



# EXISTING CONDITIONS

May 2019



## Table of Contents

	Page
<b>1 Introduction.....</b>	<b>1-1</b>
CityLink.....	1-1
History.....	1-1
CityLift.....	1-1
What is a Comprehensive Operational Analysis? .....	1-2
<b>2 CityLink.....</b>	<b>2-1</b>
Connections .....	2-1
Service Availability .....	2-2
System Resources .....	2-9
Fares.....	2-13
Ridership.....	2-15
On-Time Performance.....	2-22
Scheduling .....	2-25
Bus Stops.....	2-30
<b>3 Route Profiles .....</b>	<b>3-1</b>
Route 1: University.....	3-2
Route 2: Monroe .....	3-7
Route 3: Parkview.....	3-12
Route 4: Knoxville .....	3-16
Route 5: Main .....	3-20
Route 6: Sheridan .....	3-25
Route 7: Garden.....	3-29
Route 8: East Peoria/Sunnyland.....	3-33
Route 9: East Peoria/Eastside .....	3-37
Route 10: Sterling .....	3-41
Route 11: Western .....	3-46
Route 12: Heights.....	3-50
Route 13: South Adams .....	3-55
Route 14: Wisconsin .....	3-60
Route 15: Lincoln .....	3-65
Route 16: Northwest Express.....	3-70
Route 17: Pekin North.....	3-75
Route 18: Pekin South.....	3-78
Route 20: ICC Express .....	3-81
Route 23: Pekin Connector.....	3-85
<b>4 Rider Survey Results .....</b>	<b>4-1</b>
Methods .....	4-1
Analysis.....	4-4
<b>5 CityLift .....</b>	<b>5-1</b>
<b>6 Market Analysis.....</b>	<b>6-1</b>
<b>7 Key Findings.....</b>	<b>7-1</b>
<b>8 Appendices .....</b>	<b>8-1</b>

# 1 INTRODUCTION

## CITYLINK

CityLink is the fixed-route transit service operated by the Greater Peoria Mass Transit District (GPMTD). CityLink operates 20 routes on weekdays, 17 routes on Saturday, and 9 routes on Sunday. CityLink serves the Greater Peoria metropolitan area with stops in the municipalities of Bellevue, Creve Coeur, East Peoria, North Pekin, Pekin, Peoria, Peoria Heights, and West Peoria, and some areas of unincorporated Peoria and Tazewell counties. CityLink service on the west side of the Illinois River is operated directly under the authority of the Greater Peoria Mass Transit District, while service east of the Illinois River is contracted by the East Peoria Mass Transit District and the City of Pekin.

CityLink maintenance, operations, and administrative activities are conducted at the 2105 NE Jefferson Street GPMTD base in Peoria. The service hub for CityLink service is the Downtown Peoria Transit Center, an approximately 67,000 square foot facility with 19 covered bus bays, an indoor waiting area with customer service counter, passenger amenities, and child care facility. The transit center operates on a 'pulse' system, where fixed-route buses arrive and depart on coordinated schedules allowing riders to transfer between routes.



## HISTORY

The Greater Peoria Mass Transit District was established by a popular vote in 1970 and was then known as GP Transit. In 1990, after passage of the Americans with Disabilities Act (ADA), GPMTD began offering paratransit. In 2000, GP Transit re-branded as CityLink and CityLift—the current names of GPMTD's fixed-route and paratransit services, respectively. In 2001, the communities of Pekin, North Pekin, and Creve Coeur contracted transit service from CityLink.

Since 2000, CityLink has made significant changes to its operations and service. In 2003, the Downtown Transit Center was completed. In 2014, CityLink began Sunday service. Beginning in 2015, CityLink began installing solar-powered shelters throughout its service area. In 2016, CityLink eliminated transfers and in 2019 transitioned from a flag stop to fixed-stop system.

## CITYLIFT

CityLift is GPMTD's ADA paratransit service. This door-to-door shared service is available every day to people with disabilities who are unable to access a fixed-route CityLink bus stop or bus. CityLift is available within ¾-mile from a CityLink route in Peoria, Peoria Heights, and West Peoria, and in certain areas of East Peoria and Pekin. CityLift is operated by MV Transportation, a private company contracted by GPMTD. CityLift operations are explored in more depth in Chapter 5 of this report.

## WHAT IS A COMPREHENSIVE OPERATIONAL ANALYSIS?

A comprehensive operational analysis, or COA, is a holistic planning study of public transit operations. Typical outcomes of a COA include changes to route alignments (i.e. moving routes to serve new streets or destinations), stop locations, operating hours, and trip frequencies. Some routes may better serve neighborhoods or commercial corridors with greater potential ridership, and others may need their trip frequency to be increased or decreased to match ridership.

The last COA conducted for CityLink was produced in 2009 by transportation planning firm Connetics Transportation Group. Major recommendations from the 2009 COA include:

- A circulator route to the Allen Road Walmart and service to the East Peoria Walmart
- Crosstown service in northwest Peoria
- A consistent route to Peoria International Airport
- 60-minute frequencies on all evening routes
- Elimination of then Route 3
- Addition of early morning Saturday service and Sunday service
- **An express commuter service to Caterpillar's East Peoria facilities**

Like most COAs, this project—called *CityLink on the Move*—will culminate in a set of recommendations to improve CityLink service. The primary goals of *CityLink on the Move* are to increase ridership, improve route convenience for riders, and use existing **CityLink's assets more** efficiently. Secondary goals include improving route connectivity in Northwest Peoria determining the best approach for efficiently serving new developments in North Peoria.

Following this existing conditions report, the *CityLink on the Move* project will include:

- Service alternative development: The *CityLink on the Move* team will develop a series of service alternatives intended to achieve project goals.
- Public meetings: Service alternatives will be presented to the public through direct outreach at the Downtown Transit Center, open house meetings at select public libraries, and online at the *CityLink on the Move* project microsite.
- Recommendations: Following public input, the *CityLink on the Move* team will incorporate feedback on the service alternatives and develop short-term (cost-neutral) and longer-term (service expansion) recommendations. In addition, the team will also recommend service guidelines, performance metrics, fare policy changes, and capital investments that support the service recommendations.

## 2 CITYLINK

CityLink operates 20 fixed routes on weekdays, with reduced service on weekends. CityLink routes primarily serve Peoria, East Peoria, Peoria Heights, and Pekin, with pass-through or terminal service in the municipalities of Bellevue, Creve Coeur, North Pekin, Washington, and West Peoria, along with some areas of unincorporated Peoria and Tazewell counties.

### CONNECTIONS

CityLink routes are generally oriented to serve major shopping centers and the Downtown Peoria Transit Center. There are three major transfer points:

- Downtown Peoria Transit Center: Transfers at the transit center are based on the **system's 'pulse' operational model, which brings most CityLink routes together** every half-hour (during peak commute times), hour (during the mid-day period), or 75 minutes (late night), allowing riders to transfer from one route to another.
- Tazewell County Courthouse (Pekin): Timed transfers between Routes 17 and 18 occur every hour on weekdays at the Tazewell County Courthouse. Route 23 (the Peoria to Pekin connector), is scheduled to arrive five minutes before this timed transfer departs and is scheduled to depart eight minutes after the timed transfer arrives.

Figure 2-1 Downtown Peoria Transit Center

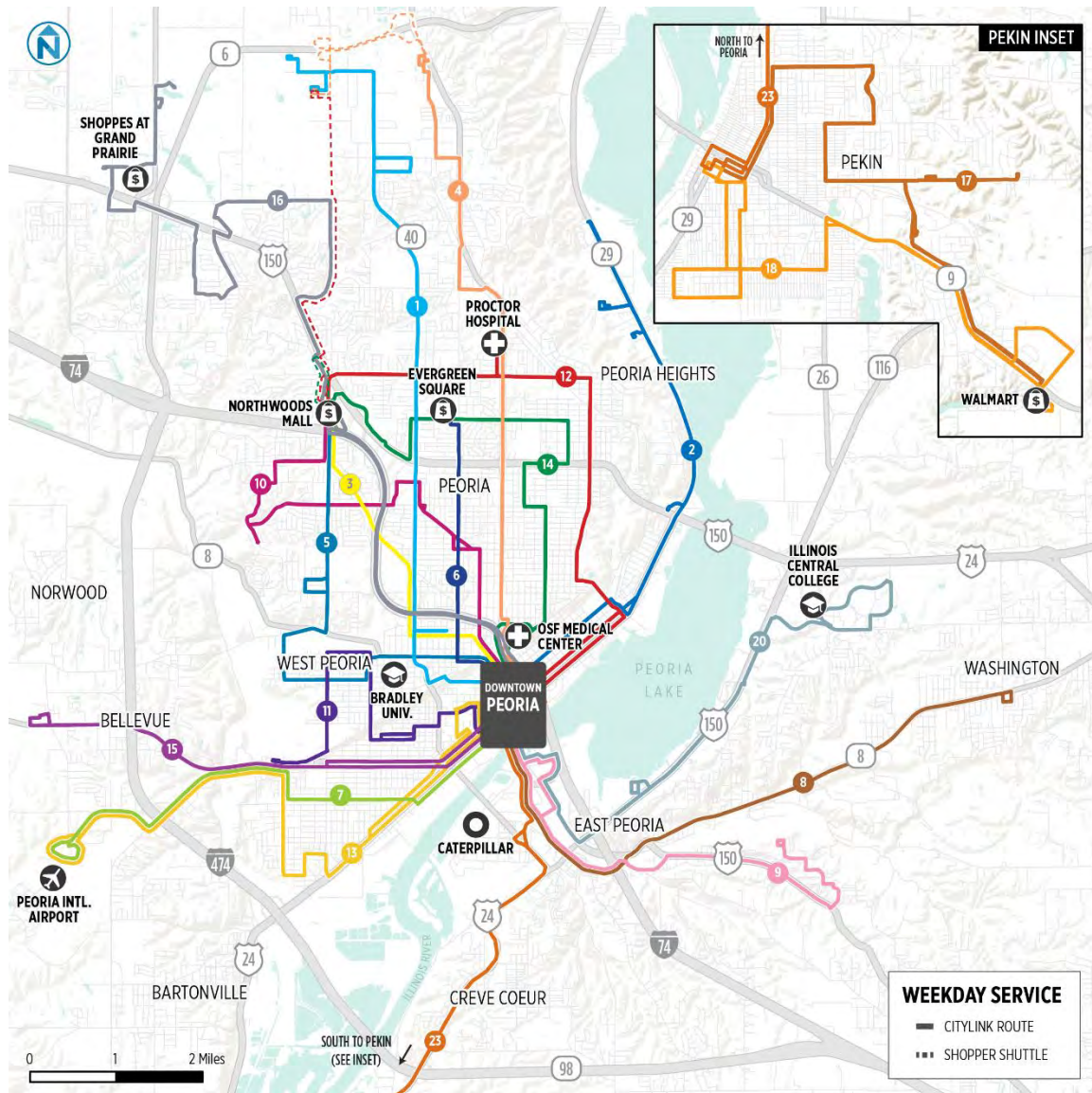


## SERVICE AVAILABILITY

CityLink also operates Shopper Shuttles, which are essentially midday extensions to Routes 4, 12, and 14 that operate on weekdays and Saturdays. The CityLink route network is shown by day of the week in Figure 2-2 through Figure 2-4.

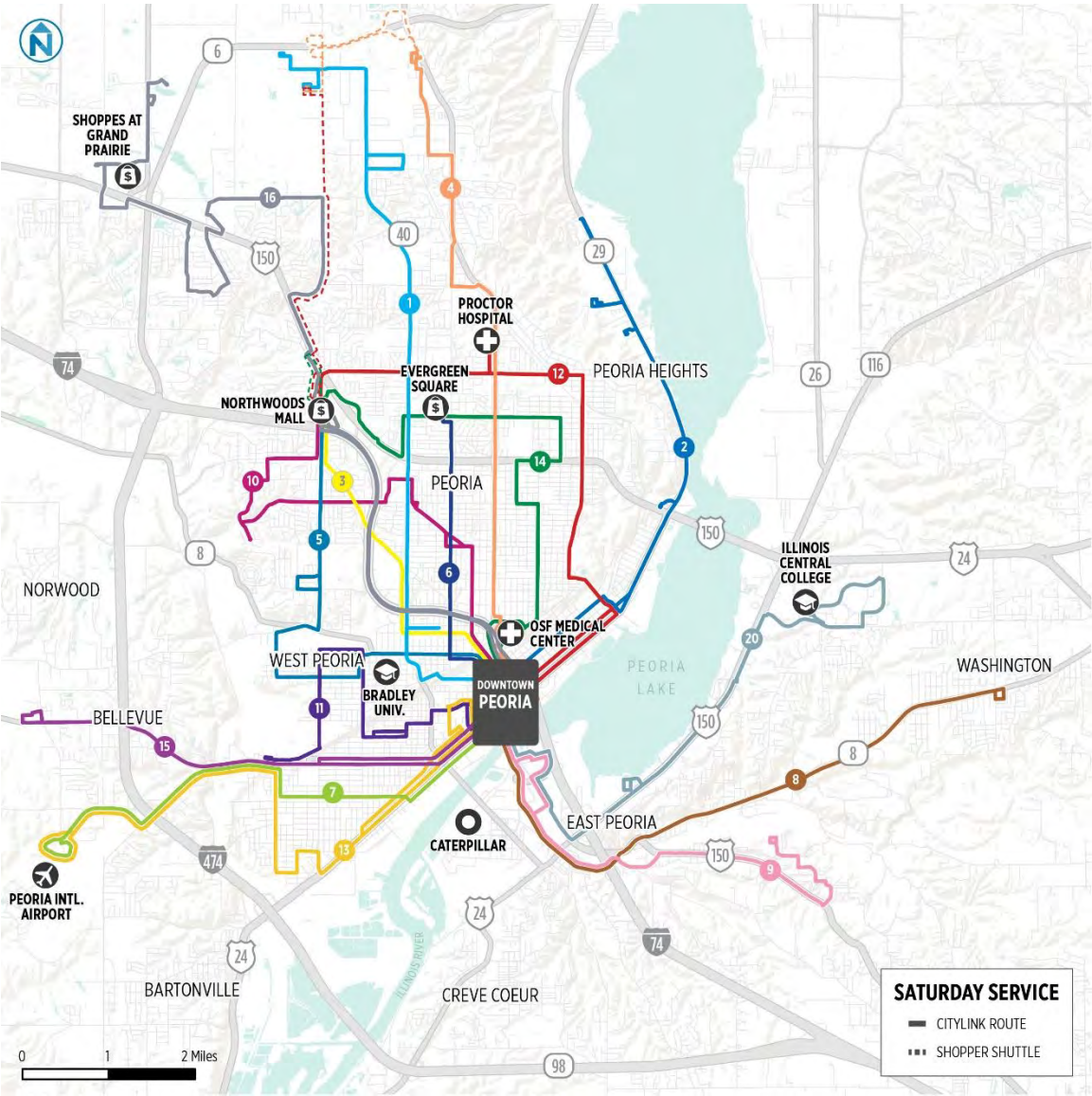
## Weekday Route Network

Figure 2-2 CityLink Weekday Route Network



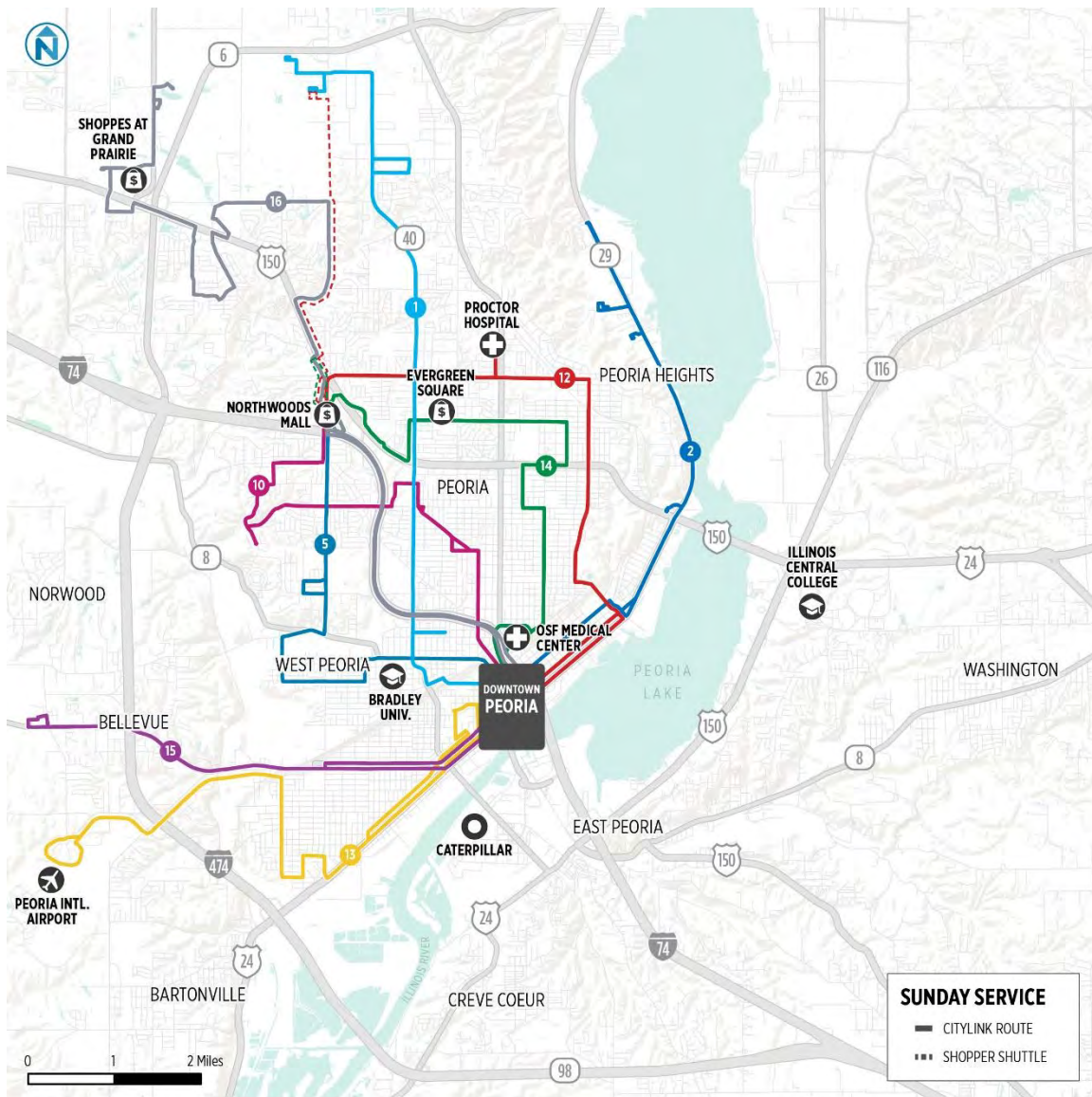
## Saturday Route Network

Figure 2-3 CityLink Saturday Route Network



## Sunday Route Network

Figure 2-4 CityLink Sunday Route Network



## Service Tiers

CityLink routes can be classified into four numbered **service ‘tiers’**:

- Tier 1 routes operate daily and every 30 minutes during weekday peak periods. Tier 1 routes also operate late night service on weekdays and Saturdays.
- Tier 2 routes operate six days a week and every 30 minutes during weekday peak periods. Most Tier 2 routes do not operate late night service.
- Tier 3 routes operate six days a week and hourly during weekday peak periods.
- Tier 4 routes operate five days a week and hourly during weekday peak periods.

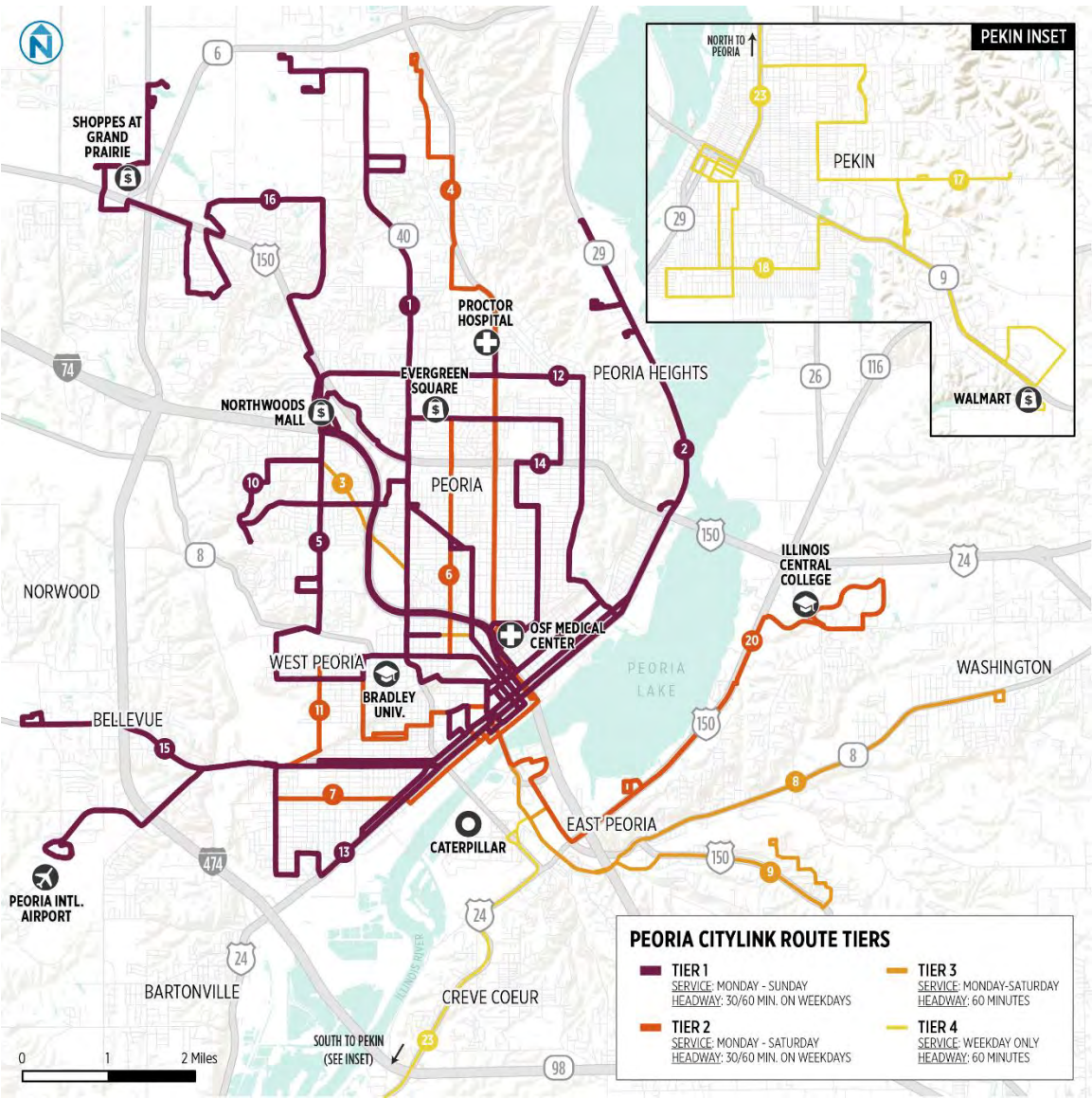
CityLink routes are categorized by service tier in Figure 2-5 and Figure 2-6.

Figure 2-5 CityLink Routes by Service Tier

Route	Type	Tier	Day of Operation		
			Weekday	Saturday	Sunday
1 University	Local	1	✓	✓	✓
2 Monroe	Local	1	✓	✓	✓
3 Parkview	Local	3	✓	✓	
4 Knoxville	Local	2	✓	✓	
5 Main	Local	1	✓	✓	✓
6 Sheridan	Local	2	✓	✓	
7 Garden	Local	2	✓	✓	
8 East Peoria/Sunnyland	Local	3	✓	✓	
9 East Peoria/Eastside	Local	3	✓	✓	
10 Sterling	Local	1	✓	✓	✓
11 Western	Local	2	✓	✓	
12 Heights	Local	1	✓	✓	✓
13 South Adams	Local	1	✓	✓	✓
14 Wisconsin	Local	1	✓	✓	✓
15 Lincoln	Local	1	✓	✓	✓
16 Northwest Express	Limited Stop	1	✓	✓	✓
17 Pekin North	Feeder/Local Circulator	4	✓		
18 Pekin South	Feeder/Local Circulator	4	✓		
20 ICC Express	Limited Stop	2	✓	✓	
23 Pekin Connector	Limited Stop	4	✓		

**EXISTING CONDITIONS REPORT | MAY 2019**  
Greater Peoria Mass Transit District

Figure 2-6 CityLink Route Network by Service Tier



## Service Coverage

CityLink service coverage varies by both day of the week and time of day. Figure 2-7 illustrates this variation as five distinct route coverage maps. Weekday service is the most comprehensive, with all 20 routes operating, followed by Saturday service, in which 17 routes operate. Saturday evening and Sunday service have the least coverage, both with nine routes in service.

Places east of the Illinois River generally have more limited service than the areas to the west. Pekin and Creve Coeur are only served during weekdays only. East Peoria is fully served during weekday and Saturday service, with limited coverage on weekday and Saturday evenings. There is no Sunday service east of the Illinois River.

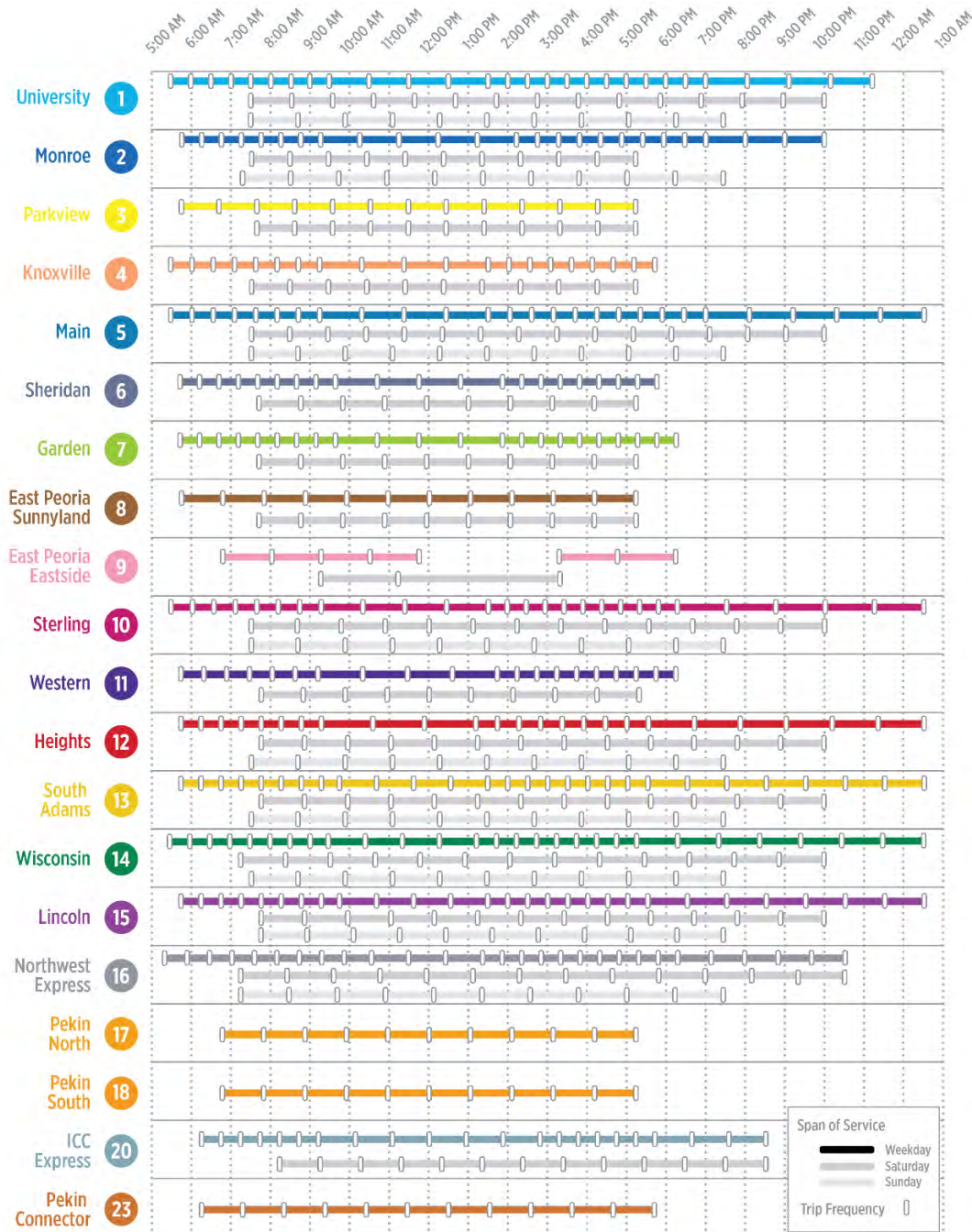
Figure 2-7 Route Network by Day and Service Period



## Service Span and Headways

Detailed CityLink service span and trip headways are shown in Figure 2-8. Systemwide service extends from 5:15 a.m. to 12:30 a.m. Trip headways vary by time of day and day of service. The highest frequencies are during the weekday morning peak (5:15 a.m. to 9:30 a.m.) and afternoon peak (1:30 p.m. to 6:30 p.m.). Weekday midday, evening, and Saturday headways range from 60-75 minutes. Sunday headways are exclusively 75 minutes.

Figure 2-8 Service Span and Headways



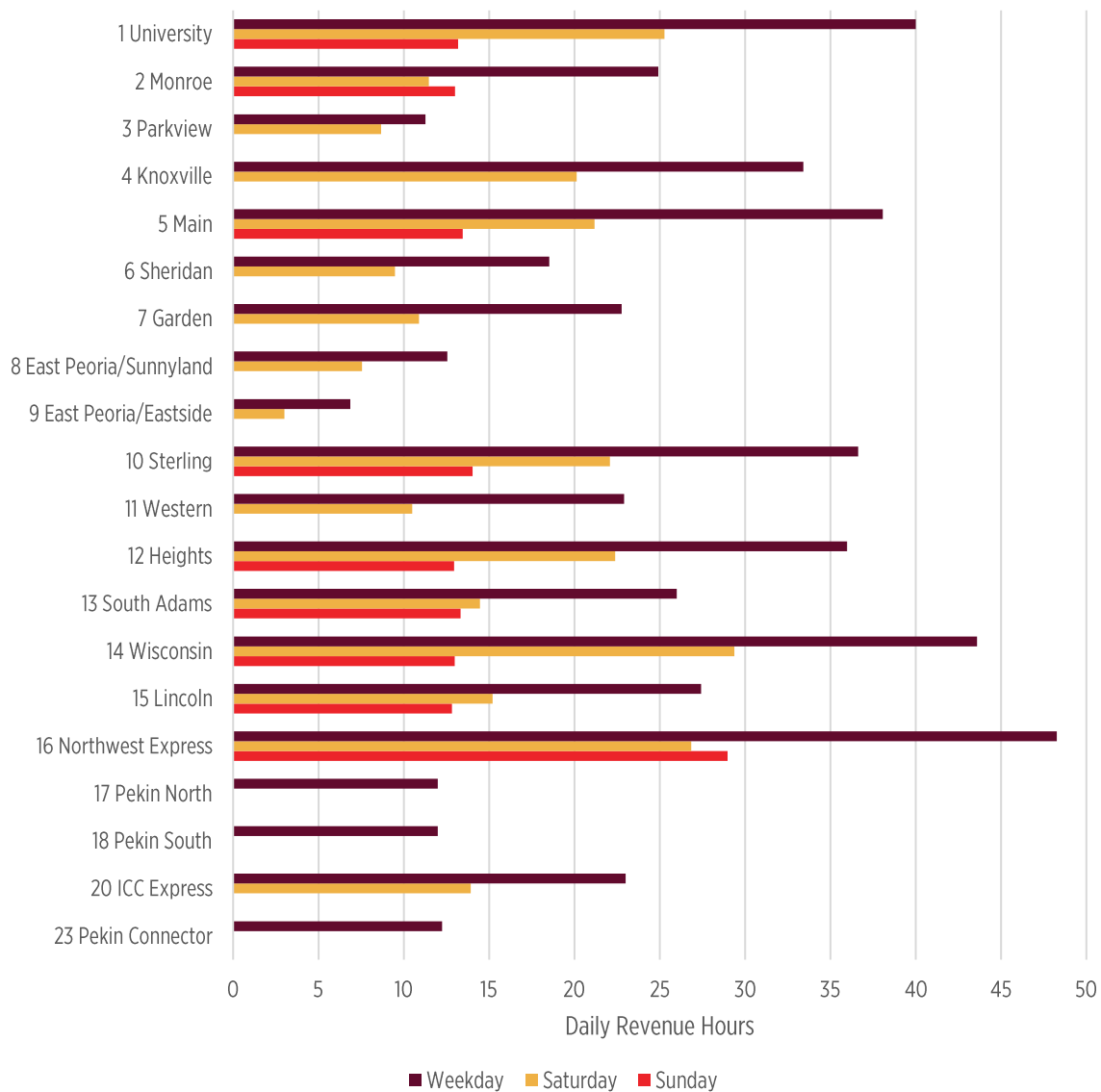
## SYSTEM RESOURCES

### Revenue Hours

Revenue hours are the amount of time that transit vehicles are in service, boarding and alighting passengers. The total amount of revenue hours on a route indicate the amount of service provided, with more hours representing more service. The CityLink routes with the most weekly revenue hours serve north and central Peoria (Routes 1, 14, and 16), as shown in Figure 2-9.

Some routes experience a greater reduction in service from weekdays to weekends than others. Among routes that operate on the weekends, routes 2, 7, 9, and 11 have over 50% fewer revenue hours on Saturdays than they do on weekdays. Routes 1, 5, and 14 have over 65% fewer revenue hours on Sundays than they do on weekdays.

Figure 2-9 Daily Revenue Hours by Route and Type of Service Day













## Vehicles

GPMTD operates five types of vehicles in CityLink and CityLift service (Figure 2-10). The most common vehicles are 35-foot Gillig buses, of which there are 47 in the CityLink fleet. The agency recently purchased four hybrid diesel-electric 40-foot New Flyer buses.

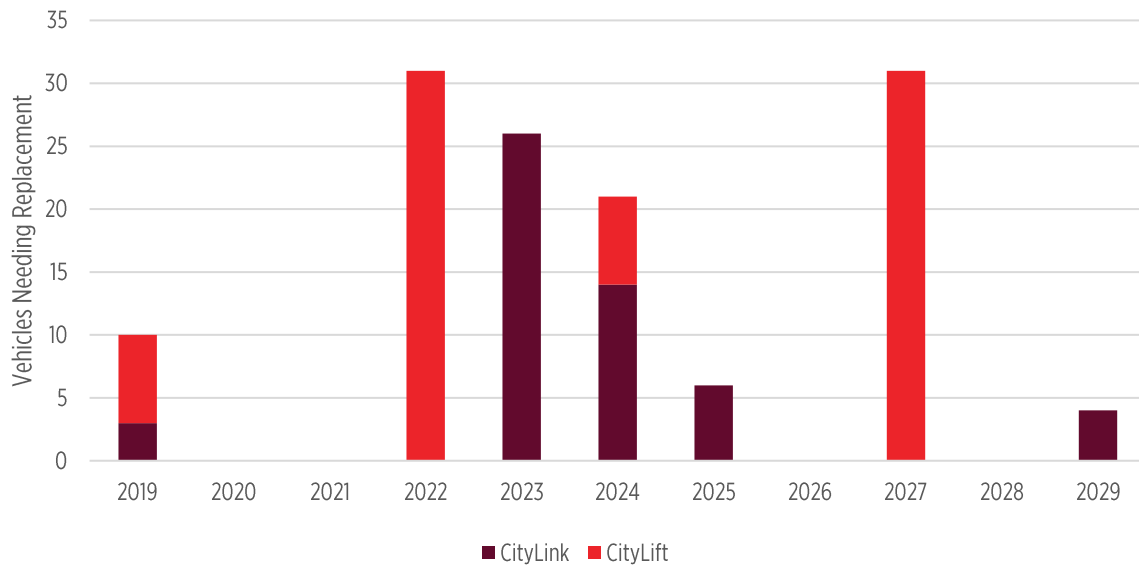
CityLift vehicles are smaller than the heavy-duty transit buses used for CityLink. The majority of CityLift vehicles are Ford/Champion Challenger cutaway buses. Some of these vehicles are used in CityLink service for the HGS link of Route 2 between HGS and the Downtown Transit Center.

Figure 2-10 Vehicle Types

Vehicle Type	# of Vehicles in Fleet	Fuel Type	Average Age	Passenger Capacity
<b>CITYLINK VEHICLES</b>				
<b>GILLIG 35'</b> 		Diesel	8 yrs	32 ⓘ
<b>NEW FLYER 40'</b> 		Diesel-Electric	2 yrs	40 ⓘ
<b>GILLIG 40'</b> 		Diesel	17 yrs	40 ⓘ
<b>CITYLIFT VEHICLES</b>				
<b>FORD/CHAMPION CHALLENGER</b> 		Diesel	2 yrs	14 ⓘ
<b>CHEVY TURTLE TOP</b> 		Diesel	5 yrs	12 ⓘ

In general, major replacement of GPMTD vehicles is not projected to begin until 2022. At that point, **many of the buses in CityLink's fleet** will have reached their useful life<sup>1</sup> and may need to be replaced (Figure 2-11).

Figure 2-11 GPMTD Vehicle Replacement Schedule



Note: Three vehicles with estimated replacement years of 2016 were assumed to be needing replacement in 2019.

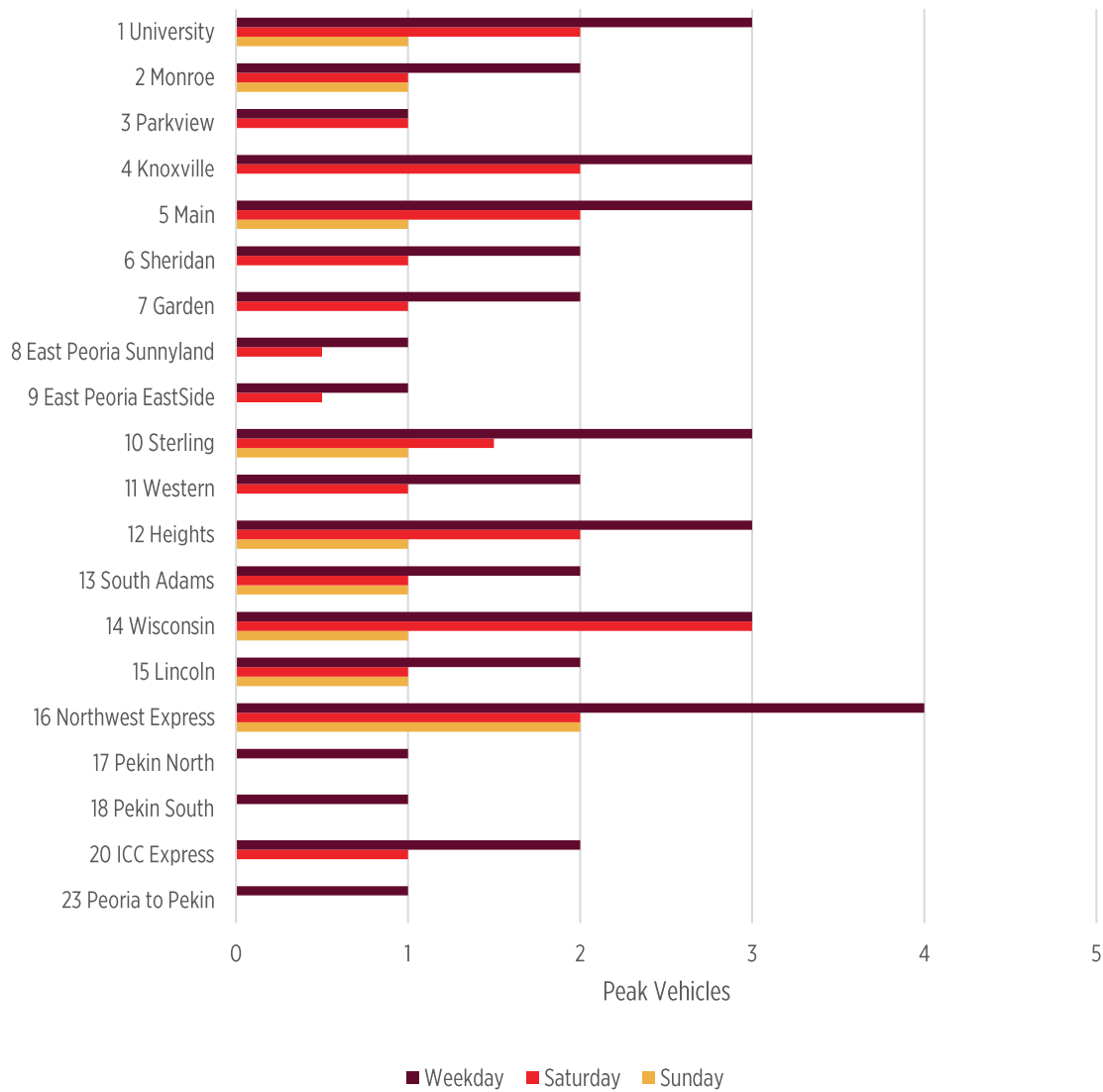
<sup>1</sup> Assuming an FTA minimum useful life of 12 years for a heavy-duty transit coach (Gillig 35', New Flyer 40', Gillig 40') and five years for a paratransit vehicle (Ford/Champion Challenger, Chevy Turtle Top).

## EXISTING CONDITIONS REPORT | MAY 2019

Greater Peoria Mass Transit District

The time it takes for a vehicle to complete a route is part of what determines the number of vehicles needed to operate during peak hours of service. Figure 2-12 shows the necessary peak vehicles by route and day of service. Most routes require between one and three vehicles on weekdays. On Saturday, most routes require only one vehicle. Sunday routes require one vehicle each, with the exception of Route 16.

Figure 2-12 Peak Vehicles by Route and Day of Service



Note: Only one vehicle is needed to operate the combined Route 8 and Route 9 on Saturdays.

## FARES

### Fare Structure

CityLink uses three fixed-route fare categories: Adult, Half Fare, and Free Fare. CityLink offers Single Ride fares for each categories, as well as Day and 30-Day Passes for Adult riders. Day and 30-Day Passes are not available for Half Fare and Free Fares.

CityLift riders pay a single fare of \$2.00 or ride for free with a Paratransit Rider ID card. CityLift riders can pay with cash when they board the vehicle or with CityLift tickets, which can be purchased in books of 10. The complete GPMTD fare structure is in Figure 2-13.

Figure 2-13 GPMTD Fare Structure

Fare Type	Single Ride	Day Pass	30-Day Pass	10-Ride Ticket Book
Adult	\$1.00	\$3.00	\$40.00	N/A
Half Fare (Disabled, Seniors, Veterans, and Students)	\$0.50	N/A	N/A	N/A
Free Fare (Children and Benefit Access Passengers)	FREE	N/A	N/A	N/A
CityLift Paratransit	\$2.00	N/A	N/A	\$20.00

### Half Fare

Half-price fares are available to students, people with disabilities, seniors (65 and older), and veterans. To pay a discounted fare, riders must present a CityLink Half Fare ID, federal Medicare card, valid school or college ID, or valid state ID to the driver as they board. An official CityLink Half Fare ID can be obtained at the Downtown Transit Center from 9:00 a.m. to 12:00 p.m. and 1:00 p.m. to 4:00 p.m. on Tuesdays, Wednesdays, and Thursdays.

### Free Fare

The Illinois Department on Aging administers a Benefit Access RIDE FREE program, through which eligible residents receive free bus fare. Seniors and people with disabilities are eligible to apply for a Benefit Access card, which is approved by the state and then picked up at GPMTD offices in Peoria. Children under 54 inches in height also ride free.

### CityLift Paratransit

CityLift is only available to people with disabilities that prevent them from using CityLink and also live within ¾-mile of a CityLink route in Peoria, Peoria Heights, and West Peoria. Eligibility is available in a slightly different geography in East Peoria and Pekin. Riders can confirm their **eligibility for CityLift by calling GPMTD's transportation specialist and ordering an application, accessing the application online, or by applying in person at GPMTD's NE Jefferson Street office.**

CityLift-eligible riders can purchase ten-ride ticket books at the Downtown Transit Center, GPMTD offices, or via the Illinois ePay portal, mail, or telephone.

## Transfers

In 2016, CityLink eliminated free transfers. Today, riders pay a fare each time they board a bus and can purchase an unlimited-ride day pass for \$3.00.

## Payment Types

CityLink riders can pay cash for a single ride as they board a bus, or with magnetic Single-Ride or 30-Day passes. CityLift riders can pay with cash as they board or with a single-ride ticket.

Figure 2-14 CityLink Day and 30-Day Passes



## Buying a Bus Pass

Passengers can purchase CityLink bus passes and tickets at a variety of locations, including the CityLink Administrative Offices and Transit Center, select Schnucks stores, local colleges and universities, and online. Day Passes can also be purchased on board CityLink buses. GPMTD is also installing a new ticket vending machine at the Downtown Transit Center in fall 2019. CityLift tickets are sold at the Downtown Transit Center, GPMTD offices, online, by phone, and by mail.

## Partnerships

CityLink has partnerships with local universities and organizations that serve veterans, people with disabilities, and students to provide riders with discounted bus passes. Through these partnerships, the agency sells passes to the university or organization at a discount for resale or distribution.

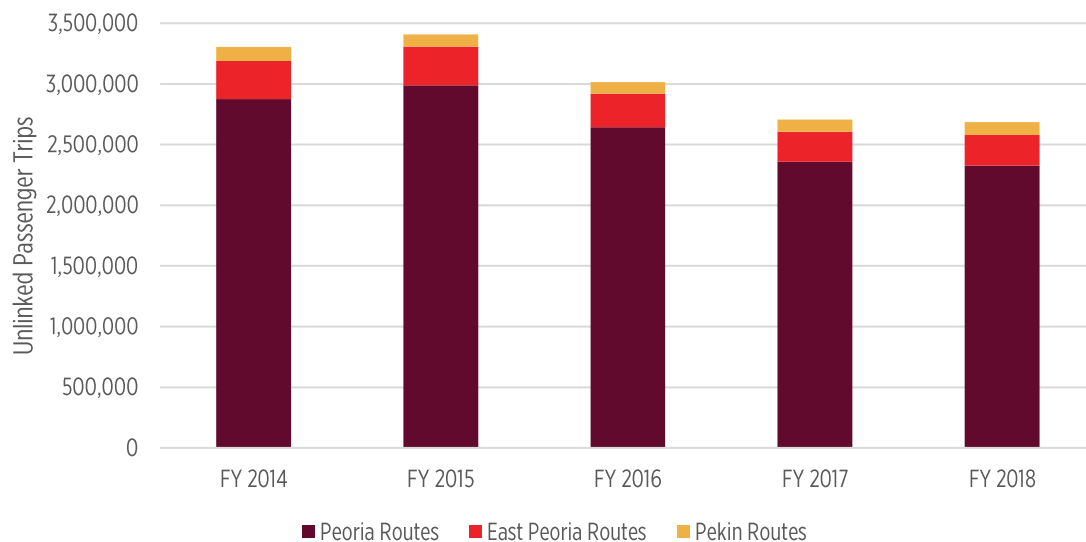
## RIDERSHIP

### Historical Ridership

Ridership on CityLink fixed-route service peaked in FY 2015<sup>2</sup> at 3,420,700 unlinked passenger trips and has declined since, reaching a low in FY 2018 of 2,690,209 trips (Figure 2-15). The bulk of CityLink's ridership—approximately 86%—occurs on Peoria routes, while approximately 9% occurs on East Peoria routes and 4% on Pekin routes.

In 2016, CityLink eliminated free transfers. Because transit trips are measured as 'unlinked passenger trips' (which counts each boarding of a vehicle as a trip), it is likely that eliminating free transfers reduced the amount of transfer activity and, thus, the amount of trips occurring on the system.

Figure 2-15 Historical System Ridership (FY 2014-FY 2018)



Note: Does not include 'special' CityLink routes, such as the historic trolley or parade operations.

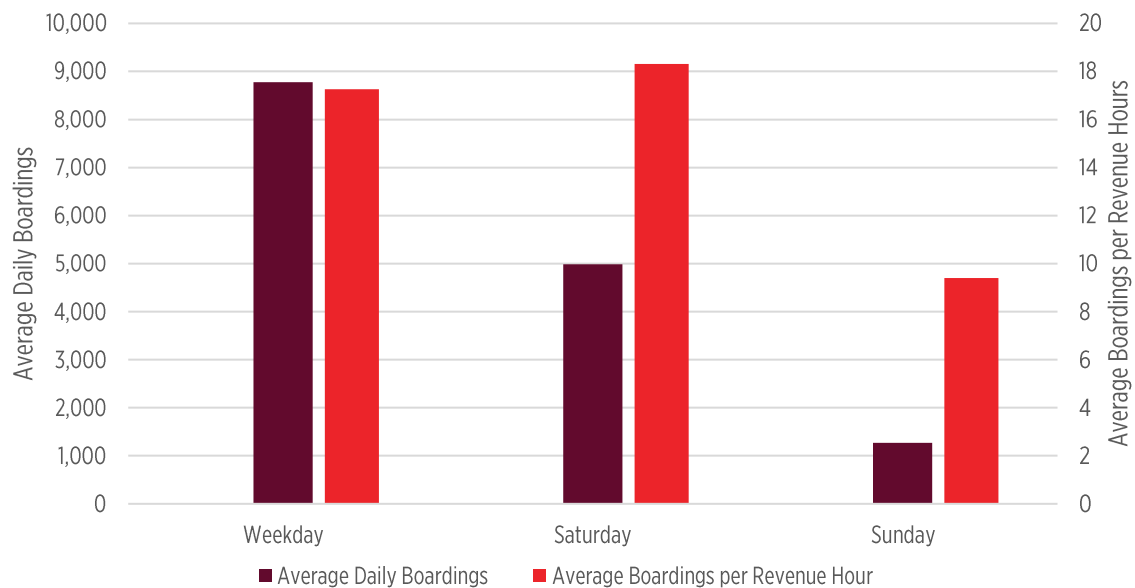
<sup>2</sup> GPMTD's fiscal year is from July to June of the named year (e.g. FY 2014 is from July 2013 through June 2014).

## System Ridership

Ridership data used in Figure 2-16 through Figure 2-21 are from the spring 2019 *CityLink on the Move* ridecheck. This effort is a standard COA activity that involves surveying bus routes and counting the number of passengers boarding and alighting vehicles at each stop, timepoint, and route terminus. Data from this ridecheck are a snapshot in time and assumed to be generally **representative of the system's performance. The data are collected manually and for a limited** amount of time, however, and so should be interpreted with their shortcomings in mind.

Average daily ridership for the CityLink system drops from approximately 8,800 boardings on weekdays to 5,000 boardings on Saturday. Systemwide ridership productivity, measured by boardings per revenue hour, is higher on Saturday than on weekdays due to the reduced service availability yet high ridership. Both ridership and ridership productivity drop significantly from Saturday to Sunday.

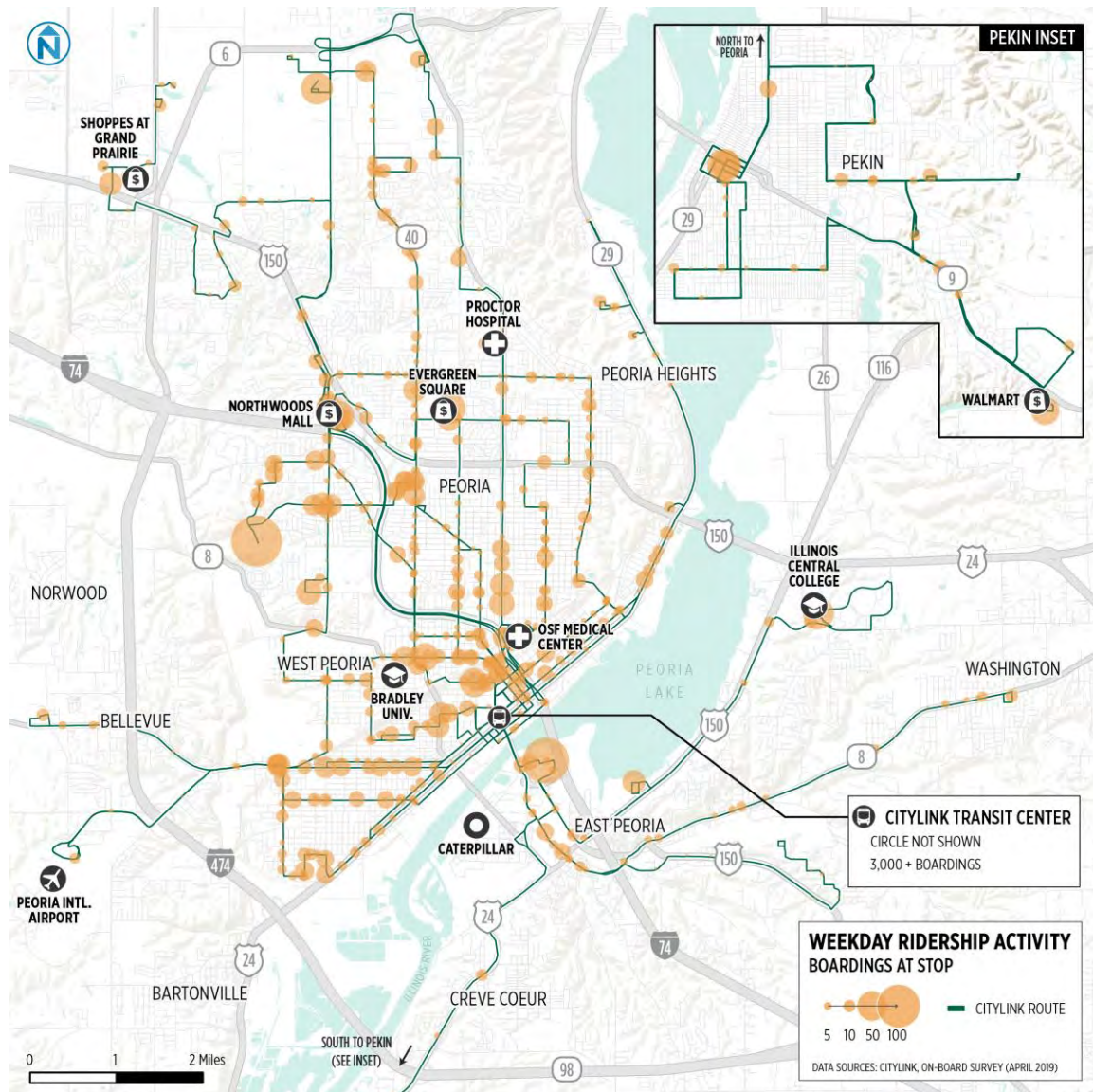
Figure 2-16 Systemwide Ridership and Boardings per Revenue Hour by Service Day Type, 2019



## Greater Peoria Mass Transit District

Average weekday ridership for the CityLink system is shown in Figure 2-17. **Most of the system's** ridership occurs at the Downtown Transit Center (ridership bubble for this stop is not shown but is approximately 3,000 boardings per day). Outside of the transit center, the highest-ridership stops include the Lexington Hills/Aspen Bluff apartment complexes, the East Peoria shopping center, ICC, and other shopping centers (Evergreen Square, Northwoods Mall, Shoppes at Grand Prairie, etc.). Ridership is generally higher in southwest Peoria and just north of downtown. In far north Peoria, Pekin, and East Peoria, ridership is significantly lower.

Figure 2-17 Systemwide Weekday Ridership, 2019

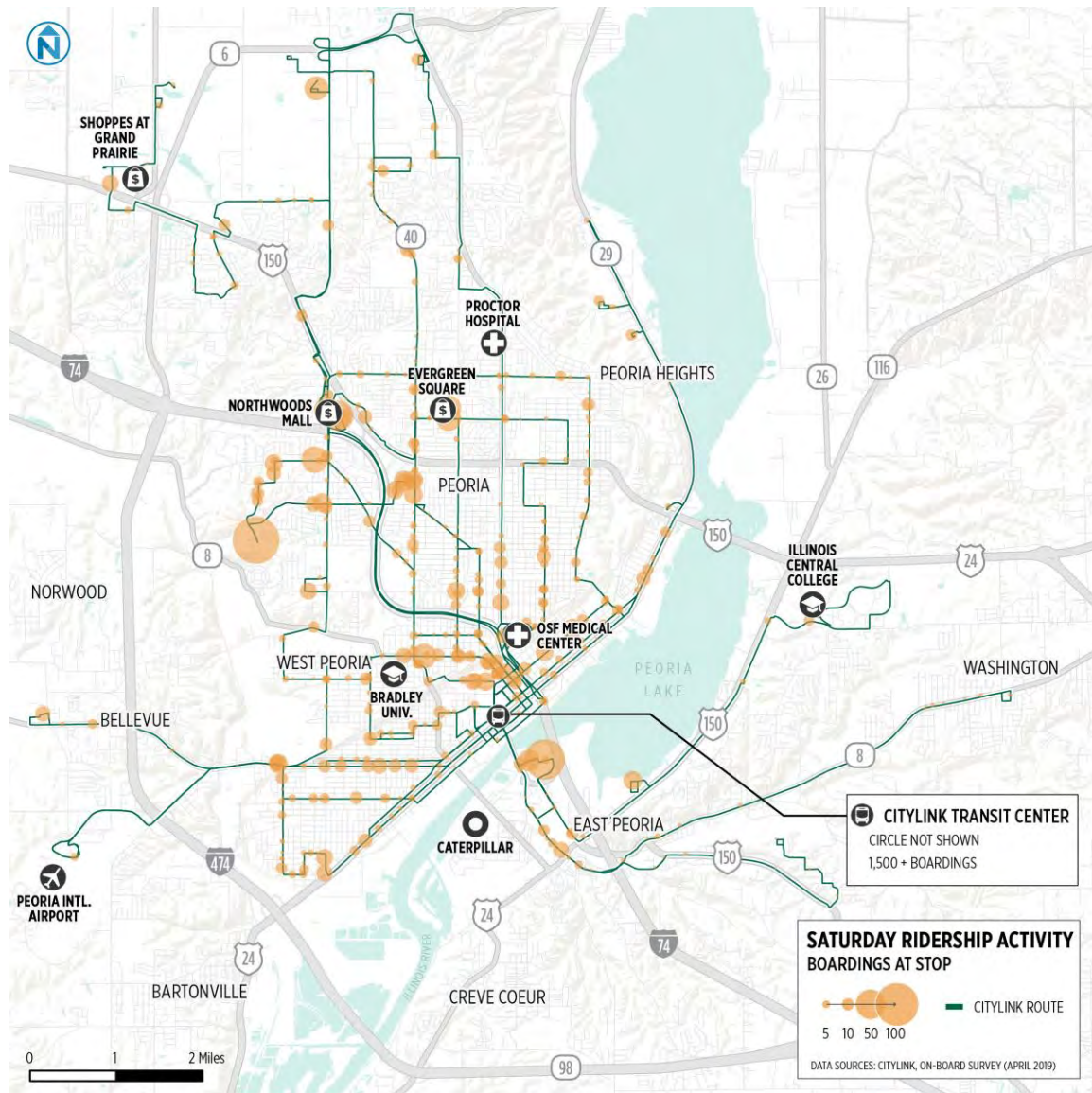


## EXISTING CONDITIONS REPORT | MAY 2019

Greater Peoria Mass Transit District

Average Saturday daily boardings for the CityLink system are shown in Figure 2-18. The pattern of boardings is similar to that seen on weekdays (although the absolute number of boardings is smaller at nearly every stop), with the exception of ICC, where there are significantly fewer riders on Saturdays.

Figure 2-18 Systemwide Saturday Ridership, 2019

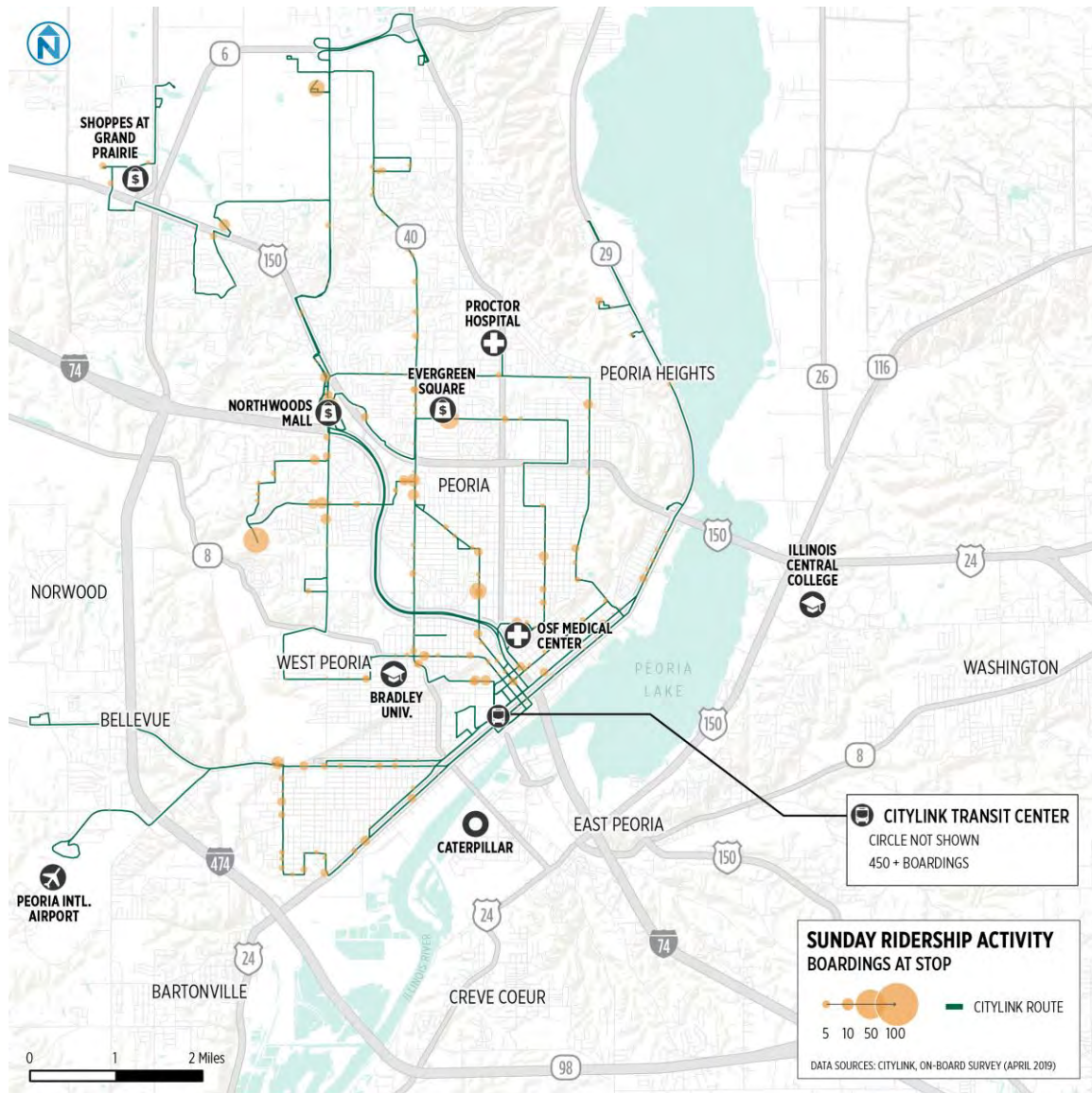


## EXISTING CONDITIONS REPORT | MAY 2019

Greater Peoria Mass Transit District

Average Sunday daily boardings are shown in Figure 2-19. Sunday ridership is considerably less than both Saturday and weekdays; this is primarily due to the lower levels of service offered. The bulk of Sunday ridership occurs near shopping centers, at the Lexington Hills/Aspen Bluffs apartment complexes, and at some downtown stops.

Figure 2-19 Systemwide Sunday Ridership, 2019

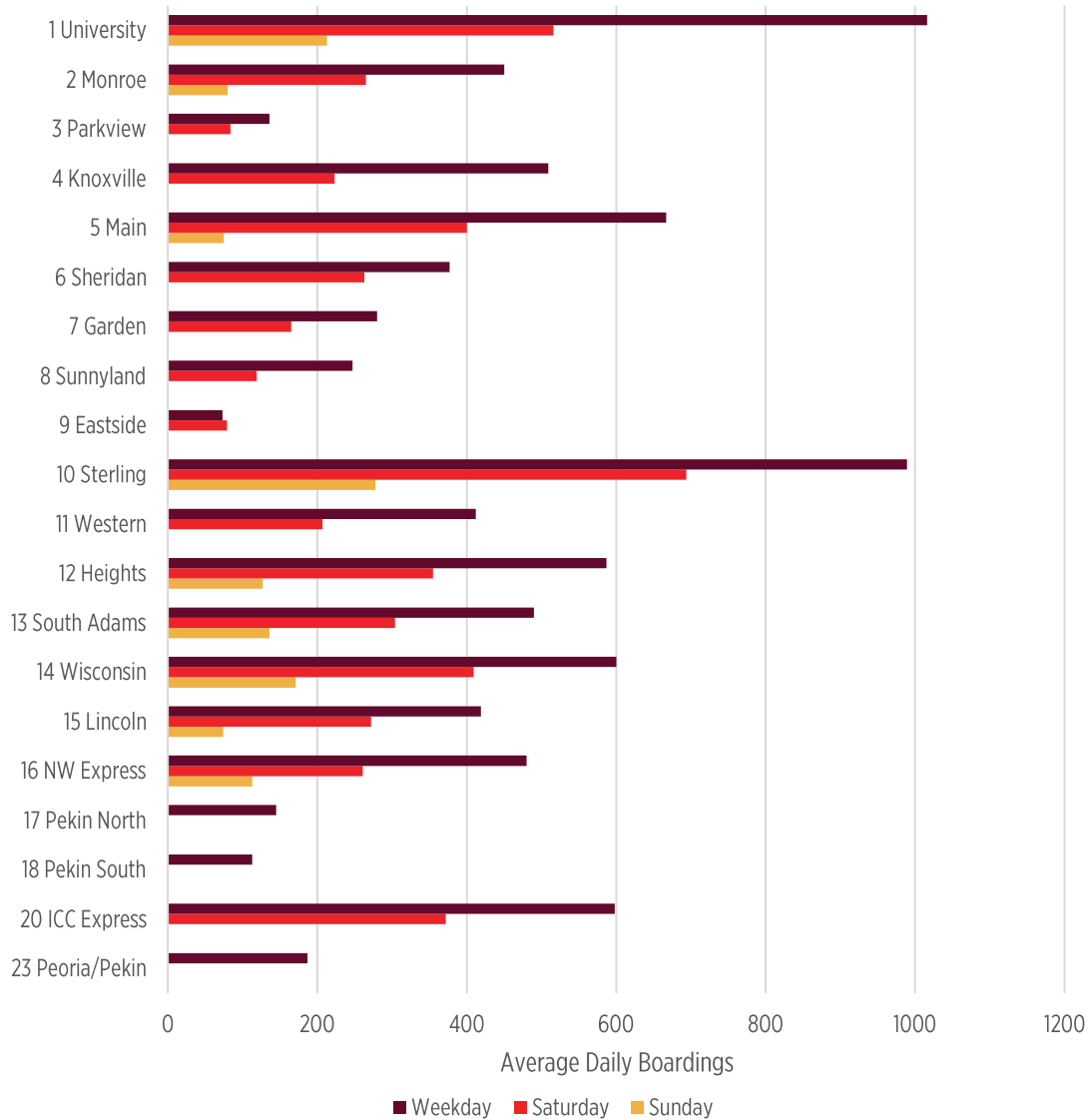


## Route Ridership

Overall, Route 1, Route 10, and Route 5 carry the most passengers on weekdays and Saturdays (Figure 2-20). On Sundays, Route 1 and Route 10 continue to be the busiest routes.

