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# **FINAL REPORT**

September 2019

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	EXECUTIVE SUMMARY

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# **1 EXECUTIVE SUMMARY**

# **STUDY OVERVIEW**

In April 2019, the Greater Mass Peoria Transit District (GPMTD) initiated a comprehensive study of the CityLink bus system. The primary objective of the study is to identify the best approach for optimizing service, improving customer satisfaction, and increasing ridership.

The study, branded *CityLink on the Move*, included extensive data collection, market analysis, and community engagement. This chapter of the final report summarizes key findings, community engagement activities, and recommendations.

# **KEY FINDINGS**

After meeting with CityLink planning, operations, and marketing staff to confirm the goals and timeline of the study, the consultant team interviewed CityLink bus operators and supervisors to obtain feedback on existing service. Detailed ridership and on-time performance data was collected for all 20 CityLink routes. In addition, a rider survey was conducted to better understand rider travel patterns, socio-economic characteristics, and desired improvements. The collected data was then analyzed and summarized in an Existing Conditions Report, which highlighted the following key challenges:

- Insufficient weekday midday service: Service levels during the weekday midday period do not match ridership. All CityLink routes run hourly during the midday period yet generate more riders per hour than during the morning peak period.
- Limited late-night service: At night, CityLink routes run every 75 minutes. Half of CityLink's routes do not run after 6:30 p.m. on weekdays, forcing many riders to walk distances of up to 1.5 miles to other routes.
- Limited weekend service: CityLink provides limited coverage on Sunday with only nine routes and no service east of the Peoria River. Sunday service is also infrequent, with routes running every 75 minutes.
- Inefficient schedules: Several routes have excessive layover time that can be made more efficient through route adjustments and interlining.
- Low ridership routes: Multiple Peoria routes serve fewer than 15 riders per hour, which is the minimum productivity standard for similar-sized transit agencies.
- Inaccessible bus stops: A cursory review of CityLink bus stops reveals a need for landing pads and sidewalk extensions along several transit corridors.

# **COMMUNITY ENGAGEMENT**

Community engagement was an essential component of *CityLink on the Move*. Feedback from riders, stakeholders, and other members of the community was incorporated into the development of service recommendations. Community engagement activities consisted of the following:

- Rider Survey: Nearly 1,000 responses were collected through on-board and online rider surveys. The most desired improvements were more frequent service, increased weekend service, and additional bus stop shelters.
- Rider Outreach at the Downtown Transit Center: CityLink held two open house events to obtain feedback on existing service, conceptual changes, and desired improvements.
- Public Meetings: Four meetings were held at libraries across the service area. Riders and stakeholders voiced their opinions on how to improve CityLink service.
- Stakeholder Discussions: CityLink invited several community representatives to discuss transit needs. Stakeholders called attention to growing demand in outlying communities and the need for more convenient service to attract and retain riders.



## RECOMMENDATIONS

# **Network Redesign**

Network redesign recommendations focus on improving CityLink service without increasing the amount of resources needed to provide service. These recommendations respond to rider needs by offering more frequent weekday midday service on five routes, later service on five routes, and new Sunday service for six routes.



# Service Expansion

Service expansion recommendations strengthen CityLink service but require additional resources. These recommendations include additional service investments during the weekday midday periods, as well as on weekends.

# **Bus Stop Improvements**

CityLink received over 100 rider comments relating to improving bus stops during the community engagement process of the study. A comprehensive inventory of bus stop accessibility followed by a clear and aggressive bus stop improvement plan is highly recommended.



# **Fleet Replacement**

CityLink introduced four diesel-electric hybrid buses into its fleet in 2016 and 2017. The agency recently received federal funding for two battery-electric buses and a charging station. Transitioning away from conventional diesel buses will allow CityLink to continue its mission of being an environmentally-conscious transit agency.

# **Performance Monitoring**

Although the five-year service plan provides a framework for optimization and expansion, CityLink should closely monitor ridership and on-time performance to identify trends and determine if adjustments to the service plan are necessary. Future bus purchases should include the installation of automatic passenger counters to improve data collection for performance monitoring.

# **2 EXISTING CONDITIONS**

The Greater Peoria Mass Transit District (GPMTD) 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.

# CITYLINK

CityLink is the fixed-route transit service operated by GPMTD. CityLink routes 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. CityLink service west of the Illinois River is operated directly under the authority of GPMTD, while service east of the Illinois River is contracted by the East Peoria Mass Transit District and the City of Pekin.

# **Route Network**

CityLink operates 20 routes on weekdays, 17 routes on Saturday, and 9 routes on Sunday. Service coverage varies by both day of the week and time of day. Communities east of the Illinois River generally have more limited service than the areas to the west. There is no Sunday service east of the Illinois River.





## Weekday Route Network



## Saturday Route Network



## Sunday Route Network

# Service Characteristics

#### Service Span and Headways

The service spans and trip headways of CityLink routes vary by time and day of service.

Most CityLink routes begin service before 6:00 a.m. on weekdays. Ten routes end service early, between 5:00 p.m. and 6:30 p.m. Fourteen weekday routes run every 30 minutes during morning (5:15 a.m. to 9:30 a.m.) and afternoon (1:30 p.m. to 6:30 p.m.) peak periods. The other six weekday routes run every 60 minutes during peak periods. Weekday routes run hourly between peak periods and every 75 minutes after at night.

Saturday routes run every 60 minutes during the day and every 75 minutes at night. Approximately half of Saturday routes do not operate at night. Sunday routes run every 75 minutes.



#### **Route Tiers**

CityLink routes can be classified into four numbered service tiers:

- Tier 1 routes operate daily and run every 30 minutes during weekday peak periods. Tier 1 routes also operate late night service.
- Tier 2 routes operate six days a week and run 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.
- Tier 4 routes operate five days a week.

Route	Tier	Weekday	30-Min. Peak	Weeknight	Saturday	Sunday
1 University	1	√	✓	$\checkmark$	~	$\checkmark$
2 Monroe	1	√	√	$\checkmark$	~	√
3 Parkview	3	√			$\checkmark$	
4 Knoxville	2	√	√		$\checkmark$	
5 Main	1	$\checkmark$	√	$\checkmark$	$\checkmark$	$\checkmark$
6 Sheridan	2	$\checkmark$	√		$\checkmark$	
7 Garden	2	√	√		√	
8 East Peoria/Sunnyland	3	√			~	
9 East Peoria/Eastside	3	√			~	
10 Sterling	1	√	√	$\checkmark$	√	√
11 Western	2	√	√		√	
12 Heights	1	√	√	$\checkmark$	√	√
13 South Adams	1	√	√	~	$\checkmark$	√
14 Wisconsin	1	√	√	~	~	√
15 Lincoln	1	√	√	~	~	√
16 Northwest Express	1	√	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$
17 Pekin North	4	√				
18 Pekin South	4	√				
20 ICC Express	2	√	√	$\checkmark$	~	
23 Peoria to Pekin	4	√				



# Service Resources

#### **Revenue Hours**

Revenue hours are the amount of time that transit vehicles are in service. 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.



## **Peak Vehicles**

Most routes require between one and three vehicles during weekday peak periods. On Saturday, most routes require only one vehicle. Sunday routes require one vehicle each, except for Route 16.



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

# Connections

#### **Downtown Transit Center**

The primary hub for CityLink service is the Downtown Transit Center, which was completed in 2003 and includes 19 covered bus bays, an indoor waiting area, customer service counter, passenger amenities, and a childcare facility. Peoria Charter Coach also serves the facility. CityLink routes serving the Downtown Transit Center operate on a pulse system, in which buses arrive and depart on coordinated schedules, allowing riders to transfer between routes.



**Jefferson Ave** 



Adams St



#### Weekday Downtown Transit Center Connections

The Tazewell County Courthouse serves as a secondary transfer point. Routes 17 and 18 connect with Route 23 at this location every trip.

# Scheduling

## **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.

	Weekday				Satu	ırday	Sur	nday	
Route	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	-				

Note: All cycle times are in minutes.

## Schedule Efficiency

Schedule efficiency is a measure of a route's vehicle running time divided by the total cycle time. In general, a schedule efficiency of 80%-85% represents a good use of vehicles. Weekday CityLink schedule efficiency ranges from 52% to 93%.



Saturday schedule efficiency is in the same range as weekday schedule efficiency. Saturday schedules are generally more efficient during the day than at night.

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%

# Ridership

## Historical System Ridership

Ridership on CityLink fixed-route service peaked in FY 2015<sup>1</sup> at 3,420,700 unlinked passenger trips and has declined since, reaching a low in FY 2018 of 2,690,209 trips. 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.



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

<sup>&</sup>lt;sup>1</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 and Productivity

As a part of *CityLink on the Move*, Boarding and alighting activity at each bus stop was collected in April 2019. Every trip was sampled for weekday, Saturday, and Sunday service levels.

Average daily ridership for the CityLink system drops from approximately 8,800 passenger 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.



### System Weekday Ridership

Approximately 3,000 boardings occur at the Downtown Transit Center on weekdays. The next highest ridership stops include the Lexington Hills/Aspen Bluff apartment complexes, the East Peoria shopping center, ICC East Campus, Evergreen Square, Northwoods Mall, and the Shoppes at Grand Prairie.



## System Saturday Ridership

Saturday ridership patterns are similar to those seen on weekdays, with the exception of ICC, where there are significantly fewer riders on Saturdays.



## System Sunday Ridership

Sunday ridership is considerably lower than Saturday ridership due to the lower level of service provided. The highest-ridership stops on Sunday are primarily grocery stores and shopping centers.



## **Daily Ridership**

Although the number of daily boardings for a specific route reveals its overall usage, it does not represent the amount of resources dedicated to that route.

CityLink weekday route-level ridership varies from approximately 1,000 daily boardings on Routes 1 and 10 to fewer than 200 daily boardings on Routes 3, 17, 18, and 23. Saturday ridership on Routes 1 and 10 is higher than the weekday ridership on most other routes, indicating a high level of demand. Sunday ridership for the nine routes in operation is lower than Saturday ridership for the same routes.



## **Ridership Productivity**

Measuring the boardings per revenue hour of each route better indicates their productivity than daily boardings alone. By this measure, the most productive CityLink weekday routes are Routes 1, 6, 10, and 20.

The least productive CityLink routes are Routes 16, 17, and 18.



# **On-Time Performance**

Schedule adherence data were manually collected at each time point in April 2019. In this study, trips are considered early if they depart a timepoint more than one minute earlier than scheduled, late if they depart a timepoint more than five minutes later than scheduled, and on time otherwise. On-time performance goals for similar-sized transit agencies are typically between 80% and 85%.

