

Kankakee Urbanized Area
HUMAN SERVICES TRANSPORTATION PLAN (HSTP)

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1. INTRODUCTION AND BACKGROUND

MAP-21 (Moving Ahead for Progress in the 21st Century), signed into law on July 6, 2012, replaced SAFETEA-LU (the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users) as the federal legislation that funds surface transportation, with most policy provisions taking effect on October 1, 2012.

SAFETEA-LU established that agencies receiving funding from any of the three Federal Transit Administration (FTA) human-services transportation programs, Elderly Individuals and Individuals with Disabilities (Section 5310), Job Access and Reverse Commute (JARC; Section 5316), and New Freedom (Section 5317), must certify that the projects to be funded have been selected in the context of a locally developed, coordinated public transit/human-services transportation plan. Under MAP-21, such projects still must meet that requirement in order to be funded. The structure of programs under MAP-21, however, is different. JARC no longer exists as a separate program, but funding for JARC types of activities is available under FTA's urban (Section 5307) and rural (Section 5311) formula programs. Another change is that the New Freedom program merges with Elderly Individuals and Individuals with Disabilities.

ENHANCED MOBILITY OF SENIORS AND INDIVIDUALS WITH DISABILITIES (SECTION 5310)

Provides funding for programs beyond traditional public transportation and ADA paratransit service to meet the special needs of seniors and persons with disabilities. A minimum of 55% of funds must be allocated for capital projects such as the purchase of service and equipment such as ADA accessible buses and vans, maintenance, computer hardware and software, etc. The goals of the program are to maintain a safe fleet of vehicles to service transportation needs of elderly persons and persons with disabilities and to support the continuation of existing services as well as the growth of existing new services. The remaining funds may be used for formerly New Freedom type activities such as public transportation projects that exceed ADA requirements and/or improve access to fixed route service. Eligible recipients include states (for all areas under 200,000 population) and designated recipients. Subrecipients may include states or local government authorities, private non-profit organizations, operators of public transportation that receive a grant indirectly through a recipient.

URBANIZED AREA FORMULA GRANTS (SECTION 5307)

Formula for allocation of funds now has a low income individuals component to reflect the consolidation of JARC program with the Urbanized Area Formula Grants. The grant supports the development and maintenance of transportation services designed to transport welfare recipients and eligible low income individuals (household income below 150% of the poverty line) to and from employment related activities. Funds are available for capital, and operating costs such as equipment, facilities, vehicles, maintenance, etc. Examples of eligible projects include expanding fixed route transit routes both in coverage and hours, ridesharing and carpooling activities, etc. Designated recipients then sub-allocate funds to state and governmental authorities, including public transportation providers.

Non-Urbanized Area Formula Grants (Section 5311)

This formula allocates funds to states for the purpose of supporting rural public transportation. Rural areas are defined as areas with a population less than 50,000. The formula is based on population and land area. The objective of section 5311 is to provide persons in rural areas with enhances access to jobs, services and amenities that are concentrated in urban areas. In doing so Section 5311 encourages and facilitates the most efficient use of all transportation funds used to provide passenger transportation in rural areas through the coordination of programs and services. Eligible recipients include State or local government authority, non-profit organization or an operator of public transportation or intercity bus.

The creation of the Kankakee Urbanized Area Human Services Transportation Plan (HSTP) is intended to bring service providers, transportation funders, clients, customers and the community to a realization of improved efficiency and equity of transportation throughout the Kankakee urbanized area and significantly reduce obstacles to citizens with special needs, particularly low income persons, persons with disabilities, persons in zero vehicle households, older adults and youth. The aim is to improve accessibility and mobility and minimize gaps and duplication in transportation service.

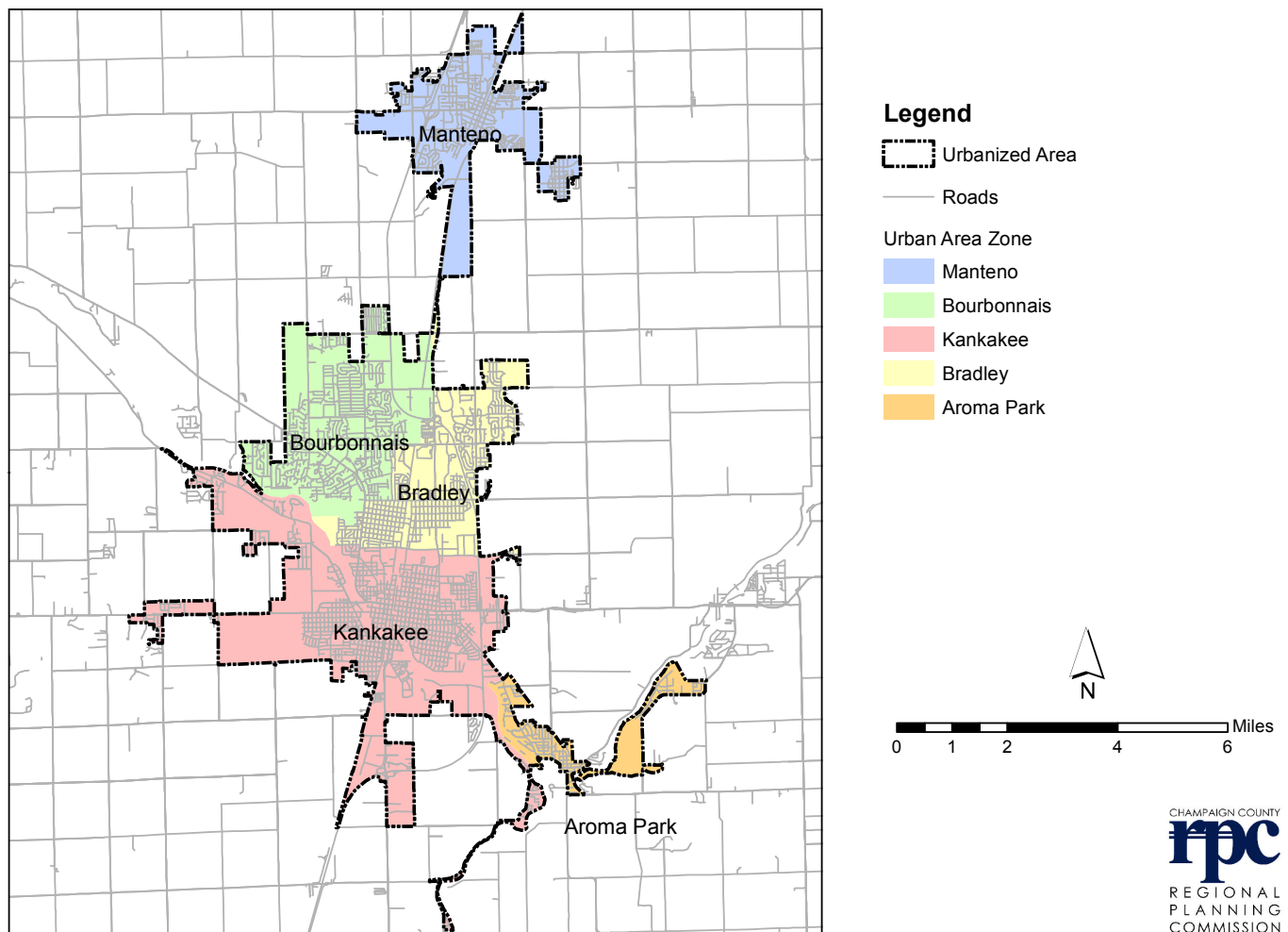
The objectives of the Kankakee Human Services Transportation Plan (HSTP) are:

- To understand the dynamics and history of efforts to coordinate and/ or consolidate special needs transportation within the urbanized area and to compile an accurate demographic profile of the population residing in the area.
- Provide in-depth analysis of the available options for coordinating local human service transportation programs in Kankakee.
- Identify how quality of service can be preserved or improved while also coordinated services are provided.
- Provide stakeholders with information regarding opportunities to achieve better coordination and efficiencies so that service levels can grow.
- To study the issue of transportation from a regional perspective, analyze the existing transportation related resources, regional origins and destinations, existing services, needs, gaps, and what efforts may be currently taking place to coordinate and possibly improve transportation services.
- Create a plan which will provide for the efficient and economical delivery of transportation services over the next decade, to study and model anticipated demand for various services, and arrive at a consensus as to the goals and objectives for persons with transportation challenges.
- Provide a list of prioritized projects including phasing (if needed), the ease of implementation, benefits associated, and action items required for implementation.

2. STUDY AREA

The study area of this Human Services Transportation Plan (HSTP) is the Kankakee Urbanized area as defined by the 2010 census. The Kankakee Urbanized Area is located in Kankakee County in northeast Illinois; it is approximately 60 miles south of Chicago. As of 2010 the Kankakee urbanized area consists of the City of Kankakee, Village of Manteno, Village of Bradley, Village of Bourbonnais and the Village of Aroma Park (Figure 2.1). The urbanized area boundary underwent significant changes during the period 2000 – 2010; in 2000 the Village of Sun River Terrace in the southeast was included in the urbanized area, however in 2010, the Census Bureau removed Sun River Terrace from the urbanized area and the Village of Manteno to the north was incorporated.

Figure 2.1: Kankakee Urbanized Area Human Services Transportation Plan Study Area



2.1 DEMOGRAPHICS

The demographics section will focus on the distribution of transit dependent populations (elderly, youth, persons living in zero vehicle households, persons with disabilities, and persons living below the poverty line). The distribution of the total population and the African American and Hispanic population will also be discussed; African Americans and Hispanics are the major minority groups in

the Kankakee urbanized area and the county. The distribution of the aforementioned demographic characteristics throughout the urbanized area is summarized in Tables 2.1¹ and 2.2 below.

Table 2.1: 2010 Demographic Profiles of the Kankakee Urbanized Area Communities by Number

Community *	Total Pop	Youth **	Older Adults ***	Black	Hispanic	Below Poverty Line	Disabled	Total Households	Zero Vehicle Households
Kankakee	34,619	9,488	5,920	11,428	5,373	8,499	5,173	13,270	1,727
Bourbonnais	22,992	5,585	3,783	1,537	1,075	1,709	2,201	7,181	219
Bradley	16,707	4,415	2,703	1,028	1,278	1,619	1,918	5,928	364
Manteno	12,004	3,050	2,815	214	627	544	1,033	3,270	127
Aroma Park	4,116	757	1,138	270	212	305	551	1,830	57
Total	90,438	23,295	16,359	14,477	8,565	12,676	10,876	31,479	2,494

Sources: Total Population, Age, Race and Ethnicity (2010 U.S. Census)

Poverty, Disabled and Zero Vehicle Household data (ACS 5 Year Estimates)

* Communities are not village boundaries but instead generalized boundaries based on aggregating block groups in each community. Therefore, totals will differ from those reported for the urbanized area.

** Youth are defined as persons 17 years and younger

*** Older Adults are defined as persons 60 years and older

Table 2.2: 2010 Demographic Profiles of the Kankakee Urbanized Area Communities by Percent

Community *	Youth (%)	Older Adults (%)	Black (%)	Hispanic (%)	Below Poverty Line (%)	Disabled (%)	Zero Vehicle Households (%)
Kankakee	27.4	17.1	34.0	16.0	23.6	15.7	13.0
Bourbonnais	24.3	16.5	6.8	4.8	9.2	11.5	3.0
Bradley	26.4	16.2	6.3	7.8	11.0	13.8	6.1
Manteno	25.4	23.5	1.8	5.3	6.8	13.2	3.9
Aroma Park	18.4	27.6	6.6	5.2	6.6	12.2	3.1
Total	25.8	18.1	16.0	9.5	14.0	12.0	7.9

Sources: Total Population, Age, Race and Ethnicity (2010 U.S. Census)

Poverty, Disabled and Zero Vehicle Household data (ACS 5 Year Estimates)

2.1.1 TOTAL POPULATION

The Kankakee Urbanized Area is growing at a faster rate than Kankakee County and the State of Illinois for periods, 1990-2000 and 2000-2010 (Table 2.3). According to the 2010 U.S. Census, the Kankakee Urbanized Area had a total population of 81,926; this represents an almost 26% increase from 2000. During the same period 2000-2010, Kankakee County and the State of Illinois

¹ Village boundaries and census block groups do not align with urbanized area boundaries. Figures in table were calculated using block group level data which resulted in an overestimation of approximately 8,500 for the urbanized population, on the other hand, if Village boundaries were utilized to obtain figures there would be an underestimation of just approximately 10,000 persons for the urbanized area. Poverty, disability and zero vehicle household data was not collected or estimated for the block group level; therefore, the 2010 block group figures were projected by splitting the 2010 county totals by the 2000 block group shares.

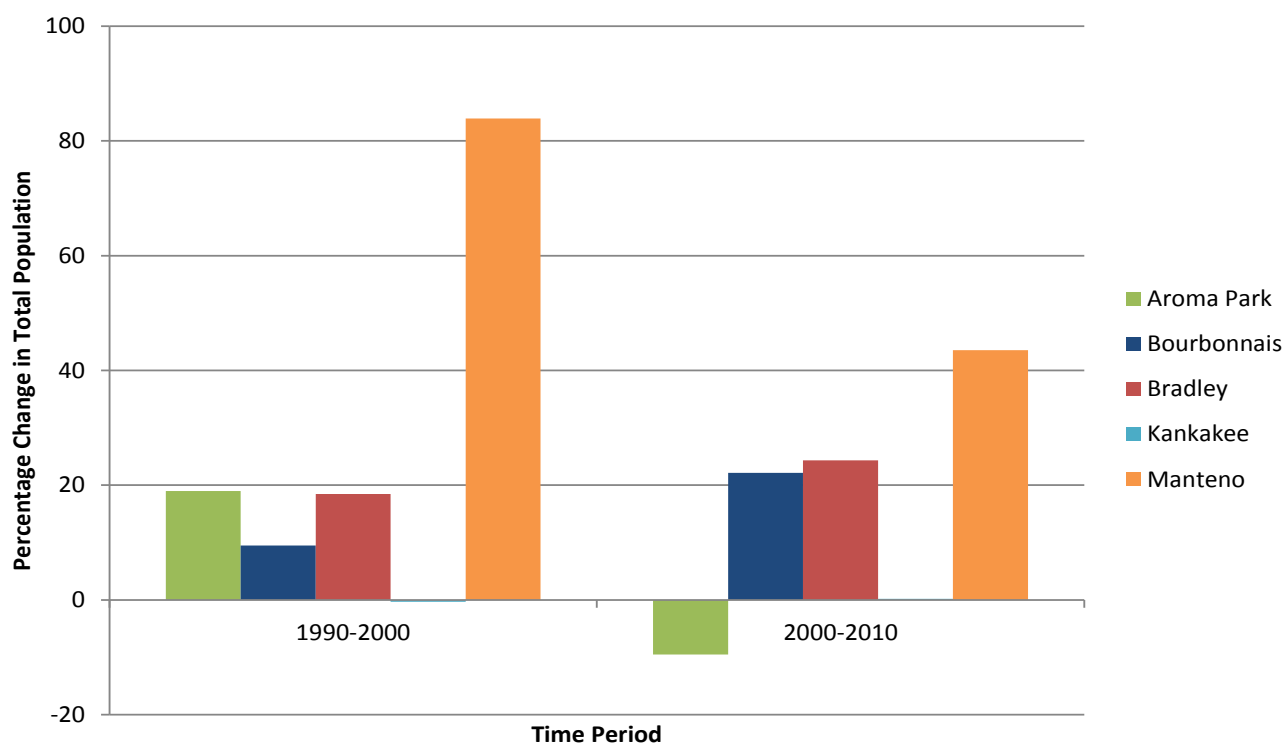
experienced a population growth rate of 9.3 and 3.3, respectively. The 26% increase in population for the urbanized area can be attributed to the addition of the Village of Manteno which had a total population of 9,204 in 2010. Although the Village of Sun River Terrace was no longer part of the urbanized area its 2010 population was only 528.

Table 2.3: Total Population Growth

Location	1990	2000	2010	Change 1990-2000 (%)	Change 2000-2010 (%)
Nation	248,709,873	281,421,906	308,745,712	13.2	9.7
Illinois	11,430,602	12,419,293	12,830,632	8.6	3.3
Kankakee County	96,255	103,833	113,449	7.9	9.3
Kankakee Urbanized Area	59,695	65,073	81,926	9.0	25.9

When examining the distribution of population growth within the Urbanized Area, the Village of Manteno has been the fastest growing village, the Village of Manteno grew over 80% during 1990-2000 and over 40% during 2000-2010. The City of Kankakee grew less than one percent over the 20 year period between 1990 and 2010 (Figure 2.2). The Village of Aroma Park was the only village to experience population decline over the 10 year 2000-2010 period. Both the Villages of Bradley and Bourbonnais' growth rates increased from the 1990-2000 period to the 2000-2010 period.

Figure 2.2: Population Growth Rate by Community



2.1.2 Age

The two major age cohorts considered to be transit dependent include youth (under 17 years) and older adults (over 60 years). Persons under 16 years old are more dependent of transit because their transportation options are legally restricted due to their inability to obtain a driver's license. On the other hand, older adults are transit dependent due to physical and/or mental changes that make it difficult for them to either retain a driver's license or walk to transit stops.

In 2010, the Kankakee Urbanized Area's population was comprised of 44% transit dependent age cohorts, 18% (14,538) older adults and 26% (21,327) youth. The Kankakee Urbanized Area is aging at a slower rate than Kankakee County, the State of Illinois and the Nation. Between 1990 and 2010, the urbanized area's median age increased by 2.5 years from 32.2 to 34.7; during this same period, the median age for the county, state and nation increased by 3.8, 3.8 and 4.2 years, respectively. With the expansion of the urbanized area boundary in 2010, the Kankakee Urbanized Area experienced a 37% and 21% increase in older adults and youth, respectively.

The older adult and youth population in Kankakee County is becoming more urbanized. For the period 2000-2010, the urbanized area experienced a 37% increase in older adults and 21% increase in youth. In contrast, during the same period the county experienced a 21% and 2% increase in older adults and youth, respectively. In 1990, 61% of Kankakee County youth resided in the urbanized area while in 2010, 74% resided in the urbanized area. On the other hand, in 1990, 61% of older adults in Kankakee County resided in the urbanized area and increased to 68% in 2010.

Youth are more dispersed throughout the urbanized area when compared to 20 years ago (Figure 2.3). From 1990-2010 all geographic levels (Kankakee Urbanized Area, Kankakee County, State of Illinois and the Nation) had a youth share between 20%-30%, in 1990 some block groups in the eastern regions of the urbanized area had youth shares over 40%. By 2010, no block group had shares over 40%; however, block groups in the northeastern quadrant of the City of Kankakee still had youth shares above 30% (Figure 2.4).

The distribution of older adult shares exhibit similar patterns of dispersal as youth over the 20 year period between 1990 and 2010, but instead of being concentrated in the eastern portion of the City of Kankakee, older adults are concentrated in the western sections of the City of Kankakee and northeast Manteno, some block groups in these areas have older adult shares between 40% - 50% (Figure 2.5).

2.1.3 RACE AND ETHNICITY

The Kankakee Urbanized Area as a whole is diversifying. In 1990, the urbanized area was comprised of 80% White, 18% African American and 2% Hispanic or Latino. Between 1990 and 2010, African Americans was the largest minority group in the urbanized area but the Hispanic or Latino ethnicity is the fastest growing. In 2010, only 75% (61,096) of the urbanized population was White, 17% (14,192) African American and 10% Hispanic or Latino (8,231). For the 1990-2010 period, the American Indian and Asian population held steady around 0.2% and 1%, respectively. Over the past 20 years (1990-2010), racial and ethnic minorities in Kankakee County are increasingly concentrated in the urbanized area. In 1990, 73% of racial minorities and 59% of Hispanics/ Latinos resided in the

urbanized area; in 2010 these shares increased to 82% and 81%, respectively.

The majority of African Americans live in the City of Kankakee, between 1990 and 2010, the block groups located in the northeast sections of the City of Kankakee have remained between 70% - 99% African American (Figure 2.6). In 2010, most block groups in the Villages of Bourbonnais, Bradley and Aroma Park increased their shares of African Americans, although all block groups in Manteno have African American shares below 3% (Figure 2.7).

Hispanics/Latinos are the fastest growing and most dispersed minority group in the urbanized area, in 1990, 35 of 54 block groups were less than 2 percent Hispanic / Latino; in 2010, no block group was less than 2% Hispanic/ Latino (Figure 2.8). Also in 2010, 19 of 62 block groups had Hispanic/ Latino shares greater than 10%. By 2010, some block groups in central Kankakee City were over 30% Hispanic.

Figure 2.3: Distribution of Youth Shares by Block Group (1990-2010)

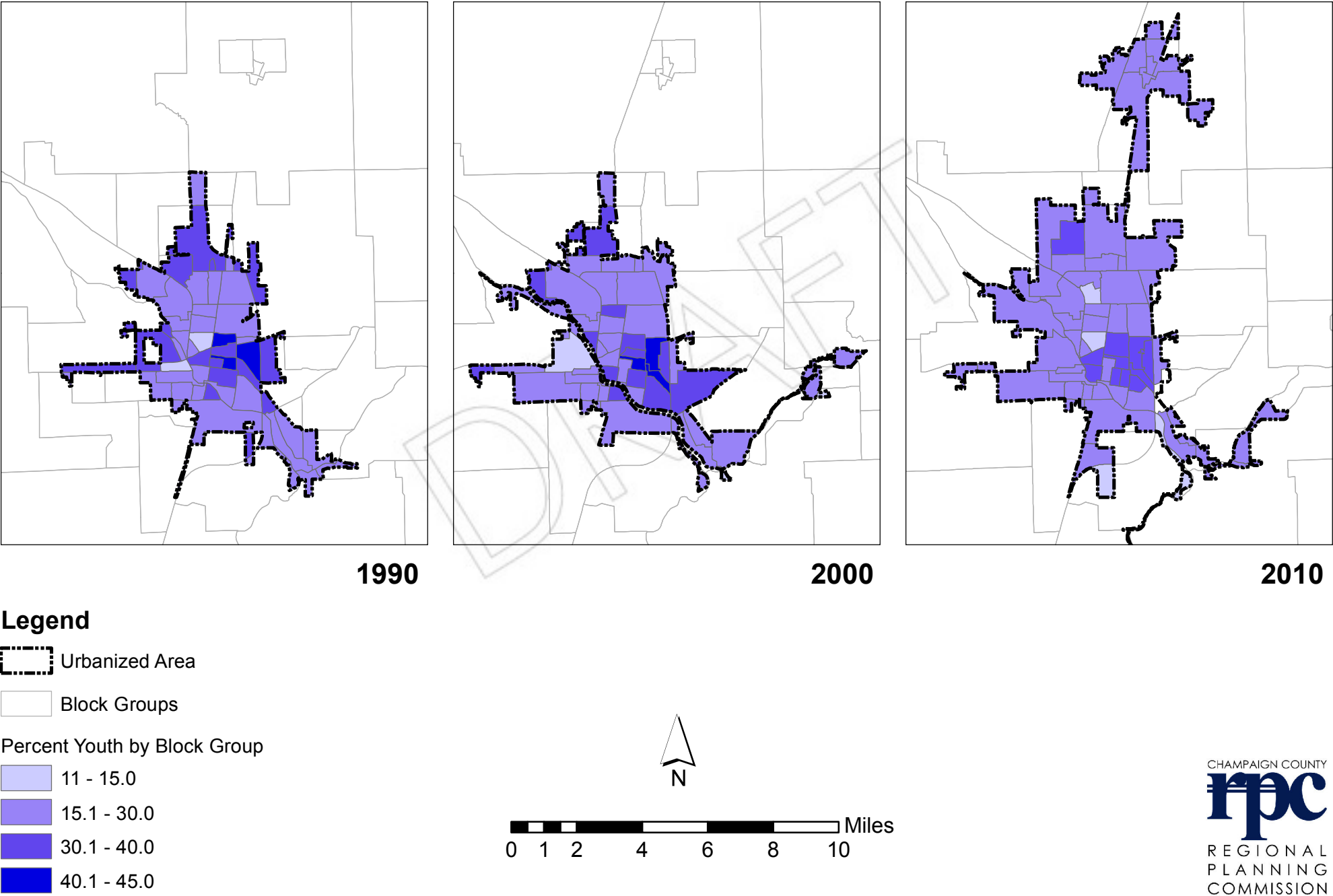


Figure 2.4: Distribution of Youth Shares by Block Group (2010)

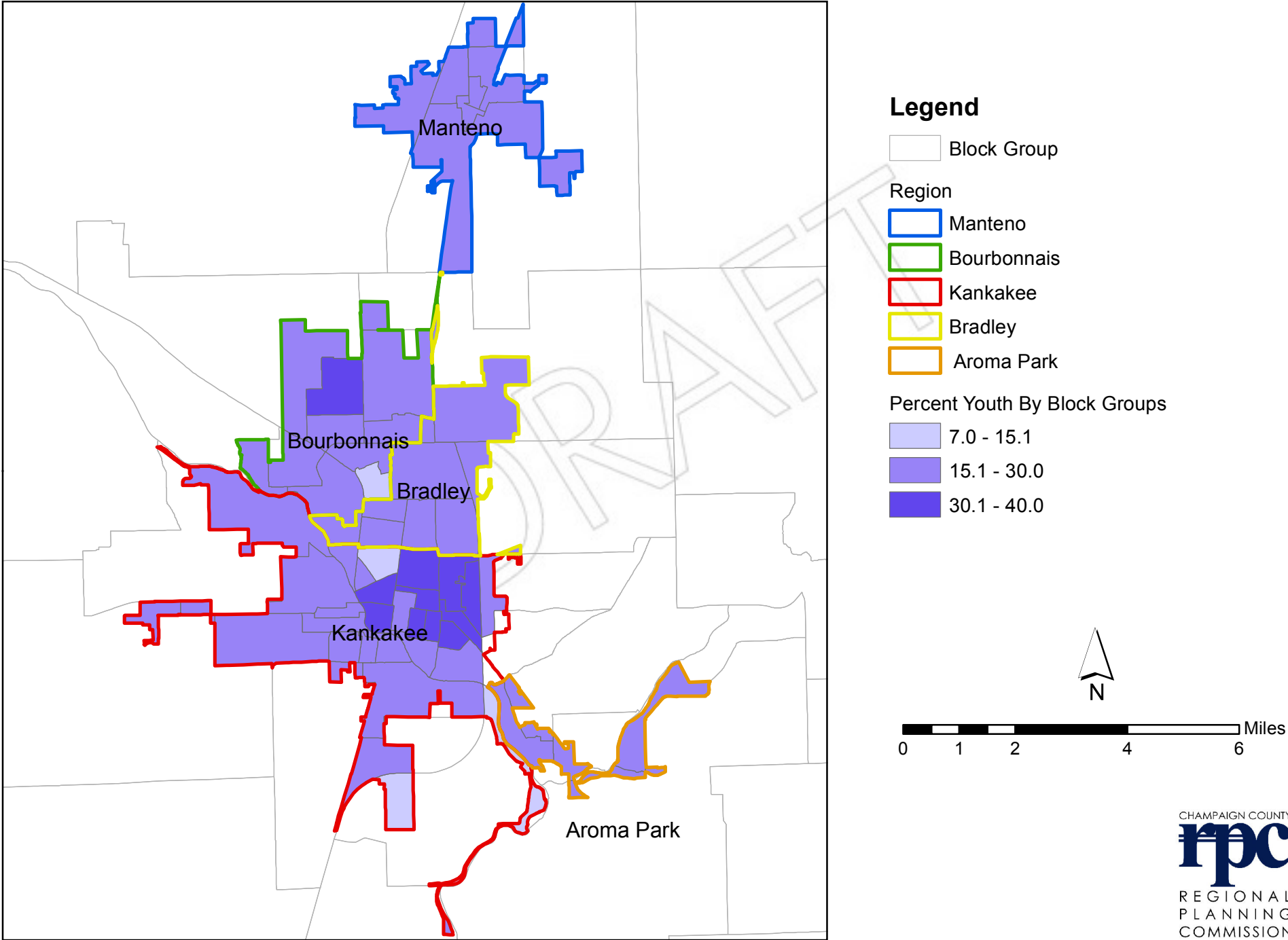


Figure 2.5: Distribution of Older Adult Shares by Block Group (2010)