The CityLink routes with the lowest total weekend average daily boardings are Route 3, Route 8, and Route 9.

Figure 2-20 Average Daily Boardings by Route by Service Day Type



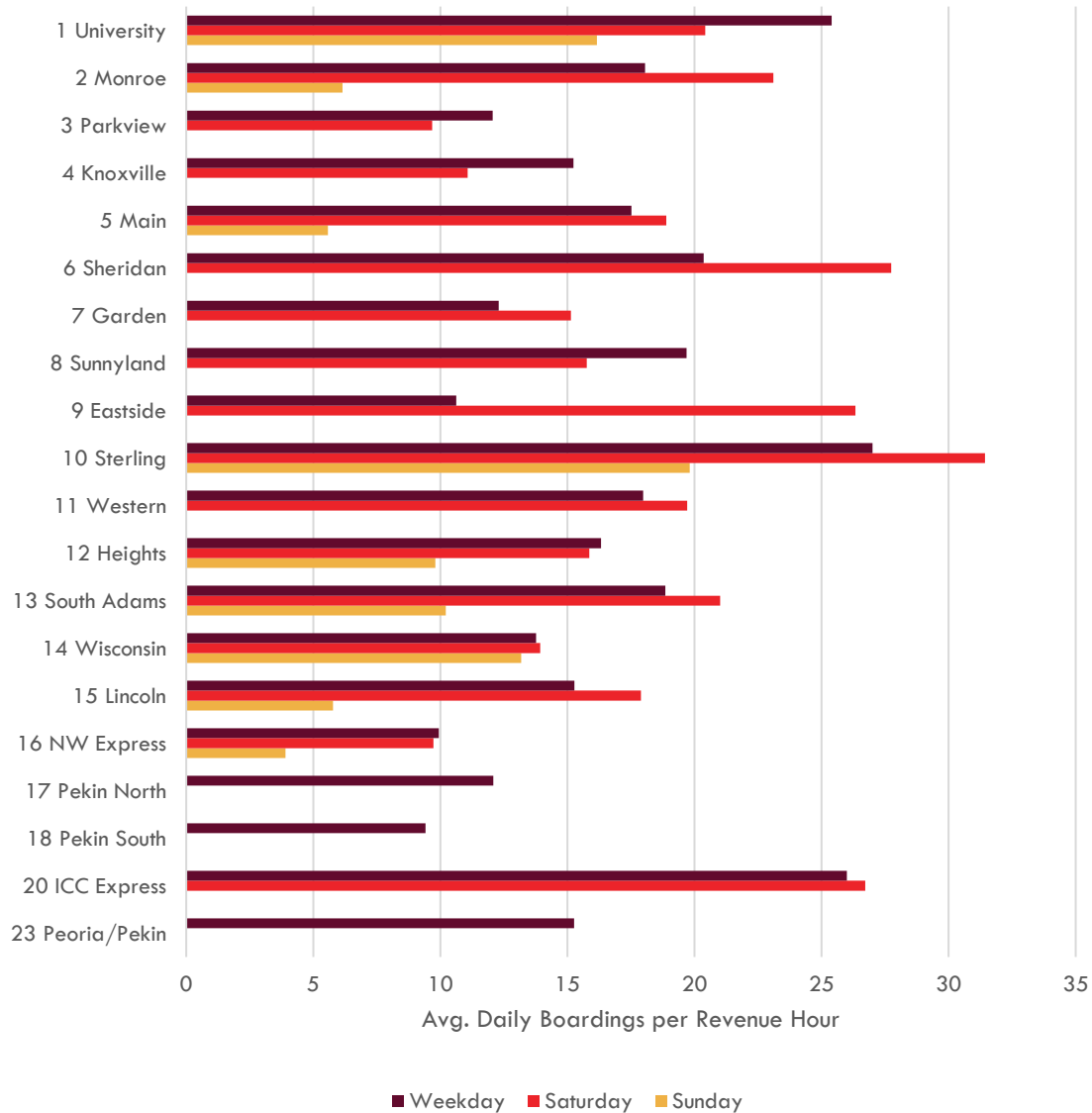
## EXISTING CONDITIONS REPORT | MAY 2019

Greater Peoria Mass Transit District

Transit productivity is typically reported as boardings per revenue hour, which measures the average number of passengers getting on the bus each hour the vehicle is in service. By this measure, the most productive CityLink weekday routes are Route 10, Route 20, and Route 1 (Figure 2-21). On Saturdays, routes 10, 6, and 20 are the most productive, and on Sundays, routes 10, 1, and 14 have the greatest boardings per revenue hour.

The least productive CityLink routes are generally Route 16 and Route 18.

Figure 2-21 Average Boardings per Revenue Hour by Route by Service Day Type

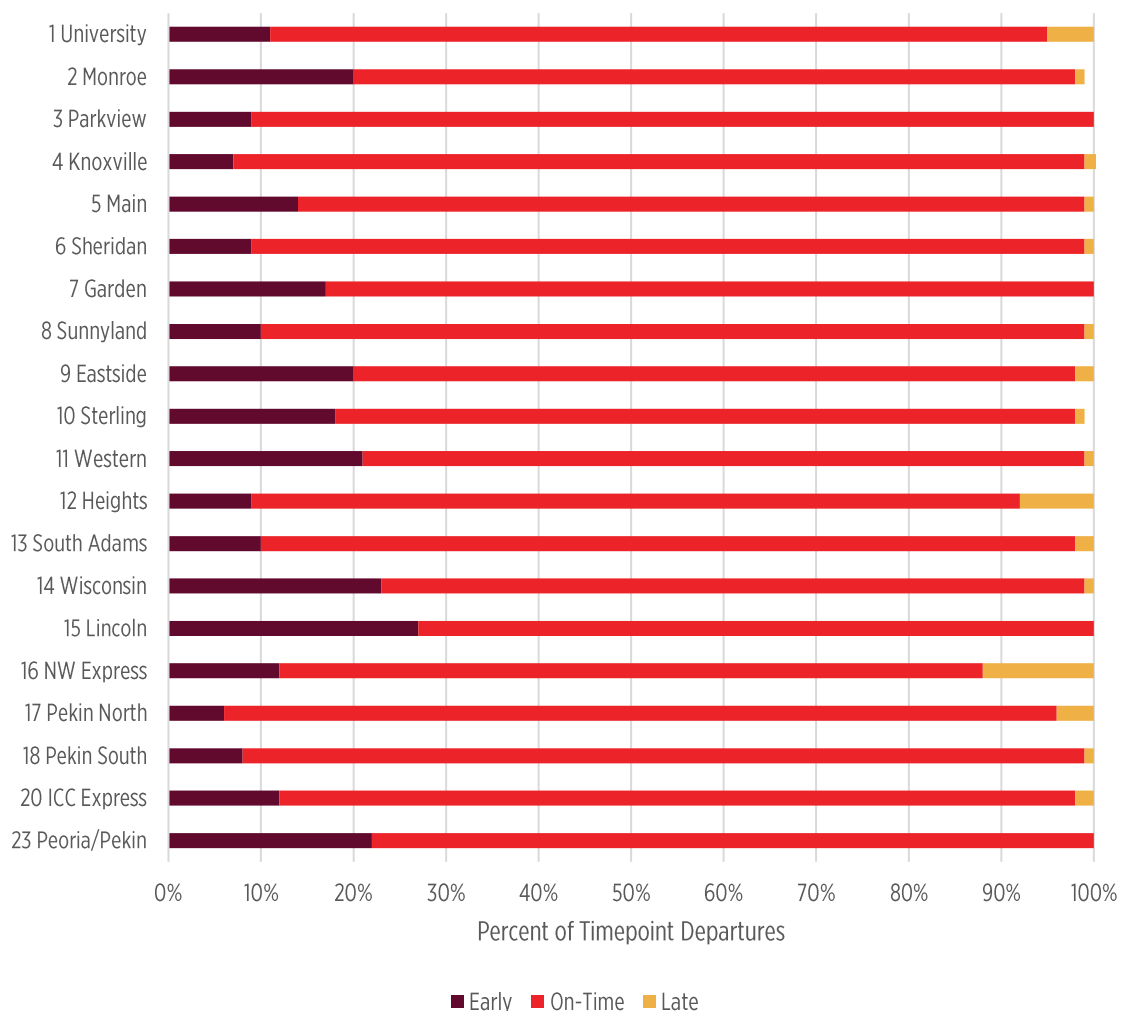


## ON-TIME PERFORMANCE

This section of the report reviews on-time performance data from the *CityLink on the Move* ridecheck, which observed vehicle on-time performance at timepoints. Trips were considered early if they departed a timepoint more than one minute earlier than scheduled, late if they departed a timepoint more than five minutes later than scheduled, and on time otherwise.

On-time performance for CityLink routes ranges from 73% on Route 15 to 92% on Route 4 (Figure 2-22). In general, departures were more likely to be early than late, which is typically considered a more serious type of timepoint mis-adherence. Leaving early is more frustrating to riders because they may arrive at a stop expecting a bus to arrive soon (or even expecting a bus to arrive a minute or two late), only to wait for long periods of time before realizing the bus departed before it was scheduled to. With hour-long headways, such as those on route 3, 8, 9, 17, 18, and 23, departing timepoints early can have a major effect on the rider experience and deter people from riding in the future. Route 16 had the highest percentage of late departures from timepoints and Route 15 had the highest percentage of early departures.

Figure 2-22 Weekday On-Time Performance by Route, 2019



## EXISTING CONDITIONS REPORT | MAY 2019

Greater Peoria Mass Transit District

Saturday on-time performance is similar to that of weekday on-time performance (Figure 2-23). On Saturdays, Route 14 has the poorest on-time performance and Route 10 has the best on-time performance.

Figure 2-23 Saturday On-Time Performance by Route, 2019

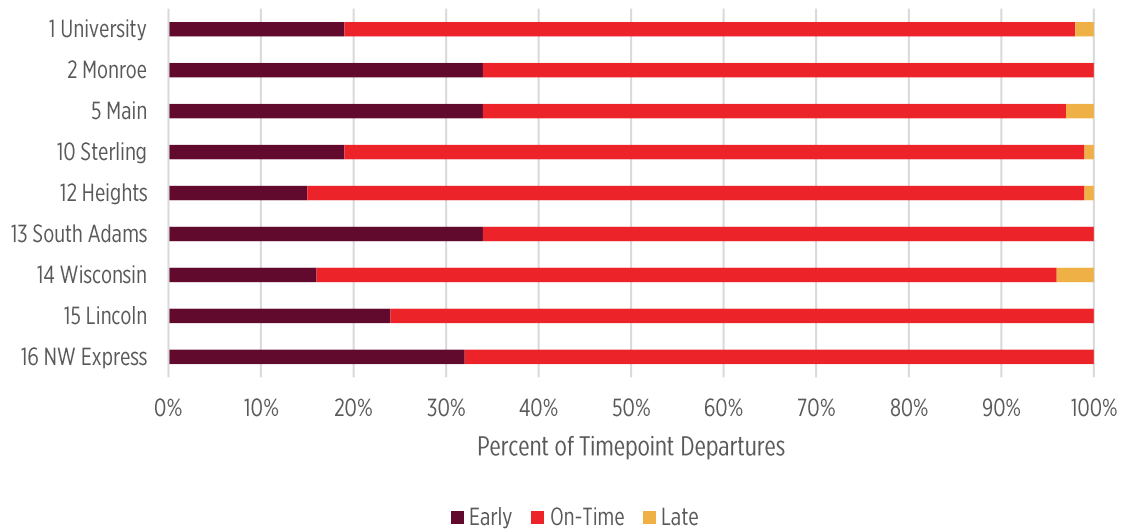


## EXISTING CONDITIONS REPORT | MAY 2019

Greater Peoria Mass Transit District

On-time performance on Sunday is generally poorer than that on weekdays and Saturdays (Figure 2-24). Route 5 has the poorest on-time performance on Sundays and Route 12 has the best on-time performance. On both Saturdays and Sundays, on-time performance is deteriorated more by early departures than late departures.

Figure 2-24 Sunday On-Time Performance by Route, 2019

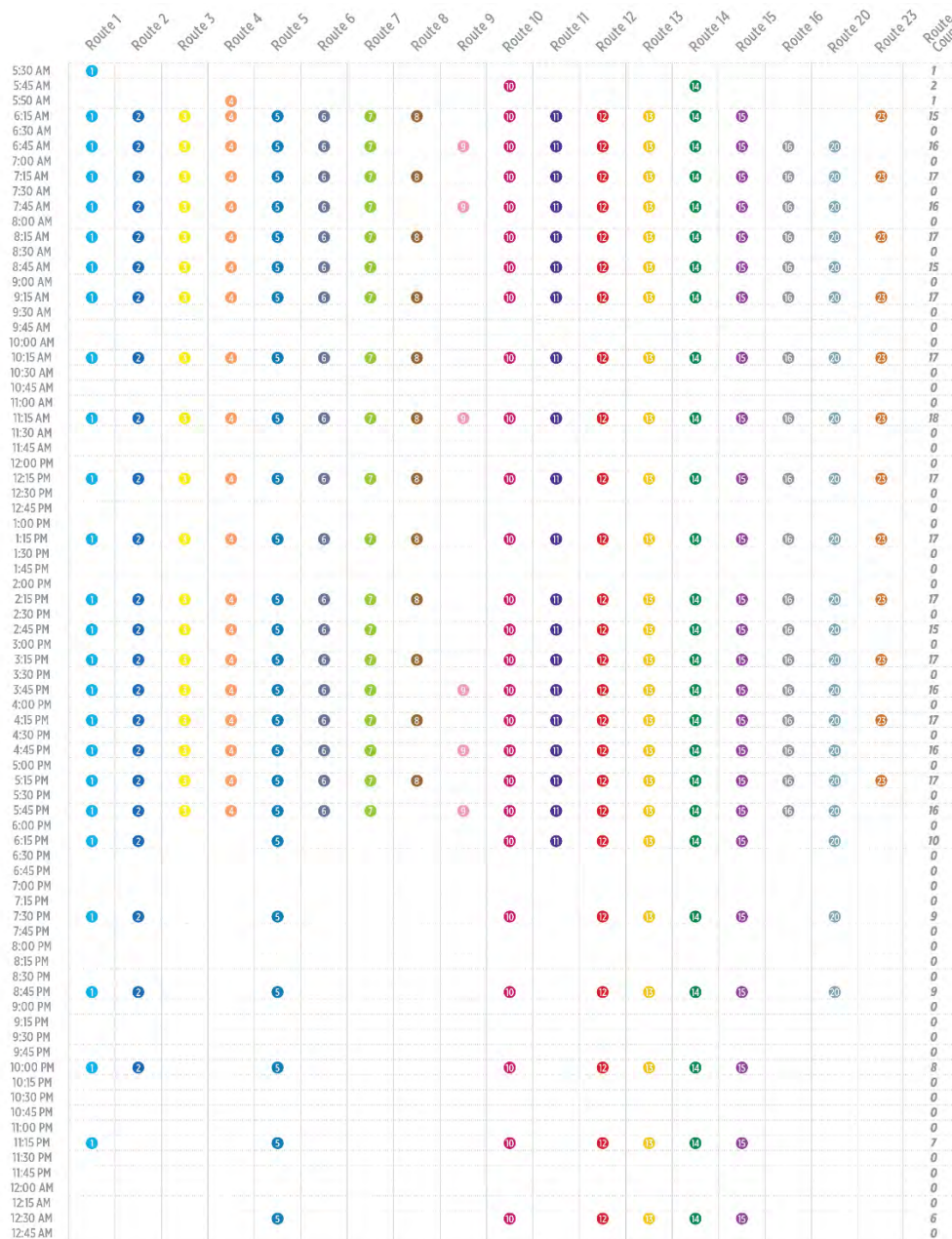


## SCHEDULING

### Transfer Opportunities

The Downtown Transit Center is the heart of CityLink's fixed-route bus system and the place where the semi-hourly and hourly 'pulse' of vehicles depart. The number of potential connections at certain times are shown in Figure 2-25. The most transfer opportunities are available from 6:15 a.m. to 5:45 p.m., and the fewest are available in the early morning. The evening and night pulsed departures, although offering fewer connections, still connect between six and 10 routes.

Figure 2-25 Weekday Transfer Opportunities by Time and Route at Downtown Transit Center



## Cycle Times

Cycle time is the amount of time it takes for a bus to complete one trip on a route and begin the next one. This can include things like recovery time, layover time, and deadhead. Longer cycle times can reduce the potential headways for a route. CityLink cycle times range from one to three hours but most are 60 minutes (Figure 2-26).

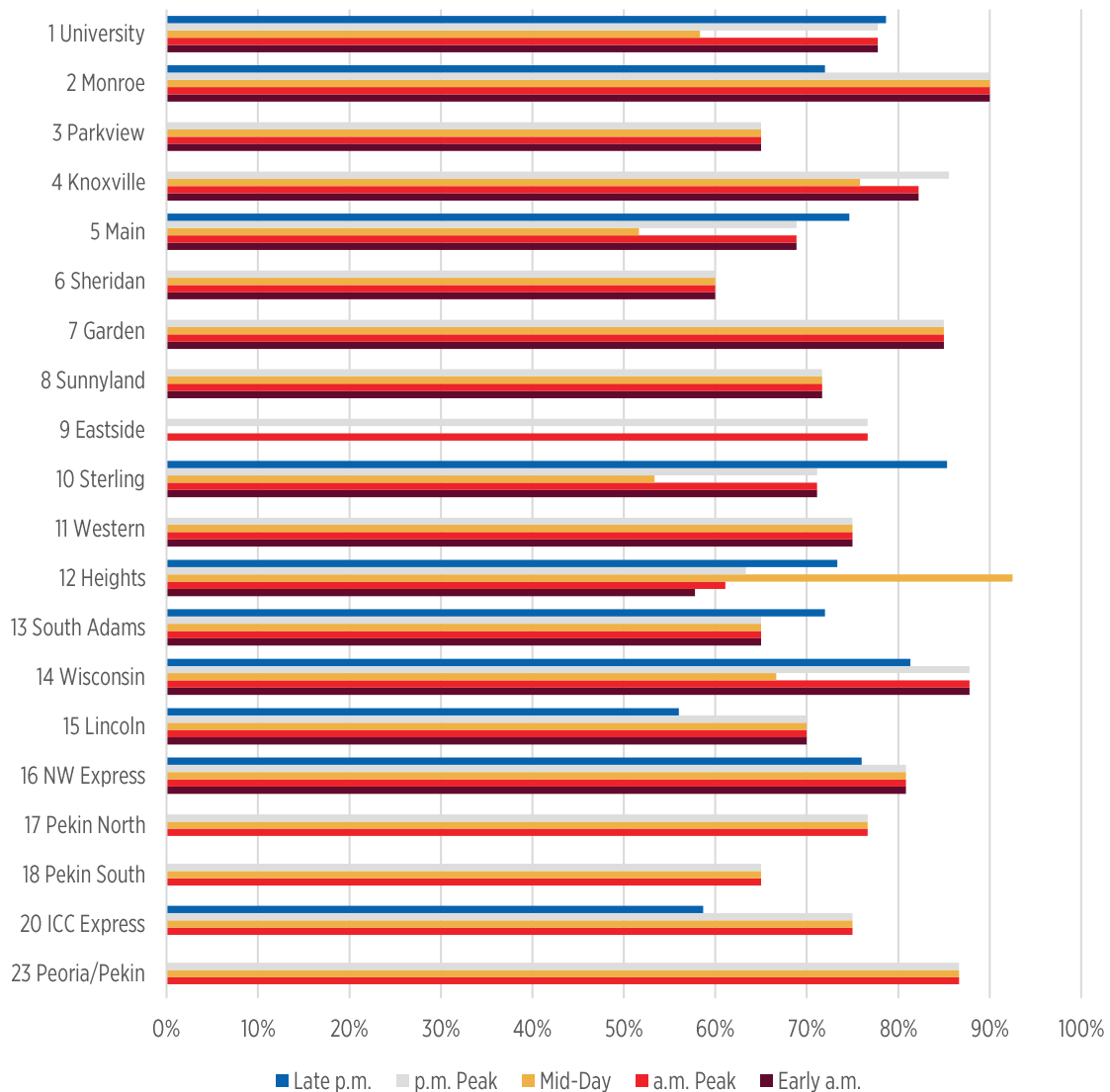
Figure 2-26 CityLink Cycle Times by Route and Type of Service Day

Route	Weekday					Saturday		Sunday	
	Early	AM Peak	Midday	PM Peak	Late	Day	Night	Day	Night
1 University	90	90	120	90	75	120	75	75	75
2 Monroe	60	60	60	60	75	60	-	75	75
3 Parkview	60	60	60	60	-	60	-		
4 Knoxville	90	90	120	90	-	120	-		
5 Main	90	90	120	90	75	120	75	75	75
6 Sheridan	60	60	60	60	-	60	-		
7 Garden	60	60	60	60	-	60	-		
8 East Peoria/Sunnyland	60	60	60	60	-	60	-		
9 East Peoria/Eastside	-	60	-	60	-	60	-		
10 Sterling	90	90	120	90	75	120	75	75	75
11 Western	60	60	60	60	-	60	-		
12 Heights	90	90	120	90	75	120	75	75	75
13 South Adams	60	60	60	60	75	60	75	75	75
14 Wisconsin	90	90	120	90	75	120	75	75	75
15 Lincoln	60	60	60	60	75	60	75	75	75
16 Northwest Express	120	120	120	120	75	120	75	150	150
17 Pekin North	-	60	60	60	-				
18 Pekin South	-	60	60	60	-				
20 ICC Express	-	60	60	60	75	60	75		
23 Peoria to Pekin	-	60	60	60	-				

## Schedule Efficiency

Schedule efficiency is a measure of **a route's vehicle running time divided by the total cycle time**. This produces a percentage of time the route's vehicle is in service and operating its route. In general, a cycle time of 80%-85% represents good use of vehicles, although this does not hold true for all contexts. Weekday CityLink schedule efficiency ranges from 52% to 93%, with the lowest levels of efficiency on Route 5 during the mid-day period and the highest on Route 2 throughout the day (except for late-night service), as shown in Figure 2-27.

Figure 2-27 Weekday Schedule Efficiency by Route by Service Period

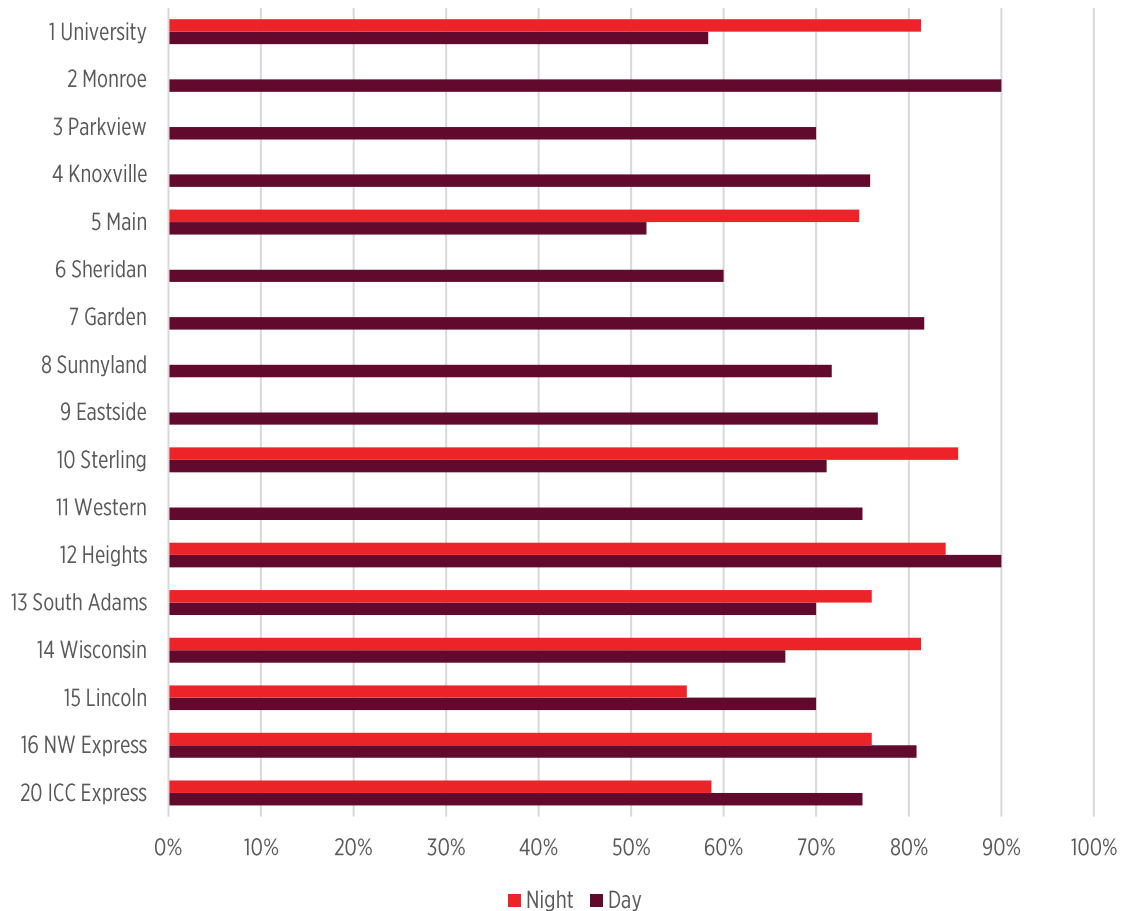


## EXISTING CONDITIONS REPORT | MAY 2019

Greater Peoria Mass Transit District

Saturday schedule efficiency is in the same range as weekday schedule efficiency (Figure 2-28). Route 5, during the day, has the lowest schedule efficiency, and daytime routes 2 and 12 have the highest schedule efficiency.

Figure 2-28 Saturday Schedule Efficiency by Route by Service Period

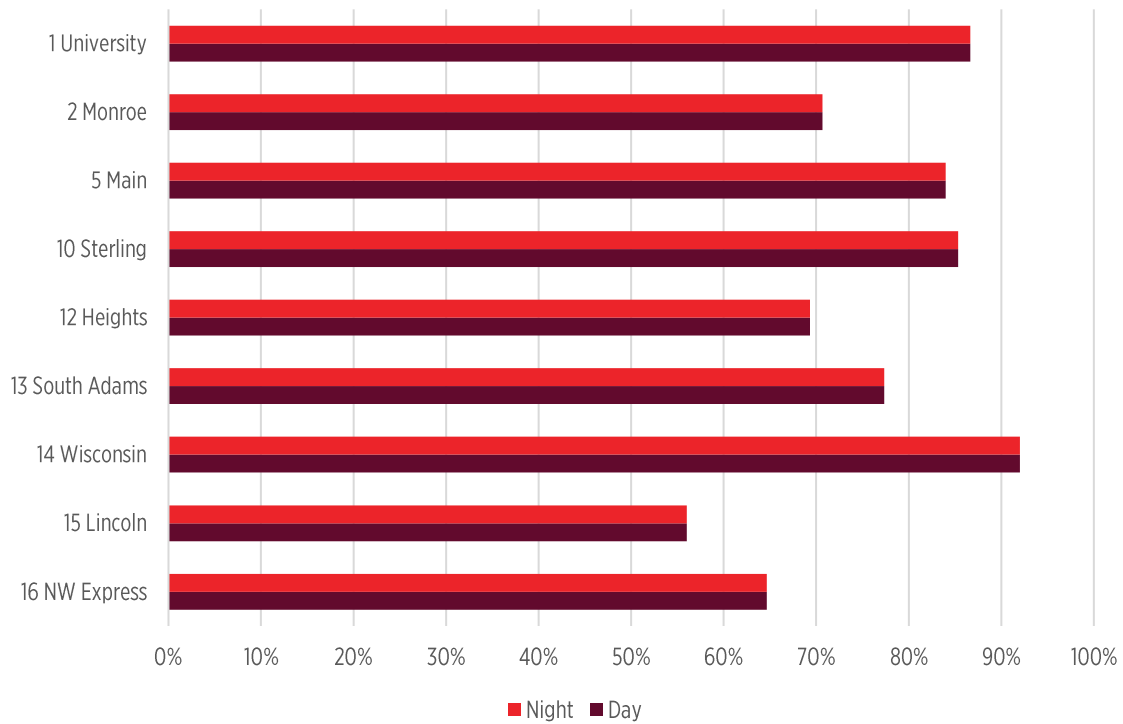


## EXISTING CONDITIONS REPORT | MAY 2019

Greater Peoria Mass Transit District

Sunday schedule efficiency is in a slightly higher range than Saturdays and weekdays, with a minimum efficiency of 56% on Route 15 and a maximum of 92% on Route 14 (Figure 2-29).

Figure 2-29 Sunday Schedule Efficiency by Route by Service Period



## **BUS STOPS**

In February 2019, CityLink switched from a flag stop system to signed stops in an effort to improve passenger safety. CityLink buses now board and alight passengers only at signed bus stops in Peoria, Peoria Heights, and West Peoria. Previously, CityLink allowed riders to flag down a bus or request a dropoff at any location. This system extended route operating times by increasing the number of times the bus stopped and was then forced to merge back into traffic. CityLink continues to allow flag stops on some portions of some routes in East Peoria, Pekin, and along state routes 24 and 29 between Peoria and Pekin. GPMTD plans to eliminate flag stops in these areas soon.

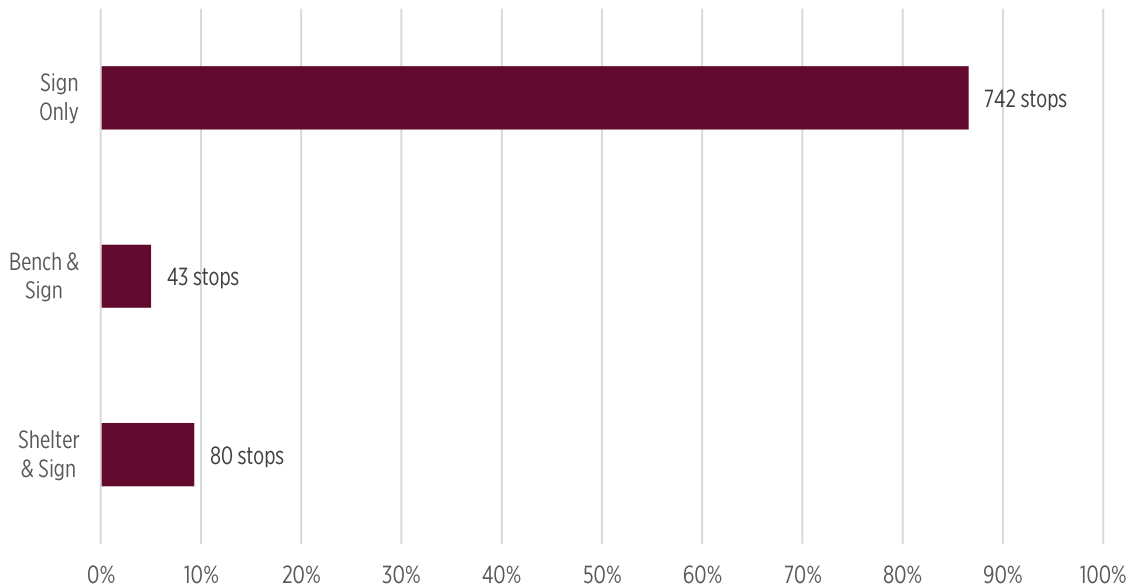
### **Bus Stop Amenities**

CityLink's website provides a list of stops with passenger amenity details, including presence of signage, benches, and shelters. Figure 2-30 shows the number and percentage of stops with each amenity. Systemwide, 87% of bus stops are identified with a CityLink sign only, 5% have a bench and sign, and 9% have a shelter and sign.

For many transit agencies, ridership is the number one metric used when determining where stop shelters should be installed or replaced. Typically, high-ridership stops will receive priority when it comes to replacement or first-time installation. Figure 2-31 shows the average weekday boardings of all CityLink stops and existing bus shelter locations. In many cases, shelters are located at high ridership stops, such as the Lexington Hills/Aspen Bluffs stop, the Shoppes at Grand Prairie, and N University Street at W Forrest Hill Avenue. In some instances, however, shelters are located at stops with very low ridership, such as Lakeside Drive at ICC, W Northmoor Road at Midstate College, or N Frostwood Parkway at W Courtland Street.

Figure 2-31 shows the location of bus stop shelters and systemwide ridership.

Figure 2-30 CityLink Stop Amenities



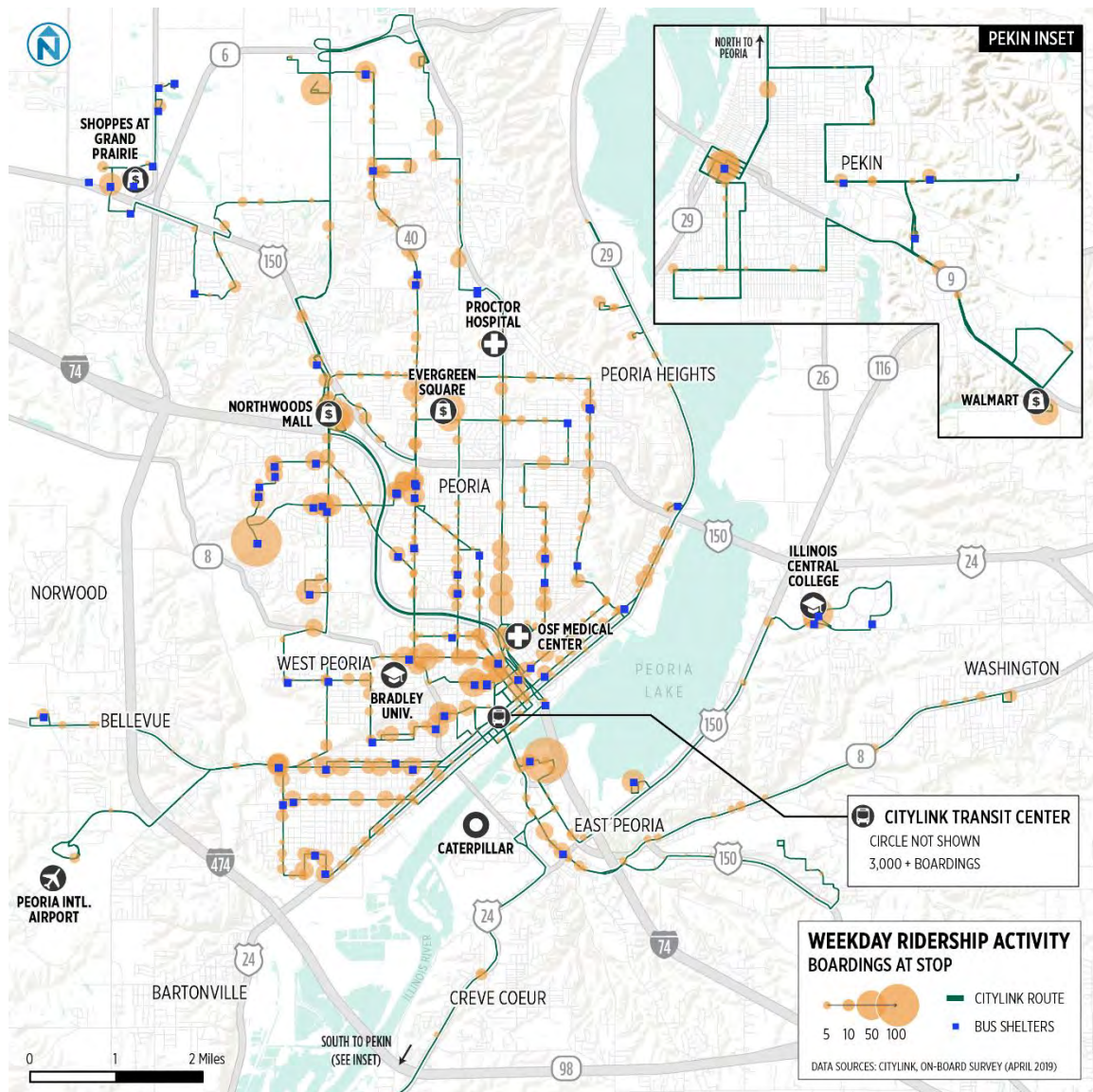
Source: CityLink Stop List, April 2019. <[https://www.ridecitylink.org/wp-content/uploads/CityLink-BusStops\\_Apr.-2019.pdf](https://www.ridecitylink.org/wp-content/uploads/CityLink-BusStops_Apr.-2019.pdf)>

## EXISTING CONDITIONS REPORT | MAY 2019

Greater Peoria Mass Transit District

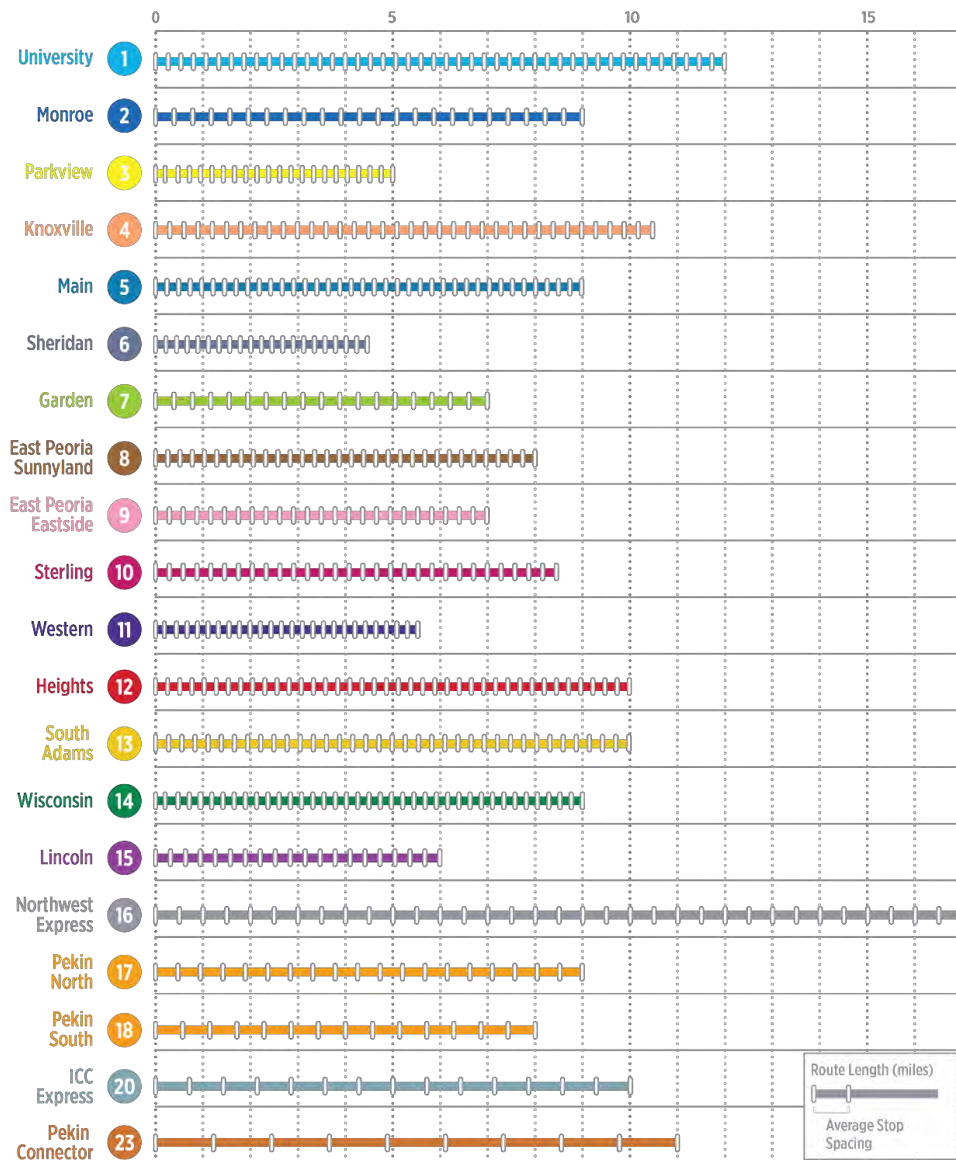
For many transit agencies, ridership is the number one metric used when determining where stop shelters should be installed or replaced. Typically, high-ridership stops will receive priority when it comes to replacement or first-time installation. Figure 2-31 shows the average weekday boardings of all CityLink stops and existing bus shelter locations. In many cases, shelters are located at high ridership stops, such as the Lexington Hills/Aspen Bluffs stop, the Shoppes at Grand Prairie, and N University Street at W Forrest Hill Avenue. In some instances, however, shelters are located at stops with very low ridership, such as Lakeside Drive at ICC, W Northmoor Road at Midstate College, or N Frostwood Parkway at W Courtland Street.

Figure 2-31 CityLink Shelters by Bus Stop Boardings



CityLink routes range in terms of the distance between stops. Route length is a key factor in scheduling and average stop spacing provides perspective on how often a bus stops and how far riders must walk to access a bus stop. Figure 2-32 shows the variation for each of these measures. Average stop spacing by route ranges from every 1/5-mile (routes 6 and 11) to every 1/2-mile (Route 18).<sup>3</sup> The CityLink signed bus stop plan calls to have a stop every 1/4-mile.<sup>4</sup> Currently, stops on routes 3, 6, 11, 12, and 14 exceed that standard, with stops occurring more frequently than every 1/4-mile. Certain routes have greater stop frequency due to their alignments along highways and lower-density corridors with fewer destinations.

Figure 2-32 Route Length and Stop Spacing



<sup>3</sup> Excluding Route 20 and Route 23 because they are designed to provide limited-stop express service.

<sup>4</sup> GPMTD. 2019. *CityLink Implementing Signed Bus Stop System*. <<https://www.ridecitylink.org/citylink-implementing-signed-bus-stop-system>>

## **3 ROUTE PROFILES**

This section details the following characteristics of each CityLink fixed-route:

- Days of operations
- Alignment, including extensions and deviations
- Major ridership generators
- Service parameters
  - Service span
  - Headways
  - Vehicles
  - Revenue hours
- Ridership
- On-time performance

Ridership maps depict average weekday boardings and alightings at each stop for each direction collected as part of the Spring 2019 CityLink on the Move ridecheck. Ridership charts depict average boardings, maximum loads, and capacity for

## ROUTE 1: UNIVERSITY

Route 1 primarily operates along University Street between the Downtown Transit Center and the Walmart store on Allen Road.

Major destinations along the route include the Walmart store south of War Memorial Drive, Community Workshop, and EPIC. Residential areas with high ridership include West Martin Luther King Jr. Drive northwest of downtown Peoria and Covington Court south of Glen Avenue.

Route 1 makes a half-mile deviation east of University Street along Pioneer Parkway and Candletree Drive to serve OSF Healthcare Administrative and Support Services. Route 1 also extends to the North Branch Library north of Townline Road between 9:45 a.m. and 5:15 p.m. Route 1 also deviates from its primary alignment to directly serve Illinois Central College Peoria Campus, Community Workshop, and Peoria Production Shop on select trips.

Route 1 has the highest ridership and third-highest productivity of all CityLink routes on weekdays. On weekends, Route 1 has the second-highest ridership of all CityLink routes.

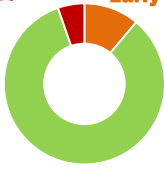
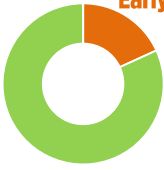
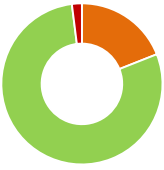
The midday cycle time of 120 minutes results in an inefficient schedule with excessive layover. Increasing the number of midday vehicles from two to three would enable Route 1 to operate every 30 minutes throughout the day.



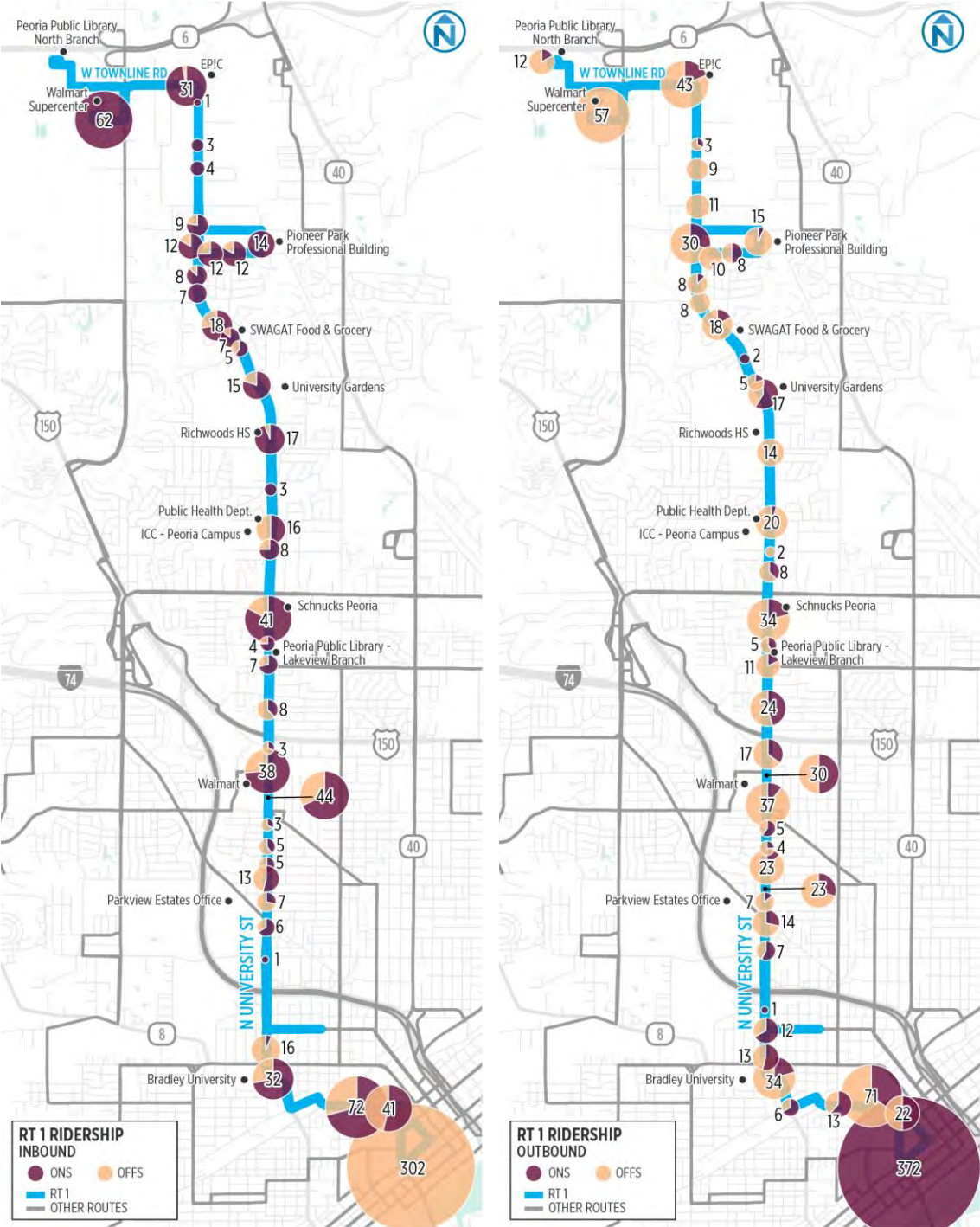
### Service Characteristics

Service Characteristic	Weekday	Saturday	Sunday
Span	5:30 a.m. - 11:42 p.m.	7:31 a.m. - 10:29 p.m.	7:31 a.m. - 8:02 p.m.
Headway(s)	30 - 75	60 - 75	75
Peak Vehicles	3	2	1
Revenue hours	40.0	25.3	13.2

### Performance

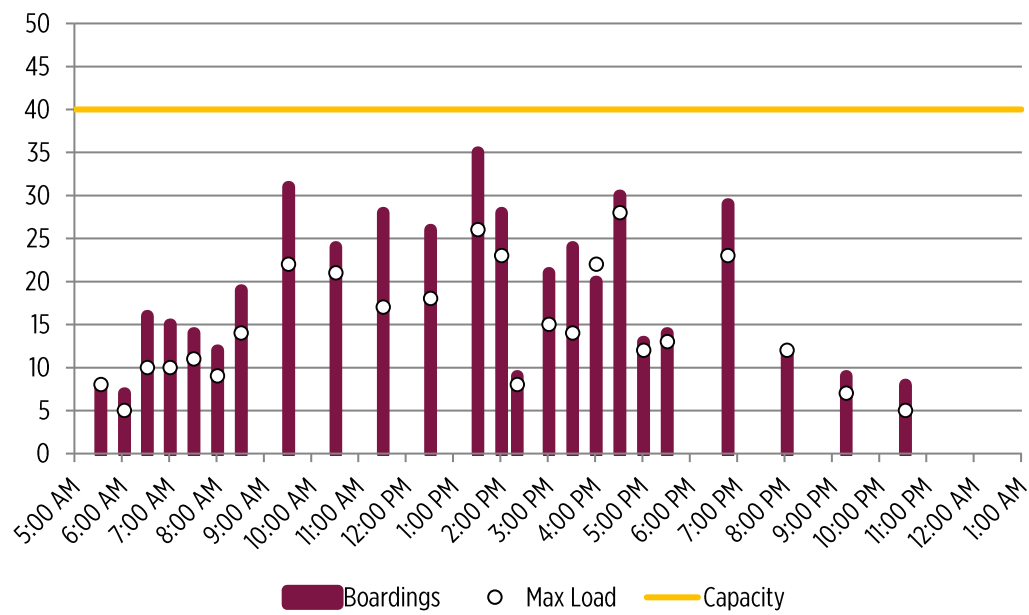
Average Daily Boardings			Boardings per revenue hour		
1,016	516	213	25.4	20.4	16.2
Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
On-time Performance					
<p><b>Late 5%</b> <b>Early 11%</b></p>  <p><b>On-Time 84%</b></p> <p>Weekday</p>		<p><b>Late 0%</b> <b>Early 18%</b></p>  <p><b>On-Time 82%</b></p> <p>Saturday</p>		<p><b>Late 2%</b> <b>Early 19%</b></p>  <p><b>On-Time 79%</b></p> <p>Sunday</p>	

Route 1: Weekday Ridership by Stop

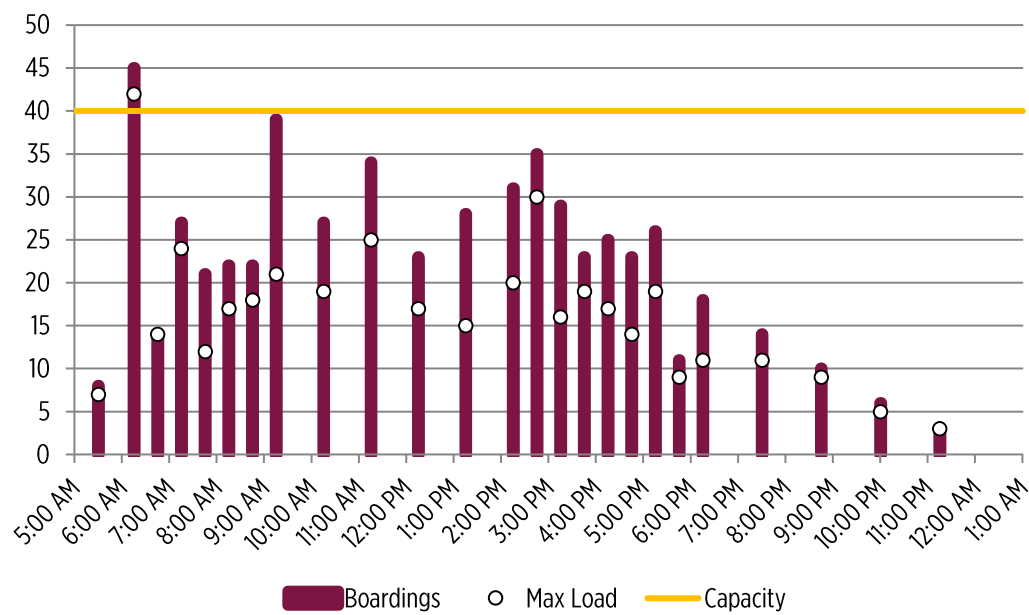


Route 1: Weekday Ridership by Trip

Inbound Trips



Outbound Trips

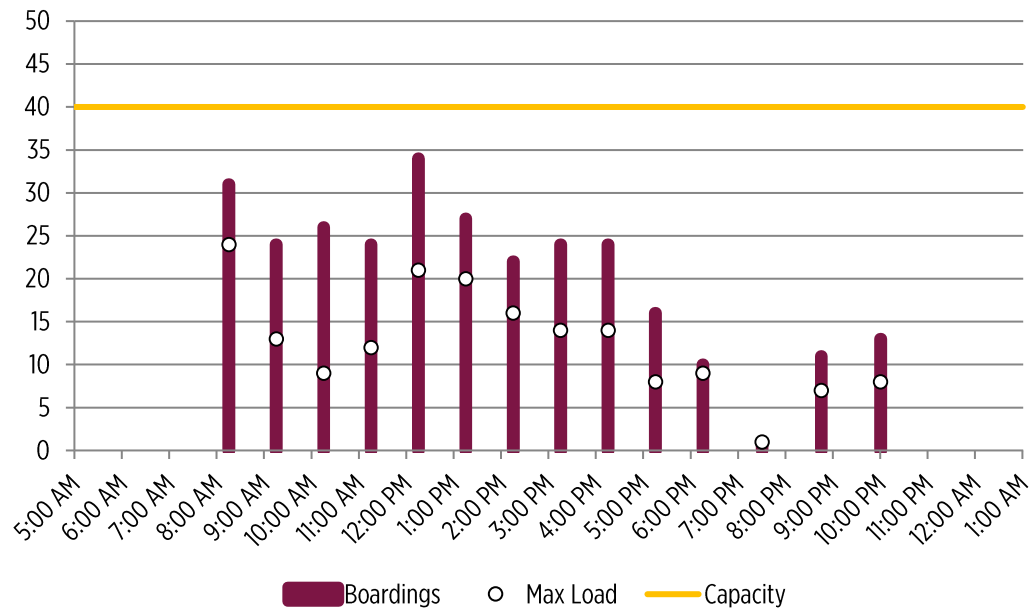


Route 1: Saturday Ridership by Trip

Inbound Trips

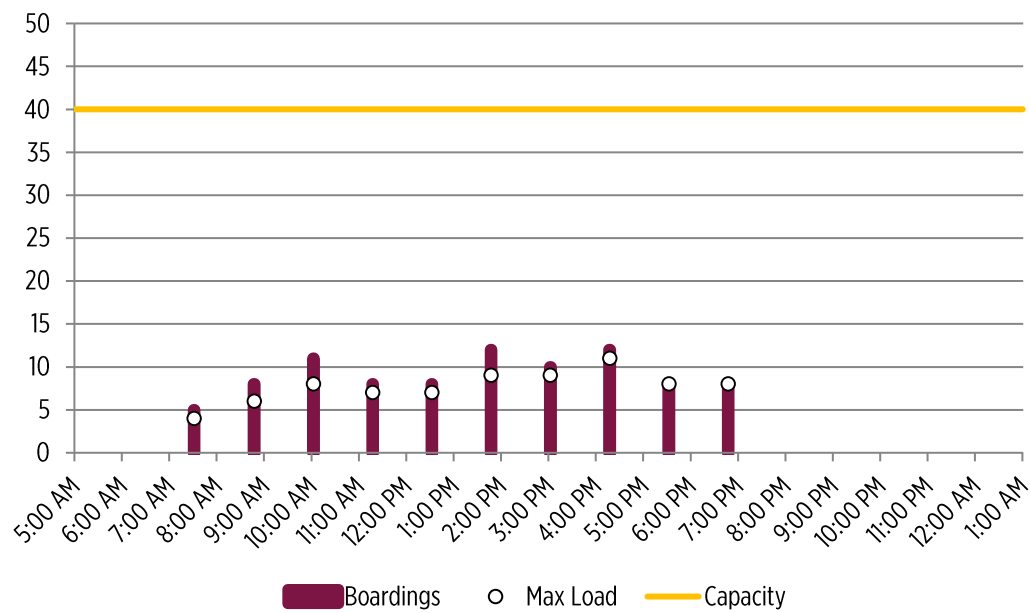


Outbound Trips

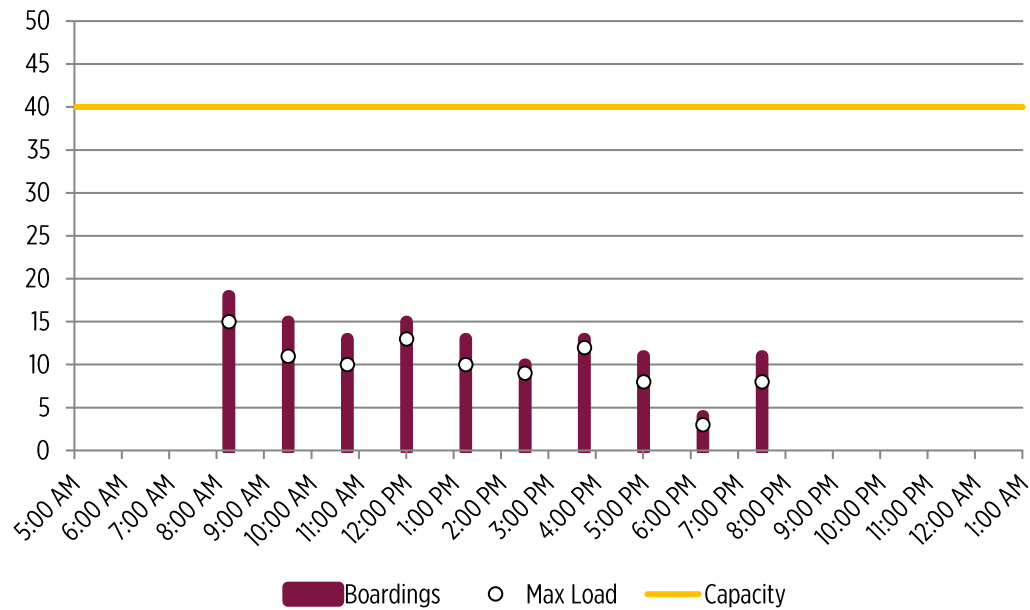


Route 1: Sunday Ridership by Trip

Inbound Trips



Outbound Trips



## ROUTE 2: MONROE

Route 2 operates through the North Valley neighborhood and along west of Peoria Lake on Adams Street and Galena Road.

Major stops include Peoria Charter Coach and Goodwill

Industries of Central Texas. Route 2 serves several apartment and senior-living communities located just west of along Galena Road. Route 2 operates short-turn trips to Goodwill during morning and afternoon peak periods, effectively providing 30-minute service between Goodwill Industries and downtown Peoria.

Due to development patterns west of Peoria Lake and high travel speeds along Galena Road, Route 2 has long segments without bus stops. Excluding boardings at the Downtown Transit Center, approximately 85% of Route 2 boardings occur between downtown Peoria and Goodwill. Several stops along Adams average more than 15 boardings per day.



### Service Characteristics

Service Characteristic	Weekday	Saturday	Sunday
Span	5:51 a.m. - 8:12 p.m.	7:23 a.m. - 5:39 p.m.	7:18 a.m. - 7:54 p.m.
Headway(s)	30 - 75	60	75
Peak Vehicles	2	1	1
Revenue hours	24.9	11.5	13.0

### Performance

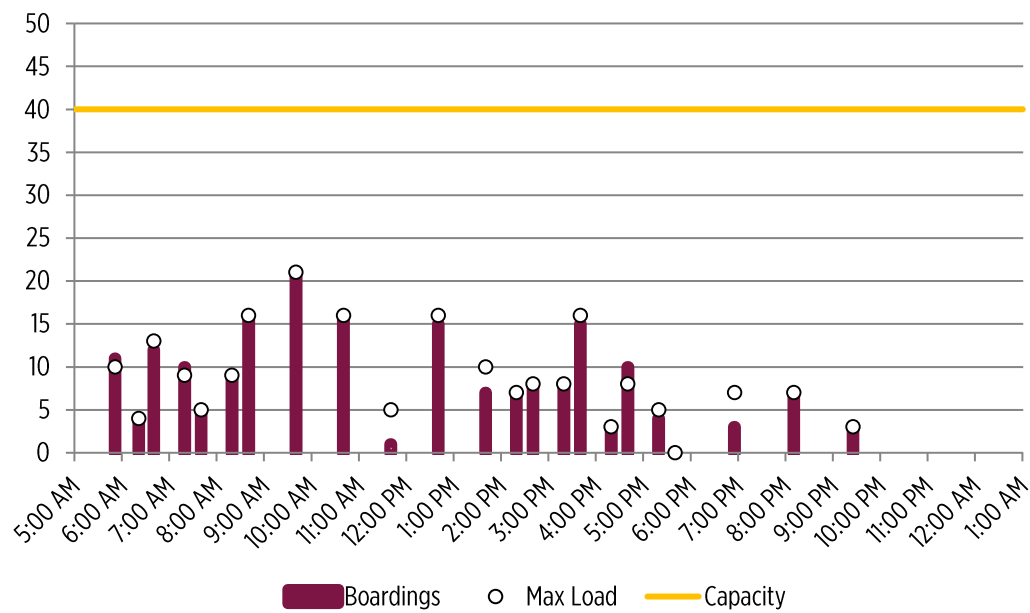
Average Daily Boardings			Boardings per revenue hour		
450 Weekday	265 Saturday	80 Sunday	18.1 Weekday	6.2 Saturday	6.2 Sunday
On-time Performance					
<p>Late 1% Early 20%</p> <p>On-Time 79%</p> <p>Weekday</p>	<p>Late 0% Early 24%</p> <p>On-Time 76%</p> <p>Saturday</p>	<p>Late 0% Early 34%</p> <p>On-Time 66%</p> <p>Sunday</p>			

Route 2: Weekday Ridership by Stop



Route 2: Weekday Ridership by Trip

Inbound Trips

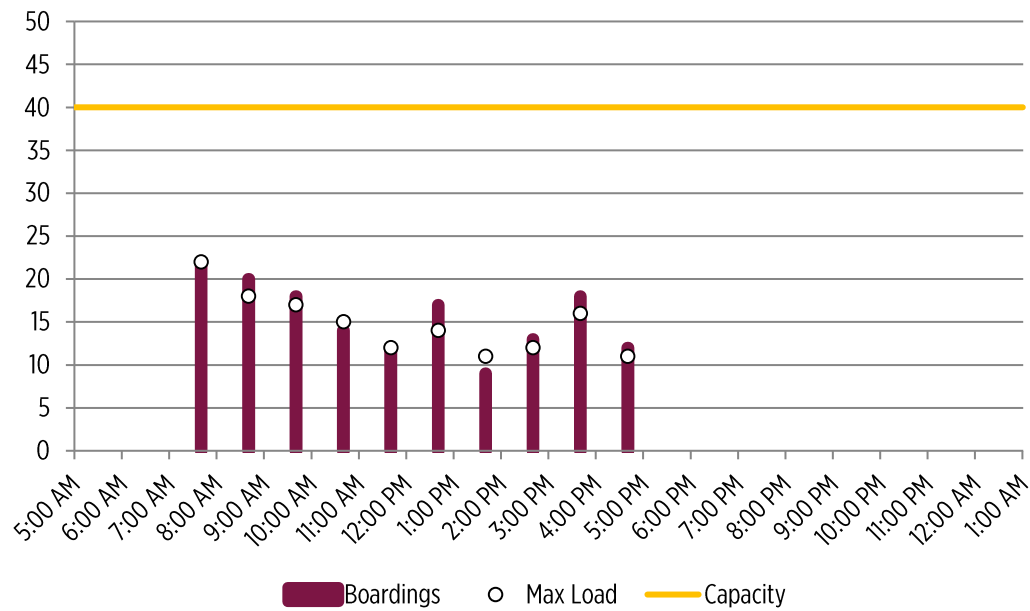


Outbound Trips

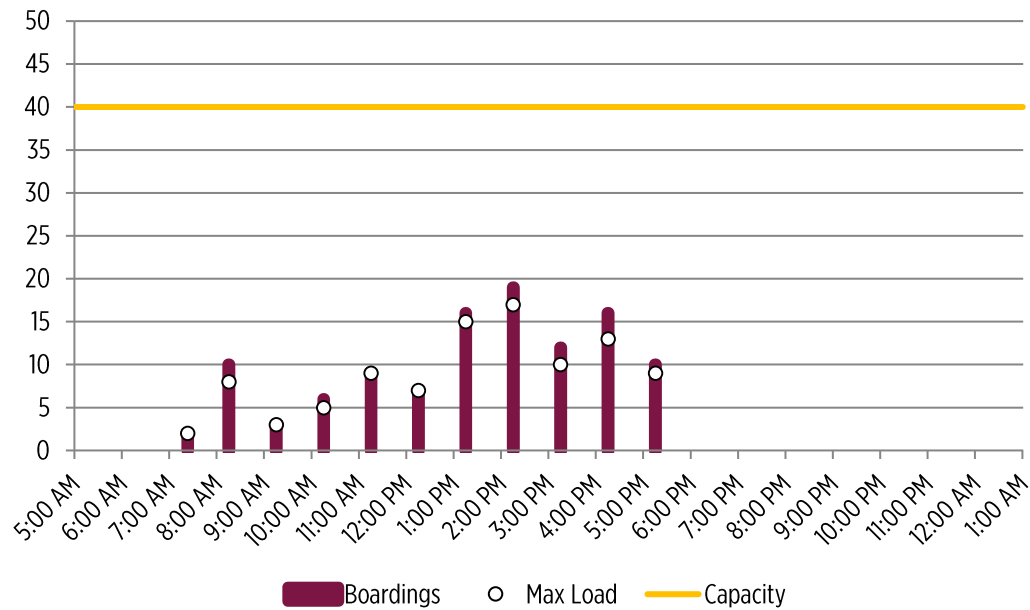


Route 2: Saturday Ridership by Trip

Inbound Trips

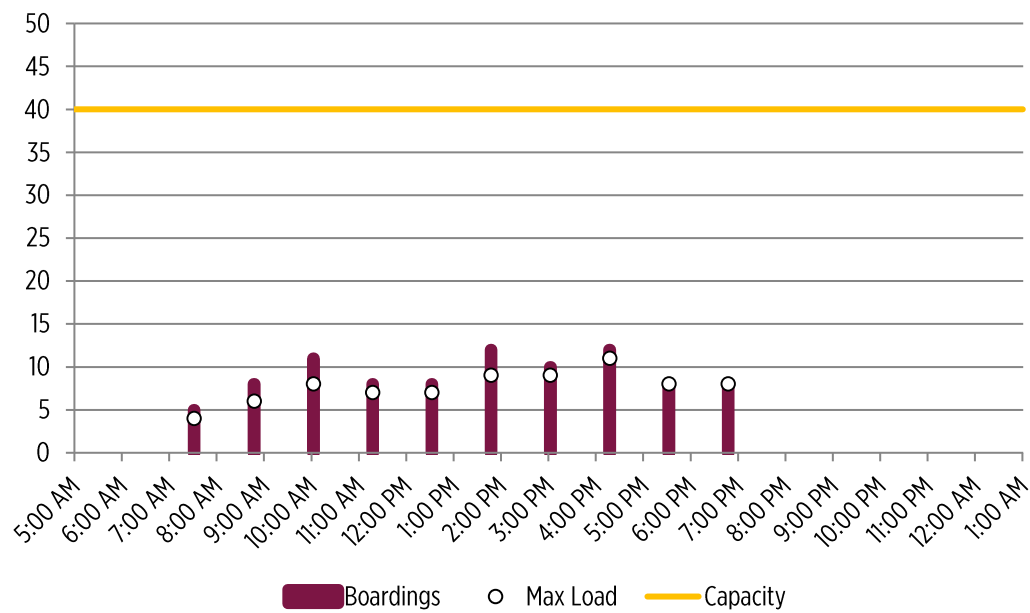


Outbound Trips

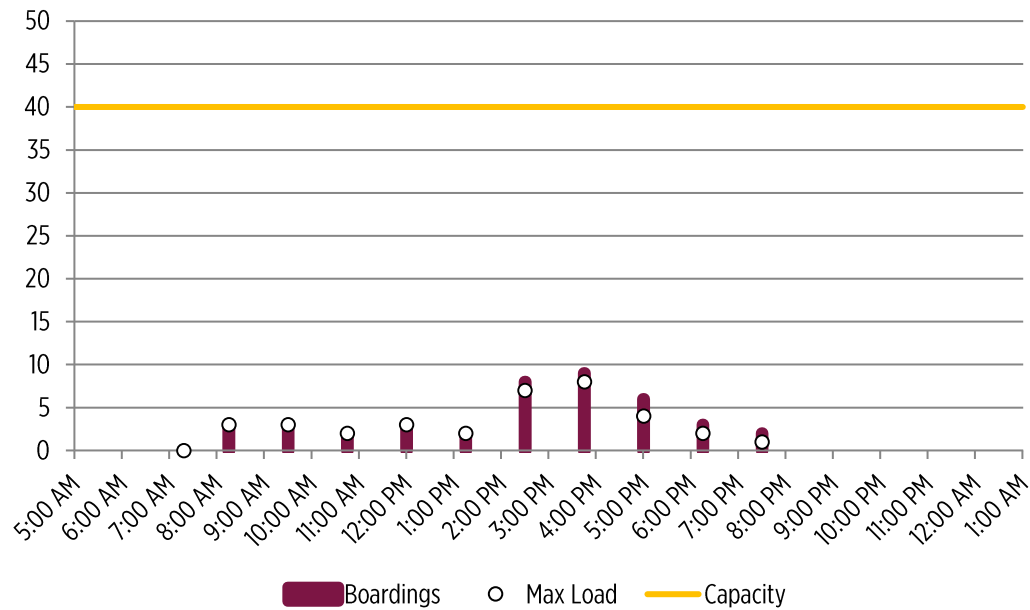


Route 2: Sunday Ridership by Trip

Inbound Trips



Outbound Trips



## ROUTE 3: PARKVIEW



Route 3 primarily operates along Columbia Terrace and Gale Avenue between the Downtown Transit Center and the Northwoods Mall area. The highest ridership intermediate stop serves Parkview Estates on Gale Avenue. Route 3 does not operate at night or on Sundays. Service ends at approximately 5:30 p.m. on weekdays and Saturdays.