## Weekday On-Time Performance

Weekday on-time performance for CityLink routes ranges from 73% to 92%. In general, routes have more early departures than late departures. Transit riders typically regard early departures as more frustrating than late departures because it may result in a long wait until the next trip. Consistent early departures, particularly during hourly service, may deter people from riding in the future. Route 15 had the highest percentage of early departures. Late departures indicate a need for a more relaxed schedule.



## Saturday On-Time Performance

Saturday on-time performance is similar to that of weekday on-time performance. On Saturdays, Routes 14 and 15 have the poorest on-time performance.



#### **Sunday On-Time Performance**

Early departures are more prevalent on Sunday than on weekdays and Saturdays, likely due to extended cycle times and lower ridership activity.



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# **Route Profiles**

This section details the following characteristics of each CityLink route:

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

Ridership maps depicting average weekday boardings and alightings at each stop for each direction are included in Appendix A. Charts depicting ridership for each trip are included in Appendix B.

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# **Route 1 University**

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

destinations along the route include the Walmart south of War Memorial Drive, Community Workshop, and EP!C. Residential areas with high ridership include W Martin Luther King Junior Drive northwest of downtown Peoria and Covington Court south of Glen Avenue.

Route 1 deviates 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 on select trips to directly serve Illinois Central College Peoria Campus, Community Workshop, and Peoria Production Shop.

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.

Route 1 has excessive layover during the midday period. Increasing the number of midday vehicles from two to three would create 30-minute service throughout the day.

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) (mins.)	30 - 75	60 - 75	75
Peak Vehicles	3	2	1
Revenue hours	40.0	25.3	13.2

## Service Characteristics



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# Route 2 Monroe

Route 2 operates through the North Valley neighborhood and 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 Galena Road. Route 2 operates short-turn trips to Goodwill Industries 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 N 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 Industries. Several stops along NE Adams Street 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) (mins.)	30 - 75	60	75
Peak Vehicles	2	1	1
Revenue hours	24.9	11.5	13.0

Average Daily Boardings			Boar	dings per Revenue	Hour		
450	265	80	18.1	6.2	6.2		
Weekday	Saturday	Sunday	Weekday	Saturday	Sunday		
	On-Time Performance						
Late 1%	Early 20%	Late 0%	Early 24%	Late 0%	Early 34%		
On-Time 79%		On-Time 76%		On-Time 66%			
Wee	kday	Satu	ırday	Sur	nday		

# 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) (mins.)	60 - 60	60 - 60	-
Peak Vehicles	1	1	-
Revenue hours	11.3	8.7	-



# 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 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 of time at its northern endpoint.

Destinations between route endpoints include the OSF Institute of Physical Medicine and Rehabilitation and the commercial segment of Knoxville Avenue between McClure Avenue and Pennsylvania Avenue. 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) (mins.)	30 - 60	60	-
Peak Vehicles	3	2	-
Revenue hours	33.4	20.1	-

Average Daily Boardings			Boar	dings per Revenue	Hour
509	223	-	15.2	11.1	_
Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
		On-Time P	erformance		
Late 2% Early 6% Late 0% Early 21%					
					-
On-Time 92%		On-Time 79%			
Wee	kday	Satu	ırday	Sun	iday

# Route 5 Main

Route 5 primarily operates along W 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 W 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) (mins.)	30 - 75	60 - 75	75
Peak Vehicles	3	2	1
Revenue hours	38.1	21.2	13.5

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					
Late 1%	Early 14%	Late 6%	Early 13%	Late 3%	Early 34%
			3		
On-Time 85%		On-Time 81%		On-Time 63%	
Weekday		Saturday		Sunday	
## 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 Avenue. 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 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) (mins.)	30 - 60	60	-
Peak Vehicles	2	1	-
Revenue hours	18.5	9.5	_

Average Daily Boardings		Boar	dings per Revenue	Hour		
377	263	-	20.4	27.7	-	
Weekday	Saturday	Sunday	Weekday	Saturday	Sunday	
	On-Time Performance					
Late 1%	Early 9%	Late 0%	Early 21%			
					-	
On-Time 90%		On-Time 79%				
Wee	kday	Satu	rday	Sun	iday	

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## Route 7 Garden

Route 7 operates along Garden and Laramie Streets in the South Peoria neighborhood. In the downtown area, Route 7 operates

along Washington Street. Route 7 also continues along S 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, near 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 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) (mins.)	30 - 60	60	_
Peak Vehicles	2	1	-
Revenue hours	22.8	10.9	-



WKD

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# Route 8 East Peoria/Sunnyland

Route 8 serves the E Washington Street 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) (mins.)	60	120	-
Peak Vehicles	1	0.5 (paired with Route 9)	-
Revenue hours	12.6	7.6	-

Average Daily Boardings		Boar	dings per Revenue	Hour		
247	119	-	19.7	15.8	-	
Weekday	Saturday	Sunday	Weekday	Saturday	Sunday	
	On-Time Performance					
Late 1%	Early 10%	Late 0%	Early 10%			
			5		-	
On-Time 89%		On-Time 90%				
Wee	kday	Satu	rday	Sun	day	

## 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 round trips, indicating a need for increased Saturday service. Saturday loads on Route 9 approach 20 passengers while weekday loads 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) (mins.)	60	120	-
Peak Vehicles	1	0.5 (paired with Route 8)	-
Revenue hours	6.9	3.0	-

Average Daily Boardings		Boar	dings per Revenue	Hour	
73	79	-	10.6	26.3	-
Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
		On-Time P	erformance		
Late 2%	Early 20%	Late 8%	Early 25%		
					-
On-Time 78%		On-Time 67%			
Wee	kday	Satu	ırday	Sun	day



# **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 Forrest Hill Avenue.

Major destinations include the Walmart on University Street and the Kroger at the intersection of W Forrest Hill Avenue and N 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 service is 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 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) (mins.)	30 - 75	60 - 75	75
Peak Vehicles	3	2	1
Revenue hours	36.6	22.1	14.0





## 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 W John H. Gwynn Jr. Avenue 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) (mins.)	30 - 75	60 - 75	-
Peak Vehicles	2	1	-
Revenue hours	22.9	10.5	-

Av	erage Daily Boardir	ngs	Boar	dings per Revenue	Hour
412	207	-	18.0	19.7	-
Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
	On-Time Performance				
Late 1%	Early 21%	Late 0%	Early 12%		
			3		-
On-Time 78%		On-Time 88%			
Wee	kday	Satu	ırday	Sun	day

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## Route 12 Heights

Route 12 serves several neighborhoods 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 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 peaks in the outbound direction 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 (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) (mins.)	30 - 75	60 - 75	75
Peak Vehicles	3	2	1
Revenue hours	36.0	22.4	13.0

Average Daily Boardings		Boardings per Revenue Hour			
587	355	127	16.3	15.9	9.8
Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
On-Time Performance					
Late 8%	Early 9%	Late 3%	Early 12%	Late 1%	Early 15%
On-Time 83%		On-Time 85%		On-Time 84%	
Wee	kday	Satu	rday	Sur	nday

## **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 Airport after 5:30 p.m. and deviates to 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 average 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 five total boardings on six trips.

On Saturday, the 7:44 a.m. inbound trip has the highest ridership of all trips (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) (mins.)	30 - 75	60 - 75	75
Peak Vehicles	2	1	1
Revenue hours	26.0	14.5	13.3

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					
Late 2%	Early 10%	Late 2%	Early 21%	Late 0%	Early 34%
On-Time 88%		On-Time 77%		On-Time 66%	
Wee	kday	Satu	rday	Sur	ıday



## Route 14 Wisconsin

Route 14 Wisconsin operates between the Downtown Transit Center and Northwoods Mall. The route has a fairly indirect

alignment; it meanders through the East Bluff and Central Peoria neighborhoods.

Major destinations include Northwoods Mall, Hy-Vee, 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 of 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 is 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) (mins.)	30 - 75	60 - 75	75
Peak Vehicles	3	3	1
Revenue hours	43.6	29.4	13.0

Average Daily Boardings			Boardings per Revenue Hour		
600	409	171	13.8	13.9	13.2
Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
On-Time Performance					
Late 1%	Early 23%	Late 2%	Early 34%	Late 4%	Early 16%
On-Time 76%		On-Time 64%		On-Time 80%	
Wee	kday	Satu	ırday	Sur	ıday

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## Route 15 Lincoln

Route 15 primarily operates along 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) (mins.)	30 - 75	60 - 75	75
Peak Vehicles	2	1	1
Revenue hours	27.4	15.2	12.8

Average Daily Boardings		Boardings per Revenue Hour			
419	272	74	15.3	17.9	5.4
Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
On-Time Performance					
Late 0%	Early 27%	Late 0%	Early 35%	Late 0%	Early 24%
On-Time 73%		On-Time 65%		On-Time 76%	
Wee	kday	Satu	ırday	Sur	ıday

## Route 16 Northwest Express

Route 16 is a hybrid express/local route that connects the 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 off-street destinations, including Illinois CancerCare, OSF Saint 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 largest ridership generators on the route, followed by the Target store 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) (mins.)	30 - 75	60 - 75	75
Peak Vehicles	4	2	2
Revenue hours	48.3	26.9	29.0

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					
Late 12%	Early 12%	Late 1%	Early 15%	Late 0%	Early 32%
On-Time 76%		On-Time 84%		On-Time 68%	
Wee	kday	Satu	rday	Sun	ıday



## 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) (mins.)	60	-	-
Peak Vehicles	1	-	-
Revenue hours	12.0	-	-

Average Daily Boardings		Boardings per Revenue Hour			
145	-	-	12.1	-	-
Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
	On-Time Performance				
Late 4%	Early 6%		-		-
On-Time 90% Weekday Satu		ırday	Sun	Iday	



## 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 the UnityPoint 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) (mins.)	60	-	-
Peak Vehicles	1	-	-
Revenue hours	12.0	-	-

Average Daily Boardings		Boardings per Revenue Hour			
113	-	-	9.4	-	-
Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
		On-Time P	erformance		
Late 1% Early 8%			-		-
On-Time 91% Weekday Sat		Satu	rday	Sun	day



## **Route 20 ICC Express**

Route 20 connects the Downtown Transit Center with Illinois Central College (ICC) East Peoria Campus. Additional major

destinations include the Walmart in East Peoria and the Par-A-Dice hotel and casino. Much of the route operates as an express with few stops between Par-A-Dice and ICC East Peoria Campus. Route 20 does not operate on Sundays.

