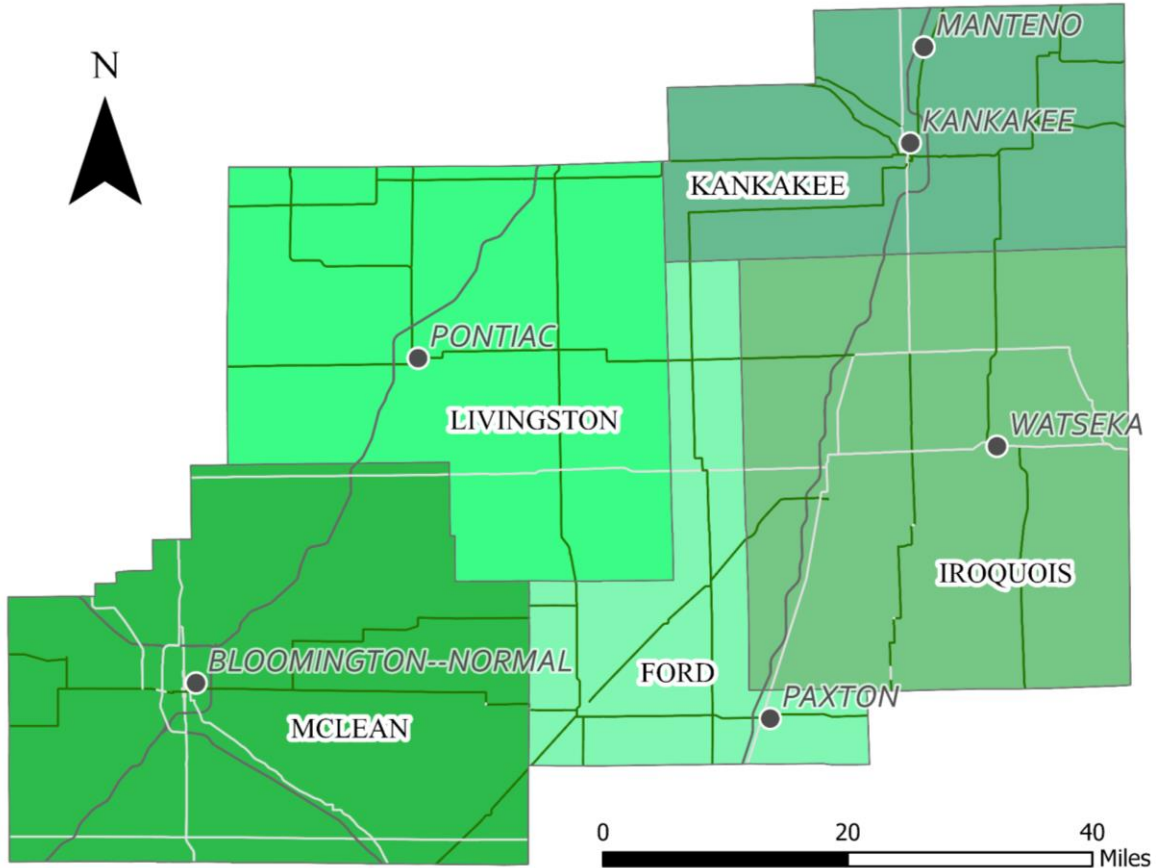


# Human Services Transportation Plan Illinois Region 6

June 2024



## Counties of Ford, Iroquois, Kankakee, Livingston & McLean

The Region 6 Human Services Transportation Mission

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The HSTP Region 6 Joint Committees are dedicated to making transportation choices available to all who need them.

**Approved by the HSTP Region 6 Policy Committee on June 17, 2024**



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## **a. Introduction and Executive Summary**

The Human Services Transportation Plan is required for funding through the FTA Section 5310. Beginning, in 2007, the Safe, Accountable, Efficient Transportation Equity Act: a Legacy for Users (SAFETEA-LU) federal transportation funding legislation created a requirement that projects funded in the §5310 transit programs within SAFETEA-LU for Enhanced Mobility of Seniors and Individuals with Disabilities, must be a part of a locally developed coordinated public transit-human services transportation plan. This was also a requirement for related programs like the Job Access and Reverse Commute (JARC) Program and New Freedom Programs to be coordinated with a locally developed public transit-human services transportation plan.

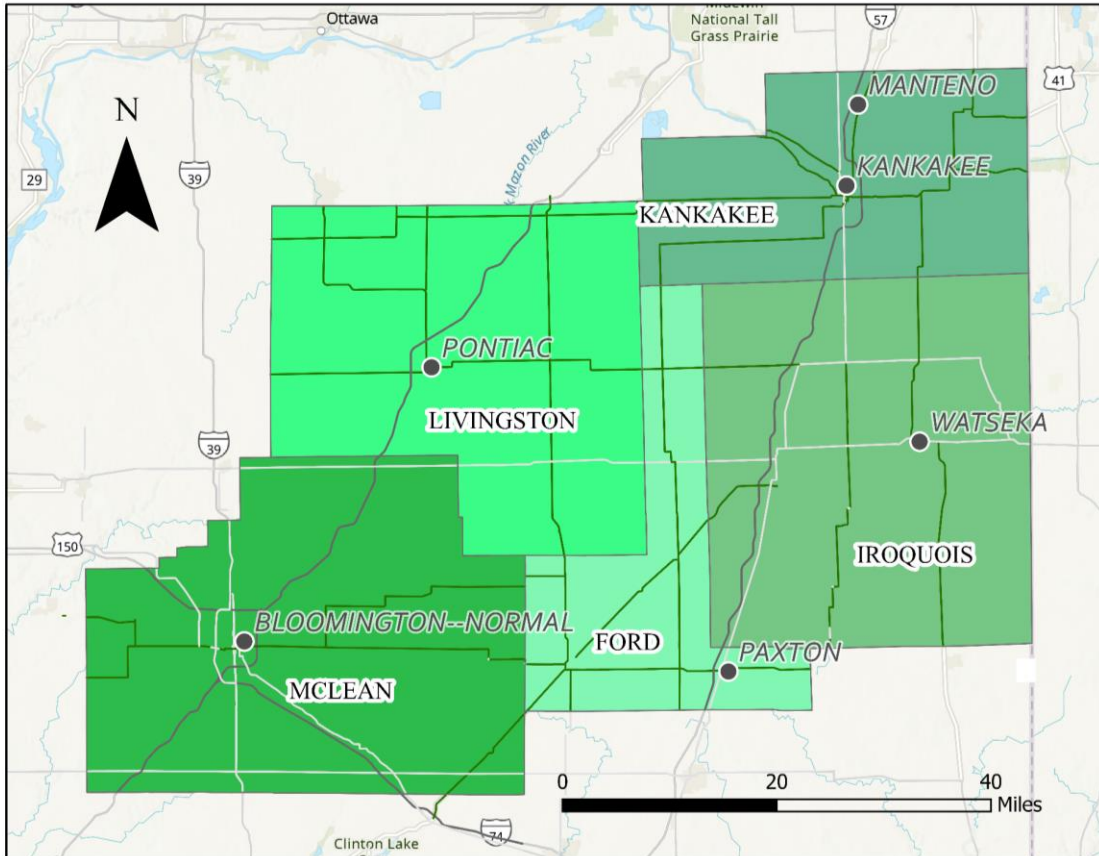
Since the SAFETEA-LU in 2007, infrastructure and transportation legislation has restructured these programs while continuing the coordinated plan requirement through the programs Moving Ahead for Progress in the 21<sup>st</sup> Century 2013 (MAP-21), Fixing America's Surface Transportation 2015 (Fast Act), and the Infrastructure Investment and Jobs Act 2021 (IIJA). The primary impact was the consolidation of many individual funding programs back under the umbrella of the §5310 program.

In the wake of an updated legislature in 2008 that provided new federal transportation funding for rural transportation services and capital assets like transit vehicles, the Illinois Department of Transportation created a statewide system to carry out the implementation of the federal program. The state's counties were divided into 11 regions for the management of both rural public transit and non-governmental providers with access to IDOT support. These are the Human Services Transportation Plan (HSTP) regions. The resources of rural and urban public transit systems are the core of the transportation options available, but there are also numerous non-profit agencies and institutions eligible for federal transportation funding. These non-governmental participants are generally social service agencies who provide transportation to their clientele, and often work closely with their area's public transit systems.

### **HSTP Planning**

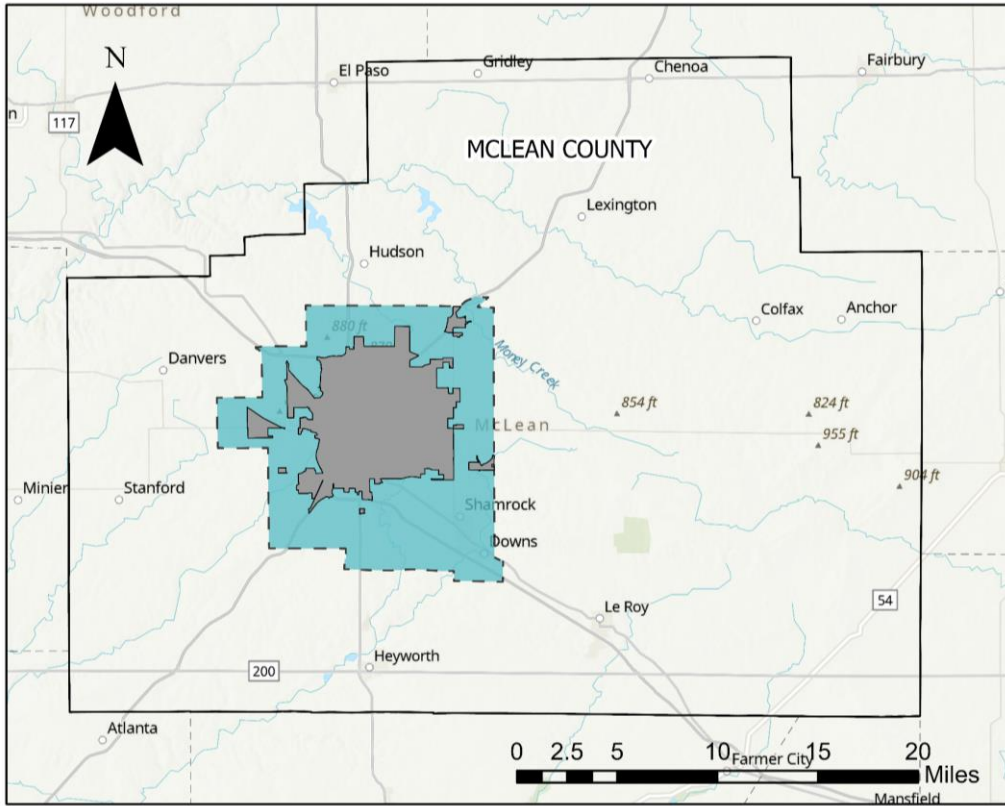
The McLean County Regional Planning Commission (MCRPC) is the lead agency responsible for Human Services Transportation Planning (HSTP) of the rural areas of Region 6. Region 6 includes the counties of Iroquois, Ford, Kankakee, Livingston and McLean (See Figure 1). As required by federal legislation, each lead agency develops a regionally coordinated Human Services Transportation Plan and coordinate the human services transportation planning. This plan is a critical piece of regional coordination for Region 6.

Figure 1. Region 6 for HSTP Planning



The McLean County Regional Planning Commission (MCRPC) is the federally designated Metropolitan Planning Organization (MPO) for the Bloomington Normal Metropolitan Area in McLean County (see Figure 2). MCRPC practices continuing, cooperative, and comprehensive (3C) multimodal transportation planning processes that encourage and promote the safe and efficient development, management, and operation of a surface transportation system to serve the mobility needs of people and freight, and foster economic growth and development, while minimizing transportation-related fuel consumption and air pollution. [United States Code (USC), Title 23, Chapter 1, Section 134).

Figure 2. McLean County



**McLean County Regional Planning Commission MPA**

- Metropolitan Planning Area
- Urban Areas
- County Outline

McLean County Regional Planning Commission December 2023 Source: U.S Census 2020  
 Projection: NAD 1927 State Plane IL East

**Region 6 Overview**

The Illinois HSTP Region 6 includes Ford, Iroquois, Kankakee, Livingston, and McLean counties (See Fig. 1). The region 6 area receives rural public transit services from a single provider, SHOW BUS. This not-for-profit transit agency is headquartered in Chenoa, which is near the McLean – Livingston county line, at Interchange 187 on Interstate 55. In addition to the Region 6 counties, SHOW BUS also provides service in Dewitt, Macon, Logan, and Mason counties. The 9-county SHOW BUS service area covers more than 6,600 square miles, of which nearly 68% is within Region 6.

The sheer size of Region 6, at 4,500 square miles, is a fundamental transportation challenge. Of the five counties in Region 6, three are in the top four counties by area in Illinois. Aggregated, the counties are home to less than 3% of the state's population but occupy nearly 8% of the state's area. The comparatively sparse population distribution means that transportation services must cover long distances to connect riders to destinations. Typical trips may take longer and generate higher costs than elsewhere in Illinois.

Region 6 counties include two Metropolitan Planning Organizations (MPOs), agencies that conduct transportation planning and other tasks as defined by the federal government (Kankakee and McLean Counties). Long-range metropolitan plans for these areas are updated every five years and frequently address transportation in rural portions of their county or counties.

The Kankakee urbanized area is served by the urban mass transit district River Valley Metro, which provides fixed-route service in the urbanized area, with additional service to University Park, and Midway Airport in Chicago. Under a direct agreement with Kankakee County and the Illinois Department of Transportation (IDOT), SHOW BUS provides rural public transit service to Kankakee County.

The urbanized area in McLean County is centered around Bloomington-Normal and is served by the public transit agency Connect Transit, which is not a mass transit district. Consequently, Connect Transit is more constrained in its service area, with fixed route and mobility services currently available only within the corporate boundaries of Bloomington and Normal. Although Connect Transit is working to expand its service area. As in Kankakee, rural public transit services are provided by SHOW BUS under an agreement between SHOW BUS, IDOT, and McLean County. This agreement is tied to intergovernmental agreements between McLean County and the counties of DeWitt, Ford, Iroquois, Livingston, and Macon, under which McLean County provides access to SHOW BUS rural public transit services in these counties. Of these five counties, all but DeWitt and Macon<sup>1</sup> are part of Region 6.

For many years, transportation options in rural and some suburban areas have been heavily slanted toward privately owned cars. This reliance on private transportation is a serious mobility barrier for those without private transportation options. Some people cannot use cars, or do not have access to a personal vehicle. People are faced with restrictions based on their circumstances which can include:

- people with disabilities
- people with medical conditions both permanent and temporary who need assistance to travel from home

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<sup>1</sup> Macon County is also home to an urbanized area with an MPO but is part of a different HSTP region.

- older people who are no longer able to drive or are not confident driving
- people of any age with cognitive or developmental disabilities that limit their use or other types of transportation
- impoverished people without access to a car, or the ability to meet the costs of using cars
- people who live in locations that do not have access to travel options, including people living in very rural areas, or poorly served areas within cities and towns.

Some people can rely on family members, friends, neighbors, religious affiliations, and other community resources for reliable transportation. Unfortunately, many of these people have other endeavors that limit their availability to serve as transportation. This leaves people situated in their homes, unable to carry out daily activities, reach medical or social services, or take opportunities for employment, education, or social engagement.

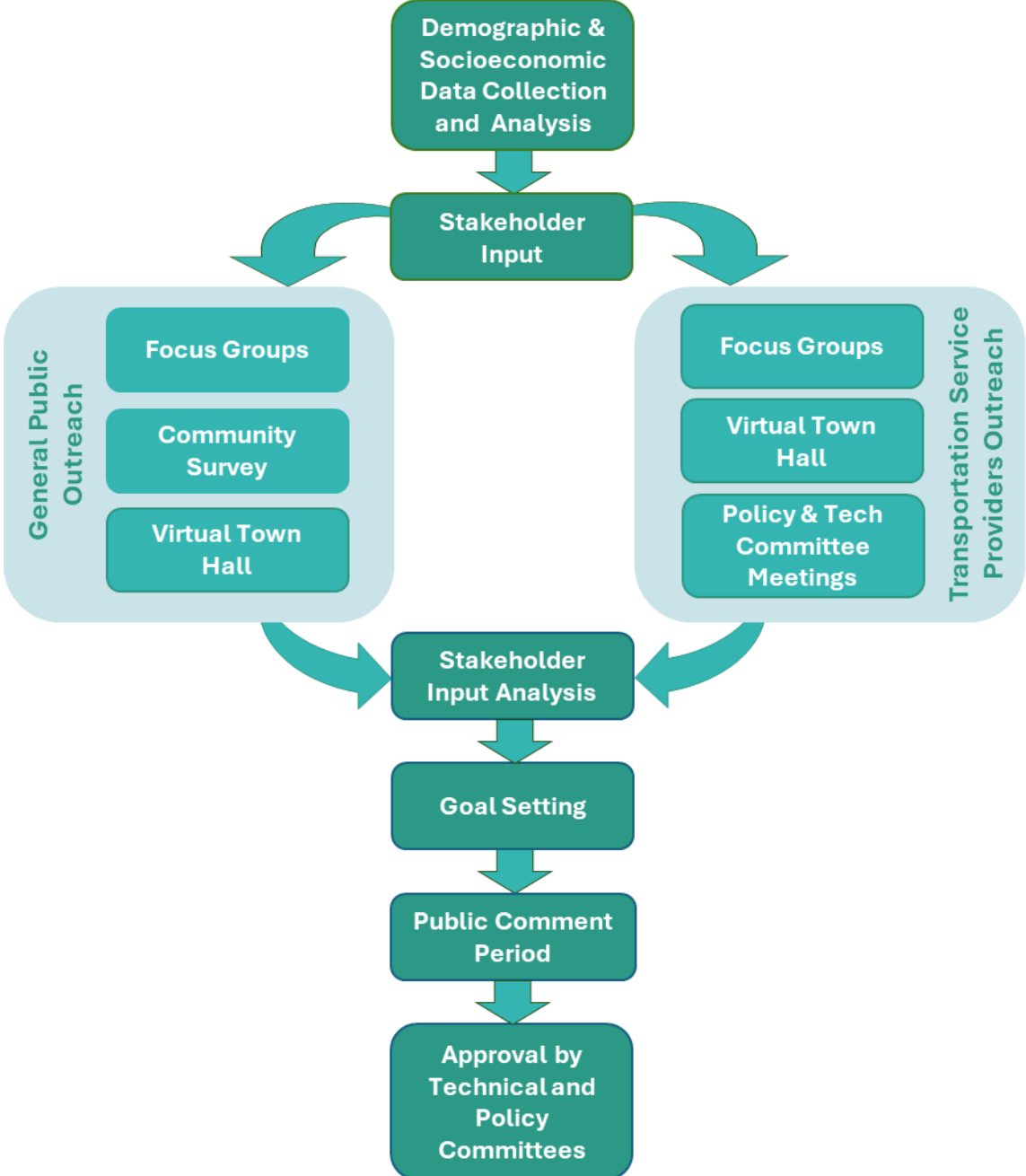
### **Human Services Transportation Planning Process**

This Region 6 Human Services Transportation Plan (HSTP) 2024 supports the work of rural public transit service providers, transportation services operated by non-profit organizations, and social service agencies. In the Plan, MCRPC staff aims to identify the transportation and service needs of key populations using the transit network and take a coordinated approach to guide the improvements to the network in rural areas and beyond.

The steps followed to complete this plan are illustrated in Figure 3 and summarized as follows:

- Demographic and socioeconomic data collection and analysis
- General public and service providers outreach
- Findings of community outreach about their experience using public transportation (surveys, focus groups and virtual town hall meeting)
- Findings of transportation providers outreach, issues organizations face to provide transportation services, inventory of available transportation services in the region and identification of policy and technical committees' members
- Analysis of transportation service gaps and barriers facing users and operators
- Goals and strategies to address transportation service gaps and barriers
- Plan approval by policy and technical committees and 30-day public comment period

Figure 3. HSTP Planning Process



## Executive Summary

This Region 6 Human Services Transportation Plan (HSTP) for the rural areas of Ford, Iroquois, Kankakee, Livingston, and McLean Counties, supports the work of Rural Public Transit (RPT) service providers operated by non-profit organizations and social service agencies. The plan aims to identify and better understand the needs of key populations using the transit network and take a coordinated approach to guide improvements.

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### Demographic Analysis (Highlights)

- Between 2010 and 2022 population in all counties decreased between 0.8% to 2.2%, except in McLean County where population increased by 0.1%.
- Counties with higher percentages of rural population (Ford, Iroquois and Livingston) have higher death rates by several public health and socioeconomic indicators, cancer, heart disease, Covid-19, diabetes and road accidents.
- Rural areas of Iroquois, Livingston and Kankakee counties have several census tracts with high concentrations (21% or more) of population being 65+ years.
- The population of Veterans in all counties is decreasing. However, all counties still have 1-5 rural census tracts where around 8% of the population is a veteran.
- Rural areas of Ford, Iroquois, Livingston and Kankakee have several tracts with a high concentration (15% or more) of the population being individuals with disabilities.
- All counties have 2-3 of their rural census tracts with 12% or more of their population living below the poverty level. Only Ford County has all tracts indicating that 12% or more of the population lives below the poverty level.
- At least 95% of the rural population in the five counties have access to a vehicle.

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### Transportation Service Providers

*SHOW BUS*: is the sole public transit provider in Region 6 rural areas; it offers several types of service:

- Scheduled routes limited stop service
- Scheduled routes door-to-door service
- Special services (medical services) if the available services don't meet a resident's needs.

*Social Service Agencies, Care Providers and Others*: Several social service agencies large organizations have their own buses/vans to

offer transportation services to their clients/residents. These organizations have been contacted to be part of the Region 6 committee which meets quarterly.



Kankakee Veterans Assistance Commission vehicle

## Needs Assessment Raw Data

### *Community Survey:*

- Open for four weeks in February 2024
- Advertised through mass media, social media, emails and by distributing flyers in common areas of the four counties.
- More than 150 responses received.

### *Focus Groups:*

Data from two focus groups carried out in mid-2022 was included:

- Rural Transit
- Pedestrian Safety in Rural Areas

### *Virtual Town Hall Forum:*

- Online carried out on April 18<sup>th</sup> 2024 with all members of the community
- Advertised through mass media, social media and invitations to all representatives (Mayors and presidents) of all rural towns.

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## Service Gaps Analysis (Highlights)

- Information and education; need to provide better information, to educate the community about services available, and how to access them.
- Type of service; the door-to-door service is difficult to schedule and not as reliable as the limited stop service.
- Availability; lack of service coverage to their place of residence and/or to their destinations is preventing people from using RPT.
- Reliability; need to increase operating hours of scheduled services to the afternoon/evenings.
- Drivers; there has been a driver shortage due to more difficult to obtain Commercial Driver's License to operate larger SHOW BUS vehicles.
- Funding; concern by transit providers that funding is only available for the purchase of vehicles, not for operations.
- Operations and maintenance; some organizations have had to stop providing service with accessible vehicles due to high maintenance costs.
- Other uses; suggestion of using public transportation for the delivery of goods (groceries), worked well during Covid.
- Coordination; difficulty in coordination amongst transit providers due to problems in logistics planning (Region 6 size) and available staff at agencies.

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## Goals and Objectives

### **Maintain and Expand Transportation Services**

- Support increase of scheduled-routes services frequencies.
- Support increase of scheduled routes if required.

### **Accessibility and Affordability**

- Support the maintenance or increase in the availability of accessible vehicles.
- Support creation of a hub/guide that includes all service information.

### **Operational and Institutional Needs**

- Support coordination efforts between public transit providers and other agencies providing transportation services.
- Explore new Funding Opportunities.

## b. Regional Demographics

To understand the current characteristics of the population living in rural areas of Region 6, this section contains: (1) General figures related to characteristics at the county level such as population growth or decrease, percentage of urban versus rural population, and several public health and socioeconomic indicators. (2) In more detail, the location of the disadvantaged communities within the rural area of each county by census tract (urban census tracts in Kankakee and McLean Counties are excluded). This analysis includes the location and percentage of youth population under 18, senior population 65 years and over, individuals with disabilities, population living below the poverty level, veterans, non-white population, and population with no access to a vehicle.

### Population Growth

A comparison of Census 2020 county population counts with the Census Bureau estimated population as of July 2022 is shown below. There is a flat population growth in Livingston and McLean counties, and varying levels of estimated population loss in the remaining Region 6 counties. The 2022 estimates assume the percentage changes take place within a 2-year period.