Route 3 is in the bottom quarter of CityLink routes in terms of weekday ridership productivity. Most trips average fewer than 10 boardings.

### Service Characteristics

Service Characteristic	Weekday	Saturday	Sunday
Span	5:50 a.m. - 5:34 p.m.	7:50 a.m. - 5:37 p.m.	-
Headway(s)	60 - 60	60 - 60	-
Peak Vehicles	1	1	-
Revenue hours	11.3	8.7	-

### Performance

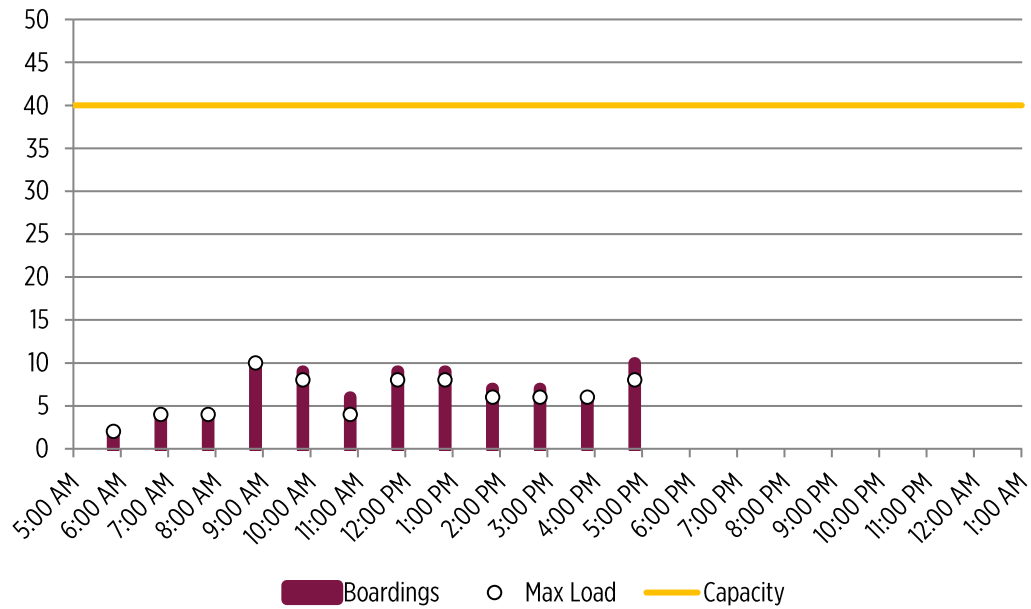
Average Daily Boardings			Boardings per revenue hour		
136 Weekday	84 Saturday	- Sunday	12.1 Weekday	9.7 Saturday	- Sunday
On-time Performance					
<p>Late 0% Early 9%</p> <p>On-Time 91%</p> <p>Weekday</p>		<p>Late 0% Early 28%</p> <p>On-Time 72%</p> <p>Saturday</p>		<p>-</p> <p>Sunday</p>	

Route 3: Weekday Ridership by Stop

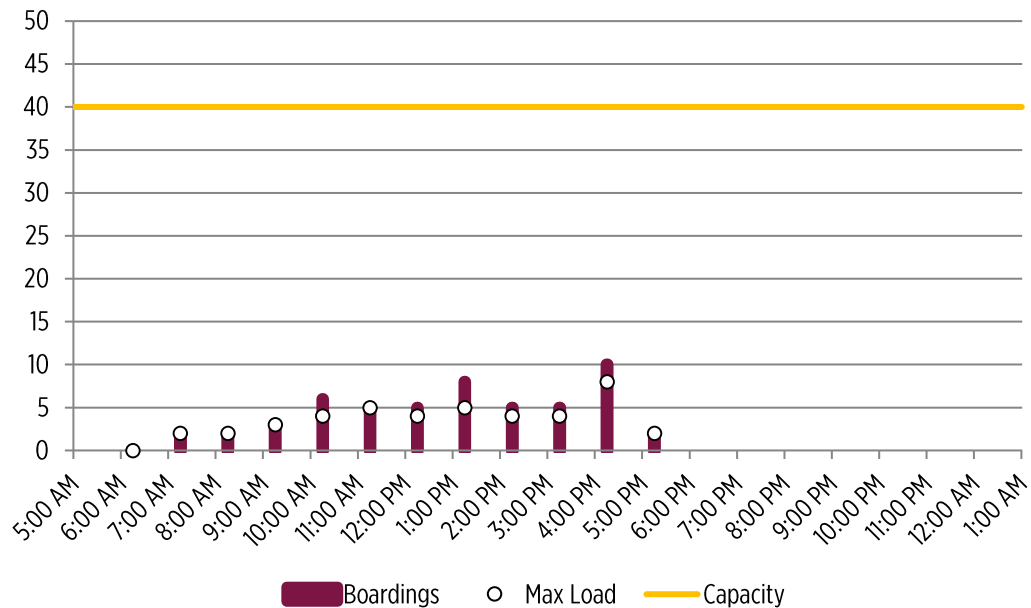


## Route 3: Weekday Ridership by Trip

### Inbound Trips

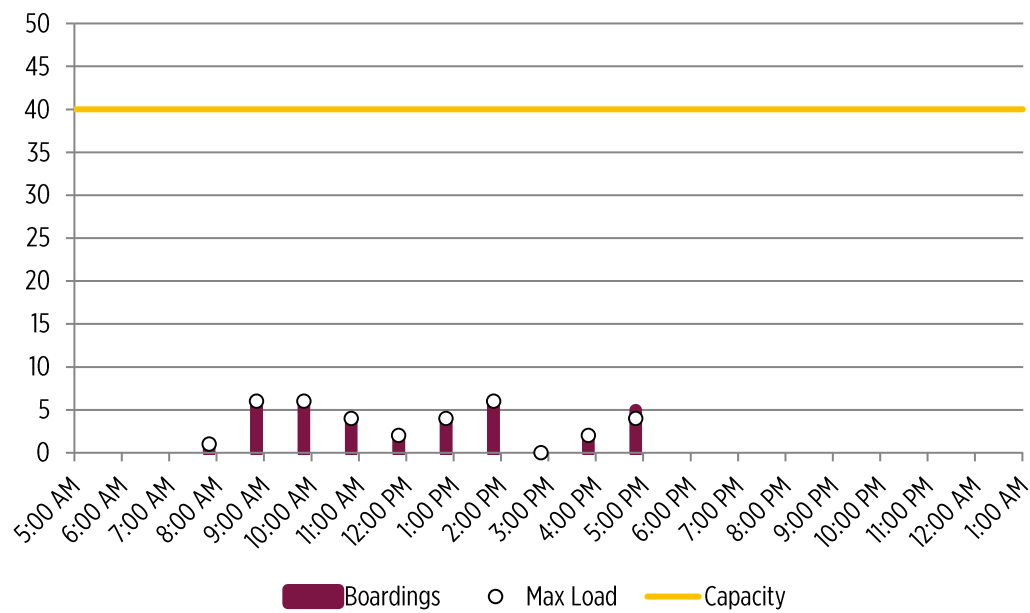


### Outbound Trips

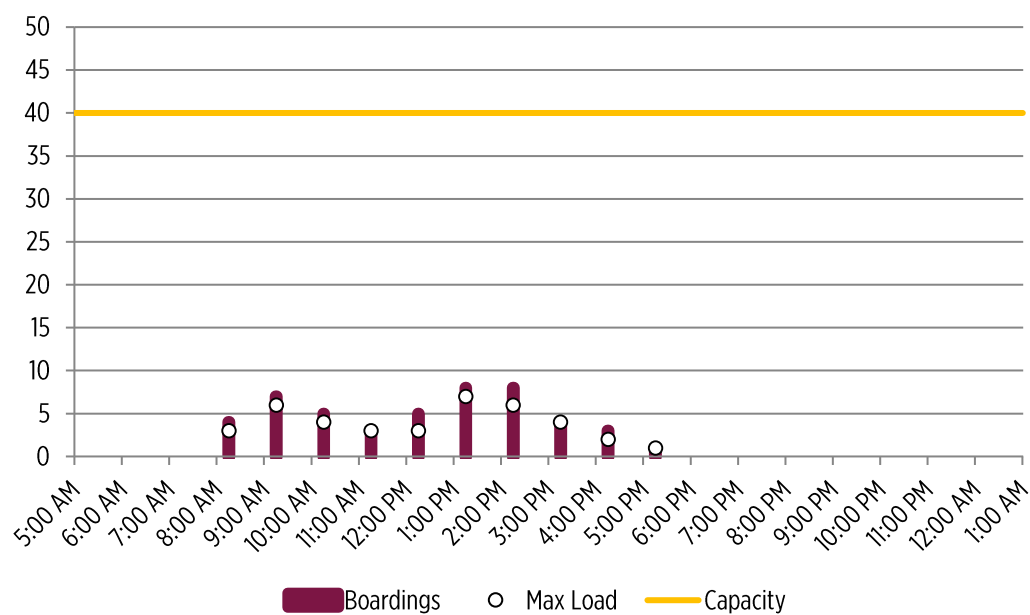


Route 3 Saturday Ridership

Inbound Trips



Outbound Trips



## ROUTE 4: KNOXVILLE



Route 4 primarily operates along Knoxville Avenue between the Downtown Transit Center and the Kroger store on Lindbergh Drive. Route 4 extends to the Walmart store on Allen Road between 9:50 a.m. and 1:07 p.m. on weekdays and between 8:50 a.m. and 4:07 p.m. on Saturdays. This extension allows Route 4 to remain in revenue service rather than layover for an extended period time at its northern endpoint.

Destinations between route endpoints include the OSF Institute of Physical Medicine and Rehabilitation and commercial segment of Knoxville Avenue between McClure Ave and Pennsylvania Ave. Route 4 does not operate at night or on Sundays. Service ends at 6:20 p.m. on weekdays and 5:50 p.m. on Saturdays.

Route 4 has the highest weekday on-time performance of all CityLink routes.

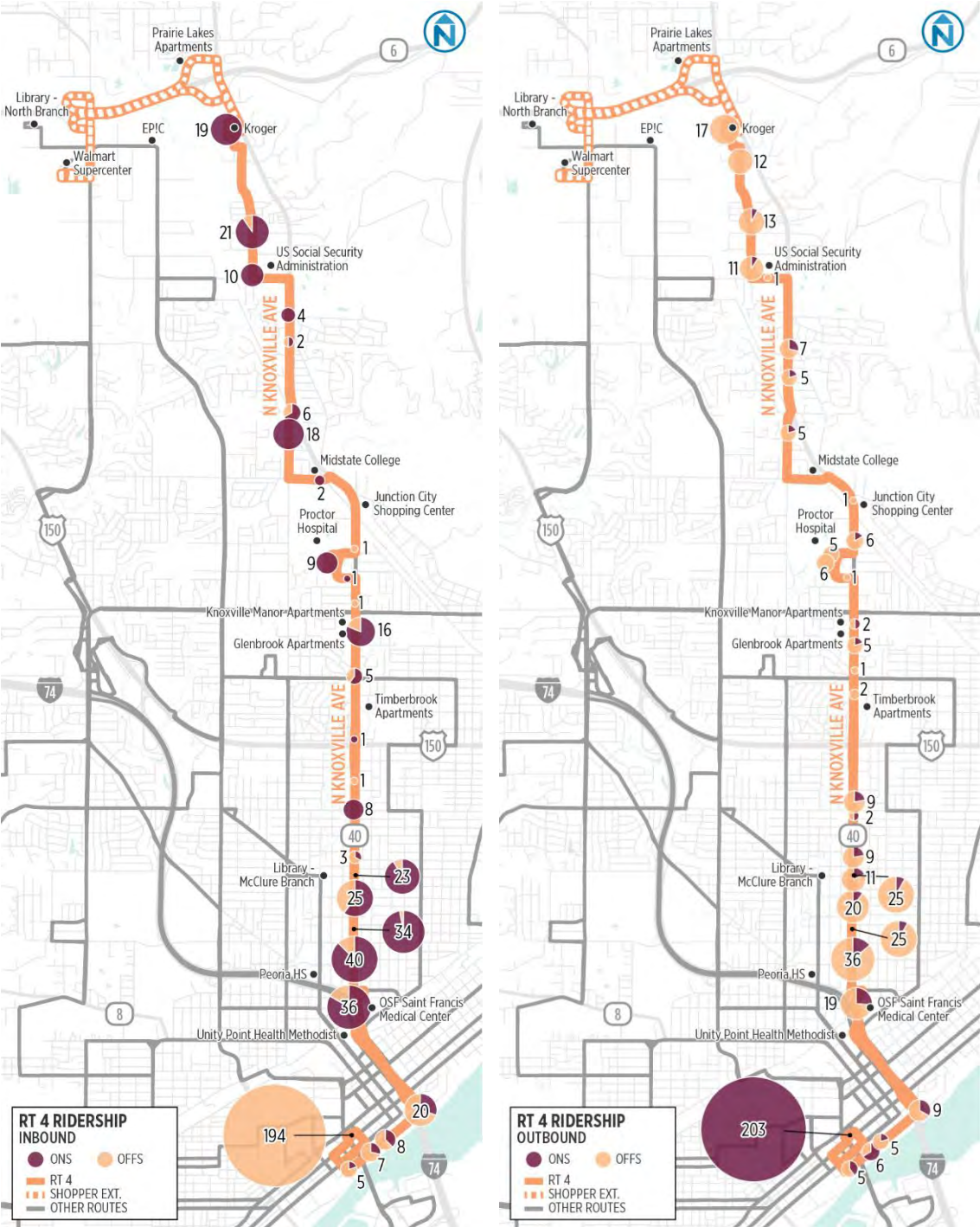
### Service Characteristics

Service Characteristic	Weekday	Saturday	Sunday
Span	5:33 a.m. - 7:15 p.m.	7:26 a.m. - 5:50 p.m.	-
Headway(s)	30 - 60	60	-
Peak Vehicles	3	2	-
Revenue hours	33.4	20.1	-

### Performance

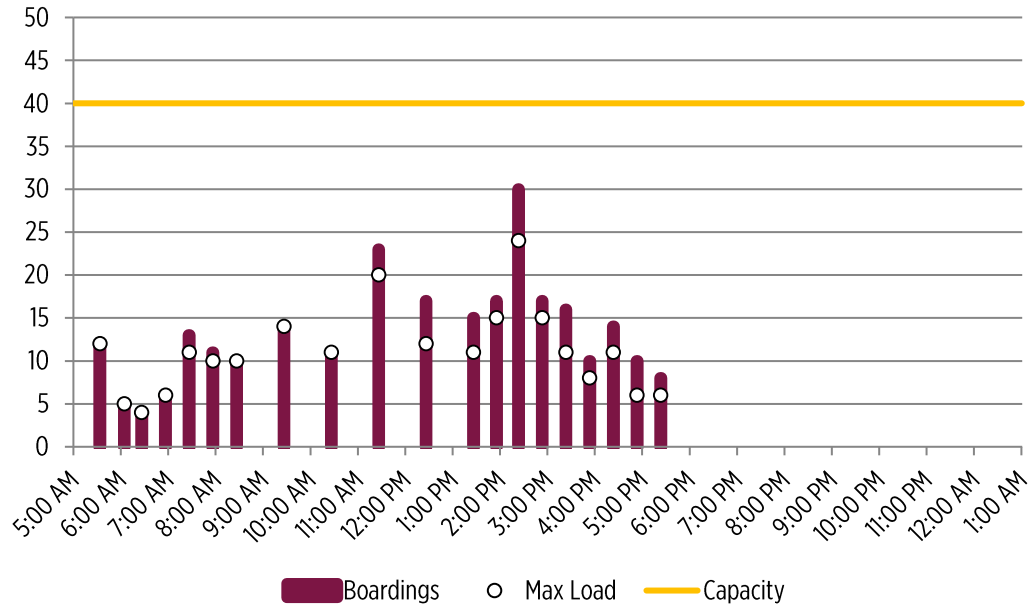
Average Daily Boardings			Boardings per revenue hour		
509	223	-	15.2	11.1	-
Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
On-time Performance					
<p>Late 2% Early 6%</p> <p>On-Time 92%</p> <p>Weekday</p>		<p>Late 0% Early 21%</p> <p>On-Time 79%</p> <p>Saturday</p>		<p>-</p> <p>Sunday</p>	

Route 4: Weekday Ridership by Stop

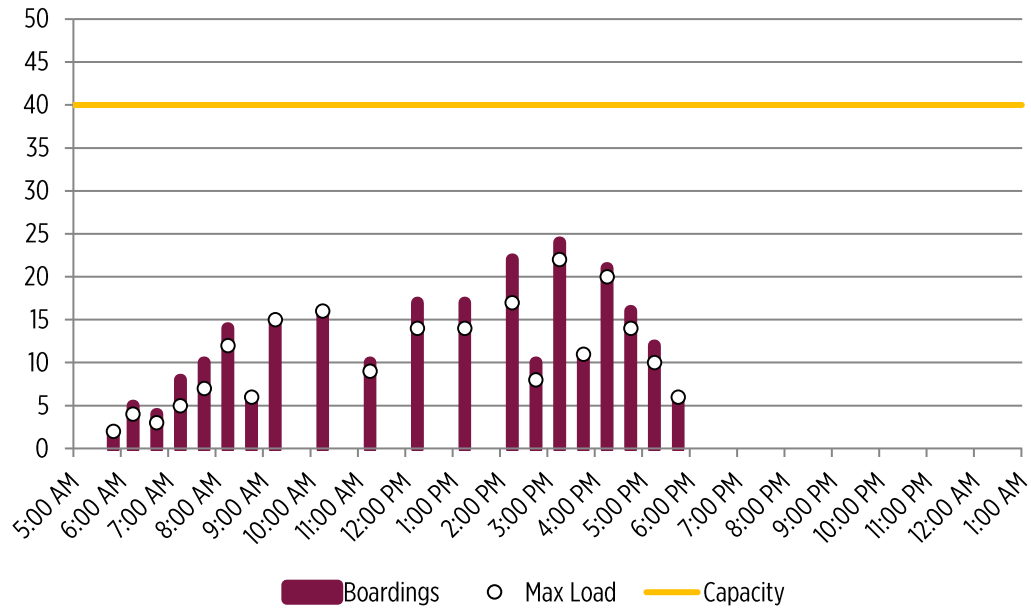


## Route 4: Weekday Ridership by Trip

### Inbound Trips

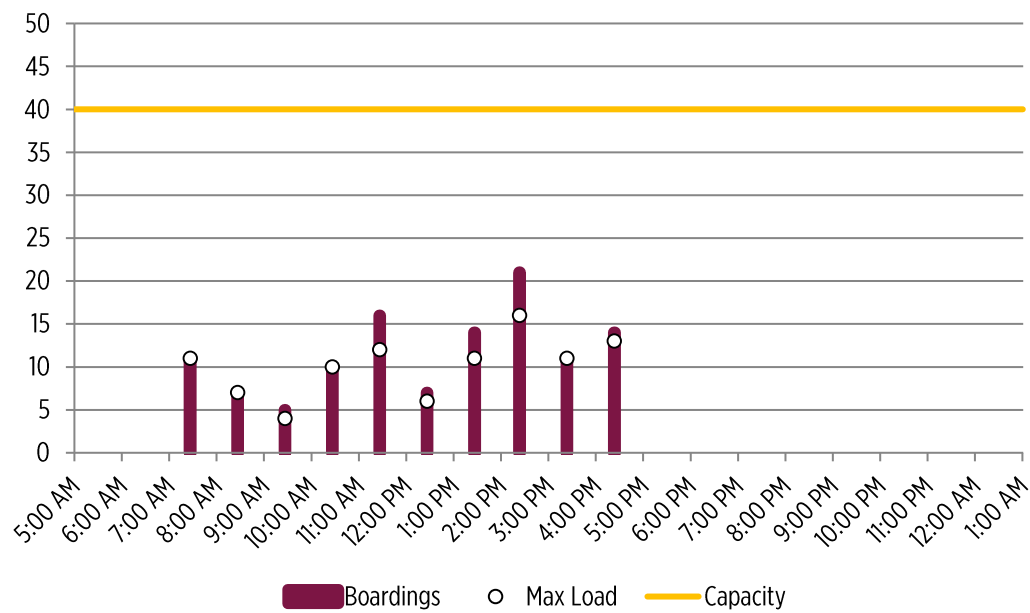


### Outbound Trips

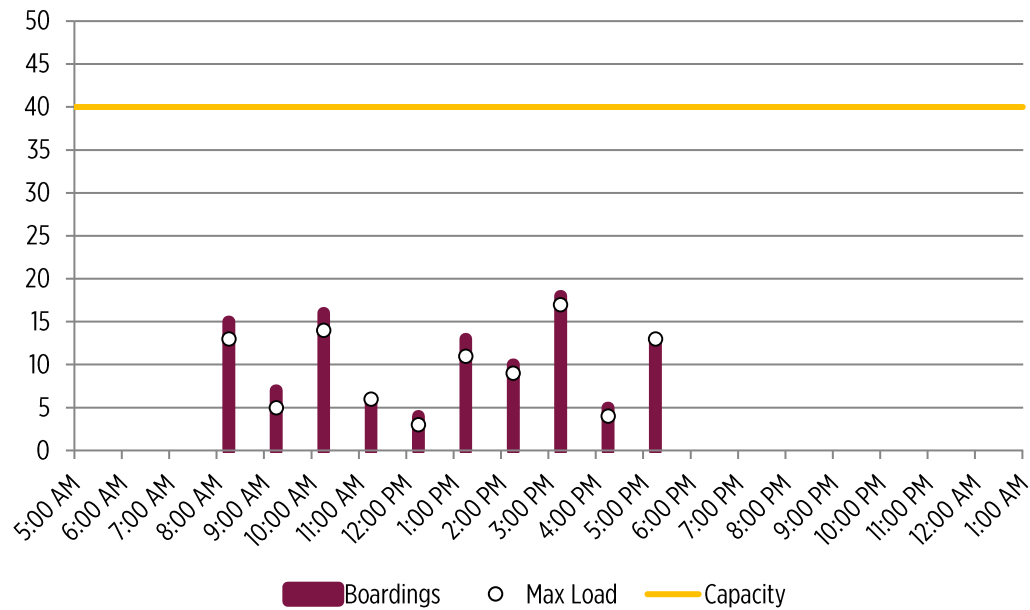


Route 4: Saturday Ridership by Trip

Inbound Trips



Outbound Trips



## ROUTE 5: MAIN



Route 5 primarily operates along West Main Street, Rohmann Avenue, and Sterling Avenue between the Downtown Transit Center and the Northwoods Mall area. Route 5 deviates approximately one-quarter mile west of Sterling Avenue on Nebraska Avenue to serve the Salvation Army and Pierson Hills apartments. Route 5 also deviates approximately three-eighths of a mile on trips after 6:30 p.m. to serve the Heddington Oaks Senior Living community.

The highest ridership segment of Route 5 is east of Bradley University along West Main Street between Sheridan Road and University Street. Saturday service is slightly more productive than weekday service. The midday cycle time of 120 minutes results in an inefficient schedule with excessive layover.

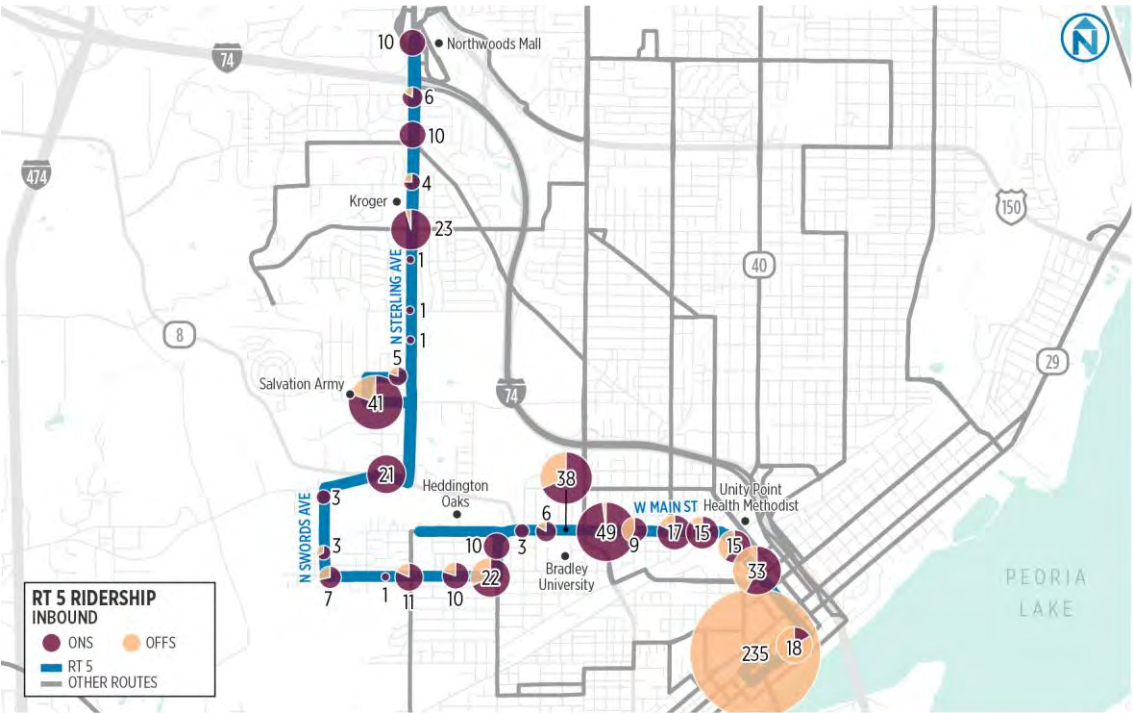
### Service Characteristics

Service Characteristic	Weekday	Saturday	Sunday
Span	5:34 a.m. - 12:56 a.m.	7:34 a.m. - 8:26 p.m.	7:34 a.m. - 8:01 p.m.
Headway(s)	30 - 75	60 - 75	75
Peak Vehicles	3	2	1
Revenue hours	38.1	21.2	13.5

### Performance

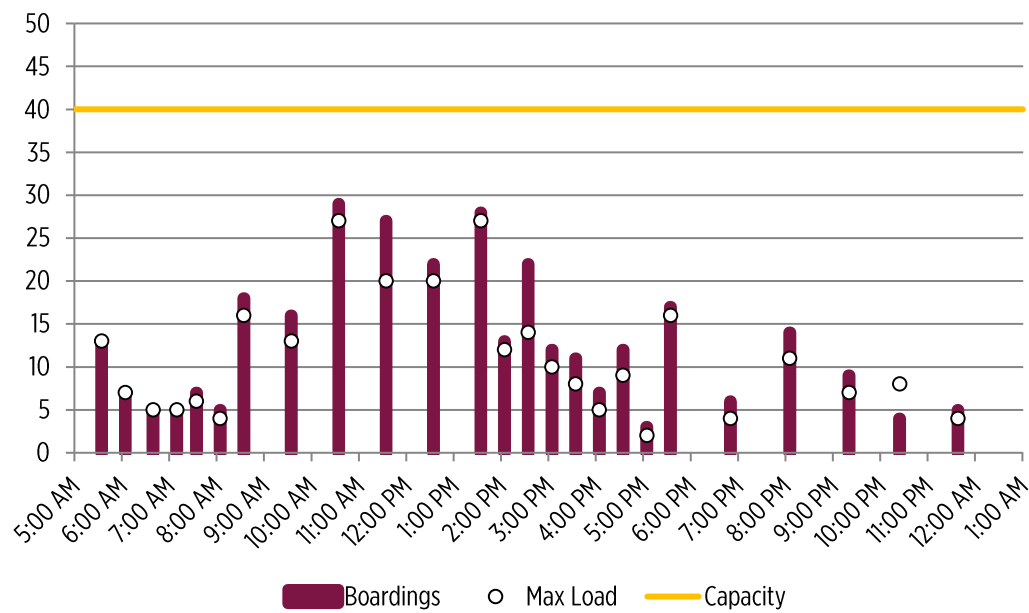
Average Daily Boardings			Boardings per revenue hour		
667	400	75	17.5	18.9	5.6
Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
On-time Performance					
<p>Late 1% Early 14%</p> <p>On-Time 85%</p> <p>Weekday</p>		<p>Late 6% Early 13%</p> <p>On-Time 81%</p> <p>Saturday</p>		<p>Late 3% Early 34%</p> <p>On-Time 63%</p> <p>Sunday</p>	

Route 5: Weekday Ridership by Stop

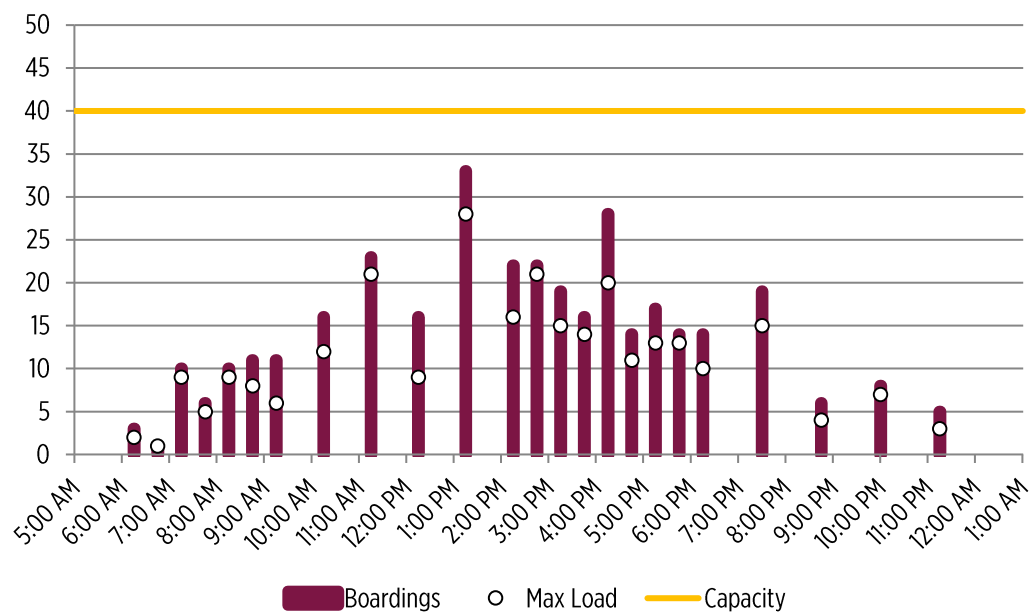


Route 5: Weekday Ridership by Trip

Inbound Trips



Outbound Trips

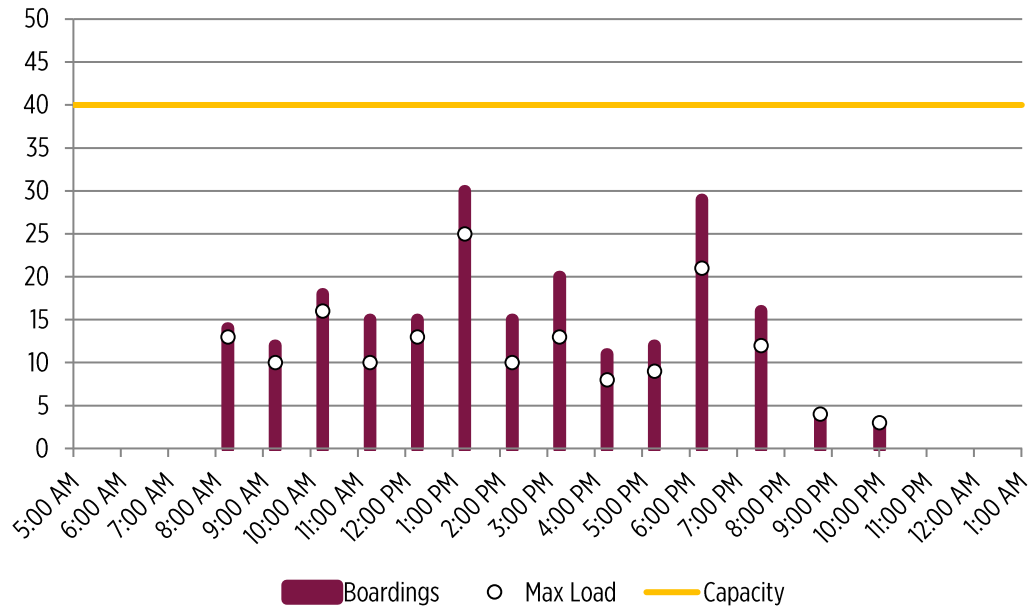


## Route 5: Saturday Ridership by Trip

### Inbound Trips

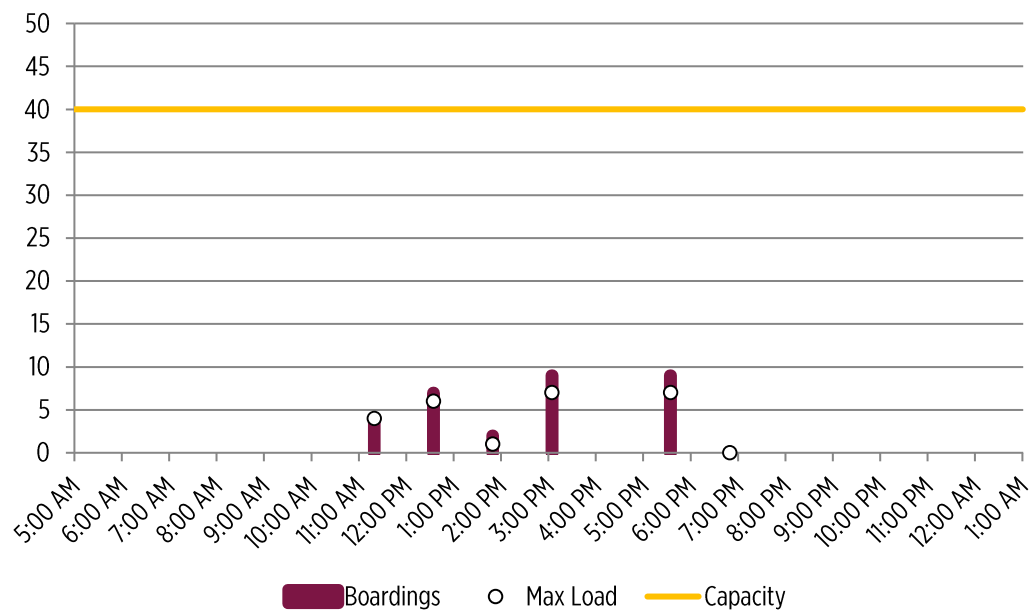


### Outbound Trips

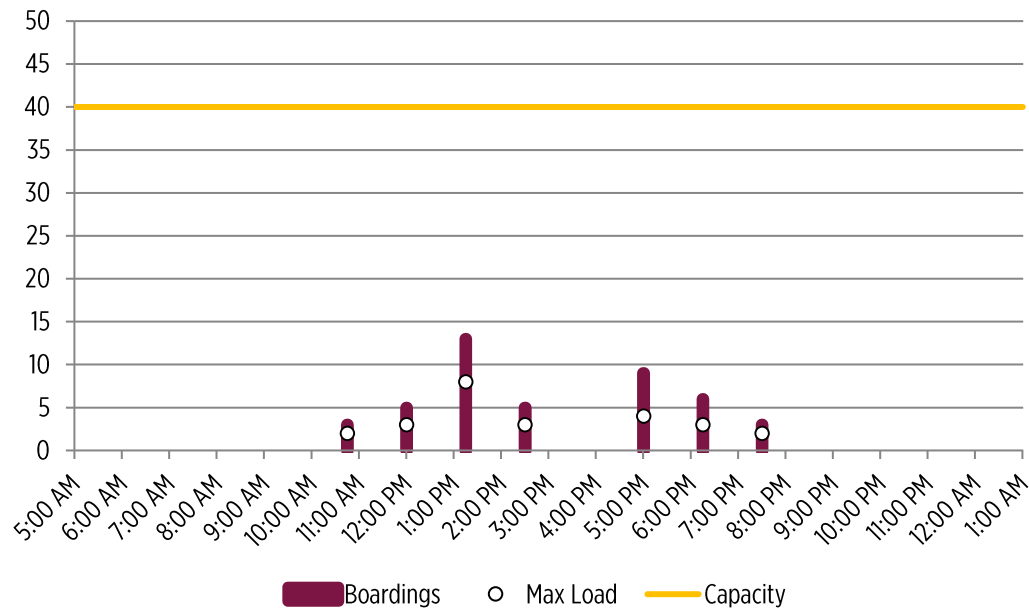


Route 5: Sunday Ridership by Trip

Inbound Trips



Outbound Trips



## ROUTE 6: SHERIDAN



Route 6 primarily operates along Sheridan Road between the Downtown Transit Center and the Kroger Store in Evergreen Square just north of Lake Ave. Route 6 does not operate at night or on Sundays.

The highest ridership mid-route stops on Route 6 are located at the intersection of Sheridan Road and Nebraska Drive. Route 6 ranks second of all CityLink routes in Saturday ridership productivity. Route 6 has high on-time performance and generous layover time at each endpoint.

### Service Characteristics

Service Characteristic	Weekday	Saturday	Sunday
Span	5:46 a.m. - 6:05 p.m.	7:46 a.m. - 5:32 p.m.	-
Headway(s)	30 - 60	60	-
Peak Vehicles	2	1	-
Revenue hours	18.5	9.5	-

### Performance

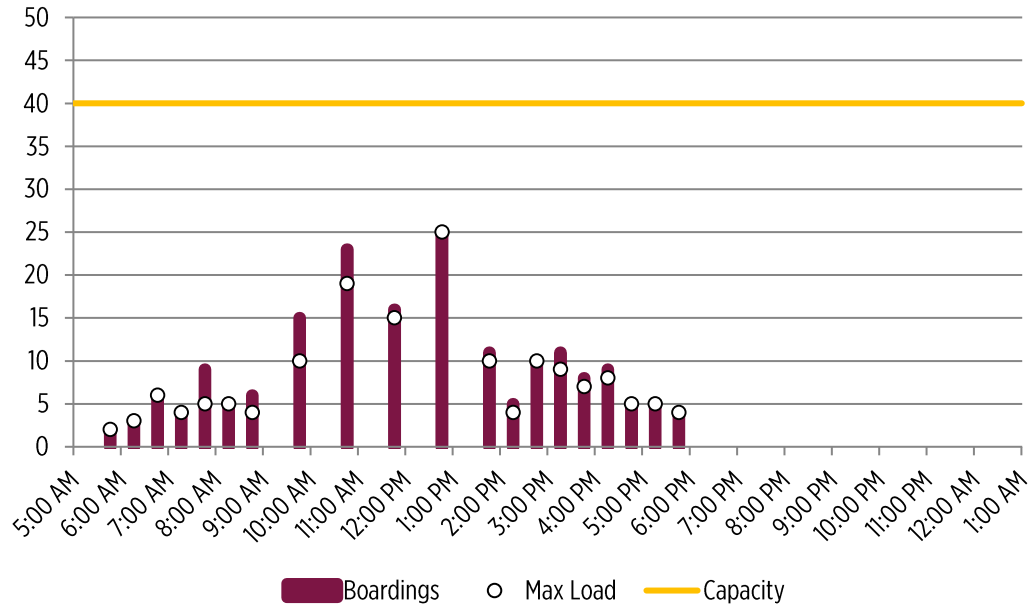
Average Daily Boardings			Boardings per revenue hour		
377 Weekday	263 Saturday	- Sunday	20.4 Weekday	27.7 Saturday	- Sunday
On-time Performance					
<p>Late 1% Early 9%</p> <p>On-Time 90%</p> <p>Weekday</p>		<p>Late 0% Early 21%</p> <p>On-Time 79%</p> <p>Saturday</p>		<p>-</p> <p>Sunday</p>	

Route 6: Weekday Ridership by Stop

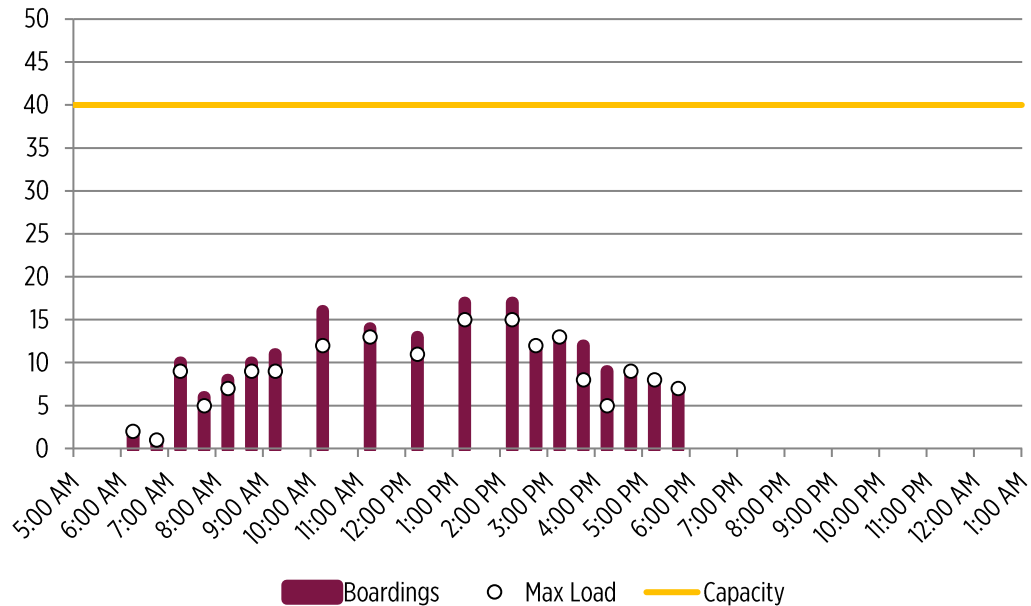


## Route 6: Weekday Ridership by Trip

### Inbound Trips

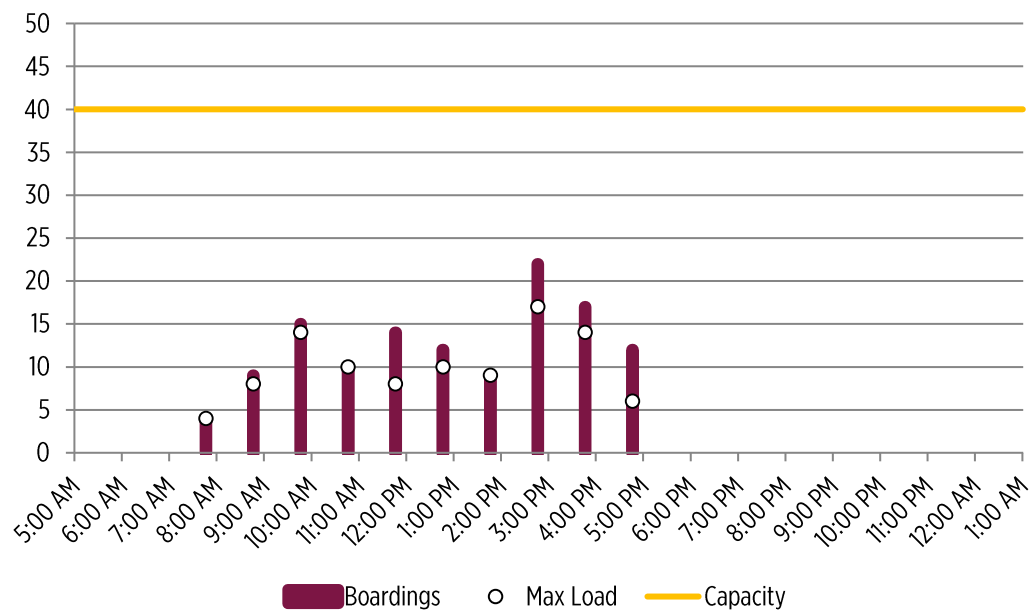


### Outbound Trips

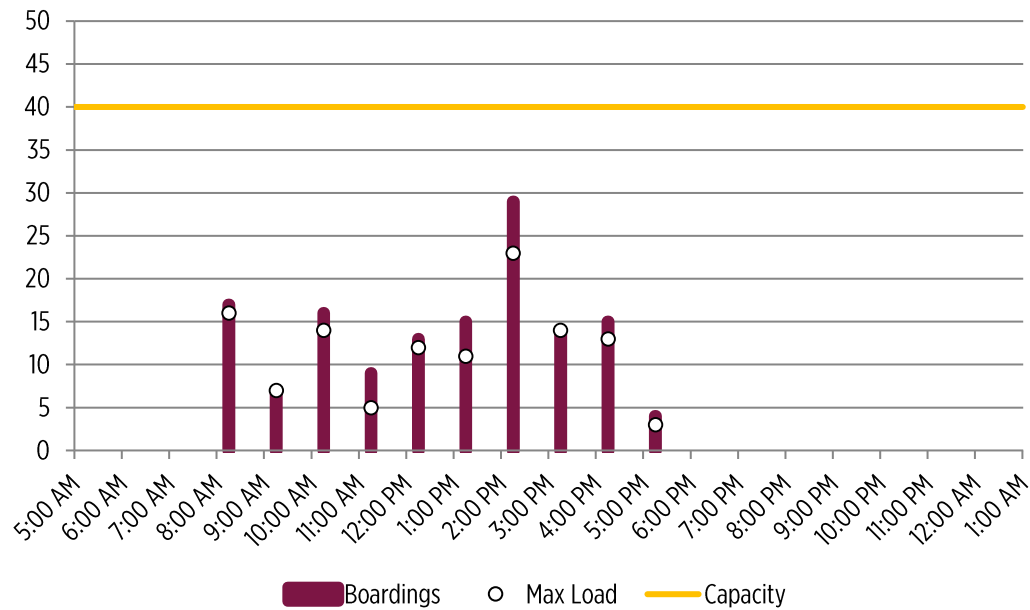


Route 6: Saturday Ridership by Trip

Inbound Trips



Outbound Trips



## ROUTE 7: GARDEN



Route 7 operates along and Garden and Laramie Streets in the in the South Peoria neighborhood. In the downtown area, Route 7 operates along Washington Street. Route 7 also continues along Airport Road to Peoria International Airport. In addition to the Downtown Transit Center, Route 7 also has a connection with Routes 11, 13, and 15 at Madison Park Shopping Center located at the northwest corner of Harmon Highway and Larimer Street. Route 7 does not operate at night or on Sundays.

Approximately 85% of Route 7 boardings outside of the Downtown Transit Center take place along Garden and Laramie Streets. The segment of Route 7 between Madison Park Shopping Center and Peoria International Airport is characterized by high travel speeds and few stops.

### Service Characteristics

Service Characteristic	Weekday	Saturday	Sunday
Span	5:50 a.m. - 6:28 p.m.	7:52 a.m. - 5:28 p.m.	-
Headway(s)	30 - 60	60	-
Peak Vehicles	2	1	-
Revenue hours	22.8	10.9	-

### Performance

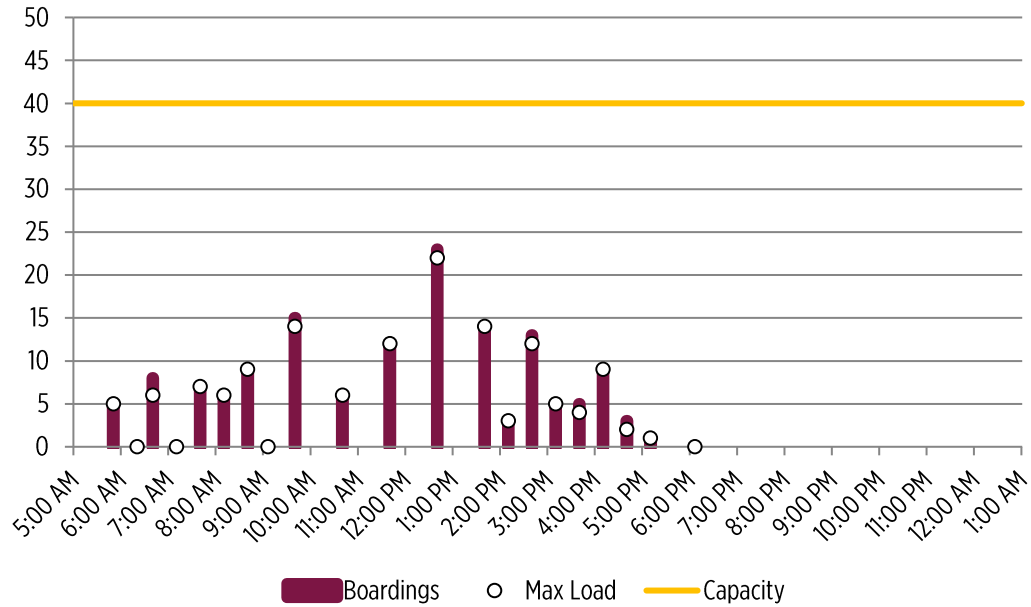
Average Daily Boardings			Boardings per revenue hour		
280 Weekday	165 Saturday	- Sunday	12.3 Weekday	15.1 Saturday	- Sunday
On-time Performance					
<p>Late 0% Early 17%</p> <p>On-Time 83%</p> <p>Weekday</p>		<p>Late 0% Early 26%</p> <p>On-Time 74%</p> <p>Saturday</p>		<p>-</p> <p>Sunday</p>	

Route 7: Weekday Ridership by Stop

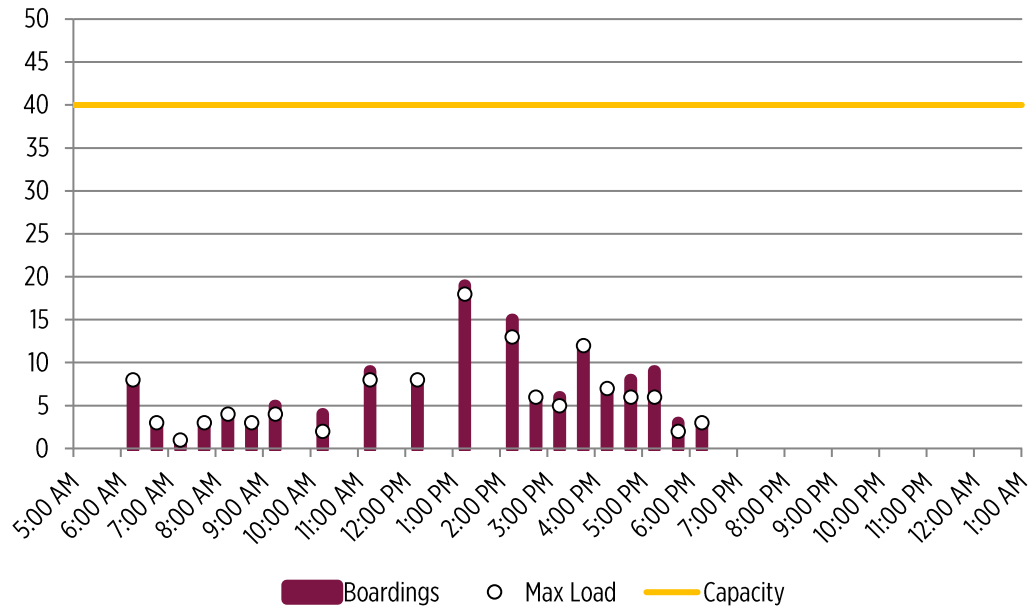


## Route 7: Weekday Ridership by Trip

### Inbound Trips

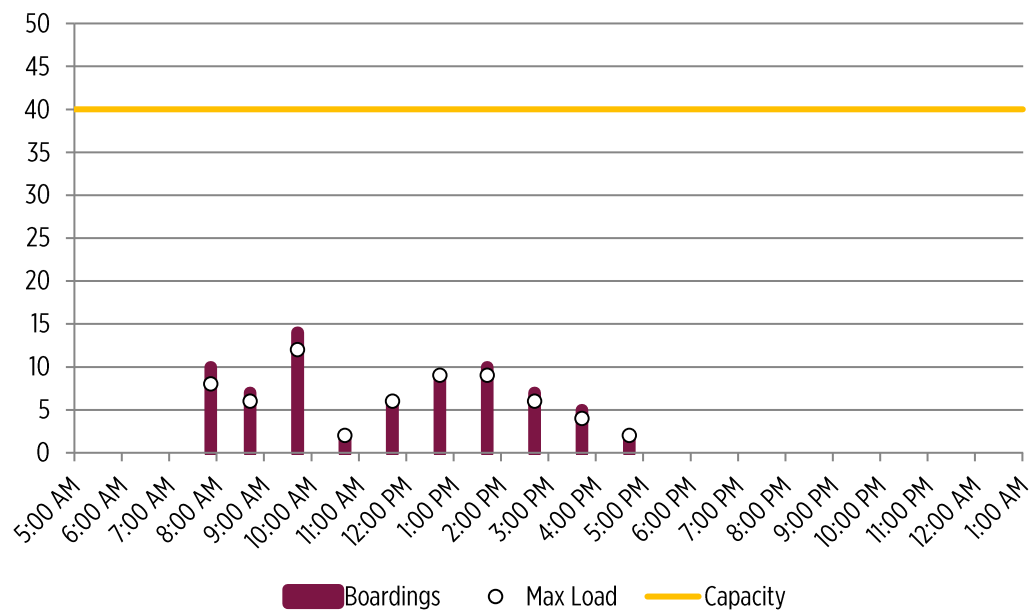


### Outbound Trips

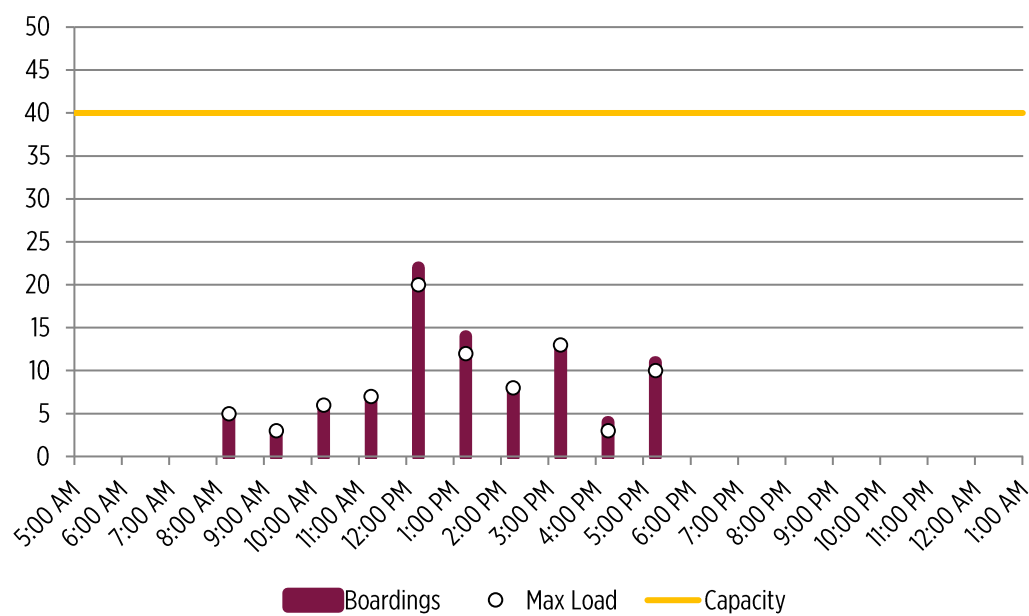


Route 7: Saturday Ridership by Trip

Inbound Trips



Outbound Trips



## ROUTE 8: EAST PEORIA/SUNNYLAND

Route 8 serves the East Washington corridor in East Peoria and connects to the Downtown Transit Center. The eastern endpoint of Route 8 is Washington Plaza Shopping Center. The highest ridership destinations along Route 8 include the Fondulac District Library and retail stores at the intersection of Washington and Main Streets. Route 8 does not operate at night or on Sundays.

Ridership productivity for Route 8 is slightly higher than the CityLink system average.



### Service Characteristics

Service Characteristic	Weekday	Saturday	Sunday
Span	5:47 a.m. - 5:35 p.m.	7:47 a.m. - 5:35 p.m.	-
Headway(s)	60	120	-
Peak Vehicles	1	0.5 (paired with Route 9)	-
Revenue hours	12.6	7.6	-

### Performance

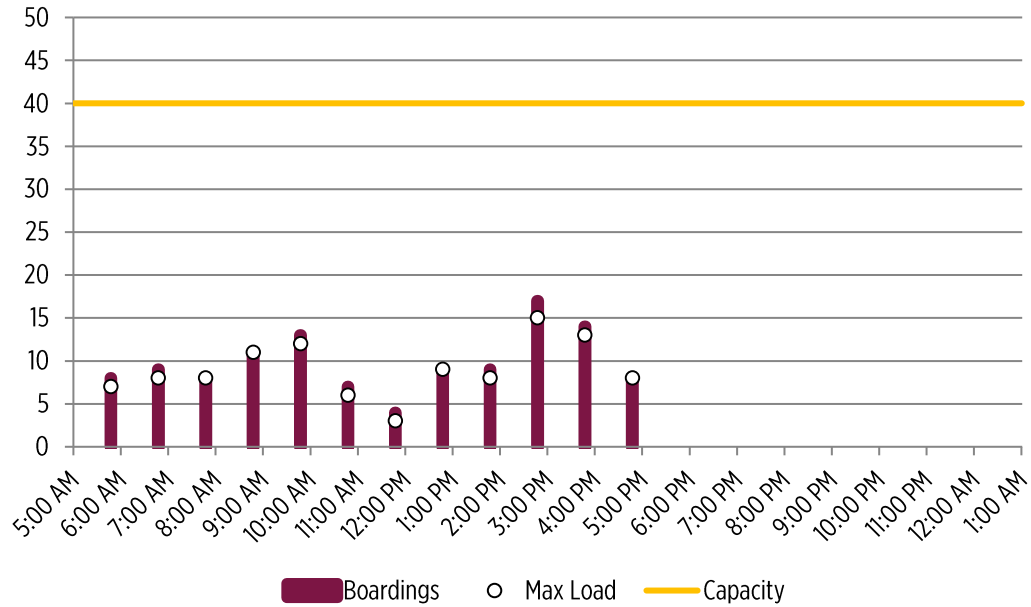
Average Daily Boardings			Boardings per revenue hour		
247 Weekday	119 Saturday	- Sunday	19.7 Weekday	15.8 Saturday	- Sunday
On-time Performance					
<p>Late 1% Early 10%</p> <p>On-Time 89%</p> <p>Weekday</p>		<p>Late 0% Early 10%</p> <p>On-Time 90%</p> <p>Saturday</p>		<p>-</p> <p>Sunday</p>	

Route 8: Weekday Ridership by Stop

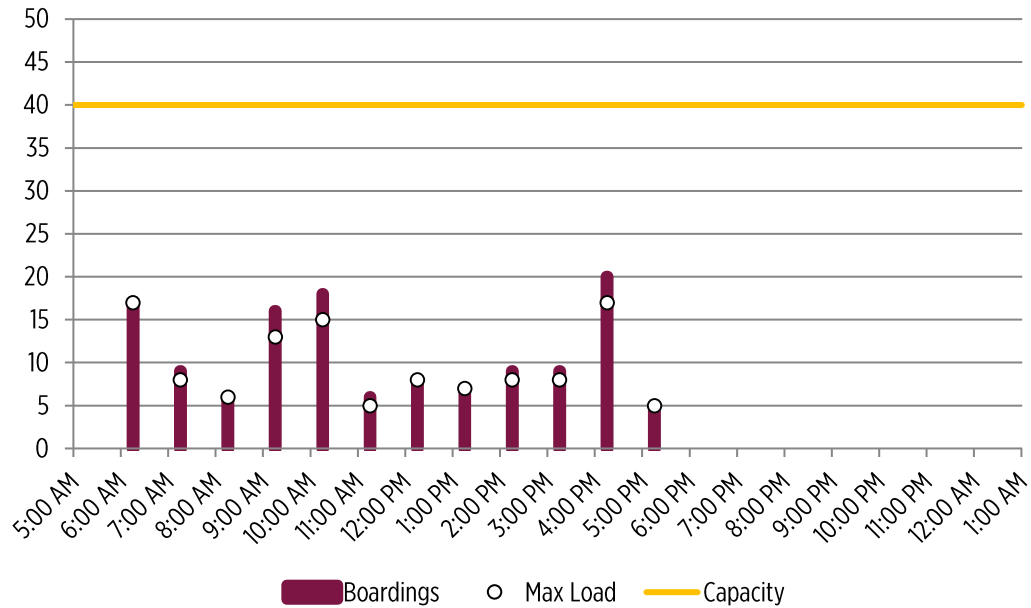


## Route 8: Weekday Ridership by Trip

### Inbound Trips

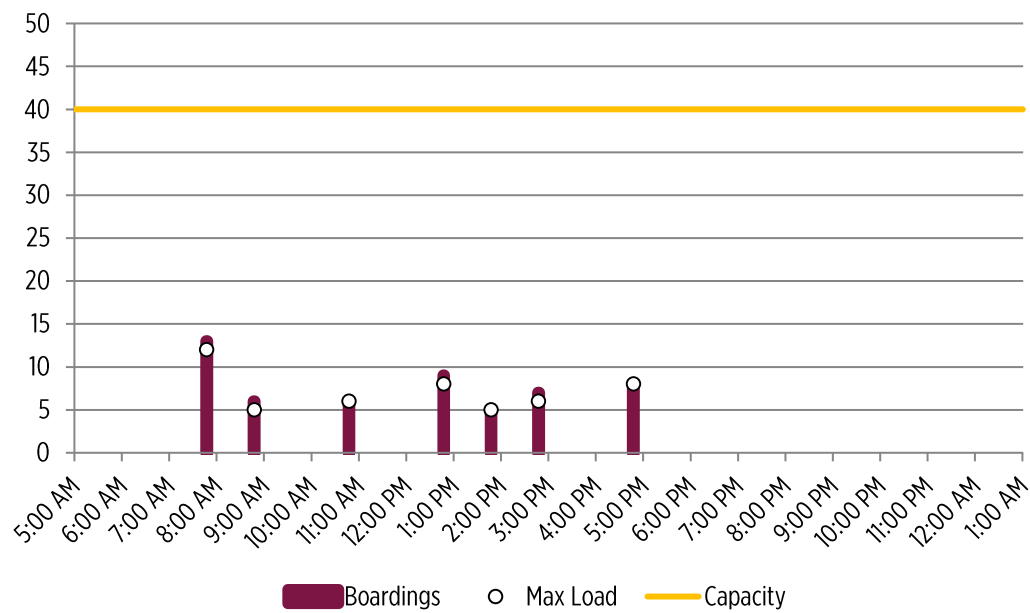


### Outbound Trips

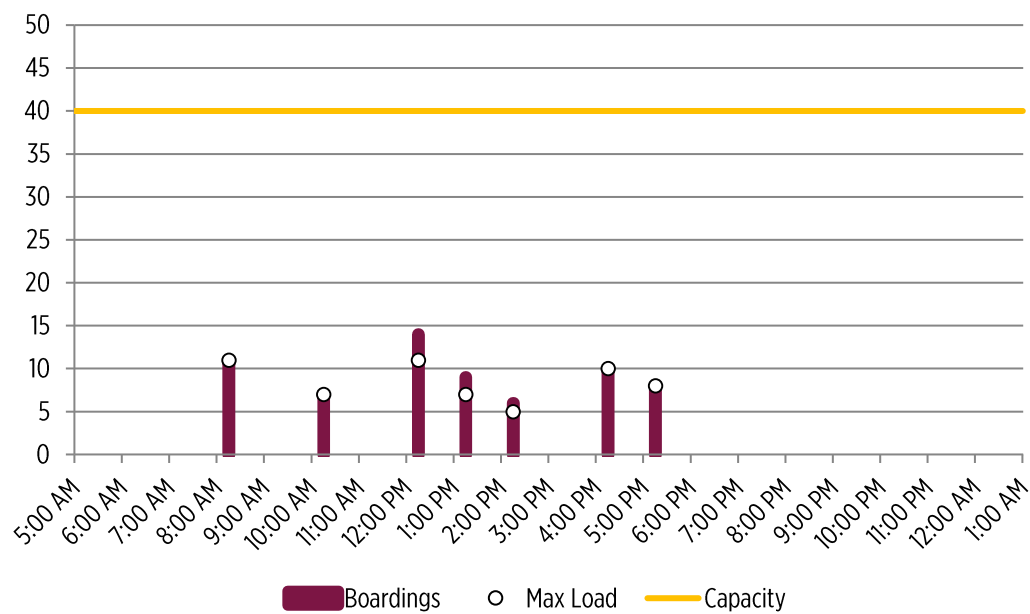


Route 8: Saturday Ridership by Trip

Inbound Trips



Outbound Trips



## ROUTE 9: EAST PEORIA/EASTSIDE



Route 9 serves the Meadow Avenue corridor and the neighborhood south of East Peoria High School in East Peoria.