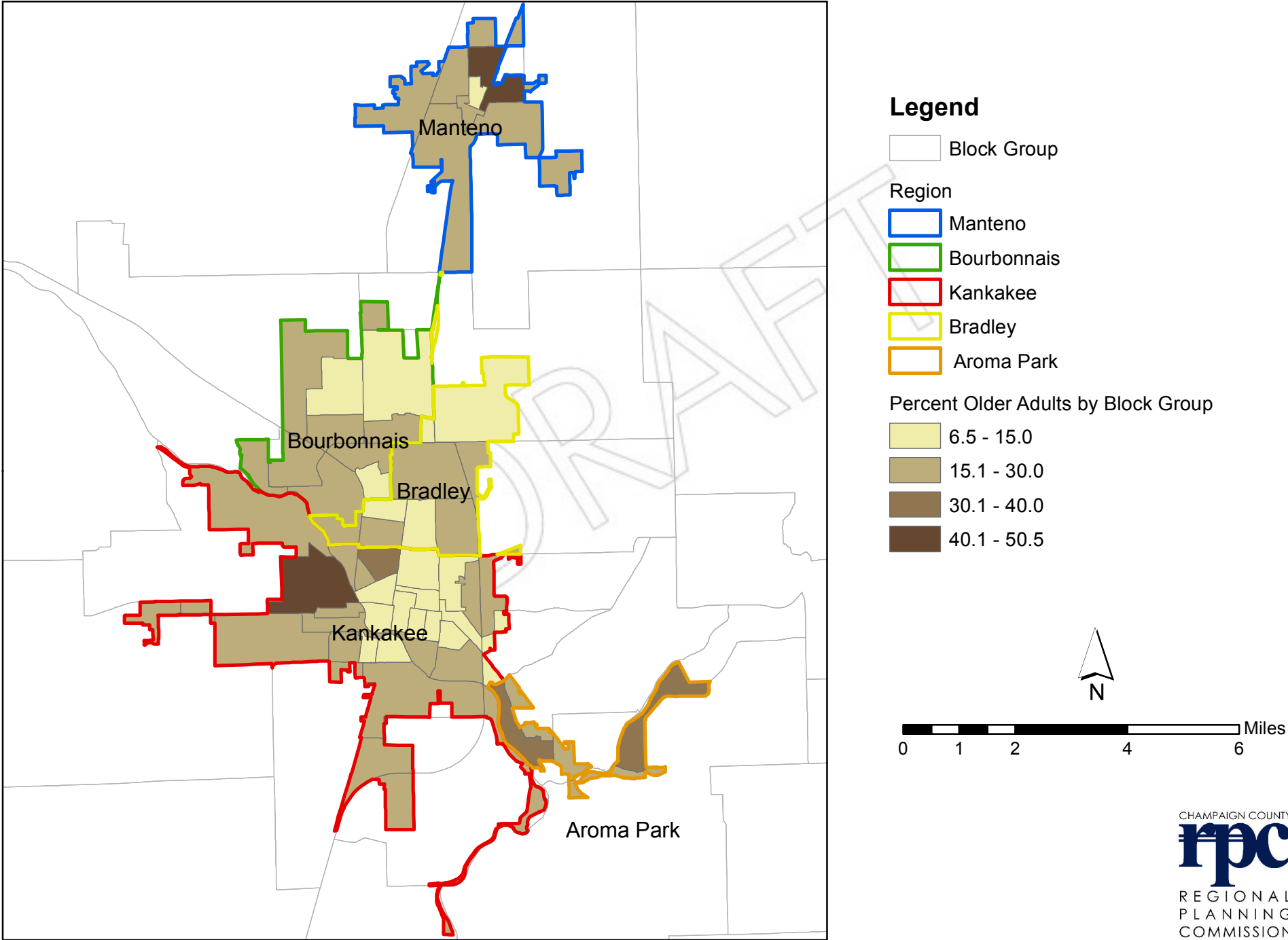


Figure 2.6: Distribution of African American Shares by Block Group (1990-2010)

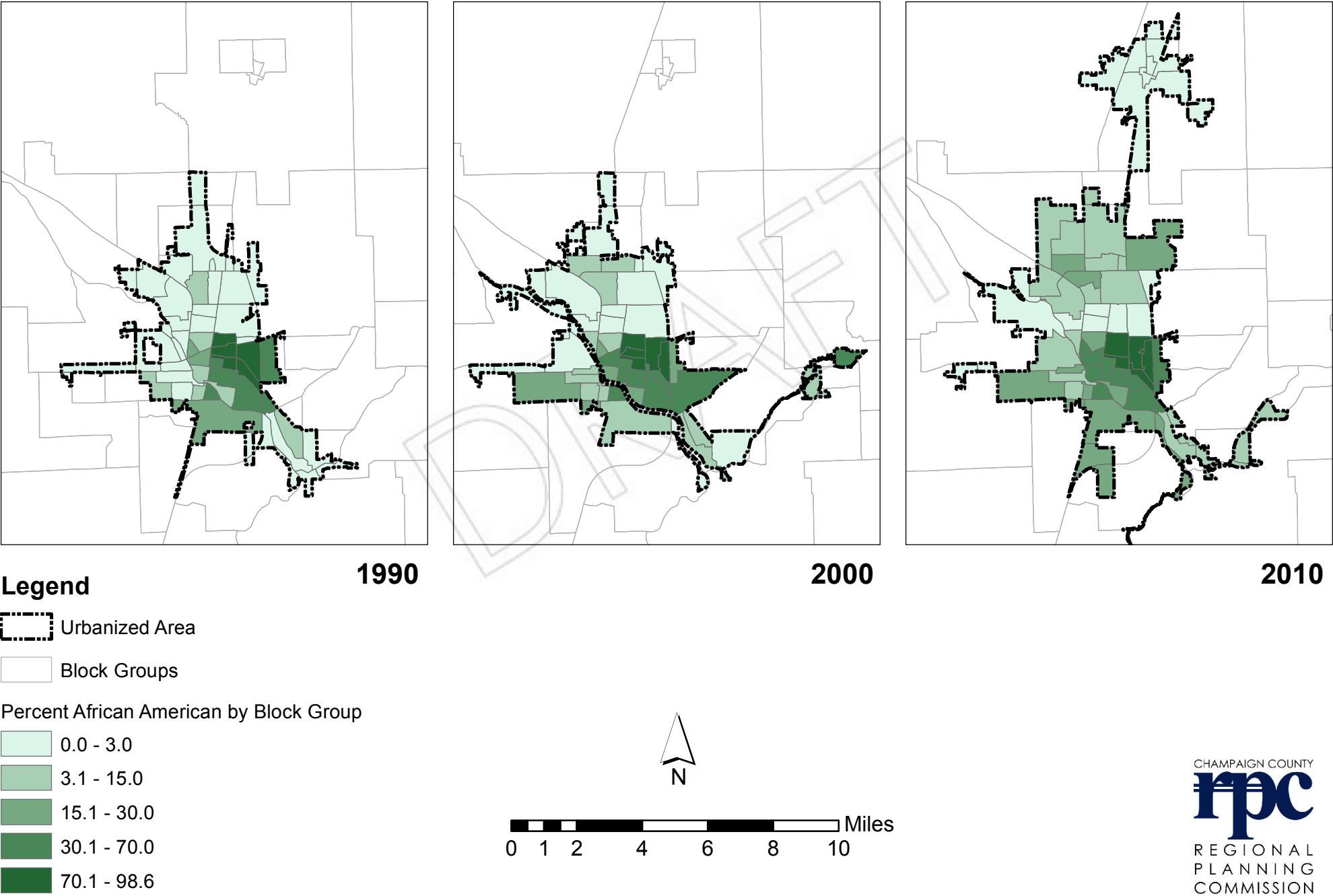


Figure 2.7: Distribution of African Americans by Block Group 2010

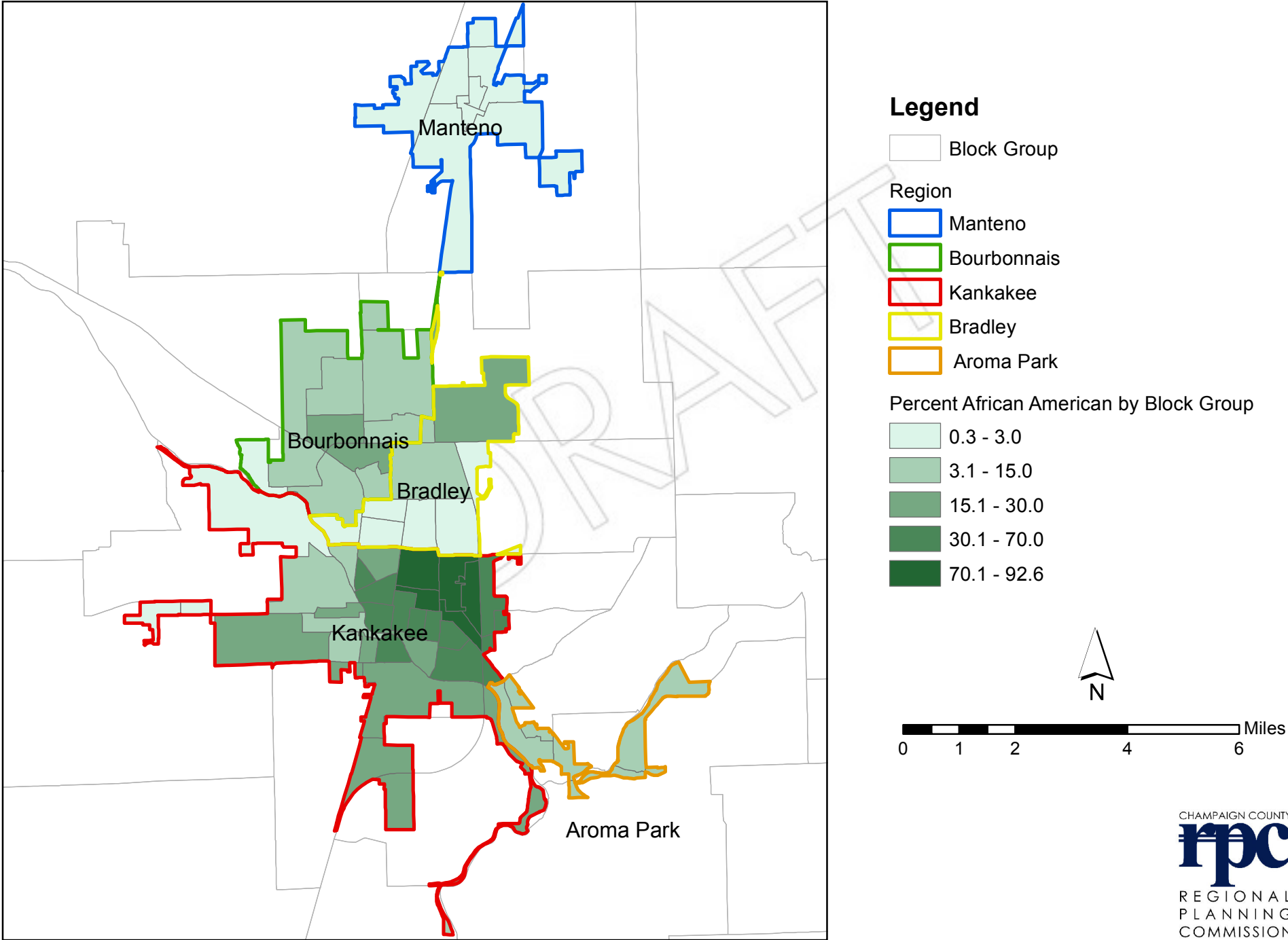


Figure 2.8: Distribution of Hispanic/Latino Population by Block Group (1990-2010)



2.1.4 POVERTY

Low income persons or persons living below the poverty line are more likely to depend on transit to meet their transportation needs because a greater share of their income is spent on necessities like food and shelter. Poverty rates are higher in the Kankakee Urbanized Area when compared to Kankakee County, the State of Illinois and the Nation. According to the 2010 U.S. Census, 19% (12,329 persons) of the urbanized area population was living below the poverty line, compared to 15%, 13% and 14% for Kankakee County, State of Illinois and the Nation, respectively. This was not always the case; in 1990, the urbanized poverty rate was lower than the county. In 2000, the urbanized area's share of persons living below the poverty line surpassed the shares for the county state and nation. During the period 1990-2000 there was only a 0.1% increase in poverty for the urbanized area; on the other hand, for the period 2000-2010 there was a 51% increase in poverty. Kankakee County and the State of Illinois experienced an increase of 42% and 22% in poverty during the period 2000-2010.

Since 1990, the distribution of poverty within the urbanized area is concentrated in the City of Kankakee (Figure 2.9). During the period 1990-2010, poverty has become more widespread throughout the urbanized area; in 1990, 19 block groups had poverty rates above the national average, in 2000 that number increased to 22 and in 2010 the number was 25¹.

2.1.5 ZERO VEHICLE HOUSEHOLDS²

The Kankakee Urbanized Area's share of zero vehicle households is higher than Kankakee County and national shares but lower than the State of Illinois' share. As of 2010, a little fewer than 2,400 of the urbanized area's 24,386 households had no access to a private vehicle; this represents approximately 10% of households. For the same year, Kankakee County and the State of Illinois was comprised of 8% and 10% zero vehicle households, respectively.

Over the past decade (2000-2010), the number of zero vehicle households for the Nation and the State of Illinois decreased between 7% and 9%, however, Kankakee County and the Kankakee Urbanized Area experienced increases between 13% and 14%. Of the 298 additional households gained by the urbanized area during the period 2000-2010, 290 were zero vehicle households. In 2010, of the 5 communities that make up the urbanized area, the City of Kankakee had the highest share of zero vehicle households (Figure 2.10) with 13% of homes having no access to private vehicle.

¹ The national poverty rate in 1990 and 2000 was 12%, in 2010 the national poverty rate increased to 14%.

² Zero vehicle households data was not collected in 1990, therefore time comparison can only be made between 2000 and 2010.

Figure 2.9: Distribution of Poverty Rates by Block Group (1990-2010)

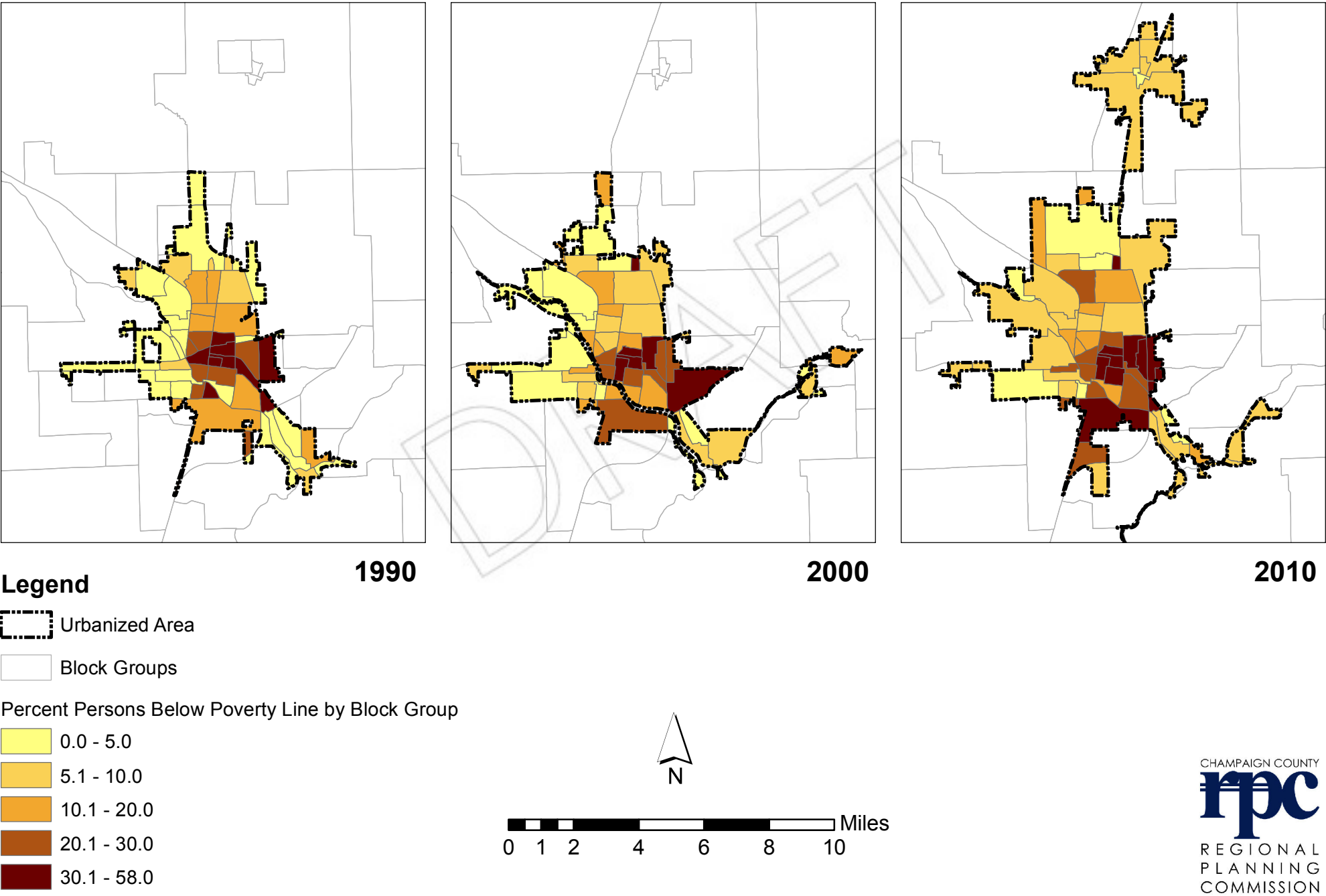
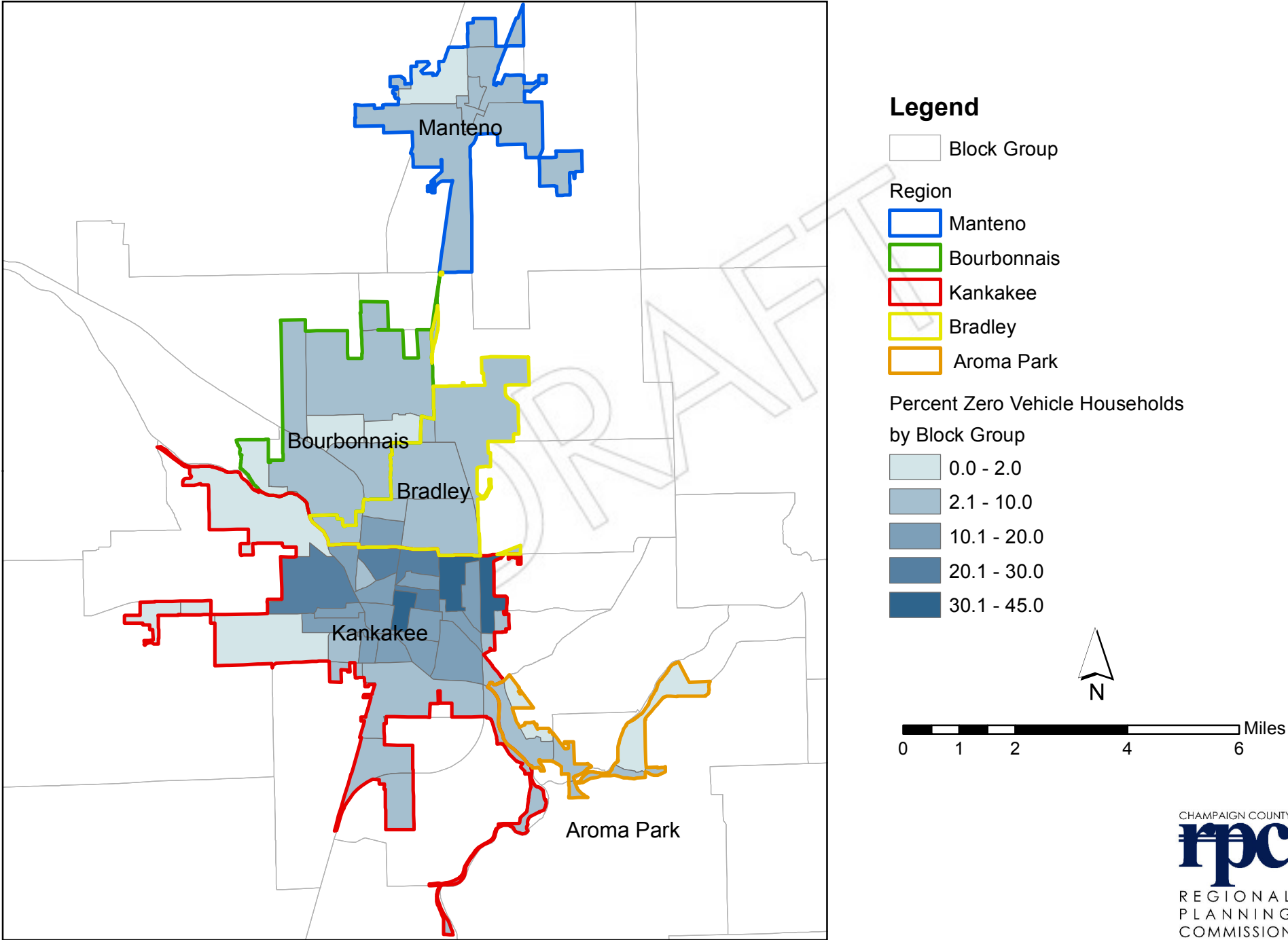


Figure 2.10: Distribution of Zero Vehicle Households by Block Group (2010)

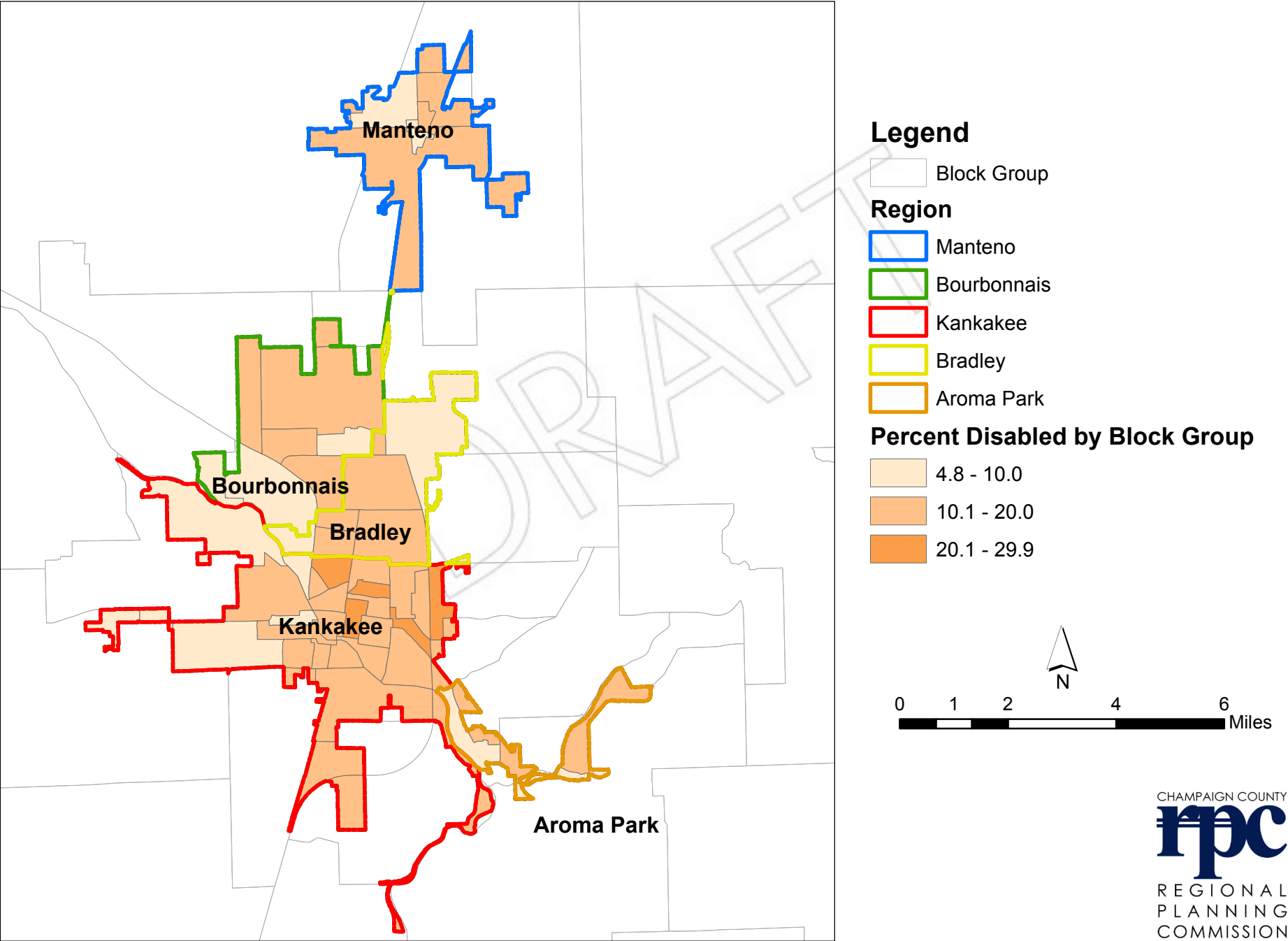


2.1.6 PERSONS WITH DISABILITIES¹

At the end of 2010, there were a total of 8,542 persons with disabilities in the urbanized area, or 14% of the urbanized population. On a county-wide scale, 61% of Kankakee County's disabled population reside in the urbanized area. The Kankakee Urbanized Area has a greater share of persons with disabilities than the Kankakee County, the State of Illinois and the Nation.

¹ Due to changes in the classification of persons with disabilities, 1990, 2000 and 2010 persons with disabilities figures cannot be compared.

Figure 2.11: Distribution of Persons with Disabilities by Block Group (2010)



3. TRANSPORTATION SERVICES

There are a variety of transportation providers, both public and private that provide service within the Kankakee Urbanized Area and between rural Kankakee County and the urbanized area. River Valley Metro Mass Transit District is the public transportation provider in the urbanized area. Kankakee County is the recipient of Section 5311 funding for rural public transportation, Kankakee County contracted with Show Bus to be the rural public transportation provider. Kankakee County determines the services provided including route type, service area, hours of operation, fares, etc. Show Bus provides a deviated fixed route service connecting rural Kankakee County and the Kankakee Urbanized Area. There are also a number of Human Service Agency transportation providers and private transportation providers.

3.1 PUBLIC TRANSIT

3.1.1 RIVER VALLEY METRO

River Valley Metro Mass Transit District provides a fixed route service throughout the urbanized area and commuter routes between the urbanized area and Momence in rural Kankakee County, University Park in neighboring Will County and Midway International Airport in Chicago. Service began in July 1999 with 8 routes and expanded to 14 routes by January 2014. There are spatial gaps in River Valley Metro MTD's fixed route service, these are areas within the urbanized area that are not located within a half a mile of any fixed route (Figure 3.1). In April 2014, as a means to overcome this spatial gap, River Valley Metro MTD began allowing residents of these areas to utilize Metro Plus service for transportation between home and the nearest fixed route stop.

River Valley Metro provides service 365 days of the year, weekday service runs between the hours of 5:00 a.m. to 10:30 p.m., Saturdays 7:00 a.m. to 10:30 p.m. and Sundays 8:00 a.m. to 5:00 p.m. Some River Valley Metro MTD routes operate on a one hour frequency while others operate on a half an hour frequency. Routes that operate on a half an hour frequency include Route 1 (Meadowview), Route 4 (Eastgate) and Route 6 (KCC). Route 10 (Bourbonnais) and Route 11 (Bourbonnais) individually operate on a one hour frequency; however, both routes run the same route in opposite directions thus working together to create a half an hour frequency. River Valley Metro's ridership has been steadily increasing since inception, in FY 2000 ridership was 72,225 and FY 2013 ridership reached 949,330 (Figure 3.2). The Meadowview route has had the greatest ridership since the inception of service, and after 2005 the Eastgate route became the second busiest route. The Meadowview and Eastgate routes both serve block groups with the highest concentrations of poverty, persons with disabilities, youth and zero vehicle households (Figure 3.4).