*Table 1. Population Growth/Decrease Comparison (US Census 2020-2022)*

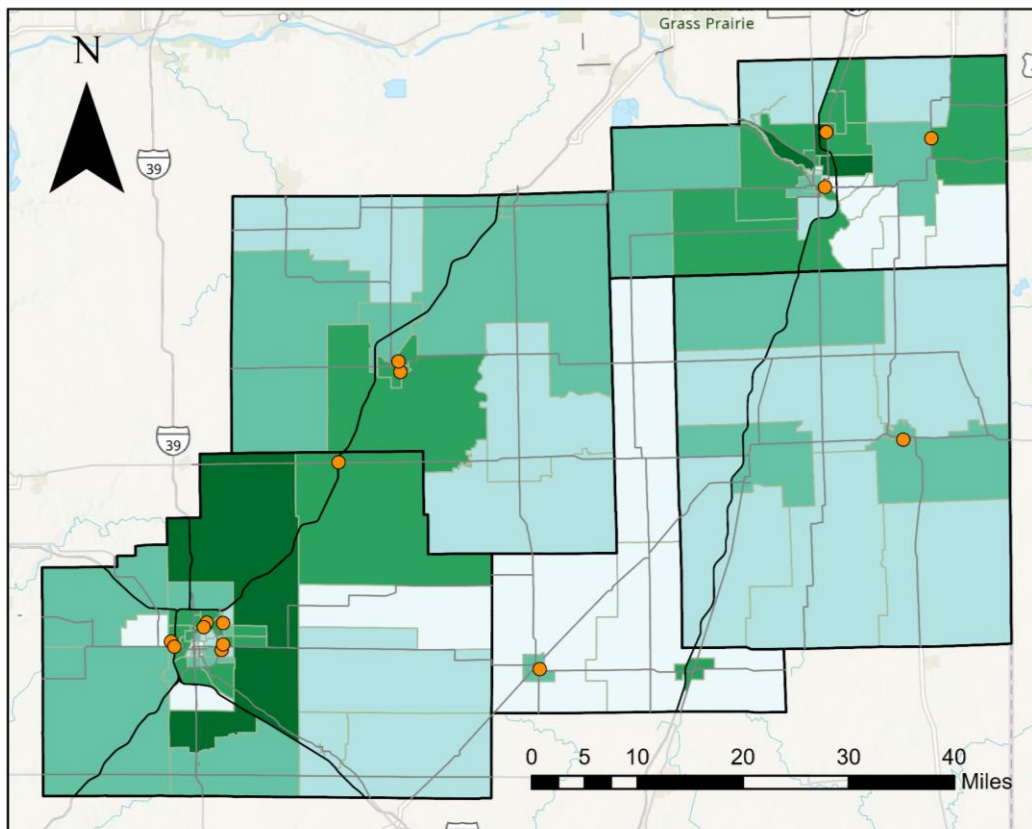
<b>Ford</b>	<b>Iroquois</b>	<b>Kankakee</b>	<b>Livingston</b>	<b>McLean</b>
-2.1%	-2.2%	-1.3%	-0.8%	0.1%

These estimates reflect a continuing national trend of population migration from rural to urban areas. These trends will be evaluated with respect to the ongoing impacts on the Region 6 counties to properly predict future needs.

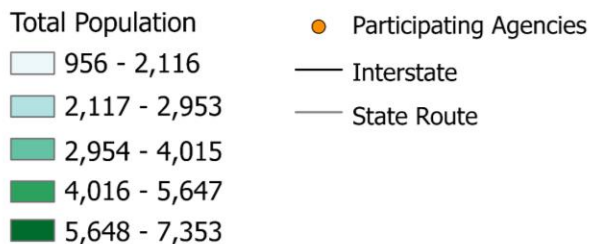
## Rural and Urban Population Distribution in Region 6<sup>2</sup>

All the Region 6 counties have areas of low population density (See Figure 4). The individual charts (Figure 5) illustrate the significant similarity in the rural and urban population shares in the three predominantly rural counties, while McLean and Kankakee county's populations are mostly urban. The regional map also notes the locations of the participating rural and urban service providers and social service agencies.

Figure 4. Population Density and Participatory Agency Locations (US Census 2022)



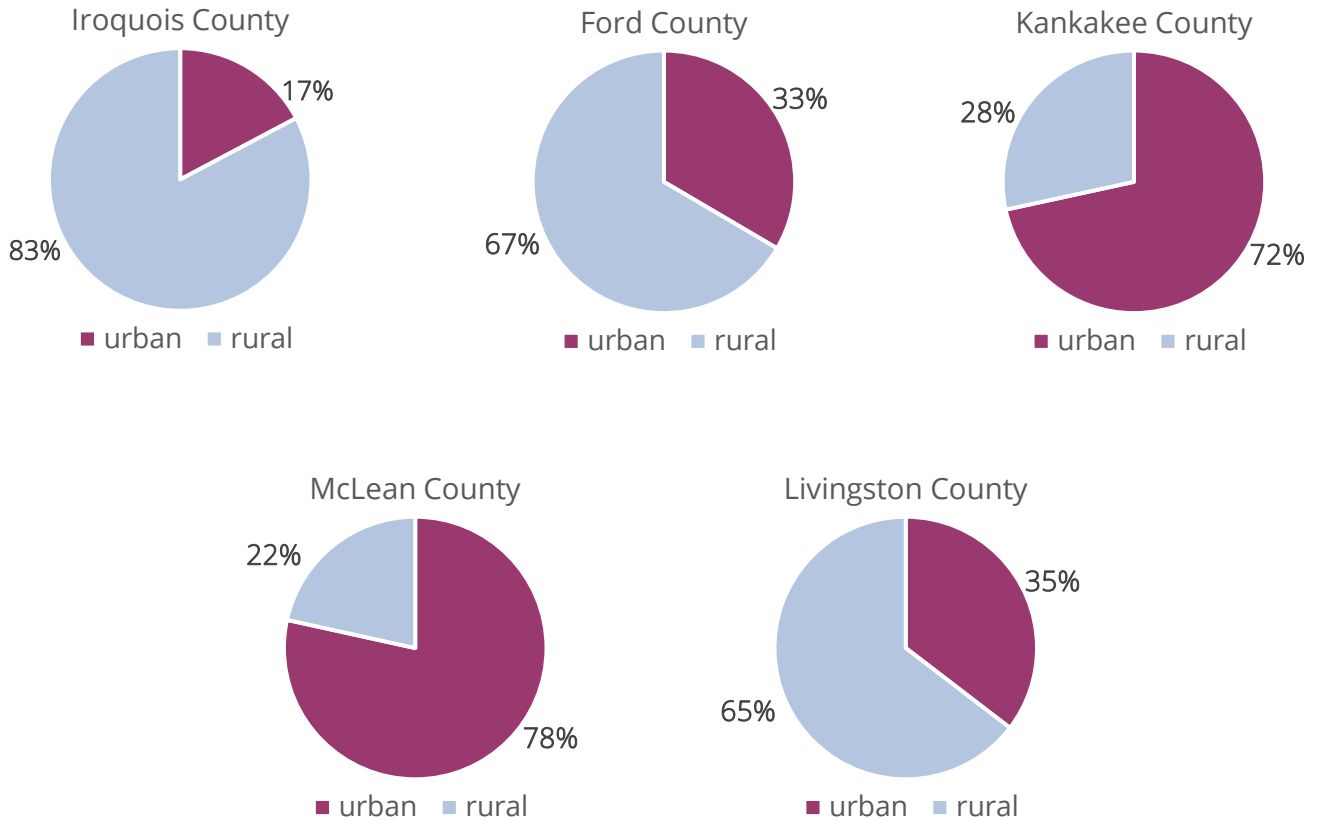
### Population Density and Participating Agency Locations



McLean County Regional Planning Commission March 2023 - Source: U.S Census ACS 5-Year 2018-2022 Projection: NAD 1927 State Plane IL East - Classification: Quantile

<sup>2</sup> The data used in this section is derived primarily from the US Census American Community Survey, which is based on annual population samples and aggregated estimates. This data is less precise than the data from the Decennial Census and should be assessed in that light by the reader.

Figure 5. Rural and Urban Population Distribution Charts (US Census 2022)



Three of our Region 6 counties (Ford, Iroquois, and Livingston) do not contain significant urbanized population clusters, meaning that average population densities are significantly lower than the regional average. These counties are key to understanding how rural public transit functions in service across large areas to reach people needing services not otherwise available to them.

### Region 6 Public Health and Socioeconomic Indicators

Table 2 shows the death rate for different conditions per 100,000 people in each Region 6 County from 2016-2020. Road accidents represent a significant cause of death in all counties. Ford County has the highest recorded prevalence of deaths per 100,000 people for COVID-19 (185.34), heart disease (406.63), cancer (361.88), and fatalities overall (1,822.53) despite it being the least populated county of all Region 6 counties. Iroquois County has the highest recorded prevalence of deaths per 100,000 people involved in accidents at 101.43. McLean County has a lower overall prevalence of deaths per 100,000 people in all categories across the 5 years.

Table 2. Death Rate of Various Consitions per 100,000 People

CO	Death Rate per 100,000 Population										Year		
Ford	All causes of fatalities	CANCER	HEART DISEASE	ACCIDENTS	DIABETES	COVID-19	1539.59	331.49	302.03	x	x	N/A	2016
							1528.61	286.14	406.63	x	x	N/A	2017
							1575.69	361.88	309.11	x	x	N/A	2018
							1350.20	262.33	285.47	x	x	N/A	2019
							1822.53	308.90	378.41	x	x	185.34	2020
Iroquois							1432.91	314.11	352.93	91.76	67.06	N/A	2016
							1384.70	330.03	333.62	82.51	x	N/A	2017
							1463.56	307.93	365.89	101.43	47.09	N/A	2018
							1342.48	302.43	335.62	88.52	47.95	N/A	2019
							1658.49	310.73	366.89	86.11	37.44	164.73	2020
Kankakee							1072.65	261.80	277.25	51.81	20.00	N/A	2016
							1117.65	248.16	249.08	69.34	23.72	N/A	2017
							1047.95	219.04	295.39	63.62	16.36	N/A	2018
							1038.58	217.55	303.11	60.99	20.03	N/A	2019
							1246.85	222.85	340.72	74.59	28.55	114.19	2020
Livingston							1177.24	271.04	334.01	60.23	27.38	N/A	2016
							1248.70	238.24	293.01	65.72	30.12	N/A	2017
							1319.87	282.43	313.19	89.48	30.76	N/A	2018
							1259.54	249.66	294.55	67.32	36.47	N/A	2019
							1437.28	254.14	313.44	81.89	48.00	152.48	2020
McLean	658.28	142.68	157.76	34.22	12.76	N/A	2016						
	706.37	158.45	167.74	46.43	12.77	N/A	2017						
	741.20	155.65	178.21	37.03	21.41	N/A	2018						
	714.21	156.84	158.00	43.73	13.99	N/A	2019						
	834.42	151.82	196.78	45.55	19.27	64.23	2020						

Table 3 on the next page contains a variety of health and socioeconomic metrics that can be used to better understand the current status of the population in Region 6. The table shows that counties with a higher percent of rural population have lower quality of life than counties with mostly urban population. Although the difference in indicators is sometimes only 1% between mostly urban and mostly rural counties, there is a consistency of

indicators showing lower scores in mostly rural counties. For example, Ford, Iroquois, Kankakee and Livingston have higher percentages of uninsured population, lower life expectancy and less access to exercise than the population in McLean County which is mostly urban. This shows that planning for rural transportation is vital as it involves connecting people to different services such as hospitals, groceries and to each other.

*Table 3. Health and Socioeconomics Table*

census 2020	13534	27077	107502	35815	170954		
County Health and Socioeconomic Metrics	Ford	Iroquois	Kankakee	Livingston	McLean	total	regional average
Population	13,511	27,077	113,449	35,814	170,954	360,805	
Rural Population							
<b>Access to Care</b>							
% in fair or poor health	18	19	19	20	15	91.0	18.2
Poor Mental Health Days, monthly	4.8	4.9	4.6	4.9	4.3	23.5	4.7
Physician CP ratio	10; 1300:1	11; 2460:1	43; 2550:1	2380:1	1790:1	0.0	0
#PCP	10	11	43	15	96	175.0	35
mental health providers	66; 200:1	85; 310:1	178; 610:1	53; 670:1	472; 360:1	0.0	
dentists	5; 2,590:1	10; 2670:1	55; 1970:1	16; 2210:1	114; 1,500:1	0.0	
uninsured	737	1,823	6,332	1,752	7,970		
% uninsured	7%	9%	7%	7%	6%		
Life Expectantancy	76.3	75.9	76.6	76.1	79.4	384.3	76.86
<b>Health Challenges</b>							
COVID Death Rate 2020	24	44	124	54	110	356.0	71.2
smoker	20%	20%	19%	21%	16%	1.0	0.192
inactivity	28%	30%	28%	30%	24%	1.4	0.28
Adult Obesity (BMI ≤ 30)	36%	37%	37%	37%	34%	1.8	0.362
Access to Exercise	59%	37%	76%	65%	79%	3.2	0.632
Diabetes Prevalence	10%	10%	11%	10%	9%	0.5	0.1
Motor Vehicle Deaths	10	55	115	43	82	305.0	61
Avg. Daily PM2.5	9.3	9.3	9.7	9.7	9.9	47.9	9.58
<b>Healthy Living</b>							
Food insecure/pop	1,630	3,100	12,270	4,380	16,340	37720.0	7544
Limited Access to Healthy foods	1,094	3,186	6,884	2,530	14,890		
Food insecure/%	12%	11%	11%	12%	10%	0.6	0.112
Limited Access to Healthy Foods %	8%	11%	6%	6%	9%		
Food Environment Index	8%	11%	6%	6%	9%	0.4	0.08
County Food Environment Index	7.7	7.6	8.1	7.8	8.1	39.3	7.86
<b>Socioeconomics</b>							
median household income	\$58,500	\$53,600	\$57,400	\$66,300	\$71,900	\$307,700	\$61,540
unemployment	6.4	6.2	8.8	6.7	6.8	34.9	6.98
children in poverty	14.0%	14.0%	17.0%	13.0%	10.0%		0
reading scores =3 at grade level	3.2	3.4	2.7	2.9	3.1	15.3	3.06
math scores	3.2	3.1	2.7	2.9	3.1	15.0	3

## Disadvantaged Communities Characteristics

### Total Population

The total population in each county is shown in Table 4. The total population of all counties in Region 6 is 355,003 people in 2022. McLean County and Kankakee County have the highest populations at 171,284 and 107,421 respectively. Together, the two counties make up more than three-quarters (78.2%) of the total population of Region 6. Livingston, Iroquois, and Ford counties make up smaller portions of the region’s total population with Ford representing the smallest county population at 13,484 and just 3.7% of Region 6.

Table 4. Population by County (US Census 2018-2022)

County	Total Population	HSTP Region 6 Total Population	Percent of Total
<b>Ford</b>	13,484	355,003	3.7%
<b>Iroquois</b>	27,043	355,003	7.6%
<b>Kankakee</b>	107,421	355,003	30.2%
<b>Livingston</b>	35,771	355,003	10%
<b>McLean</b>	171,284	355,003	48.2%

Figure 6. shows the rural population change in Region 6 counties between 2010 and 2020. Rural population decreased by between 3% and 10%. McLean and Kankakee counties had a 10% and 3% of their rural populations decrease respectively. In Ford, Livingston and Kankakee counties which are mostly rural, population decreased by between 7% and 8%.

Figure 6. Rural Population Change by County (US Census 2010-2020)

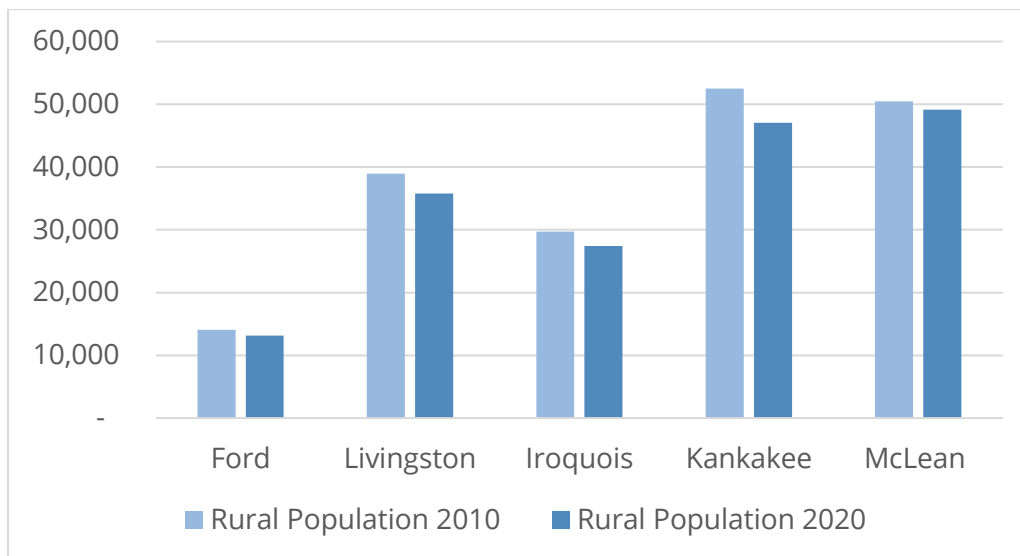
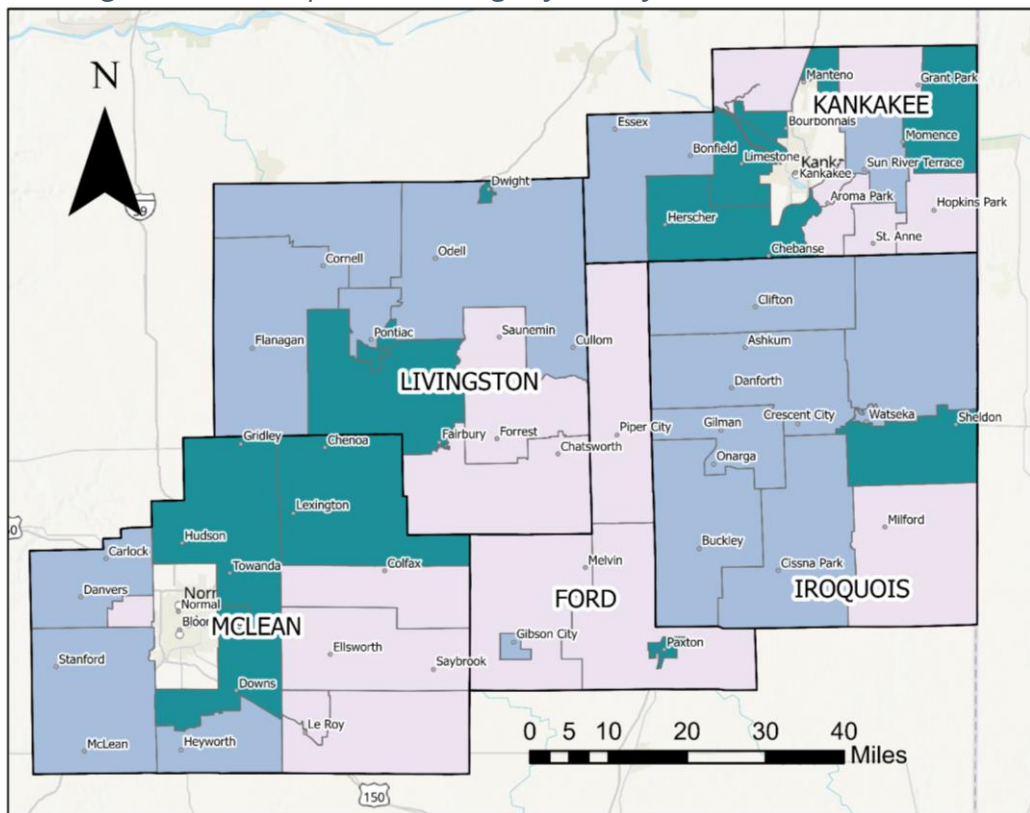


Figure 7, shows the total number of people living in Region 6 rural areas by census tract. Each county has at least one census tract with a high number of people living in it, but there are more census tracts with high concentrations of people in McLean and Kankakee counties. The other Region 6 counties, Ford, Iroquois, and Livingston have only one census tract with a high concentration of people. In Kankakee County, more people live around the communities of Herscher, Limestone, Chebanse, Manteno, and Momence. In McLean County, more people live around the communities of Downs, Chenoa, Lexington, Hudson, and Towanda which are towns near the main urban areas. In the less populated counties, more people live around the largest cities/towns which include Paxton in Ford County, Dwight and Fairbury in Livingston County, and Sheldon in Iroquois County.

Figure 7. Rural Population Change by County (US Census 2018-2022)



**Total Population by Census Tract 2018-2022**

- Low 956 - 2,432
- High 3,696 - 7,353
- Medium 2,433 - 3,695
- Urban Tracts

McLean County Regional Planning Commission December 2023 - Source: U.S Census ACS 5-Year 2018-2022  
 Projection: NAD 1927 State Plane IL East - Classification: Quantile

## Youth Population

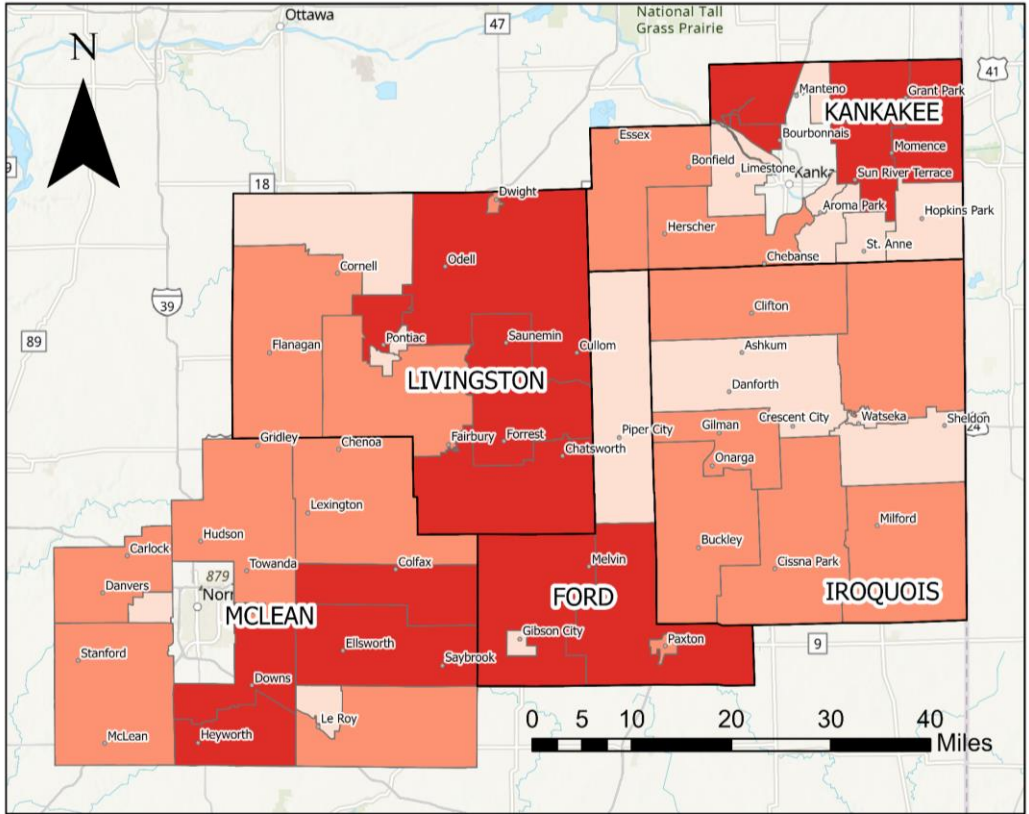
Table 5. below shows the percentage of youth in Region 6 counties. All Region 6 counties have a youth population representing at least 20% of their total population. The census tracts with the highest percentages of youth are within Ford, Kankakee, Livingston, and McLean Counties. In 2022, the total number of youths living in Region 6 was 77,859 people representing 22.1% of the population.

*Table 5. Youth Population Under 18 (US Census 2018-2022)*

<b>County</b>	<b>Total Population</b>	<b>Youth Population</b>	<b>Percent of Total</b>
<b>Ford</b>	13,534	3,080	22.80%
<b>Iroquois</b>	27,077	5,817	21.50%
<b>Kankakee</b>	107,502	24,649	22.90%
<b>Livingston</b>	35,815	7,824	21.90%
<b>McLean</b>	171,284	36,489	21.30%
<b>Total/Avg.</b>	<b>355,212</b>	<b>77,859</b>	<b>22.08%</b>

Figure 8 shows the location of youth population in Region 6. There are high concentrations of youths in Ford, Livingston McLean and Kankakee counties. In Ford County, the youth population is concentrated in the rural parts of the southern half of the county, excluding the municipal limits of Gibson City and Paxton. The highest concentration of youth in McLean County is located around the communities of Downs, Heyworth, Ellsworth, Colfax, Downs, and Saybrook. In Livingston County, a higher percentage of youth are within the eastern half of the county around the communities of Fairbury, Odell, Saunemin, Cullom, Forrest, Chatsworth, and Pontiac. In Kankakee County, a larger percentage of youth live in the northwest and northeast parts of the county, around the communities of Bourbonnais, Momence, Sun River Terrace, and Grant Park.

