$50,000 to \$74,999	4,984	High School (Grades 9-12)	3,410
\$75,000 to \$99,999	2,947	College or Graduate School	2,584
\$100,000 to \$149,999	2,078		
\$150,000 or more	916	Educational Attainment	
Median Household Income	46,193	Population 25 years and over	40,251
Family Income₁		Less than 9th Grade	2,067
\$14,999 or less	928	9th to 12th Grade, no diploma	3,381
\$15,000 to \$24,999	1,418	High School Graduate (includes equivalency)	15,232
\$25,000 to \$34,999	1,693	Some College, no degree	9,583
\$35,000 to \$49,999	2,763	Associates Degree	3,805
\$50,000 to \$74,999	3,860	Bachelors Degree	4,170
\$75,000 to \$99,999	2,555	Graduate or Professional Degree	2,013
\$100,000 to \$149,999	1,894	% High School Graduate or higher	86.5%
\$150,000 or more	737	% Bachelors Degree or higher	15.4%
Median Family Income	56,949		

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

₁ 2012 Inflation Adjusted Dollars

Appendix B



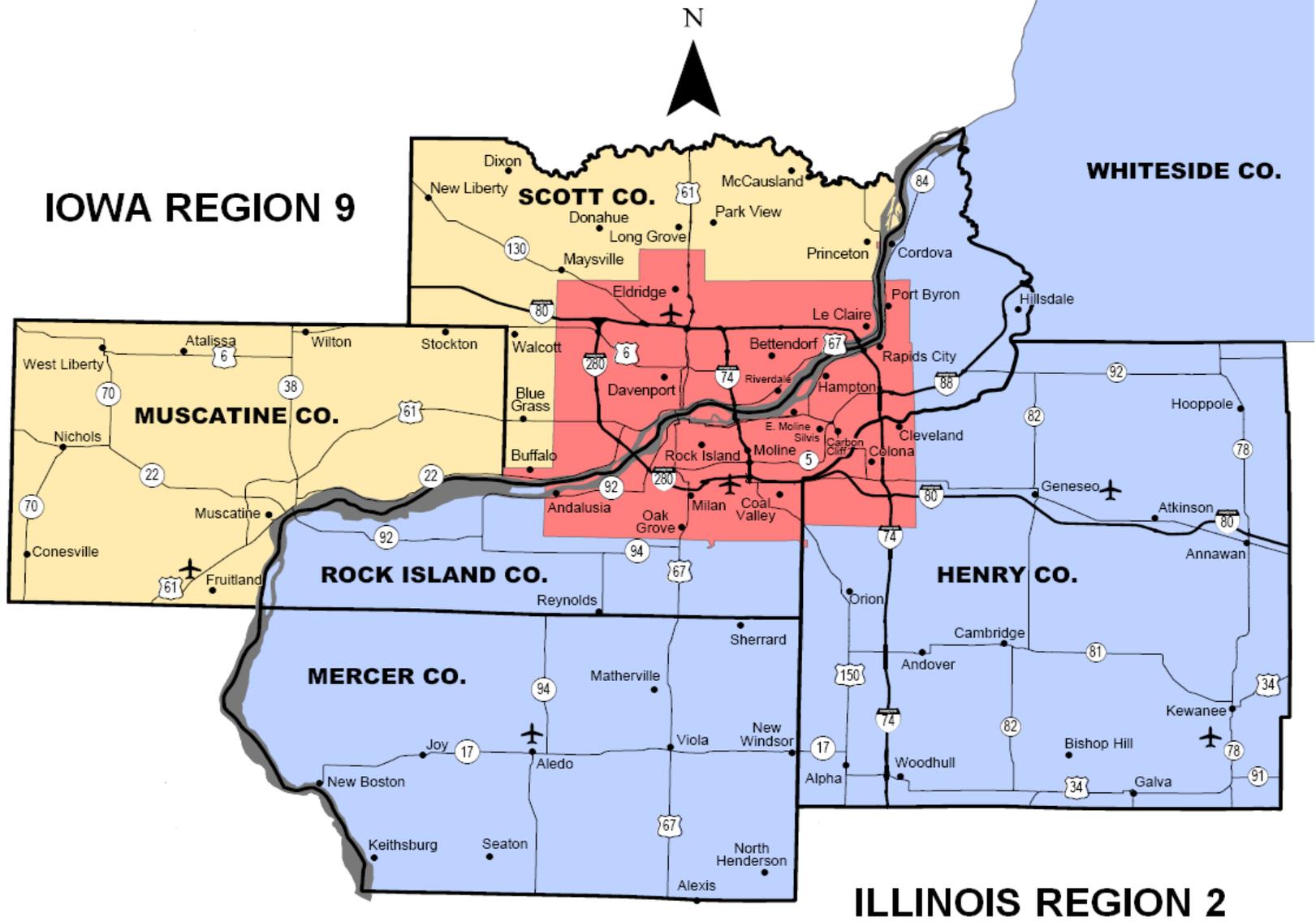
Specialized Transportation Services Inventory for the Bi-State Region

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 I-1 illustrates the geographic area served by this inventory. Individual organizations may serve areas beyond the Bi-State Region.

Map B-1



Henry County, Illinois

**ABILITIES PLUS
 1100 NORTH EAST STREET
 KEWANEE, IL 61443
 (309) 852-4626
 CONTACT: MS. KIM WALKER
 E-MAIL: kim@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 five medium duty vans.
Principal Clients:	General public.
Operating Hours/Days:	7:00 a.m. to 5:00 p.m., Monday through Saturday
Number of Routes/Service Frequency:	Demand Response
Priority Call System:	24 hours advanced notice
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).
Service Restrictions:	No charter service and no school bus service.

*Updated December, 2013

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 van 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.

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
GENESEO, IL 61254
(309) 944-2147
CONTACT: MS. MARY BERGREN
E-MAIL: hillcresth@geneseo.net

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.

Henry County, Illinois

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

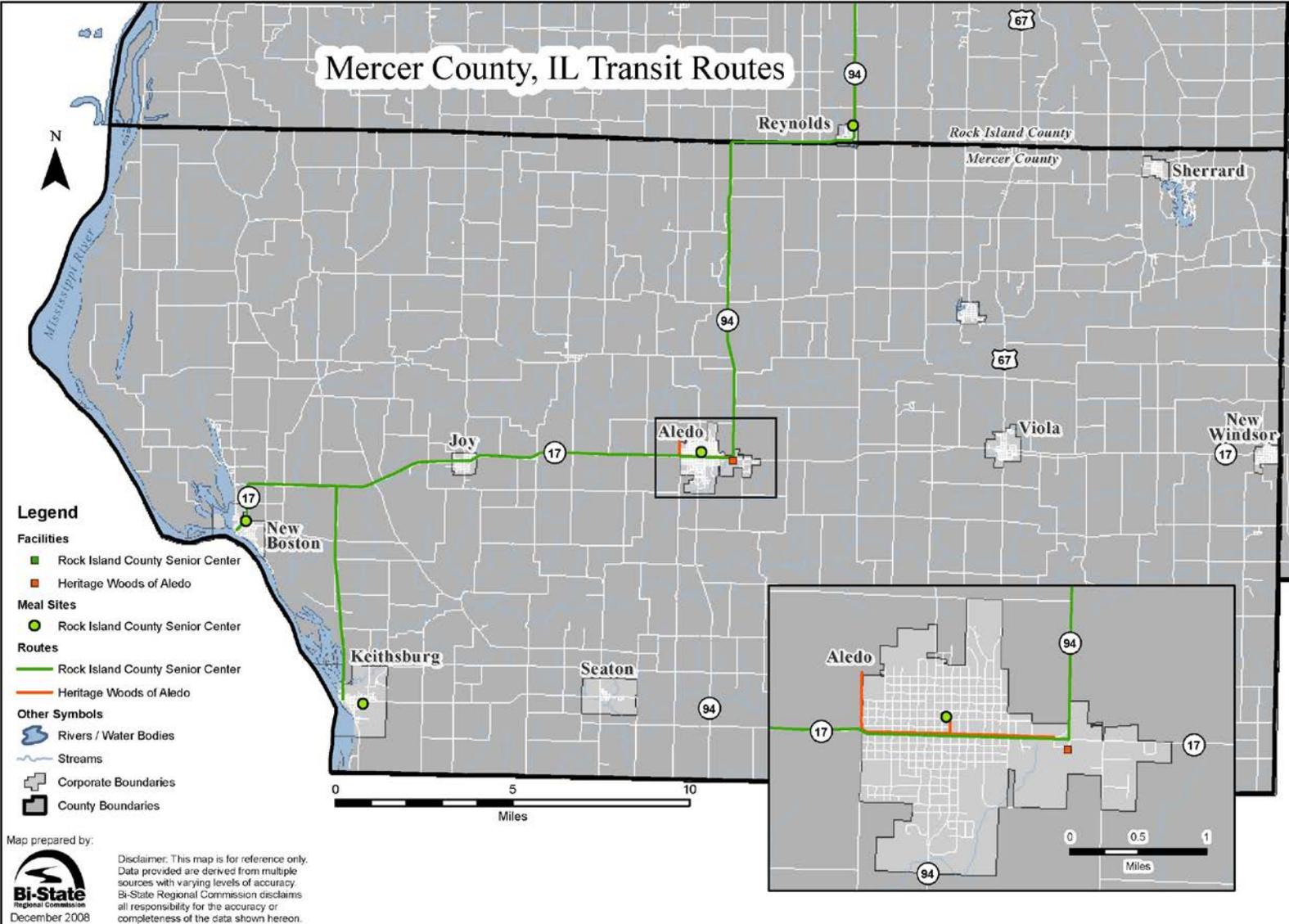
Sponsor:	Kewanee Care Home.
Service Area:	Henry County, Illinois. _____ or by appointment.
Nature of Service/ Destination:	Medical appointments, recreation.
Vehicles:	One wheelchair and two people.
Principal Clients:	Residents. If there is time, the general public.
Operating Hours:	8:00 a.m. to 4:30 p.m., Monday through Friday.
Priority Call System:	Residents.
Fees/Suggested Donation:	None for residents..
Program Funding Sources:	Service provided in-house.
Drivers and Escorts:	Staff employees.
Service Restrictions:	Residents of nursing home.