River Valley Metro also has an Americans with Disabilities Act (ADA) complementary Paratransit service called Metro Plus. Metro Plus is a shared ride demand response Paratransit service. Metro Plus operates within the same hours as the fixed route service and within the entire urbanized area. Rides can be scheduled up to 14 days in advance and as late as 4:30 p.m., the day prior to the trip. Same day trips can be requested but cannot be guaranteed. Metro Plus' ridership fluctuated between FY2000 and FY2004, between FY2004 and FY2013 ridership increased from approximately 9,000 rides to 16,000 rides (Figure 3.3). Between February 2013 and January 2014, Metro Plus' trip denials¹ ranged between two in September 2013 and twelve in March 2013. For this same period, trip denials tended

¹ Trip denials are defined as trips that cannot be accommodated within one hour of a requested time.

to be higher in the colder months, while the warmer months have lower trip denial numbers. This may be attributed to increased demand for Metro Plus services in the winter months when more persons qualify for the service due to unploughed sidewalks.

When compared to other mid-size urban MTD's, Metro's fare schedule can be considered affordable, although the concept of affordability varies depending on every rider's unique socioeconomic situation. Fares can be paid per ride or with monthly passes. Discounts are given to children under 6 years, students, older adults and persons with disabilities (Tables 3.1 and 3.2). Fares also vary between routes that operate solely within the urbanized area and commuter routes. A maximum of three transfers per one way journey is allowed as long as transfers take place within a half an hour of each other.

Table 3.1: River Valley Metro Fare Structure

Rider	Fare
6 years and older	\$1.00
5 years and under	Free
Circuit Breaker	Free
Disabled (non-peak hours)	\$0.50
Commuter Routes	\$2.00
Disabled/ Elderly Commuter Routes	\$1.00

Source: River Valley Metro

Table 3.2: River Valley Metro Pass Cost

Pass	Cost
Adult	\$30.00 / Month
Student	\$20.00 / Month
Disabled	\$15.00 / Month
Elderly	\$15.00 / Month
All Inclusive*	\$40.00 / Month
20 Rides	\$20.00 / Month
Youth Summer (Ages 6-18)	\$15.00 / Summer

*All inclusive pass includes commuter routes and Metro Plus

Source: River Valley Metro

Figure 3.1: River Valley Metro Routes and Service Areas

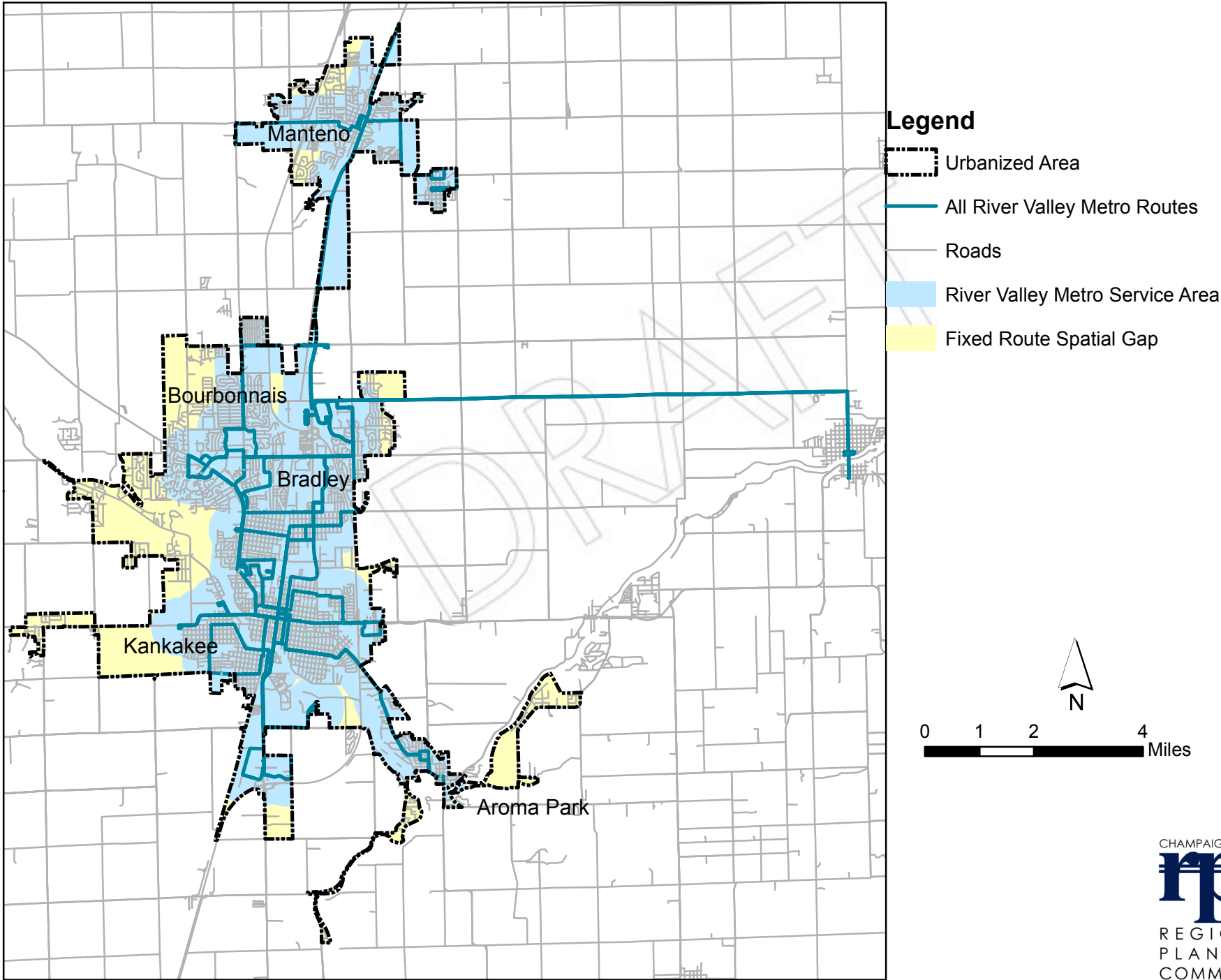


Figure 3.2: River Valley Metro Total Ridership (FY 2000 to FY 2013)

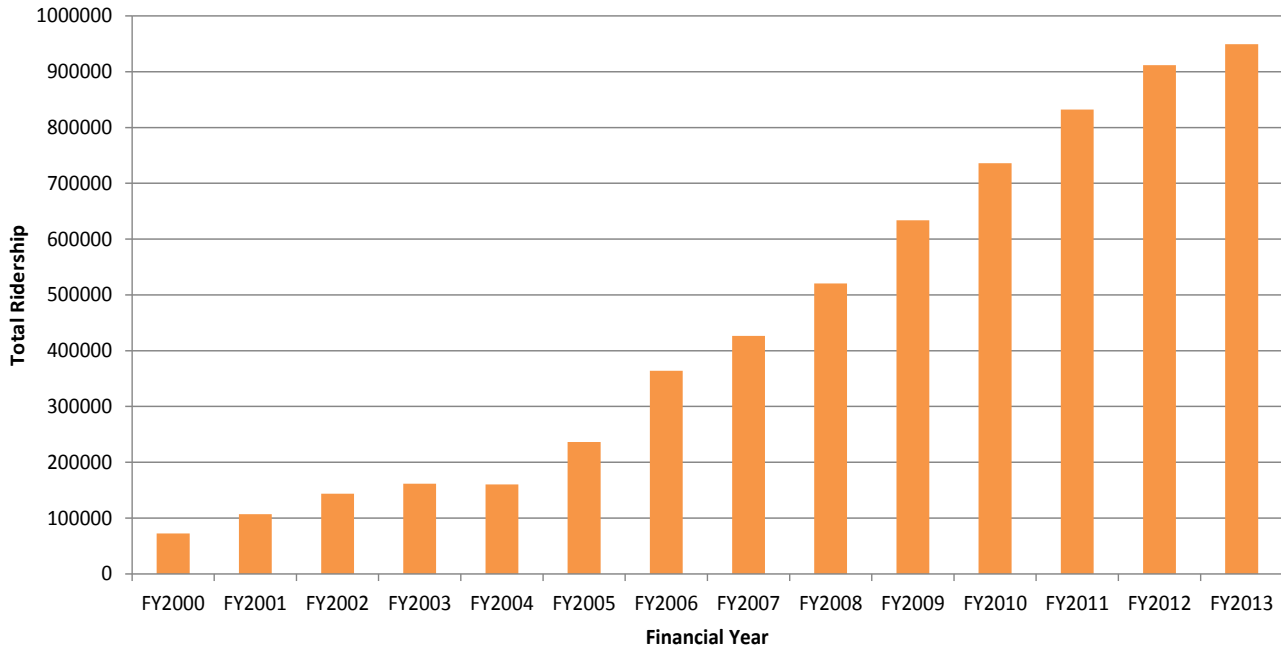


Figure 3.3: River Valley Metro Plus Ridership (FY 2000 to FY 2013)

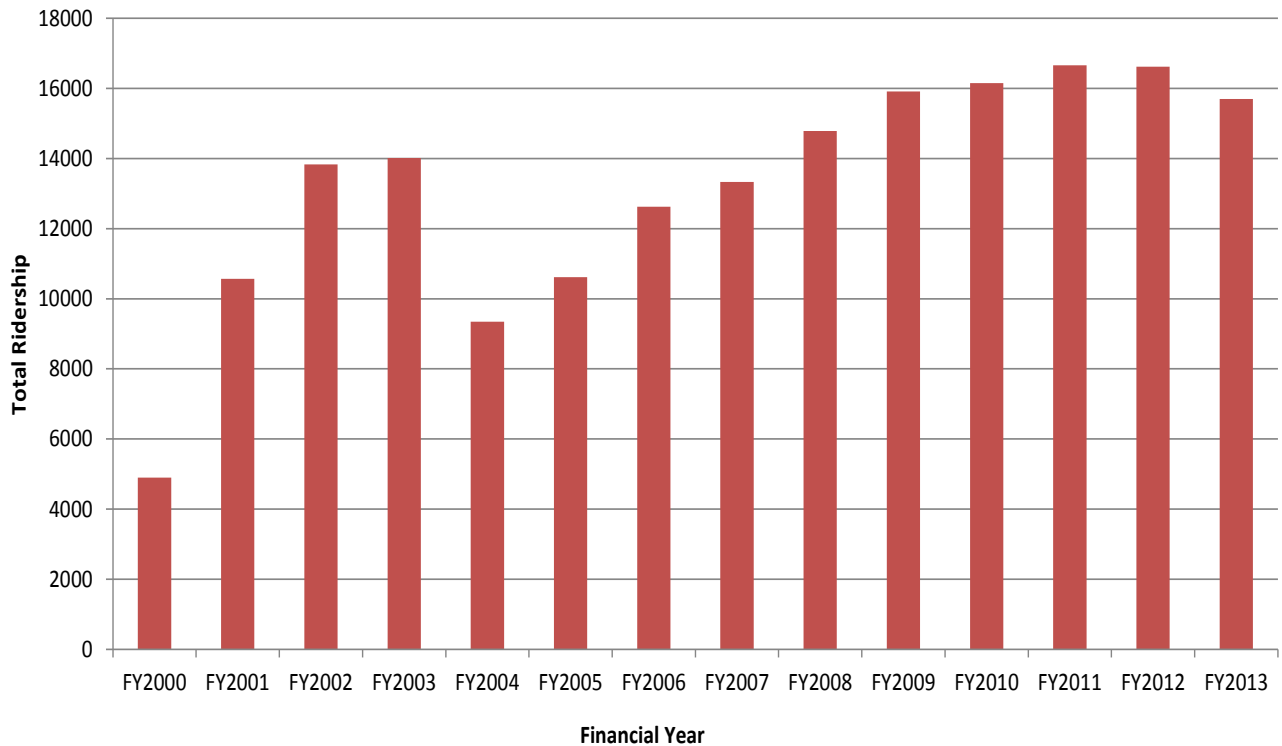
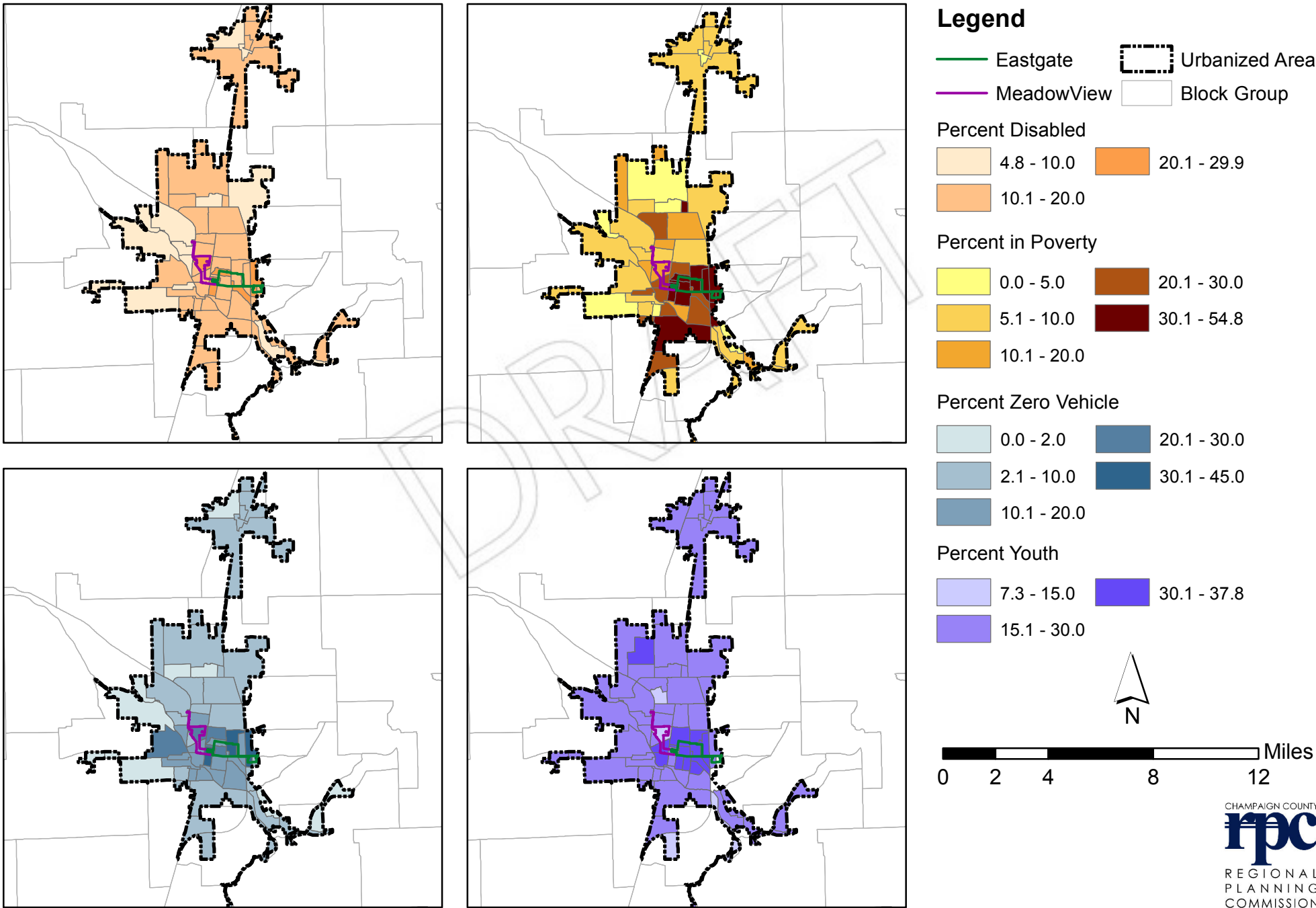


Figure 3.4: Meadowview and Eastgate Routes with Transit Dependent Populations (2010)



3.1.2 Show Bus

Show Bus is under contract to Kankakee County and is the rural public transportation provider for rural Kankakee County since 1999. Show Bus provides service throughout the rural area and connects rural residents to services and amenities in the urbanized area and urbanized residents to destinations in the rural area.

Show Bus provides both a deviated fixed route and a demand response door to door service. Their Kankakee County service has a set schedule with several designated pick up locations in rural villages and towns and takes riders to any location within the City of Kankakee and Villages of Bradley and Bourbonnais. This type of service is offered Monday through Friday with two round trips each day between the Kankakee Urbanized Area and the rural area. Different towns depending on their location within the county have different pick up days. Round trip fare for this service is \$4.00. Show Bus facilitates chain trips in the urbanized area. Requests for this service should be made by noon on the weekday before the day of service.

Show Bus' Kankakee deviated fixed route operates Monday through Friday every hour from 4:00 a.m. to 5:00 p.m. This service has 4 stops listed below:

- Kankakee, Intersection of Chestnut and Schuyler
- Sun River Terrace, City Hall
- Momence, 501 S Gladiolus
- Momence, 123 W River

The round trip fare for this service is \$2.00. Riders may obtain service at any of the aforementioned pick up locations without prior reservation.

3.2 HUMAN SERVICE AGENCY TRANSPORTATION PROVIDERS

Twenty Human Service Transportation Providers have been identified in Kankakee County. Some provide transportation services to one or more transit dependent cohorts while others provide service to clients of an organization only. The identified Human Service Transportation Providers are listed in Table 3.3. Some providers offer discounted rides while others provide free service. Human Service Transportation providers that are designated as non-profit are eligible to receive Section 5310 funding. Section 5310, or the Enhanced Mobility of Seniors and Individuals with Disabilities Grant provides funding for programs beyond traditional public transportation and ADA paratransit service to meet the special needs of seniors and persons with disabilities.

Table 3.3: Human Service Transportation Providers

HSA	Agency Type	Service Area	Clients	Number of Clients	Eligible Trips	Service Hours	Fare	Fleet	Number of Round Trips	Funding	Notes
Blessed Hope Transportation	Non-Profit	Kankakee, Iroquois Counties	General Public	Varies	Medical	M-F 6am-6pm	\$30 for general public and \$45 wheel chair	1 bus, 1 minivan and 1 car	45 round trips per week	Insurance payments and fares	Medicaid certified but due to slow medicaid payment do not accept medicaid
Good Shepherd Manor*	Non-Profit	Kankakee County but Medical trips to Chicago are facilitated	Disabled Men	124	Medical and Social	7 days. Hours vary	No Fare	2 medium duty and 14 light duty	100,000/ year	DHS and Section 5310	Show Bus provides some transportation, mainly from group homes to day program.
Provena Dialysis	Non-Profit	Iroquois and Kankakee Counties	Persons undergoing dialysis	135	Dialysis	3 shifts daily, hours vary between 5:30 am to 6 pm	No Fare	Vehicles vary depending on which agency is providing transportation.	Approximately 85% of clients require assistance with roundtrip transportation.	Managed care, public aid, insurance	Do not provide direct transportation, staff try to arrange transportation through providers such as Show Bus, Etna, Kurtz etc.
Home Care Personal Services	Private	Will, Grundy, Iroquois, Ford, Livingston, Champaign and Vermillion Counties	Older Adults. Eligibility is based on a determination of needs assessment	127	Essential errands such as groceries and medical	M-F 7:30am to 4pm	No Fare	Staff private vehicles	18/ day	Medicare and Medicaid	Coordinated through Catholic Charities. Staff drive clients in personal vehicles.

*Indicates organizations based in rural Kankakee County

HSA	Agency Type	Service Area	Clients	Number of Clients	Eligible Trips	Service Hours	Fare	Fleet	Number of Round Trips	Funding	Notes
Presence Heritage Day Break	Non-Profit	Kankakee County	Older Adults	20	From home to facility and return	M-F 7am-9pm	No Fare	3 fourteen passenger vans	18/ day	IDOA, IDHS & Private Pay	
Momence Meadow Rehab Center*			Older Adults		Medical						
Manteno Veterans Home	Public	Kankakee County	Older Adult Veterans	284	Medical and official VA social events	7 days a week. Hours vary	No fare	1 twenty passenger bus	9 trips/ week	VA and State of Illinois	
Bickford House			Older Adults								
Heritage Woods*			Older Adults								
Riverside Ambulance/ Medi Van	Non-Profit	Kankakee and Iroquois Counties	General Public	199	Medical	M-F 9am-5pm	\$3/mile or \$30 flat rate	1 minivan	199/ year		
Riverside Senior Life Communities	Non-Profit	Bradley, Bourbonnais and Kankakee	Older Adults	160	All Trips	7 days 7am-5:30pm	No fare	3 Fifteen Passenger Vans	4000/ year	Private Pay	
Kankakee County Training Center	Non-Profit	Kankakee County	Persons with Disabilities	368	Employment Education, Shopping, Social, Personal		No Fare	20 vehicles of varying capacity between 5 and 44.	71,162/ year		Provides transportation services to residents of Shapiro
Thresholds			Persons with mental illness and substance abuse disorders								

*Indicates organizations based in rural Kankakee County

HSA	Agency Type	Service Area	Clients	Number of Clients	Eligible Trips	Service Hours	Fare	Fleet	Number of Round Trips	Funding	Notes
Cornerstone			Persons with mental illness and developmental disabilities								
River Valley Supportive Living	Private	Kankakee County, Longer distances such as Chicago or St. Louis for social events	Older Adults	80	All Trips	7 days. Hours vary	No Fare	1 twelve passenger van		Private pay.	
Head Start	Public	Kankakee urbanized area	Preschool children 3-5 years old from low to moderate income families.	320	From home to Head Start facilities and return	M-F 8am-3pm	No Fare	School Buses. Numbers vary	320/ day	DHS	Transportation is contracted with First Student. Service area is limited by maximum 1 hour travel times for each student.
Bourbonnais Terrace	Private	Kankakee, Joliet, Chicago	Older Adults	130	All Trips	7 days 8am-8pm	No Fare	1 fourteen passenger van	30/ week		
Kankakee Terrace	Private	Kankakee County and as far as Chicago	Older Adults	150	All Trips	7 days. Hours vary	No Fare	1 fourteen passenger vehicle	5/ day	Private pay	Contract with various providers as well. These contractors are sourced through the Department of Public Aid.
Shapiro											
Catholic Charities											

*Indicates organizations based in rural Kankakee County

3.3 OTHER TRANSPORTATION PROVIDERS

A new taxi service began operating in the Kankakee urbanized area in July 2014. Other transportation providers consist of Greyhound regional bus service and Amtrak regional train service.

3.3.1 AMTRAK

The Amtrak station in the City of Kankakee is located at the intersection of East Court Street and South Schuyler Avenue in downtown. Amtrak currently has two routes running through Kankakee, the New Orleans and Saluki-Illini routes; both of which operate one round-trip daily. The Saluki-Illini route runs from Chicago to Carbondale, major stops along this route include Rantoul, Champaign-Urbana and Mattoon. The New Orleans route runs from Chicago to New Orleans, this route stops at all stops made by the Saluki-Illini route and continues south, some major stops between Carbondale and New Orleans include Memphis, Tennessee and Jackson, Mississippi.

Amtrak fares vary depending on distance and demand. Discounts are provided to the following groups:

- Children 2-15 years ride half price every day. Infants under 2 ride free
- Seniors
- AAA members, military personnel and AARP members get 10% off
- Students and Veterans get 15% off.

Amtrak has seating areas available for wheelchair passengers, Amtrak staff also assist wheelchair passengers with boarding, disembarking and seating.

3.3.2 GREYHOUND

Greyhound bus service does pick ups and drop offs at the Economy Inn in the City of Kankakee located at the intersection of South Schuyler Avenue and River Road. Greyhound connects Kankakee with many cities throughout the United States. One of the major Greyhound routes running through Kankakee is the Chicago-Memphis route. This route has major stops in Champaign-Urbana, Effingham and Mattoon. This route operates daily with four round trips daily. Like Amtrak, fares vary depending on distance and demand; although, Greyhound fares are generally less expensive than Amtrak. A 20% discount is afforded to Veterans and Students. Greyhound bus service is not wheelchair accessible.

3.3.3 TIMELY CAB SERVICES KANKAKEE

Timely cab service began serving the entire Kankakee urbanized area in July 2014. Beyond their normal taxi service, they also offer medication and package delivery services. They also provide regional cab service to Chicagoland airports. Their fare structure is:

- Flag pull (base fare) \$3.50
- Each additional mile \$1.50
- Every 36 seconds of elapsed time \$0.20
- First additional passenger \$1.00
- Every additional passenger after first \$0.50
- Airport fare (O'Hare/Midway) \$100.00

3.4 TRIP GENERATORS

Public transportation trip generators are locations where a high volume of passengers are picked up and/or dropped off. Major trip generators can either be services and amenities such as education, shopping, medical, housing, major transportation hubs and major employers. It is most likely that urbanized area residents will utilize services and amenities available within the urbanized area. However, residents may commute further distances (county-wide or further) for employment or education purposes.

Figure 3.5 illustrates the location of major community services and amenities throughout the urbanized area while Figure 3.8 shows the location of major employers (more than 100 employees) throughout the county. Four of the county's top 20 employers are located in Momence, outside of the urbanized area and is accessible by the River Valley Metro Commuter service since January 5, 2014. These employers are:

- Baker and Taylor – 600 Employees
- Flanders Precisionaire – 370 Employees
- Van Drunen Farms – 302 Employees
- Momence Packing Company Inc. – 240 Employees

This new Momence commuter route runs from the Metro Transfer Center in Bourbonnais to major trip generators and employers listed above in Momence. Service frequency will be hourly within normal service hours.