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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, has higher ridership than the previous inbound trip. A review of ICC East Peoria 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 and the ICC truck driver training center, 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) (mins.)	30 - 75	60 - 75	-
Peak Vehicles	2	1	-
Revenue hours	23.0	13.9	-

Average Daily Boardings		Boardings per Revenue Hour			
598	372	-	26.0	26.7	-
Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
On-Time Performance					
Late 2%	Early 12%	Late 9%	Early 9%		
					-
On-Time 86%		On-Time 82%			
Wee	kday	Satu	ırday	Sun	iday

## Route 23 Peoria to Pekin

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 the tightest schedule in the system, with only eight 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) (mins.)	60	-	-
Peak Vehicles	1	-	-
Revenue hours	12.3	-	-

Average Daily Boardings		Boardings per Revenue Hour			
187	-	-	15.3	-	-
Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
On-Time Performance					
Late 0%	Early 22%				
			-		-
On-Time 78%					
Wee	kday	Satu	aturday Sunday		day



## **Bus Stops**

In February 2019, CityLink switched from a flag stop system to signed stops 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 then merged 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.

## **Bus Stop Amenities**

CityLink currently maintains 865 signed bus stops and approximately two dozen flag stops. Approximately 86% of signed bus stops have a sign only, 5% have a bench and sign, and 9% have a shelter and sign. Not including the Downtown Transit Center, approximately 30% of boardings occur at bus stops with a shelter.



### **Bus Stop Shelters**

Bus stop shelters are installed at 85 bus stops across the CityLink service area. CityLink prioritizes shelter installation at bus stops that average 15 or more boardings per weekday or bus stops that serve medical offices, senior housing, or social services.

Approximately 100 bus stops in the CityLink system average 15 or more boardings per weekday; half of those stops have a bus stop shelter.



### **Bus Stop Spacing**

CityLink routes range in terms of route length and the distance between stops. Average stop spacing provides perspective on how often a bus stops and how far riders must walk to access a bus stop. Routes serving arterial streets in Peoria, Peoria Heights, and West Peoria typically average 1/4-mile between stops. Routes serving outlying areas such as East Peoria and Pekin have lower stop frequency due to their alignments along highways and lower-density corridors with fewer destinations.



## Fares

The \$1.00 CityLink adult base fare has been in place since 2001, when it was increased by \$0.25. Since that time, the Consumer Price Index has increased by 35%<sup>2</sup>. If CityLink's base fare had increased with inflation, it would currently be \$1.35.

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.

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.

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

<sup>&</sup>lt;sup>2</sup> U.S. Bureau of Labor Statistics, Consumer Price Index for Chicago-Naperville-Elgin, 2001-2018, <u>https://beta.bls.gov/dataViewer/view/timeseries/CUUSS23ASA0</u>

### **Payment Options**

CityLink riders can pay cash for a single ride as they board a bus, or with magnetic single-ride or 30-day pass. CityLift riders can pay with cash as they board or with a single-ride ticket. Passengers can purchase CityLink bus passes and tickets at a variety of locations, including the CityLink administrative offices and Downtown Transit Center, select Schnucks stores, local colleges and universities, and online. Day passes can also be purchased on board CityLink buses. GPMTD is installing a new ticket vending machine at the Downtown Transit Center in fall 2019.

### **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.

### **Recent Fare Changes**

The most recent GPMTD fare change was in 2016, when the agency eliminated free transfers and multi-use punch passes. The impact of transfer elimination was offset with a \$3.00 unlimited-ride day pass.

### Farebox Recovery

Farebox recovery rate is a standard measure of how much of a transit service's operating expenses are recouped from passenger fares (total fare revenues divided by total operating expenses). From 2014 to 2017, CityLink's farebox recovery rate and passenger revenues have both remained fairly consistent.



Source: National Transit Database (NTD) 2017



### **Passenger Revenues**

Source: NTD 2017

### **Operating Expense per Passenger Trip**

CityLink's ridership decreased by 19% from 2014 to 2017, driving operating expense per passenger trip to \$6.54 in 2017, a 19% increase from 2014.



Source: NTD 2017

### Average Passenger Fare

After the elimination of free transfers in 2016, CityLink average passenger fare increased by approximately 10 cents. This equates to an average per-passenger subsidy of about \$6.00 per trip.



Source: NTD 2017

# Vehicles

GPMTD operates five types of vehicles in CityLink and CityLift service. 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 medium-duty cutaway buses. In July 2019, the agency received \$2.3 million in federal grant funds to purchase two electrics buses and a charging station. The funding comes from the Federal Transit Administration's Low or No Emission Bus Program.

Vehicle Type	Fuel Type	# of Vehicles	Average Age	Passenger Capacity	Service
Gillig 35'	Diesel	47	8	32	CityLink
New Flyer 40'	Diesel-Electric	4	2	40	CityLink
Gillig 40'	Diesel	2	17	40	CityLink
Ford/Champion Challenger	Diesel	31	2	14	CityLift
Chevy/Turtle Top	Diesel	5	5	12	CityLift

## CITYLIFT

CityLift paratransit is door-to-door shared service available only to people with disabilities that cannot access CityLink service. CityLift is available within <sup>3</sup>/<sub>4</sub>-mile of any CityLink route in Peoria, Peoria Heights, and West Peoria, and in certain areas of East Peoria and Pekin.

Riders can confirm their eligibility for CityLift by calling the agency's transportation specialist and ordering an application, accessing the application online, or by applying in person at the GPMTD's administration office at 2105 NE Jefferson Street in Peoria.



### CityLift Service Area

## **CityLift Hours of Service**

CityLift is available from 5:30 a.m. to 1:00 a.m. on weekdays, 7:30 a.m. to 10:30 p.m. on Saturdays, and 7:30 a.m. to 7:30 p.m. on Sundays. East Peoria is served on weekdays and Saturdays only. Pekin is served from 6:45 a.m. to 5:40 p.m. on weekdays.

### **CityLift 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. CityLift tickets are sold at the Downtown Transit Center, GPMTD offices, online, by phone, and by mail.

### **CityLift Historical Ridership**

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. CityLift trips peaked in FY 2015 at approximately 153,000 boardings, decreased in 2016 and 2017, and recovered modestly in 2018.



## **CityLift Riders**

More than half of CityLift rides are made by people classified as ambulatory, meaning they do not use a wheelchair and do not require a lift-equipped vehicle. 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.



## **CityLift Major Destinations**

The EP!C center for people with intellectual and developmental disabilities is the largest CityLift trip generator. Other major CityLift destinations include Community Workshop & Training Center, OSF Rehabilitation Center, Fresenius Kidney Care facilities (multiple locations), and Peoria Production Shop. A number of CityLift origin/destination pairs start or end well outside the CityLink fixed-route service area.

### **CityLift Travel Patterns**



Note: Line origins and destinations represent general areas only.

## POPULATION AND EMPLOYMENT CHARACTERISTICS

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 home locations 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. Pekin has the highest population density east of the Illinois River.



### 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. 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.



## **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.



### **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. Places further from the downtown core tend to be home to fewer people with disabilities per square mile.



### **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. Some parts of Pekin are also home to high concentrations of young adults.



### **General Employment**

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, stretching from Caterpillar manufacturing in the south to the McClugage Bridge in the north. 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.



### 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.



### 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. Both of these major 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.



### **OSF and UnityPoint Employment**

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. There are very few OSF and UnityPoint Health workers living east of the Illinois River.


# **Shoppes 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. 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.



# **3 COMMUNITY ENGAGEMENT**

CityLink conducted multiple outreach activities to obtain feedback from riders, stakeholders, and other members of the community on how to improve transit service over the next five years. Community engagement consisted of a rider survey, transit center outreach, public meetings, and stakeholder discussions.

# **RIDER SURVEY**

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 and an online survey. The online survey was advertised on the CityLink website and Facebook page. Promotional flyers were posted on transit vehicles and at the Downtown Transit Center. A total of 989 survey responses was collected.

This rider survey asked questions about rider behaviors, preferences, and demographic characteristics. Approximately five out of six survey responses were collected through the onboard survey. Among the online responses, nearly all (96%) were collected from respondents that clicked the survey link posted to CityLink's Facebook page. Only 2% of online respondents found the survey on CityLink's website.

# Survey Responses by Method



# Survey Responses by Route

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.



# **Trip Purpose**

More than half of survey respondents reported using CityLink to travel to or from work. The leastcommonly reported trip purpose was for school or college. Trips for personal reasons or recreation and shopping were frequently reported.



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



#### Work trip purposes are more commonly reported by more frequent riders.

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

# **Transfer Activity**



More than half of CityLink riders take two or more routes to complete their trip.

The routes with the most transfers either to or from the route are Route 1, Route 13, and Route 20. The top five reported route transfer pairs were transfers between Routes 1 and 5, Routes 13 and 14, Routes 1 and 4, Routes 1 and 20, and Routes 20 and 23.



# Usage

Well over 50% of survey respondents reported riding CityLink five or more days per week. Approximately 15% of riders used CityLink only one or two days per week.



## Tenure

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



# **Bus Stop Access**

Nearly 90% of survey respondents reported accessing transit by foot. 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.



# Other Modes of Transportation

Most riders have used some sort of hailed vehicle (taxi or Uber<sup>3</sup>) in the past 30 days. 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.



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

<sup>&</sup>lt;sup>3</sup> Lyft is unavailable in Peoria.

# **Fare Payment**

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



Unemployed and retired riders were more likely to use Ride Free cards, while employed and student riders were more likely to pay cash. Students and employed riders were most likely to use 30-day passes. Students were the most likely to use day passes.



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

# Fare Type

Approximately 75% of survey respondents paid adult fare for their current trip. Although 12% of respondents reported being students, only 9% reported paying student fares.



# Schedule Information

Over half of all survey respondents reported using the CityLink Rider's Guide to find bus schedules or plan their bus trip. Although available through GTFS on Google Maps, bus schedules and other trip planning information are not frequently accessed via Google Maps.<sup>4</sup> Over 20% of riders reported calling CityLink to access trip planning information.



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

<sup>&</sup>lt;sup>4</sup> GTFS stands for General Transit Feed Specification and is a standard for online transit trip planning information. Apple, Bing, and Google Maps currently use GPMTD's GTFS to map transit availability in the greater Peoria area.

# **Rider Satisfaction**

Survey respondents were asked about their satisfaction with CityLink and two explicit questions about their preferences for CityLink improvements. Over 68% of survey respondents were 'satisfied' or 'very satisfied' with CityLink service. Only 11% of survey respondents were 'unsatisfied' or 'very unsatisfied' with CityLink service.



# **Desired Service Improvements**

Survey respondents 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.



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

# **Desired Capital Improvements**

The most desired capital improvement was, by far, more bus stop shelters. Better access to bus stops was a desired improvement for nearly 40% of survey respondents.



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

# Age

Most survey respondents reported themselves as middle-aged. Very few respondents were over the age of 75 or under age 18.



# **Racial/Ethnic Background**

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



# **Household Size**

Survey respondents' household sizes were nearly evenly split among one, two, and three or more people. A slight majority of respondents reported living in one-person households.



## Household Income

More than half of survey respondents reported household incomes of fewer than \$15,000. 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.