Henry County, Illinois

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

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:	Shopping available on Thursday afternoons, 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.

Map B-3
Mercer County Transit



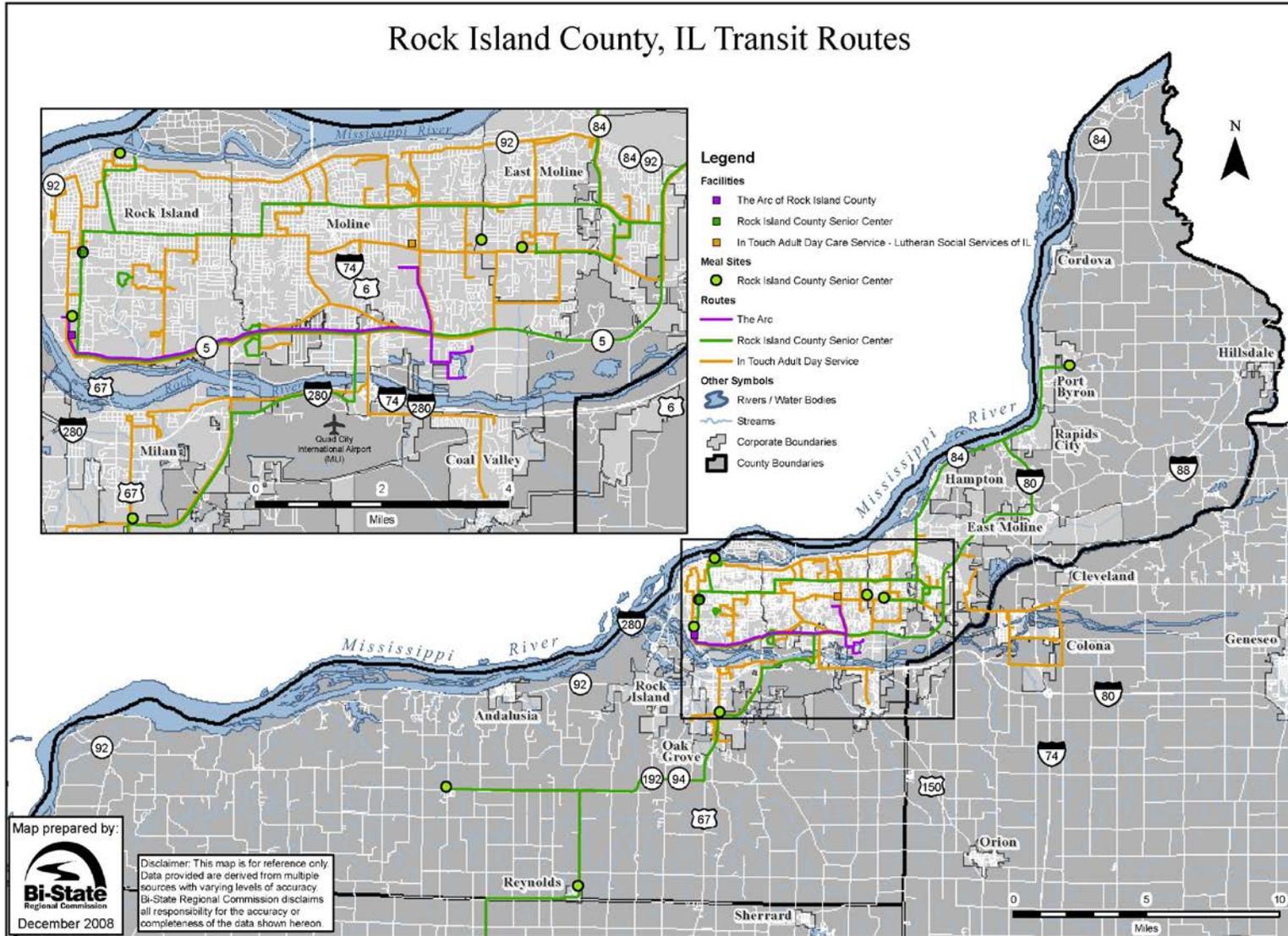
Mercer County, Illinois

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

**CONTACT: ADMINISTRATOR OR TRANSPORTATION COORDINATOR
E-MAIL:**

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:	Various.
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.

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 - 2 vehicles hold 18 passengers; 1 vehicle holds 5 passengers.
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

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. CYNTHIS BOFTIC**

Sponsor:	Lighthouse Homecare, LLC.
Service Area:	Pay-to-Go
Nature of Service/ Destination:	Homecare, doctor appointments errands, pet care transportation.
Vehicles:	Regular vehicles (cars). One company car
Principal Clients:	Elderly and doctors offices.
Operating Hours:	24/7 for clients..
Priority Call System:	First come, first served.
Fees/Suggested Donation:	\$20 hour plus mileage (\$.50) from time vehicle left office to office return.
Program Funding Sources:	Private pay.
Drivers and Escorts:	CNA and Homemakers.
Service Restrictions:	Do not have lift vehicles.

Rock Island County, Illinois

LUCKY ENTERPRISES, INC
509 12TH STREET
ROCK ISLAND, IL 61201
(309) 788-8182
CONTACT: SANDRA SISCO
E-MAIL: luckylucky39@aol.com

Sponsor:	
Service Area:	Rock Island, Scott, Muscatine, Henry, Mercer, Cedar, Whiteside, Carroll Counties (Anywhere within a 200 mile radius).
Nature of Service/ Destination:	Varies. People, packages, pallets, medical. Iowa, Illinois, Wisconsin, Indiana.
Vehicles:	Passenger vehicles are mini-vans. Cargo vehicles are cargo vans, 12', 14', 16', 26' trucks up to 26,000# GVW.
Principal Clients:	General Public and Corporate Accounts. Both passenger service and deliver service.
Operating Hours:	24 hours a day/ 7 days a week/ 365 days a year.
Priority Call System:	On demand, time calls, prearranged pick-up, scheduled routes on cargo.
Fees/Suggested Donation:	Varies. Depends on service. Would like to use voucher system through MetroLINK.
Program Funding Sources:	Fares. We have not received any funding in 18 years. Would like to use voucher system through MetroLINK.
Drivers and Escorts:	Drivers.
Service Restrictions:	Wheel Chair Clients. If they can use a transfer board, we take wheelchair clients.

* Information obtained from Transportation Survey (November 2006)

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; 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; \$6.00 ferry boat
Program Funding Sources:	FTA (Sections 5307, 5309/5339, 2310, 5316, 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

Rock Island County, Illinois

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

CONTACT: KRIS BEDARD and JODI MCCA

E-MAIL: kbedard@projectnow.org or jmccaw@projectnow.org

Sponsor:	Project NOW, Inc.
Service Area:	Rural Rock Island County and Mercer County
Nature of Service/ Destination:	Rural public transportation
Vehicles:	15 vehicles
Principal Clients:	General public; Seniors 60+
Operating Hours:	8:00 a.m. to 5:00 p.m., Monday through Friday.
Priority Call System:	None
Fees/Suggested Donation:	Suggested donation for seniors 60+ of \$1.50 within County; 0-4 ride free; 5-11 half price; 12 and older as follows: 1-20 miles \$3.00; 21-40 miles \$5.00; 41+ miles \$7.00. If able to accommodate same day service there is an additional fee of \$3.00.
Program Funding Sources:	Title IIIB; 5311; DOAP; JARC
Drivers and Escorts:	
Service Restrictions:	

Rock Island County, Illinois

ROCK ISLAND COUNTY HEALTH DEPARTMENT
2112 - 25TH AVENUE
ROCK ISLAND, IL 61201
(309) 558-2850
CONTACT: MS. FRANKI CUNNINGHAM
E-MAIL: fcunningham@co.rock-island.il.us

Sponsor:	N/A.
Service Area:	Rock Island County, but will take to Iowa City or Peoria.
Nature of Service/ Destination:	Medical appointments for pregnant women and children under the age of one.
Vehicles:	2 cars and one van.
Principal Clients:	Medical or medically indigent.
Operating Hours:	8:00 a.m. to 5:00 p.m., Monday through Friday.
Priority Call System:	N/A.
Fees/Suggested Donation:	Medical card/Medicaid.
Program Funding Sources:	Medical card/Medicaid.
Drivers and Escorts:	In-house staff.
Service Restrictions:	Medicaid or medically indigent pregnant women or Medicaid children under one.

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.