Figure 3.5: Major Urbanized Area Trip Generators (Education, Medical and Transportation)

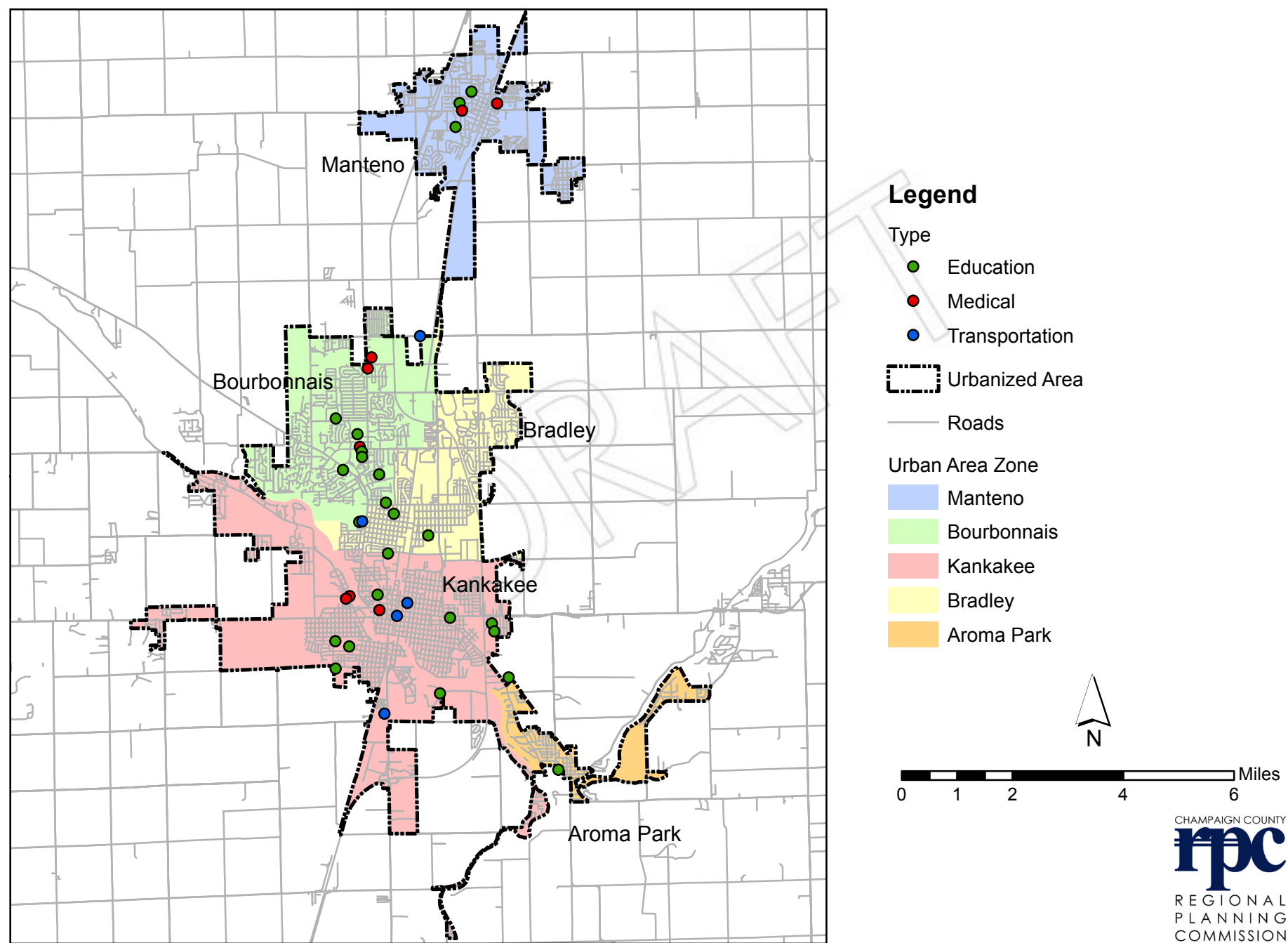


Figure 3.6: Major Urbanized Area Trip Generators (Entertainment, Shopping, Public Services)

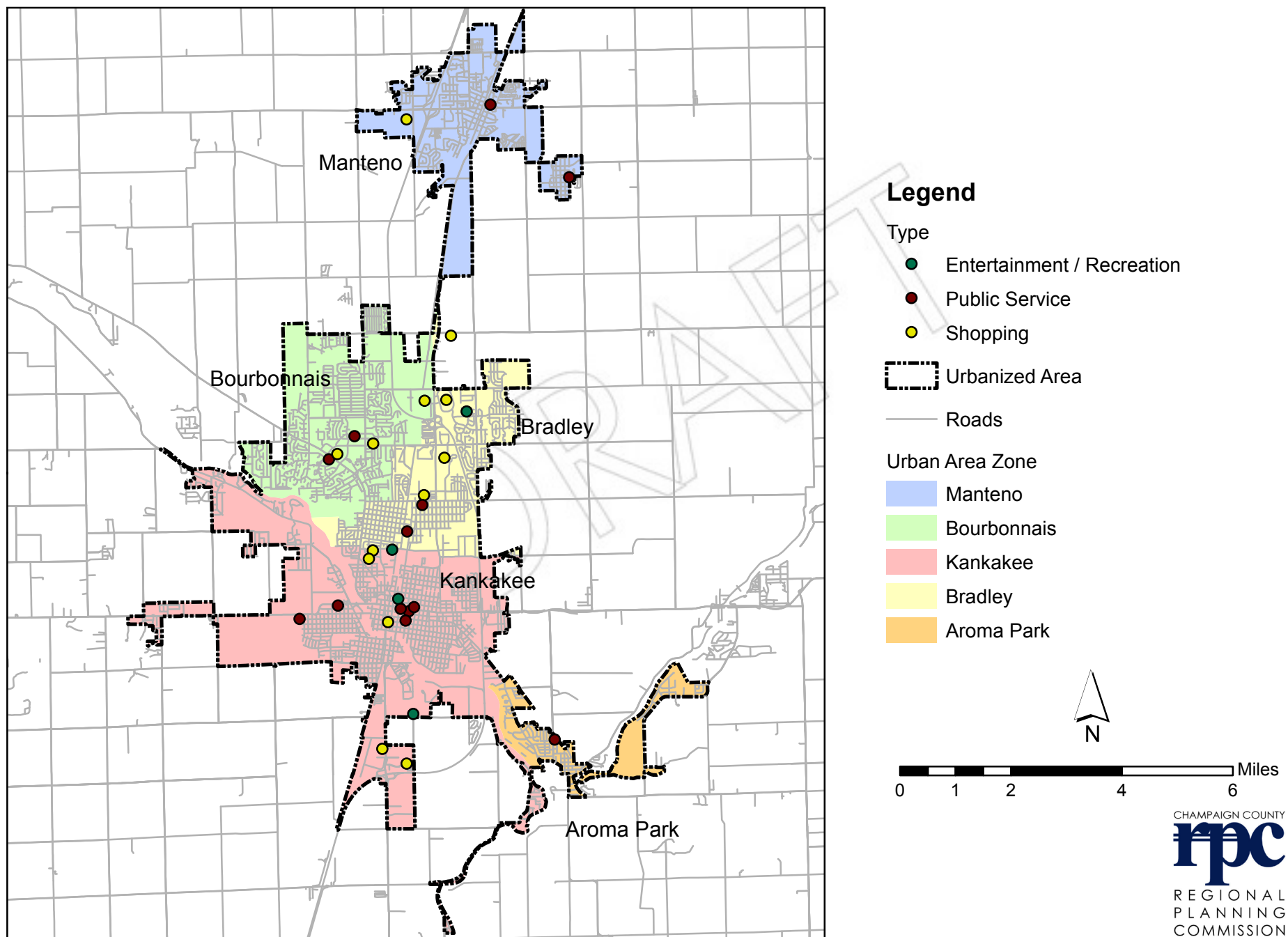


Figure 3.7: Major Urbanized Area Trip Generators (Housing, Other)

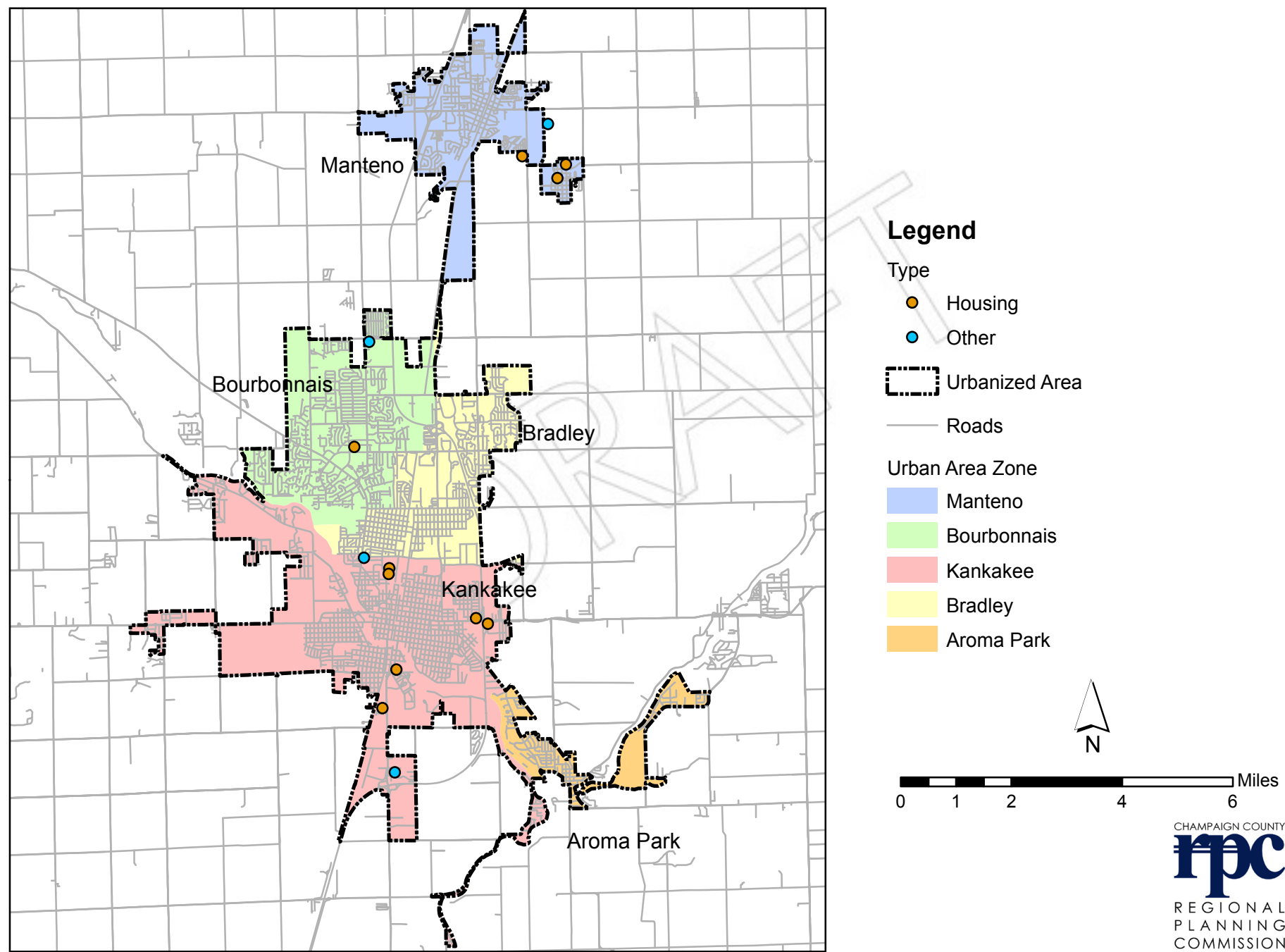
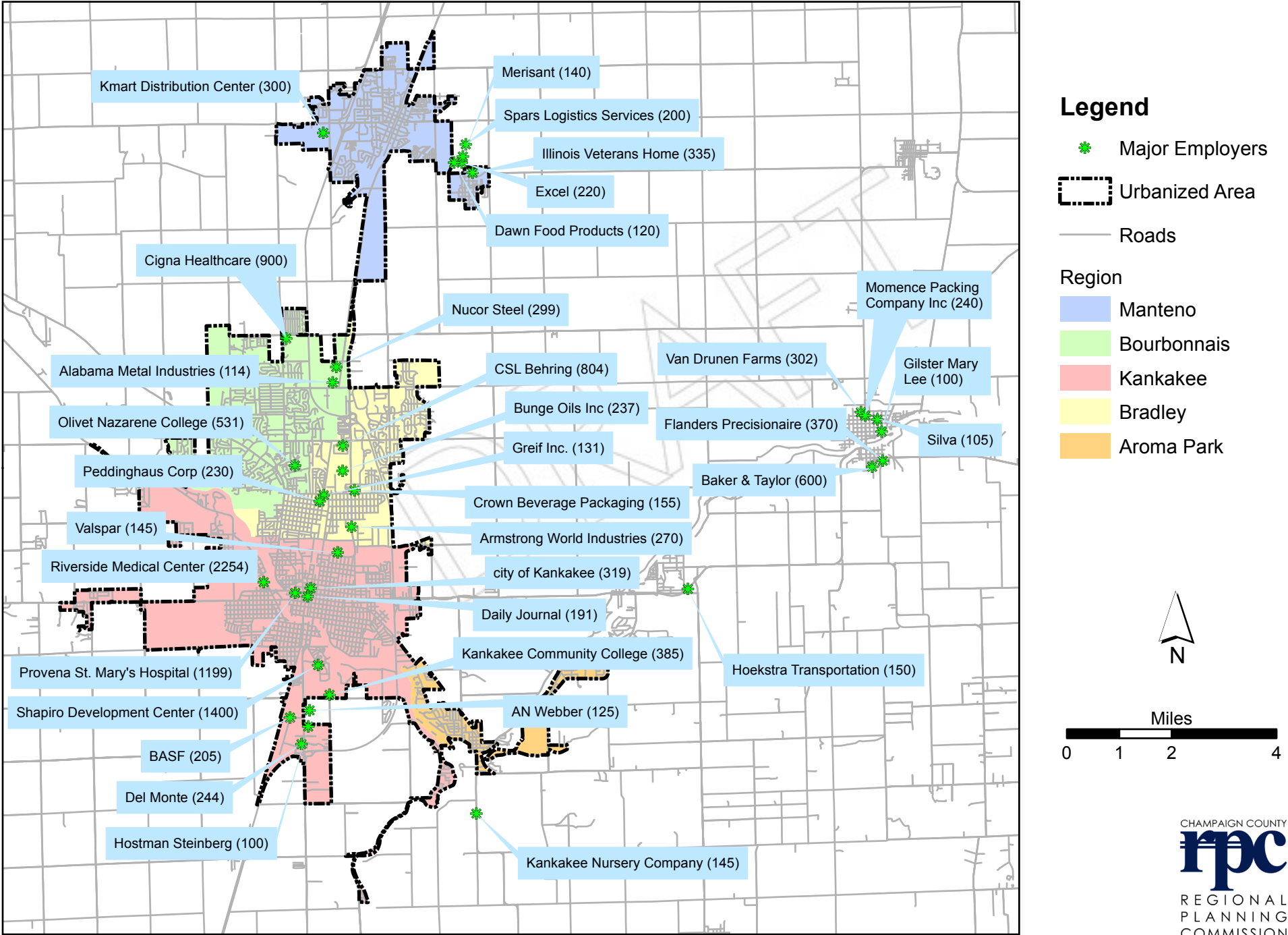


Figure 3.8: 2011 Major Employers (Over 100 Employees)



4. PUBLIC AND STAKEHOLDER PARTICIPATION

Public and stakeholder participation is a necessary component for facilitating coordination. Each stakeholder must be given the opportunity to voice their concerns, likes and dislikes about the existing transportation system (service and infrastructure) and be empowered to influence changes in the future. Public and stakeholder participation methods utilized include stakeholder interviews, transportation provider surveys and community member surveys. Two public meetings were held on July 15, 2014. After comments and recommendations from the public meetings are incorporated into the plan, there will be a thirty day public comment period for final comments and input.

4.1 STAKEHOLDER INTERVIEWS

In person stakeholder interviews were conducted with city, village and county representatives in addition to advocacy groups for persons with disabilities, persons living in low income households and older adults (Table 4.1). A complete list of stakeholder interview questions can be found in Appendix A.

Table 4.1: Stakeholder Interview List

Stakeholder	Representation
City of Kankakee	City of Kankakee
Village of Bourbonnais	Village of Bourbonnais
Kankakee County Metropolitan Planning Organization	Kankakee County (Rural & Urban)
Options Center for Independent Living	Persons with Disabilities
River Valley Supportive Living Residence	Older Adults
Kankakee County Community Services Inc	Persons with Low Income
SHOW BUS	Rural Riders
River Valley Metro MTD	Urban Riders

4.1.1 FINDINGS, PERCEPTIONS AND OPINIONS

4.1.1.A INFRASTRUCTURE

- City and Village representatives stated that River Valley Metro MTD identifies potential locations for bus stops, but bus stop locations need approval from the respective cities or villages. However, Metro stated their bus stops do not require approval from city or village engineers, unless improvements are being made.
- Although there are plans in place for sidewalk improvements and ADA compliance, the lack of funding and the state of the economy make it difficult to upgrade all sidewalks to ADA compliance. Evolving ADA guidelines make it difficult to keep sidewalks in compliance. Sidewalks and intersections within the downtown and major commercial districts are given priority for upgrades and snow removal in the winter months. Public works departments are usually responsible for sidewalk complaints and repairs.
- City engineers review all new construction plans to ensure that sidewalk facilities are ADA

compliant and if possible accessible to transit.

- The major transportation challenge expressed by the majority of stakeholders is a lack of funding. The municipalities' lack of funding make it difficult to upgrade sidewalks. Advocacy groups' lack of funding also negatively impact the number of persons for whom they can provide transportation assistance; this type of assistance is usually in the form of Show Bus vouchers or Metro tokens.
- Metro currently has a grant to make all bus stops accessible. There are also projects that will install shelters and/or benches at many stops throughout the urbanized area.

4.1.1.B NEEDS OF TRANSIT DEPENDENT POPULATIONS

- There is a major difference of opinion regarding the level of public transportation services within the urbanized area. Advocacy groups for transit dependent populations feel that existing public transportation services do not adequately meet the needs of the population while city and village representatives feel that the existing service is adequate.
- Options CIL and Metro also differ on what types of disabilities merit qualification for Metro Plus services. Options CIL feels Metro denies transit services to persons that in their opinion need a door to door paratransit service instead of a fixed route service especially with existing sidewalk conditions.
- Options CIL stated that challenges experienced by persons with disabilities include: difficulty in qualifying for Metro Plus, poor and discontinuous sidewalk conditions particularly in Bourbonnais, difficulty obtaining Metro Plus rides at needed times, ramps on transit fixed routes not working (in some cases), persons unfamiliarity with the use of Metro Plus and fixed route service, and non accessibility of the Veterans Clinic to persons with limited mobility.
- Kankakee County Community Services stated that challenges experienced by low income persons include: long commute times on Metro services which range between 2-3 hours (although the longest commute time published by Metro is 2 hours and 2 minutes), operating hours do not allow low income persons to participate in first and last employment shifts, buses not on time, long wait times for buses, lack of shelter during times of inclement weather and poor sidewalk conditions. Metro routes with one hour headway make travel times to and from community services and amenities longer than desirable.
- River Valley Supportive Living Residence stated that challenges experienced by older adults include: difficulty understanding the complexity of Metro's transit service, long commute times despite short travel distances, lack of shelters during inclement weather and poor sidewalk conditions. Older adults also require more of a door to door service than a fixed route service.
- Many older adults who reside in assisted or independent living centers often utilize the service provided by these facilities, while other older adults rely on Metro or Catholic Charities for transportation. Catholic Charities provide companion transportation services for older adults.

- Various stakeholders had a different perception of the Metro Plus application and evaluation process. Currently Metro Plus brochures do not outline the application process.

4.1.1.C TRANSPORTATION SERVICES

- Metro's routes with one hour headways are thought to be inadequate, ideally stakeholders would like all routes to be a half an hour headway. Metro's headway or frequency is determined by factors such as ridership, length of route and layout of streets. Also Municipalities pay for transit based on service hours; however, many municipalities lack funding to pay for increases in service hours.
- Metro has conducted travel trainings and community outreach at various community events, senior centers, schools, etc. Despite this, Metro's fixed route schedule and other informational material do not state that they are available in alternative formats such as braille, large print or audio. Metro Plus' full brochure does state that it is available in large print and audio.
- Informal transportation providers try to serve unmet needs but these services are often expensive, dangerous and unreliable.
- Metro's fares are considered affordable by all transit dependent groups.
- Kankakee County Community Services does not have a stop located directly at their facility; however, bus stops are located within 3 blocks of the KCCS building. Since the KCCS facility serves mainly low income persons, older adults and persons with disabilities, it would be beneficial to these transit dependent groups to have a stop and shelter at this location.
- There is no Medicaid transportation provider within the urbanized area; therefore, the majority of Medicaid eligible persons have to pay for transportation out of pocket. River Valley Supportive Living Residence spends an average of \$1000 per month on medical transportation. Older adults also have a greater demand for medical transportation services than any other trip type.
- Options CIL provides their consumers (persons with disabilities) with a limited number of vouchers for both Show Bus and River Valley Metro MTD services, they receive discounts on Show Bus vouchers. Options receives funding for tokens and vouchers from the United Way. In the past, Kankakee County Community Services (KCCS) provided some rural riders with Show Bus vouchers, this type of assistance is no longer available due to a lack of funding.
- River Valley Metro MTD routes are designed for a maximum commute time of two hours; however, they experience delays due to long stops at train tracks and some routes have a high ridership of passengers with disabilities which take a longer time to load and unload. Routes that serve large commercial areas also experience significant delays during the holiday season due to increased traffic.
- River Valley Metro MTD employs customer care supervisors to assist passengers with trip planning, transfers, and any other issue that may arise, including picking up passengers and taking them to destinations when transfers are missed. Although these services are available they are not marketed in Metro's promotional material.

- Peak Metro Plus hours are between 6:30am- 8:30am and 2:30pm - 4:30 pm. Between July 2013 and April 2014, Metro Plus' trip denials were 0.5% or 71 trip denials.

4.1.1.D COORDINATION

- Options CIL participates on a number of planning committees and act as advocates for persons with disabilities to ensure that the needs of persons with disabilities are considered in the planning and decision making process. Kankakee County Community Services will participate on a transportation committee in the near future to represent the needs of low income persons. River Valley Supportive Living Residence used to participate on a committee but the issues discussed were not focused on the needs of older adults.
- Advocacy groups are willing to provide assistance and coordinate with providers to make necessary changes and improvements to the transportation system.
- There is a lack of coordination and shared information among public transit providers (River Valley Metro MTD and Show Bus), Human Service Agencies, state agencies, local government entities and funding sources. This autonomous structure results in multiple independent transportation providers with various eligibility requirements, fare structures, hours, jurisdictions, etc. This results in overlapping service in some areas while other areas remain underserved. As evident by the target groups in Human Service Agencies, there is an over-representation of services available to older adults with an underrepresentation of services for low income persons.
- There is duplication of services within the urbanized area. Show Bus dedicates a significant amount of resources to providing service within the urbanized area by allowing trip chaining within the urbanized area. Metro and Show bus both provide commuter services between Momence and the urbanized area.
- First Transit is contracted by Metro to train and hire drivers as well as provide dispatching services, Metro handles all maintenance of vehicles. First transit and Metro are both experiencing difficulties in finding qualified drivers and mechanics. The difficulty with finding drivers pertain to the inability of persons to pass all pre-employment testing which include criminal background check, physical, drug test, and the ability to obtain a CDL permit.
- Some developers are willing to partner with Metro to ensure that their properties are accessible by transit, other developers do not wish to have access to transit. This results in inequitable access to amenities and services in the community. Metro has also partnered with the Village of Manteno to share the costs associated with the construction of the Manteno Transfer Center.

4.2 COMMUNITY SURVEY

Community surveys were distributed on Metro's fixed route and Metro Plus service, Show Bus and through Kankakee County Community Services' Low Income Home Energy Assistance Program (LIHEAP). Surveys were also administered online using Survey Monkey. Online surveys were advertised on the radio and Metro's Facebook page. A total of 269 Community Survey responses were collected during the period February 19th- April 3rd 2014. The Community Survey is attached in Appendix B.

4.2.1 COMMUNITY SURVEY RESULTS AND FINDINGS

The Community Survey was designed to gather information about respondents demographic and socio-economic background as it relates to both the individual and the household. It also sought information about their travel behavior and their opinion and level of satisfaction of existing transportation services in Kankakee County.

4.2.1.A DEMOGRAPHICS AND SOCIO-ECONOMIC BACKGROUND

The majority of survey respondents were women with approximately 60% of responses. The age of respondents were well distributed across most age ranges, with the major age range being 50-59 years which accounted for 26% of respondents. Youth were the only underrepresented age cohort in the Community Surveys as shown in Figure 4.1.

Figure 4.1: Age Distribution of Community Survey Respondents

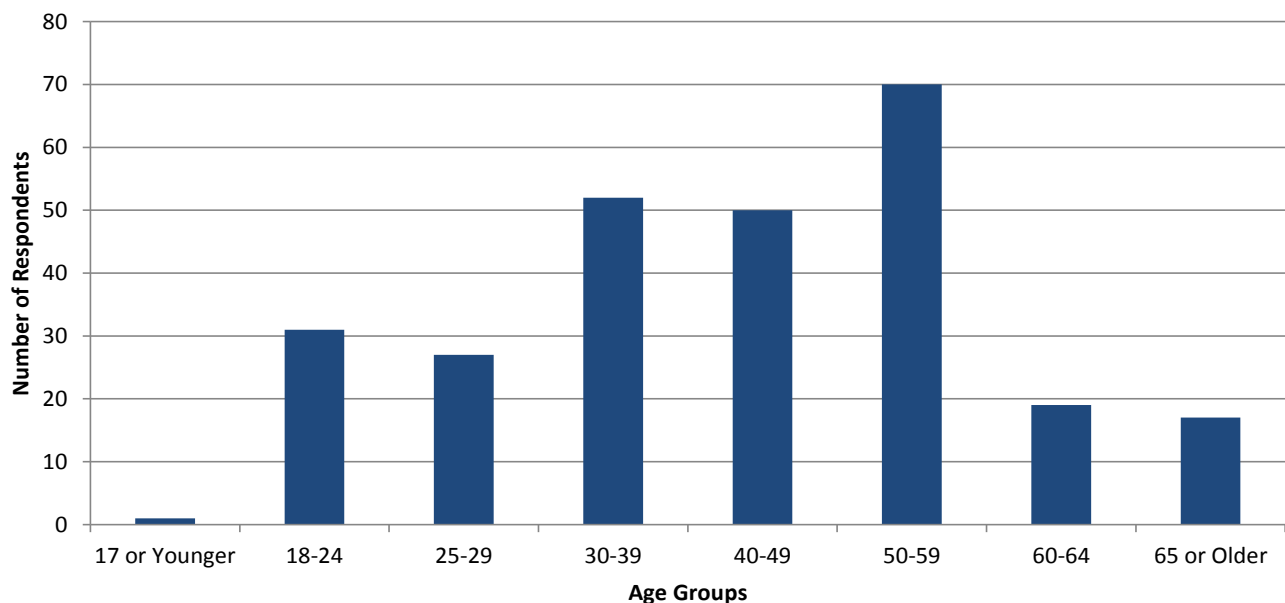


Table 4.2 shows the top 10 places of residence of survey respondents. The majority (85%) of survey respondents resided within the urbanized area. More survey respondents resided in the rural communities of Momence and Pembroke than in the urbanized community of Aroma Park. The majority of persons would also like to travel to destinations within the urbanized area, with the most requested rural destination being Momence.

Based on respondents' answers to annual household income and number of persons living in household questions, it is estimated that approximately 138 (51%) respondents reside in households that are classified as low income¹. This may be attributed to the high incidence of households with at least one person with a disability (34%) and households with at least one unemployed adult over the age of 18 years (37%). Adult students are classified as students rather than unemployed, 43 households had at least one adult student.

Table 4.2: Top Places of Residence for Survey Respondents

Community of Residence	Number of Respondents
Kankakee	144
Bourbonnais	42
Bradley	27
Manteno	13
Momence	8
Pembroke	7
Aroma Park	7
Sun River Terrace	4
St. Anne	3
Rockville	2

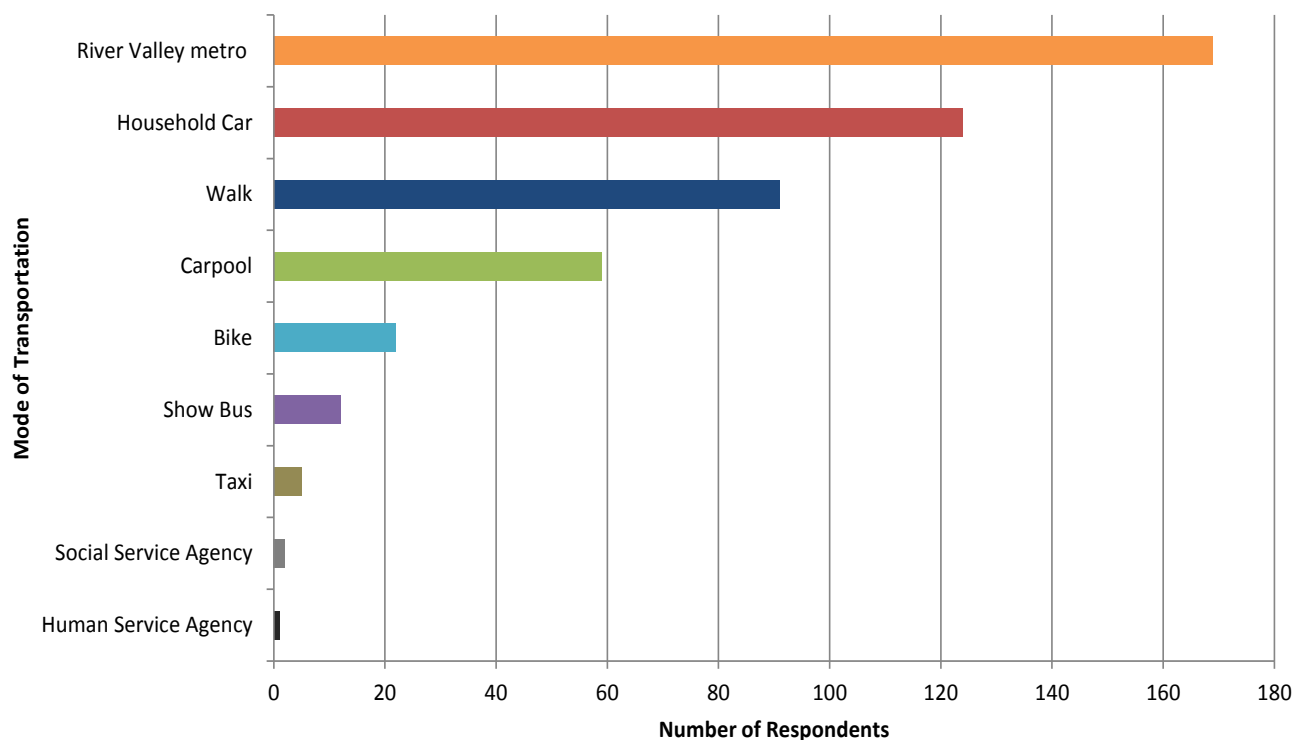
Red text indicate communities outside the urbanized area boundaries

4.2.1.B TRANSPORTATION AND TRAVEL BEHAVIOR

The most utilized mode of transportation for respondents is River Valley Metro MTD services while the least utilized service was Human Service Transportation (Figure 4.2). Over 42% of survey respondents did not have access to a private vehicle which may be attributed to the high incidence of persons living in low income households discussed in section 4.2.1.1. An estimated 86% and 32% of respondents are aware of Metro and Show Bus services respectively, while only 7% of respondents were aware of services provided by Human Service Agencies and Faith Based Organizations combined. The top three trip types are employment, shopping and medical.

