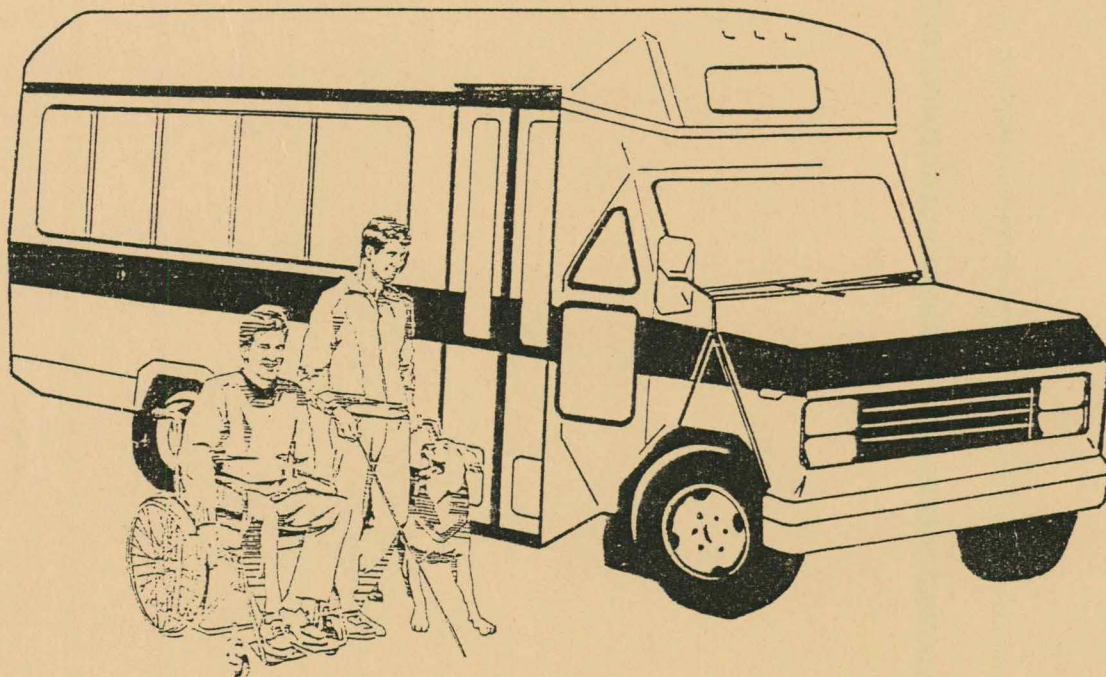
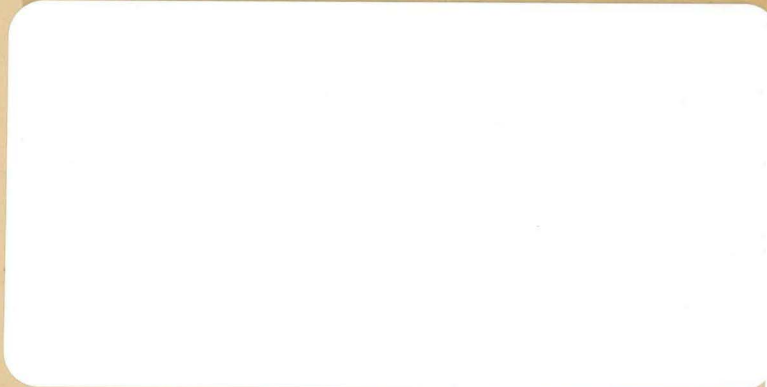


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The Illinois - Iowa Quad Cities Area Joint Plan of Compliance with the Paratransit Requirements of the Americans with Disabilities Act.



July 1992



BETTENDORF
TRANSIT SYSTEM



THE CitiBus

metro **LINK**

Prepared by



Bi-State
Regional Commission

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ABSTRACT

In July of 1990, President George Bush signed the Americans with Disabilities Act into law. In compliance with that law, the Department of Transportation released federal register 49 CFR 37 as the set of final rules for transit systems to meet requirements mandated by the general policies of the ADA law. 49 CFR 37.113 requires each transit system to submit a paratransit plan for meeting the new requirements stated within the other sections of the final rule. Utilizing paragraph "a", which states: "For purposes of developing and submitting a plan, a group of two or more entities with overlapping or contiguous service areas may develop and submit a single plan covering their service area," the Bi-State Regional Commission, as the acting Metropolitan Planning Organization (MPO), shall coordinate this plan on behalf of the City of Bettendorf, City of Davenport, and Rock Island County Metropolitan Mass Transit District as their fulfillment of 49 CFR 37.113.

SECTION I
INTRODUCTION

I. INTRODUCTION

AREA DESCRIPTION

The "Quad Cities" are referred to by the Bureau of the Census as the Davenport-Rock Island-Moline, Iowa-Illinois Metropolitan Statistical Area. The 1990 Census indicated there were 384,749 persons living within the Quad Cities Metropolitan area. Although the name "Quad Cities" implies four, there are actually twenty-one contiguous cities, towns, and villages which span the Mississippi River between Iowa and Illinois existing as one community. Specific population data on the five major cities which make up the Quad Cities may be found in Table I-1.

According to 1980 Census figures, persons identified as having a public transportation disability amounted to 2.9% of the urban population. This would be 2.9% of 384,749, which amounts to 11,157. Because the 1990 Census does not have similar percentages available, the 1980 Census figure will be used for demand considerations within this plan.

**TABLE I-1
1990 POPULATION OF QUAD CITIES MUNICIPALITIES**

Davenport, Iowa	95,333
Rock Island, Illinois	40,552
Moline, Illinois	43,202
Bettendorf, Iowa	28,132
East Moline, Illinois	20,147
Other	<u>157,383</u>
TOTAL	384,749

EXISTING TRANSIT ORGANIZATIONS

The Quad Cities area is served by three transit operations. The City of Davenport was the first local entity to become involved with mass transit. In 1969, the City, through its semi-autonomous City Transit Authority, began subsidization of the private Davenport City Lines. After purchase of that operation and subsequent abolition of the City Transit Authority, public transportation became a function of the City's Department of Municipal Transportation through its Public Transit Division under the jurisdiction of the Public Works Committee and the City Council. During FY 1991, 15 buses operated over twelve routes, with a total ridership of 1,015,727 passengers. The City also provides specialized transportation for elderly and disabled persons through a contract with a private, not-for-profit transit service, Great River Bend Transit. This service carried approximately 28,878 passengers in FY 1991. Davenport's transit offices are located at 2929 Fifth Avenue, Rock Island, Illinois. Currently, the City of Davenport has a contract with ATE Management Services, Inc. to provide a Transit Manager for the system. Mr. Tom Munsey is the resident Transit Manager currently assigned to Davenport CitiBus. The office telephone number for CitiBus is (309) 788-7954, and the FAX number is (319) 326-7722. ATE's corporate office phone number is (800) 283-1944.

The second local governmental entity to become involved with public transit was specially organized to provide this service. The Rock Island County Metropolitan Mass Transit District (RICMTD) was organized by referendum in 1970 to subsidize and to operate the public transportation system within the Illinois communities of Rock Island, Moline, East Moline, and Silvis. This service area was later expanded, based upon a referendum

among the voters within the community of Milan. The District has its own limited taxing powers and is governed by a Board of Trustees made up of one representative appointed by each mayor within the five communities. The District, or "RICMTD", operates 57 buses over seven fixed-routes and 63 subscription routes throughout the five-community service area, and carried 2,274,432 passengers during FY 1991. RICMTD's offices are also located at 2929 Fifth Avenue, Rock Island, Illinois. Mr. Jeffery Nelson is the General Manager of RICMTD. The telephone numbers for the office are (309) 788-3360, and the FAX number (309) 788-7515.

The City of Bettendorf is the newest municipal entrant into the field of service providers to the Quad Cities. During 1974, Bettendorf began contracting with the Davenport City Transit Authority for provision of one bus route into the City of Bettendorf. Then in 1975, this service was discontinued and the City of Bettendorf initiated its own transit operation. The Bettendorf Transit System is a function of the Public Works Department. The system expanded from one route bus and two dial-a-bus vehicles to three fixed routes and one dial-a-bus in 1980. During FY 1991, the Bettendorf Transit System carried 110,797 passengers. Like Davenport, the City of Bettendorf also contracts with the not-for-profit agency, Great River Bend Transit, for some specialized paratransit. Great River Bend Transit carried 6,142 passengers during FY 1991 for Bettendorf Transit. Bettendorf's transit offices are located at 4403 Devils Glen Road, Bettendorf, Iowa. Ms. Margaret Lake is the current Transit Manager for the City. The telephone number for the office is (319) 344-4128, and the FAX number is (319) 344-4101.

In addition to the publicly supported fixed route transit systems, the Quad Cities are fortunate to have several private or specialized providers of transportation. An inventory for all of the known service providers is located in Appendix A.

- **SYSTEM NAME:** Bettendorf Transit System

ADDRESS: 4403 Devil's Glen Road
Bettendorf, Iowa 52722

TELEPHONE NUMBER: (319) 344-4128 **FAX NUMBER:** (319) 344-4101

CONTACT PERSON: Margaret Lake

- **SYSTEM NAME:** Davenport CitiBus

ADDRESS: 2929 Fifth Avenue
Rock Island, Illinois 61201

TELEPHONE NUMBER: (309) 788-7954 **FAX NUMBER:** (319) 326-7722

CONTACT PERSON: Tom Munsey

- **SYSTEM NAME:** Rock Island County Metropolitan Mass Transit District

ADDRESS: 2929 Fifth Avenue
Rock Island, Illinois 61201

TELEPHONE NUMBER: (309) 788-3360 **FAX NUMBER:** (309) 788-7515

CONTACT PERSON: Jeff Nelson

SECTION II

EXISTING FIXED ROUTE SERVICE

II. EXISTING FIXED ROUTE SERVICE

BETTENDORF TRANSIT SYSTEM

Vehicle Fleet

The Bettendorf Transit System currently operates three fixed-routes within its system. Bettendorf employs a fleet of five vehicles; one bus for each route and two reserve vehicles for back-up in case of malfunctions. All five vehicles are currently equipped with a wheelchair lift; however, the lifts do not currently meet the design specifications for the Americans with Disabilities Act (ADA). Chart 2-1, outlines the programmed replacement and rehabilitation of Bettendorf's fleet to meet ADA requirements.

CHART 2-1

DESCRIPTION	1992	1993	1994	1995	1996	1997
Total Buses in the Fleet	5	5	5	5	5	5
Number of Buses to be Purchased	0	2	1	0	2	1
% of Fleet that is Lift-Equipped	100	100	100	100	100	100
% of Fleet Meeting ADA Specifications	0	40	60	60	100	100

Service Area

The three routes for Bettendorf Transit each operate with 30-minute headways and radiate out from Bettendorf's regional shopping center, Duck Creek Plaza. All three routes provide local transit service within the City of Bettendorf. In addition to the City, one route services two major facilities in the neighboring community of Riverdale, and another route provides a cross-river connection to the Rock Island County Metropolitan Mass Transit District

(RICMTD) at the Moline, Illinois terminal. Combined, the three routes provide service to the most densely populated areas of the City, as well as to most major activity centers. Activity areas serviced include: City Hall, the public library, one junior and two senior high schools, the senior citizen congregate meal site, two elderly high rises, most local shopping areas, plus a community college and several major employers (including ALCOA) in neighboring Riverdale. Maps and schedules of all three routes may be found on the following pages.

Transfers

Bettendorf Transit operates one timed transfer besides the radial timed transfer out of Duck Creek Plaza. All transfers from one Bettendorf route to another are free. In addition, Bettendorf Transit provides connections to both the other urbanized area fixed route transit providers. Two Davenport CitiBus routes are available for free transfer at Duck Creek Plaza. Free timed transfers can also be made with five RICMTD routes at the downtown Moline terminal.

Fare Structure

The fare structure for the Bettendorf Transit System is very similar to the other two Quad Cities transit systems. Bettendorf has a base fare of \$.50 for adult general public riders on the fixed routes. Senior citizens and disabled riders may ride for a reduced fare rate of \$.25. Children under age 5 may ride for free if they are accompanied by an adult.

Service Hours

The service hours for the Bettendorf Transit System are from 5:50 a.m. to 6:30 p.m. weekdays. No service is provided on Saturdays, Sundays, or major holidays.

TRAVEL QUAD CITIES U.S.A. BY BUS

Free, convenient transfers are available at the points noted below.

WELCOME TO THE BETTENDORF TRANSIT SYSTEM

SERVICE AVAILABLE

Weekdays:

Route Bus 5:50 a.m.-6:30 p.m.
Dial-A-Bus 7:30 a.m.-4:30 p.m.

Saturdays:

Dial-A-Bus . . . 10:00 a.m.-2:00 p.m.

FARES

Route Bus 50¢
Dial-A-Bus \$2.00
Elderly Route 25¢, Dial \$1.00
Handicapped . . . Route 25¢, Dial \$1.00
Elderly Handicapped Aide FREE
Monthly Pass \$20.00

BETTENDORF

TRANSIT SYSTEM 344-4085
Davenport CitiBus 322-7602
Metrolink 788-3360

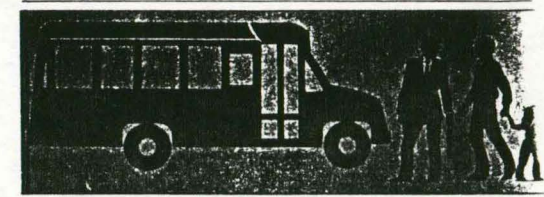
If you lose something on a Bettendorf Transit System bus, contact them at: 344-4085.

The City of Bettendorf has special buses to meet the needs of the elderly and handicapped. Please contact the City of Bettendorf if you are handicapped or elderly, and need assistance when using the transit system. Free identification cards are available by calling Bettendorf City Hall at 344-4000.

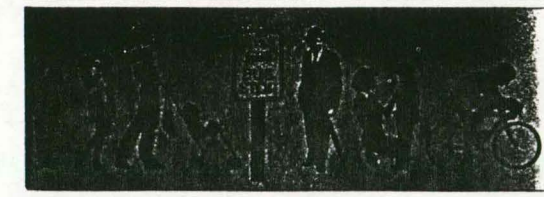
GIFT CERTIFICATES AVAILABLE

CITY OF BETTENDORF
CITY HALL
BETTENDORF, IOWA 52722

ROUTE MAP

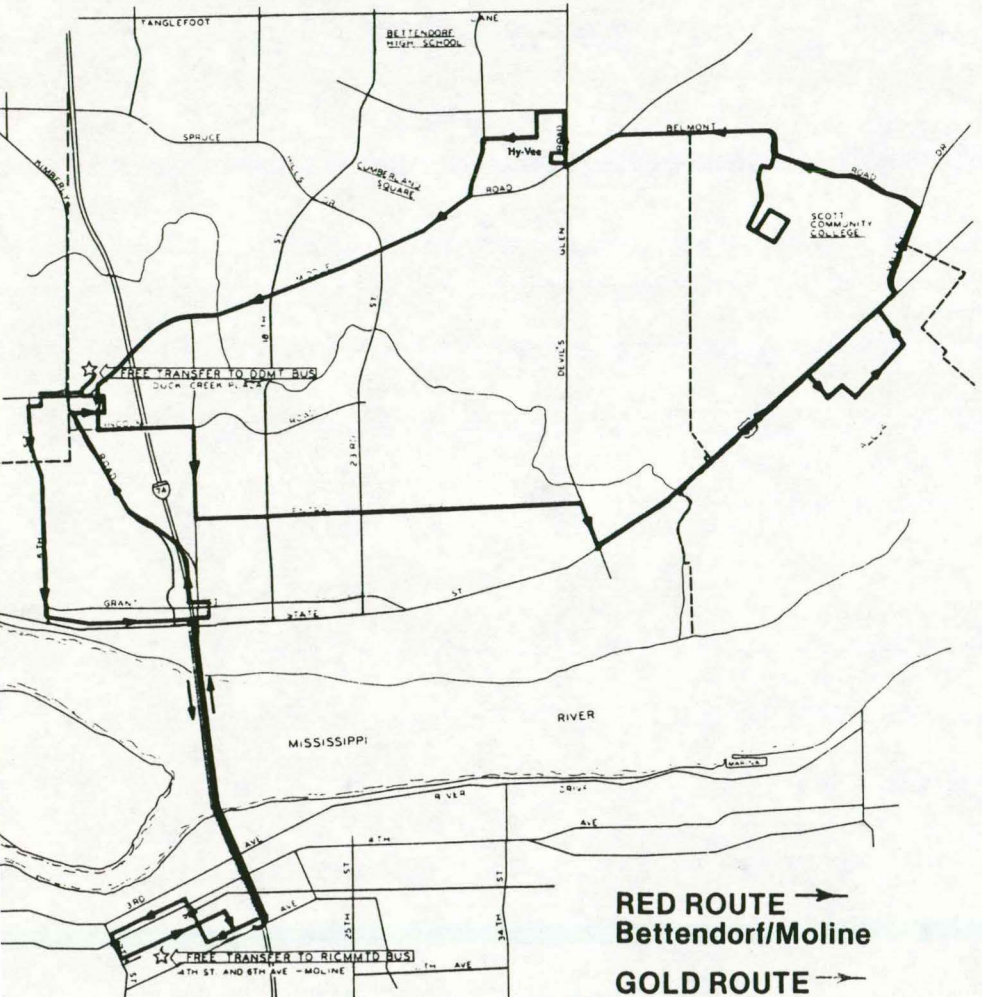


BETTENDORF TRANSIT SYSTEM



Effective July 1, 1990

City of Bettendorf, Iowa
Phone 344-4085



RED ROUTE →
Bettendorf/Moline

GOLD ROUTE →
18th Street

BLUE ROUTE →
Central/Belmont

BETTENDORF**CENTRAL/BELMONT****BLUE ROUTE**

Route Service begins at 5:50 A.M. (10 min. early on first run of day),
Monday thru Friday

Stop No. 1	Duck Creek Plaza*
Stop No. 2	Target & Joevan
Stop No. 3	Timberline & Lincoln
Stop No. 4	Highland Park & 14th Street
Stop No. 5	Central Ave. & 15th Street
Stop No. 7	Central Ave. & 18th Street
Stop No. 9	Central Ave. & 23rd Street
Stop No. 11	Central Ave. & 27th Street
Stop No. 13	Central Ave. & 30th Street
Stop No. 14	Central Ave. & Devil's Glen Rd.
Stop No. 15	Devil's Glen Rd. & State Street
Stop No. 16-17	State Street & 39th Street
Stop No. 18	Alcoa** (2 stops)
Stop No. 18A	Scott Community College
Stop No. 19	Receiving entrance only
Stop No. 18A	Glen Roads/Hy-Vee
Stop No. 19	Luther Manor
Stop No. 20	Dundee Lane & 29th Street
Stop No. 21	29th Street & Camden Drive
Stop No. 22	Middle Road & Spruce Hills Dr.
Stop No. 23	Fitness Center/Middle Park Pool
Stop No. 24	Middle Road at 18th Street
Stop No. 25	Duck Creek Plaza

On the hour
On the half hour

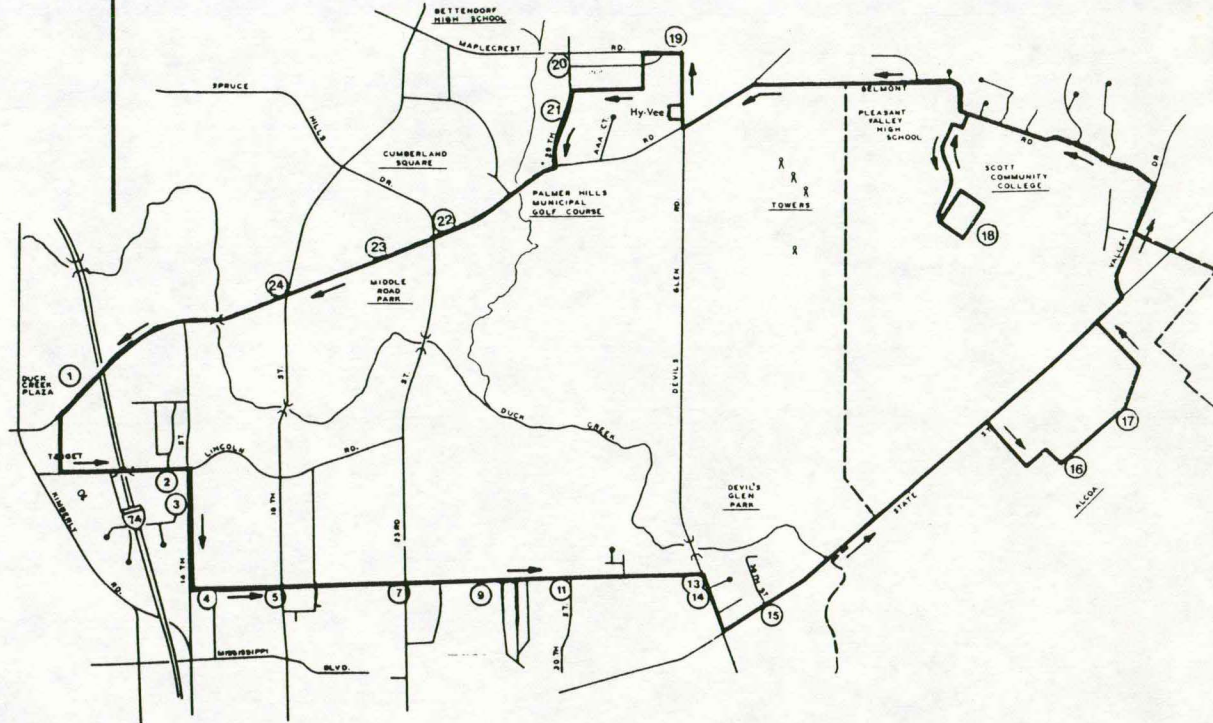
05 min. after the hour
35 min. after the hour

10 min. after the hour
20 min. before the hour

15 min. after the hour
15 min. before the hour

20 min. after the hour
10 min. before the hour

25 min. after the hour
5 min. before the hour



* Free transfers to Bettendorf's 18th Street Route or Bettendorf/Moline Route or Davenport's Routes are available at Duck Creek Plaza.

** The bus enters Alcoa from 6:38 A.M. through 8:08 A.M.; at 3:08 P.M., 4:40 P.M. and 5:40 P.M. Persons wishing to ride at any other time may flag the bus on U.S. 67 in front of the Alcoa Plant.

