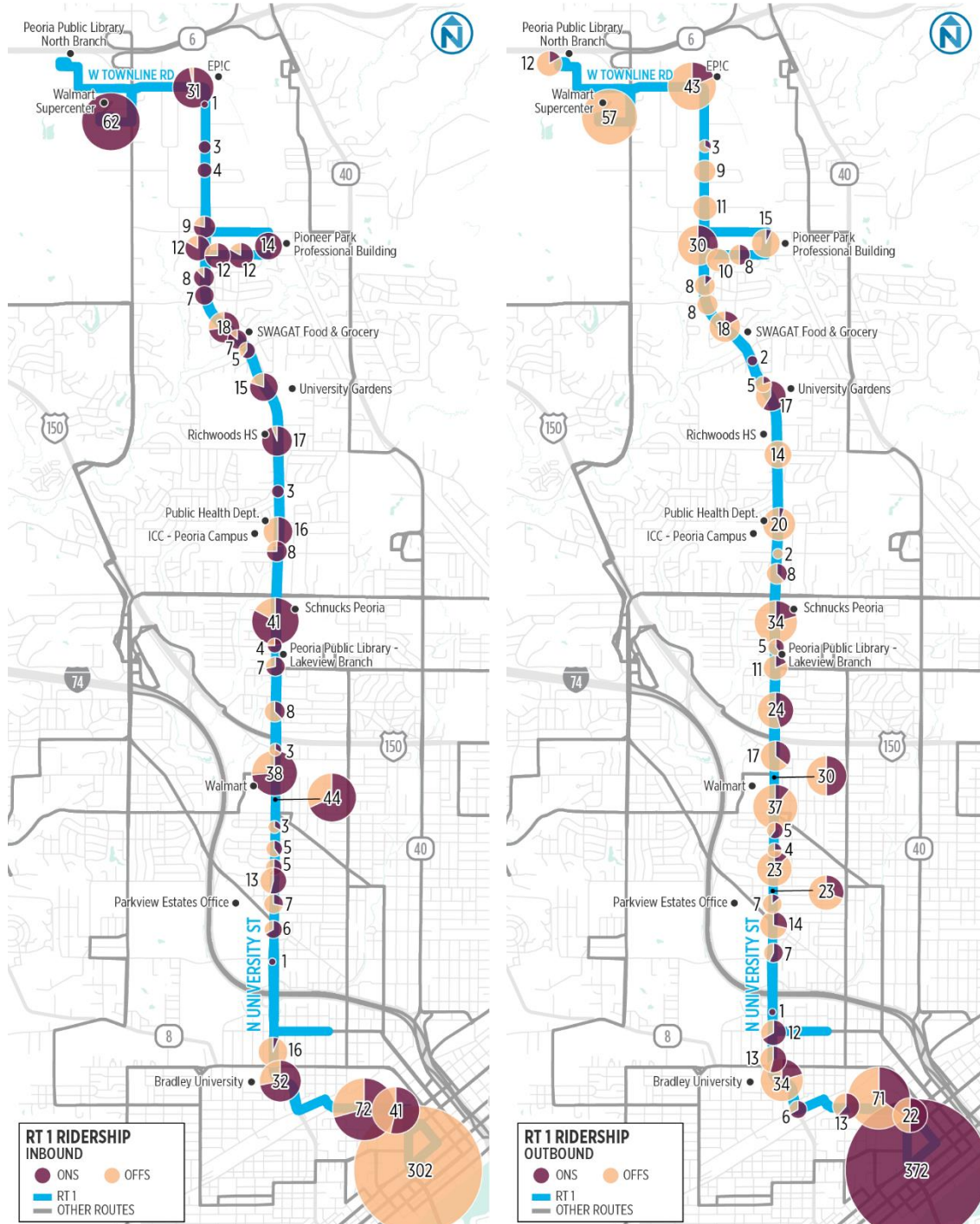

Appendix A - Route Ridership Maps

FINAL REPORT
Greater Peoria Mass Transit District

Route 1: Weekday Ridership by Stop



Route 2: Weekday Ridership by Stop

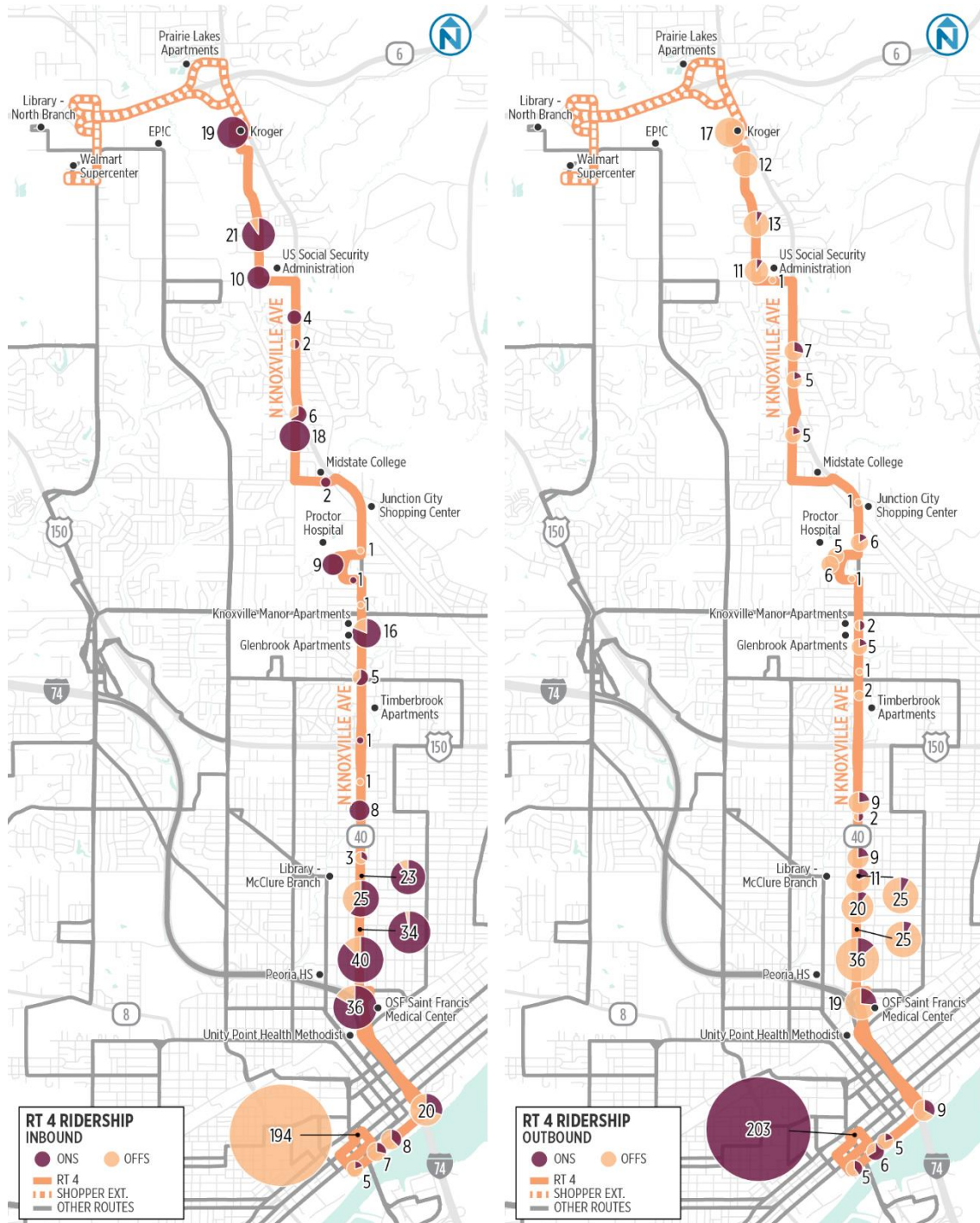


Route 3: Weekday Ridership by Stop



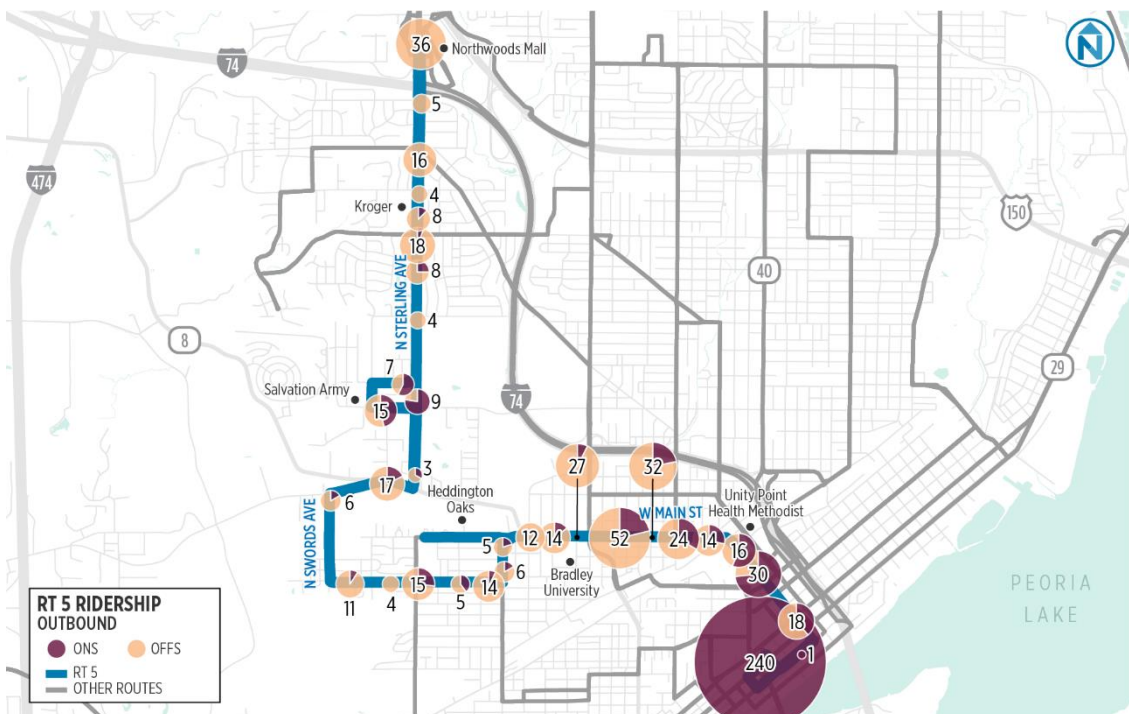
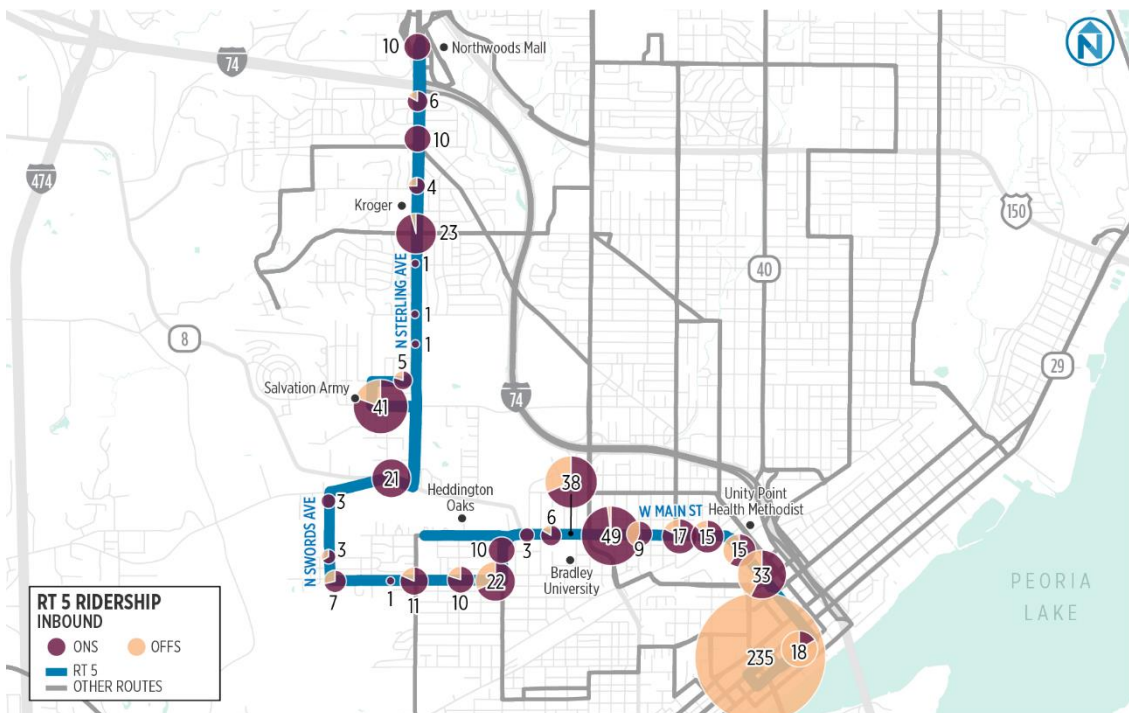
FINAL REPORT
Greater Peoria Mass Transit District

Route 4: Weekday Ridership by Stop



FINAL REPORT
Greater Peoria Mass Transit District

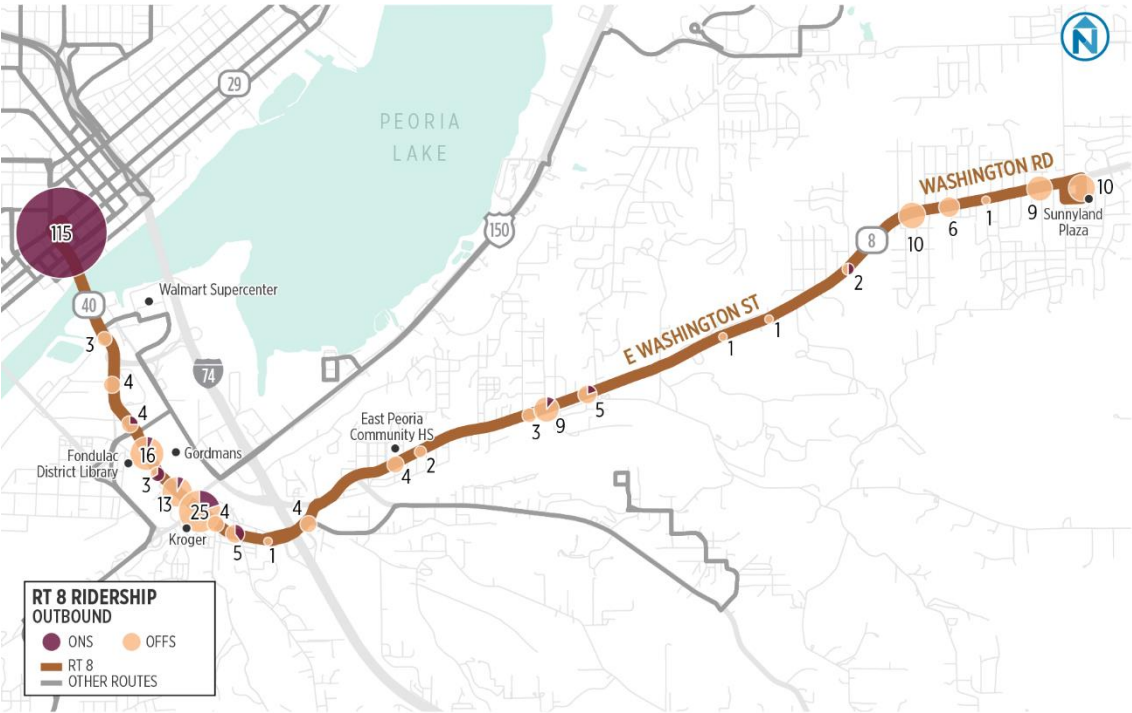
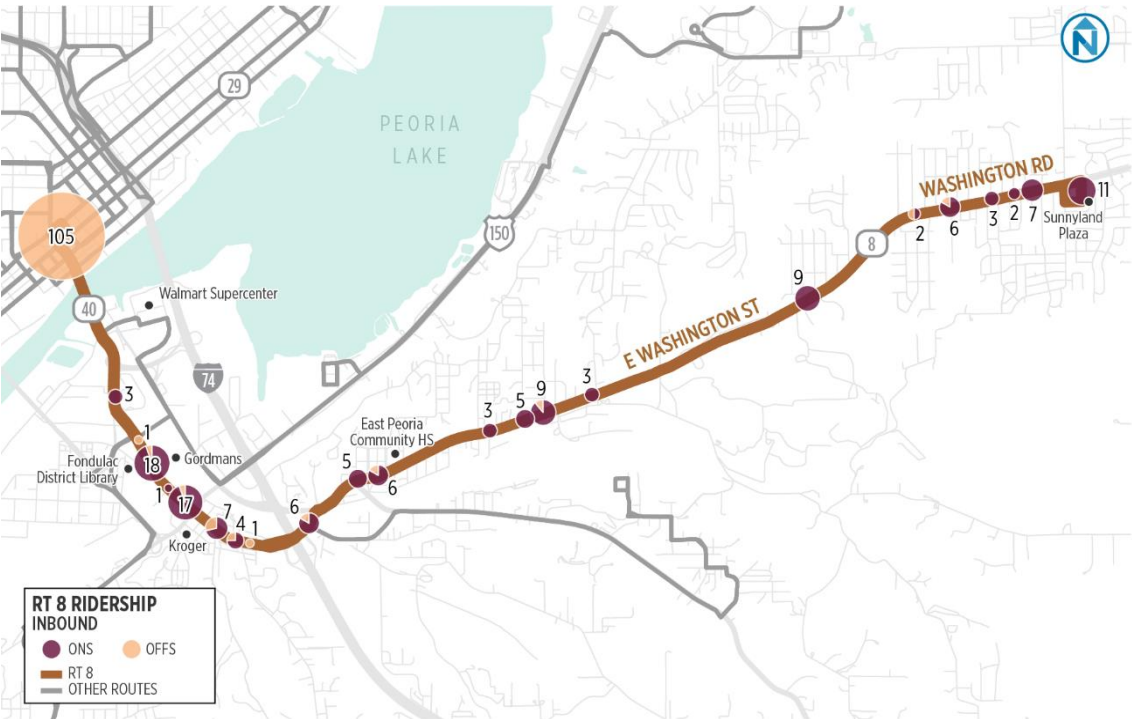
Route 5: Weekday Ridership by Stop



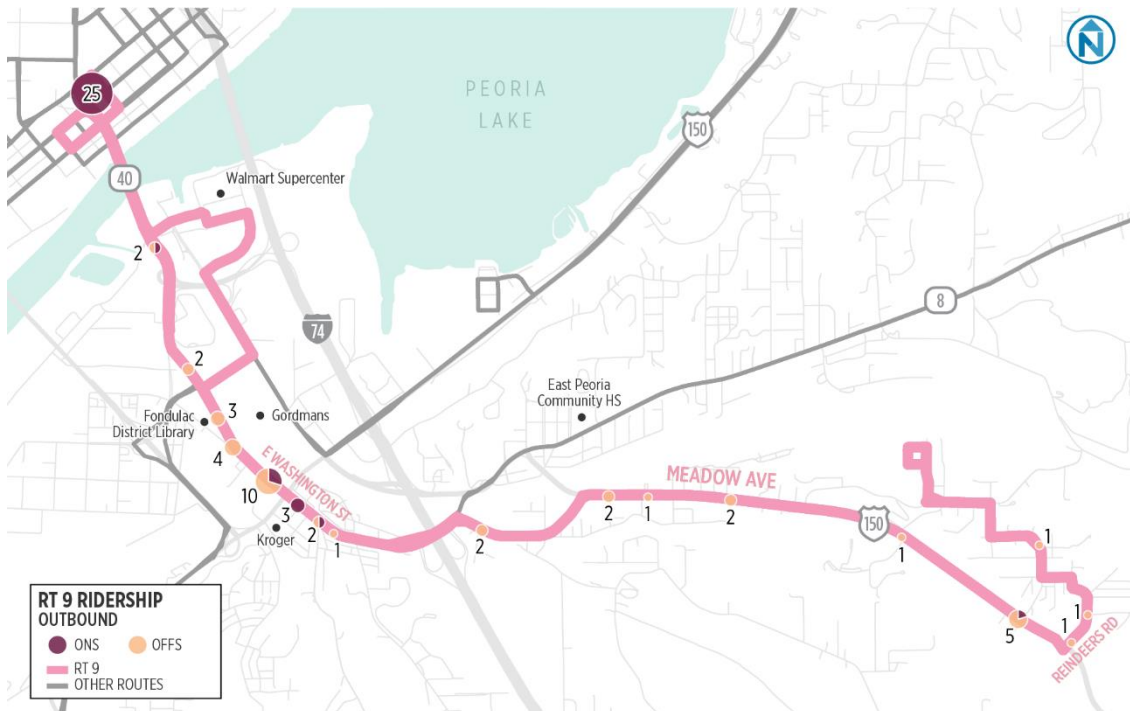
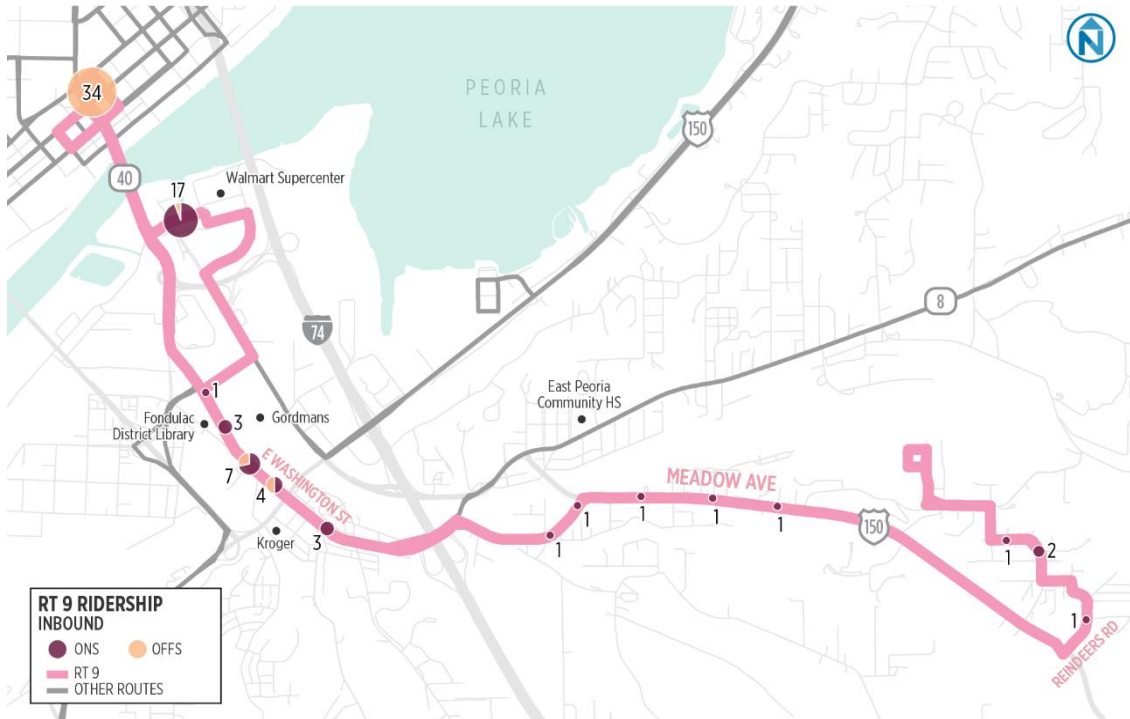
Route 7: Weekday Ridership by Stop



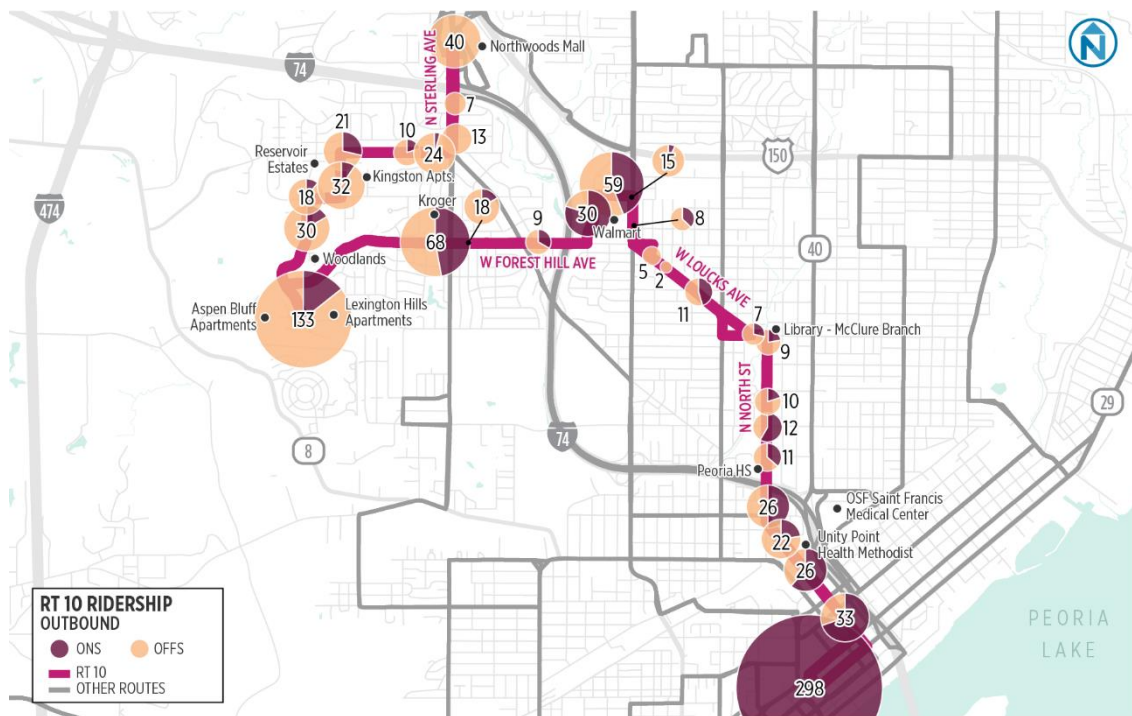
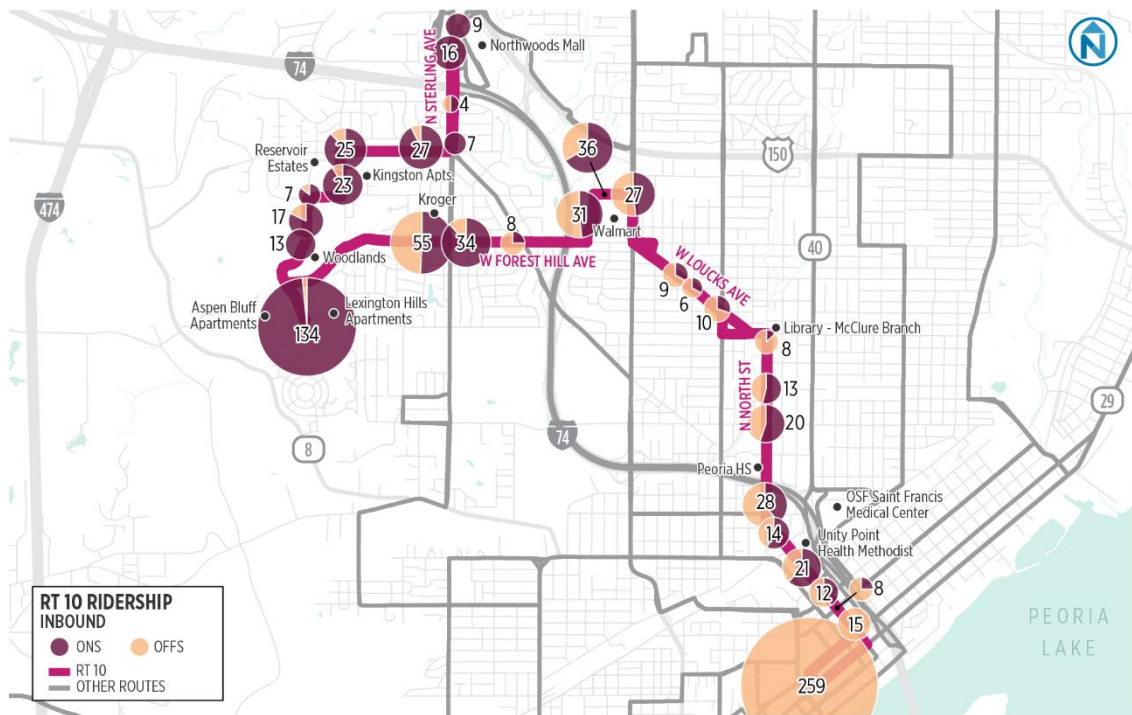
Route 8: Weekday Ridership by Stop