# Household Language



Nearly 100% of survey respondents reported English as their primary household language.

# **Employment Status**

More than 60% of all survey respondents reported being employed—the single largest group of respondents. Approximately 10% of respondents reported themselves as retired and 12% as students.



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

# Vehicle Access

Approximately 77% of survey respondents reported not having access to an automobile.



# Smartphone Ownership

Survey respondent smartphone ownership was very similar to auto access; approximately 77% of respondents reported owning a smartphone. Despite this figure, only 15% of respondents reported using Google Maps to plan trips and access bus schedules.



## **Rider Comments**

Respondents to both the onboard and online surveys were given an open-response field to write comments, questions, or notes about CityLink service. Full comments are included in Appendix D 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. Complaints about drivers were also common and typically focused on operator attitudes and interaction with riders.



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

# TRANSIT CENTER OUTREACH

CityLink conducted direct outreach at the Downtown Transit Center during the morning and afternoon periods on June 11, 2019, to obtain feedback on existing service, conceptual changes, and desired improvements. Outreach materials included:

- *CityLink on the Move* project overview
- Existing CityLink route network
- Conceptual CityLink route network
- Potential service improvements
- Flipchart to record rider comments and requests

CityLink rider feedback was used to refine and expand service recommendations.



## **Desired Service Improvements**

Riders at the Downtown Transit Center 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.



Note: Percents do not sum to 100 because riders were allowed to choose up to three answers.

## **Rider Comments**

CityLink riders at the Downtown Transit Center were also given an opportunity to provide comments. The most common comment topic was bus stops—specifically, requests to add new stops or install shelters. Full comments are included in Appendix E.



# **PUBLIC MEETINGS**

Public meetings were held at public libraries in downtown Peoria, East Peoria, north Peoria, and Pekin on June 11-12, 2019. Meeting attendees voiced their opinions on how to improve CityLink service. The most common comment topic was bus stops—specifically, attendees requested new stops or for shelters to be installed. Full comments are included in Appendix F.



**Public Meeting Attendee Comment Topics** 



# FINAL REPORT

#### Greater Peoria Mass Transit District

# **STAKEHOLDER DISCUSSIONS**

CityLink invited over 40 representatives of local governments, social service agencies, educational institutions, non-profit organizations, and major employers to discuss transit needs on May 15, 2019, at the Peoria Main Public Library. Two meetings were held; one in the morning and one in the afternoon.

Attendees included representatives of the following organizations and jurisdictions:

- Advocates for Access
- Bike Peoria
- City of Peoria
- City of East Peoria
- EP!C
- Goodwill
- Greater Peoria Economic Development Corporation
- Regional Planning Commission

The following transportation challenges were mentioned by stakeholders:

- Challenges reserving a trip on CityLift during peak hours
- CityLink riders without a disability sitting in disability-reserved seats, and not being asked to move by the driver when someone with a disability boards the bus
- CityLink stops not consistently being announced by drivers, which can be a problem for those with visual or cognitive impairments
- Growing transit and paratransit demand in outlying communities, such as Bartonville, Chillicothe, Germantown Hills, Marquette Heights, Morton, North Pekin, and Washington
- Extended travel time and transfers required to reach the VA Clinic in northwest Peoria using CityLink service
- Lack of transit access to employment in Bartonville and Morton
- Lack of sidewalks and universally accessible CityLink bus stops in East Peoria
- Lack of shelters, benches, and lighting at many CityLink bus stops

Stakeholders also offered the following suggestions:

- Increase marketing of CityLink, including a 'how to ride' awareness campaign
- Jurisdictions should require developers to install a bus stop at new developments
- Technology improvements, such as reloadable fare cards, mobile flash passes, and realtime information, to attract new riders

# **4 RECOMMENDATIONS**

CityLink service recommendations are divided into the following categories:

- Network redesign
- Service expansion
- Fleet replacement
- Bus stop improvements
- Performance monitoring

Implementation of service recommendations will result in increased mobility, operational efficiency, and ridership.

# **NETWORK REDESIGN**

Network redesign recommendations can be implemented within one year and do not require additional resources. Specific improvements include:

- Alignment changes to 16 routes
- More frequent weekday midday service on Routes 1, 7, 10, 13, and 20
- Night service added to Routes 3, 4, 7, 8, and 11
- Sunday service added to Routes 3, 4, 7, 8, 11, and 20
- Seven route name changes

Network redesign recommendations will improve access to employment centers, schools, and grocery stores, making CityLink a more viable and attractive transportation option for residents of and visitors to greater Peoria. The network redesign will also reduce CityLink peak vehicle needs, thereby reducing future bus replacement costs.

# Summary of Route Changes

Route	Alignment Change	Headway Improvement	Night Service Added	Sunday Service Added	Name Change	
1 University	√	√				
2 North Adams	√				√	
3 Northwest Peoria	√		√	√	√	
4 Sheridan	√		√	√	√	
5 West Peoria	√				√	
7 Carver	√	√	√	√	√	
8 East Peoria	√		√	√	√	
10 Forrest Hill	√	√			√	
11 Western	√		√	√		
12 Heights	√					
13 South Adams	√	√				
14 Wisconsin	√					
15 Lincoln	√					
16 Pekin North	√					
17 Pekin South	√					
20 ICC Express	√	√		√		
23 Peoria to Pekin						
6 Sheridan			Discontinued			
9 East Peoria/Eastside			Discontinued			
16 Northwest Express			Discontinued			

# **Proposed Weekday Service**

The proposed CityLink weekday route network includes improved midday headways on five routes. Routes 1, 7, 10, 13, and 20 should be designated Tier 1 routes and run every 30 minutes between 6:15 a.m. and 6:15 p.m. on weekdays.

Weeknight service should be added to Routes 3, 4, 7, 8, and 11.

The alignments of Routes 4, 5, 7, 10, and 11 should be significantly altered.

Routes 6 should be replaced by a realigned Route 4. Route 16 should be replaced by extensions of Routes 3 and 14. Route 9 should be discontinued due to low ridership.



# **Proposed Weekend Service**

Saturday and Sunday service should be identical in terms of route network. However, Sunday service should have a later start time and earlier end time than Saturday service.

Evening service should be added to Routes 3, 4, 7, 8, and 11.

Sunday service should be added to Routes 3, 4, 7, 8, 11, and 20.

Weekend service is not recommended for Routes 17, 18, and 23 at this time.



## **Proposed Route Tiers**

Weekday service can be divided into four new tiers.

- Tier 1 routes run every 30 minutes before 6:00 p.m. on weekdays
- Tier 2 routes run every 30 minutes during weekday peak periods only
- Tier 3 routes run every 60 minutes seven days a week
- Tier 4 routes run every 60 minutes on weekdays only

Service expansion recommendations include upgrading several Tier 2 routes to Tier 1.



			Peak				
Route	Service Span	Early	Morning	Midday	Afternoon	Night	Vehicles
1 University	5:30 a.m12:00 a.m.	30	30	30	30	60	3
2 North Adams	5:45 a.m9:45 p.m.	60	30	60	30	60	2
3 Northwest Peoria	6:15 a.m10:15 p.m.	-	30	60	30	60	4
4 Sheridan	6:15 a.m10:15 p.m.	-	30	60	30	60	4
5 West Peoria	5:30 a.m11:00 p.m.	60	30	60	30	60	3
7 Carver	6:00 a.m11:30 p.m.	30	30	30	30	60	1
8 East Peoria	6:15 a.m9:15 p.m.	-	60	60	60	60	1
10 Forrest Hill	5:30 a.m12:00 a.m.	30	30	30	30	60	3
11 Western	5:45 a.m9:45 p.m.	60	30	60	30	60	2
12 Heights	5:30 a.m11:00 p.m.	60	30	60	30	60	3
13 South Adams	6:00 a.m11:30 p.m.	30	30	30	30	60	1
14 Wisconsin	6:15 a.m10:15 p.m.	-	30	60	30	60	4
15 Lincoln	5:45 a.m9:15 p.m.	60	30	60	30	60	2
17 Pekin North	6:45 a.m5:45 p.m.	-	60	60	60	-	1
18 Pekin South	6:45 a.m5:45 p.m.	-	60	60	60	-	1
20 ICC Express	6:15 a.m10:15 p.m.	-	30	30	30	60	2
23 Peoria to Pekin	6:15 a.m6:15 p.m.	-	60	60	60	-	1
Total							38

# **Proposed Weekday Service Characteristics**

Period	Time
Early	Before 6:15 a.m.
Morning	6:15 a.m9:15 a.m.
Midday	9:15 a.m2:15 p.m.
Afternoon	2:15 p.m. 6:15 p.m.
Night	After 6:15 p.m.

Route	Saturday Service Span	Sunday Service Span	Headway (mins.)	Peak Vehicles <sup>5</sup>
1 University	7:30 a.m10:00 p.m.	8:30 a.m8:00 p.m.	60	2
2 North Adams	7:45 a.m8:45 p.m.	8:45 a.m6:45 p.m.	60	1
3 Northwest Peoria	7:15 a.m9:15 p.m.	8:15 a.m7:15 p.m.	60	2
4 Sheridan	7:15 a.m9:15 p.m.	8:15 a.m7:15 p.m.	60	2
5 West Peoria	7:30 a.m9:00 p.m.	8:30 a.m7:00 p.m.	60	2
7 Carver	8:00 a.m9:30 p.m.	9:00 a.m7:30 p.m.	60	0.5
8 East Peoria	8:15 a.m8:45 p.m.	9:15 a.m6:45 p.m.	60	1
10 Forrest Hill	7:30 a.m9:00 p.m.	8:30 a.m7:00 p.m.	60	2
11 Western	7:45 a.m8:45 p.m.	8:45 a.m6:45 p.m.	60	1
12 Heights	7:30 a.m9:00 p.m.	8:30 a.m7:00 p.m.	60	2
13 South Adams	8:00 a.m9:30 p.m.	9:00 a.m7:30 p.m.	60	0.5
14 Wisconsin	7:15 a.m9:15 p.m.	8:15 a.m7:15 p.m.	60	2
15 Lincoln	7:45 a.m8:45 p.m.	8:45 a.m6:45 p.m.	60	1
17 Pekin North		No Service		
18 Pekin South		No Service		
20 ICC Express	7:15 a.m9:15 p.m.	9:00 a.m7:15 p.m.	60	1
23 Peoria to Pekin		No Service		
Total				20

# **Proposed Weekend Service Characteristics**

 $<sup>^{\</sup>rm 5}$  Routes 7 and 13 should be interlined using one bus that alternates between routes.