¹ Low income is classified as households below 150% of the 2014 federal poverty guideline based on household income and household size. Some survey respondents did not respond to either the household size or household income questions therefore this is an estimated statistic.

Figure 4.2: Respondents' Modes of Transportation



Forty percent of survey respondents reported that they have missed appointments due to lack of available transportation, the two most common type of missed appointments are medical and employment. Table 4.3 shows the needed transportation times. Respondents were allowed to check as many time slots as applicable; therefore, there were a total of 754 checked requests for this question. A total of 244 of the 754 requests were for time frames outside of River Valley Metro MTD's general operating hours.

Table 4.3: Needed Transportation Times

Time Range	Number of Respondents
Weekdays 7am-5pm	172
Weekdays 5pm-10pm	90
Weekdays 10pm-7am	71
Saturday 7am-5pm	91
Saturday 5pm-10pm	70
Saturday 10pm-7am	55
Sunday 7am-5 pm	87
Sunday 5pm - 10pm	71
Sunday 10pm -7am	47

Red text indicate time frames generally outside of Metro's service hours

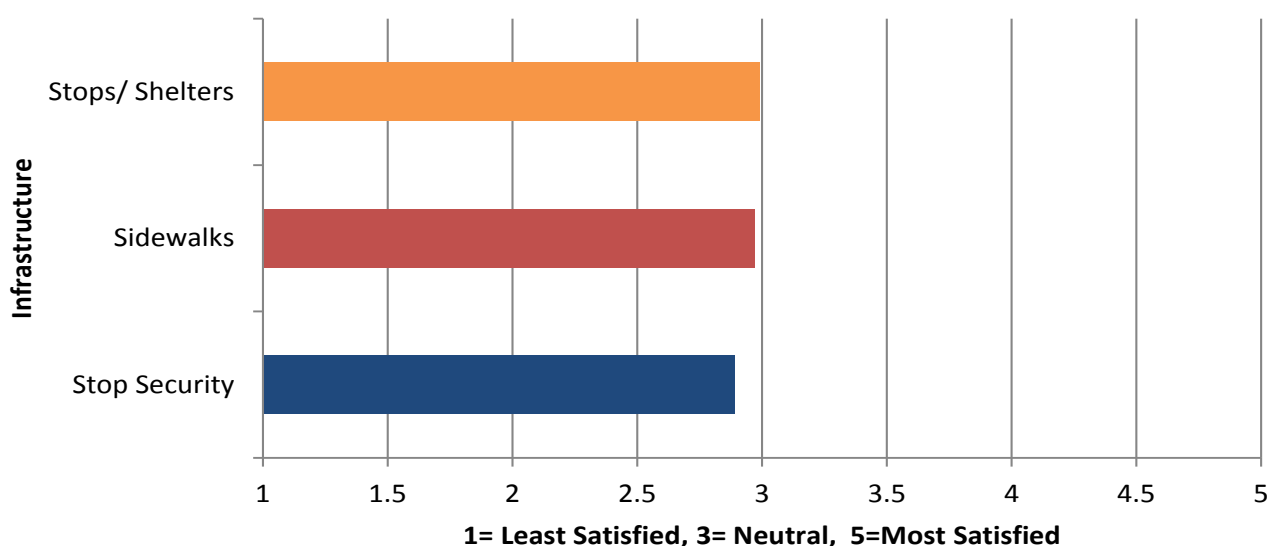
There were a total of 87 respondents living in households with at least one person with a physical or mental disability, approximately 52% of those households have family members that require assistive devices such as wheelchairs, power chairs, scooters and canes/ walkers. According to survey results,

96 respondents stated that either themselves or family members require assistance when traveling. The most common type of assistance required is in and out of vehicles with the curb to curb service.

4.2.1.C PUBLIC OPINION AND TRANSPORTATION SATISFACTION

The average satisfaction rating for bus stops/shelters, sidewalks and security at bus stop was around 3, which is in the neutral or no opinion range Figure 4.3. Despite the overall neutral rating approximately 42% of respondents thought that all infrastructure categories could be improved (a rating between 1 and 2).

Figure 4.3: Public Satisfaction with Transportation Infrastructure



Metro's fixed route service parameters also score between a 3 and 4, riders are most satisfied with Metro's fare structure and least satisfied with their service hours (Figure 4.4). Approximately 42% and 37% of respondents thought that Metro's service hours and frequency could be improved. On the other hand, only 16% of respondents thought the fares were unaffordable. Similar satisfaction trends hold true for the Metro Plus paratransit service. Metro Plus riders rated the service neutral, although riders were most satisfied with the fare and least satisfied with the service hours (Figure 4.5). For all metro plus service parameters, less than 25% of persons thought that the service needed improvement.

Figure 4.4: Public Satisfaction with Metro's Fixed Route Service

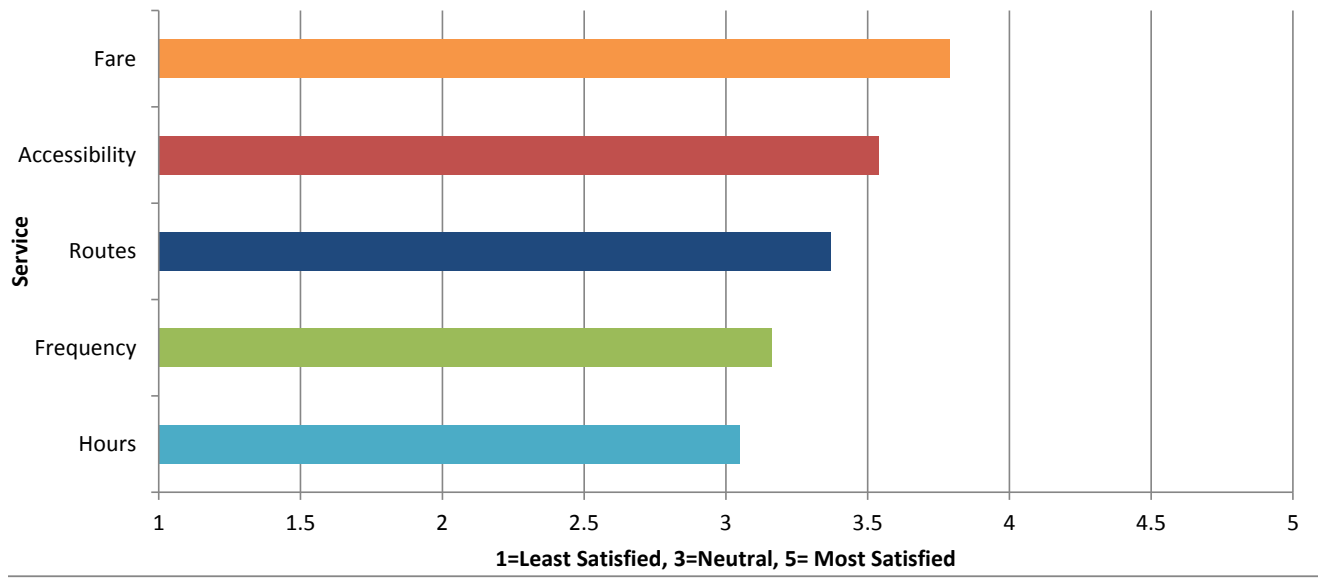
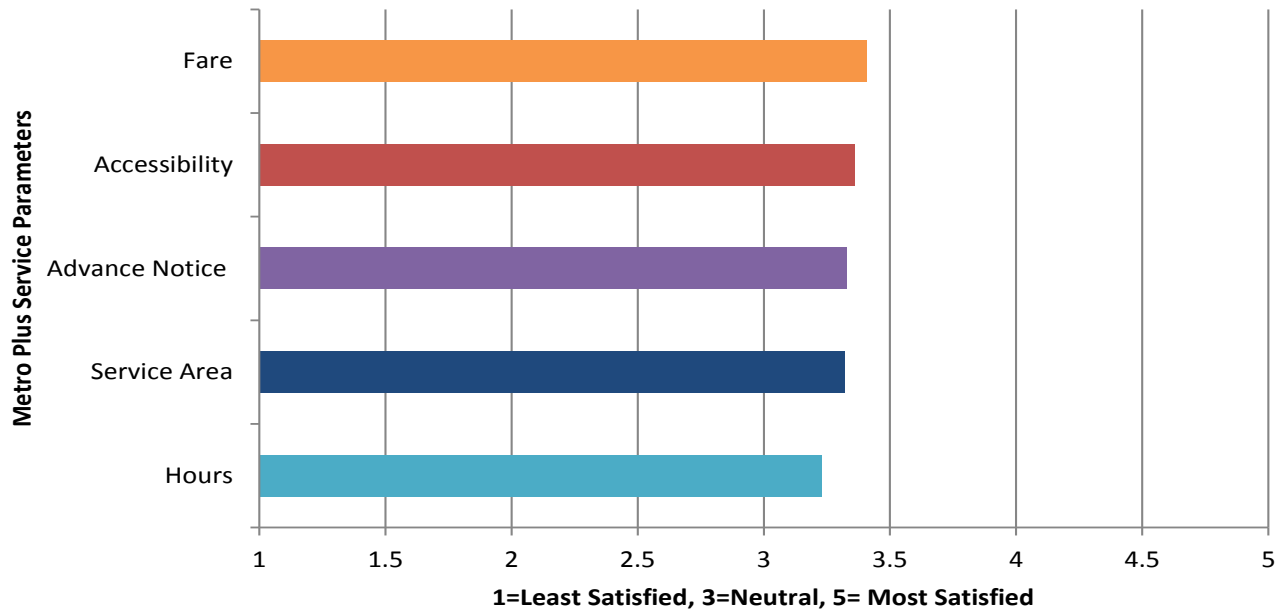


Figure 4.5: Public Satisfaction with Metro Plus Paratransit Service



The open ended public opinion questions provided greater insight into specific likes and dislikes about the transportation services in Kankakee. The comments corroborated the findings from the previous scaled satisfaction questions. Most of the suggested improvements were related to expansion of service hours, bus stop improvements and general customer service (Appendix C).

Several persons stated that they would like longer service hours particularly on the weekend. The main reason listed for expanding service hours was to facilitate more employment trips. Persons also complained about the reliability of the service, many comments stated that buses did not run on time,

they were either late or early; when early, bus drivers did not wait for passengers. Issues with long travel times were also mentioned.

The most requested infrastructure improvement was the provision of more bus shelters with seating, these facilities are essential during times of inclement weather. It was also mentioned that more bus stops would be helpful with decreasing walking distances. Persons also complained about the need for better maintenance of sidewalks particularly in Winter with snow removal. Sample comments of suggested improvements are below with a complete list located in Appendix C.

SUGGESTED IMPROVEMENTS

"More benches and enclosed shelters. More frequent routes, half hour routes instead of hourly would help a lot. It would be a great help if they ran at a later time as well, something past 10pm would have helped me keep my employment."

"Needs to be on time more often"

"I think you need to make more bus stops closer to people area of living. So they don't have to walk so far to get home."

There were also many positive comments about Metro's services as well (Appendix D). Most Persons thought the greatest strengths were the addition of commuter routes between the urbanized area and Momence, University Park and Midway, customer service and affordability of the fare. As it relates to customer service, an overwhelming number of respondents commented on the friendly and courteous drivers who are always willing to help. Another positive comment was related to River Valley Metro MTD's policy that allow passengers to ride for free during times of extreme temperatures, over 100°F or below 25°F. Respondents commented that with the addition of new routes particularly the commuter routes, persons can now access service and employment opportunities both in Kankakee County and nearby Cook County. Generally speaking, respondents also commented that Metro's service has greatly improved their access to education, employment and other community services. Sample comments are below with a complete list available in Appendix D.

GREATEST STRENGTHS

"Having access to the bus service has allowed me to go to college and get needed shopping done. Without the bus I would have not been able to attend college."

"drivers are very polite and will answer any questions"

"The price because everyone can afford it."

4.3 TRANSPORTATION PROVIDER SURVEY

A Transportation Provider Survey was distributed to public transportation providers, human service transportation providers, non-profit organizations and faith based organizations (Appendix E). A total of 5 completed surveys from the following providers were collected:

- Kankakee County Training Center for the Disabled Inc.
- River Side Senior Life Communities
- Riverside Ambulance/ Medi Van
- River Valley Supportive Living Residence
- Options Center for Independent Living

4.3.1 KEY FINDINGS FROM PROVIDER SURVEY

- A lack of affordable non-emergency medical transportation providers in the urbanized area is a major issue. There is no Medicaid transportation provider and the other major provider of non-emergency medical transportation is Riverside Medical which charges \$3 per mile or \$30 flat fare. These fares are not structured to generate a profit but instead recoup the cost of providing the service; however, these fares are still unaffordable for most persons eligible for Medicaid. Older adults have the greatest demand for non-emergency medical transportation.
- Non-profits that are funded through state and federal grants such as Section 5310 experience significant financial constraints. Demand for transportation services for persons with disabilities and older adults is increasing particularly as the population ages, costs are also rising due to inflation. These circumstances along with a stagnant funding pool give rise to issues such as aging vehicles, high maintenance cost, reduced service capacity and under-served transit dependent cohorts.
- KCTC is the largest human service transportation provider, they provide transportation to persons with disabilities in Kankakee County. They have a fleet of 23 vehicles with a total capacity of 450 passengers, they currently serve 322 clients and provide an estimated 142,300 annual trips, approximately 12% of which require the use of a wheel chair. Due to their aging fleet and lack of funding they have difficulties keeping up with their current demand.
- Accessibility is often thought of in terms of physical mobility. There is a need for increased awareness of the needs of persons with cognitive disabilities as well as persons who are hearing or visually impaired.
- Transportation providers are willing to coordinate with each other to both optimize the provision of service to consumers and realize cost savings.

4.4 PUBLIC MEETING AND PUBLIC COMMENT PERIOD

Two public meetings were held on Tuesday July 15, 2014; one was held at the Metro Center in Bourbonnais and the other took place at the Kankakee Public Library in Downtown Kankakee. Public meetings were advertised on local radio stations, the local newspaper and on River Valley Metro MTD's fixed route and paratransit vehicles. The public meetings presented the findings of the plan (Chapters 1 through 6). One person attended the public meetings, this attendant voiced concerns about accessible

sidewalks and bus shelters particularly for facilities that serve persons with disabilities.

Following the public meetings the document was circulated for a 30 day public comment period which ran from Friday July 18, 2014 to Monday August 18, 2014. The document was available online on River Valley Metro MTD's website and hard copies were available at the Metro Center in Bourbonnais and the Kankakee Public Library in downtown Kankakee. Two sets of comments were received, both of which came from transportation planners at the Kankakee County Planning Department (Appendix H). As suggested, Chapter 7 was added to provide guidance on the eligibility and application process for Section 5310 funding.

5. GAPS, DUPLICATION AND OVERLAP IN SERVICE

Older Adults, youth, persons with disabilities, and low income cohorts all have unique transportation needs and require a variety of transportation services to meet both the needs of the individual's characteristics and the trip purpose (work, education, childcare, medical, recreation, entertainment, etc.). Based on analysis of the existing socio economic conditions, existing transportation services, and feedback from interviews and surveys, the following gaps, duplication and overlap in service have been identified:

- Most low income workers work on a shift schedule, and most low income residents reside in the eastern and central sections of the City of Kankakee. River Valley Metro MTD's operating hours of 5:00 am to 10:30 pm and the long commute times, do not facilitate work based trips on a 24 hour shift rotation. That means low income workers cannot participate in the opening and closing shifts.
- Currently, there is only one taxi provider in the urbanized area with a fleet of two vehicles. Although this new cab service is in place, the cost of service can be prohibitive for low income earners. There is no affordable public transportation option outside of River Valley Metro MTD's service hours.
- Both Show Bus and River Valley Metro MTD offer commuter services from the urbanized area to Momence. River Valley Metro MTD connects northern sections of the Village Bradley to Momence during the hours of 5:00 am to 10:30 pm while Show Bus connects the City of Kankakee and the Village of Sun River Terrace to Momence during the hours of 4:00 a.m. to 5:00 p.m. Better efficiency could be achieved by one designated commuter route between the urbanized area and Momence. It has also been reported that both services operate below capacity.
- Poor sidewalk conditions or lack of sidewalks in some areas make it difficult for persons with disabilities to access fixed route service. This makes them more reliant on Metro Plus services which require advance notification of trips.
- Most Human Service Agency transportation services are available to clients only and some trips are limited by trip types. This means residents or clients of these facilities have restricted mobility. Also, transit dependent groups that are not clients of Human Service Agencies are more reliant on River Valley Metro MTD, Show Bus and private providers to meet transportation needs.
- There is a lack of coordination between River Valley Metro and Show Bus which makes it difficult for passengers to coordinate trips between the rural area and urbanized area.
- Some human service transportation providers such as KCTC and Shapiro do not have the adequate capacity to meet the transportation needs of their clients.

6. GOALS, OBJECTIVES AND RECOMMENDED STRATEGIES

Based on findings from the U.S. Census, stakeholder interviews, provider surveys, community surveys and telephone surveys, the major areas of needed improvement in service pertain to accessibility and coordination. The goals, objectives and strategies in this section will address the major issues identified in the gaps, duplication and overlap in service (Chapter 5). The two major goals in this section are Improve Accessibility and Improve Coordination. Target date ranges will be classified as 2015-2017 (short term), 2018-2020 (medium term) and 2021-2025 (long term).

6.1 GOAL 1: IMPROVE ACCESS TO EMPLOYMENT OPPORTUNITIES FOR LOW INCOME PERSONS

Table 6.1: Summary of Goal 1 Objectives and Strategies

Objective	Strategy	Performance Measures	Target Date Range	Responsible Parties
Extend River Valley Metro MTD operating hours by 10% by 2017	Extend weekday operating hours to midnight	Number of trips during extended hours	2015-2017	River Valley Metro MTD
	Extend Saturday operating hours from 7am-10:30 pm to 6am-11pm			
	Extend Sunday hours 5:00 pm to 9:00 pm.			
Facilitate needed employment trips occurring outside of River Valley Metro MTD's operating hours to at least 1,000 people by 2020	Create a carpool or vanpool network	Number of persons utilizing services Number of trips facilitated outside of River Valley Metro MTD's service hours	2018-2020	Kankakee County Planning Department Major Employers City and Village Planning Staff River Valley Metro MTD
	Encourage the use of ridesharing technology such as Uber, Ridejoy, Lyft, etc			
	Encourage employers to establish Employee Transportation Coordinators			
Reduce the number of needed employment trips occurring outside of River Valley Metro MTD's operating hours by 1,000 by 2020	Have major employers of low income earners work with River Valley Metro MTD to schedule shifts that work within existing transit service hours	Number of needed employment trips occurring outside of River Valley Metro MTD service hours	2015-2017	Employers River Valley Metro MTD

6.1.1 EXTEND OPERATING HOURS

A number of survey respondents as well as advocacy groups expressed a desire to have expanded service hours, not just for employment trips but a variety of other trip types as well. The majority of low income earners work jobs operate on a 24hour shift rotation, some shifts end or begin outside of River Valley Metro MTD's normal service hours. Examples of these jobs include, fast food workers, retail workers, gas station attendants, janitors, etc. According to the Bureau of Labor Statistics, as of May 2013, retail jobs and food preparation jobs accounted for the second and third largest share of employment in the Kankakee and Bradley areas, respectively.

River Valley Metro MTD's current service hours are:

- Weekdays 5:00 a.m. - 10:30 p.m.
- Saturdays 7:00 a.m.-10:30 p.m.
- Sundays 8:00 a.m.-5:00 p.m.

It is recommended that the following service hour expansions be adopted to allow more low income workers to participate in more employment opportunities:

- Extend weekday service hours from 5:00 a.m.-10:30 p.m. to 5:00 a.m.-12:00 a.m.
- Extend Saturday hours from 7:00 a.m.-10:30 p.m. to 6:00 a.m.-11:00 p.m.
- Extend Sunday hours from 8:00 a.m.-5:00 p.m. to 8:00 a.m. -9:00 p.m.

Before these expanded service hours are fully adopted, their sustainability will need to be examined ideally through a trial period of each proposed service hour expansion. This is because under MAP21 rules, the Kankakee Urbanized Area is classified as a Small Transit Intensive City (STIC), which means funding allocation is based on criteria such as: passenger miles traveled per vehicle revenue mile; passenger miles traveled per vehicle revenue hour; vehicle revenue miles per capita; vehicle revenue hours per capita; passenger miles traveled per capita; and passengers per capita. Possible low ridership numbers during extended service hours has the potential to reduce passenger miles traveled per vehicle revenue mile and passenger miles traveled per vehicle revenue hour which could decrease allocated funds. A decrease in funding will have a negative impact on the overall quality of the fixed route service.

6.1.2 FACILITATE NEEDED EMPLOYMENT TRIPS OUTSIDE RIVER VALLEY METRO MTD'S SERVICE HOURS

Considering that it is not feasible for transit service in the urbanized area to operate 24 hours, alternate modes of transportation for transit dependent groups need to be arranged outside of River Valley Metro MTD's service hours. The suggested strategy for overcoming this challenge is to encourage the general public, employers and employees to participate in ridesharing programs. There are a number of ridesharing options, the recommended ones being: establishing a carpool or vanpool network; utilizing rideshare technology; and establishing Employee Transportation Coordinators.

Vanpools provide an affordable and flexible transportation alternative for employees. Typically, vanpools utilize vehicles that seat between seven and fifteen persons including the driver. Vanpools may be organized and or funded through a transit agency, employer, transportation management

association or group, group of employees or other sponsoring agency. An organized carpool, on the other hand, allows smaller groups of three to five people to share commuting cost such as fuel, maintenance and parking. The vehicles utilized in a carpool usually belongs to one of the commuters and carpool members work out their own agreements for payments and schedules. Suitability of vanpool vs. carpool will depend on the projected number of users. For either a vanpool or carpool to work there needs to be a centralized database of users and drivers, this database should also have the capability to schedule rides and match riders.

Technology in the form of carpooling and ridesharing apps will also be a useful support system for carpooling and ridesharing. Existing carpooling/ ridesharing apps like Uber, Carma, Sidecar Ridejoy, Lyft and Hopin match riders with drivers based on their posted trip origin, destination and trip time. Some apps allow riders to see the number of drivers nearby and how long it will take for a pickup time. Ridesharing can be as much as 30% cheaper than a standard cab fare. Currently, these apps do not operate in the Kankakee urbanized area; however, cities can be nominated for service. Another option is to develop a ridesharing app specifically for the urbanized area. The availability of these types of services will need to be extensively marketed to the community with a focus on the cost saving aspects for the driver and convenience for the rider.

From a safety perspective for all types of ridesharing, carpool, vanpool or ridesharing apps; all potential drivers will need to undergo background checks and driver training. A record of driver's license registration, insurance records and photos of drivers and cars will need to be filed in a secure database. Riders also have to use credit cards so they are not anonymous. This makes the organized rideshare safer than casual carpools.

Another rideshare option for employment purposes is to encourage employers to implement an Employee Transportation Coordinator (ETC) program. The ETC's responsibilities can range from identifying potential riders and drivers to matching riders with drivers whether internally or using a wider rideshare database with adjacent employers. Potential rideshare matches can be identified by using a list of employees sorted by zip code and shift. Before utilizing these methods it is important to check with human resource personnel to ensure that there is no violation of employee confidentiality. Vehicles utilized may be employee vehicles or employer provided vehicles. If employee vehicles are used, a method of compensation to the driver from riders will need to be established, this may be a per mile reimbursement rate or a flat fare rate. It is also the ETC's responsibility to serve as a liaison between employers and employees on all transportation related issues. Employee Transportation Coordinators will also be responsible for record keeping, specifically preparing an annual report detailing usage and performance of the ridesharing program.

There are a number of federal funding options available for ridesharing projects, all of which have different eligibility criteria. Rideshare, carpool and guaranteed ride home programs are all eligible expenses under Federal Transit Administration's (FTA) Section 5307 Urban Area Formula grant program. River Valley Metro MTD currently receives Section 5307 funding, which they currently utilize to provide urban mass transit and paratransit services. Another option for funding ridesharing programs is the Federal Commuter Choice Tax Benefit. Through this tax benefit, employees can pay for the cost of commuting such as vanpools and carpools through a pre-tax payroll deduction, the employer may take on the expenses or both the employee and employer may share the expense. As of 2014, the maximum allowable pre-tax deduction for vanpools is \$130 per month.

6.1.3 ADJUST EMPLOYMENT SHIFTS TO ACCOMMODATE EXISTING RIVER VALLEY METRO MTD SERVICE HOURS

Where possible, major employers of low income earners should consider adjusting the timing of their shift rotations to better accommodate existing River Valley Metro MTD service hours. Currently, some low income employers have a second shift that ends at times that cannot be facilitated by transit; therefore, second shift workers can get to work on time using transit but may experience difficulty using transit for their return trip.

6.2 GOAL 2: IMPROVE ACCESSIBILITY OF TRANSPORTATION INFRASTRUCTURE

Table 6.2: Summary of Goal 2 Objectives and Strategies

Objective	Strategy	Performance Measures	Target Date	Responsible Parties
Increase the usage of fixed route transit by persons with disabilities by 20% by 2018	Make 100% of bus stops accessible	Number of accessible bus stops	2015-2017	River Valley Metro MTD
	River Valley Metro MTD and City and Village planners work together to identify and prioritize locations for sidewalk accessibility improvements and construction	Miles of accessible sidewalk Number of fixed route trips utilizing the lift	2021-2025	River Valley Metro MTD City and Village Planning Staff
	Have city and village planning officials require developers to construct ADA and transit accessible paths to new developments	Number of new developments with ADA and transit accessible paths	2021-2025	River Valley Metro MTD City and Village Planning Staff Developers
Improve 10% of bus stops by 2017 by providing shelters and/or benches	Assess stops for number of passengers and population group to determine need for new shelters or benches	Number of stops with either shelters or benches or both	2015-2017	River Valley Metro MTD City and Village Planning Staff

6.2.1 INCREASE USAGE OF FIXED ROUTE TRANSIT BY PERSONS WITH DISABILITIES

Persons with disabilities experience more transportation flexibility when utilizing the fixed route transit service as opposed to the Metro Plus Paratransit service. This is mainly due to the fact that the Metro Plus requires advance notice requests which limits the ability to travel spontaneously or in emergency situations; although, if Metro Plus is able to accommodate a spontaneous trip, they will. Also, Metro Plus trips in some cases can take longer than fixed route transit because of additional passenger pickups and drop offs; however, the maximum trip time on Metro Plus is an hour.