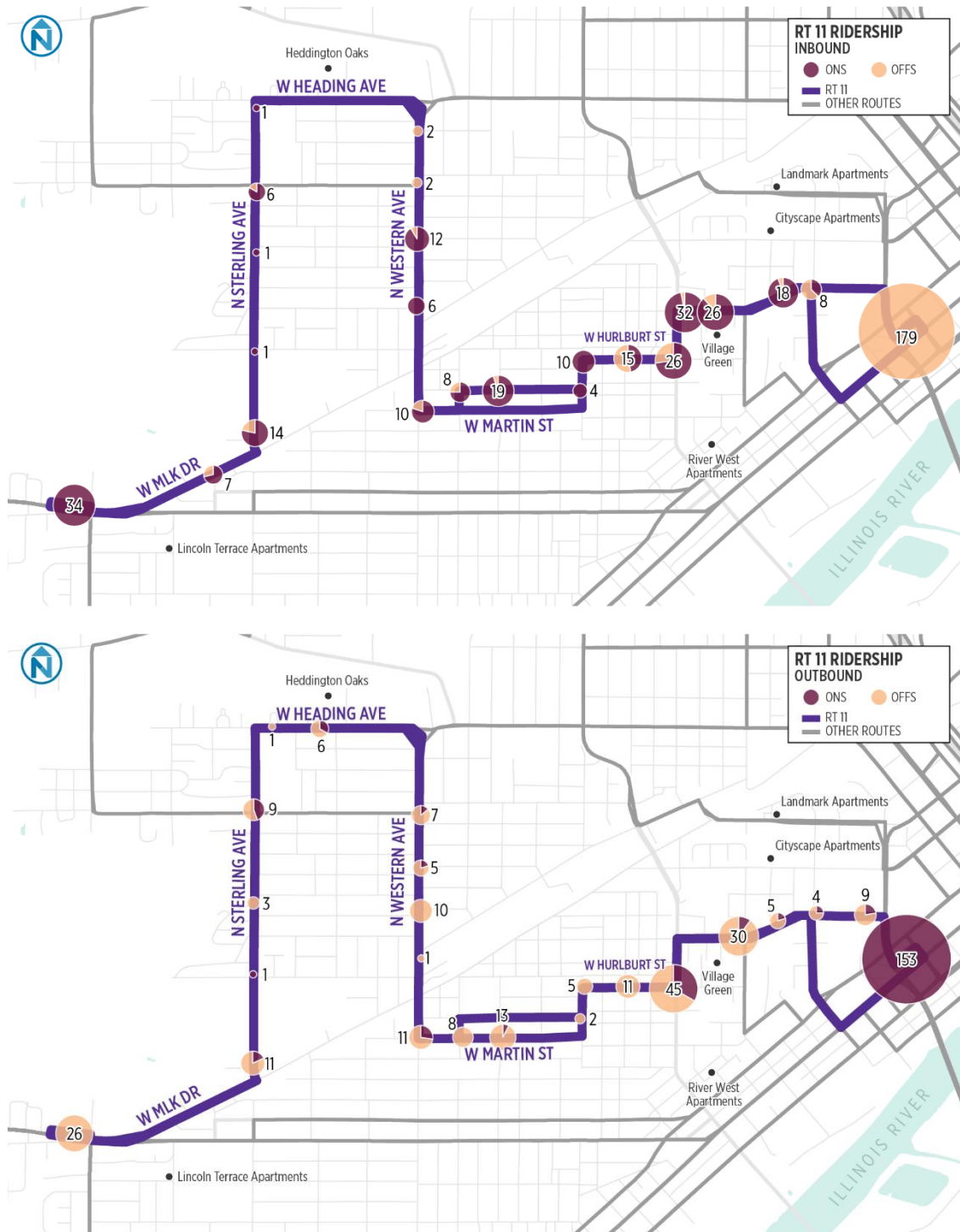
Route 9: Weekday Ridership by Stop



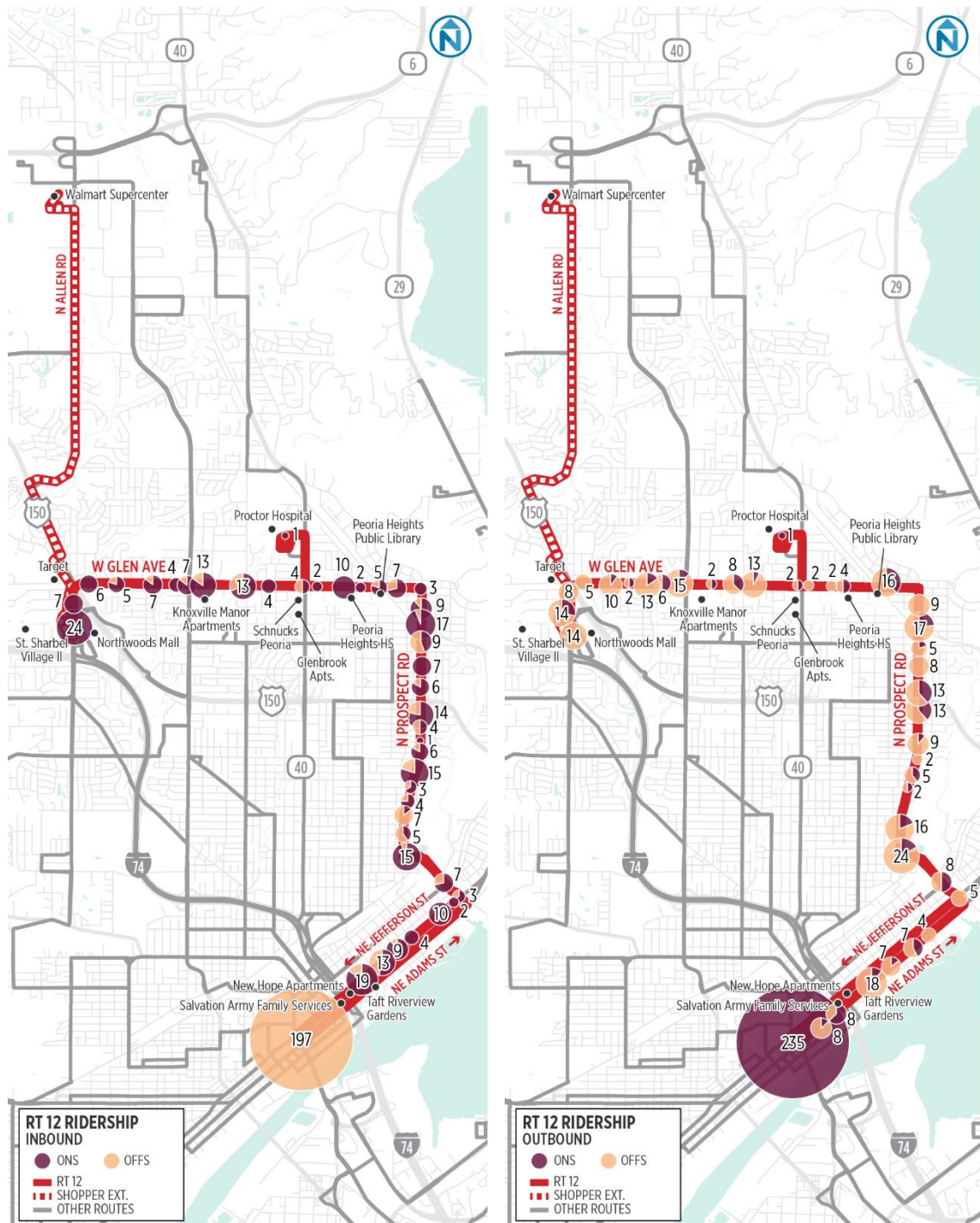
Route 10: Weekday Ridership by Stop



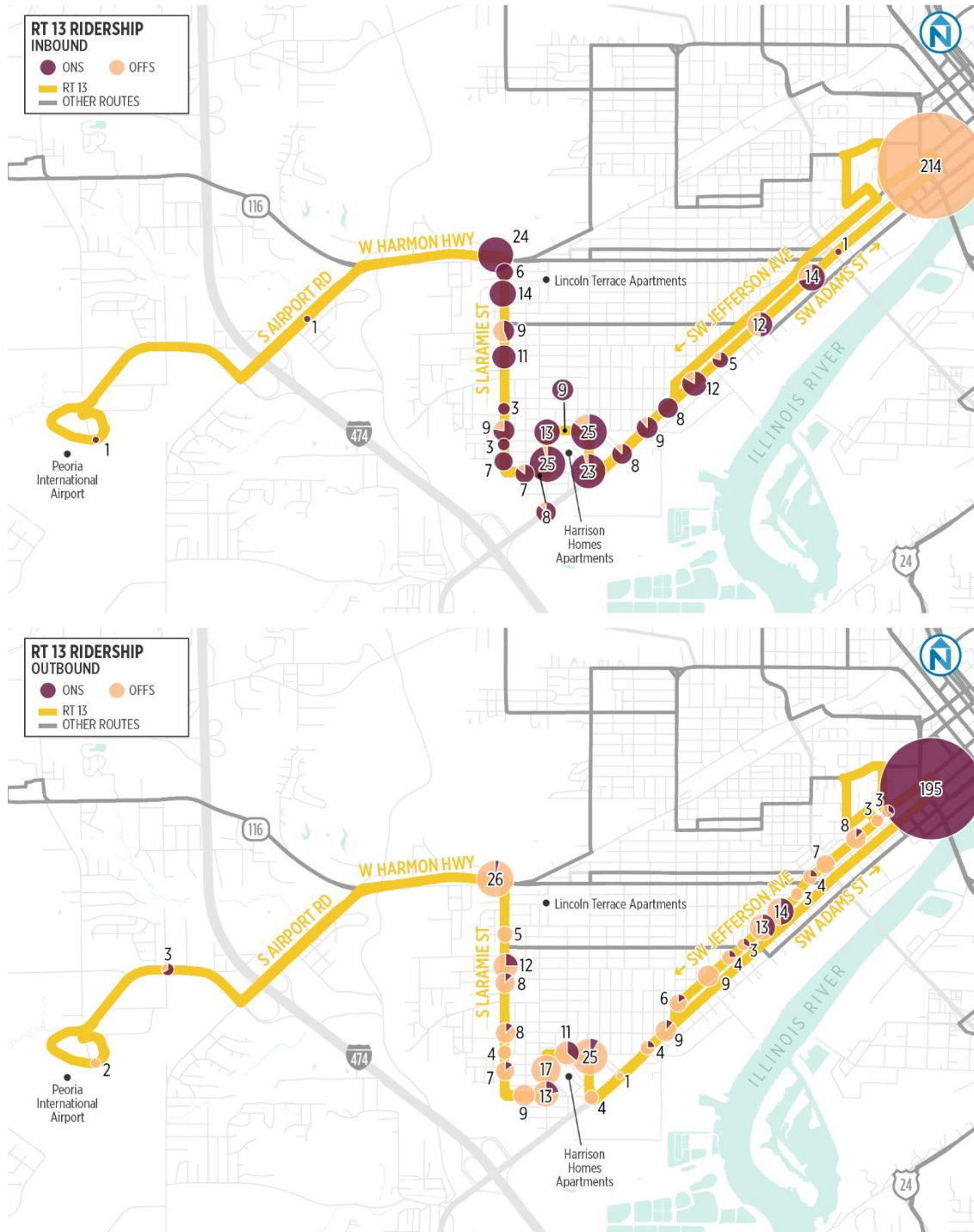
Route 11: Weekday Ridership by Stop



Route 12: Weekday Ridership by Stop

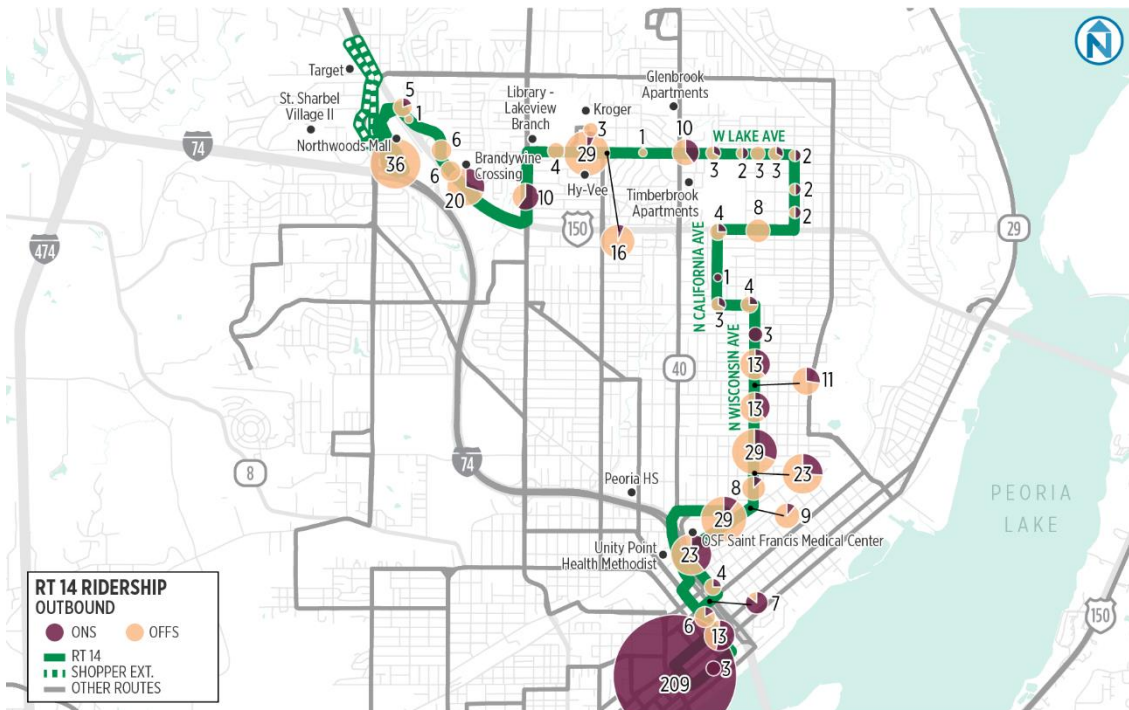
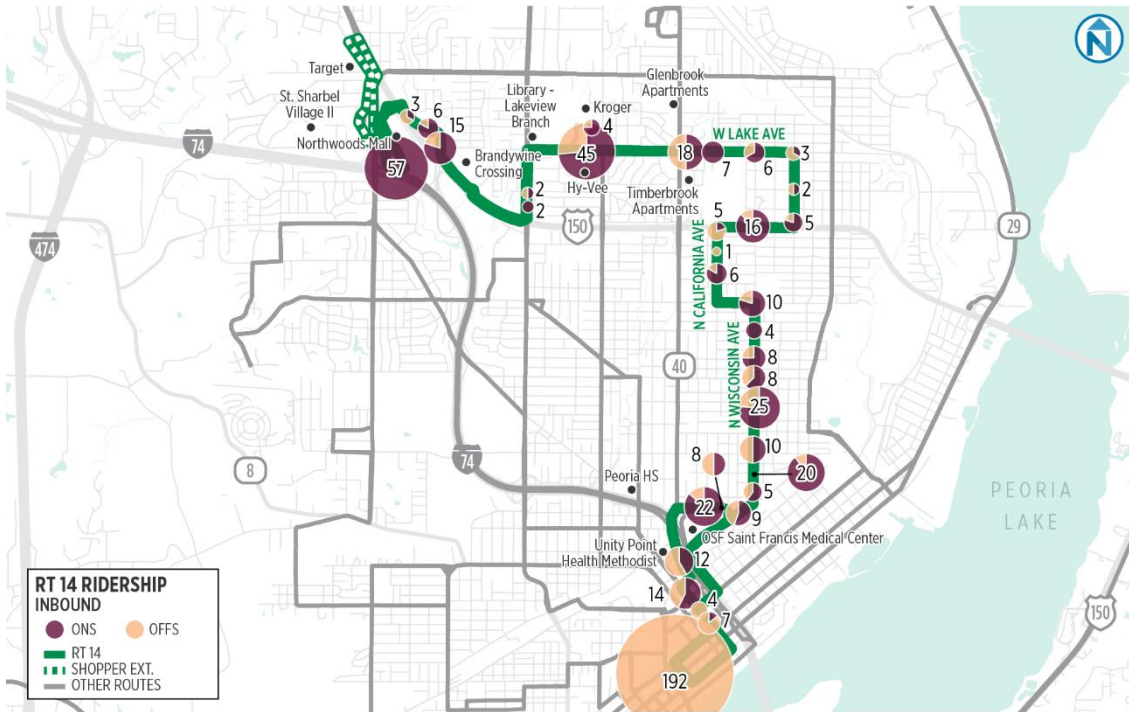


Route 13: Weekday Ridership by Stop

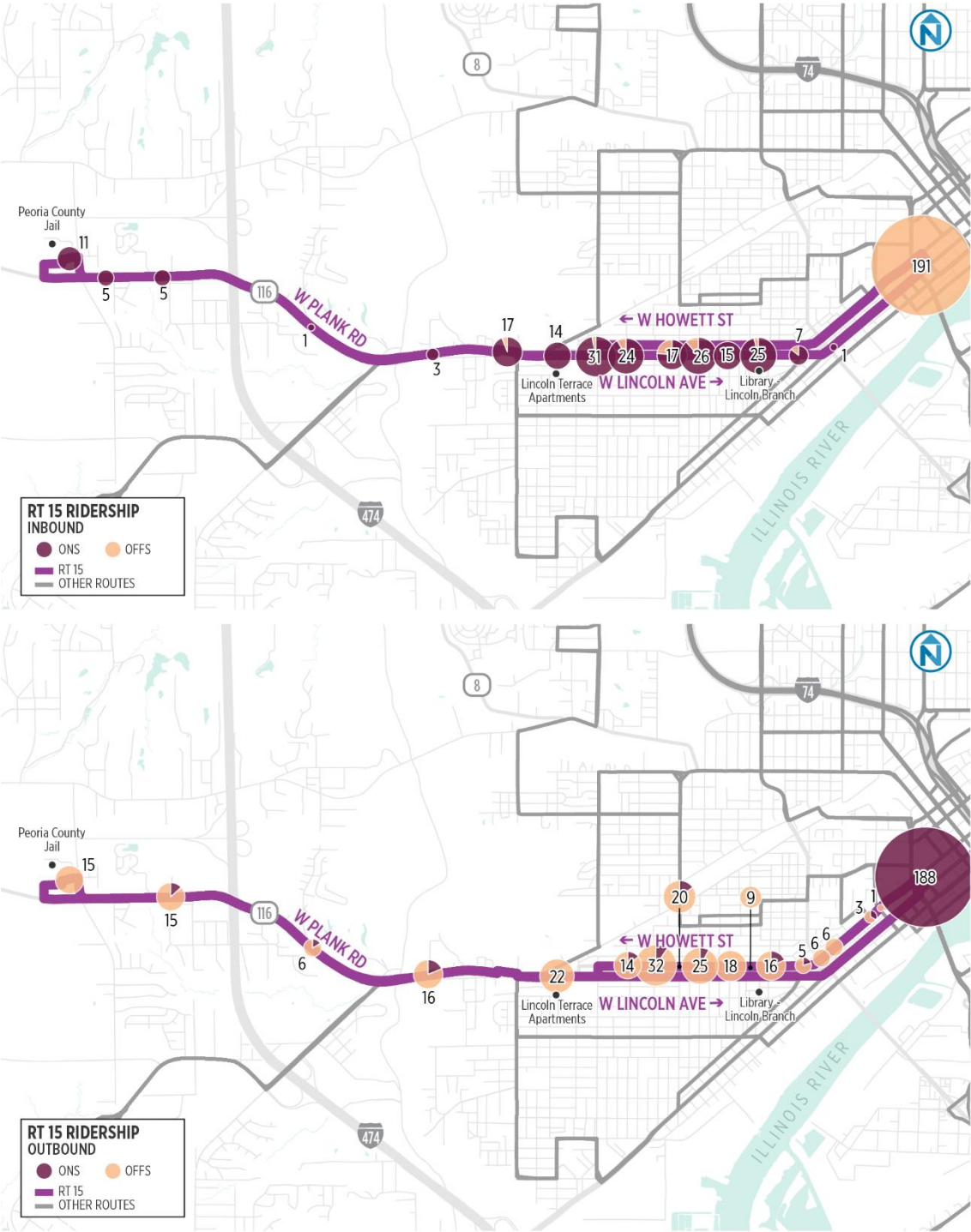


FINAL REPORT
Greater Peoria Mass Transit District

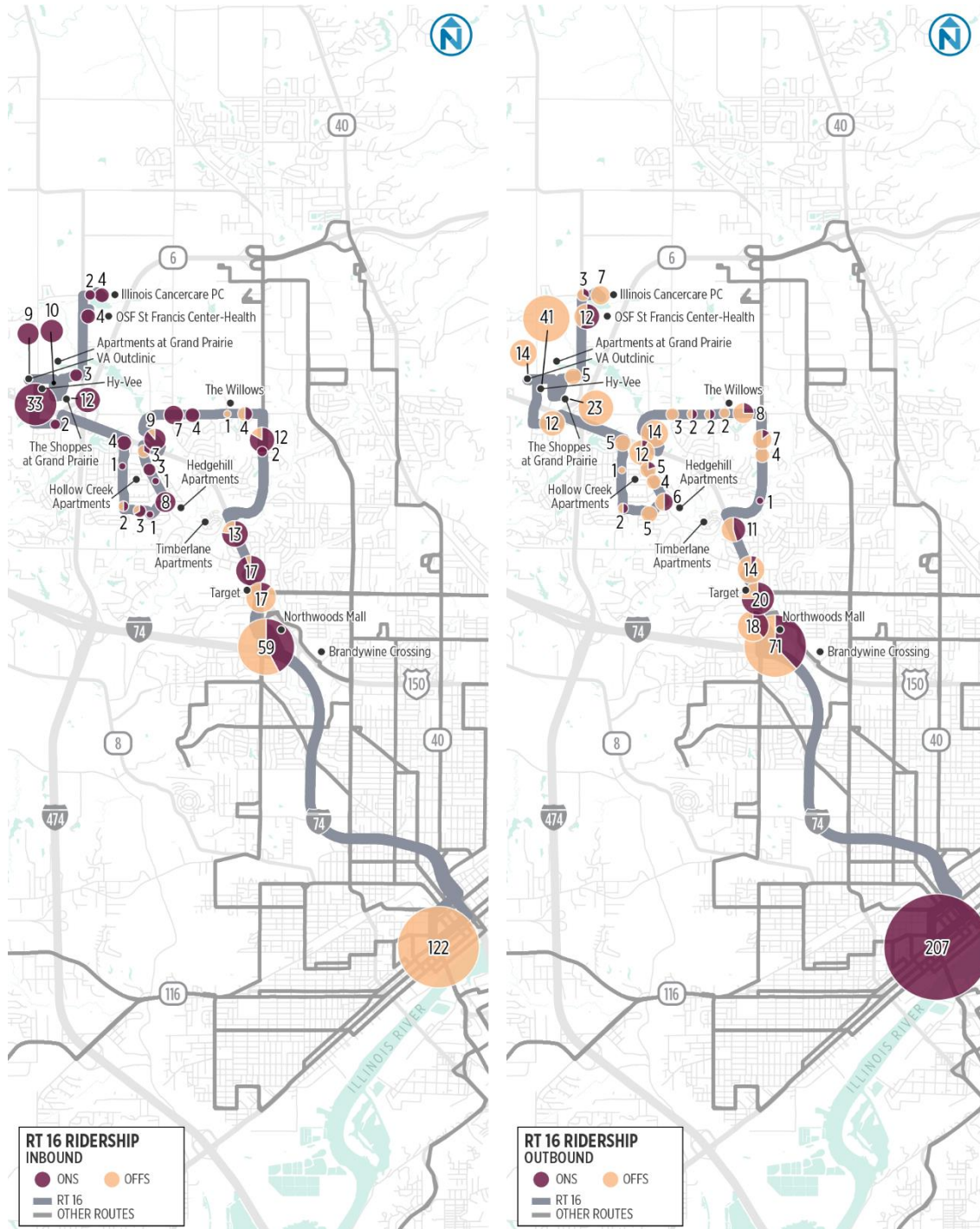
Route 14: Weekday Ridership by Stop



Route 15: Weekday Ridership by Stop

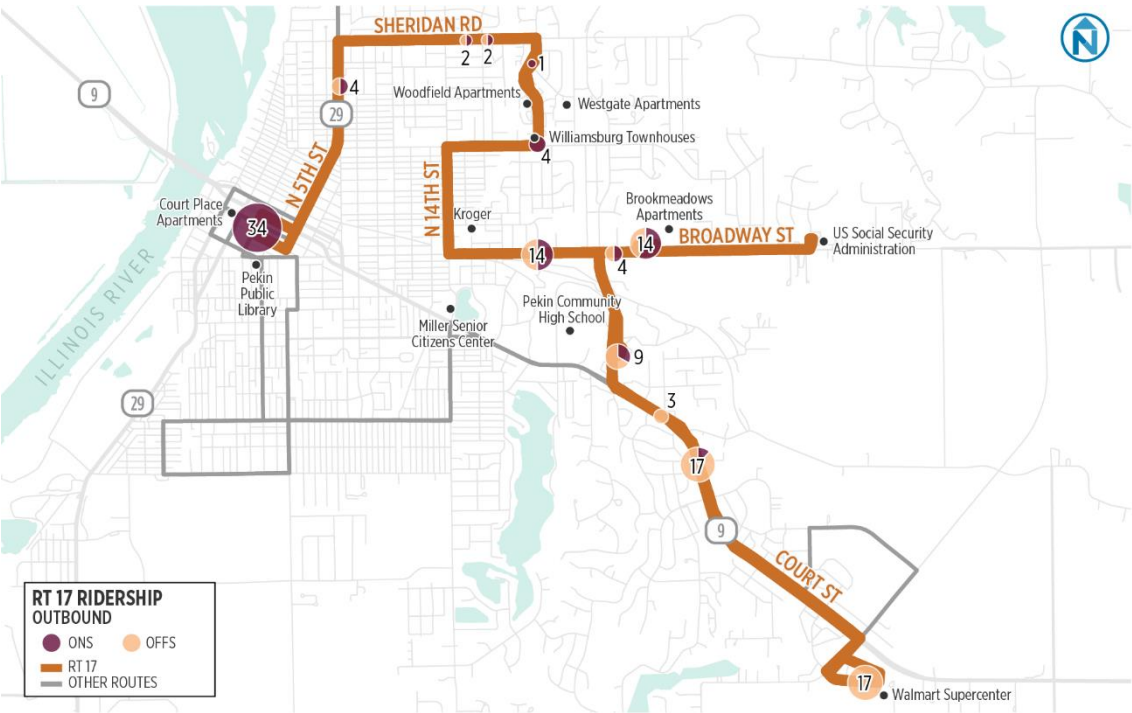
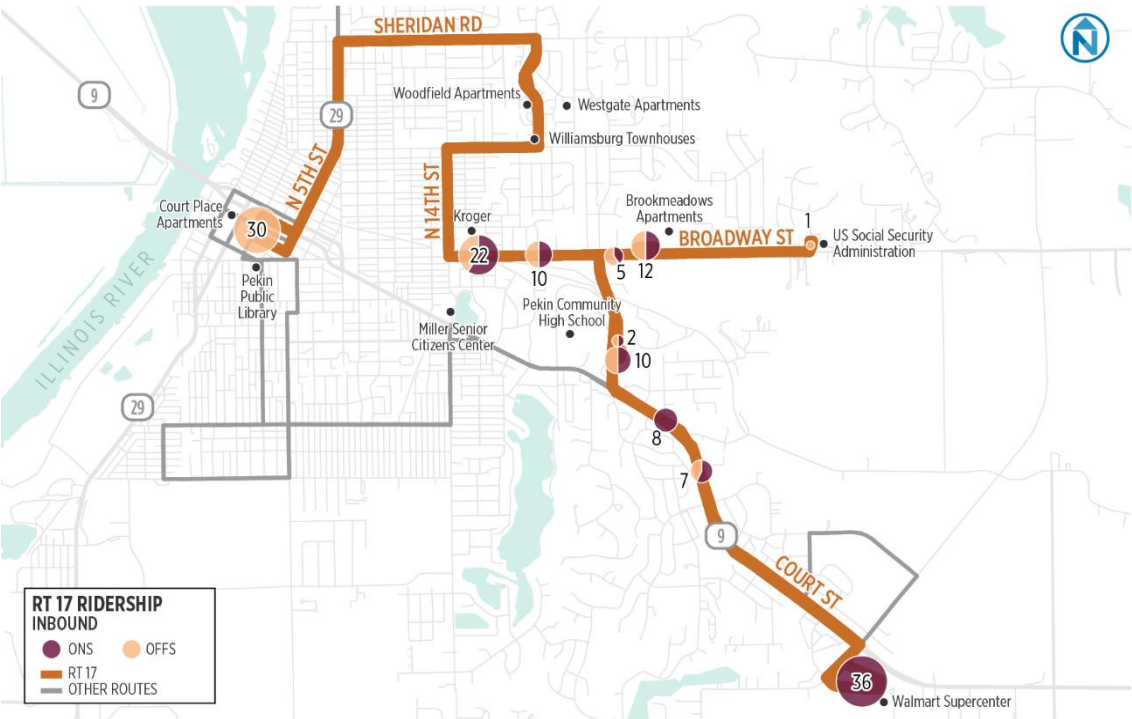


Route 16: Weekday Ridership by Stop

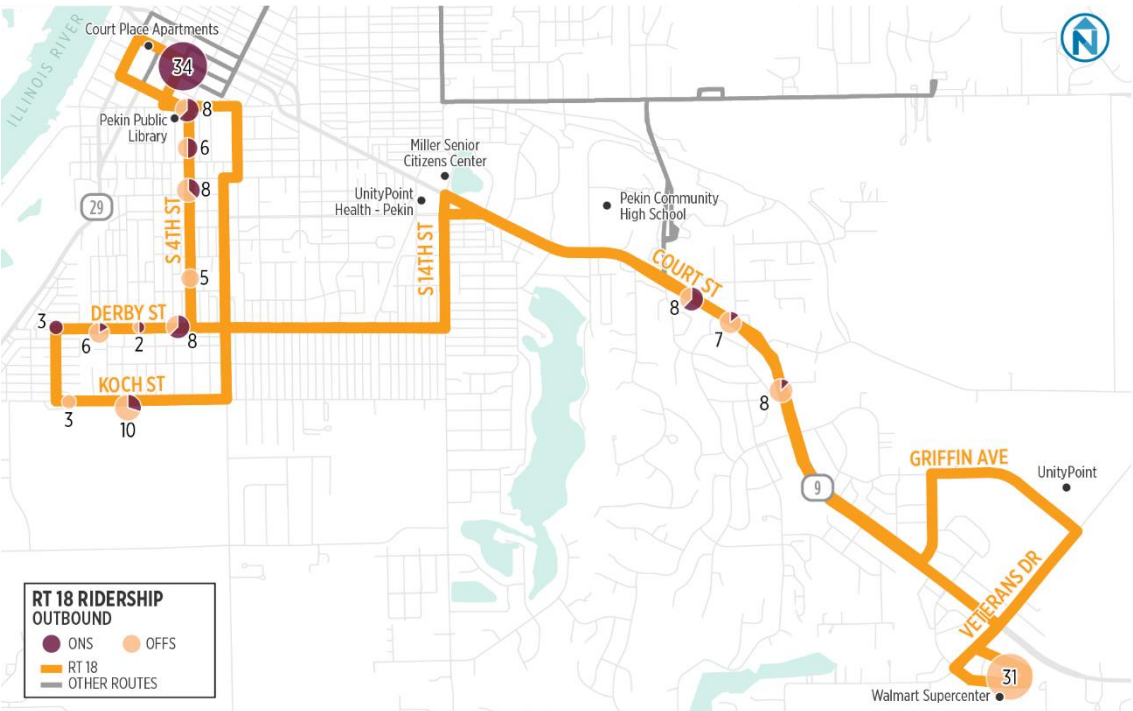
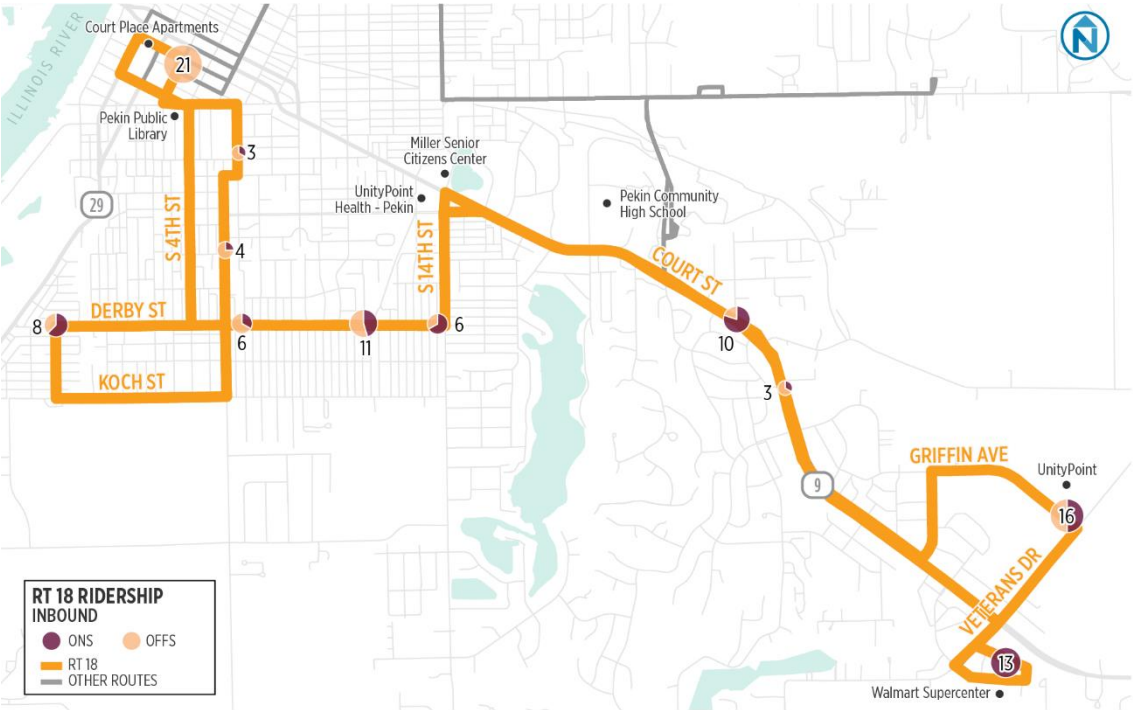