BETTENDORF
CENTRAL/BELMONT

BLUE ROUTE

**BETTENDORF
MOLINE**

RED ROUTE

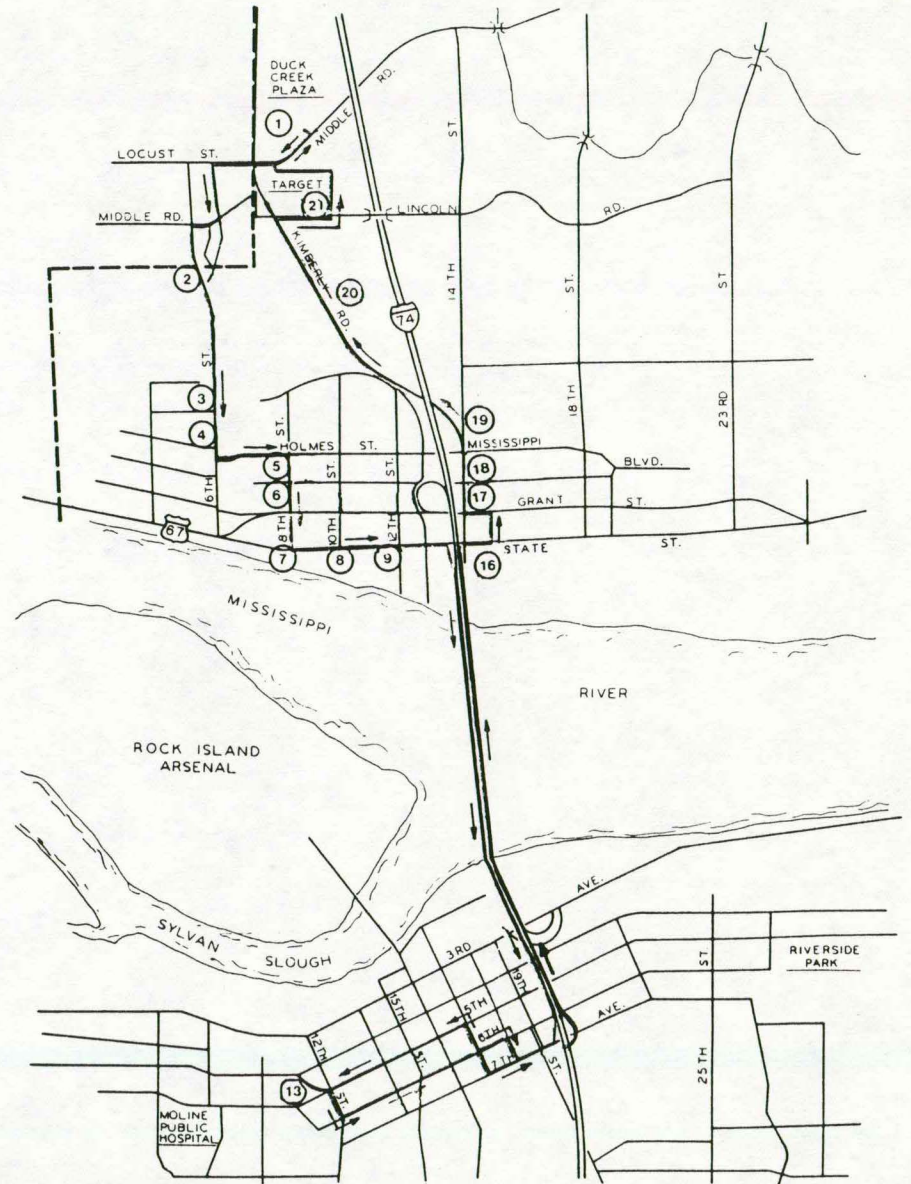
Route Service begins at 5:45 A.M.,
Monday thru Friday

Stop No. 1	Duck Creek Plaza	On the hour
Stop No. 2	6th & Broadlawn	On the half hour
Stop No. 3	6th & Mississippi	
Stop No. 4	6th & Holmes	
Stop No. 5	8th & Holmes	
Stop No. 6	8th & Brown	3 min. after the hour
Stop No. 7	8th & State	33 min. after the hour
Stop No. 8	10th & State	
Stop No. 9	12th & State	
Stop No. 10	Moline - 17th & 6th	8 min. after the hour
Stop No. 11	Moline - 16th & 5th	22 min. before the hour
Stop No. 12	Moline - 14th & 5th	
Stop No. 13	Moline - 12th & 5th (Terminal)	15 min. after the hour
Stop No. 14	Moline - 14th & 6th	15 min. before the hour
Stop No. 15	Moline 17th & 6th	
Stop No. 16	14th & Grant	22 min. after the hr.
Stop No. 17	Ross' Restaurant	8 min. before the hr.
Stop No. 19	14th & Mississippi	
Stop No. 20	Slavens Manor	25 min. after the hr.
Stop No. 21	Target/Joevan	5 min. before the hr.
Stop No. 22	Duck Creek Plaza	On the half hour

* Bike racks capable of carrying up to four (4) bikes available at all times for no extra charge from March thru October.

** Free transfers to Bettendorf's 18th Street Route or Central/Belmont available at Duck Creek Plaza. Passengers transferring to all METROLINK routes may do so at Moline Transit Terminal, 5th Avenue and 12th Street.

*** Passengers transferring between METROLINK and Davenport busses via the Bettendorf/Moline route will be charged an additional 5¢ on the Bettendorf/Moline bus.



**BETTENDORF
MOLINE**

RED ROUTE

BETTENDORF

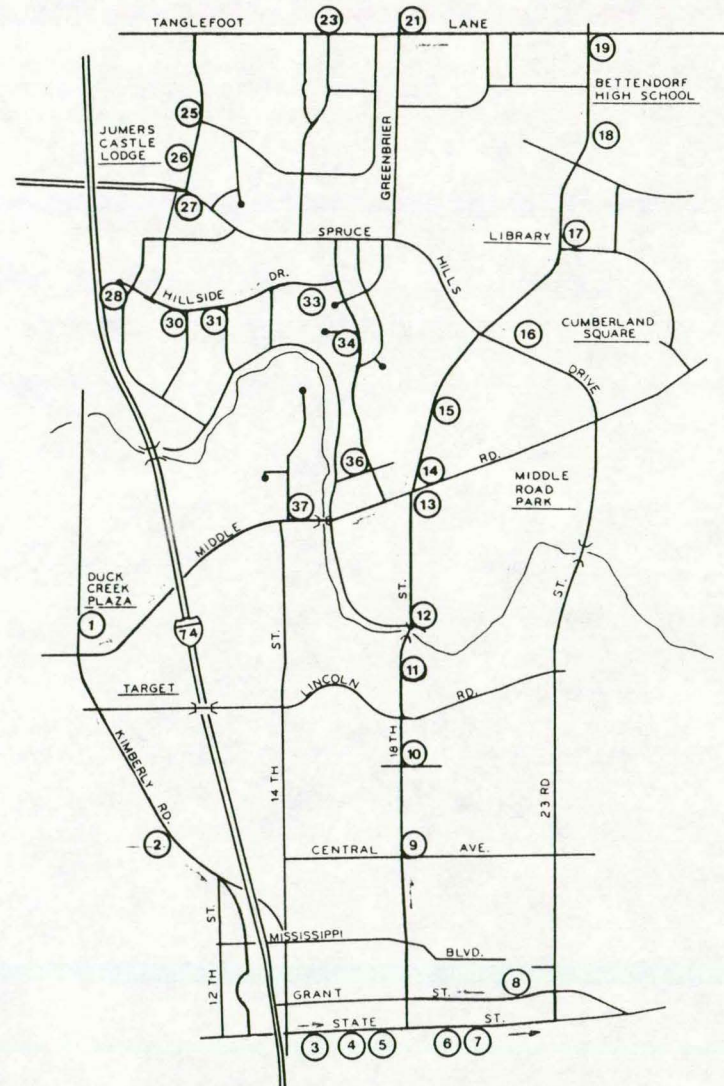
18TH ST.

GOLD ROUTE

Route Service begins at 5:50 A.M.
Monday thru Friday

Stop No. 1 Duck Creek Plaza*		
Stop No. 2 Slavens (middle of hill)		On the hour
Stop No. 3 13th & Mississippi		On the half hour
Stop No. 4 City Hall		
Stop No. 5 17th Street & State Street		4 min. after the hour
Stop No. 7 J. I. Case Company		34 min. after the hour
Stop No. 8 Community Center		
Stop No. 9 18th Street & Central Avenue		7 min. after the hour
Stop No. 11 18th Street & Lincoln Road		23 min. before the hour
Stop No. 12 18th Street & Parkway Drive		
Stop No. 13 18th Street & Middle Road		
Stop No. 15 Prudential Building		
Stop No. 16 Cumberland Square - Jewel		11 min. after the hour
Stop No. 17 Library & Tech Drive		19 min. before the hour
Stop No. 18 Bettendorf High School		
Stop No. 19 Tanglefoot Lane & Tanglefoot Court		
Stop No. 21 Tanglefoot Lane & Greenbrier Drive		
Stop No. 23 Tanglefoot & Oakwood		
Stop No. 25 Utica Ridge & Golden Valley		
Stop No. 26 Utica Ridge Road at Jumer's Castle Lodge		16 min. after the hour
Stop No. 27 Spruce Hills Drive & Magnolia Drive		14 min. before the hour
Stop No. 28 Hillside Drive & Hawthorne Drive		
Stop No. 30 Hillside Drive & Holly Drive		
Stop No. 31 Hillside Drive & Greenway Drive		
Stop No. 33 Grant Wood School		20 min. after the hour
Stop No. 34 Olympia & Hickory Lane		10 min. before the hour
Stop No. 36 Olympia & Skyline Drive		
Stop No. 37 Middle Road & Oakpark Drive		25 min. after the hour
Stop No. 38 Duck Creek Plaza		5 min. before the hour

* Free transfers to Bettendorf's Central-Belmont Route and Bettendorf/Moline Route and Davenport's Routes are available at Duck Creek Plaza.



BETTENDORF
18TH ST.

GOLD ROUTE

CITY OF DAVENPORT TRANSIT SYSTEM

Vehicle Fleet

The Davenport Public Transit System operates a total of 12 fixed routes, utilizing 15 vehicles during peak hours and 12 vehicles during off-peak hours. A total of 20 vehicles are available for use. Chart 2-2 is the current planned replacement schedule for Davenport's fleet.

CHART 2-2

DESCRIPTION	1992	1993	1994	1995	1996	1997
Total Buses in the Fleet	20	20	19	19	19	19
Number of Buses to be Purchased	0	17	2	0	0	0
% of Fleet that is Lift-Equipped	0	85	100	100	100	100
% of Fleet Meeting ADA Specifications	0	85	100	100	100	100

Service Area

Davenport's fixed routes radiate from the downtown area. The Davenport Transit Center is located at the intersection of Ripley Street and Second Street. The transit center is served by nine of Davenport's fixed routes. Two routes provide service to Duck Creek Plaza and the Bettendorf Transit System. Free transfers are available to all three of Bettendorf transit's routes. Davenport CitiBus also makes connections with four Rock Island County Metropolitan Mass Transit District (RICMTD) routes at the downtown Rock Island transfer facility. Ten cent transfers are available to any of the four RICMTD routes serving downtown. Maps and schedules of all twelve routes may be found on the following pages.

Transfers

Approximately half of the routes serving downtown Davenport are scheduled with no-wait transfers on the hour and on the half-hour. Three other routes meet every 40 minutes, and two more meet on the quarter hours. At Northpark, three buses meet on the half-hour, two routes meet on the hour, and one route arrives with no direct connections. At Duck Creek Plaza, one route arrives with direct connection to two of Bettendorf's routes, while the second route arrives to provide direct connection with the one remaining Bettendorf route. All routes have "clock" headways which remain constant throughout the day for ease of understanding by the public. The headways do vary by route: four routes have 30 minute headways, three routes have 40 minute headways, and five routes have 60 minute headways. Two additional routes have 30 minute headways during peak hours.

Fare Structure

The base fare for adults on Davenport CitiBus is \$.50. Elderly and handicapped riders, unemployed persons, and students 18 or under may ride for half the base fare (\$.25), after receiving a half fare identification card or showing a Medicare card.

Service Hours

Service hours for Davenport CitiBus are: Monday through Friday, 5:38-6:35 a.m. to 6:15-7:00 p.m. (depending on route). Saturday service operates on a subscription basis from 6:00 a.m. to 9:00 a.m., and on a fixed route basis between 8:45 a.m. and 6:55 p.m. No service is available on Sundays and major holidays.

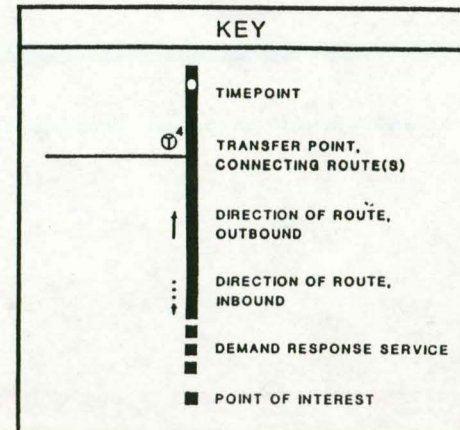
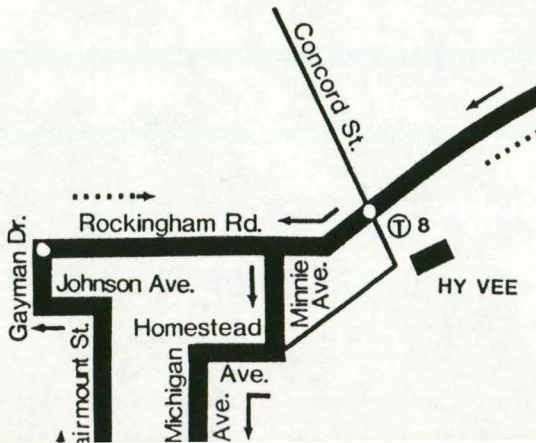
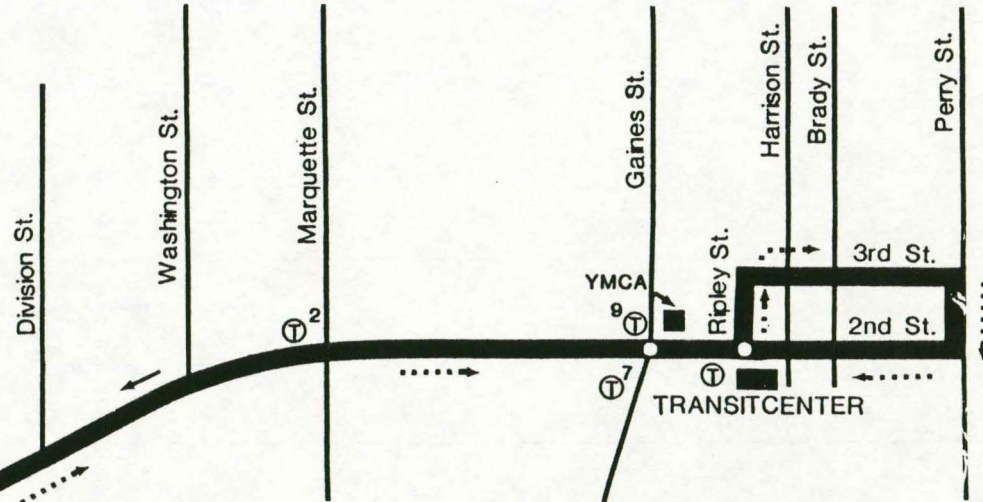
MONDAY THRU SATURDAY

Transit Center Departure	Gayman & Rockingham	Concord & Rockingham	2nd & Gaines	Transit Center Arrival
6:20	6:35	6:38	6:50	6:55
7:00	7:15	7:18	7:30	7:35
7:40	7:55	7:58	8:10	8:15
8:20	8:35	8:38	8:50	8:55
9:00	9:15	9:18	9:30	9:35
9:40	9:55	9:58	10:10	10:15
10:20	10:35	10:38	10:50	10:55
11:00	11:15	11:18	11:30	11:35
11:40	11:55	11:58	12:10	12:15
12:20	12:35	12:38	12:50	12:55
1:00	1:15	1:18	1:30	1:35
1:40	1:55	1:58	2:10	2:15
2:20	2:35	2:38	2:50	2:55
3:00	3:15	3:18	3:30	3:35
3:40	3:55	3:58	4:10	4:15
4:20	4:35	4:38	4:50	4:55
5:05	5:15	5:18	5:30	5:35
5:40	5:55	5:58	6:10	6:15

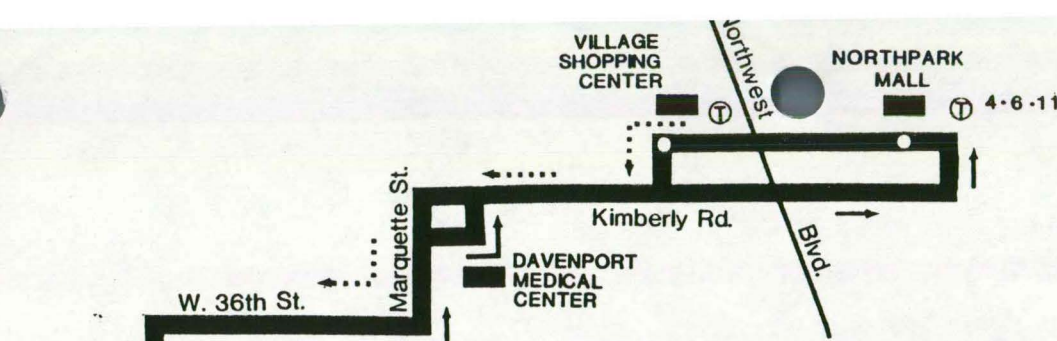
A.M.
P.M.

Please note: Saturday times are shaded.

ROUTE 1 ROCKINGHAM ROAD



ROUTE 2



WILLIAMS JR. HIGH

Division St.

W. 36th St.

Marquette St.

DAVENPORT MEDICAL CENTER

Kimberly Rd.

Bvd.

NORTHPARK MALL

VILLAGE SHOPPING CENTER

Northwest

4-6-11

Lombard St.

MERCY HOSPITAL

10

Washington St.

Locust St.

A.M.
P.M.

10

Marquette St.

W. 15th St.

W. 14th St.

JEFFERSON ELEMENTARY

Marquette St.

Gaines St.

Harrison St.

Brady St.

3rd St.

2nd St.

Perry St.

TRANSITCENTER

MONDAY THROUGH SATURDAY

Transit Center Departure	Mercy Hospital	NorthPark Mall Arrival	NorthPark Mall Departure	Village Shopping Center	Mercy Hospital	Transit Center Arrival
			6:15	6:17	6:26	6:40
6:15	6:23	6:39	6:45	6:47	6:56	7:10
6:45	6:53	7:09	7:15	7:17	7:26	7:40
7:15	7:23	7:39	7:45	7:47	7:56	8:10
7:45	7:53	8:09	8:15	8:17	8:26	8:40
8:15	8:23	8:39	8:45	8:47	8:56	9:10
8:45	8:53	9:09	9:15	9:17	9:26	9:40
9:45	9:53	10:09	10:15	10:17	10:26	10:40
10:45	10:53	11:09	11:15	11:17	11:26	11:40
11:45	11:53	12:09	12:15	12:17	12:26	12:40
12:45	12:53	1:09	1:15	1:17	1:26	1:40
1:45	1:53	2:09	2:15	2:17	2:26	2:40
2:15	2:23	2:39	2:45	2:47	2:56	3:10
2:45	2:53	3:09	3:15	3:17	3:26	3:40
3:15	3:23	3:39	3:45	3:47	3:56	4:10
3:45	3:53	4:09	4:15	4:17	4:26	4:40
4:15	4:23	4:39	4:45	4:47	4:56	5:10
4:45	4:53	5:09	5:15	5:17	5:26	5:40
5:15	5:23	5:39	5:45	5:47	5:56	6:10
5:45	5:53	6:09	6:15	6:17	6:26	6:40

Please note: Saturday times are shaded.

KEY

○ TIMEPOINT

⊕ TRANSFER POINT, CONNECTING ROUTE(S)

↑ DIRECTION OF ROUTE, OUTBOUND

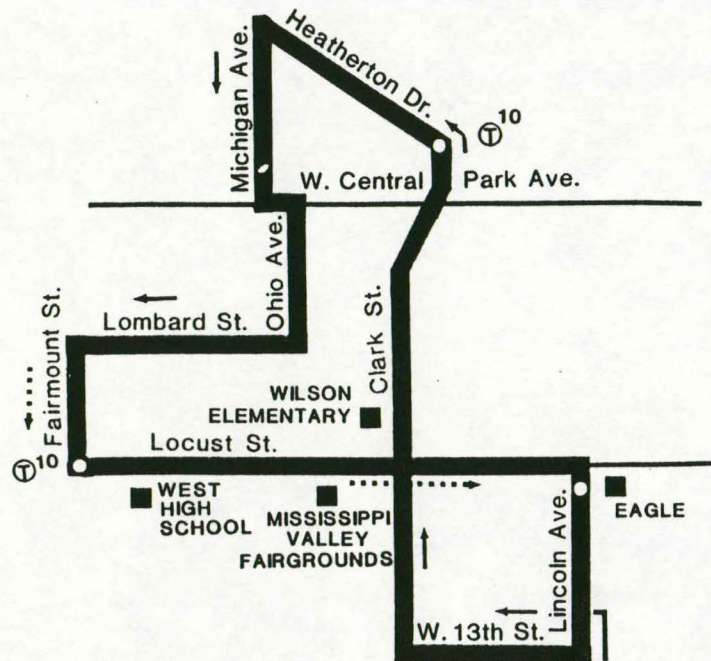
⋯ DIRECTION OF ROUTE, INBOUND

■ DEMAND RESPONSE SERVICE

■ POINT OF INTEREST

MERCY HOSPITAL/ DAVENPORT MEDICAL CENTER

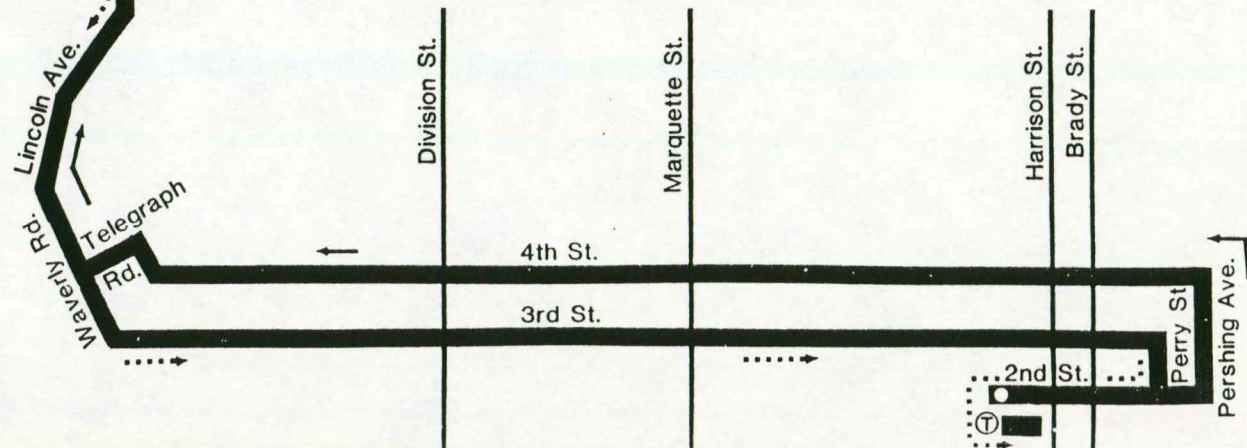
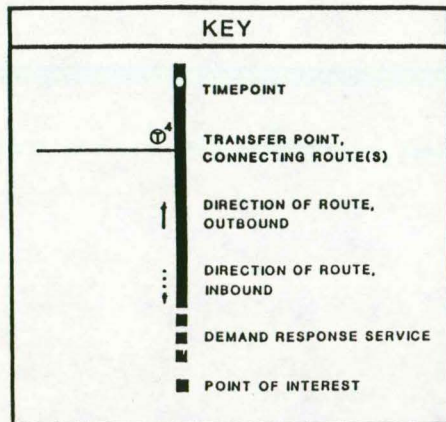
ROUTE 3 MISSISSIPPI VALLEY FAIRGROUNDS



A.M.
P.M.