In order to make fixed route transit more accessible to persons with disabilities, both the bus stops and

the sidewalks connecting to the bus stops need to be accessible. Currently, River Valley Metro MTD has a grant to make all their bus stops accessible, the project is, at this time, assessing the existing conditions of sidewalks. Depending on the existing conditions and the usage of the bus stops, the infrastructure investment will vary, from an accessible pad at a minimum to pads with shelters and or benches.

Accessible bus stops by themselves is a good place to start for improving accessibility of fixed route transit, the second required phase will be to improve sidewalk conditions so persons with disabilities will have an accessible route to bus stops. Currently, each city and village funds sidewalk improvement projects through motor fuel taxes; however, due to the difficult economic conditions this funding source has proven to be insufficient for making all the necessary ADA improvements to sidewalks. This results in sidewalks being in a state of disrepair and a discontinuous sidewalk network. It is recommended that River Valley Metro MTD, county, village and city planners work together to identify and prioritize areas throughout the urbanized area in need of sidewalk improvements.

In addition to local tax dollars, private sector resources can also be utilized to improve sidewalk conditions throughout the urbanized area. City and village planning officials can require developers to bare the cost associated with constructing new ADA and transit accessible paths to new developments. At the federal level, Section 5310 can be utilized for mobility management, accessibility improvements, ADA paratransit improvements and capital projects. However, the Illinois Department of Transportation have restricted Section 5310 funding for the purchase of vehicles only.

6.2.2 IMPROVE AND INCREASE THE NUMBER OF ENHANCED TRANSIT FACILITIES

Although not directly related to accessibility, shelters and benches do improve riders' experience and therefore increase the likelihood of not just persons with disabilities but also the general public using fixed route public transit. Shelters will provide protection during inclement weather and benches will allow persons who use assistive devices such as walkers or canes to rest while waiting for buses. River Valley Metro MTD currently has plans to install these facilities at some bus stops which will depend on the population cohort that frequent the stop and the number of riders that use the stop. The high cost of shelters can sometimes be prohibitive, but to offset the expenses associated with providing transit shelters, city and village officials could allow advertising on shelters which could potentially generate revenue to pay for current and additional shelters.

6.3 GOAL 3: REDUCE GAPS AND IMPROVE COORDINATION, RELIABILITY AND AWARENESS OF TRANSPORTATION SERVICES

Table 6.3: Summary of Goal 3 Objectives and Strategies

Objective	Strategy	Performance Measures	Target Date	Responsible Parties
Identify a reliable Medicaid provider for the Kankakee Urbanized area by 2017	Make transit passes an eligible Medicaid expense	Number of Medicaid trips facilitated by transit passes	2021-2025	Medicaid River Valley Metro MTD HSTP Coordinators
Improve fixed route transit satisfaction rating from neutral rating of 3 to a satisfied rating of at least 4 by 2020	Utilize GPS vehicle tracking technology to provide real time route updates	Rider satisfaction rating	2018-2020	River Valley Metro MTD
Achieve 60% awareness of Human Service Transportation Services by 2017	Create a Marketing Campaign for all HSTP transportation services	Transportation awareness survey response	2015-2017	River Valley Metro MTD Show Bus Kankakee County Planning Department HSTP Coordinator/ HSTP Rural and Urban Committees
Allow riders to coordinate trips between urban and rural areas and among multiple providers if needed by 2020	Create a one call or one click transportation brokerage service	Number of persons utilizing the service Number of trips facilitated	2021-2025	Kankakee County Planning Department River Valley Metro MTD Show Bus Human Service Transportation Providers City and Village Planning Staff HSTP Coordinator/ HSTP Urban and Rural Committees
	Create feeder routes between Urban and Rural Transit Systems	Number of rural passengers being dropped off at urban transfer centers	2015-2017	Kankakee County Planning Department River Valley Metro MTD Show Bus

Increase the capacity of human service transportation providers in the urbanized area by 15% by 2017	Provide eligible human service transportation providers with the guidance and support needed to obtain Section 5310 vehicles	Number of trips provided by Section 5310 vehicles	2015-2017	HSTP Coordinator Urban HSTP Committee
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6.3.1 IDENTIFY A MEDICAID PROVIDER FOR KANKAKEE URBANIZED AREA

One of the greatest transportation challenges facing the Kankakee Urbanized Area is the lack of a Medicaid provider. The major challenge experienced with identifying a Medicaid transportation provider is the fact that Medicaid takes a long time to pay reimbursements and this makes it infeasible for many non profits to provide the service. It is recommended that Medicaid allow the purchase of transit passes to be an eligible expense. Transit passes cost an average of \$30 per month and can be used for an unlimited number of trips. Transit passes can be used for fixed route transit or ADA paratransit if the user requires a curb to curb service for medical transportation.

6.3.2 IMPROVE USER FRIENDLINESS OF FIXED ROUTE TRANSIT

Currently, River Valley Metro MTD has sixteen fixed routes throughout the urbanized area, many trips taking within the urbanized area have multiple transit route options. Many riders may not be aware of the most time efficient route between their origins and destinations. River Valley Metro MTD also experiences route delays due to events beyond their control such as adverse weather conditions, traffic congestion and stops at railway crossings. River Valley Metro MTD is currently exploring options for developing a mobile app that would allow users to access real time current location routing capabilities along with real time bus locators that will inform riders how long it will take for a bus to get to their stop. The bus locator will mitigate the problem of riders waiting for extended periods of time for buses in inclement weather.

6.3.3 IMPROVE AWARENESS OF AVAILABLE TRANSPORTATION SERVICES

It is important to effectively market all transportation services to both the general public and specific target groups. In the future, the most important service to market to the public is the one call one click transportation brokerage service because is the point of contact that would give potential users the maximum amount of information for a variety of services (brokerage service explained further in Section 6.3.4). Before the brokerage service is developed, current providers should work together to develop a transportation brochure for the urbanized area which would include transportation providers along with contact information and a brief description of the service they provide. Any marketing material should be available in alternative formats including braille, large print, and audio. Due to the expense associated with providing materials in alternative formats, particularly braille it would be best to advertise that marketing materials are available in alternative formats upon request.

Targeted marketing is as important as a broader marketing methods. Targeted marketing involves marketing transportation services available to specific cohorts to the intended users. Services targeted to older adults can be marketed at nursing homes, senior centers, supportive living centers, hospital

and doctors offices that cater to a large older adult population. On the other hand, services targeted to persons with disabilities should be marketed to advocacy groups and agencies that provide direct service to persons with disabilities; for example, Options Center for Independent Living, Good Shepherd Manor, KCTC, Shapiro and supportive living residences. While services for persons with low incomes can be marketed at public assistance offices such as Kankakee County Community Services, and employment agencies.

6.3.4 IMPROVE COORDINATION BETWEEN AND WITHIN URBAN AND RURAL AREAS

One of the best mechanisms for facilitating transportation coordination is to share information, not just with other transportation providers but with users as well. A one call one click service allows providers and users with a single point of contact to learn about available transportation services and resources. In their simplest form, one call one click services allow users to make one call or search one website to receive information on all available transportation services in the community. A more advanced form of this service is a brokerage which allow consumers to schedule trips, receive confirmation and pay for rides. However, this one call one click brokerage service will not be able to arrange Medicaid transportation because the State of Illinois has their own Medicaid transportation brokerage.

A brokerage could also provide a format for providers to share resources such as vehicles, maintenance, vehicle storage and even realize efficiencies through joint purchasing. These brokerage services will allow providers to market services to a wider audience and allow users to connect to a variety of transportation providers including human service transportation providers, public transit, private providers, carpools and vanpools, etc. Some of the benefits of a one call one click transportation brokerage service are:

- Allows more efficient utilization of community resources such as funding, vehicles and technology
- Reduces duplication of transportation services
- Establishes a united voice for future transportation initiatives
- Provides one point of contact for all users and trip types
- Streamlines the eligibility process for multiple programs

Providing a full service brokerage service can be expensive; therefore, more efficiencies may be realized if the brokerage was done on a regional scale, the HSTP Region 6 for example, which includes the five counties of Kankakee, Iroquois, Ford, Livingston and McLean. If demand for one call one click brokerage services in Kankakee grow to a level where it can sustain itself without the assistance of a regional service, then a specific Kankakee brokerage service can be established at that time. Funding options for developing a one call one click brokerage service is provided by federal grants. In the case of the urbanized area, FTA's Section 5307 Urban Formula Grants and Section 5310 Enhance Mobility for Elderly and Persons with Disabilities allow mobility management as an eligible capital expense and will cover 80% of expenses. A more extensive list of possible funding sources can be found in Appendix F.

Currently, it is particularly difficult to coordinate trips between rural and urban areas and there are also gaps and duplication in services between urban and rural communities. Show Bus is currently providing trip chaining services within the urbanized for clients despite expressing difficulty with

providing more service needed in rural communities such as Pembroke Township. Also, both River Valley Metro MTD and Show Bus operate a commuter service between Momence and the urbanized area. River Valley Metro MTD's service operates between Momence and Bradley while Show Bus' service operates between Kankakee and Momence. Both services operate below maximum capacity; therefore, transit resources could be more efficiently utilized if there was one route between Momence and the urbanized area. Both River Valley Metro MTD and Show Bus should share the necessary data to negotiate and examine the pros and cons of either sharing the expenses of a single route between Momence and the urbanized area or deciding which operator is best suited to operate the single route. One of the benefits of River Valley Metro MTD operating the commuter route between Momence and the urbanized area is that it would free up more of Show Bus' existing resources for providing enhanced transit services in rural communities. It is recommended that Show Bus continue to provide trip chaining services in the urbanized area for their riders with disabilities who are unable to utilize fixed route transit. On the other hand, Show Bus should provide feeder service for persons capable of utilizing fixed route transit service.

6.3.5 INCREASE CAPACITY OF HUMAN SERVICE TRANSPORTATION PROVIDERS

Kankakee County Training Center expressed the challenges they face with an aging vehicle fleet, increasing maintenance costs and insufficient capacity. Other human service transportation providers may experience similar challenges when trying to meet the transportation needs of their clients.

Section 5310 funding can only be utilized for providing transportation for persons with disabilities and older adults. These funds can be utilized for purchasing approved accessible vehicles which usually range from minivans that seat 6 to super medium duty vehicles that seat 26. These type of vehicles may not be the most suited for every human service transportation provider's unique needs. For example, a human service transportation provider may focus on providing service for persons with cognitive disabilities, hearing or visual impairments instead of physical disabilities; this means that greater efficiencies could be realized by using larger vehicles that have a higher seating capacity but limited space for wheelchairs. Currently, KCTC fleet of vehicles consist of some large school buses to transport able bodied clients. It is recommended that in the future the Illinois Department of Transportation explore the possibility of expanding the options of vehicles available to Section 5310 applicants.

6.4 NON-OPERATIONAL RECOMMENDATIONS

To ensure the relevance and implementation of this plan, the following non-operational recommendations are suggested:

- The plan should be updated regularly, at least every three years. It is important to update the plan with the most current employment, demographic and socio economic statistics as these changes will have strong influence on the transportation needs of the urbanized area.
- Establish an HSTP sub committee that is representative of different transit dependent groups, various transportation providers and major employers. This sub committee will monitor and evaluate progress made on the recommendations proposed for implementing in this plan. A progress report should be completed annually and presented and discussed at the HSTP sub committee, which will

help to identify annual priorities for the implementation of the HSTP.

- An HSTP sub committee member should participate in the regional HSTP to improve coordination on a wider regional scale to realize greater efficiencies.
- Any project taking place in the urbanized area that will utilize federal human service transportation funds should be evaluated and approved by the urban HSTP committee and the MPO to be included in the Transportation Improvement Program (TIP). Proposed projects will be evaluated based on whether or not they are in accordance with the recommendations in the urbanized HSTP.

7. SECTION 5310 REQUIREMENTS

Chapter 1 explained that under MAP 21, Section 5316: New Freedom was consolidated with the Section 5310: Enhanced Mobility for Seniors and Persons with Disabilities program. As a means to ensure that the goals and objectives of the New Freedom program were continued, New Freedom activities became eligible under the new Section 5310 program at the federal level. However, the Illinois Department of Transportation as the designated recipient in the State of Illinois has restricted Section 5310 funding for the purchase of vehicles only. All eligible projects must be derived from the Human Services Transportation Plan. Projects eligible for funding must also serve the urbanized area.

7.1 ELIGIBLE ACTIVITIES

The new consolidated Section 5310 program will support activities that enhance paratransit services beyond ADA requirements, improve accessibility to fixed route transit and public transportation alternatives that assist older adults and persons with disabilities. Examples of eligible activities for which IDOT will provide vehicles include:

- Expanding paratransit radius beyond the three fourths of a mile required by ADA.
- Providing same day paratransit service.
- Providing accessible feeder service to commuter rail or bus facilities for which paratransit service is not required.

Examples of eligible activities at the federal level that are not supported by the IDOT include:

- Travel training programs which focus on educating persons with disabilities and older adults about available transportation options. Travel trainings should also provide real first hand training of utilizing various transportation services.
- Expanding paratransit service hours beyond those provided for fixed route service.
- Increasing the level of service beyond curb-to-curb to either door-to-door or door-through-do.
- Supporting volunteer driver aid programs, this can include covering expenses associated with administration, management, recruitment, safety, background checks, coordination, etc.
- Supporting the administration and expenses related to voucher programs for transportation services offered by human service providers.
- Purchasing paratransit vehicles and supporting accessible taxi, ridesharing and vanpool programs for persons with disabilities and older adults.
- Making accessibility improvements such as paths, sidewalks, signage and other accessibility features to transit and intermodal stations.

7.2 ELIGIBLE SUB-RECIPIENTS

Organizations that are eligible to apply for Section 5310 include:

- State or local government agencies
- Operators of public transportation services, including private operators of public transportation services
- Private non-profit organizations

When these types of organizations become interested in providing Section 5310 service, they must actively participate in the Kankakee HSTP meetings.

Sub-recipients must also be compliant with federal requirements. The FTA requires that all subrecipients are compliant with civil rights regulations specifically Title VI and Equal Employment Opportunity and Disadvantage Business Enterprises. Sub-recipients' Title VI policies must outline a process for investigating complaints and must maintain records of complaints that allege discrimination on the basis of race, color, national origin, creed, etc. Please see Appendix G for more detail pertaining to these regulations.

The FTA also requires that applicants have all the proper certification and assurances as part of the grant application.

7.3 ELIGIBLE EXPENSES AND LOCAL MATCH REQUIREMENTS

Section 5310 will not fund 100% of all expenses associated with approved projects. Section 5310 funds may be used for capital, administrative, mobility management and planning expenses. Section 5310 will cover 80% of mobility management, administrative, capital and planning expenses and 50% of operating expenses. The remaining 20% of mobility management, capital and planning expenses and 50% of operating expenses must be obtained from other non-USDOT sources, this is called local match funding.

Examples of potential local match sources include:

- Dedicated tax revenues
- Private donations
- Service contract revenue
- Revenue from advertising on vehicles
- Private fundraising
- Other state funding sources

7.4 APPLICATION REQUIREMENTS AND EVALUATION

Entities interested in applying for Section 5310 funds, must do so through the HSTP committee. It is recommended that the applications include the following:

- Description of the gap, overlap or duplication in service that the proposed project is designed to address. These gaps, overlaps and duplication in service may be obtained from the HSTP or from another approved and documented needs assessment.
- Description of the goals and objectives of the project and how they complement the goals and objectives identified in the urbanized area HSTP.
- Illustration of the proposed service area and quantify the number of and type of persons expected to be served and the number of trips expected to be provided. The methods for quantifying these figures must be documented.
- Documented support for the project from a variety of stakeholders and describe the public outreach and participation process.
- Identified measurable performance based on criteria for project evaluation
- List of key staff/ personnel assigned to the project and a brief description of the professional qualifications and past experience with similar projects.
- Detailed budget outlining capital cost (vehicle, computers, software, radios, etc.), administrative cost (managers, advertising, printing, accounting, etc.), operating cost (drivers, dispatchers, fuel, maintenance, etc.).

7.5 PROJECT MONITORING AND REPORTING

All 5310 subrecipients must report to the designated urbanized area HSTP committee. It is the responsibility of both the subrecipients and recipients (MTD, MPO, County, etc.) to ensure that Section 5310 providers / subrecipients are compliant with all IDOT and FTA regulations while providing service within the parameters described in their application. At a minimum the following information should be documented and reported by 5310 providers:

- Total number of trips by trip types
- Trip denials
- Service miles
- Service hours
- Collected fares if passengers are charged a fare

- Collected revenue from service contracts
- Number of individual clients served
- Number of trips utilizing the lift
- Number of senior passengers
- Total capital and operating expenditure

8. APPENDICES

Appendix A: Stakeholder Interview Questions

Appendix B: Community Survey

Appendix C: Public Comments about Suggested Improvements

Appendix D: Public Comments about Strengths

Appendix E: Transportation Provider Survey

Appendix F: Funding Options for One Call One Click Transportation Brokerage Service

Appendix G: Title VI and Equal Employment Opportunity Requirements

Appendix H: Public Comments

APPENDIX A

CITY/ VILLAGE/ COUNTY REPRESENTATIVE QUESTIONS

1. How familiar are you with the Human Services Transportation Plan requirements and the transportation needs of low income persons, persons with disabilities and older adults?
2. How do you work with the River Valley Metro MTD to locate bus stops and make them accessible to transit riders?
3. Do you have any specific funding allocated for fixing accessibility gaps to bus stops?
4. Are you aware of any specific funding opportunities (grants) available to address sidewalk gaps and ramps compliant?
5. Tell me about your agency and the role it plays in transportation planning in your village and the wider urbanized area.
6. The urbanized area is made up of a total of 5 separate jurisdictions (Kankakee, Bradley, Bourbonnais, Aroma Park and Manteno) how do you ensure uniformity in the construction and reconstruction of the public right of way particularly as it relates to accessibility for people with a variety of disabilities?
7. How does your agency handle accessibility issues not just for persons with disabilities but general pedestrians as well during times of construction and winter?
8. It has been brought up that some new developments throughout the urbanized area have not been designed with transit accessibility in mind, how does your agency plan to deal with this issue moving forward with new developments and fix the current design of existing developments?
9. What are your design policies for sidewalk accessibility and the maintenance of sidewalks, if someone wants to complain about sidewalk conditions how are those complaints handled and how long does it typically take to be resolved?
10. Are there locations currently being served by transit that are not adequate in meeting the needs of individuals?
11. How have low income persons, persons with disabilities and older adults been involved in the transportation planning process of your agencies plans? And if they have been involved can you speak to some of the general feedback, wants and needs that they have verbalized?

STAKEHOLDER/ PROVIDER QUESTIONS

1. Tell me about your agency, its primary focus, and how and why it got into providing transportation?
2. What is your service area?
3. Do you charge a fare? If so, what is your fare structure?
4. What transportation obstacles do your clients face in getting to work or to job training?
5. Are you aware of any employment locations or related employment services that are currently not served by public transportation?
6. Are there locations currently being served by transit that are not adequate in meeting the needs of individuals?
7. What funding sources do you utilize to provide transportation services? (Federal funds FTA, DHS, or private sector funding or provision of free or discounted services, etc.)?
8. What are the most common types of transportation requests that your agency receives?
9. What are the most common transportation requests that your agency is unable to fulfill?
10. What do you do when you cannot fulfill a request?
11. What is the greatest transportation challenge facing your agency and your service area?
12. What would you suggest to improve transportation accessibility and mobility in general and for low income persons, persons with disabilities and older adults?
13. Who are your target clients?
14. If funding was not a factor what would be your ideal transportation service parameters?
15. Does your organization have any challenges with the following services:
 - Scheduling
 - Dispatching
 - Purchasing of fuel
 - Purchasing of supplies
 - Vehicle storage
 - Vehicle maintenance
 - Vehicle sharing
 - Training
 - Marketing
 - Grant writing

- Existing Condition
16. How do (seniors, persons with disabilities and low income persons) get where they need to go and what problems do they face getting there if any?
 17. What accommodations do (seniors, persons with disabilities and low income persons) need when traveling?
 18. Does your agency collaborate with any other organization to provide transportation services?
 19. How many trips do you provide each year? Estimates are fine. Are there particular time of day, week or year when demand is higher or lower than normal?
 20. Do you participate in the transportation committee meetings?
 21. Are you aware of the services provided by River Valley Metro and SHOWBUS? Do you have any comments about the service provided by them?

APPENDIX B



Kankakee Urbanized Area – Human Services Transportation Plan Kankakee, Bradley, Bourbonnais, Manteno, Aroma Park

Spring 2014

The purpose of the Human Services Transportation Plan (HSTP) is to identify strategies that encourage a more efficient use of available services that bring enhanced mobility to the region's older adults, persons with disabilities and individuals with lower incomes, as well as the general public. As part of developing the plan, input on the need for transportation services for the Kankakee urbanized area must be gathered. Please take a moment to help us in this effort.

Please Return completed surveys to

Robert Hoffmann

Managing Director

River Valley Metro Mass Transit District

1137 E. 5000 North Road Bourbonnais IL 60914 Tel: 815-935-1403

I. GENERAL INFORMATION

1. Gender:

☐ Female ☐ Male

2. Age:

<input type="checkbox"/> 17 or younger	<input type="checkbox"/> 18 – 24	<input type="checkbox"/> 25 – 29	<input type="checkbox"/> 30 – 39
<input type="checkbox"/> 40 – 49	<input type="checkbox"/> 50 – 59	<input type="checkbox"/> 60 – 64	<input type="checkbox"/> 65 or older

3. Which township do you reside?

<input type="checkbox"/> Kankakee	<input type="checkbox"/> Bradley	<input type="checkbox"/> Bourbonnais	<input type="checkbox"/> Manteno
<input type="checkbox"/> Aroma Park	<input type="checkbox"/> Momence	<input type="checkbox"/> Sun River Terrace	<input type="checkbox"/> Essex
<input type="checkbox"/> Ganeer	<input type="checkbox"/> Limestone	<input type="checkbox"/> Norton	<input type="checkbox"/> Otto
<input type="checkbox"/> Pembroke	<input type="checkbox"/> Pilot	<input type="checkbox"/> Rockville	<input type="checkbox"/> St. Anne
<input type="checkbox"/> Salina	<input type="checkbox"/> Sumner	<input type="checkbox"/> Yellowhead	

4. What are your living arrangements?

- | | | |
|---|--|---|
| <input type="checkbox"/> Single Family Home | <input type="checkbox"/> Apartment or Duplex | <input type="checkbox"/> Townhouse |
| <input type="checkbox"/> Residence Hall | <input type="checkbox"/> Mobile Home | <input type="checkbox"/> Group Facility |
| <input type="checkbox"/> With Family or Friends | <input type="checkbox"/> Other, please specify _____ | |

5. How many people live in your household? _____**6. Do any household members have a disability (physical, mental, etc.) that limits their ability to drive?**

- ☐
- Yes
- ☐
- No

If yes, number of people: _____

7. Please write the number of household members over the age of 18 years, belonging to each employment category?

_____ Employed (Full-Time)	_____ Employed (Part-Time)
_____ Unemployed	_____ Student

8. What range is your annual household income?

- | | | |
|---|---|---|
| <input type="checkbox"/> No income | <input type="checkbox"/> Below \$10,000 | <input type="checkbox"/> \$10,001 to \$20,000 |
| <input type="checkbox"/> \$20,001 to \$30,000 | <input type="checkbox"/> \$30,001 or more | |

II. TRANSPORTATION**9. Do household members have access to (and can afford to drive) a vehicle that is running, licensed, and insured?**

- ☐
- Yes
- ☐
- No

10. What public/community transportation services are you aware of being available in your community? (Check all that you are aware of)

- | | |
|---|---|
| <input type="checkbox"/> River Valley Metro | <input type="checkbox"/> Show Bus |
| <input type="checkbox"/> Human Service Agency | <input type="checkbox"/> Faith Based Organization |
| <input type="checkbox"/> Volunteer Service | <input type="checkbox"/> Taxi |
| <input type="checkbox"/> Other, please specify: _____ | |

11. How do household members travel? (Check all that apply)

- | | |
|--|--|
| <input type="checkbox"/> Household member's vehicle | <input type="checkbox"/> Someone else's vehicle/ carpool |
| <input type="checkbox"/> River Valley Metro | <input type="checkbox"/> Social Service Agency Vehicle |
| <input type="checkbox"/> Bike | <input type="checkbox"/> Walk |
| <input type="checkbox"/> Show Bus | <input type="checkbox"/> Taxi |
| <input type="checkbox"/> Human Service Agency, please specify: _____ | |
| <input type="checkbox"/> Other, please specify: _____ | |

12. If household members utilize River Valley Metro, Show Bus or Human Service Agencies for transportation, what trip types do you use these services for?(Check all that apply)

- | | | |
|---|----------------------------------|------------------------------------|
| <input type="checkbox"/> Social/Entertainment | <input type="checkbox"/> Medical | <input type="checkbox"/> Shopping |
| <input type="checkbox"/> School/Education | <input type="checkbox"/> Work | <input type="checkbox"/> Religious |
| <input type="checkbox"/> Other, please specify: _____ | | |

13. If household members usually drive, are there circumstances under which their driving is restricted?

☐ Yes ☐ No

If yes, please describe: _____

14. Are there trips that household members cannot make or have missed due to lack of transportation?

☐ Yes ☐ No

If yes, what kind of trips? (Check all that apply)

☐ Social/Entertainment ☐ Medical ☐ Shopping
☐ School/Education ☐ Work ☐ Religious
☐ Other, please specify: _____

15. Which communities would or do household members travel to? (Please indicate up to three)

☐ Kankakee ☐ Bradley ☐ Bourbonnais ☐ Manteno
☐ Aroma Park ☐ Momence ☐ Sun River Terrace ☐ Essex
☐ Ganeer ☐ Limestone ☐ Norton ☐ Otto
☐ Pembroke ☐ Pilot ☐ Rockville ☐ St. Anne
☐ Salina ☐ Sumer ☐ Yellowhead
☐ Other, please specify: _____

16. When do household members need transportation? (Check all that apply)

☐ Weekdays, 7:00 AM - 5:00 PM ☐ Weekdays, 5:00 PM - 10:00 PM
☐ Weekdays 10:00 PM – 7:00 AM ☐ Saturday, 7:00 AM - 5:00 PM
☐ Saturday, 5:00 PM - 10:00 PM ☐ Saturdays, 5:00 PM – 7:00 AM
☐ Sunday, 7:00 AM - 5:00 PM ☐ Sunday, 5:00 PM - 10:00 PM
☐ Sundays, 10:00 PM – 7:00 AM

III. TRANSPORTATION ASSISTANCE

17. Do household members use any equipment or support to help them move around?

☐ Manual Wheelchair ☐ Power Chair ☐ Scooter
☐ Cane or Walker ☐ Service Animal
☐ Other, please specify: _____

18. When using transportation services, what level of assistance do household members need? (Check all that apply)

☐ Curb-to-curb (in & out of vehicle)
☐ Door-to-door (entrance of origin & destination)
☐ Door-through-door (inside origin & destination)
☐ Assistance with packages
☐ Travel with personal care attendant

19. Are household members comfortable reading and understanding transportation schedules, signs, and instructions?

☐ Yes ☐ No

If no, what type(s) of assistance would be helpful? _____

IV. TRANSPORTATION SATISFACTION

On a scale of 1 to 5 rank how satisfied you are with transportation facilities and transportation providers in the Kankakee area (includes Bradley, Bourbonnais, Manteno, Aroma Park).

1 being least satisfied, 5 being most satisfied and 3 being neutral or no opinion.