FINAL REPORT
Greater Peoria Mass Transit District

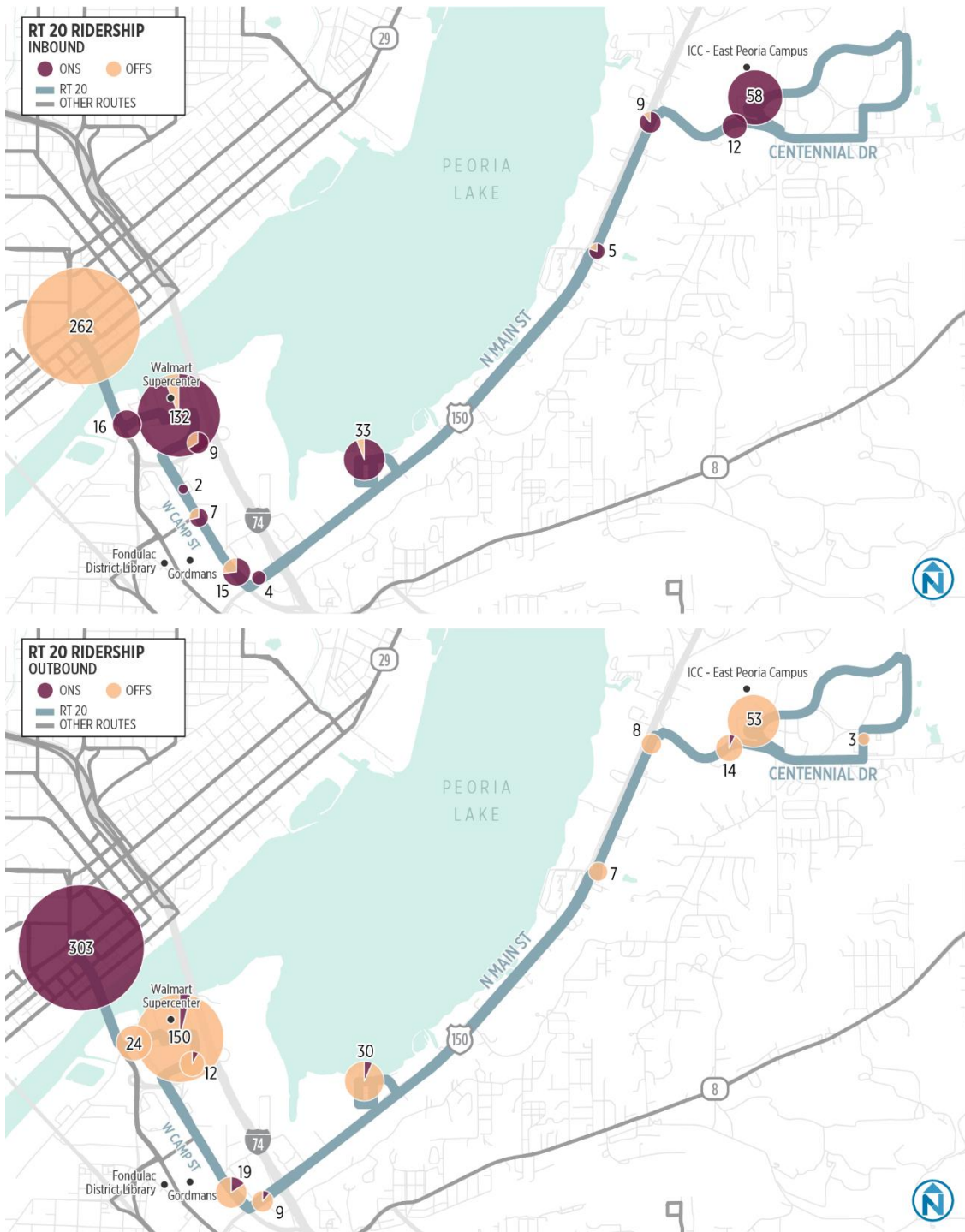
Route 17: Weekday Ridership by Stop



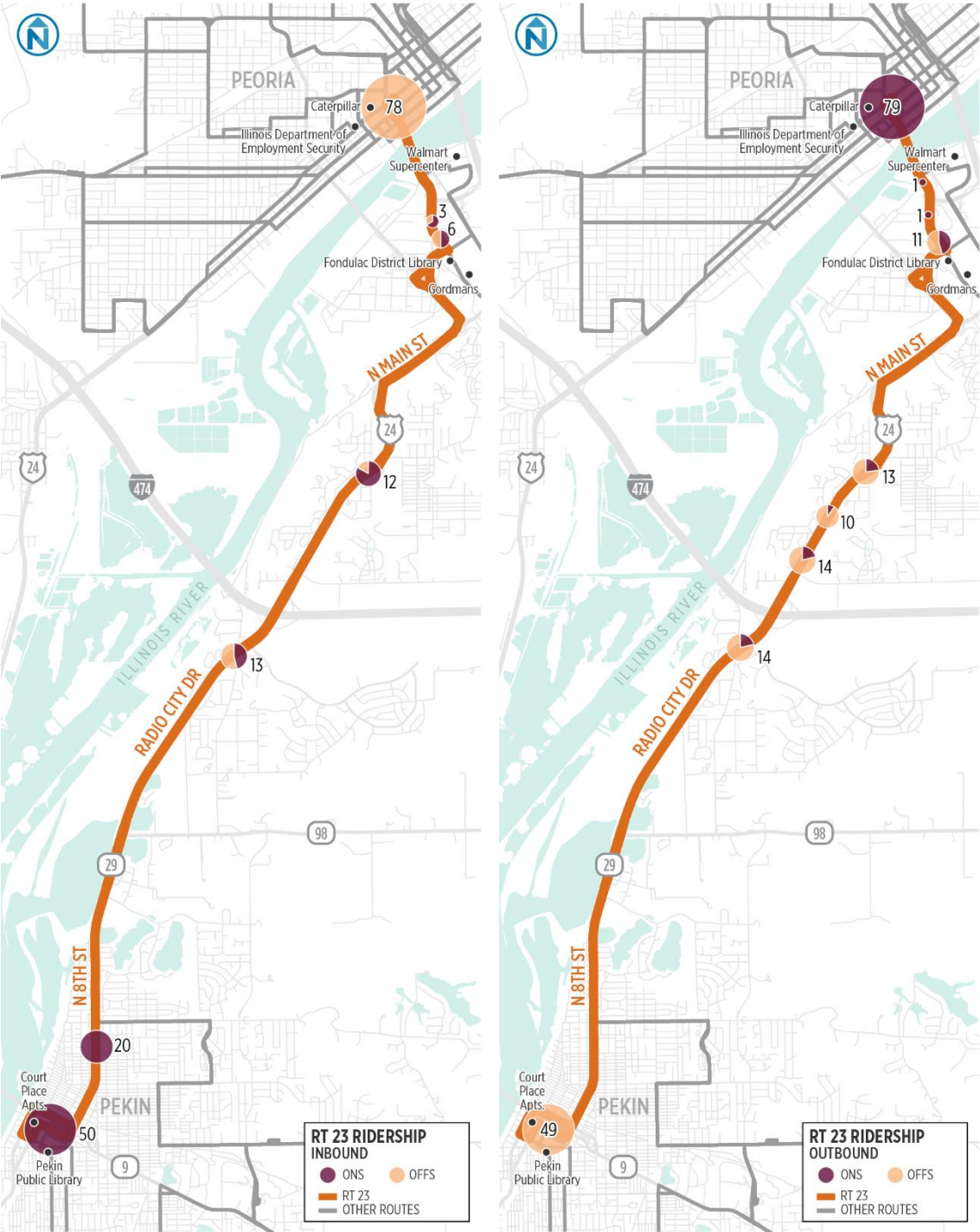
Route 18: Weekday Ridership by Stop



Route 20: Weekday Ridership by Stop



Route 23: Weekday Ridership by Stop

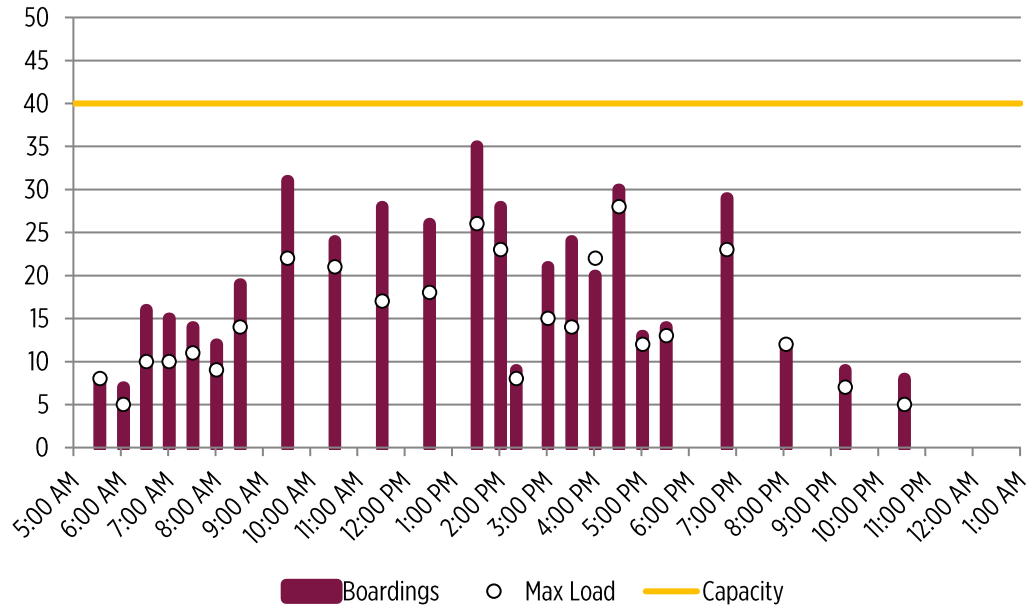


Appendix B – Trip Ridership Charts

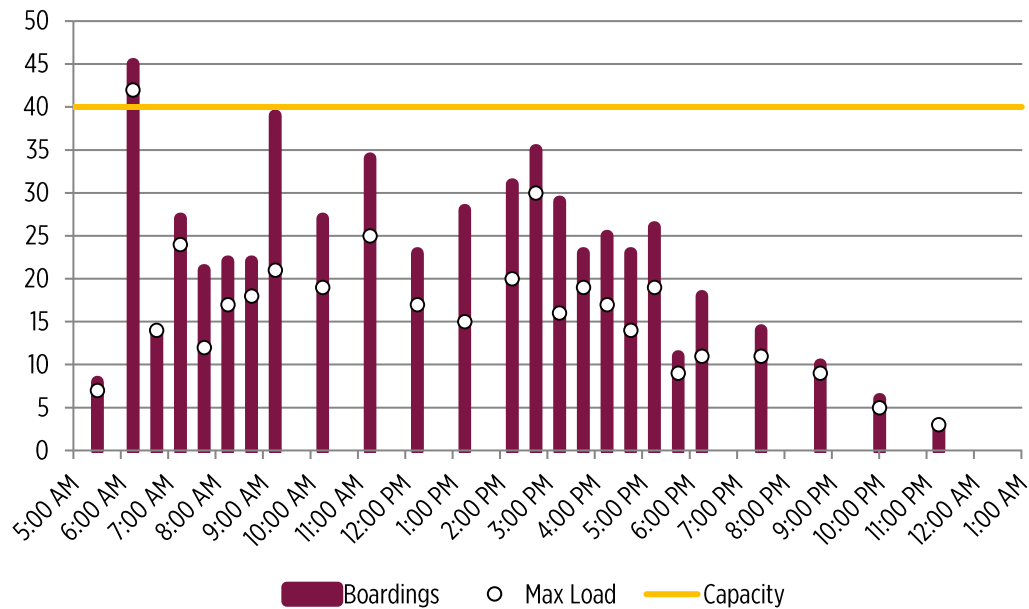
FINAL REPORT
Greater Peoria Mass Transit District