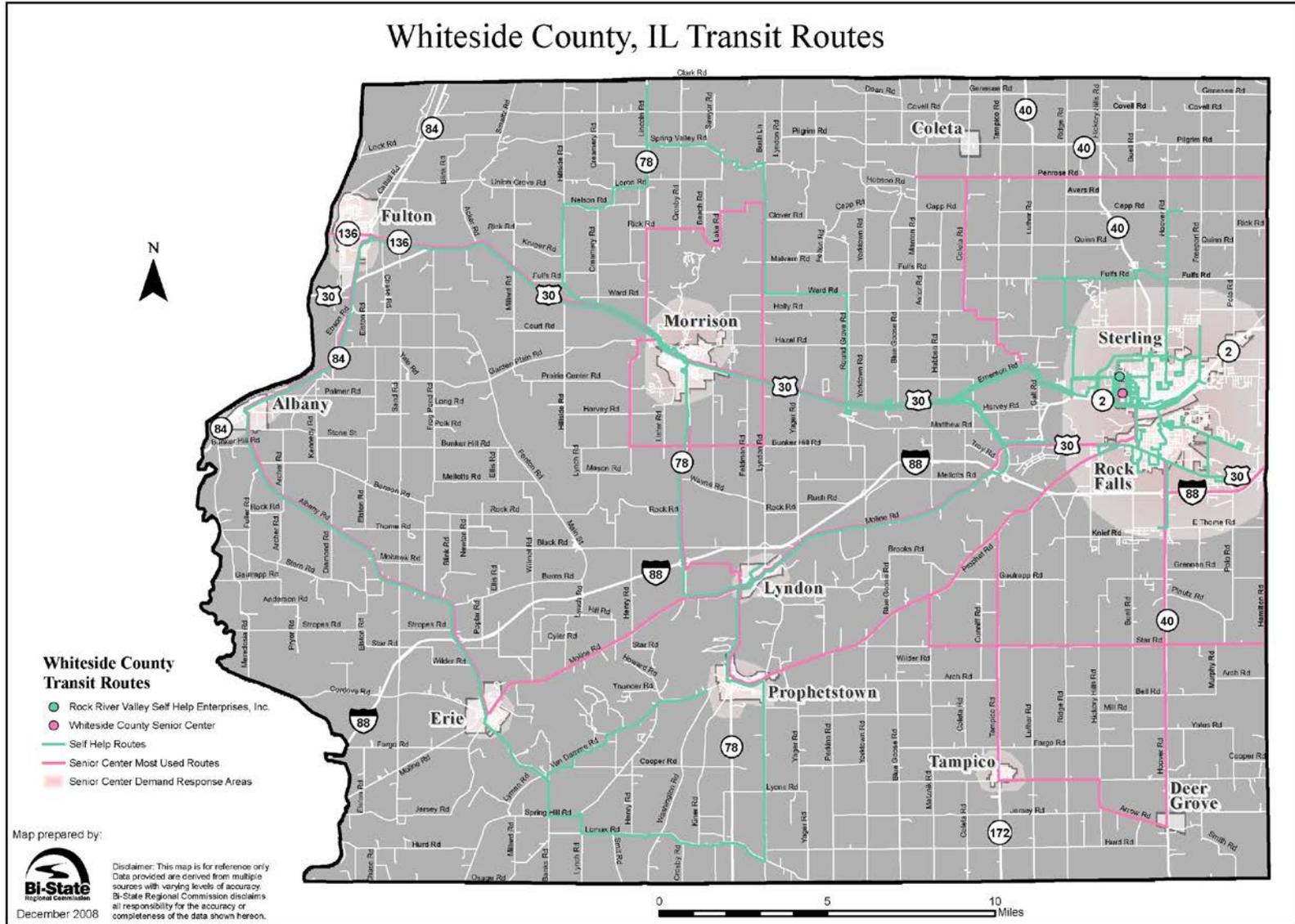
Rock Island County, Illinois

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, IL Transit Routes



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: CARLA HAUBRICH

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) 625-7433
CONTACT: TORI MCDANIEL

Sponsor:	
Service Area:	Whiteside County.
Nature of Service/ Destination:	Public Transportation
Vehicles:	One super medium duty, 3 mini-vans, 5 medium duty, and 5 light duty vehicles. Some vehicles are owned by the Whiteside County Senior Center and some are owned by the County, but all of them are used for public transportation and are all ADA accessible.
Principal Clients:	Whiteside County residents of all ages.
Operating Hours:	6:00 a.m.– 6:00 p.m. Monday through Friday
Priority Call System:	Residents are encouraged to call as soon as they are aware of the need for transportation, however, same day service is available as space permits.
Fees/Suggested Donation:	5 and under – \$0.50 one way in county Ages 6-59 – \$2.00 one way in county 60+ or individuals with a disability – suggested \$1.00 donation Residents of all ages – \$0.25 per mile to travel outside of Whiteside County
Program Funding Sources:	Section 5311, 5316, 5317, DOAP, Illinois Department on Aging, local contracts and donation.
Drivers and Escorts:	13 drivers.
Service Restrictions:	N/A

*Updated January, 2014

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.