# **Revenue Hours**

Route	Weekday	Revenue Hours Saturday	Sunday	Annual Revenue Hours <sup>6</sup>
1 University	48.3	29.0	23.0	14,985
2 Adams	23.0	13.0	10.0	7,051
3 Northwest Peoria	46.0	28.0	22.0	14,308
4 Sheridan	46.0	28.0	22.0	14,308
5 West Peoria	41.3	27.0	21.0	12,994
7 John Gwynn	14.9	6.8	5.3	4,412
8 East Peoria	15.0	12.5	9.5	4,960
10 Forrest Hill	48.3	29.0 23.0		14,985
11 Western	23.0	13.0	10.0	7,051
12 Heights	41.3	27.0	21.0	12,994
13 South Adams	14.9	6.8	5.3	4,412
14 Wisconsin	46.0	28.0	22.0	14,308
15 Lincoln	22.5	13.0	10.0	6,924
17 Pekin North	11.0	-	-	2,805
18 Pekin South	11.0	-	-	2,805
20 ICC Express	28.0	13.0	9.3	8,288
23 Peoria to Pekin	12.0	-	_	3,060
Total	492.3	274.0	212.3	150,648

<sup>&</sup>lt;sup>6</sup> Assumes 255 weekdays, 52 Saturdays, 51 Sundays, and seven holidays (New Year's Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas).

# **Proposed Cycle Times**

Route	Early	Morning	Weekday Midday	Afternoon	Night	Saturday	Sunday		
			Interlined R	outes					
1 University 10 Forrest Hill	180	180	180	180		Not Interlined			
5 West Peoria 12 Heights	180	180	240	180		Not Interlined			
7 Carver 13 South Adams	60	60	60	60	60 60 6				
Routes not Interlined									
1 University		Interlined w	ith 10 Forrest I	Hill	120 120 120				
2 North Adams	60	60	60	60	60	60	60		
3 Northwest Peoria	-	120	120	120	120 120		120		
4 Sheridan	-	120	120	120	120 120 120				
5 West Peoria		Interlined	with 12 Height	S	120	120	120		
8 East Peoria	-	60	60	60	60	60	60		
10 Forrest Hill		Interlined	with 1 Universi	ty	120	120	120		
11 Western	60	60	60	60	60	60	60		
12 Heights		Interlined w	ith 5 West Pec	oria	120	120	120		
14 Wisconsin	-	120	120	120	120	120	120		
15 Lincoln	60	60	60	60	60	60	60		
17 Pekin North	-	60	60	60	-	-	-		
18 Pekin South	-	60	60	60	-	-	-		
20 ICC Express	-	60	60	60	60	60	60		
23 Peoria to Pekin	60	60	60	60	-	120	120		

Note: All cycle times in minutes.

# **Proposed Interlines**

Routes 1 and 10 should be interlined during early morning, morning peak, midday and afternoon periods to maximize operational efficiency. Routes 1 and 10 should operate independently on weeknights and weekends to maintain hourly connections with other routes at the Downtown Transit Center. The transition between Routes 1 and 10 should occur at the Downtown Transit Center.

Similarly, Routes 5 and 12 should be interlined during early morning, morning peak, midday and afternoon periods to maximize operational efficiency. However, during the weekday midday period, the combined cycle time for these routes should be extended from 180 to 240 minutes to maintain hourly connections with other routes at the Downtown Transit Center. Routes 5 and 12 should operate independently on weeknights and weekends to maintain hourly connections with other routes at the Downtown Transit Center 5 and 12 should occur at northbound and southbound timepoints near the intersection of Sterling Avenue and Scenic Drive.

Routes 7 and 13 should be interlined at all times to maximize operational efficiency. Each route has a cycle time of 30 minutes, resulting in a combined cycle time of 60 minutes. The transition between Routes 7 and 13 should occur at the Downtown Transit Center.

# Proposed Downtown Transit Center Bay Assignments

New bay assignments are recommended at the Downtown Transit Center to create easy connections between high-ridership routes and maximize operational efficiency.



#### **Jefferson Ave**

Adams St

																Route Count
5:45 AM	0							0								2
6:15 AM	1	2	3	4	5	1	8	10	0	12	13	14	15	20	23	15
6:45 AM	0	2	3	4	5	0		10	0	12	13	14	15	20		13
7:15 AM	1	2	3	4	5	0	8	10	0	12	13	14	15	20	23	15
7:45 AM	1	2	3	4	5	0		10	0	12	13	4	15	20		13
8:15 AM	1	2	3	4	5	0	8	0	0	12	13	14	15	20	23	15
8:45 AM	1	2	3	4	5	7		10	1	12	13	14	15	20		13
9:15 AM	1	2	3	4	5	7	8	10	1	12	13	14	15	20	23	15
9:45 AM	1					7		10	0		13			20		6
10:15 AM	1	2	3	4	5	7	8	0	0	12	13	14	15	20	23	15
10:45 AM	0					1		0	0		ß			20		6
11:15 AM	0	2	3	4	6	0	8	0	0	12	ß	4	15	20	23	15
11:45 PM	0					0		0	0		ß			20		6
12:15 PM	0	2	3	4	6	0	8	0	0	12	ß	4	15	20	23	15
12:45 PM	0					0		0	0		ß			20		6
1:15 PM	0	2	3	4	6	0	8	0	0	12	13	4	15	20	23	15
1:45 PM	0					0		0	0		13			20		6
2:15 PM	1	2	3	4	5	0	8	0	0	12	13	14	15	20	23	15
2:45 PM	1	2	3	4	6	0		0	0	12	13	14	15	20		13
3:15 PM	1	2	3	4	5	0	8	0	0	12	13	14	15	20	23	15
3:45 PM	1	2	3	4	5	0		0	0	12	13	14	15	20		13
4:15 PM	1	2	3	4	5	0	8	10	0	12	13	14	15	20	23	15
4:45 PM	1	2	3	4	5	0		0	0	12	13	14	15	20		13
5:15 PM	1	2	3	4	5	0	8	0	0	12	13	14	15	20	23	15
5:45 PM	0	2	3	4	6	0		0	0	12	ß	4	15	20		13
6:15 PM	0	2	3	4	6	0	8	0	0	12	ß	4	15	20	23	15
7:15 PM	0	2	3	4	5	0	8	10	0	12	13	14	15	20		14
8:15 PM	0	2	3	4	5	0	8	10	0	12	ß	14	15	20		14
9:15 PM	1	2	3	4	5	0	8	10	0	12	13	14	15	20		14
10:15 AM	0			4	5	0		0		12	ß			20		8
11:15 AM	0					0		0			ß					4

# Proposed Weekday Downtown Transit Center Connections



### Proposed Saturday Downtown Transit Center Connections

#### **Proposed Sunday Downtown Transit Center Connections**

																Route Count
9:15 AM	1	2	3	4	6	0	8	0	0	12	ß	4	6	20	23	15
10:15 AM	1	2	3	4	6	0	8	0	0	12	ß	4	ß	20	23	15
11:15 AM	1	2	3	4	6	0	8	0	0	12	ß	4	6	20	23	15
12:15 PM	1	2	3	4	6	0	8	0	0	12	ß	4	15	20	23	15
1:15 PM	1	2	3	4	6	0	8	0	0	12	ß	4	15	20	23	15
2:15 PM	1	2	3	4	6	0	8	0	0	12	ß	4	15	20	23	15
3:15 PM	1	2	3	4	6	0	8	0	0	12	ß	4	15	20	23	15
4:15 PM	1	2	3	4	5	0	8	0	0	12	13	14	15	20	23	15
5:15 PM	1	2	3	4	5	0	8	0	0	12	ß	14	15	20	23	15
6:15 PM	1	2	3	4	5	0	8	0	0	12	ß	14	15	20	23	15
7:15 PM	1					0		10			ß					4

## **Rider Impacts**

Although the proposed route network will improve service for the majority of existing CityLink riders, some would be negatively impacted. The most significant loss of service would be experienced along Meadow Avenue and in East Peoria's Eastside neighborhood. Approximately seven existing riders in this area will be beyond ½-mile of the nearest Route 8 bus stop. Approximately 78 existing riders would be minimally negatively impacted in other parts of the service area. These riders will be required to walk between ¼- and ½-mile to the nearest bus stop. The total number of negatively impacted riders constitutes less than 1% of all CityLink riders.



# **CityLift Service Area**

Changes to CityLink route alignments will result in changes to the CityLift service area, most notably a discontinuation of service in the Eastside neighborhood of East Peoria.



# **Proposed Route 1 University**

# Alignment

The one-mile loop deviation along Pioneer Parkway, Sommer Street, and Candletree Drive should be eliminated due to low ridership relative to its impact on the schedule. Approximately 140 riders would have faster service due to this change, while only 14 riders would be negatively impacted. The extension to the Peoria North Branch Library should continue during library hours.

# Schedule

Weekday midday service on Route 1 should be upgraded from 60 to 30 minutes. Night and Sunday service should be upgraded from 75 to 60 minutes.

# **Bus Stops**

One stop should be added at University Street & Willow Knolls Drive in the southbound direction. Four stops should be closed along Candletree Drive and Sommer Street.

# Operations

Route 1 should be interlined with Route 10 on weekdays during early morning, morning peak, midday, and afternoon periods to maximize operational efficiency. Route 1 should operate independently on weeknights and weekends to maintain hourly connections with other routes at the Downtown Transit Center. The transition between Routes 1 and 10 should occur at the Downtown Transit Center.

## Name

A name change is not proposed for Route 1.

## **Service Characteristics**

	Headways							
Service Level	Service Span	Early	Morning	Midday	Afternoon	Night	Vehicles	
Weekday	5:30 a.m12:00 a.m.	30	30	30	30	60	3	
Saturday	7:30 a.m10:00 p.m.	-	60	60	60	60	2	
Sunday	8:30 a.m8:00 p.m.	-	60	60	60	60	2	

Note: All headways are in minutes.


# **Proposed Route 2 North Adams**

## Alignment

Route 2 should be realigned from NE Monroe Street to NE Jefferson Street and NE Adams Street, (currently served by Route 12) to improve directness and on-time performance.

## Schedule

Weeknight and Saturday night service should be extended on Route 2.

### **Bus Stops**

One stop should be added at Adams Street and Grant Street in the eastbound direction.

## Operations

No interlines are recommended for Route 2.

### Name

Route 2 Monroe should be renamed Route 2 North Adams.

### **Service Characteristics**

			Headways						
Service Level	Service Span	Early	Morning	Midday	Afternoon	Night	Vehicles		
Weekday	5:45 a.m9:45 p.m.	60	30	60	30	60	2		
Saturday	7:45 a.m8:45 p.m.	-	60	60	60	60	1		
Sunday	8:45 a.m6:45 p.m.	-	60	60	60	60	1		



### **Route 3 Northwest Peoria**

### Alignment

Route 3 should be extended from the Northwoods Mall area to the Shoppes at Grand Prairie and medical destinations in Northwest Peoria, replacing several segments currently served by Route 16.