The route operates on weekdays and Saturdays only. Route 9 operates fewer hours than all other CityLink routes. On weekdays, Route 9 mostly operates during morning and afternoon peak hours. On Saturday, Route 9 runs every two hours for a total of three round trips.

Route 9 is the only CityLink route that averages fewer than 100 daily boardings on weekdays and Saturdays. However, it should also be noted that Route 9 has the lowest revenue hours of all CityLink routes. Route 9 generates more ridership on Saturdays than on weekdays despite operating only three route-trips, indicating a need for increased Saturday service. Saturday loads on Route 9 approach 20 passengers while weekday load are typically fewer than 10 passengers.

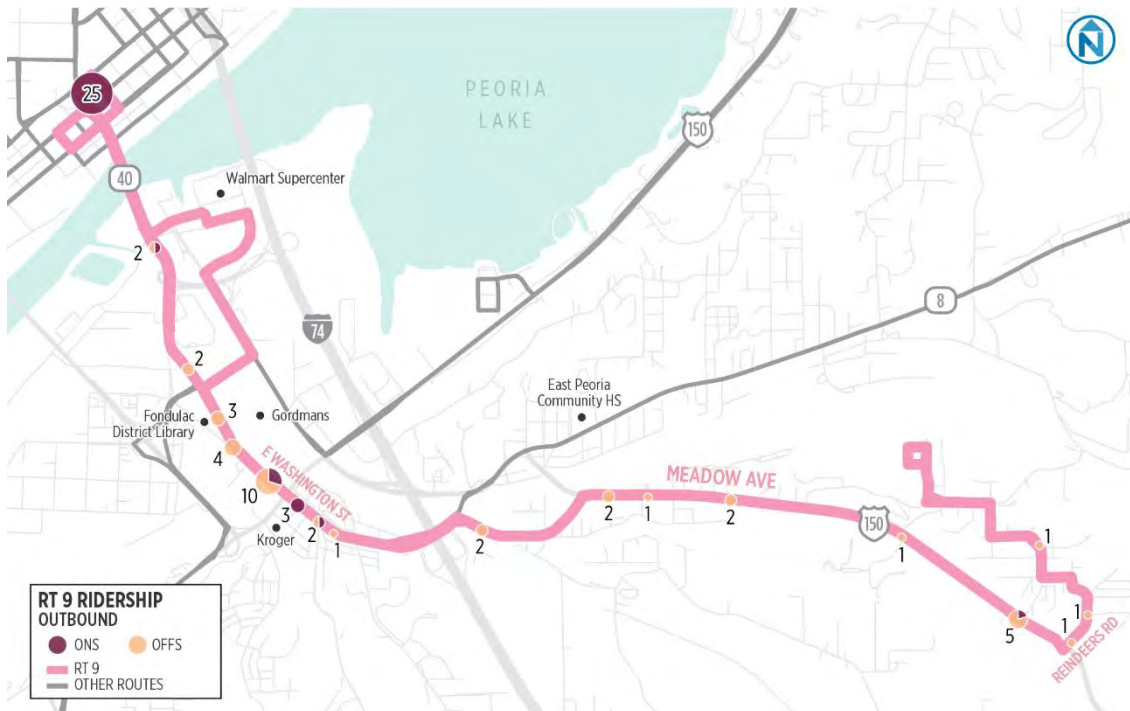
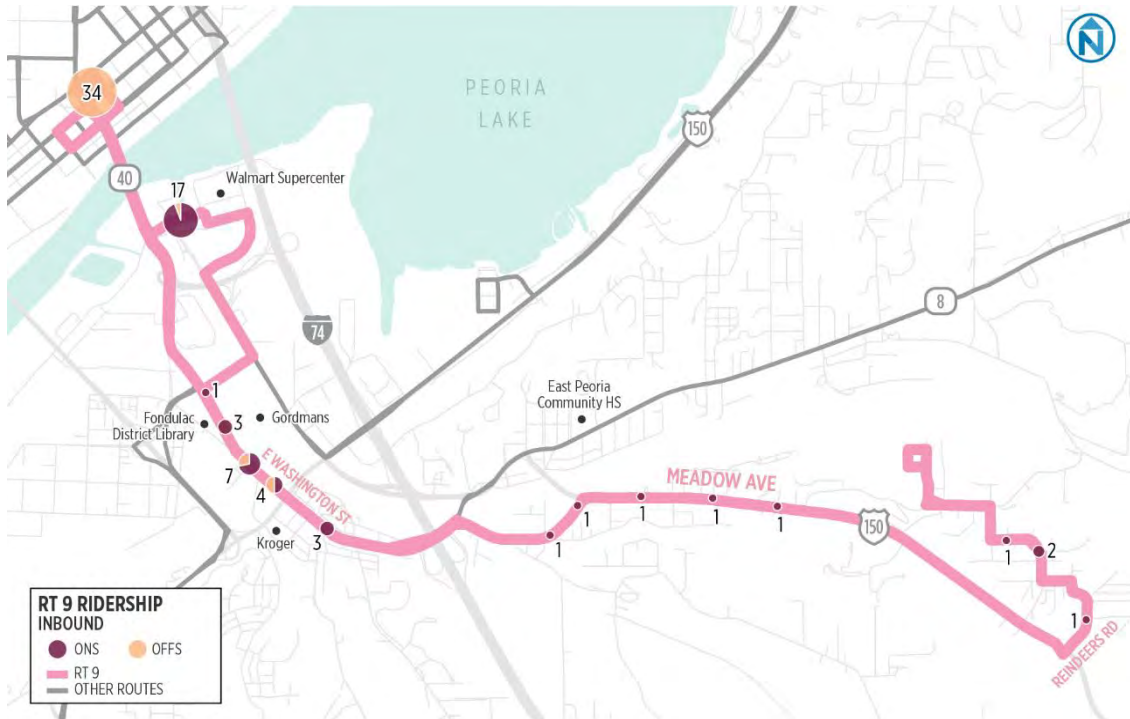
### Service Characteristics

Service Characteristic	Weekday	Saturday	Sunday
Span	6:45 a.m. - 6:32 p.m.	9:15 a.m. - 4:10 p.m.	-
Headway(s)	60	120	-
Peak Vehicles	1	0.5 (paired with Route 8)	-
Revenue hours	6.9	3.0	-

### Performance

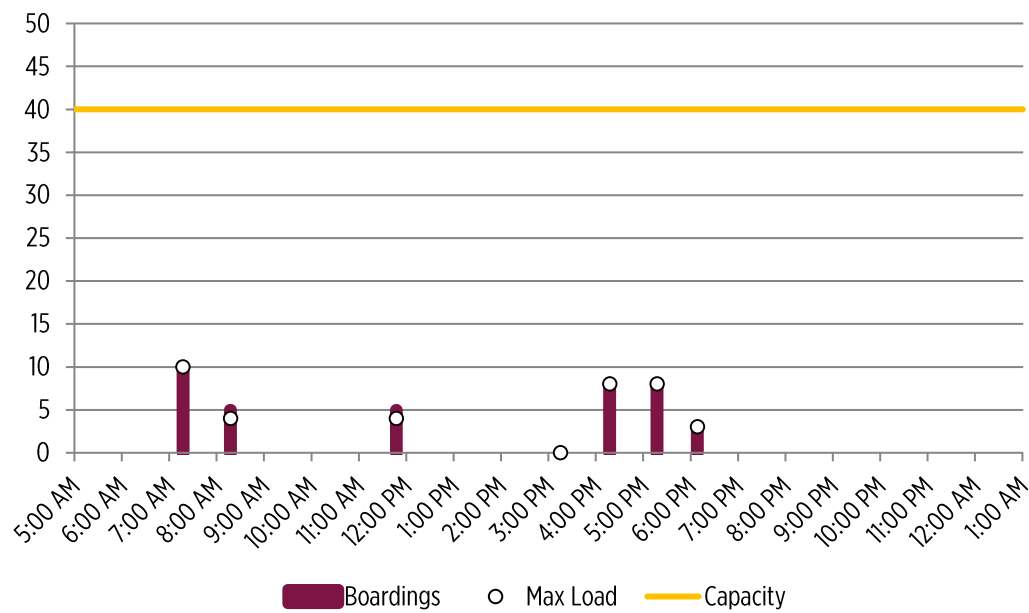
Average Daily Boardings			Boardings per revenue hour		
73 Weekday	79 Saturday	- Sunday	10.6 Weekday	26.3 Saturday	- Sunday
On-time Performance					
<p>Late 2% Early 20% On-Time 78% Weekday</p>		<p>Late 8% Early 25% On-Time 67% Saturday</p>		<p>- Sunday</p>	

### Route 9: Weekday Ridership by Stop

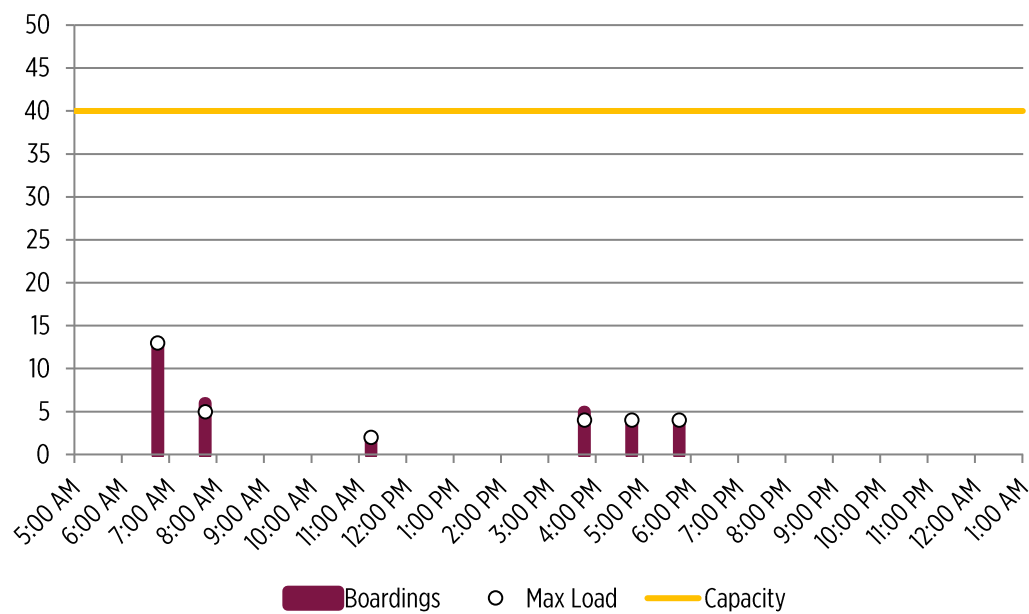


Route 9: Weekday Ridership by Trip

Inbound Trips

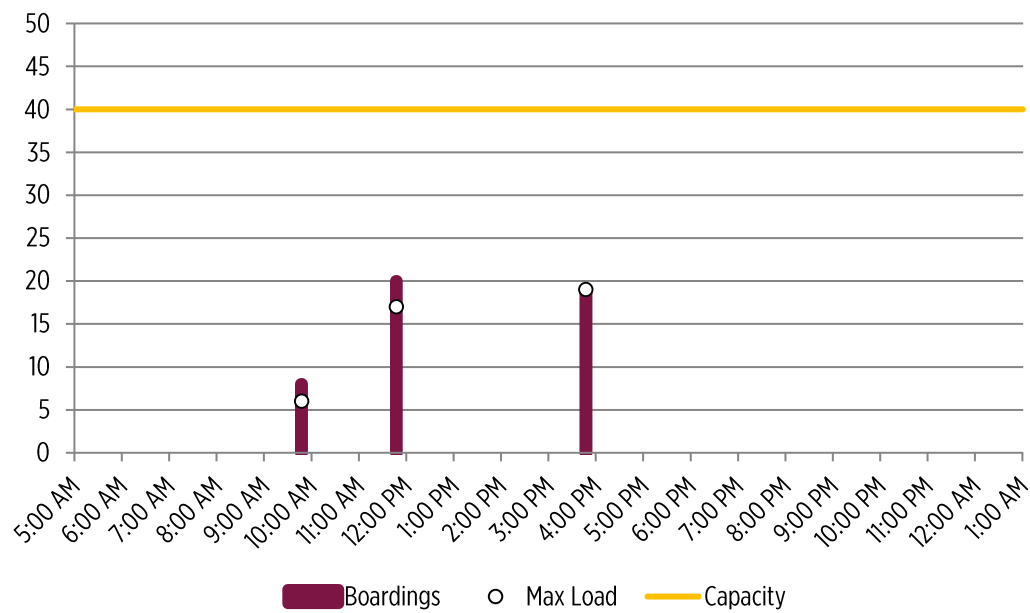


Outbound Trips

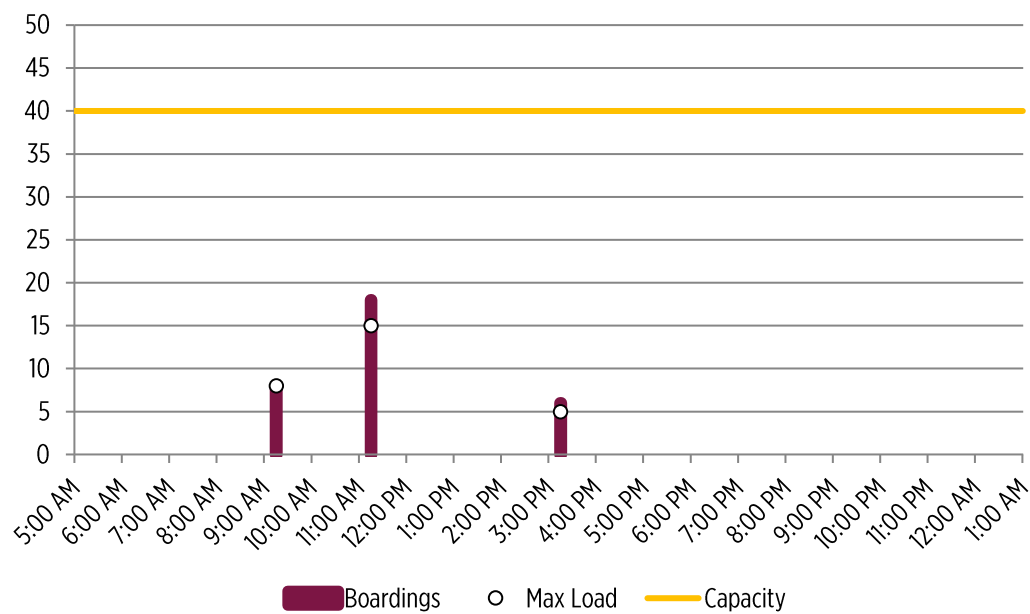


Route 9: Saturday Ridership by Trip

Inbound Trips



Outbound Trips



## ROUTE 10: STERLING

Route 10 operates between the Downtown Transit Center and Northwoods Mall area. Route 10 has a circuitous alignment that results in indirect travel yet also provides east-west connectivity along Forest Hill Avenue.



Major destinations include the Walmart store on University Street and the Kroger store at the intersection of Forest Hill Avenue and Sterling Avenue. Route 10 also serves several apartment communities along Molleck Drive, Kiva Court, and Reservoir Boulevard. Route 10 also deviates approximately one-quarter mile south of Forest Hill Drive to serve Lexington Hills Apartments. The midday cycle time of 120 minutes results in an inefficient schedule with excessive layover.

Route 10 is the most productive route in the CityLink system throughout the entire week. Passenger loads are highest during the weekday midday period when the route operates hourly.

Opportunities for Route 10 include improving its weekday midday headway to 30 minutes and realigning service from North Street to a parallel arterial street such as Sheridan Road or Knoxville Avenue.

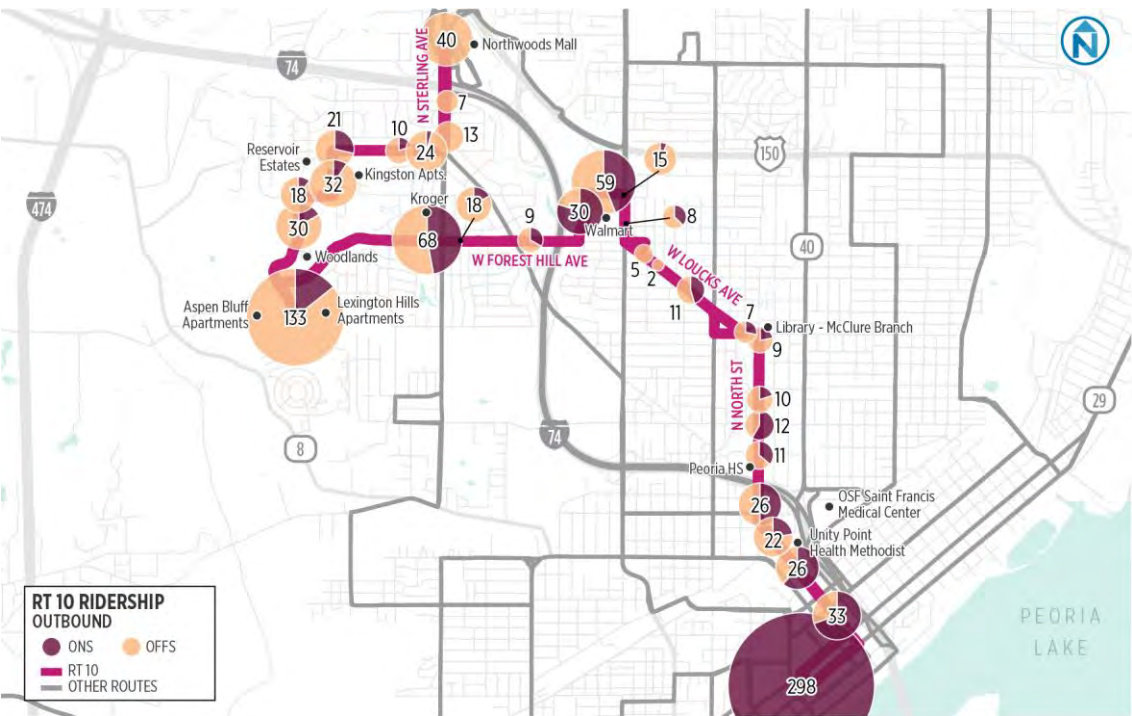
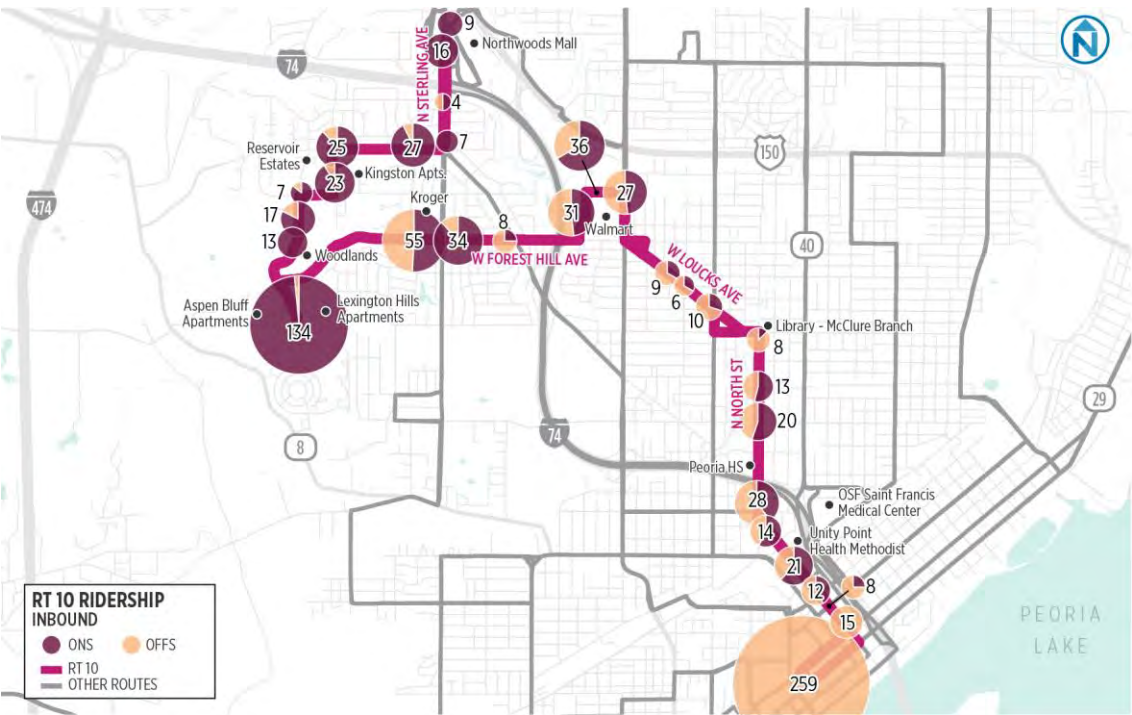
### Service Characteristics

Service Characteristic	Weekday	Saturday	Sunday
Span	5:32 a.m. - 1:01 a.m.	7:32 a.m. - 8:31 p.m.	7:32 a.m. - 8:01 p.m.
Headway(s)	30 - 75	60 - 75	75
Peak Vehicles	3	2	1
Revenue hours	36.6	22.1	14.0

### Performance

Average Daily Boardings			Boardings per revenue hour		
989	694	278	27.0	31.4	19.0
Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
On-time Performance					
<p>Late 1% Early 18%</p> <p>On-Time 81%</p> <p>Weekday</p>	<p>Late 2% Early 4%</p> <p>On-Time 94%</p> <p>Saturday</p>	<p>Late 1% Early 19%</p> <p>On-Time 80%</p> <p>Sunday</p>			

Route 10: Weekday Ridership by Stop

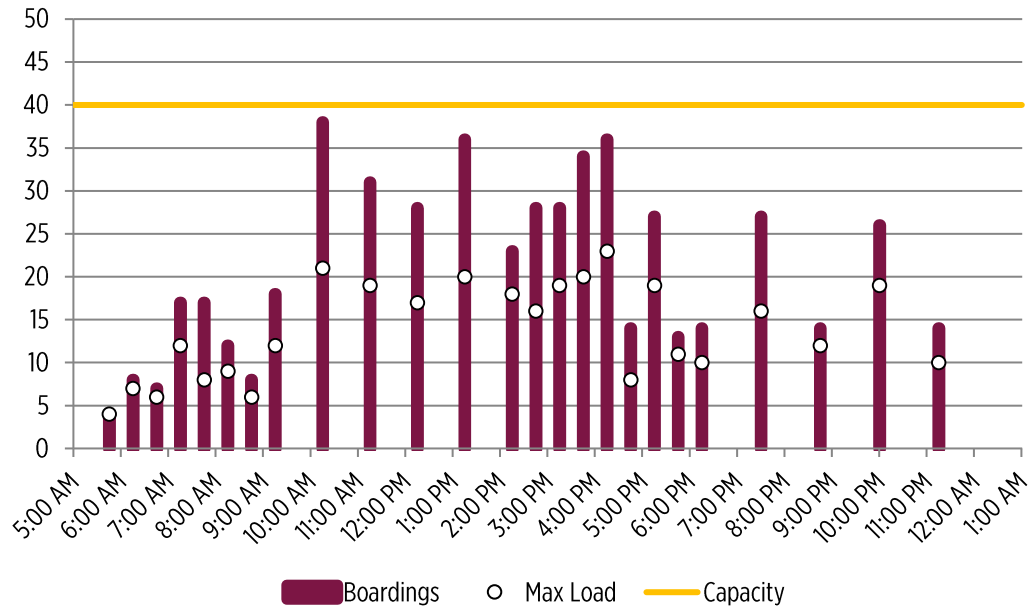


## Route 10: Weekday Ridership by Trip

### Inbound Trips



### Outbound Trips



## Route 10: Saturday Ridership by Trip

### Inbound Trips



### Outbound Trips

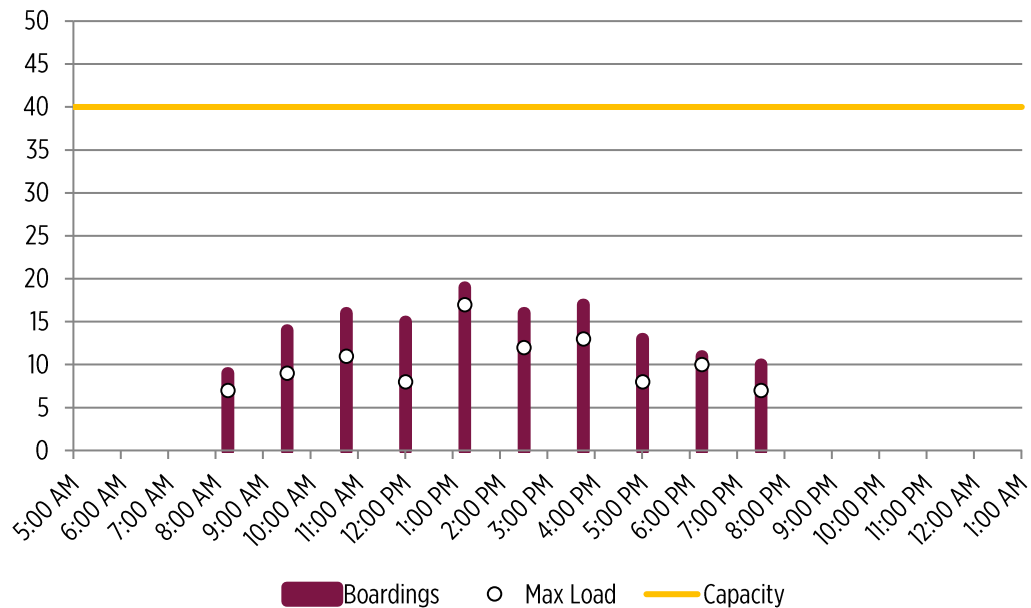


## Route 10: Sunday Ridership by Trip

### Inbound Trips



### Outbound Trips



## ROUTE 11: WESTERN

Route 11 primarily serves West Peoria and the West Bluff neighborhood of Peoria. The route operates between the Downtown Transit Center and Madison Park Shopping Center, where it connects with Routes 7, 13, and 15. Route 11 does not operate at night or on Sundays.

The highest ridership segment of Route 11 is along John H. Gwynn Jr. and MacArthur Highway in the vicinity of Carver Community Center. Apartment communities in this area include Village Green Apartments and Hurlburt House. Ridership productivity is slightly higher on Saturday than on weekdays.



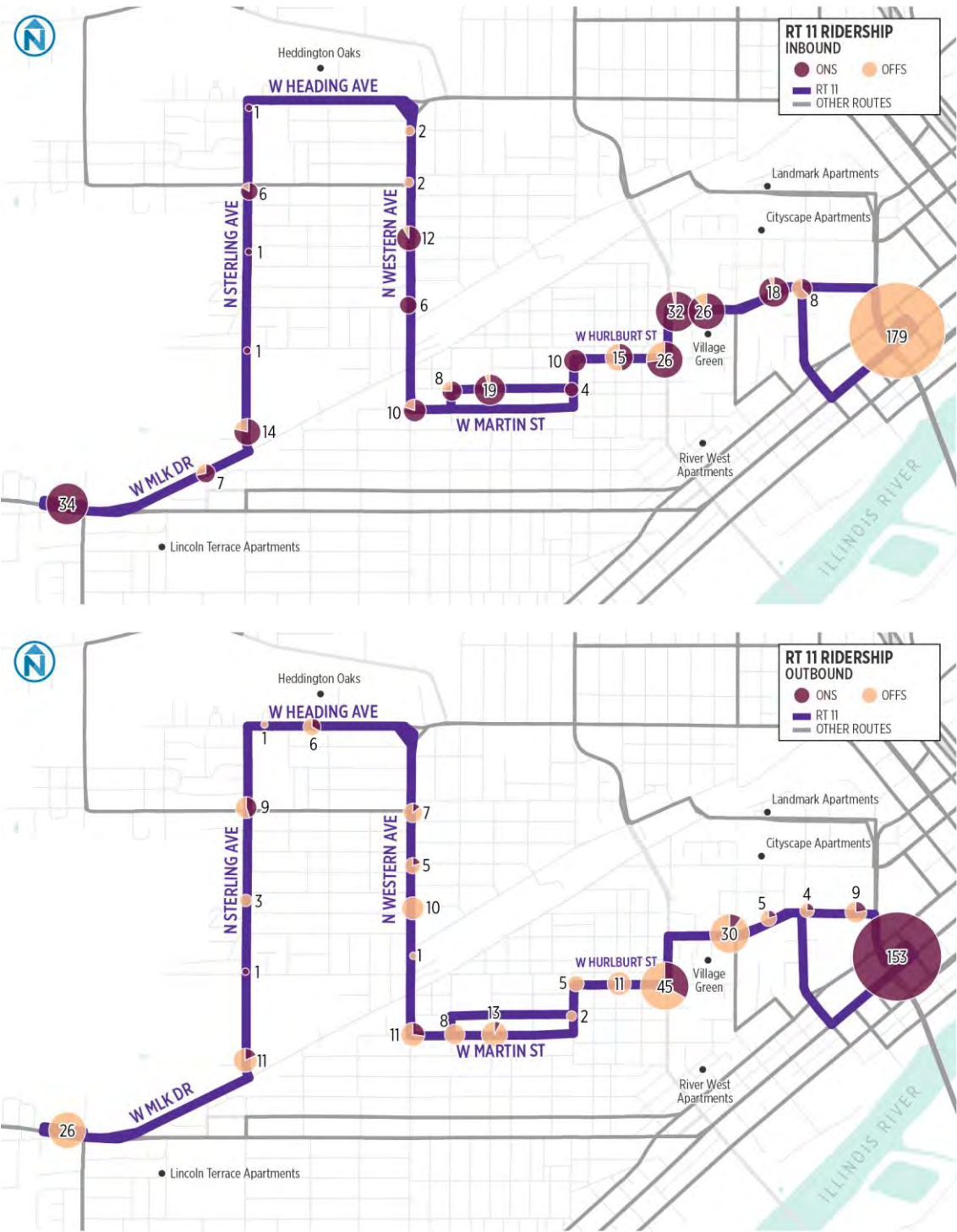
### Service Characteristics

Service Characteristic	Weekday	Saturday	Sunday
Span	5:43 a.m. - 6:33 p.m.	7:43 a.m. - 5:33 p.m.	-
Headway(s)	30 - 75	60 - 75	-
Peak Vehicles	2	1	-
Revenue hours	22.9	10.5	-

### Performance

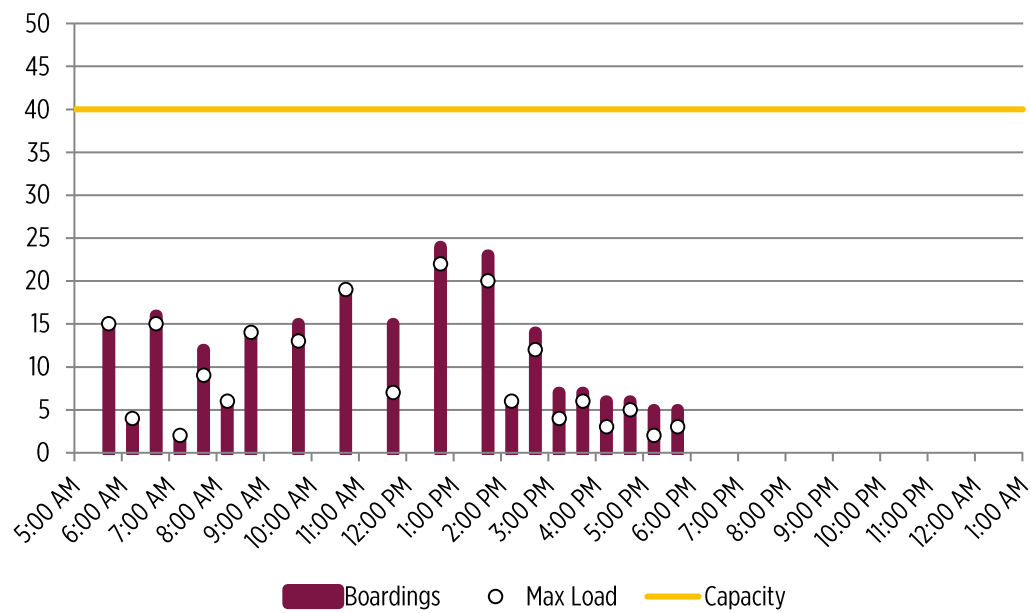
Average Daily Boardings			Boardings per revenue hour		
412 Weekday	207 Saturday	- Sunday	18.0 Weekday	19.7 Saturday	- Sunday
On-time Performance					
<p>Late 1% Early 21%</p> <p>On-Time 78% Weekday</p>		<p>Late 0% Early 12%</p> <p>On-Time 88% Saturday</p>		<p>- Sunday</p>	

Route 11: Weekday Ridership by Stop

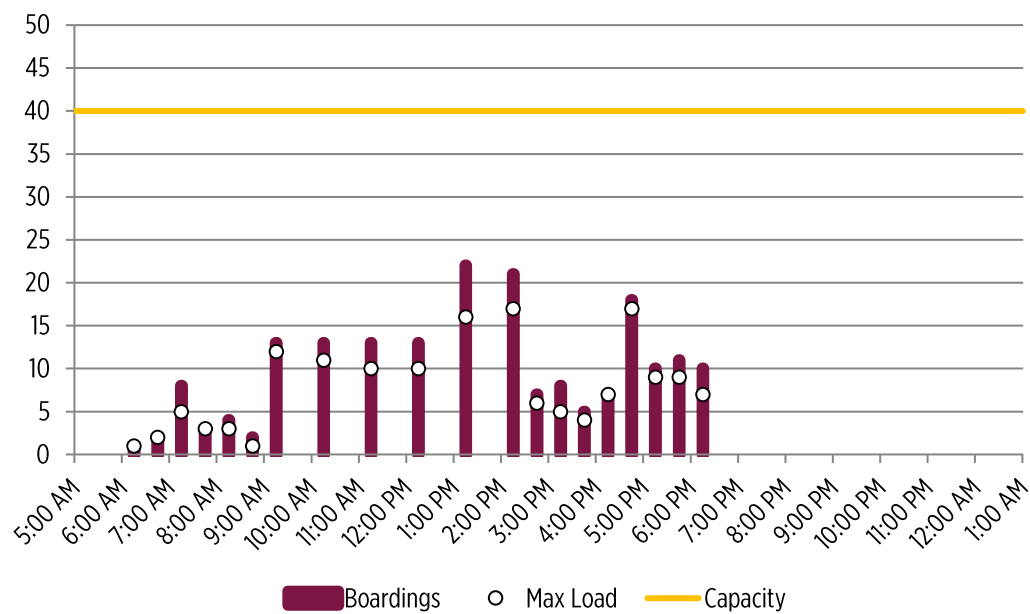


Route 11: Weekday Ridership by Trip

Inbound Trips



Outbound Trips

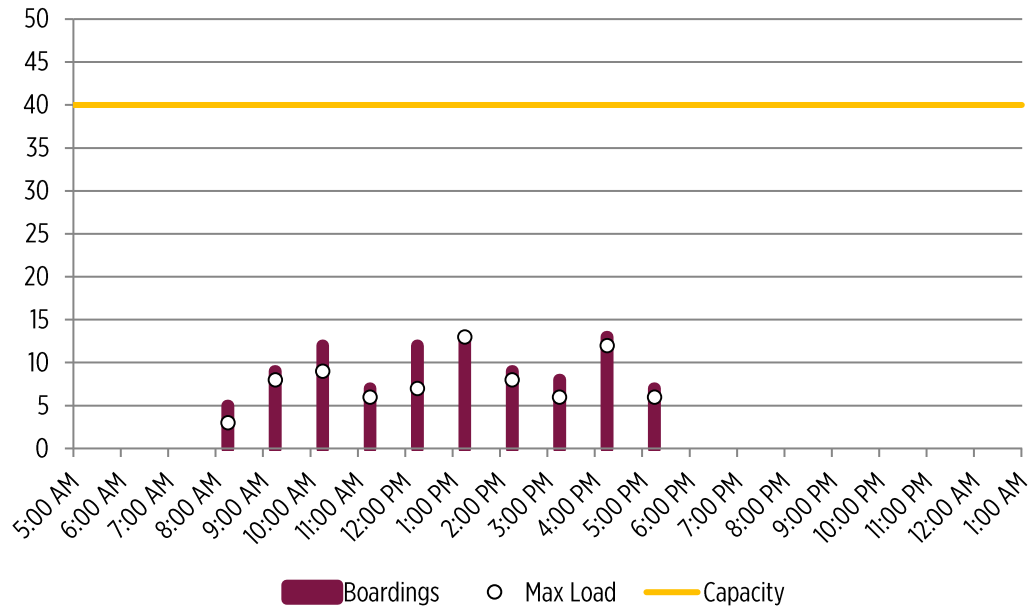


## Route 11: Saturday Ridership by Trip

### Inbound Trips



### Outbound Trips



## ROUTE 12: HEIGHTS



Route 12 serves several neighborhood in Peoria, as well as the Village of Peoria Heights. The route primarily operates along the Adams Street/Jefferson Street couplet in the North Valley neighborhood, Prospect Road in Peoria Heights, and Glen Avenue in Central Peoria. Route 12 is extended to the Walmart store on Allen Road during the midday period. Route 12 also deviates from Glen Avenue after 6:00 p.m. to directly serve Proctor Hospital.

Ridership at the bus stop level is consistent throughout the entire route with no particularly weak segments. Passenger loads are highest during the midday period. On-time performance is consistent throughout the week. The L-shaped alignment of Route 12 provides east-west connectivity between Northwest Peoria, Central Peoria, Peoria Heights, and the East Bluff and North Valley neighborhoods.

On weekdays, ridership peak in the outbound direct at 1:15 p.m. with 28 boardings at the Downtown Transit Center and 39 total boardings. On Saturday, the 8:15 a.m. outbound trip has the highest ridership of all trips with 26 boardings, indicating the need for an earlier trip.

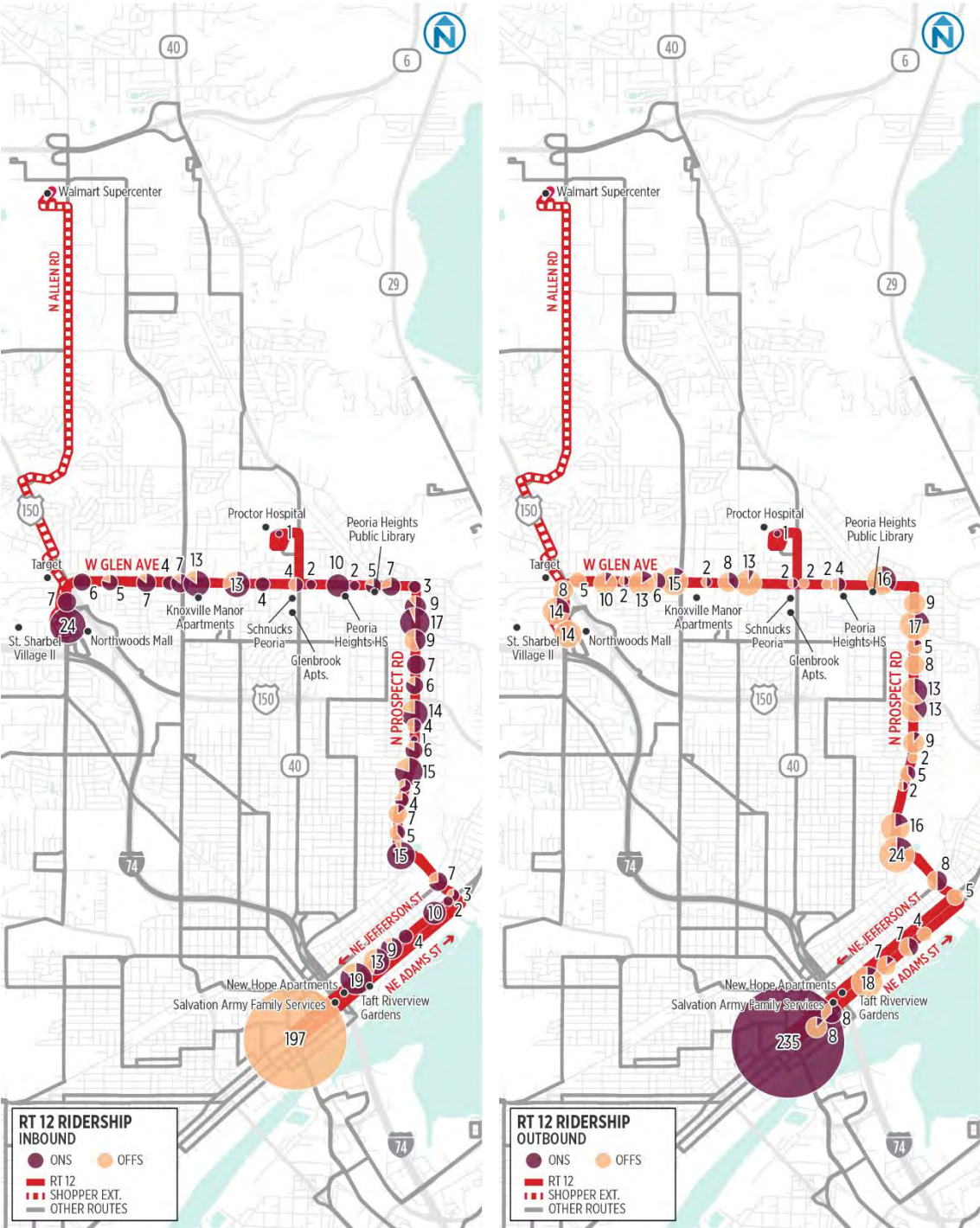
### Service Characteristics

Service Characteristic	Weekday	Saturday	Sunday
Span	5:40 a.m. - 12:53 a.m.	7:43 a.m. - 8:32 p.m.	7:38 a.m. - 7:55 p.m.
Headway(s)	30 - 75	60 - 75	75
Peak Vehicles	3	2	1
Revenue hours	36.0	22.4	13.0

### Performance

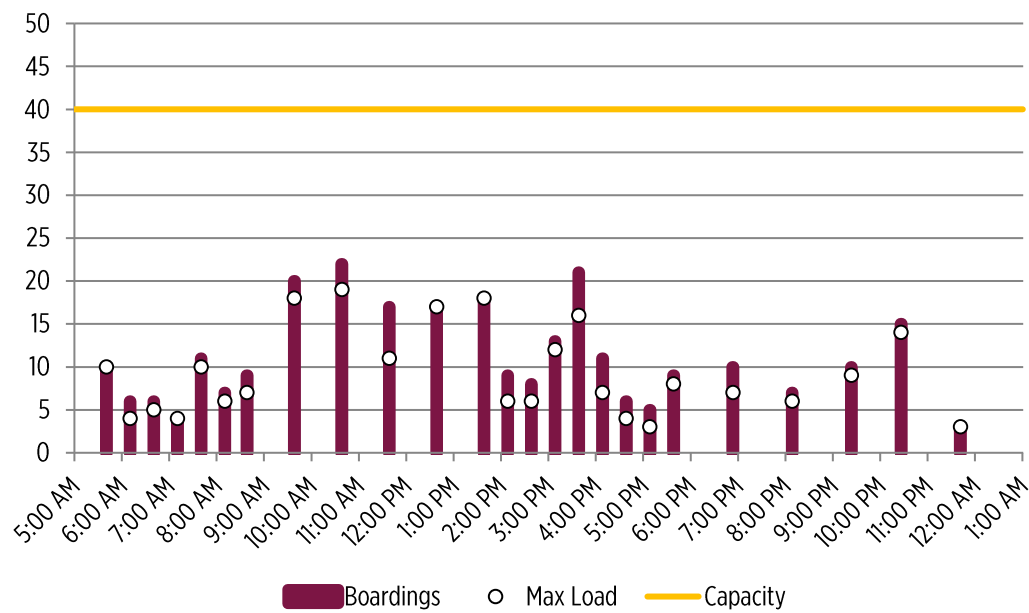
Average Daily Boardings			Boardings per revenue hour		
587 Weekday	355 Saturday	127 Sunday	16.3 Weekday	15.9 Saturday	9.8 Sunday
On-time Performance					
<p>Late 8% Early 9%</p> <p>On-Time 83%</p> <p>Weekday</p>	<p>Late 3% Early 12%</p> <p>On-Time 85%</p> <p>Saturday</p>	<p>Late 1% Early 15%</p> <p>On-Time 84%</p> <p>Sunday</p>			

Route 12: Weekday Ridership by Stop

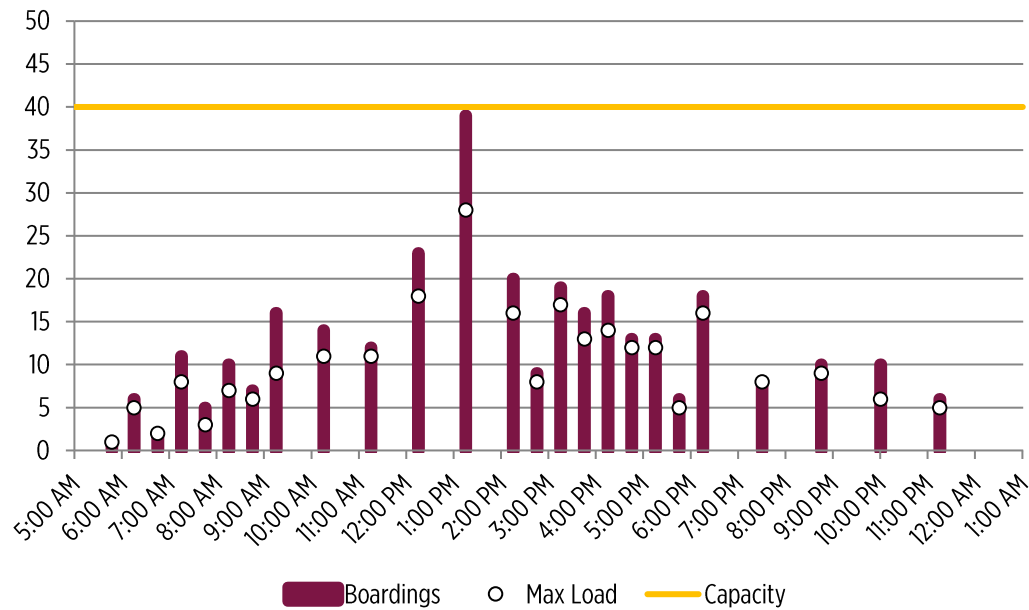


Route 12: Weekday Ridership by Trip by Trip

Inbound Trips

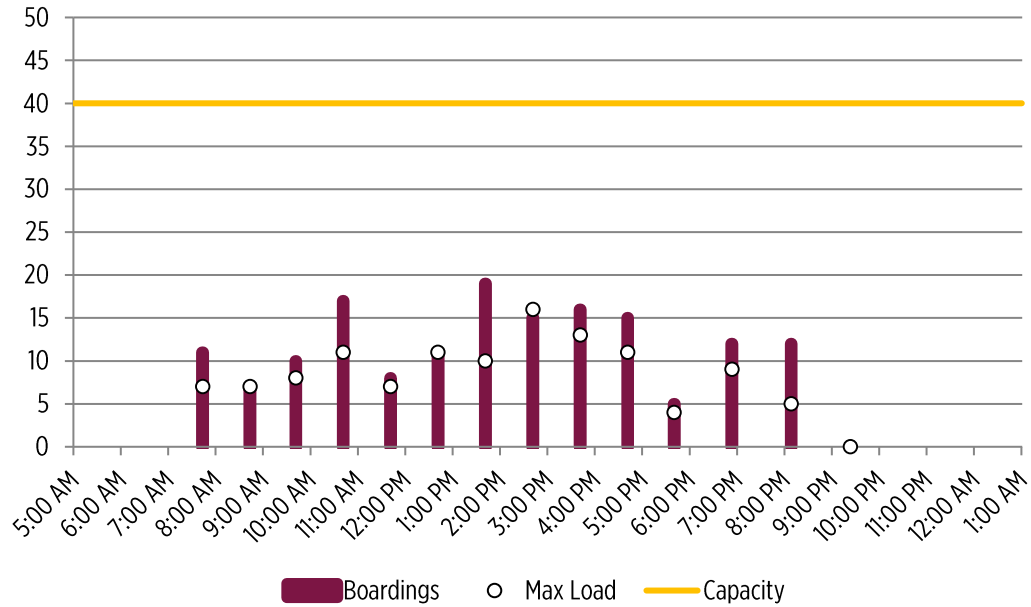


Outbound Trips

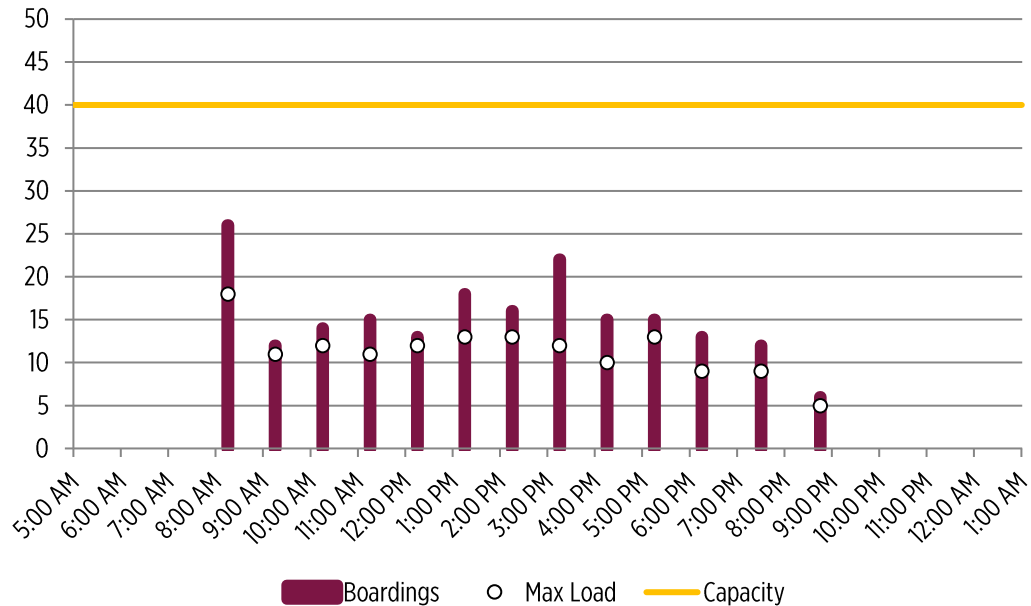


## Route 12: Saturday Ridership by Trip

### Inbound Trips

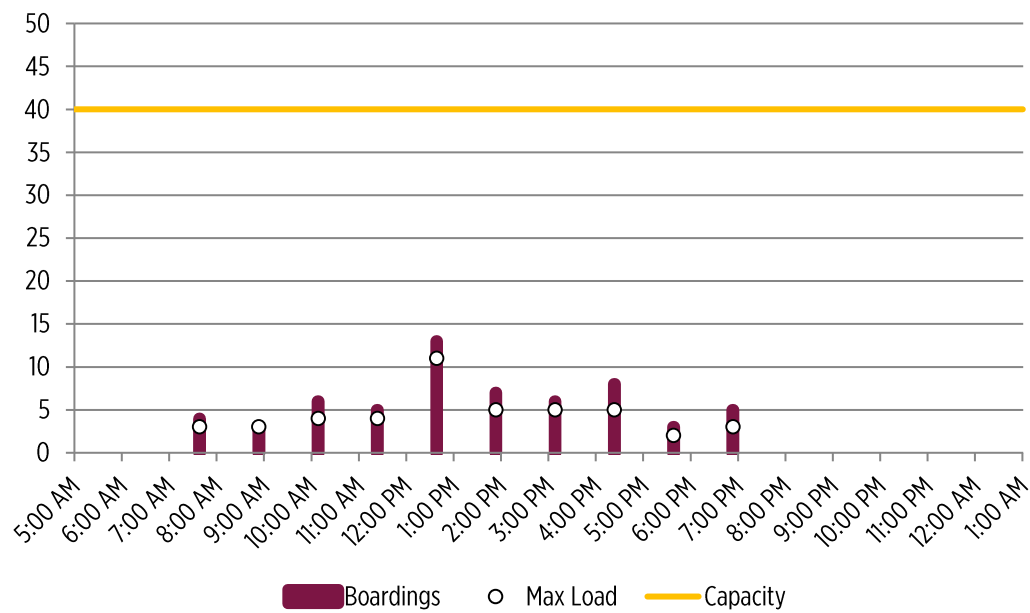


### Outbound Trips

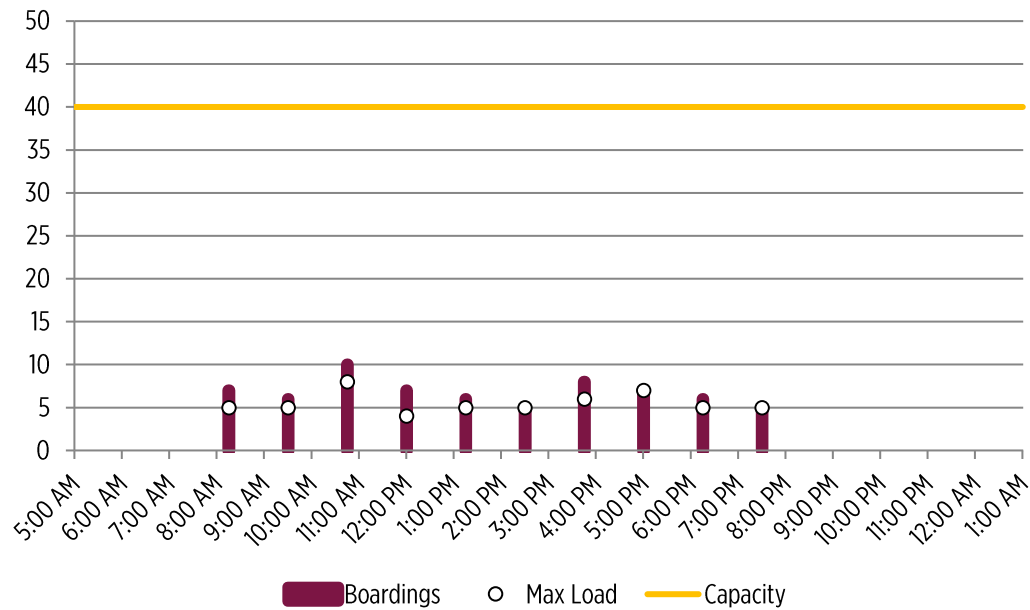


Route 12: Sunday Ridership by Trip

Inbound Trips



Outbound Trips



## ROUTE 13: SOUTH ADAMS

Route 13 operates between the Downtown Transit Center and Madison Park Shopping Center, where it connects with Routes 7, 11, and 15. Route 13 extends to Peoria International after 5:30 p.m. and deviates to and Village Green Apartments after 7:00 p.m.



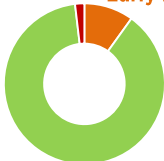


Approximately 35% of Route 13 inbound boardings occur in the vicinity of Harrison Homes Apartments. The transfer point and Madison Park Shopping Center averages approximately 25 boardings and alightings per weekday. The night extension to Peoria International Airport is approximately 6.5 miles in both directions and averages fewer than 5 total boardings on 6 trips.

On Saturday, the 7:44 a.m. inbound trip has the highest ridership of all trips with 28 boardings, indicating the need for an earlier trip.

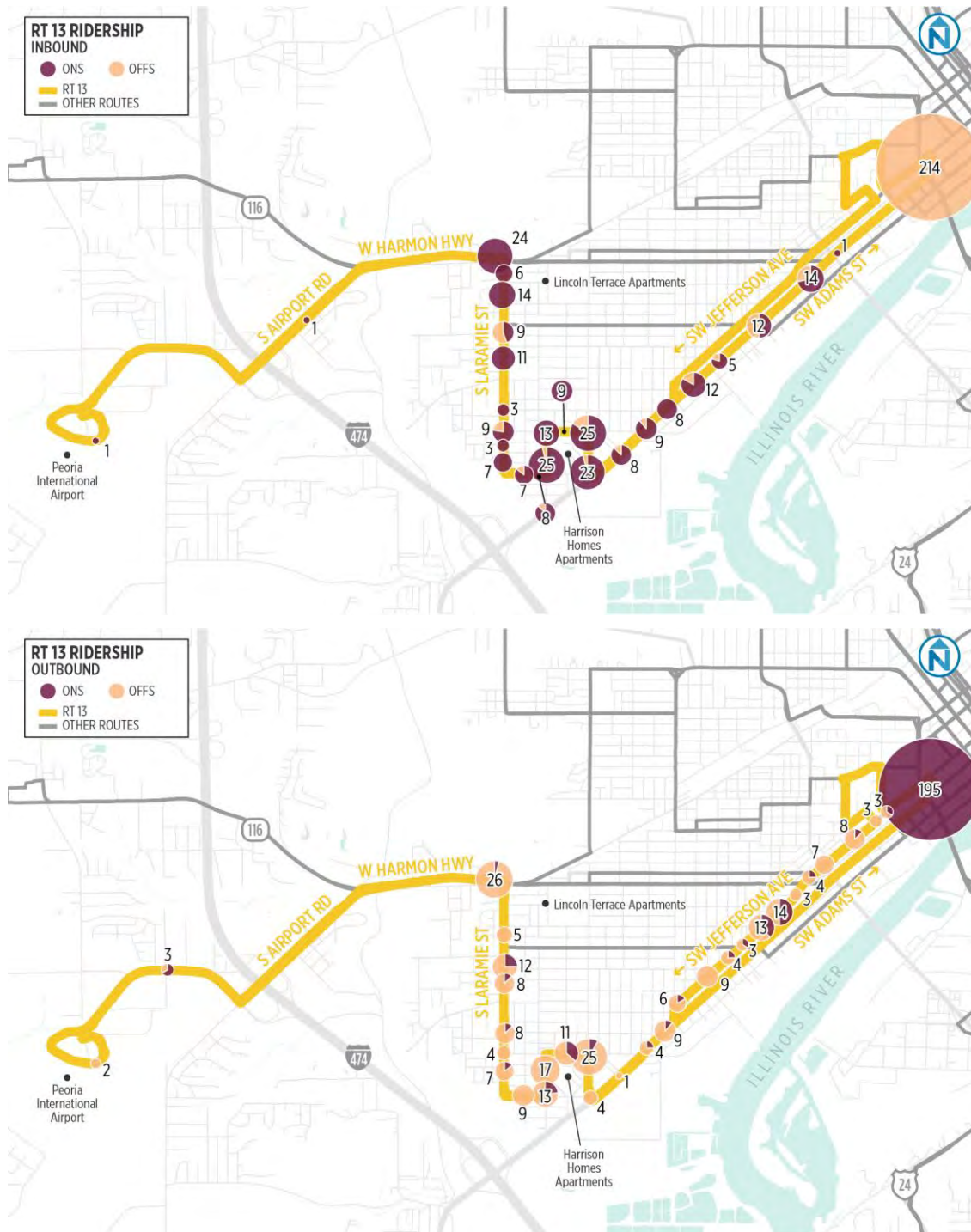
### Service Characteristics

Service Characteristic	Weekday	Saturday	Sunday
Span	5:43 a.m. - 12:49 a.m.	7:44 a.m. - 8:22 p.m.	7:28 a.m. - 8:07 p.m.
Headway(s)	30 - 75	60 - 75	75
Peak Vehicles	2	1	1
Revenue hours	26.0	14.5	13.3

### Performance

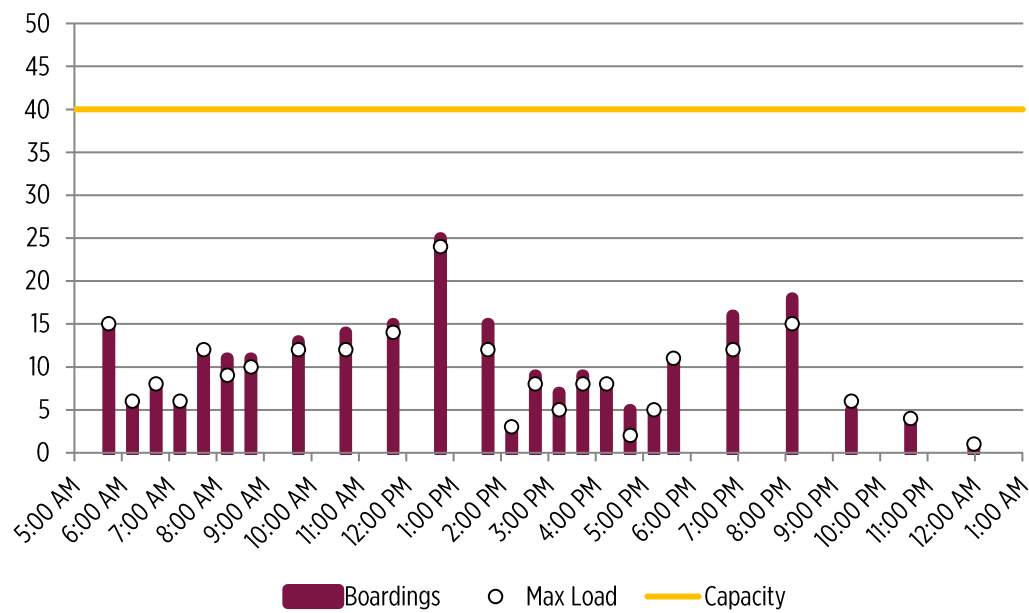
Average Daily Boardings			Boardings per revenue hour		
490	304	136	18.8	21.0	10.2
Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
On-time Performance					
<p>Late 2% Early 10%</p>  <p>On-Time 88%</p> <p>Weekday</p>	<p>Late 2% Early 21%</p>  <p>On-Time 77%</p> <p>Saturday</p>	<p>Late 0% Early 34%</p>  <p>On-Time 66%</p> <p>Sunday</p>			

### Route 13: Weekday Ridership by Stop

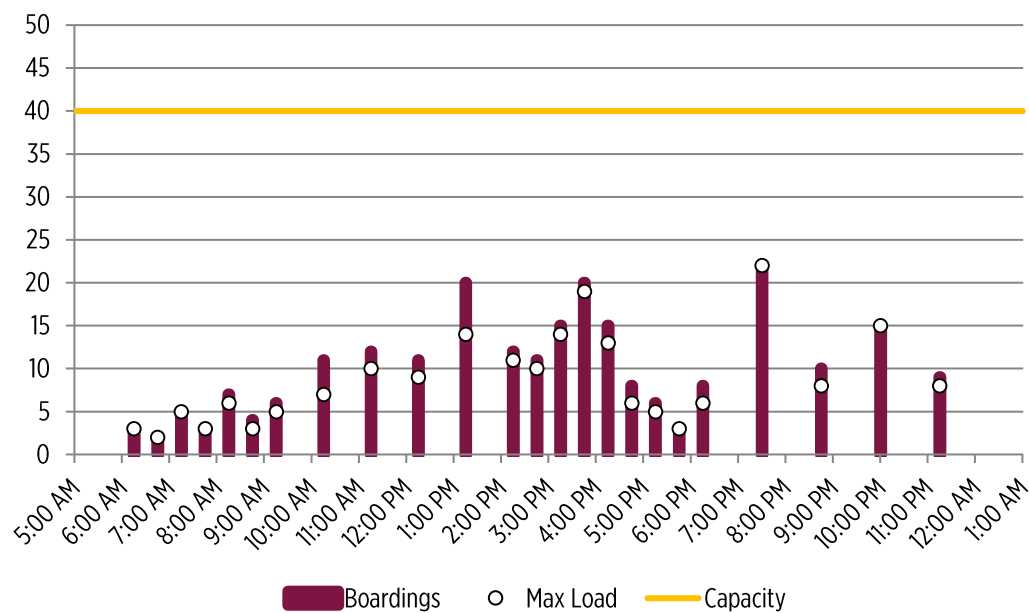


Route 13: Weekday Ridership by Trip

Inbound Trips



Outbound Trips

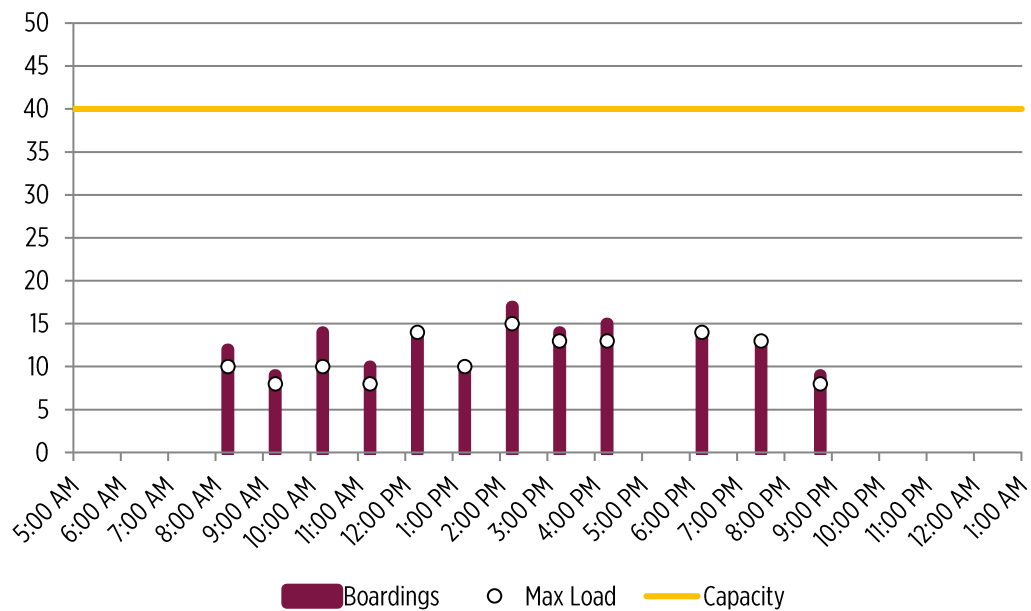


## Route 13: Saturday Ridership by Trip

### Inbound Trips

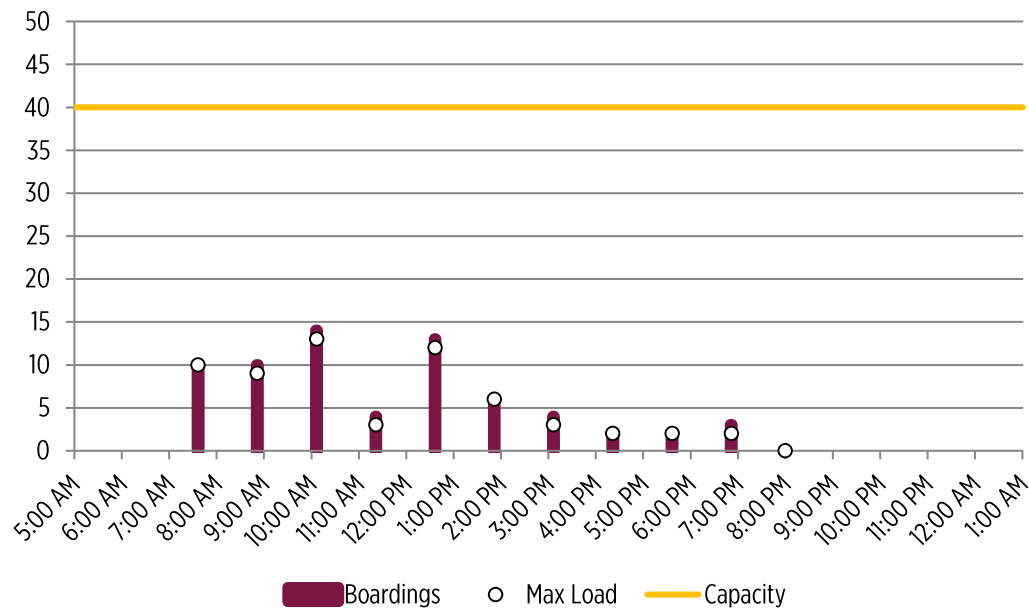


### Outbound Trips

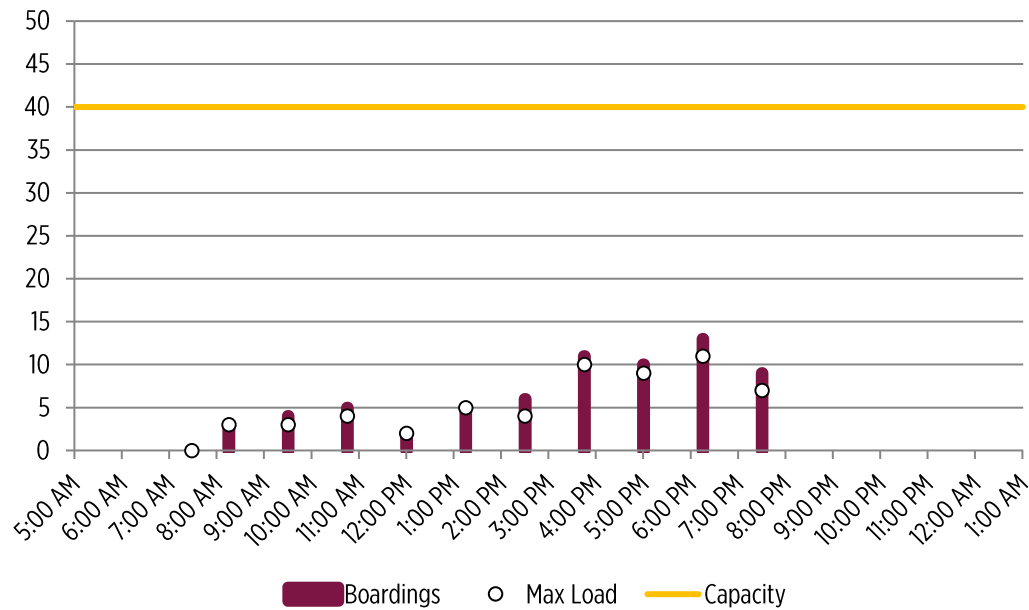


Route 13: Sunday Ridership by Trip

Inbound Trips



Outbound Trips



## ROUTE 14: WISCONSIN

Route 14 Wisconsin operates between the Downtown Transit Center and Northwoods Mall. The route has a fairly indirect alignment as it meanders through the East Bluff and Central Peoria neighborhoods.