Route 1: Weekday Ridership by Trip

Inbound Trips



Outbound Trips

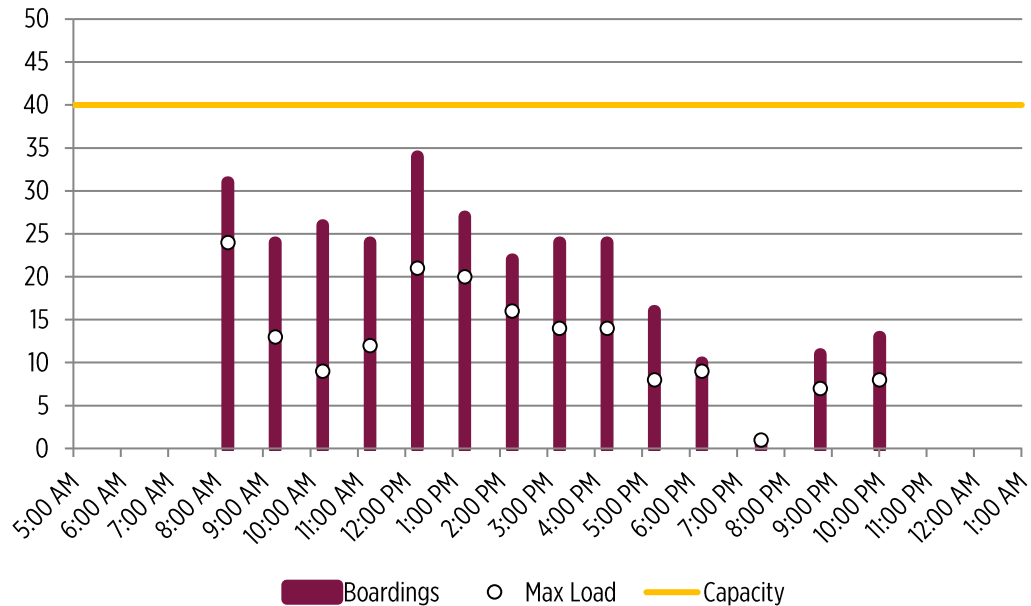


Route 1: Saturday Ridership by Trip

Inbound Trips

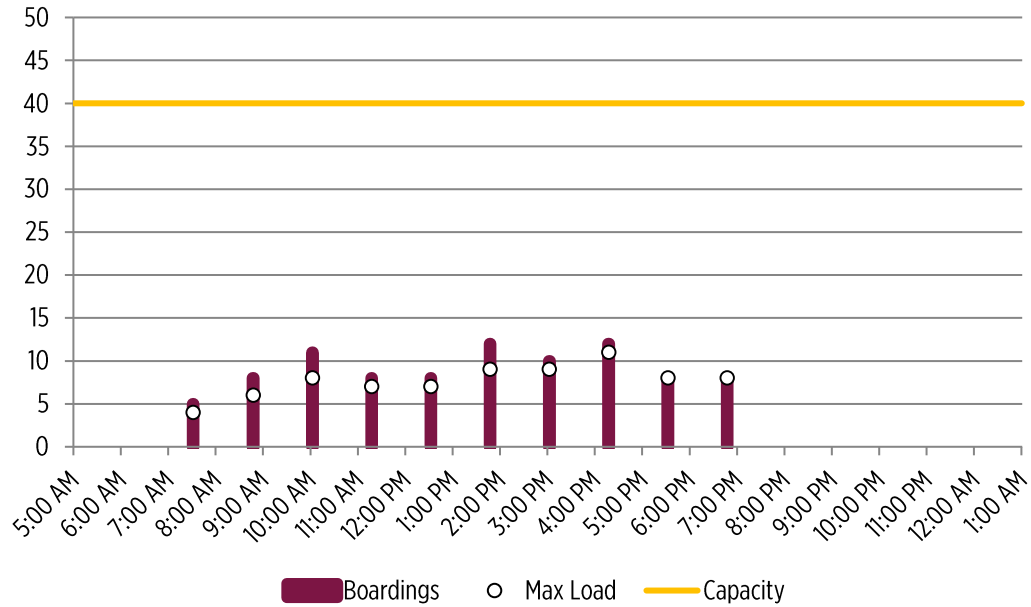


Outbound Trips

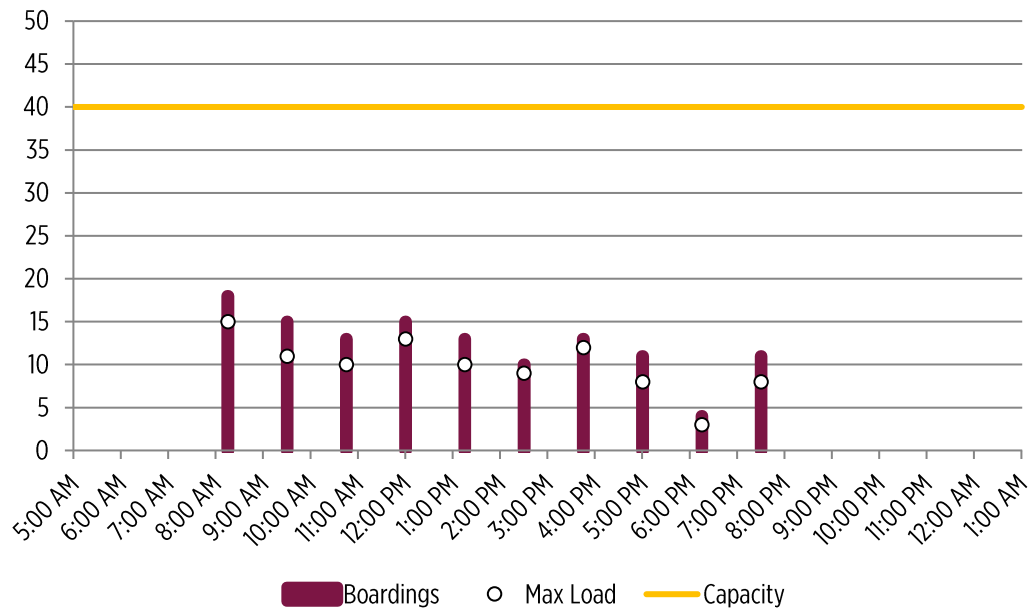


Route 1: Sunday Ridership by Trip

Inbound Trips

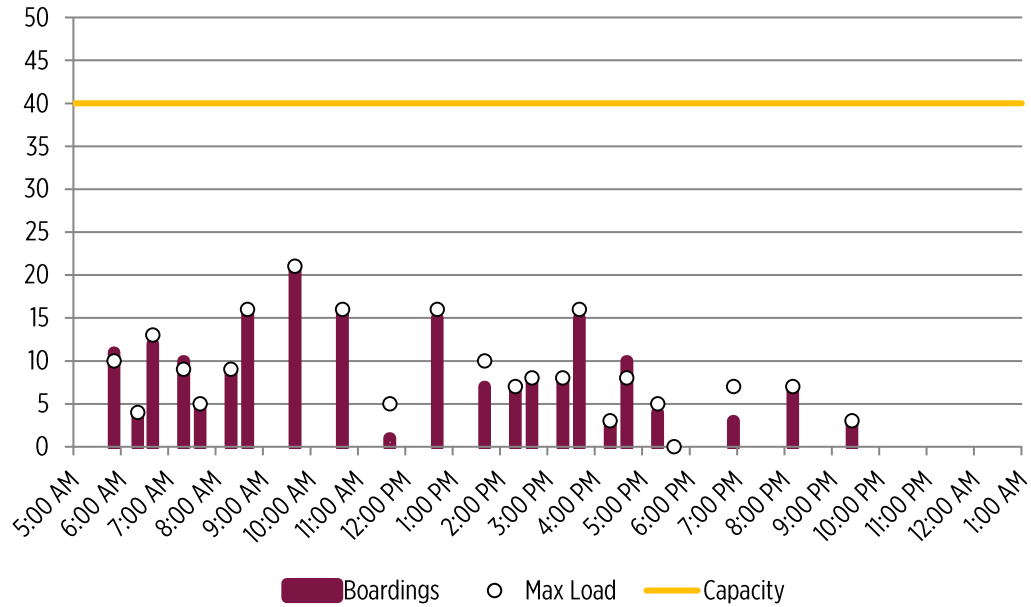


Outbound Trips

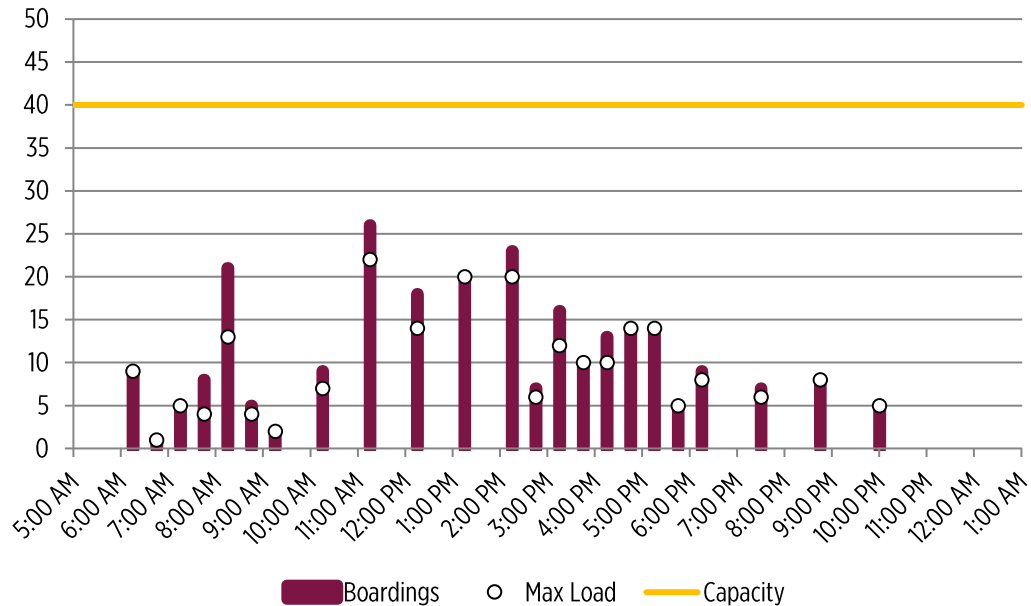


Route 2: Weekday Ridership by Trip

Inbound Trips

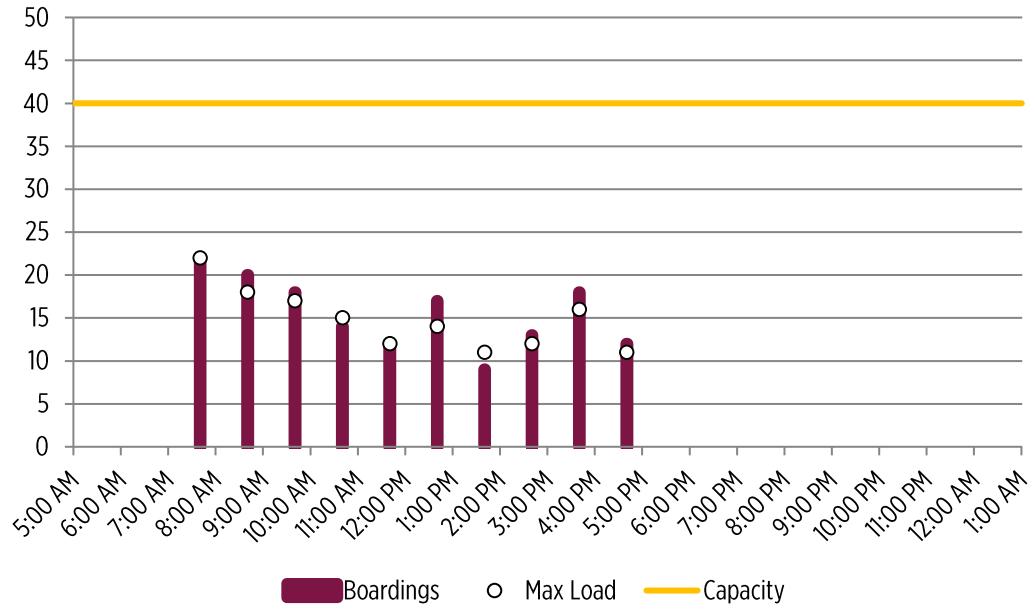


Outbound Trips

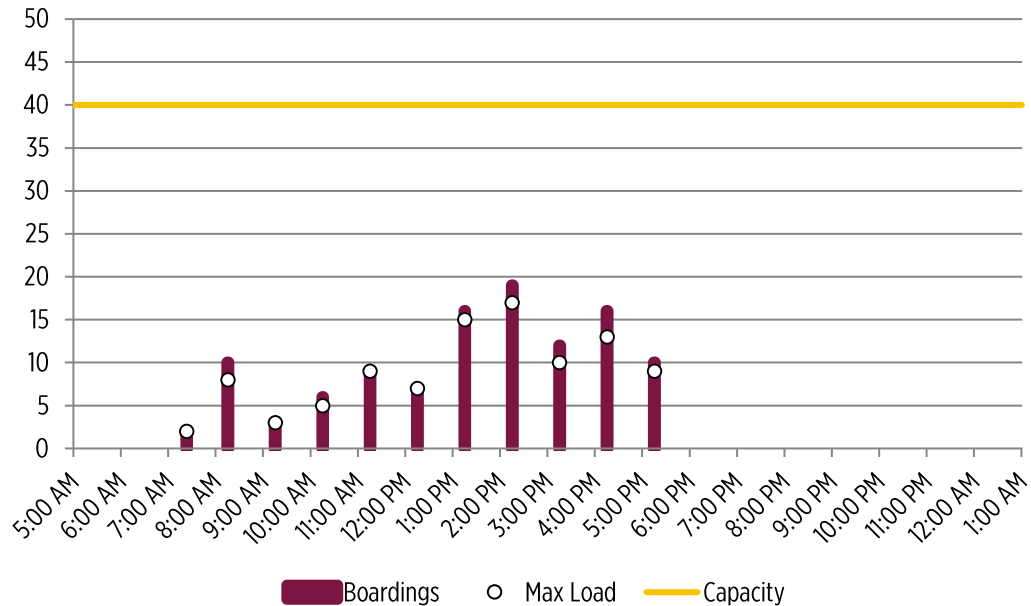


Route 2: Saturday Ridership by Trip

Inbound Trips

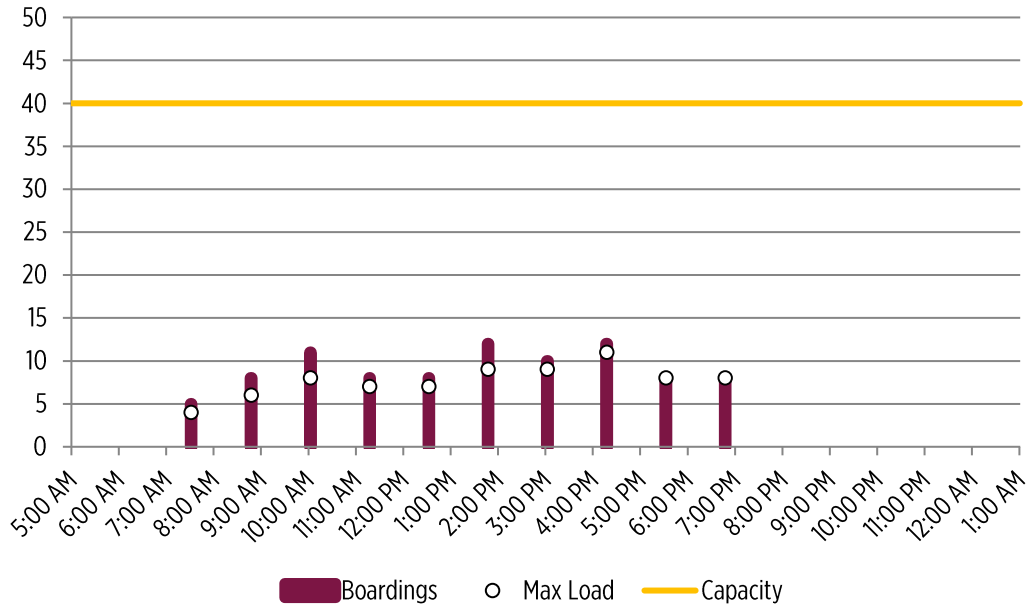


Outbound Trips

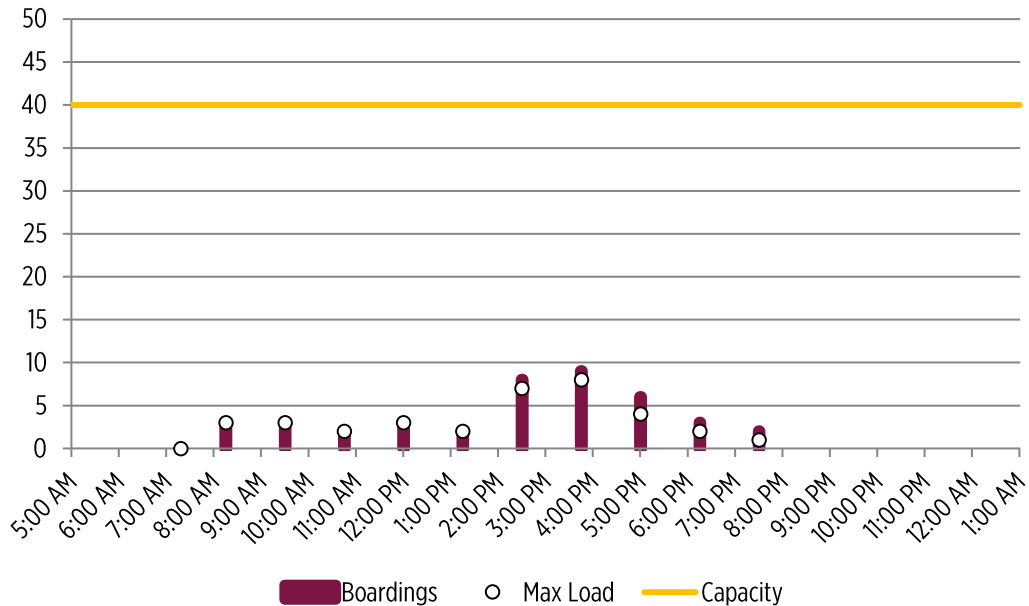


Route 2: Sunday Ridership by Trip

Inbound Trips

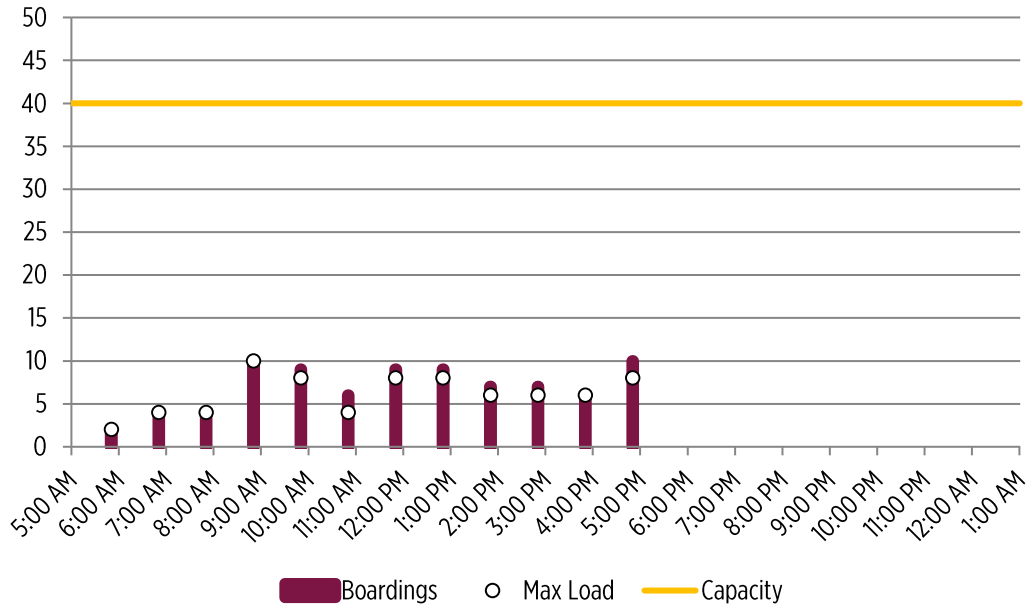


Outbound Trips

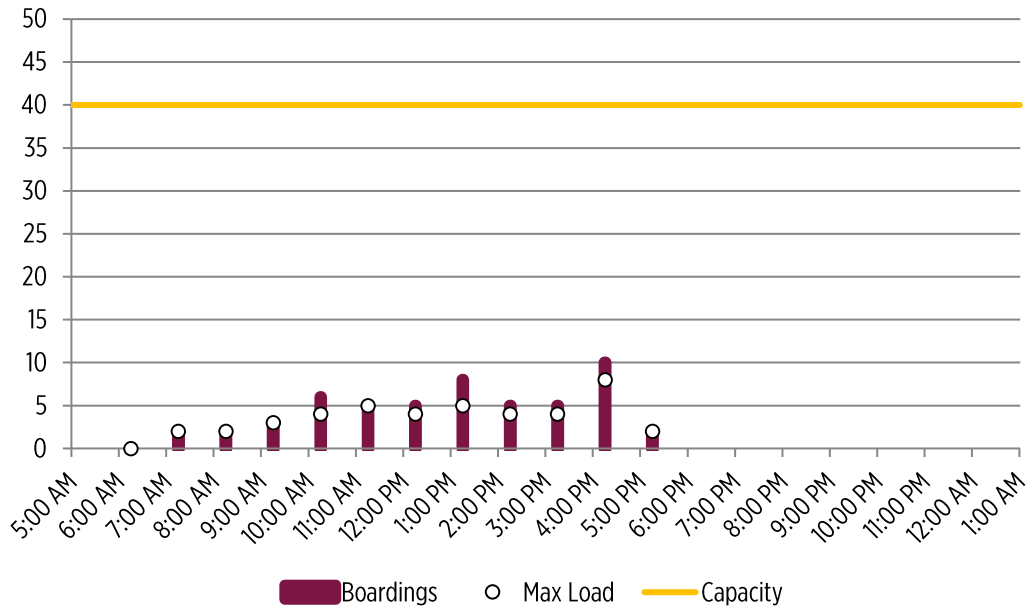


Route 3: Weekday Ridership by Trip

Inbound Trips

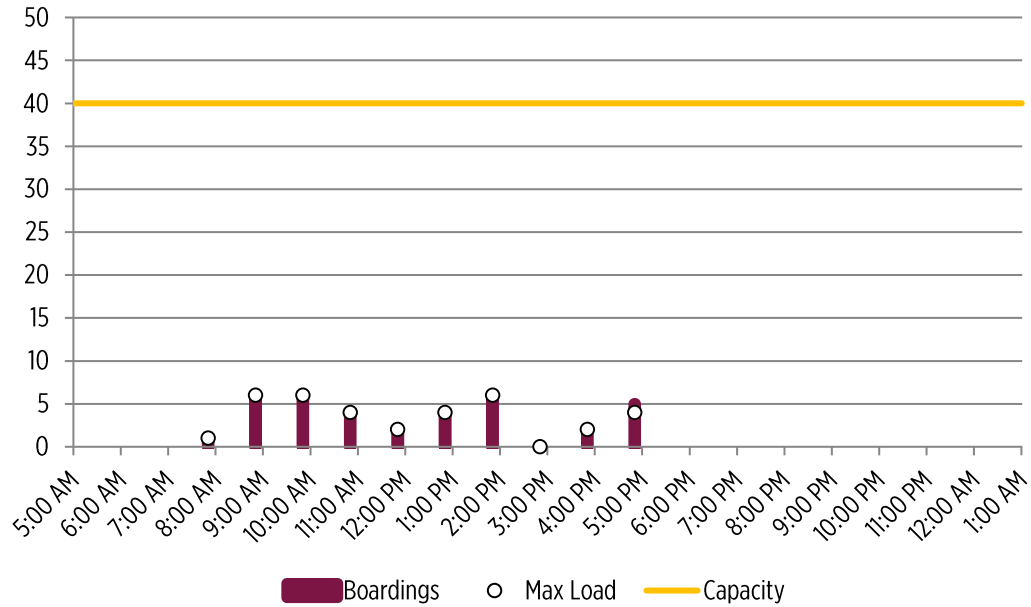


Outbound Trips

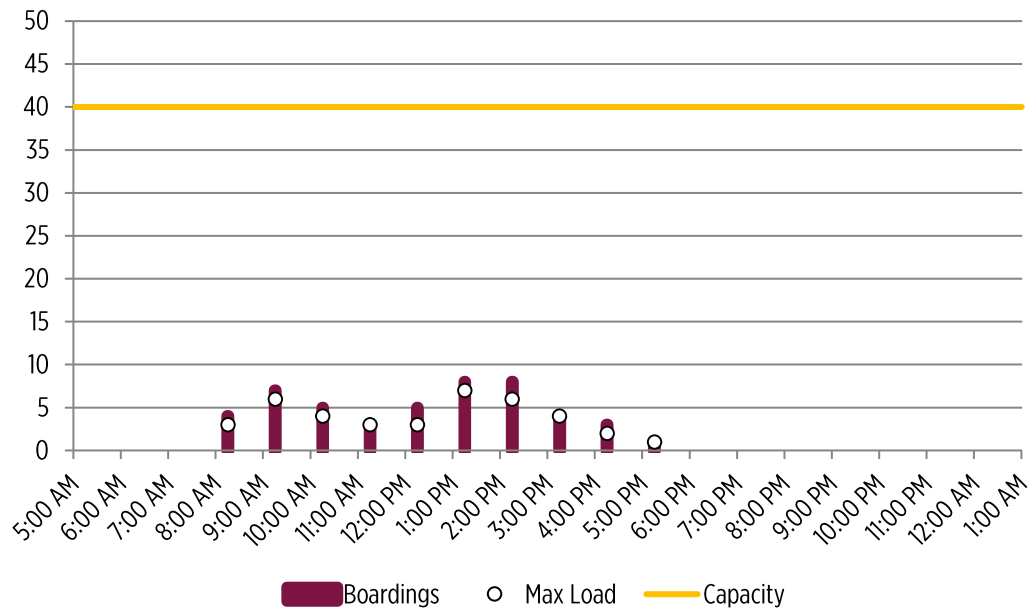


Route 3 Saturday Ridership

Inbound Trips

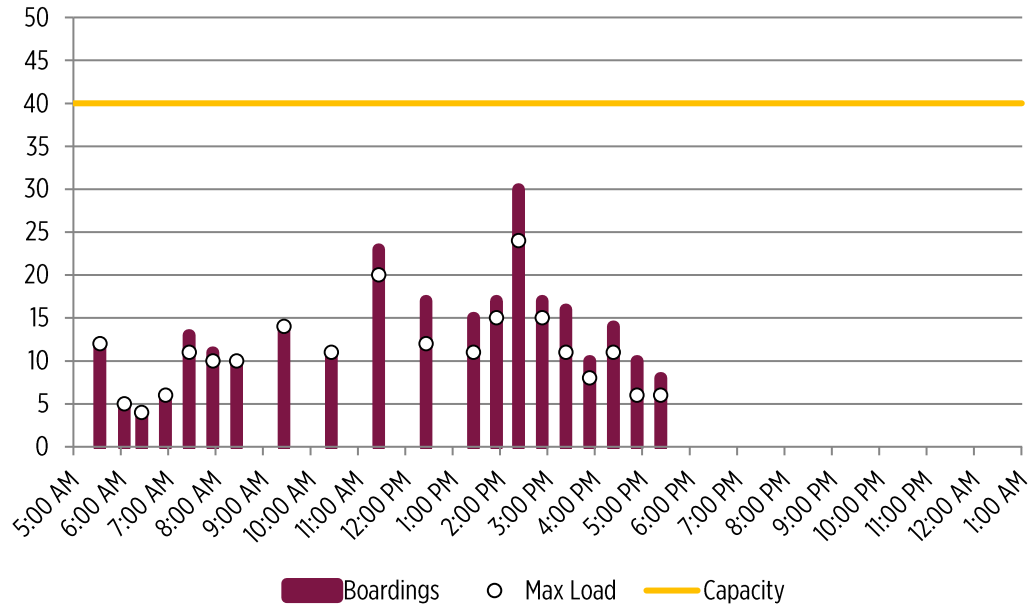


Outbound Trips

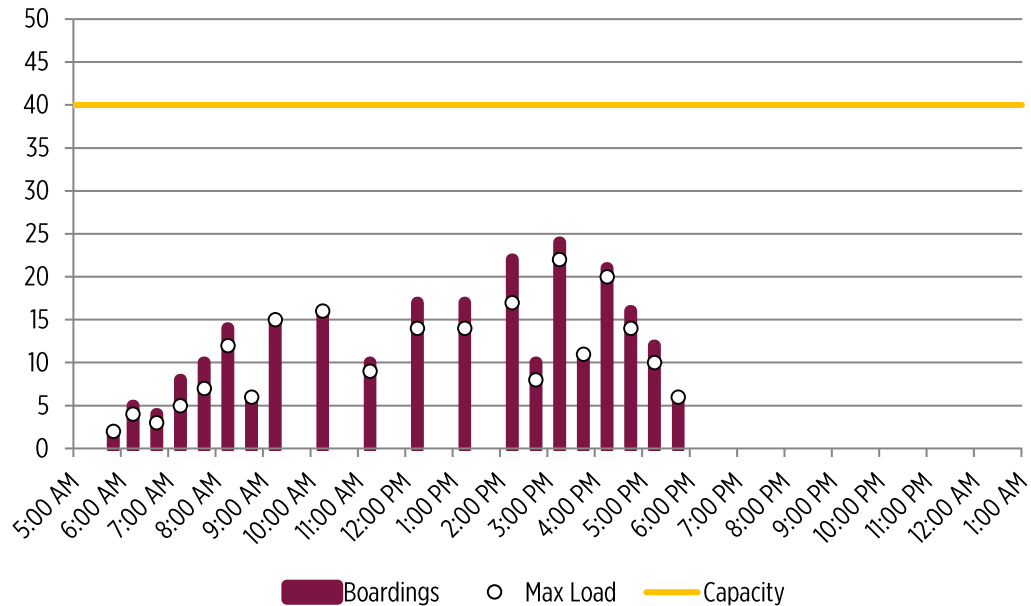


Route 4: Weekday Ridership by Trip

Inbound Trips



Outbound Trips



Route 4: Saturday Ridership by Trip

Inbound Trips

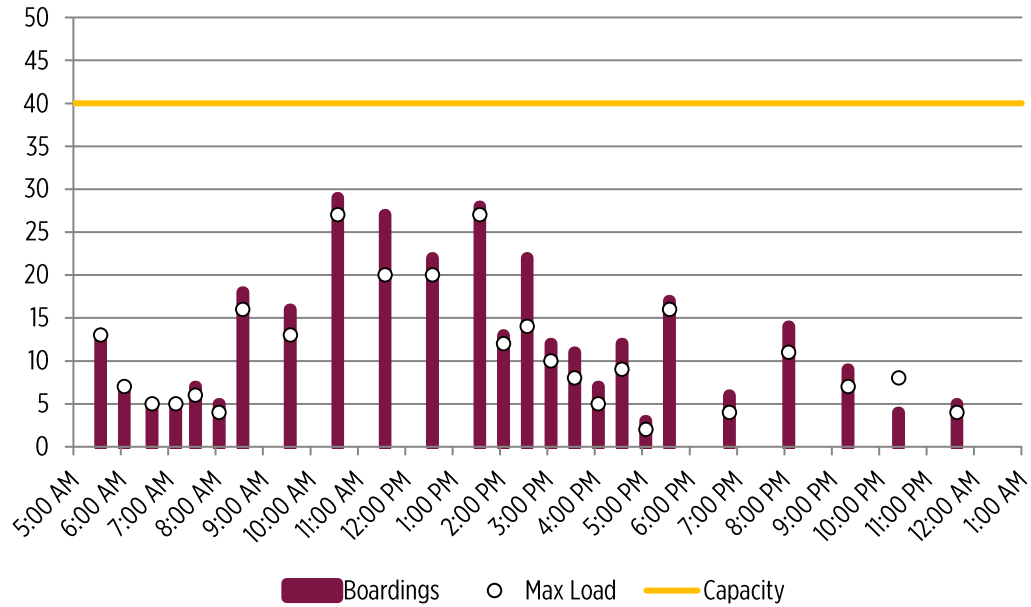


Outbound Trips

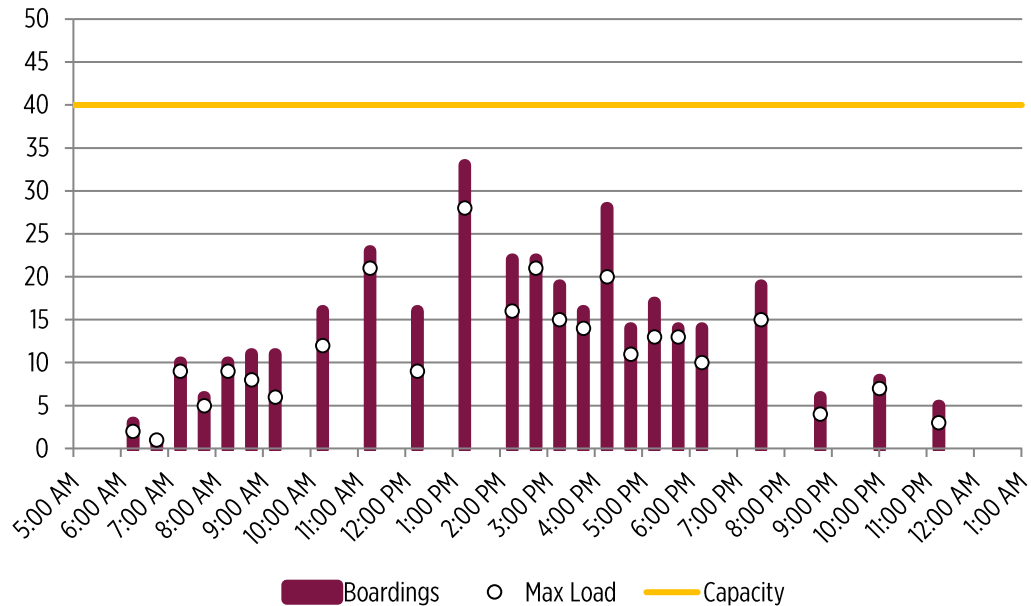


Route 5: Weekday Ridership by Trip

Inbound Trips

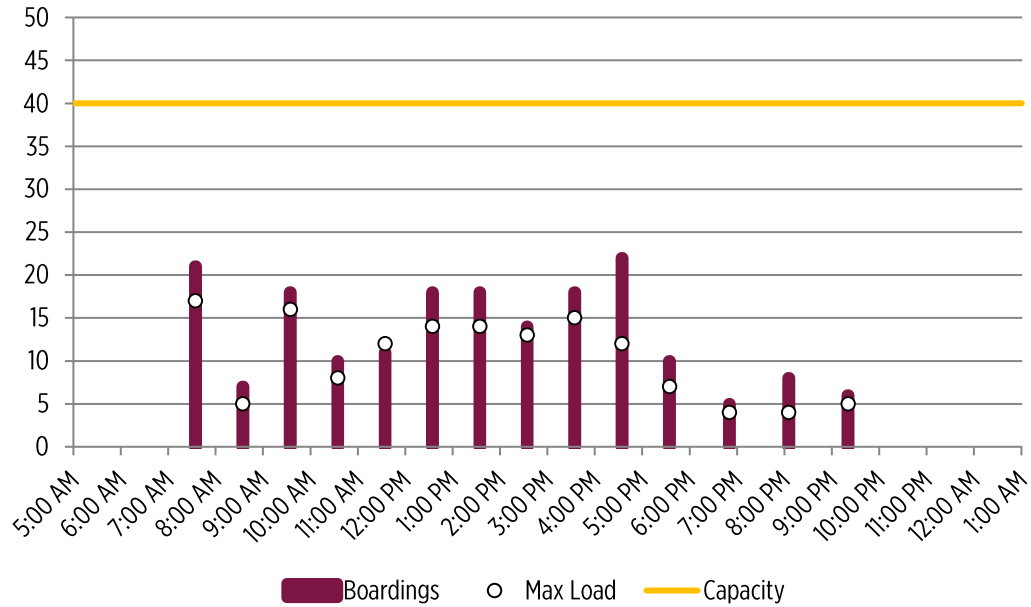


Outbound Trips

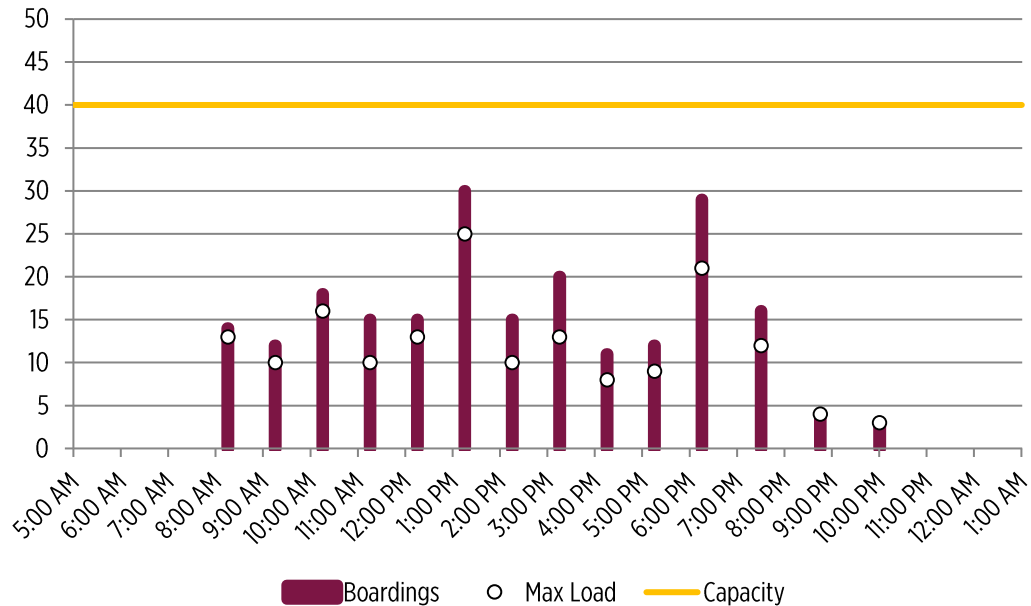


Route 5: Saturday Ridership by Trip

Inbound Trips

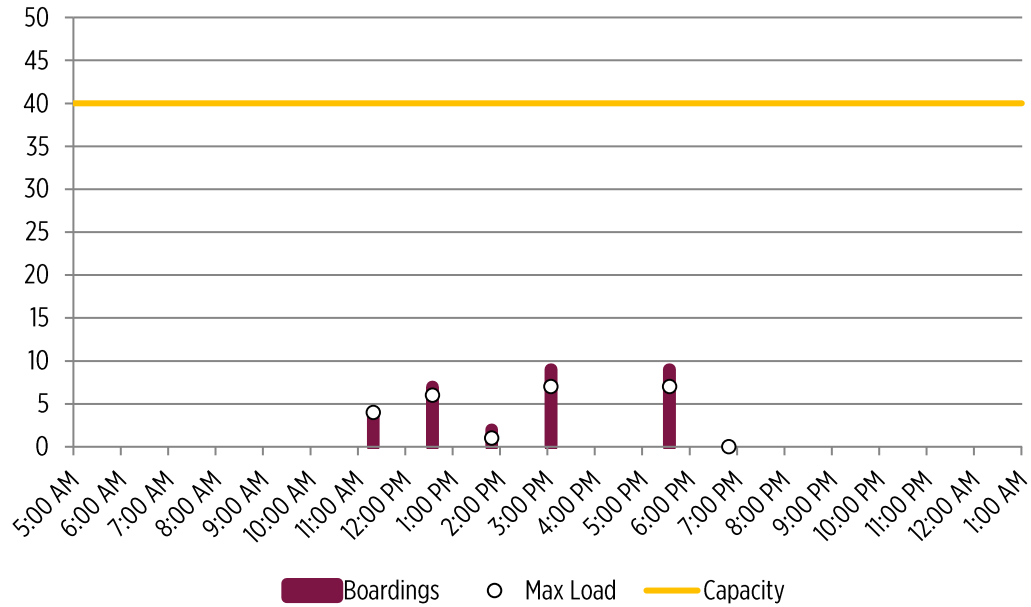


Outbound Trips

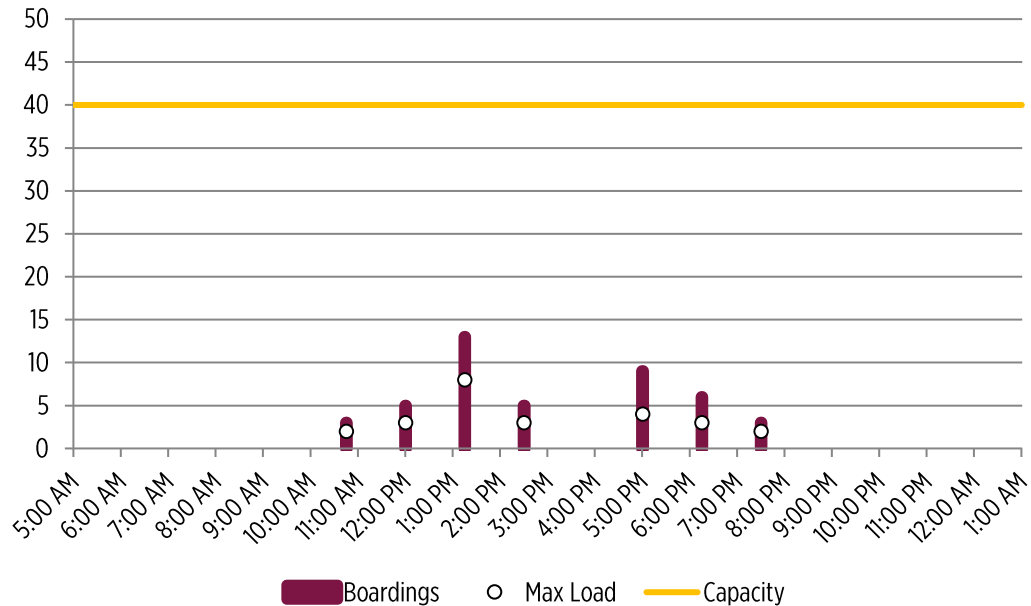


Route 5: Sunday Ridership by Trip

Inbound Trips

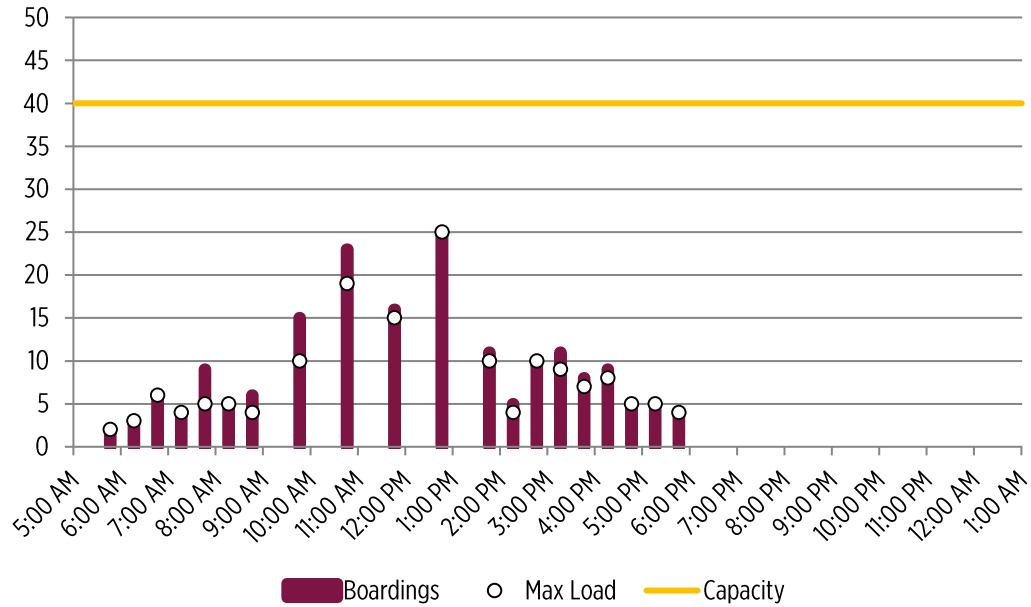


Outbound Trips

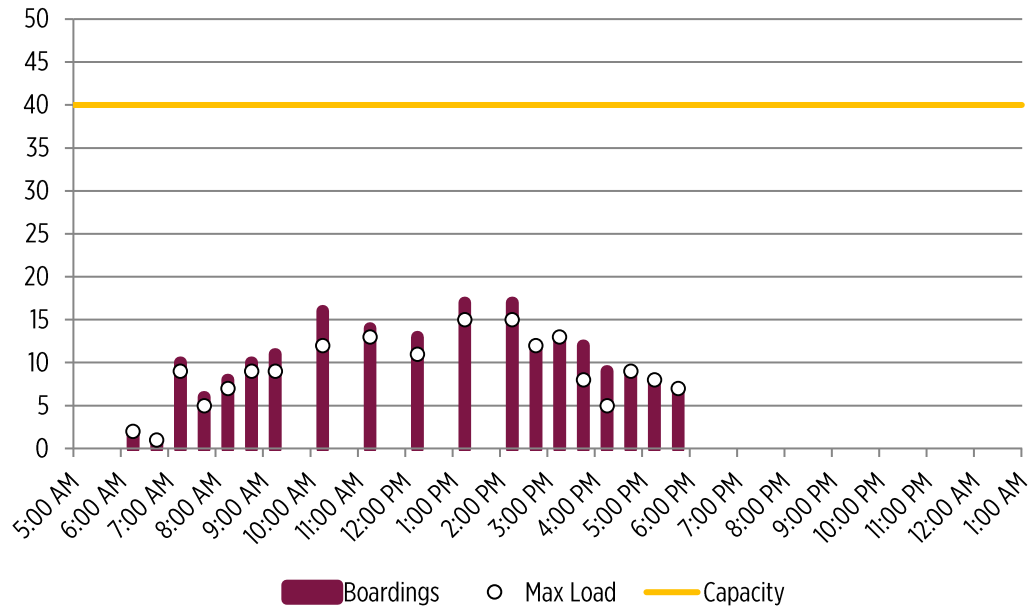


Route 6: Weekday Ridership by Trip

Inbound Trips



Outbound Trips

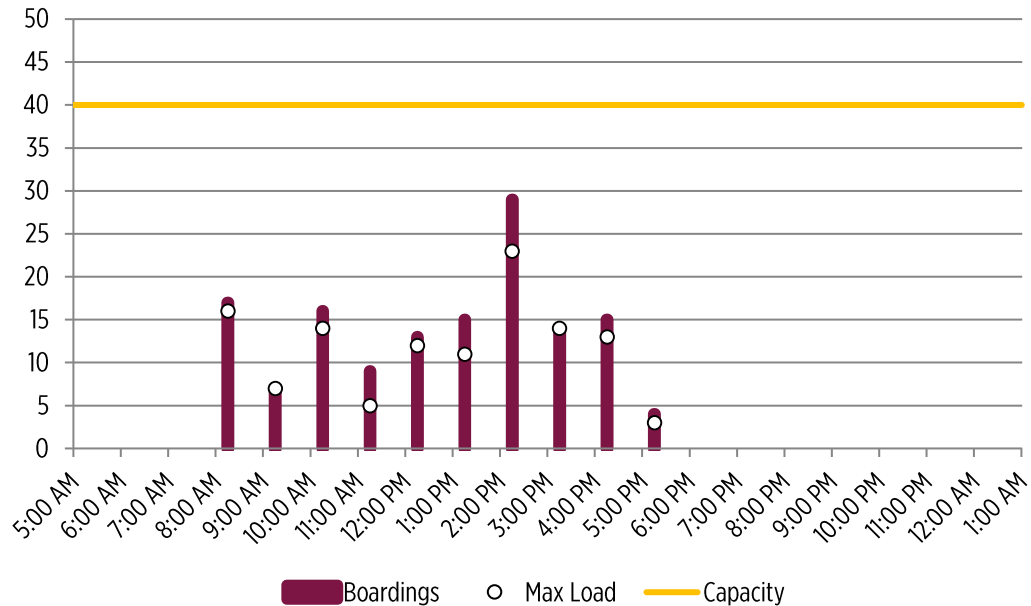


Route 6: Saturday Ridership by Trip

Inbound Trips

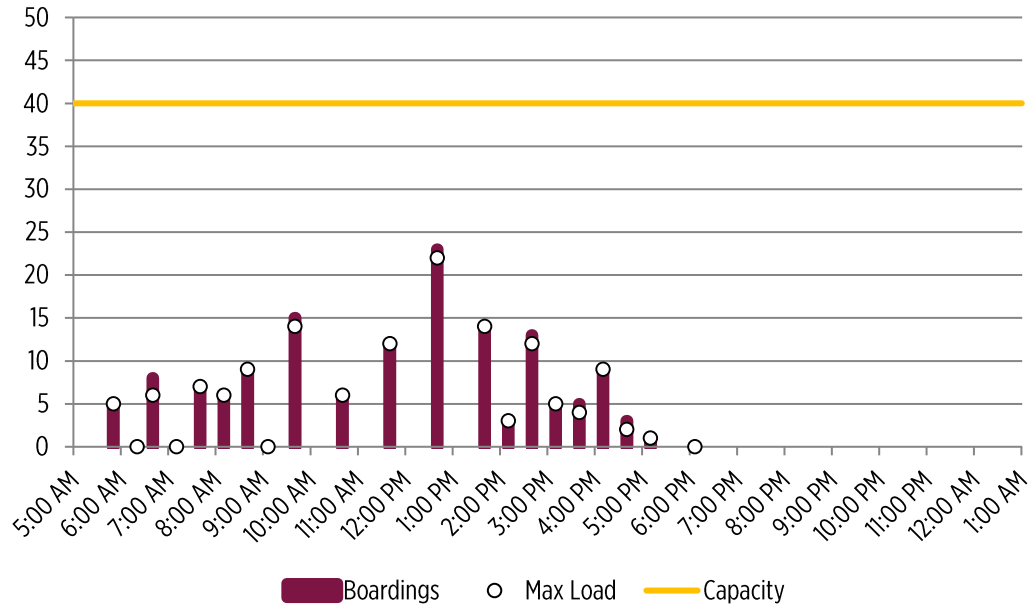


Outbound Trips

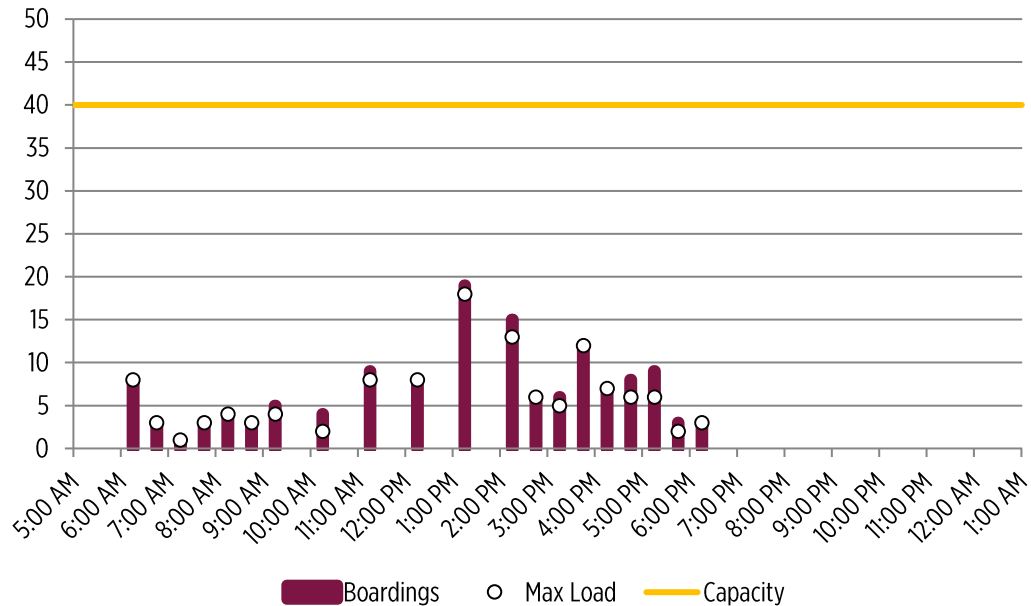


Route 7: Weekday Ridership by Trip

Inbound Trips

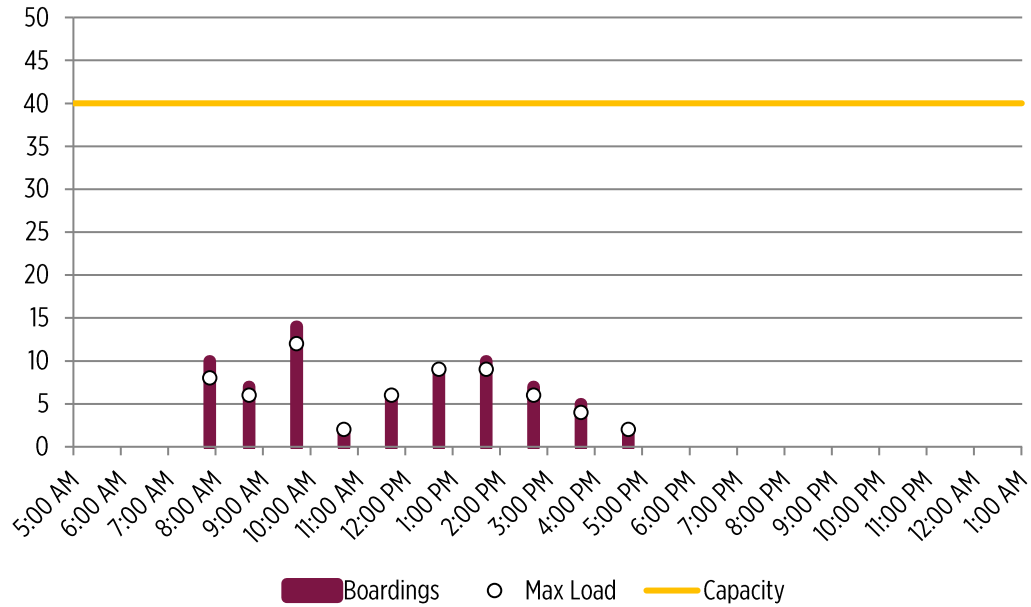


Outbound Trips

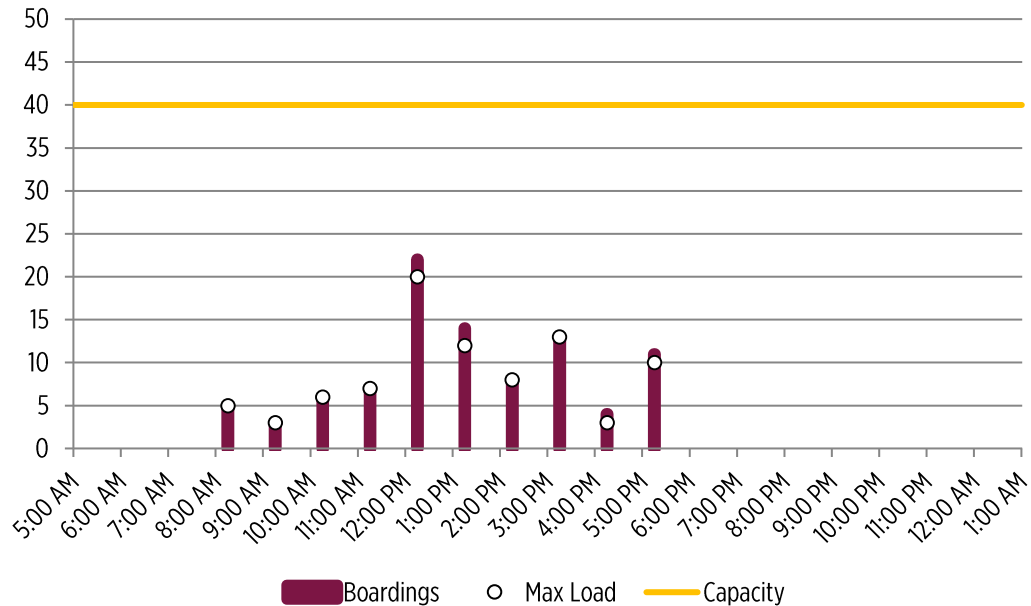


Route 7: Saturday Ridership by Trip

Inbound Trips

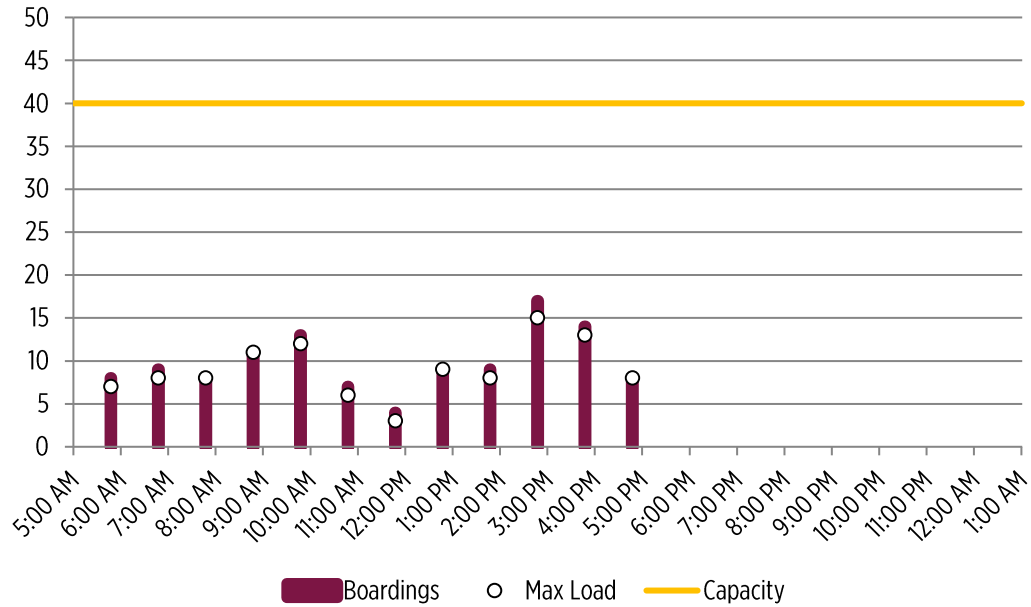


Outbound Trips

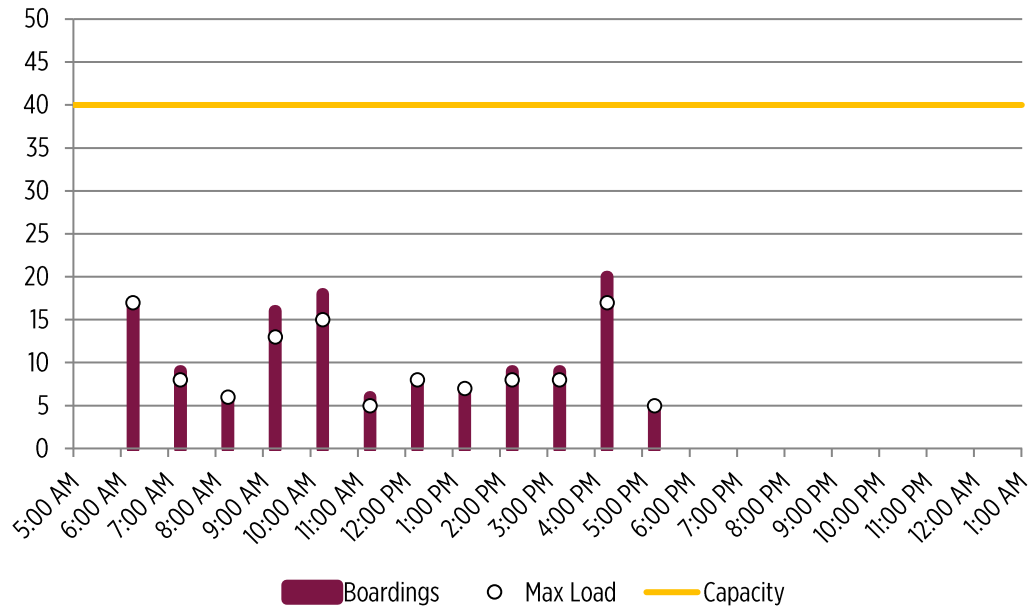


