

Chapter 3: Transit Profile

Chapter 3 is intended to frame regional conditions that influence transit mobility and discuss the extent and distribution of transit services in the region. The conclusion of the chapter provides a summary of coordination efforts identified thus far. An ongoing effort continues to be made to gather additional information from private transit operators and human service agencies providing transportation services. Bi-State maintains an inventory known as the “Specialized Transportation Services Inventory (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 were contacted through a survey conducted by the Bi-State Regional Commission. The survey was disseminated June-December 2022 and utilized as part of the updating process of this plan. An initial solicitation for information from agencies providing client-based transportation services was conducted in Summer 2021. Updates to the plan compliment the requirements identified by both the Illinois Department of Transportation (ILDOT) 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. Comments were received from all public transit providers, while minimal responses were received from human service agencies. As a result, many of the human service agency surveys provided in Appendix B include responses from previous

solicitations. Responses from human service agencies will continue to be updated once responses are received.

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

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

Public Transit Providers

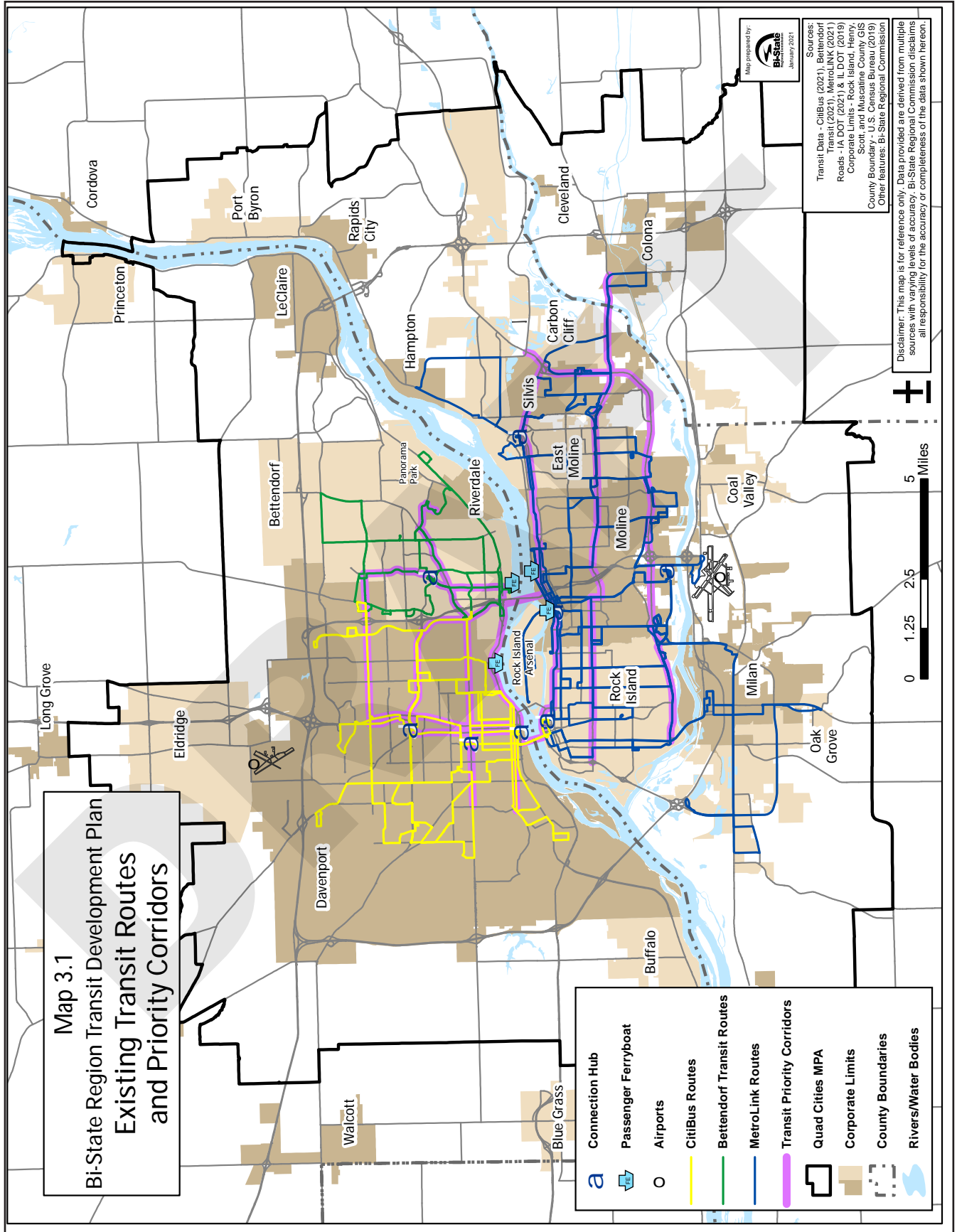
There are four fixed-route public transit systems in the Bi-State Region, including Bettendorf Transit, Davenport CitiBus, Muscatine MuscaBus, and the Rock Island County Metropolitan Mass Transit District¹. The three municipally-provided systems primarily serve riders within their corporate limits. MetroLINK is a specialized taxing district created specifically to provide public transportation in the Illinois Quad Cities serving eight communities. MetroLINK 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 MetroLINK transfer hub in Rock Island, Illinois. Map 3.1 identifies existing transit routes in the Quad Cities urban area with Transit Priority Corridors, which represent corridors with

¹ Also known as MetroLINK for short.

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high transit ridership and dense development that would be candidates for heightened transit service improvements, such as increased frequency. Map 3.2 identifies the transit routes for Muscatine. Table 3.1 outlines general information on these fixed-route systems that were received from the transit agencies.