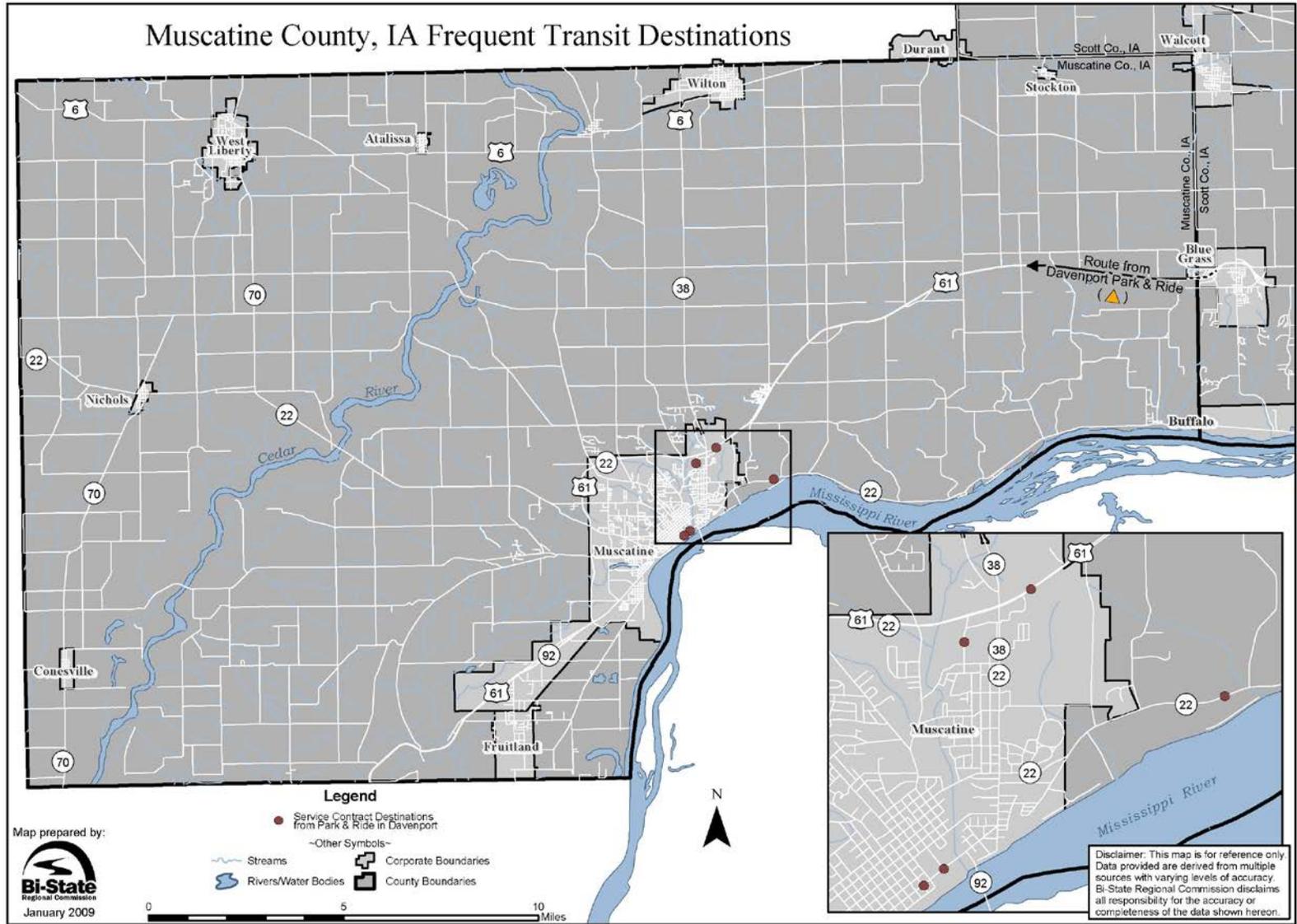


INFORMAL SOURCES

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

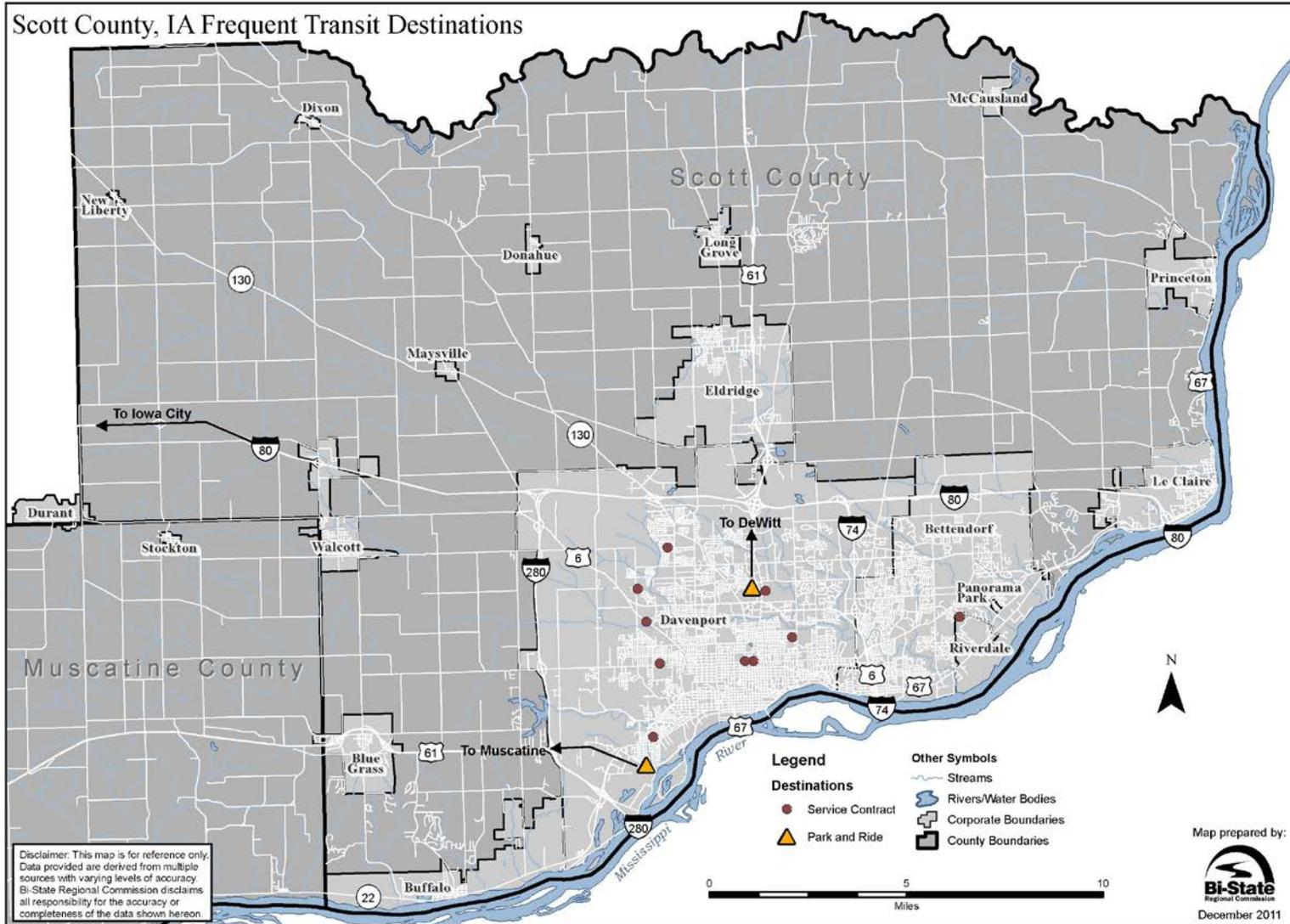
Sponsor:	Bethany for Children and Families.
Service Area:	Clinton, Jackson, Muscatine and Scott Counties, Iowa.
Nature of Service/ Destination:	Very limited. Dependent on the funding source approving/allowing it.
Vehicles:	Employee and agency owned.
Principal Clients:	Bethany for Children family clients 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. KRISTY KORPI
E-MAIL: kkorpi@muscatineiowa.gov

Sponsor:	City of Muscatine.
Service Area:	City of Muscatine.
Nature of Service/ Destination:	Public Transit.
Vehicles:	11 ADA accessible vehicles.
Principal Clients:	43% disabled; 10% elderly; 47% other.
Operating Hours:	6:30 a.m. to 5:00 p.m., Monday through Friday – Fixed/Paratransit 8:30 a.m. to 4:30 p.m., Saturday – Fixed/Paratransit 5:30 p.m. to 12:00 a.m., Monday through Saturday – JARC
Priority Call System:	N/A.
Fees/Suggested Donation:	\$.75 - routes / \$1.00 – Paratransit
Program Funding Sources:	Federal Transit Administration, State Transit Assistance, and City tax levy.
Drivers and Escorts:	Staff of 21 part-time drivers.
Service Restrictions:	Services are open to the general public, and are ADA Compliant

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:	City of Bettendorf, Iowa and Centre Station in Rock Island, Illinois.
Nature of Service/ Destination:	Fixed route and Loop Riverfront Circulator
Vehicles:	13
Principal Clients:	General public
Operating Hours:	6:00 a.m. to 6:30 p.m., Monday through Friday. 8:30 a.m. to 5:30 p.m., Saturday.
Priority Call System:	None
Fees/Suggested Donation:	\$1.00 regular fare; \$0.50 elderly, disabled or college student
Program Funding Sources:	Local funds; FTA Section 5307; ICAAP
Drivers and Escorts:	Fixed route. 10 regular drivers; 3 substitutes.
Service Restrictions:	Service area is restricted to the City of Bettendorf and Centre Station.

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:	City of Davenport.
Nature of Service/ Destination:	Fixed route bus.
Vehicles:	21 vehicles
Principal Clients:	General public.
Operating Hours:	Monday - Friday, 5:30 am - 6:30 pm; Saturday, 9:00 am - 6:00 pm <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.

Scott County, Iowa

DAVENPORT GOOD SAMARITAN SOCIETY - DAVENPORT
700 WAVERLY ROAD
DAVENPORT, IA 52804
(563) 324-1651
CONTACT: MR. DON MITCHEM

Sponsor:	Good Samaritan Society – Davenport
Service Area:	Scott County, Iowa and Rock Island County, Illinois.
Nature of Service/ Destination:	Medical appointments and nursing care resident activities in Quad City area. Wheelchair/ambulatory – same basic service.
Vehicles:	Two vans equipped with wheelchair lifts and wheelchair locks. If not accommodating wheelchairs, vans hold either six or fourteen riders.
Principal Clients:	Nursing care residents, mostly elderly, in the Davenport Good Samaritan Center.
Operating Hours:	7:00 a.m. to 5:00 p.m., Monday through Friday with occasional exceptions.
Priority Call System:	Transportation is scheduled by staff of the Center as needed/requested by the Center's residents.
Fees/Suggested Donation:	\$33.00 round trip, \$23.00 one way (medical appointments); no charge (group activities).
Program Funding Sources:	The operating budget of the Center and user fees.
Drivers and Escorts:	Staff and volunteer drivers; staff, volunteer and family member escorts.
Service Restrictions:	Residents/patients of the Center.

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:	Iowa Department of Transportation.
Service Area:	Cedar, Clinton, Muscatine and Scott Counties in Iowa and Rock Island County in Illinois.
Nature of Service/ Destination:	Medical appointments, work, school and education trips.
Vehicles:	57 buses with lifts; 6 full-capacity passenger vans; 3 ramp mini-vans.
Principal Clients:	50% disabled; 35% elderly; 15% other.
Operating Hours:	5:50 a.m. to 9:00 p.m., Monday through Friday. 7:00 a.m. to 5:00 p.m., Saturday - per contract.
Priority Call System:	First come, first served, general public space available - per contract.
Fees/Suggested Donation:	Suggested donation in rural areas, fees per contract.
Program Funding Sources:	Federal Transit Administration, State Transportation Assistance, Area Agency on Aging.
Drivers and Escorts:	N/A.
Service Restrictions:	N/A.

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

02/26/2013	Urban Transportation Policy Committee Meeting--Rock Island, IL
03/12/2013	Urban Transportation Technical Committee Meeting--Rock Island, IL
03/26/2013	Urban Transportation Policy Committee Meeting--Rock Island, IL
03/27/2013	Urban Transportation Policy Committee Meeting--
04/09/2013	Urban Transportation Technical Committee Meeting--Rock Island, IL
05/14/2013	Urban Transportation Technical Committee Meeting--Rock Island, IL
05/28/2013	Urban Transportation Policy Committee Meeting--Rock Island, IL
06/11/2013	Urban Transportation Technical Committee Meeting--Rock Island, IL
06/25/2013	Urban Transportation Policy Committee Meeting--Rock Island, IL
07/09/2013	Region 9 Transportation Technical Committee Meeting—Davenport, IA
08/12/2013	RIM Rural Transit Advisory Committee Meeting—Aledo, IL
08/13/2013	Urban Transportation Technical Committee Meeting--Rock Island, IL
08/26/2013	Centers for Independent Living and SILC Transportation Advisory Group— Springfield, IL
08/27/2013	Urban Transportation Policy Committee Meeting--Rock Island, IL
09/10/2013	Urban Transportation Technical Committee Meeting--Rock Island, IL
09/24/2013	Urban Transportation Policy Committee Meeting--Rock Island, IL
10/01/2013	Region 9 Transportation Technical Committee Meeting—Muscatine, IA
10/08/2013	Urban Transportation Technical Committee Meeting--Rock Island, IL
10/09/2013	Region 2 Transit Advisory Committee Meeting—Colona, IL
10/13/2013	Active Transportation & Alternatives Workshop—Rock Island, IL
10/22/2013	Urban Transportation Policy Committee Meeting--Rock Island, IL
10/24/2013	Region 9 Transportation Policy Committee Meeting—Blue Grass, IA
11/18/2013	RIM Rural Transit Advisory Committee Meeting—Port Byron, IL
12/03/2013	Muscatine County Human Services Meeting—Muscatine, IA
12/09/2013	Region 2 Mobility Summit—Sterling, IL
12/12/2013	Region 2 Mobility Summit—Aledo, IL
12/16/2013	Urban Mobility Summit—Moline, IL
01/13/2014	Quad Cities Shelter and Transitional Housing Committee
01/14/2014	Urban Transportation Technical Committee Meeting--Rock Island, IL
01/28/2014	Urban Transportation Policy Committee Meeting--Rock Island, IL
02/11/2014	Urban Transportation Technical Committee Meeting--Rock Island, IL

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- 02/25/2014 Urban Transportation Policy Committee Meeting--Rock Island, IL
 - 03/11/2014 Urban Transportation Technical Committee Meeting--Rock Island, IL
 - 03/25/2014 Urban Transportation Policy Committee Meeting--Rock Island, IL
 - 03/26/2014 Region 9 Transportation Technical Committee Meeting—Muscatine, IA
 - 03/26/2014 Region 9 Mobility Summit—Muscatine, IA
 - 04/17/2014 Region 9 Transportation Policy Committee Meeting—Muscatine, IA

All transportation meetings are open to the public, but may not have transit-related topics on the agenda.