Figure 8. Youth Population Under 18 (US Census 2018-2022)



**Percent of Youth Population by Census Tract 2018-2022**

- Low < 21%
- High > 25%
- Medium 21 - 25%
- Urban Tracts

McLean County Regional Planning Commission March 2023 - Source: U.S. Census ACS 5-Year 2018-2022  
 Projection: NAD 1927 State Plane IL East - Classification: Quantile

## Senior Population

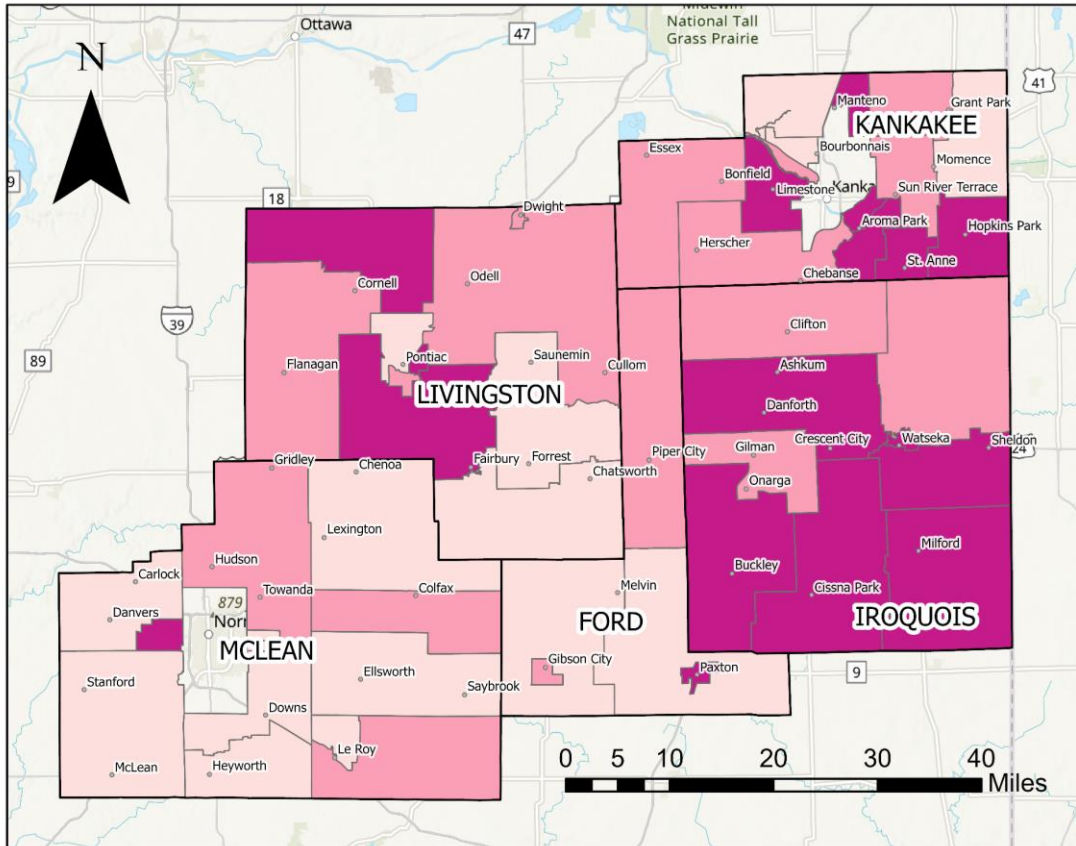
Table 6 shows that each county in Region 6 has a senior population (people ages 65+) representing at least 18% of its population, except for McLean County at 13.9%. In 2022, the total senior population in Region 6 was 57,886 or 18.3% of the total population.

*Table 6. Total Population 65 Years or Older (US Census 2018-2022)*

<b>County</b>	<b>Total Population</b>	<b>Senior Population</b>	<b>Percent of Total</b>
<b>Ford</b>	13,484	2,524	18.70%
<b>Iroquois</b>	27,043	5,904	21.80%
<b>Kankakee</b>	107,421	18,495	17.20%
<b>Livingston</b>	35,771	7,079	19.80%
<b>McLean</b>	171,284	23,884	13.90%
<b>Total/Avg.</b>	<b>355,003</b>	<b>57,886</b>	<b>18.28%</b>

Figure 9 demonstrates the percentage of seniors living in Region 6 by census tract. Iroquois County has a considerable senior population with 6 of its 9 census tracts showing a high percentage of seniors with more than 21% of the population being 65 years or older. Other areas with high concentrations of senior populations are found around Paxton in Ford County, Pontiac, Fairbury, and north of Cornell in Livingston County, Manteno, Limestone, Aroma Park, St Anne, and Hopkins Park in Kankakee County, and southeast of Carlock in McLean County. When compared to the of youth population, senior population is located in different census tracts.

Figure 9. Total Population 65 Years or Older by Cesus Tract (US Census 2018-2022)



**Percent of Senior Population by Census Tract 2018-2022**

- Low < 18%
- Medium 18 - 21%
- > 21%
- Urban Tracts

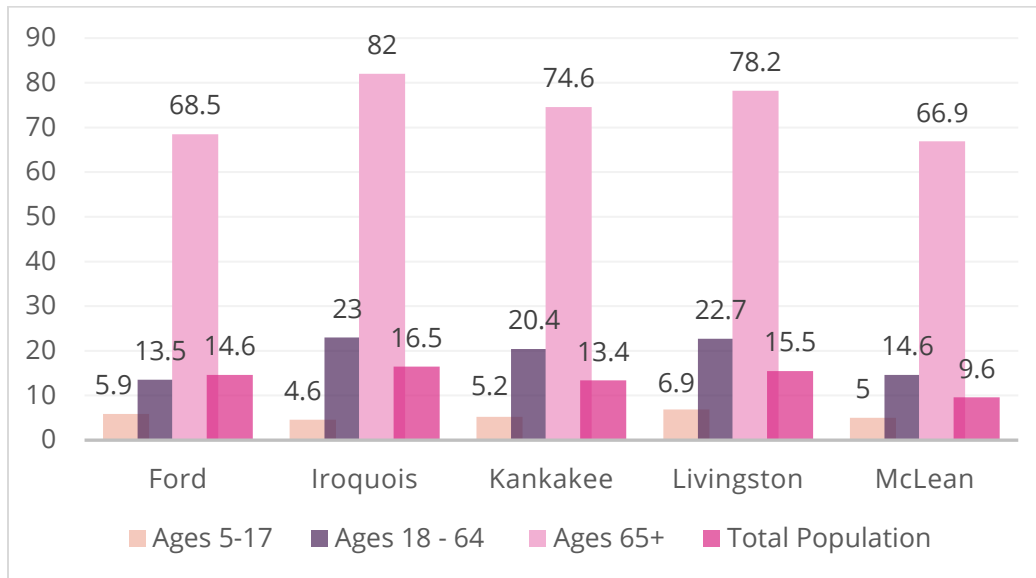
McLean County Regional Planning Commission December 2023 - Source: U.S Census ACS 5-Year 2018-2022  
 Projection: NAD 1927 State Plane IL East - Classification: Quantile

**Disability by Age Distribution**

Figure 10 shows the percentage of the population with a disability by age in each Region 6 county. People ages 65+ years have the highest incidence of disability in all Region 6 counties with the highest disability incidence percentage being 82% in Iroquois County. Iroquois also has the highest disability incidence percentage among people ages 18 to 64 years at 23%. Disability incidence percentages among people 18 to 64 years are similar to Iroquois County for Livingston and Kankakee counties at 22.7% and 20.4% respectively. McLean and Ford counties have significantly smaller percentages of disability incidence for

people ages 18 to 64 in comparison, at 14.6% and 13.5 respectively. Regarding the percentage of disability incidence among people ages 5 to 17 years, all counties have a percentage below 7%. Livingston with the highest at 6.9% and Iroquois with the lowest at 4.6%.

Figure 10. Percentage Incidence of Disability by Age and Location (US Census 2018-2022)



### Population with a Disability

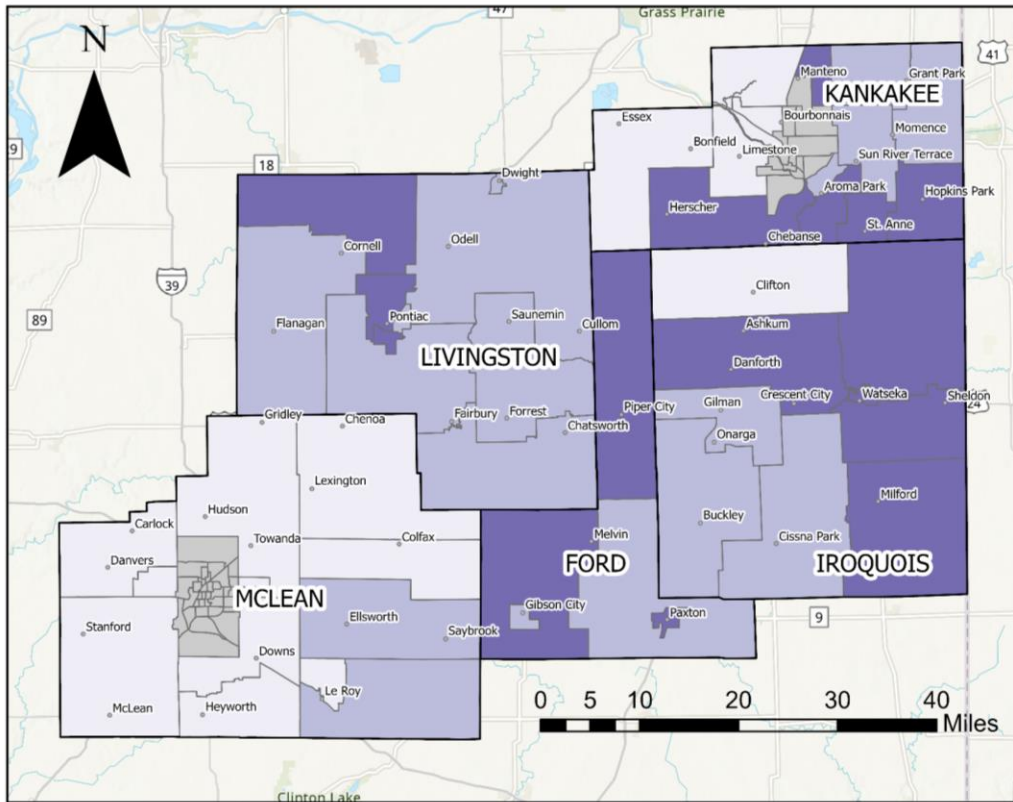
Table 7 details the percentage of individuals with a disability in Region 6 counties. In 2022, the total number of individuals with a disability in Region 6 was 43,282 people, or 14.4% of the total population. The counties with the highest concentrations of individuals with a disability are Ford and Iroquois.

Table 7. Population of Individuals with Disabilities (US Census 2018-2022)

County	Total Civilian Noninstitutionalized Population	Individuals with a Disability	Percent of Total
<b>Ford</b>	13,097	2,019	15.40%
<b>Iroquois</b>	26,654	4,652	17.50%
<b>Kankakee</b>	105,904	15,418	14.60%
<b>Livingston</b>	33,910	5,042	14.90%
<b>McLean</b>	170,290	16,151	9.50%
<b>Total/Avg.</b>	<b>349,855</b>	<b>43,282</b>	<b>14.38%</b>

Figure 11, details Region 6’s distribution of individuals with a disability. In Ford County, the census tracts with the highest percentages of individuals with a disability are around the northern and eastern rural parts of the county, and near Paxton. In Iroquois County, concentrations of disabled individuals are located along the eastern half of the County and around Crescent City, Danforth, Watseka, Sheldon, Milford, and Ashkum. A high percentage of individuals with a disability live in the northwest corner of Livingston County and just north of Kankakee in Kankakee County, as well as near Herscher, Chebanse, St Anne, and Hopkins Park.

Figure 11. Population of Individuals with Disabilities (US Census 2018-2022)



**Percent of Population with a Disability by Census Tract 2018-2022**

- Low < 11%
- High > 15%
- Medium 11 - 15%
- Urban Tracts

McLean County Regional Planning Commission December 2023 Source: U.S Census 2018-2022 ACS 5-Year  
 Projection: NAD 1927 State Plane IL East Classification: Quantile

## Population in Poverty

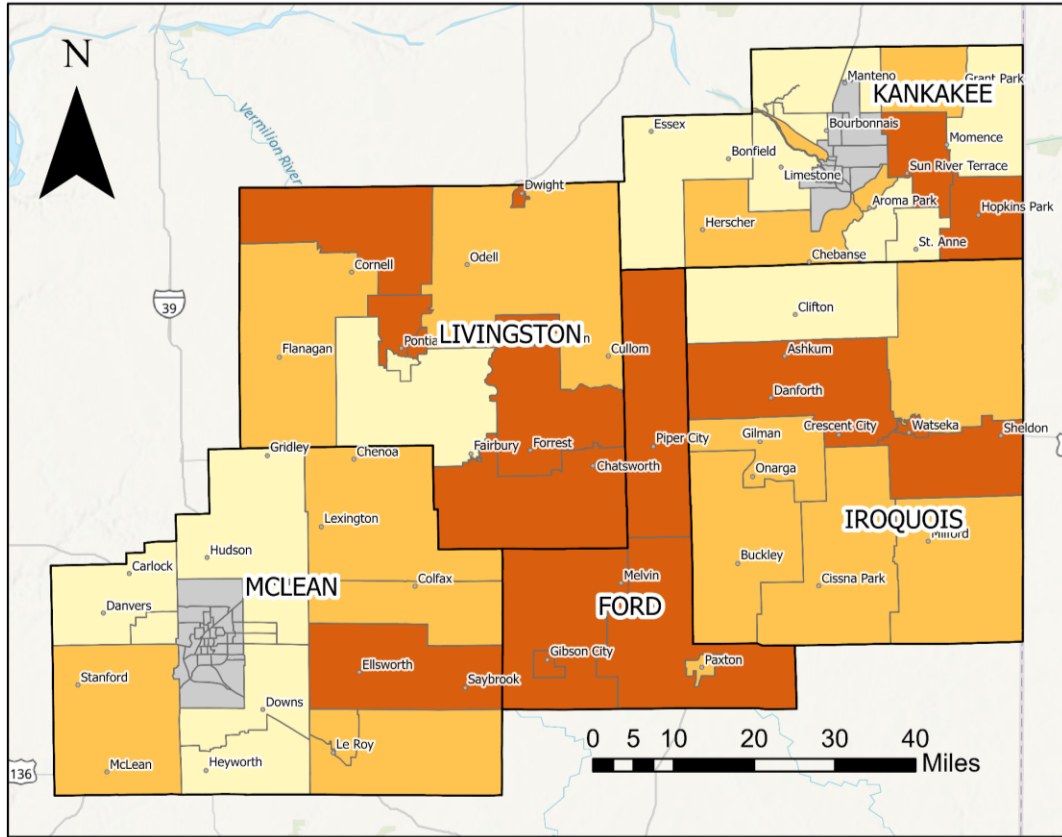
Table 8 details that in 2022, 22,372 individuals, or 12.2% of the region's population in Region 6 fall below the poverty level. The counties with the highest percentage of people living in poverty are McLean, Livingston, and Ford.

*Table 8. Population Below the Poverty Level (US Census 2018-2022)*

County	Population for whom poverty status is determined	Individuals below the poverty level	Percent of Total
<b>Ford</b>	13,011	1,578	12.10%
<b>Iroquois</b>	26,347	2,823	10.70%
<b>Kankakee</b>	103,408	14,520	14%
<b>Livingston</b>	33,805	3,451	10.20%
<b>McLean</b>	162,607	23,023	14.20%
<b>Total/Avg.</b>	<b>339,178</b>	<b>45,395</b>	<b>12.24%</b>

The map below shows the percentage of individuals living below the poverty line in Region 6 by census tract. All but one census tract in Ford County represents high concentrations of individuals living in poverty with more than 12% of the population falling below the poverty line. In Livingston County, there are concentrations of individuals living in poverty in the areas around Chatsworth, Forest, Saunemin, Cullom, Cornell, and Pontiac. In McLean County, a high concentration of individuals living in poverty is located around the eastern-central part of the county around the communities of, Ellsworth and Saybrook. Although Iroquois and Livingston Counties have smaller percentages of people living in poverty overall, they both have a considerable number of census tracts with high concentrations of individuals living in poverty. In Kankakee County, there are census tracts of high portions of the population living in poverty around Hopkins Park and Sun River Terrace, as well as, around the communities of Watseka, Sheldon Crescent City, Danforth, and Ashkum in Iroquois County.

Figure 12. Population Below the Poverty Level (US Census 2018-2022)



**Percent of Population Below the Poverty Line by Census Tract 2018-2022**



McLean County Regional Planning Commission December 2023 Source: U.S Census 2018-2022 ACS 5-Year  
 Projection: NAD 1927 State Plane IL East Classification: Quantile

**Military Veteran Population**

Table 9 shows the percentage of veteran distribution by county. In 2022, 18,627 individuals, or 7.2% of the 18 years and older population within Region 6 are veterans. Livingston County has the highest concentration of veterans at 8.1% and McLean County has the lowest concentration of veterans at 5.9%.

Table 9. Veteran Population (US Census 2018-2022)

County	Civilian Population 18 Years and Older	Veterans	Percent of Total
<b>Ford</b>	10,404	814	7.80%
<b>Iroquois</b>	21,226	1,533	7.20%
<b>Kankakee</b>	82,763	5,991	7.20%
<b>Livingston</b>	27,945	2,267	8.10%
<b>McLean</b>	134,726	8,022	5.90%
<b>Total/Avg.</b>	277,064	18,627	7.24%

Figure 13 details the population change of veterans in Region 6 by county from 2020-2023. The overall population of veterans is slowly declining in each county.

Figure 13. Region 6 Number of Veterans in the Last 4 Years (US Census 2020-2023)

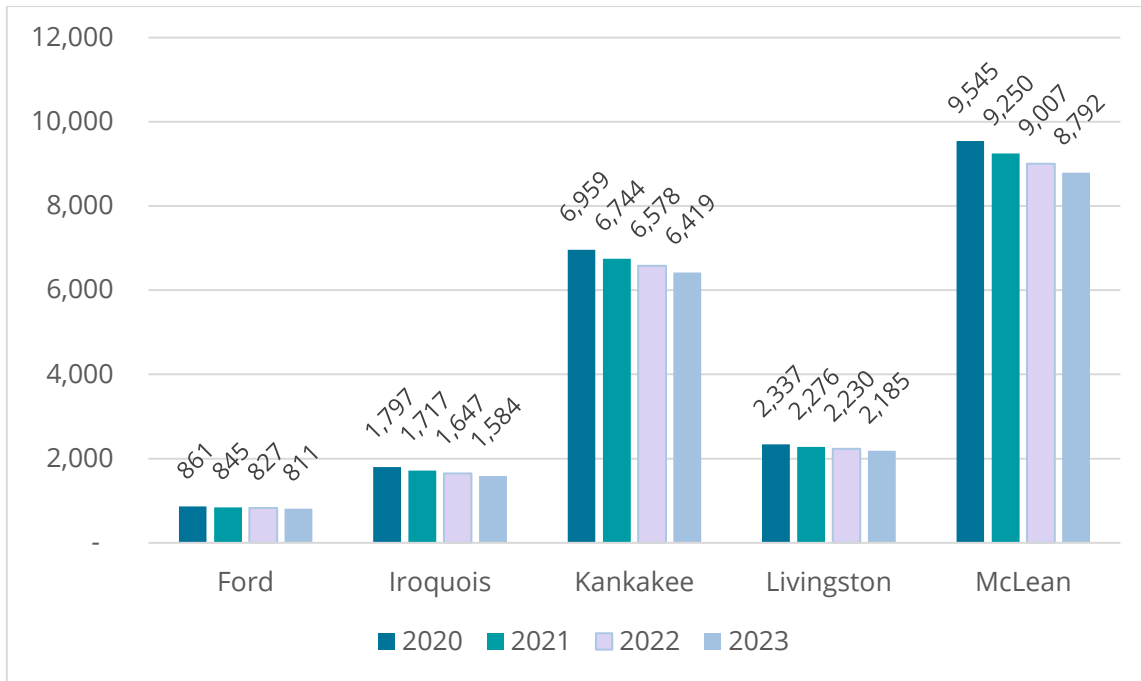
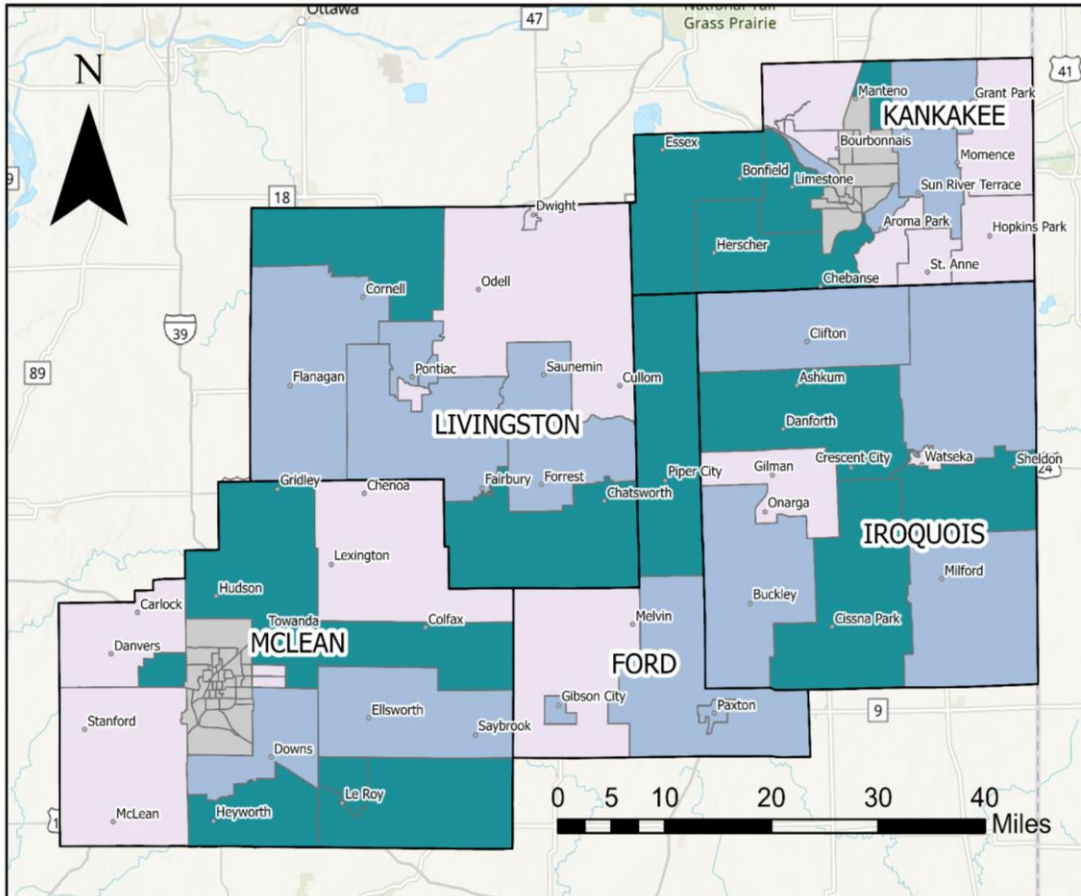


Figure 14 shows the distribution of veterans across the region. There is a higher concentration of veterans living near Chatsworth, Fairbury, and north of Cornell in Livingston County. In Ford County, more veterans are concentrated in the census tract around Piper City. In Kankakee County, high concentrations of veterans are near Essex,

Limestone, Herscher, Bonfield, and Manteno. In Iroquois veteran population is concentrated around Ashkum, Danforth, Sheldon, and Cisna Park. McLean County's veteran population is concentrated around Downs, Le Roy, Heyworth, Colfax, Hudson, Towanda, and Gridley.

Figure 14. Veteran Population (ACS 2018-2022)



**Percent of Veteran Population by Census Tract 2018-2022**



McLean County Regional Planning Commission December 2023 Source: U.S Census 2018-2022 ACS 5-Year  
 Projection: NAD 1927 State Plane IL East Classification: Quantile

## Nonwhite Population

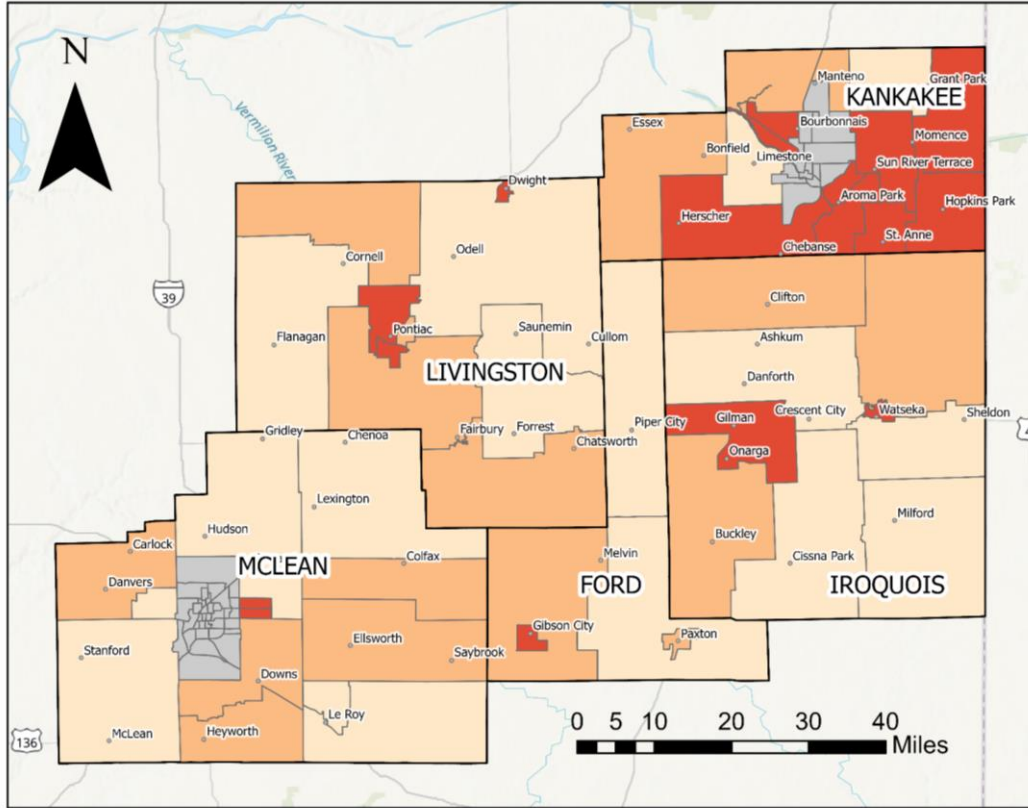
Table 10 details that in 2022, 49,781 or 10.1% of the total population of one race in Region 6 are nonwhite individuals. The counties with the highest percentages of nonwhite people are Kankakee and McLean Counties, with 20% and 15% respectively. Ford, Iroquois, and Livingston counties have considerably smaller concentrations of nonwhite individuals with all three counties' nonwhite populations representing less than 6% of their total population.