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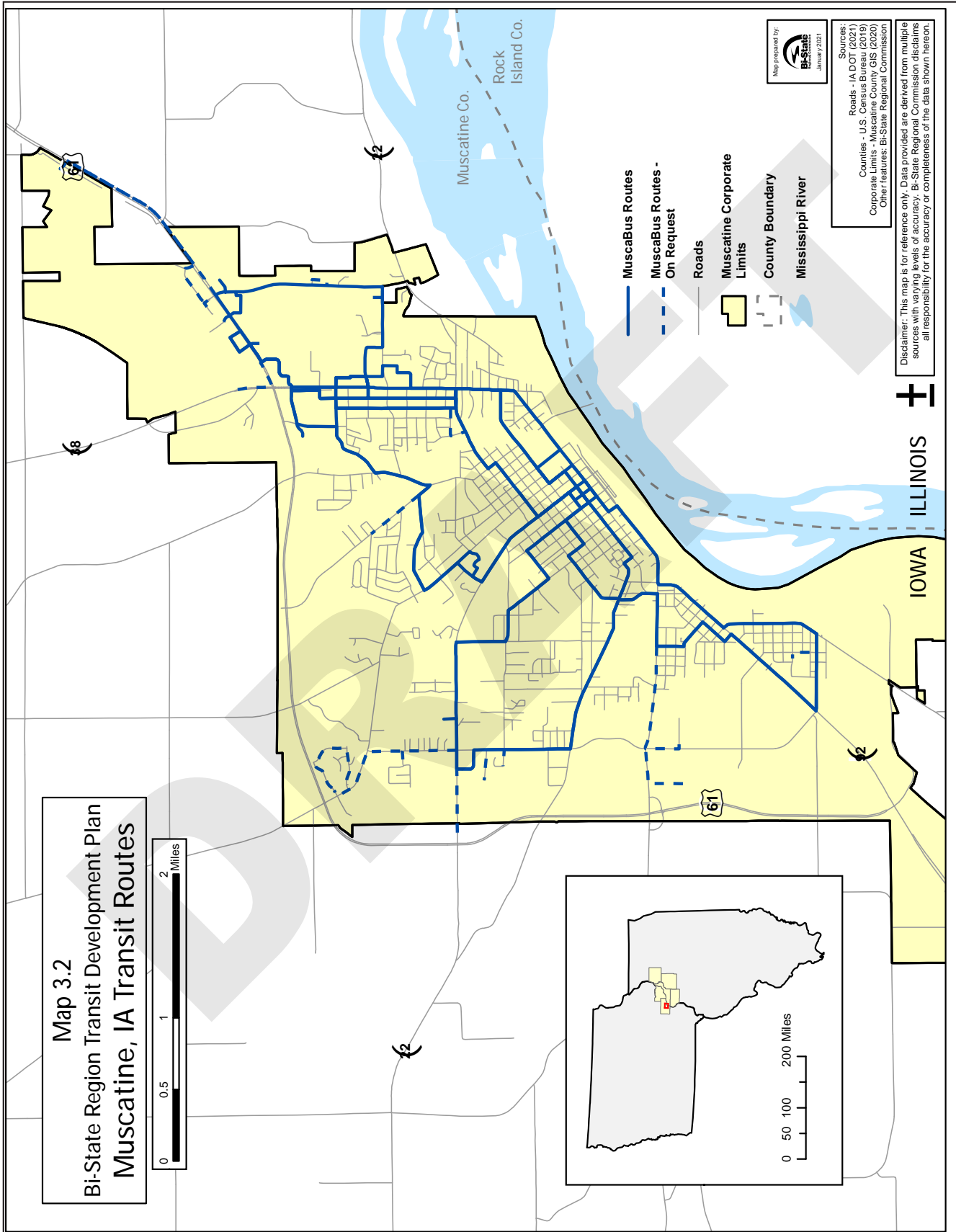


Table 3.1
Public Transit Systems Fixed-Route Information

Transit System	# of Routes	# of Vehicles	Typical Weekday Hours	Weekend Hours	Service Frequency on Routes (Headways)	Adult Basic Fare	Annual Ridership (FY 2021*)
Bettendorf Transit	3	5	6:00 a.m. – 7:00 p.m. varies by route	8:30 a.m. – 5:30 p.m. varies by route; Saturday only	60 minutes	\$1.00	60,665
Davenport Transit	10	23	6:00 a.m. – 7:00 p.m. varies by route	9:00 a.m. – 7:00 p.m. Saturday only	30 or 60 minutes by route	\$1.00	396,848
Muscatine Musca-Bus	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	84,282
Rock Island County Metropolitan Mass Transit District (MetroLink)	12	76; 3 vessels (Channel Cat)	5:00 a.m. – 10:00 p.m.; Channel Cat is seasonal	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	1,623,350

*FY 2021 ridership reflects COVID-19 pandemic response, which depressed overall ridership nationwide.

Bettendorf Transit System

The City of Bettendorf operates a municipal transit system known as Bettendorf Transit. The fixed-route system was established in 1980 and currently operates three fixed routes. Riders are able to connect to both CitiBus and MetroLINK. In addition to fixed-route service, Bettendorf Transit also contracts out for demand-response and Americans with Disabilities Act (ADA) paratransit service with River Bend Transit.

Service is provided to the most densely populated areas of the city in addition to many employment and activity centers including Unity Point Health-Trinity Bettendorf, the Family Museum, Scott Community College, the Isle Casino Hotel Bettendorf, and the Arconic Industrial Plant in Riverdale. 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 several major employers in 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 Burlington department store

near Kimberly and Lincoln Roads and at the Hy-Vee located at Northridge Shopping Center. A route also connects with Metro at Centre Station in Moline.