20. Transportation facilities and infrastructure

Facilities and Infrastructure	1	2	3	4	5
Bus stops and shelters					
Sidewalks/bike trails connecting to bus stop					
Security at bus stops					

21. River Valley Metro's service

River Valley Metro Service	1	2	3	4	5
Service frequencies					
Service hours					
Fare					
Wheelchair accessibility					
Routes					

22. River Valley Metro's Metro Plus Paratransit Service

River Valley Metro Service	1	2	3	4	5
Service hours					
Fare					
Wheelchair accessibility					
Service area					
Advance notice requirement					

23. Show Bus' Service

Show Bus Service	1	2	3	4	5
Service frequencies					
Service hours					
Fare					
Wheelchair accessibility					
Routes					
Advance notice requirement					

24. Human Service Agency transportation service

Name of Human Service Agency _____

Human Service Agency	1	2	3	4	5
Service frequencies					
Service hours					
Fare					
Wheelchair accessibility					
Routes					
Advance notice requirement					
Eligibility requirements					

25. What improvements do you think need to be made to transportation services in the Kankakee Area (includes Bourbonnais, Bradley, Manteno and Aroma Park)

26. What do you think is the greatest strength of the transportation services in the Kankakee Area (includes Bourbonnais, Bradley, Manteno and Aroma Park)

Thank you for your cooperation!

APPENDIX C

Q27 What improvements do you think need to be made to transportation services in the Kankakee Area? (includes Kankakee, Bradley, Bourbonnais, Manteno and Aroma Park)

Answered: 135 Skipped: 134

#	Responses	Date
1	Hours, Routes & Reliability The buses should have a more reliable scheduled, the times in which the buses run should be more convenient for the commuters. There should be more than just one bus traveling to and from certain places at certain times such as the university park bus which rarely meet up with other buses at a convenient time so someone who has to rely on public transportation can meet up with the university park bus if they live in Bourbonnais or Kankakee and are trying to make it to the city or a stop in-between.	3/25/2014 11:31 AM
2	Infrastructure More shelters	3/21/2014 11:32 AM
3	Hours, Routes & Reliability Bradley/Bourbonnais routes shouldn't be as long as they are. They should be broken into two routes	3/21/2014 11:29 AM
4	Bus drivers are rude	3/21/2014 11:27 AM
5	Good None, great service	3/21/2014 11:23 AM
6	The bus drivers should be able to wear short sleeves in the summer...it is hot outside	3/21/2014 11:21 AM
7	Hours, Routes & Reliability Run on Sundays	3/21/2014 11:19 AM
8	All of it.	3/21/2014 11:15 AM
9	Hours, Routes & Reliability Bus should run later going into Kankakee especially for Midway commuters	3/21/2014 11:12 AM
10	Need more road service assistance	3/21/2014 11:00 AM
11	Keep Sandy for Route 6 driver. She is the only driver who connects with other buses after 5pm.	3/21/2014 10:59 AM
12	Hours, Routes & Reliability Be on time	3/21/2014 10:55 AM
13	Clean up buses	3/21/2014 10:54 AM
14	Hours, Routes & Reliability 24 hours service	3/21/2014 10:52 AM
15	Good Nothing	3/21/2014 10:51 AM
16	Hours, Routes & Reliability Times spent waiting on bus	3/21/2014 10:46 AM
17	North-South on 45/52 and Route 50	3/21/2014 10:44 AM
18	Routes	3/21/2014 10:40 AM
19	Hours, Routes & Reliability Better buses, more buses and better connections	3/21/2014 10:39 AM
20	Hours, Routes & Reliability They need routes to Joliet and Chicago plus other counties like Will, DuPage and Cook.	3/21/2014 10:37 AM
21	Hours, Routes & Reliability More hours on Sundays	3/21/2014 10:25 AM
22	Good none, it's all good	3/21/2014 10:17 AM
23	Hours, Routes & Reliability They need to wait for people instead of leaving early	3/21/2014 9:28 AM
24	Hours, Routes & Reliability Longer hours on Sundays	3/21/2014 9:24 AM
25	Hours, Routes & Reliability Routes on Sundays 7:00 to 10:00pm	3/21/2014 9:20 AM
26	Hours, Routes & Reliability Drivers need to be on time	3/21/2014 9:19 AM

KANKAKEE URBANIZED AREA - HUMAN SERVICES TRANSPORTATION PLANKankakee,

27	Hours, Routes & Reliability 24 hour service	3/21/2014 9:17 AM
28	I was shopping at any Stores. I am walking around the Park, appointment for the job seekers within Counselor Jolynne, Cornerstone Service	3/21/2014 9:15 AM
29	Infrastructure People should not have to wait in sub-zero weather especially when there is a warm place to be able to wait. Why, why, why would you make them wait outside??????	3/21/2014 9:15 AM
30	Get closer to Hickory	3/21/2014 9:04 AM
31	Infrastructure Bus needs more stops for East Kankakee - I have to walk too far to the stops. the bus should try to get you closer to your destination.	3/21/2014 9:02 AM
32	Hours, Routes & Reliability Longer hours on Sunday	3/21/2014 8:58 AM
33	Hours, Routes & Reliability Add more routes to different areas	3/21/2014 8:53 AM
34	Hours, Routes & Reliability Bus getting to and leaving stops before the right time. Drivers letting kids disrespect and act out on the bus	3/21/2014 8:50 AM
35	Hours, Routes & Reliability Bus needs to have some routes after 10 pm	3/21/2014 8:45 AM
36	Add new routes	3/21/2014 8:38 AM
37	Non-stop bus from Kankakee to River Valley Metro office	3/21/2014 8:35 AM
38	Good None, just fine.	3/21/2014 8:33 AM
39	Hours, Routes & Reliability Operating hours are dreadful. People work past your hours.	3/21/2014 8:31 AM
40	Need new buses and new management!	3/21/2014 8:29 AM
41	Routes are ok but could use an update.	3/21/2014 8:26 AM
42	Infrastructure Need to have sidewalks shoveled in the winter	3/21/2014 8:24 AM
43	Hours, Routes & Reliability Routes in West Kankakee.	3/21/2014 8:20 AM
44	Need nicer drivers	3/21/2014 8:12 AM
45	Get new electric buses.	3/21/2014 8:09 AM
46	Bus drivers should get paid more like \$20.00 an hour, also more police at bus stops	3/20/2014 4:01 PM
47	The bus drivers should be able to wear shorts and short sleeves in the summer. Also I want a bus stop on Stadium. I don't want to have to walk around the corner.	3/20/2014 3:56 PM
48	Drivers need to enforce the rules	3/20/2014 3:45 PM
49	Get rid of Jacob	3/20/2014 3:39 PM
50	You need a lot of work to improve	3/20/2014 3:37 PM
51	Better customer service	3/20/2014 3:29 PM
52	Infrastructure Need more bus stops and bus shelters	3/20/2014 3:27 PM
53	Good None	3/20/2014 3:16 PM
54	Better communication skills	3/20/2014 3:14 PM
55	Infrastructure More bus stops	3/20/2014 3:12 PM
56	Hours, Routes & Reliability More late hours	3/20/2014 3:10 PM
57	Hours, Routes & Reliability Extend times for people who work late	3/20/2014 3:07 PM
58	Hours, Routes & Reliability More hours. Earlier on Sat. and Sun.	3/20/2014 2:53 PM
59	Hours, Routes & Reliability Redo some routes to more neighborhoods, get community input for new routes like shops in Pembroke and St. Anne.	3/20/2014 2:51 PM
60	Hours, Routes & Reliability More bus stops on Sundays	3/18/2014 4:08 PM
61	Hours, Routes & Reliability More hours on Sunday	3/18/2014 3:56 PM
62	Hours, Routes & Reliability Sunday hours could be expanded a bit	3/18/2014 3:55 PM

KANKAKEE URBANIZED AREA - HUMAN SERVICES TRANSPORTATION PLANKankakee,

63	Hours, Routes & Reliability More buses - every half hour. Run on -time	3/18/2014 3:50 PM
64	Infrastructure During the winter sidewalks need to be cleared and riders need shelters	3/18/2014 3:47 PM
65	Infrastructure Better shelter stops. Nicer drivers	3/18/2014 3:43 PM
66	Hours, Routes & Reliability Have a bus every 30 minutes	3/18/2014 3:22 PM
67	Hours, Routes & Reliability More stops, on-time, nicer drivers	3/18/2014 3:10 PM
68	Hours, Routes & Reliability Service to Richton Park	3/18/2014 3:03 PM
69	Hours, Routes & Reliability When the buses break down, there should be extra buses and the buses needs to be on time and not late so that people can get where they need to go such as school and work. The Lost and Found needs to be improved also because a lot of people have lost their things and never got it back because their things were either stolen or given away to charity and it's not right that their things are being given away instead of returning the item to the person who lost it.	3/16/2014 1:55 PM
70	Infrastructure More seating in the area where there is a bus stop	3/14/2014 3:26 PM
71	Hours, Routes & Reliability Better connection in the early A.m.	3/13/2014 1:17 PM
72	Hours, Routes & Reliability Sunday	3/13/2014 1:14 PM
73	Hours, Routes & Reliability Faster/ Less break downs	3/13/2014 1:10 PM
74	More buses. Cleaner buses. A rule about talking on the bus	3/13/2014 1:06 PM
75	Infrastructure It would be nice if there was a bus stop heading north on Schuyler across from the Love store.	3/13/2014 1:02 PM
76	Infrastructure More shelter	3/13/2014 12:59 PM
77	Bathroom on the bus	3/13/2014 12:58 PM
78	Hours, Routes & Reliability Expand into Pembroke and Hopkins Park	3/13/2014 12:56 PM
79	Hours, Routes & Reliability Extend commuter train and service to Kankakee. Plus put a bathroom on the bus.	3/13/2014 12:51 PM
80	Not sure.	3/13/2014 12:47 PM
81	Hours, Routes & Reliability Additional rides to University Park. Need to put a sign up in the bus to not talk on cell phones or at least be considerate.	3/13/2014 12:40 PM
82	Hours, Routes & Reliability Add more bus service to University Park	3/13/2014 12:38 PM
83	Hours, Routes & Reliability More service/late hours to University Park	3/13/2014 12:35 PM
84	Hours, Routes & Reliability More buses to University Park	3/13/2014 12:33 PM
85	Hours, Routes & Reliability Stop at Sun River Terrance	3/13/2014 12:29 PM
86	More air conditioned buses to University Park	3/13/2014 11:59 AM
87	Infrastructure Need more shelters	3/13/2014 11:52 AM
88	Hours, Routes & Reliability Longer hours	3/13/2014 11:46 AM
89	Infrastructure Need better bus shelters	3/13/2014 11:20 AM
90	Hours, Routes & Reliability More working hours	3/13/2014 11:06 AM
91	Hours, Routes & Reliability Metro drivers need to stop blowing time points - they get there too early.	3/13/2014 11:03 AM
92	It would be nice to have a radio playing to get updates on weather and local news. I would also like bus schedules on the actual routes as far as times the bus arrives at that point.	3/13/2014 10:57 AM
93	Make sure drivers know their route before driving route alone.	3/12/2014 8:13 PM
94	Infrastructure More shelters or benches at bus stops	3/12/2014 4:23 PM
95	Hours, Routes & Reliability Needs to be on time more often	3/12/2014 4:15 PM
96	Infrastructure Post the routes and schedules at bus stops	3/12/2014 4:07 PM
97	Hours, Routes & Reliability Longer hours on the weekend	3/12/2014 4:00 PM

KANKAKEE URBANIZED AREA - HUMAN SERVICES TRANSPORTATION PLANKankakee,

98	IN frastructure Put more benches to be able to sit on.	3/12/2014 3:52 PM
99	H ours, R outes & R eliabili Buses need to come more that every 45 minutes and to stop at all the stops.	3/12/2014 3:47 PM
100	H ours, R outes & R eliabili Run a bit later for people who work in Manteno	3/12/2014 3:44 PM
101	G ood I like the Metro	3/12/2014 3:29 PM
102	include rural Bourbonnais route	3/12/2014 2:44 PM
103	H ours, R outes & R eliabili later bus running	3/11/2014 3:54 PM
104	More buses	3/11/2014 3:45 PM
105	G ood None. Everything is ok with me.	3/11/2014 3:43 PM
106	H ours, R outes & R eliabili More buses, later hours	3/11/2014 3:36 PM
107	G ood great service	3/11/2014 2:58 PM
108	H ours, R outes & R eliabili Longer bus service on Sunday	3/11/2014 2:51 PM
109	H ours, R outes & R eliabili move bus stops and longer hours	3/11/2014 2:44 PM
110	Pick up areas are dangerous	3/11/2014 2:39 PM
111	New boss, keep drivers	3/11/2014 2:36 PM
112	none	3/11/2014 1:07 PM
113	H ours, R outes & R eliabili More buses on the 1/2 hours to certain stops	3/11/2014 8:47 AM
114	bike lanes bike lanes bike lanes	3/10/2014 5:35 PM
115	Notification to commuters to Chicago of bus availability. Also include an evening bus from University Park later in the evening or at least a few nights a week.	3/10/2014 1:34 PM
116	Complete Over Haul in Management & bring Everyone under the same roof, No more Union & Upgrade the Buses, Plzzzzzzz....	3/7/2014 3:20 PM
117	IN frastructure More benches and enclosed shelters. More frequent routes, half hour routes instead of hourly would help a lot. It would be a great help if they ran at a later time as well, something past 10pm would have helped me keep my employment.	3/7/2014 11:14 AM
118	H ours, R outes & R eliabili Would like more choices of time for transportation to Midway	3/6/2014 11:56 AM
119	H ours, R outes & R eliabili Later hours of operation and more frequent pick ups. The time required to bus from Bourbonnais to Riverside Hospital is rediculous with so many tranfers.	3/6/2014 9:19 AM
120	river valley metro taxi the people can get to their destination faster in Kankakee County	3/5/2014 7:35 PM
121	IN frastructure Modify stops so bus does not block traffic when stopping for passengers. On shuttle runs, especially Midway, make provision for luggage	3/4/2014 8:11 AM
122	IN frastructure Manteno transfer station is nice looking. more benches needed at other stops	3/3/2014 12:29 PM
123	A bus running just up and down Kennedy/Convent from Court St to Manteno Rd and one on Rte 50 (same from/to) would make things easier for a lot of people. Plus one on Armour (esp stopping at VA) would help.	3/3/2014 10:52 AM
124	H ours, R outes & R eliabili More routes and more direct routes. It takes me three buses and a full hour to make a trip that would be at most 20 minutes by car (Mohawk/Edgemere in Bourbonnais out to KCC).	2/28/2014 8:41 AM
125	H ours, R outes & R eliabili buses that are warm, more options of busses meeting trains in University park. and meeting busses that service the commuter route. (a bus that actually meets the 610 am bus not arrive 5 min later	2/28/2014 5:22 AM
126	Newer Equipment (Buses) & Increase Moral for the LOWEST Paid Bus Drivers in the Country! They have the Most Demanding Job & River Valley Metro Treats them Terrible! Also, there is Nooo need for Sheriffs Police to be hired on, that's gotta be the Biggest Hole in the payroll ???	2/27/2014 12:45 PM

KANKAKEE URBANIZED AREA - HUMAN SERVICES TRANSPORTATION PLANKankakee,

127	Hours, Routes & Reliability I hear (very much hearsay) that PACE's ADA bus can be reserved on the same day. There is no guarantee of pick up, but with ours sometimes sitting in a parking lot waiting for the next passenger, I would like to see this implemented here. Many times I forget to call before 4 pm and have to wait until the next day - delaying what I want to do (my fault). If I could call that day, even if there's no availability, at least there's a chance.	2/26/2014 10:38 PM
128	Hours, Routes & Reliability More frequent rush hour time buses to and from university park metra	2/26/2014 8:01 PM
129	Hours, Routes & Reliability Needs longer hours. Possibly even 24 hours. The customer service seems to have lacked in the last few months. Dispatchers are extremely rude & hangup on customers.	2/26/2014 6:38 PM
130	the buses need to run abit later on sundays	2/25/2014 9:32 PM
131	We need more locations to buy passes in Bourbonnais like Walmart, Walgreens or the village hall.	2/25/2014 9:13 PM
132	ignorant passengers	2/25/2014 1:47 PM
133	Infrastructure I think you need to make more bus stops closer to people area of living. So they don't have to walk so far to get home.	2/25/2014 9:26 AM
134	Infrastructure More shelters in place at popular stops, such as Walmart, St. Vincents. The area along Graham's had major problems with snow and ice removal, it was poorly taken care of. I saw many disabled and elderly have problems navigating the area. It would also be great to have a stop at the Kankakee Public Library.	2/21/2014 10:49 AM
135	Good None I can think of	2/21/2014 10:38 AM

APPENDIX D

What do you think is the greatest strength of the transportation services in the Kankakee Area? (includes Kankakee, Bradley, Bourbonnais, Manteno and Aroma Park)

Answered: 106 Skipped: 163

#	Responses	Date
1	Good All parts	3/21/2014 11:32 AM
2	Affordable The cost is affordable	3/21/2014 11:29 AM
3	Schedule/Route Add Manteno	3/21/2014 11:23 AM
4	Schedule/Route More better routes	3/21/2014 11:15 AM
5	Con Better communication with driers and commuters	3/21/2014 11:12 AM
6	Schedule/Route The new routes.	3/21/2014 10:59 AM
7	Customer Service Drivers	3/21/2014 10:57 AM
8	Customer Service Customer service	3/21/2014 10:55 AM
9	The bus	3/21/2014 10:52 AM
10	Schedule/Route People can get to where they want to be and not be late	3/21/2014 10:51 AM
11	Affordable Cost	3/21/2014 10:44 AM
12	Schedule/Route Kankakee, Manteno	3/21/2014 10:40 AM
13	Good They try their best.	3/21/2014 10:37 AM
14	Schedule/Route adding bus 12 was a plus	3/21/2014 10:17 AM
15	Customer Service Friendly workers	3/21/2014 9:24 AM
16	Good Getting people where they need to go.	3/21/2014 9:19 AM
17	Customer Service Good drivers	3/21/2014 9:17 AM
18	Con After off Bus, walking long way to the buildings	3/21/2014 9:15 AM
19	Con You ask for the strength but you have a great weakness. Making people wait when it is freezing.	3/21/2014 9:15 AM
20	Schedule/Route It goes to major stores and to small shops	3/21/2014 8:58 AM
21	Customer Service The drivers, especially Jim.	3/21/2014 8:53 AM
22	Good It is a blessing for the community	3/21/2014 8:50 AM
23	Customer Service Gets me around and drivers are friendly	3/21/2014 8:45 AM
24	Good Access	3/21/2014 8:38 AM
25	Good Glad we have the service.	3/21/2014 8:33 AM
26	Affordable Fair price and hospitality.	3/21/2014 8:31 AM
27	Customer Service Most drivers are professional.	3/21/2014 8:29 AM
28	Con Be more on time.	3/21/2014 8:26 AM
29	Affordable Customer Service Fare is great and drivers are friendly	3/21/2014 8:24 AM
30	Affordable Access and price	3/21/2014 8:12 AM

KANKAKEE URBANIZED AREA - HUMAN SERVICES TRANSPORTATION PLANKankakee,

31	More police on buses.	3/21/2014 8:09 AM
32	Good Gets me where I need to go.	3/20/2014 3:45 PM
33	Good the fact that there is a transit system	3/20/2014 3:39 PM
34	Customer Service Bus drivers are nice but dispatch is rude.	3/20/2014 3:37 PM
35	Good Im glad there is transportation available	3/20/2014 3:27 PM
36	Schedule/Route Schedules. Routes	3/20/2014 3:16 PM
37	Customer Service Empathy	3/20/2014 3:14 PM
38	Schedule/Route Being on time	3/20/2014 3:12 PM
39	Customer Service The politeness of drivers	3/20/2014 3:07 PM
40	Good Best thing that happened to me. Thanks.	3/20/2014 3:01 PM
41	Affordable Price	3/20/2014 2:53 PM
42	Affordable The bus fare is good	3/18/2014 4:08 PM
43	Affordable Bus fare isn't too high	3/18/2014 3:50 PM
44	Customer Service How the bus driver acts.	3/18/2014 3:45 PM
45	Schedule/Route The schedule	3/18/2014 3:43 PM
46	Customer Service Drivers	3/18/2014 3:22 PM
47	Affordable Bus fare lower, be on time	3/18/2014 3:20 PM
48	Con Be on time	3/18/2014 3:18 PM
49	Con More reliable	3/18/2014 3:03 PM
50	Drivers needs more money as in a \$10 an hour	3/18/2014 2:59 PM
51	Schedule/Route I think the greatest strength is transferring to another bus.	3/16/2014 1:55 PM
52	Schedule/Route Visitors arriving and departing from Midway Airport.	3/14/2014 12:27 PM
53	Affordable Excellent price. Drivers are very nice and good.	3/13/2014 1:17 PM
54	Schedule/Route Reliability.	3/13/2014 1:06 PM
55	Customer Service The drivers are very nice and helpful	3/13/2014 1:04 PM
56	Customer Service In general the drivers and the service is good.	3/13/2014 1:02 PM
57	Schedule/Route Airport service	3/13/2014 12:58 PM
58	Schedule/Route The airport	3/13/2014 12:47 PM
59	Con Lower prices to make it more affordable.	3/13/2014 12:40 PM
60	Customer Service Friendly drivers. Knowledgeable dispatch	3/13/2014 12:38 PM
61	Customer Service Bus drivers are nice	3/13/2014 12:29 PM
62	Affordable The cost to rider is very affordable.	3/13/2014 11:59 AM
63	Affordable Fare price	3/13/2014 11:52 AM
64	Schedule/Route Routes	3/13/2014 11:46 AM
65	Con Allow more access to members of community who cant afford bus	3/13/2014 11:28 AM
66	Schedule/Route New routes to Midway are great	3/13/2014 11:26 AM
67	Good I can get my errands done	3/13/2014 11:20 AM
68	Customer Service Nice bus drivers	3/13/2014 11:15 AM
69	Good They get to the place they were going.	3/13/2014 11:06 AM
70	Schedule/Route Routes	3/13/2014 11:03 AM

KANKAKEE URBANIZED AREA - HUMAN SERVICES TRANSPORTATION PLANKankakee,

71	Affordable Customer Service Good The fact that the service is available is great and that your drivers are friendly (mostly). Before this service I had to walk everywhere. The price is reasonable and it's safe to ride. Thank you for caring about how I feel. I appreciate it. God bless you and thank you for the service.	3/13/2014 10:57 AM
72	Affordable Free rides in extreme weather.	3/12/2014 8:13 PM
73	Good I think this service has helped lots of people.	3/12/2014 4:13 PM
74	Customer Service friendly service	3/12/2014 4:07 PM
75	Good Very good.	3/12/2014 3:52 PM
76	Customer Service Schedule/Route Always on time and kind employees	3/12/2014 3:44 PM
77	Good I wish I had a car but the Metro is fine	3/12/2014 3:29 PM
78	Affordable The price because everyone can afford it.	3/11/2014 3:43 PM
79	Affordable The fare	3/11/2014 3:36 PM
80	Good very satisfying	3/11/2014 3:01 PM
81	Affordable price is fair	3/11/2014 2:58 PM
82	Con More frequency	3/11/2014 2:51 PM
83	Affordable the bus fare	3/11/2014 2:44 PM
84	Customer Service Drivers are kind and understanding	3/11/2014 2:39 PM
85	Customer Service drivers	3/11/2014 2:36 PM
86	Schedule/Route Steady Flow, runs on time, frequency	3/11/2014 2:33 PM
87	Customer Service drivers are very polite and will answer any questions	3/11/2014 1:07 PM
88	Schedule/Route easy bus routes	3/10/2014 5:35 PM
89	Affordable Schedule/Route Most of the time, they are on time. Fares are good as well.	3/7/2014 11:14 AM
90	Schedule/Route Their on time service	3/6/2014 11:56 AM
91	Schedule/Route The fact that so many areas including Midway are available by Metro is fantastic!	3/6/2014 9:19 AM
92	Affordable cheap service	3/5/2014 7:35 PM
93	Schedule/Route Shuttles to Chicago transportation	3/4/2014 8:11 AM
94	Customer Service Great Employees	3/3/2014 12:29 PM
95	Schedule/Route Mostly on time. The helpers on the phone are usually very helpful!	3/3/2014 10:52 AM
96	Affordable Cheap, especially on days with really bad weather.	2/28/2014 8:41 AM
97	Con none	2/28/2014 5:22 AM
98	Affordable The Cost !!!	2/27/2014 12:45 PM
99	Good That we have it! This was a much needed service and hopefully we will not be without it ever again. The schedules may not be especially convenient but the service is still there!	2/26/2014 10:38 PM
100	Schedule/Route Shuttle bus to and from university park metra	2/26/2014 8:01 PM
101	Schedule/Route the transportation to Manteno and aroma park	2/25/2014 9:32 PM
102	Schedule/Route Many stop locations	2/25/2014 9:13 PM
103	poverty of kankakee	2/25/2014 1:47 PM
104	Affordable The cost, and the shelter when the weather is too cold or too hot. That is a nice service.	2/25/2014 9:26 AM
105	Schedule/Route Having access to the bus service has allowed me to go to college and get needed shopping done. Without the bus I would have not been able to attend college.	2/21/2014 10:49 AM
106	Affordable Customer Service Caring bus drivers that are also good drivers, cheap fare	2/21/2014 10:38 AM

APPENDIX E



Kankakee Urbanized Area– Human Services Transportation Plan Inventory of Services for Kankakee, Bradley, Bourbonnais, Manteno and Aroma Park Spring 2014

The purpose of the Human Services Transportation Plan (HSTP) is to identify strategies that encourage a more efficient use of available services that bring enhanced mobility to the region's older adults, persons with disabilities and individuals with lower incomes, as well as the general public. As part of developing the plan, input on the need for transportation services for the Kankakee urbanized area must be gathered. Please take a moment to help us in this effort.

Please Return completed surveys to
Robert Hoffmann
Managing Director
River Valley Metro Mass Transit District
1137 E. 5000 North Road Bourbonnais IL 60914 Tel: 815-935-1403

I. ORGANIZATION CHARACTERISTICS AND SERVICES PROVIDED

1. Identification of Organization:

- a. Organization Name: _____
- b. Address: _____
- c. City/Town: _____ County: _____ State: ____ Zip: _____
- d. Telephone: _____ Fax: _____
- e. Contact Person: _____ f. Title _____
- g. E-mail: _____ h. Website _____

2. Agency Type

- | | | |
|---|--------------------------------------|--|
| <input type="checkbox"/> Public Transit | <input type="checkbox"/> School | <input type="checkbox"/> Senior Center/ Home |
| <input type="checkbox"/> Faith Based | <input type="checkbox"/> Non Profit | <input type="checkbox"/> Human/ Social Service |
| <input type="checkbox"/> Private Taxi/Shuttle | <input type="checkbox"/> Other _____ | |

3. Does your organization directly provide transportation services?

- ☐ Yes ☐ No

4. Does your organization fund transportation services, and if so how is this provided?

- a. ☐ Contract transportation services with another provider
☐ Provide transit tickets or passes to clients
☐ Provide taxi vouchers to clients
☐ Broker transportation services by volunteers with privately owned vehicles
☐ None
- b. If you contract for transportation services, who do you contract with?

5. What are the *primary* and *secondary* functions/services of your organization? (PLEASE READ—Write 1 for primary and 2 for secondary.)