*Table 10. Nonwhite Population by County (ACS 2018-2022)*

County	Total Population	Population of One Race	Nonwhite Population	Percent of Total
<b>Ford</b>	13,484	12,930	542	4.1%
<b>Iroquois</b>	27,043	25,972	1,463	5.6%
<b>Kankakee</b>	107,421	101,628	20,413	20.0%
<b>Livingston</b>	35,771	34,675	1,986	5.7%
<b>McLean</b>	171,284	164,037	25,377	15.0%
<b>Total/Avg.</b>	355,003	339,242	49,781	10.1%

Figure 15 shows the distribution of the nonwhite population across Region 6. In Kankakee County, high concentrations of nonwhite population are spread across the eastern and southern parts of the county near the communities of Herscher, Chebanse, Aroma Park, St Anne, Sun River Terrace, Momence, Grant Park, and Bourbonnais. In McLean County, census tracts with high concentrations of nonwhite populations are just east of Bloomington. Although the remaining counties have smaller percentages of nonwhite population, there are census tracts with a high concentration of nonwhite population around Gibson City in Ford County, Pontiac and Dwight in Livingston County, and Gilman, Onarga Watseka in Iroquois County.

Figure 15. Region 6 Nonwhite Population by Census Tract (ACS 2018-2022)



**Percent of Non White Population by Census Tract 2018-2022**



McLean County Regional Planning Commission December 2023 Source: U.S Census 2018-2022 ACS 5-Year  
 Projection: NAD 1927 State Plane IL East Classification: Quantile

### Population with No Vehicle

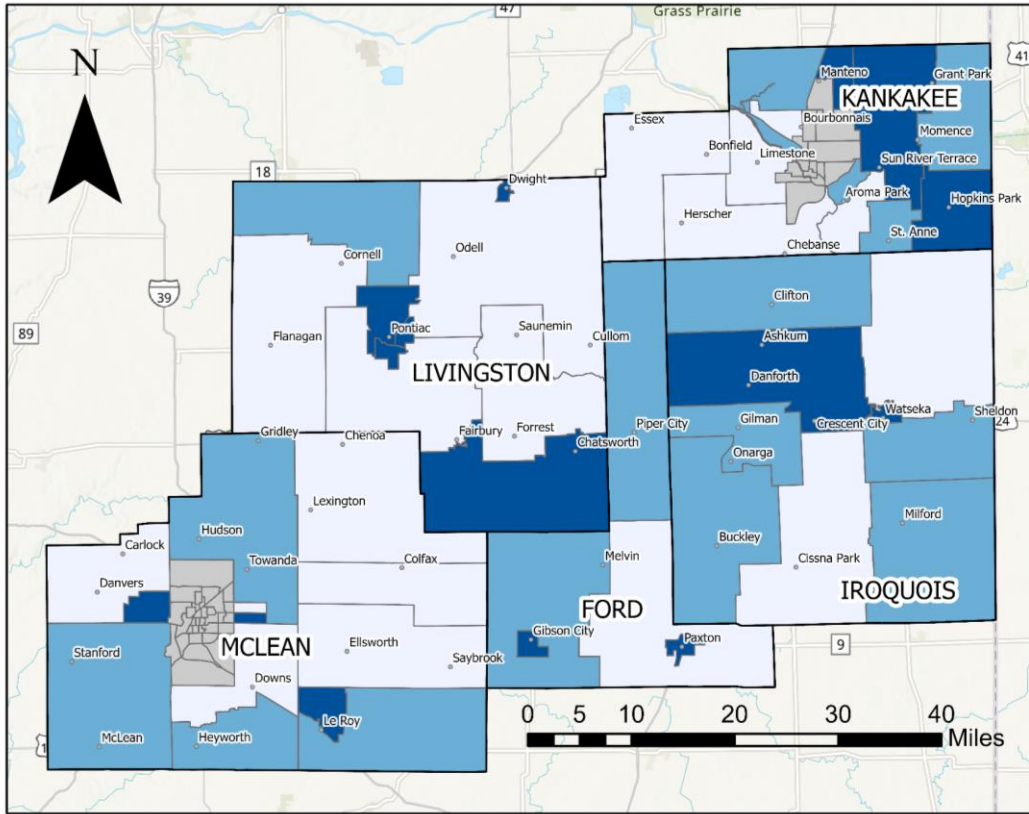
Table 11 shows that in 2022, 8,483 households, or 5.9% of all households in Region 6 did not have an available vehicle to drive. The counties with the highest percentages of households with no vehicle are Ford County at 7.4% and Kankakee County at 6.8%.

*Table 11. Population With No Vehicle by County (ACS 2018-2022)*

County	Occupied Households	Households with No Vehicle	Percent of Total
<b>Ford</b>	5,689	425	7.40%
<b>Iroquois</b>	11,217	490	4.30%
<b>Kankakee</b>	40,591	2,784	6.80%
<b>Livingston</b>	14,665	763	5.20%
<b>McLean</b>	68,491	4,021	5.80%
<b>Total/Avg.</b>	140653	8,483	5.90%

Figure 16, shows that in the counties with higher percentages of households with no vehicles, the census tracts with high concentrations are around Gibson City and Paxton in Ford County, and around Downs and just east and west of Bloomington-Normal in McLean County. In the remaining counties, high concentrations of households with no vehicle are around Fairbury, Forrest, Chatsworth, and north of Pontiac in Livingston County, north of Gilman in Iroquois County, and Manteno, Hopkins Park, and north of Sun River Terrace in Kankakee County.

Figure 16. Population With No Vehicle by Census Tract (ACS 2018-2022)



**Percent of Population with No Vehicle by Census Tract 2018-2022**



McLean County Regional Planning Commission December 2023 Source: U.S Census 2018-2022 ACS 5-Year  
 Projection: NAD 1927 State Plane IL East Classification: Quantile

## Disadvantaged Communities Analysis

An overall level of transportation dependence map was created to better understand transportation needs in Region 6. To create the map, MCRPC staff conducted a cumulative analysis of the following socioeconomic factors:

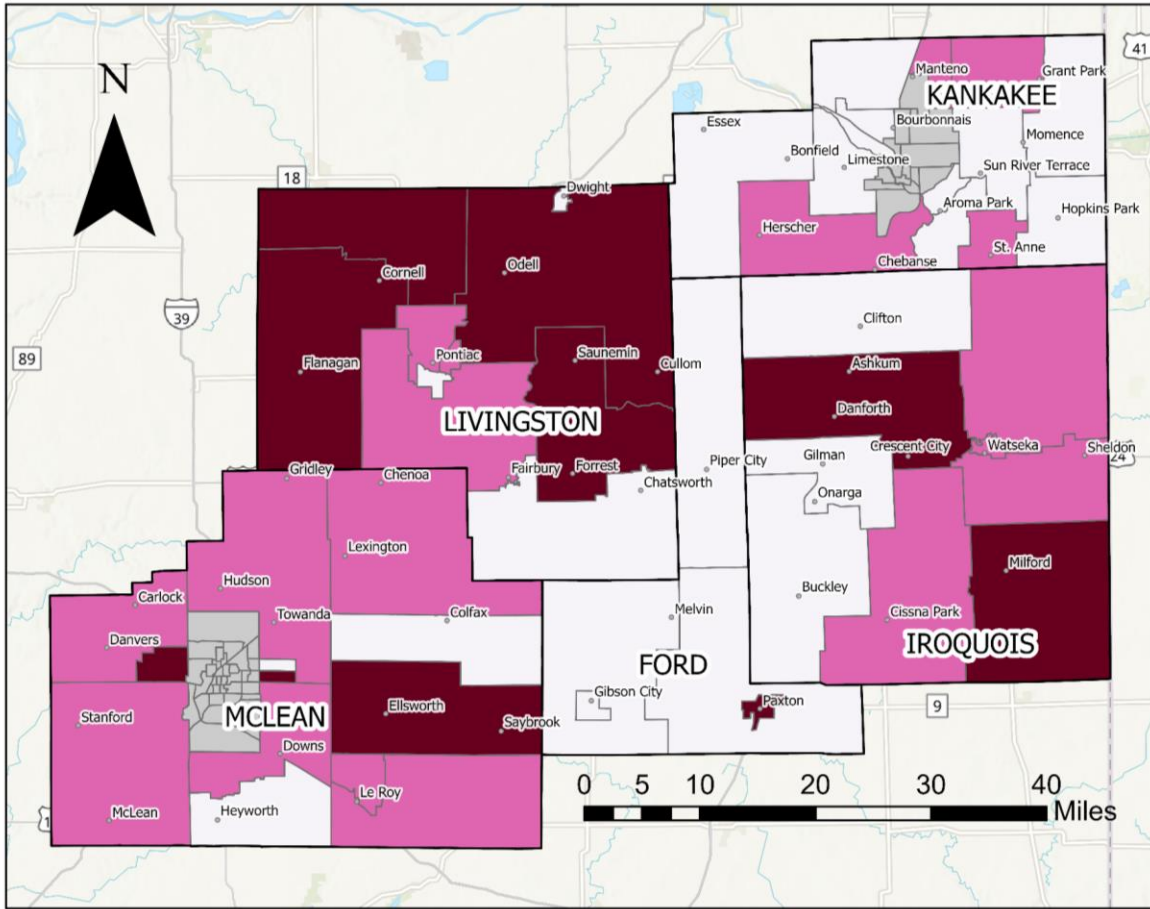
- Total Population
- Youth – Number of individuals aged 17 and under
- Seniors – Number of individuals aged 65 and older
- Number of individuals living below the poverty line
- Disability – Number of individuals aged 18- 65 living with a disability
- Number of zero-vehicle households
- Number of Veterans
- Number of nonwhite individuals

The process of calculating the overall level of transportation dependence by census tracts was executed by first collecting each factor, or dataset from the U.S Census Bureau. Then, the datasets were mapped using Quantile classification, and each census tract was assigned a score of 1, 3, or 5, indicating low, medium, or high based on its relative percentages for each of the socioeconomic factors.

After all census tracts were allocated a score for each factor, the numbers were added together to get a total score of transportation dependence. The lowest overall score calculated was 14 and the highest overall score calculated was 34. The total scores were then divided into three equal ranges and mapped for visualization purposes.

The map below shows the transportation needs in Region 6 based on the process detailed above. Based on this analysis, the main areas with high transportation dependence are located in Livingston, Iroquois, and McLean Counties. Areas of highest need in Iroquois County are in the southeast corner of the county encompassing the communities of Milford, Wellington, and Stockland, as well as northwest of Watseka in Iroquois County, around Danforth, Crescent City, and Ashburn. In Ford County, areas with high transportation dependence are concentrated around the community of Paxton, and in McLean County, areas with high needs are concentrated around east of Danvers, south of Towanda, as well as the eastern area encompassing the communities of Ellsworth, Arrowsmith, and Saybrook. Livingston County has the most census tracts with a high rank of transportation dependence surrounding much of the northern part of the county and large areas east and west of Pontiac. Urban census tracts were omitted from the analysis to focus on the current status of transportation needs in the rural areas of Region 6.

Figure 17. Transportation Dependence Overall Analysis



**Overall Level of Transportation Dependence by Census Tract 2018-2022**

Total Ranking of Socio-Economic Factors

- Low
- High
- Medium
- Urban Tracts

McLean County Regional Planning Commission December 2023 - Source: U.S Census ACS 5-Year 2018-2022  
 Projection: NAD 1927 State Plane IL East - Classification: Quantile

**Summary:**

Population in different urban areas of Region 6 is either decreasing or it is stagnant. When comparing 2010 and 2020 census data, we can see that the population in most counties (Iroquois, Livingston and Kankakee) decreased. While population in McLean and Ford County did increase slightly between 2010 and 2020, the 2020 and 2022 data, shows that the trend is a decrease in the population including in McLean County.

When added all the characteristics considered in the analysis of disadvantaged communities (Figure 17), most of the disadvantaged populations are located in Livingston and Iroquois counties, and in a few census tracts in McLean County. However, if we look at two indicators by themselves, population living in poverty and population with a disability, all the census tracts of Ford County also show high percentages of disadvantaged populations.

The additional socioeconomic indicators, although not as detailed, shed light into the quality of life and some of the needs of the population in each county. The differences were identified between mostly urban (McLean County) and mostly rural counties (Iroquois, Ford, Livingston and sometimes Kankakee Counties). Although the differences in many of the indicators are not big, indicators from the mostly rural counties show higher indices of disadvantaged populations.

Population located far from large urban centers have clear disadvantages compared to the urban population. Therefore, offering efficient public transit systems that connects them from their place of residence to different services can impact their quality of life positively.

## c. Transportation Service Providers

### Service Providers

The following table includes a list of Region 6 organizations that provide services for individuals with disabilities and organizations that provide transportation services. The table's right column indicates the type of organization and type of service it provides based on the codes indicated below.

Codes:

R6JC Reg 6 Joint Committee	SSA Social Service	TP Transportation Provider
VSA Veterans' Service Agency	CTC County Transportation Committee	CGOV County
MSP Medical Service Provider	FBO Faith-based Organization	SGOV State

*Table 12. List of Service Providers*

Provider name	Type of Service	Org. Type
<b>Ford County</b>		
<b>Community Resource and Counseling Center</b>	Behavioral health services including mental health treatment, community support services, substance abuse services and psychiatric services	SSA, MSP
<b>Ford County Public Health Department</b>	Provides comprehensive health services and programs to the community	CGOV
<b>Gibson City Area Telecare Services, Inc</b>	Elderly Care/ Transport Assistance Demand response service	SSA, TP
<b>Iroquois County</b>		
<b>The Arc of Iroquois County</b>	Provides service, support, and advocacy for people with developmental disabilities and their families. Employment; Individual and Family Support, Short-term care	SSA
<b>Iroquois County Early Intervention Program</b>	Provides services to children from birth to three years with developmental delays	SSA, SGOV

<b>Provider name</b>	<b>Type of Service</b>	<b>Org. Type</b>
<b>Options Center for Independent Living - Iroquois</b>	Promotes independent living for people with disabilities	SSA
<b>Iroquois Mental Health Center</b>	Community mental health center. Help the residents deal effectively with problems, difficulties, and obstacles that may arise in each person's life, whether caused by situational, vocational, psychological, or substance-induced factors	MSP
<b>Iroquois Memorial Hospital</b>	Iroquois Memorial will provide cost-efficient, high quality, consumer-responsive health care services. Additional services provided: Iroquois Regional Health Center; Iroquois Memorial Hospice; Iroquois Home Health; Iroquois Home Care; Iroquois Community Health and Social Services Center	MSP, SSA
<b>Iroquois County Public Health Department</b>	Provides comprehensive health services and programs to the community	CGOV
<b>Kankakee County</b>		
<b>Catholic Charities Diocese of Joliet</b> (Also in Ford and Iroquois Counties)	Transportation services. Home delivered meals. Mobile food pantry. Other services: Aging/ Disabilities, community classes, counseling, early childhoods services	FBO, SSA
<b>Cornerstone Services, Inc.</b>	Community day services, developmental training, behavioral health	
<b>Duane Dean Behavioral Health Center</b>	Transportation Services: Demand Response Transportation for Agency Clients Other services: Medicated Assisted Treatment and Criminal Justice Programs	SSA, TP
<b>Good Shepherd Manor, Inc</b>	Serve the needs of men with intellectual and developmental disabilities who are not capable of earning their own livelihood or meeting their basic needs in a non-structured environment. Transportation Services: Demand Response for residents only	SSA, TP

<b>Provider name</b>	<b>Type of Service</b>	<b>Org. Type</b>
<b>Kankakee County Community Services Inc.</b>	Over 15 programs to alleviate hunger and homelessness, prepare individuals for the workforce, improve health outcomes, lower energy costs, strengthen families and mitigate crisis	SSA
<b>Kankakee County Training Center for the Disabled, Inc.</b>	Provides an array of quality services that assist adults with developmental disabilities in achieving their full potential in all areas of their lives	SSA
<b>Kankakee County Veterans Assistance Commission</b>	Kankakee Veterans Transportation Service: Demand Response - Curb-to-Curb Transportation is provided from your home to VA medical appointments. Service provided for veterans living within Kankakee County	CGOV, TP
<b>Kankakee Veterans Administration Outpatient Clinic</b>	The outpatient clinic provides primary care and specialty health services, including mental health care, pharmacy, laboratory services, and more	VSA
<b>Illinois Department of Veterans' Affairs (IDVA) Kankakee County</b>	Manteno Veterans Home is designed for homeless veterans, engages them in curriculum, programs, and activities. The home offers 15 veterans private bedrooms and spaces for building community and developing skills and confidence to gain independent living	VSA
<b>Options Center for Independent Living - Kankakee</b>	A residential, non-profit organization which promotes independent living for people with disabilities	SSA
<b>Thresholds Kankakee</b>	Provides services and resources for persons with serious mental illnesses and substance use disorders in Illinois. Special focus on youth and young adults, veterans, young mothers, deaf, and individuals experiencing homelessness, among others. Transportation for agency clients, for work trips only. Demand response	SSA, TP

Provider name	Type of Service	Org. Type
<b>Livingston County</b>		
<b>Futures Unlimited, Inc.</b>	Provides vocational training on-site at the Torrance Avenue location and in the community. The training provided gives individuals the opportunity to develop skills that will help them obtain permanent employment in the community. Demand Response Transportation Services for Agency Clients	SSA, TP
<b>LIFE Center for Independent Living (LIFE-CIL)</b>	LIFE-CIL is an organization empowering individuals with disabilities by sharing the tools needed to take control of one's own life. LIFE-CIL also promotes equal opportunities and access	SSA
<b>Livingston County Public Health Department</b>	Provides comprehensive health services and programs to the community	CGOV
<b>MOSAIC-Pontiac</b>	Mosaic stands alongside people with intellectual disabilities to bring awareness to issues that affect their lives. Day services, group setting, medical and nursing, mental and behavioral health and autism services. Transportation for agency clients. Demand Response 24/7	SSA, TP
<b>Livingston County Veterans Assistance Commission</b>	Livingston County Veterans Transportation Service: Demand Response; Door to Door. Transportation is provided from the veteran's home in Livingston County to the Peoria VA clinic and VA Medical Centers in Danville and Lafayette.	VSA, TP
<b>Illinois Department of Veterans' Affairs (IDVA)</b>	Provides various services on homelessness, case management, mental health, etc., in Livingston County, Kankakee County, and McLean County	VSA, SGOV

Provider name	Type of Service	Org. Type
<b>McLean County</b>		
<b>SHOW BUS (Rural Public Transportation)</b>	SHOW BUS provides transportation to all rural residents if they need a ride for any purpose: for a doctor's appointment, grocery shopping or a Medicaid trip. SHOWBUS offers different types of services: Scheduled limited stop service and scheduled door-to-door service. Additionally, SHOWBUS offers special services that include non-emergency medical and Medicaid transportation.	TP
<b>Faith in Action</b>	Provides spiritual, physical, and emotional support free of charge to seniors, over 60 years and over, including transportation for access to medical care and shopping. Faith in Action provides an extensive volunteer force that provides transportation in personal vehicles for medical appointments.	SSA, TP
<b>East Central Illinois Area Agency on Aging</b>	Lead and advocate for inclusive resources and services that empower the optimal aging of East Central Illinois' diverse older adults, individuals with disabilities, and their care partners. The organizations offers a home delivered meals service	SSA (Iroquois, Livingston & Ford)
<b>LIFE Center for Independent Living (LIFE-CIL)</b>	LIFE-CIL provides individuals with disabilities services focused on independent living skills, peer support and mentoring, advocacy and housing transitions. LIFE-CIL also promotes equal opportunities and access.	SSA
<b>Mid Central Community Action (MCCA)</b>	Provides: 1) countering domestic violence services, shelter, emergency hotline, and counseling and intervention services to victims; 2) Traditional Community Action programs including CSBG/Family Services Programs, energy assistance, home weatherization, transitional housing, and supportive case management; 3) Financial coaching, homeownership counseling, and educational opportunity.	SSA

Provider name	Type of Service	Org. Type
<b>Lifelong Access (formerly MarcFirst)</b>	Provides support for individuals living in McLean County with intellectual and developmental disabilities who are unemployed, underemployed, or employed. Services and support for families, children, and adults throughout their lifetime including residential, vocational development, employment, high school transition, and therapeutic support for children.	SSA
<b>Illinois Dept. of Human Services, Division of Rehabilitation Services</b>	The Division of Rehabilitation Services (DRS) administers the Vocational Rehabilitation (VR) program for the State of Illinois. The primary mission of the VR program is to assist individuals with disabilities to prepare for, gain, and retain successful employment. Services to employers include access to a talented labor force, career transition services for laid-off workers; and rehabilitation technology services.	SGOV
<b>McLean County Veterans Assistance Commission (VAC)</b>	The VAC assists indigent veterans and their families with limited temporary emergency financial aid.	VSA
<b>McLean County Veterans Transportation Service</b>	Provides transportation for veterans living in McLean County to scheduled medical appointments. Local VAC provides rides to Danville and to the Peoria VAC pickup point.	Veterans Assistance Commission
<b>Illinois Department of Veterans' Affairs (IDVA)</b>	Provides various services on homelessness, case management, mental health, etc., in Livingston County, Kankakee County, and McLean County.	VSA, SGOV

## **Transportation Service Providers in HSTP Region 6**

The following is a list of Region 6 transportation providers with a brief explanation of their duties and transportation coverage.

### **SHOWBUS**

SHOW BUS provides public transportation to residents of rural central Illinois and has been operating since 1970. It operates in a 9-county region including: DeWitt, Ford, Iroquois, Kankakee, Livingston, Logan, Macon, Mason, and McLean counties. SHOW BUS offers two types of scheduled routes service: limited stop service and door-to-door service, plus a non-emergency medical transportation service which people can schedule if the available services do not meet a resident's needs.

SHOW BUS has faced and overcome many hardships before and since accelerated by the COVID-19 pandemic. Currently, their website details a few route interruptions and suspensions due to driver and funding shortages that affect routes in McLean, Livingston, and Iroquois counties. For more detailed information refer to section f) SHOW BUS route analysis.

### **Futures Unlimited**

Futures Unlimited provides training and services to support individuals with physical and developmental disabilities to develop skills that will help them obtain permanent employment in the future. Futures Unlimited offers demand and response transportation services to agency clients only. As of March 2024, Futures Unlimited is working to transfer some transportation services to SHOW BUS, an arrangement that will also allow for enhanced rural public access to areas currently served by Futures Unlimited.

### **Mosaic-Pontiac**

Mosaic Pontiac provides a variety of services for those with intellectual disabilities including day services, group settings, medical and nursing, mental and behavioral, health and autism services, at-home, and supported living services. Mosaic-Pontiac provides transportation for agency clients only on a demand response 24/7 service.

### **Livingston County Veterans Assistance Commission**

The Livingston County Veterans Assistance Commission provides efficient and comprehensive services to veterans in Livingston County through increased access to medical care, supportive services, and benefit awards. Veterans Assistance also provides demand response transportation from the veteran's home in Livingston County to the Peoria VA clinic and VA Medical Centers in Danville and Lafayette. Service is provided for veterans living within Livingston County.

### **Thresholds Kankakee**

Thresholds Kankakee is a rehabilitation center focused on providing a wide variety of programs and services for persons with mental illnesses and substance abuse disorders. Programs offered include assertive outreach, case management, housing, employment, education, psychiatry, primary care, substance use treatment, and research. Their services are offered not only in Kankakee County but in the greater Chicagoland area as well. Thresholds Kankakee provides transportation for agency clients to get to work only on a demand and response schedule.

### **Faith in Action**

Faith in Action provides spiritual, physical, and emotional support free of charge to seniors, over 60 years, including transportation for access to medical care and shopping in urban and rural McLean County. Outside McLean County trips are offered on rare occasions. Faith in Action manages an extensive volunteer force that provides transportation in private vehicles, though volunteers do not transport wheelchairs.

### **Duane Dean Behavioral Health Center**

Duane Dean Behavioral Health Center provides comprehensive outpatient treatment to adults 18 years or older. The center also has vast partnerships with social service providers which help address coexisting problems that interfere with the recovery process. The Duane Dean Behavioral Health Center offers transportation services on demand and response schedule for agency clients only.

### **Good Shepherd Manor**

Good Shepherd Manor (GSM) provides services for men with intellectual and developmental disabilities. The Manor functions as a group home creating a family-like atmosphere and offering a variety of activities and chores for residents. The Manor provides transportation services in a demand-and-response schedule for residents only. As of 2024 Good Shepard Manor has approximately 120 residents living in its facilities and 21 vehicles which are a mix of vans and small buses that provide transportation to the residents.

### **Gibson City Area Telecare Services**

Gibson City Area Telecare Services provides demand response transportation services for elderly residents to health care services, doctor's appointments, and pharmacies. In the past, Gibson City Area Telecare Services partnered with Gibson Area Hospital Foundation to improve local healthcare options.

## d. Regional Committee

### A Brief History

Region 6 began operating under the coordination management of the Champaign County Regional Planning Commission (CCRPC). In 2010, the McLean County Regional Planning Commission became the contracted coordination agency, with the coordination function assigned MCRPC's lead transportation planner<sup>3</sup>. The principal transportation planner for the Kankakee Area Transportation Study (KATS), and the Metropolitan Planning Organization (MPO) for the Kankakee urbanized area<sup>4</sup> continued to support the coordination efforts in Region 6. The KATS and MCRPC transportation planners served as technical advisors to the regional Policy and Technical committees, as they had done while CCRPC was the coordinating agency.