SUMMARY OF TRANSPORTATION NEEDS ASSESSMENT SURVEY RESPONSES

(2014 data)

Community Survey –Transportation Needs Assessment Muscatine and Scott Counties, IA Henry, Mercer, Rock Island, IL

At Region 2 Mobility Summits located in Aledo and Sterling, IL, at the Urban Mobility Summit held in Moline, IL, Muscatine County Human Services Meeting, and the Quad Cities Shelter and Transitional Housing Committee, a Transportation Needs Assessment was distributed to attendees and requested that it be distributed to consumers utilizing human service agencies within the Bi-State Region. In mid-January, the survey was also posted on Survey Monkey. The following link provides access to the survey:

<https://www.surveymonkey.com/s/TransportationNeedsAssessment>

The survey was used as another tool to gather public input and to identify gaps in services in regards to mobility within the Greater Bi-State Region. Common transit issues found within the survey were discussed in Chapter 4 and seemed to be universal topics in all of Bi-State's counties.

Below is a copy of the Transportation Needs Assessment that was distributed:

– CONSUMER SURVEY –
TRANSPORTATION NEEDS ASSESSMENT
Human Service Agency Interest Groups
Bi-State Region: Muscatine & Scott Counties-IA
Henry, Mercer, Rock Island, Whiteside Counties-IL

1. **Where do you live?** _____

2. **What best describes your age?**
 - Under 18
 - 19-35
 - 36-65
 - Over 65

3. **Do you use public transportation?**
 - Yes
 - No

4. **If you answered yes, how frequently do you use public transportation?**
 - Daily
 - Once a week
 - More than once a week
 - Once a month
 - A few times a year

5. **If you answered no, why do you choose not to use public transportation?**
 - Affordability of service
 - Accessibility of service
 - Lack of expanded hours of transportation
 - Not enough coordination between service providers
 - Not enough education/advertising about the service
 - Lack of expanded services out of town
 - Prefer other modes of transportation
 - Other, please specify: _____

6. **What do you use public transportation for?**
 - Work
 - Medical Appointments (how often? _____)
 - Shopping
 - School
 - Visiting Friends or Family
 - Religious
 - Other, please specify: _____

7. **If you use public transportation for medical appointments, are they outside of the county?**
 - Yes (If yes, where? _____)?
 - No

8. When do you and/or your household need public transportation? (check all that apply)

- Weekday mornings (6:00 AM-12:00 PM)
- Weekday afternoons (12:00 PM-5:00 PM)
- Weekday evenings (5:00 PM-10:00 PM)
- Weekends (7:00 AM-5:00PM)
- Weekends (5:00 PM-10:00 PM)
- Weekends (after 10:00 PM)

9. What do you think would help to improve public transportation services within your region?

10. What is some common transit issues/barriers found within your region? (i.e. the need for extended hours of service, affordability, disconnections between needed destinations)

Provided below are notes from four public summits that Bi-State staff facilitated. It is important to note that the 2013 Urban Transit Summit was held at a location in Illinois; however, the input requested and received represented the entire metropolitan area in both Illinois and Iowa. The selected location for the urban transit summit switches annually between the two states. The remaining summits were held in rural locations to gather input from rural populations within the region. In Region 2 on the Illinois side,

locations included Aledo, and the other in Sterling. In Region 9 on the Iowa side, Bi-State facilitated a transit summit held in Muscatine.

For the urban summit, a representative from all service providers on Bi-State's Region Transit Interest and Advisory Group (RTIAG) were invited to attend. This includes both the Iowa and Illinois side. The list is comprised of representatives serving in the human service industry and/or the transportation field. For the rural summits, those invited were RTIAG members from the respective state in which the summit was being held. Bi-State will hold transit summits quarterly, switching the location of the summits, in an effort to continuously gather public input from a wider geographic coverage of the region. A complete list of the RTIAG Group may be found on Page xii in the introduction of the TDP.

Input and notes from each meeting are provided below.

SUMMARY OF REGION 2 TRANSIT SUMMIT-Sterling, IL Whiteside County Senior Center December 9, 2013 — 4:00 p.m.

A transit summit was held on December 9, 2013 at the Whiteside County Senior Center to gather public input from individuals residing in Henry and Whiteside Counties. Individuals encouraged to attend included those involved with human service agencies, transit providers in the private and/or public sector, and the general public. Bi-State staff provided a presentation about what the TDP is and its purposes, asked a range of transit and goal-oriented questions relating to the future of mobility in the Bi-State Region, and distributed a Transportation Needs Assessment Survey for attendees to complete. Below is a list of those who attended, and notes from transit providers, individuals with an interest in transit, and consumers.

Attendees:

Transit Providers:

Kim Walker-Henry County Public
Transportation
Andy Dwyer-Henry County Public
Transportation
Tori McDaniel-Whiteside County Public
Transportation
Edith Canales-Whiteside County Public
Transportation

Transit-Interests:

Greg Aguilar-DCEO
Michele Miller-NICIL
Karen Nelson-Whiteside County Board
Jeannette Stender-DCFS

Consumers:

Hope Howell
Margaret Sadawski
George Shoe

Introduction Notes:

- Whiteside County Public Transportation has seen a 16 percent increase in ridership this year
 - Has recently expanded its hours to 6a-6p, M-F
- Henry County Public Transportation operates a “curb-to-curb” service, not door-to-door
 - HCPT also coordinates with RIM for trips to QC or Mercer County
- Whiteside County board member interested in disaster relief → Things have gotten much better and is pleased with the improvements
- Most common trip destinations include trips for groceries, hospitals, medical appointments, employment, shopping and education
- Popular destinations for HCPT: Peoria, Chicago (able to transport to Kewanee Amtrak), Galesburg (to a lesser extent)

Challenges/Barriers:	
Consumers:	Transit Interests/Providers:
<p>Medical</p> <p>-The biggest problem is smaller, rural towns do not have medical specialists. This results in consumers having to find specialists in a larger city. One consumer claimed that the specialist she sees for her infected eyes is not available on Tuesdays for general appointments. Unfortunately, that is the only day that Whiteside transports consumers to the Rock Island destination. The cohesiveness between the limited number of trips available, consumer’s schedules, and the doctor’s schedules are often times hard to match with one another.</p> <ul style="list-style-type: none"> • Whiteside County does provide service to Rockford twice a month but trips must be completed by 2:00 p.m. • HCPT provides trips to extended service areas based on demand. <p>Affordability</p> <p>-Traveling to further destinations is expensive and can be very inefficient with multiple consumer’s having different times scheduled for appointments.</p> <p>Education</p> <p>-Consumers believe that there are not enough education and marketing tools to utilize to become more knowledge about public transit. It is not advertised enough, which results in some consumers to feel it is not for the</p>	<p>Funding/Medical</p> <p>-Transit providers would love to commute consumers to the medical clinics out of town more frequent, but funding certainly is a problem to reach these further destinations.</p> <p>-Whiteside County does have many consumers who do frequently ride the services for medical appointments within Whiteside County.</p> <p>-A transit-interest attendee stated that the difficulties stem from provider’s being limited in its scope of resources and funding for days/cost.</p> <p>Education</p> <p>-Looking for ways to improve marketing techniques and to increase educational efforts. Whiteside County has recently hired a Marketing Coordinator with hopes of informing more of the public about its service.</p> <p>-Word of mouth still remains the most affordable and popular way to spread the message of rural transit systems.</p> <ul style="list-style-type: none"> • Marketing in rural areas would be highly beneficial to improve knowledge of the service. Misinformation is still out there – many people think it is only for seniors. <p>Extended Hours of Service</p> <p>-Whiteside County providers stated that hours used to be consumers main concern. On August 1, 2013, the hours were extended from</p>