Service hours for Bettendorf Transit vary depending on the day. Currently, weekday service is provided 6:00 a.m. to 7:00 p.m. Monday through Friday and 8:30 a.m. to 5:30 p.m. on Saturday. Service is not provided on Sunday or on major holidays. The general public cash fare is \$1.00 for all fixed-route buses; however, reduced fares are available for seniors and individuals with disabilities. College students ride for free. Children under age five may ride free if accompanied by an adult. Full fare and half fare punch passes are also available for \$10.00 and \$5.00, respectively, that are valid for 12 one-way trips. Riders may also purchase the QC Monthly Pass, 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 five 21-passenger buses. Vehicles are equipped with bicycle racks to encourage multi-modal travel. In 2015, Bettendorf Transit underwent a route analysis that recommended moving the central transfer hub from downtown. The grid structure was cho-

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sen to reduce trip times and transfers, which had the effect of reducing unlinked passenger trips. Cross-river access on Bettendorf Transit was reestablished in July 2021, as Stretch service was discontinued. Route 1 crosses the Mississippi River on the new I-74 bridge and connects to Centre Station in Moline. Ridership data shows that the highest ridership occurs along the U.S. 67 and Middle Road corridors.

Between 2013 and 2019, the City of Bettendorf contracted with MetroLINK to house its administrative and operational functions, but has subsequently taken these functions back in-house. Such functions included state and federal transit reporting, grant applications and administration, a customer call center, and dispatching services. Bettendorf Transit has also implemented a computer-aided dispatch/automatic vehicle location (CAD/AVL) system, Google Trip Planner, and mobile app in recent years, increasing the availability of on-demand information.

Davenport Transit

Public investment in transit in Davenport began in 1969 with the creation of the City Transit Authority, which subsidized the privately-held Davenport City Lines Bus Company. The city purchased Davenport City Lines and placed the operation of the transit service under the jurisdiction of the city's Department of Municipal Transportation.

The City of Davenport operates a fixed-route system known as Davenport Transit. Davenport Transit operates ten routes that are largely oriented in a grid pattern, with seven serving the Ground Transportation Center (GTC) located in the heart of downtown Davenport on River Drive between Ripley and Harrison Streets.

The approximate service hours for most routes are 6:00 a.m. to 7:00 p.m. Monday through Friday and 9:00 a.m. to 7:00 p.m. on Saturday. Headways vary by route and time of day, but are generally 30 or 60 minutes.

The Davenport Transit service area encompasses much of the city, approximately 26

square miles. Numerous schools, shopping centers, hospitals, businesses, and several local tourist attractions are within short walking distances of Davenport Transit routes. Davenport Transit reaches out to the other two fixed-route transit systems of the Quad Cities. Davenport Transit connects to Bettendorf Transit at a transit hub at Lincoln and Kimberly Roads and at 53rd Street by the Northridge Shopping Center. Davenport Transit crosses into Illinois by traveling to the MetroLINK Rock Island transfer hub via the Davenport Transit Route 7.

Davenport Transit provides service to the growing Eastern Iowa Industrial Center north of Interstate 80 during peak hours for the businesses located in this area. The City of Davenport contracts this service, along with their complementary ADA paratransit service and other demand-response services, to River Bend Transit, the regional demand-response transit provider.

Paratransit service is available during the hours that fixed-route service operates. 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. Davenport also has a JARC²-like service that operates 7 days a week on a time and space available basis for low-income passengers needing a ride related to work, job training, and job searching. All of these services are operated by River Bend Transit.

General one-trip fares are \$1.00, with special reduced fares available for seniors, individuals with disabilities, unemployed individuals, students, and children. Davenport Transit has an unlimited monthly pass for \$23.00, which allows unlimited rides and transfers on any routes within the Davenport system for 30 days. Davenport also sells and honors the QC Passport, which is sold for \$30.00, that allows unlimited rides on Davenport, Bettendorf, and MetroLink's systems for an entire month. Davenport also has introduced a SMARTCard that can carry any balance for riders and offers a discount for monthly purchases.

Davenport Transit has transit agreements with Scott Community College, Palmer College of Chiropractic, and Saint Ambrose University enabling students, faculty, and staff to ride without incurring any additional cost. Saint Ambrose University utilizes three Davenport Transit routes to enhance student access to and from its Health Sciences Building at Genesis West.

The City of Davenport and the Davenport Public Schools System partnered to provide free transit service to schoolchildren between kindergarten and grade 12 upon presentation of their school ID.

Davenport Transit has 23 operating vehicles in its fleet, all of which are 35' Low-Floor mass transportation buses from Gillig. Davenport Transit also has a two-vehicle contingency fleet. However, the current fleet size will be downsized to 21 vehicles, and the contingency fleet will be downsized as well. All vehicles are ADA-compliant and equipped with bicycle racks to promote multimodal connections. The replacement schedule for heavy-duty transit buses is 12 to 16 years. Vehicles are maintained at the city's Public Works building.

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 has limited office space for supervisors, modest driver break room accommodations, and acts as the primary transfer location for the majority of Davenport Transit routes. With all buses equipped with bike racks, Davenport Transit provides easy access to the nationally designated Mississippi River Trail, which runs one block south of the facility, just by taking a bus to the downtown station.