### Schedule

Night and Sunday service should be added to Route 3.

### **Bus Stops**

Eight stops should be added along the newly-added segments of Charter Oak Road, Big Hollow Road, and Creighton Terrace.

### Operations

No interlines are recommended for Route 3.

### Name

Route 3 Parkview should be renamed Route 3 Northwest Peoria.

### **Service Characteristics**

			Headways						
Service Level	Service Span	Early	Morning	Midday	Afternoon	Night	Vehicles		
Weekday	6:15 a.m10:15 p.m.	-	30	60	30	60	4		
Saturday	7:15 a.m9:15 p.m.	-	60	60	60	60	2		
Sunday	8:15 a.m7:15 p.m.	-	60	60	60	60	2		



# **Route 4 Sheridan**

## Alignment

Route 4 should be realigned from Knoxville Avenue to Sheridan Road south of Glen Avenue to replace the existing Route 6. The proposed Route 10 will serve the segment of Knoxville Avenue between Pennsylvania Avenue and Forrest Hill Avenue.

## Schedule

Night and Sunday service should be added to Route 4.

## **Bus Stops**

The realignment of Route 4 will require closing fourteen stops along Knoxville Avenue between Forrest Hill Avenue and Glen Avenue. Eight stops along Water Street between Eaton Street and State Street should also be closed. One stop should be added at Knoxville Avenue and Glen Avenue in the northbound direction. Stops should also be added at Sherdian Road and Stonegate Road in both directions.

## Operations

No interlines are recommended for Route 4.

### Name

Route 4 Knoxville should be renamed Route 4 Sheridan.

### **Service Characteristics**

			Headways						
Service Level	Service Span	Early	Morning	Midday	Afternoon	Night	Vehicles		
Weekday	6:15 a.m10:15 p.m.	-	30	60	30	60	4		
Saturday	7:15 a.m9:15 p.m.	-	60	60	60	60	2		
Sunday	8:15 a.m7:15 p.m.	-	60	60	60	60	2		



# Route 5 West Peoria

## Alignment

Route 5 should be realigned from W Main Street to SW Jefferson Avenue, SW Adams Street, W Howlett Street, W Lincoln Avenue, and Western Avenue to provide direct access to employment and shopping destinations for South Peoria residents. Current route segments between the Downtown Transit Center and Western Avenue will be served by Route 11.

## Schedule

Night and Sunday service should be upgraded from 75 to 60 minutes.

## **Bus Stops**

Realigned Route 5 should utilize existing bus stops along SW Jefferson Avenue, SW Adams Street, W Howlett Street, W Lincoln Avenue, and Western Avenue.

# Operations

Routes 5 and 12 should be interlined during early morning, morning peak, midday, and afternoon periods to maximize operational efficiency. However, during the weekday midday period, the combined cycle time for these routes should be extended from 180 to 240 minutes to maintain hourly connections with other routes at the Downtown Transit Center. Routes 5 and 12 should operate independently at nights and on weekends to maintain hourly connections with other routes at the Downtown Transit Detween Routes 5 and 12 should occur at northbound and southbound timepoints at the intersection of Sterling Avenue and Scenic Drive.

### Name

Route 5 Main should be renamed Route 5 West Peoria.

### **Service Characteristics**

			Headways						
Service Level	Service Span	Early	Morning	Midday	Afternoon	Night	Vehicles		
Weekday	5:30 a.m11:00 p.m.	60	30	60	30	60	3		
Saturday	7:30 a.m9:00 p.m.		60	60	60	60	2		
Sunday	8:30 a.m7:00 p.m.		60	60	60	60	2		



# Route 7 Carver

## Alignment

Route 7 should be realigned to SW Jefferson Avenue and SW Adams Street and shortened from Peoria International Airport to Madison Park Shopping Center.

The segment between Madison Park Shopping Center and Peoria International Airport should be replaced by Route 15.

## Schedule

Night and Sunday service should be added to Route 7.

## **Bus Stops**

Two bus stops should be added at Martin Luther King Junior Drive & Sterling Avenue in both directions. Twelve bus stops should be closed along Washington Street and Garden Street, east of Western Avenue. Six stops along Laramie Street between Lincoln Avenue and Garden Street should also be closed.

# Operations

Routes 7 and 13 should be interlined at all times to maximize operational efficiency. Each route has a cycle time of 30 minutes, resulting in a combined cycle time of 60 minutes. The transition between Routes 7 and 13 should occur at the Downtown Transit Center.

### Name

Route 7 Garden should be renamed Route 7 Carver.

			Headways					
Service Level	Service Span	Early	Morning	Midday	Afternoon	Night	Vehicles	
Weekday	6:00 a.m11:30 p.m.	30	30	30	30	60	1	
Saturday	8:00 a.m9:30 p.m.		60	60	60	60	0.5	
Sunday	9:00 a.m7:30 p.m.		60	60	60	60	0.5	

## **Service Characteristics**



# **Route 8 East Peoria**

## Alignment

Route 8 should be extended to the Walmart Supercenter in East Peoria.

### Schedule

Night and Sunday service should be added to Route 8.

### **Bus Stops**

No bus stop changes are recommended for Route 8.

### **Operations**

No interlines are recommended for Route 8.

### Name

A name change is not proposed for Route 8.

### **Service Characteristics**

			Headways					
Service Level	Service Span	Early	Morning	Midday	Afternoon	Night	Vehicles	
Weekday	6:15 a.m9:15 p.m.	-	60	60	60	60	1	
Saturday	8:15 a.m8:45 p.m.	-	60	60	60	60	1	
Sunday	9:15 a.m6:45 p.m.	-	60	60	60	60	1	



# Route 10 Forrest Hill

# Alignment

Route 10 should be realigned from North Street to Knoxville Avenue south of Forrest Hill Avenue.

# Schedule

Weekday midday service on Route 10 should be upgraded from 60 to 30 minutes. Night and Sunday service should be upgraded from 75 to 60 minutes.

# **Bus Stops**

The realignment of Route 10 will require the installation of four bus stops along Forrest Hill Avenue, as well as the closing of eighteen bus stops along North Street and Loucks Avenue.

# Operations

Route 1 should be interlined with Route 10 on weekdays during early morning, morning peak, midday and afternoon periods to maximize operational efficiency. Route 1 should operate independently on weeknights and weekends to maintain hourly connections with other routes at the Downtown Transit Center. The transition between Routes 1 and 10 should occur at the Downtown Transit Center.

The existing bus stop at 4400 N Sterling Avenue (Northwoods Mall) should serve as the new northern terminus and short layover zone for Route 10.

## Name

Route 10 Sterling should be renamed Route 10 Forrest Hill.

			Headways					
Service Level	Service Span	Early	Morning	Midday	Afternoon	Night	Vehicles	
Weekday	5:30 a.m12:00 a.m.	30	30	30	30	60	3	
Saturday	7:30 a.m10:00 p.m.	-	60	60	60	60	2	
Sunday	8:30 a.m8:00 p.m.	-	60	60	60	60	2	

# **Service Characteristics**



# Route 11 Western

## Alignment

Route 11 should be realigned to W Main Street and N Western Avenue to provide direct access to employment and shopping destinations for South Peoria residents. Current route segments between the Downtown Transit Center and Western Avenue will be served by Route 5. Current route segments between Western Avenue and Martin Luther King Junior Drive will no longer be served.

# Schedule

Night and Sunday service should be added to Route 11.

## **Bus Stops**

The realignment of Route 11 will require the installation of three bus stops along W Krause Avenue and Western Avenue, as well as the closing of fifteen bus stops along Sterling Avenue and W Heading Avenue.

# Operations

No interlines are recommended for Route 11.

### Name

A name change is not proposed for Route 11.

## **Service Characteristics**

			Headways						
Service Level	Service Span	Early	Morning	Midday	Afternoon	Night	Vehicles		
Weekday	5:45 a.m9:45 p.m.	60	30	60	30	60	2		
Saturday	7:45 a.m8:45 p.m.	-	60	60	60	60	1		
Sunday	8:45 a.m6:45 p.m.	-	60	60	60	60	1		



# **Route 12 Heights**

## Alignment

Route 12 should be realigned from NE Jefferson Street and NE Adams Street to NE Monroe Street, currently served by Route 2, to maximize operational efficiency. The evening and night deviation to Proctor Hospital, also served by Route 4, should be discontinued to improve on-time performance and reduce service duplication.

## Schedule

Night and Sunday service should be upgraded from 75 to 60 minutes.

## **Bus Stops**

No bus stop changes are recommended for Route 12.

# Operations

Routes 5 and 12 should be interlined during early morning, morning peak, midday, and afternoon periods to maximize operational efficiency. However, during the weekday midday period, the combined cycle time for these routes should be extended from 180 to 240 minutes to maintain hourly connections with other routes at the Downtown Transit Center. At nights, Routes 5 and 12 should operate independently to maintain hourly connections with other routes at the Downtown Transit Center. The transition between Routes 5 and 12 should occur at northbound and southbound timepoints at the intersection of Sterling Avenue and Scenic Drive.

### Name

A name change is not proposed for Route 12.

## Service Characteristics

			Headways					
Service Level	Service Span	Early	Morning	Midday	Afternoon	Night	Vehicles	
Weekday	5:30 a.m11:00 p.m.	60	30	60	30	60	3	
Saturday	7:30 a.m9:00 p.m.	-	60	60	60	60	2	
Sunday	8:30 a.m7:00 p.m.	-	60	60	60	60	2	



# **Route 13 South Adams**

## Alignment

Route 13 should be shortened from Madison Park Shopping Center to Oregon Street and Montana Street. Night extensions to Village Green Apartments and Peoria International Airport should be discontinued. Peoria International Airport will be served by Route 15.

# Schedule

Weekday midday service on Route 13 should be upgraded from 60 to 30 minutes. Night and Sunday service should be upgraded from 75 to 60 minutes.

## **Bus Stops**

The shortening of Route 13 will require the installation of one bus stop at Montana Street and Charles Street, as well as the closing of thirteen stops along Griswold Street, Oregon Street, Montana Street, and Laramie Street.

# Operations

Routes 7 and 13 should be interlined at all times to maximize operational efficiency. Each route has a cycle time of 30 minutes, resulting in a combined cycle time of 60 minutes. The transition between Routes 7 and 13 should occur at the Downtown Transit Center.

## Name

A name change is not proposed for Route 13.