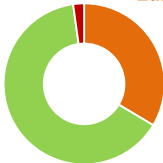
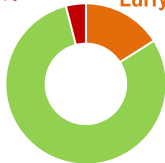
Major destinations include Northwoods Mall, Hyvee, Kroger, and OSF Medical Center. Along with Route 16, Route 14 enters Northwoods Mall on all trips. Route 14 extends to the Target store on Big Hollow Road between 9:58 a.m. and 1:32 p.m. on weekdays and between 9:03 a.m. and 4:32 p.m. on Saturdays. This extension allows Route 14 to remain in revenue service rather than layover for an extended period time at Northwoods Mall. Route 16 also provides direct service to Evergreen Square on select late night trips.

The midday cycle time of 120 minutes results in an inefficient schedule with excessive layover. Increasing the number of peak vehicles from two to four would enable Route 1 to operate every 30 minutes throughout the day.

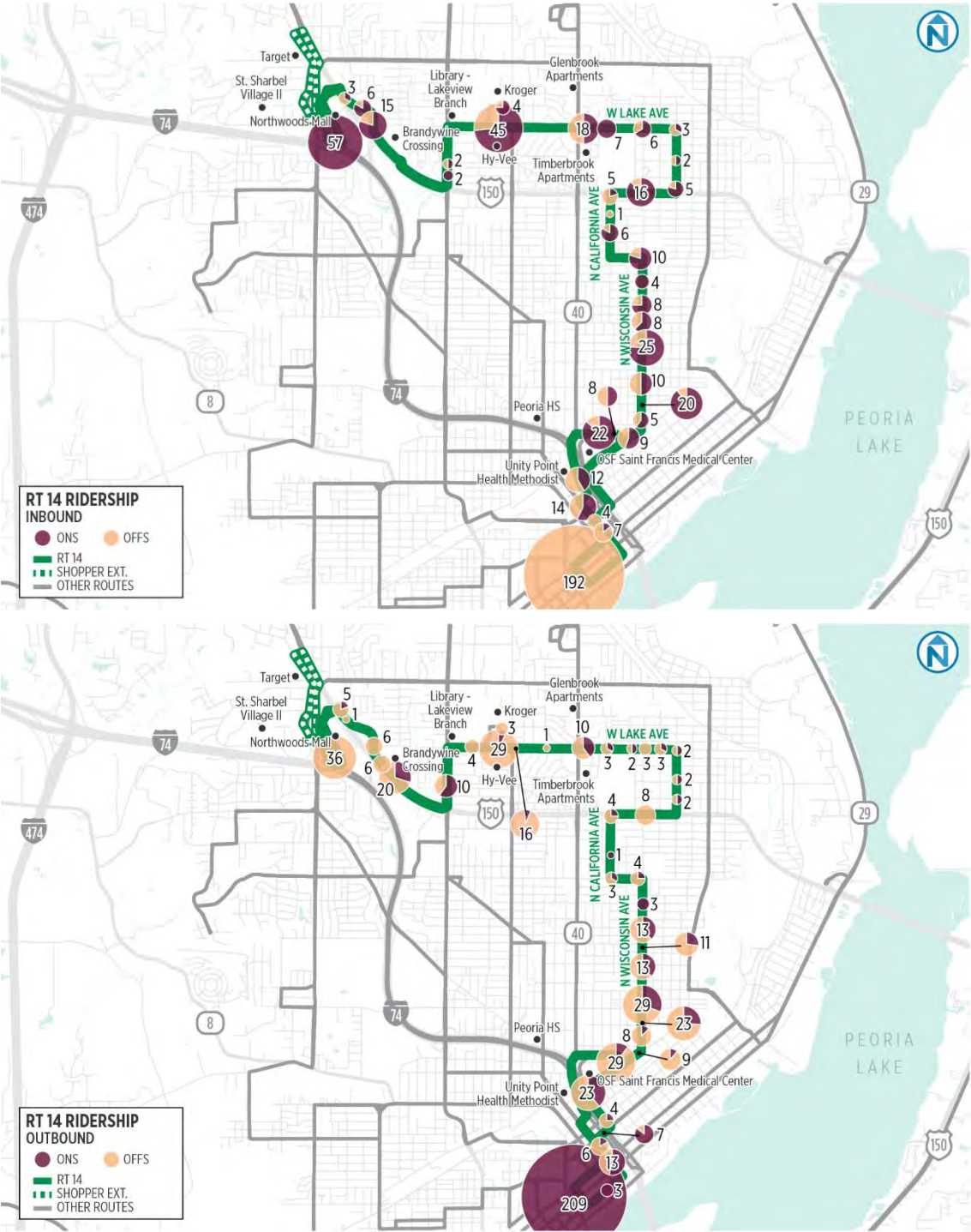
### Service Characteristics

Service Characteristic	Weekday	Saturday	Sunday
Span	5:35 a.m. - 12:57 a.m.	7:22 a.m. - 8:27 p.m.	7:32 a.m. - 8:01 p.m.
Headway(s)	30 - 75	60 - 75	75
Peak Vehicles	3	3	1
Revenue hours	43.6	29.4	13.0

### Performance

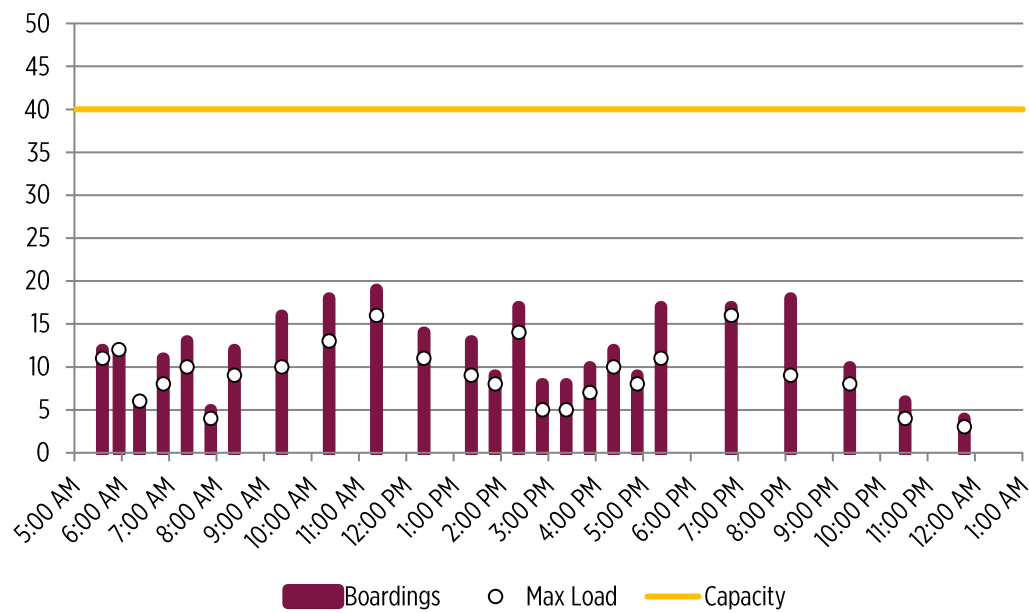
Average Daily Boardings			Boardings per revenue hour		
600 Weekday	409 Saturday	171 Sunday	13.8 Weekday	13.9 Saturday	13.2 Sunday
On-time Performance					
<p>Late 1% Early 23%</p>  <p>On-Time 76% Weekday</p>	<p>Late 2% Early 34%</p>  <p>On-Time 64% Saturday</p>	<p>Late 4% Early 16%</p>  <p>On-Time 80% Sunday</p>			

Route 14: Weekday Ridership by Stop

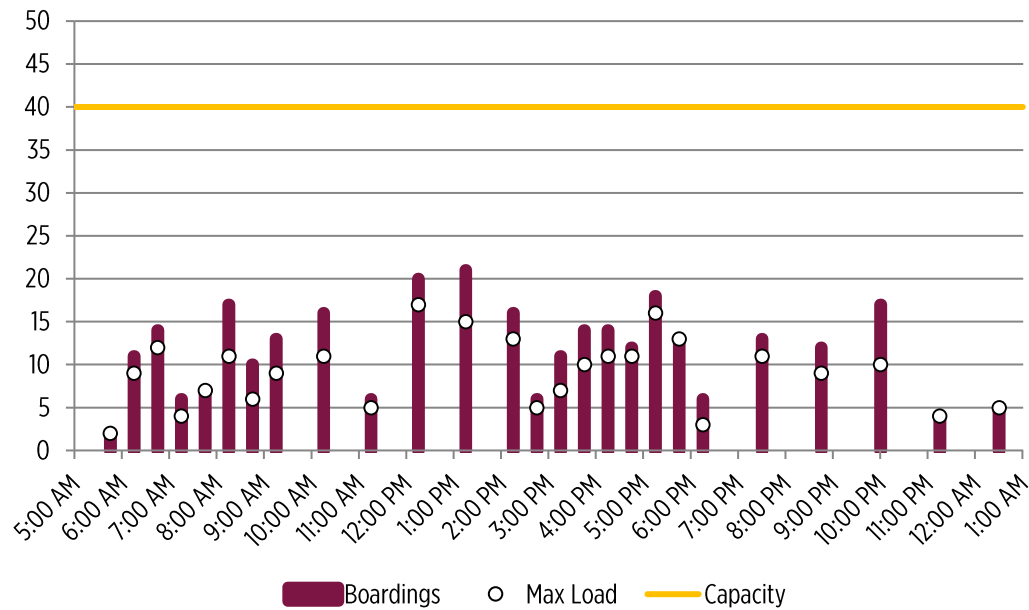


Route 14: Weekday Ridership by Trip

Inbound Trips

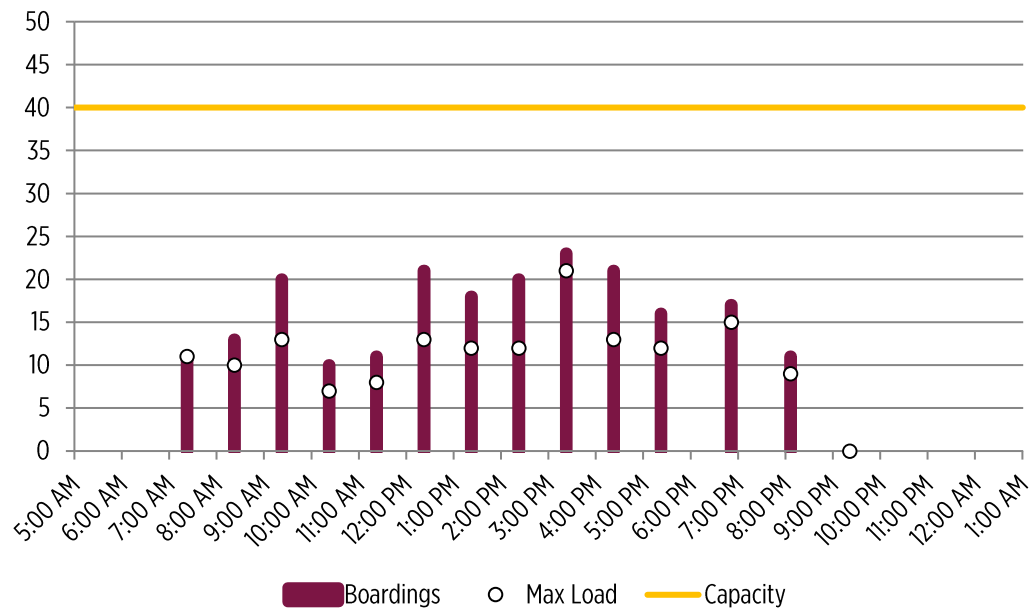


Outbound Trips

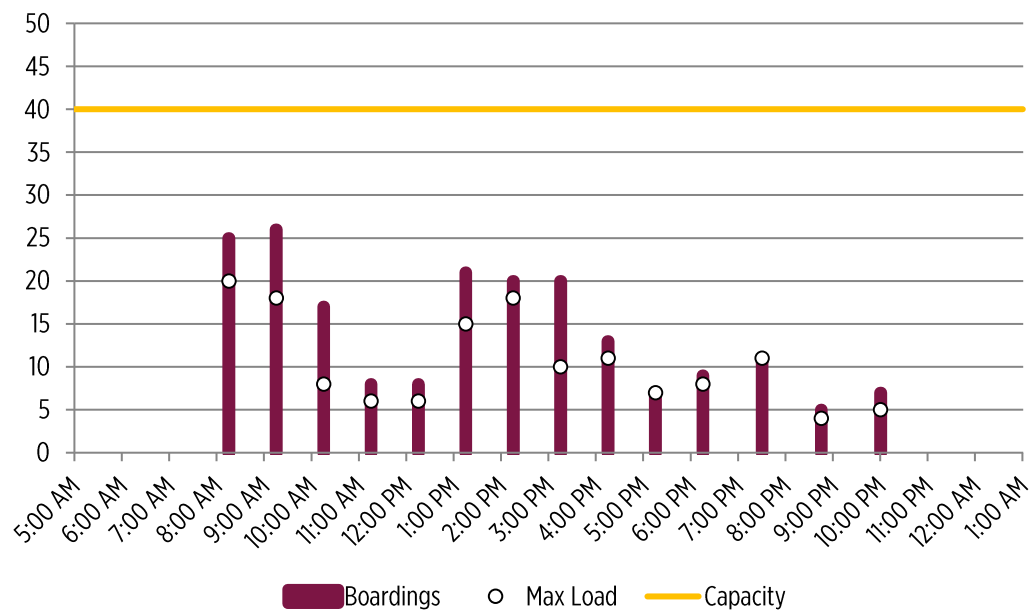


Route 14: Saturday Ridership by Trip

Inbound Trips

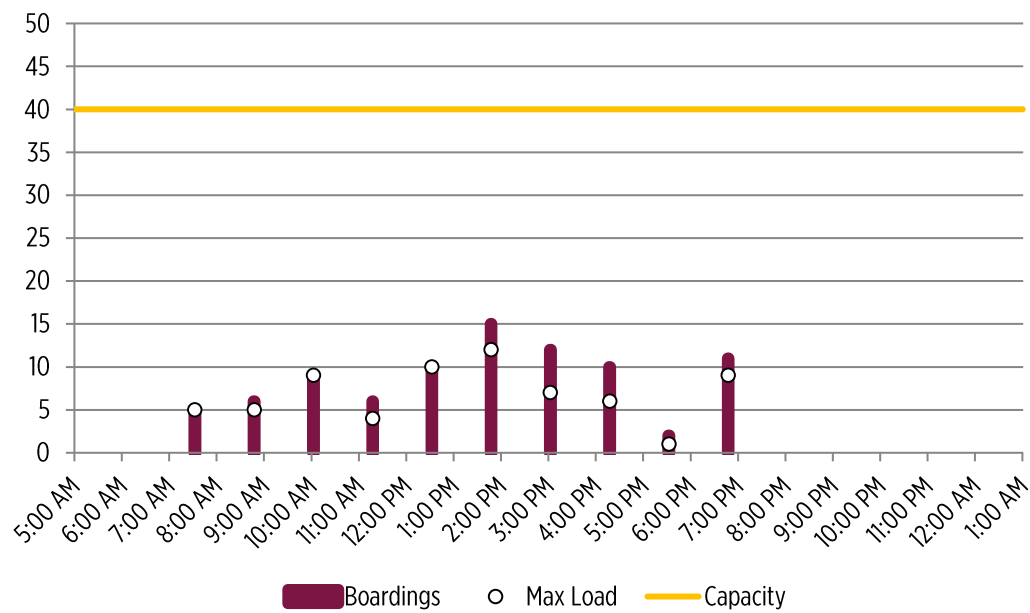


Outbound Trips

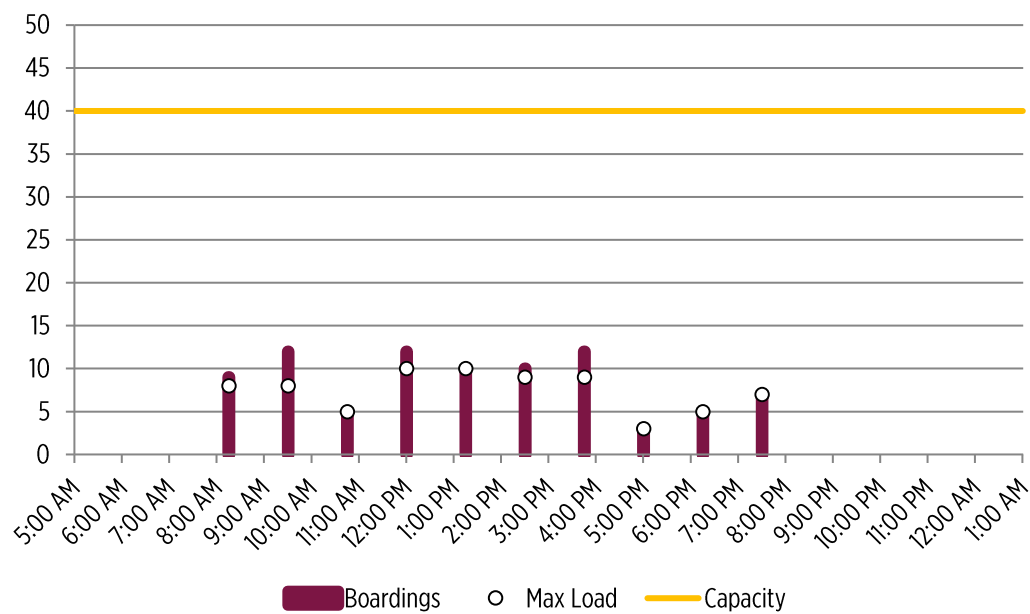


Route 14: Sunday Ridership by Trip

Inbound Trips



Outbound Trips



## ROUTE 15: LINCOLN

Route 15 primarily operates along the Lincoln Avenue and Plank Road between the Downtown Transit Center and Peoria County Jail. The route has a direct alignment with no deviations. Over 80% of boarding activity occurs east of Madison Park Shopping Center, where Route 15 connects with Routes 7, 11, and 13.



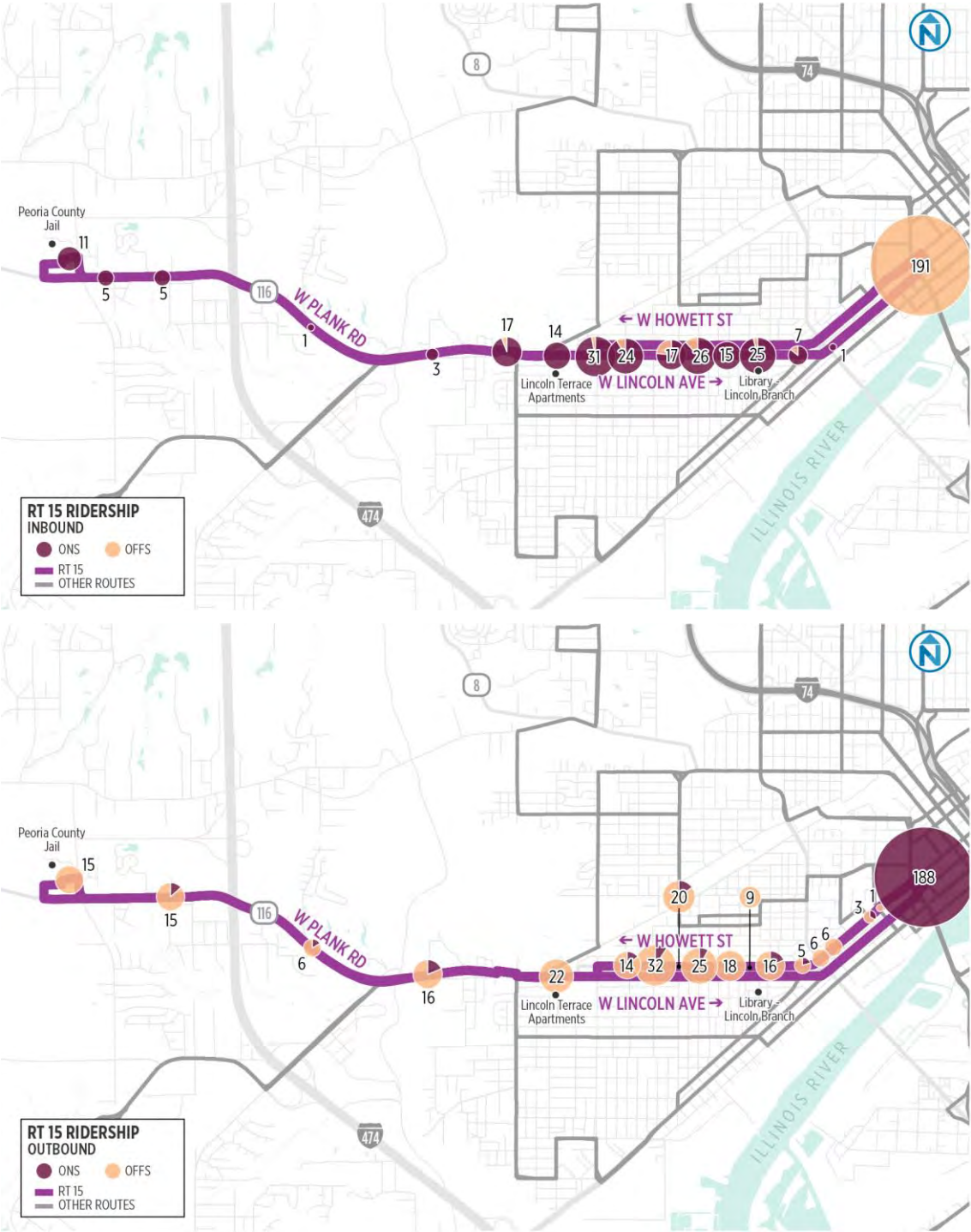
### Service Characteristics

Service Characteristic	Weekday	Saturday	Sunday
Span	5:50 a.m. - 12:47 a.m.	7:40 a.m. - 8:17 p.m.	7:40 a.m. - 7:59 p.m.
Headway(s)	30 - 75	60 - 75	75
Peak Vehicles	2	1	1
Revenue hours	27.4	15.2	12.8

### Performance

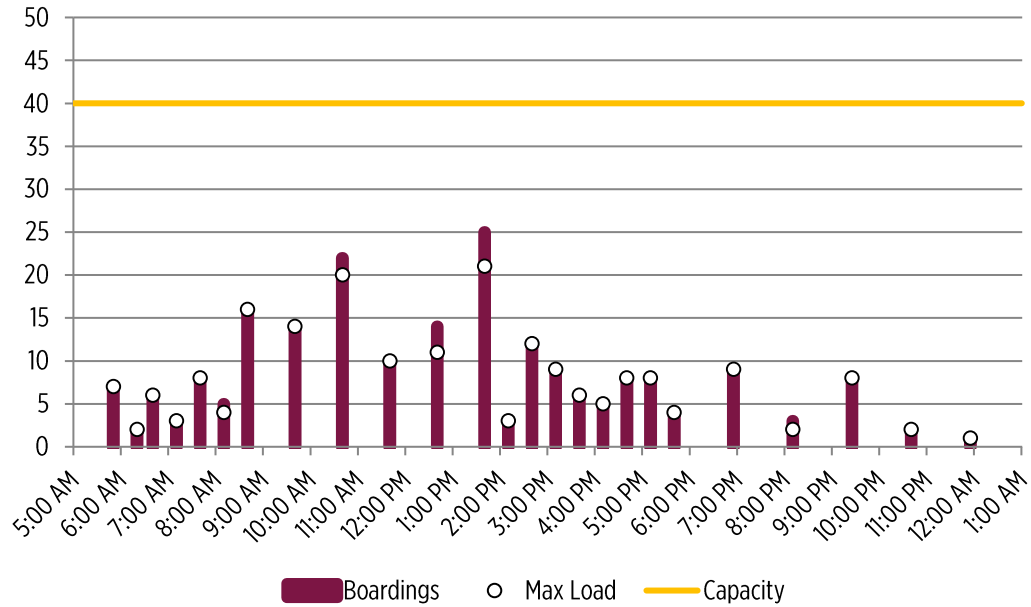
Average Daily Boardings			Boardings per revenue hour		
419 Weekday	272 Saturday	74 Sunday	15.3 Weekday	17.9 Saturday	5.4 Sunday
On-time Performance					
<p>Late 0% Early 27%</p> <p>On-Time 73%</p> <p>Weekday</p>	<p>Late 0% Early 35%</p> <p>On-Time 65%</p> <p>Saturday</p>	<p>Late 0% Early 24%</p> <p>On-Time 76%</p> <p>Sunday</p>			

Route 15: Weekday Ridership by Stop

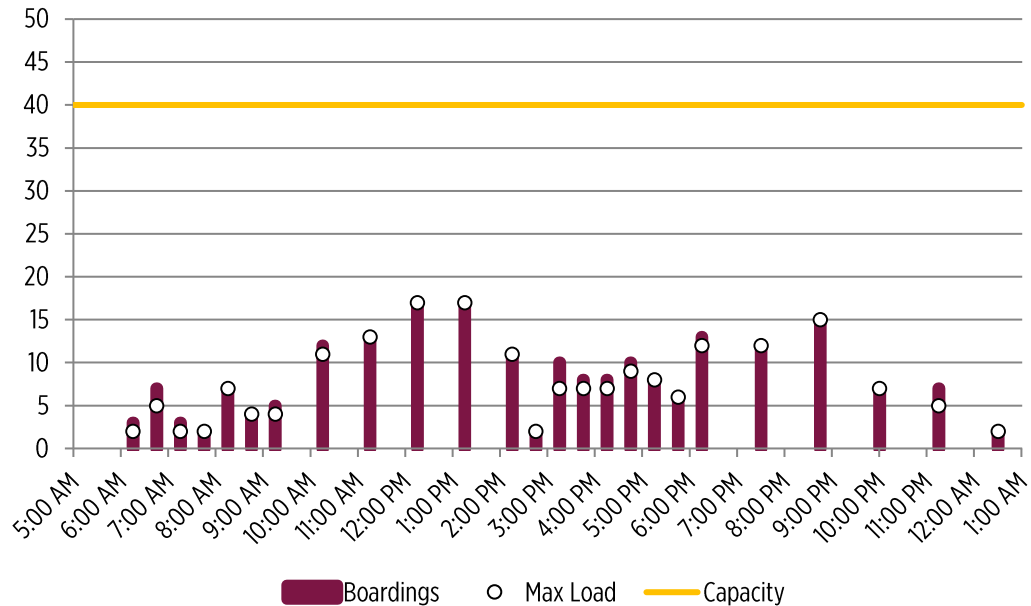


## Route 15: Weekday Ridership by Trip

### Inbound Trips

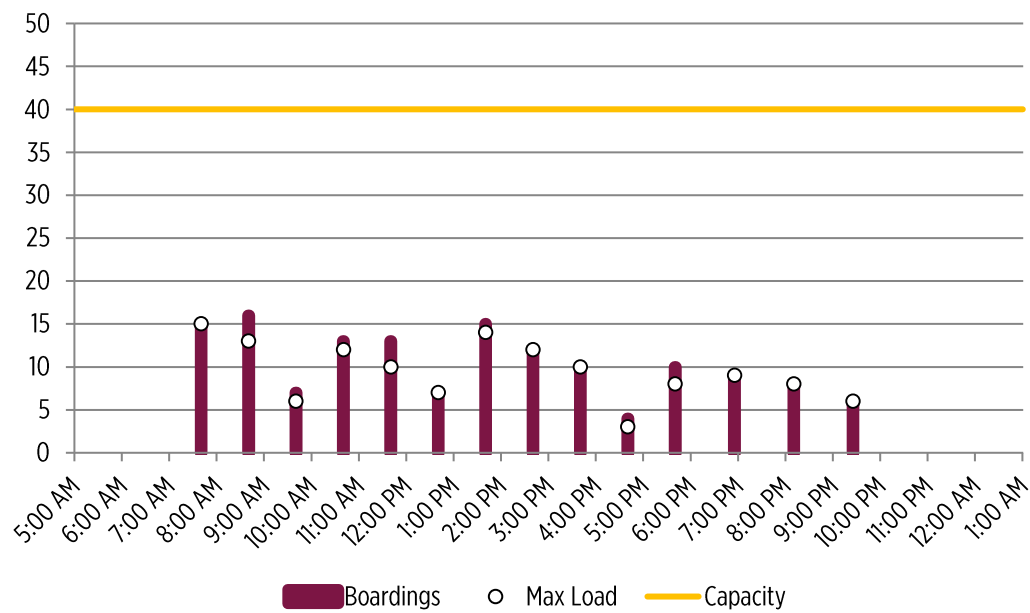


### Outbound Trips

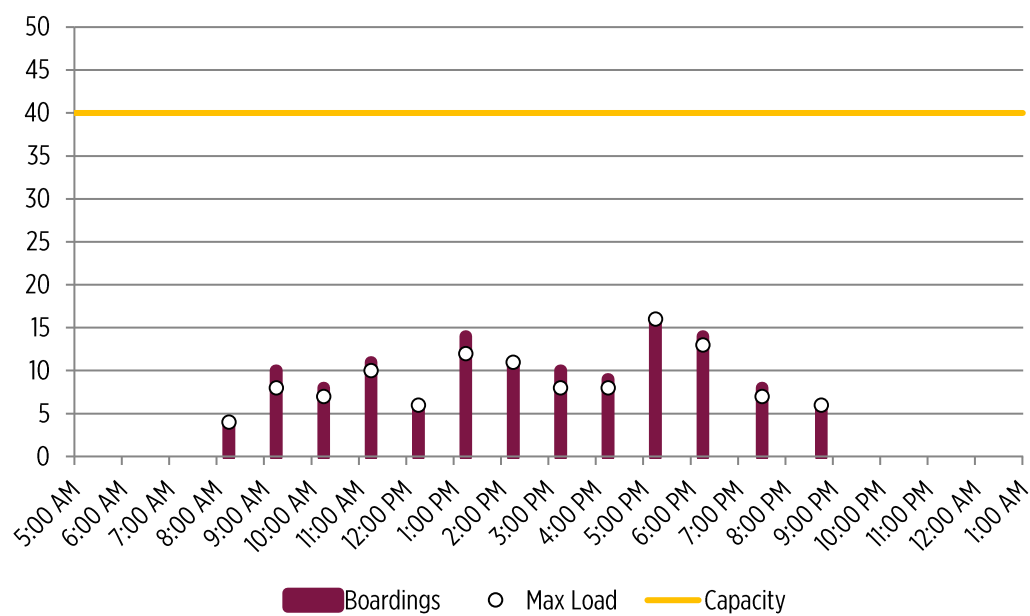


Route 15: Saturday Ridership by Trip

Inbound Trips

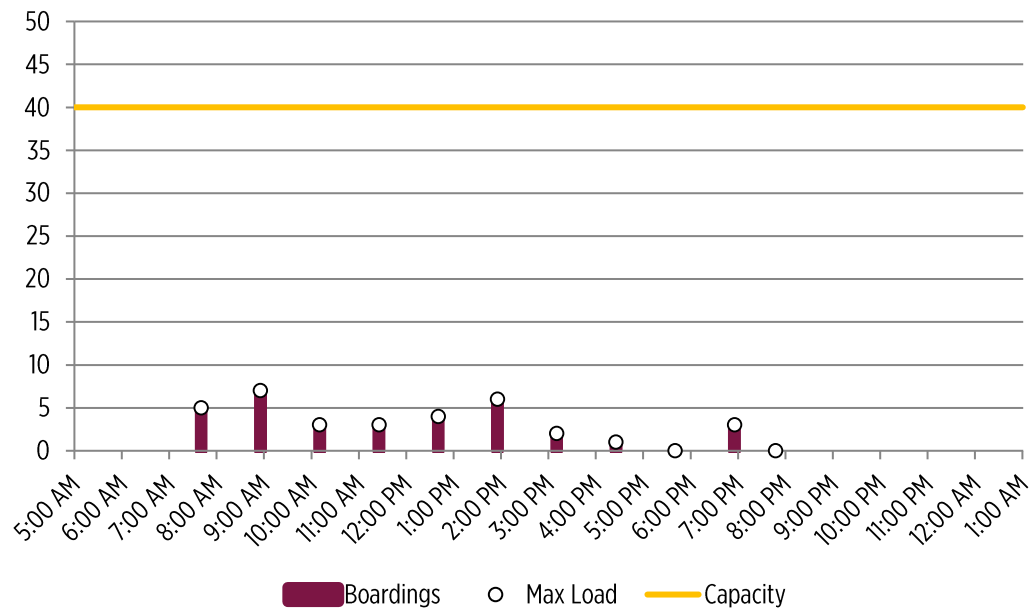


Outbound Trips

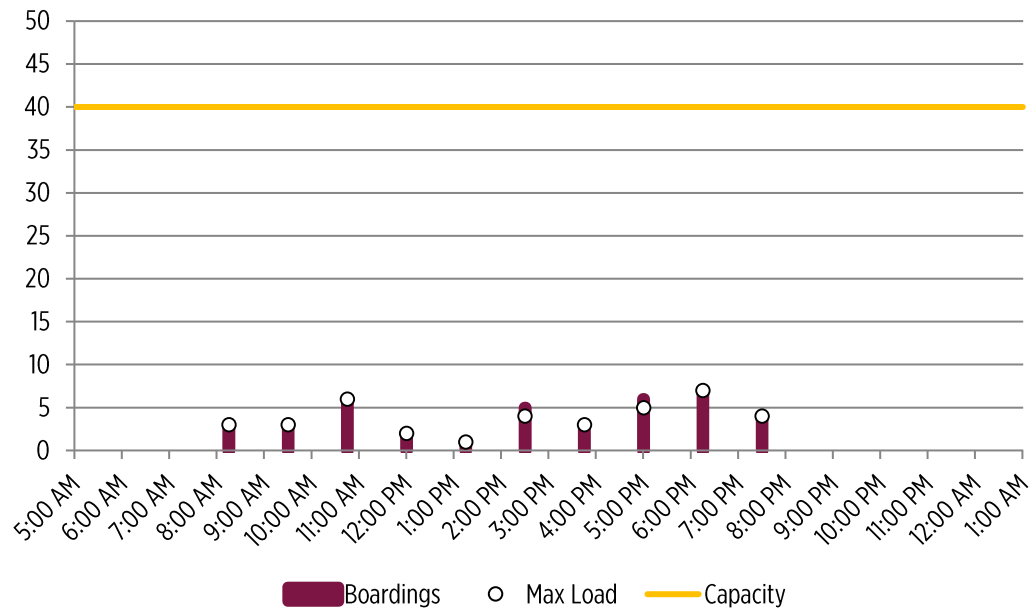


## Route 15 Sunday Ridership

### Inbound Trips



### Outbound Trips



## ROUTE 16: NORTHWEST EXPRESS



Route 16 is a hybrid express-local route that connects Downtown Transit Center with Northwoods Mall, the Willow Knolls Area, The Shoppes at Grand Prairie, and medical facilities along IL-91.

Route 16 serves several destinations off-street, including Illinois CancerCare, OSF St. Francis, VA Clinic, The Shoppes at Grand Prairie, and Northwoods Mall. Along with Route 14, Route 15 enters Northwoods Mall on all trips. Route 16 short-turns Shoppes at Grand Prairie after 6:00 p.m.

Northwoods Mall and The Shoppes at Grand Prairie are the highest ridership generators on the route, followed by Target and Willow Knolls Shopping Center.

Route 16 has the highest percentage of late trips of all routes on weekdays.

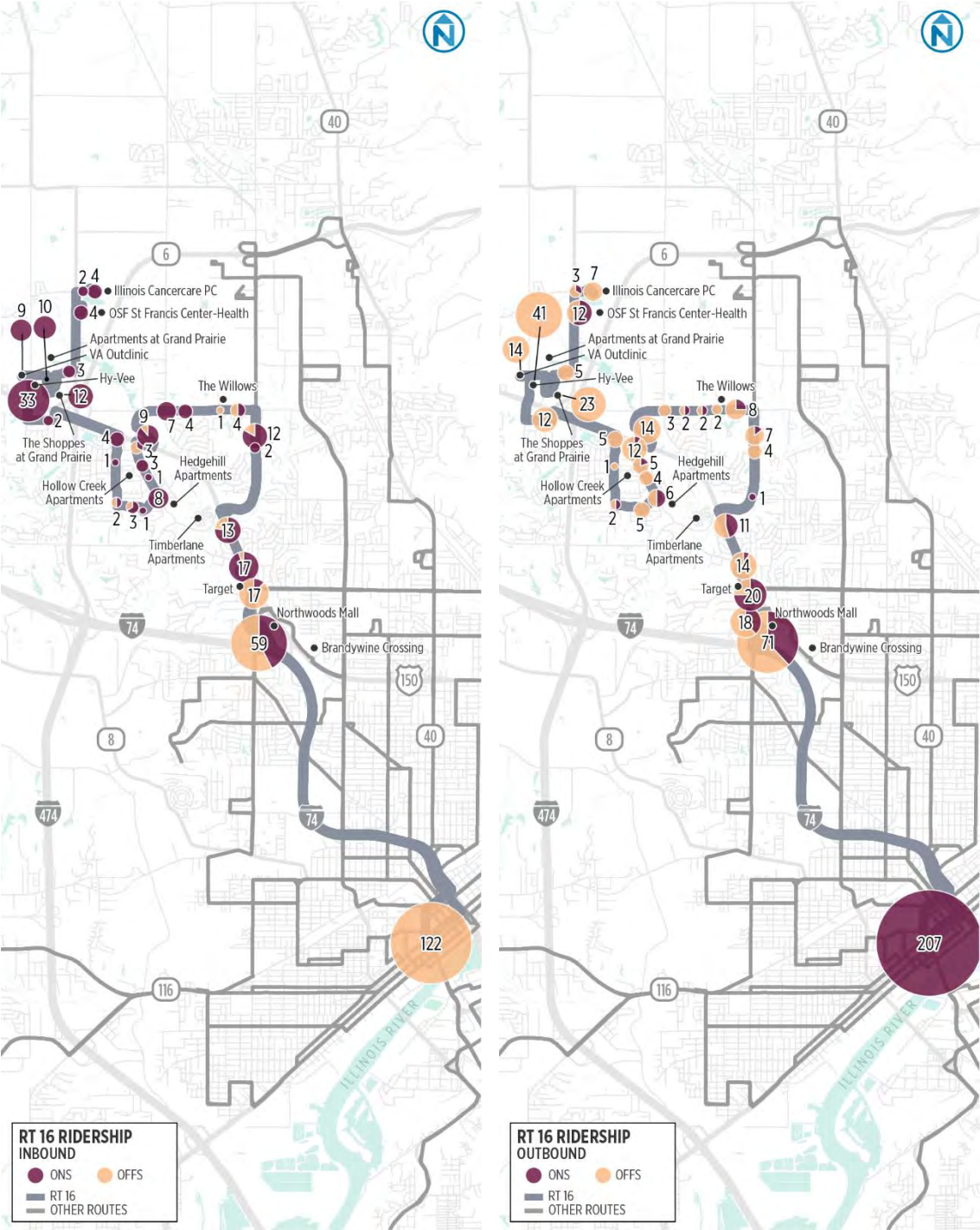
### Service Characteristics

Service Characteristic	Weekday	Saturday	Sunday
Span	5:14 a.m. - 10:56 p.m.	7:14 a.m. - 8:56 p.m.	7:13 a.m. - 8:13 p.m.
Headway(s)	30 - 75	60 - 75	75
Peak Vehicles	4	2	2
Revenue hours	48.3	26.9	29.0

### Performance

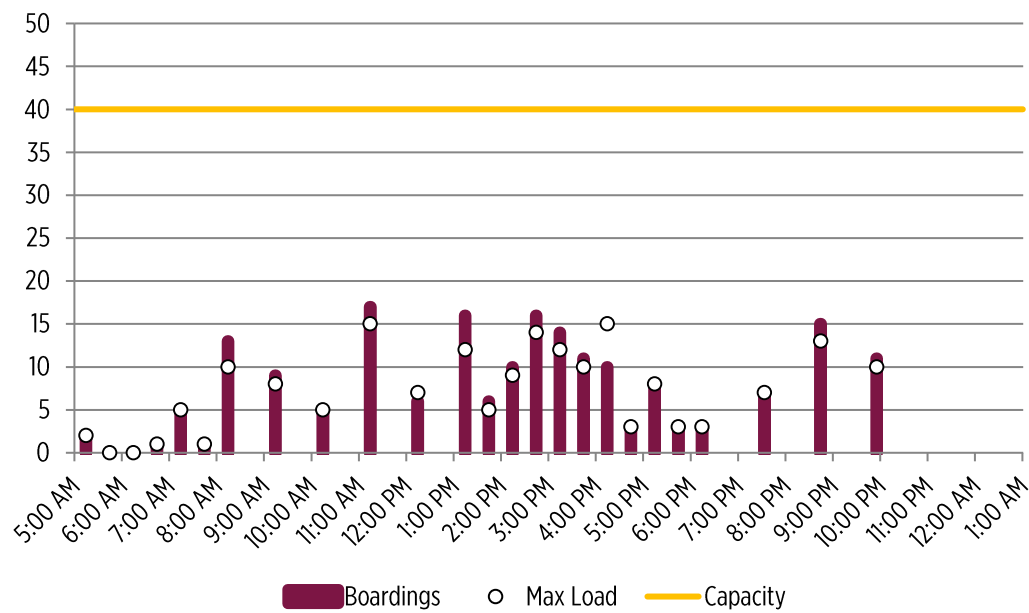
Average Daily Boardings			Boardings per revenue hour		
480	261	113	9.9	9.7	3.9
Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
On-time Performance					
<p>Late 12% Early 12%</p> <p>On-Time 76%</p> <p>Weekday</p>	<p>Late 1% Early 15%</p> <p>On-Time 84%</p> <p>Saturday</p>	<p>Late 0% Early 32%</p> <p>On-Time 68%</p> <p>Sunday</p>			

Route 16: Weekday Ridership by Stop

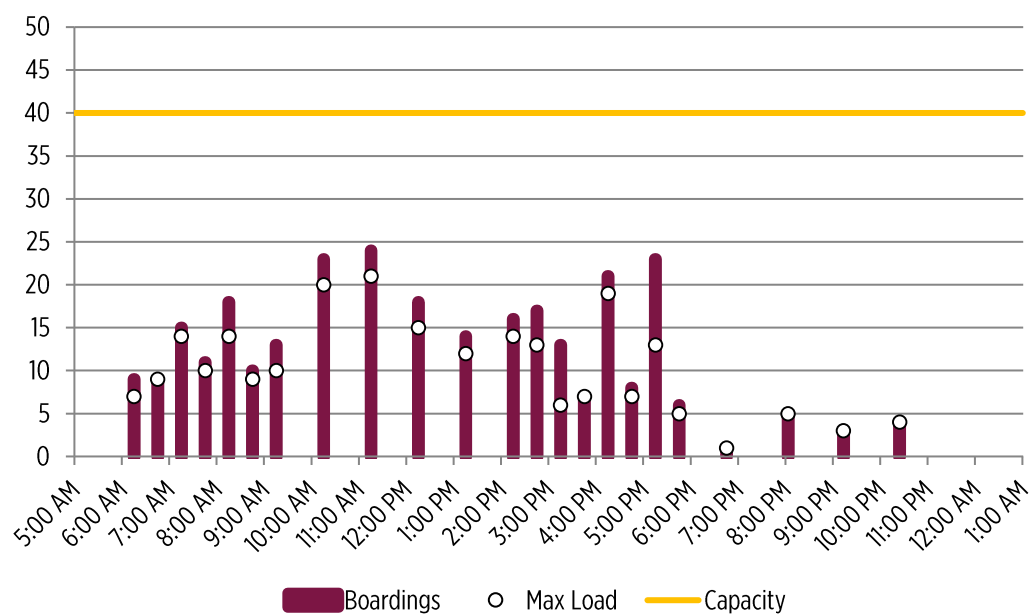


Route 16: Weekday Ridership by Trip

Inbound Trips



Outbound Trips

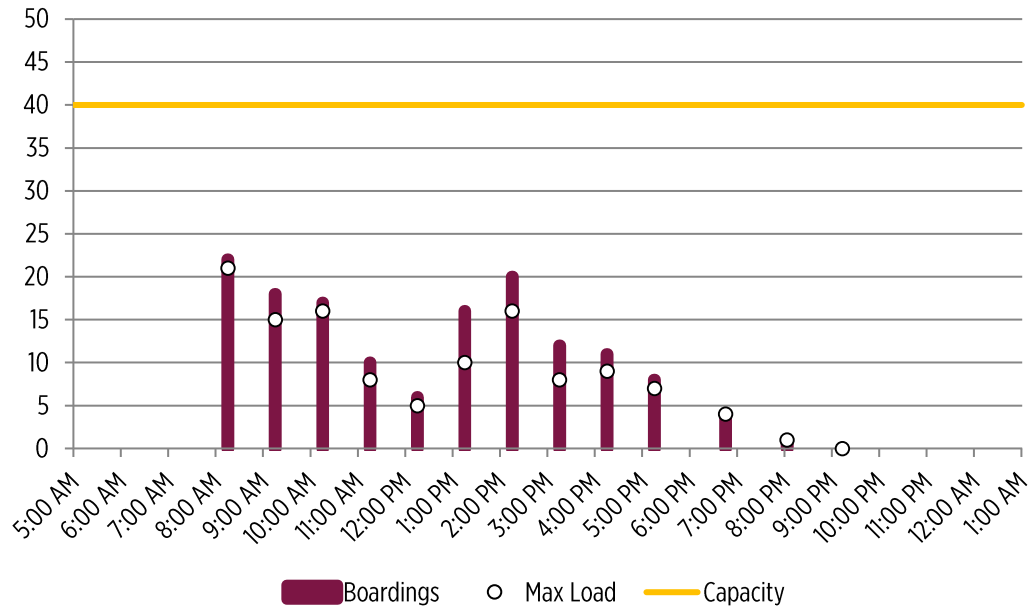


## Route 16: Saturday Ridership by Trip

### Inbound Trips

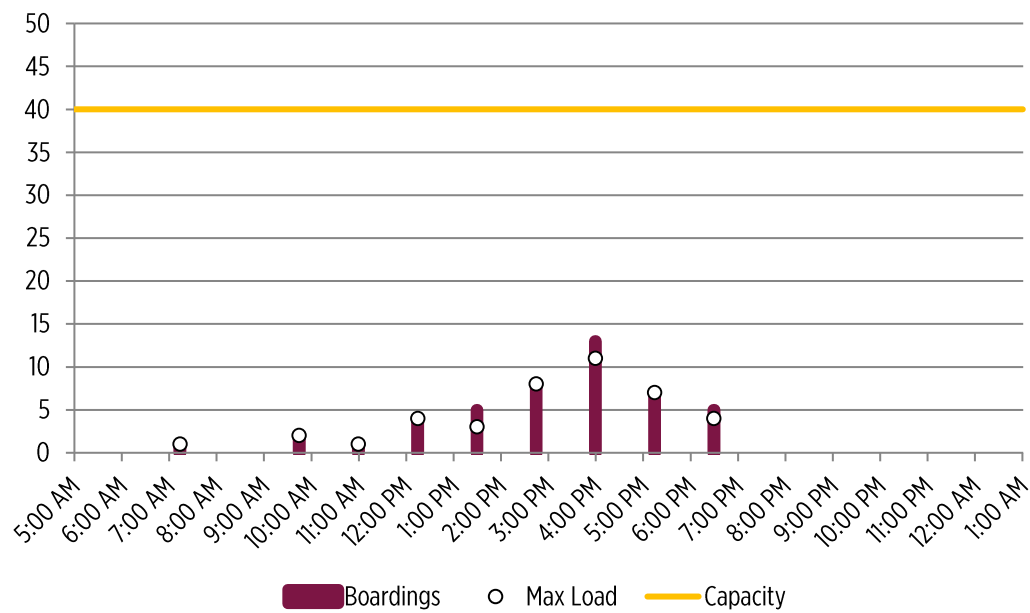


### Outbound Trips

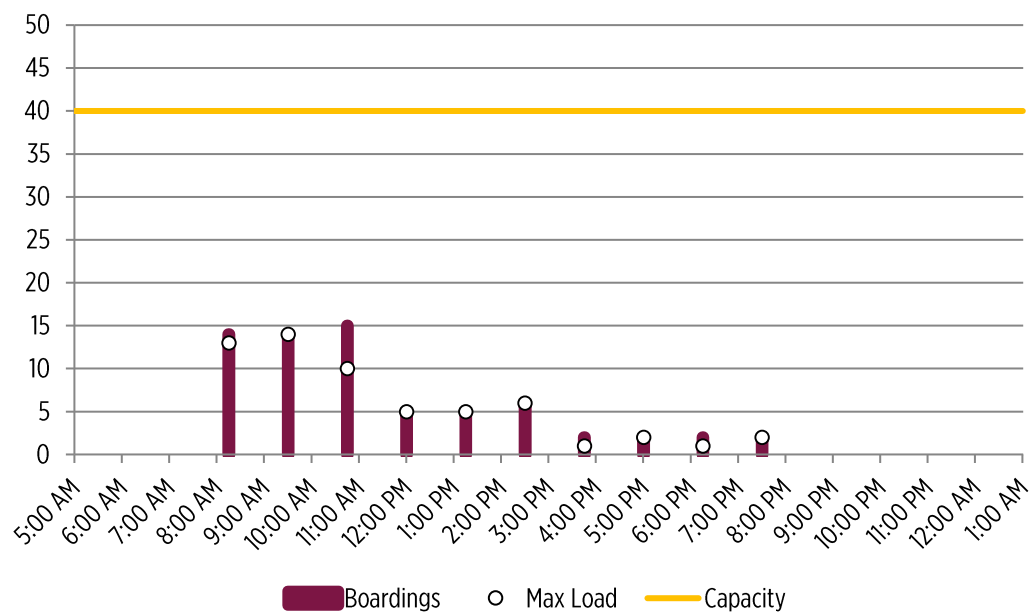


Route 16: Sunday Ridership by Trip

Inbound Trips



Outbound Trips



## ROUTE 17: PEKIN NORTH

Route 17 serves the northern half of Pekin, as well as Pekin Heights. The western endpoint of the route is Tazewell County Courthouse in Pekin, where it has timed connections with Routes 18 and 23.

Major destinations for Route 17 include Kroger in East Pekin and Walmart in Pekin Heights. Route 17 does not operate at night or on weekends. Brookmeadows Apartments is the primary residential ridership generator on Route 17.

On-time performance is among the highest of all CityLink routes at 90%



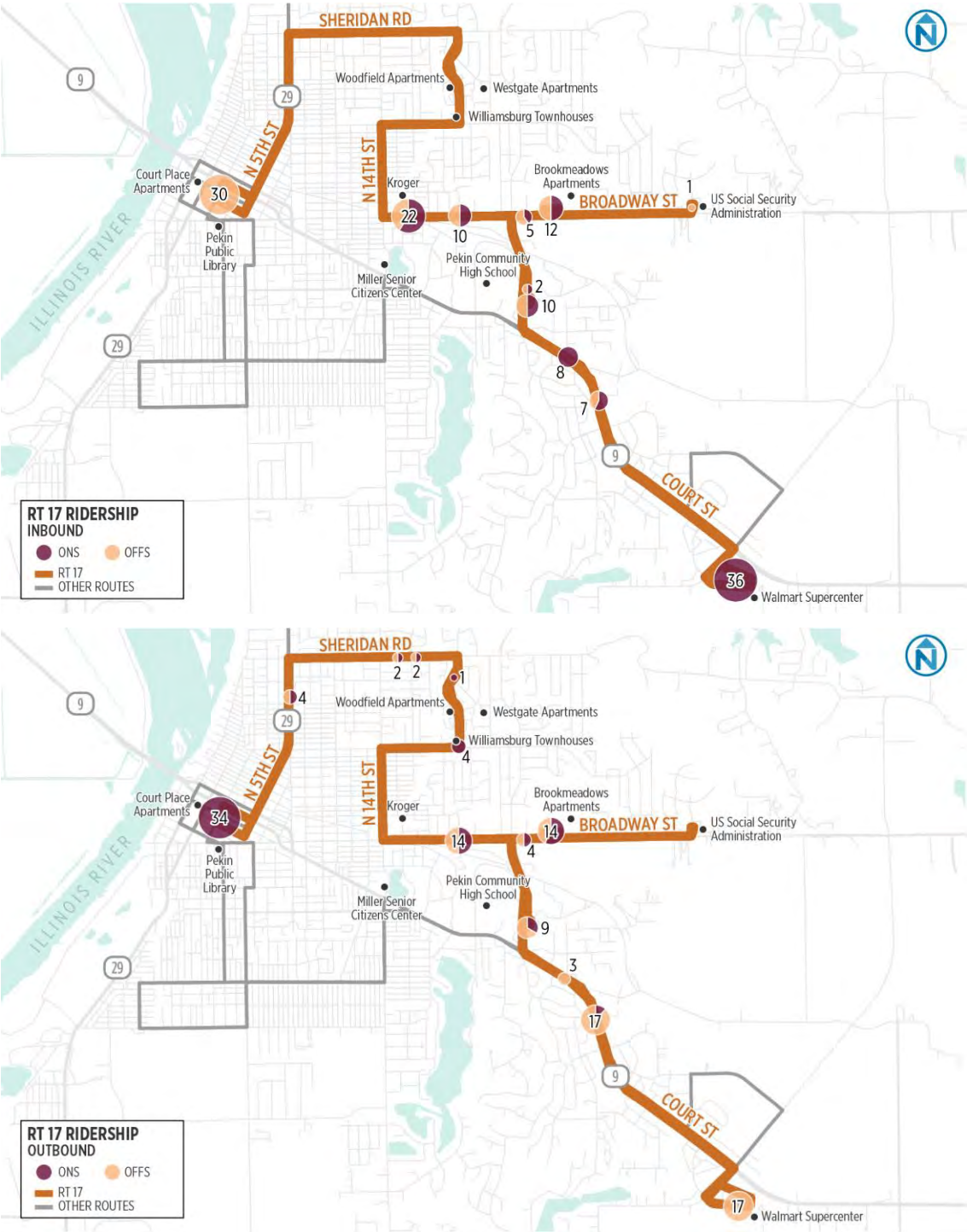
### Service Characteristics

Service Characteristic	Weekday	Saturday	Sunday
Span	6:45 a.m. - 5:33 p.m.	-	-
Headway(s)	60	-	-
Peak Vehicles	1	-	-
Revenue hours	12.0	-	-

### Performance

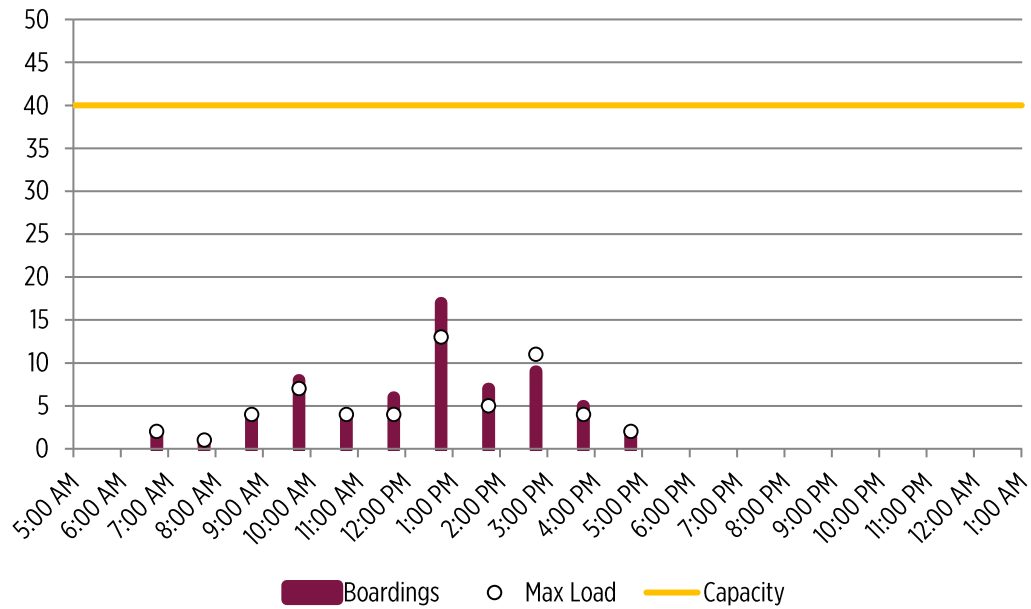
Average Daily Boardings			Boardings per revenue hour		
145	-	-	12.1	-	-
Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
On-time Performance					
<p>Late 4% Early 6% On-Time 90% Weekday</p>			-	-	-
			Saturday	Sunday	

Route 17: Weekday Ridership by Stop

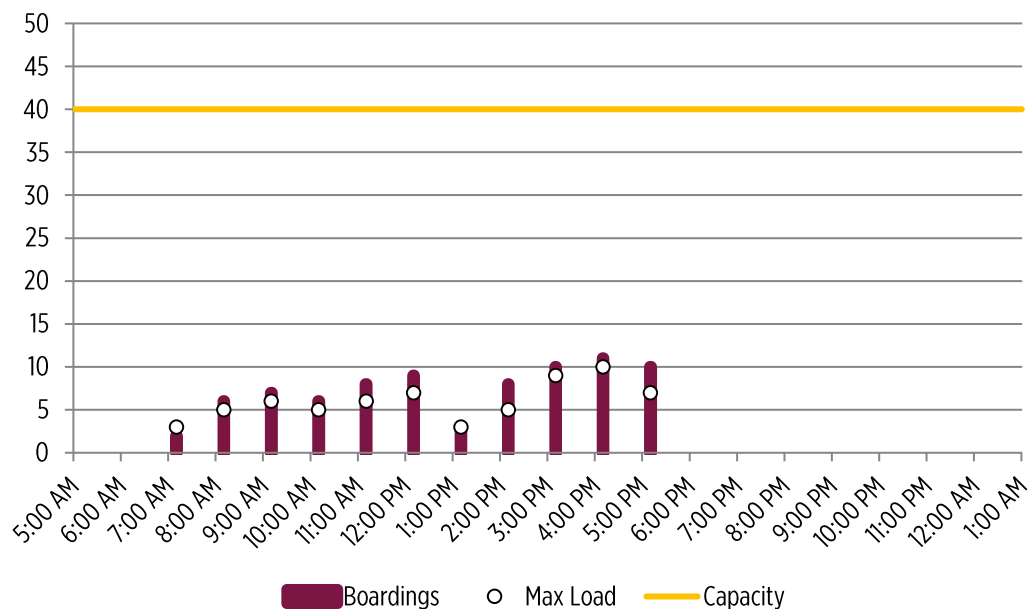


## Route 17: Weekday Ridership by Trip

### Outbound Trips



### Inbound Trips



## ROUTE 18: PEKIN SOUTH

Route 18 serves the southern half of Pekin, as well as Pekin Heights. The western endpoint of the route is Tazewell County Courthouse in Pekin, where it has timed connections with Routes 17 and 23.

Major destinations for Route 18 include Walmart and Unity Point medical facility in Pekin Heights. Route 18 does not operate at night or on weekends.