Construction of an addition to the Davenport Public Works building was completed in 2014. Davenport Transit management/administrative staff relocated to the new addition, which houses new administrative offices, a large conference area, multiple workstations, and driver accommodations. Limited superviso-

ry staff remain at the GTC during operating hours for customer assistance. Dispatch services are coordinated out of the Public Works building. Prior to 2022, Davenport Transit and MetroLINK operated a consolidated call center through an intergovernmental agreement. Services moved in-house following termination of the agreement in December 2022.

In response to recommendations made in the city's transportation plan, *Davenport in Motion*, and in an effort to improve service efficiency, Davenport Transit conducted a Comprehensive Operations Analysis (COA) in 2015. The goals of the COA were to improve efficiencies within the Davenport Transit system while leveraging resources to meet the growing needs of the citizens of Davenport. Since the COA was completed, Davenport Transit implemented updated GIS technology and installed new technology such as:

- Fareboxes with Smart Card technology
- Automatic Vehicle Locator System that allows customers to track buses
- A voice annunciator system in both English and Spanish.

The increase in the downtown residential population over the past 10 years, which is anticipated to continue to grow modestly, will provide continuing demand for alternative mobility options and bus service to retail, employment, and recreation centers throughout the city and the region. Additionally, redevelopment along major corridors, such as the U.S. 61 corridor, offers the City of Davenport and Davenport Transit numerous opportunities to increase residential and commercial density to appeal to more transit-oriented development.

Likewise, throughout the Quad Cities Region, corridor planning has indicated the demand and potential of transit service in providing for a more livable community in the future. Davenport Transit and other fixed-route transit routes are depicted in Map 3.1. Input indicated high concentrations of riders along the U.S. 61 corridor and along and south of Locust Street. The area south of Locust Street includes down-

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town Davenport and older neighborhoods with higher population densities and concentrations of low-income residents, minority populations, and LEP³ groups.

Rock Island County Metropolitan Mass Transit District (RICMMDT)

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

MetroLINK's active revenue fleet consists of 67 transit coaches, 7 paratransit vehicles, 10 Special Transportation Services (STS) vehicles, and 3 ferry boat vessels. In 2018, MetroLINK introduced its first electric bus and has expanded its electric fleet to 25% of its overall fleet as of 2022, resulting in quieter operations and zero emissions from the electric vehicles. The agency no longer operates diesel-powered vehicles as of November 2022 and 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.

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 13 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 and River Bend Transit at Rock Island's District Station, and Bettendorf

Transit and River Bend Transit at Centre Station in Moline.

In 2019, MetroLINK introduced a microtransit pilot project in Milan as a supplement to existing fixed-route service. The service offers an on-demand public transportation option within the corporate limits of Milan. Passengers can be picked up and dropped off within the designated service area. Multiple riders may be grouped together based on demand and the location of their destinations. The service may expand to other municipalities in the MetroLINK network in the future.

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. Veterans, seniors, and individuals with disabilities who are enrolled in the Illinois Benefit Access Program can ride the Metro fixed-route services free of charge. Metro also accepts the QC Monthly Pass, which costs \$30.00 for unlimited rides on any of the Quad Cities fixed-route services.

Metro's transportation network includes three key terminals 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. A skywalk was constructed in 2020 to connect Centre Station to the Q, which will act as the passenger rail station when service to and from Chicago is reinstated.

East Pointe Station was constructed in East Moline in 2005 and is situated north of the Iowa Interstate Railroad tracks on 14th Avenue. In 2014, MetroLINK opened District Station in downtown Rock Island at 2nd Avenue and 20th Street. The station has passenger amenities, such as restrooms and real-time arrival information, and a heated waiting room. The station has room for ten bus docking bays for easy pull-in and pull-out. The site had been an

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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.

MetroLINK collaborated with the City of Rock Island and Rock Island Economic Growth Corporation (GROWTH) to construct The Locks, a 34-unit rental housing development adjacent to the new transfer station. The development is transit-oriented, allowing its residents to access the five Metro routes and one CitiBus route that utilize the facility. Other major transfer points in the Metro system are City Line Plaza, Black Hawk College, and the Moline Walmart. There are also two “Mega Stop” locations at SouthPark Mall and the Quad Cities International Airport. In 2015, MetroLINK completed construction of a signature transfer hub at SouthPark Mall. The project includes four bus bays with canopies, real-time signage, and passenger seating.

Concentrations of boardings are located in all three major downtowns, Rock Island, Moline, and East Moline, as well as other pockets throughout the Illinois Quad Cities, such as the west side of Rock Island, City Line Plaza on the border of Rock Island and Moline, Walmart (Moline), and along the Avenue of the Cities in Moline and East Moline. MetroLINK buses are equipped with automated passenger counters at each door. Ridership data is downloaded every evening when buses pull into the garage. The most heavily traversed routes generally run east-west. They serve downtown areas, key transit terminals, and major shopping and medical facilities. All routes also serve residential areas throughout the Illinois Quad Cities.

MetroLINK has stated its commitment to transition to environmental sustainability initiatives such as the American Public Transportation Association’s (APTA) Sustainability Commitment in 2018. It also achieved silver recognition for efforts pertaining to organization-wide reductions in greenhouse gas emissions, criteria air pollutants, and water usage in 2019. Staff sets performance targets annually and

updates APTA on progress towards environmental goals.

MetroLINK has one maintenance facility to serve the operational and maintenance needs of its fixed-route fleet. The maintenance facility opened in 2014 and is located in Rock Island’s Columbia Park redevelopment area near 45th Street and 4th Avenue. The 140,000 square-foot facility has the potential to achieve LEED⁴ (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 vehicle maintenance being contracted by a third-party vendor. Administrative functions for the agency are provided at a separate location in downtown Moline.