## **Service Characteristics**

			Headways						
Service Level	Service Span	Early	Morning	Midday	Afternoon	Night	Vehicles		
Weekday	6:00 a.m11:30 p.m.	30	30	30	30	60	1		
Saturday	8:00 a.m9:30 p.m.	-	60	60	60	60	0.5		
Sunday	9:00 a.m7:30 p.m.	-	60	60	60	60	0.5		



# Route 14 Wisconsin

## Alignment

Route 14 should be extended from the Northwoods Mall area to Willow Knolls Shopping Center, replacing segments of Allen Road and Willow Knolls Drive currently served by Route 16. Route 14 should also be realigned from California Avenue to Wisconsin Avenue between Forrest Hill Avenue and War Memorial Drive due to low ridership.

## Schedule

Weekday midday service on Route 1 should be upgraded from 60 to 30 minutes. Night and Sunday service should be upgraded from 75 to 60 minutes.

## **Bus Stops**

The extension of Route 14 will require the installation of 14 new bus stops along Wisconsin Avenue, N Monroe Avenue, and Scenic Drive. The alignment change will also require the closing of ten bus stops along California Avenue and Forrest Hill Avenue.

# Operations

The existing eastbound bus stop at Willow Knolls Shopping Center should serve as the new northern terminus and layover zone for Route 14.

## Name

A name change is not proposed for Route 14.

## **Service Characteristics**

			Headways					
Service Level	Service Span	Early	Morning	Midday	Afternoon	Night	Vehicles	
Weekday	6:15 a.m10:15 p.m.	-	30	60	30	60	4	
Saturday	7:15 a.m9:15 p.m.		60	60	60	60	2	
Sunday	8:15 a.m7:15 p.m.		60	60	60	60	2	



# Route 15 Lincoln

## Alignment

Route 15 should be extended to the Peoria International Airport, currently served by Route 7, to maximize operational efficiency.

# Schedule

Weeknight service on Route 15 should be curtailed to 9:15 p.m. due to low ridership. Routes 7 and 13 will provide late night service in South Peoria.

## **Bus Stops**

The extension of Route 15 will require the installation of two new bus stops along S Maxwell Road between Peoria County Jail and Peoria International Airport.

### Name

A name change is not proposed for Route 15.

### **Service Characteristics**

			Headways						
Service Level	Service Span	Early	Morning	Midday	Afternoon	Night	Vehicles		
Weekday	5:45 a.m9:15 p.m.	60	30	60	30	60	2		
Saturday	7:45 a.m8:45 p.m.	-	60	60	60	60	1		
Sunday	8:45 a.m6:45 p.m.	-	60	60	60	60	1		



# **Route 17 Pekin North**

## Alignment

No alignment changes are recommended for Route 17.

## Schedule

No schedule changes are recommended for Route 17.

## **Bus Stops**

No bus stop changes are recommended for Route 17.

### Name

A name change is not proposed for Route 17.

## **Service Characteristics**

		Headways Peak					Peak
Service Level	Service Span	Early	Morning	Midday	Afternoon	Night	Vehicles
Weekday	6:45 a.m5:45 p.m.	-	60	60	60	-	1
Saturday	No Service						
Sunday	No Service						



# **Route 18 Pekin South**

## Alignment

Route 18 should be realigned south of downtown Pekin to provide bi-directional service along S 4<sup>th</sup> Street, Derby Street, Hoff Street, and Koch Street.

## Schedule

No schedule changes are recommended for Route 18.

### **Bus Stops**

The realignment of Route 18 will require the installation of 15 new bus stops and the closing of four bus stops.

### Name

A name change is not proposed for Route 18.

## **Service Characteristics**

		Headways					Peak
Service Level	Service Span	Early	Morning	Midday	Afternoon	Night	Vehicles
Weekday	6:45 a.m5:45 p.m.	-	60	60	60	-	1
Saturday	No Service						
Sunday	No Service						



# **Route 20 ICC Express**

# Alignment

The terminal loop at the ICC East Peoria Campus should be shortened to improve on-time performance. Only one bus stop would be closed as a result of this alignment change.

# Schedule

Weekday midday service on Route 20 should be upgraded from 60 to 30 minutes to address overcrowding. Night service should be upgraded from 75 to 60 minutes. Sunday service should be added to serve Walmart Supercenter and other employment and shopping destinations in the Levee District.

## **Bus Stops**

The bus stop serving Dirksen Hall on the ICC East Peoria Campus should be closed. Ridership activity is not regularly observed at this bus stop.

### Name

A name change is not proposed for Route 20.

## **Service Characteristics**

		Headways				Peak	
Service Level	Service Span	Early	Morning	Midday	Afternoon	Night	Vehicles
Weekday	6:15 a.m10:15 p.m.	-	30	30	30	60	2
Saturday	7:15 a.m.8:15 p.m.	-	60	60	60	60	1
Sunday	9:00 a.m6:15 p.m.	-	60	60	60	-	1



# **Route 23 Peoria to Pekin**

## Alignment

No alignment changes are recommended for Route 23.

### Schedule

No schedule changes are recommended for Route 23.

### **Bus Stops**

No bus stop changes are recommended for Route 23.

### Name

No name changes are recommended for Route 23.

### **Service Characteristics**

		Headways p					Peak
Service Level	Service Span	Early	Morning	Midday	Afternoon	Night	Vehicles
Weekday	6:15 a.m6:15 p.m.	-	60	60	60	-	1
Saturday	No Service						
Sunday	No Service						



# **Bus Stop Changes**

# **New Bus Stops**

The recommended network redesign will require the addition of 48 bus stops across the CityLink service area. The most significant increase is along Route 18, which would see an increase in two-way service.

Route	Stops Added	Stop Locations
1 University	1	University Street & Willow Knolls Drive (southbound)
2 North Adams	1	Adams Street & Grant Street (eastbound)
3 Northwest Peoria	8	Charter Oak Road (2), Big Hollow Road (3), Creighton Terrace (3)
4 Sheridan	3	Knoxville Avenue & Glen Avenue (northbound), Sherdian Road & Stonegate Road (2)
5 West Peoria	0	N/A
7 Carver	2	Martin Luther King Junior Drive & Sterling Avenue
8 East Peoria	0	N/A
10 Forrest Hill	4	Forrest Hill Avenue & Knoxville Avenue (2), Forrest Hill Avenue & Sheridan Road (2)
11 Western	3	Krause Avenue & Laramie Street (westbound), Western Avenue & Garden Street (2)
12 Heights	0	N/A
13 South Adams	1	Montana Street & Charles Street (westbound)
14 Wisconsin	8	Wisconsin Avenue & Forrest Hill Avenue (2), Wisconsin Avenue & Tripp Avenue (2), Wisconsin Avenue & Paris Avenue (southbound), N Monroe Avenue & War Memorial Boulevard (northbound), Scenic Drive & Sterling Avenue (2)
15 Lincoln	2	Maxwell Road & Fauber Road, Maxwell Road & Sioux Trail
17 Pekin North	0	N/A
18 Pekin South	15	S 4 <sup>th</sup> Street (3), Derby Street (2), Koch Street (4), S 14 <sup>th</sup> Street (3), Court Street (3)
20 ICC Express	0	N/A
23 Peoria to Pekin	0	N/A
Total	48	



# **Bus Stop Closures**

Elimination of Route 9 will close 23 bus stops. Significant changes to Routes 4, 7, 10, 11, 13, and 14 will result in the closing of 109 bus stops.

Route	Stops Closed	Streets Impacted			
Retained Routes					
1 University	4	Candletree Drive, Sommer Street			
2 North Adams	0	N/A			
3 Northwest Peoria	0	N/A			
4 Sheridan	22	Knoxville Avenue (between Forrest Hill Avenue and Glen Avenue), Water Street			
5 West Peoria	0	N/A			
7 Carver	20	Washington Street, Garden Street (east of Western Avenue), Laramie Street (between Lincoln Avenue and Garden Street)			
8 East Peoria	0	N/A			
10 Forrest Hill	18	North Street, Loucks Avenue			
11 Western	15	Sterling Avenue			
12 Heights	0	N/A			
13 South Adams	13	Griswold Street, Oregon Street, Montana Street, Laramie Street			
14 Wisconsin	10	California Avenue, Forrest Hill Avenue			
15 Lincoln	0	N/A			
17 Pekin North	0	N/A			
18 Pekin South	4	S 5 <sup>th</sup> Street, S 6 <sup>th</sup> Street			
20 ICC Express	1	Dirksen Hall (at ICC East Peoria Campus)			
23 Peoria to Pekin	0	N/A			
Replaced Routes					
6 Sheridan	0	N/A			
16 Northwest Express	11	Big Hollow Road, Brighton Avenue, Courtland Street, Frostwood Parkway			
Eliminated Routes					
9 East Peoria/Eastside	23	Route eliminated			
Total	141				


## SERVICE CHANGES

CityLink should establish a regular and transparent service change process to continuously improve route alignments, schedules, bus stops, and capital facilities. Each service change should span six to eight months to allow adequate opportunity for public feedback, revisions, board approval, capital improvements, and rider communications. Service change and operator sign-up periods should also coincide with Peoria public school schedules:

- Minor service changes in early January, prior to the start of the spring semester
- Minor service changes in late May, after the end of the spring semester
- Major service changes in early August, prior to the start of the fall semester

### **Proposal Development**

Service changes are an opportunity to adjust schedules and route alignments based on performance evaluation findings, rider feedback, operator feedback, and land use changes. Service changes also provide an opportunity to implement new services and—if necessary discontinue consistently unproductive route segments or trips. Route realignment or consolidation should always be explored prior to considering the elimination of an entire route.

### **Community Involvement**

Communicating service change proposals to existing riders and the entire community should include outreach on buses, at the Downtown Transit Center, on social media, and to community groups. Press releases are an effective method for disseminating proposal information to the public through television, print media, and radio.

### **Proposal Revisions and Approval**

After community feedback is obtained for service change proposals, staff should make appropriate revisions and seek board approval to proceed with implementation.

### Service Change Preparation

This phase of the process will vary based on the magnitude of the specific service changes. At a minimum, each schedule revision requires updated work assignments, rider brochures, online schedules, and GTFS. More significant service changes such as route revisions, additions, or eliminations typically also require modifications to bus stop signage and amenities, as well as on-board announcements and GIS/AVL/GTFS data.

### **Rider Information**

Before implementation, it is essential that CityLink reach out to both existing and potential riders using strategies similar to those used in the initial round of community involvement. Preimplementation outreach, however, should place an even greater emphasis on the specific markets that will be impacted by the service change.





## **SERVICE EXPANSION**

Service expansion recommendations require additional resources and are intended to be implemented over the next two to five years. Service expansion priorities are provided for Greater Peoria Mass Transit District, East Peoria Mass Transit District, and non-member jurisdictions.