<p>general public and others to simply feel uncomfortable about using the service.</p> <p>-Two consumers noted that when a consumer does not even know what services are available, it becomes difficult to even know WHAT questions to ask to further one's knowledge.</p>	<p>8:00 a.m.-4:00 p.m. to 6:00 a.m. to 6:00 p.m. This extension was based on the large number of requests from consumers working traditional work hours of 8:00 a.m. to 5:00 p.m. Monday through Friday. 5:00 p.m.</p> <p>-Now the main request at W. Co. is to provide weekend services to allow consumers to visit friends and family and to attend church services on Sunday.</p> <p>-HCPT does have one driver that provides rides on Saturday from 7:00 a.m. to 5:00 p.m. Rides must be scheduled in advance as no dispatcher works on Saturday. Generally, those who utilize this service are consumers needing rides to work. There is also a Sunday service provided that is contracted with two local churches. If public passengers need a ride that fits into the time frames and proximity of the church routes, they may be able to utilize.</p> <p>Accessibility</p> <p>-A transit-interest attendee said that the main barriers her consumers face are affordability and accessibility.</p>
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Improvements/Suggestions:	
Consumers:	Transit Interests/Providers:
<p>-Providing educational outlets for seniors, such as educational sessions and free rides at local nursing homes.</p> <p>-Discussing with seniors that coordination efforts have been made and are improving throughout the region. Educating seniors on this issue will allow them to realize that taking Whiteside to RIM to RBT allows the consumer to get to Iowa City, IA (for example).</p>	<p>Incentive Approach</p> <p>-There are 22 Centers for Independent Living (CIL) in the State of Illinois. Transit services could offer free passes to local CIL's and the CIL's could distribute to consumers for incentives within their program. CIL would then monitor the consumer while they attempt to establish a pick-up time. This allows the consumer to ask questions on how to utilize the public transit service, while completing the process on their own. This approach could be used for other human service agencies within the region/state as well.</p> <p>Economic Approach</p> <p>-We could begin the conversation between transit services and "businesses on Main Street." Utilize the growing Main Streets to</p>



	advertise rural systems as well (such as Rock Island's Downtown for RIM).
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Goals:	
Consumers:	Transit Interests/Providers:
	<p>-“Land Use” goal should be changed to “Coordination Efforts” because coordination efforts are such a huge part of rural transportation. Land Use sounds too confusing to the non-planner eye.</p> <p>-Whiteside County would like to see a fixed-route system implemented in Rock Falls/Sterling on top of the demand-response system. It is believed that with time it will be necessary. Especially for consumers attending local medical appointments and for those students attending Sauk Valley Community College (both frequent riders on the WCPT system).</p> <p>-With this, vouchers being implemented for frequented locations such as grocery stores, schools, and medical appointments are always an idea. Currently, students can use financial aid to pay for Whiteside County’s services but having a voucher that would allow rural transit riders to use for frequent trips may be extremely beneficial for consumers. For example, the voucher may be used to many times to travel to the local grocery store.</p>

Questions:
<p>-Q: How is mileage determined? A: From MapQuest</p> <p>-Q: Why does service stop at the state line? A: Funding from the federal government is channeled through the states to allocate to localities which set their own boundaries. W. Co. minivans can go to Clinton, but the buses cannot. HCPT does not go to Iowa AT ALL.</p> <p>-Q: Are the buses and drivers insured? A: Yes, they are.</p>

Notes:
<p>-Whiteside County has not encountered service breakdowns after hours with passengers being stranded at their destinations needing rides home.</p> <p>-Paying for service continues to be a problem for many consumers.</p>

SUMMARY OF REGION 2 TRANSIT SUMMIT-Aledo, IL
Aledo Senior Center
December 12, 2013 — 3:00 p.m.

A transit summit was held on December 12, 2013 at the Aledo Senior Center to gather public input from individuals residing in Mercer and Rock Island Counties. Individuals encouraged to attend included those involved with human service agencies, transit providers in the private and/or public sector, and the general public. Bi-State staff provided a presentation about what the TDP is and its purposes, asked a range of transit and goal-oriented questions relating to the future of mobility in the Bi-State Region, and distributed a Transportation Needs Assessment Survey for attendees to complete. Below is a list of those who attended, and notes from transit providers, individuals with an interest in transit, and consumers.

Attendees:

Transit Providers:

Jeanette Amidon-MetroLINK

Transit-Interests:

Patsy-Project Now

Nancy Bowker-Mercer County Senior Center

Introduction Notes:

- 80% of the consumers at the Aledo Senior Citizen's Center drive and the majority of the others do not use public transit.
- Affordability is not a problem for seniors, it is donation only.

Improvements/Suggestions:

- Set up contracts with other entities such as funeral homes to have service provided on weekend funerals.
- Offer vehicle tours of RIM during health fair, Rhubarb Fest, etc. Show the seniors that there is nothing to fear and meet the drivers.
- Utilize the cheap and free marketing services in Mercer County. Send flyers to the schools to send home with their children, distribute in grocery stores by placing flyers in bags, utilize the local paper, monthly news service, etc. Remind people that the service is available.
- Provide incentives from RIM to give to seniors to use the service. Assist them with scheduling the ride and so forth for their first time using the service (at least).
- Offer a monthly pass allowing a number of rides for one fare to a frequented location in one month (similar to MetroLINK's Passport).



Challenges/Barriers:

-One of RIM's major challenges is the extended hours of service, especially not operating early weekday morning and early weekday evenings, before and after standard work hours. The need is there for consumers to be able to use the service to and from work (example 6:00 a.m. to 6:00 p.m.).

-Fear-Seniors have a hard time dealing with the change and instilling their trust in others. Some just simply fear the initial riding of the service because they think that drivers may not help them on the bus, they will get lost, and so forth. The challenge is getting the seniors to take the service that first time.

Goals:

-RIM currently contracts with ARC, has future plans to potentially contract with local taxi services so consumers are guaranteed rides home if needing to work mandatory overtime last minute, etc.

-Increase coordination with Muscatine and RBT. For example, meet RBT downtown Rock Island or at Moline's Centre Station and get consumers to place like Iowa City and Peoria through service connections.

-Increase marketing and education efforts.

-MetroLINK has already implemented a "Senior Ambassadors" program, the issue is finding the volunteer seniors to train and educate other seniors. The goal is to encourage people to volunteer to keep this program effective.

**SUMMARY OF URBAN TRANSIT SUMMIT-Moline, IL
Centre Station
December 17, 2013 — 4:00 p.m.**

Attendees:**Transit Providers:**

Mark Garrow-Bettendorf Transit
Chelsey Hohensee-MetroLINK
Michelle Javornik-Bettendorf Transit
Jeff Nelson-MetroLINK
Doug Roelfs-Davenport CitiBus
Randy Zobrist-River Bend Transit

Transit Interests (cont.):

Tiffany Tjepkes – Scott County Health
Department
Mikael Gibson

Transit-Interests:

Donnie Miller
Greg Aguilar-DCEO
Jess Fan – Humility of Mary Shelter

Bi-State Employees:

Becky Passman
Bryan Schmid
Lindsay Whitson

Introduction Notes:

-It was discussed that most of the people using the public transit systems use them primarily for priority-based reasons such as employment and/or education rather than for recreational activities.
-Representatives from MetroLINK and Davenport CitiBus stated that the most predominant demographic of riders are those between the ages of 20 and 30 primarily utilizing the systems for employment reasons.

Challenges/Barriers:

-Human service agency advocates state that some of the riders with more extensive backgrounds can only be hired at places that are often times further away, such as APEX. This is due to the employer's willingness to hire individuals that may have previous records. Consumers would utilize public transit more if it were a more feasible option. Sometimes, for consumers, such as students, to utilize public transit it simply is not feasible. This is because of the lack of cohesiveness of class schedules with the system's route times, or because stops simply are not close enough.
-Roadway designs/bike lanes are often time barriers to pedestrian access of bus stops/commuting to the bus stops.
-It is hard to move stops once they are established because some people become accustomed to the already implemented stop.

Improvements/Suggestions:

- Iowa's transit systems should offer extended, evening hours like MetroLINK so that "non-traditional" work hours may be more accommodated too.
- Problematic Locations (Convenience)-If not enough stops leading to manufacturing companies are available, it becomes a vicious cycle ("I can't get to work, so I can't pay my bills").
- Making the use and the access of public transit more consumer-friendly.
- Annual surveys of travel assessments in each respective community (MetroLINK already completes one annually and Davenport and Bettendorf do bi-annually/ tri-annually).

Goals:

Goals Already Underway:	Suggested Goals:
<p>-Fixed-route systems has already began to offer free fare service to college students when they show their student IDs (Augustana, Black Hawk, etc.). MetroLINK has coordinated with HCPT where students can use the daytime system to get to Black Hawk College in Kewanee.</p> <p>-Making accessibility and convenience of using transit systems easier-MetroLINK in March 2013 and Bettendorf in November 2013 have implemented free app on smart phones that tracks the GPS on the phones. Allows consumers to see where the nearest stop is, when the bus is coming, basic information, etc.</p> <p>-Davenport School District has developed a contract with Davenport CitiBus. As a result, more students are utilizing the public transit system year-round. They are allowed to use the services for free year-round with a student ID provided and it has helped to boost youth ridership all year round.</p> <p>-Some initiatives to make the use of public transit more friendly have already been implement including the smart phone application and the City of Moline enforcing the building of sidewalks so that stops are more easily accessible. Moline has implemented in their building codes that require pedestrians to have public access.</p>	<p>-Encourage employers to work with public transit systems and establish relationships/partnerships with one another. Also, encourage employers to incentivize uses of the transit systems and to advertise to employees.</p> <p>-Encourage large employers to promote the use of alternative modes of transportation (carpool vans, bikes, etc.) or to even provide these modes to guarantee transportation for employees.</p> <p>-Problematic locations are identified and incorporated into the routes.</p> <p>-Develop contracts with school districts, social service agencies, employers, etc. Find a solution for Scott County Health Department: The dilemma is that for the Cape for Kids Program, they have to show that their "token" was used for medical appointments but how do you prove this? Since they are currently unable too, they have to contract with a taxi service, which is much more expensive per ride. Their representative said that they we would refer more children to Davenport CitiBus if a more feasible solution was found.</p> <p>-Make public transit more friendly (some initiatives have already been made)</p>

**SUMMARY OF REGION 9 TRANSIT SUMMIT-Muscatine, IL
Musser Public Library
March, 26, 2013 — 10:00 a.m.**

Attendees:

Transit Providers:

Kristy Korpis-MuscaBus

Transit-Interests:

Kathie Anderson-Noel-Muscatine County Community Services
Kendra Mulcahy-Handicapped Development Center

Bi-State Employees:

Gena McCullough
Lindsay Whitson

Challenges/Barriers

-TMS provides services for consumers to non-medical appointments and gets reimbursed by Medicaid. The challenge continues to be the difficulty that comes with navigating the system, even with the assistance of a case manager and/or transit provider. Problems with miscommunication and the lack of cohesiveness between the consumer and the availability of medical appointments are often times present. There has got to be a better way to establish a partnership between human service agencies and Medicaid.
-One attendee stated that one of the main services her agency used recently closed, therefore posing more transportation and capacity-related issues for her agency. The same agency has been experiencing cohesiveness issues with the consumer's schedules and the availability of medical appointments.