MONDAY THROUGH SATURDAY					
Transit Center Departure	Clark & Heatherton	Fairmount & Locust (Arrival)	Fairmount & Locust (Departure)	Lincoln & 18th Street	Transit Center Arrival
6:05	6:23	6:30	6:35	6:40	6:55
7:05	7:23	7:30	7:35	7:40	7:55
8:05	8:23	8:30	8:35	8:40	8:55
9:05	9:23	9:30	9:35	9:40	9:55
10:05	10:23	10:30	10:35	10:40	10:55
11:05	11:23	11:30	11:35	11:40	11:55
12:05	12:23	12:30	12:35	12:40	12:55
1:05	1:23	1:30	1:35	1:40	1:55
2:05	2:23	2:30	2:35	2:40	2:55
3:05	3:23	3:30	3:35	3:40	3:55
4:05	4:23	4:30	4:35	4:40	4:55
5:05	5:23	5:30	5:35	5:40	5:55
6:05	6:23	6:30	6:35	6:40	6:55

Please note: Saturday times are shaded.

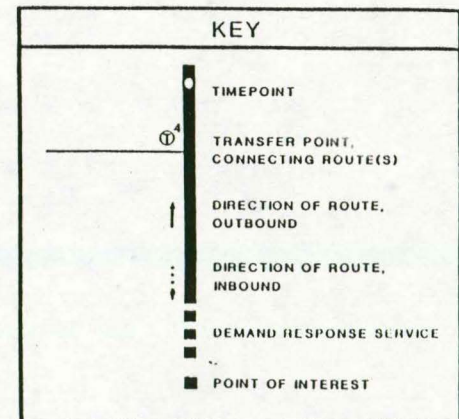
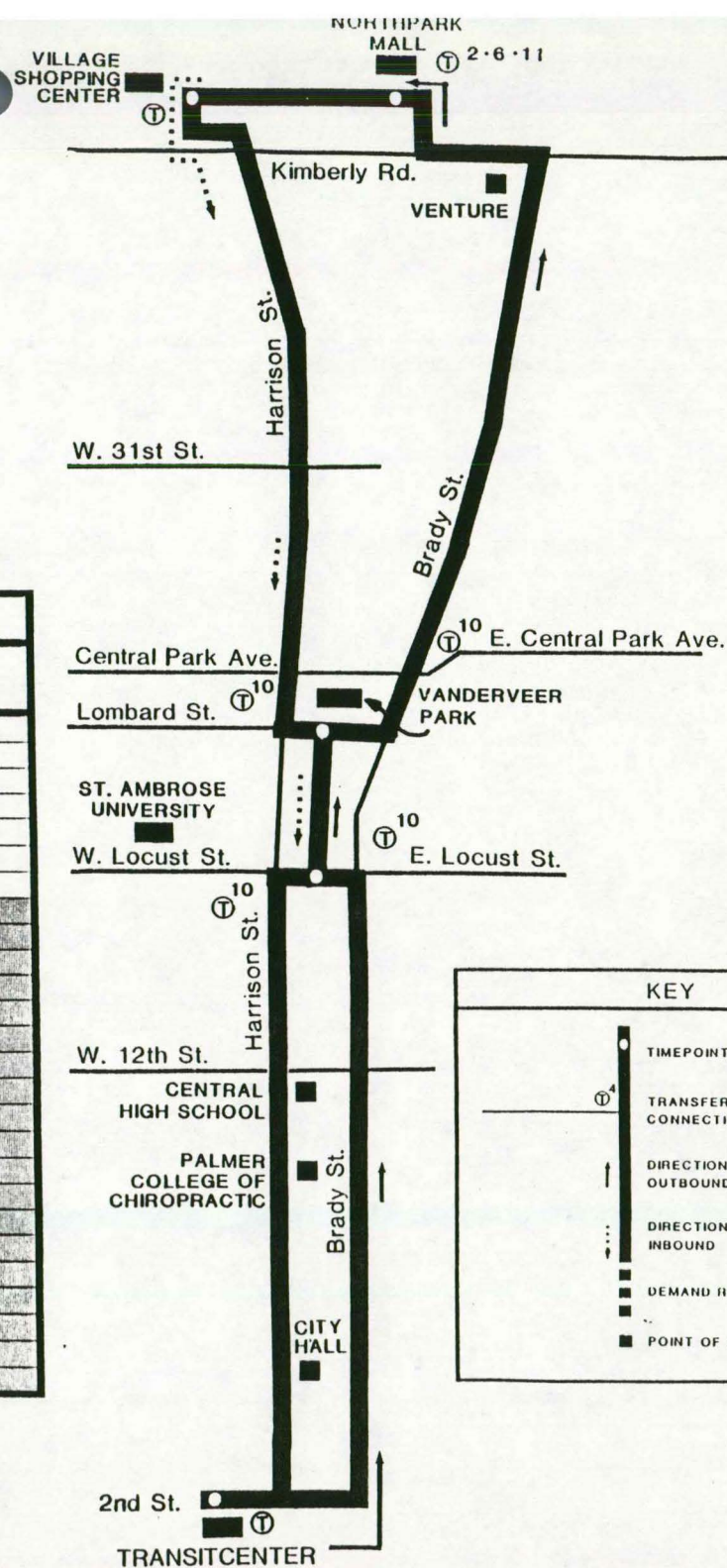


ROUTE 4 BRADY STREET/ HARRISON STREET

MONDAY THROUGH SATURDAY							
Transit Center Departure	Main & Locust	Main & Lombard	NorthPark Mall Arrival	NorthPark Mall Departure	Main & Lombard	Main & Locust	Transit Center Arrival
5:38	5:45		5:54	6:05	6:15		6:23
6:08		6:15	6:24	6:35		6:45	6:53
6:38	6:45		6:54	7:03	7:15		7:23
7:08		7:15	7:25	7:33		7:45	7:53
7:38	7:45		7:55	8:03	8:15		8:23
8:08		8:15	8:25	8:33		8:45	8:53
8:38	8:45		8:55	9:04	9:15		9:23
9:08		9:15	9:24	9:34		9:45	9:53
9:38	9:45		9:54	10:05	10:15		10:23
10:08		10:15	10:24	10:35		10:45	10:53
10:38	10:45		10:54	11:05	11:15		11:23
11:08		11:15	11:24	11:34		11:45	11:53
11:38	11:45		11:54	12:04	12:15		12:23
12:08		12:15	12:25	12:34		12:45	12:53
12:38	12:45		12:55	1:04	1:15		1:23
1:08		1:15	1:25	1:34		1:45	1:53
1:38	1:45		1:55	2:04	2:15		2:23
2:08		2:15	2:25	2:34		2:45	2:53
2:38	2:45		2:55	3:04	3:15		3:23
3:08		3:15	3:25	3:34		3:45	3:53
3:38	3:45		3:55	4:04	4:15		4:23
4:08		4:15	4:25	4:34		4:45	4:53
4:38	4:45		4:55	5:04	5:15		5:23
5:08		5:15	5:25	5:34		5:45	5:53
5:38	5:45		5:54	6:04	6:15		6:23
6:08		6:15	6:24	6:34		6:45	6:53

A.M.
P.M.

Please note: Saturday times are shaded.



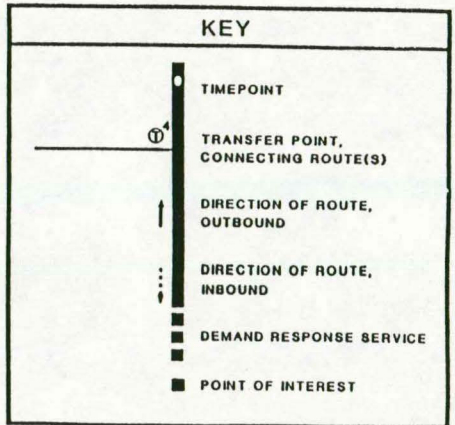
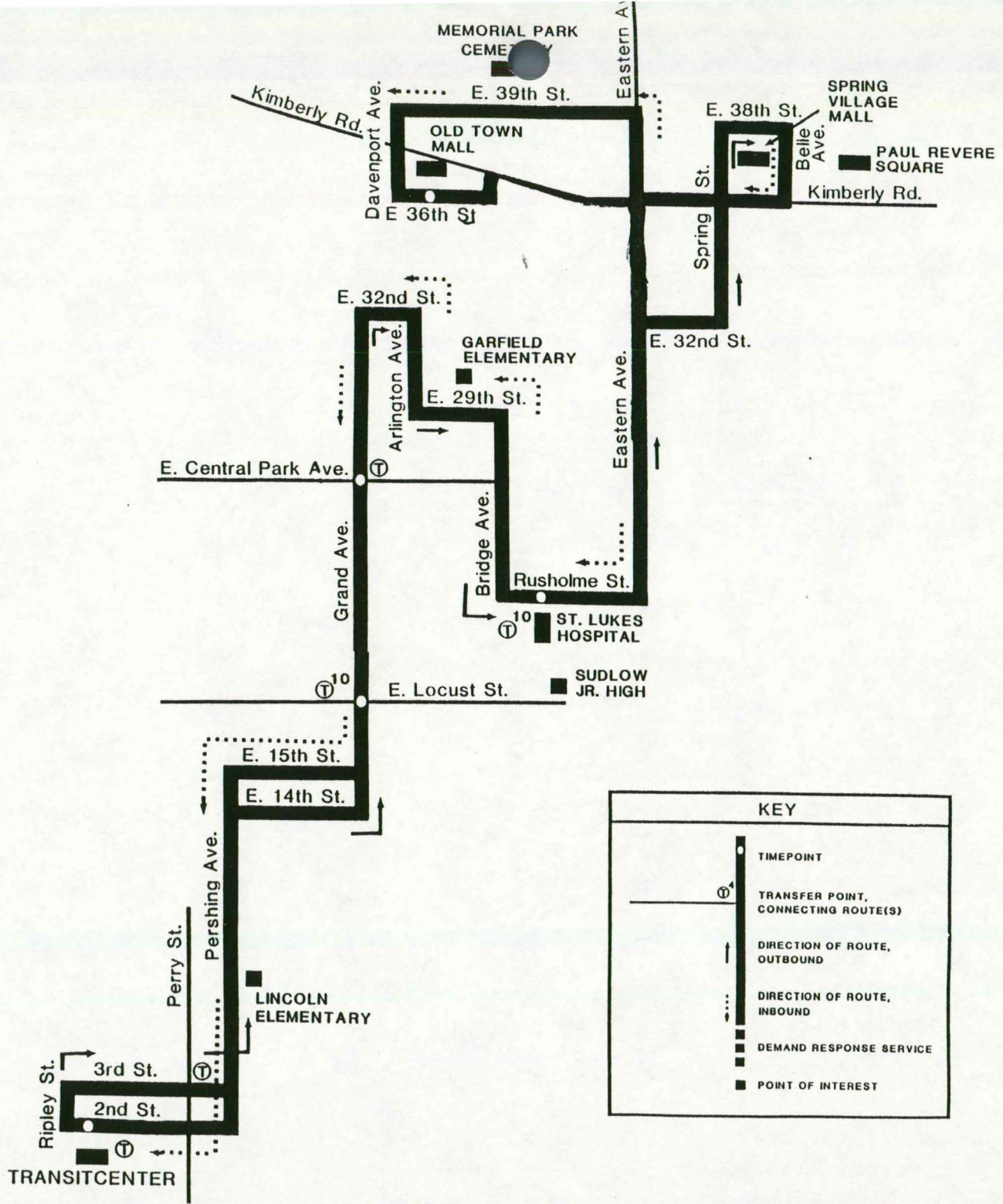
ROUTE 5

SPRING VILLAGE MALL/ GRAND AVENUE

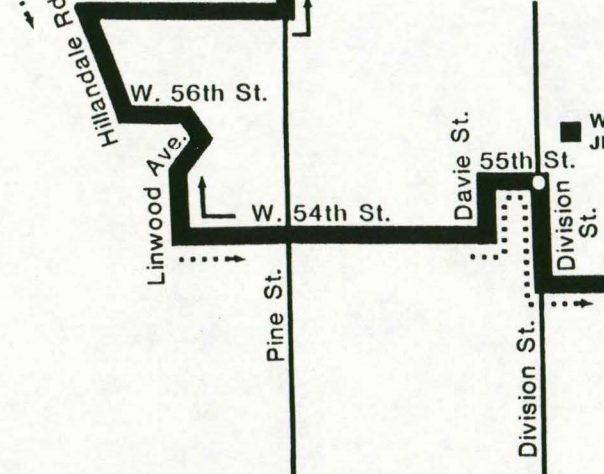
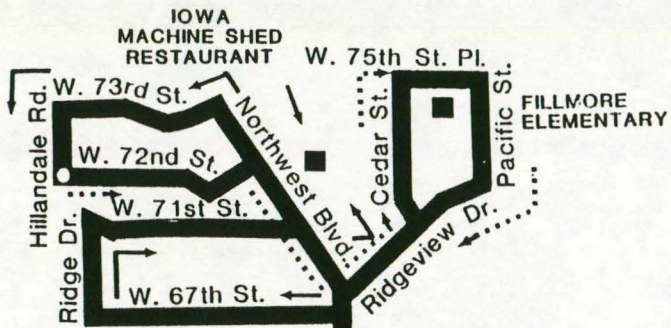
MONDAY THROUGH SATURDAY								
Transit Center Departure	Grand & Locust	Grand & Central Park	St. Luke's Hospital	Old Town Mall	St. Luke's Hospital	Grand & Central Park	Grand & Locust	Transit Center Arrival
6:05		6:13	6:20	6:30	6:40		6:48	6:57
6:30	6:40		6:50	7:00	7:10	7:17		7:27
7:00		7:13	7:20	7:30	7:40		7:48	7:57
7:30	7:40		7:50	8:00	8:10	8:17		8:27
8:00		8:13	8:20	8:30	8:40		8:48	8:57
8:30	8:40		8:50	9:00	9:10	9:17		9:27
9:00		9:13	9:20	9:30	9:40		9:48	9:57
10:00		10:13	10:20	10:30	10:40		10:48	10:57
11:00		11:13	11:20	11:30	11:40		11:48	11:57
12:00		12:13	12:20	12:30	12:40		12:48	12:57
1:00		1:13	1:20	1:30	1:40		1:48	1:57
2:00		2:13	2:20	2:30	2:40		2:48	2:57
3:00		3:13	3:20	3:30	3:40		3:48	3:57
3:30	3:40		3:50	4:00	4:10	4:17		4:27
4:00		4:13	4:20	4:30	4:40		4:48	4:57
4:30	4:40		4:50	5:00	5:10	5:17		5:27
5:05		5:13	5:20	5:30	5:40		5:48	5:57
5:30	5:40		5:50	6:00	6:10	6:17		6:27
6:00		6:13	6:20	6:30	6:40		6:48	6:57

A.M.
P.M.

Please note: Saturday times are shaded.



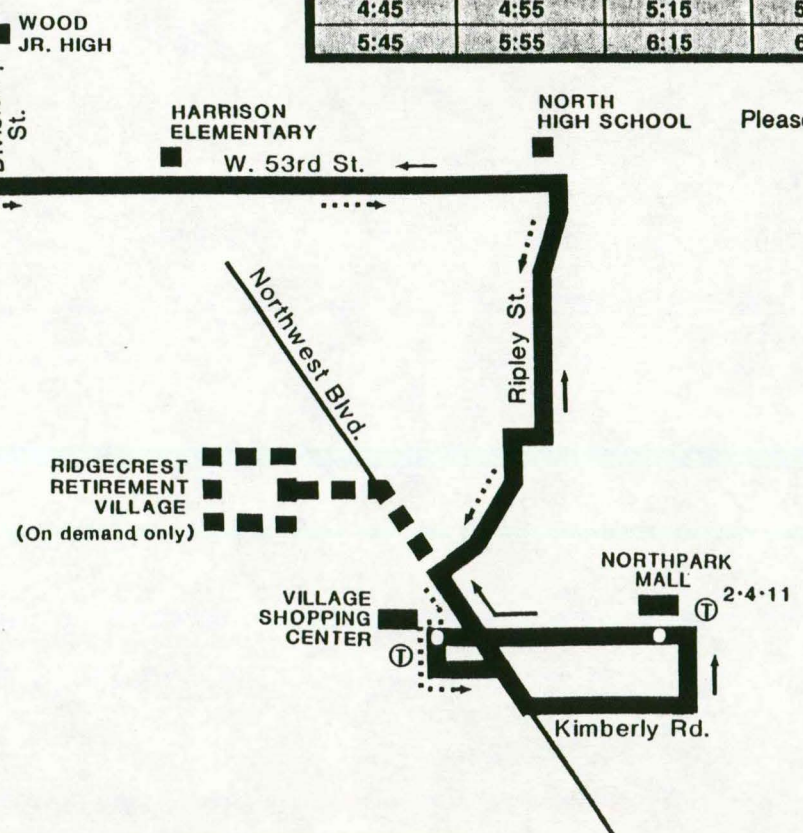
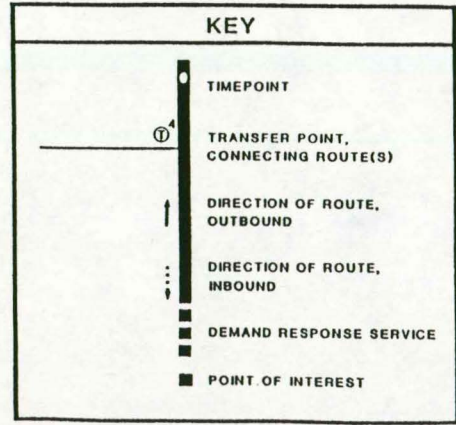
ROUTE 6 RIDGEVIEW



MONDAY THROUGH SATURDAY					
NorthPark Mall Departure	55th & Division	72nd & Hillandale	55th & Division	Village Shopping Center	NorthPark Mall Arrival
		5:45	6:00	6:08	6:10
6:15	6:25	6:45	7:00	7:08	7:10
7:15	7:25	7:45	8:00	8:08	8:10
8:15	8:25	8:45	9:00	9:08	9:10
9:15	9:25	9:45	10:00	10:08	10:10
10:15	10:25	10:45	11:00	11:08	11:10
11:15	11:25	11:45	12:00	12:08	12:10
12:15	12:25	12:45	1:00	1:08	1:10
1:45	1:55	2:15	2:30	2:38	2:40
2:45	2:55	3:15	3:30	3:38	3:40
3:45	3:55	4:15	4:30	4:38	4:40
4:45	4:55	5:15	5:30	5:38	5:40
5:45	5:55	6:15	6:30	6:38	6:40

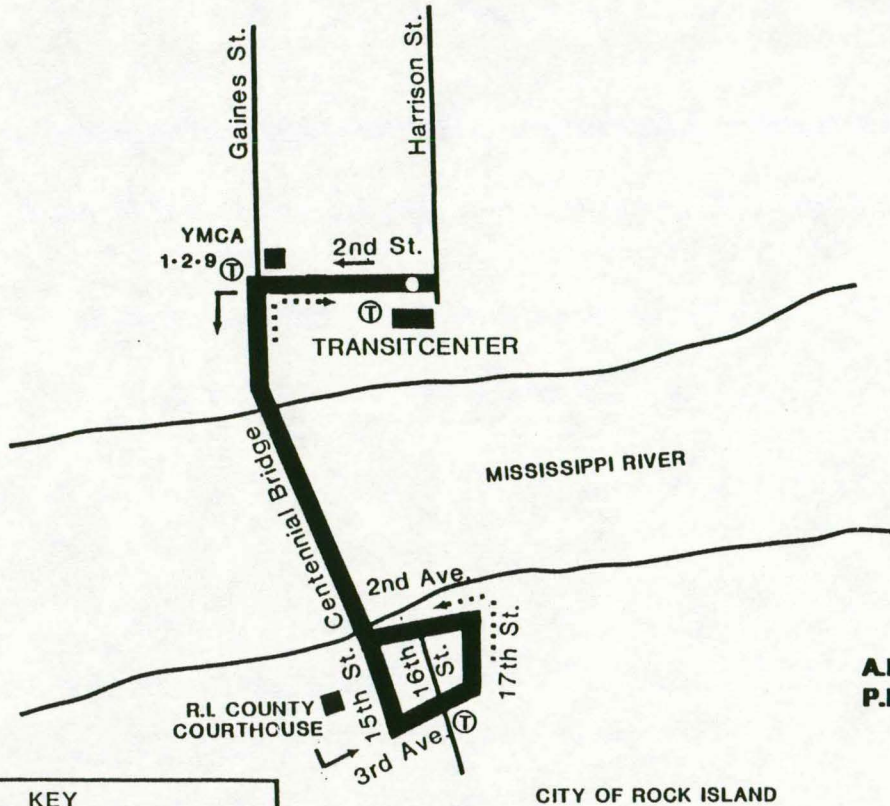
A.M.
P.M.

Please note: Saturday times are shaded.



ROUTE 7 BRIDGELINE

CITY OF DAVENPORT



KEY	
	TIMEPOINT
	TRANSFER POINT, CONNECTING ROUTE(S)
	DIRECTION OF ROUTE, OUTBOUND
	DIRECTION OF ROUTE, INBOUND
	DEMAND RESPONSE SERVICE
	POINT OF INTEREST

MONDAY THROUGH SATURDAY			
Transit Center Departure	Rock Island 3rd & 17th Arrival	Rock Island 3rd & 17th Departure	Transit Center Arrival
5:53	6:00	6:00	6:07
6:23	6:30	6:30	6:37
6:53	7:00	7:00	7:07
7:23	7:30	7:30	7:37
7:53	8:00	8:00	8:07
8:23	8:30	8:30	8:37
8:53	9:00	9:00	9:07
9:23	9:30	9:30	9:37
9:53	10:00	10:00	10:07
10:23	10:30	10:30	10:37
10:53	11:00	11:00	11:07
11:23	11:30	11:30	11:37
11:53	12:00	12:00	12:07
12:23	12:30	12:30	12:37
12:53	1:00	1:00	1:07
1:23	1:30	1:30	1:37
1:53	2:00	2:00	2:07
2:23	2:30	2:30	2:37
2:53	3:00	3:00	3:07
3:23	3:30	3:30	3:37
3:53	4:00	4:00	4:07
4:23	4:30	4:30	4:37
4:53	5:00	5:00	5:07
5:23	5:30	5:30	5:37
5:53	6:00	6:00	6:07

A.M.
P.M.

Please note: Saturday times are shaded.