On-time performance is among the highest of all CityLink routes at 91%



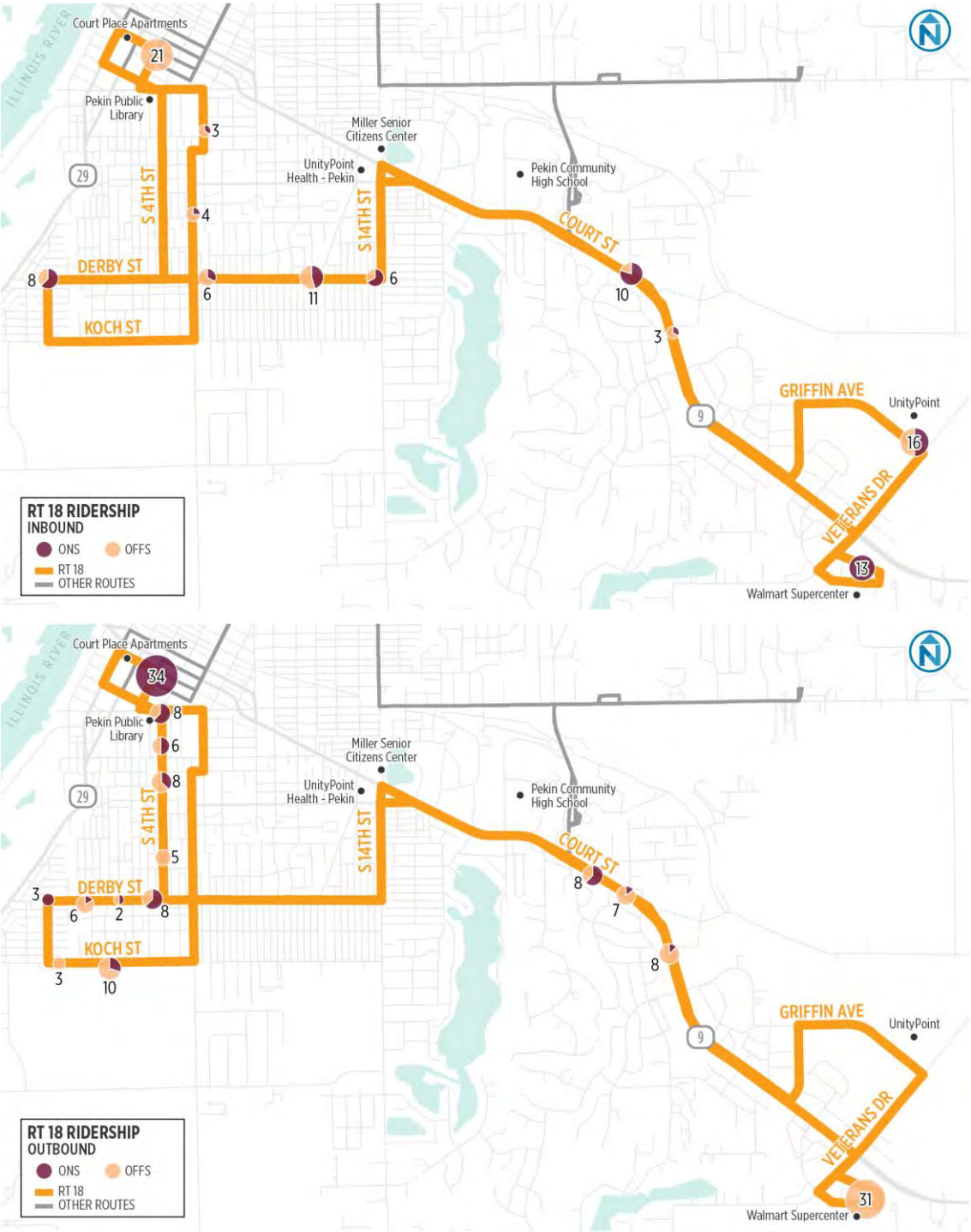
### Service Characteristics

Service Characteristic	Weekday	Saturday	Sunday
Span	6:45 a.m. - 5:35 p.m.	-	-
Headway(s)	60	-	-
Peak Vehicles	1	-	-
Revenue hours	12.0	-	-

### Performance

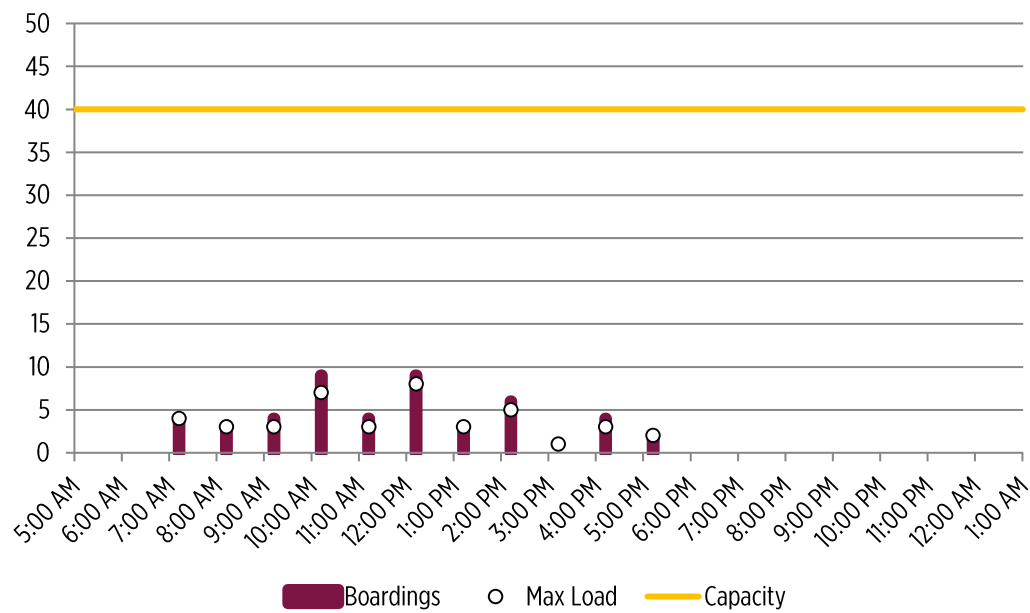
Average Daily Boardings			Boardings per revenue hour		
113 Weekday	- Saturday	- Sunday	9.4 Weekday	- Saturday	- Sunday
On-time Performance					
<p>Late 1% Early 8% On-Time 91% Weekday</p>			- Saturday	- Sunday	

Route 18: Weekday Ridership by Stop

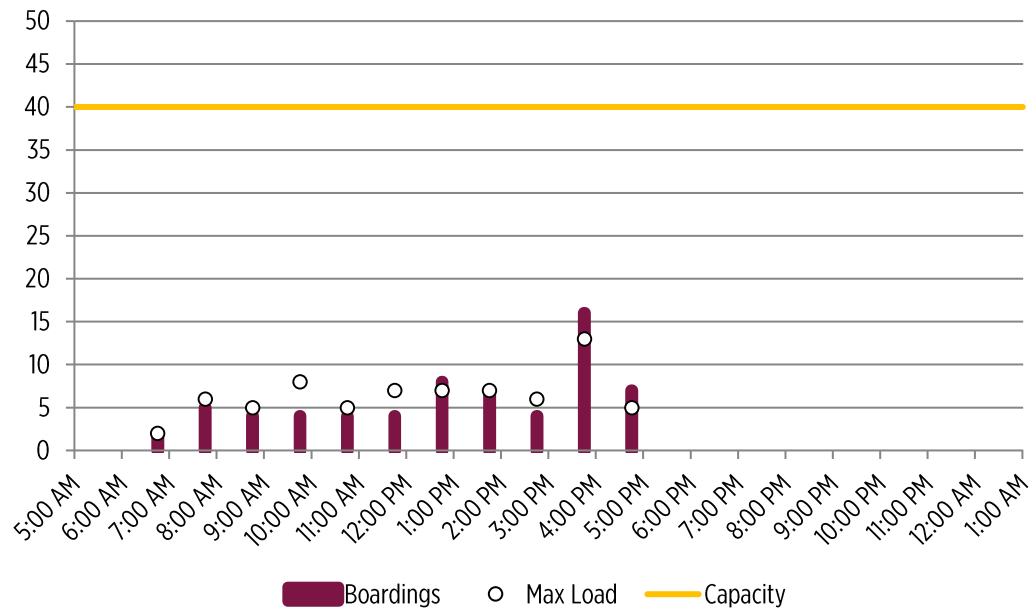


Route 18: Weekday Ridership by Trip

Inbound Trips



Outbound Trips



## ROUTE 20: ICC EXPRESS



Route 20 connects the Downtown Transit Center with Illinois Central College-East Peoria Campus. Additional major destinations include the Walmart store in East Peoria and the Par-A-Dice Hotel Casino. Much of the route operates as an express with few stops between Par-A-Dice Hotel Casino and ICC-East Campus. Route 20 does not operate on Sundays.

Route 20 generates high ridership on several weekday midday trips, most notably the 10:15 a.m. outbound trip and 1:46 p.m. inbound trip. The final inbound trip at 9:26 p.m. on both weekdays and Saturday is higher than the previous inbound trip. A review of ICC-East Campus course schedules is necessary to determine if a later trip is needed.

Prior to serving the primary stop on the ICC-East Peoria Campus, Route 20 performs a 2.5-mile loop to serve an additional stop at Dirksen Hall, which serves fewer than five students.

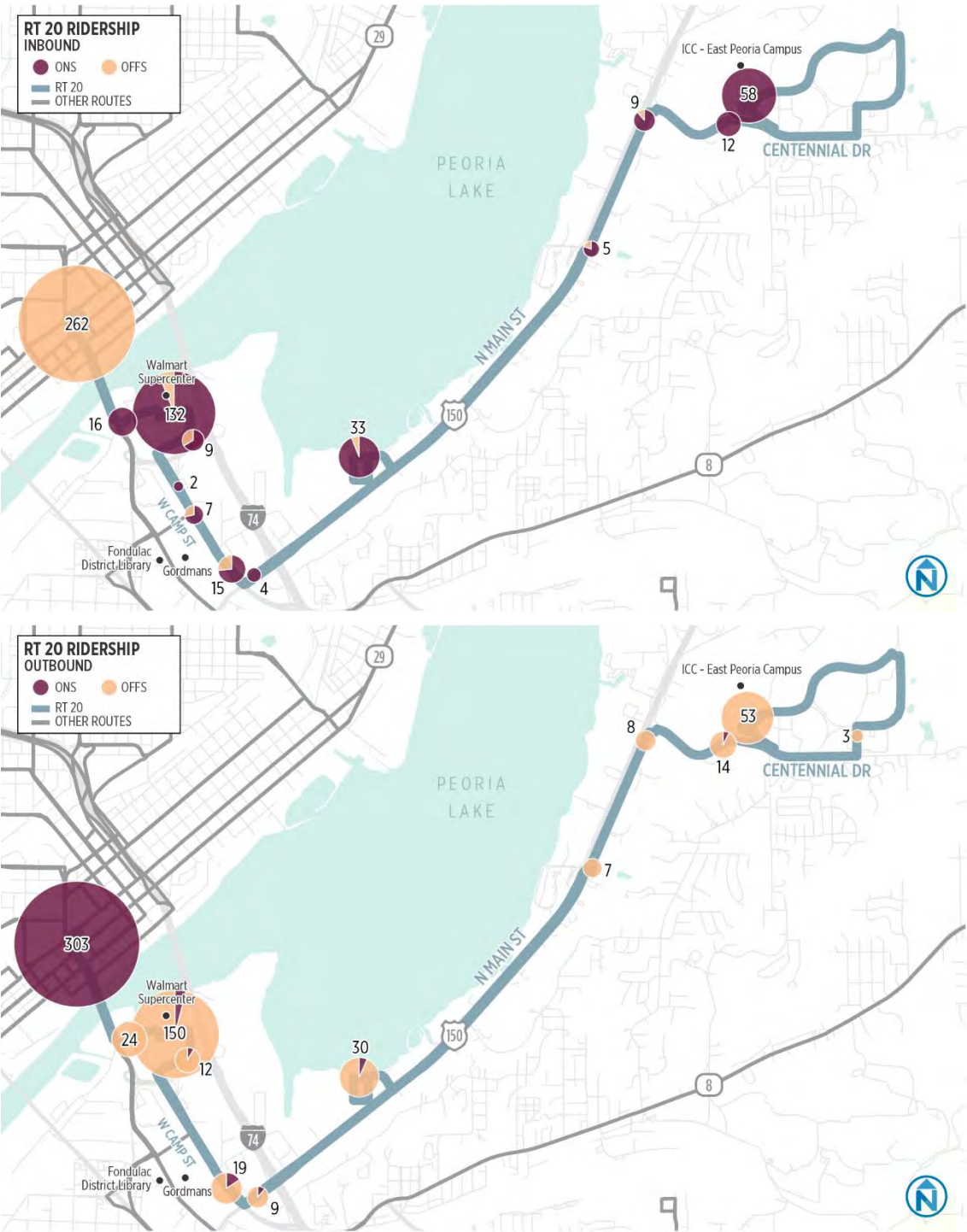
### Service Characteristics

Service Characteristic	Weekday	Saturday	Sunday
Span	6:15 a.m. - 9:50 p.m.	8:15 a.m. - 9:50 p.m.	-
Headway(s)	30 - 75	60 - 75	-
Peak Vehicles	2	1	-
Revenue hours	23.0	13.9	-

### Performance

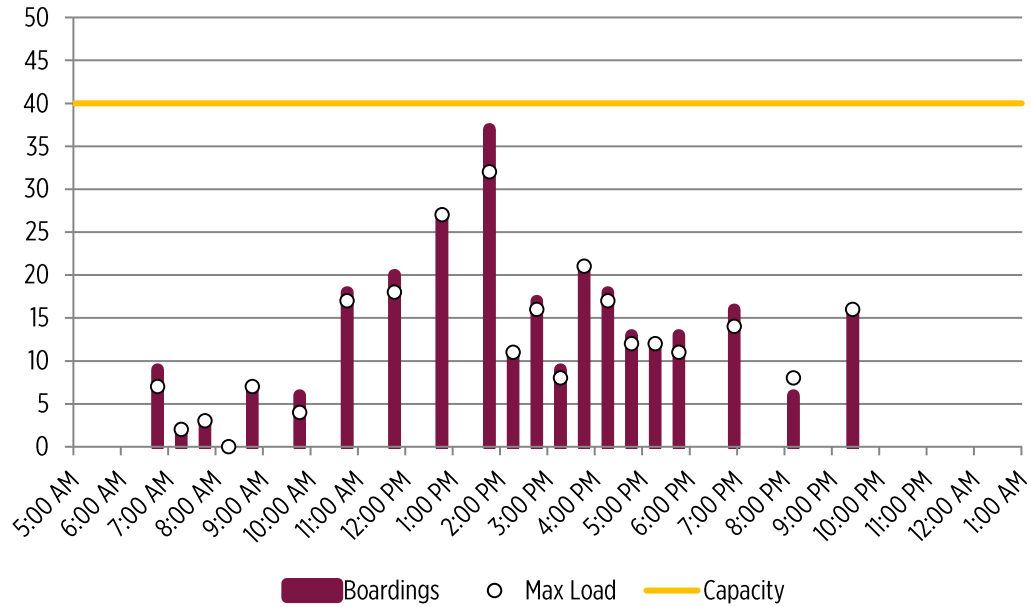
Average Daily Boardings			Boardings per revenue hour		
598	372	-	26.0	26.7	-
Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
On-time Performance					
<p>Late 2% Early 12%</p> <p>On-Time 86%</p> <p>Weekday</p>		<p>Late 9% Early 9%</p> <p>On-Time 82%</p> <p>Saturday</p>		<p>-</p> <p>Sunday</p>	

Route 20: Weekday Ridership by Stop

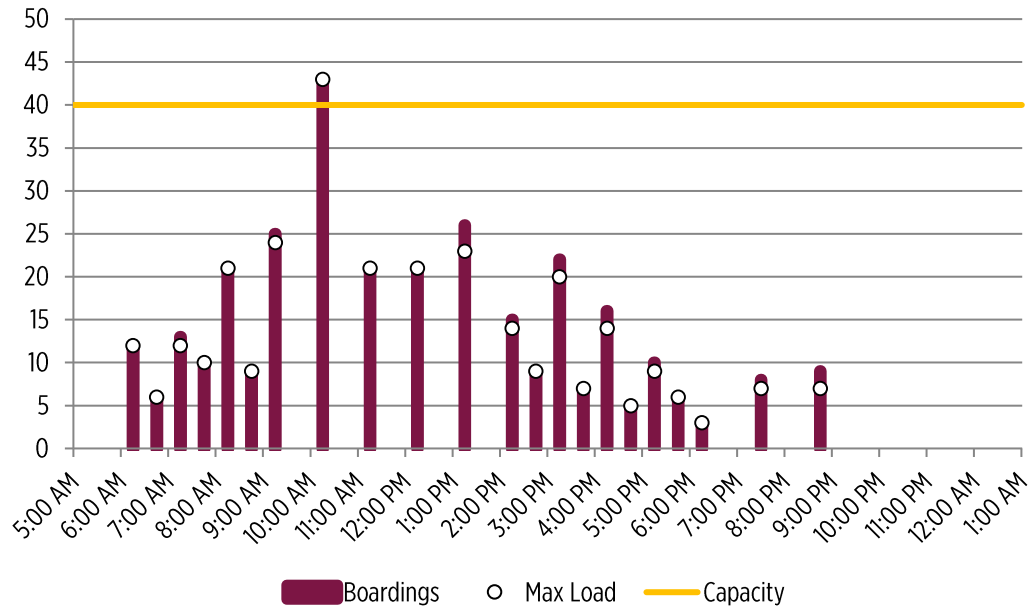


## Route 20: Weekday Ridership by Trip

### Inbound Trips

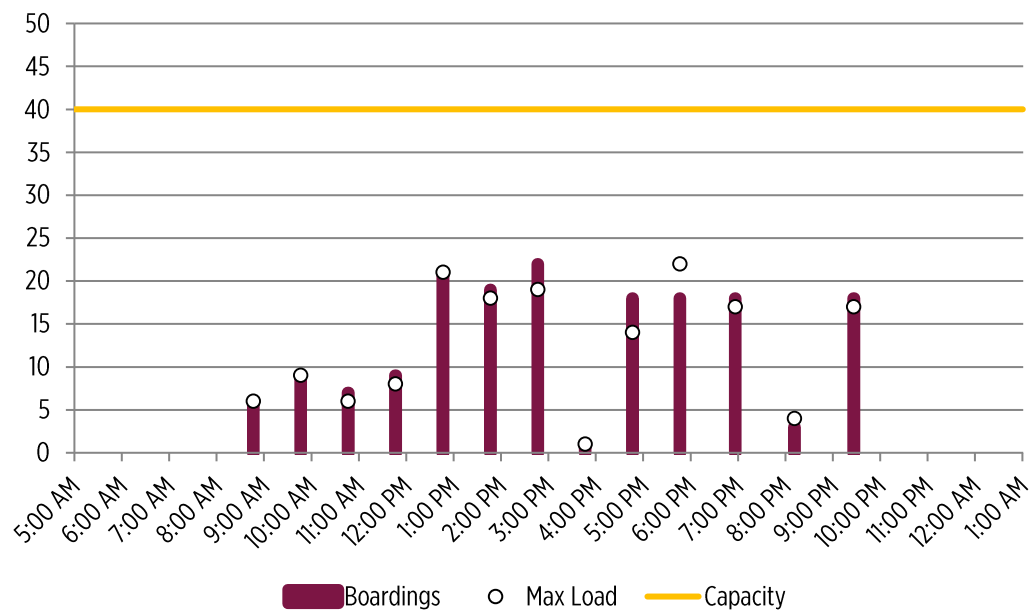


### Outbound Trips

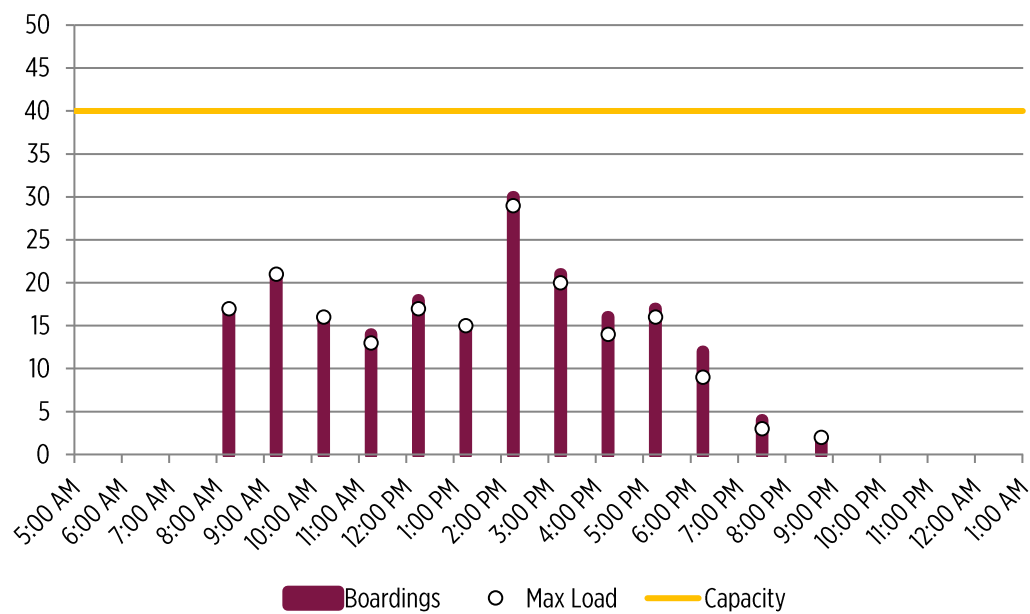


Route 20: Saturday Ridership by Trip

Inbound Trips



Outbound Trips



## ROUTE 23: PEKIN CONNECTOR

Route 23 is a limited-stop route that operates between the Downtown Transit Center in Peoria and the Tazewell County Courthouse in Pekin, where it has timed connections with Routes 17 and 18. Route 23 also provides service to North Pekin, Creve Coeur, and East Peoria. Route 23 does not operate on weeknights or on weekends.



Ridership productivity and on-time performance for Route 23 are both slightly below the CityLink system average. Route 23 has tightest schedule in the system with only 8 minutes of scheduled recovery for each round-trip. The first inbound trip of the morning averages more riders than most later trips, indicating a need for earlier service.

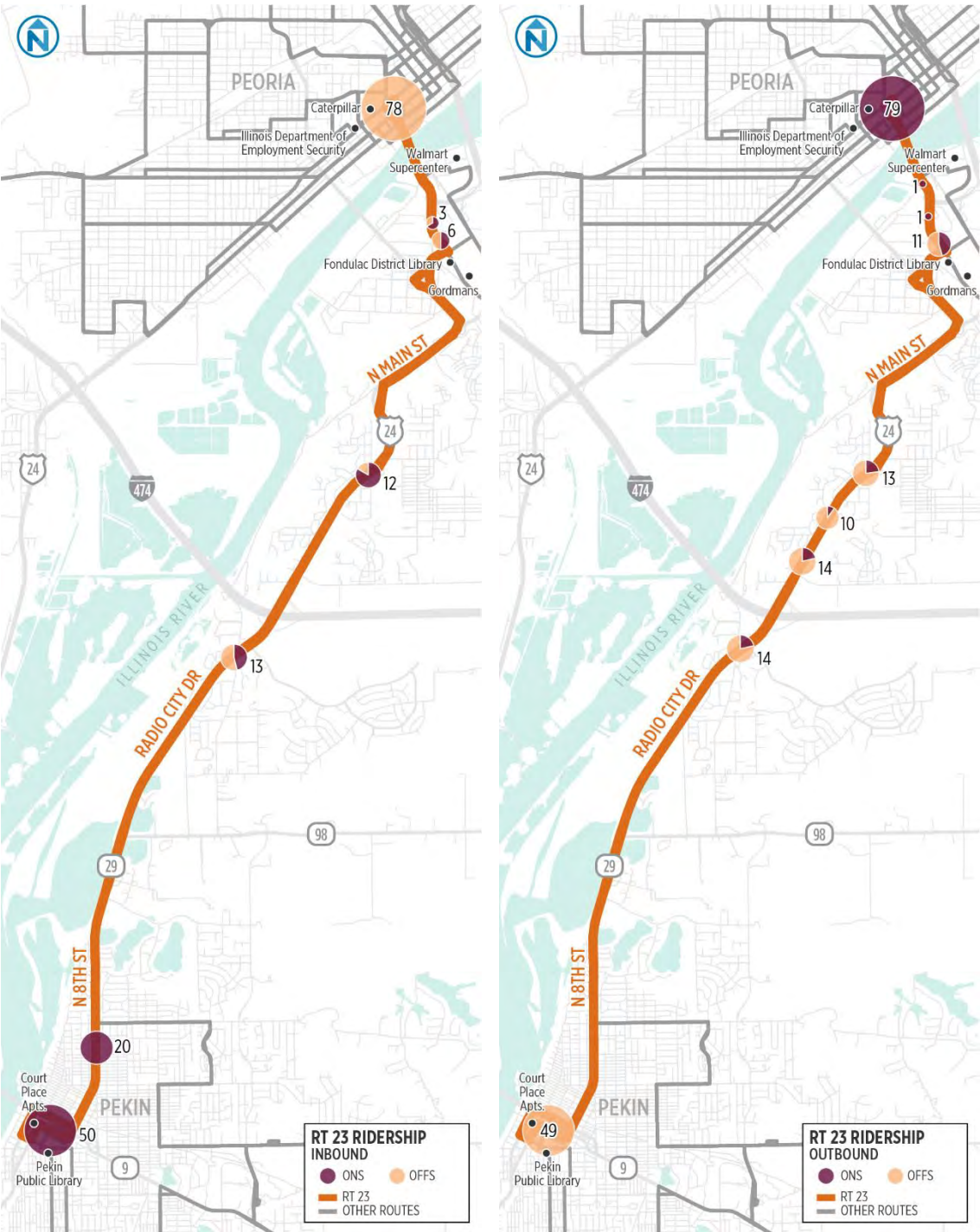
### Service Characteristics

Service Characteristic	Weekday	Saturday	Sunday
Span	6:15 a.m. - 6:10 p.m.	-	-
Headway(s)	60	-	-
Peak Vehicles	1	-	-
Revenue hours	12.3	-	-

### Performance

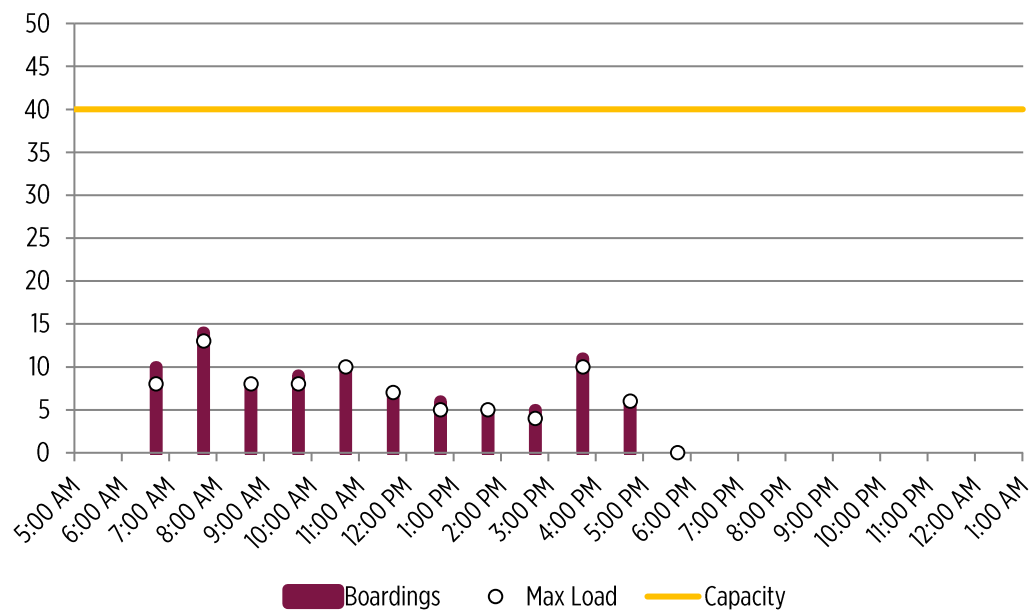
Average Daily Boardings			Boardings per revenue hour		
187 Weekday	- Saturday	- Sunday	15.3 Weekday	- Saturday	- Sunday
On-time Performance					
<p>Late 0% Early 22% On-Time 78%</p> <p>Weekday</p>			- Saturday	- Sunday	

Route 23: Weekday Ridership by Stop

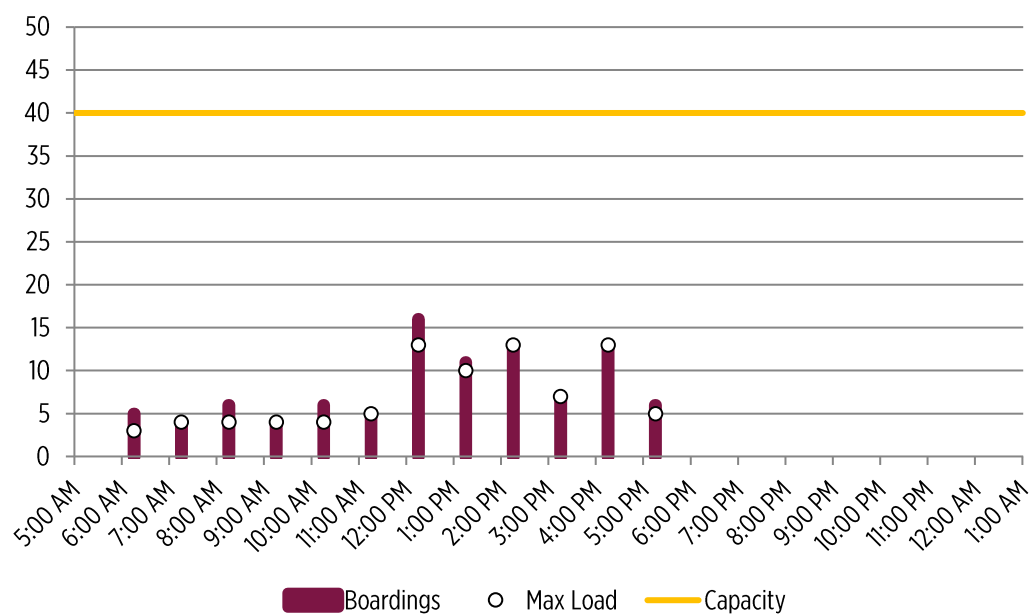


Route 23: Weekday Ridership by Trip

Inbound Trips



Outbound Trips



## 4 RIDER SURVEY RESULTS

The CityLink rider survey collected nearly 1,000 responses and produced a number of findings that will be incorporated into the planning and recommendations for improved CityLink service.

- The most desired improvements are more frequent service, more weekend service, and more shelters
- Most riders use the bus to get to and from work or to shop
- More than half of all riders transfer buses during their trip
- Most riders use CityLink five to seven days a week and have been riding for five or more years
- Most riders pay adult fares with cash or a 30-day pass
- Most riders are satisfied with CityLink service
- The vast majority of riders access CityLink by walking
- Most respondents are employed, have relatively low household incomes, and do not have access to a vehicle
- The CityLink Rider's Guide and website are the most common ways riders check bus schedules
- Most riders own smartphones and more than 40% have used Uber and/or a taxi in the past 30 days

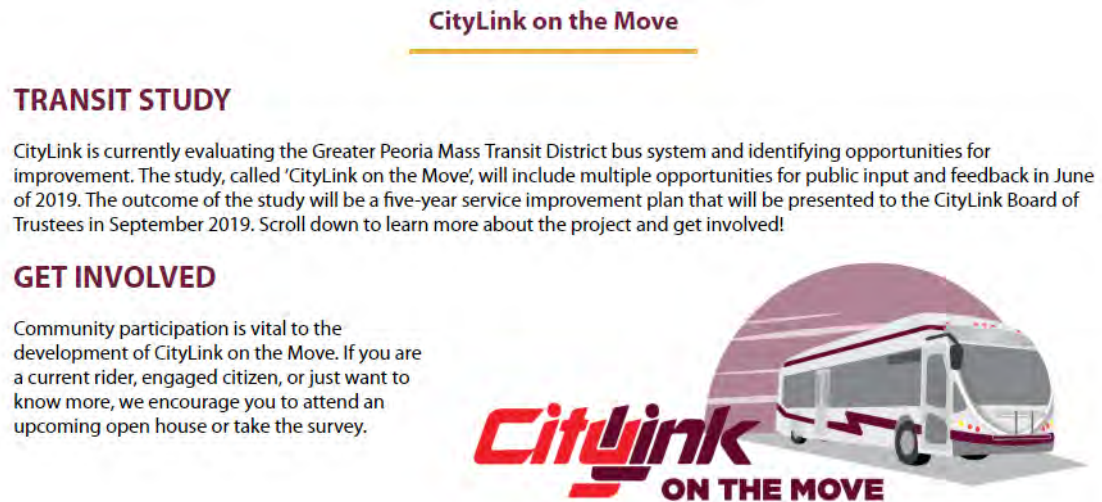
### METHODS

This CityLink rider survey was conducted from April 15 to May 10, 2019. The survey was anonymous and conducted using two primary collection methods: an onboard paper handed out to riders during this COA's ridecheck<sup>5</sup> and an online survey. The online survey was advertised via a hyperlink and promoted post on the GPMTD Facebook page, a hyperlink on GPMTD's webpage for this COA (Figure 4-1), and through flyers that were posted on transit vehicles and at the downtown transit center. The survey was available in both English and Spanish and is included as an appendix to this report.

---

<sup>5</sup> A ridecheck is a manual data collection effort that counts and surveys riders, measures on-time performance, and collects other transit operating data.

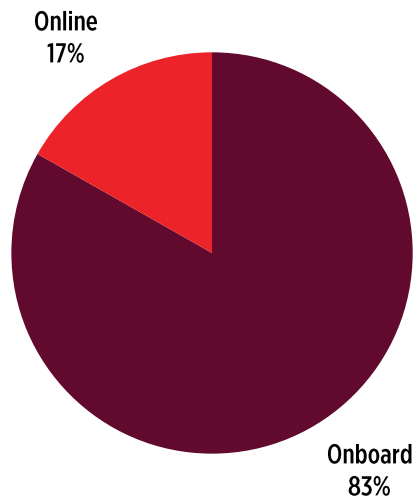
Figure 4-1 Rider Survey Advertisement on CityLink on the Move Webpage



Between these two collection methods, a total of 989 survey responses were collected.

The majority of survey responses were collected through the onboard survey (Figure 4-2). Among the online responses, nearly all (96%) were collected from respondents that clicked the survey link posted to GPMTD's Facebook page. Only 2% of online respondents found the survey on GPMTD's website.

Figure 4-2 Survey Responses by Collection Type (N=989)

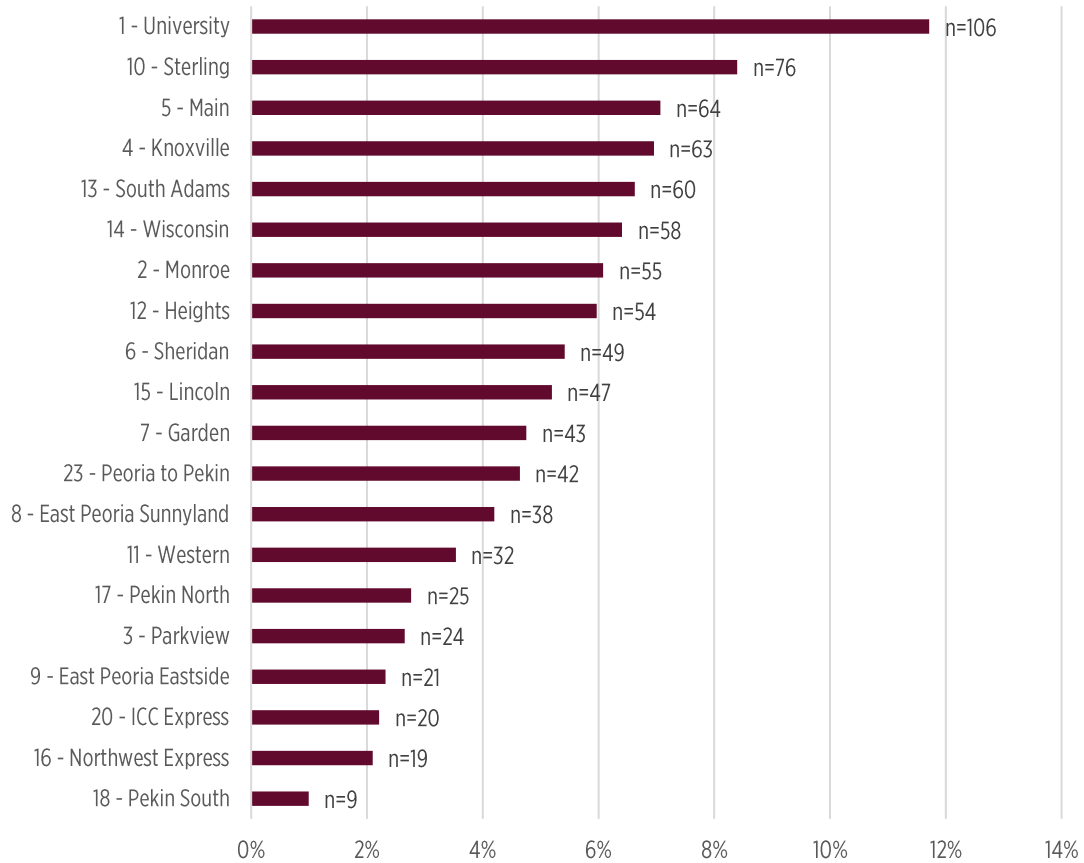


## EXISTING CONDITIONS REPORT | MAY 2019

Greater Peoria Mass Transit District

The most surveys were collected from riders on routes 1, 10, and 5, and the fewest surveys were collected from riders on routes 18, 16, and 20 (Figure 4-3).

Figure 4-3 Survey Responses by Respondent Current Route (n=905)



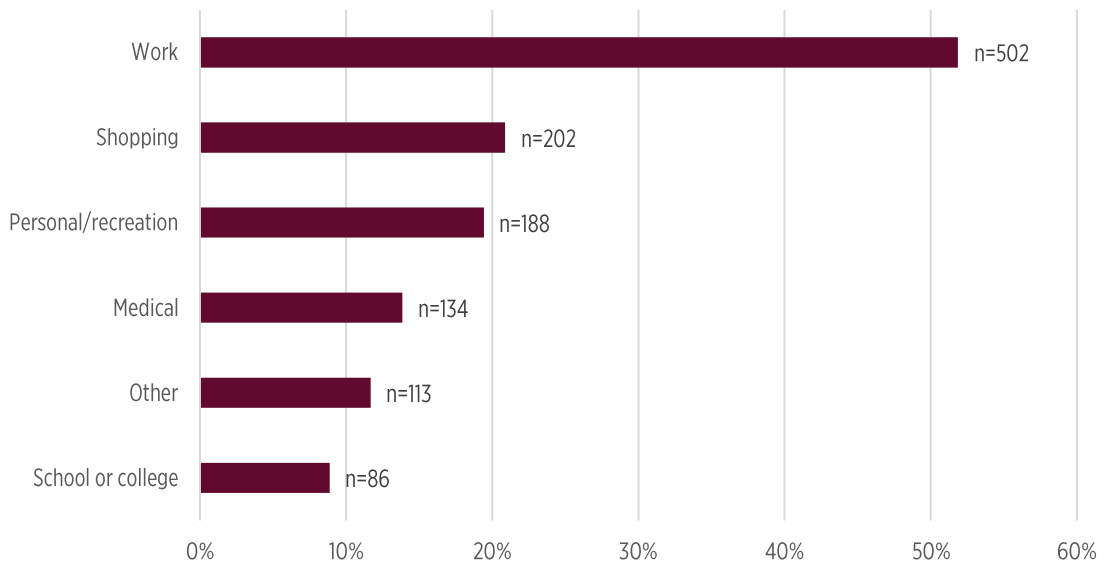
## ANALYSIS

This rider survey asked questions about rider behaviors, preferences, and demographic characteristics. The behavior information informs this study’s understanding of how riders access transit and what they use it for. The preference questions are explicit and intended to discover what improvements to the CityLink system riders would like to see. Demographic questions help address concerns regarding equity and inclusion and allow for cross-tabulating responses by demographic variables of interest, such as age, employment status, and race.

### Trip Purpose

More than half of respondents reported using CityLink to travel to or from work (Figure 4-4). The least commonly-reported trip purpose was for school or college. Trips for personal reasons or recreation and shopping were also frequently reported.

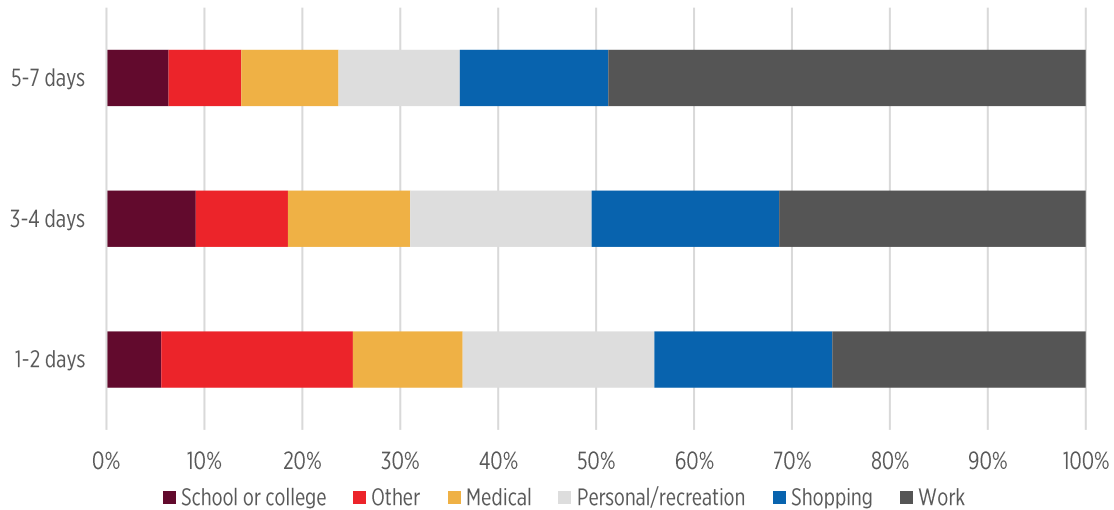
Figure 4-4 Respondent Trip Purpose (n=968)



Note: Percents do not total to 100 because riders were able to select more than one trip purpose.

When cross-tabulated with frequency of CityLink ridership, work trip purposes are more commonly reported by more frequent riders (Figure 4-5). Shopping trips—the second-most commonly reported transit trip type—decline as frequency of ridership increases.

Figure 4-5 Respondent Trip Purpose by Frequency of Ridership

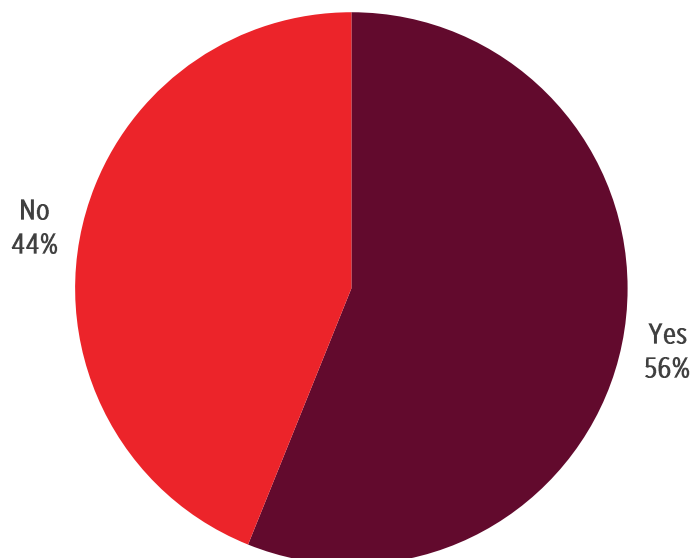


Note: Riders were able to select more than one trip purpose.

## Transfer Activity

Most riders reported that they have already or will transfer routes during their current CityLink trip (Figure 4-6). Of the 501 respondents who reported making a transfer, however, only 317 reported a valid transfer (63%, Figure 4-7). Many respondents may have misunderstood the question and interpreted “transfer” as “round trip” (they reported transferring to the route they were already on) or simply did not report the route they were transferring to or from. Other respondents wrote comments in place of the route they were transferring to or from.

Figure 4-6 Did Respondent Trip Include A Transfer? (n=893)



# EXISTING CONDITIONS REPORT | MAY 2019

Greater Peoria Mass Transit District

Respondent transfers were most commonly reported between routes 5 and 1, 14 and 12, 4 and 1, and 20 and 1 (Figure 4-7).

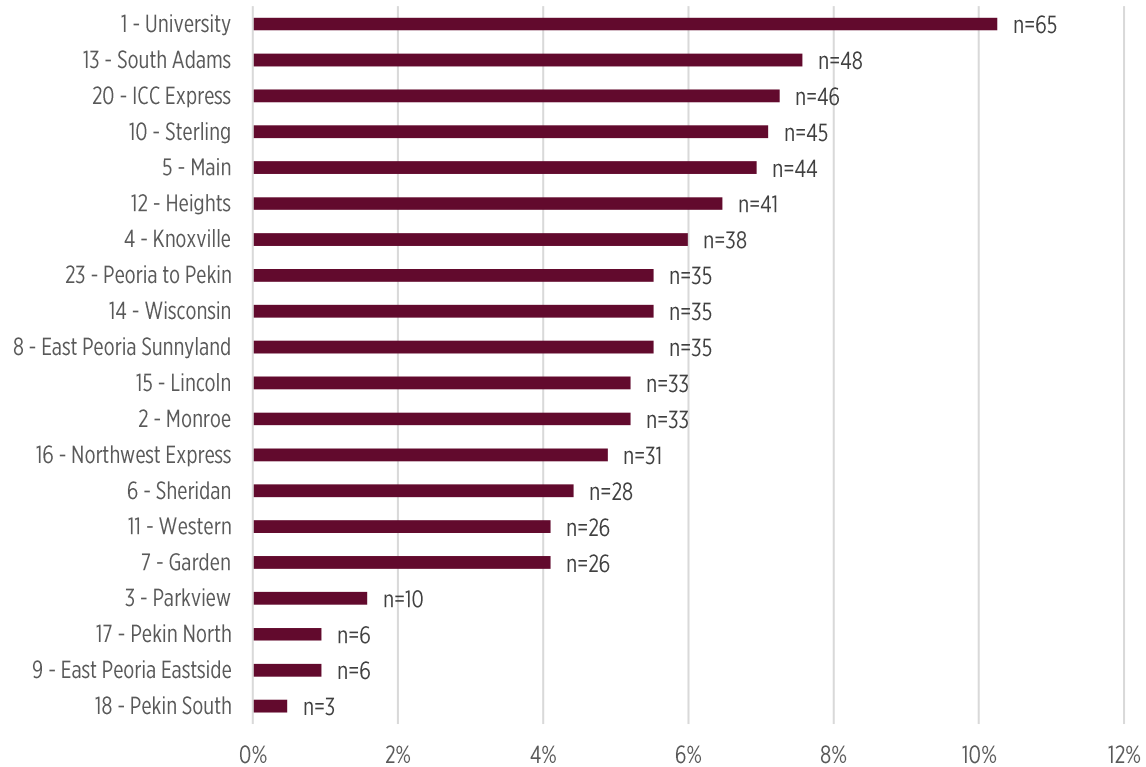
Figure 4-7 Respondent Transfer Table (n=317)<sup>6</sup>

Rt.	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	20	23
1		5	0	7	8	3	2	2	2	5	5	3	4	5	4	0	1	0	7	2
2			0	1	3	3	0	4	0	1	0	3	3	2	2	2	0	0	4	0
3				4	1	0	0	0	0	0	0	0	1	0	1	2	0	0	1	0
4					3	0	2	3	0	2	1	5	2	1	0	2	1	0	2	2
5						0	5	0	1	2	2	1	4	3	2	4	0	0	1	4
6							1	2	0	4	1	2	2	2	2	3	0	0	1	2
7								2	0	5	1	1	2	1	0	2	0	0	1	1
8									0	4	3	2	2	1	1	1	1	0	3	4
9										0	1	0	1	1	0	0	0	0	0	0
10											3	4	2	0	5	1	0	0	4	3
11												2	2	1	1	3	0	0	0	0
12													3	3	5	3	0	0	4	0
13														8	5	2	0	0	3	2
14															0	2	0	0	4	1
15																1	0	0	4	0
16																	0	0	1	2
17																		0	0	3
18																			0	3
20																				6
23																				

<sup>6</sup> Only valid responses included. Invalid responses included comments unrelated to transfers and transfers from a route to the same route.

The routes with the most transfers either to or from the route are Route 1, Route 13, and Route 20 (Figure 4-8).

Figure 4-8 Percent of Reported Transfers to or from a Route (n=317)



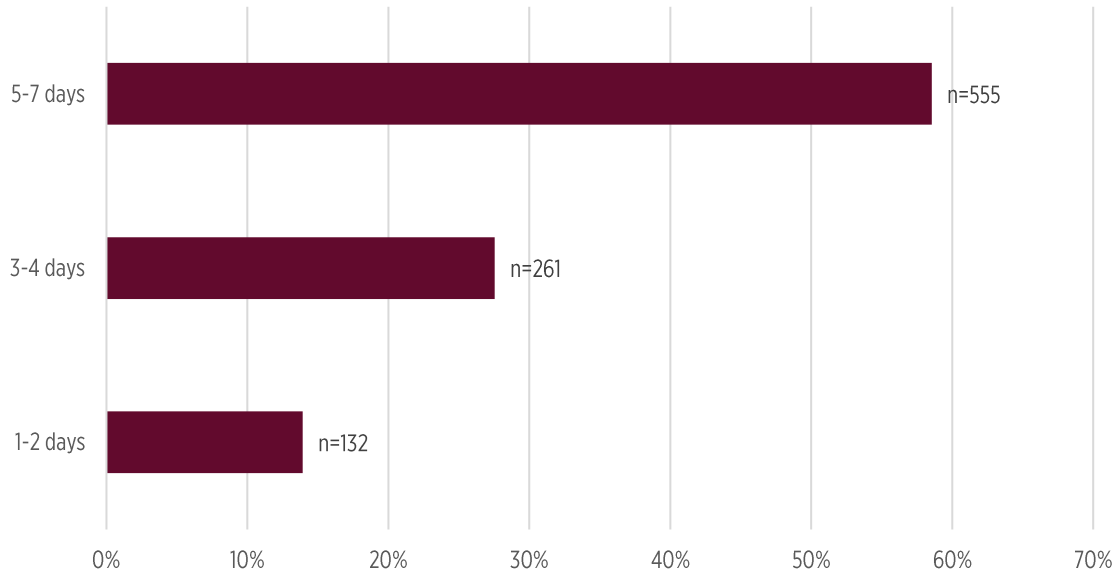
The top five reported route transfer pairs were transfers between:

1. Route 1 & Route 5
2. Route 13 & Route 14
3. Route 1 & Route 4
4. Route 1 & Route 20
5. Route 20 & Route 23

## Usage

Well over 50% of respondents reported riding CityLink five or more days per week (Figure 4-9). Approximately 15% of riders used CityLink only one or two days per week.

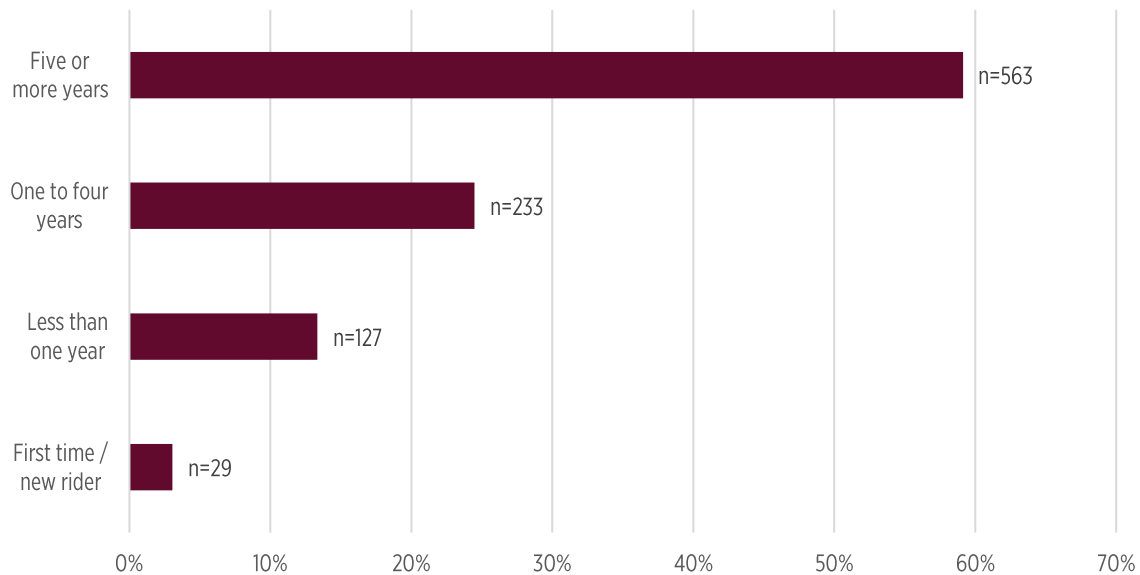
Figure 4-9 Respondent Frequency of CityLink Use (n=948)



## Tenure

In addition to riding CityLink often, most respondents reported having used CityLink for five or more years (Figure 4-10). Only 29 survey respondents (3%) were first-time riders.

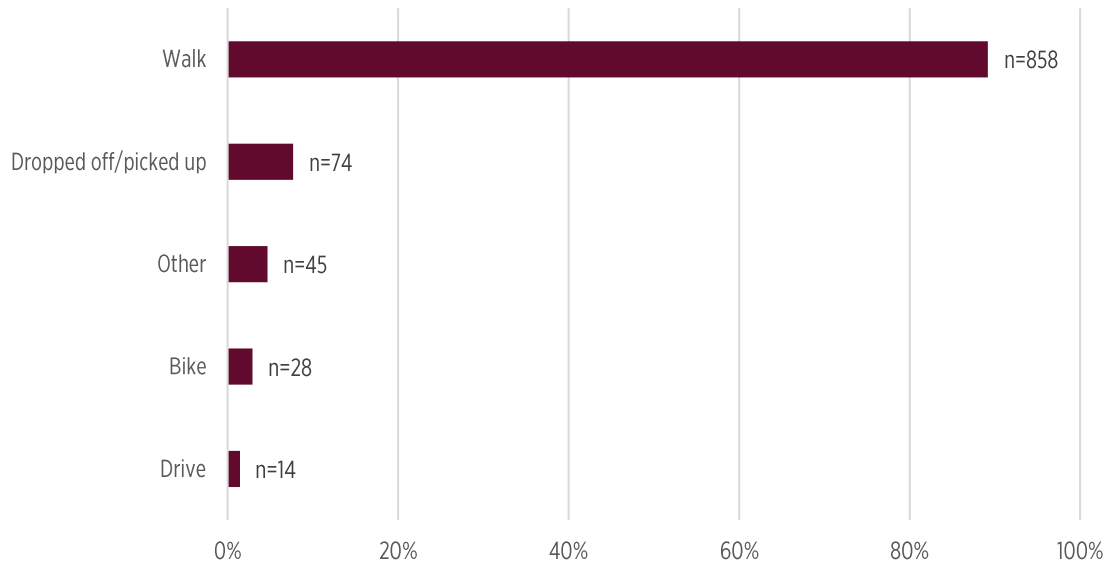
Figure 4-10 Respondent Length of Time Riding CityLink (n=952)



## Bus Stop Access

The vast majority of respondents reported accessing transit by foot Figure 4-11. The least common method of transit access was driving. Being picked up or dropped off, using ‘other’ means, or biking were all reported as access modes by fewer than 10% of respondents.

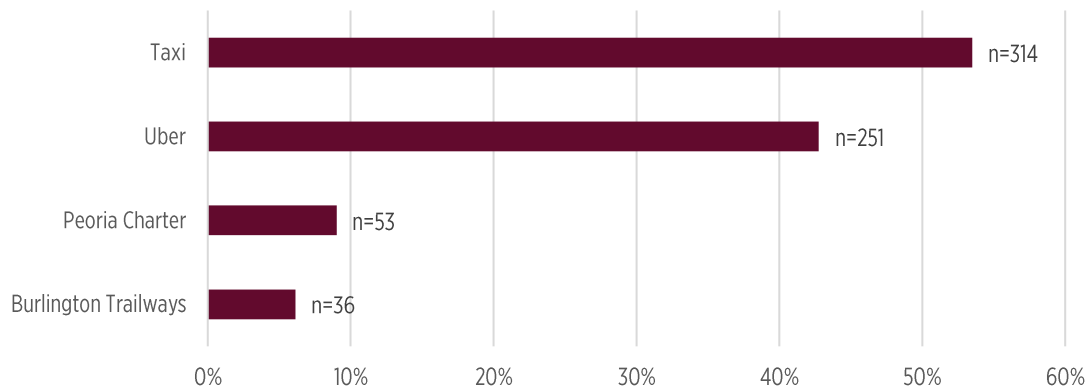
Figure 4-11 Respondent First-/Last-Mile Modes (n=962)



## Other Modes of Transportation

Most riders have used some sort of hailed vehicle (taxi or Uber<sup>7</sup>) in the past 30 days (Figure 4-12). Over 50% of riders have used a taxi in the past 30 days and just over 40% of riders have used Uber in the past 30 days. Between five and ten percent of riders have used either Peoria Charter or Burlington Trailways intercity bus service in the past 30 days.

Figure 4-12 Respondent Other Modes of Transportation (last 30 days, n=587)



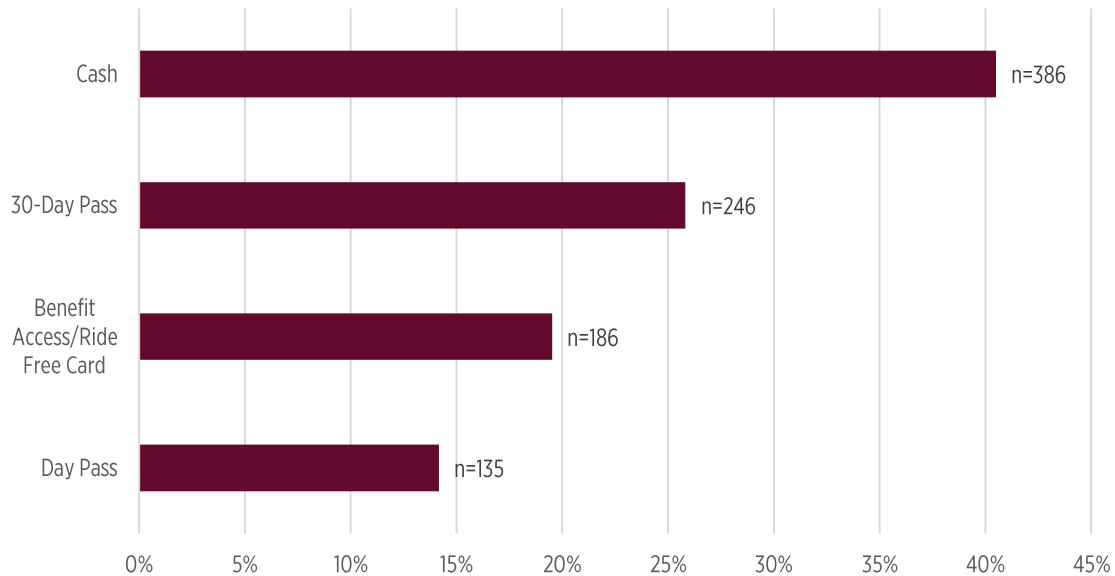
Note: Percents do not sum to 100 because riders were able to select more than one answer.

<sup>7</sup> Lyft is unavailable in Peoria.

## Fare Payment

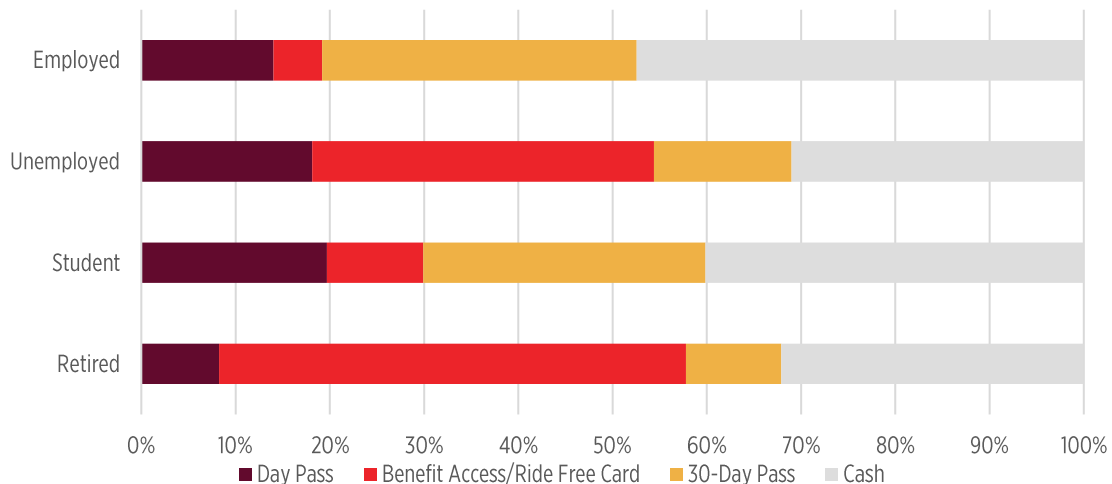
The most common payment method reported by respondents was cash, followed by 30-day passes (Figure 4-13). Nearly 20% of respondents reported using the Illinois State Ride Free pass. Day passes were the least commonly-reported fare payment method.

Figure 4-13 Respondent Payment Method (n=953)



When cross-tabulated by employment status, unemployed and retired riders appear as more likely to use Ride Free cards, while employed and student riders are more likely to pay cash (Figure 4-14). Students and employed riders are most likely to use 30-day passes and students are the demographic most commonly using day passes.

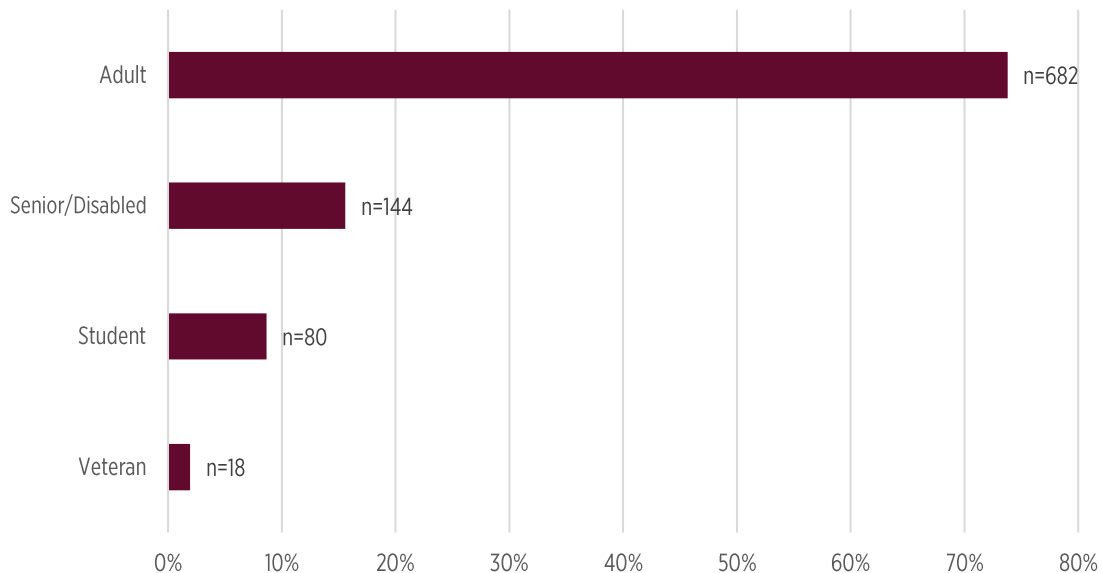
Figure 4-14 Respondent Payment Method by Employment Status



Note: Respondents were able to select more than one employment status.

Approximately 75% of respondents paid adult fare for their current trip (Figure 4-15). Although 12% of respondents reported being students, only 9% reported paying student fares.

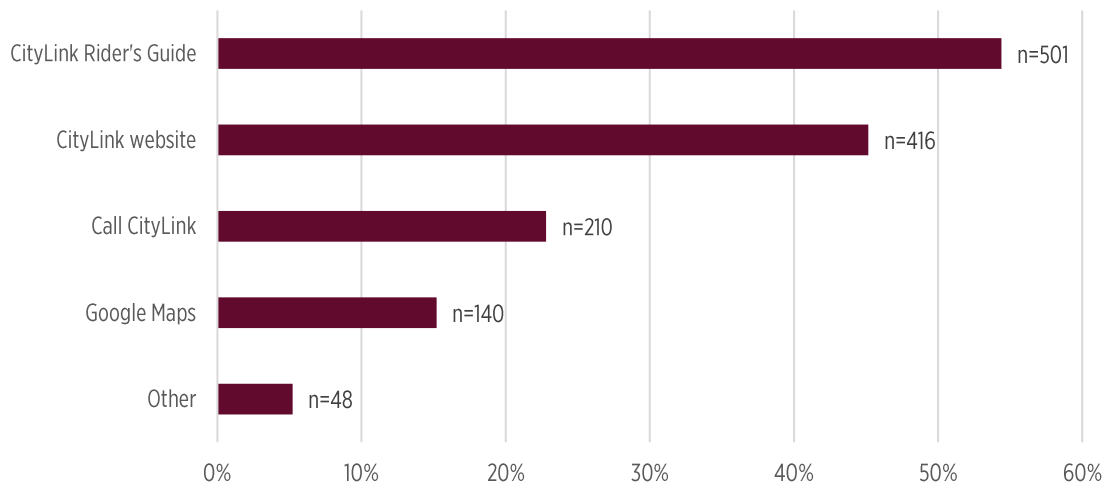
Figure 4-15 Respondent Fare Type (n=924)



### Schedule Information

Over half of all respondents reported using the CityLink Rider's Guide to find bus schedules or plan their bus trip (Figure 4-16). Although available through GTFS on Google Maps, bus schedules and other trip planning information are not frequently accessed via Google Maps by respondents.<sup>8</sup> Another surprising finding from responses to this question was that over 20% of riders call CityLink to access trip planning information.