Improvements/Suggestions:

-Make navigating and using the system easy to use. The more complicated, the less consumers want to utilize public transportation.
-Not only train the consumers how to use the system and to understand the service area, but the staff in charge of the consumers as well. This will allow the staff to confidently train the consumers on how to successfully use the transit systems.
-Identify needs on a local level and regional level. What works on a regional level, may not always work on a local level.
-Offer mobility training for current and potential consumers for each respective service provider in the region.
-Look into implementing a voucher so that once a system has reached capacity for the day, there is a back-up plan in service for the remaining riders (within the service area). This alleviates the issue of telling a potential rider they cannot receive service that day.

Bi-State staff also attended two human service agency meetings within the region, with one being located in Davenport, Iowa, and the other in Muscatine, Iowa. Both committees meet monthly to discuss common trends found within the region's human service industry, with transportation always being a common theme. Bi-State staff will attend both committees bi-annually to receive public input in regards to transportation from human service representatives.

Input and notes from each meeting are provided below.

**SUMMARY OF QUAD CITIES SHELTER AND TRANSITIONAL
HOUSING COMMITTEE-Davenport, IA
Cobblestone Place
January 13, 2013 — 10:00 a.m.**

Attendees:

Tia Avila-Family Resources, Inc.
Julie Bockenstedt-Humility of Mary Housing/Humility of Mary Shelter
Bob Davis-Community Health Care
Barry Gallaher-Vera French
Emilee Goad-Family Resources, Inc.
Nik Kerr-Center for Alcohol and Drug Services
Ashley Schwalm-Family Resources, Inc.
Wade Stierwalt-Scott County Community Services
Kelle Tappendorf-Salvation Army

Bi-State Employees:

Bryan Schmid
Lindsay Whitson

The Quad Cities Shelter and Transitional Housing Committee meets monthly to allow community stakeholders to collaborate and review gaps in services within the Quad City Metropolitan Area for those who may be of a lower income status. The Committee noted that they are repeatedly discussing transportation issues in an attempt to identify what existing gaps in services are frequent problems for the consumers. Bi-State staff was invited to discuss basic information about the TDP and what purposes it serves. The Committee was asked to identify what transportation services their agency's consumers were identifying as problematic. Compiled notes from the session are provided below:

Notes:

-Some of the human service agencies shared that the service has a few client-based transportation vehicles while some employees use their own personal vehicles at time to help commute consumers.
-All do encourage the use of public transportation but wish that there could be some tweaks in the system.

Identified Gaps:

-How long it can take to use service. Sometimes individuals have to leave four hours early for an interview. This often times results in consumers not using the public transit systems.
-Hours are not extended long enough
-Affordability is an issue for many consumers. The system lacks funding. A solution to affordability would be to provide half fare tokens for consumers. Some agencies spoke about desiring contracts with public transit agencies that would allow them to guarantee their consumers rides at specific times and hopefully lower the costs.
-Safety-Some consumers have expressed not always feeling safe while using public transit and that they feel unsafe transitioning buses/routes.

**SUMMARY OF MUSCATINE COUNTY HUMAN SERVICES MEETING-
Muscatine, IA
Muscatine Family Restaurant
December 3, 2013 — 11:00 p.m.**

The Muscatine County Human Services group meets monthly to discuss and coordinate Region 9's efforts in regards to human service agencies. Participants update the group on each respective agency's current and upcoming projects. The group allows different agencies in the human services field to network with one another and to find gaps where cohesiveness between two or more agencies may be part of the solution. Bi-State sent a representative to this meeting in December 2013, where they informed the group about the TDP's purposes and the current progress of the updated document. Copies of the Transportation Needs Assessment were disseminated to attendees, where they were asked to complete on behalf of their consumers. Others shared the survey with their consumers and later forwarded the responses to Bi-State.

No sign-in sheet was distributed at the opening of the meeting, resulting in Bi-State staff not gathering the names of all of those in attendance. Over 100 individuals are invited to attend each meeting. Representatives invited include those working or with an interest in the human and social services field in the Muscatine County and Bi-State region.

Notes:

- Most agencies in attendance agreed that transportation is an ongoing barrier for those of lower income status.
- Comments about increased coordination efforts and encouraging contracts between human service agencies and transit systems was suggested as a more feasible solution to make the transit systems more affordable and cohesive with consumer's schedules.

Provided on the following page is an example of the flyer that was distributed to the RTIAG prior to the urban transit summit. Flyers for all other summits looked similar. As mentioned, this particular urban summit was held in Moline, IL, but served as a representative for the whole Bi-State Metropolitan Area. The next urban summit will be held on the Iowa side.

Quad Cities 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? Quad Cities Transit Summit

Where? Centre Station Conference Room
1200 River Dr, Moline, IL 61265

When? Tuesday, December 17, 2013 from 4:00 p.m. to 5:00 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.

Who? The general public and individuals residing in Scott and Rock Island Counties with an interest in public transportation.

Questions? Contact Bryan Schmid, Planner
Bi-State Regional Commission
E-mail: bschmid@bistateonline.org
Phone: (309)793-6302 Ext. 123

Bi-State Region Transit Development Plan 2014 Annual Update – 5/1/2014

1. Process

a. Coordination efforts that occurred during the last year

- In the Iowa Quad Cities, Bettendorf Transit, Davenport CitiBus, and River Bend Transit developed and continue to update and print an Iowa Quad Cities Rider's Guide for all three systems. The guide also includes a Quad Cities Area transit map and Loop routes schedules.
- All three Quad Cities fixed-route systems coordinate on the operation of the Loop riverfront circulator.
- In coordination with the transit systems, Bi-State held four Mobility Transit Summits in the region. The three meetings held in rural locations, Aledo and Sterling, Illinois, and Muscatine, Iowa, were to represent the non-urbanized areas. Bi-State staff held a fourth Mobility Transit Summit in Moline, Illinois to represent the entire Quad Cities Metropolitan Urbanized Area. The summit purpose was to explain and highlight the transit systems, identify ways to continuously improve transportation services through coordination, review the Bi-State Region's human services transportation plan, and gain input for the 2014 annual update. For each summit, members of Bi-State's Regional Transit Interest and Advisory Group (RTIAG) were invited to attend (See Title pages xii through xiv for a listing of invitees). This includes transit providers, private transportation services, elected officials, local government staff, and human service agencies. Due to representing transit providers in both Illinois and Iowa, Bi-State has developed a plan to switch the location of the Urbanized Area Mobility Transit Summit annually between Illinois and Iowa. The location of the rural transit summits will remain in each respective state.
- Bi-State staff attended two local human and social services meeting groups to introduce the Transit Development Plan, gather input, and identify needs in regard to transportation from a human service perspective. Bi-State staff attended the Muscatine County Human Services meeting in December 2013 in Muscatine, and the Quad Cities Shelter and Transitional Housing meeting in January 2014 in Davenport.
- Henry County Public Transportation, RIM Rural Transit, and Whiteside County Public Transportation coordinated services across the four-county region for consumers when eligible and feasible. All services also provided services for several of the human and social service agencies on the Illinois Quad Cities side.
- River Bend Transit received funds through the Iowa Clean Air Attainment Program (ICAAP) grant to coordinate trips to Iowa City on a daily basis, Monday through Friday. The service will provide drop-off sites at the University of Iowa Medical Facilities, and to the downtown area called the Pentacrest. The funding has been awarded, and RBT hopes to begin services in late fall 2014, although a later start time may be more feasible.

- RBT continues to operate employment transportation services for entry level/low-income/general employees with Davenport CitiBus. RBT provides daily service, Monday through Friday, between the CitiBus hub located on Welcome Way and the APAC Customer services facility located in the River Cities Business Park in Davenport. Run times are coordinated with CitiBus schedules at the hub to minimize transfer wait time.

b. The results of previous public needs

- Whiteside County Public Transportation extended its service hours from 8:00 a.m. to 4:00 p.m. to 6:00 a.m. to 6:00 p.m., Monday through Friday. There was a recognized need to provide longer hours that were more relatable to individuals working traditional work hours.
- Illinois 84 Express was launched to allow reverse commutes outside of the Illinois Quad Cities along the Illinois 84 Corridor, as well as into the Illinois Quad Cities.
- Although New Freedom and JARC services were ceased in September 2013 under MAP-21, the City of Muscatine has chosen to continue to offer its evening services from 5:30 p.m. to 9:30 p.m. on Tuesday and Thursday using Federal Transit Administration funding with a municipal match. The service was established to provide transportation services to access employment and education services.
- Due to JARC funds ending and the success of RBT's work-related transportation service hours, the City of Davenport agreed to inherit the extra costs so that the later operating hours could continue. Hours include 7:00 p.m. to midnight, Monday through Saturday, and 6:00 p.m. to 11:00 p.m. on Sunday.

c. Efforts, key participants, and number of advisory group meetings

Bi-State Regional Commission has continued its efforts to gain input from the community on the region's transit services and coordination initiatives. Key participants include transit systems, elected officials, local government staff, human service agencies, major employers, and the public.

d. Has any new input been obtained?