MetroLINK also operates the Channel Cat Water Taxi. The service includes three 49-passenger ferryboats equipped with bicycle racks that create cross-river access between two docks each in Illinois and Iowa. The Channel Cat operates between Memorial Day and Labor Day, weather permitting, and provides 45,000 trips annually. Tickets are \$8.00 for an adult and \$4.00 for ages 2 to 10. Hours may vary depending on the day, but range from 9:00 a.m. to 8:00 p.m. MetroLINK replaced its terminal at Riverbend Commons Landing in 2016. The project also enhanced ADA access and real-time signage. The terminal acts as the home port for MetroLINK’s three Channel Cat vessels. The dock at John Deere Commons was replaced in 2022. Funding has been awarded for a new dock at the Bend of East Moline, and coordination with the city is currently underway.

MetroLINK continues to upgrade its utilization of real-time technology with CAD/AVL technology and Google Trip Planner. Real-time LED

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signage at bus shelters and transfer stations allows passengers to have up-to-the-minute information on their bus. All three transit systems have purchased the TransLoc mobile app that allows real-time information, arrival alerts, and route assistance. MetroLINK is also investigating automation and driver assistance technology. Collision avoidance technology was installed in 2020.

Muscatine Transit System (MuscaBus)

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

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

MuscaBus offers select evening service in addition to its regular hours of service. Evening service includes New Freedom and JARC Nighttime Commuter Service. The New Freedom service operates Tuesday and Thursday evenings 5:30-9:30 p.m. Funding for New Freedom and JARC services ceased in September 2013 under MAP-21, but the City of Muscatine chose to continue both services by utilizing Federal Transit Administration funding with a municipal match paid for by the local

tax levy. The night-time commuter service was established to provide transportation to access employment and education services that are often times during non-traditional work day hours. Transportation can also be provided for children of the employed individual requiring day care services. Rides are \$2.00 each, and can be scheduled in advance.

MuscaBus operates a fleet of eleven light-duty buses and one conversion van. Two of the buses are 16-passenger, four are 18-passenger, and the remaining three are 20-passenger buses. The van carries nine passengers. The vehicles range in age from 2006 to 2023. 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. An automatic bus wash system is anticipated to be installed in FY2023. Currently, there is no facility growth required for Muscatine City Transit.

Regional Public Transit Operators

Beyond fixed-route systems, all counties in the Bi-State Region are served by a regional or county-based public transportation operator. Per the Iowa Code Chapter 324A, River Bend Transit has been designated the regional transit operator for the Iowa Counties of Cedar, Clinton, Muscatine, and Scott. In Illinois, regional transit operators are not designated by the state, but rather are encouraged to develop at the county level via the Interagency Coordinating Committee on Transportation (ICCT) Primer program. FTA funding was made available to all counties based on their rural population at the time of the 2000 Census, and they are required to complete a five-phase "primer" coordination process prior to accessing funds. In addition to operating assistance, several specialized transportation operators receive FTA Section 5310 (Enhanced Mobility Program) capital assistance to purchase replacement and/or expansion vehicles on an annual basis.

Henry County Public Transportation

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

Hours of operation are 7:00 a.m. to 9:00 p.m., Monday through Friday and 7:00 a.m. to 5:00 p.m. on Saturday. All Saturday rides must be scheduled in advance since there is no dispatcher on duty on Saturday. HCPT is demand-response and offers curb-to-curb service to ensure the safety of all riders. It is recommended that rides be scheduled at least 24 hours in advance.

Rider fares are \$2.00 per trip for rides traveling within the same city limits in Henry, Stark, or Western Bureau Counties, and \$3.00 per trip when traveling outside of a city limit beginning and ending within Henry, Stark, and Western Bureau Counties. HCPT does offer rides to extended service areas such as the Illinois Quad Cities, Galesburg, and Peoria 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 eight minivans and eight medium-duty vans. All vans are ADA accessible.

RIM Rural Transit

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

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

There has been demand for evening hours and/or weekend hours in Mercer and rural Rock Island Counties. However, a lack of vehicles and drivers prevents expansion of service hours outside the existing hours of operation. There are numerous requests to travel to medical facilities in extended service areas. RIM refers these consumers to HCPT or WCPT, since they have scheduled days throughout the month where they provide transportation to medical facilities outside of the region, such as the hospitals in Peoria, Illinois. Upon request, RIM coordinates with River Bend Transit to transport passengers to Iowa City. RIM would like to establish a similar system servicing Peoria or Rockford on opposite days of the other services, allowing more opportunities for consumers in the Bi-State service area to travel to further destinations.

RIM's vehicle fleet includes ten minivans and four 12-passenger paratransit vehicles ranging in model years from 2007 to 2019. Two minivans and one light-duty bus are stored at the Project NOW location in Aledo, located in Mercer County. This offers a more efficient outlet to providing rides to those beginning in Mercer County. All other vehicles are stored at the Rock Island County Senior Center. Each vehicle is ADA accessible.

River Bend Transit, Inc.

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

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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.