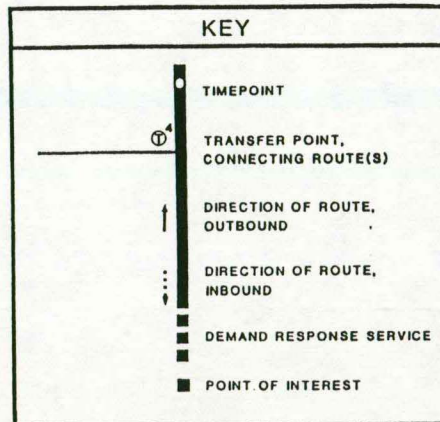
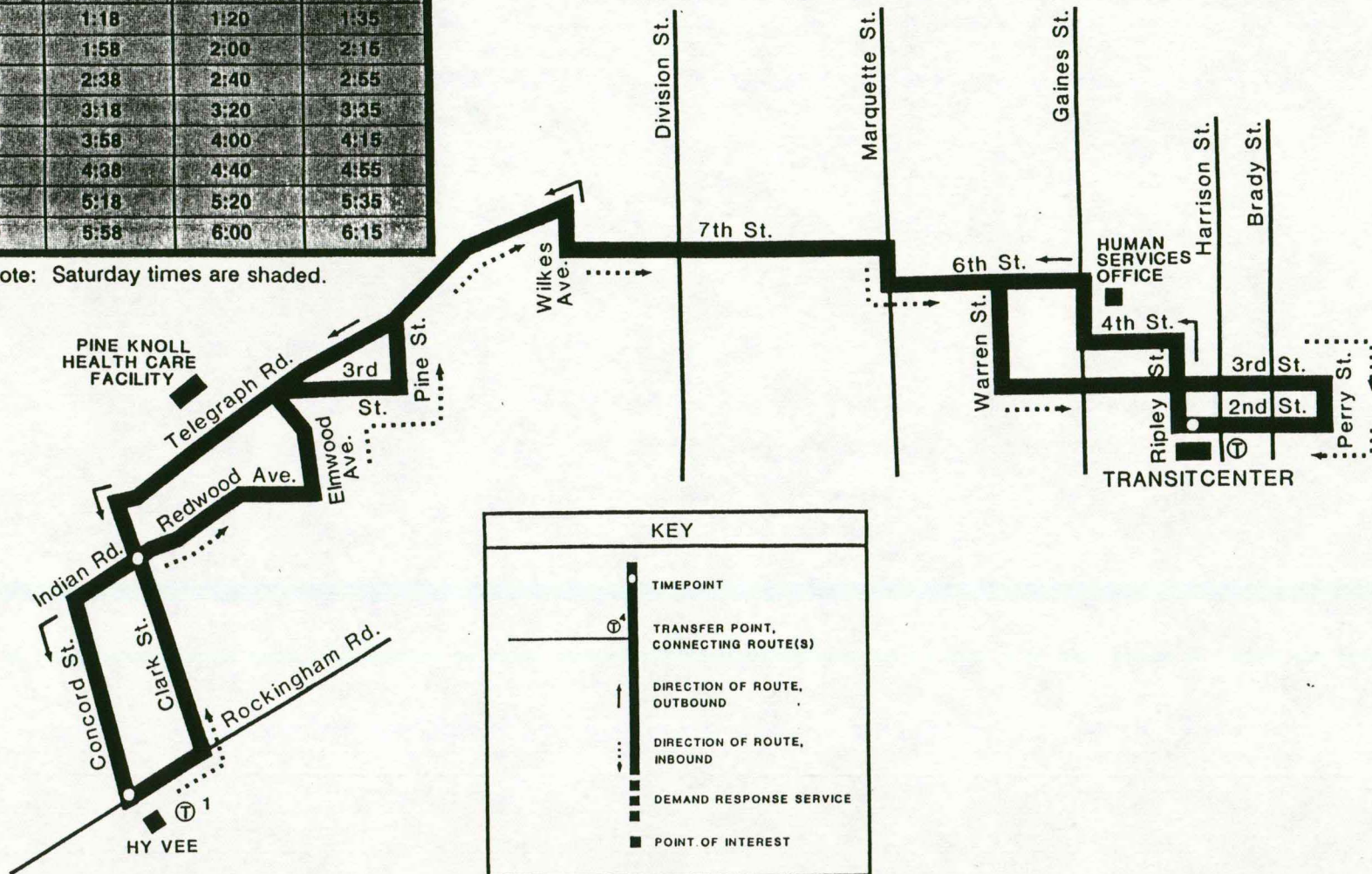
MONDAY THRU SATURDAY

Transit Center Departure	Concord & Rockingham	Redwood & Clark	Transit Center Arrival
6:20	6:38	6:40	6:55
7:00	7:18	7:20	7:35
7:40	7:58	8:00	8:15
8:20	8:38	8:40	8:55
9:00	9:18	9:20	9:35
9:40	9:58	10:00	10:15
10:20	10:38	10:40	10:55
11:00	11:18	11:20	11:35
11:40	11:58	12:00	12:15
12:20	12:38	12:40	12:55
1:00	1:18	1:20	1:35
1:40	1:58	2:00	2:15
2:20	2:38	2:40	2:55
3:00	3:18	3:20	3:35
3:40	3:58	4:00	4:15
4:20	4:38	4:40	4:55
5:05	5:18	5:20	5:35
5:40	5:58	6:00	6:15

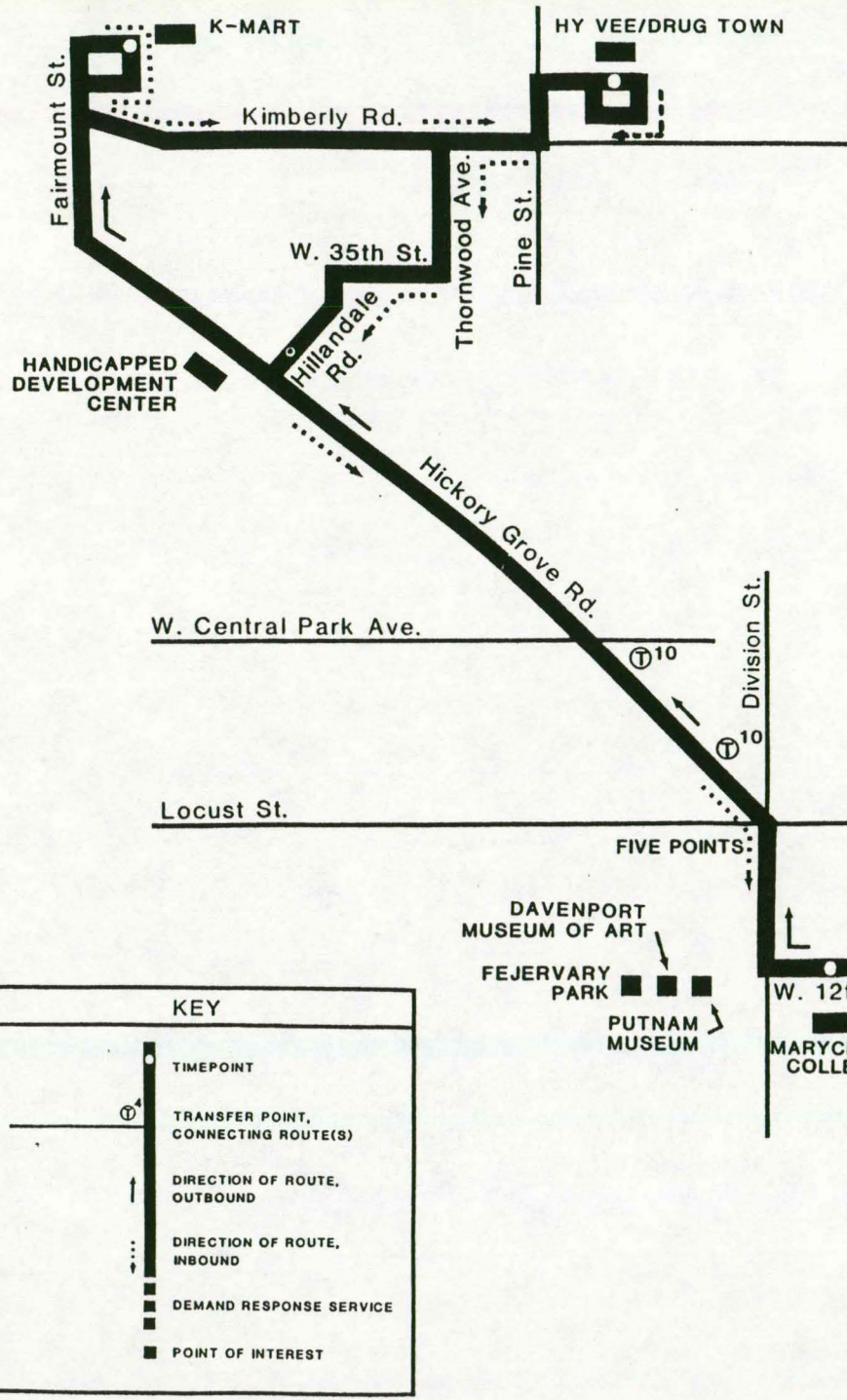
A.M.
P.M.

Please note: Saturday times are shaded.

ROUTE 8 TELEGRAPH ROAD



ROUTE 9 FIVE POINTS/ HANDICAPPED DEVELOPMENT CENTER



MONDAY THRU SATURDAY

Transit Center Departure	Telkyo Marycrest University	K-Mart	Telkyo Marycrest University	Transit Center Arrival
6:35	6:45	7:00	7:15	7:25
7:30	7:45	8:00	8:15	8:25
8:30	8:45	9:00	9:15	9:25
9:30	9:45	10:00	10:15	10:25
10:30	10:45	11:00	11:15	11:25
11:30	11:45	12:00	12:15	12:25
12:30	12:45	1:00	1:15	1:25
1:30	1:45	2:00	2:15	2:25
2:30	2:45	2:55	3:15	3:25
3:30	3:45	3:55	4:15	4:25
4:30	4:45	5:00	5:15	5:25
5:30	5:45	6:00	6:15	6:25

A.M.
P.M.

Please note: Saturday times are shaded.

KEY

○ TIMEPOINT

⊕ TRANSFER POINT, CONNECTING ROUTE(S)

↑ DIRECTION OF ROUTE, OUTBOUND

↓ DIRECTION OF ROUTE, INBOUND

■ DEMAND RESPONSE SERVICE

■ POINT OF INTEREST

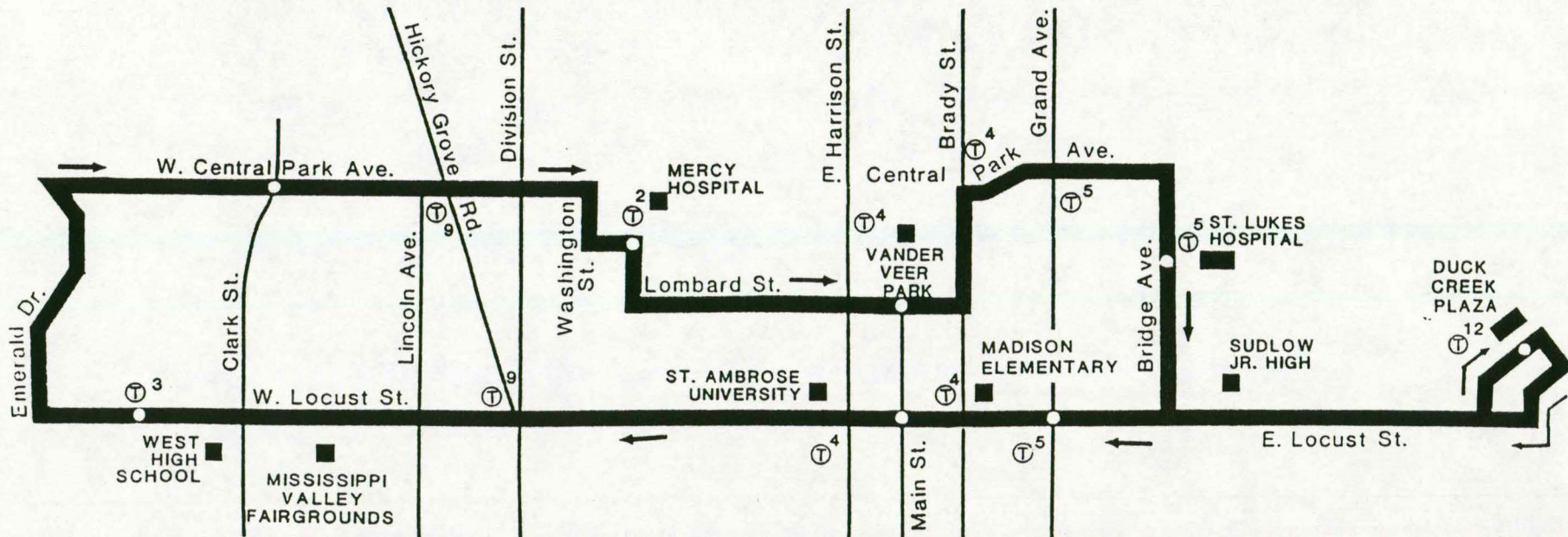
ROUTE 10 CROSSTOWN/ LOCUST STREET/CENTRAL PARK AVENUE

WEST ON LOCUST/EAST ON CENTRAL PARK

MONDAY THRU SATURDAY

Duck Creek Departure	Locust & Grand	Main & Locust	Locust & Emerald	Clark & Central Park	Mercy Hospital	Main & Lombard	St. Lukes Hospital	Duck Creek Arrival
6:30	6:40	6:45	7:00	7:05	7:10	7:15	7:20	7:25
7:30	7:40	7:45	8:00	8:05	8:10	8:15	8:20	8:25
8:30	8:40	8:45	9:00	9:05	9:10	9:15	9:20	9:25
9:30	9:40	9:45	10:00	10:05	10:10	10:15	10:20	10:25
10:30	10:40	10:45	11:00	11:05	11:10	11:15	11:20	11:25
11:30	11:40	11:45	12:00	12:05	12:10	12:15	12:20	12:25
12:30	12:40	12:45	1:00	1:05	1:10	1:15	1:20	1:25
1:30	1:40	1:45	2:00	2:05	2:10	2:15	2:20	2:25
2:30	2:40	2:45	3:00	3:05	3:10	3:15	3:20	3:25
3:30	3:40	3:45	4:00	4:05	4:10	4:15	4:20	4:25
4:30	4:40	4:45	5:00	5:05	5:10	5:15	5:20	5:25
5:30	5:40	5:45	6:00	6:05	6:10	6:15	6:20	6:25

Please note: Saturday times are shaded.



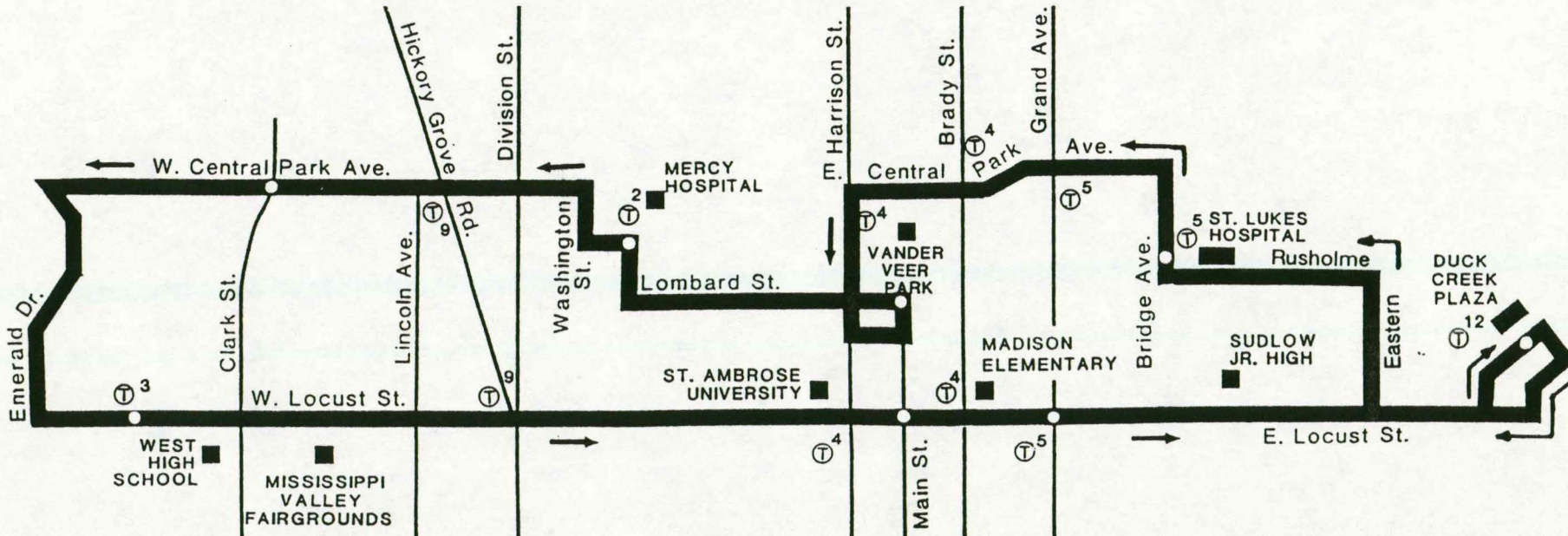
WEST ON CENTRAL PARK EAST ON LOCUST

MONDAY THRU SATURDAY

A.M.
P.M.

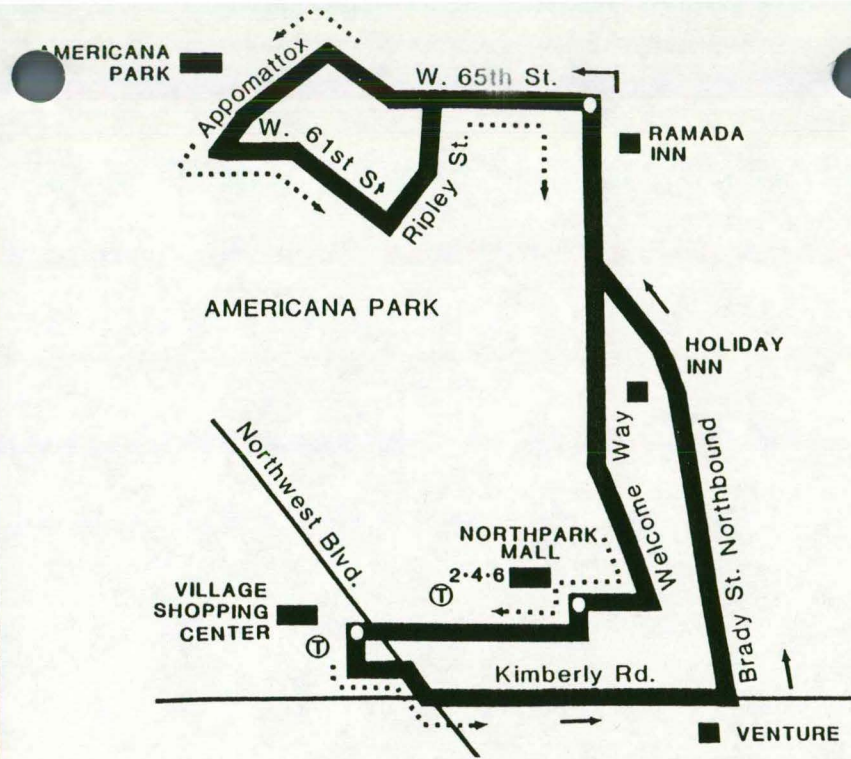
Duck Creek Departure	St. Lukes Hospital	Main & Lombard	Mercy Hospital	Clark & Central Park	Locust & Emerald	Main & Locust	Locust & Grand	Duck Creek Arrival
6:00	6:10	6:15	6:20	6:25	6:30	6:45	6:48	6:55
7:00	7:10	7:15	7:20	7:25	7:30	7:45	7:48	7:55
8:00	8:10	8:15	8:20	8:25	8:30	8:45	8:48	8:55
9:00	9:10	9:15	9:20	9:25	9:30	9:45	9:48	9:55
10:00	10:10	10:15	10:20	10:25	10:30	10:45	10:48	10:55
11:00	11:10	11:15	11:20	11:25	11:30	11:45	11:48	11:55
12:00	12:10	12:15	12:20	12:25	12:30	12:45	12:48	12:55
1:00	1:10	1:15	1:20	1:25	1:30	1:45	1:48	1:55
2:00	2:10	2:15	2:20	2:25	2:30	2:45	2:48	2:55
3:00	3:10	3:15	3:20	3:25	3:30	3:45	3:48	3:55
4:00	4:10	4:15	4:20	4:25	4:30	4:45	4:48	4:55
5:00	5:10	5:15	5:20	5:25	5:30	5:45	5:48	5:55
6:00	6:10	6:15	6:20	6:25	6:30	6:45	6:48	6:55

Please note: Saturday times are shaded.

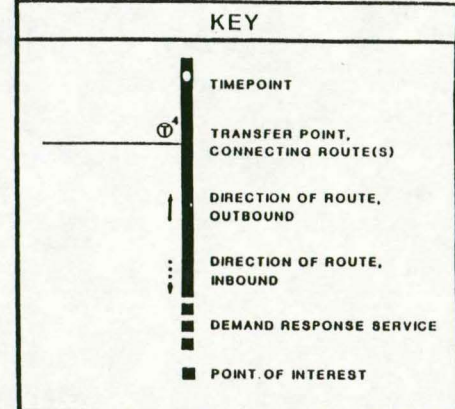


ROUTE 11 AMERICANA PARK/ H.D.C. TRIPPER

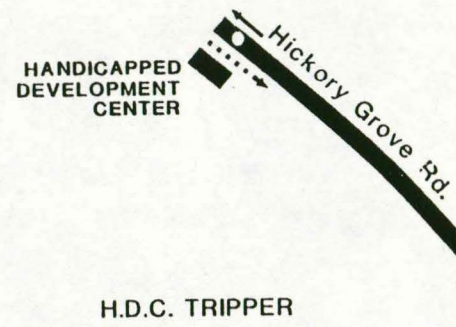
AMERICANA PARK MONDAY THRU FRIDAY				
NorthPark Mall Departure	Village Shopping Center	65th & Brady	NorthPark Mall Arrival	Transit Center
6:30	6:32	6:40	6:55	
7:00	7:02	7:10	7:20	(7:40 HDC Trip)
8:30	8:32	8:40	8:55	
A.M. 9:00	9:02	9:10	9:25	
P.M. 2:30	2:32	2:40	2:55	
3:00	3:02	3:10	3:20	(3:35 HDC Trip)
4:05		4:10	4:25	
4:30	4:32	4:40	4:55	
5:00	5:02	5:10	5:25	



A.M.
P.M.