Figure 4-16 Respondent Means for Checking Bus Schedule (n=921)



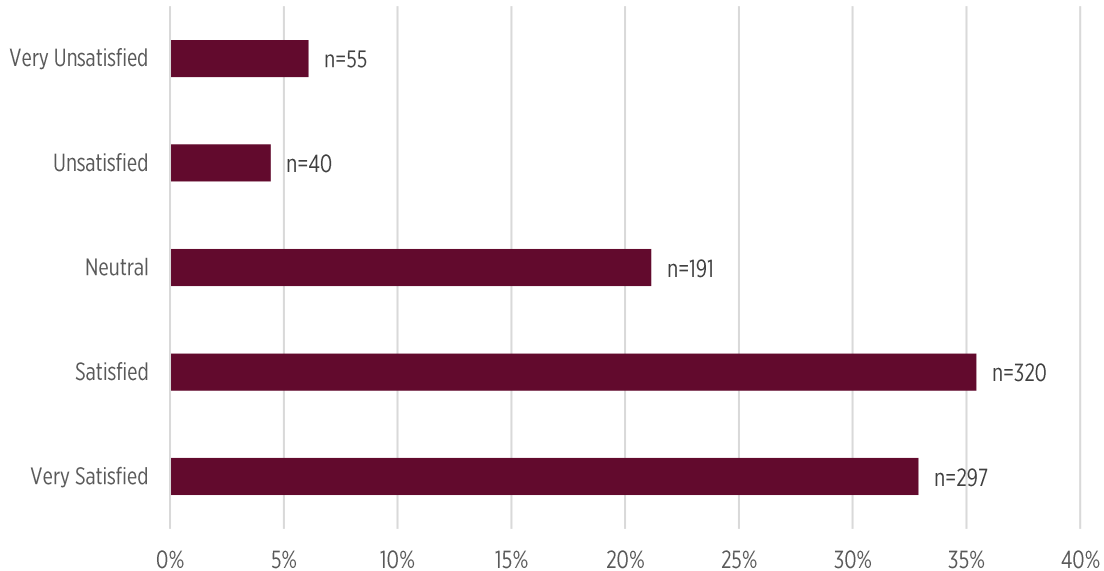
Note: Percentages do not sum to 100 because respondents were allowed to select more than one answer.

<sup>8</sup> The CityLink GTFS, although available, has some inaccuracies that may affect rider experience and cause some riders to prefer analog or direct-from-agency trip planning information. GTFS stands for General Transit Feed Specification and is a standard for online transit trip planning information.

## Customer Satisfaction

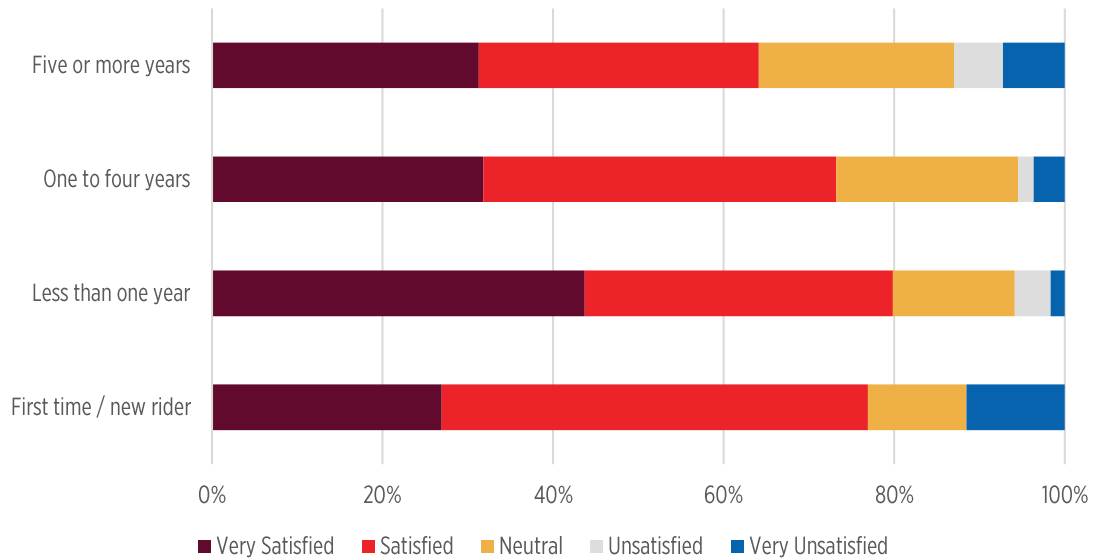
Riders were asked about their satisfaction with CityLink and two explicit questions about their preferences for CityLink improvements. Overall, riders were ‘satisfied’ and ‘very satisfied’ with CityLink service, although 10% of riders were unsatisfied.

Figure 4-17 Respondent Satisfaction with CityLink (n=903)



When cross-tabulated with time riding CityLink, there are no major apparent differences in rider satisfaction, although overall satisfaction may decline with length of time riding CityLink (Figure 4-18). It is difficult to draw conclusions from first-time/new rider responses, although their satisfaction levels may be good indicators of first impressions.

Figure 4-18 Respondent Satisfaction with CityLink by Time Riding (n=889)

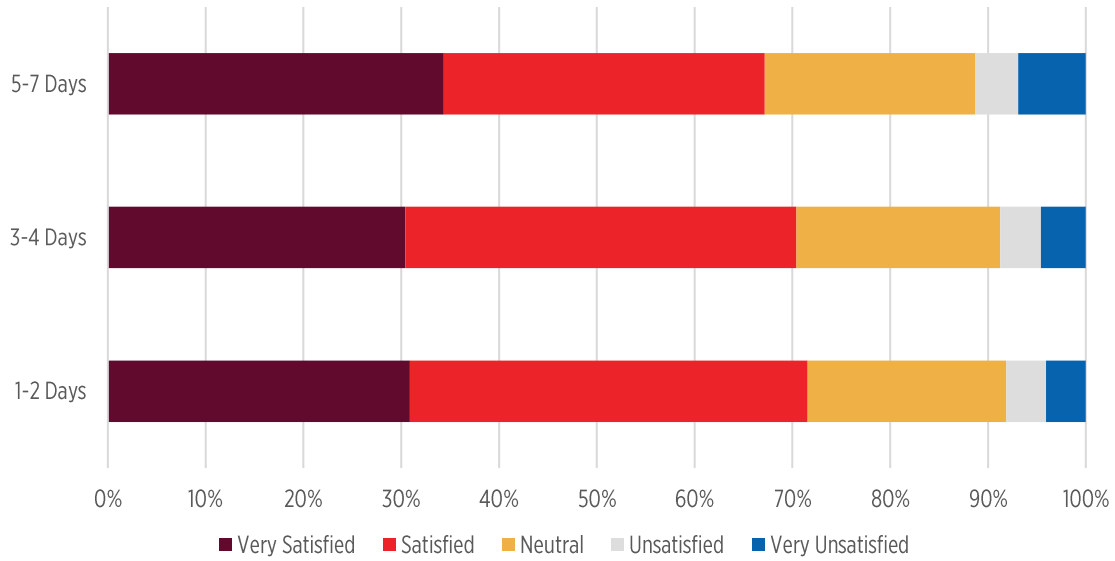


## EXISTING CONDITIONS REPORT | MAY 2019

Greater Peoria Mass Transit District

Similarly, there are no major differences in satisfaction among various rider frequency groups, although more frequent riders may be less satisfied than infrequent riders (Figure 4-19).

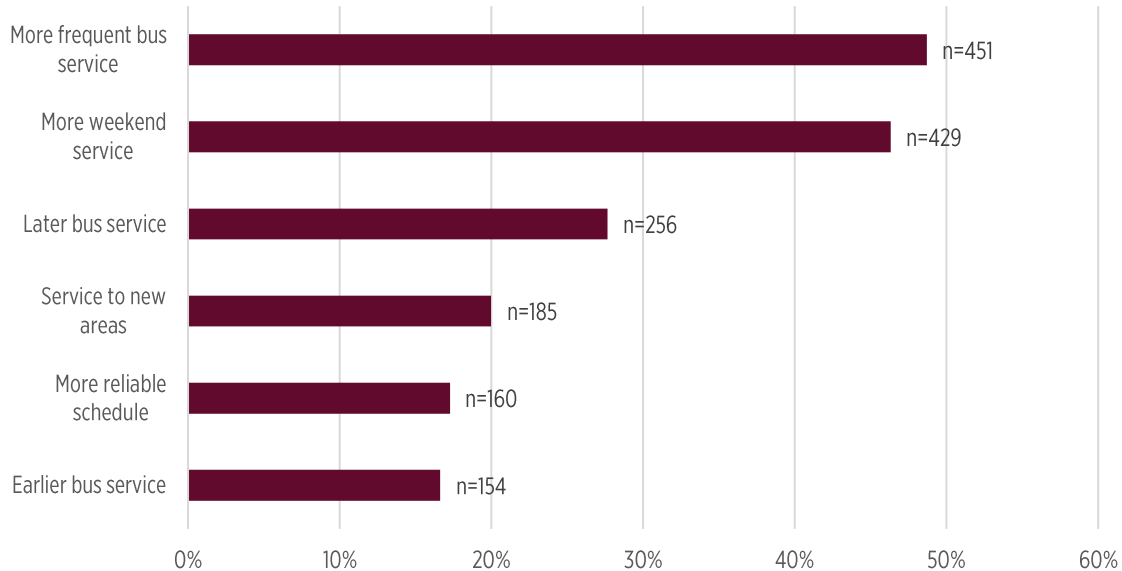
Figure 4-19 Respondent Satisfaction with CityLink by Frequency of Ridership (n=884)



## Desired Service Improvements

Riders were also asked to select their preferred service and customer experience improvements from a list of options. Riders overwhelmingly desired more frequent bus service and more weekend service (Figure 4-20). The least-desired service improvement was earlier bus service.

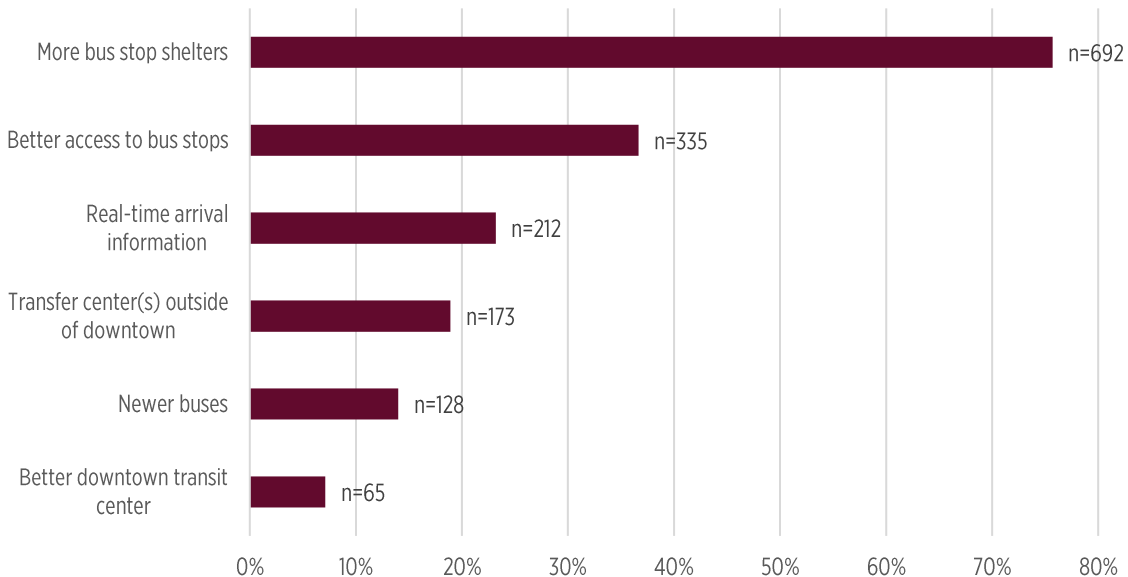
Figure 4-20 Respondent Most Desired Service Improvements (n=926)



Note: Percents do not sum to 100 because riders were allowed to choose more than one answer.

The most desired customer experience improvement was, by far, more bus stop shelters (Figure 4-21). Better access to bus stops was a desired improvement for nearly 40% of respondents. The least-desired experience improvements were newer buses and a better downtown transit center.

Figure 4-21 Respondent Most Desired Customer Experience Improvements (n=914)



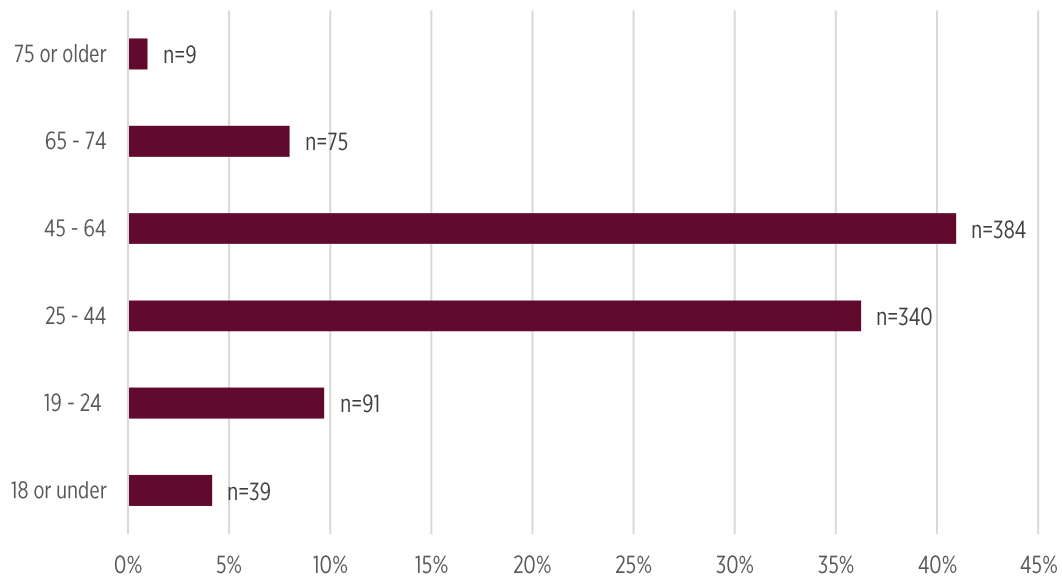
Note: Percents do not sum to 100 because riders were allowed to choose more than one answer.

## Rider Demographic and Socio-Economic Characteristics

### Age

Most respondents reported themselves as middle-aged (Figure 4-22). Very few respondents were over the age of 75 or under age 18.

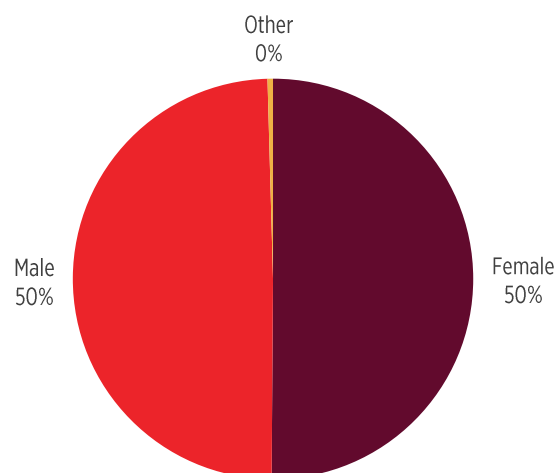
Figure 4-22 Respondent Age (n=938)



### Gender

Respondents were almost exactly evenly split across male and female genders (Figure 4-23).

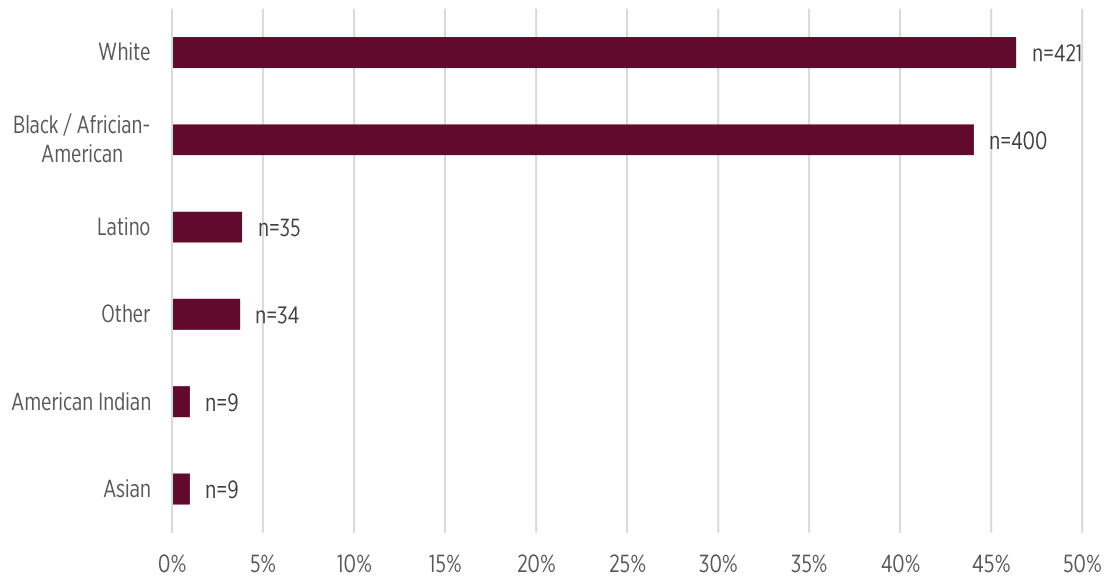
Figure 4-23 Respondent Gender (n=906)



## Racial/Ethnic Background

Most respondents reported their racial/ethnic background as white or black (Figure 4-24). The next-largest reported ethnic/racial backgrounds were Hispanic/Latino and 'Other'.

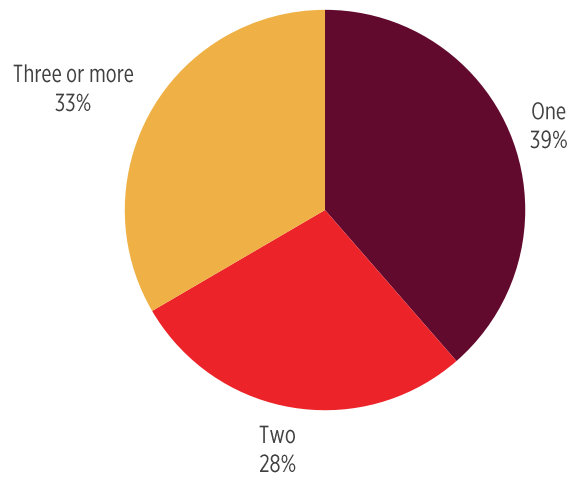
Figure 4-24 Respondent Racial/Ethnic Background (n=908)



## Household Size and Language

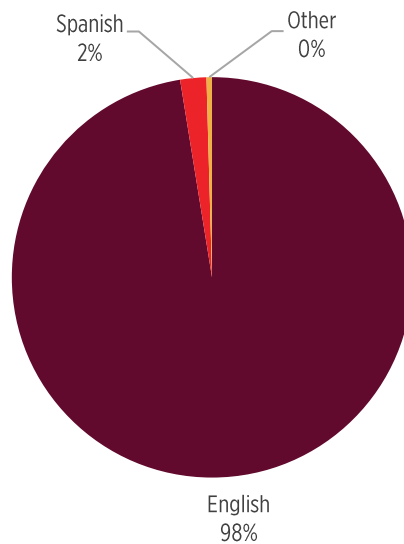
Respondents' household sizes were nearly evenly split among one, two, and three-plus households (Figure 4-25). Most respondents reported living in one-person households.

Figure 4-25 Respondent Household Size ( $n=886$ )



Nearly 100% of respondents reported English as their primary household language (Figure 4-26).

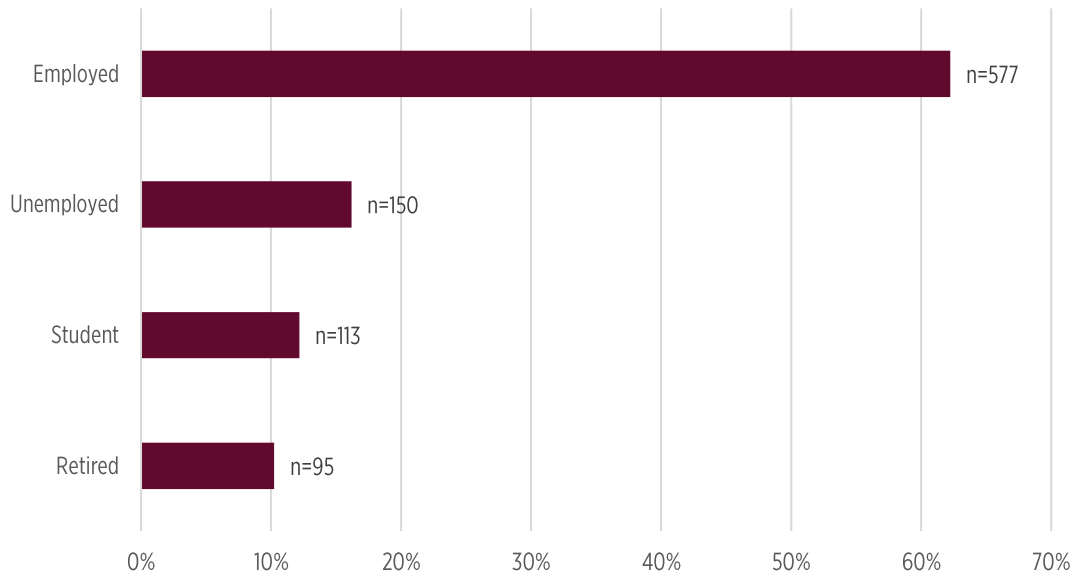
Figure 4-26 Respondent Primary Household Language ( $n=901$ )



## Employment and Income

More than 60% of all respondents reported themselves as employed—the single largest group of respondents (Figure 4-27). Approximately 10% of respondents reported themselves as retired and 12% as students.

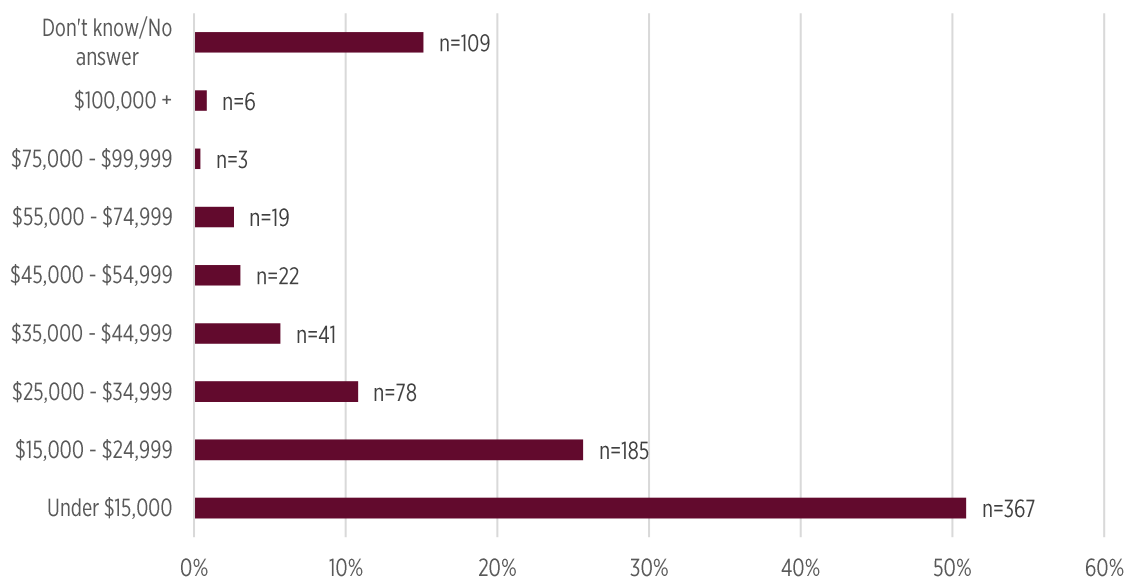
Figure 4-27 Respondent Employment Status (n=927)



Note: Percents do not sum to 100 because riders were allowed to choose more than one answer.

More than half of respondents reported household incomes of fewer than \$15,000 (Figure 4-28). Very few respondents reported earning more than \$75,000 per year. A high number of **respondents selected “Don’t know/No answer”; this is typical of income survey questions, even on anonymous surveys.**

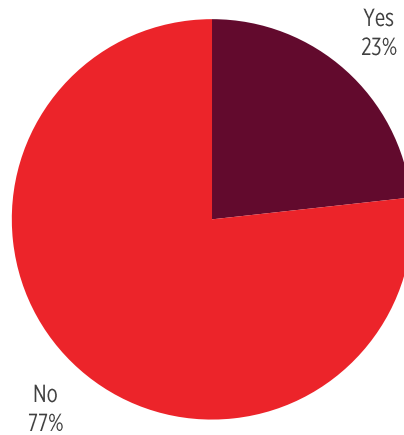
Figure 4-28 Respondent Household Income (n=721)



## Vehicle Access

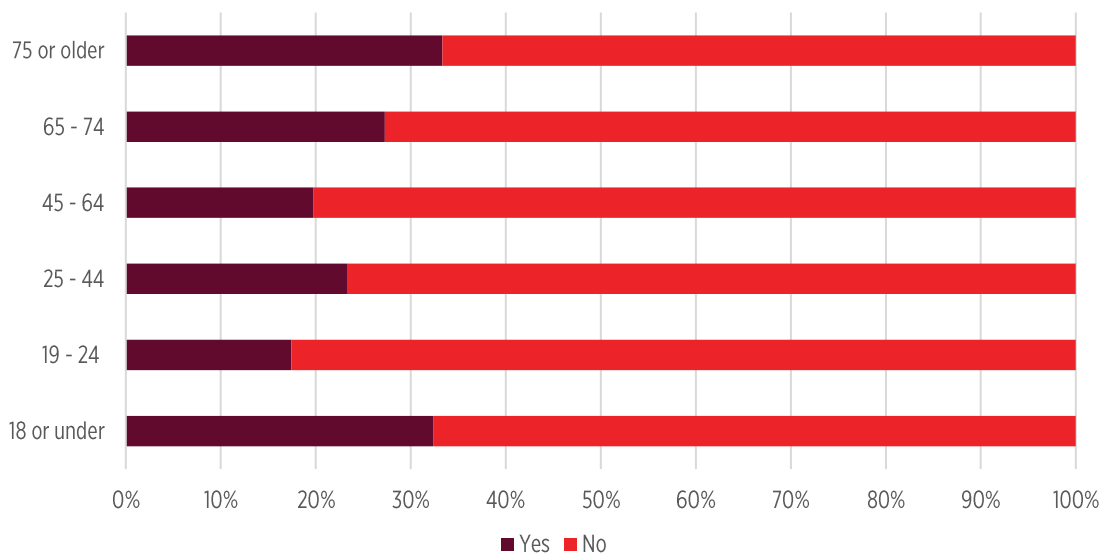
Approximately  $\frac{3}{4}$  of respondents reported not having access to an auto (Figure 4-29).

Figure 4-29 Respondent Vehicle Access (n=847)



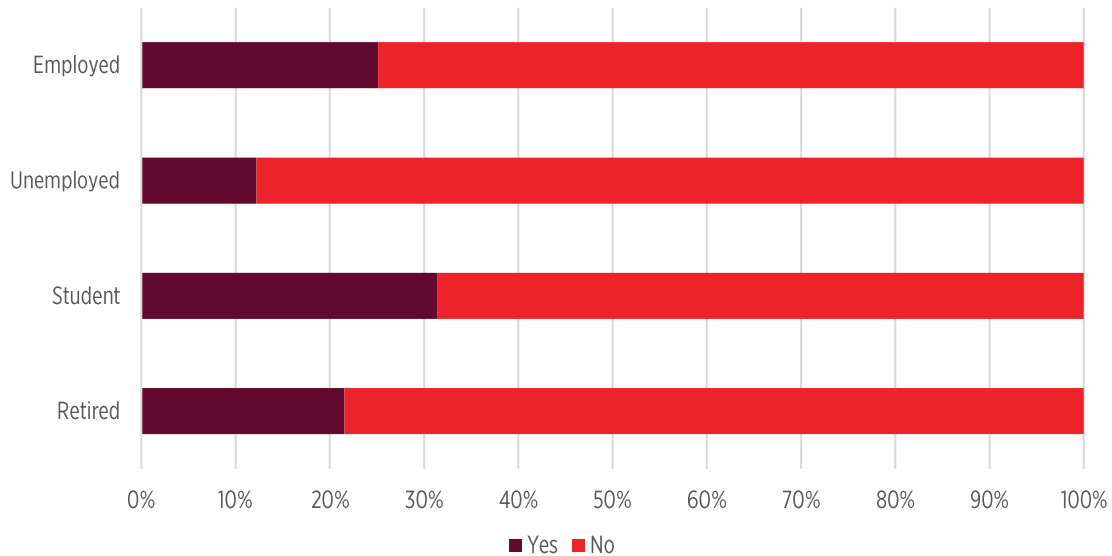
To better understand the makeup of riders with access to an auto, two additional cross-tabulations are performed. The first of these is vehicle access and age, which shows that respondents under the age of 18 and over the age of 75 were more likely to have auto access, while middle-aged respondents were the least likely to have auto access (Figure 4-30).

Figure 4-30 Respondent Vehicle Access by Age (n=881)



The second additional cross-tabulation is employment status and vehicle access, which shows that student and employed respondents were most likely to have auto access, while unemployed and retired respondents were less likely to have auto access (Figure 4-31).

Figure 4-31 Respondent Vehicle Access by Employment Status

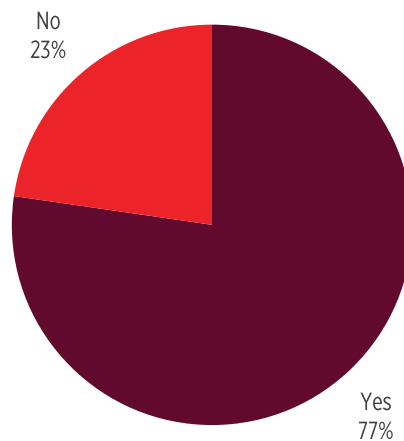


Note: Respondents were allowed to report more than one employment status.

## Smartphone Ownership

Respondent smartphone ownership was very similar to auto access; approximately  $\frac{3}{4}$  of respondents reported owning a smartphone (Figure 4-32). Despite this figure, only 15% of respondents reported using Google Maps to plan trips and access bus schedules.

Figure 4-32 Respondent Smartphone Ownership (n=872)

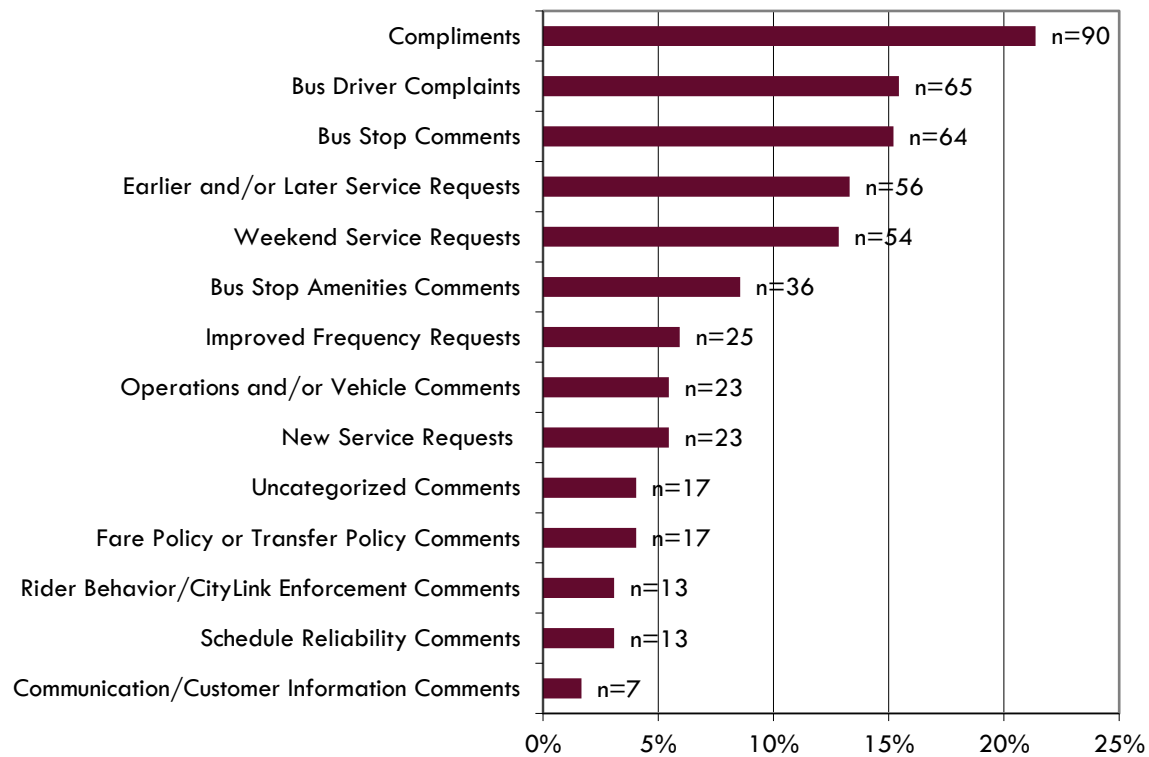


## Open Responses

Respondents to both the onboard and online surveys were given an open-response field to write comments, questions, or notes about CityLink service. These comments were analyzed and coded into the categories shown in Figure 4-33. The comments are included in Appendix B and organized by topic.

Most riders used the open-response field to compliment CityLink on the service provided or to compliment a specific driver on their performance. Most of the requests for service improvement were to extend CityLink service hours on the weekends or earlier and later into the day on weekdays. Other common service improvement requests were to add specific stops to a route or to add bus shelters, benches, or trash barrels. Driver complaints were also common and typically focused on operator attitudes and interaction with riders.

Figure 4-33 Open Response Comments by Category (n=421)



Note: Percents do not sum to 100 because respondent comments could fall into more than one category.

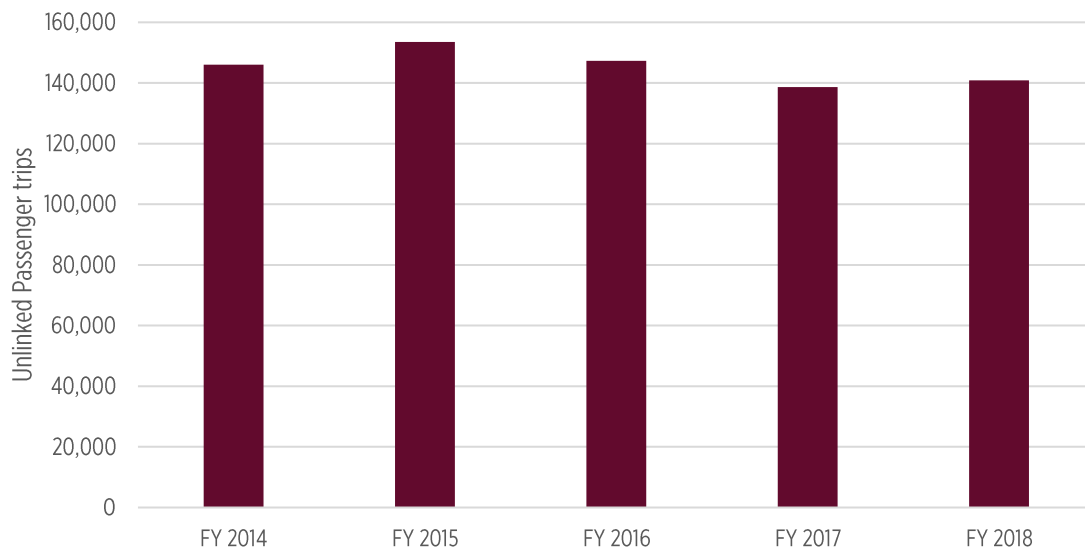
## 5 CITYLIFT

CityLift is GPMTD's **ADA paratransit service**. The service operates in Peoria, Peoria Heights, West Peoria, and East Peoria from 5:30 a.m. to 1:00 a.m. on Monday through Friday, 7:30 a.m. to 10:30 p.m. on Saturdays, and 7:30 a.m. to 7:30 p.m. on Sundays (with the exception of no Sunday service in East Peoria. CityLift serves Pekin from 6:45 a.m. to 5:40 p.m. on weekdays.

The cost of a one-way CityLift trip is \$2.00 per person or free with a Paratransit Rider ID card. Reservation hours are from 8:00 a.m. to 5:00 p.m., seven days a week, and can be made anywhere from 14 days to one day in advance.

CityLift ridership has remained relatively constant at between approximately 130,000 and 153,000 unlinked passenger trips per year, although ridership may be trending downward since FY 2015 (Figure 5-1). CityLift trips peaked in FY 2015 at approximately 153,000 boardings, decreased in 2016 and 2017, and recovered modestly in 2018.

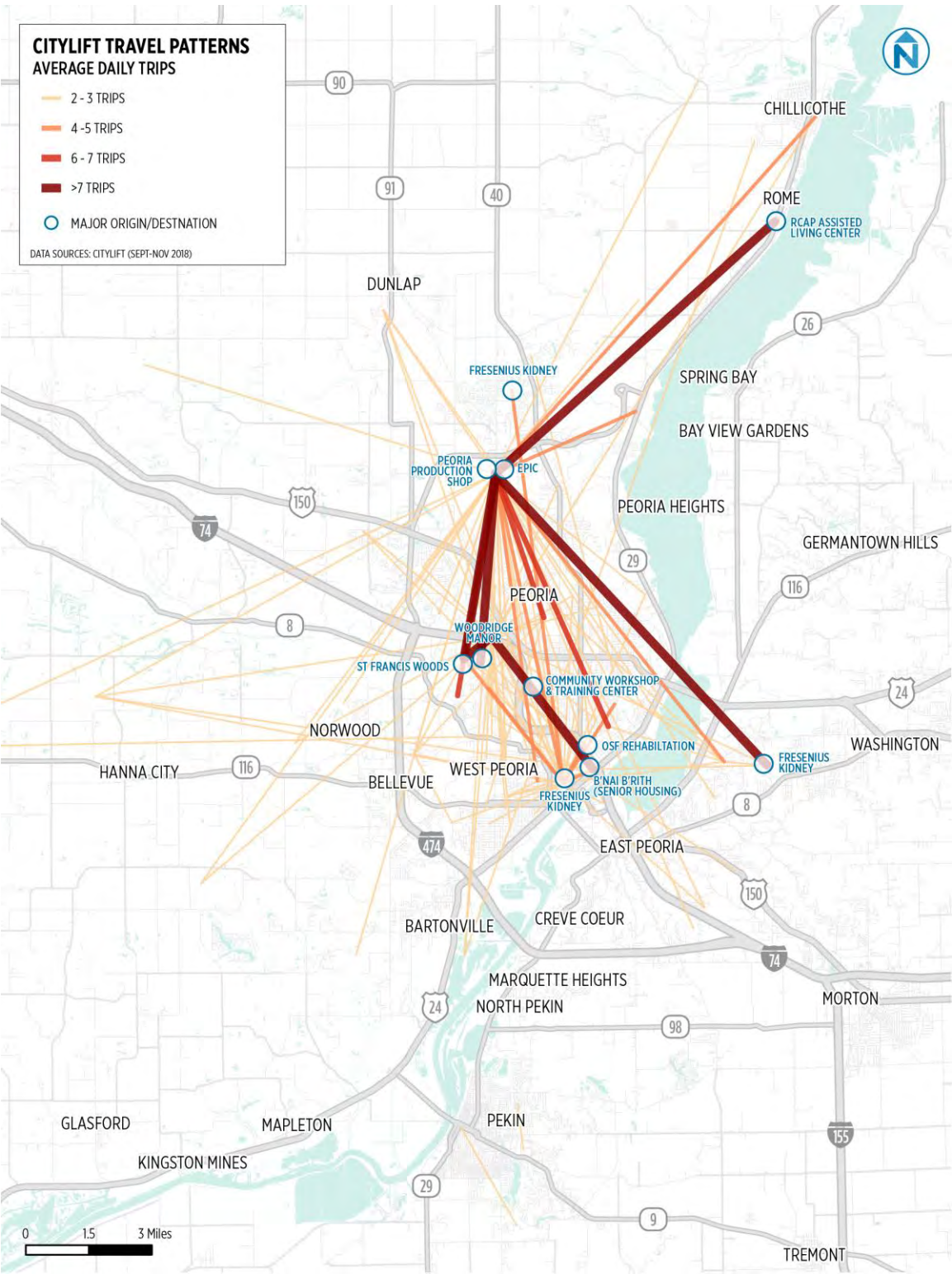
Figure 5-1 CityLift Historic Ridership (FY 2014-FY 2018)



In Figure 5-2, CityLift trips from September to November of 2018 have been anonymized and aggregated up to the census block group level in order to show the most common general origin/destination pairs. The EPIC center for people with intellectual and developmental disabilities is the largest CityLift trip generator. Other major CityLift trip generators include senior housing complexes, dialysis centers, and other healthcare locations. A number of CityLift origin/destination pairs start or end well beyond the CityLink fixed-route service area.

**EXISTING CONDITIONS REPORT | MAY 2019**  
Greater Peoria Mass Transit District

Figure 5-2 CityLift Origin/Destination Pairs (September-November 2018)



## EXISTING CONDITIONS REPORT | MAY 2019

Greater Peoria Mass Transit District

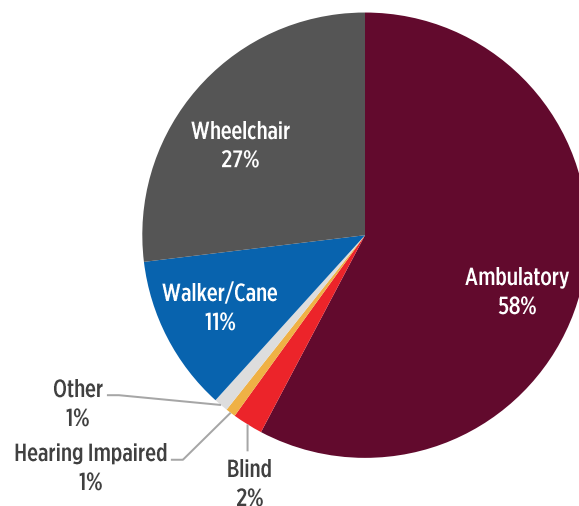
The locations most frequently served by CityLift are related to job training, health care, and senior housing. The EPIC center accounts for a daily average Of 117 boardings and alightings, which is more than 1/3 of the total top 10 origin/destination boardings plus alightings combined.

Figure 5-3 Top Ten CityLift Origin/Destinations (September-November 2018)

Rank	Place Name	Average Daily Boardings & Alightings
1	EPIC	117
2	Community Workshop & Training Center	61
3	OSF Rehabilitation Center	30
4	Fresenius Kidney Care (Downtown)	23
5	Fresenius Kidney Care (North Peoria)	16
6	Fresenius Kidney Care (East Peoria)	16
7	Peoria Production Shop	12
8	St Francis Woods (Supportive Living Facility)	10
9	B'Nai B'Rith (Senior Housing)	9
10	Woodridge Manor (Senior Housing)	8
Total		302

More than half of CityLift rides are made by people classified as ambulatory, meaning they do not use a wheelchair or similar mobility device and do not require a lift-equipped vehicle (Figure 5-4). Just over 25% of CityLift trips are made by people who use wheelchairs and require a wheelchair-accessible vehicle. The remaining 15% of trips are made by riders classified as blind, walker or cane users, hearing impaired, or other.

Figure 5-4 CityLift Rider Special Needs Types by Trips Taken



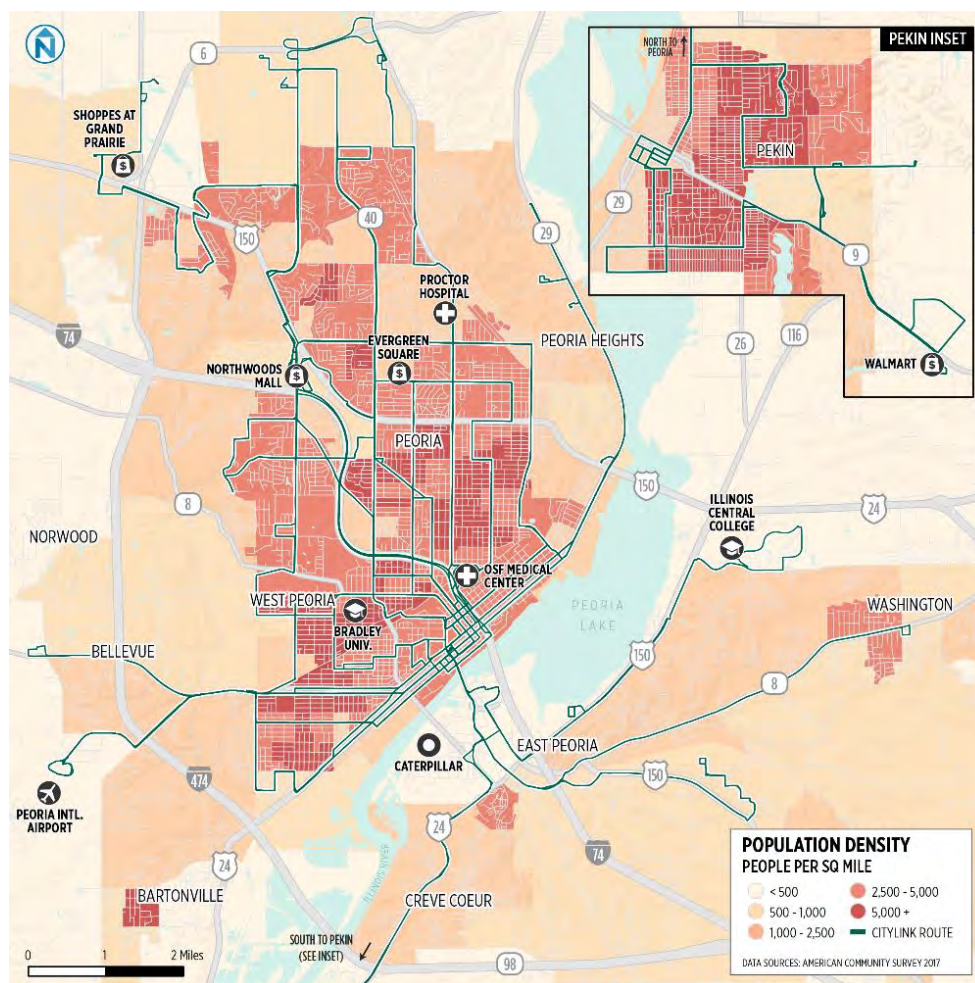
## 6 MARKET ANALYSIS

Examining the density of distribution of specific population segments helps identify areas with potential transit demand that are currently underserved or unserved. This chapter also examines employment densities, as well as the residential origins of specific employees.

### General Population

Population density is one of the key metrics by which transit demand is measured; high-density places typically have higher transit demand and low-density areas are more difficult to serve efficiently. The highest-density neighborhoods in the greater Peoria area are north central and southwest Peoria (Figure 6-1). Pekin has the highest population density east of the Illinois River.

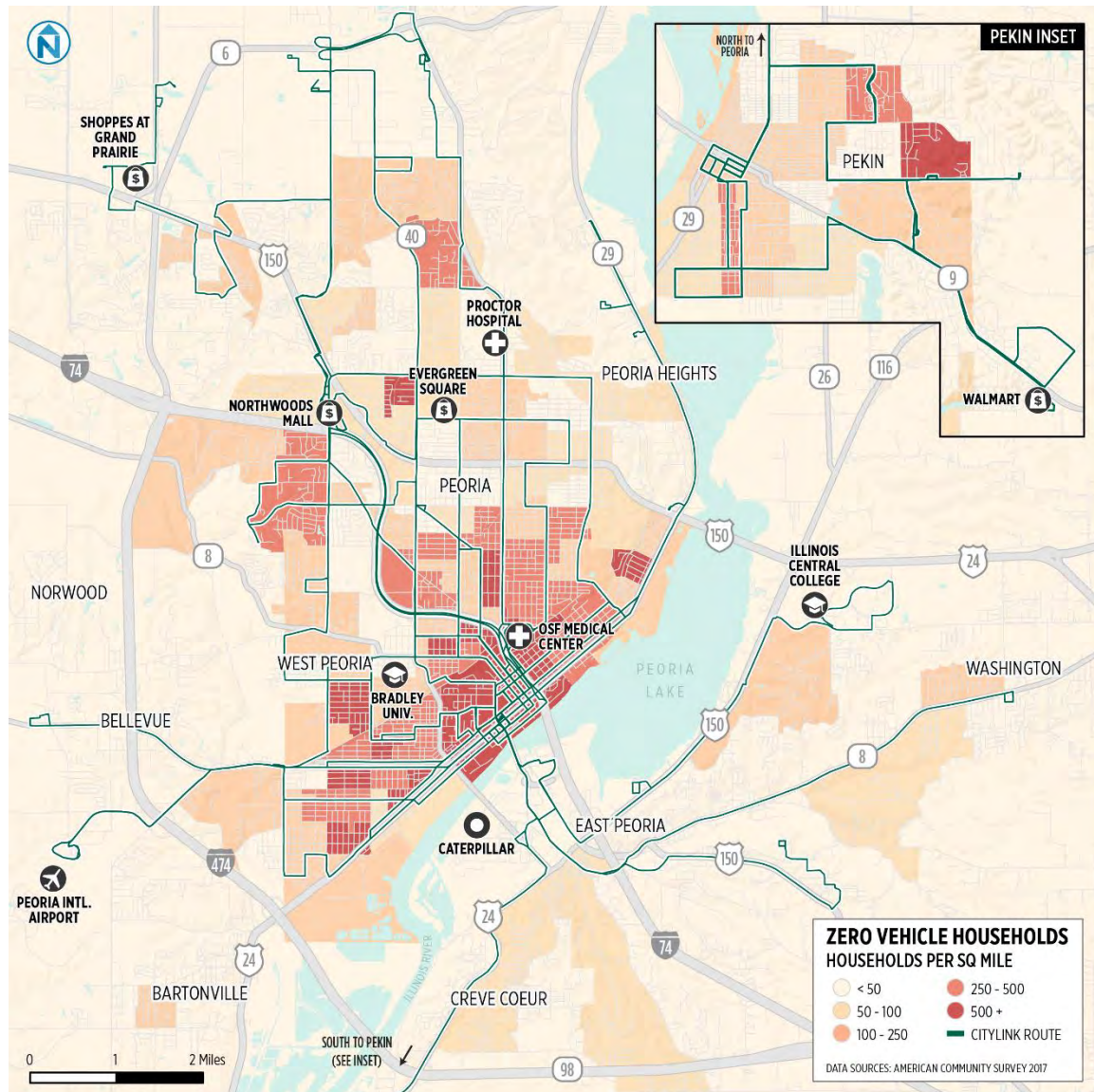
Figure 6-1 Population Density



## Zero Vehicle Households

Households without access to a vehicle are among those most likely to travel via transit—particularly in low-density environments where walking and biking trips for shopping, commuting, or other purposes are not easy or safe. In Peoria, the areas with the highest density of households without vehicle access are downtown, in West Peoria near Bradley University, in some parts of southwest Peoria, and in certain neighborhoods of central and north central Peoria (Figure 6-2). The neighborhood of Pekin north of Broadmoor Street and east of N Parkway Drive is also home to a number of households without access to a vehicle.

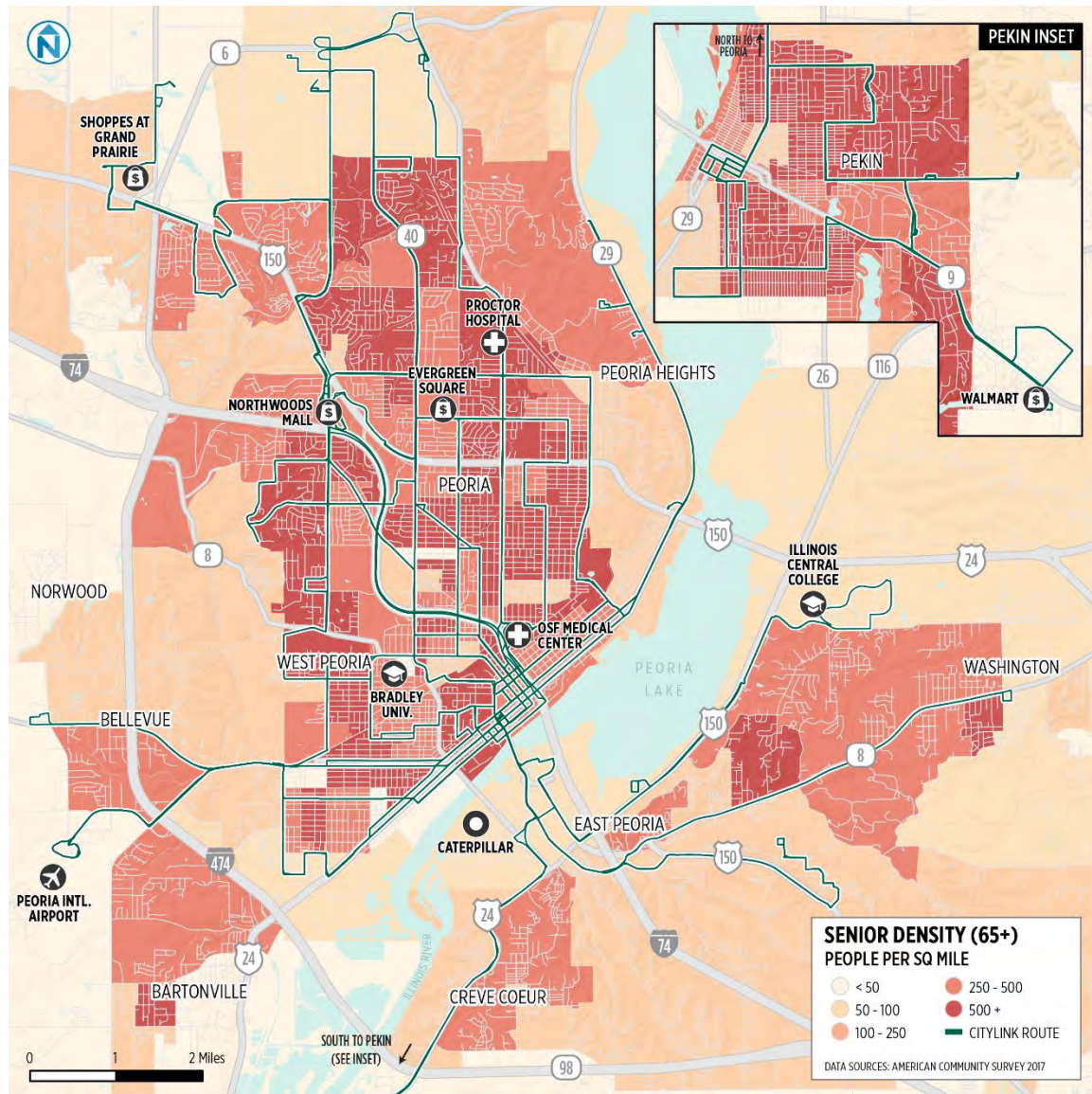
Figure 6-2 Density of Households without Access to a Vehicle



## Senior Population

Older people often choose to use transit because it is low-cost, reliable, and safer than driving. For this reason, density of senior residents (those over age 65) is often a key indicator of neighborhoods with high demand for transit. In the greater Peoria region, senior density is greatest in West Peoria, north and downtown Peoria, and many parts of Pekin (Figure 6-3).

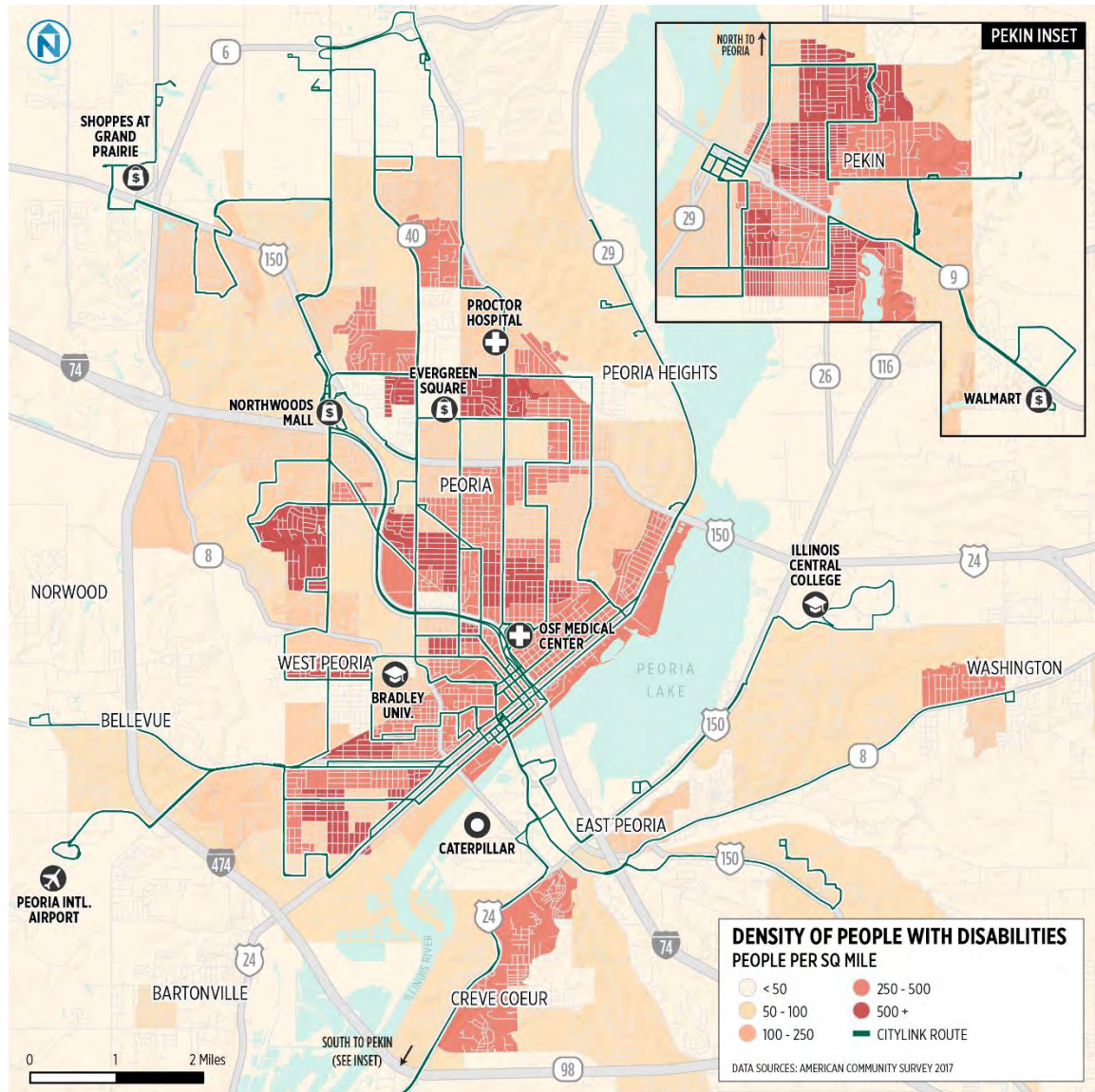
Figure 6-3 Density of People over Age 65



## People with Disabilities

People with disabilities are often more likely to use transit because they are unable to access a personal vehicle. Although some people with disabilities qualify for and use paratransit, many do not or prefer to use fixed-route bus service. In the greater Peoria area, the highest densities of people with disabilities are in West Peoria, north central and north Peoria, southwest Peoria, and north Pekin (Figure 6-4). Places further from the downtown core tends to be home to fewer people with disabilities per square mile.

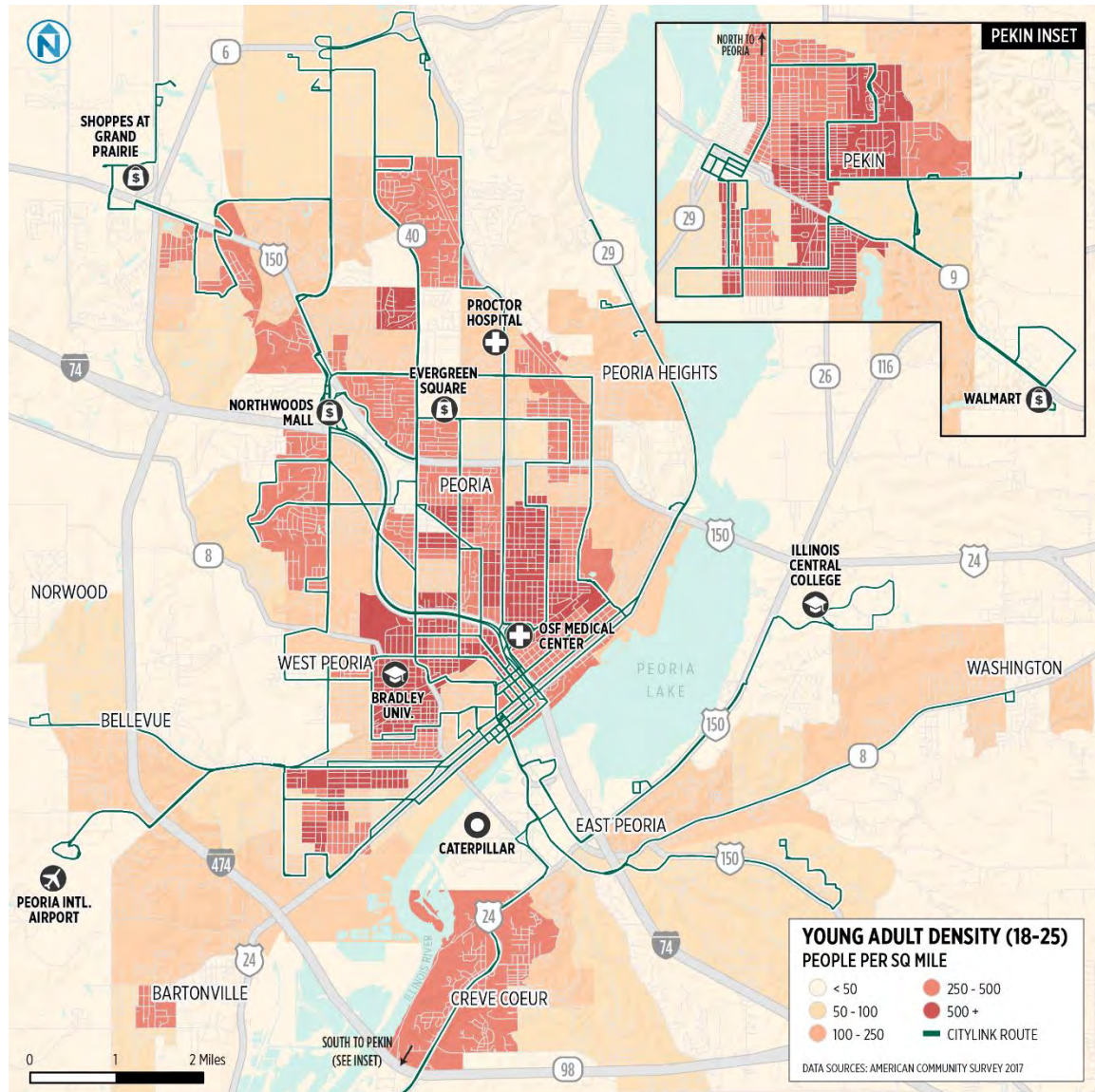
Figure 6-4 Density of People with Disabilities



## Young Adult Population

Young people—especially those of college age—are often frequent users of public transit. In many cases, people aged 18 to 25 are students and their limited budgets cannot support auto ownership. Some young people prefer an auto-free lifestyle. In the greater Peoria region, densities of young adults are highest near Bradley University, in southwest Peoria, in parts of north Peoria, and just north of downtown (Figure 6-5). Some parts of Pekin are also home to high concentrations of young adults.

Figure 6-5 Density of People Age 18-25



The employment characteristics of a place are also important predictors of transit ridership. Neighborhoods with higher densities of jobs are more likely to support transit ridership, as people make weekday trips to and from their workplace. In the greater Peoria region, areas with high concentrations of jobs include those downtown, near Proctor and OSF Saint Francis hospitals, areas near malls, and the East Peoria riverfront area from Caterpillar manufacturing in the south to the McClugage Bridge in the north (Figure 6-6). Much of the Pekin commercial area is also jobs-rich, along with the far north of Peoria, where a light industrial/commercial area is located.