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

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

Fares vary depending on which county the ride starts from and to where the rider is traveling, or if a rider is using a contracted service. Prices for seniors age 60+ and disabled individuals are lower than prices for the general public. RBT operates employment transportation service for entry-level/low-income/general employees with Davenport CitiBus. It provides Monday-Friday daily service between the CitiBus hub located on Welcome Way and the Sterilite/Kraft facilities located in the River Cities

Business Park, Davenport. RBT provides eight morning trips to the Sterilite/Kraft facilities from the hub and six afternoon return trips from the Sterilite/Kraft facilities. Morning service runs from approximately 5:30–9:30 a.m., and afternoon service is approximately 3:00–8:00 p.m. Run times are coordinated with CitiBus schedules at the hub to minimize transfer wait time. Industrial riders will connect to the fixed-route services of the Bettendorf Transit system and the Illinois Metro system using Davenport CitiBus. Since JARC funds were depleted for this service, Davenport CitiBus has successfully partnered with the Sterilite/Kraft facilities 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 service does not start until 9:00 a.m. on Saturday. This service allows low-income workers access to their early morning jobs that start before the fixed-route service begins. Hours of service are 6:00 a.m. to 9:00 a.m. every Saturday. 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.

The RBT fleet includes a total of 74 lift or ramp-equipped vehicles ranging in size from mini-vans to 25' 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 annually provides more than 200,000 rides, approximately 60,000 of which are paratransit services for Davenport and Bettendorf. 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 10 to 12 years of age and have accumulated 170,000+ miles.

RBT uses state-of-the-art scheduling and mapping systems, allowing all vehicles to be in constant communication. Each vehicle is ra-

dio-equipped with a global positioning system that makes it possible to track each vehicle at all times.

Whiteside County Public Transportation (WCPT)

The Whiteside County Senior Center (WCSC) is a 501(c)3 multi-purpose community center that has been providing senior transportation since 1984. In 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 experienced an increase in trip demand and is now providing an average of 175 trips per day.

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

Service hours were extended in 2013 from 8:00 a.m. to 4:00 p.m. to 6:00 a.m. to 6:00 p.m., Monday through Friday due to high demand. Fare structure is as follows: 60 years and older or disabled, a suggested donation of \$1.00; persons 6 to 59 years, a one-way fee of \$2.00; ages 5 and under; and all ages \$0.50 one-way and \$0.25 per mile out-of-county. Punch cards are also available for \$20.00 and include 10 rides with one free ride. WCPT has designated specific days of each month to travel to extended service areas such as Iowa City, Rockford, Peoria, Freeport, and the Quad Cities. Rockford has proved to be the destination with the largest demand, primarily to see medical specialists. Currently, trips are made to Rockford for medical visits on the second and fourth Thursdays of the month.

Current contracts for transportation services include the local Regional Office of Education, CGH Hospital, Northern Illinois Cancer

Treatment Center, Sinnissippi Mental Health, Tri-County Foster grandparents program, Sauk Valley Community College, Sauk Valley Adult Education Programs, the YMCA, and Whiteside County Court Services. Students attending Sauk Valley Community College are eligible to use student financial aid to purchase monthly passes for WCPT.

FTA Section 5310 Vehicle Recipients

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

- Arc of the Quad Cities Area provides client-specific transportation to medical, recreational, and work-related activities for clients with developmental disabilities in urban Rock Island County.
- Exceptional Care and Training Center (ECTC) is a long-term care facility, serving the developmentally-disabled population in Whiteside County, Illinois since 1980. The agency provides transportation to medical, dental, and other appointments for its residents. Residents are also transported ½ mile to an off-campus educational facility known as “Building Bridges” on weekdays.
- 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.

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Senior Express, Inc., located in Davenport, is a private, non-profit transportation service that has been serving the Quad Cities Area since 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 commercial intercity bus services, charter bus services, shuttle services, and taxi companies. 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.

Taxis, limousines, and special event services also address travel needs within the Bi-State Region. A majority of these providers in the region are not currently ADA-accessible. Many of these transportation services offer local airport service and shuttles to Chicago. On-demand, app-based transportation services are increasingly coming into competition with taxi services around the country and the world. Consumers begin by using a smartphone application to request service. Once the ride is requested, the service providers send a driver to the requested location for pick-up. Drivers utilize their own vehicle and must pass extensive background checks prior to employment. The introduction of this type of service in the urban Quad Cities market will have effects on the broader transportation system for years to come.

Passenger Rail

Amtrak, also known as the National Passenger Railroad Corporation, provides passenger rail service within the region. At this time, the closest passenger rail stations are located in Kewanee and Galesburg, Illinois and Burlington, Iowa. Amtrak passengers use intercity bus service to make connections to the Quad

Cities, which is not serviced by rail on Amtrak Thruway service.

In 2007 and 2008, the Illinois and Iowa Departments of Transportation requested Amtrak conduct feasibility studies to examine the potential for passenger rail service between Chicago, the Quad Cities, and Iowa City. The initial study was completed in 2008 and identified a proposed route with two daily roundtrip departures between the Quad Cities and Chicago. The route would run at 79 mph and would take approximately 3 hours and 20 minutes one-way. Annual ridership is expected to be 110,800. Shortly after the initial study began, Amtrak began a second study to identify a potential route between the Quad Cities and Iowa City. The proposed route would include two daily roundtrip departures from the Quad Cities and Iowa City. If implemented, service would run at 79 mph and would take approximately one hour and 38 minutes one-way. Annual ridership is expected to be 76,100. The study estimated that with an extension from the Quad Cities to Iowa City, ridership on the Chicago-Quad Cities route would increase to 187,000 passengers annually. Initial plans for the route included extending all the way to Omaha, Nebraska. However, the future of this extended route is uncertain and will require ongoing monitoring of the situation.

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

The Q Multi-Modal Station was completed in 2018 and includes the train station and a 95-room Westin Element Hotel, and retail space. The station supports 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 construction was a coordinated effort between the city and MetroLINK to provide intermodal access to passenger rail users arriving and departing from the facility. As previously noted, a skywalk was completed in 2020 to connect the Q to Centre Station, MetroLINK's transportation hub. As of 2023, preliminary engineering and environmental work is ongoing to reestablish passenger rail service to the Quad Cities. No date has been set for service to begin.