Route 8: Weekday Ridership by Trip

Inbound Trips

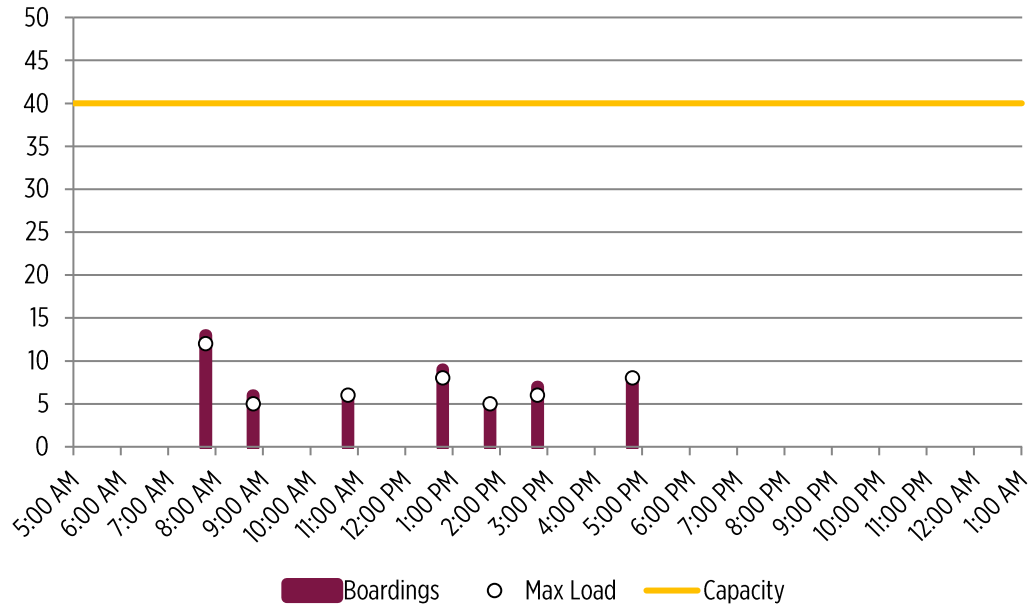


Outbound Trips

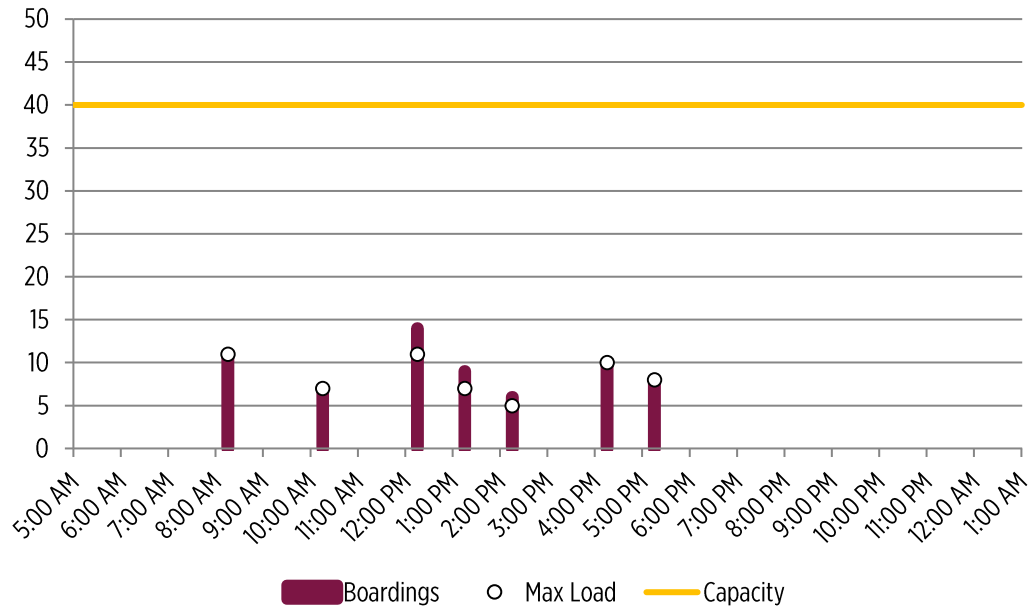


Route 8: Saturday Ridership by Trip

Inbound Trips

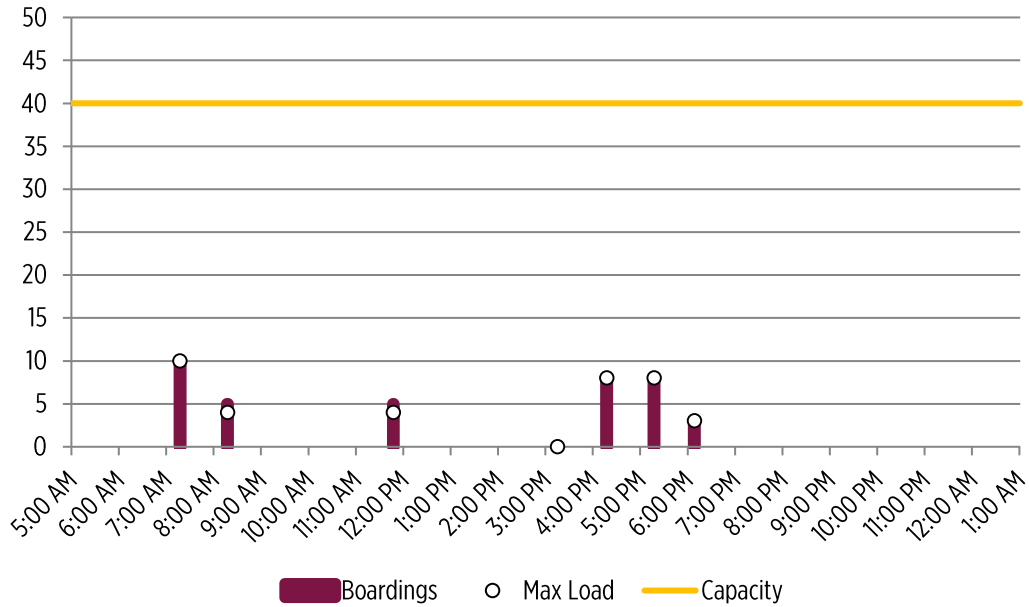


Outbound Trips

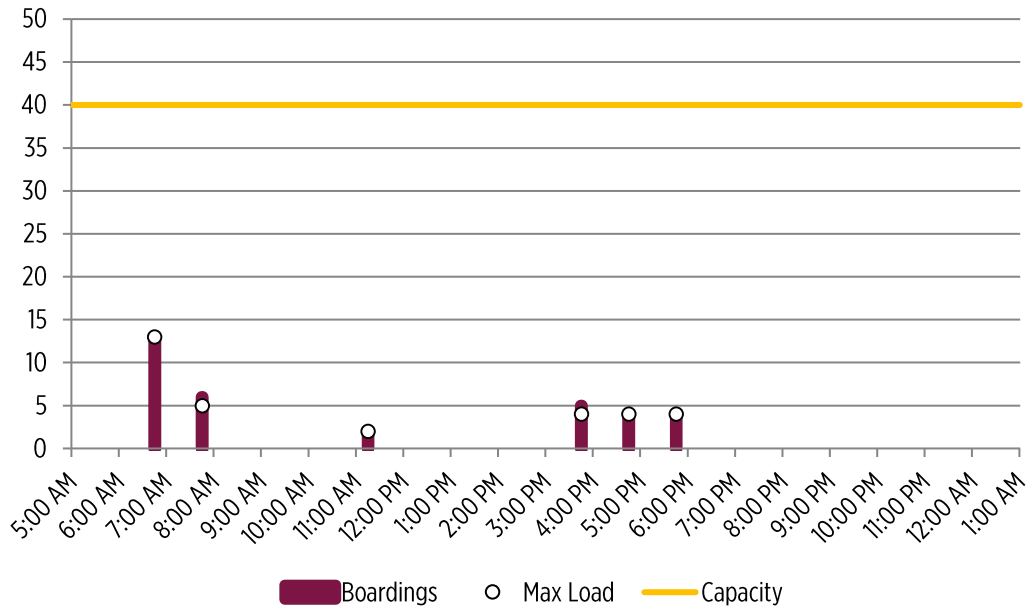


Route 9: Weekday Ridership by Trip

Inbound Trips

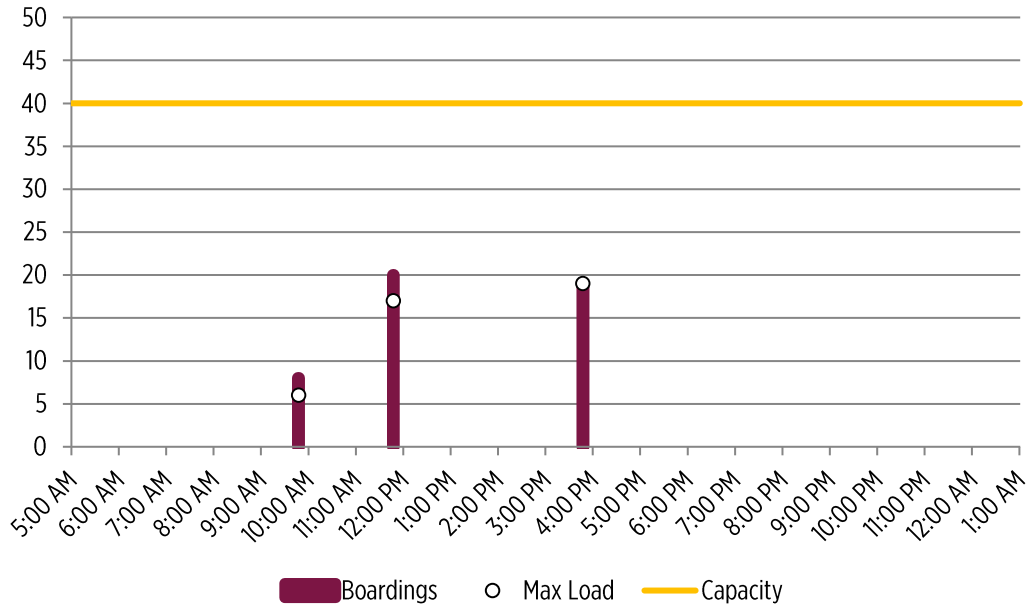


Outbound Trips

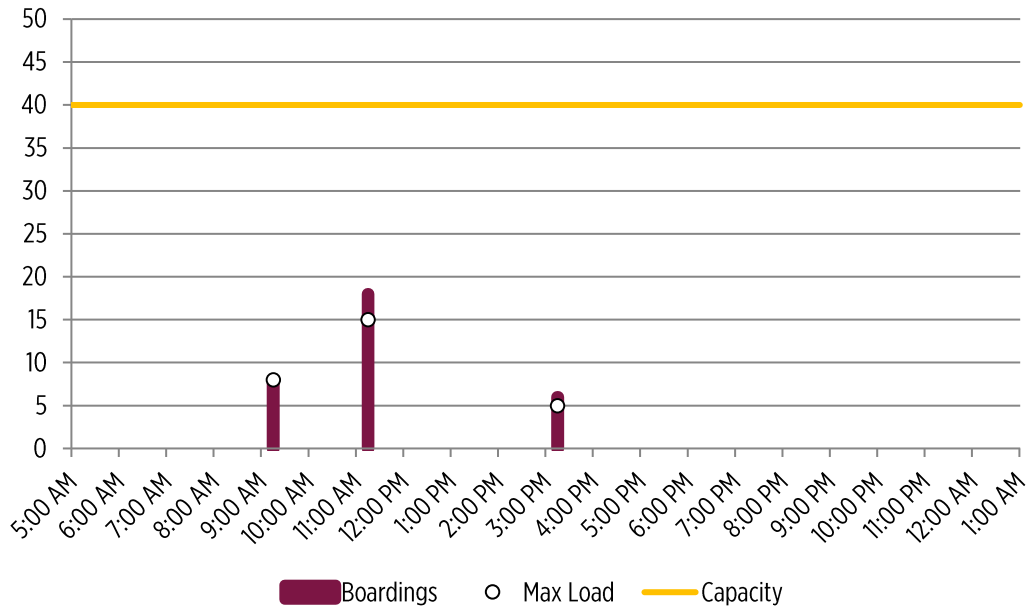


Route 9: Saturday Ridership by Trip

Inbound Trips



Outbound Trips

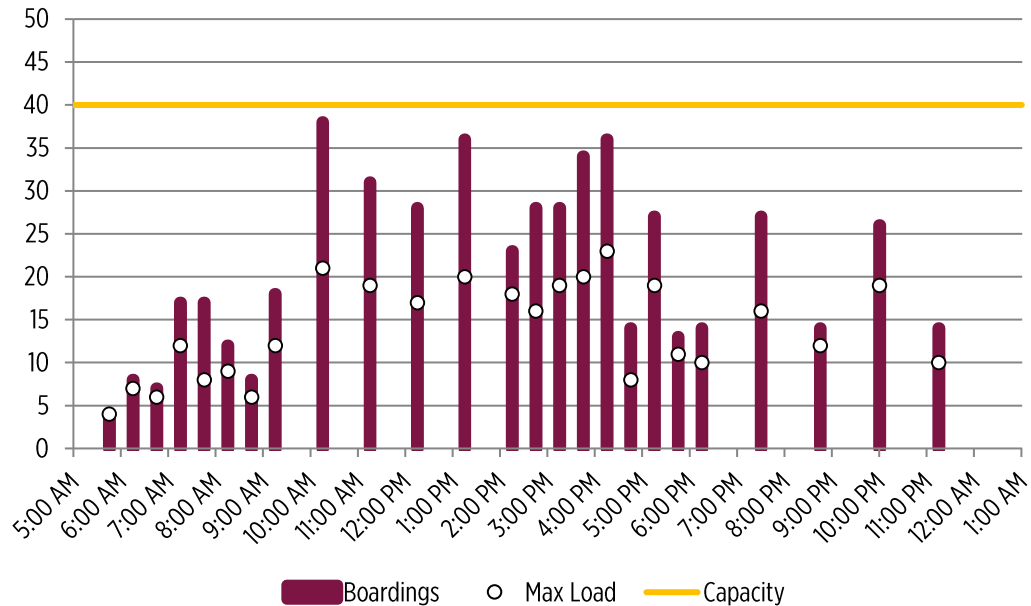


Route 10: Weekday Ridership by Trip

Inbound Trips



Outbound Trips

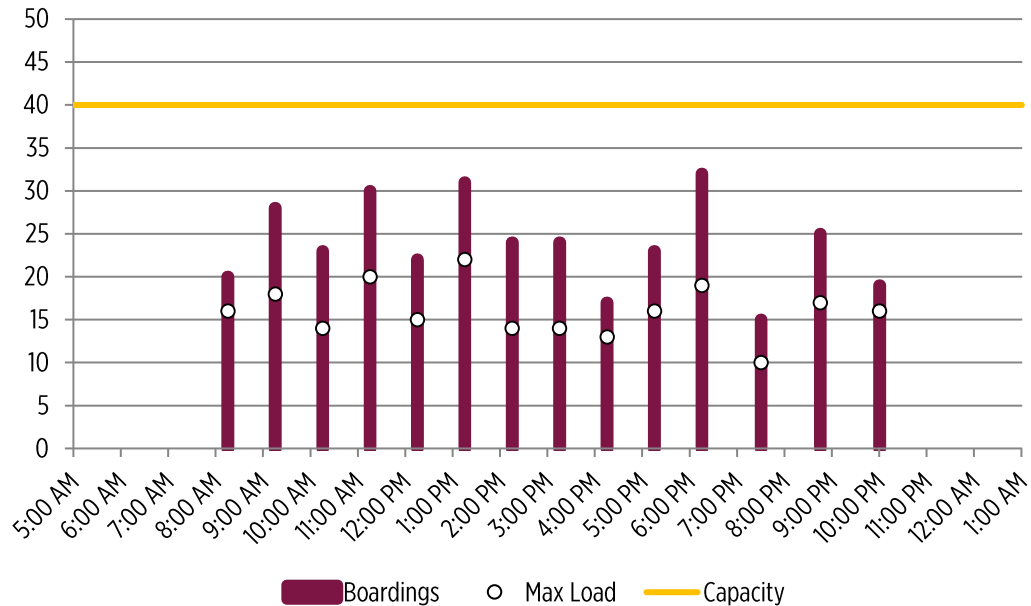


Route 10: Saturday Ridership by Trip

Inbound Trips



Outbound Trips

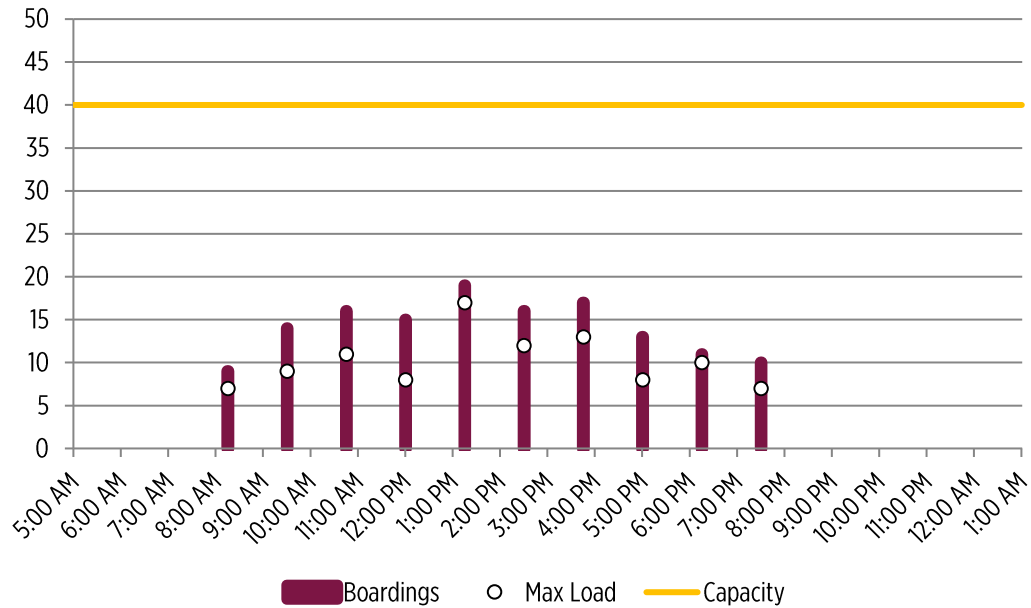


Route 10: Sunday Ridership by Trip

Inbound Trips

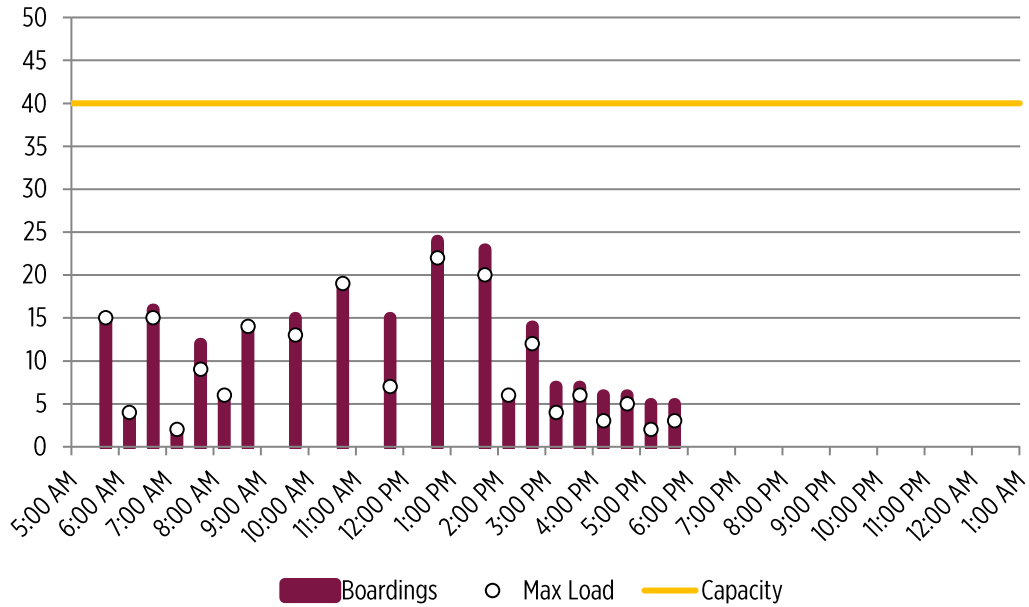


Outbound Trips

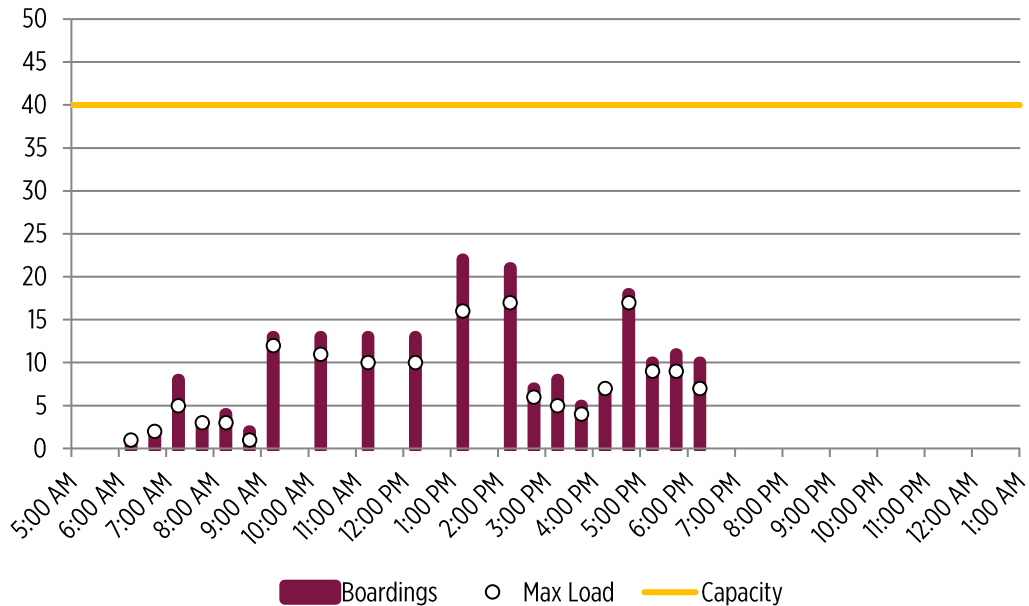


Route 11: Weekday Ridership by Trip

Inbound Trips

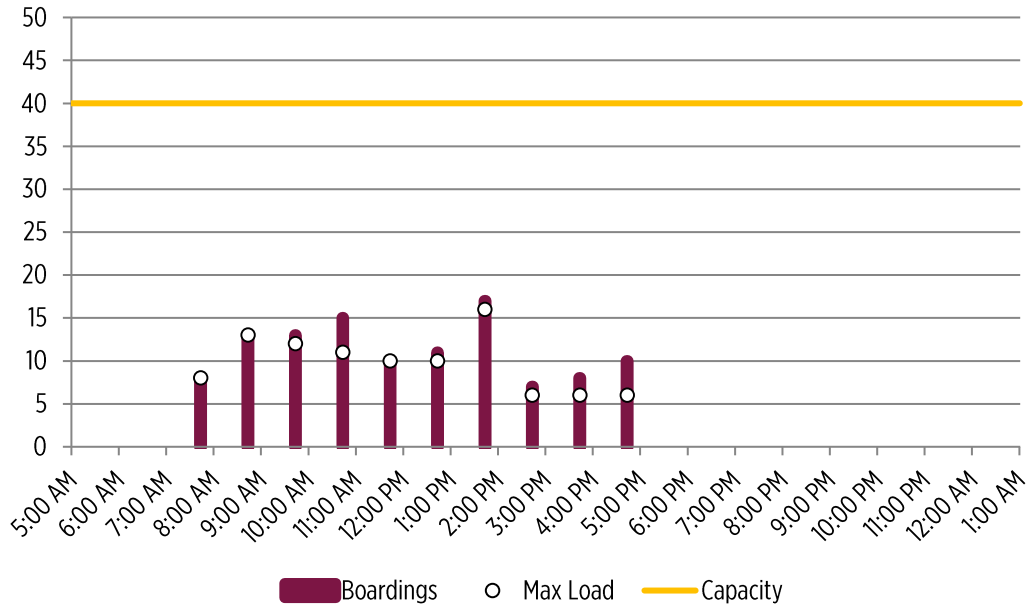


Outbound Trips

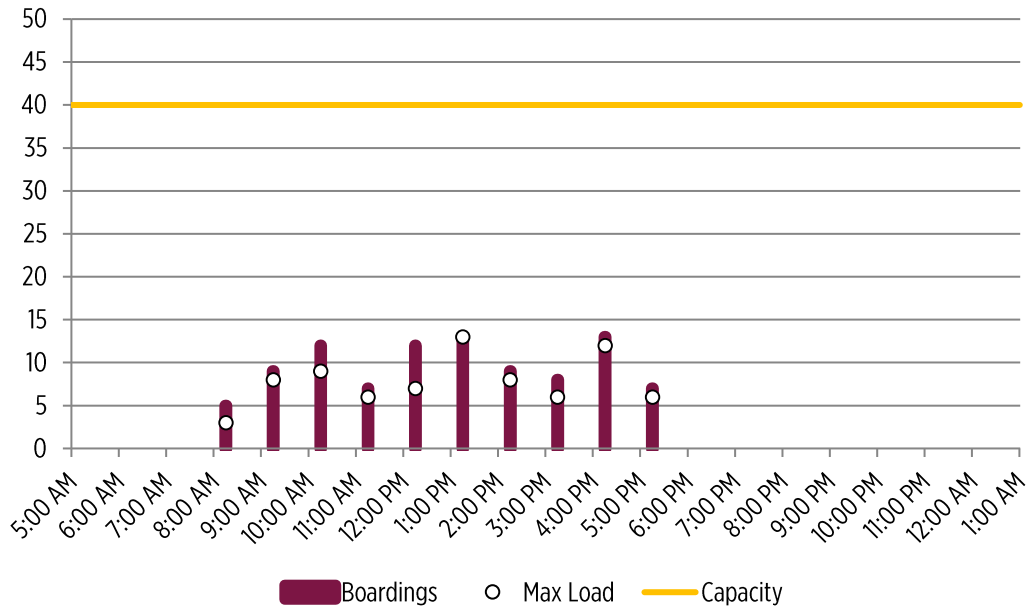


Route 11: Saturday Ridership by Trip

Inbound Trips

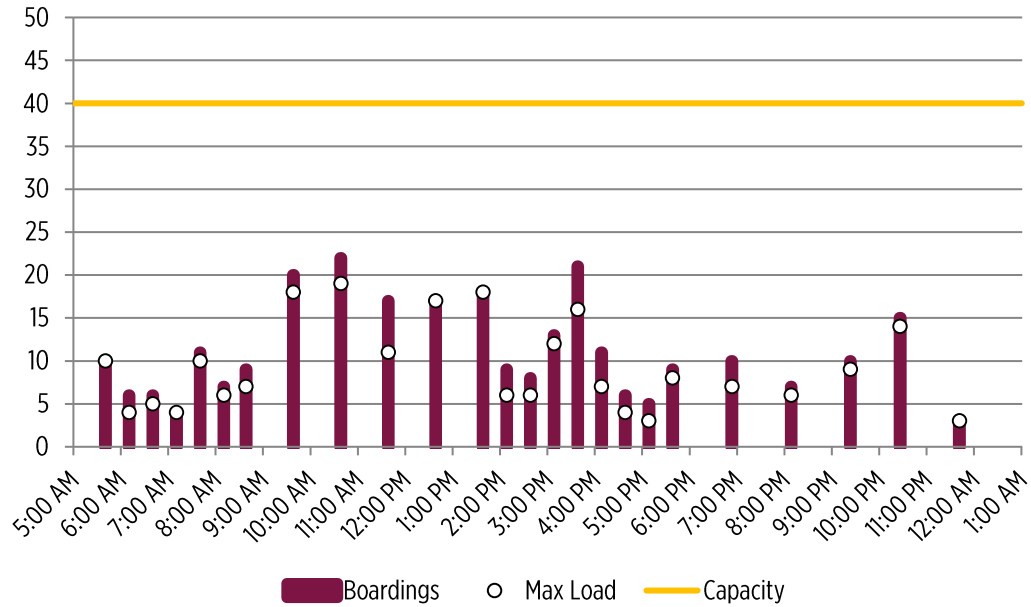


Outbound Trips

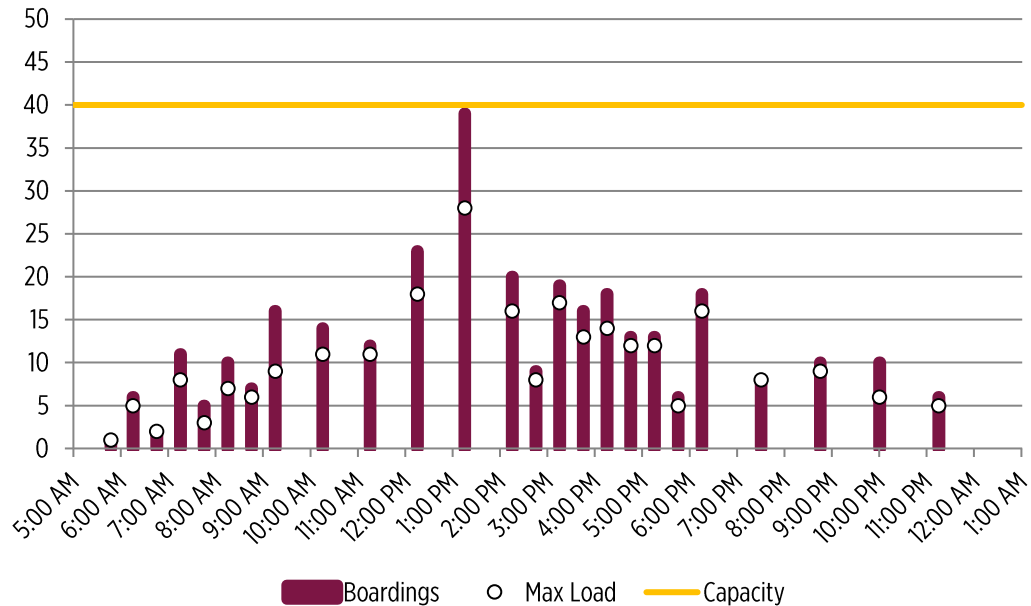


Route 12: Weekday Ridership by Trip by Trip

Inbound Trips

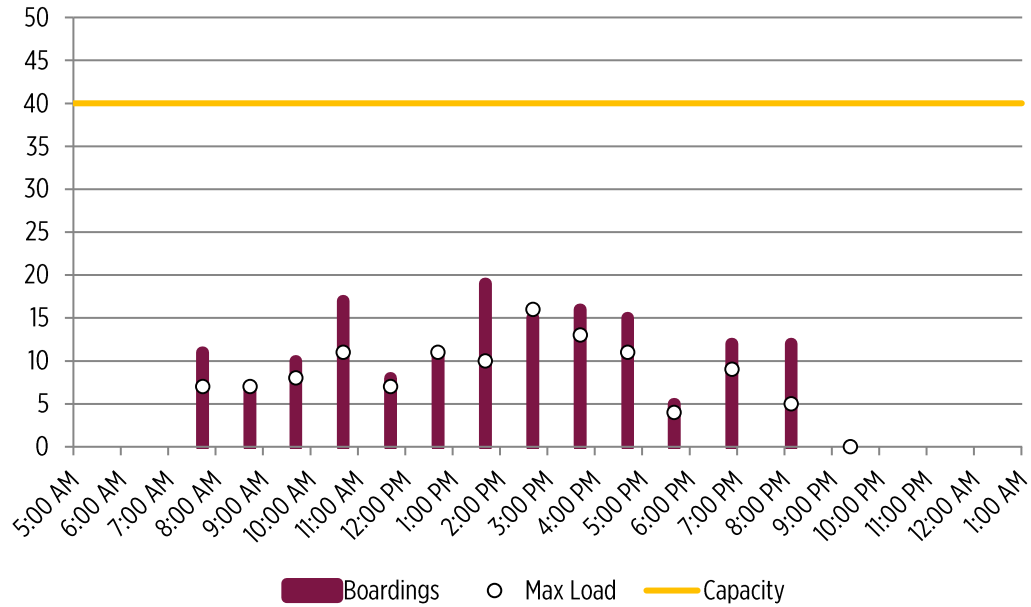


Outbound Trips

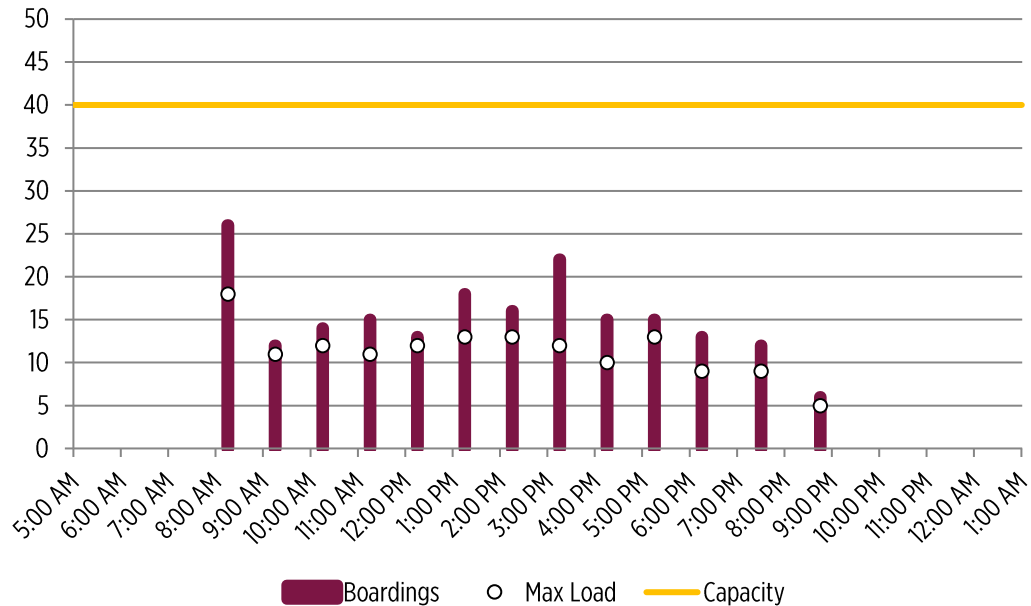


Route 12: Saturday Ridership by Trip

Inbound Trips

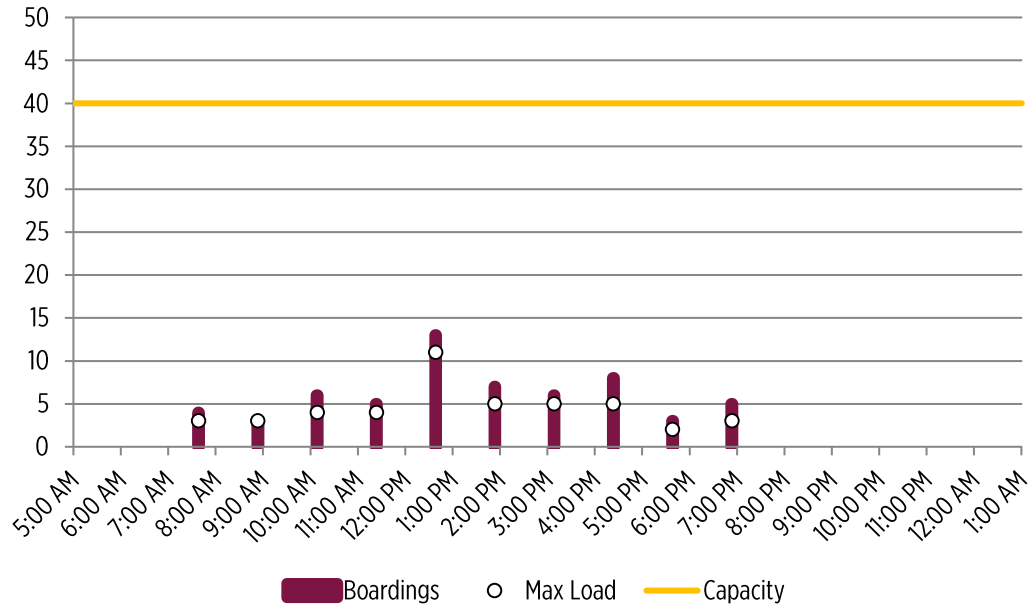


Outbound Trips

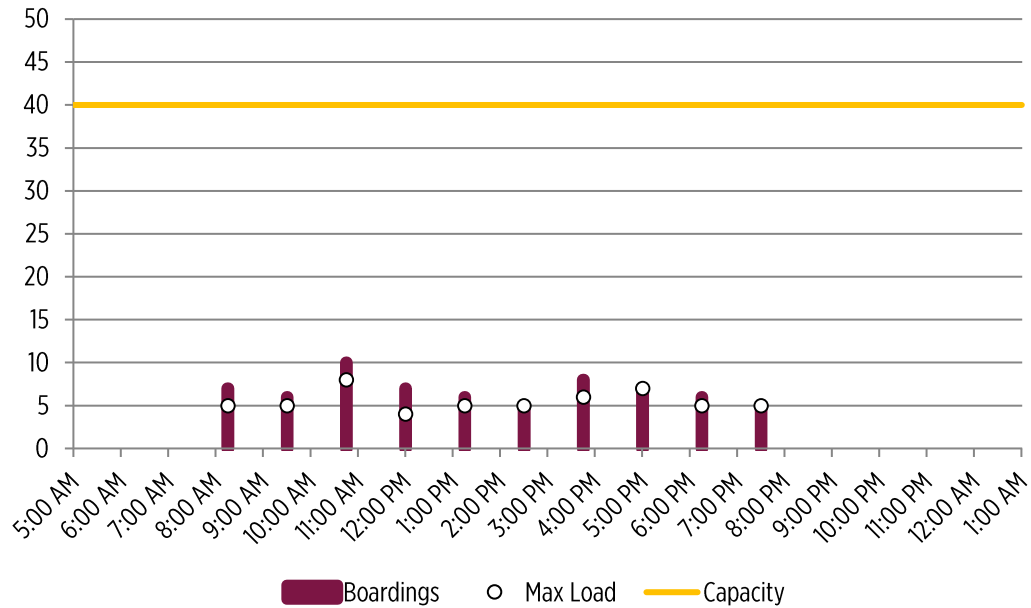


Route 12: Sunday Ridership by Trip

Inbound Trips

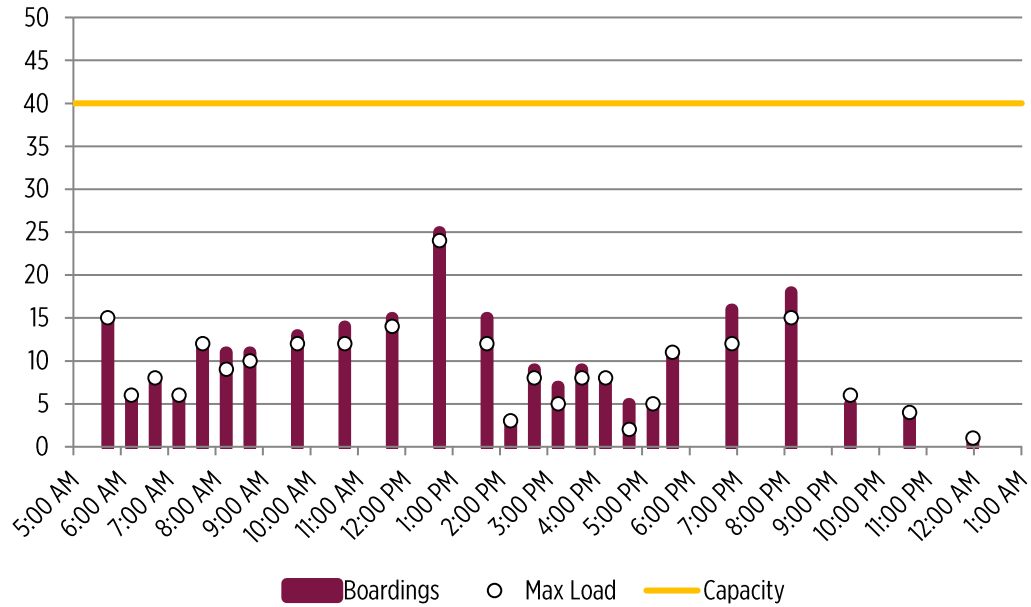


Outbound Trips

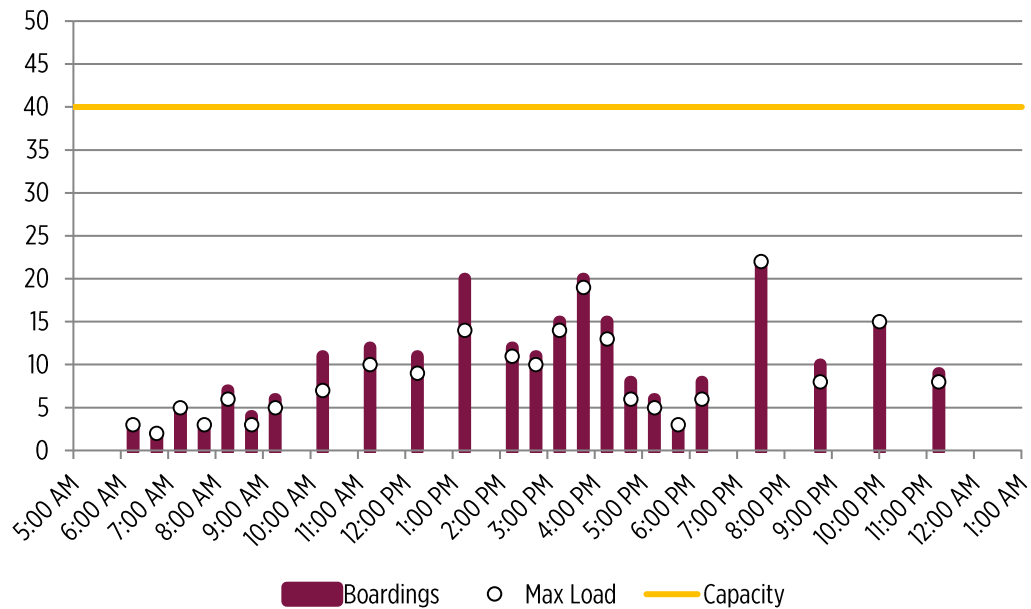


Route 13: Weekday Ridership by Trip

Inbound Trips



Outbound Trips



Route 13: Saturday Ridership by Trip

Inbound Trips

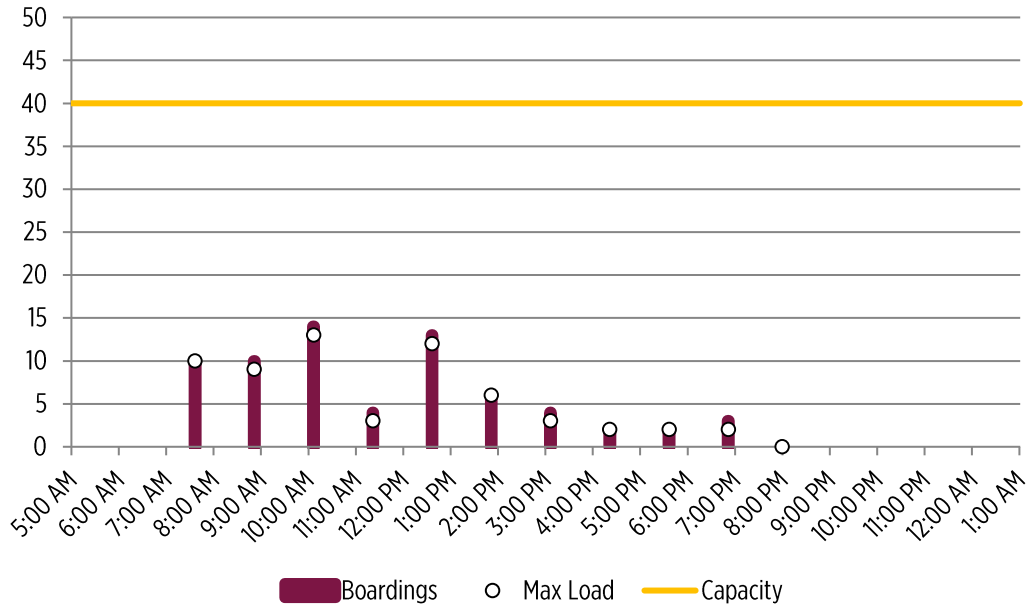


Outbound Trips

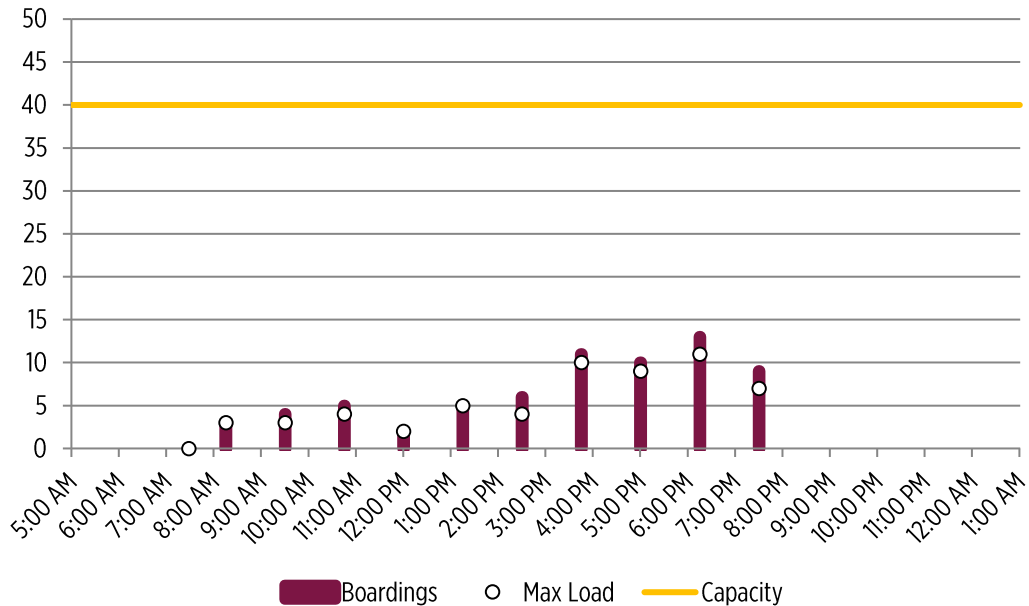


Route 13: Sunday Ridership by Trip

Inbound Trips

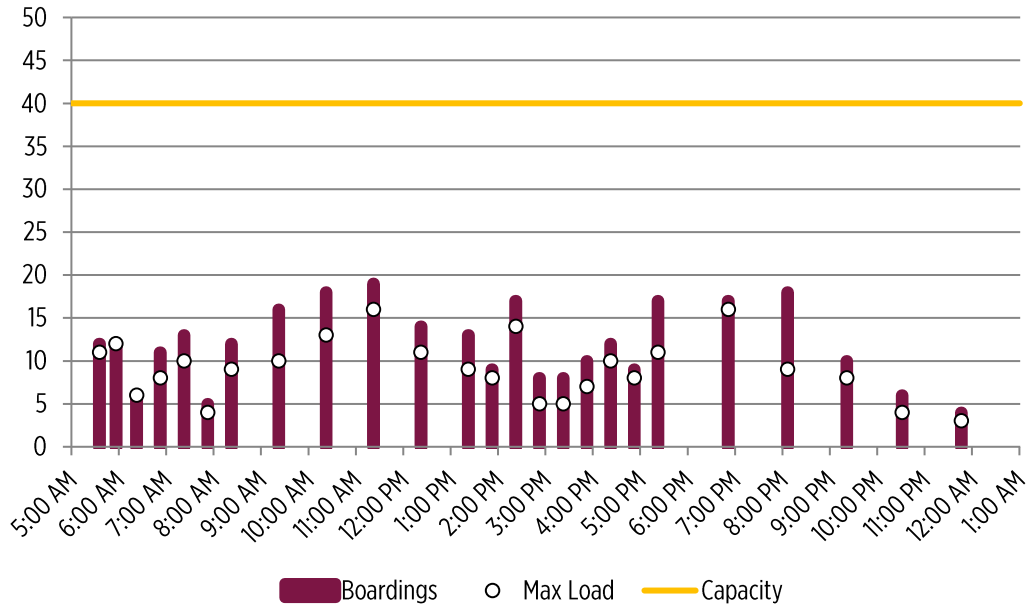


Outbound Trips

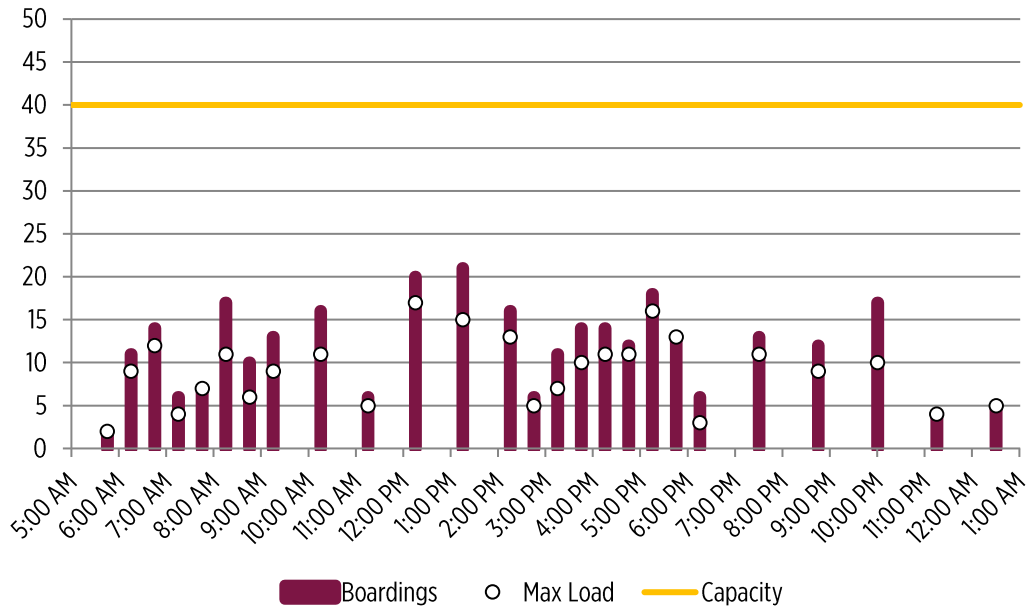


Route 14: Weekday Ridership by Trip

Inbound Trips



Outbound Trips

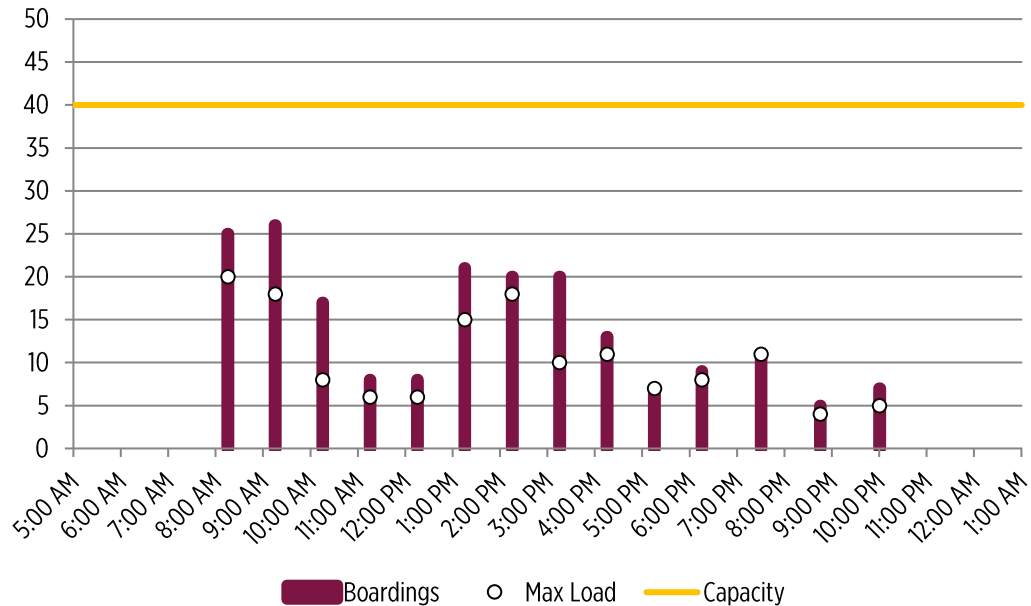


Route 14: Saturday Ridership by Trip

Inbound Trips

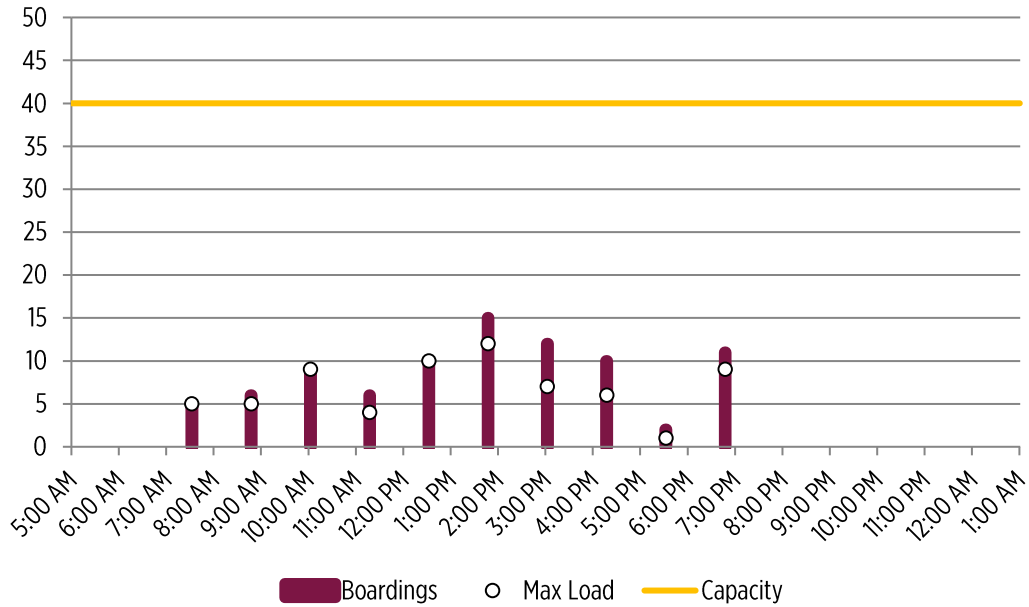


Outbound Trips

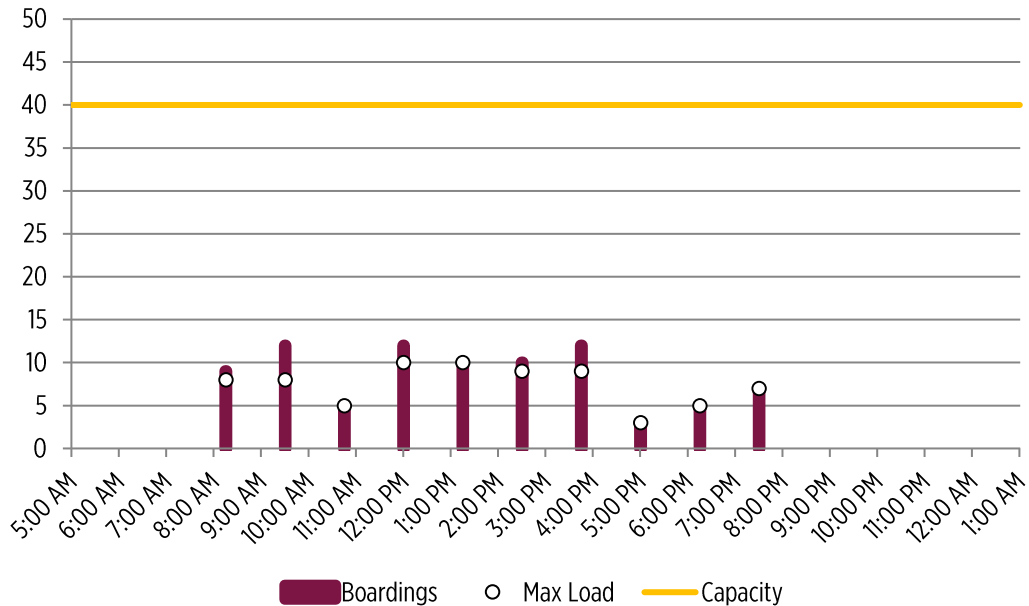