- | | |
|---|--|
| <input type="checkbox"/> a. Transportation | <input type="checkbox"/> j. Diagnosis/Evaluation |
| <input type="checkbox"/> b. Health Care | <input type="checkbox"/> k. Job Placement |
| <input type="checkbox"/> c. Social Services | <input type="checkbox"/> l. Residential Facilities |
| <input type="checkbox"/> d. Education | <input type="checkbox"/> m. Income Assistance |
| <input type="checkbox"/> e. Counseling | <input type="checkbox"/> n. Screening |
| <input type="checkbox"/> f. Day Treatment | <input type="checkbox"/> o. Information/Referral |
| <input type="checkbox"/> g. Job Training | <input type="checkbox"/> p. Recreation/Social |
| <input type="checkbox"/> h. Employment | <input type="checkbox"/> q. Homemaker/Chore |
| <input type="checkbox"/> i. Rehabilitation Services | <input type="checkbox"/> r. Other _____ |

6. Route Type(s) (check all that apply)

- | | | |
|--|--------------------------------------|---|
| <input type="checkbox"/> Demand Response | <input type="checkbox"/> Flex Route | <input type="checkbox"/> Shuttle / Circular |
| <input type="checkbox"/> Shared Ride | <input type="checkbox"/> Fixed Route | <input type="checkbox"/> No Transportation Provided |

7. Service Type (check all that apply)

- a. ☐ Door thru Door ☐ Door to Door ☐ Curb to Curb
- b. Driver assistance provided ☐ Yes ☐ No
- c. If Yes to 5b. please describe type of assistance

8. Please complete the table below, if multiple types of transportation services are provided, describe each type of service in a different row

Service Type	Days of Service	Hours of Service	Comments

9. Eligible Passengers (check all that apply)

- | | | |
|---|--|--|
| <input type="checkbox"/> General Public | <input type="checkbox"/> Older Adult | <input type="checkbox"/> Persons with Disabilities |
| <input type="checkbox"/> Children | <input type="checkbox"/> Students | <input type="checkbox"/> Personal Care Attendants |
| <input type="checkbox"/> Low income | <input type="checkbox"/> Clients _____ | <input type="checkbox"/> Other _____ |

10. Eligible Trip Purpose (check all that apply)

- | | | |
|------------------------------------|--|--|
| <input type="checkbox"/> Education | <input type="checkbox"/> Employment | <input type="checkbox"/> Non-Emergency Medical |
| <input type="checkbox"/> Events | <input type="checkbox"/> Personal/Shopping | <input type="checkbox"/> Other _____ |

11. Fare

- | | | |
|-------------------------------------|--|--|
| <input type="checkbox"/> Flat _____ | <input type="checkbox"/> Mileage _____ | <input type="checkbox"/> Sliding _____ |
| <input type="checkbox"/> No Charge | <input type="checkbox"/> Other _____ | |

12. Reservations

- | | |
|---|---|
| <input type="checkbox"/> Same Day | <input type="checkbox"/> Schedule _____ days _____ hours in advance |
| <input type="checkbox"/> No Reservation | <input type="checkbox"/> Other _____ |

13. What is the geographic service area for the organization? If you have a map of the service area, please attach a copy to this survey.

14. Does your organization receive federal or state funds for providing transportation?

- a. ☐ Yes ☐ No

- b. If yes please describe

II. STAFF AND INVENTORY (TRANSPORTATION SERVICE PROVIDERS ONLY)

15. Please provide the following information regarding the vehicle fleet used in the provision of transportation services provided directly by your agency. The vehicle type(s) used include the following:

	Total Number of Vehicles	Total Capacity	Number of Vehicles Owned	Number of Vehicles Leased	Number of Vehicles Owned or Leased: Wheelchair Accessible
a) Sedans					
b) Station wagons					
c) Minivans					
d) Standard 15-passenger vans					
e) Converted 15-passenger vans (<i>e.g.</i> , raised roof, wheelchair lift)					
f) Light-duty bus (body-on-chassis type construction seating between 16-24 passengers)					
g) Medium duty bus (body-on-chassis type construction seating over 22 passengers with dual rear wheel axle)					
h) School bus (yellow school bus seating between 25 and 60 students)					
i) Medium or heavy duty transit bus					
j) Other (Describe):					

Note: "Number of Vehicles Owned" and "Number of Vehicles Leased" should add to equal "Total Number of Vehicles."

16. How many drivers does your organization utilize?

Paid full time _____

Paid part time _____

Volunteer _____

17. What type of communications device/system is used? (*Check all that apply.*)☐

Cellular phones

☐

Two-way mobile radios requiring FCC license

☐

Pagers

☐

Mobile data terminals

☐

Other (describe): _____

☐

None

III. RIDERSHIP

- 18. Please provide your organization's annual passenger statistics. If possible, use data for the most recently completed 12-month period for which data is available. Complete questions (a) through (f).**

Unduplicated Persons/Passenger Trips	Services for the General Public	Client Only Services
a) Total number of persons ¹ provided transportation		
b) Total number of passenger trips ² (most recent fiscal year)		
c) Estimated number of trips ² which the riders use a wheelchair		

In the above table, use the following definitions:

¹ A "person" is an unduplicated count of individuals receiving service (a person riding the vehicle 200 trips per year is counted as one person).

² A "trip" equals one person getting on a vehicle one time. Most riders make two or more trips a day since they get on once to go somewhere and then get on again to return.

Answer the following questions about figures provided in the table above:

- d) Are ridership figures exact? _____
- e) Are ridership figures estimates? _____
- f) Time period for counts or estimates: _____

- 19. Estimate the share of total rides for each trip purpose (approximate % should sum to 100%).**

Trip Purpose	Percent Share
Medical	
Employment	
Education	
Shopping	
Recreation	
Nutrition/ Wellness	
Senior Center / Adult Daycare	
Religious	
Volunteer Activities	
Connect to Fixed Route	
Other	

IV. OTHER QUESTIONS

- 20. In your opinion what are the challenges to providing transportation services to transit dependent populations (older adults, youth, persons with disabilities, low income persons)?**

- 21. What changes would you make to improve the efficiency and accessibility of transportation services for transit dependent populations (older adults, youth, persons with disabilities, low income persons)?**

- 22. Other Comments**

APPENDIX F

Financing the Operation of Transportation One-Call/One-Click Centers

Numerous federal and state programs include eligible uses and activities that support the operation of transportation one-call/one-click centers. This piece provides an overview of these programs. For some case study examples of how local partners have worked together to establish and operate their own transportation one-call/one-click centers, check out the “local profiles” under the One Call-One Click Transportation Toolkit at www.onecalltoolkit.org.

Because the Veterans Transportation and Community Living Initiative funds (www.fta.dot.gov/veterans) can only cover capital costs associated with transportation one-call/one-click centers, it is important for applicants and grantees to identify other funds to support the operation of these centers.

FTA Formula Program Funding

FTA’s **Urban** (§5307), **Rural** (§5311), **Job Access/Reverse Commute** (§5316), **New Freedom** (§5317), and **Elderly and Disabled Persons** (§5310) programs allow “mobility management” as an eligible capital expense under the above programs at an 80% federal share. One-call operations are specifically included in the definition of mobility management. Under these programs, the 20% local match may be fulfilled with other non-DOT federal funds, pursuant to those funds’ rules and regulations. Guidance documents are found on the FTA website at http://www.fta.dot.gov/laws/leg_reg_circulars_guidance.html.

Since there is no additional federal funding currently being expressly available for one-call centers’ operations, it is essential that parties interested in the Veterans Transportation and Community Living Initiative grants identify partners who either operate existing one-call centers, or who have access to funding which can cover these operating costs. There are a number of logical partners to consider for inclusion:

Potential Existing One-Call Center Operators

- **Public transportation operators.** Transit agencies frequently operate some form of transportation call center, whether directly serving the customers of their paratransit operations, or tied in with their other customer service functions. Funding primarily is drawn from state and local sources, but some Federal Transit Administration (FTA) programs can fund one-call operations.

These funds are directly allocated by FTA to states and localities who decide how they are spent. The American Public Transportation Association’s website can direct applicants to their community transit operator: <http://www.apta.com/resources/links/unitedstates/Pages/default.aspx>.

- **Aging and Disability Resource Centers**, which are local resource centers designed to improve and streamline access to services and long-term care funded jointly by the Administration on Aging and Centers for Medicare & Medicaid Services. More information on this program and its network can be found at the Administration on Aging’s website, at http://www.aoa.gov/AoAroot/AoA_Programs/HCLTC/ADRC/index.aspx
- **One-Stop Career Centers** do not have to provide one-call/one-click services for their customers, but most of them do offer some degree of these automated services to help assist job-seekers with a variety of employment-seeking issues, including transportation. This network is funded through the Department of Labor’s Employment and Training Administration, and information on these centers,

together with information on other useful resources in the federal government's employment and training arena, can be found at http://workforceinvestmentworks.com/workforce_resources.asp

- **2-1-1 Information and Referral Centers** are operable in almost every state in the US, where they connect people with information about social services in their community, often including information about the transportation necessary in order to access community services. Most 2-1-1 centers do not actually arrange for services, but their telephone and information infrastructure can be extremely useful in the development and delivery of one-call/one-click transportation services. The 2-1-1 network is supported and largely operated through affiliates of United Way Worldwide. More information on the network of 2-1-1 centers, including links to individual 2-1-1 operators, is available through the National 2-1-1 website, www.211.org
- **Veterans Service Organizations** and offices exist in every state, and often are found at the county, city or community level. Many of these offices operate information and referral call centers, and often arrange access to services for veterans. Those state offices and national organizations accredited by the Dept. of Veterans Affairs are listed on-line at <http://www.va.gov/ogc/apps/accreditation/accredvso.asp>. Additional links for helping locate these services and offices are on the "Application and Partner Resources" page at www.fta.dot.gov/veterans. Information on the kinds of services and benefits that VA programs extend to eligible veterans, including transportation services, can be found at the VA's on-line guide to veterans' health benefits, at http://www.va.gov/opa/publications/benefits_book/benefits_chap01.asp. In addition, the Dept. of Veterans Affairs has national priorities on connecting homeless veterans with services and benefits (visit <http://www.va.gov/homeless/>), and on connecting women veterans with services and benefits (visit <http://www.va.gov/womenvet/>).

There are other federal government funding programs which might be used to help operate transportation one-call/one-click centers. Most of these programs are administered by state or local governmental agencies, and it is possible that one or more of these could be the source of some revenue to help support the operations of a transportation one-call/one-click center in your state or community.

Other Potential Funding Programs

- **Social Services Block Grants**, administered by state agencies with funding received from the federal Administration for Children and Families. Program management contacts in the states can be found at http://www.acf.hhs.gov/programs/ocs/ssbg/grantees/Contact_08.html
- **Refugee Resettlement** grants and programs, administered both through state agencies and local community-based organizations, using funding received from the federal Office of Refugee Resettlement. Additional information, along with state and local program contacts, can be found at <http://www.acf.hhs.gov/programs/orr/>
- **Developmental Disabilities** basic support grants, which are administered by state councils on developmental disabilities, using funds received from the federal Administration on Developmental Disabilities. Contact information for these state councils can be found at <http://www.acf.hhs.gov/programs/add/states/ddcs.html>
- **Community Services Block Grants**, administered largely by designated local community action programs with funding received from the federal Administration for Children and Families. Additional information, along with tribal, state and local program contacts, can be found at <http://www.acf.hhs.gov/programs/ocs/csbgb/index.html>
- **Supportive Services and Senior Centers** are planned and coordinated largely through local Area Agencies on Aging, with funding from the federal Administration on Aging. A somewhat comparable

program addresses the needs of Native American elders. State and area Agencies on Aging can be found

at http://www.aoa.gov/AoARoot/AoA_Programs/OAA/How_To_Find/Agencies/find_agencies.aspx; information on services for Native American elders can be found

at http://www.aoa.gov/AoARoot/AoA_Programs/HCLTC/Native_Americans/index.aspx

- **Medicaid** programs in most states use a lot of call center technology for various aspects of program delivery. In some, the state Medicaid agency relies on brokers or other intermediaries to operate some form of one-call/one-click service to arrange for the provision of non-emergency medical transportation. Medicaid is a state-federal partnership, with federal payments made to states from the Centers for Medicare and Medicaid Services. A listing of states' Medicaid directors can be found at the website of the National Association of Medicaid Directors, <http://www.namd-us.org/>
- **Ryan White HIV/AIDS Program** funds largely support direct services provided by state and local agencies, but funds can be used to coordinate care, which can include the operation of one-call/one-click services. State and local agencies receive their funds from the federal Health Resources and Services Administration; information on this program and its grantees is at <http://hab.hrsa.gov/>
- **Maternal and Child State Block Grants** and related programs of the federal Health Resources and Services Administration's Maternal and Child Health Bureau support direct service delivery to families, as well as support for the health delivery infrastructure, including the use of one-call/one-click solutions. Information on this family of programs is at <http://mchb.hrsa.gov/programs/index.html>.
- **Centers for Independent Living**, and statewide Independent Living Councils, are charged with providing an array of services and information to help persons with disabilities live more fully in the mainstream of society. The operation of one-call/one-click services can fit very neatly with the ongoing operation and effectiveness of these networks. Their federal funding is received via the Rehabilitation Services Administration within the US Dept. of Education; additional information on these programs and networks may be found through the Independent Living Research Utilization website at <http://www.ilru.org/html/publications/directory/index.html>
- The federal Bureau of **Indian Affairs' Division of Workforce Development** manages a number of programs for federally recognized Indian tribes that include provisions for coordination and one-stop delivery of services and information with regard to Native Americans' employment and economic development. These programs are administered through the Bureau's regional and agency offices, which can be found at <http://www.bia.gov/WhoWeAre/RegionalOffices/index.htm>
- Although primarily used for construction or other capital projects, there are many eligible uses for **Community Development Block Grant** and related funds, including both the capital and operating costs associated with one-call/one-click services, as determined by state and local plans and priorities. These funds are allocated, primarily on a formula basis to states and eligible cities by the US Dept. of Housing and Urban Development. Information on state and local grantees is available at http://www.comcon.org/programs/contact_cdbg.html

APPENDIX G

Recipients of Section 5310 program funds are required to meet civil rights requirements under Title VI, as well as Equal Employment Opportunity (EEO) and Disadvantaged Business Enterprise (DBE) regulations.

Title VI

The elements of a Title VI Program are determined by FTA Circular 4702.1B and include, but are not limited to:

- Title VI notice to the public, including a list of locations where the notice is posted
- Title VI complaint procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint) and Title VI complaint form
- List of transit-related Title VI investigations, complaints, and lawsuits
- Public participation plan, including information about outreach methods to engage minority and limited English proficient populations (LEP), as well as a summary of outreach efforts made since the last Title VI Program submission
- Language Assistance Plan for providing language assistance to persons with limited English proficiency
- A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees
- A Title VI equity analysis if the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc.
- A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program.

Contractors and subcontractors are not required to submit a Title VI report. However, they are responsible for complying with the Title VI Program of the recipient with whom they are contracting. Recipients and subrecipients are responsible for ensuring that their contractors are complying with their Title VI Program and Title VI regulations.

Disadvantaged Business Enterprise (DBE)

The objectives of the US Department of Transportation's (DOT's) DBE regulations, as specified in 49 CFR Part 26, are to:

- Ensure nondiscrimination in the award and administration of DOT-assisted contracts
- Create a level playing field on which DBEs can compete fairly for DOT-assisted contracts
- Ensure that the DBE Program is narrowly tailored in accordance with applicable law
- Ensure that only firms that fully meet 49 CFR Part 26 eligibility standards are permitted to participate as DBEs
- Help remove barriers to the participation of DBEs in DOT assisted contracts

- Assist the development of firms that can compete successfully in the market place outside the DBE Program

Equal Employment Opportunity (EEO)

Section 5310 Program subrecipients must ensure that no person in the United States shall on the grounds of race, color, religion, national origin, sex, age, or disability be excluded from participating in, or denied the benefits of, or be subject to, discrimination in employment under any project, program, or activity receiving federal financial assistance under the federal transit laws.

Each Section 5310 Program contract between IDOT and a subrecipient for the provision of FTA funding shall contain language that requires the subrecipient to comply with FTA regulations related to EEO. In addition, private providers under contract with subrecipients are required to comply with these regulations.

If a subrecipient's transit-related staff reaches 15 or more and/or the dollar threshold for capital, operating, or planning assistance is met, IDOT will require the subrecipient to submit a formal Affirmative Action (AA) / EEO Plan to IDOT for review and approval. The Equal Employment Opportunity Act by definition explicitly exempts Indian tribes from its provisions.

Assurances

Subrecipients must annually sign the FTA Annual List of Certifications and Assurances for Federal Transit Administration Grants and Cooperative Agreements, which binds the subrecipient to all civil rights requirements.

Through annual grant agreements, subrecipients agree to comply with all applicable civil rights statutes and regulations. These include Title VI of the Civil Rights Act, Equal Employment Opportunity, and Americans with Disabilities Act. As subrecipients of the Section 5310 Program, subrecipients must comply with the FTA's Annual List of Certifications and Assurances as stated in their grant agreements.

Appendix H



County of Kankakee *Planning Department*

Michael J. Van Mill, AICP
Planning Director

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August 1, 2014

Mr. Robert Hoffmann
Managing Director
River Valle METRO Mass Transit District
1137 E. 5000 N Road
Bourbonnais, IL 60914

RE: Comments on Human Services Transportation Plan

Dear Mr. Hoffmann:

I have a number of comments on the draft Human Services Transportation Plan (HSTP) currently in public comment period. My most serious comments are about what is not in the Plan.

Human Services Agencies

I believe that the original purpose of the document was to look at the needs of the Human Service agencies which are providing transportation to their clients, and to document their needs in the transportation areas to make those agencies eligible for 5310 funding for buses with which to provide their transportation services. I can find no reference to this issue at all in the report, aside from mentions of the human services agencies in Table 3.3.

In particular, there is a mention of KCTC on page 30, discussing the 71,162 trips provided a year, and listing Section 5310 as the funding agency. I am not aware of KCTC ever making use of 5310 funding. KCTC has issues with an aging bus fleet and a huge load of passengers from Shapiro each day, conditions which should be documented to make KCTC eligible for 5310 funding, along with some idea of the level of magnitude of the capital fleet issues involved.

There are other Human Service agencies which also have transportation issues that could make them appropriate recipients of 5310 funding, but none of these are addressed in the document, either. I believe that these deficiencies in the report are serious enough to require further time on the study.

At the very least, Table 3.3 should be completed to illustrate the transportation issues facing each of the Human Service groups highlighted, and leading to some areas where further study should be directed. Some indication of potential 5310 eligibility has to be mentioned in the document, or future applications for 5310 funding will have no basis upon which to apply for 5310 funding. There is nothing in the draft Human Services Transportation Plan which can be used as documentation for eligibility for 5310 funding, and there is no overall plan for satisfying those capital needs, indeed, no mention of those needs is made in the document.

Demographics and Increased Transportation Service

There is a great deal of data in the beginning of the report on various transportation disadvantaged groups, leading to some unstated conclusions that certain portions of the service area might require more concentrated service from METRO. I can find no indication in the report that states where these increased concentrations of service should be directed, and certainly no ordered priorities on how this can be achieved.

Area of Coverage

This plan started as an urban Human Services Transportation Plan (designed to cover the Kankakee Urbanized Area), and the graphs and tables up to and including page 36 cover just the Kankakee Urbanized Area. From page 37 on, it appears to be a Human Services Transportation Plan for the service area of the River Valley METRO Mass Transit District. Momence is clearly outside the Kankakee Urbanized Area, but it is included in the remainder of the document, due to service from METRO to the Momence area, beginning in January, 2014.

The concern about this inclusion is that it only marginally recognizes that Momence is in the service area of the rural transit service provided by Kankakee County through SHOW BUS. Rural transit operates under different operating rules than does urban transit service, and trying to make rural service fit urban rules does not work. For instance, trip chaining within the urban area by SHOW BUS is allowed under rural transit service rules, but is viewed negatively by this report. Kankakee County, through SHOW BUS will continue trip chaining, as it is perfectly legal. To hint that this is a bad practice does not recognize the difference between the rules for urban and rural transit service.

Goals and Objectives

The Goals stated in the draft document require some comment. Goal 1 (Improve Access to Employment Opportunities for Low Income Persons) is a worthy goal, but I find the Objectives and Strategies under that Goal to be wrong. The major emphasis for access to employment opportunities should be during the current hours of METRO service, not by extending those hours.

I would like some indication in the report of where the employment trips are that are not being served outside the service hours of METRO. If our intention is to put extra service on the street to cover retail and food preparation jobs after 10:30 PM, I would like to know where these jobs are, and how expensive it would be to serve this employment need. I have heard of no public comment at any meeting I attended that has emphasized this need.

I agree with the rationale of Goal 2 to increase the usage of fixed route transit by persons with disabilities by 20%. I would like to indicate that the reason that so many public comments were received about sidewalk conditions in the survey was not because the sidewalks were not accessible, but because the sidewalks were covered by snow for almost the entire month of January, 2014. The sidewalk may have been perfectly accessible, but the snow not being cleared made that condition a moot point. The same point can be made for accessible shelters, in that the shelter itself can be perfectly accessible, but if snow covers the ground out into the street, no one can ride the bus.

Clearing the sidewalks is not currently a municipal function, but rather a function of each individual homeowner clearing their own sidewalks. I submit that it would be very difficult to resolve this issue through governmental action, and this issue will not go away if another winter like the winter just passed occurs again.

Goal 3's reduction of gaps, and improvement of coordination and reliability of service is a worthy one. However, there is almost nothing METRO or any governmental agency can do to encourage a reliable Medicaid provider to provide service in the Kankakee Urbanized Area if the provider has to wait several months to receive payment for that trip.

The coordination of trips between urban and rural systems is an interesting issue, in that METRO and SHOW BUS share locations in both downtown Kankakee and Momence for stops. SHOW BUS drivers allow METRO passengers to use SHOW BUS vehicles as cooling and warming stations to wait for METRO buses to arrive, and SHOW BUS has changed service in Momence to allow METRO drivers access to these joint stops. There is no reason for a feeder service from one system to the other, as our buses stop next to each other. There are literally less than 30 feet apart. We currently have no transfer policy from one system to the other, and would welcome some assistance on how to develop such a policy.

The deviated fixed route service provided by SHOW BUS from Momence drops riders in downtown Kankakee for METRO to serve within the urban area. I am not aware of riders not being able to move from one service to the other to fulfill their transportation needs. I also want to state again that Kankakee County, through SHOW BUS, will continue to provide trip chaining throughout the urban area for the demand responsive transit service operated by SHOW BUS. This is allowed under the rules for rural transit, and will continue to be done.

Conclusions

The Human Services agencies identified in Table 3.3 should each be contacted for additional information. Each agency which provides transportation for their clients should give information on how they provide that service, and how 5310 funding could make the provision of that service easier. Those agencies that could qualify for 5310 funding should be identified, and a long-term program of projects to resolve their issues should be identified in the document.

In those cases where joint action with either METRO or SHOW BUS could address some of these transportation issues from the Human Service community, that action and the possibility of 5310 funding to assist should be identified. Projects that utilize 5310 funding must be approved by local committees, and the only methodology that those committees have for approval would be from a plan which shows a program of projects.

Mention is made in the report on page 58 of the establishment of an HSTP subcommittee, with a member of that subcommittee reporting to the Regional HSTP committee. Such a committee already exists (the County Transportation Committee), consisting of members from the Human Service, governmental, and transit provider community. Reports from the County Transportation Committee are made to the Region 6 Rural HSTP at every meeting.

If you have questions about these comments, please contact me at (815) 936-5543, or at mlammey@k3county.net. Thank you.

Sincerely,

Mike Lammey
Senior Transportation Planner

Copy to: Mike Bossert
Kelly St. Aubin
Mark Argyelan
Susan Legris
Carole Franke
Nick Allen
Norman Grimsley
Jerry Pearce
Tom Caldwell
Jim Meyer



County of Kankakee

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July 24, 2014

Dear Ms. Ansong,

I have read the Urban HSTP document and would like to provide comments regarding it. Enclosed is a copy of the HSTP that I marked up showing the changes I thought would be helpful. Please consider these suggestions.

Page 6 – In the third bullet point the word “also” is not necessary.

Page 6 – In the fourth bullet point it reads “...service levels can remain steady and grow.” Since nothing can remain steady and change at the same time, perhaps a change to “...Service levels can remain sustainable and continue to expand,” might be an alternative.

Page 7 – At the end of the first paragraph it says “... in 2010 the Village of Sun River Terrace was excluded from the urbanized area and the Village of Manteno in the North was incorporated.” It sounds somewhat as though the MPO chose to exclude Sun River Terrace and include Manteno instead. I would suggest changing it to “... in 2010 the Census Bureau removed the Village of Sun River Terrace from the urbanized area and the Village of Manteno, to the north, was included.”

Page 9 – The graph at the bottom of the page, there is no change in population for Kankakee shown. Was there no change to show?

Page 10 – In the first paragraph it says that anyone under 17 is restricted from getting a driver's license and this requires them to be transit dependent. It should say 16, since that's the legal driving age in Illinois. Access to a vehicle may be more likely to be a reason for transit dependence.

Page 10 – In the fifth paragraph there is a typo with “...Shares exhibits...” only one of the words is needed.

Page 23 – In the third paragraph it says route 10 and 11 are both on a one hour headway so working together they are on a one hour headway. It is probably meant to say that

working together they are on a half hour headway. It may be helpful to mention that the routes are offset so that they are working together to create a half hour headway.

Page 23 – In the last paragraph it says “...14 days in advance and up to 4:30 pm.” It reads better to say “as late as 4:30 p.m.” There is also an inconsistency with how AM/PM is formatted. In the paragraph above, “a.m.” and “p.m.” is used, but in this paragraph “pm” is used.

Page 28 – The third paragraph says “Show Bus’ Kankakee Limited Stop Service,” when it should be “Show Bus’ Momence deviated fixed route service.”

Page 33 – The last paragraph says the Momence Commuter runs from Northfield Square Mall, but the route begins are METRO Centre in Bourbonnais.

Page 37 – The locations of the major employers in Momence are all accurate. The locations for Baker & Taylor and Flanders Precisionnaire and switched. Baker & Taylor should be the west point and Flanders Precisionnaire should be the point east of Baker & Taylor. Also, the location for Silva is wrong. The location for Silva should be east of Momence Packing Company and north of Gilster Mary Lee.

Page 38 – The second paragraph from the end the phrase “On the other hand” is used, but it doesn’t fit the statement that it’s used it. It should be replace with “However.”

Page 39 – The second paragraph, again, uses the phrase “On the other hand” and it would better if it were deleted and was written as “Advocacy groups’ lack of funder also negatively impacts the number of persons...”

Page 40 – The eighth paragraph is written as “Options CIL provide their consumers...” it would read better as “Options CIL provides their clients...” Also in this paragraph the phrase “On the other hand” is used, and isn’t necessary. Starting the sentence with “In the past,” works just fine.

Page 41 – The fourth paragraph says “The outcome of which tends to be overlapping service...” would read easier if it was simply “The outcome is overlapping service...”

Page 41 – The second to last paragraph doesn’t have the verb agreeing with the subject, it should be “pertains.” There should also be a comma after “drug test” in the list, unless it is being grouped with the ability to obtain a CDL permit.

Page 41 – The last paragraph can have a period after “...Accessible by transit.” Also, the sentence that starts “This results inequitable access...” should be changed to “This results in inequitable access...”

Page 41 – The section heading should be moved to the top of the next page for the final draft.

Page 42 – In the first paragraph there is a space missing after the first sentence.

Page 43 and 44 – I recommend considering blue, or a difference color, font or even just bold black font instead of the red font. Red typically implies bad or negative.

Page 47 – In the third paragraph, METRO’s free rides are mentioned. These temperatures should be double checked and clarified. I think for high temperature days, it’s a heat index of 100°F and for cold days it’s if the wind chill is below 0°F. This is an important point that should be double checked and further explained.

Page 49 – In the fourth paragraph a period is missing between “4:00 am and 5:00 pm” and “Better efficiency...”

Page 51 – In the second set of bullet points that list the suggested extension of hours, only the middle point has the before and after service extended hours listed. Although the current hours are listed above, it may be worth considering including the before and after extended hours for consistency.

Page 56 – In the third paragraph there is a sentence that doesn’t have proper grammar. It should be written as “...include transportation providers with contact information and a brief description of services they provide. The following sentence should also have a comma between “Large Print” and “Audio” unless they are meant to be combined, i.e. “... large print, and audio.”

Page 56 – In the last sentence the comma between “Kankakee County Community Services” and “Employment agencies” should be removed because it’s only a list of two.

Page 57 – In the fourth bullet point it’s written as “...for a all users and trip types,” the “a” should be removed.

Page 57 – The paragraph after the bullet points should start as “Providing a full service brokerage service can be expensive, therefore more efficiencies may be realized if the

brokerage was done on a regional scale. HSTP Region 6, for example, which includes...”

Page 58 – In the second and third bullet points there is an inconsistency with a/an HSTP. I suggest using “an HSTP.”

If you have any questions, please contact me at golson@k3county.net, or at (815) 936-5544. Thank you.

Sincerely,

Geoffrey Olson
Transportation Planner