Intercity Bus

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

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

Burlington Trailways is a full-service transportation company providing intercity bus and charter trips nationwide. Popular destinations include Cedar Rapids, Chicago, Denver, Indianapolis, and St. Louis. Outside of the Midwest, intercity bus connections are available anywhere in the U.S. and Canada based on agreements with several other intercity bus providers. Burlington Trailways offers service departing the Quad Cities MPA eastbound two times daily and westbound departures three times daily. Amtrak passengers can use Burlington Trailways to make connections to cities not served by passenger rail on the Burlington Trailways Amtrak Thruway service. Passengers may purchase a ticket for the bus connection

from Amtrak in conjunction with the purchase of a rail ticket, or separately from Burlington Trailways. Amtrak Thruway service is provided twice daily. The Burlington Trailways fleet includes 38 vehicles, ranging from 40 to 56-passenger coaches. On average, two new coaches are purchased each year.

Bus Charter Service

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

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

Taxis and Limousine Service

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

- A Limo Experience

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- Aaron's Party Bus & Limousine Service
- Act II Transportation
- Bell's Taxi Service
- Custom Limousines & Exotic Cars
- Dana's Cabs
- Good to Go Taxi Cab Service
- Lucky Cab
- Luxury Limousine Service
- Max's Cab Company
- On the Go Transportation
- QCA Limo
- QC Chauffeurs
- Quad Cities Yellow Cab
- Supreme Limousine Service
- The City Limo and Party Bus
- Top Hat Transportation
- VIP Transportation

Uber and Lyft

In 2015, Uber launched its services in the Quad Cities. Lyft followed in 2017. Uber and Lyft are app-based transportation network and taxi companies. Their services stem from consumers using a smartphone application to request service. Once the ride is requested, Uber or Lyft sends a driver to the requested location for pick-up. Drivers utilize their own vehicle and must pass extensive background checks prior to employment. Uber now offers service in over 10,000 cities worldwide, while Lyft operates in over 600 cities in the United States.

A majority of the taxi and limousine providers in the region are not currently identified as ADA accessible.

Technology Initiatives

Technology initiatives impacting transportation in the Bi-State Region have increased connectivity and accessibility throughout the region. Real-time, app-based transit information is available for all three urban fixed-route providers. MetroLINK utilizes Clever, while Davenport CitiBus and Bettendorf Transit contract with TransLoc to provide riders with location information of buses en route to better anticipate arrival times. Passengers can set customized alerts and receive important system-wide notifications, allowing users to travel more seamlessly. MuscaBus fixed routes are available on Google Maps. This allows users to plan their route and arrival times online. The introduction and diversification of technology and transportation possibilities within the region allows for more accessible transportation to a wider-user base, therefore allowing easier access to jobs within the region.

Davenport CitiBus has installed annunciators on their buses to broadcast each stop prior to its arrival, and to announce the next stop location. CitiBus joins MetroLINK in utilizing such technology on their buses. Davenport will begin deploying electric buses as a result of a successful federal grant award for the Low or No Emissions Grant in 2022. The award also helps cover the cost of electric vehicle charging infrastructure.

Park and Ride

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

Statewide Ridematching System at iowaride-share.org to search for nearby commuters that may have similar schedules and to personalize commute options.

Bike Rental

In the Quad Cities Metropolitan Area, Quad Cities residents and/or visitors have the option of checking out bicycles April 1 through October 31, weather permitting, through Visit Quad Cities at their Davenport or Moline locations. Bikes are made available during the day, Monday through Friday. Fares are complimentary. Helmets and bottles of water are provided. The availability of bicycles in downtown Davenport and Moline help to encourage exercise, while offering a more environmentally-friendly and alternative mode of transportation for those who may not otherwise have one. A bike check-out system may encourage the use of trails in the region, and allow more individuals to access work and leisure via bicycle. During the 2022 season, Visit Quad Cities had a total of 165 bike rentals out of the Moline office,

as the Davenport office at Union Station was under construction.

School Bus Transportation

In addition to typical public, not-for-profit, and private transit providers, local school districts and private school bus transportation agencies may be a resource as coordination and partnership efforts evolve throughout the region. School bus transportation providers often have breaks in service during the school day and during weekend and evening hours, and many do not provide service during summer months. Table 3.2 lists fleet information for providers in the Greater Bi-State Region. Some school districts are not represented in the table, as they utilize third-party contractors to provide transportation for their students. For example, Davenport Community School District contracts service out to Durham School Services, and the Rock Island and Moline-Coal Valley school districts partner with MetroLINK.