These transitions prompted revisions to the structure of the Region 6 Policy and Technical committees. When IDOT initiated the regional HSTP coordination process, its consulting partner RLS Associates, Inc. developed a matrix of local governments, agencies and stakeholders from the participating counties expected to form the Policy and Technical committees. As originally envisioned, the Regional Policy Committee was to include County Board members authorized to act on behalf of their counties in this new regional effort. These requirements were incorporated into the by-laws adopted for Region 6.

The regional Policy Committee was expected to vote to approve the submission of applications by all participating agencies, irrespective of any county affiliations the participants might have. In designing the application process, IDOT established benchmarks for participation in the coordination process as prerequisites for approval of application submittal.

Early in the coordination process, it was evident that the participants in the Region 6 process could not employ the original committee structure promulgated by IDOT. In 2010 and following consultation with both regional committees and the technical advisors, the Region 6 Policy Committee adopted revised by-laws that changed the structure of the Technical Committee. At the time, each of the participating counties had or sponsored a county-based transportation committee, either a committee of the County Board, or a

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<sup>3</sup> Although initially the MCRPC transportation planner was deemed to be the coordinator. However, over time coordination tasks were and continue to be distributed among several MCRPC staff members.

<sup>4</sup> The Kankakee MPO planning area now incorporates the municipalities Aroma Park, Bradley, Bourbonnais, Kankakee, and Manteno, and participating governments and agencies also include Kankakee County, the Kankakee Valley Airport Authority, the River Valley METRO Mass Transit District and the Illinois Department of Transportation.

committee sponsored by another agency which had representation from an array of organizations.<sup>5</sup>

Each county-based committee was charged with providing two representatives to serve on the Region 6 Technical Committee. Care was taken to ensure that the Technical Committee was reflective of the array of agencies and organizations involved in both transportation and social services in the Region 6 counties.

While this process resulted in a Technical Committee membership that was representative of the participating counties, a different result was developing with the Policy Committee. County Board members serving on the committee raised two issues: potential conflicts in assessing potential applicants from their own counties against applicants from other counties, and unreimbursed costs for travel and time required to participate in Policy Committee meetings.

The first concern became a reality when the original Policy Committee chair was not reelected to her McLean County Board seat and thus could not serve on the Region 6 committee. After requesting a replacement, MCRPC was advised that McLean County was unable to determine how the original Policy chair had been appointed in the first place. Further, the County was not prepared to appoint another Board member to serve, citing the conflict issues that had been raised. Ultimately, McLean County decided that it would be represented on the Policy Committee by the County Engineer or his designee.<sup>6</sup>

The Policy Committee also discussed the possibility that travel and other costs for committee members be reimbursed through the HSTP coordination grant. This raised issues regarding the participation cost of the Technical Committee also being reimbursed. In at least one case, a transportation agency never participated in person in Region 6 committee meetings.

During the pandemic, MCRPC continued to host quarterly regional committee meetings virtually in the hope that the plan update process could continue. Participation continued but fell off as operating programs during the pandemic placed increasing burdens on participating agencies, especially those engaged in providing transportation. Since in-person meetings are required to conform with the Open Meetings Act, an overall of the Region 6 committee process is a vital element of the plan. MCRPC is working to revamp the Region 6 committee as they are vital to the ongoing coordination effort.

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<sup>5</sup> For example, MCRPC was the sponsoring agency for the Transportation Advisory Committee (TAC), created in 1998, and including representation from urban and rural public transit, social service agencies, advocacy groups, state agencies and others. The TAC has operated continuously for more than 25 years.

<sup>6</sup> The McLean County Engineer or his staff remained as the Policy representative from that point forward. Other counties also designated Highway Department staff to serve on the Policy Committee.

## Current Members

The HSTP Region 6 Joint Policy & Technical Committees (R6PTC) is composed of representatives designated by a standing Transportation Committee in each county. The Region 6 committee includes one member from each county to act on policy matters, and two members from each county to form the technical and advisory group that supports the policy representatives. There are ongoing issues in retaining and recruiting people to serve on the committee, especially concerning County Board members. Several counties have decided to use county engineers as proxies.

Generally, the policy representatives include County Board members and County Engineers. Technical representatives include staff from public transit agencies, and non-profit organization transportation programs established under Sec. 5310, and social service agencies addressing a wide variety of issues and needs.

The transportation planners for Kankakee (Ben Wilson) and McLean (Jennifer Sicks) counties also serve as Program Compliance Oversight Monitors (PCOMs) on behalf of their respective counties. In this capacity, Jennifer Sicks is the HSTP Coordinator for Region 6. Following is the list of committee members and the organizations they represent.

*Table 13. Regional Committee*

<b>Organization</b>	<b>Contact</b>	<b>County</b>	<b>Org. Type</b>
<b>SHOWBUS</b>	Laura Dick, President/Executive Director \$5311 Rural Provider laura.showbusnfp@gmail.com	Ford, Iroquois, Kankakee, Livingston, McLean	<b>TP</b> RURAL
<b>Iroquois County Highway Department</b>	Joel Moore, County Engineer jmoore@co.iroquois.il.us	Iroquois	SGOV
<b>Kankakee County Board</b>	Roger Hess, Board member, Chair of Region 6 Joint Committee	Kankakee	CGOV
<b>Good Shepherd Manor, Inc.</b>	Kristen Stockle, President Erin Richey, Director of Development ERichey@goodshepherdmanor.net info@goodshepherdmanor.org	Kankakee	SSA, <b>TP</b>
<b>Futures Unlimited, Inc.</b>	Adeana Fox, Assistant Executive Director & CFO Brad Gulliford, President MaLinda Hillman, Vice President phone: 815-842-1122	Livingston	SSA, <b>TP</b>

<b>Organization</b>	<b>Contact</b>	<b>County</b>	<b>Org. Type</b>
<b>LIFE Center for Independent Living (LIFE-CIL)</b>	Rickielee Benecke, Executive Director rickielee@lifecil.org Ph one: 309-663-5433	Ford, Livingston & McLean	SSA, URBAN
<b>McLean County Highway Department</b>	Luke Hohulin, Assistant County Engineer luke.hohulin@mcleancountyil.gov Phone: 309-434-6543	McLean	CGOV
<b>Carle BroMenn Adult Day Services*</b>		McLean	MSP, URBAN
<b>Faith in Action</b>	Doretta Herr, Executive Director director@bnfia.org Phone: 309-827-7780 <a href="http://bnfia.org/">http://bnfia.org/</a>	McLean	FBO, <b>TP</b> , URBAN
<b>Homes of Hope</b>	Holly Phillips, Program Coordinator hphillips@homesofhopeinc.org Phone: 309-862-0607 <a href="http://www.homesofhopeinc.org">www.homesofhopeinc.org</a>	McLean	SSA, <b>TP</b> , URBAN

\* No longer providing services or programs.

## Action Plan to Provide Mobility Management

### Revision of the By-Laws

MCRPC will pursue an update of the Bylaws with respect to Committee members and structure. The By-laws should include guidance regarding the designation of representatives to the Region 6 Policy Committee by each participating County. IDOT support on this issue, perhaps through direct communication with County Board Chairs, Committee Chairs, and with County Administrators or grant management officers, would aid in expediting these revisions.

Confirmation of representatives to the Technical Committee from agency representatives from each County, preferably designated by County-based transportation committees. The current bylaws specify that there be two such representatives from each county, for a total membership of 10 representatives.

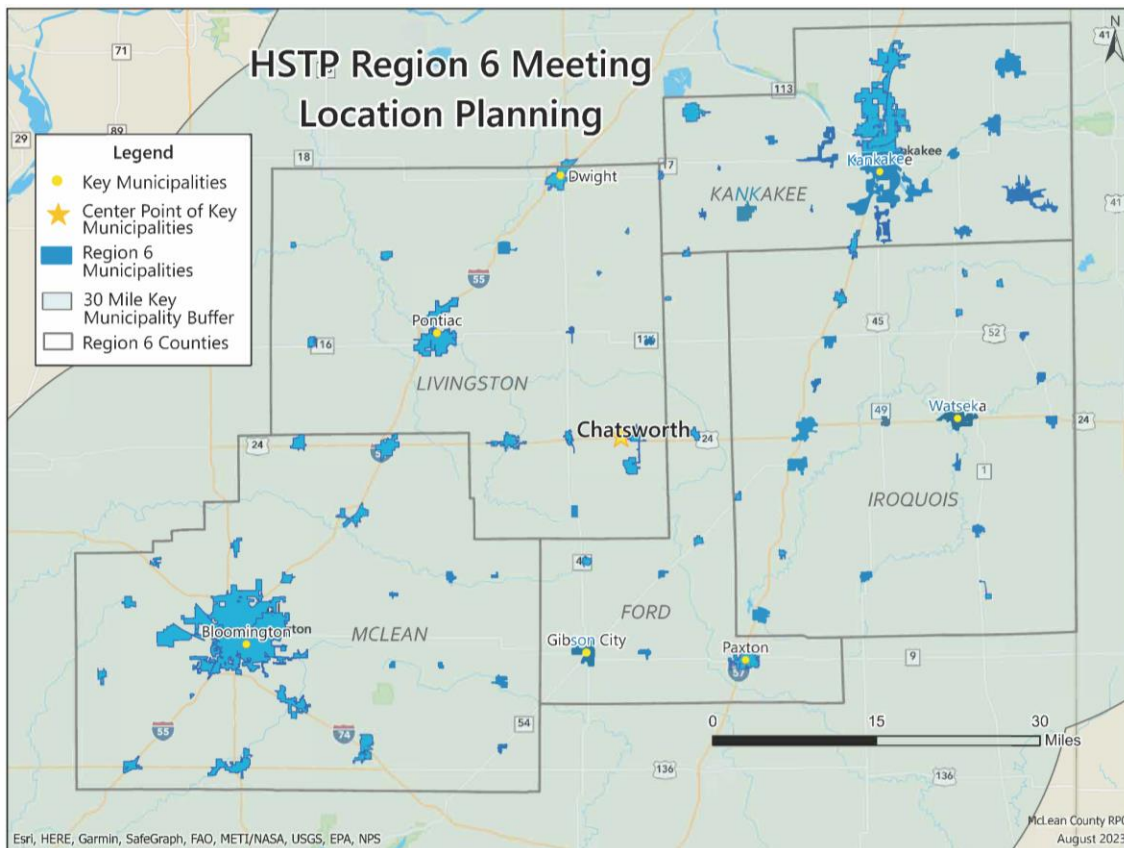
### Selection of a Centrally Located Meeting Venue

Nearly since its inception, the Region 6 Committees met in Pontiac, the county seat of Livingston County. Initially, meetings were held at the Pontiac office of the LIFE Center for

Independent Living (LIFE-CIL). Later, and through 2019, meetings were held in the Livingston County Board Conference Room at the Historic Livingston County Courthouse. Although Pontiac was a manageable location for many participants, it was hard to reach for people located in Ford and Iroquois counties. It became clear that a more central location is needed, providing equivalent access to the I-57 and I-55 corridors, and via state or county highways.

MCRPC has analyzed meeting locations that minimize travel times for participants from rural areas of the region, and that have appropriate facilities available during agreed meeting days and times. Based on the analysis, the town of Chatsworth in Livingston County, geographically the most central location is being proposed as the place for future meetings. Figure 18 highlights the town of Chatsworth within Region 6, additionally, tables 14 to 18 include a list of the distance in miles and time it would take to travel from Chatsworth to cities and towns in every Region 6 county. Chatsworth will be more accessible for committee members from south Ford and Iroquois Counties.

Figure 18. HSTP Region 6 Meeting location Planning



Distance and time to Chatsworth from:

*Table 14. Distance from Ford County*

Ford County		
Location	Distance (miles)	Time (minutes)
Gibson City	26	27
Paxton	31	34
Piper City	6	9
Sibley	17	21

*Table 18. Distance from Livingston County*

Livingston County		
Location	Distance (miles)	Time (minutes)
Dwight	30	34
Flanagan	39	45
Pontiac	28	32
Streator	53	59

*Table 15. Distance from Iroquois County*

Iroquois County		
Location	Distance (miles)	Time (minutes)
Gilman	17	21
Sheldon	40	51
Watseka	31	38

*Table 16. Distance from Kankakee County*

Kankakee County		
Location	Distance (miles)	Time (minutes)
Hopkins Park	53	59
Kankakee	43	44
Manteno	55	54
Momence	56	56

*Table 17. Distance from McLean County*

McLean County		
Location	Distance (miles)	Time (minutes)
<i>Bloomington</i>	49	57
Chenoa	26	28
Danvers	56	60
Heyworth	59	66
LeRoy	47	53

### Establishing a Meeting Schedule

There have been several problems with the organization of meetings with Region 6 committee members. First, since 2020 MCRPC has asked the meeting participants for guidance and preferences on revising the standing meeting day and time. Generally, it has been assumed that the regular meetings would be held quarterly, so participants have also been asked to identify which month in each quarter would entail the least disruption to their schedules. However, very few participants have responded to these inquiries. Second, in early 2023 MCRPC advised the participants that the option of holding virtual meetings was ending. Determining the optimal schedule and location for in-person Region 6 committee meetings became a matter of urgency. Still, participants did not respond.

Third, the long-standing Region 6 meeting date of the third Monday in a given month, at 9:30 a.m., has increasingly been in conflict with Federal holidays falling on Mondays. Also, there is conflict with MCRPC standing meetings. MCRPC has asked participants for consensus on another day of the week and suggestions on the time of day, to accommodate travel time.

While these issues are being resolved, MCRPC has set an initial meeting schedule of bi-monthly meetings, beginning in February 2024, and continuing through the end of FY 2024. Until a consensus of meeting day, time and location is reached, these meetings will take place in Pontiac. The meetings will include review and action on the draft Region 6 HSTP plan document now in development. In the interest of efficiency, MCRPC expects to continue the practice of holding joint committee meetings, in which final actions will be taken by the Policy Committee members.

Beginning in FY 2025 (July 2024), MCRPC will set a quarterly meeting schedule as agreed upon by the Committee representatives. This schedule will be designed to accommodate representatives' participation in the annual RTAC conference, if desired, and to allow the committees to act in timely fashion with respect to future Sec. 5310 CVP or other grant opportunities.

In order to facilitate participation, MCRPC proposes to establish a travel reimbursement policy for Region 6 committee representatives, excluding meeting participants employed by Kankakee and McLean counties, unless they are County designees to the Policy Committee. Such reimbursements would be funded by the HSTP coordination grant and would conform to IDOT's standards. This proposal responds to suggestions from committee members whose agencies have very limited resources or do not compensate travel costs.

## **e. Coordination Successes of the 2016 Human Services Transportation Plan**

In the period following the development of the 2016 plan, Region 6 social services and transportation providers encountered numerous unanticipated challenges, compounded by the inherent complexities of serving an expansive geographic area. Despite these obstacles, the region demonstrated resilience and achieved commendable coordination outcomes given the circumstances, attesting to its adept management in adapting to prevailing circumstances.

During the onset of the COVID-19 pandemic in 2020, service agencies and transportation providers in Region 6 confronted significant challenges. With restricted mobility and reduced social interactions, most people refrained from leaving their homes or engaging in communal activities. The impact was felt across all service agencies, with some experiencing more pronounced effects than others.

One agency within the region was compelled to suspend operations due to insurmountable obstacles presented by the pandemic. The Carle BroMenn Medical Center Adult Day Services program was forced to cease operations as most people refrained from leaving their homes or engaging in communal activities. These challenges coincided with a change in ownership of the hospital, as the former Advocate BroMenn facilities were acquired by Carle during this period. Difficulties of the pandemic also forced other organizations to adapt and sometimes reduce the scope of their programs and services due to the increasing challenges. One example of this is SHOW BUS cutting Intercity Services due to driver shortages and funding issues. Consequently, morale, communication and coordination across the entire region were adversely affected.

Despite the hurdles they faced, SHOW BUS and fellow transit providers joined forces to devise a service aimed at delivering essential goods, including meals and medicine, to vulnerable individuals amidst the peak of the pandemic. The system operated smoothly, encountering only minor hiccups that were quickly resolved. Community members view these services as successful and express a keen interest in making them available again. The option to provide these services is no longer available due to the rollback of pandemic-era regulations that were initially implemented to supporting individuals during COVID-19.

Even though the peak of the pandemic has passed, challenges from that time and before still exist. Organizations are currently focused on rebuilding their structures and enhancing coordination among agencies, regional committee members, and local partners to address these challenges.

## f. Needs Assessment Raw Data

For the needs assessment and service gaps analysis, MCRPC staff carried out focus groups, a community public survey, a virtual public forum, and a spatial analysis of transit routes provided by SHOW BUS, the largest Region 6 rural transit provider. Data collected with each of the methods is described below.

### Focus Groups

The following comments were collected during focus groups organized with transportation service providers, with health and social care providers and with community advocates of McLean County during May and June 2022 as part of the development of the Metropolitan Long-Range Transportation Plan. The results of two of those focus groups (Rural Transit and Pedestrian Safety) have been incorporated to this plan as information obtained is related to rural transportation service gaps, type of service required and to pedestrian/bike accessibility and safety.

### Rural Transit

1. What are the main gaps, barriers, and constraints to broaden transit options?

- Limited access to accessible vehicles
- Education, lack of community awareness on transportation options available to them.
- Limited incomes prevent people from using the systems available.
- Having the resources to operate an accessible van or bus. For example, the owner of a local taxi company invested in a bus to transport people with special needs. However, because the bus consumes more gasoline than other vehicles, drivers are reluctant to use it because they are required to pay for the gas they consume. In the end, the company owner gave up the bus and the company no longer offer the service.
- It is difficult to get accessible transportation when patients are being discharged from hospitals at hours when existing public transport options are not available.
- Having drivers qualified to run buses. There is currently a lack of trained drivers. This has resulted in SHOWBUS having to cut back on some routes and to require reservations to run any of the scheduled services. New legislation requires drivers to be certified even if they have driven as part of a public transit system before. Show Bus did well during COVID, however since then, the system has lost drivers and staff.

2. Needs based on characteristics of people you serve or represent

- Having frequent buses running during the day. People want to be able to travel at the time they want. Timing is also important because some people have special needs such as hours in which to eat, or to take their medicine and bus times do not always align with customers' requirements. The idea given is to re-think the type of services provided. Coles County's ZIP Line route was mentioned as an example. The service is constantly running every hour from 8am to 5pm every day, thus, people have more options to take the bus at a time that is more convenient.
- List of complaints and suggestions from the community for transportation service providers:
  - Expansion of operating hours. Needed time frames:
    - Weekdays: 7am to 5pm; 5pm to 10pm and after 10pm
    - Weekends: 7am to 5pm; 5pm to 10pm and after 10pm
  - Better way to call for a ride,
  - Expand services out of town,
  - Accessibility of the service,
  - Affordability of the service,
  - Types of trip needed, medical outside the county, employment, social service appointments and social engagements.
  - Having on-demand service either curb to curb or door-to-door.

3. How can we improve the distribution of information regarding existing services?

- Making guides accessible to all regardless of the disability, e.g.: voice recognition for those who cannot read. (Connect mobility App: Colors are good for people that have disabilities, and it has a voice recognition mode).
- Education: Connect Transit facilitated the program "Connect U", that worked as a training resource for people on how to ride a bus using fixed routes and connect mobility services. Connect Transit is re-launching the program, which stopped during the pandemic.
- Having one guide where all services available to the community are shown. The idea is to include information about all services in the "Connect Transit Riders Guide" (SHOW BUS and other services). These "Riders Guides" can be distributed printed and online.
- Having a central hub, to address the lack of knowledge about services provided, a known customer service issue. The concept includes a central hub where people can call, their specific needs are identified and they are directed to the service that best works for them. This hub will also serve to identify the needs of the services offered, for example, having a clear understanding of all the options available in one zone, the need to increase the number of a specific service such as accessible vans or

buses in a specific area. The hub would organize information and access at a regional level, rather than at a State level.

#### 4. Additional Ideas

- Mobile fruit and vegetable store: a mobile unit of grocery store, would circulate around the community, especially to places that do not have easy access to a store.
- Grocery stores could offer free delivery to communities in need using bus services, as was done during COVID. Buses running their normal routes could deliver goods at bus stops. There would be no money exchange required between grocery stores and the bus service. It worked well during COVID, with no major issues, yet the FTA asked for the service to be stopped from January 2022.
- Bus service delivering meals: Rural public transportation has collaborated with meals on wheels in the past. However, there is now a list of standards companies doing the deliveries need to comply with, that make it impossible to continue with the service.
- Eliminating bus fares: Rural transportation could have no fares as a policy. With advocacy, perhaps the state government would consider funding the service.
- Having strong advocacy: support of coordination is intended to organize these services. Several of the above-mentioned programs started during COVID and could continue as they are needed even when there is no emergency.
- The pandemic demonstrated that innovative ideas can work. Several services were put in place during this time showing that there is the capacity and the budget. Priorities should focus on services to those with the greatest needs.

### Pedestrian Safety in Rural Areas

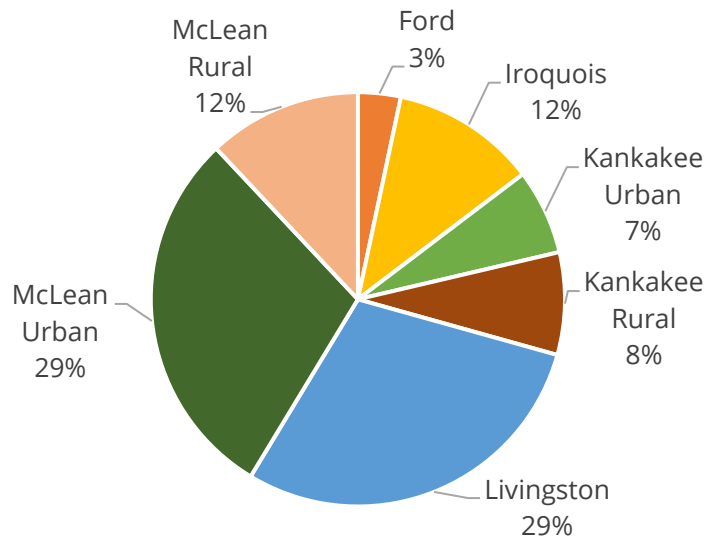
#### 5. How can we address pedestrian safety in rural areas?

- Exploring and implementing design solutions for the roads or the shoulders—people know they have to be more careful because cars tend to drive at higher speeds in rural areas. This approach could include designated areas for bus operations, such as clearly delineated and protected stop locations.
  - Rural areas are generally more dangerous for bikes and pedestrians.
- Trails can allow for safer travel for pedestrians and bicycle users.
- Pedestrians also play a role in their safety. They should be reminded that they need to be aware and only cross when it is safe to do so.
- Managing the use of phones and other distractions that are dangerous for pedestrians and cyclists. All users should remain aware of potential hazards.
- Sidewalks need to be incorporated in smaller communities where possible, to complement bus stops.

## Transit Rider or Community Member Survey

The community member survey was released to gather input from the community regarding their transportation experiences in Region 6. The survey included 14 questions, 11 multiple choice and three open-ended questions where people could provide their feedback about different aspects of the transportation service. The survey was open to the public for four weeks during February 2024. Outreach was conducted through in-person distribution of flyers and surveys, social media and mass media distribution via press releases and flyers. MCRPC staff also contacted rural public transit providers and private transit providers in the region via email and phone to have assistance in distributing the survey to their riders and networks. More than 150 responses were collected. The results are shown below.

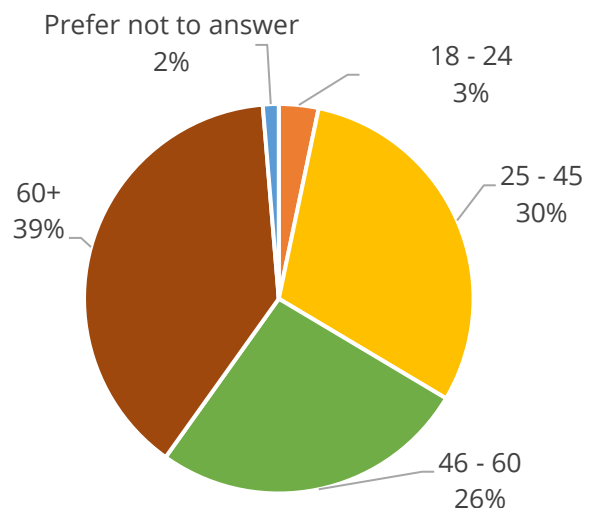
Figure 19. What Town/Village do you live in or are closest to?



Most survey respondents indicated they live in McLean or Livingston counties. The towns and villages in McLean County provided the largest portion of responses, reflecting with their status as the most populous among all counties in the region. Still, from the total survey responses, 64% were from people living in rural areas.

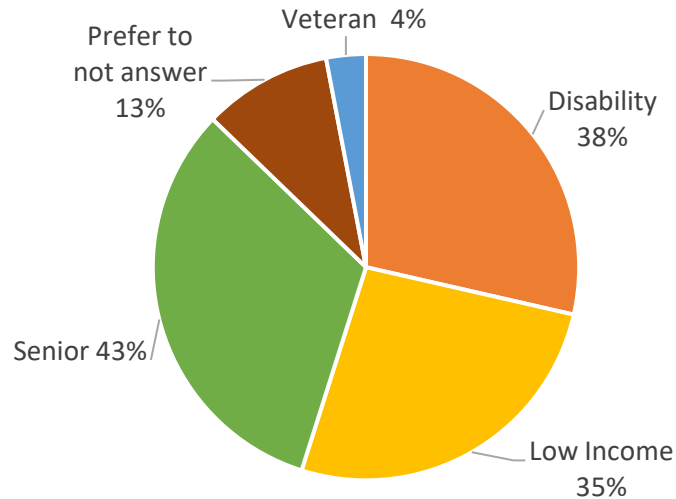
The largest age group represented in the survey was respondents 60 years or older at 39%. The next highest age group represented was folks 25-45 years old at 30% and folks 46-60 years old at 26%. Respondents 18-25 years old only account for 3% of survey respondents.