New input has been obtained through the following public outreach activities completed since the last plan update:

- Meetings of the Region 9 Transportation Technical and Policy Committees
- Meetings of the Urban Technical and Policy Committees
- Meetings of the Region 2 Transit Advisory Committee
- Meetings of the RIM Rural Transit Advisory Committee
- Centers for Independent Living and SILC Transportation Advisory Group-Springfield, Illinois
- Active Transportation and Alternatives Workshop
- Urbanized Metropolitan Transit Summit – Moline, Illinois

- Rural Transit Summits – Aledo and Sterling, Illinois and Muscatine, Iowa
- Muscatine County Human Services Meeting – Muscatine, Iowa
- Quad Cities Shelter and Transitional Housing Committee – Davenport, Iowa

2. Projects

a. Project Progress

- MetroLINK is the grantee for funding for the Moline Multi-Modal Station. The Moline Multi-Modal Station will be constructed to serve as a functional station for passenger rail service from Chicago, Illinois to the Quad Cities.
- MetroLINK has completed its new Transit Maintenance Facility that will provide maintenance, administrative, and operational functions.
- RBT has received funding through ICAAP to offer daily trips to Iowa City, Monday through Friday. The exact start date for service has not been identified.
- Due to low funding, The Loop Bus Service has shortened its service days from Thursday through Sunday to Friday and Saturday. However, the hours have extended from 5:00 p.m. to 2:00 a.m. to 5:00 p.m. to 3:00 a.m.
- Discussion of park and ride locations is still underway. Proposed locations include I-280 on West Locust Street, in Bettendorf near I-74, and U.S. 61 and Brady Street area.
- Whiteside County has acquired a State of Good Repair Grant for the design and construction of a new transit building. The new Transit Maintenance Facility will provide administrative and operational functions. Construction and completion dates are still being discussed.

b. New Projects

- Many human service providers expressed the desire to possibly receive discounted vouchers from transit providers to distribute to their consumers. The vouchers could be distributed to the consumers either by incentives or at a discounted fee by the respective human service agency.
- MetroLINK completed the construction of a downtown Rock Island terminal. The new Rock Island Transfer Station is located at the corner of 2nd Avenue and 20th Street in Rock Island.
- MetroLINK finished its new Transit Maintenance Facility, located at 45th Street and 4th Avenue in Rock Island. The new, 140,000 square-foot facility has integrated a number of sustainability efforts into the facility. This includes a solar thermal hot water system and a compressed natural gas (CNG) fueling station to name a few.
- In an effort to improve service efficiency, CitiBus will be conducting a Comprehensive Operations Analysis in 2014, and efforts to acquire and implement updated GIS technology are also underway.

- Whiteside County Public Transportation extended their service hours to meet the needs of those working traditional work hours as well as the general public. Their new hours are now 6:00 a.m. to 6:00 p.m. instead of 8:00 a.m. to 4:00 p.m.
- RIM partnered with MetroLINK to provide four morning and five afternoon trips along the Illinois 84 Express, between the Illinois Quad Cities and communities along the Illinois Route 84 Corridor. The service allows employees to commute to alternate destinations outside of the Metropolitan area, while allowing other consumers to commute inside the Quad Cities for employment.
- Many transit services are looking to expand their fleet size as public transit usage continues to grow throughout the region.

3. Other Recent Developments

- The scope of the passenger rail service from Chicago to Iowa City has changed significantly. The route extending from Chicago to the Quad Cities is still expected to be completed in late 2015 with a station located in Moline and an additional station in Geneseo. The future of an extended route to Iowa City is currently uncertain and will require ongoing monitoring. Future service implemented and station construction may affect other modes of passenger transportation for the Bi-State Region in the near future.
- The dollar amount of the ICAAP grant for RBT was awarded and the logistics of the service were outlined. As mentioned, the exact date that service will begin is currently unknown.
- RIM is in the early stages of possibly surveying Mercer and Rock Island Counties to determine how great the need may be for extended weekday hours. No definite proposals have currently been outlined, but the need to disseminate surveys for updated responses has been recognized.

4. Change in Recommended Projects

- Considerations of amendments/updates to the Bi-State Transit Development Plan were taken to the Urban Technical and Policy Committees in March 2014 and were approved. The updates were approved by the Iowa Region 9 Technical Committee in March 2014, and approved by the Region 9 Policy Committee and the Illinois Region 2 Transit Advisory Committee in April 2014.
- Major project revisions or new project additions that take place after the adoption of annual updates will be considered amendments and will be taken to the appropriate Advisory/Policy Committee with TIP amendments (if applicable).

5. Iowa DOT Comments and Revisions

The following section lists some of the edits and suggestions that the Iowa DOT submitted to Bi-State staff in early March of 2014. The list provided below illustrates how Bi-State staff addressed each of the items.

- **TAG Meetings** – Iowa DOT encourages the implementation of a Transit Advisory Group (TAG) to be held on the Iowa side. The reasoning is to ensure that a wide array of interests in the human service industry is able to provide public comment

and discover opportunities for coordination. The Regional Transit Interest and Advisory Group for the region is utilized to address coordination and encourage public input opportunities in the form of transit summits. Additionally, Bi-State staff has and will continue to improve outreach efforts by attending local human service agency meetings in Region 9 on the Iowa side. Staff attended the Muscatine County Human Services Meeting in Muscatine that meets the first Tuesday of every month. Over 100 individuals in the human service agency are invited to attend, and the list continues to grow. Staff also attended the Shelter and Transitional Housing Committee meeting in Davenport. The committee meets once a month to discuss collaboration efforts between agencies and to review gaps in service. Presentations about what the TDP is and feedback from the human services groups were collected at both meetings; including discussions of how to improve coordination efforts, funding, safety, marketing, amongst an array of other related topics. Bi-State is confident that a large representation of human service agencies on the Iowa side were in attendance at both meetings, and staff will continue to attend bi-annually.

- **Invitees** – Bi-State invited the RTIAG to each of the Transit Mobility Summits, based on the respective location of the summit. The list is comprised mainly of representatives from the transit providers, private transportation providers, human and social service agencies, elected officials, and local government staff, totaling over 200 invitees. This comprehensive list represents the entire Bi-State region on both the Illinois and Iowa sides. For the rural areas, the summit held in Muscatine was to represent rural Scott County and all of Muscatine County. The summit held in Aledo was to represent rural Rock Island and Mercer Counties, and the meeting held in Sterling was to represent Henry and Whiteside Counties. Lastly, the Quad Cities Metropolitan Urbanized Transit Mobility Summit was held in Moline and represented the entire Quad Cities Metropolitan Area. Dates of these summits were coordinated with the public transit providers who were in attendance at these meeting representing their areas. As mentioned, Bi-State has initiated a plan to switch the location of the urbanized transit summit annually between the Illinois side and Iowa side. As a result, the 2015 Quad Cities Urbanized Transit Mobility Summit will be held in Iowa, and the entire RTIAG from both states will be invited to attend.
- **Format of the plan** –The current format of the plan has been implemented in a way that is most conducive to the Transit Development Criteria for both the Iowa DOT and the Illinois DOT. Altering the format may lead to significantly deviating from the criteria of one state's DOT.

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, which 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 in 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.

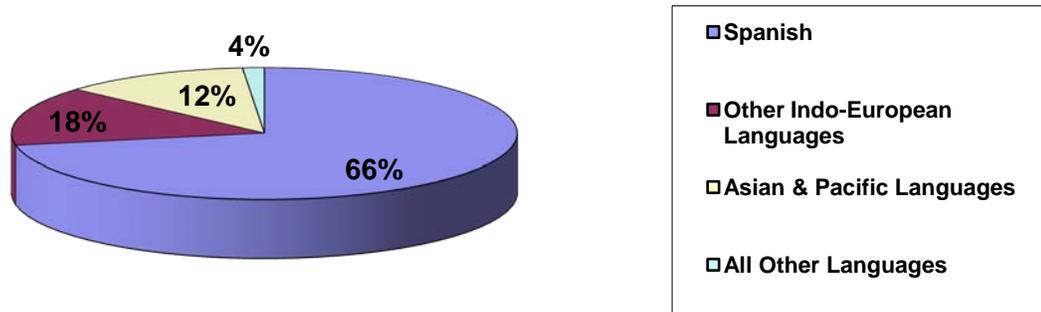
Bi-State Regional Commission reviewed U.S. Census data from the American Community Survey (ACS), 2008 to 2012, to determine the percentage of LEP individuals in the Greater Bi-State Region. For the purposes of this analysis, persons who speak another language and speak English less than "very well" are considered to be LEP. The county with the highest percentage of individuals who speak English less than "very well" is Muscatine (5.1%), followed by Rock Island (4.8%), and Whiteside and Scott Counties (2.1%). Table 1 demonstrates the English abilities of individuals from each county and the region. Table 2 shows the percentage languages other than English spoken in the Greater Bi-State Region.

**Table 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	47,360	15,488	39,727	137,966	154,273	54,919	449,733
Speak only English	45,255	15,182	34,195	122,632	145,718	51,217	414,199
Speak another Language, and speak English less than “very well”	929	117	2,015	6,659	3,277	1,176	14,173
Percent that speak another Language, and speak English less than “very well”	2.0%	0.8%	5.1%	4.8%	2.1%	2.1%	3.2%

Source: U.S. Census Bureau, American Community Survey 5-year estimates (2008-12)

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



2. The frequency with which LEP persons come in 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 American Community Survey Census data from 2008 to 2012, approximately 3.2% of the Greater Bi-State Region is LEP individuals. Although there are areas with a higher density of LEP individuals, Muscatine County is the only county within the region that slightly has a LEP population at or above 5%. The overwhelming majority of the region's population (92.1%) 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, brochures, 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.

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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.