Route 14: Sunday Ridership by Trip

Inbound Trips

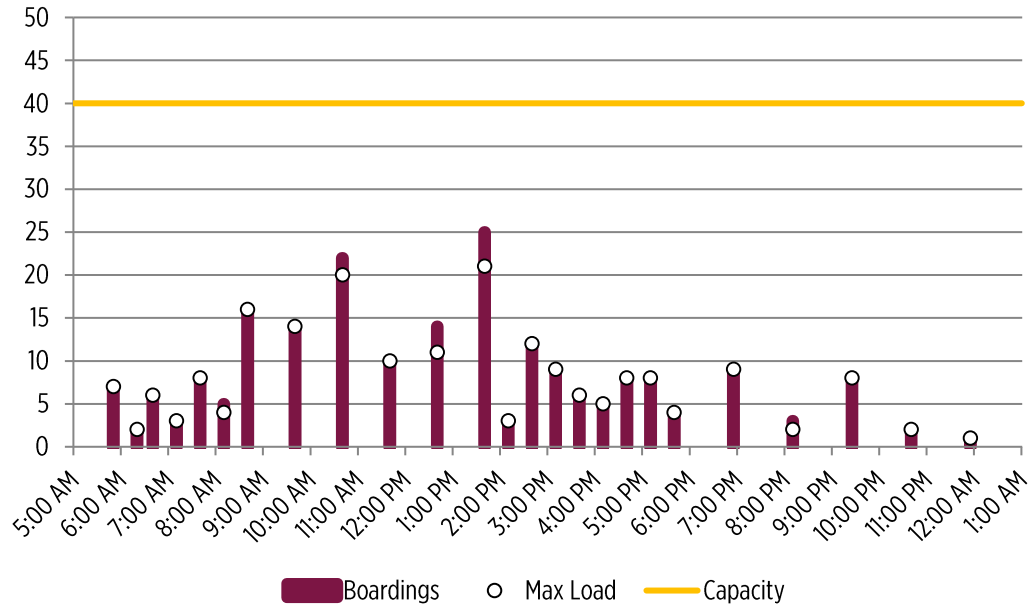


Outbound Trips

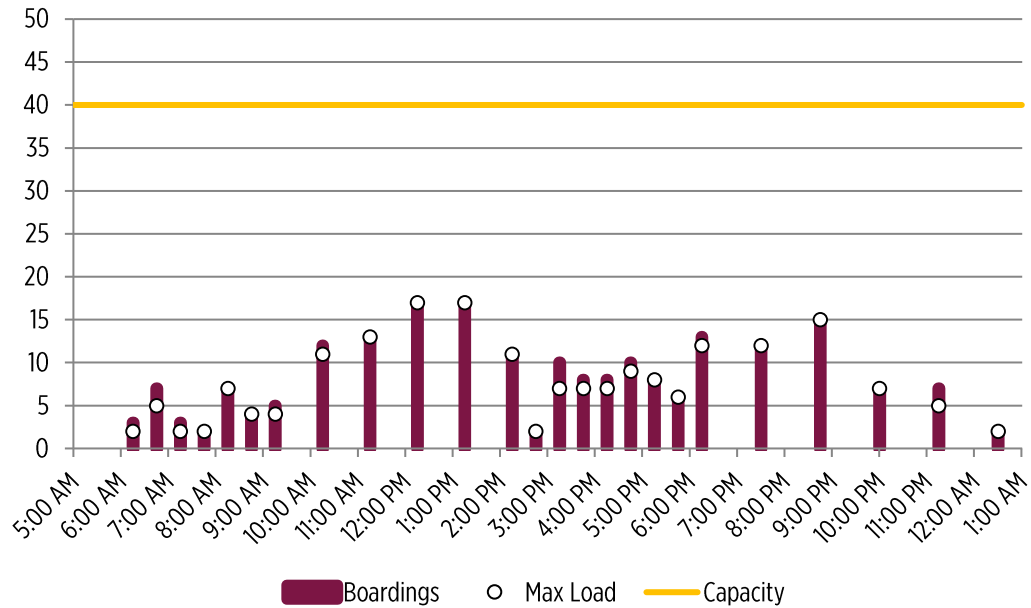


Route 15: Weekday Ridership by Trip

Inbound Trips

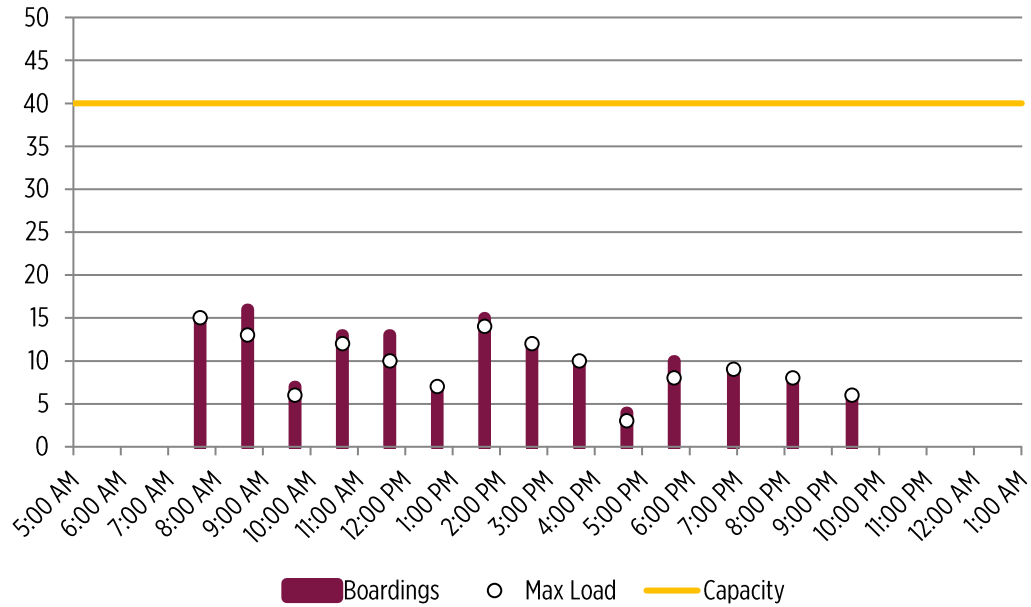


Outbound Trips

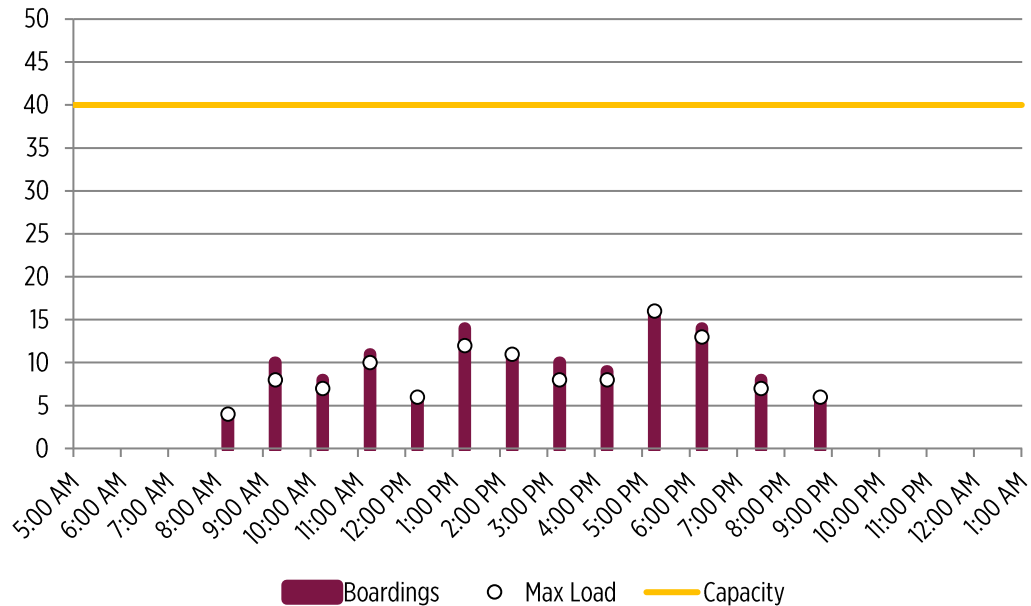


Route 15: Saturday Ridership by Trip

Inbound Trips

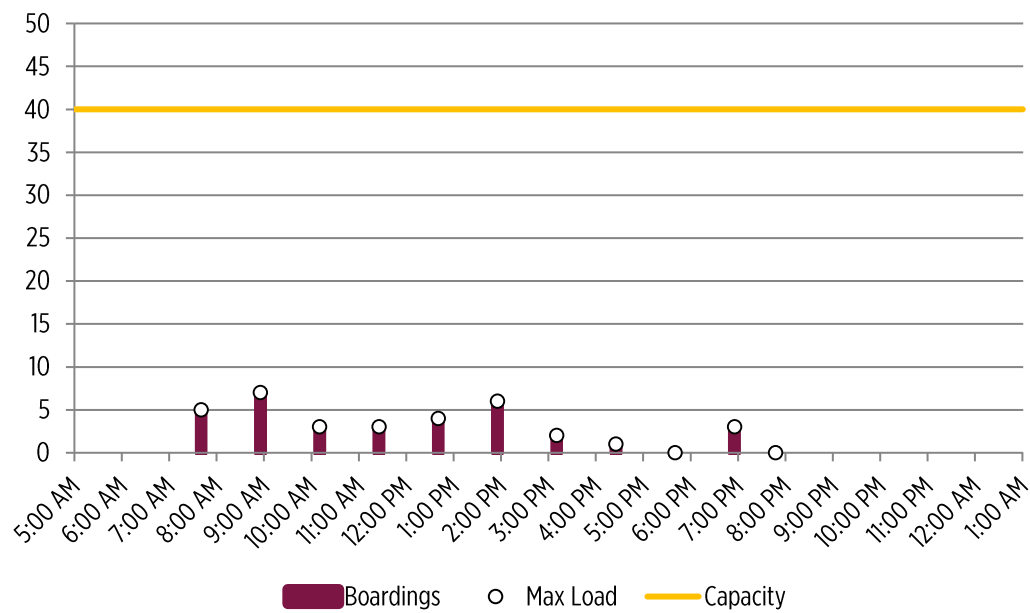


Outbound Trips

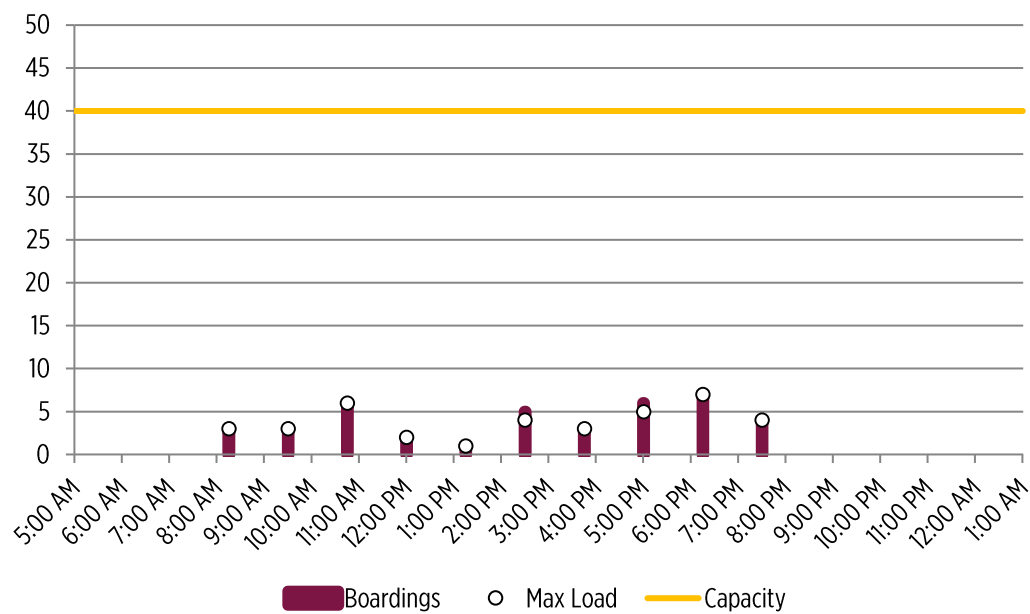


Route 15 Sunday Ridership

Inbound Trips

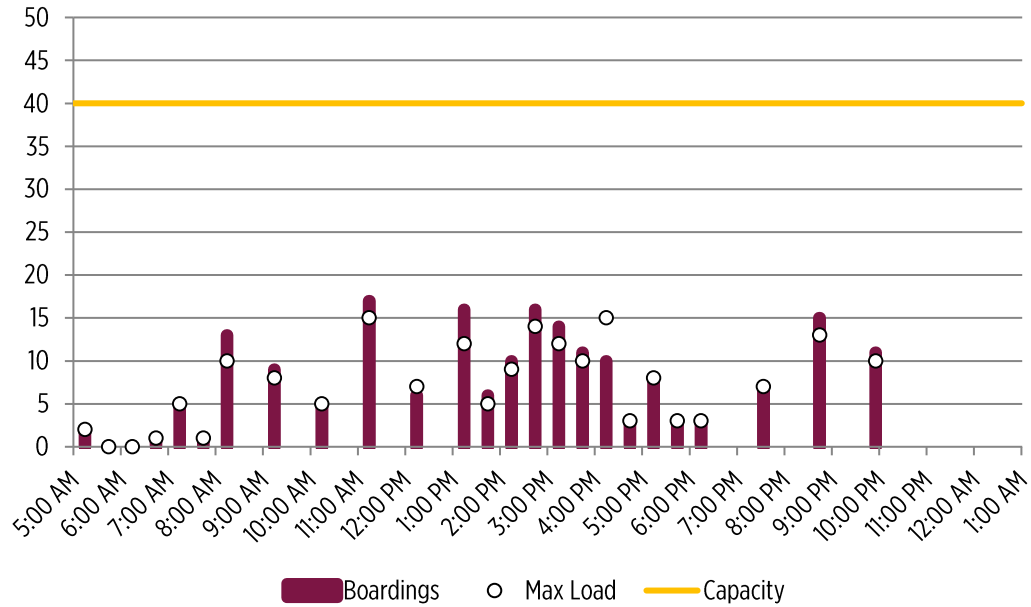


Outbound Trips

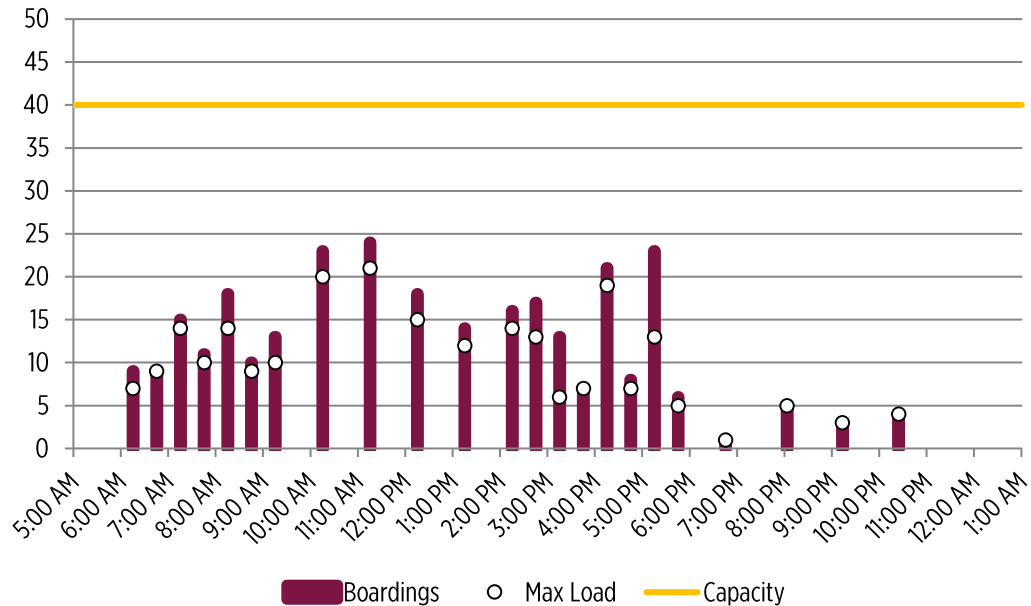


Route 16: Weekday Ridership by Trip

Inbound Trips



Outbound Trips

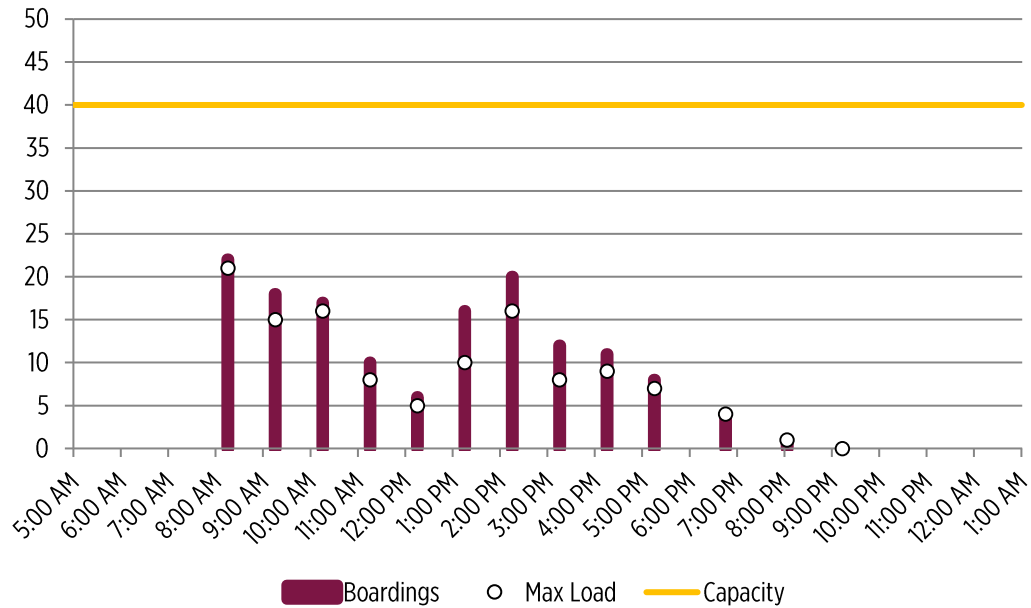


Route 16: Saturday Ridership by Trip

Inbound Trips

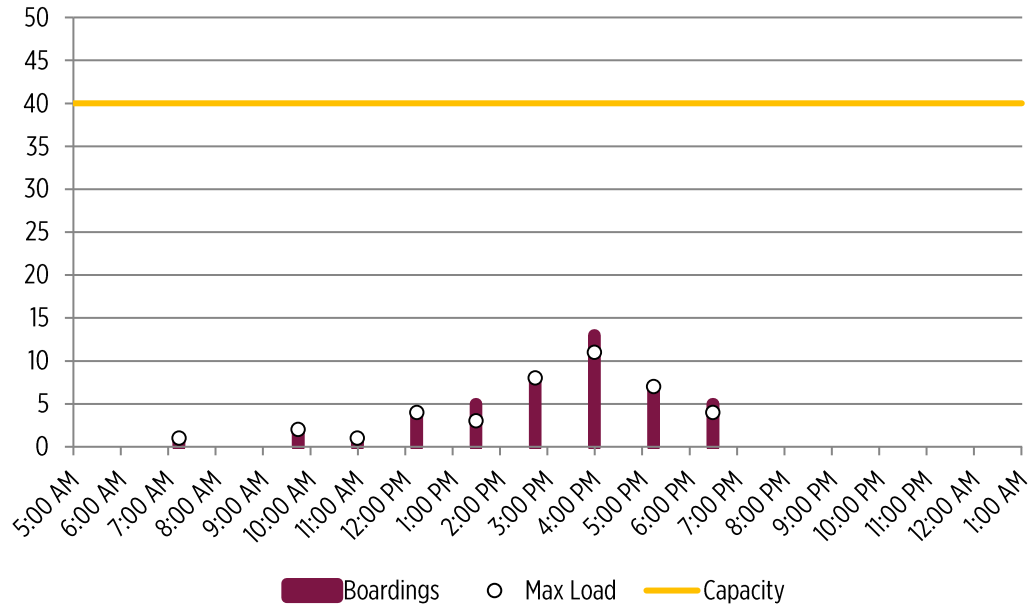


Outbound Trips

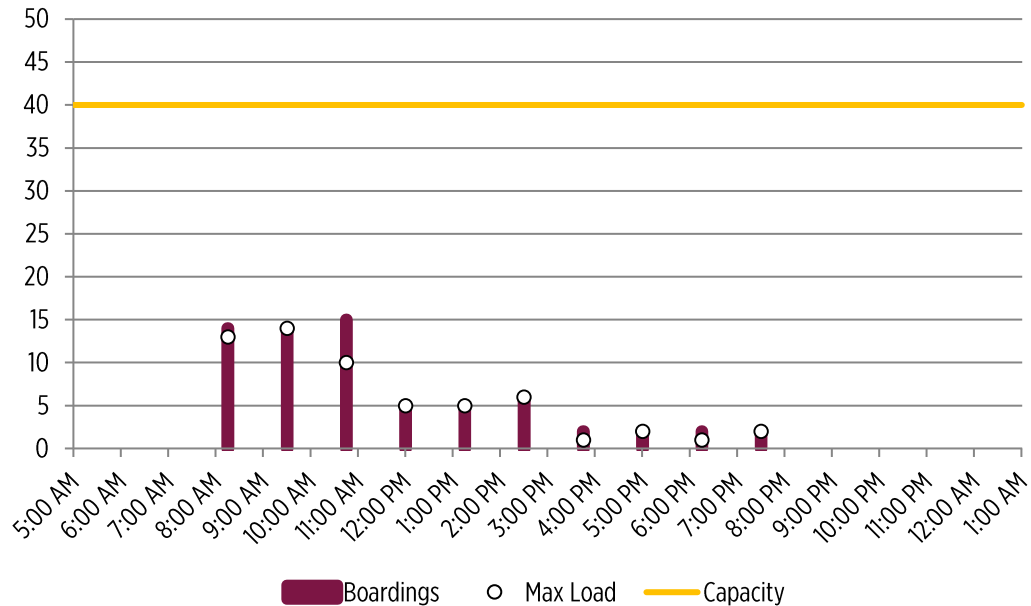


Route 16: Sunday Ridership by Trip

Inbound Trips



Outbound Trips

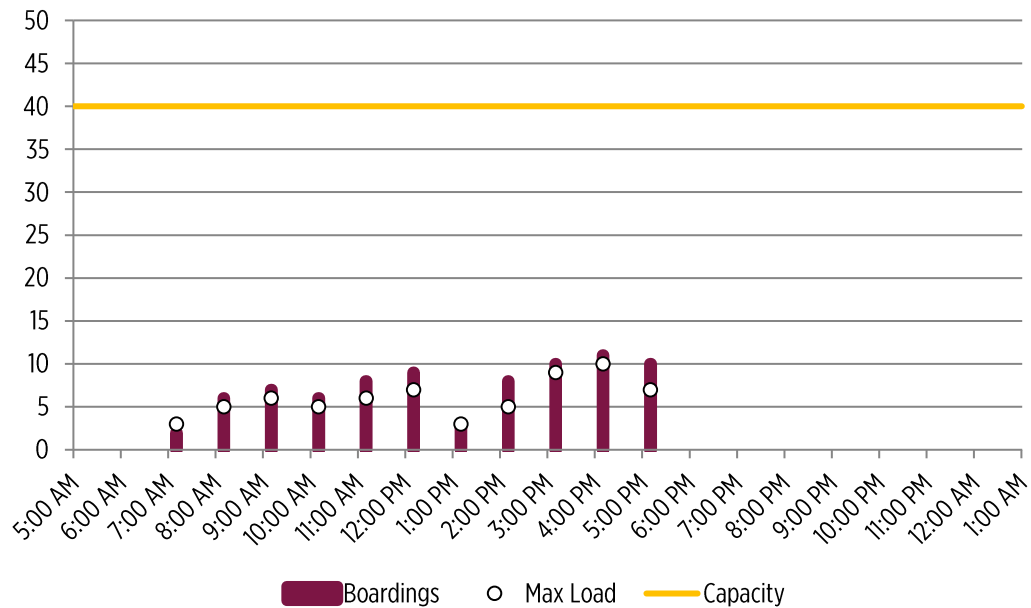


Route 17: Weekday Ridership by Trip

Outbound Trips

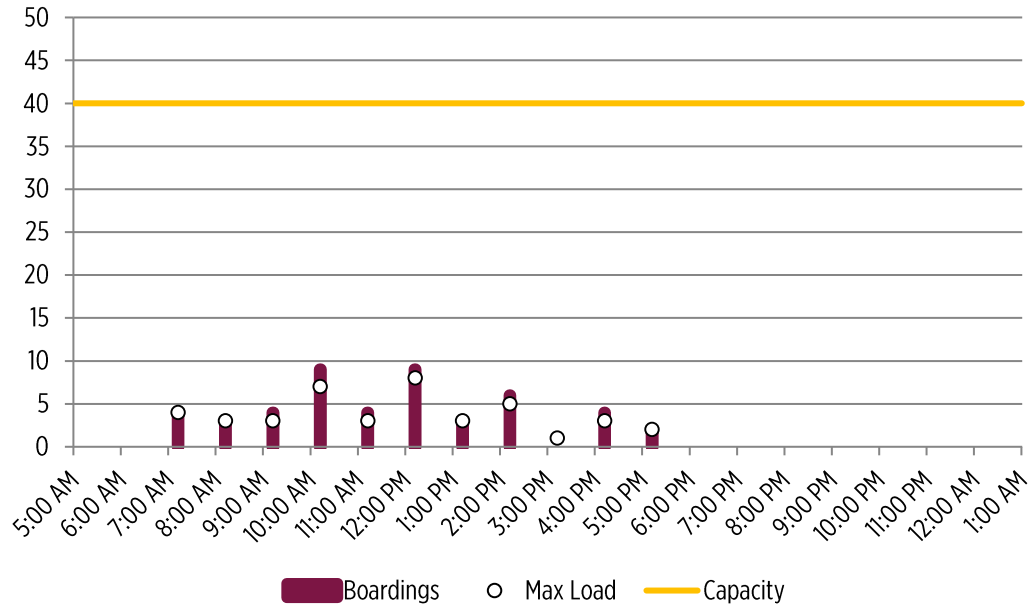


Inbound Trips

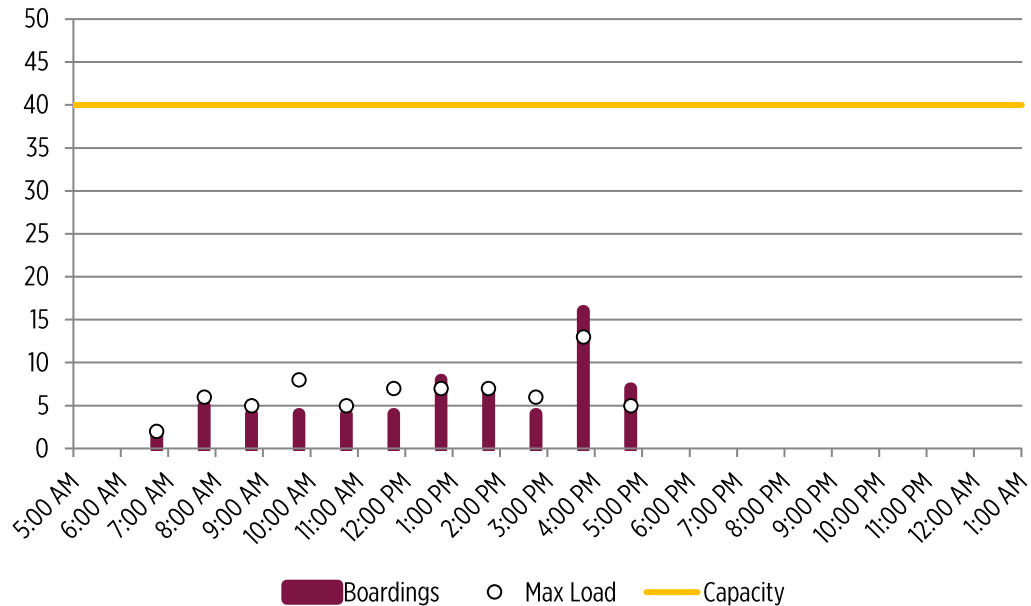


Route 18: Weekday Ridership by Trip

Inbound Trips



Outbound Trips

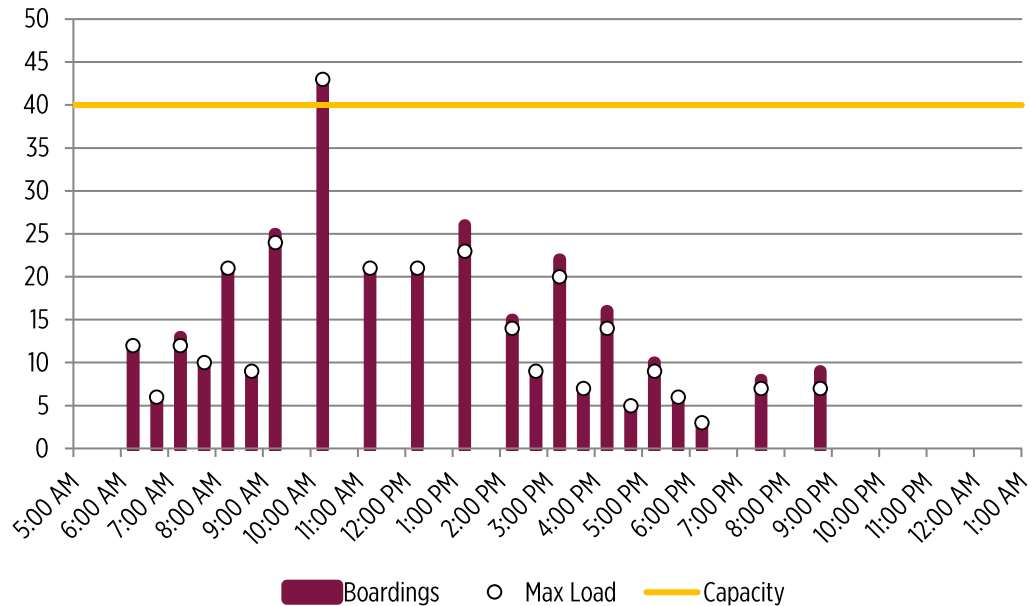


Route 20: Weekday Ridership by Trip

Inbound Trips

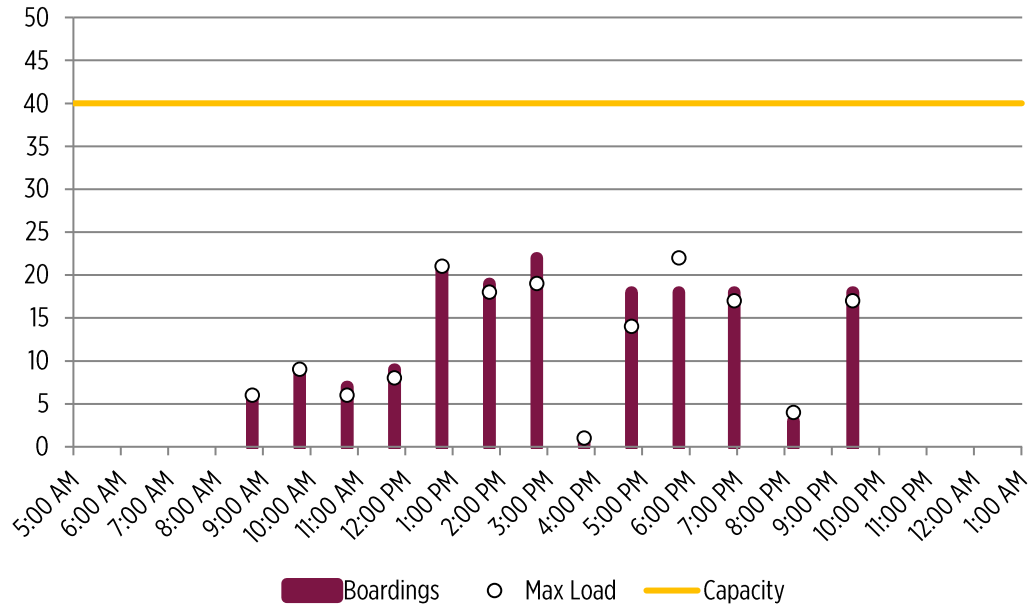


Outbound Trips

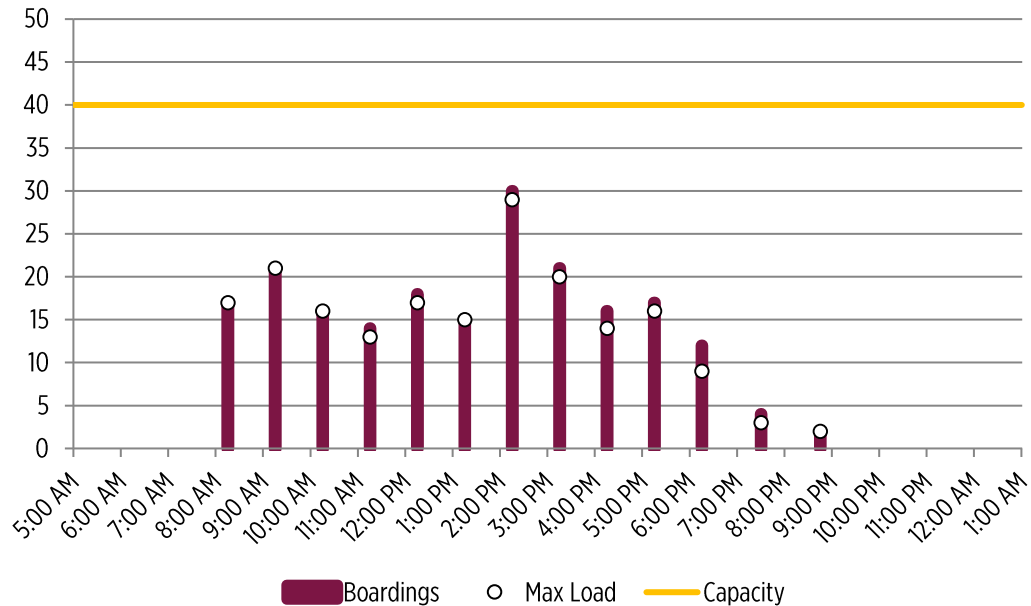


Route 20: Saturday Ridership by Trip

Inbound Trips

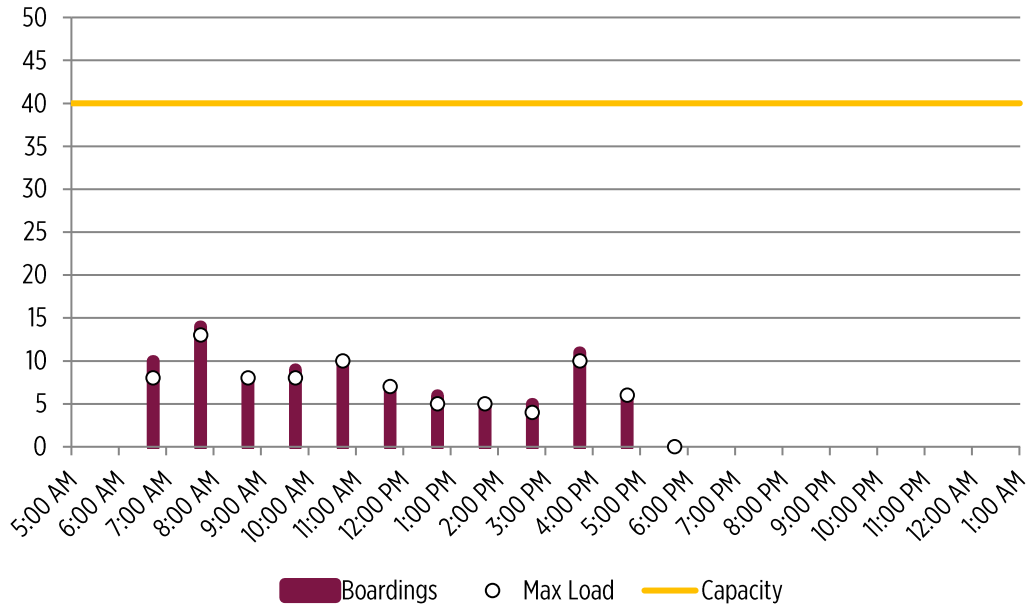


Outbound Trips

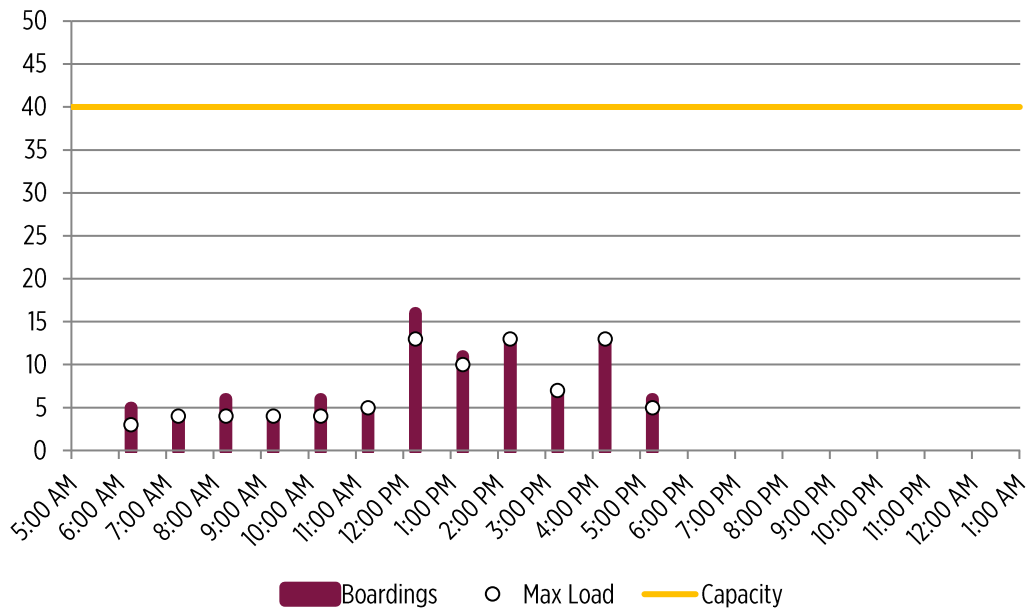


Route 23: Weekday Ridership by Trip

Inbound Trips



Outbound Trips



Appendix C – Rider Survey Instrument

FINAL REPORT
Greater Peoria Mass Transit District



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 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)

- ☐ ₁ Work ☐ ₄ Medical
☐ ₂ School or college ☐ ₅ Personal/recreation
☐ ₃ Shopping ☐ ₆ Other _____

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

- ☐ ₁ Yes, which route(s)? _____ ☐ ₂ No

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

- ☐ ₁ Walk ☐ ₃ Drive ☐ ₅ Other _____
☐ ₂ Bike ☐ ₄ Dropped off/picked up _____

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

- ☐ ₁ 5-7 days ☐ ₂ 3-4 days ☐ ₃ 1-2 days

9. How long have you been riding CityLink?

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

10. How did you pay for this bus ride?

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