Figure 20. What is your age?



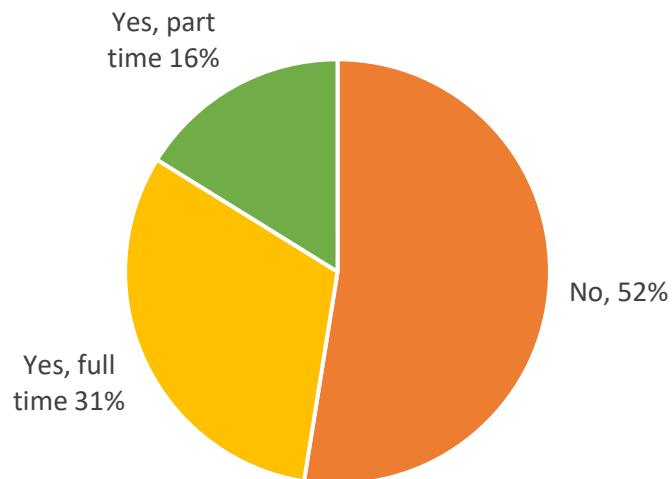
The most common identification was senior at 43% but individuals with a disability and persons with low income were also well represented here, at 38% and 35% respectively.

Figure 21. Do any of the following describe you? Select all that apply.



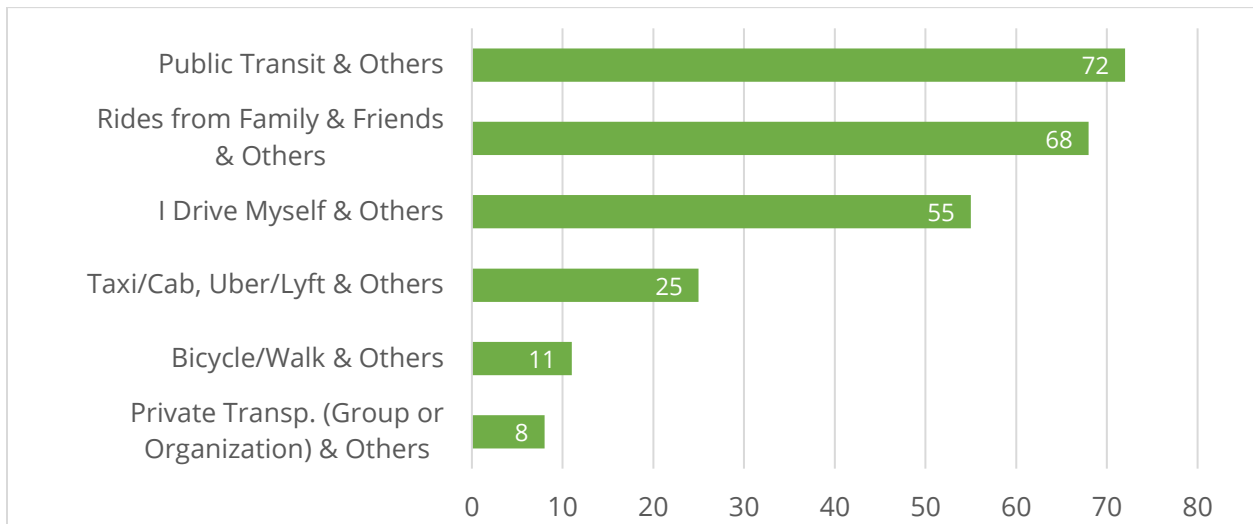
As shown in Figure 22, survey respondents were split almost half-and-half on whether they are currently employed. 52% of respondents indicated they are not currently employed, while 32% indicated they work full-time and 17% indicated they work part-time.

Figure 22. Are you currently employed?



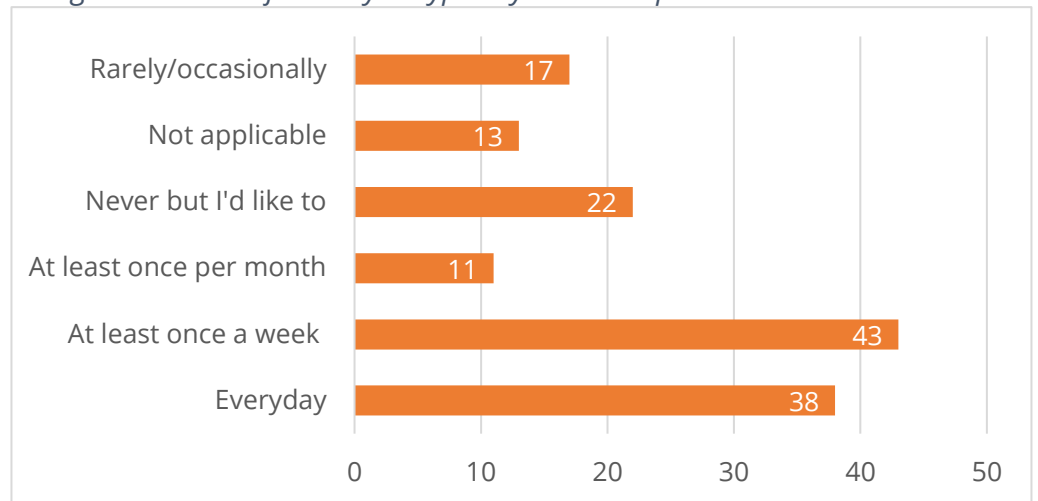
Survey respondents were asked to identify their typical means of transportation throughout the region. The most common response was public transit, closely followed by rides from family and friends. These answers show that people are already using transportation services but there is a need to increase public transportation availability and awareness.

Figure 23. How do you typically get around?



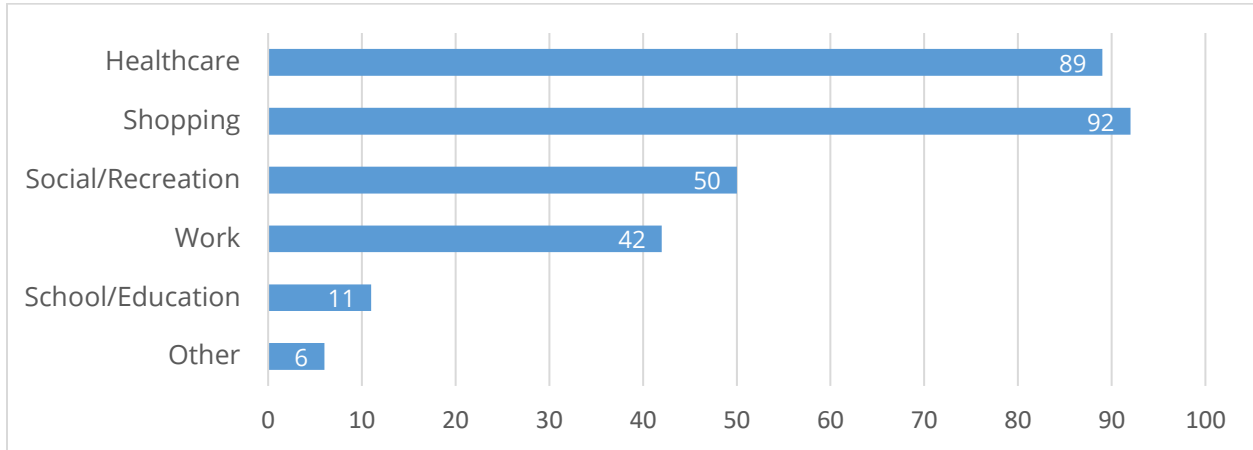
Survey respondents were asked how often they typically use Transportation Services in the region, the most common response was at least once a week followed by every day.

Figure 24. How often do you typically use Transportation Services?



Survey respondents were asked for what purpose they use Transportation Services in the region. The most common reasons for using transportation services were shopping and healthcare.

Figure 25. For what purposes do you use Transportation Services? Select all that apply.

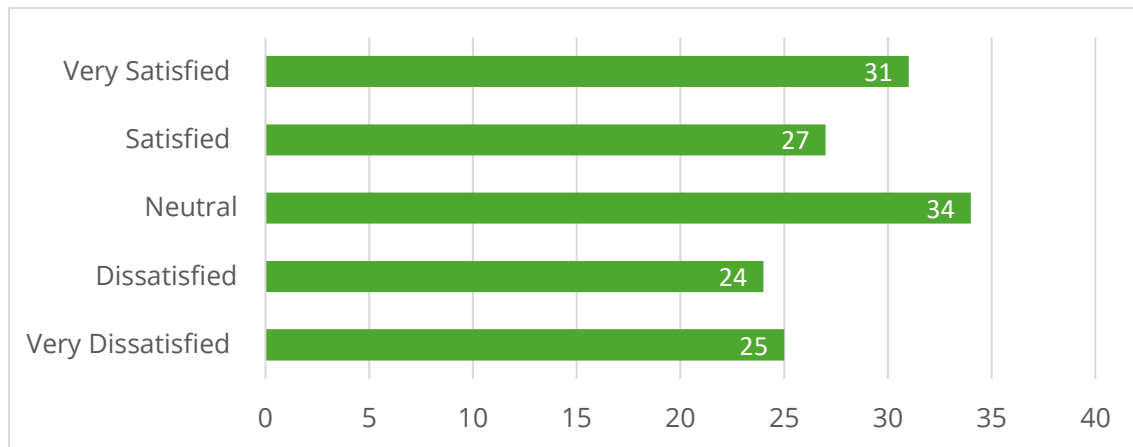


Respondents who selected 'Other' mentioned using services for:

- Travel (3)
- Running errands (1)
- AA meetings (1)
- Hair appointments (1)

When asked if they are satisfied with their transportation options, answers were spread across all options, but the most common response was 'neutral'.

Figure 26. Are you satisfied with your transportation options?



Of the respondents who selected 'dissatisfied' or 'very dissatisfied' and provided an explanation, the following themes were identified from their responses.

- Lack of transportation options (19)
- Unfavorable hours of operation (12)
- Efficiency of service (5)
- Unfavorable Routes/destinations (3)
- Difficult to navigate services (2)
- Lack of Reliability (2)

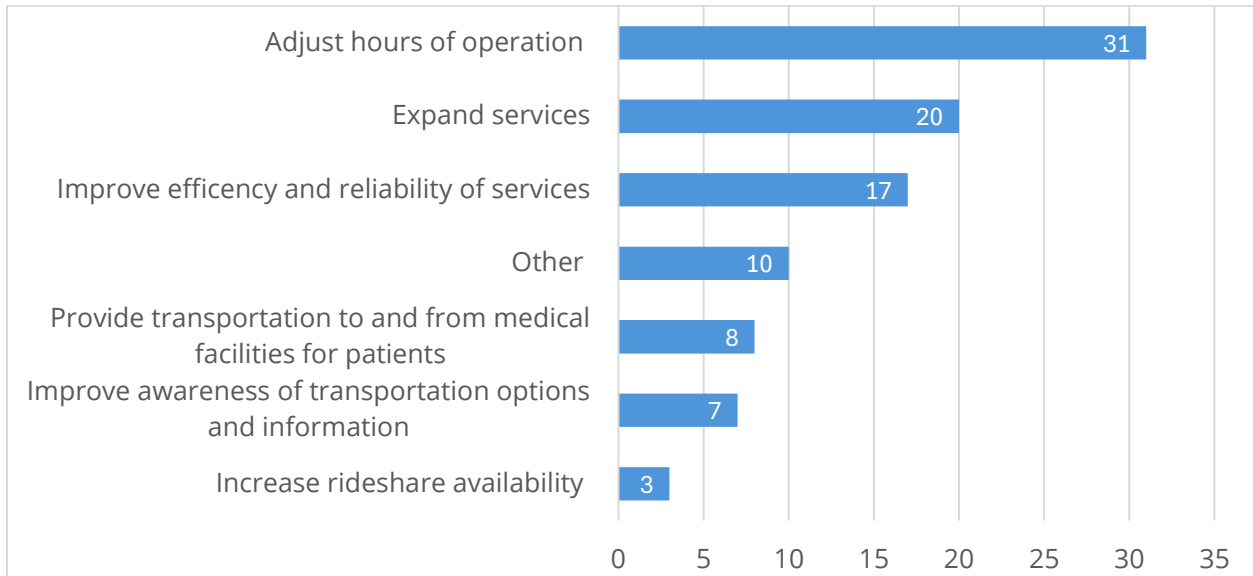
Survey respondents were asked what improvements would increase their use of Transportation services. The improvement most respondents selected was increasing evening and weekend services followed by services that go where they need to go. Another answer with significant results was better information and familiarity with the transit system. This shows that there is a need to improve Public Transportation services operating hours and destinations to better match the travel needs of current and future riders. In addition, there is room for improvement regarding the awareness of available services and understanding as to how to use the existing services.

Figure 27. What improvements would increase your use of Transportation Services?



Survey respondents were asked how transportation services could be better in their community. Results are shown below and are similar to the previous question where community members express the need to have more services operating at different hours of the day and to additional locations. Also apparent from this question, is a need to improve the efficiency of current services as several respondents mentioned this is a factor deterring people from using the services.

*Figure 28. How could Transportation Services be better in your community?*

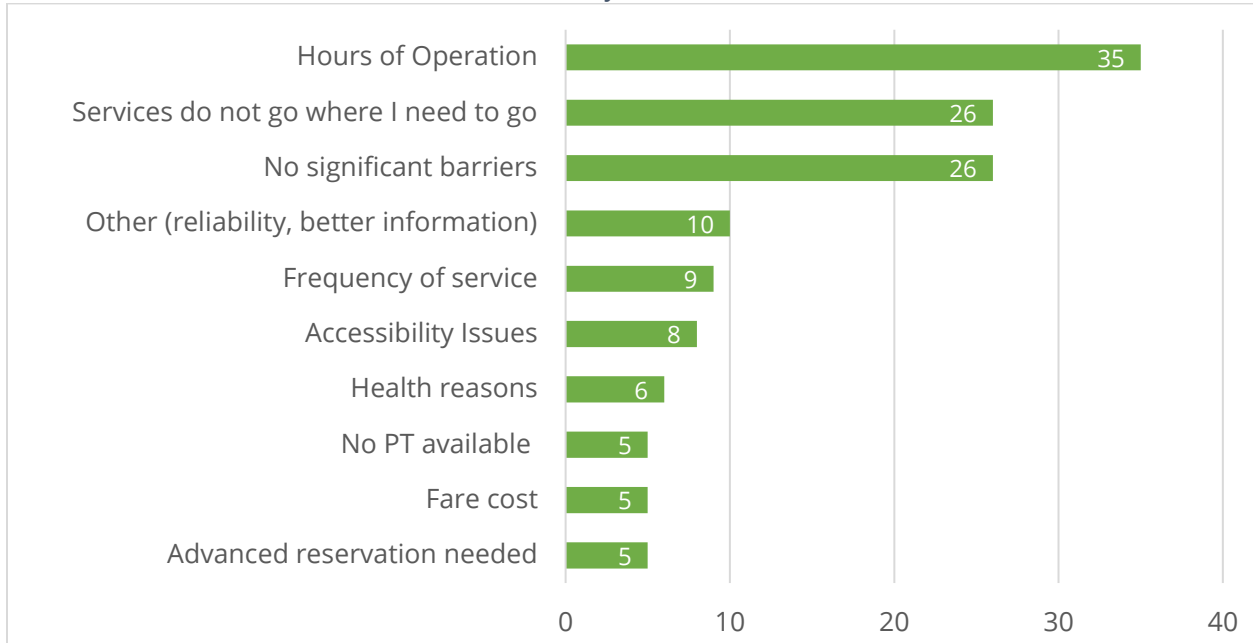


Of the respondents who selected 'Other' and provided an explanation, the following themes were identified.

- Invest in smaller transit vehicles (2)
- Improve infrastructure (2)
- Translate service information for Spanish speakers (1)
- Advocate for denser neighborhoods (1)
- Be flexible with reservation times (1)
- Improve accessibility (1)
- Invest in electric streetcar (1)
- More walkable services in a concentrated area (1)
- Address personal hygiene as a health concern for riders (1)

Survey respondents were asked to identify the greatest barrier preventing them from using Transportation Services more often. The outcome of this question is shown in Figure 29. Overall, the hours of operation are the main limitation for individuals using transportation services.

*Figure 29. What is the greatest barrier preventing you from using Transportation Services more often?*



The final question of the survey was an open response question asking respondents if there was anything else they would like to share about their transportation experiences. From respondents living in rural areas, the following themes were identified.

#### Rural comments

- Would like more business hour operations (3)
- Good service (3)
- Riders need more lead time before cancelled services (3)
- Riders have no way home from medical appointments or emergency room visits (2)
- Service is too infrequent (2)
- Services are inefficient (2)
- Service experience was adversely affected due to disturbances caused by fellow passengers (2)
- Services are costly (1)
- Would like to use public transit as a backup plan when rides from friends or family fall through (1)
- Would like bus routes to go where riders want to go (1)
- Would like to be able to take transit to church (1)

## Transit Rider or Community Member Survey Summary

Several key takeaways were identified through analysis of the survey responses. A total of 152 responses were collected from the survey, with over half of respondents indicating they live in a rural area of Region 6. More than 60% of respondents were 46 years of age or older. Over 30% of survey respondents identified as an individual with a disability or person of low income and over 40% of survey respondents identified as a senior. Survey respondents were split evenly on being currently employed or not.

Most respondents typically get around via public transit, at least once a week or get rides from family and friends. Many respondents use transportation services for healthcare and shopping, while only a few use transportation services for school or education. Most respondents indicated they would use transportation services more often if there were more weekend and evening hours available and if the services went to their preferred locations. Respondents who indicated dissatisfaction with the currently available services mentioned a lack of transportation options, unfavorable hours, and inefficiency of services as their main reasons for being dissatisfied. This shows that many people may not be using Public Transportation because the available services do not match their schedules, destinations, routes or another reason, not necessarily because they do not have a need.

Many respondents mentioned ideas on what could make transportation services in their community better including:

- adjusted hours of operation
- expanded services
- improved efficiency and reliability
- additional services to medical facilities for patients
- improved information and awareness, and
- increased availability of rideshare services.

Also mentioned by a few respondents were suggestions to improve infrastructure, invest in smaller vehicles or electric streetcars, translate services information for Spanish speakers, improve accessibility, address personal hygiene, and advocating for denser neighborhoods.

## Virtual Public Town Hall Forum

The Virtual Public Forum was organized by MCRPC staff and held via Zoom the third week of March 2024. The outreach process for this event included social media with flyers and mass media with a press release and flyers. All mayors and/or presidents of all rural towns in the five counties were also contacted via email, to attend the meeting and to share the details about the meeting with their communities. Finally, all transportation providers in the five counties were invited via email. The meeting was attended by several members of the community, including representatives of small rural communities and a representative of SHOW BUS, who provided valuable information regarding the difficulties in providing public transportation for Region 6 rural communities.

The meeting was held as a two-part process. First, MCRPC staff presented a brief explanation of the HSTP and what it involves. Second, attendees answered several multiple-choice questions and participated in an open discussion about their current transportation needs, things that can improve and things transit providers are doing well (See Appendix 2 for outreach flyers, the presentation and questions).

### Presentation

MCRPC Staff shared a short presentation about the Region 6 Human Services Transportation Plan. Some of the ideas presented include:

- Human Services Transportation Plan (HSTP) refers to a special transportation plan for key populations in rural areas.
- The counties part of Region 6 are Ford, Iroquois, Kankakee, Livingston and McLean.
- MCRPC is the program coordinator of Region 6, tasks include:
  - Facilitation of Region's Transportation and Policy Technical Committees
  - Program reviews with IDOT's participating agencies
  - Update of the HSTP Plan
- Currently, MCRPC staff is in the process of updating the HSTP Plan, its latest version was published in 2015.

### Data Collection and Discussion Questions

#### General Comments Prior to Discussion

##### *SHOW BUS:*

- Runs in nine counties that include the five Region 6 counties (Ford, Iroquois, Kankakee, Livingston and McLean), the other four counties are DeWitt, Logan, Macon, and Mason.
- Challenges:

- Aging Buses, parts are very difficult to get and are extremely expensive.
- Difficulty on hiring and retaining drivers that have a Commercial Driver's License (CDL) because of a highly competitive market. Before COVID several safety regulations for CDLs went into effect in Illinois such as the requirement of formal training prior to obtaining the CDL license. Although SHOW BUS is a certified trainer center for CDL and a certified passenger endorsement center, there is a shortage of drivers in the state. Consequently, salaries are high and SHOW BUS is not always able to compete with them.
- Changes in the services offered in rural areas. Rural areas are losing service centers (i.e. adult day care providers) and/or centers have less resources available. For example, rural areas have lost two adult day care centers, one in Bloomington and one in Decatur (Macon County), in addition, there was a new center expected to open in Chenoa, but it never did. The problem is that SHOW BUS would often have transportation services to these centers and on occasions had specific "Service Contracts" with them. These allowed SHOW BUS to offer additional routes to be utilized by other passengers (in addition to those traveling to the adult day centers) and increase its scheduled routes.

*Comments from other attendees:*

- Public transportation is a much-needed service, willing to work with us. The elderly and veterans are in great need of transportation services.
- Interested in knowing what the plan entails and what it means for the Village of Carlock.
- Community Health worker from Chesnutt Family Health Center interested in updating their resource list of transportation service providers in the McLean County area. She is familiar with the needs of the rural community.
- See if there are any ideas to expand the service for Lexington, IL.

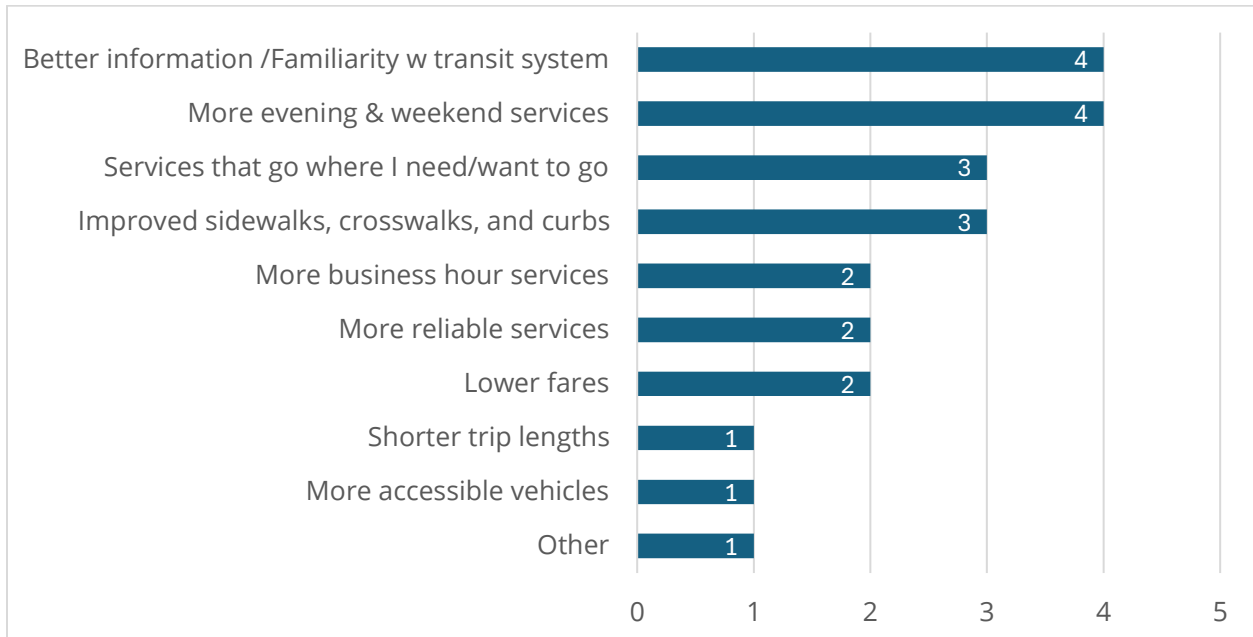
Outcomes of multiple-choice questions

Attendees were asked to answer four multiple choice questions, related to their place of residence, frequency using public transportation services, what they use transportation services for and things that can be improved. Because most attendees were not transportation users, this section only includes answers to question four (for answers to other questions see Appendix 2).

When asked what aspects can be improved for the current system, the most common answers were better information about the transportation services available, and the need for more evening and weekend services. The next two most common answers were

services that go where I need/want to go, which refers to system area coverage and improved sidewalks. It should be noted that some responses, such as that mentioning fare reduction, may indicate that the respondent is referred to services other than rural public transportation.

Figure 30. What improvements would increase your use of Transportation Services?



Outcomes of open-ended questions and discussion

Attendees were asked three open-ended questions. In many instances, questions from the public were answered by the SHOW BUS representative.

a. *How can transportation be better in your community? Not only SHOW BUS, but other transportation providers.*

- Offering alternative modes of transportation such as carpooling and a commuter rail system.
  - There are some carpooling services organized by employment organizations. These types of programs are not funded by IDOT.
  - Past McLean County Regional Planning Commission Long-Range Transportation Plans for the Bloomington-Normal Urban Area have proposed study of a regional commuter light rail system, centered on the Amtrak station in Normal and consisting of rail service spokes extending to Peoria, LaSalle-Peru, Champaign-Urbana and Decatur. Such a service might also connect to intermediate locations along each spoke. It would not serve locations located along the Amtrak line between Chicago and Springfield. To

date the parameters and feasibility of a commuter rail system have not been studied.

b. *What are a few things your transportation providers do well?*

- SHOW BUS offers a good service to McLean County. This is the only transportation option we know is available.

c. *Anything else you would like to share about your transportation experiences?*

- Interest from community members in understanding how many routes serve Lexington and Carlock, if there is a contract needed with SHOW BUS to have more regular services, and if there are other options to get public transportation.