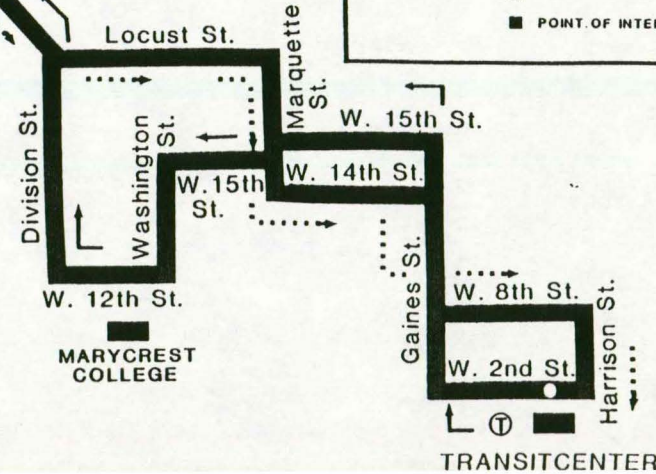


NO SATURDAY SERVICE



H.D.C. TRIPPER

H.D.C. TRIPPER MONDAY THRU FRIDAY				
NorthPark Mall Departure	Transit Center	H.D.C.	Transit Center	NorthPark Mall Arrival
A.M. 7:25	7:40	8:00		8:30
P.M. 3:25		3:35	3:50	4:05



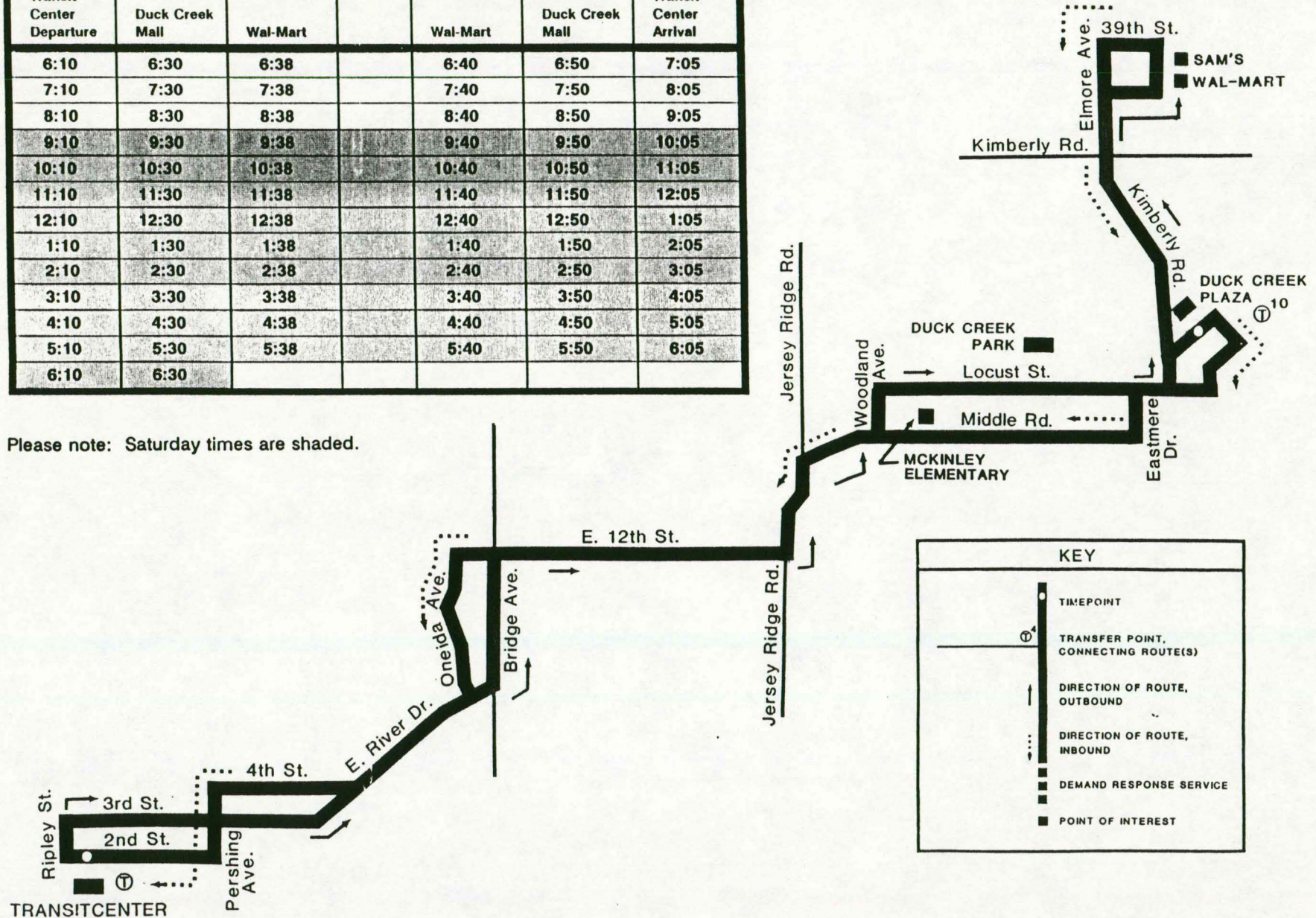
TRANSITCENTER

ROUTE 12 DUCK CREEK PLAZA

MONDAY THRU SATURDAY						
Transit Center Departure	Duck Creek Mall	Wal-Mart		Wal-Mart	Duck Creek Mall	Transit Center Arrival
6:10	6:30	6:38		6:40	6:50	7:05
7:10	7:30	7:38		7:40	7:50	8:05
8:10	8:30	8:38		8:40	8:50	9:05
9:10	9:30	9:38		9:40	9:50	10:05
10:10	10:30	10:38		10:40	10:50	11:05
11:10	11:30	11:38		11:40	11:50	12:05
12:10	12:30	12:38		12:40	12:50	1:05
1:10	1:30	1:38		1:40	1:50	2:05
2:10	2:30	2:38		2:40	2:50	3:05
3:10	3:30	3:38		3:40	3:50	4:05
4:10	4:30	4:38		4:40	4:50	5:05
5:10	5:30	5:38		5:40	5:50	6:05
6:10	6:30					

A.M.
P.M.

Please note: Saturday times are shaded.



ROCK ISLAND COUNTY MASS METROPOLITAN TRANSIT DISTRICT

Vehicle Fleet

The Rock Island County Metropolitan Mass Transit District (RICMMD) operates seven fixed-routes throughout their five-community service area. In addition, RICMMD also operates extra, tripper and subscription services for industrial, express service, school and peak loading requirements. Peak vehicle utilization is 57 vehicles. Chart 2-3 outlines the planned replacement and rehabilitation of the fleet over the next five years.

CHART 2-3

DESCRIPTION	1992	1993	1994	1995	1996	1997
Total Buses in the Fleet	57	57	57	57	57	57
Number of Buses to be Purchased	0	0	20	0	0	10
% of Fleet that is Lift-Equipped	100	100	100	100	100	100
% of Fleet Meeting ADA Specifications	21%	21%	56%	56%	56%	72%

Service Area

RICMMD's routes intersect at many locations in order to service the complex travel patterns of the multi-centered Illinois region. Five routes converge in downtown Rock Island where they provide no wait free transfers with each other, as well as to one Davenport CitiBus. Downtown Moline is served by five routes which again provide no wait free transfers to each other, as well as with Bettendorf's Bridgeline bus. Downtown East Moline is served by three routes. Several other locations in East Moline, Moline, and Rock Island serve as smaller transfer points between two or more of the District's routes. In addition, Moline's Southpark Mall regional shopping

center is serviced by two synchronized routes. All RICMTD routes have 30 minute headways during peak times of the day. However, Route 50 drops to a 60 minute headway during the off-peak hours of service. Evening service is provided on selected routes. Maps and schedules of all three routes may be found on the following pages.

Transfers

Passengers are able to make free timed transfer at several points within the system to other RICMTD routes. RICMTD'S Rock Island Terminal is currently served by one City of Davenport bus. Passengers may transfer from one to other for \$.10 from Davenport to Rock Island. Also, the City of Bettendorf operates one bus into RICMTD'S Moline terminal. A free no-wait transfer may be made to or from Bettendorf's bus.

Fares

The fare structure for the Transit District is comparable with the other transit systems of the metropolitan Quad Cities. RICMTD currently has a base fare of \$.60 for adults. Senior citizens, handicapped individuals, and students may ride for half the base fare or \$.30. Children 5 years of age and under are free, when accompanied by an adult. Individuals may apply for half-fare identification cards or show a Medicare card to receive half fare.

Service Hours

The District's hours vary by day and route. The following is a list of the current service hours by route.

<u>ROUTE</u>	<u>MONDAY - FRIDAY HOURS</u>	<u>SATURDAY HOURS</u>
10	5:45 A.M. - 9:45 P.M.	7:45 A.M. - 6:00 P.M.
20	5:45 A.M. - 9:45 P.M.	8:15 A.M. - 6:15 P.M.
30	5:45 A.M. - 9:45 P.M.	7:45 A.M. - 6:45 P.M.
40	5:25 A.M. - 6:30 P.M.	7:45 A.M. - 6:00 P.M.
50	6:15 A.M. - 8:15 P.M.	7:30 A.M. - 6:30 P.M.
60	6:00 A.M. - 7:00 P.M.	7:30 A.M. - 6:00 P.M.
70	6:15 A.M. - 5:45 P.M.	

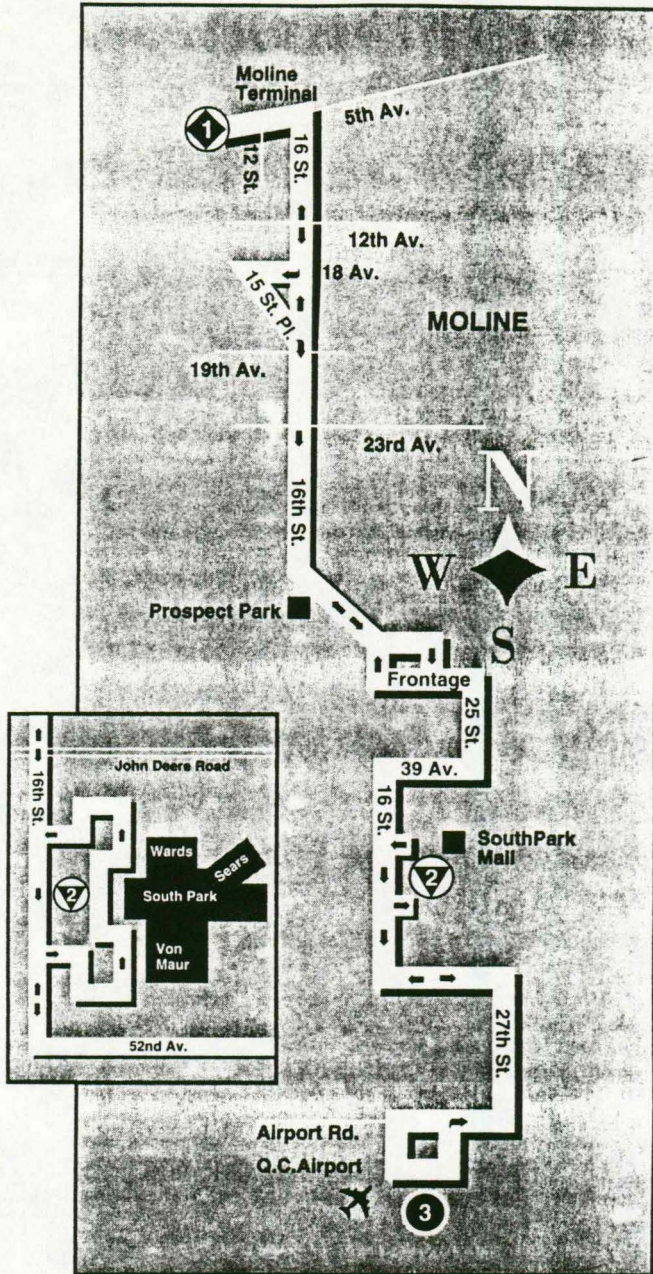


ROUTE

**BLUE
LINE**

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788-3360

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4-92



MONDAY THRU SATURDAY*

	12th St. 5th Av. Moline	SouthPark Mall Moline	QC Airport Moline	SouthPark Mall Moline	12th St. 5th Av. Moline
A.M.	5:45	6:05	6:15	6:25	6:45
	6:15	6:35	6:45	6:55	7:15
	6:45	7:05	7:15	7:25	7:45
	7:15	7:35	7:45	7:55	8:15
	7:45	8:05	8:15	8:25	8:45
	8:15	8:35	8:45	8:55	9:15
	8:45	9:05	9:15	9:25	9:45
	9:15	9:35	9:45	9:55	10:15
	9:45	10:05	10:15	10:25	10:45
	10:15	10:35	10:45	10:55	11:15
10:45	11:05	11:15	11:25	11:45	
11:15	11:35	11:45	11:55	12:15	
11:45	12:05	12:15	12:25	12:45	
P.M.	12:15	12:35	12:45	12:55	1:15
	12:45	1:05	1:15	1:25	1:45
	1:15	1:35	1:45	1:55	2:15
	1:45	2:05	2:15	2:25	2:45
	2:15	2:35	2:45	2:55	3:15
	2:45	3:05	3:15	3:25	3:45
	3:15	3:35	3:45	3:55	4:15
	3:45	4:05	4:15	4:25	4:45
	4:15	4:35	4:45	4:55	5:15
	4:45	5:05	5:15	5:25	5:45
NIGHT	5:15	5:35	5:45	5:55	6:15
	5:45	6:05	6:15	6:25	6:45
	6:15	6:35	6:45	6:55	7:15
	6:45	7:05	7:15	7:25	7:45
	7:45	8:05	8:15	8:25	8:45

*Saturday Route times are indicated within the shaded box.

KEY TO MAP SYMBOLS

- Route
- Peak Hour Route
- Terminal (time & transfer point)
- Time and Transfer Point
- Time Point Only
- Direction of Travel
- Bus Turns
- Points of Interest
- City Limits
- Route or Bus Terminates



ROUTE 30 GREEN LINE

Effective 4-92

MONDAY THRU SATURDAY*

EASTBOUND

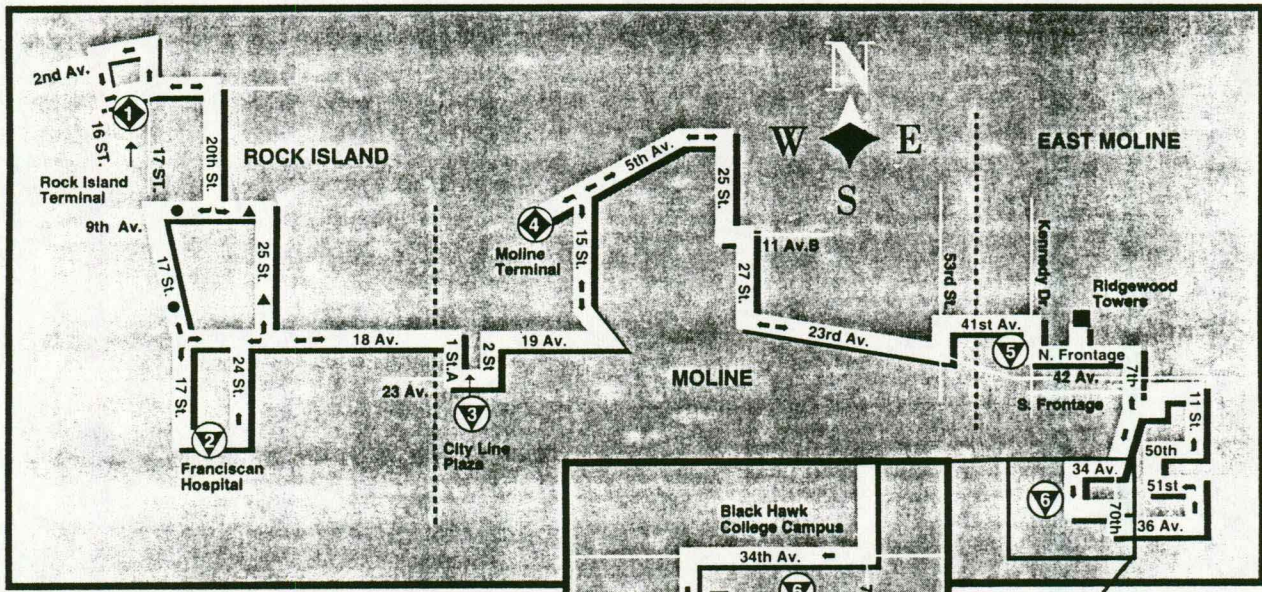
	16th St. 3rd Av. R.I.	Franciscan Hosp. R.I.	CityLine Plaza Moline	12th St. 5th Av. Moline	Kennedy Square E Moline	Black Hawk Col. Moline
A.M.						
5:30	● 5:45	6:00		5:45	6:05	6:10
6:00	▲ 6:15	6:30		6:15	6:35	6:40
6:30	● 6:45	7:00		7:15	7:35	7:40
7:00	▲ 7:15	7:30		7:45	8:05	8:10
7:30	● 7:45	8:00		8:15	8:35	8:40
8:00	▲ 8:15	8:30		8:45	9:05	9:10
8:30	● 8:45	9:00		9:15	9:35	9:40
9:00	▲ 9:15	9:30		9:45	10:05	10:10
9:30	● 9:45	10:00		10:15	10:35	10:40
10:00	▲ 10:15	10:30		10:45	11:05	11:10
10:30	● 10:45	11:00		11:15	11:35	11:40
11:00	▲ 11:15	11:30		11:45	12:05	12:10
11:30	● 11:45	12:00		12:15	12:35	12:40
P.M.	12:00	▲ 12:15	12:30	12:45	1:05	1:10
12:30	● 12:45	1:00		1:15	1:35	1:40
1:00	▲ 1:15	1:30		1:45	2:05	2:10
1:30	● 1:45	2:00		2:15	2:35	2:40
2:00	▲ 2:15	2:30		2:45	3:05	3:10
2:30	● 2:45	3:00		3:15	3:35	3:40
3:00	▲ 3:15	3:30		3:45	4:05	4:10
3:30	● 3:45	4:00		4:15	4:35	4:40
4:00	▲ 4:15	4:30		4:45	5:05	5:10
4:30	● 4:45	5:00		5:15	5:35	5:40
5:00	▲ 5:15	5:30		5:45	6:05	6:10
5:30	● 5:45	6:00		6:15	6:35	6:40
NIGHT	6:00	▲ 6:15	6:30	6:45	7:05	7:10
7:00	● 7:15	7:30		7:45	8:05	8:10
8:00	▲ 8:15	8:30		8:45	9:05	9:10
9:00	● 9:15					

WESTBOUND

	Black Hawk Col. Moline	Kennedy Square E Moline	12th St. 5th Av. Moline	CityLine Plaza Moline	Franciscan Hosp. R.I.	16th St. 3rd Av. R.I.
A.M.						
			5:45	6:00	6:15	● 6:30
	6:10	5:50	6:15	6:30	6:45	▲ 7:00
	6:40	6:20	6:45	7:00	7:15	● 7:30
	7:10	6:50	7:15	7:30	7:45	▲ 8:00
	7:40	7:20	7:45	8:00	8:15	● 8:30
	8:10	7:50	8:15	8:30	8:45	▲ 9:00
	8:40	8:20	8:45	9:00	9:15	● 9:30
	9:10	8:50	9:15	9:30	9:45	▲ 10:00
	9:40	9:20	9:45	10:00	10:15	● 10:30
	10:10	9:50	10:15	10:30	10:45	▲ 11:00
	10:40	10:20	10:45	11:00	11:15	● 11:30
	11:10	10:50	11:15	11:30	11:45	▲ 12:00
	11:40	11:20	11:45	12:00	12:15	● 12:30
	12:10	11:50	12:15	12:30	12:45	▲ 1:00
	12:40	12:20	12:45	1:00	1:15	● 1:30
	1:10	1:20	1:45	1:30	1:45	▲ 2:00
	1:40	1:50	2:15	2:30	2:45	● 3:00
	2:10	2:20	2:45	3:00	3:15	▲ 3:30
	2:40	2:50	3:15	3:30	3:45	● 4:00
	3:10	3:20	3:45	4:00	4:15	▲ 4:30
	3:40	3:50	4:15	4:30	4:45	● 5:00
	4:10	4:20	4:45	5:00	5:15	▲ 5:30
	4:40	4:50	5:15	5:30	5:45	● 6:00
	5:10	5:20	5:45	6:00	6:15	▲ 6:30
	5:40	5:50	6:15	6:30	6:45	● 7:00
	6:10	6:20	6:45	7:00	7:15	▲ 7:30
	6:40	6:50	7:15			
	7:10	7:20	7:45	8:00	8:15	● 8:30
	7:40	7:50	8:15	8:30	8:45	▲ 9:00
	8:10	8:20	8:45	9:00	9:15	● 9:30
	8:40	8:50	9:15			
	9:10	9:20	9:45			

*Saturday Route times are indicated within the shaded box. Saturday only times in ().

● Uses 17th Street hill ▲ Uses 25th Street hill



KEY TO MAP SYMBOLS

- Route
- Peak Hour Route
- Terminal (time & transfer point)
- Time and Transfer Point
- Time Point Only
- Direction of Travel
- Bus Turns
- Points of Interest
- City Limits
- Route or Bus Terminates



788-3360



ROUTE 40 ORANGE LINE

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MONDAY THRU SATURDAY* SOUTHBOUND

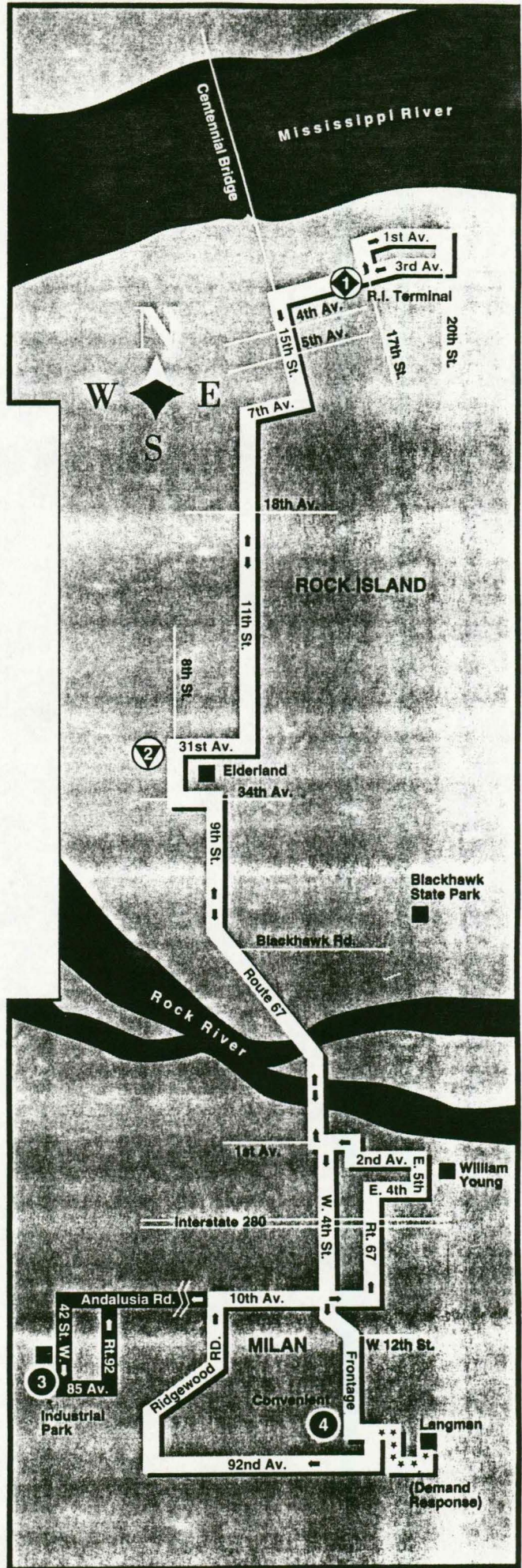
	1 16th St. 3rd Av. R.I.	2 Elder- land R.I.	3 Conven- ient Milan	4 Industrial Park Milan	3 Conven- ient Milan	2 Elder- land R.I.	1 16th St. 3rd Av. R.I.
A.M.					5:25 ★	5:45	6:00
5:30		5:45		6:00	6:15 ★	6:40	7:00
6:00		6:15		6:30	6:45 ★	7:10	7:30
6:30		6:45		7:00	7:15 ★	7:40	8:00
7:00		7:15		7:30	7:45 ★	8:10	8:30
7:30		7:45		8:00/		(7:45)	(8:00)
8:00		8:15			8:25 ★	8:45	9:00
8:30		8:45			8:55 ★	9:15	9:30
9:00		9:15			9:25 ★	9:45	10:00
9:30		9:45			9:55 ★	10:15	10:30
10:00		10:15			10:25 ★	10:45	11:00
10:30		10:45			10:55 ★	11:15	11:30
11:00		11:15			11:25 ★	11:45	12:00
11:30		11:45			11:55 ★	12:15	12:30
12:00		12:15			12:25 ★	12:45	1:00
12:30		12:45			12:55 ★	1:15	1:30
1:00		1:15			1:25 ★	1:45	2:00
1:30		1:45			1:55 ★	2:15	2:30
2:00		2:15			2:25 ★	2:45	3:00
						3:15	3:30
2:30	2:45	3:17 ★	3:23	(2:55) ★	3:45	(3:15)	4:00
3:00	3:15	3:25 ★	3:40	(3:25) ★	4:10	(3:45)	4:30
3:30	3:45	3:55 ★	4:10	(3:55) ★	4:40	(4:15)	5:00
4:00	4:15	4:25 ★	4:40	(4:25) ★	5:10	(4:45)	5:30/
4:30	4:45	4:55 ★	5:10	(4:55) ★	5:40	(5:15)	5:50
NIGHT	5:00	5:15		5:25 ★	5:45	6:00	6:30/
	5:30	5:45		5:55 ★	6:15	6:30/	

For schedule after 6:00 PM
see #60 Yellow Line.