11. Which type of fare did you pay?

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

12. How satisfied are you with CityLink service?

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

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

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

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

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

15. Are you: (check all that apply)

- ☐ ₁ Employed ☐ ₃ Retired
☐ ₂ Student ☐ ₄ Unemployed

16. What is your age?

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

17. What is your gender?

- ☐ ₁ Female ☐ ₂ Male ☐ ₃ Other

18. Which best describes your racial/ethnic background?

- ☐ ₁ White/Caucasian ☐ ₄ Asian
☐ ₂ Hispanic/Latino ☐ ₅ American Indian
☐ ₃ Black/African-American ☐ ₆ Other _____

19. How many people are in your household?

- ☐ ₁ 1 (yourself) ☐ ₂ 2 ☐ ₃ 3 or more

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

- ☐ ₁ English ☐ ₂ Spanish ☐ ₃ Other _____

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

- ☐ ₁ Yes ☐ ₂ No

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

- ☐ ₁ Under \$15,000 ☐ ₄ \$35,000-44,999 ☐ ₇ \$75,000-99,999
☐ ₂ \$15,000-24,999 ☐ ₅ \$45,000-54,999 ☐ ₈ \$100,000+
☐ ₃ \$25,000-34,999 ☐ ₆ \$55,000-74,999 ☐ ₉ 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)

- ☐ ₁ CityLink website ☐ ₄ Google Maps
☐ ₂ CityLink Rider's Guide ☐ ₅ Other _____
☐ ₃ Call CityLink

24. Do you own a smartphone?

- ☐ ₁ Yes ☐ ₂ No

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

- ☐ ₁ Uber ☐ ₃ Peoria Charter
☐ ₂ Taxi ☐ ₄ Burlington Trailways

26. Please write any comments or questions here:

Mire el reverse para encuesta en español



FINAL REPORT
Greater Peoria Mass Transit District



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/h/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)

- ☐ 1 Trabajo ☐ 4 Médico
☐ 2 Escuela o universidad ☐ 5 Personal o recreo
☐ 3 De compras ☐ 6 Otra _____

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

- ☐ 1 Sí, ¿cuál(es) ruta(s)? _____ ☐ 2 No

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

- ☐ 1 Caminar ☐ 3 Manejar ☐ 5 Otra _____
☐ 2 Andar en bicicleta ☐ 4 Alguien me levante/deja _____

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

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

9. ¿Por cuánto tiempo ha viajado con CityLink?