### **Greater Peoria Mass Transit District Priorities**

Priority	Service Expansion Priorities	Additional Revenue Hours	Additional Peak Vehicles
1	<ul> <li>Increase weekday midday service</li> <li>Improve Route 3 weekday midday headway to 30 minutes</li> <li>Improve Route 4 weekday midday headway to 30 minutes</li> </ul>	5,100	0
2	<ul> <li>Increase weekday midday service</li> <li>Improve Route 5 weekday midday headway to 30 minutes</li> <li>Improve Route 12 weekday midday headway to 30 minutes</li> <li>Improve Route 14 weekday midday headway to 30 minutes</li> </ul>	5,100	0
3	Increase Saturday service Improve Route 1 Saturday headway to 30 minutes Improve Route 7 Saturday headway to 30 minutes Improve Route 10 Saturday headway to 30 minutes Improve Route 11 Saturday headway to 30 minutes Improve Route 13 Saturday headway to 30 minutes Improve Route 20 Saturday headway to 30 minutes Extend Saturday night service by one hour	5,720	0
4	Increase Saturday service Improve Route 1 Saturday headway to 30 minutes Improve Route 7 Saturday headway to 30 minutes Improve Route 10 Saturday headway to 30 minutes Improve Route 11 Saturday headway to 30 minutes Improve Route 13 Saturday headway to 30 minutes Improve Route 20 Saturday headway to 30 minutes Extend Saturday night service by one hour	4,950	0

### East Peoria Mass Transit District Priorities

Priority	Service Expansion	Additional Revenue Hours	Additional Peak Vehicles
1	<ul> <li>Add weeknight service</li> <li>Extend Route 17 by three hours on weeknights</li> <li>Extend Route 18 by three hours on weeknights</li> <li>Extend Route 23 by three hours on weeknights</li> </ul>	3,060	0
2	<ul> <li>Add weekend service</li> <li>Add Saturday and Sunday service on Route 17</li> <li>Add Saturday and Sunday service on Route 18</li> <li>Add Saturday and Sunday service on Route 23</li> </ul>	4,400	3

### **Non-Member Jurisdiction Priorities**

Priority	Service Expansion	Additional Revenue Hours	Additional Peak Vehicles
1	Add a new route connecting Bartonville with the Downtown Transit Center	5,510	1

## **BUS STOP IMPROVEMENTS**

## **Bus Stop Accessibility**

CityLink received over 100 rider comments and requests regarding bus stops during the community engagement process of the study. A comprehensive bus stop inventory, followed by a clear and aggressive bus stop improvement plan is highly recommended.

Components of a typical bus stop study include:

- A comprehensive inventory of bus stop accessibility and amenities
- Initial bus stop recommendations and impact analysis
- Public outreach to obtain comment on initial bus stop recommendations
- Final bus stop recommendations
- Development of bus stop guidelines

## **Bus Stop Shelters**

CityLink should prioritize shelter installation at bus stops with an average of 20 or more boardings per weekday and at bus stops that serve sensitive populations, including seniors and people with disabilities. The cost of a new shelter is approximately \$7,000 plus any needed concrete flatwork. Additional bus stop shelters are recommended at 12 locations:

### **Recommended Bus Stop Shelters**

Stop Location	Stop Direction	Stop Status	Average Daily Boardings
Walmart on Allen Road	N/A	Existing	62
4400 N Sterling Avenue (Northwoods Mall)	Northbound	Existing	41
Knoxville and Richmond	Northbound	Existing	40
University and Marlene	Southbound	Existing	34
Hightower and King	Westbound	Existing	25
Hamilton and Madison	Northbound	Existing	24
University and Saint James	Northbound	Existing	23
Knoxville and McClure	Southbound	Existing	20
East Peoria City Hall	Southbound	Existing	20
Sheridan & Stonegate	Northbound	New	N/A
Sheridan & Stonegate	Southbound	New	N/A
Charter Oak & War Memorial	Eastbound	New	N/A



# **Bus Stop Signage**

Well-designed bus stop signage has the potential to provide useful customer information while simultaneously marketing transit service. Existing CityLink signage provides less-than-adequate information as it only includes a bus icon, the CityLink logo, and the customer service number (without an area code).



New signage should be installed at all CityLink stops and include the following:

- CityLink logo
- Unique panels/stickers for each route with route number and name
- Unique stop identification number, which can be used to access schedule information
- Customer service line and website URL or shortlink
- ADA-accessible symbol indicating buses are accessible

The recommended network redesign requires installation of 48 new stops and removal of 141 existing stops, resulting in a new total of 796 stops. The approximate cost for procuring 1,000 new bus stop poles and signs is approximately \$200,000 (\$200 per pole and sign). Purchasing 1,000 poles and signs provides CityLink additional materials for future expansion and replacement.

Existing Stop Count	Stops Added	Stops Removed	New Stop Count	Extra Signage	Signage Needed	Unit Cost	Total Cost
889	48	141	796	204	1,000	\$200	\$200,000

## FLEET REPLACEMENT

# **Existing Fleet**

The current GPMTD fleet consists of 91 total vehicles, 53 of which serve CityLink operations and 38 of which are used for CityLift trips. The majority of CityLink vehicles are pre-2013 dieselpowered 35' and 40' transit buses, while four buses are 2017 New Flyer hybrid diesel-electric vehicles. On average, CityLink vehicles are 7.5 years old (62% of their minimum useful life), while CityLift vehicles are 2.6 years old (51% of their minimum useful life).



All vehicles are operated and maintained out of GPTMD's main transit base on NE Jefferson Street. Although detailed odometer data are not available for CityLift vehicles, CityLink vehicles have an average of ~310,000 miles on their odometer (~62% of their minimum useful life).

In general, CityLink vehicles have been operated evenly, averaging ~42,000 miles driven per year. At this rate, vehicles are on target to hit their FTA-defined minimum useful life in years and miles at approximately the same time.

The chart below shows each CityLink vehicle plotted according to its 2019 odometer reading and age in years. The shaded areas show the point at which a vehicle reaches its minimum useful life. Three vehicles are currently operating beyond this minimum useful life.



# **Proposed Replacement Schedule**

The projected replacement schedule in this section is based on the Federal Transit Administration's (FTA's) minimum useful life. Although transit agencies often operate vehicles well beyond the FTA's minimum useful life, they cannot retire vehicles purchased with FTA funds before meeting this minimum.

Vehicle Type	Minimum Useful Life (years)	Minimum Useful Life (miles)
Heavy-duty transit bus	12	500,000
Light-duty vehicle	4	100,000

Source: FTA Circular 5010.1D, 2008

Assuming the CityLink fleets serve their FTA-defined minimum useful life and CityLift vehicles serve their minimum useful life plus one year (for a total useful life of five years; these vehicles can typically operate safely and reliably beyond four years), they should be replaced according to the bar chart below. Most replacement activity is projected to be concentrated from 2022 to 2024 and in 2027, when CityLift vehicles acquired in 2022 will need to be replaced again. This procurement schedule assumes fleet sizes remain the same.



Note: The three CityLink vehicles scheduled to be replaced in 2019 are currently operating past their useful life.

# **Electric Conversion**

To reduce operating costs, fleet greenhouse gas (GhG) emissions, and local air pollution, transit agencies throughout the world are transitioning to electric buses. Although transit agencies in several cities<sup>7</sup> have successfully operated electric trolley buses for decades, agencies that do not already own trolley bus infrastructure typically choose battery-electric buses (BEBs) as their zero-emissions vehicle type of choice.

Since 2016, the FTA has awarded nearly \$280 million to state and local governments across the country for acquisition of low- and zero-emission vehicles and supporting infrastructure.

In 2019, GPMTD was awarded \$2.3 million for the purchase of two BEBs and a charging station. GPMTD should develop a two-year pilot program that includes performance monitoring and analysis. Testing should account for varying terrain, weather conditions, and passenger loads.

Future electric conversion of the entire GMPTD fleet would require the development of an implementation plan that accounts for the following:

- Vehicle procurement and deployment
- Transmission and charging infrastructure
- Maintenance facility and equipment
- Operations and maintenance training
- Fuel purchase agreement with local electric utility
- Vehicle end-of-use plan

<sup>&</sup>lt;sup>7</sup> E.g. Boston, Dayton, Philadelphia, San Francisco, and Seattle.

## PERFORMANCE MONITORING

While the five-year service plan provides a framework for optimization and expansion, CityLink should closely monitor ridership and on-time performance to identify trends and determine if service plan adjustments are necessary.

# **Ridership Productivity**

Ridership productivity measures the effectiveness of a route based on a unit of service. All CityLink routes should be evaluated by daily boardings per revenue hour for each service level (i.e. weekday, Saturday, and Sunday). Evaluation periods should coincide with markup periods due to monthly fluctuations in ridership.

CityLink should establish a productivity target of 15 or more boardings per revenue hour for weekday routes. Corrective actions, such as schedule adjustments or route revisions, should be considered for routes averaging fewer than 15 boardings per revenue hour. Routes averaging more than 25 boardings per revenue hour may indicate demand for more frequent and/or later service.

# **On-Time Performance**

On-time performance (OTP) measures how closely service adheres to the published schedule. It suggests whether a customer can count on a bus being there when the schedule says it will be. It is also crucial for timed-transfer systems such as CityLink, as late arrivals to the Downtown Transit Center will likely result in missed connections or delays to the entire system. Impacts to OTP may be caused by inadequate scheduled running times, traffic conditions, or construction. A high number of boardings on a particular trip or at a specific stop may also impact OTP if recovery time is insufficient to absorb added boarding/alighting time.

On-time performance is measured by comparing scheduled and actual bus departure and arrival times at fixed time points. To measure OTP precisely, a definition for 'on time' must be established. The most widely-accepted measure of 'on time' is up to one minute earlier and no more than five minutes later (-1 minute to +5 minutes) than the scheduled departure time from all time points.

CityLink should set a goal of 85% systemwide OTP and adjust route schedules that perform below this standard. Additionally, OTP should be analyzed by time period (i.e. early morning, morning, midday, afternoon, night) as cycle times vary by time of day.

## **SERVICE REDUCTION**

In the unfortunate event that CityLink must reduce total revenue hours by 10%, the following schedule adjustments would be less impactful than eliminating routes altogether:

Schedule Adjustment	Revenue Hours Saved
Reduce Route 2 weekday morning and afternoon headway from 30 to 60 minutes	1,785
Reduce Route 3 weekday morning and afternoon headway from 30 to 60 minutes	3,570
Reduce Route 4 weekday morning and afternoon headway from 30 to 60 minutes	3,570
Reduce Route 7 weekday midday headway from 30 to 60 minutes	638
Reduce Route 13 weekday midday headway from 30 to 60 minutes	638
Reduce Route 14 weekday morning and afternoon headway from 30 to 60 minutes	3,570
Reduce Route 15 weekday morning and afternoon headway from 30 to 60 minutes	1,785
Reduce Route 20 weekday midday headway from 30 to 60 minutes	1,275
Total	16,830