(Answers by SHOW BUS representative)

- Carlock has demand response services only. SHOW BUS previously offered a “special medical service” limited only to medical appointments, however, that service is not currently available due to lack of drivers.
- There is no need for villages/towns to have a service contract.
  - Service Contracts: when SHOW BUS gets a Service Contract. i.e. with adult day care services, that contract allows SHOW BUS to mix the public with users from the service contracts. Basically, routes are added to specific areas. However, those contracts are usually with nonprofit social service agencies and there has been a drawback of these agencies from rural communities due to lack of funding.
  - It is not typical for SHOW BUS to have a Service Contract with a city, the only city with which they have such a contract is Pontiac. The funding is called a “taxi subsidy”. The city asked if SHOW BUS would run a scheduled route in Pontiac. Although initially reluctant, SHOW BUS has now been running an hourly route within Pontiac for years. The route has been a success, and it is funded by the city.
- Communities’ exposure to SHOW BUS or other transportation services can help raise awareness of the available services and encourages residents to use the service more. SHOW BUS used to get more calls from Carlock residents when there was an Adult Day Center and SHOW BUS picked up people in Carlock, people would see SHOW BUS vehicles running frequently and became more aware of the service, and in turn, placed more calls. But now, with no regular route going to Carlock, people seem to be unaware of the options still available.
- Faith in Action, is a volunteer transportation service limited to Seniors available in McLean County. This can be an option for Carlock residents, the transportation is more comfortable, and customers can control better how long they stay in the city or in a specific location. Faith in Action services are

mostly used for medical appointments and social activities. As noted in the index of providers, Faith in Action services are provided by volunteers using their own vehicles, and are not accessible as defined by the Americans with Disabilities Act.

- To promote transit ridership, it was suggested that community groups, such as libraries or other volunteer organizations put together trips by bus (SHOW BUS). The idea is to introduce people to the system and have them experience a trip. This helps people become familiar with the transportation services, people will be more likely to call for a ride if they have the need.
- Many people do not go to their physicians because it is difficult to coordinate their appointments with SHOW BUS, and the process can be confusing.
  - Comments by SHOW BUS representative: it is difficult to organize transportation services for people going to appointments. SHOW BUS used to be able to coordinate with Managed Care Organizations (MCOs) so that several people were served at similar hours. That is not possible anymore due to lack of funding for these organizations. Organizing trips is challenging.

### Virtual Public Town Hall Forum Summary

- People agree that there needs to be better information about the transportation services available and that there is a need to increase the scheduled-route services and hours of operation.
- SHOW BUS has cut back on its services (scheduled and special medical services) due to limitations on access to vehicles, drivers and some funding categories. Because of a shortage of drivers in the state, drivers' salaries have increased, and SHOW BUS cannot compete with the market's high salaries.
- The public has difficulty in organizing trips with SHOW BUS. Although there are "Demand Response" transportation services still available and offered on the website, many customers are not able to schedule transportation services. People are missing appointments or refusing to get medical care they need due to lack of transportation options and the difficulty in organizing a transportation service.
- Due to SHOW BUS routes being reduced after COVID, people are now less aware that the system exists. Programs to make people familiar with transportation systems available should be coordinated (e.g.: small trips organized by volunteers or nonprofit organizations).
- SHOW BUS has a Service Contract with the city of Pontiac, the organization has been running a successful hourly route for several years financed by the City of Pontiac.

## SHOW BUS Route Analysis

As mentioned, SHOWBUS offers services to nine-counties that cover Region 6 counties. The fact that this organization offers services to nine counties ensures that there is connectivity between counties and that transfers are planned and available for residents in the entire service area. Following is a general overview of each of the three types services provided by SHOWBUS.

- 1) Scheduled limited stop services, are offered as routes with a schedule and specific pick-up and drop-off locations. They are part of service contracts between SHOW BUS and other organizations that can include a city/town and/or care service providers. Service contracts allow SHOW BUS to run specific routes daily and hourly during the day, they are currently offered at various locations that include the town of Pontiac, Watseka and a route between Kankakee and Momence. In recent years SHOW BUS has had to scale back some of its limited stop service routes due to the closing of service providers in region 6 rural areas (aged care centers and others) and consequently the termination of the specific service contracts.
- 2) For the scheduled door-to-door service, SHOW BUS offers routes and a schedule for a general geographic area. Overall, routes are designed to connect small towns with larger towns/cities across the counties where the service is offered. This type of transportation services run a few times, once per day or a few times per week. For example, in Iroquois County, SHOW BUS offers one service every morning during the week from the eastern, southern, northern, and western towns in the county into Watseka. Also, there is a call-in option for additional services required during the day on those routes. Residents can take the morning services, and for additional services and/or additional stops along the route, they can call SHOW BUS' scheduling service. Similar services are offered in Livingston, McLean Ford and Kankakee counties.
- 3) The special service route is only reserved for non-emergency medical trips and can also be reserved by residents calling SHOW BUS. However, this type of service is more difficult to schedule as priority is given to existing routes.

Currently, SHOW BUS is not collecting fares, and would prefer not to resume fare collection. In the past, fare collection produced very limited revenue, as many riders are exempt for various reasons.

## **g. Service Gaps Analysis**

For this analysis, MCRPC staff used the information collected from the focus groups, the community member survey, the virtual town hall forum, SHOW BUS route spatial analysis and additional public comments. Some of the positive comments refer to the great service provided by drivers and being grateful to have access to a transportation service. Comments related to service gaps were grouped into two major areas: 1) User needs, which refer to the comments made by public transportation users and members of the community. User needs, include public transportation accessibility, affordability, system reliability and transit availability. 2) Operational needs, which are related to transportation providers' needs. Operational needs include funding, insurance, drivers, vehicles, system scope and coordination.

### **Users Needs**

#### **Accessibility**

Accessible Transportation: Populations with special needs regularly require accessible buses. However, accessible service is not always provided by smaller agencies because of high costs associated with vehicles operations and maintenance. High costs have also affected volunteers as they are required to pay for gas when offering a transportation service. Consequently, transportation services with accessible vehicles have been reduced.

Service Information: This topic was mentioned several times during the focus groups, it was a key aspect mentioned in the survey (better information and familiarity with the transit system) and during the public forum.

Identified gaps include: 1) users not being able to obtain information regarding all the services available in one place. Organizations that provide transportation services are usually not aware of services provided by other providers. Some of the suggestions are to include all rural service transit information in local transit guides such as Connect Transit in the Bloomington-Normal area and in River Valley Metro in Kankakee. Other options mentioned were to have a "navigator" or a call center where people can call and obtain information about all services available; 2) Population not being aware of their transportation options. Many people are not aware that SHOW BUS is still providing the service, this could be because some of the services have been cut back or because it can be challenging for some users to have access to the website and interpret the information. Suggestions are to create events where communities are introduced/educated about transportation options. Other ideas for improvements are to update information on websites and to create App that provides information or for scheduling on-demand services.

### **Affordability**

Reducing or eliminating the cost of transportation using SHOW BUS was proposed during the focus groups. However, based on the survey responses, affordability is not considered a barrier preventing people from using public transportation, neither is it one of aspects the population considers a priority to be improved. Currently and since the pandemic, SHOWBUS has not been charging fees to any of its users and if they start charging again, people over 60 do not need to pay for any of the services provided.

### **Reliability**

Scheduled door to door service: SHOW BUS continues to offer an on-demand service which means that people can call to plan their trip. However, there are two issues mentioned by customers. 1) Although people can make a reservation for a specific service, the reservation can get cancelled due to lack of additional customers. 2) Many customers comment on the difficulty scheduling a transportation service with SHOW BUS. Some people are missing medical appointments or refusing to get medical care due to the difficulty in coordinating the logistics of the transportation service.

Amongst other comments, people mentioned that having more reliable services and increasing services available during business hours could be improved to increase the use of public transportation. A frequent and reliable service will also help increase the demand for public transportation.

### **Availability**

Scheduled limited stop service: increasing hours of operation to the evenings and increasing services to weekends are considered by the community as the most important ways to improve the rural public transportation in Region 6. Both aspects are also considered as the two most important barriers preventing people from taking public transportation.

Service coverage: Based on the spatial analysis, communities located further from larger towns are those that have the most need of transportation options and are also the ones with the least number of public transit services available per week. There is a need to increase system coverage to underserved communities such as towns in Iroquois County and increase frequency in other areas (such as in Ford and Livingston Counties). One of the major aspects mentioned by communities as a reason for not taking public transportation is that services do not go where people need or want to go.

## Operational Needs

### **Funding**

The consistency and timeliness of program funding from state and federal sources continues to be a critical issue for recipients of §5310<sup>7</sup> and §5311<sup>8</sup> federal transportation funding. Additionally, for §5310 grant recipients, the concerns have been multiplied by the changes in program purpose and funding availability over time. Funding is available for the purchase of vehicles, not for operations. These decisions are due in part to Congressional actions that redefined program categories, and state decisions that constrained funding availability.

In the wake of the Infrastructure Improvement & Jobs Act, other funding programs have been created, some of them are available to qualified §5311 and §5310 grant recipients. However, many of the organizations do not have the capacity to continuously apply for different grant opportunities which ends up in organizations not being able to afford to provide an efficient transit service.

Another key issue relating to the Consolidated Vehicle Procurement program available to both §5311 and §5310 recipients are the delay in the delivery of the vehicles. The impact of the pandemic restrictions and the supply chain issues resulted in a nearly two-year gap between the FY 2022 CVP application cycle and the recent announcement of awards. Grant recipients must now hope that they will receive awarded vehicles before the vehicles being replaced cannot be kept in service.

### **Insurance**

Concerns regarding the cost and conditions of insurance coverage for vehicles were acknowledged in the current and previous Region 6 plans. The 2015 Region 6 update, Goal 4, Objective 4, called for insurance for additional interest groups. Strategies focused on the potential of group insurance coverage for HSTP participating service providers. This followed from other objectives promoting the use of shared services and resources among the service providers.

However, the concept of joint operations and shared resources proved unworkable. The terms under which grants of funding and vehicles were made to individual agencies created barriers to establishing joint operations among the participants. Barriers included

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<sup>7</sup> Refers private or non-profit organizations that provide transit such as Good Shepard Manor or Homes of Hope.

<sup>8</sup> Refers to Public Transit Provides, in Region 6 SHOW BUS, is the public transit provider.

the difficulties resulting from potential liabilities, incompatibility between participants' program objectives and activities, and organizational differences among the participants. Moreover, research found that joint insurance coverage was not an available product category. Some of the incompatibilities among the Region 6 participants meant that they were not eligible for coverage under a common policy.

### **Drivers**

There is currently a driver shortage in Illinois and in the US. New legislation requires drivers to complete a formal training prior to applying for a Commercial Drivers License (CDL). Consequently, the market has become highly competitive and SHOW BUS is not always able to compete with high wages. SHOW BUS lost several drivers after the pandemic and has not been able to get back to before the pandemic staff levels, although SHOW BUS is a certified CDL training center.

### **Vehicles**

Most transportation providers struggle keeping accessible vehicles in operation because of high maintenance costs, lack of parts and lack of mechanics. For example, due to lack of parts SHOW BUS keeps out of service vehicles as a source of auto parts to fix newer buses. Also, some smaller organizations such as Faith in Action have had to stop their services with accessible vehicles because of high maintenance and operational costs that fall on volunteers.

### **Limited Scope**

Stakeholders suggest involving rural transportation providers in the delivery of goods to rural communities (i.e.: groceries, meals on wheels). These types of services worked very well during the pandemic; however, the Federal Transit Administration required all these services to be suspended starting in January 2022. Advocates are in favor of these delivery services and consider that there is the capacity to organize them since the service was provided for two years with only minor difficulties.

### **Coordination amongst transit providers and other service providers**

Coordination amongst transit providers is needed to improve transfers for passengers, service coverage, hours of operation and service information. Coordination is needed to improve "Service information" by having a centralized information system (including rural transit information in local transit guides, to have a "navigator", or a call center where people can obtain information about all services available). Efforts by IDOT to develop a statewide information have not come to fruition.

## h. Action Plan to Address Service Gaps (Goals and Objectives)

Transportation planning is a grassroots effort, based in the experience of local agencies, providers, and the public. In Region 6, the activities in support of implementing the regional plan begin at the local level through the efforts of the County Transportation Committees (CTCs) designated by each county as the participating body in the regional committees. Although the CTCs vary in structure and management, they are all committed to providing local involvement and input in transportation. Formulating goals and objectives directs regional planning efforts, independent of timeframe and individual projects of the participating agencies.

- A goal is defined as a purpose or condition that will be brought about by implementing the Human Services Transportation Plan.
- Objectives are contributing elements of goals that help organize the implementation of the plan into measurable and manageable parts.
- Strategies are suggested activities to meet objectives and in turn achieve goals.

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### Goal 1: Maintain and Expand Transportation Services

#### ***Objective 1.1:*** Area Coverage

- Extend service to underserved areas and populations.
- Encourage intermodal linkages with urban transit providers within Region 6 Counties (Connect Transit in Bloomington Normal and River Valley Metro in Kankakee).
- Encourage intermodal linkages with regions outside of Region 6 (Champaign Urbana and Peoria).

**Strategy:** Identify specific areas or populations that need service; review routes/schedules of agencies in Region 6 for intermodal connections; consider implementing pilot projects to underserved areas.

**Metric:** Increased service area, number of passengers served, inter-agency coordination efforts, number of pilot projects implemented.



**Objective 1.2:** Type and Frequency of Service

- Increase the frequency in which scheduled routes are offered (working hours and evenings).
- Demand Response: ensure demand and response service is offered to all areas where there is a need.
- Expand services to include weekend services.
- Explore the need for additional services like food or grocery delivery to specific populations.

**Strategy:** Support agency staff retention and development to address challenges that keep agencies from offering continuous scheduled route service on weekdays during normal hours and weekend services; identify routes that could have frequency increase; identify routes that could be offered during weekends.

**Metric:** Number of services per week, number of services on weekends, number of passengers served, staff turnover rate, driver certification programs.

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**Goal 2: Ensure Accessibility and Affordability for Users**

**Objective 2.1:** Provide accessible service to all individuals

- Maintain or increase the number of accessible vehicles agencies have in operation.
- Ensure vehicle maintenance is kept regularly up to date.
- Support the training and certification of drivers managing accessible vehicles.

**Strategy:** Support agencies in pursuing the purchase of new vehicles, advocate for vehicles that exceed the minimum requirements set by ADA, keep a record of vehicles requested through the IDOT CVP and a record of the vehicles awarded, explore options to support driver ADA certification.

**Metrics:** Number of accessible vehicles available; number of routes meeting IAC Guidelines, inventory of CVP applications, and awards, and number of drivers with ADA certification.



**Objective 2.2:** Ensure information is easily accessible

- Offer information about different services available in one place.
- Utilize technology to keep users updated with the status of transportation services.
- Coordinate with other transit agencies (Connect Transit in Bloomington Normal and River Valley Metro in the Kankakee area, and others) to offer rural transit service information in their local guides.
- Support agencies in regularly updating information about services online.
- Support education/information efforts with residents to promote the use of PT.



**Strategies:** Explore new ways and new technology to engage with riders; support efforts to develop transit guides that are comprehensible to all individuals and ADA compliant; explore the option of creating a centralized hub of information for all things transit-related such as a local transit guide (print and virtual), ensure information is accessible to all; support local groups implementing educational and informational activities.

**Metrics:** tracking the status of developing an information hub; number of promotional outreach materials distributed, regularly review agencies websites and outreach materials for accessibility, document the ongoing availability of web resources and new technologies, document number of educational or informational activities.

**Objective 2.3:** Affordability

- Identify and advocate for additional funding sources to expand services.
- Advocate for eliminating fares for special populations.

**Strategies:** Explore opportunities to implement new programs that would make fare subsidization or fare elimination possible, research additional funding options and opportunities to implement a fare voucher program for low-income riders, support agency grant application processes.

**Metrics:** document new funding opportunities, number of available programs to lower rider fares, document number of agencies supported with grant applications

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### Goal 3: Operational and Institutional Needs

**Objective 3-1:** Coordination between transit providers

- Continue coordination with HSTP agencies, extend invitations to relevant agencies not yet involved in the HSTP process.
- Encourage coordination between rural and urban transit providers.

**Strategies:** Explore opportunities to reimburse travel expenses to committee meetings to HSTP agency representatives; host workshops or charrettes to gather more input from transit providers and operators; advocate for agencies to host county-based meetings and report back to regional group.



**Metric:** Record of HSTP representatives that were reimbursed, record of workshops or activities related to transit; document discussions and findings of county-based meetings, and archive of communications to government, non-profits, and media.

**Objective 3.2:** Funding

- Maintain or increase funding for regional agencies
- Examine opportunities to pool resources with other agencies

**Strategies:** Discuss the status of the driver, vehicle, and other resource shortages during regional meetings; explore new opportunities for funding operations and maintenance costs; study to explore the feasibility of consolidation or resource sharing.

**Metrics:** Document implantation of new funding opportunities and document major findings regarding resource sharing.

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## Appendices

### Appendix 1: Transit Rider or Community Member Survey

Survey in English



### Transportation Rider or Community Member Survey

The results of this survey will help inform transportation providers in the Human Services Transportation Plan (HSTP) Region 6\* of unmet needs and service gaps. For more information, visit <https://mcplan.org/plans-and-studies/human-services>.

Please share this survey with ANY and ALL friends or family members it may be relevant to.

\*Region 6 includes McLean, Iroquois, Ford, Livingston and Kankakee Counties.

1. Please list the town/village you live in or are closest to and your zip code.

1. Nearest Town/Village:

2. Zip code:

2. What is your age?

- |             |                         |
|-------------|-------------------------|
| a. Under 18 | d. 46-59                |
| b. 18-24    | e. 60+                  |
| c. 25-45    | f. Prefer to not answer |

3. Do any of the following describe you? (select all that apply)

- |                                 |                         |
|---------------------------------|-------------------------|
| 1. Senior                       | 4. Veteran              |
| 2. Individual with a disability | 5. Prefer to not answer |
| 3. Person of low income         |                         |

4. Are you currently employed?

- |                   |                                |
|-------------------|--------------------------------|
| 1. Yes, part-time | 3. No                          |
| 2. Yes, full-time | 4. Other: <input type="text"/> |

5. How do you typically get around? (select all that apply)
- 1. I drive myself
  - 2. Public transit
  - 3. Rides from family/friends
  - 4. Taxi/cab
  - 5. Private transportation (Group or Organization)
  - 6. Rideshare (Uber/Lyft)
  - 7. Other:

6. What is the main reason you use Transportation Services? (Transportation Services include public transit, taxi/cab, rideshare, group/organization transportation)
- 1. No access to reliable vehicle
  - 2. Not physically able to drive
  - 3. No license
  - 4. Other:

7. How often do you typically use public Transportation Services?
- 1. Every day
  - 2. At least once a week
  - 3. At least once per month
  - 4. Less than once a month
  - 5. Rarely/occasionally
  - 6. Never but I'd like to
  - 7. Not applicable

8. For what purposes do you use Transportation Services? Select all that apply.
- 1. Work
  - 2. Shopping
  - 3. Healthcare
  - 4. Social/recreation
  - 5. School/education
  - 6. Other:

9. What improvements would increase your use of Transportation Services? Select your **top 5** responses.
- 1. More accessible services
  - 2. Improved personal safety
  - 3. More evening services
  - 4. More weekend services
  - 5. More business hours services
  - 6. More reliable services
  - 7. Improved sidewalks, crosswalks, and curbs
  - 8. Better information on services
  - 9. Shorter trip lengths
  - 10. Services that go where I need/want to go
  - 11. Familiarity with transit system
  - 12. Lower fares
  - 13. Other:

10. What is the greatest barrier preventing you from using Transportation Services more often?
- 1. Hours of operation
  - 2. Frequency of service
  - 3. Advanced reservation needed
  - 4. Accessibility issues (accessible vehicles or getting to/from pick up location)
  - 5. Health reasons
  - 6. Fare cost
  - 7. Services don't go where I want/need to go
  - 8. There are no significant barriers
  - 9. Other:

11. Are you satisfied with your transportation options? Please explain:

- |                   |                      |
|-------------------|----------------------|
| 1. Very satisfied | 4. Dissatisfied      |
| 2. Satisfied      | 5. Very Dissatisfied |
| 3. Neutral        |                      |

Explain:

12. How could transportation be better in your community?

13. What are a few things your transportation providers do well?

14. Is there anything else you would like to share about your transportation experiences?

**To submit this survey:**

You can either email it to [flewis@mcplan.org](mailto:flewis@mcplan.org), drop it off in person or mail it to our office.

Your participation is greatly appreciated!

**Mailing Address/Office Location:**

McLean County Regional Planning Commission  
115 E. Washington St.

Bloomington, Illinois 61701



## Encuesta para Usuarios de Transporte Público y Miembros de la Comunidad

Los resultados de esta encuesta ayudarán a informar a los proveedores de transporte de servicios humanos (HSTP por sus siglas en Inglés) sobre necesidades de la comunidad y/o deficiencia en la cobertura de servicios en la Región 6 \*. Por favor comparte esta encuesta con TODOS o ALGUNO de tus amigos/familiares que hagan uso de sistemas de transporte en zonas rurales de la Región 6. Para más información visita <https://mcplan.org/projects-and-programs/transportation/human-service-transportation>.

\*Región 6 incluyen los condados de Ford, Iroquois, Kankakee, Livingston y McLean.

1. Por favor escribe el nombre de la ciudad o pueblo donde resides o que se encuentra más cercano/a a tu lugar de residencia:

a. Ciudad/Pueblo cercano:

b. Código Postal:

2. ¿Cuál es tu edad?

- a. Menor de 18
- b. 18-24
- c. 25-45
- d. 46-59
- e. 60+
- f. Prefiero no responder

3. ¿Alguna de estas características te describe? Selecciona todas las que apliquen.

- a. Adulto Mayor
- b. Persona con alguna discapacidad
- c. Persona de bajos recursos
- d. Veterano
- e. Prefiero no responder

4. ¿Actualmente tienes trabajo?

- a. Sí, a medio tiempo
- b. Sí, a tiempo completo
- c. No
- d. Otro:

5. ¿Cómo te transportas normalmente? Selecciona todas las opciones que apliquen.

- a. Yo manejo
- b. Transporte Público
- c. Transporte con familiares/ amigos
- d. Taxi
- e. Transporte Privado (Grupo u Organización)
- f. Transporte compartido (Uber/Lyft)
- g. Otro:

6. ¿Cuál es la razón principal por la que utilizas Servicios de Transporte? (Servicios de Transporte incluyen: transporte público, taxi, transporte compartido (Uber/Lyft) o transporte privado (de un Grupo u Organización)
- a. No tengo acceso a un vehículo confiable
  - b. No puedo conducir por problemas físicos
  - c. No tengo licencia
  - d. Otro:
7. ¿Qué tan seguido utilizas Servicios de Transporte?
- a. Todos los días
  - b. Por lo menos una vez por semana
  - c. Por lo menos una vez por mes
  - d. Menos de una vez al mes
  - e. Raramente/ocasionalmente
  - f. Nunca pero me gustaría
  - g. No aplica
8. ¿Cuál es el objetivo de tu viaje cuando usas Servicios de Transporte? Selecciona todos los que apliquen.
- a. Trabajo
  - b. Compras
  - c. Salud
  - d. Social/recreación
  - e. Escuela/educación
  - f. Otro:
9. ¿Qué mejoras ayudarían a que utilices Servicios de Transporte? **Selecciona 5** respuestas principales.
- a. Más vehículos accesibles
  - b. Mejor seguridad para usuarios
  - c. Más servicios en la tarde/noche
  - d. Más servicios en los fines de semana
  - e. Más servicios durante el día
  - f. Servicios más confiables
  - g. Mejora de aceras/banquetas, lugares de cruce y bordillos
  - h. Mejor información sobre servicios disponibles
  - i. Viajes más cortos
  - j. Servicios que van donde quiero/necesito
  - k. Familiaridad con el sistema de transporte
  - l. Precios más bajos
  - m. Otro:
10. ¿Cuál es la razón principal por la que no utilizas Servicios de Transporte más seguido? **Selecciona una** opción.
- a. Horas de operación
  - b. Frecuencia de los servicios
  - c. Necesidad de reservar con anticipación
  - d. Problemas con la accesibilidad (vehículos accesibles)
  - e. Problemas de salud
  - f. Costo del viaje
  - g. Servicios no van a donde quiero/necesito
  - h. No hay razones significativas
  - i. Otro:

11. ¿Cuál es tu opinión sobre los Servicios de Transporte disponibles? Selecciona una opción:

j. Muy satisfecho/a

m. Insatisfecho/a

k. Satisfecho/a

n. Muy insatisfecho/a

l. Neutro

Explica:

12. ¿Cómo se podría mejorar el Servicio de Transporte en tu comunidad?

13. ¿Cuáles son algunas cosas que los proveedores de Servicios de Transporte en tu comunidad hacen bien?

14. ¿Hay algo más que te gustaría compartir sobre tu experiencia/conocimiento del Servicio de Transporte en tu comunidad?