- ☐ 1 Es mi primer viaje ☐ 3 De 1 a 4 años
☐ 2 Menos de un año ☐ 4 5 años o más

10. ¿Cómo pagó para esta viaje?

- ☐ 1 El dinero en efectivo ☐ 3 Pase de mes
☐ 2 Pase de día ☐ 4 Viaje gratis

11. ¿Qué tipo de tarifa pagó?

- ☐ 1 Adulto ☐ 3 Mayor/Discapacitado
☐ 2 Estudiante ☐ 4 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.

- ☐ 1 Servicio de bus más frecuente ☐ 4 Servicio más confiable
☐ 2 Servicio de bus más temprano ☐ 5 Más servicio de fin de semana
☐ 3 Servicio de bus más tarde ☐ 6 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.

- ☐ 1 Más marquesinas en las paradas de bus ☐ 4 Información sobre llegadas en tiempo real
☐ 2 Mejor acceso a las paradas de bus ☐ 5 Autobuses nuevos
☐ 3 Mejor centro de tránsito al centro de la ciudad ☐ 6 Centros de transbordo fuera del centro de la ciudad

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

- ☐ 1 Empleado ☐ 3 Jubilado
☐ 2 Estudiante ☐ 4 Desempleado

16. ¿Cuál es su edad?

- ☐ 1 18 o menor ☐ 3 De 25 a 44 años ☐ 5 De 65 a 74 años
☐ 2 De 19 a 24 años ☐ 4 De 45 a 64 años ☐ 6 75 años o mayor

17. ¿Cuál es su género?

- ☐ 1 Mujer ☐ 2 Hombre ☐ 3 Otro

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

- ☐ 1 Caucásico/Blanco ☐ 4 Asiático
☐ 2 Hispano/Latino ☐ 5 Indígena
☐ 3 De raza negra o afroamericano ☐ 6 Otro _____

19. ¿Cuántas personas viven en su hogar?

- ☐ 1 (usted mismo) ☐ 2 ☐ 3 3 o más

20. En casa, ¿qué idioma habla mayormente?

- ☐ 1 Inglés ☐ 2 Español ☐ 3 Otro _____

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

- ☐ 1 Sí ☐ 2 No

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

- ☐ 1 Menos \$15,000 ☐ 4 \$35,000-44,999 ☐ 7 \$75,000-99,999
☐ 2 \$15,000-24,999 ☐ 5 \$45,000-54,999 ☐ 8 \$100,000 y más
☐ 3 \$25,000-34,999 ☐ 6 \$65,000-74,999 ☐ 9 No lo sé/Prefiero no responder

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

- ☐ 1 Sitio web de CityLink ☐ 4 Google Maps
☐ 2 El libro "Rider's Guide" ☐ 5 Otro _____
☐ 3 Llamo a CityLink

24. ¿Tiene un smartphone?

- ☐ 1 Sí ☐ 2 No

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

- ☐ 1 Uber ☐ 3 Peoria Charter
☐ 2 Taxi ☐ 4 Burlington Trailways

26. Por favor escriba cualquier comentario o pregunta aquí:

See the other side for the English survey



Appendix D – Rider Survey Comments

FINAL REPORT
Greater Peoria Mass Transit District

FINAL REPORT
Greater Peoria Mass Transit District

Compliments

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

FINAL REPORT
Greater Peoria Mass Transit District

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

FINAL REPORT
Greater Peoria Mass Transit District

Good
I in joy ride the bus
I love CityLink bus driver
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.
It is good 2 have bus
Keep up the good work.
Thank you for offering this survey to CityLink riders!
Thank you for providing safe, reliable transportation.
Very good
Your service is great. Overall, I'm happy with it. The bus drivers are friendly & helpful!

FINAL REPORT
Greater Peoria Mass Transit District

Bus Stop Comments

Add a stop at Townline & Allen Rd
Bus stop at every corner
Can you put back to original spot the bus stop sign at Glen Oak Ave near 800 OSI/Stonecrest? More accessible to commuters!
Consider stopping at corner stops again
Have bus pick up at every corner
I feel like they need more stops on a route
More bus stops
More posted stops from Pekin to downtown
More stops
More stops are needed-taking away each corner stop makes taking the bus a hassle
More stops on Sherdian route
Need a stop in front of Kroger for Main St bus
Need bus stops on more corners
Need more bus stops
Need more stops other than what you have now-have to walk much more to stops
Need the bus stop across from university gardens back-the alternative is a large inconvenience
Need to replace more stops
Need to stop between downtown e Peoria & Par-a-Dice work 1/2 way between
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
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
Please stop @ OSR Heart @ ???
Put a bus stop in front of city hall
Put a bus stop on Brandywine by election commission needed badly in Peoria
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
The bus stop are too far to walk when it's rain
There needs to be more bus stops because stops are too far apart
There needs to be more stops because stops are too far apart
To not make it so far to the next stop
Why did they take the bus away from the Lutheran Hillside Village inside Lutheran when they stop there anyways?

FINAL REPORT
Greater Peoria Mass Transit District

Why did you guys take away bus stops-i have to walk 3 blocks to catch the bus-also Sheridan needs run longer shifts
Wish we had more bus stops around the city
Yes i would like a bus stop across the street from Daytona Peoria il
CityLink is pretty good but this new policy where there has to be a sign or bus can't stop is kind of [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 uberbing a lot since the Feb. Policy change
I appreciate the bus and would like to see the stops restored across from the SSI Office and the health department thanks
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.
I would like Union hill and Shipman to become a bus stop.
I'd really like a bus stop at University and Bradley Ave
More bus stops. Since buses cannot stop along a route, I have to walk further to and from stops.
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
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.
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.
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
More bus stops and shelters
More bus stop-some places you have to walk 3-4 blocks-not fun in sleet-rain-lightening
You need more bus stops and shelters
Stop changing bus stops
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!
Needs shelters benches
Bus signs-np McDonald dental clinic bus sign 29 & 98-movie walk no bus now
Certain stops need shelters (heated)
Going down Laramie no light-shelter at Dirksen & CEFCU

FINAL REPORT
Greater Peoria Mass Transit District

Heated bus stop shelters heated solar lights i have kids that ride the bus with me and it gets cold in the winter
I would like a bus shelter put up at Willow & Florence for weather i have a infant-thank you
I would like for there to be more shelters at all bus stops
It would be nice to have a shelter on the sidewalk by ICC North
More bus stop signs
More overhead covers benches all areas
More shelters
More signs
Need benches back at the bus stop by the Lexington Hills and the glass
Need cans by all stops
Need to hire more people to clean to shelters
Please get more bus shelters
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
Stop on MLK is in a ditch-unsafe
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
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
Weekend-Pekin shelter at limo stop & cefem because i have to walk to both of them when i get off work-it's not fair
Would like bus shelters for when it rains while waiting on the bus
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.
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

FINAL REPORT
Greater Peoria Mass Transit District

Earlier and/or Later Service Requests

#4 bus needs to run on Sunday and #4 needs to run later
A later service for people who work or have business
Bus on sat after 6 and sun after 5
Bus run in Pekin on Saturday long hours
Garden run later Kroger Knoxville Lindberg run until 6:30 pm Mon-Fri
I can't walk long distance due to back & leg surgery-Sheridan bus needs to run longer
I hurt so bad have to walk a distance after getting off the bus Parkview needs to run longer
I wish i can ride early buses
I would like the rt 8 to run later in the evening
Is there any chance we could have a bus in Pekin on sat 9-3 or 9-5?
It would be nice to have all night service
Knoxville bus need longer hour everyday until 9:45 pm ride more time
Knoxville bus needs to run at least till 11:10 and on Sundays
Late night buses!
More earlier service for Sunday
More later times for bus #23 Pekin to Peoria!
Need earlier time on Saturday & Sunday
Need more later east Peoria buses
Night service
On dhirden bus stop at 5:00 no ride after that need Madison Park
Run late on Sunday
Solo falta mas horario Translation: "Only missing more hours"
The bus stop run need to be at work 6:30am no bus run
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
The buses need to run later because people work on the weekend with no way home
Why do #6 bus stop at 4:45 pm instead of all night
Wish you had a pickup at 4 so i could go to work at 5am
Ya'll should midnight service
2nd shift buses would be great
Earlier bus service for people who have to be at work at 530am
Earlier Sat/Sun start times...

FINAL REPORT
Greater Peoria Mass Transit District

Weekend Service Requests

1 more Pekin @ 5:45 for last Pekin connection-Pekin weekend services
A ride for Saturday would help with transportation for work at Applebee's in Pekin
Better Sunday schedule
E Peoria service Sunday
It would really be nice to have buses on Sundays lots of people work over there and have to walk
Make Sunday have all buses available
More service on Sunday
More weekend service
Need bus service on bus on Sunday
Need bus services on Sunday service
On Saturdays & Sundays more bus hours
Pekin riders want a bus that runs an hour earlier/later and a Saturday bus
Pekin should have weekend bus and later routes
Pekin/Peoria bus would benefit many people if a budget would allow at least sat bus service
Run early on weekends
Sat Sun Pekin bus
Saturday bus service
Sunday E Peoria service
Sundays buses need better time & routes
We in Pekin would like to have a weekend bus
Weekend buses on Sunday no buses go to east Peoria to go to work
Weekend Pekin bus
Would love to see Sunday E Peoria buses if possible. Please
Expand weekend services
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.
It'll be nice if CityLink provide service in East Peoria on Sundays
Need more Sunday for ride east Peoria ICC and more bus Sunday for church ride Knoxville
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]
Route 2 should run longer on Saturday!
We would like later bus service in Pekin and weekend bus service

FINAL REPORT
Greater Peoria Mass Transit District

New Service Requests

A route that pick up at Washington riders farther than just Sunnyland
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!
It would be nice to have routes to Washington and Chillicothe
Need a bus to Bartonville Krogers
Need a bus to Morton for jobs. Need bus to keystone in Bartonville
Need to stop in front of school off Wisconsin
Shuttles to Chillicothe & Bartonville can start again
Would love to see a bus go thru Washington maybe by Kroger
I have had to use Uber from downtown bus depot to my son's house in Bartonville. Need to add a new routes!
I walk from E Peoria to Morton. 3 nights a week an walk from Morton to Peoria 3 morning really need a bus route
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.
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
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.
There needs to be routes to Washington and Morton.

FINAL REPORT
Greater Peoria Mass Transit District

Improved Frequency Requests

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

Schedule Reliability Comments

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
Buses need to run in a more timely manner, instead of running late
For some of the bus driver to be on time as the schedule say. Not to be standing outside later then actual time
More reliable time (as per what written in Google maps) must take a place
Need to be on time
University always runs late
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

FINAL REPORT
Greater Peoria Mass Transit District

Fare Policy or Transfer Policy Comments

Bring back transfers
Bring the transfers back
The bus passes wear down too fast and if they should not be a problem
We like better price to pay by day
We need to be able to receive change at the transit center. Not everyone has singles. That's wrong we can't get change when needed to get home
We shouldn't have to pay all this money just to ride the bus everyday
Bringing transfer vouchers back would be great
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).
Please bring back transfer slips!!
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.
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
Poor people can't afford to take the bus so perhaps free passes would be helpful
I lost my benefit & days pass but i am making do
Having correct change can be an issue-if you have a five but can't get on bus b/c you have no change

Communication/Customer Information Comments

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

FINAL REPORT
Greater Peoria Mass Transit District

Operations and/or Vehicle Comments

Bus drivers need a better bell system. I was on ?? Bus driver argued
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
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
Enforce radios off on bus
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
Route 21 or 16 NW express constantly skips my stop at academic/sprinkler lost count of calls i have made
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
A north side depot/transfer site (e.g. ICC on North University) would be great.
CityLift not keeping up with peoples appointment pickup times so they have made me late at times
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
If the bus could have a sign or speaker that tells you next stop
Need newer buses
New buses
Newer model buses
More bike carriers and e Peoria to Peoria to E Peoria
USB ports on buses - access to transportation help for low income

Rider Behavior/CityLink Enforcement Comments

Can you please get all the homeless people out of the transit center downtown
Cleaner buses free of bugs
Please keep the busses clean and stop the eating & drinking on the bus. Please also not allowed smelling & unclean people on the bus
Police the smoking that still occurs daily under the canopy at transfer
Some people smelled of weed
Pretty much annoyed when people don't use headphones on bus and eating of food on bus should be enforced.
Enforce the rules at the Transit Center or repeal them. No smoking SHOULD MEAN No smoking
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.

FINAL REPORT
Greater Peoria Mass Transit District

The downtown Peoria transfer station needs better security. People constantly smoking marijuana and cigarettes on the property, which should not be allowed.

Bus Driver Complaints

Attitude of bus drivers need to change
Attitude of some bus drivers needs to improve
Bus drivers don't know routes a lot of times bad attitudes
Drivers need customer service classes
Drivers to stop a little better instead of throwing us everywhere
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
I don't like when drivers go past the stop and let me on
I have seen bus drivers not wait on people. That's not cool
Id passes sometimes pictures that is approved have drivers question me because they don't think it was good
If there's a bus that see me running across traffic to catch please stop!!!!
In my opinion some drivers drive too fast and stop too quick
It also needs better drivers and/or better customer services while riding the bus
Need more considerate drivers
Need nicer bus drivers lots of your bus drivers have bad attitude
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
Please wait until i sit down before you start driving
Some bus drivers slam on brakes/jerky ride/whiplash
Some drivers could be nicer
Some drivers gripe at me if I'm not at an actual bus stop but others don't say a thing
Some drivers need to re-apply to people person class-there's a few who need to be more friendlier
Some drivers need to slow down not brake so hard -Darnell driver
Some drivers need to smile more
Some of the bus drivers are disrespectful and have zero tolerance for questions
Some of the bus drivers need to be reminded they are not on speed tracks and maybe not slam on breaks= Darnell 12 heights
Some of your bus drivers doesn't wait until you are seated, nor do they give you time to get to the bus
South Adams lady driver (afternoon) is not very reliable
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
They need to be more respectful to the riders and they pass you up

FINAL REPORT
Greater Peoria Mass Transit District

When i get on a bus the bus driver says it is not a stop and then shouts and screams at me
Why are some of your drivers so rude and disrespectful about when and where you can get on and off the bus???
Bus drivers are rude and inconsiderate
Certain Bus Drivers should have a better Attitude towards the passengers!!
I am finding that most of your bus drivers are extremely rude !! The #4 drivers are ruder than most !!!!
I wish All of the drivers would let passengers get to a seat before taking off.
Please consider to evaluate your bus driver's attitudes. They have been very disrespectful to the riders for no at all.
Some of the bus drivers are behaving rudely to the passengers. Or some drive off while passengers are trying to find a seat
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.
Why when you get on the bus some bus drivers don't wait till you sit down. Why do some bus drivers speed.
You have a long haired blonde Male driver on Main that is nuts.....very incompetent driver. You need 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.
Bus drivers sometimes won't stop for me!

FINAL REPORT
Greater Peoria Mass Transit District

Mixed Topic Comments

Overall satisfied with CityLink services its some of the drivers attitude is very terrible
Overall very good service two types of drivers very nice or very unpleasant
Overall service is great but would like the Knoxville bus to run on Sunday for work
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. It's 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.
Drivers adept & polite-i work & attend ICC my work hours & class possibilities would improve greatly up more service
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.
Keep up the in service training about drivers (?) Put the bus stops back
I feel CityLink is very dependable. I miss very much the pick up at any corner especially in regards to the weather.
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!
I enjoy riding bus. I wish it came farther down Reservoir
Good bus drivers but walking to stop is hard-i have to start 40 mins before due time for bus
Great bus routes but upset about the Aldi route being taken out
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 hygiene. That's my number one issue is how nasty some of the buses are. Also raising the prices of the fares.
The buses are good routes are ok. Only thing i don't like is all the pan handlers at the station.
Some drivers need to be more polite and east Peoria can run on weekends later
Drivers should wait till people sit down. Some buses should run later Sheridan/ Knoxville. Would be easier if ran every 40 minutes
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
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 aren't from here locally. For many yrs Tazewell co residents have been wanting a route to the Tazewell co health dept. As well.
Some drivers drive very fast-when real cold made people stand while they in transit center-they never leave on time-especially ????
Bus service has been very reliable for me. Night service would be great though

FINAL REPORT
Greater Peoria Mass Transit District

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.
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
#2 Monroe-keep up Pekin-later routes weekends marked stops
More bus shelters would be nice for people who are disabled. Later bus schedule that runs after 3pm in east Peoria
Wish Sheridan times ran longer & more shelters on route
Later bus service in Pekin and a bus shelter on the corner of Hoff and Derby
Please extend the Sheridan route to 8 pm on weekdays. Provide seating for more bus stops.
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
Need more and earlier weekend sat & sun services
Offer all routes on Sunday longer half hour times some drivers need to cautious & friendly
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
Bus should run longer on weekends-bus should run more often during the day-service to further areas
Wish there was an earlier for the Wisconsin bus-also put a stop in front of the old entrance OSF
More bus stops and weekend options will make it easier for me to work
Later service to East Peoria (8) and Sunday service on Route 8. Also extending service to Washington would be great!
I wish bus ran on Easter Sunday and #4 bus ran on Sunday also people ride bus smelling like weed it stinks
Need later routes and a direct route from Pekin to ICC
Need more evening hours & weekend buses
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 slobs do not take their baby out of the stroller first before boarding the bus, and they block the aisle & back door with their strollers.
There should be more bus signs & benches. A few nor many of the drivers can drive but they need more people skills
They need more bus stop signs and more weekend and Sunday buses
Transit center needs remodeling bathrooms are awful 24 hour bus service to all areas would be very helpful
Would like newer buses more shelters and earlier times of service on weekends and that would be nice

FINAL REPORT
Greater Peoria Mass Transit District

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
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
Every 30 min service. Stop driving past the bus stop when people been waiting
#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
All schedule bus times are off I've waited 10 minutes or more for a bus and when I call they are ALWAYS 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
Have better times an nicer drivers an drive your speed nit over
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.
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
More frequent buses more reliable/less rude drivers
Sterling bus is always 10 mins late. More help for women children & strollers
We need the old bus stops back and even though this job is frustrating; the bus driver should be considerate and courteous
Definitely need to put back some of the stops. I understand about the one by Jimmy Johns on Main. That's congested all the time. Some of the drivers could have a better attitude. Act like they love their job. And downtown. They need to get to their busses sooner. Not at the last minute.
It be nice if we can stop at every corner and have nicer drivers.
Some bus stops need to be put back. Passengers not allowed top use profanity the bus driver should not be doing it as well
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
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

FINAL REPORT
Greater Peoria Mass Transit District

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!!!!;
More stops for people to get too and from right time. Nicer bus drivers
1st #2 bus always late 5:51 more stops downtown there are none
More routes more bus stops less transfers
#11 western need stop between McDonald and Heddington Oak homes snow removal is TERRIBLE I AM DISABLED. Looking ahead since bus is my transportation
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
Should have stops in Washington & Norton-more stops in Pekin
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
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.
Stop smoking in bus enclosures-drivers are cordial love the bus-no matter what the weather there are no worries
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
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)
It is hard to get to some bus stops due to the distance from point a to b-some operators are rude
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
Should announce 3 minutes before bus leave-22 42 was a great driver today
They need more bus new for wheelchair more room place bus ok and need more Sunday
Better routes , more nights and weekends in Pekin
It's 2019 update it all wifi on buses-frequently trips more locations Peoria is stuck in 2003 -however great employees helpful and nice
Bring transfers back-kids 12 & under should be free-more service to east Peoria

Appendix E – Transit Center Comments

FINAL REPORT
Greater Peoria Mass Transit District

Bus Stop Comments

Need to add a bus stop on Route #16 closer to the Midwest Orthopedic Center.
Decrease travel/walk time between bus stops.
Bus stop on Route #16 is unsafe, as it is near the highway.
Add a bus stop on Mary Street.
Add another bus stop at University near the filling station (north of War Memorial).
Add another bus stop between Hamilton, Jefferson and the Transit Center.
Improve proximity of bus stops to main residential complexes, shopping centers, and medical facilities, so riders do not have to walk several blocks to their destination.
Increase number of stops on Willow Knolls.
Need more consistent bus stops. Have bus outbound and inbound stops at the same corner.
Reduce litter at bus stops by adding more trash cans.
Bus stop on Sheridan by the Hyvee can be unsafe in the winter time, as the drop off area is often not cleared, making it difficult for riders to wait for the bus.
Bus stops are too far apart.
Add a bus stop in front of Heartland Clinic – Garden location.
Add a bus shelter at stop on Pryor.
The bus stop on Mary St. was moved in front Menards, but it has made it very difficult for those living in the area to walk that far.
Place more visible and convenient bus stop signs, so riders do not need to walk over a block from the sign to the street that has the stop.
Need a bus shelter on Main St. by McDonald's and the shopping center.
The bus stop on Gayle (in between Richwood and Leroy) is unsafe, as it is on the wrong side of the road, which makes crossing to get to the bus stop very dangerous for riders.
Move bus stop closer to University Garden.
Can eliminate some of the unnecessary stops on Madison.
Need to improve cleanliness of bus shelters and surrounding areas.
Add a bus shelter at 5700 SLK Plank Rd. Bellevue – 15 Lincoln.
Increase bus shelters, especially for disabled riders.

FINAL REPORT
Greater Peoria Mass Transit District

Weekend Service Requests

Run Route #16 on Sundays.
Run Route #23 on Saturdays.
Add Sunday service for Route #20 to ICC and #20 at 10:00am lineup.
Expand service to Walmart on Sundays.
The Knoxville bus needs to run on Sundays.
Expand weekend and holiday service for the Route #20 ICC.
Expand Route #11 service on Sundays.
Need a Sunday bus service for the 20 ICC Express to go to Walmart and Paradise Casino.
Expand weekend service.
Increase Sunday service.
Increase service for Route #23 bus to run all day and on weekends.

New Service Requests

Expand service to Bartonville and other areas in South Peoria.
Eliminate Route #9 and add #24 Route to Bartonville.
Expand service to Morton residents.
Expand service to Bartonville Kroger grocery store.
Add a route that extends to Morton area.
Add additional service to Chillicothe.
Bus Route #24 is greatly needed to Bartonville, as there is a large population of workers in this area that need transportation to and from Peoria.

Rider Behavior/CityLink Enforcement Comments

Improve enforcement of bus policies and city laws.
Transit security often refuses to record rider complaints.
Concerns regarding homeless individuals residing in bus shelters and taking up seats for bus riders. This is possibly a concern that should be addressed by the city?
Improve enforcement of bus policies by bus operators and supervisors.
Make sure reserved handicapped seats are observed by all riders.
Allow women with children to keep babies in their strollers toward the front of the bus for easier on and off access.

Operations and/or Vehicle Comments

Need more space for strollers and wheelchairs at the front of the bus.
Add phone charger stations and WIFI to buses.
Improve cleanliness of bathrooms within the CityLink Transit Center.
Improve interior and exterior maintenance of buses.
Add WIFI to all buses.
Offer bus operator incentives to encourage friendlier service.
Need to run longer service on Sundays for all the major routes.
Expand longer service for Route #6 and #11 on Saturdays and Sundays.
Expand Route #7 service to later hours.
Keep Route #11, but expand the service to later in the evening.
Run shuttle bus 7 days a week and extend hours of service.

Fare Policy or Transfer Policy Comments

Consider offering a declining balance bus pass.
Offer an online pass purchase.
Offer a two-day bus pass option.
Bring back the transfer pass, as some riders don't always utilize or need a full day pass.
Offer debit/credit card fare boxes.

Improved Frequency Requests

All bus routes should run every 30 minutes and seven days a week.
Eliminate Route #9 and expand service for Route #8.
Increase bus service for Route #6 Sheridan, as well as add additional bus shelters and more frequent service.
Expand Parkview route to every 30 minutes.

Communication/Customer Information Comments

Improve telephone assistance for fielding complaints during business hours.
Need to distribute both physical and electronic proposed new bus routes, so all can view the new proposals even if they do not have computer access.
Improve bus operator service – complaints about rude operators
Improve bus operator customer service.

FINAL REPORT
Greater Peoria Mass Transit District

Mixed Topic Comments

Request for bus stop at Shipman and MLK, as well as additional/more frequent stops on the Southside.
Suggestions for a 24-hour service to run every 30 minutes.

Uncategorized Comments

Make buses more handicap accessible (especially for disabled persons who use a walker or cane) and expand areas on the bus for women and children.
Offer more incentives for monthly bus pass holders.
Eliminate Route #3.
Don't eliminate #6 Route, as it stops at the Golden Acres Shopping Center (Kroger is located here).
Add more connections/transfers to major streets like War Memorial and University.
Eliminate the requirement that CityLink employees have to have a car to apply.
Bring back park and ride buses – specifically for holiday events such as Fourth of July and Glen Oak Fireworks.
Add overhead heaters for inclement winter months at the CityLink Transit Center.
Keep services at Farmington and Raven Swards.
Don't eliminate Route #16.
If you are to eliminate Route #6 then please find a way to make #14 a more direct route to Evergreen Acres Shopping Center.

Appendix F – Public Meeting Comments

FINAL REPORT
Greater Peoria Mass Transit District

Bus Stop Comments

Proposed a bus shelter on Florence Avenue.
Ensure there are same bus pick up and drop off locations – Several residents complained about being picked up near their homes, but not being able to get dropped off at the same location, thus having to walk several blocks home.
Many of the advertising benches can be confused with bus stop benches. There needs to be better bus stop sign visibility, so it is clearer where the bus stop is.
There is a big demand and need for a bus stop at the Midwest Orthopedic Center.
Route #12 doesn't have a bus stop near the Election Commission (voter discrimination). There have been discussions regarding adding a stop here, but the Election Commission is charged with the responsibility of building a concrete landing pad that extends from the sidewalk in order for it to be ADA compliant and allow CityLink to safely drop off passengers.
Can bus stop benches be added that don't impede pedestrian traffic, but give riders who are waiting a place to sit? While CityLink did remove many of the benches, they replace them with 50 new bus shelters across the city.
There is a need for more bus shelters near Peoria medical centers, as many people traveling to these locations need somewhere to rest while waiting for their next bus transfer/connection.

Route Proposal Comments

Supportive of scheduling changes to route on North University for G&D employees who work there.
Eliminating the loop on Route #1 by OSF might make it difficult for some employees to make it to work on time. A suggestion might be to keep the loop for every other trip or every hour, rather than every 30 minutes?
Eliminating Route #6 would significantly impact the residents at the Glen Oak Tower apartment complex (176 residents and 50% are disabled). Currently, Route #6 picks them up at the front door and it is one of the only ways for these residents to make it to the Kroger grocery store and other stores in the Evergreen Shopping Center.

New Service Requests

Consider extending a route closer to the Midwest Technical Institute in East Peoria.
Would like to see an expansion to Washington for paratransit services. There is a high demand for patients traveling to medical clinics in Peoria for dialysis and other life-saving medical treatments. Currently, most patients are taking CityLift to get to appointments, but this has become extremely inefficient for both patients and medical providers in the Washington area.
G&D employees would like to see an expansion of service to Bartonville, as it is nearly a 3.2 mile walk from drop off. Additionally, they would like to see a possible route to Morton as well.

Weekend Service Requests

Route #8 on Saturdays currently has a very inconsistent and confusing schedule. Support changes to this route, especially changes to the frequency of service, and would love to see expansion of service to Sundays.

Earlier and/or Later Service Requests

Expand Saturday bus service to extend past the current or 5:15 to 7:15pm to Walmart – Suggest to residents to create another petition about expanding Saturday service and take to elected officials in Pekin.

Rider Behavior/CityLink Enforcement Comments

Is there a better way to display and enforce policies to make the bus experience safer and more enjoyable for riders? (ex. Better enforcement of grocery containment, walker/stroller storage so it is not blocking the aisles, alcohol consumption).

Fare Policy or Transfer Policy Comments

There were many questions about the implementation of a mobile app. The goal is to have GPS on each bus in the next 24 months, along with a mobile app service to accompany it. This will enable riders to track if their bus is running on time, and where exactly it is on the route.

Improved Frequency Requests

How do you appeal to potential new riders? A suggestion is to increase frequency of service to encourage more people to use public transit because it is more convenient. Additionally, appealing to people's social conscience is another method to attract new riders (public transit is more environmentally-friendly and is good for the community).

Ridership has increased in the past two years, so the demand for more frequent service and expansion is warranted.

Uncategorized Comments

Timing of route to and from Southern Peoria is inefficient.

Is there a possibility to partner with ride share companies such as Uber or Lyft to help pick up riders who live in isolated areas that bus travel isn't efficient? Are there any subsidies available to help provide this service, especially for sick, elderly or disabled riders?