**EMPLOYMENT DENSITY  
JOBS PER SQ MILE**

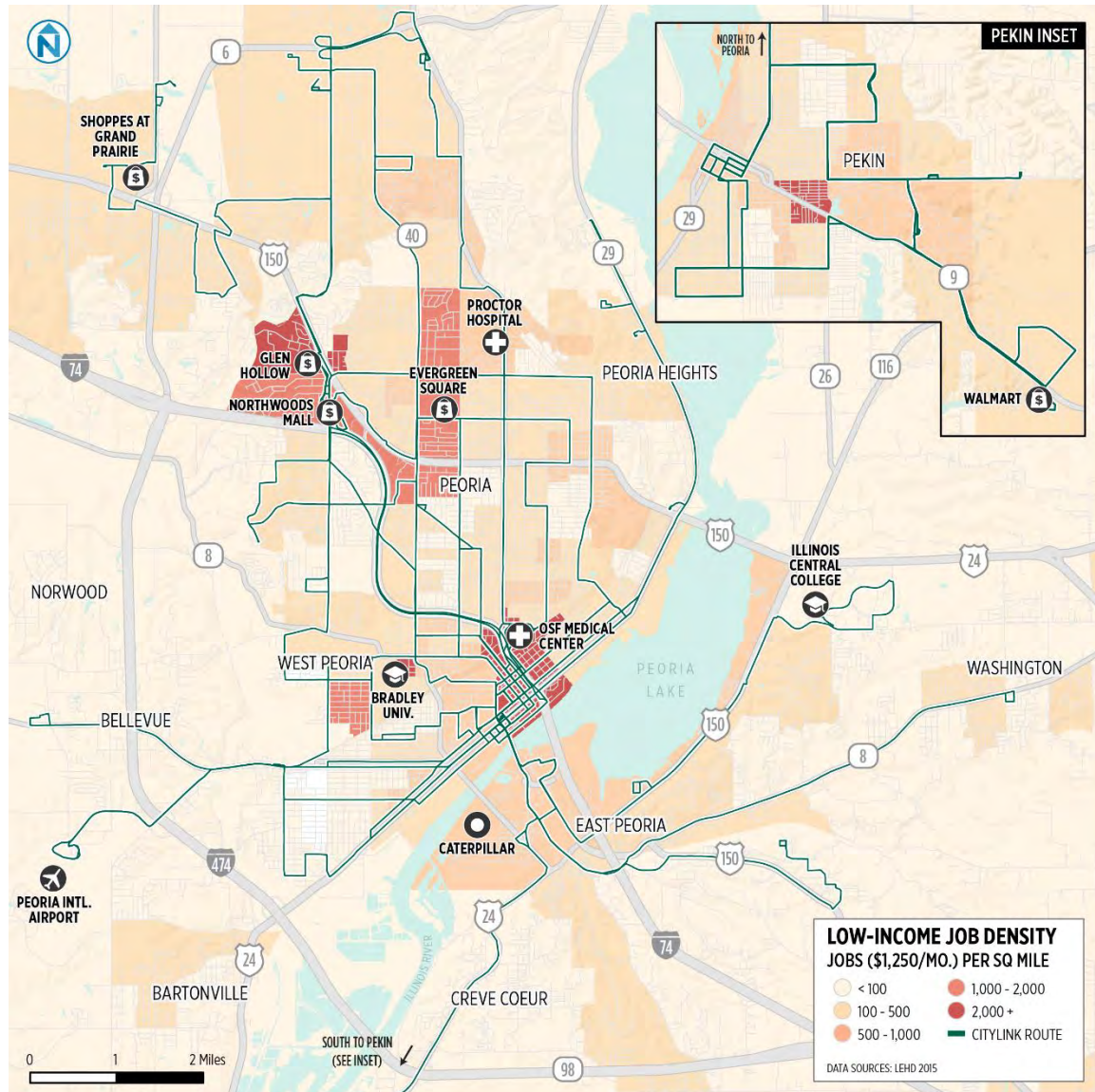
<span style="color: yellow;">●</span> < 100	<span style="color: red;">●</span> 1,000 - 2,000
<span style="color: orange;">●</span> 100 - 500	<span style="color: darkred;">●</span> 2,000 +
<span style="color: lightorange;">●</span> 500 - 1,000	<span style="color: green;">●</span> CITYLINK ROUTE

DATA SOURCES: LEHD 2015

## Low-Income Employment

Low-income jobs are generally highly correlated with transit ridership, as people working in relatively low-paying positions often cannot afford the costs associated with owning and operating a vehicle. The neighborhoods in the greater Peoria region with the highest concentrations of jobs paying fewer than \$1,250 per month are the Glen Hollow mall area, downtown Peoria and the OSF Saint Francis hospital district, and the neighborhood near Pekin's UnityPoint Health facility (Figure 6-7).

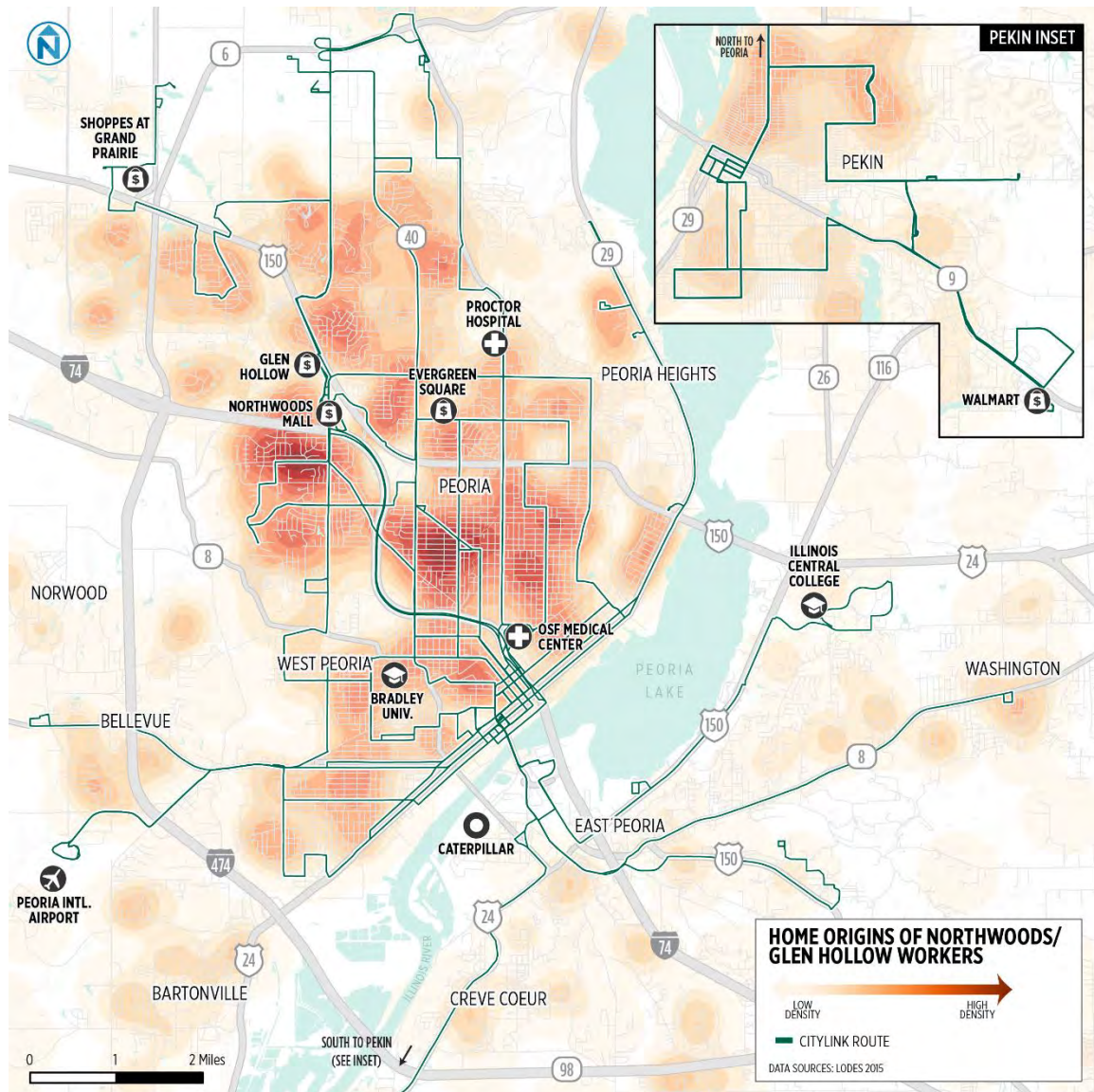
Figure 6-7 Low-Income Job Density



## Northwoods Mall and Glen Hollow Shopping Center Employment

People working at the Northwoods Mall and Glen Hollow Shopping Center tend to live in the El Vista neighborhood just south of I-74, north central Peoria, and scattered elsewhere throughout the region (Figure 6-8). Both of these concentrations of workers are separated from the Northwoods and Glen Hollow malls by I-74, which poses a significant active transportation barrier. There is some transit access from these neighborhoods to the employment center via routes 3, 5, and 10.

Figure 6-8 Northwoods Mall and Glen Hollow Shopping Center Worker Home Locations



Workers at OSF and UnityPoint Health facilities are also scattered throughout the greater Peoria region but have significant concentrations in West Peoria, near Bradley University, and in north central Peoria (Figure 6-9). There are very few OSF and UnityPoint Health workers living east of the Illinois River.

**HOME ORIGINS OF OSF/UNITY POINT WORKERS**

LOW DENSITY → HIGH DENSITY

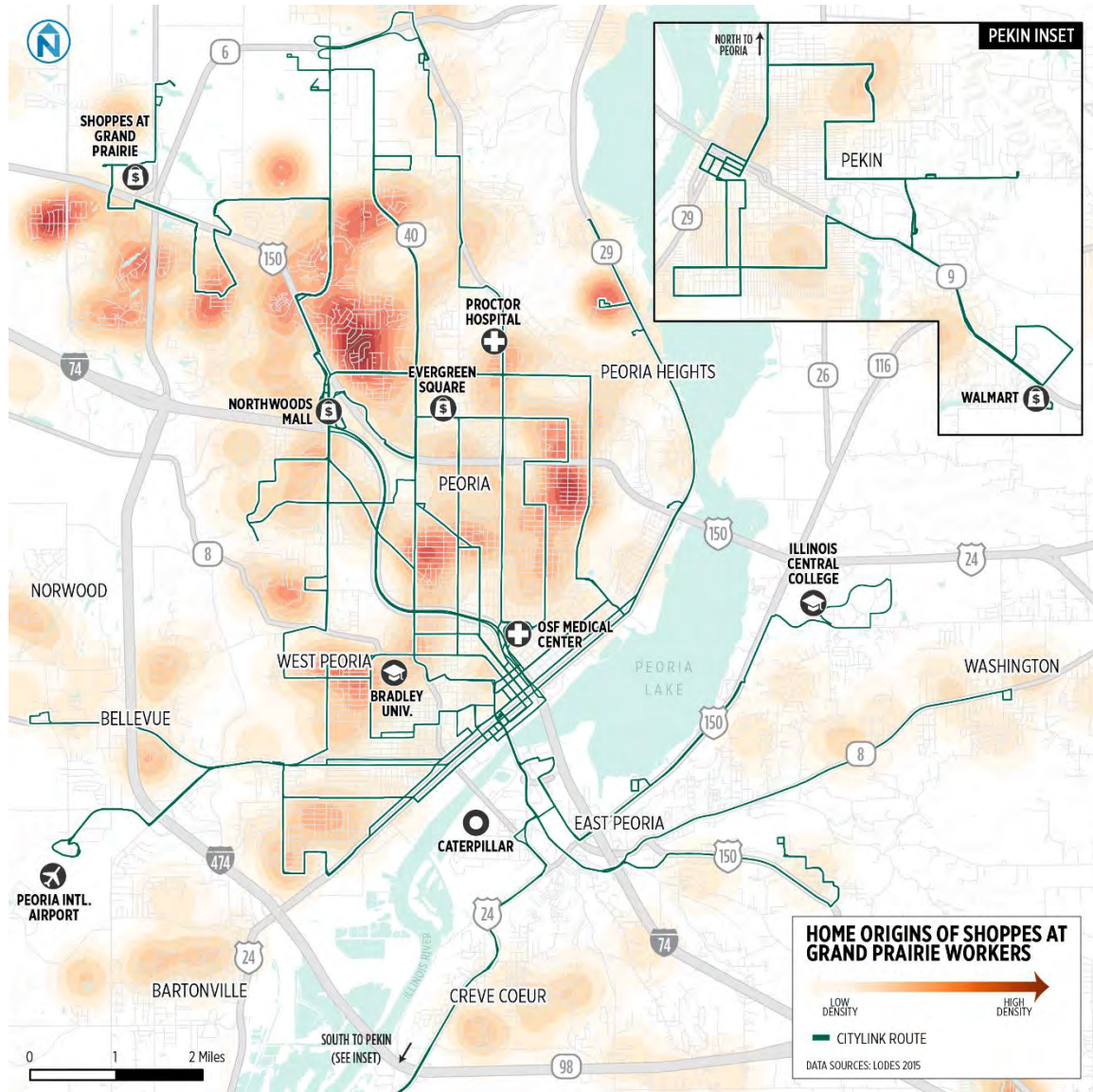
— CITYLINK ROUTE

DATA SOURCES: LODS 2015

## Shoppers at Grand Prairie Employment

Workers at the Shoppes at Grand Prairie are distributed throughout the greater Peoria region but have major concentrations just southwest of their employment area, in the area northeast of Northwoods Mall, and just south of Peoria Heights (Figure 6-10). Only some of these workers can access their jobs via a one-seat ride on CityLink Route 16. Most workers would need to transfer at the Downtown Transit Center in order to get to the Shoppes at Grand Prairie via bus.

Figure 6-10 Shoppes at Grand Prairie Home Locations



## 7 KEY FINDINGS

### Inconsistent service span and days of service

The following Peoria/West Peoria routes do not operate at night (after 6:30 p.m. on weekdays or after 5:30 p.m. on Saturdays) or on Sundays:

- 3 Parkview
- 4 Knoxville
- 6 Sheridan
- 7 Garden
- 11 Western

With the exception of Route 7 stops west of Kickapoo Creek, which are served by Route 13 at night, all stops regularly served by the aforementioned routes are unserved at night, forcing CityLink riders to walk distances of up to 1.5 miles to other routes.

### Infrequent service

On weekdays, all CityLink routes operate every 60 minutes during the midday period and every 75 minutes at night. Saturday routes operate every 60-120 minutes during the day and every 75 minutes at night. Sunday routes operate every 75 minutes.

**“More frequent bus service” is the most desired service** improvements according to on-board and online survey respondents. The best candidates for more frequent service are high-ridership corridors and areas with high transit demand based on the market analysis. Neighborhoods with the highest concentration of households without vehicles include South Peoria, West Bluff, East Bluff, and North Valley. Areas with a high concentration of low-income jobs include Glen Hollow Shopping Center, Northwoods Mall, Evergreen Square, and Downtown Peoria.

### Limited weekend service

**“More weekend service” was the second-most desired service** improvements according to on-board and online survey respondents, not far behind **“more frequent bus service”**. Sunday service is particularly lacking.

CityLink operates only 10 routes and 135 revenue hours on Sundays, resulting in significant service gaps and low ridership productivity. While the addition of Sunday service is unlikely in Pekin and East Peoria, adding Sunday service to Tier 2 and 3 Peoria routes would require fewer than 4,000 annual hours.

### **Inefficient schedules**

Several route schedules include excessive layover time during weekday midday periods due to the hourly pulse at the Downtown Peoria Transit Center. Routes 1, 4, 5, 10, 12, and 14 all have longer midday cycle times than peak cycle times, which is both unconventional and inefficient.

Shopping Shuttles, which are essentially midday route extensions on Routes 2, 12, and 14, are intended to make use of excessive midday layover time, however, ridership is extremely low on these route segments.

### **Ridership productivity is low on several routes**

While routes serving Pekin are not expected to generate high ridership due to the lower-density populations that they serve, several Peoria routes perform well below average in terms of ridership productivity.

Route 16 NW Express requires four buses during peak hours and spends approximately one-third of its revenue time on operating on highways. Route 7 Garden similarly spends approximately one-third of its revenue time traveling through low-density areas between Madison Park Shopping in South Peoria and Peoria International Airport.

Potential opportunities for streamlined operations include:

- Reconsidering the design and function(s) of Route 16 and 2)
- Serving both Peoria International Airport and Peoria County Jail (served by Route 15) by a single route.

### **Significant bus stop investment are needed throughout the CityLink service area**

“More bus stop shelters” and “better access to bus stops” are the most desired customer service experience improvements according to on-board and online survey respondents. In 2019, CityLink transitioned from a flag stop to fixed-stop system.

Future initiatives, after the completion of the comprehensive operational study should include 1) a comprehensive bus stop inventory and 2) a bus stop accessibility and amenity improvement program.

### **South Peoria lacks direct access to grocery stores**

Recent grocery store closures in the South Peoria neighborhood force transit-dependent residents to take two buses to reach major grocery store destinations. The addition of crosstown service between South Peoria and Northwest Peoria would improve direct access and eliminate the need for transferring downtown.

## **8 APPENDICES**

# Appendix A Rider Survey Instrument



## RIDER SURVEY

This survey helps CityLink better understand how you travel and how we can improve bus service in the future. Visit [www.surveymonkey.com/r/CityLink](http://www.surveymonkey.com/r/CityLink) or take a photo of the QR code with your smartphone to take the survey online. Thanks for riding CityLink!



**1. What time did you get on this bus, roughly?**

\_\_\_\_\_: \_\_\_\_ AM / \_\_\_\_ PM

**2. Which route are you currently riding? (circle one)**

1	2	3	4	5	6	7	8	9	10	11
12	13	14	15	16	17	18	20	21	23	

**3. Where are you coming from?**

Nearest intersection/location: \_\_\_\_\_

City: \_\_\_\_\_

**4. Where are you traveling to?**

Nearest intersection/location: \_\_\_\_\_

City: \_\_\_\_\_

**5. What is the purpose of this trip? (check all that apply)**

- ☐<sub>1</sub> Work ☐<sub>4</sub> Medical  
☐<sub>2</sub> School or college ☐<sub>5</sub> Personal/recreation  
☐<sub>3</sub> Shopping ☐<sub>6</sub> Other \_\_\_\_\_

**6. Does this trip require a transfer to and/or from another bus route?**

- ☐<sub>1</sub> Yes, which route(s)? \_\_\_\_\_ ☐<sub>2</sub> No

**7. How did you get to the bus stop and how will you reach your final destination? (check all that apply)**

- ☐<sub>1</sub> Walk ☐<sub>3</sub> Drive ☐<sub>5</sub> Other \_\_\_\_\_  
☐<sub>2</sub> Bike ☐<sub>4</sub> Dropped off/picked up \_\_\_\_\_

**8. How many days have you taken CityLink in the past week, including today?**

- ☐<sub>1</sub> 5-7 days ☐<sub>2</sub> 3-4 days ☐<sub>3</sub> 1-2 days

**9. How long have you been riding CityLink?**

- ☐<sub>1</sub> First time/new rider ☐<sub>3</sub> 1-4 years  
☐<sub>2</sub> Less than 1 year ☐<sub>4</sub> 5 or more years

**10. How did you pay for this bus ride?**

- ☐<sub>1</sub> Cash ☐<sub>3</sub> 30-Day Pass  
☐<sub>2</sub> Day Pass ☐<sub>4</sub> Benefit Access/Ride Free

**11. Which type of fare did you pay?**

- ☐<sub>1</sub> Adult ☐<sub>3</sub> Senior/Disabled  
☐<sub>2</sub> Student ☐<sub>4</sub> Veteran

**12. How satisfied are you with CityLink service?**

<input type="radio"/> Very Satisfied	<input type="radio"/> Satisfied	<input type="radio"/> Neutral	<input type="radio"/> Unsatisfied	<input type="radio"/> Very Unsatisfied
--------------------------------------	---------------------------------	-------------------------------	-----------------------------------	--

**13. Below are possible service improvements. Please select TWO that are most important to you.**

- ☐<sub>1</sub> More frequent bus service ☐<sub>4</sub> More reliable schedule  
☐<sub>2</sub> Earlier bus service ☐<sub>5</sub> More weekend service  
☐<sub>3</sub> Later bus service ☐<sub>6</sub> Service to new areas

**14. Below are possible customer service improvements. Please select TWO that are most important to you:**

- ☐<sub>1</sub> More bus stop shelters ☐<sub>4</sub> Real-time arrival information  
☐<sub>2</sub> Better access to bus stops ☐<sub>5</sub> Newer buses  
☐<sub>3</sub> Better downtown transit center ☐<sub>6</sub> Transfer center(s) outside of downtown

**15. Are you: (check all that apply)**

- ☐<sub>1</sub> Employed ☐<sub>3</sub> Retired  
☐<sub>2</sub> Student ☐<sub>4</sub> Unemployed

**16. What is your age?**

- ☐<sub>1</sub> 18 or under ☐<sub>3</sub> 25-44 ☐<sub>6</sub> 65-74  
☐<sub>2</sub> 19-24 ☐<sub>4</sub> 45-64 ☐<sub>5</sub> 75 or older

**17. What is your gender?**

- ☐<sub>1</sub> Female ☐<sub>2</sub> Male ☐<sub>3</sub> Other

**18. Which best describes your racial/ethnic background?**

- ☐<sub>1</sub> White/Caucasian ☐<sub>4</sub> Asian  
☐<sub>2</sub> Hispanic/Latino ☐<sub>5</sub> American Indian  
☐<sub>3</sub> Black/African-American ☐<sub>6</sub> Other \_\_\_\_\_

**19. How many people are in your household?**

- ☐<sub>1</sub> 1 (yourself) ☐<sub>2</sub> 2 ☐<sub>3</sub> 3 or more

**20. At home, what language do you speak most often?**

- ☐<sub>1</sub> English ☐<sub>2</sub> Spanish ☐<sub>3</sub> Other \_\_\_\_\_

**21. Do you own or have access to a car?**

- ☐<sub>1</sub> Yes ☐<sub>2</sub> No

**22. What was the total income for all individuals in your household last year?**

- ☐<sub>1</sub> Under \$15,000 ☐<sub>4</sub> \$35,000-44,999 ☐<sub>7</sub> \$75,000-99,999  
☐<sub>2</sub> \$15,000-24,999 ☐<sub>5</sub> \$45,000-54,999 ☐<sub>8</sub> \$100,000+  
☐<sub>3</sub> \$25,000-34,999 ☐<sub>6</sub> \$55,000-74,999 ☐<sub>9</sub> Don't know/No answer

**23. When you plan a bus trip or check a bus schedule, what do you use? (check all that apply)**

- ☐<sub>1</sub> CityLink website ☐<sub>4</sub> Google Maps  
☐<sub>2</sub> CityLink Rider's Guide ☐<sub>5</sub> Other \_\_\_\_\_  
☐<sub>3</sub> Call CityLink

**24. Do you own a smartphone?**

- ☐<sub>1</sub> Yes ☐<sub>2</sub> No

**25. Within the past month, have you used any of the following? (check all that apply)**

- ☐<sub>1</sub> Uber ☐<sub>3</sub> Peoria Charter  
☐<sub>2</sub> Taxi ☐<sub>4</sub> Burlington Trailways

**26. Please write any comments or questions here:**

---

---

---

---

---

Mire el reverse para encuesta en español



**ENCUESTA PARA PASAJEROS**

Esta encuesta ayuda a CityLink a comprender mejor cómo Ud. viaja, y cómo podemos mejorar el servicio de autobuses en el futuro. Visite [www.surveymonkey.com/r/CityLinkSP](http://www.surveymonkey.com/r/CityLinkSP) o tome una foto del código QR con su smartphone para tomar la encuesta en línea.

**1. ¿A qué hora abordó a este autobús, más o menos?**

\_\_\_\_\_ : \_\_\_\_\_ ☐ AM / ☐ PM

**2. ¿En qué ruta de autobús está viajando ahora mismo?**

1	2	3	4	5	6	7	8	9	10	11
12	13	14	15	16	17	18	20	21	23	

**3. ¿De dónde viene?**

Dirección o intersección más cercana: \_\_\_\_\_

Ciudad: \_\_\_\_\_

**4. ¿A dónde va?**

Destino, o intersección más cercana: \_\_\_\_\_

Ciudad: \_\_\_\_\_

**5. ¿Cuál es el propósito de este viaje?**

(Seleccione todas las que le apliquen)

- ☐ Trabajo ☐ Médico  
☐ Escuela o universidad ☐ Personal o recreo  
☐ De compras ☐ Otra \_\_\_\_\_

**6. ¿Se requiere un transbordo a/de otra ruta para completar este viaje?**

- ☐ Sí, ¿cuál(es) ruta(s)? \_\_\_\_\_ ☐ No

**7. ¿Cómo llegó a la parada de bus, y cómo va a llegar a su destino final? (Seleccione todas las que le apliquen)**

- ☐ Caminar ☐ Manejar ☐ Otra \_\_\_\_\_  
☐ Andar en bicicleta ☐ Alguien me lleva/me deja \_\_\_\_\_

**8. En la semana pasada, ¿cuántos días ha viajado en CityLink?**

- ☐ De 5 a 7 días ☐ De 3 a 4 días ☐ De 1 a 2 días

**9. ¿Por cuánto tiempo ha viajado con CityLink?**

- ☐ Es mi primer viaje ☐ De 1 a 4 años  
☐ Menos de un año ☐ 5 años o más

**10. ¿Cómo pagó para esta viaje?**

- ☐ El dinero en efectivo ☐ Pase de mes  
☐ Pase de día ☐ Viaje gratis

**11. ¿Qué tipo de tarifa pagó?**

- ☐ Adulto ☐ Mayor/Discapacitado  
☐ Estudiante ☐ Veterano

**12. ¿Qué tan contento está con CityLink?**

Muy contento	Contento	Neutro	Descontento	Muy descontento
--------------	----------	--------	-------------	-----------------

**13. Abajo se enumeran mejoras posibles en el servicio de bus. Por favor, seleccione DOS que son más importantes para usted.**

- ☐ Servicio de bus más frecuente ☐ Servicio más confiable  
☐ Servicio de bus más temprano ☐ Más servicio de fin de semana  
☐ Servicio de bus más tarde ☐ Servicio a nuevos lugares

**14. Abajo se enumeran mejoras posibles en el servicio al cliente. Por favor, seleccione DOS que son más importantes para usted.**

- ☐ Más marquesinas en las paradas de bus ☐ Información sobre llegadas en tiempo real  
☐ Mejor acceso a las paradas de bus ☐ Autobuses nuevos  
☐ Mejor centro de tránsito al centro de la ciudad ☐ Centros de transbordo fuera del centro de la ciudad

**15. ¿Es Ud.: (Seleccione todas las que le apliquen)**

- ☐ Empleado ☐ Jubilado  
☐ Estudiante ☐ Desempleado

**16. ¿Cuál es su edad?**

- ☐ 18 o menor ☐ De 25 a 44 años ☐ De 65 a 74 años  
☐ De 19 a 24 años ☐ De 45 a 64 años ☐ 75 años o mayor

**17. ¿Cuál es su género?**

- ☐ Mujer ☐ Hombre ☐ Otro

**18. ¿Qué describe mejor su identidad étnica/racial?**

- ☐ Caucásico/Blanco ☐ Asiático  
☐ Hispano/Latino ☐ Indígena  
☐ De raza negra o afroamericano ☐ Otro \_\_\_\_\_

**19. ¿Cuántas personas viven en su hogar?**

- ☐ 1 (usted mismo) ☐ 2 ☐ 3 o más

**20. En casa, ¿qué idioma habla mayormente?**

- ☐ Inglés ☐ Español ☐ Otro \_\_\_\_\_

**21. ¿Tiene un auto personal, o tiene acceso a un auto?**

- ☐ Sí ☐ No

**22. ¿Cuál fue su ingreso familiar en el año pasado, incluyendo todos los miembros del hogar?**

- ☐ Menos \$15,000 ☐ \$35,000-44,999 ☐ \$75,000-99,999  
☐ \$15,000-24,999 ☐ \$45,000-54,999 ☐ \$100,000 y más  
☐ \$25,000-34,999 ☐ \$55,000-74,999 ☐ No lo sé/Prefero no responder

**23. Cuando planea un viaje o comprueba un horario, ¿cuál usa con más frecuencia? (Seleccione todas las que le apliquen)**

- ☐ Sitio web de CityLink ☐ Google Maps  
☐ El libro "Rider's Guide" ☐ Otro \_\_\_\_\_  
☐ Llamo a CityLink

**24. ¿Tiene un smartphone?**

- ☐ Sí ☐ No

**25. Dentro del mes pasado, ¿ha utilizado algunos de los siguientes servicios? (Seleccione todas las que le apliquen)**

- ☐ Uber ☐ Peoria Charter  
☐ Taxi ☐ Burlington Trailways

**26. Por favor escriba cualquier comentario o pregunta aquí:**


---



---



---



---

See the other side for the English survey



## Appendix B Rider Survey Comments

### Compliments

Source	Comment
Onboard	1 dollar to get where you are going is very cheap and they are reliable
Onboard	All good
Onboard	All is well
Onboard	<b>All Peoria bus drivers I've encountered are very polite &amp; attentive</b>
Onboard	Bus service is good
Onboard	Buses tend to arrive fairly promptly on an adequately regular basis-i also appreciate the every 30 min times in the afternoon
Onboard	CityLink does a good job-this city is lucky to have running buses the drivers are mostly polite
Onboard	CityLink is a life saver and i appreciate their services
Onboard	CityLink is very good and on time
Onboard	CityLink is very dependable awesome/helpful drivers
Onboard	Dave Biehl is a fantastic driver he was very helpful & courteous
Onboard	Driver was very nice and drives good
Onboard	Enjoy the service very much
Onboard	Good customer service
Onboard	Good service
Onboard	Great bus system hope to see running for years. Very reliable for me
Onboard	Great job
Onboard	Great job guys
Onboard	Great service
Onboard	Great service
Onboard	Great work
Onboard	I appreciate all the employees at CityLink
Onboard	I appreciate CityLink-thank you
Onboard	I enjoy meeting new people and CityLink
Onboard	I like riding the bus
Onboard	I like the good service
Onboard	I love CityLink service
Onboard	I love your service
Onboard	I really enjoy the bus rides
Onboard	I'm lucky to have such good service as CityLink

## EXISTING CONDITIONS REPORT | MAY 2019

Greater Peoria Mass Transit District

Source	Comment
Onboard	I'm really thankful for your bus service-thank you and keep up the good work
Onboard	I'm satisfied with bus service
Onboard	It help me not have to work everywhere thank you guy for the buses
Onboard	It is very good people to me
Onboard	I've always appreciated your service-i started riding when the transit district was formed in 1970
Onboard	Keep doing what you're doing
Onboard	Keep up the good service for the people
Onboard	Keep up the good <b>work thank you for hearing me out. God bless, let's make Peoria great again</b>
Onboard	Like your work
Onboard	Love CityLink
Onboard	Love CityLink drivers are courteous and very helpful
Onboard	Most of the CityLink drivers are very personable
Onboard	My bus routes that i take are very reliable to get me from a to b
Onboard	My experience is good
Onboard	Over all CityLink system has come a long way
Onboard	Reported 1 of your drivers Diane is the best the one i reported not regular driver
Onboard	Service is great-enough said
Onboard	Sheridan driver is cool
Onboard	Thank you
Onboard	Thank you
Onboard	Thanks
Onboard	Thanks
Onboard	Thanks for the Trewynn & Laramies stop <b>it's on both sides of street</b>
Onboard	Thanks for your service
Onboard	The lady on 1 university is the best bus driver on earth-she has the best spirit ever
Onboard	The ride is always good
Onboard	The service & drivers have been very helpful
Onboard	The service is very good and a raise would help the drivers
Onboard	They do ok
Onboard	Very friendly and helpful drivers
Onboard	Very helpful for me
Onboard	Very pleased with service
Onboard	You are doing a wonderful job for what i use CityLink for
Onboard	You guys are doing a great job

**EXISTING CONDITIONS REPORT | MAY 2019**

Greater Peoria Mass Transit District

Source	Comment
Onboard	You guys are doing a great job
Online	<b>Bus drivers in Peoria are very polite and take their time on every passenger's needs and questions.</b>
Online	Good
Online	I in joy ride the bus
Online	I love CityLink bus driver
Online	I share a car with my partner. We both work downtown near the transit center and live about a mile or two away in the West Bluff. My partner drives to work, and I usually bike to work. I occasionally walk to work or ride CityLink (about once per month at this point). Two or three times per month, I bike to a CityLink stop and put my bike on the front of the bus. I usually do this when I am going somewhere other than work or home that is farther away and choose not to bike the whole way. The combination of bike and bus is useful for me on a pretty regular basis.
Online	It is good 2 have bus
Online	Keep up the good work.
Online	Thank you for offering this survey to CityLink riders!
Online	Thank you for providing safe, reliable transportation.
Online	Very good
Online	Your service is great. Overall, I'm happy with it. The bus drivers are friendly & helpful!

**EXISTING CONDITIONS REPORT | MAY 2019**  
Greater Peoria Mass Transit District

**Earlier and/or Later Service Requests**

Source	Comment
Onboard	#4 bus needs to run on Sunday and #4 needs to run later
Onboard	A later service for people who work or have business
Onboard	Bus on sat after 6 and sun after 5
Onboard	Bus run in Pekin on Saturday long hours
Onboard	Garden run later Kroger Knoxville Lindberg run until 6:30 pm Mon-Fri
Onboard	I can't walk long distance due to back & leg surgery-Sheridan bus needs to run longer
Onboard	I hurt so bad have to walk a distance after getting off the bus Parkview needs to run longer
Onboard	I wish i can ride early buses
Onboard	I would like the rt 8 to run later in the evening
Onboard	Is there any chance we could have a bus in Pekin on sat 9-3 or 9-5?
Onboard	It would be nice to have all night service
Onboard	Knoxville bus need longer hour everyday until 9:45 pm ride more time
Onboard	Knoxville bus needs to run at least till 11:10 and on Sundays
Onboard	Late night buses!
Onboard	More earlier service for Sunday
Onboard	More later times for bus #23 Pekin to Peoria!
Onboard	Need earlier time on Saturday & Sunday
Onboard	Need more later east Peoria buses
Onboard	Night service
Onboard	On dhirde bus stop at 5:00 no ride after that need Madison Park
Onboard	Run late on Sunday
Onboard	Solo falta mas horario <b>Translation: "Only missing more hours"</b>
Onboard	The bus stop run need to be at work 6:30am no bus run
Onboard	The buses in Pekin should start at 6:15 from Walmart & bring people downtown & should end at 6"15 outbound at Walmart-i walk 4 miles a day to catch the first & last bus
Onboard	The buses need to run later because people work on the weekend with no way home
Onboard	Why do #6 bus stop at 4:45 pm instead of all night
Onboard	Wish you had a pickup at 4 so i could go to work at 5am
Onboard	Ya'll should midnight service
Online	2nd shift buses would be great
Online	CityLink need later bus the #20 bus doesn't running after 8:45 causing me to have to pay a babysitter 3 hr early to watch my 4 kids and I don't start work until 11 pm there's two nursing home on that route

**EXISTING CONDITIONS REPORT | MAY 2019**  
Greater Peoria Mass Transit District

Source	Comment
	across the from the college .. Sunday there's <b>no bus at all meaning AM STUCK</b> .. CNA are required to work every other week meaning Sunday .hopeful me doing this survey on doors for improvement.
Online	Earlier bus service for people who have to be at work at 530am
Online	Earlier Sat/Sun start times...

**EXISTING CONDITIONS REPORT | MAY 2019**  
Greater Peoria Mass Transit District

## Weekend Service Requests

Source	Comment
Onboard	1 more Pekin @ 5:45 for last Pekin connection-Pekin weekend services
Onboard	A ride for Saturday <b>would help with transportation for work at Applebee's</b> in Pekin
Onboard	Better Sunday schedule
Onboard	E Peoria service Sunday
Onboard	It would really be nice to have buses on Sundays lots of people work over there and have to walk
Onboard	Make Sunday have all buses available
Onboard	More service on Sunday
Onboard	More weekend service
Onboard	Need bus service on bus on Sunday
Onboard	Need bus services on Sunday service
Onboard	On Saturdays & Sundays more bus hours
Onboard	Pekin riders want a bus that runs an hour earlier/later and a Saturday bus
Onboard	Pekin should have weekend bus and later routes
Onboard	Pekin/Peoria bus would benefit many people if a budget would allow at least sat bus service
Onboard	Run early on weekends
Onboard	Sat Sun Pekin bus
Onboard	Saturday bus service
Onboard	Sunday E Peoria service
Onboard	Sundays buses need better time & routes
Onboard	We in Pekin would like to have a weekend bus
Onboard	Weekend buses on Sunday no buses go to east Peoria to go to work
Onboard	Weekend Pekin bus
Onboard	Would love to see Sunday E Peoria buses if possible. Please
Online	Expand weekend services
Online	I wish there was better access to East Peoria on Sundays. Since the only stops at bus stops rule has been implemented there are some places where it is really far between bus stops and would be really difficult for elderly/disabled people to access the bus.
Online	<b>It'll be nice if</b> CityLink provide service in East Peoria on Sundays
Online	Need more Sunday for ride east Peoria ICC and more bus Sunday for church ride Knoxville
Online	Please start having busses on the weekends in Pekin to help make it easier to take my kids shopping, or trying to get jobs, or to go find fun things to do with them. Even helps with a family of 5 go out to eat. Please. Sincerely, [REDACTED]
Online	Route 2 should run longer on Saturday!
Online	We would like later bus service in Pekin and weekend bus service

**EXISTING CONDITIONS REPORT | MAY 2019**  
Greater Peoria Mass Transit District

**Bus Stop Comments**

Source	Comment
Onboard	Add a stop at Townline & Allen Rd
Onboard	Bus stop at every corner
Onboard	Can you put back to original spot the bus stop sign at Glen Oak Ave near 800 OSI/Stonecrest? More accessible to commuters!
Onboard	Consider stopping at corner stops again
Onboard	Have bus pick up at every corner
Onboard	I feel like they need more stops on a route
Onboard	More bus stops
Onboard	More posted stops from Pekin to downtown
Onboard	More stops
Onboard	More stops are needed-taking away each corner stop makes taking the bus a hassle
Onboard	More stops on Sherdian route
Onboard	Need a stop in front of Kroger for Main St bus
Onboard	Need bus stops on more corners
Onboard	Need more bus stops
Onboard	Need more stops other than what you have now-have to walk much more to stops
Onboard	Need the bus stop across from university gardens back-the alternative is a large inconvenience
Onboard	Need to replace more stops
Onboard	Need to stop between downtown e Peoria & Par-a-Dice work 1/2 way between
Onboard	Not stopping at all corners is a problem. People may be on a cane crutches wheelchair and can't get to where the bus stops now
Onboard	Pick up at apartment complex but doesn't drop off golden arms 343 s 4th street-6 story complex for disabled/seniors #18 Pekin south
Onboard	Please stop @ OSR Heart @ ???
Onboard	Put a bus stop in front of city hall
Onboard	Put a bus stop on Brandywine by election commission needed badly in Peoria
Onboard	Taking corner stops away in areas where seniors & disabled get off bus & still have to walk 2 or more blocks on streets where there's no buses is wrong & they're not eligible for city lift
Onboard	The bus stop are too far to walk when it's rain
Onboard	There needs to be more bus stops because stops are too far apart
Onboard	There needs to be more stops because stops are too far apart
Onboard	To not make it so far to the next stop
Onboard	Why did they take the bus away from the Lutheran Hillside Village inside Lutheran when they stop there anyways?

## EXISTING CONDITIONS REPORT | MAY 2019

Greater Peoria Mass Transit District

Source	Comment
Onboard	Why did you guys take away bus stops-i have to walk 3 blocks to catch the bus-also Sheridan needs run longer shifts
Onboard	Wish we had more bus stops around the city
Onboard	Yes i would like a bus stop across the street from Daytona Peoria il
Online	CityLink is pretty good but this new policy where there has to be <b>a sign or bus can't stop is kind of</b> [REDACTED]...been riding over 30 yrs and that was a perk. Now i have to walk 3 extra blocks where i used to get dropped off in front of job...been ubereng a lot since the Feb. Policy change
Online	I appreciate the bus and would like to see the stops restored across from the SSI Office and the health department thanks
Online	I have cut down on bus trips since the new signed stops went into effect because the stops are too far apart, confusing, or at potentially dangerous (fast, high traffic intersections). And since you ask, you could better celebrate Jerome Lilley Day by letting riders get off that day where they need to get off and not where the administrators want people to get off.
Online	I would like Union hill and Shipman to become a bus stop.
Online	<b>I'd really like a bus stop at University and Bradley Ave</b>
Online	More bus stops. Since buses cannot stop along a route, I have to walk further to and from stops.
Online	On the number 16 northwest express I use Midwest Orthopedic off of Allen road. On the inbound bus there is no bus stop in between Brookview apartment off of war drive and redeemed Lutheran church off of Allen road. I wonder how people with disabilities cross war drive or go up a hill that have some walking disabilities or a balance issue that can't get to those bus stops. There use to be a bus stop there at Allen road and Northmoor road. Can you please put it back please and thank you
Online	Please consider putting the stops back along Main Street, in East Peoria. It is much more dangerous for us to have to walk along that road then it is the bus to have to stop along that road.
Online	Put back the bus stops that you have removed. Being a disabled person it has made it difficult to get where I need to go.
Online	There needs to be a bus stop by Midwest Orthopedic going inbound the closest bus stop is redeemed Lutheran church or Brookveiw Apartment i am concerned about the people who have disabilities that can't go uphill or cross a busy street to get to those bus stops
Onboard	More bus stops and shelters
Onboard	More bus stop-some places you have to walk 3-4 blocks-not fun in sleet-rain-lightening
Onboard	You need more bus stops and shelters
Onboard	Stop changing bus stops

**EXISTING CONDITIONS REPORT | MAY 2019**  
Greater Peoria Mass Transit District

### Bus Stop Amenities Comments

Source	Comment
Facebook	I filled it out. But here is an added comment. A stripe around poles whatever color. So when stops are not across from each other. The other side is not so hard to find. You could look for stripe. As sign faces other way and looks like no parking sign. Maybe a red reflective sticker on back of sign anything!
Onboard	& Needs shelters benches
Onboard	Bus signs-np McDonald dental clinic bus sign 29 & 98-movie walk no bus now
Onboard	Certain stops need shelters (heated)
Onboard	Going down Laramie no light-shelter at Dirksen & CEFUCU
Onboard	Heated bus stop shelters heated solar lights i have kids that ride the bus with me and it gets cold in the winter
Onboard	I would like a bus shelter put up at Willow & Florence for weather i have a infant-thank you
Onboard	I would like for there to be more shelters at all bus stops
Onboard	It would be nice to have a shelter on the sidewalk by ICC North
Onboard	More bus stop signs
Onboard	More overhead covers benches all areas
Onboard	More shelters
Onboard	More signs
Onboard	Need benches back at the bus stop by the Lexington Hills and the glass
Onboard	Need cans by all stops
Onboard	Need to hire more people to clean to shelters
Onboard	Please get more bus shelters
Onboard	Shelters on dirsar on way to airport-i get rained on it's very windy & sometimes when late drivers has passed me because it no light-late at night
Onboard	Stop on MLK is in a ditch-unsafe
Onboard	The bus stop closest to Madison golf course going to Madison park needs to be moved-it's unsafe and not where anybody wants off
Onboard	The shelters could be better-in the winter the cold air still comes in very strong (windy days) through the bottom-it should go all the way to the ground & have an option of windows openings
Onboard	Weekend-Pekin shelter at limo stop & cefem because i have to walk to both of them when i get off work- <b>it's not fair</b>
Onboard	Would like bus shelters for when it rains while waiting on the bus
Online	I wish that timetables and bus maps were posted on all bus shelters so I knew when I'm passing a shelter what buses stop there and where they're going.
Online	There should be a stop sign coming downhill from Moss Ave at the 1st entrance of Landmark Apts before the Hightower stop on inbound university bus

**EXISTING CONDITIONS REPORT | MAY 2019**

Greater Peoria Mass Transit District

**New Service Requests**

Source	Comment
Onboard	A route that pick up at Washington riders farther than just Sunnyland
Onboard	It would be nice if there were a special bus to take employees to their job sites outside of the Peoria area. People pay alot to others to get to work, make the fare!
Onboard	It would be nice to have routes to Washington and Chillicothe
Onboard	Need a bus to Bartonville Krogers
Onboard	Need a bus to Morton for jobs. Need bus to keystone in Bartonville
Onboard	Need to stop in front of school off Wisconsin
Onboard	Shuttles to Chillicothe & Bartonville can start again
Onboard	Would love to see a bus go thru Washington maybe by Kroger
Online	I have had to use Uber from downtown bus depot to my son's house in Bartonville. Need to add a new routes!
Online	I walk from E Peoria to Morton. 3 nights a week an walk from Morton to Peoria 3 morning really need a bus route
Online	I wish the bus could go on MLK King Dr. From Western to Sterling Ave. Also, I think it's important to keep Pekin routes and increase East Peoria routes. Maybe Washington & Morton.
Online	Need bus to go to Washington Walmart Kroger Aldi's I live in sunny land closer to Washington to shop Its only about 5 min. Away from sunny land plaza
Online	Please add routes: South 5th St to south Pekin and Rte 29 to south Pekin at least. Some of those residents have no way to get to Pekin for a connection bus or Pekin North and Pekin South. Right now they only go as far as Koch and 5th St.
Online	There needs to be routes to Washington and Morton.

**EXISTING CONDITIONS REPORT | MAY 2019**  
Greater Peoria Mass Transit District

### Improved Frequency Requests

Source	Comment
Onboard	Every 30 min 5 day week
Onboard	Go back to 30 min instead of an hour
Onboard	I would be really nice if busses ran every half hour on weekends also
Onboard	Like the fact they have public transportation more frequent buses like in metropolitan areas would be more convenient at least every 30 minutes
Onboard	More 30 minute routes
Onboard	More frequent service & have hourly service on weekends & holidays
Onboard	Need more frequent bus services on weekends
Onboard	Run every half hour all day as well on the weekends
Onboard	There needs to be more frequent bus service
Onboard	Why do they run hourly? Can they run more often?
Onboard	Would be nice if buses ran every 1/2 hour during day time
Online	I think it should go back to every 30 min . No every hour.
Online	They need to have the buses every half hour Mon thru Friday

### Schedule Reliability Comments

Source	Comment
Onboard	Bus drivers tend to be nice overall the only issue i have is that the bus is sometimes late-i understand that it happens though
Onboard	Buses need to run in a more timely manner, instead of running late
Onboard	For some of the bus driver to be on time as the schedule say. Not to be standing outside later then actual time
Onboard	More reliable time (as per what written in Google maps) must take a place
Onboard	Need to be on time
Onboard	University always runs late
Onboard	Would like for the bus to come on time-sometimes i need to go inside and pay bills and it's kind of hard when the bus is late getting downtown

**EXISTING CONDITIONS REPORT | MAY 2019**  
Greater Peoria Mass Transit District

**Fare Policy or Transfer Policy Comments**

Source	Comment
Onboard	Bring back transfers
Onboard	Bring the transfers back
Onboard	The bus passes wear down too fast and if they should not be a problem
Onboard	We like better price to pay by day
Onboard	We need to be able to receive change at the transit center. Not everyone has singles. That's wrong we <b>can't get change when needed to get home</b>
Onboard	We shouldn't have to pay all this money just to ride the bus everyday
Online	Bringing transfer vouchers back would be great
Online	Instead of the paper passes with a magnetized strip, it would be better if there was a plastic bus pass that you can add monies to when it became close to expiring. This would also have your picture on it so no one else could try and use it. On the Hybrid buses you should have a tutorial tape about being a bus rider and what is expected of you when you ride the bus (i.e.: bus pass in hand or monies in hand when boarding the bus).
Online	Please bring back transfer slips!!
Online	Should have a bus pass card reloadable for convenience coz if you don't have a \$1 at least the card will be reloaded and tap upon going in the bus.
Onboard	Offer more locations to sell monthly passes ex Kroger, Schnucks, Hy-vee, etc. Eliminate cash fares to speed up wait times-raise cash fares as a disincentive to use cash
Onboard	Poor people can't afford to take the bus so perhaps free passes would be helpful
Onboard	I lost my benefit & days pass but i am making do
Onboard	Having correct change can be an issue-if you have a five but can't get on bus b/c you have no change

**Rider Behavior/CityLink Enforcement Comments**

Source	Comment
Onboard	Can you please get all the homeless people out of the transit center downtown
Onboard	Cleaner buses free of bugs
Onboard	Please keep the busses clean and stop the eating & drinking on the bus. Please also not allowed smelling & unclean people on the bus
Onboard	Police the smoking that still occurs daily under the canopy at transfer
Onboard	Some people smelled of weed
Online	<b>Pretty much annoyed when people don't use headphones on bus</b> and eating of food on bus should be enforced.
Online	Enforce the rules at the Transit Center or repeal them. No smoking SHOULD MEAN No smoking
Online	It would also be nice to inforce the No Smoking areas at the transit center. People are smoking wherever they want and I would rather not be around it.
Online	The downtown Peoria transfer station needs better security. People constantly smoking marijuana and cigarettes on the property, which should not be allowed.

**EXISTING CONDITIONS REPORT | MAY 2019**  
Greater Peoria Mass Transit District

**Operations and/or Vehicle Comments**

Source	Comment
Onboard	Bus drivers need a better bell system. I was on ?? Bus driver argued
Onboard	<b>Bus drivers need to lower the bus when getting on and getting off. Some do some don't. I think they should always do it</b>
Onboard	During cold days would like drivers to load quicker and not have patrons freezing outside the bus because inside lobby was filled to the max
Onboard	Enforce radios off on bus
Onboard	I wish they only pick you up and drop you off at assigned bus stops-because i have to walk an extra five minutes to school and work now
Onboard	Route 21 or 16 NW express constantly skips my stop at academic/sprinkler lost count of calls i have made
Online	I found my experience to be very confusing as to which bus to transfer to & where it was going to drop me off. Have tried to get approval for CityLift because with my need for oxygen and my arthritis, it was quite a walk to the medical building from the bus stop on W. Glen
Online	A north side depot/transfer site (e.g. ICC on North University) would be great.
Onboard	CityLift not keeping up with peoples appointment pickup times so they have made me late at times
Onboard	When elderly people get on make sure the front seats are clear so they can have a spot to sit-make sure pregnant women & kids have seat
Onboard	If the bus could have a sign or speaker that tells you next stop
Onboard	Need newer buses
Onboard	New buses
Onboard	Newer model buses
Onboard	More bike carriers and e Peoria to Peoria to E Peoria
Onboard	USB ports on buses - access to transportation help for low income

**Communication/Customer Information Comments**

Source	Comment
Onboard	Better communication from CityLink with regard to bus accidents, my injuries. I have called Steve Green no reply
Onboard	Please get a mobile app to see real times of when bus is coming
Onboard	Please get an app for real-time bus info
Onboard	New CityLink manager. If you never rode the bus your out of tune with its rider and need some better customer relations

## EXISTING CONDITIONS REPORT | MAY 2019

Greater Peoria Mass Transit District

### Bus Driver Complaints

Source	Comment
Onboard	Attitude of bus drivers need to change
Onboard	Attitude of some bus drivers needs to improve
Onboard	<b>Bus drivers don't know routes a lot of times bad attitudes</b>
Onboard	Drivers need customer service classes
Onboard	Drivers to stop a little better instead of throwing us everywhere
Onboard	Have a complaint with a driver the driver did not let me off the bus because i didn't ring the bell at Madison Park i have to walk long way by the county side c15 Lincoln bus
Onboard	I don't like when drivers go past the stop and let me on
Onboard	I have seen bus drivers not wait on people. That's not cool
Onboard	Id passes sometimes pictures that is approved have drivers question me because they don't think it was good
Onboard	If there's a bus that see me running across traffic to catch please stop!!!!
Onboard	In my opinion some drivers drive too fast and stop too quick
Onboard	It also needs better drivers and/or better customer services while riding the bus
Onboard	Need more considerate drivers
Onboard	Need nicer bus drivers lots of your bus drivers have bad attitude
Onboard	Often have issues with CityLink drivers about 40% of drivers have really poor attitudes or are extremely rude-some are nice and good but a lot need to be more polite
Onboard	Please wait until i sit down before you start driving
Onboard	Some bus drivers slam on brakes/jerky ride/whiplash
Onboard	Some drivers could be nicer
Onboard	<b>Some drivers gripe at me if I'm not at an actual bus stop but others don't say a thing</b>
Onboard	Some drivers need to re-apply to people person class-there's a few who need to be more friendlier
Onboard	Some drivers need to slow down not brake so hard -Darnell driver
Onboard	Some drivers need to smile more
Onboard	Some of the bus drivers are disrespectful and have zero tolerance for questions
Onboard	Some of the bus drivers need to be reminded they are not on speed tracks and maybe not slam on breaks= Darnell 12 heights
Onboard	Some of your bus drivers doesn't wait until you are seated, nor do they give you time to get to the bus
Onboard	South Adams lady driver (afternoon) is not very reliable
Onboard	The bus drivers/customer service is your first impression of CityLink brand-need to train with kindness not some drivers are not good for your brand
Onboard	They need to be more respectful to the riders and they pass you up
Onboard	When i get on a bus the bus driver says it is not a stop and then shouts and screams at me

**EXISTING CONDITIONS REPORT | MAY 2019**

Greater Peoria Mass Transit District

Source	Comment
Onboard	Why are some of your drivers so rude and disrespectful about when and where you can get on and off the bus???
Online	Bus drivers are rude and inconsiderate
Online	Certain Bus Drivers should have a better Attitude towards the passengers!!
Online	I am finding that most of your bus drivers are extremely rude !! The #4 drivers are ruder than most !!!!
Online	I wish All of the drivers would let passengers get to a seat before taking off.
Online	<b>Please consider to evaluate your bus driver's attitudes. They have been very disrespectful to the riders for no at all.</b>
Online	Some of the bus drivers are behaving rudely to the passengers. Or some drive off while passengers are trying to find a seat
Online	There are several bus drivers who are very rude. I also feel if the bus driver is sitting on the bus and it is below zero temps they could allow the riders on the bus. I have cut way back on utilizing your service due to the drivers bad attitudes. There are several that need trained in customer service. I invited my brother to ride a couple of particular drivers buses with me and write an article for his employer "Peoria Journal Star" A day in the life riding CityLink. There are some great drivers but the few that have no empathy for humans and act like they are being bothered driving the bus should find different employment if they are even employable.
Online	<b>Why when you get on the bus some bus drivers don't</b> wait till you sit down. Why do some bus drivers speed.
Online	You have a long haired blonde Male driver on Main that is nuts.....very incompetent driver. You need it to drug test him. Another Driver on the Main bus driver at the 5:25 pm bus is real ignorant; never pulls into bus lane but sits in the middle of Main street and blocks the traffic.
Onboard	<b>Bus drivers sometimes won't stop for me!</b>

## EXISTING CONDITIONS REPORT | MAY 2019

Greater Peoria Mass Transit District

### Mixed Topic Comments

Source	Comment
Onboard	Overall satisfied with CityLink services its some of the drivers attitude is very terrible
Onboard	Overall very good service two types of drivers very nice or very unpleasant
Onboard	Overall service is great but would like the Knoxville bus to run on Sunday for work
Online	I really like CityLink bus services! The bus drivers are friendly, helpful, and knowledgeable. It is a smooth commute to and from wherever I am traveling to. I get to meet new people, enjoy conversation on the bus, and run into people I have not seen in years. <b>It's</b> a pleasant experience and I feel safe riding the bus. Keep up the good work! In closing, I would like to see Pekin Bus service on the weekends in the future if possible.
Onboard	Drivers adept & polite-i work & attend ICC my work hours & class possibilities would improve greatly up more service
Online	CityLink does have great service however the bus stops can be a little easier to get to. Also the buses should run every half hour all day except at night. The night schedule is fine. But if they ran more often it would be a lot easier for passengers to get to places like Dr appts or even to school. I feel if the buses ran more often it would be a lot easier. Also some of the drivers drive really erratic at times. Especially if the buses are full and people are standing up. I understand that there's not a lot of seats when the buses are full but these drivers need to understand that when they drive people are going to fall. Im sure they know this but sometimes they need to stop being impatient. And some drivers are rude and maybe need to be reminded that they don't need to be. It gets a little irritating.
Onboard	Keep up the in service training about drivers (?) Put the bus stops back
Online	I feel CityLink is very dependable. I miss very much the pick up at any corner especially in regards to the weather.
Online	Overall the service is good. We need a stop on northbound Prospect at McClure - a lot of people get on and off there, and have to walk a way to the intersection as the nearby stops are not close. Southbound there's a stop at that corner. We need one at that corner going northbound, too. And I wish the monthly pass cost less. I'm just below the number of rides needed to make it a good investment. And maybe your senior rates could start at a younger age, too. Thanks!
Online	I enjoy riding bus. I wish it came farther down Reservoir
Onboard	Good bus drivers but walking to stop is hard-i have to start 40 mins before due time for bus
Onboard	Great bus routes but upset about the Aldi route being taken out
Online	CityLink does a great job but need some improvements. I hate getting on the bus fresh and getting off smelling like trash. I know there's only so much that can be done about people's <b>hygiene. That's my</b> number one issue is how nasty some of the buses are. Also raising the prices of the fares.
Online	<b>The buses are good routes are ok. Only thing i don't like is all the pan handlers at the station.</b>
Onboard	Some drivers need to be more polite and east Peoria can run on weekends later
Online	Drivers should wait till people sit down. Some buses should run later Sheridan/ Knoxville. Would be easier if ran every 40 minutes
Onboard	Bus drivers are crappy bus late all the time-bugs on bus y'all charging too much-i wish Jerome was here to see this
Online	Driver's need to be more vigilant with what is allowed and not allowed. I've noticed in other city's with better bus service that the driver's call out upcoming stops, this really helps new riders and riders that

## EXISTING CONDITIONS REPORT | MAY 2019

Greater Peoria Mass Transit District

Source	Comment
	aren't from here locally. For many yrs Tazewell co residents have been wanting a route to the Tazewell co health dept. As well.
Onboard	Some drivers drive very fast-when real cold made people stand while they in transit center-they never leave on time-especially ????
Onboard	Bus service has been very reliable for me. Night service would be great though
Online	They need to extend the Knoxville and Sheridan routes to at least 10:00 p.m. I have to walk 4 and 5 blocks over just to get home at nights. And they need to have the bus stops on the corners as they did for decades before. You have to walk more blocks to home and when it is snow, ice sleet etc., it makes it more difficult to get home with groceries. I just wish they let CityLink stayed the way it was. I have been riding the buses for 30 plus years! And this is one of the first times that I can truly say I wish I had a car. Because over the last 6 years the newer drivers have been rude, and unapologetic to long time riders. A lot of those drivers have some of the worst attitudes ever and what for? If they hate to deal with the public then it is highly suggested that they find other employment.
Online	We need weekend buss and later pick up time here in Pekin and better trained drivers Rick is the only good driver you have here in Pekin the others scare me when they drive
Onboard	#2 Monroe-keep up Pekin-later routes weekends marked stops
Onboard	More bus shelters would be nice for people who are disabled. Later bus schedule that runs after 3pm in east Peoria
Onboard	Wish Sheridan times ran longer & more shelters on route
Online	Later bus service in Pekin and a bus shelter on the corner of Hoff and Derby
Online	Please extend the Sheridan route to 8 pm on weekdays. Provide seating for more bus stops.
Onboard	Have hourly service on Sundays and have service from 4:30am to 12:30am seven days a week including all holidays like other cities have
Onboard	Need more and earlier weekend sat & sun services
Onboard	Offer all routes on Sunday longer half hour times some drivers need to cautious & friendly
Onboard	Would like more area in E. Peoria covered with later service time & pick ups more often. Sunday service in east Peoria. Stops closer to cat building off Edmund Et
Onboard	Bus should run longer on weekends-bus should run more often during the day-service to further areas
Onboard	Wish there was an earlier for the Wisconsin bus-also put a stop in front of the old entrance OSF
Online	More bus stops and weekend options will make it easier for me to work
Online	Later service to East Peoria (8) and Sunday service on Route 8. Also extending service to Washington would be great!
Onboard	I wish bus ran on Easter Sunday and #4 bus ran on Sunday also people ride bus smelling like weed it stinks
Online	Need later routes and a direct route from Pekin to ICC
Onboard	Need more evening hours & weekend buses

## EXISTING CONDITIONS REPORT | MAY 2019

Greater Peoria Mass Transit District

Source	Comment
Online	Would love Peoria to have service 5 AM to Midnight 7 days a week. It would be great if Sunday service ran every hour, on the hour, as well as not accepting pennies at the fare box. Passengers who use pennies hold up other passengers waiting to board. Another thing would be to enforce your own rule about baby strollers having to be folded up before boarding the bus. It is beyond rude when slob do not take their baby out of the stroller first before boarding the bus, and they block the aisle & back door with their strollers.
Onboard	There should be more bus signs & benches. A few nor many of the drivers can drive but they need more people skills
Onboard	They need more bus stop signs and more weekend and Sunday buses
Onboard	Transit center needs remodeling bathrooms are awful 24 hour bus service to all areas would be very helpful
Onboard	Would like newer buses more shelters and earlier times of service on weekends and that would be nice
Onboard	More bus stop signs. University St & Northmoor need to be a bench stop.no stops between Richwoods and Daytona? Rt 10 no stops between Loucks & Gilbert and wo? Need stop near Loucks and stop sign turning onto forest hill. Need stops on Rts north of town. drivers are early too often & unfriendly/rude. All schedule need to arrive 10 min early i.e. Rt 3 park
Onboard	30 minute service 10am-2pm & sat more bus stop signs such as rt 10 Loucks & Forrest. later on sat and Sunday-transfer station leave at same time at mal
Onboard	Every 30 min service. Stop driving past the bus stop when people been waiting
Onboard	#14 bus is the worst-i was never late until moved to that route-the book is wrong on the times for that #14-driver always rude on #14
Online	All schedule bus <b>times are off I've waited 10 minutes or more for a bus and when I call they are ALWAYS</b> rude and all bus drivers need to hit that button to lower the bus for us instead of me struggling to get on the bus
Online	Have better times an nicer drivers an drive your speed nit over
Online	Some drivers do there own thing. With stops. And follow new stops. Some allow 30day passes to ride on and on and on. Some will not. And can be nasty. Drivers in a bus with office people need to ride the stops. Real riders could have made some better stop. Changes. But banter with drivers negative about office or who made changes. Not helping at all. A little. Better coordination help. And thank you for Linda. She really helps or tries.
Onboard	I believe that the bus should run every thirty minutes & also the 20 ICC should leave on time from ICC. I'm a single mother & can't afford to wait an hour for another bus
Onboard	More frequent buses more reliable/less rude drivers
Onboard	Sterling bus is always 10 mins late. More help for women children & strollers
Onboard	We need the old bus stops back and even though this job is frustrating; the bus driver should be considerate and courteous
Online	Definitely need to put back some of the stops. I understand about the one by Jimmy Johns on Main. <b>That's congested all the time. Some of the drivers could have a better attitude. Act like they love their job.</b> And downtown. They need to get to their busses sooner. Not at the last minute.
Online	It be nice if we can stop at every corner and have nicer drivers.

## EXISTING CONDITIONS REPORT | MAY 2019

Greater Peoria Mass Transit District

Source	Comment
Online	Some bus stops need to be put back. Passengers not allowed top use profanity the bus driver should not be doing it as well
Onboard	Same bus stops are not efficient at time like a Hy-Vee it is way up the street. Sundays need to have a bus go to paradise for customers to ride to Walmart
Online	I take the number five Main from the stop closest to Sterling Towers. When you change the bus stops you a lemonade it the one that cut off right in front of Carl, he says it to eating us to walk in extra half a block to get into Kroger. When you did that you made it extremely and sometimes impossible for those of us who are elderly and disabled to walk that distance necessitating us to make a call for a ride. I take the number five Main from the stop closest to Sterling Towers Management. When you change the bus stops you illuminated the one in front of the Kroger gas station. This makes it necessary for us to walk an extra half block to get into Kroger. When you did this you made it extremely and sometimes impossible for those of us who are elderly and disabled to walk that distance necessitating us to make a call for a ride. I would suggest eliminating the stop at Sterling and Richwoods and putting a stop directly in front of the Kroger store by the gas station. This is where it used to be and that makes it very convenient and easy for us who are disabled to get into the store. Not only for shopping but to pick up her prescriptions as well. Also At the stop and Sterling nearest reservoir Boulevard there used to be a bench if this could be put back It would make it easier for those of us taking the route five bus. Thank you
Online	Need a stop at the bottom of the hill on Allen Rd at Northmoor. Before the bus stopped only at the signs that was my pickup point for almost 10 years. Now I have to walk up the hill from the 6300 block of Allen Rd which sometimes is difficult due to health reasons. Put a sign on the stoplight going towards war memorial please!!!!;
Onboard	More stops for people to get too and from right time. Nicer bus drivers
Onboard	1st #2 bus always late 5:51 more stops downtown there are none
Onboard	More routes more bus stops less transfers
Online	#11 western need stop between McDonald and Heddington Oak homes snow removal is TERRIBLE I AM DISABLED. Looking ahead since bus is my transportation
Onboard	Need rtes on 5th st south rt 29 south main st south Pekin-i'll be moving south of Pekin soon & those people have no access-bus driver on bus 17 4-28 the best
Onboard	Should have stops in Washington & Norton-more stops in Pekin
Onboard	Why not bring the transfer back and add more routes to neighbor cities that have no buses like deer creek Washington Morton like years ago where people can work jobs too far away
Online	The hourly routes are terrible. The Knoxville and Lake trips are a problem. #16 is worthless, it takes an hour. Get another rout to go along with it. I hope you create a new "mid city" terminal to take care of the ones who do not want a downtown trip.
Onboard	Stop smoking in bus enclosures-drivers are cordial love the bus-no matter what the weather there are no worries
Onboard	Drivers can sometimes be rude-transfers seldom work-the bus i need is often already gone-some info on web site is wrong-phone CSR is often rude & condescending
Onboard	I get passed on the corner often while waiting for bus (some drivers have poor attitudes or make me pour out my drink with a lid)
Onboard	It is hard to get to some bus stops due to the distance from point a to b-some operators are rude

## EXISTING CONDITIONS REPORT | MAY 2019

Greater Peoria Mass Transit District

Source	Comment
Onboard	Drivers need to let us know when we have 3 min or less to get to next bus-need more benches-some of us can't stand that long
Onboard	Should announce 3 minutes before bus leave-22 42 was a great driver today
Onboard	They need more bus new for wheelchair more room place bus ok and need more Sunday
Online	Better routes , more nights and weekends in Pekin
Onboard	It's 2019 update it all wifi on buses-frequently trips more locations Peoria is stuck in 2003 -however great employees helpful and nice
Onboard	Bring transfers back-kids 12 & under should be free-more service to east Peoria

### Uncategorized Comments

Source	Comment
Onboard	A lot of times bus drivers get short end of the stick more safety ??
Online	You guys don't care about your passengers. Since 1/16/2019 I have not rode the bus due to the driver that day running a passenger over
Onboard	Have a blessed day
Onboard	Helpful when you don't have transportation
Onboard	I do believe adding at least 3 scenarios for #13 would definitely help
Onboard	I think people should be more polite to the bus driver
Onboard	I walk in Peoria often into the evenings and weekends
Onboard	I wish i didn't have to cross the highway to go to work or when i get off at super 8 in Peoria
Onboard	I'm grateful to have a bus service here-i would appreciate it if it was easier to connect/ transfer from one bus route to another-now i don't even try-i just take one bus & walk or ride my bike
Onboard	More bus ride east Peoria Knoxville any
Onboard	More bus time
Online	Enjoy Peoria charter
Online	For so many of us that live in Pekin, CityLink is the only way for us to get from one place to another. A cab ride cost \$30 from Peoria to Pekin, which for me means groceries for my children.
Online	Having more than ranger centers and more intersecting routes would better serve the city. My family is <b>a single car family, and we'd</b> like to stay that way. Taking the bus more often - on a more efficient route - would help us not need a second car (which is environmentally extravagant). Nightlife and weekend life in Peoria would be better if people could take the bus to socialize. Better buses make for a better city for all!
Online	Need to have holiday service, people do have to work on holidays
Onboard	Inbound Knoxville from Junction City have to walk to Proctor Hospital to catch bus long walk
Onboard	This was too personal