*Saturday Route times are
indicated within the shaded box.
Saturday only times in ().

KEY TO MAP SYMBOLS

- Route
- Peak Hour Route
- Terminal (time & transfer point)
- Time and Transfer Point
- Time Point Only
- Direction of Travel
- Bus Turns
- Points of Interest
- City Limits
- Route or Bus Terminates
- Demand Response (Langman)





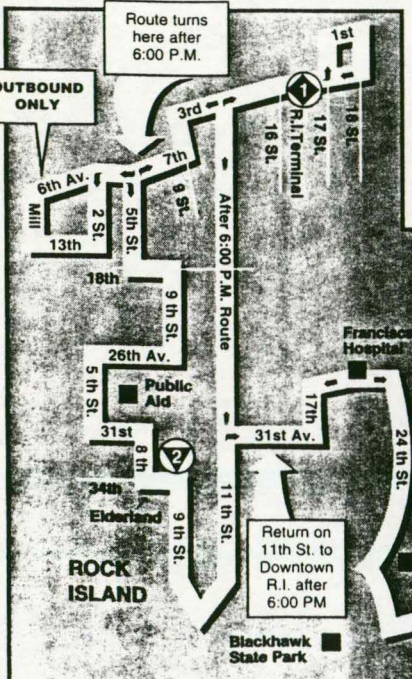
KEY TO MAP SYMBOLS

- Route
- Peak Hour Route
- Terminal (time & transfer point)
- Time and Transfer Point
- Time Point Only
- Direction of Travel
- Bus Turns
- Points of Interest
- City Limits
- Route or Bus Terminates
- Demand Response (Skip-A-Long & Opportunity Center)
- Horace Mann
- Uses 11th St. to return to 16 & 3rd Ave

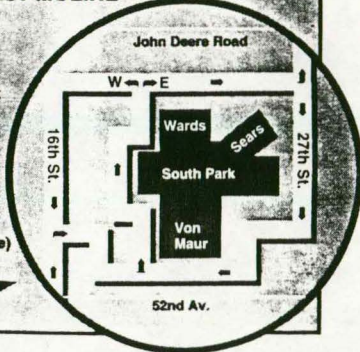
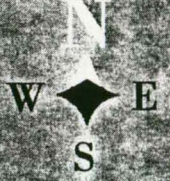
MONDAY THRU SATURDAY*

EASTBOUND						WESTBOUND					
1	2	3	4	5	6	6	5	4	3	2	1
16th St. 3rd Av. R.I.	Elderland R.I.	Rock Valley R.I.	South Park Mall Moline	Black Hawk Col. Moline	8th St. 15th Av. E.Moline	8th St. 15th Av. E.Moline	Black Hawk Col. Moline	South Park Mall Moline	Rock Valley R.I.	Elderland R.I.	16th St. 3rd Av. R.I.
A.M.											
			5:55 *	6:10	6:00	6:00	6:20 *	6:35	6:50	7:10	6:30
			6:25 *	6:40	7:00	6:30	6:50 *	7:05	7:20	7:40	8:00
6:00	6:20	6:40	6:55 *	7:10	7:30	7:00	7:20 *	7:35	7:50	8:10	8:30
6:30	6:50	7:10	7:25 *	7:40	8:00	7:30	7:50 *	8:05	8:20	8:40	9:00
7:00	7:20	7:40	7:55 *	8:10	8:30	8:00	8:20 *	8:35	8:50	9:10	9:30
7:30	7:50	8:10	8:25 *	8:40	9:00	8:30	8:50 *	9:05	9:20	9:40	10:00
8:00	8:20*	8:40	8:55 *	9:10	9:30	9:00	9:50 *	10:05	10:20	10:40	11:00
8:30	8:50	9:10	9:25 *	9:40	10:00	10:00	10:20 *	10:35	10:50	11:10	11:30
9:00	9:20	9:40	9:55 *	10:10	10:30	10:30	10:50 *	11:05	11:20	11:40	12:00
9:30	9:50	10:10	10:25 *	10:40	11:00	11:00	11:20 *	11:35	11:50	12:10	12:30
10:00	10:20	10:40	10:55 *	11:10	11:30	11:30	11:50 *	12:05	12:20	12:40	1:00
10:30	10:50	11:10	11:25 *	11:40	12:00	12:00	12:20 *	12:35	12:50	1:10	1:30
11:00	11:20	11:40	11:55 *	12:10	12:30	12:30	12:50 *	1:05	1:20	1:40	2:00
11:30	11:50	12:10	12:25 *	12:40	1:00	1:00	1:20 *	1:35	1:50	2:10	2:30
12:00	12:20	12:40	12:55 *	1:10	1:30	1:30	1:50 *	2:05	2:20	2:40	3:00
12:30	12:50	1:10	1:25 *	1:40	2:00	2:00	2:20 *	2:35	2:50*	3:10	3:30
1:00	1:20	1:40	1:55 *	2:10	2:30	2:30	2:50 *	3:05	3:20	3:40	4:00
1:30	1:50	2:10	2:25 *	2:40	3:00	3:00	3:20 *	3:35	3:50	4:10	4:30
2:00	2:20	2:40	2:55 *	3:10	3:30	3:30	3:50 *	4:05	4:20	4:40	5:00
2:30	2:50	3:10	3:25 *	3:40	4:00	4:00	4:20 *	4:35	4:50	5:10	5:30
3:00	3:20	3:40	3:55 *	4:10	4:30	4:30	4:50 *	5:05	5:20	5:40	6:00
3:30	3:50	4:10	4:25 *	4:40	5:00	5:00	5:20 *	5:35	5:50	6:10	6:30
4:00	4:20	4:40	4:55 *	5:10	5:30	5:30	5:50 *	6:05	6:20	6:40	7:00
4:30	4:50	5:10	5:25 *	5:40	6:00	6:00/					
5:00	5:20	5:40	5:55 *	6:10	6:30	6:30					
5:30	5:50	6:10	6:25 *								
6:00	6:15*										
6:30	6:45*										
7:00	7:15*										
7:30	7:45*										
8:00	8:15*										
8:30	8:45/										

*Saturday Route times are indicated within the shaded box.



metro SLINK
788-3360













ROUTE 70 PURPLE LINE

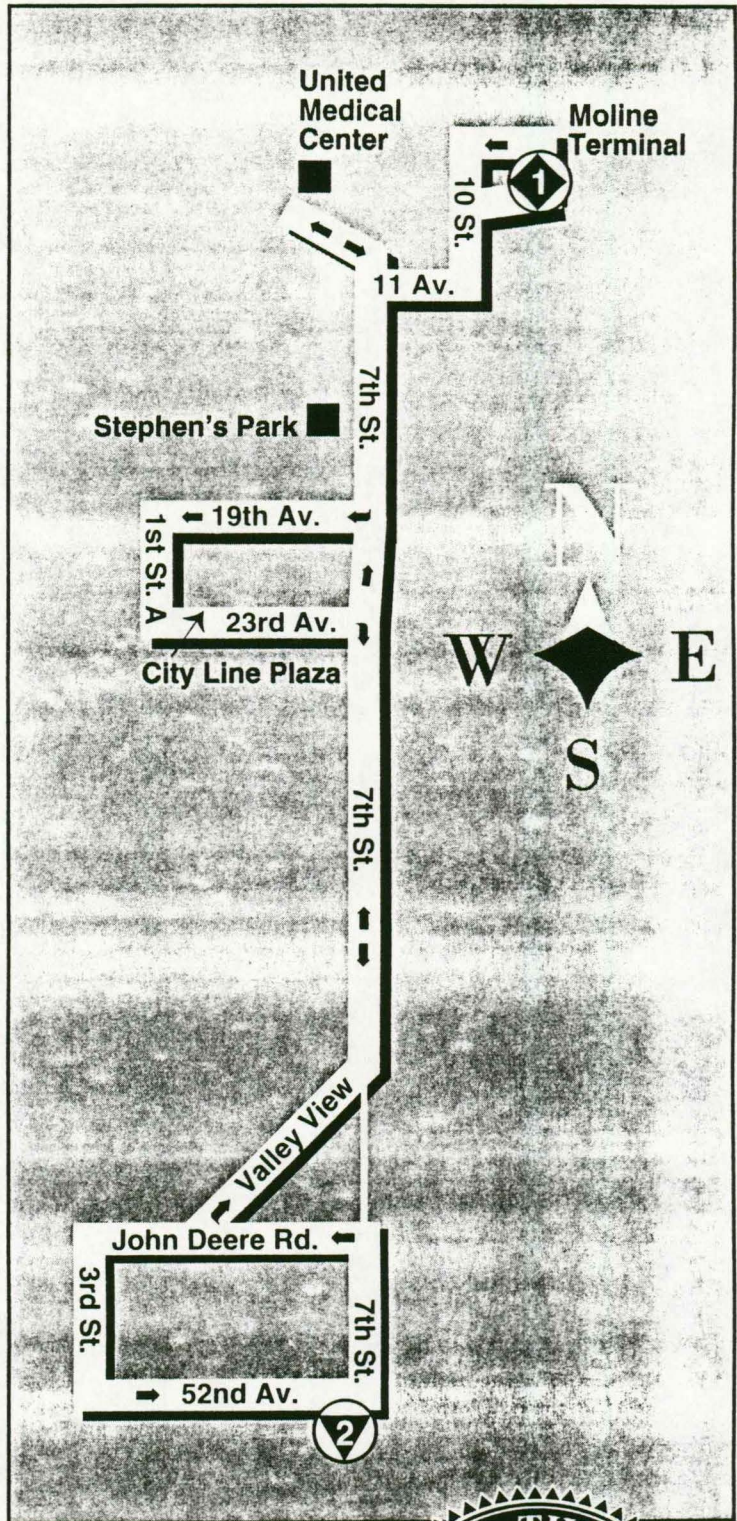
Effective
4-92

MONDAY THRU FRIDAY - NO SATURDAY SERVICE

	1 12th St 5th Av. Moline	2 7th St. 52nd Ave. Moline	1 12th St. 5th Av. Moline
A.M.	6:15	6:30	6:45
	6:45	7:00	7:15
	7:15	7:30	7:45
	7:45	8:00	8:15
	8:15	8:30	8:45
	8:45	9:00	9:15
	9:15	9:30	9:45
	9:45	10:00	10:15
	10:15	10:30	10:45
	10:45	11:00	11:15
	11:15	11:30	11:45
	11:45	12:00	12:15
P.M.	12:15	12:30	12:45
	12:45	1:00	1:15
	1:15	1:30	1:45
	1:45	2:00	2:15
	2:15	2:30	2:45
	2:45	3:00	3:15
	3:15	3:30	3:45
	3:45	4:00	4:15
	4:15	4:30	4:45
	4:45	5:00	5:15
	5:15	5:30	5:45
	5:45	6:00	6:15/

KEY TO MAP SYMBOLS

-  Route
-  Peak Hour Route
-  Terminal (time & transfer point)
-  Time and Transfer Point
-  Time Point *Only*
-  Direction of Travel
-  Bus Turns
-  Points of Interest
-  City Limits
-  / Route or Bus Terminates



metro **LINK**

788-3360

SECTION III

EXISTING PARATRANSIT SERVICE

III. EXISTING PARATRANSIT SERVICE

BETTENDORF TRANSIT SYSTEM

The Bettendorf Transit System supplements its regular fixed route service by contracting with a local not-for-profit provider for door-to-door paratransit service. Great River Bend Services, Inc. operates one (1) fully accessible van within the service corridor of Bettendorf's fixed route system. Referred to as "Dial-A-Bus", this paratransit service provided a total of 6,142 rides in FY 1991.

Service Hours and Service Area

Dial-A-Bus operates from 7:30 a.m. to 4:30 p.m. Monday through Friday and 10:00 to 2:00 p.m. on Saturday. The bus provides door-to-door pick-up and delivery anywhere within the municipal borders of the City of Bettendorf. In addition, Dial-A-Bus will drop off and pick-up at any point which is located on a Bettendorf fixed route that is outside the municipal boarders.

Eligibility Procedure and Fares

Eligibility for the Dial-A-Bus is open to anyone. The vehicle currently serves the elderly, the disabled, and the general public. Fares for the vehicle are: \$1.00 for elderly and disabled riders, \$2.00 for the general public and children over the age of five; unaccompanied children under 5 years of age are charged \$2.00; and accompanied children under age 5 are free. The eligibility process for elderly and disabled riders to receive the discounted fares involves getting an identification card. If an individual has a visible disability or is over 60 years of age, they may receive an identification card at Bettendorf's City Hall. If an individual has a non-visible disability, a confirmation letter from the individual's physician will be required to receive the identification card.

Reservation System

Bettendorf's Dial-A-Bus has a 24-hour advanced call-in registration system through the private provider. No priorities are assigned to any of the requested trips, and the private provider negotiates pick-up times to match vehicle scheduling. Dial-A-Bus is not operating at its maximum capacity; therefore, the system does not currently deny any trip requests within its service area.

DAVENPORT CITIBUS

The City of Davenport contracts with a private not-for-profit contractor for paratransit service. This door-to-door service is divided into two different forms of service. One (1) lift-equipped vehicle is available for exclusive use by Special Services individuals. Persons unable to use fixed route service are classified as Special Service riders. A second service employs two (2) vehicles and is available to the elderly and handicapped community.

Eligibility

Eligibility is based upon the completion of an application form. Disabled passengers complete a City of Davenport "APPLICATION FOR SPECIAL SERVICES IDENTIFICATION CARD" and submit it with a doctor's letter describing the person's disability and certification that the person cannot use fixed route transit. Passengers whose applications are approved by Davenport Transit are issued a "Special Services Identification Card" and are eligible to request Standing Order or Demand Responsive service on the lift-equipped van. Davenport provides both permanent and temporary cards.

Fares

Fares for Davenport's paratransit service are divided into several groups. Individuals with a handicap or disability may ride the vehicle at a cost of \$.50 per trip. Individuals 60 and over may ride the vehicle for \$.30 for trips to meal sites and \$.50 for all other trips.

Service Area and Service Hours

Davenport provides paratransit service within the municipal borders of Davenport. Because there are two classes of paratransit vans in use, their hours of service are slightly different. The elderly and handicapped vans operate from 8:30 a.m. to 4:30 p.m. Monday through Friday, and 10:00 a.m. to 4:00 p.m. on Saturday. A lift equipped special services van is available Monday through Saturday from 6:00 a.m. to 7:00 p.m.

Reservations System

Davenport's paratransit service utilizes a first come first served, next day reservation system. Work or medical trips have priority. A standing list of those individuals with work and medical priorities has been established, and other trips are provided to individuals on a space-available basis. Due to capacity constraints, Davenport has denied trips in the past.

ROCK ISLAND COUNTY MASS METROPOLITAN TRANSIT DISTRICT

RICMTD has operated a lift-equipped fleet of fixed route transit buses, beginning in 1978. Currently, RICMTD does not provide paratransit service.

SECTION IV

**COMPARISON AND ANALYSIS
OF EXISTING PARATRANSIT SERVICES
WITH ADA PARATRANSIT REQUIREMENTS**

IV. COMPARISON AND ANALYSIS OF EXISTING PARATRANSIT SERVICES WITH ADA PARATRANSIT REQUIREMENTS

BETTENDORF TRANSIT

Bettendorf City Transit has a contract paratransit provider. Although this service meets a majority of the ADA paratransit requirements, some modifications will need to be made in service. The following is a comparison of the service criteria for Bettendorf's Dial-a-Ride and the criteria for ADA.

Hours of Operation - Currently the fixed route service for Bettendorf operates Monday through Friday 5:50 a.m. to 6:30 p.m., and there is no service provided on Saturday, Sunday, or holidays. The City of Bettendorf's paratransit service, Dial-A-Bus, operates from 7:30 a.m. to 4:30 p.m. Monday through Friday and also from 10:00 a.m. to 2:00 p.m. on Saturdays. Although the City of Bettendorf operates its paratransit service an additional 4 hours on Saturday, the Bettendorf Transit System does not currently meet the ADA regulations on equal hours of operation.

Service Area - The present service area of the Bettendorf Transit System include the entire City limits of Bettendorf. In addition, Bettendorf operates fixed route service which crosses into portions of the communities of Riverdale and Davenport in Iowa and the City of Moline in Illinois. Bettendorf will need to coordinate paratransit service into these areas. Therefore, Bettendorf is not in compliance with the service area requirements of ADA.

Trip Priority/Restrictions - Bettendorf currently operates paratransit with no restrictions or trip priorities. Bettendorf Transit is in compliance with this requirement.

Capacity Constraint - Bettendorf Transit currently operates paratransit service with no capacity constraint. Therefore, Bettendorf Transit is in compliance with this requirement.

Scheduled Pick-Up Time - Bettendorf is in compliance with the scheduled pick-up time standards. The present pick-up time is within 30 minutes of the requested pick-up time.

Fares. The fares for paratransit are \$1.00 for elderly and disabled passengers and \$2.00 for general public and children over the age of 5 unaccompanied by an adult. Accompanied children under 5 and disabled aides ride free. Since the regular fare for the fixed route bus is \$.50, the \$1.00 disabled paratransit fare is within the twice fixed fare rate requirement in the ADA.

Reservations - Reservations for Bettendorf's paratransit service are received by Great River Bend Services, Inc. Trip scheduling is generally made on the business day prior to the trip; however, shorter notices are taken on a space and time available basis. Trips scheduled for Saturdays and Mondays currently must be made by the close of the business day the preceding Friday. In addition, on trips following holidays, reservations must be made by the first business day preceding the holiday. Bettendorf Transit's reservation system does not currently comply with requirements stated in the ADA.

Eligibility Requirements - Bettendorf's current paratransit service is open to all disabled, elderly, and general public riders that follow the eligibility procedures outlined in Section 3 of this plan. Because the ADA specifically states that ADA certified individuals need to be recognized specifically over other paratransit riders, Bettendorf is not in compliance with ADA. Also, Bettendorf's process for applying for certification as paratransit eligible does not comply with the ADA requirements.

Vehicle Requirements -

Fixed Route Buses. Bettendorf's current fixed route bus fleet does not meet the mandates for accessible vehicles. The following is a list of what specifications the fixed route vehicles do not meet. (It should be noted that these vehicles need not be retrofitted, but any replacement vehicle purchased for them must meet the full guidelines of ADA.) The fixed route buses must be equipped with a public address system and visual signage system to announce stops. The current wheelchair lift platforms do not comply with the dimensions and weight requirements of ADA. Presently, only one wheelchair tie down is provided instead of the required two. The air conditioning unit which is located inside the vehicle must be placed elsewhere in the future to meet the headroom requirements.

Paratransit Vehicle. Since Great River Bend Services, Inc. provides Bettendorf's paratransit under contract, Bettendorf will need to insure that Great River Bend Services acquires an ADA accessible vehicle to replace the vehicle currently in service. The current vehicle was acquired, using the old Section 504 guidelines.

DAVENPORT CITIBUS

Davenport CitiBus has a contract paratransit provider. There are several service criteria changes which will need to be made to Davenport's current paratransit service in order for it comply with ADA.

Hours of Operation - Currently, Davenport CitiBus operates one of its special services vans for the same hours as its fixed route service. Therefore, Davenport CitiBus is compliant with this regulation.

Service Area - Davenport currently serves more service area than the three-quarters of a mile zone mandated by ADA. The City operates a line into Illinois and a line into the City of Bettendorf. Davenport is currently in compliance with this regulation.

Trip Priority - ADA states that no priority may be given to one trip over another. Work, meal sites, and medical trips currently have priority use of CitiBus' paratransit vehicles. All other trips are considered equal in priority. Davenport will need to make the necessary modifications in its trip policy to meet ADA.

Capacity Constraint - Due to a significant number of eligible elderly and disabled riders, CitiBus must deny trips once the three vehicles have reached capacity. CitiBus also has a waiting list for individuals wanting work or medical trip priority designation. CitiBus is presently not in compliance with the capacity constraint regulations of ADA.

Scheduled Pick-Up Time - The City will need to establish a policy that ride pick-up times will be negotiated for no more than one hour past the requested pick-up time. The current policy is not in compliance with this requirement.

Reservation - Davenport's contractor operates a next day advanced reservation requirement. However, this does not apply to Sundays or holidays. Therefore, Davenport will need to ensure that its contractor for service, meets the advanced reservation requirement to meet compliance with the ADA by providing either a dispatcher or machine to handle calls on these days.

Fares - The current fare of \$.25 for disabled riders is equal to half the base fare of the fixed route service. Since this amount is not above twice the base fare of fixed route service, Davenport is in compliance with this regulation.

Eligibility Requirements - Davenport's half fare card is available to those who cannot use fixed route service. Therefore, Davenport is in compliance with this requirement.

Vehicle Requirements - Davenport's paratransit vehicles were purchased under the guidelines of the original Section 504 regulations. Therefore, the vehicles currently do not meet all the new ADA vehicle specifications as a paratransit vehicle. Davenport will need to have modifications performed to the vehicle or replace it with a new vehicle so that it will be in compliance with all engineering portions of Federal Register 36 CFR Part 1192.

ROCK ISLAND COUNTY METROPOLITAN MASS TRANSIT DISTRICT

Currently, the Rock Island County Metropolitan Mass Transit District (RICMMD) does not operate any type of paratransit service. Therefore, RICMMD does not meet any of the paratransit service requirements of ADA. RICMMD will need to offer paratransit service under the guidelines specified in Federal Register 36 CFR 1192 in order to be in compliance with ADA.

SECTION V

NEW ADA PARATRANSIT SERVICE

BETTENDORF TRANSIT SYSTEM

DAVENPORT CITIBUS

ROCK ISLAND COUNTY METROPOLITAN MASS TRANSIT DISTRICT

V. NEW ADA PARATRANSIT SERVICE

BETTENDORF

Overview - The City of Bettendorf's Transit System does not currently meet all of the ADA paratransit requirements for service. The following section describes what Bettendorf's new paratransit service will look like in relation to the service criteria outlined by the ADA. In addition, other relevant information such as a timetable for implementation of the new paratransit service, demand estimation, and a five year budget have also been included in this section.

Description of Paratransit Service

Service Area - Bettendorf Transit will be offering its paratransit to certified paratransit individuals living within three-quarters of a mile of the fixed route service. The three-quarters of a mile service is to include only those areas within the municipal boundaries of Bettendorf. Bettendorf will operate service into Davenport and Moline, Illinois under the guidelines established in the reciprocal services agreement. For more specific details, please see Section VIII, Coordination Efforts, subsection entitled Reciprocal Services Agreement.

Hours and Days of Service - Bettendorf Transit will contract for paratransit service for the following hours of operation: 5:50 a.m. to 6:30 p.m. Monday through Friday. No service will be available on Saturdays, Sundays, or holidays. These hours will be identical to those hours offered under the fixed route system.

Fares - Fares for the Dial-A-Bus will be \$1.00 for certified disabled riders. Personal attendants for disabled riders may ride free-of-charge. Should fares on the fixed route increase, fares for the paratransit route will also increase. However, at no time shall the fare for disabled riders be more than twice the base fare for the fixed routes.

Response Time - Bettendorf Transit will provide a guaranteed pick-up of no more than one additional hour from the requested pick-up time for ADA certified paratransit users.