**Table 3.2
School Bus Fleet Information**

Agency/Public School District	City	State	Grades	Yellow Buses	Small Vehicles	# of ADA Accessible Vehicles
Iowa						
Assumption High School	Davenport	Iowa	9-12	3	3	0
Bettendorf Community School District	Bettendorf	Iowa	K-12	18	8	5
Durham School Services	Bettendorf	Iowa	N/A	115	10	12
Muscatine Community School District	Muscatine	Iowa	K-12	39	7	6
Rivermont Collegiate	Bettendorf	Iowa	K-12	-	2	-
West Liberty Community School District	West Liberty	Iowa	K-12	12	5	1
Wilton Community School District	Wilton	Iowa	K-12	8	6	1
TOTAL - Iowa				195	41	25
Illinois						
AIWood CUSD 225	Woodhull	Illinois	P-12	6	4	1
Annawan CUSD 226	Annawan	Illinois	P-12	7	4	0
Cambridge CUSD 227	Cambridge	Illinois	P-12	8	4	1
Carbon Cliff-Barstow SD 36	Carbon Cliff	Illinois	P-8	2	0	0
Colona SD 190	Colona	Illinois	P-8	0	0	0
East Moline SD 37	East Moline	Illinois	P-8	34	11	3
Galva CUSD 224	Galva	Illinois	P-12	7	6	1
Geneseo CUSD 228	Geneseo	Illinois	P-12	35	6	3
Hampton SD 29	Hampton	Illinois	K-8	1	0	0
Kewanee CUSD 229	Kewanee	Illinois	P-12	22	11	2
Mercer County SD 404	Aledo	Illinois	P-12	17	5	2
Orion CUSD 223	Orion	Illinois	P-12	16	6	0
Sherrard CUSD 200	Sherrard	Illinois	P-12	20	4	2
United Township HSD 30	East Moline	Illinois	9-12	15	4	3
Erie CUSD 1	Erie	Illinois	P-12	12	6	2
Morrison CUSD 6	Morrison	Illinois	P-12	0	4	0
River Bend Community Unit School District 2	Fulton	Illinois	P-12	11	9	1
Wethersfield CUSD 230	Kewanee	Illinois	P-12	6	3	2
TOTAL - Illinois				219	87	23

Source: School Districts

Quad Cities Metropolitan Area

The three fixed-route public transit systems serve the Quad Cities Metropolitan Planning Area (MPA), which currently is an area of 391.12 square miles. In FY 2019, the three systems provided 3,891,734 rides, including fixed-route services, demand response, and paratransit. A quarter-mile buffer area around the existing transit route area, totaling 80.66 square miles, was modeled in ESRI Community Analyst to compile estimates for demographic data. In 2020, 68.6% (207,343 persons) of the MPA lived within one-fourth of a mile of fixed-route transit service, and 82.5% (52,665 persons) of the minority (people of color) population in the MPA lived within one-quarter of a mile of fixed-route transit service. As of 2020, there were 18,060 households with an annual income below \$25,000 within one-quarter of a mile of fixed-route transit service.

Region and Rural Areas

Muscatine, Sterling, Kewanee, and Rock Falls are the largest cities outside of the Quad Cities Area, ranging in population from approximately 9,200 to approximately 23,900. Of these communities, only Muscatine has a fixed-route transit system. Muscatine's MuscaBus fixed-route system serves 14.64 square miles. It also provides paratransit service within the entire Muscatine City limits. For the time being, Kewanee is the only community in the region directly served by passenger rail service. However, the development of passenger rail service from Chicago to the Quad Cities is underway and will travel from Chicago to Moline. Beginning service date is unknown at this time. Henry County residents are served by Henry County Public Transportation, also located in Kewanee. Sterling and Rock Falls residents are served by Whiteside County Public Transportation as well as several client-specific agencies offering transportation. RIM Rural Transit serves all of Mercer County and rural Rock Island County.

On the Iowa side, River Bend Transit serves 2,157 square miles within Cedar, Clinton, Muscatine, and Scott Counties. It provides over

200,000 annually with Bettendorf and Davenport Paratransit services. There is not an equivalent regional provider in the Illinois Bi-State Region. As noted previously, Illinois counties are served individually by rural public transportation operators, although increased coordination efforts have been made to allow for more regional mobility options for consumers.

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

Summary of Coordination

To aid in the development and progression of the Bi-State Region's transportation services, both public and private, local governments and the public have worked together to promote coordination and efficiency within these transit services. Over time, participation in these efforts is expected to increase in correlation with demand and will be reflected in future updates of the plan.

Quad Cities Metropolitan Area

Since the mid-2000s, the three urban fixed-route services have coordinated publishing and updating the QC Transit 3-System Network Map. Each system provides information on connections to the others in the area, and the Network Map is an efficient means of conveying geographic information. The purpose of the map 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. Updates to the map are shared at quarterly meetings of the MPA transit managers. A QC Transit Systems Route Map and links to all of the systems may be found at qctransit.org.

One of the most successful coordination initiatives implemented by the fixed-route transit

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

Region and Rural Areas

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

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

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

are ADA accessible.

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

In the Illinois Greater Bi-State Region, county-based coordination continues through RIM Rural Transit and Whiteside County Public Transportation (WCPT). The two rural public transportation systems were developed based on findings of an Interagency Coordinating Committee on Transportation (ICCT) in 2004, which has since ceased operations. The ICCT's purpose was 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. RIM and WCPT are joined by Henry County Public Transportation in receiving FTA Section 5311 rural public transit assistance funds.

Coordination among the three systems takes place as participants of the Region 2 Transit Advisory Committee. The committee is staffed by the Region 2 Human Services Transportation Plan (HSTP) Coordinator. The HSTP planning and implementation process was developed to cater to the "transportation disadvantaged" elderly, disabled, and low-income populations throughout the state. Coordinators are responsible for implementing the HSTP planning process in his or her particular region, which includes the following:

- A review of existing services and resources within the region
- Identification of the transportation needs of persons with disabilities, older adults, and persons with limited incomes
- Strategies for meeting these needs
- Prioritization of existing and planned services

- Identification of projects to be included in the Regional Plan of Projects (RPOR) that are then submitted to the State Oversight Committee, which in turn recommends projects for inclusion in the State Plan of Projects (SPOP)

HSTP Coordinators are in charge of developing a Human Service Transportation Plan and maintaining the inventory of human service transportation providers and vehicle data.

Illinois requires the plan to go through a full update every three years, and Iowa requires a full update every four years.

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