**Para enviar esta encuesta:**

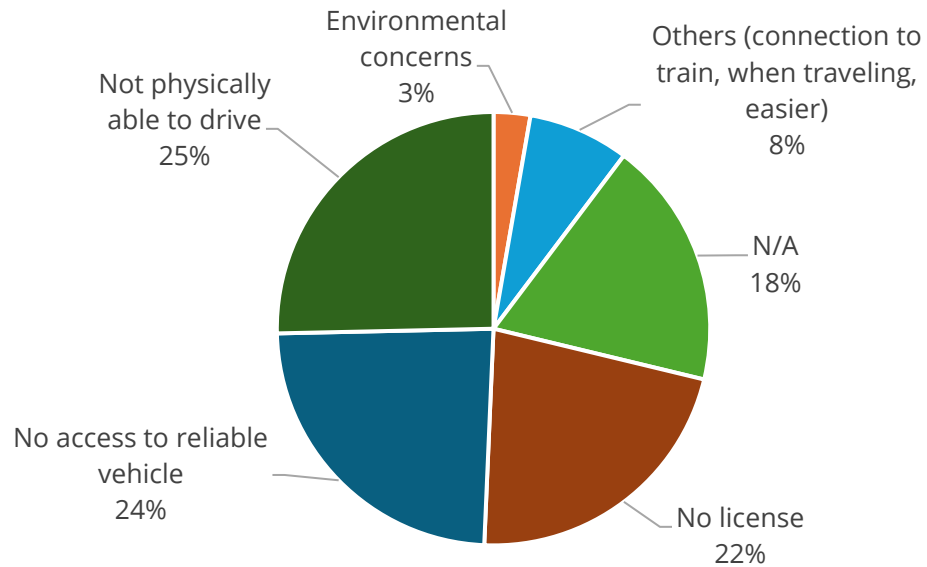
Envíala al correo [flewis@mcplan.org](mailto:flewis@mcplan.org), déjalo en persona en nuestra oficina. Agradecemos tu participación!

**Dirección de la oficina:**

McLean County Regional Planning Commission  
115 E. Washington St.  
Bloomington, Illinois 61701

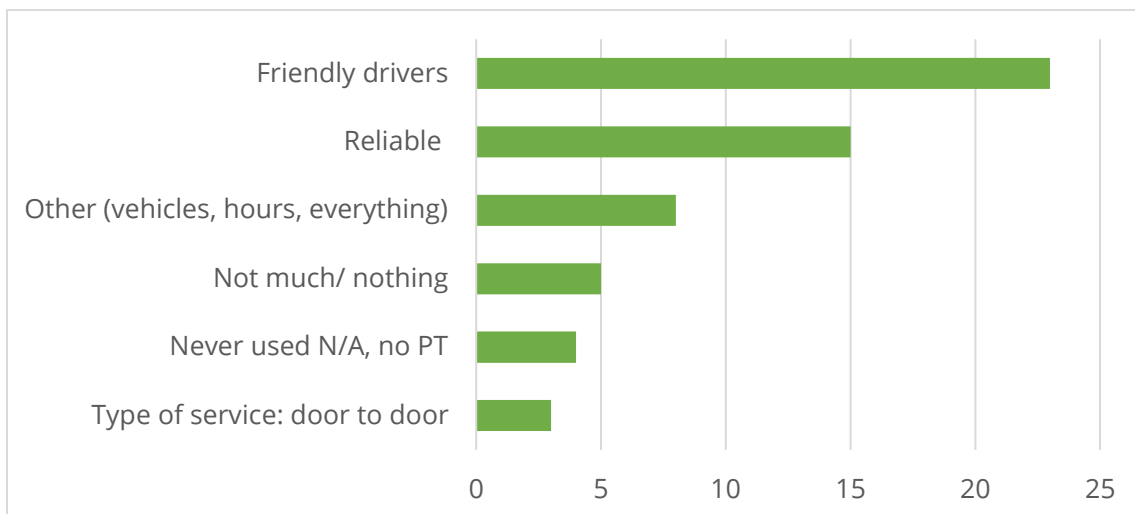
## Survey Additional Answers

Q. 6. What is the main reason you use Transportation Services?



Q. 13. What are a few things your Transportation Providers do well?

For the Figure below, only answers from responders living in rural areas were considered



# Human Services Transportation Needs Survey

Ford, Iroquois, Livingston, Kankakee and McLean Counties

Complete by March 1st, 2024

## Rural Transit Riders and Community Members:

We want to hear from you! Take this survey to share about your transportation experiences. Your participation will help transportation providers identify unmet access needs and service gaps, as we develop a Human Services Transportation Plan.



Scan below:



Or click [here](#)

**When?: Before March 1st, 2024**

**How?: Scan the QR Code, visit [McPlan.org](https://mcplan.org) or call in 309-828-4331**

Your participation matters. We greatly appreciate your time! For assistance, please contact Francesca Lewis at [flewis@mcplan.org](mailto:flewis@mcplan.org) or 309-828-4331.



# Encuesta sobre Transporte de Servicios Humanos

Condados de Ford, Iroquois, Livingston, Kankakee y McLean

Completar antes del 1 de Marzo

## Usuarios de Transporte Público Rural y Miembros de la Comunidad

Queremos saber de tí! Completa esta encuesta y comparte tus experiencias y tus necesidades de transporte público rural. Tu participación nos ayudará a identificar necesidades y falencias en el servicio al desarrollar el Plan de Transporte de Servicios Humanos.



Escanea el código:



O haz click [Aquí](#)

**¿Cuándo?:** Antes del 1 de Marzo, 2024

**¿Cómo?:** Escanea el código QR, visita [mcplan.org](http://mcplan.org) or lláma al 309-828-4331

Tu participación es importante. Agradecemos tu tiempo. Para ayuda con la encuesta contáctate con Francesca Lewis a [flewis@mcplan.org](mailto:flewis@mcplan.org) o al 309-828-4331.



Press Release



FOR IMMEDIATE RELEASE  
February 5, 2024

**Contact**

Jennifer Sicks

Senior Transportation Planner, MCRPC

E: JSicks@mcplan.org

P: (309) 828-4331

**Public Survey for Regional Human Services Transportation Plan (HSTP) for  
Rural Areas**

The McLean County Regional Planning Commission (MCRPC) is seeking public input for a regional Human Services Transportation Plan (HSTP), specific to the rural areas of the counties of Ford, Iroquois, Kankakee, Livingston and McLean (Region 6).

Please complete a survey available online on MCRPC's website at [www.mcplan.org](http://www.mcplan.org) or contact Francesca Lewis at [flewis@mcplan.org](mailto:flewis@mcplan.org) or at (309) 434-6835. Surveys are available in English and Spanish, and will be accepted until Friday, March 1<sup>st</sup>, 2024.

When completed, the Plan intends to address the transportation needs of its citizens by filling service gaps and providing more efficient use of transportation services and resources. The Plan will specially address the needs of disadvantaged populations such as seniors, individuals with disabilities, veterans and people with low income. This HSTP will be an update to the previous plan adopted in 2015 and is funded by the Illinois Department of Transportation.

We need everyone's help in spreading the word about this important survey for rural communities in those five counties. Contact Jennifer Sicks, Senior Transportation Planner at MCRPC at (309) 828-4331 or [JSicks@mcplan.org](mailto:JSicks@mcplan.org) with questions or for additional information.

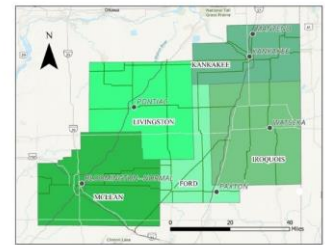
# Appendix 2: Virtual Public Town Hall Forum

## Virtual Public Town Hall Forum Presentation

**Human Services  
Transportation Plan (HSTP)  
Virtual Town Hall Forum**  
March 18<sup>th</sup>, 2024

### Outline

- ▶ Welcome
- ▶ Project Background
- ▶ Public Input
- ▶ Next Steps



Ford, Iroquois, Livingston, Kankakee & McLean

### What is the HSTP?

- ▶ Human Services Transportation Plan
- ▶ MCRPC - Region 6 Program Coordinator
- ▶ Funded by IDOT
- ▶ Identify transportation needs for
  - ▶ Seniors
  - ▶ Veterans
  - ▶ Individual with disabilities
  - ▶ Individuals with low income
- ▶ Provide strategies to address those needs



### Work Involved

- ✔ Update to the 2015 Regional HSTP
- 📅 Program Reviews
- 👥 Facilitation of Region 6 Transportation Policy and Technical Committees



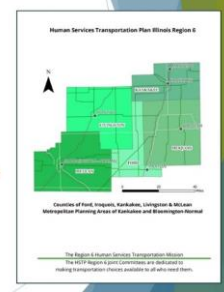
### Program Review

- ▶ Section 5310 CVP Program and Vehicle Inspection
- ▶ Section 5310: Elderly Individuals and Individuals with Disabilities Program
  - ▶ Mosaic - Pontiac
  - ▶ VAC Kankakee County - Bourbonnais
  - ▶ Good Shepherd Manor - Momence
  - ▶ Homes of Hope - Normal
  - ▶ Futures Unlimited - Pontiac



### The Plan

- ▶ Public Input
  - ▶ Stakeholder Focus Group (MLRTP)
  - ▶ Transportation provider and Community Member Surveys (closed March 1<sup>st</sup>)
  - ▶ **Town Hall Forum: March 18<sup>th</sup> at 5 pm**
- ▶ Anticipated Approval: April/ May
  - ▶ Approval by Region 6 Policy Committee





### Town Hall Forum

- ▶ Feedback
  - Live Survey Questions
  - Open Discussion



### Live Survey Questions

- ▶ Q. 1
- ▶ Q. 2
- ▶ Q. 3
- ▶ Q. 4

### Open Discussion

a. How could transportation be better in your community?

### Open Discussion

b. What are a few things your transportation providers do well?

### Open Discussion

c. Anything else you would like to share about your transportation experiences?



### Next Steps

- ▶ Draft Plan Completion
- ▶ Public Comment Period
- ▶ Region 6 Committee Approval

### Questions/ Comments?



## Virtual Public Town Hall Forum Questions

### Question 1:

Please list the town/village you live in or are closest to and your zip code.

1. Nearest Town/Village:
2. Zip code:

### Question 2:

How often do you typically use public transportation services?

- |                            |                          |
|----------------------------|--------------------------|
| a. Every day               | e. Rarely/occasionally   |
| b. At least once a week    | f. Never but I'd like to |
| c. At least once per month | g. Not applicable        |
| d. Less than once a month  |                          |

### Question 3:

For what purposes do you use transportation services? Select all that apply.

- |               |                      |
|---------------|----------------------|
| a. Work       | d. Social/recreation |
| b. Shopping   | e. School/education  |
| c. Healthcare | f. Other:            |

### Question 4:

1. What improvements would increase your use of transportation services? Select your **top 5** responses.

- |  |   |
|--|---|
| a. More accessible services                  | h. Better information on services           |
| b. Improved personal safety                  | i. Shorter trip lengths                     |
| c. More evening services                     | j. Services that go where I need/want to go |
| d. More weekend services                     | k. Familiarity with transit system          |
| e. More business hours services              | l. Lower fares                              |
| f. More reliable services                    | m. Other                                    |
| g. Improved sidewalks, crosswalks, and curbs | <input type="text"/>                        |

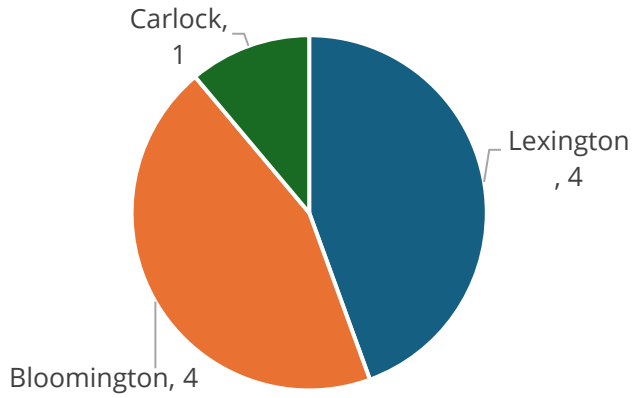
**Question 5.** How can transportation be better in your community?

**Question 6.** What are a few things your transportation providers do well?

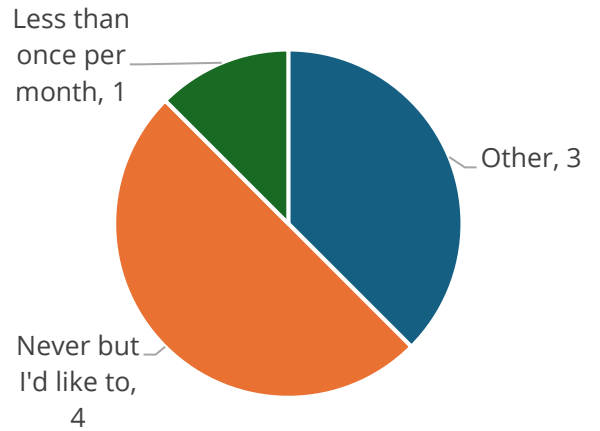
**Question 7.** Anything else you would like to share about your transportation experiences?

## Virtual Public Town Hall Forum Additional Answers

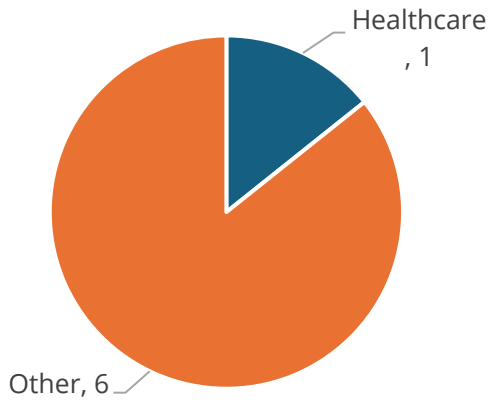
Q1. Which town/city are you closest to?



Q2. How often do you typically use transportation services?



Q3. For what purposes do you use transportation services?



Virtual Public Town Hall Forum Outreach Materials  
**Flyer**

# Human Services Transportation Plan Virtual Town Hall Forum

Monday, March 18th @ 5 – 6:30 pm

Ford, Iroquois, Livingston, Kankakee and McLean Counties

Please join us for a Virtual Town Hall Forum to discuss public transit needs in rural areas and share about your transportation experiences.

Your participation will help us identify service gaps as we develop the Human Services Transportation Plan.



**When?: Monday, March 18th, 5 – 6:30pm**

**Where?: [Zoom Link](#) or call 309 205 3325**

Visit [McPlan.org](http://McPlan.org) for  
more information

If you will need an accommodation to participate in this Virtual Town Hall, please contact Francesca Lewis at [fw@mcplan.org](mailto:fw@mcplan.org) or 309-828-4331.



## Press Release



FOR IMMEDIATE RELEASE  
March 8, 2024

### **Contact**

Jennifer Sicks

Senior Transportation Planner, MCRPC

E: JSicks@mcplan.org

P: (309) 828-4331

### **Virtual Public Town Hall Forum for the Regional Human Services Transportation Plan for Rural Areas**

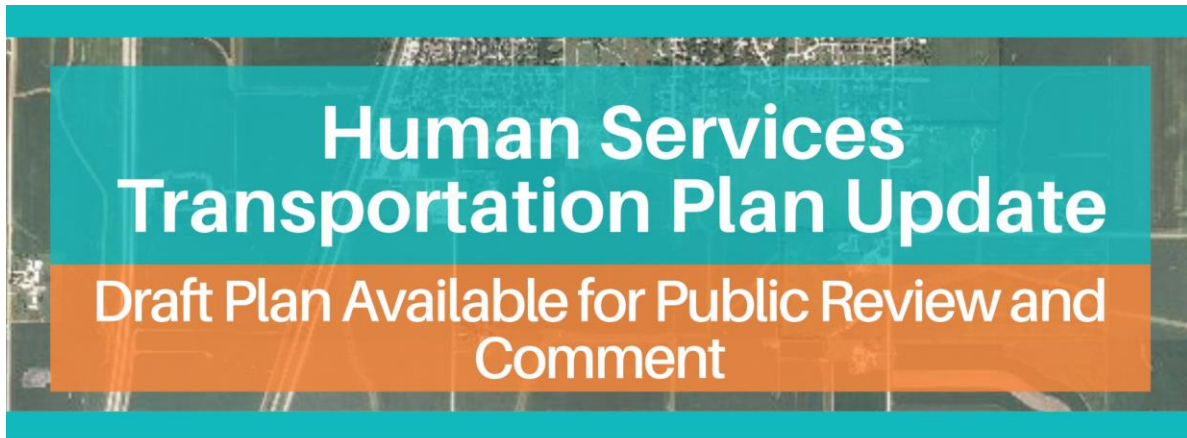
The McLean County Regional Planning Commission (MCRPC) is seeking public input and participation for a regional Human Services Transportation Plan (HSTP), specific to the rural areas of the counties of Ford, Iroquois, Kankakee, Livingston and McLean (Region 6). A Virtual Town Hall Forum will be held on Monday March 18<sup>th</sup>, 2024 from 5:00pm to 6:30pm. To access the Zoom link or phone number to call in, please go to MCRPC's website at [www.mcplan.org](http://www.mcplan.org) or contact Francesca Lewis at [flewis@mcplan.org](mailto:flewis@mcplan.org) or (309) 434-6835.

When completed, the Plan will specially address the transportation and access needs of disadvantaged populations and citizens in rural areas by providing more efficient use of transportation services and resources. This project is funded by the Illinois Department of Transportation and is an update to the previous plan adopted in 2015.

We encourage all residents of rural areas in those five counties to attend the Virtual Forum. Contact Jennifer Sicks, Senior Transportation Planner at MCRPC, at (309) 828-4331 or [JSicks@mcplan.org](mailto:JSicks@mcplan.org) with questions or for additional information.

## Appendix 3: Public Comments

### Public Comment Period and Public Hearing Outreach Materials



Please review and comment on the Public Transportation Plan for residents of the rural areas of Ford, Iroquois, Livingston, Kankakee and McLean Counties. All comments are anonymous.

**Submit Comments by 5/30/24  
and/or attend the  
Hybrid Public Hearing on 5/30/2024 @ 5:30 pm**

To comment:

- Scan the QR code or visit [www.mcplan.org](http://www.mcplan.org)
- Email Francesca Lewis at [FLewis@mcplan.org](mailto:FLewis@mcplan.org)
- Mail comments to MCRPC, 115 E Washington St, M-103, Bloomington, IL 61702
- For more information about the **Hybrid Public Hearing** location and zoom link, visit [www.mcplan.org](http://www.mcplan.org)

**Physical copies of the Draft Plan may be reviewed at:**

- Bloomington Public Library
- Kankakee Public Library
- Normal City Hall, 2nd Floor
- Pontiac Public Library
- Paxton Carnegie Library
- Watseka Public Library

**View a digital copy of the Draft Plan and provide comments at:**

[www.mcplan.org](http://www.mcplan.org)



**Questions? Contact Francesca Lewis at [flewis@mcplan.org](mailto:flewis@mcplan.org) or 309-434-6835**

# Plan de Transporte de Servicios Humanos

Plan Preliminar Disponible para Revisión del Público

Por favor revísala el Plan Preliminar de Transporte de Servicios Humanos de las áreas rurales de los condados de Ford, Iroquois, Livingston, Kankakee y McLean y envíanos tus comentarios.

**Envía Comentarios hasta 5/30/24  
y/o asiste a la  
Reunión con el Público el 5/30/2024 @ 5:30 pm**

Para enviar tus comentarios:

- Escanea el código QR o visita [www.mcplan.org](http://www.mcplan.org)
- Envía un correo a Tania Barreto a [tbarreto@mcplan.org](mailto:tbarreto@mcplan.org)
- Envía tus comentarios a la dirección: MCRPC, 115 E Washington St, M-103, Bloomington, IL 61702
- Para más información sobre la **Reunión con el Público** y para obtener el link de zoom visita [www.mcplan.org](http://www.mcplan.org)

**Copias del Plan Preliminar se encuentran en:**

Bibliotecas Públicas de

- Bloomington
- Kankakee
- Pontiac
- Paxton y
- Watseka

City Hall de Normal (2do piso)

**Copia digital del Plan la puedes encontrar en:**

[www.mcplan.org](http://www.mcplan.org)



Preguntas? Contáctate en Español con Tania Barreto: [tbarreto@mcplan.org](mailto:tbarreto@mcplan.org) o 309-434-6837

# Human Services Transportation Plan for Region 6

Draft Plan Available for Public Review and Comment



Please review and comment on the Public Transportation Plan for public transit users and residents of the rural areas of **Ford, Iroquois, Livingston, Kankakee** and **McLean** Counties. All comments are anonymous and will be considered for the final plan.

**Submit Comments by 5/30/24 and/or attend the Public Hearing on 5/30/24**

#### To Comment:

- Scan the QR code
- Visit [www.mcplan.org](http://www.mcplan.org)
- Email [FLewis@mcplan.org](mailto:FLewis@mcplan.org)
- Mail comments to:  
McLean County Regional  
Planning Commission,  
115 E Washington St, Suite  
M103. Bloomington, IL 61701



#### View a Paper Copy at:

- Bloomington Public Library
- Kankakee Public Library
- Normal City Hall, 2nd floor
- Pontiac Public Library
- Paxton Carnegie Library
- Watseka Public Library

#### Attend the Hybrid Public Hearing:

- In person or online on 5/30 at 5:30 pm
- McLean County Government Center Rm 404
- Zoom link available at [www.mcplan.org](http://www.mcplan.org)

Questions? Contact Francesca Lewis at [flewis@mcplan.org](mailto:flewis@mcplan.org) or 309-434-6835

## Public Comments

This list of public comments was collected by MCRPC between May 1<sup>st</sup> to May 30<sup>th</sup> through our website and during the Public Hearing held on May 30<sup>th</sup> 2024.

Submission Date	Please provide any review comments you may have below:
May 24, 2024	I am a probation officer in Livingston County, and I will say Show Bus is very helpful for some of our clients. However, we have clients in towns of Livingston County where Show Bus does not go to. We also have clients who need transportation in the evenings, and there is nothing available then. Since we are experiencing these issues, I assume that the general public also has these same issues. In addition, I have heard other agencies in Livingston County who are concerned about the lack of public transportation there is throughout the whole county. I realize my concerns are addressed in the goals of the new plan, but I just wanted to voice how important it is to the citizens of Livingston County to have some additional options throughout the whole county.
May 17, 2024	Faith in Action provides assisted transportation for 500 older adults annually in Bloomington-Normal and communities in rural McLean County. Our services provide them with rides to healthcare appointments and grocery shopping. We have published a Value Proposition for our Transportation Program. We submit this report as our comments for the Human Services Transportation Plan. Please contact me if you have any questions, 309-531-2816. Thank you. PDF file shared with Francesca Lewis.
May 7, 2024	Please provide public transportation out to Carlock, there's a few of us that are disabled or older and live out here
May 7, 2024	Great job on this transportation Plan! I appreciate the extra emphasis on serving our rural communities and senior citizens. Coordination with the other counties is very important and requires interpersonal relationships and connections. Public transportation is the future and needs more investment. Keep engaging stakeholders through implementation.

Submission Date	Please provide any review comments you may have below:
30-May-24	<p>Carol Weisheit, Birth to Five Illinois Region 17</p> <p>Their organization that covers several counties including Region 6 Livingston and McLean, recently completed a Regional needs assessment and found the following issues: 1) There is lack of public transportation for pre-K students; 2) schools are also facing a shortage of drivers; and; 3) schools are not transporting pre-K children anymore. Each issue is explained in more detail below:</p> <p>1) Regarding public transportation, it was found that for parents of families that are below the poverty level, it is not always possible to get time off work to drive their children from a half-day program to a home provider. People working low-income jobs, mostly do not have the flexibility to take time off work to drive their kids during working hours.</p> <p>2) Another issue schools are facing the lack of qualified bus drivers. Like the experience by SHOWBUS, schools are having difficulty hiring the required number of drivers to cover their needs.</p> <p>3) Public schools are not transporting Pre-K kids anymore unless they have individual education plan, for which, the federal government requires transportation.</p> <ul style="list-style-type: none"> <li>- Carol will send a copy of their Needs Assessment to Jennifer Sicks;</li> <li>- There will be a public community meeting, MCRPC staff will be invited, the objective is to work on the recommendations (one of them being transportation)</li> </ul>

Submission Date	Please provide any review comments you may have below:
30-May-24	<p>Caitlin Henson - IHR Counseling Pontiac</p> <p>People living in the outskirts of the county take half a day from their jobs, when they need to get to an appointment or any activity by bus. The time is spent waiting and being on a bus.</p> <p>Q. Are people going to be required to provide proof of being low-income to be able to ride SHOWBUS?</p> <p>A. SHOWBUS is not collecting fares since the pandemic. In the case they start once again collecting fares, anyone over 60 does not need to pay fare. Additionally, for people under 60, if they have a letter from any NGO stating the person is low income, then they do not need to pay either.</p> <p>Q. About the service expansion program, what does it look like, are there going to be additional services/ routes?</p> <p>A. The expansion program is still in its early stages, it depends on how much can we make the resources stretch.</p> <p>Q. Is there anyone from the Livingston Health Department in the list to be invited for next meeting?</p> <p>A. The Livingston Health Department is included in the list of primary care givers and is part of MCRPC's HSTP contacts.</p> <p>Q. Would it be an option in the future to have transportation from individual homes? Seniors have challenges getting to appointments and picking up prescriptions.</p> <p>A. SHOWBUS does have a door-to-door services throughout Livingston County. However, it is more limited than for example the scheduled hourly bus service offered in Pontiac.</p>