Reservations - Bettendorf Transit will provide the opportunity to make paratransit reservations up to 5:00 p.m. the day before service is requested. Bettendorf Transit will ensure that the paratransit provider will have a system for receiving calls on Saturdays, Sundays, and holidays. In addition, service requests will be allowed up to 14 days in advance of the requested trip. Transferring between the Quad City area paratransit systems will be coordinated between the individual systems and/or their contractors for paratransit.

Capacity and Priority - Bettendorf Transit will not deny trips due to capacity. Additionally, Bettendorf Transit does not have nor will they implement a listing of trip priorities on its ADA certified disabled passengers. (However, Bettendorf reserves the right to establish trip priorities on non-ADA paratransit passengers if it so chooses.)

Disabled Eligibility - A new coordinated paratransit eligibility process for the Quad Cities has been developed. The City of Bettendorf shall replace its current process with the new process. For specifics on the eligibility process, please see Section VI: Eligibility Requirements for Quad Cities Paratransit.

Timetable for Implementation. Although the above listed paratransit service is the final goal of the Bettendorf Transit System, it will take some time to reach that goal. A projected implementation timetable of Bettendorf's ADA paratransit service is on the following page. In addition to the milestones for the paratransit service, milestones for vehicle acquisition for the fixed route service have also been included.

**TIMETABLE OF CITY OF BETTENDORF'S
ADA PARATRANSIT SERVICE**

MONTH	YEAR	GOAL
July/August	1992	Submit ADA paratransit plan; begin ADA certification process; write vehicle specifications for two (2) replacement vehicles.
September	1992	Receive vehicle bids.
October	1992	Order vehicles.
January	1993	Place two (2) replacement vehicles in service.
July	1993	Increase hours of paratransit service to comply with ADA; cover all service areas required by ADA paratransit except current service into Illinois; update paratransit plan.
July/August	1993	Distribute vehicle specifications for one (1) replacement vehicle.
September	1993	Receive vehicle bids.
October	1993	Order replacement vehicle.
January	1994	Place one (1) replacement vehicle into service.
July	1994	Make necessary paratransit arrangements for Illinois service; <u>FULL ADA PARATRANSIT COMPLIANCE</u> ; update paratransit plan.
July	1995	Update vehicle specifications.
September	1995	Receive bids for two (2) replacement vehicles.
October	1995	Order vehicles.
January	1996	Place two (2) replacement vehicles in service.
July	1996	Update vehicle specifications; update paratransit plan.
September	1996	Receive bids for one (1) replacement vehicle.
October	1996	Order vehicle.
January	1997	Place one (1) vehicle in service to make fleet completely ADA accessible.

Demand Estimation and Methodology. The 1990 Census population for the City of Bettendorf is 27,381. Using the table and prescribed methodology outlined in the ADA Paratransit Handbook, Bettendorf has 411 disabled persons eligible for paratransit in Categories 1 and 3, and 274 in Category 2. Using a weight factor of 0.3 (derived from 1980 Census), the final numbers for estimated eligible paratransit riders are 123 persons in Categories 1 and 3 and 82 in Category 2. A table showing the various category breakdowns from the formula is available in Appendix B.

Information from ridership history indicates disabled persons ride an average of four one-way trips per month on the present door-to-door service. If 25% of the disabled use the service in the future (25% of 205 = 51 persons) for four one-way trips per month, the future ridership will be approximately 204 rides per month. Table 1-A shows the past trends in disabled and total ridership on Bettendorf's current paratransit service.

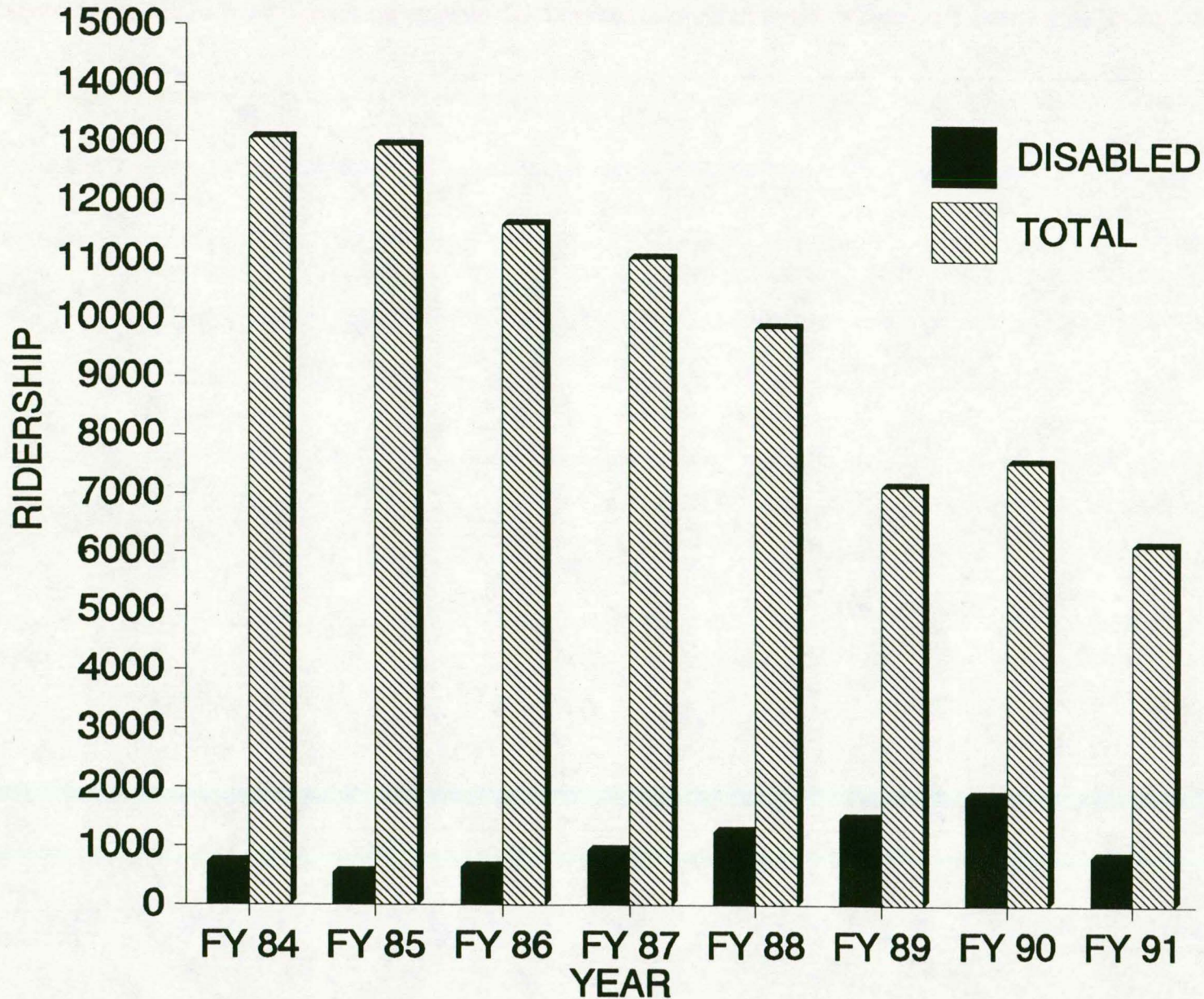
Operations and Capital Budget. The following is a five year projection of the operating costs for Bettendorf's paratransit system. No capital projections were necessary, since Bettendorf contracts from a not-for-profit provider for its paratransit service. Therefore, all capital expenses are the responsibility of the contractor, although they may be passed on to Bettendorf in the form of a higher hourly rate.

**BETTENDORF TRANSIT SYSTEM
FIVE YEAR PARATRANSIT OPERATING BUDGET**

YEAR	NUMBER OF HOURS	COST PER HOUR FROM CONTRACTOR	TOTAL COST
FY'93	2,768	\$16.86	\$46,668.48
FY'94	3,228	\$17.70	\$57,135.60
FY'95	3,241	\$18.58	\$60,217.78
FY'96	3,215	\$19.51	\$62,724.65
FY'97	3,228	\$20.49	\$66,141.72

TABLE 1-1

BETTENDORF DIAL-A-BUS RIDERSHIP



**COMPARISON OF PARATRANSIT OPERATING COSTS
TO FIXED ROUTE OPERATING COSTS**

	FY'93	FY'94	FY'95	FY'96	FY'97
Total Paratransit Operating Costs	\$ 46,668	\$ 57,136	\$ 60,218	\$ 62,725	\$ 66,142
Total Fixed Route Operating Costs	\$286,850	\$309,734	\$343,339	\$381,188	\$422,162
Total Operating Costs	\$335,518	\$366,870	\$441,406	\$443,913	\$488,304
Paratransit Percent of Total Operating Costs	13.9%	12.9%	17.5%	16.5%	15.7%

Other Information on Paratransit Service. The Bettendorf Transit System will ensure that all information on service for both fixed route and paratransit routes is made available to the public in accessible formats. In addition, the Bettendorf Transit System will ensure that proper coordination efforts are made with Davenport CitiBus and RICMTD to alleviate inconvenience when transferring from one paratransit system to another. However, full coordination will not be possible until both Davenport CitiBus and RICMTD operate fully compliant ADA paratransit systems.

CITY OF DAVENPORT

Overview - The following sections describe Davenport's paratransit service in relation to the service criteria outlined by the ADA. Relevant information such as a timetable for implementation of the service, demand estimation, and a five year budget have also been included in this section of the plan.

Description of Paratransit Service

Service Area - The current service area for the City of Davenport's paratransit service includes those areas within the municipal boundaries of the City which are within 3/4 of a mile of a fixed route bus. In addition, the City will operate a paratransit service into Duck Creek Plaza in Bettendorf, Iowa and the Rock Island, Illinois transfer terminal. For specific information, please see Section VIII, Coordination Efforts, subsection entitled Reciprocal Services Agreement.

Hours and Days of Service - Davenport CitiBus will contract for the following hours of operation for paratransit: 6:00 a.m. to 7:00 p.m. Monday through Saturday; no service will be provided on Sundays and major holidays. These hours of operation will parallel the operating hours of the fixed route service.

Fares - The fares for paratransit service will be increased. Beginning January 1, 1993, the fare for all paratransit trips will be \$.70. Beginning January 1, 1994, the fare for all paratransit trips will be increased to \$1.00. However, at no time shall the fare for paratransit service be more than twice the base fare for the fixed route system.

Scheduled Pick-Up Time - Davenport CitiBus will provide a scheduled pick-up time within one hour of the requested pick-up time.

Reservations - Davenport CitiBus will develop a combination of live operator and/or recording device system which will be available 8:00 a.m. to 5 p.m. including days when the offices are closed, except when no service will be provided on the following day. Service requests will be allowed up to 14 days in advance, with further advanced bookings accepted if the service requested has a specific time and date for trips. A TTD machine will be made available for the hearing impaired.

Trip Priority and Capacity Constraints - Those riders with special trip purposes may use a subscription service. The number of subscription service trips will not exceed 50% of the number of trips available at a given time of day.

The new ADA paratransit service shall have expanded paratransit capacity eliminating the need for any constraints. However it must be noted that estimating the total needs of the system is difficult due to several factors. There are several agencies in the current service area which operate their own vans to serve their clients needs. These agencies are not currently forecasting any major changes in their funding for their transportation services. However, if all of their clients were added to the paratransit system in one block with limited notice, it would not be possible to guarantee that a capacity constraint would not thereby be created.

Disabled Eligibility - A new coordinated eligibility process for the Quad Cities has been developed. For specifics on the eligibility process, please see Section VI, Eligibility Requirements for Quad Cities ADA Paratransit.

Timetable for Implementation. Although the above listed paratransit service is the final goal of Davenport CitiBus, it will take some time to reach that goal. The following is a projected implementation timetable for Davenport's ADA paratransit service. In addition to the milestones for the paratransit service, milestones for vehicle acquisition for the fixed route service have also been included.

**TIMETABLE OF CITY OF DAVENPORT'S
ADA PARATRANSIT SERVICE**

MONTH	YEAR	GOAL
July	1992	Certification process begins; order eleven (11) ADA equipped buses for fixed routes.
August	1992	Order six (6) ADA equipped buses for fixed routes.
July	1993	Update paratransit plan.
August	1993	Order two (2) ADA equipped buses; order five (5) ADA equipped vans for paratransit service.
July	1994	Update paratransit plan; place five (5) ADA paratransit vans in service; elimination of all capacity constraints; update paratransit plan; City of Davenport in full compliance with ADA paratransit provisions.
September	1994	Order three (3) ADA equipped supervisory vans.
July	1995	Update paratransit plan.

Demand Estimation and Methodology. Using the table and prescribed methodology outlined in the ADA Paratransit Handbook, Davenport would have an estimated 1,549 disabled persons eligible for paratransit in Categories 1 and 3 and 1,033 persons in Category 2, without taking into consideration any weight factor. Computing the City's weight factor of 0.5 into the three categories results in a new estimate of 775 eligible persons in Categories 1 and 3, and 517 persons for Category 2. These numbers are all based upon Davenport's 1980 Census population. However, taking into consideration Davenport's 1990 Census population of 95,333, a 7.7% decrease in population occurred over the ten year time span. Therefore, a final estimate of 715 eligible persons in Categories 1 and 3, and 477 persons for Category 2 has been projected, taking into consideration the 7.7% decrease in population. A table showing the various category breakdowns from the formula is available in Appendix B.

Operating and Capital Budget. The following is a five year projection.

PARATRANSIT FIVE YEAR OPERATING BUDGET

	<u>FY'93</u>	<u>FY'94</u>	<u>FY'95</u>	<u>FY'96</u>	<u>FY'97</u>
Operating Contract	\$156,000	\$160,460	\$241,080	\$249,520	\$258,250
Percent Change	-	+ 3.5%	+ 49.0%	+ 3.5%	+ 3.5%

PARATRANSIT FIVE YEAR CAPITAL BUDGET

	<u>FY'93</u>	<u>FY'94</u>	<u>FY'95</u>	<u>FY'96</u>	<u>FY'97</u>
Capital	-0-	\$200,000	\$90,000	-0-	-0-

Other Information on Paratransit Service. The Davenport Transit System will ensure that all information on service for both fixed route and paratransit routes is made available to the public in accessible formats. In addition, Davenport CitiBus will ensure that proper coordination efforts are made with Bettendorf Transit and RICMTD to alleviate inconvenience when transferring from one paratransit system to another. However, full coordination will not be possible until both Bettendorf and RICMTD operate a fully compliant ADA paratransit system.

ROCK ISLAND COUNTY METROPOLITAN MASS TRANSIT DISTRICT

Overview

The Rock Island County Metropolitan Mass Transit District (RICMMTD) does not presently operate a paratransit service. Therefore, RICMMTD will be implementing a new paratransit service. RICMMTD's paratransit service will consist of a contractual arrangement with a qualified agency to provide the necessary ADA paratransit service. The following sections describe RICMMTD's planned paratransit service in relation to the service criteria outlined by the ADA. Relevant information such as a timetable for implementation of the service, demand estimation, and a five year budget have also been included in this section of the plan.

Description of Paratransit Service

Service Area - RICMMTD will offer their ADA specialized paratransit transportation service to certified ADA paratransit eligible persons who reside within 3/4 of a mile of one the District's fixed routes and are within the operational service area. For those individuals who reside outside the operational service area, please see Section VIII, Coordination Efforts, subsection entitled Reciprocal Services Agreement.

Hours and Days of Service - RICMMTD will contract paratransit service for the same hours of service as the fixed route system. However, this will not be achieved immediately. Initially, RICMMTD is planning on operating one vehicle from 7:00 a.m. to 6:00 p.m. Monday through Friday and 7:00 a.m. to 5:00 p.m. on Saturday. The second vehicle will run 10:00 a.m. to 2:00 p.m. Monday through Saturday.

Fares - The fare for RICMMTD'S paratransit service will be \$1.20 for certified disabled riders. Personal attendants for disabled passengers will ride free-of-charge. However, for the first year of service, the fare for one-way trips shall be set at \$2.00. Should the general fare for fixed route service increase, the fare for paratransit will also be increased. However, at no time past full compliance shall the fare for disabled riders be more than twice the base fare for the fixed routes.

Scheduled Pick-Up Time - RICMMTD will guarantee a scheduled pick-up time within one hour of the requested pick-up time.

Reservations - RICMMTD will develop a combination of live operator and/or recording device system to receive reservations. This system will be available 8:00 a.m. to 5:00 p.m. six days a week, the exception being Saturdays and on days when no service is scheduled the next day.

Trip Priority and Capacity Constraints. RICMMD'S new ADA paratransit service shall have no trip priorities nor capacity constraints. However, since RICMMD'S paratransit service is new and projecting capacity is difficult, RICMMD will not guarantee that some capacity constraints may not evolve in the initial years of implementation. But, RICMMD will guarantee that capacity constraints will not exist past the required implementation period.

Disabled Eligibility - A new coordinated eligibility process for the Quad Cities has been developed. For specifics on the eligibility process, please see Section VI, Eligibility Requirements for Quad Cities ADA Paratransit.

Timetable for Implementation. Although the above described paratransit service is the final goal of RICMMD, it will take some time to reach ADA compliance since RICMMD at present does not offer any paratransit service. The following is a projected implementation timetable for RICMMD'S paratransit service.

MONTH	YEAR	GOAL
July	1992	Request for Proposal submitted to Board of Trustees and distributed to carriers; approve ADA Paratransit Plan.
August	1992	Request for Proposals received and reviewed.
September	1992	Bids for service let.
December	1992	Paratransit service implemented with riders paying a fare of \$2.00 per trip.
June	1993	Six month review of service.
July	1993	Second year of service begins with riders paying a no more than twice base fare; update ADA Paratransit Plan.
June	1994	Annual review and adjustment of service if necessary.
July	1994	Update ADA Paratransit Plan.
June	1995	Hours of service increased to equivalent fixed route levels; annual review and adjustment of service; projected date of full compliance with ADA paratransit requirements.
July	1995	Update ADA Paratransit Plan.

Demand Estimation and Methodology. Using the prescribed methodology in the ADA Paratransit Handbook for demand estimation, RICMMD was able to make and estimate the population of eligible riders for paratransit. Using the formula contained in the ADA Paratransit Handbook, RICMMD would have had an estimate of 1,468 ADA eligible paratransit riders in Categories 1 and 3. Since RICMMD operates a lift-equipped fixed route fleet of vehicles, Category 2 populations will not impact RICMMD's paratransit system. A table showing the various category divisions from the demand estimation formula is available in Appendix B.

The ADA Paratransit Handbook formula utilizes 1980 Census population figures. However, RICMMD's service area experienced some significant population losses in the 1980's. As such, revised estimation projections have been made, based on the percentage of population decline in each of the areas RICMMD services. Using the revised figures, RICMMD has an estimate of 970 ADA eligible paratransit riders in CATEGORIES 1 and 3.

Operating and Capital Budget. The following table is a five year projection of operating costs for RICMMD's service, based on a three passengers per hour basis. No capital budget has been provided, since RICMMD will be preparing a Request for Proposal (RFP) for its paratransit service. Therefore, all related capital expenses will be addressed in the RFP.

RICMMD TRANSIT SYSTEM
FIVE YEAR PARATRANSIT OPERATING BUDGET

YEAR	NUMBER OF HOURS	ESTIMATED COST PER HOUR (INCLUDING CAPITAL)	TOTAL COST
FY'93	2,562	\$18.15	\$ 46,500
FY'94	4,382	\$18.15	\$ 79,533
FY'95	6,416	\$18.15	\$116,458
FY'96	6,416	\$19.06	\$122,289
FY'97	6,416	\$20.01	\$128,384

Other Information on Paratransit Service. RICMMD will ensure that its agency will meet all relevant ADA requirements not previously mentioned. RICMMD will also ensure that all information on service for both fixed route and paratransit routes is made available to the public in accessible formats. In addition, RICMMD will ensure that proper coordination efforts are made with Davenport CitiBus and the Bettendorf Transit System to alleviate inconvenience when transferring from one paratransit system to the other.

SECTION VI
ELIGIBILITY PROCESS

VI. ELIGIBILITY PROCESS

1. APPLICATION

Individuals wishing to become certified as ADA paratransit eligible will need to apply to their respective transit systems. The application form is to be completed by the individual, a relative of the individual, or an assigned case worker for the individual. The completed and signed form is to be returned to the transit system for processing.

2. CERTIFICATION PROCESS

Each transit system shall have an appointed individual or individuals to review applications for eligibility. The persons reviewing the applications will attempt to reach a decision on eligibility, based upon information contained within the form. If there is not enough information to make a decision, the reviewer will contact the individual concerning gathering additional information for processing. If, after getting additional information the reviewer still cannot make an approval of eligibility, the request will be denied.

Once a decision has been made, the individual will be notified by mail. If the individual has been approved for paratransit, a certification card and information about renewal periods will be enclosed. In addition, any restrictions or limitations placed on the eligibility will also be included in the letter and on the certification card. If certification has been denied, a letter explaining the reasons for denial and an explanation of the appeals process will be enclosed.

Action on an application for eligibility shall not take more than twenty-one (21) days from the receipt of the application. If the process should take longer than twenty-one (21) days, the individual applicant shall become paratransit eligible until a decision has been reached.

3. APPEALS PROCEDURE

Individuals who have been denied certification as paratransit eligible may file an appeal of the decision within sixty (60) days of notice of a denial. The transit system which made the denial shall receive written notice from the individual or his/her representative that they wish to file an appeal.

The transit systems will conduct their own reviews of appeals. Each transit system will ensure that a majority of the individuals reviewing the appeal were not associated with the initial denial of eligibility. The transit systems may request some guidance from disabled organizations and individuals when considering an appeal. Individuals filing an appeal shall be given the opportunity to present any new or additional information to support their appeal. The transit systems shall make a decision concerning the appeal within twenty-one (21) days from the submitted appeal or the individual shall become eligible for paratransit service until a decision is reached.

4. SERVICE BY OTHER FIXED ROUTE PROVIDERS

The three Quad Cities transit systems have agreed to honor each others certification for paratransit. Therefore, certification by one transit system will entitle an individual to be certified for paratransit with all other Quad Cities public transit systems. However, all restrictions on eligibility for paratransit will apply to a neighboring transit system's paratransit as well.

5. RE-CERTIFICATION PROCESS

All certified paratransit individuals will need to recertify their eligibility every three (3) years. Therefore, all identification cards issued by the transit systems shall have an expiration date at a maximum of three (3) years after the date of issue. The transit systems may suspend paratransit service, however, not until the individual has been given due process of a written notification and a hearing.

9. PERSONAL CARE ATTENDANT/RIDING COMPANION

Individuals eligible for paratransit are entitled to have a personal care attendant ride free. It will be the responsibility of the individual to justify on their application that a personal care attendant is needed.

The public transit systems of the Quad Cities will allow paratransit eligible individuals to have a riding companion on a "space available" basis. Each eligible rider will be entitled to have one (1) non-personal care attendant ride with them to their destination, if there is space available on the vehicle. The riding companion will pay full fare for the trip and is not guaranteed a ride should the vehicle reach capacity.

SECTION VII
PUBLIC PARTICIPATION

VII. PUBLIC PARTICIPATION

Bettendorf City Transit, Davenport CitiBus, and the Rock Island County Metropolitan Mass Transit District worked together to involve as much of the public as possible in the planning process for this plan. Since the three systems were committed to submitting a joint plan, they worked together to help encourage individuals with disabilities, organizations representing individuals with disabilities, and members of the general public interested in specialized transit to take a part in the process of this plan's development. The following is a summary of a majority of their efforts.

Outreach Effort

The three transit systems utilized many varied opportunities to outreach about the plan development to as many individuals as possible. Outreach efforts were initiated early to ensure that public participation was encouraged from the beginning phases of plan development. Initial public outreach was addressed through several public input meetings. Notices concerning these meetings were mailed to agencies and organizations representing the disabled, as well as to all the members listed on the Bi-State Elderly and Disabled Advisory Committee mailing list.

The Rock Island County Metropolitan Mass Transit District held a series of public input meetings in the various communities and townships where RICMMD operates. (A copy of a memorandum and a listing of the dates and times of RICMMD'S meetings may be located in Appendix C.) Davenport CitiBus and Bettendorf City Transit held two joint public input meetings on December 5, 1991. (A summary of what transpired at those meetings is available in Appendix C.) The purpose of these public input meetings was to make the public aware of the ADA requirements for fixed route transit systems, to invite the public to participate in the development and implementation of a joint paratransit plan for the Quad Cities, and to encourage members of the public to voice their support to local officials about future needs of the transit systems resulting from the passage of the ADA. In addition, Davenport CitiBus and the Bettendorf Transit held a public input meeting on March 12, 1992. The purpose of this later meeting was to provide an update to the public on the plan's development and to encourage individuals who were not participating in the process a chance to voice their opinions.

Another outreach effort was initiated by the transit systems and the Bi-State Regional Commission. This outreach effort involved preparing a mailing list of all known Quad City organizations which deal with some type of disability. By having a comprehensive list of organizations for the disabled, the three

transit systems anticipated that information regarding future meetings could be distributed to a much wider population base in the future. In addition, the mailing list provided the transit systems with a channel to reach members of the disabled community indirectly for consultation on the plan development.

Consultation With the Disabled

One of the emphasis areas in rules regarding a paratransit plan development concerned the consultation of members and organizations of the disabled community. The transit systems set a goal to involve these individuals in the planning process early, since they or members of their organizations would ultimately be the potential users of any paratransit service. To accommodate this goal, the transit systems worked with a local independent living center to help establish a committee to assist with the development of the plan. Membership on this committee was open to any individual with a disability, organizations or agencies representing the disabled, and to citizens concerned about transportation needs of the disabled community. With assistance of the Illinois-Iowa Independent Living Center, the committee held its first organizational meeting on January 9, 1992. Since its initial meeting, the committee has been meeting every two weeks to comment on the transit system's development of the plan. (Committee's meeting announcements have been enclosed in Appendix C.)

Opportunity for Public Comment on the Plan

All three transit systems have made the paratransit plan available for a public comment period. Copies of the plan in accessible formats were made available for those individuals wanting to comment on the plan.

Public Hearings

The Bettendorf Transit System, Davenport CitiBus, and the Rock Island County Metropolitan Mass Transit District each held a public hearing on their portion of the joint Paratransit Plan. Copies of the official public notices sent for publication to the local media have been enclosed in Appendix C.

Summary of Public Comment Period

The public hearings and preceding public comment period brought about some suggestions for changes in the Paratransit Plan. Comments received that impacted all three systems related to the ADA Paratransit Eligibility Form drafted cooperatively by all three systems. Several disabled commentors requested that a section of the form be removed. The three transit systems all agreed to the suggestions, and the changes were incorporated into the new form.

Regarding individual comments about each system's proposal, Bettendorf Transit and Davenport CitiBus received only minimal comments from the public. Of the few comments which were received, the transit systems were able to provide satisfactory responses to the individuals who commented.

The Rock Island County Metropolitan Mass Transit District received the most comments. Several commentors provided written and verbal comments as to why they felt RICMMTD's portion of the plan was unacceptable. Copies of two of the letters received by RICMMTD and RICMMTD's response to those letters have been included on the following pages. As a result of the statements received during the public comment period, RICMMTD's public hearing and a specially convened meeting of RICMMTD's Board, RICMMTD altered their original para-transit proposal. Instead of providing the subsidized cab service addressed by commentors, RICMMTD altered their proposal to the one now described in Section V. The persons who commented appreciated RICMMTD's sensitivity to their testimony, and an overwhelming majority of the commentors felt their concerns had been resolved by the District.

TO: RICMMTD PARATRANSIT PLAN PUBLIC HEARING

DATE: June 17, 1992

FROM: Jim Powell, Member, Disabled Paratransit Advisory Council;
Coordinator, Quad Cities Polio Survivors Support Group;
Disabled Rock Island County Resident

RE: Objections To RICMMTD Proposed Paratransit Plan

You are to be commended for having 100% of your fixed route busses lift equipped. Now we desperately need to address the needs of the disabled community that you should serve who cannot use these fixed routes.

There seems to be a pattern of foot-dragging by RICMMTD in establishing a comprehensive and workable plan for paratransit and compliance with the ADA. Please allow me to outline the indicating factors:

- I. RICMMTD's slow ADA compliance schedule for fixed routes
 - A. 1992 & 1993 - 21%
 - B. 1994 - 1996 - 56%
 - C. 1997 - only 72% with five years of ADA under our belts
(Davenport will be in 100% compliance by 1994, Bettendorf by 1996)
- II. No paratransit system of any kind in place in the enlightened 1990's
- III. Only three months notice for the taxicab companies to purchase vehicles & train drivers after contracts awarded.
- IV. Scheduled ADA Paratransit compliance will not be completed until January, 1997 (4 1/2 years), while Davenport will be completed by August, 1993, & Bettendorf by July, 1994 (2 years)
- V. Not willing to set-up own paratransit, but putting the burden of start-up costs on taxicab companies
- VI. Putting an undue burden on disabled consumers with high fares in the first four years

The above stated pattern shows that RICMMTD does not have the best interests of the disabled community of Rock Island County in mind with this proposal. RICMMTD has done lip service to the community by participating in the meetings with the Disabled Paratransit Advisory Council, but then not asking for our input on this plan until it was sprung on us at a meeting May 21, 1992. Our input was for naught! As an advisory council representing many varied disabilities, our ideas were not considered, our needs were not addressed. The plan was presented to our council by RICMMTD Assistant Manager, Ms. Tracy Bray, with erroneous facts and figures that were corrected in a newspaper article the next day, making those who had objected at the meeting look very foolish, not to mention the egg on the face of RICMMTD for not having their act together. The plan in written form was not readily available to the Advisory Council, let alone the disabled consumer. Bi-State is in a building that does not have accessible

handicap parking, and when I came to RICMMTD offices, I was told that I could look at the plan in the office, but not take it with me. After much persistence, I was given a copy to take home and study. The paratransit plan states that public participation was used in it's writing, but this is NOT THE CASE! Who are you trying to dupe?

Proposing to push this paratransit plan off on the taxicab companies is irresponsible. The cab companies are struggling now to stay solvent, how are they going to be able to afford to purchase \$20,000.00 to \$25,000.00 vans, train drivers, and secure appropriate insurance without any financial assistance? The timetable of cab compliance is also unrealistic.

The fare schedule is also a problem for disabled riders, many of whom are on low, fixed incomes. The first year a short \$10.00 trip will cost them \$4.00 each way for an overwhelming total of \$8.00. Many disabled will not be able to afford these high prices. The fare from my home in Silvis to Franciscan Medical Center in Rock Island, for a doctor's appointment is currently \$14.25 + .25 for a PCA, 40% will be \$5.70, one way; that is \$11.40 round-trip. The fares in Davenport and Bettendorf will be \$1.00--this is affordable! It will be December 1, 1996, before the RICMMTD fares will be \$1.20. We taxpayers of Rock Island County are paying for mass transit and now you want the disabled taxpayers to pay high taxicab fares--this is a burden that should not exist.

There are many issues that are not addressed in this plan that could be of dramatic proportions to the disabled. Some of these issues are:

1. Who is going to assure compliance of the rules by the taxicabs? Full fare customers vs. subsidized customers--Not overcharging (i.e., taking longer routes than necessary, correct computation of percent of fares when dealing with the elderly or the mentally impaired).
2. Not knowing the fare cost before the trip is taken.
3. Will drivers be adequately trained in boarding, de-boarding, tie-downs, and dealing with the disabled--cab drivers have no experience or expertise in this discipline.
4. Who will constantly monitor providers for adequate insurance coverage after their initial proposal is accepted-- will RICMMTD be notified of cancellation of insurance?
5. Do cab dispatchers know how to deal with the disabled?
6. Will dispatchers have TDD devices and know how to use them?
7. Will there be a higher fare schedule set-up for this new service as opposed to the current fares--higher fares means the 40% will be higher. What about frequent fare raises during the initial four year period? Are there limitations built in?
8. How will taxicabs provide rider information in all accessible formats--Braille, audio tape, large print?
9. Will providers try to put the disabled in conventional vehicles to save costs at the expense of comfort and convenience of the disabled?
10. What is the complaint process for violations & problems--who will mediate disputes? Who will handle problem riders?
1. How often will providers be reimbursed--will there be a beaurocratic back-log that would cause providers to refuse service? (e.g. Medicare & Medicaid patients denied services)
2. How many vans are planned to cover the service area? What if not enough interest is shown by providers, thereby

limited service would be available?

13. If there is no room for a Personal Care Attendant, the disabled rider will not receive service--who will monitor if this is a valid situation?
14. How much of Rock Island County is 3/4 of a mile from a fixed route--how many people will fall through this crack?
15. Will there be adequate liability insurance to cover damage to high-cost disabled equipment that could be damaged in an accident or when boarding & de-boarding? This high-cost equipment is the lifeline of the disabled.

I feel all of these issues and many more need to be addressed so that the disabled community can be assured appropriate paratransit service is available at a REASONABLE COST. When will we be informed of adequate answers to our questions? Will the Advisory Council have any input into these concerns?

ELEGIBILITY CONDITIONS WORDING CHANGES SUGGESTED:

Unconditional--the last three words should be dropped (for any trips.) People with certain types of disabilities do not know 24 hours in advance if they will be able to use fixed routes. The current wording would lump them into the Conditional Eligibility category when not appropriate. Also, weather conditions that would make it impossible to use the fixed route cannot be known 24 hours in advance.

In conclusion, this plan has so many unanswered questions, so many loop-holes, so many problems, that I feel it should be scrapped and a new, comprehensive plan put forth with the help of the Advisory Council, all of whom deal with either their own disabilities or those of others on a daily basis. Ignoring our insights is nothing short of a dictatorship of able-bodied people forcing their ideas and restrictive rules on the disabled who already have enough battles to fight just dealing with everyday living issues. I charge RICMMTD to bring the paratransit plan in-house and take care of the business that our tax dollars already pay for. An alternative would be to contract with an established paratransit provider, such as Great River Bend, who has a track record of meeting these specialized needs at an affordable cost. Why go through all of this hassle when we have competent, caring, affordable paratransit right here in our own backyard of the Quad Cities. This proposed plan will nothing more than headaches for RICMMTD, the disabled riders, and the County of Rock Island.

Thank you for your consideration of my many concerns, and I hope that you realize the frustration of being a disabled consumer who lives by the rules set-up by able-bodied people. We have an Advisory Council who understands disabled issues--please consult us, we really are friendly and have the best interests of everyone in mind.

Thank You,



Jim Powell

metro **LINK**

June 21, 1992

Mr. Jim Powell, Coordinator
Quad Cities Polio Survivors Support Group
1613 12th Street
Silvis, Illinois 61282

Dear Mr. Powell:

Please consider this letter as a response to your comments and questions as presented to the Metro Link Board of Trustees at the Public Hearings held in reference to the American's With Disabilities Act on June 17, 1992.

RE: Compliance Timetable

As mentioned at the Public Hearing, in 1978 Metro Link made a commitment to a fully lift-accessible fleet of buses. Every bus purchased since that time has been lift equipped, with full accessibility occurring in 1991. Of this fact, we are proud. Many other systems in the country did not implement a similar plan. For this we can thank our Board of Trustees for such foresight. In making this commitment, a focus for paratransit provision did not exist. As with fixed route accessibility, implementation takes time, as well as revenue. We all are well acquainted with the fact that new revenue sources were not offered by our government to assist with operating development and implementation.

RE: No paratransit system of any kind will be in place in the 1990's.

The Metro Link plan will place the system into full compliance within the period defined.

RE: Taxicab notice is insufficient.

Requests for Qualifications are currently being developed for those wishing to bid on service. Training and vehicle qualifications will be included in the RFQ. It is our belief that there will be entities bidding who will meet the RFQ.

RE: Davenport and Bettendorf compliance is more rapid.

This is true. However, Davenport and Bettendorf have delivered paratransit for a number of years. Their initial budget strain is not as all-encompassing as is Metro Link's in that Metro Link's paratransit system is in infancy stages as compared to the more mature systems.

Rock Island County Metropolitan Mass Transit District

2929 5th Avenue, Rock Island, IL 61201 (309) 788-3360

page two

RE: Burden of start-up costs for taxi companies, and placing responsibility on taxi companies.

We prefer to recognize a wonderful opportunity for the promotion of the private sector, a marriage of which the federal government encourages us to employ in our practices.

RE: Fare structure.

We regret that introductory rider costs may be higher than double the fixed route service. As Metro Link progresses throughout the five year implementation, rider costs will be reduced. The RFQ will address the issue of fare increases.

RE: Public Participation

In November of 1991 Metro Link held a series of public meetings concerning paratransit provision. They occurred in accessible locations in every town in our service area. Metro Link published notice of Public Hearings within a thirty-day timeline. Upon completing the plan, copies were immediately sent to Bi-State and the Illinois/Iowa Independent Living Center. It was our assumption that the proposed plan would be distributed and reviewed. We anticipated receiving feedback.

RE: Metro Link's presentation of the plan.

Metro Link apologizes for any misinformation which may have occurred.

RE: Plan availability.

The plan was made available by Metro Link to consumers within 24 hours of receiving it from Bi-State. At Metro Link's front desk, the plan was available in standard written form, large print, Braille, and on audio cassette. All front desk personnel and Dispatchers were advised of such in advance, in writing. In checking with the front desk personnel, you were the first person to request taking a plan with you. This was something we had not addressed in advance. Our concern in distributing plans outside of the office was one of equibality in that only one Braille copy was available due to a Braille paper shortage at the IILC. This was quickly remedied and we apologize for any inconvenience we may have caused you.

RE: Who will assure cab company compliance, training issues, dispatching quality, complaints, disputes, etc..

Ultimately, the Metro Link Board of Trustees will be responsible. On a daily basis, a new position of "Paratransit Coordinator" is being proposed to the Board. This responsibility would fall in this employee's arena.

page three

RE: Fare costs in advance.

Companies should be able to estimate costs in advance for riders calling on the telephone/TDD.

RE: TDD's

Yes, we will have a TDD.

RE: Provision of rider information in accessible formats.

As for all businesses this is a challenge for us system-wide. Metro Link plans on developing a brochure explaining the service as well as seeing that it is available in accessible format in a variety of locations, not limited to taxi personnel.

RE: Providers placing persons with disabilities in conventional vehicles.

As questioned, Metro Link's intent is not to save costs at the expense of comfort and convenience of persons with disabilities. Employee training will be addressed in the RFQ. With proper training dispatchers should be acquainted with individual disabilities, and thereby avoid mismatching rider to vehicle. The RFQ will specify vehicle requirements. Clearly, local cab companies are not yet using accessible vehicles. Cost is a key factor. Additionally, the ADA is a fairly new mandate. Implementation will take time.

RE: How often will providers be reimbursed.

Providers will collect a fare percentage. Metro Link will receive the fare percentage from the provider releasing payment in full monthly.

RE: How many vehicles are planned to cover the service area.

Estimates vary greatly from source to source on this issue. Fact is, we do not know for certain how many we may need.

RE: Providers limiting service should ridership be initially low.

Should this occur, although it is not anticipated, the Board of Trustees would examine the provider in question's current acceptability in contrast to their initial application through the RFQ process.

RE: Personal Care Attendants

Our intent is to treat PCA's as mandated by the ADA.

RE: The 3/4 Mile Issue

Every effort will be made to transport those in the prescribed service area.

page four

RE: Type of insurance.

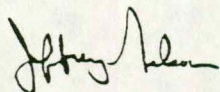
Insurance will be addressed in the RFQ. The type referred to in your communication should be covered under general liability.

RE: Established paratransit providers.

At the request of the Board of Trustees, Metro Link is in the process of providing them with further information about cab subsidy service as well as existing paratransit providers. This information will be reported at the Adjourned Meeting of the Board of Trustees on June 25, 1992, 1:30 p.m. in the Conference Room at Metro Link. We hope you will be able to attend.

Your concerns are appreciated as is your time in constructing and sharing them. Metro Link strives to deliver safe and reliable service to our community. We intend to see the immediate transfer of these qualities to the paratransit system.

Sincerely,



Jeffrey Nelson,
General Manager

JN:tlb

cc: Lawrence Lorensen, Chair
Board of Trustees

TO: Board of Trustees; Rock Island County Metropolitan Mass
Transit District
FROM: Mike Hoenig; Director of Programs, Illinois/Iowa
Independent Living Center
DATE: June 17, 1992
RE: ADA Paratransit Plan

Section VII, pages 33-34, emphasizes the opportunity for participation and input by persons with disabilities. Much time was spent in making the point of seeking the input of persons with disabilities from the beginning of the process, including the formation of the Disabled Transit Advisory Council. Though these statements are true, the section is completely misleading because it fails to include the most substantive information: that the DTAC and/or other persons with disabilities had absolutely no idea about, nor input into RICMMD'S plan which was unveiled to the Committee at its May 21 meeting. Therefore, the entire section is a misrepresentation of fact, and must be changed to present accurate information before being submitted to UMTA.

RICMMD'S plan outlined in Section V is not, in its present form, possible to implement. Because no input was obtained from persons with disabilities, the District apparently did not realize how unreliable cab service is in the community at this time, and that few, if any, are accessible to the majority of persons who would use the service. The comment concerning unreliability is not subjective, but rather based upon comments from many consumers throughout the community, as well as my own personal experience.

RICMMD'S Director has indicated to me that the District will ensure accountability, accessibility, and disability sensitivity among its paratransit carriers. Yet, it immediately voids itself of a great portion of this responsibility, when it states, in its of paratransit service "Service Area" section, page 26: "RICMMD will not provide the carriers with any insurance, maintenance, or driver training. All of these areas will be the responsibility of the carriers---." The statement concerning training is particularly disheartening, when one considers that the District received disability sensitivity training within the past year.

Fare structure, discussed on page 27, is a detriment to building a quality paratransit system. To provide you with a true-to-life example, I would spend approximately \$8 per day in Illinois alone on paratransit, traveling from my home at 2104 18th Avenue, Moline, to the drop-off point in Rock Island. Though I am employed, I find this cost-prohibitive. Persons on a fixed income may find that using paratransit under this system is a financial impossibility. The plan talks of a steady decrease in financial responsibility to the consumer over the coming five years, but what it does not address is the high likelihood that the District will, after its annual plan review, be able to make a very good case for low usage of the service. This is

especially true since, in the District's case, no previous paratransit has been provided, and it is attempting to create an entirely new program, to which potential consumers are not accustomed.

The Reservations section on page 27 appears to be a complete contradiction to information provided to me at a May 27 meeting with Mr. Nelson. At that time, he indicated that the District hoped to implement a centralized number which paratransit users could call to arrange trips. Yet, nothing to reflect this appears in the plan. The plan also does not contain any information about how paratransit users are to schedule pick-up times, to return to their homes from the destination to which they were taken. The plan does call for paratransit users to contact individual carriers, and further states that TCFS does no dispatching of participants and carriers. Further, it is very idealistic to assume that if one carrier is filled to capacity, "other carriers will be available for use by the disabled" as stated in the "Trip Priority and Capacity Constraints" section on page 27.

Section VI, No. 9 (bottom of page 32) discusses personal care attendants (PCA'S.) The transit providers are to be commended for their recognition of the necessity for PCA'S to ride free of charge. However, the provisions for "riding companions" are not adequate. The plan calls for "riding companions" to pay full fare, and permits them to ride only on a space available basis. Persons with a wide variety of disabilities may require such companions to ensure successful completion of a trip. They should not be penalized for this requirement.

On pages 36 and 37, you will find an Agreement of Reciprocal Services between the three transit systems. Under the proposed system, precise service coordination will need to occur between RICMMD and the Iowa systems, to allow for efficient and safe transfer of paratransit users crossing state lines. If such coordination fails to occur, passengers will be left stranded while waiting for a cab at the Rock Island transfer point, with the potential of being exposed to weather conditions which paratransit service is intended to allow the user to avoid.

The Transit Disability Certification Form poses an additional area of concern. It can be found near the bottom of the form, and pertains to persons completing the eligibility form on behalf of a potential paratransit user. The form allows for such a person to authorize, on behalf of the potential user, the transit systems to verify the applicant's disability claim. This allows for sharing of information that is not permitted by the applicant with a disability. This section should be removed, and the statement found immediately above it should reflect that the form must be signed either by the applicant or legal guardian. Finally, the Plan does not address, in any section, the responsibility that the carriers have in assisting the paratransit user in boarding, de-boarding, or final arrival at

the destination. This area should be covered in the Description of Service" section.

I am very much aware, based on my May 27 meeting with Mr. Nelson, of the high costs associated with putting a fully functional paratransit system on the street immediately. He also pointed out the costs of hiring drivers to merely sit in the garage waiting for a paratransit trip. These are very valid concerns, ones which can be avoided through creative planning.

I have been made aware that the District already has one van which is accessible. It would appear that RICMTD could purchase other such vehicles gradually over the next few years, and combine this fleet with a contractual arrangement with another carrier which already possesses accessible vehicles. Since RICMTD already employs an "extra board" service, it would seem logical that this pool could be utilized, especially since the plan calls for a paratransit user to make reservations one day in advance.

I hope that the Board of Trustees will closely consider the information I have provided, and modify those sections of the Plan which do not give accurate representation of consumer input, and do not allow for development of a quality paratransit system within the Illinois Quad Cities.

Theresa Henry

metro **LINK**

June 21, 1992

Mr. Mike Hoenig, Director of Programs
Illinois/Iowa Independent Living Center
736 Federal Street
Davenport, IA 52803

Dear Mr. Hoenig:

Please consider this as a response to concerns and questions you posed during the Metro Link's Public Hearing regarding paratransit provisions.

Re: Public Participation

Metro Link published notice of Public Hearings within a thirty-day timeline. Upon completing the plan, copies were immediately sent to IILC's Executive Director, as well as to Bi-State. It was our assumption that the proposed plan would be distributed and reviewed. We anticipated receiving feedback.

Metro Link did participate in the DTAC meetings which generally addressed the eligibility requirements. Early in that process all of the transit managers briefed the group on deadlines. We are appreciative of the significant amount of work rendered on those requirements in a relatively short period of time.

RE: Accountability, Accessibility and Sensitivity Training

Metro Link is in the process of developing Request for Qualifications for those who wish to bid on service provision. All of these issues will be addressed, and carriers held accountable for compliance.

RE: Cost to Rider

We regret that introductory rider costs may be higher than double the fixed route service. As Metro Link progresses throughout the five-year implementation, rider costs will be reduced. As you are well aware, the federal government offered no financial assistance toward the operational costs of implementing or delivering paratransit service.

RE: Low service useage in early years of implementation.

Your point is well-taken. It brings to our attention the necessity to incorporate your concern of community and agency surveying into the review schemata.

Rock Island County Metropolitan Mass Transit District

2929 5th Avenue, Rock Island, IL 61201 (309) 788-3360

page two

RE: Reservations and Dispatching

In anticipation of ADA requirements Metro Link purchased a computerized dispatch package several years ago. The upgrade package and related equipment will cost the District over \$40,000. Additional staff will need to be hired and trained. During the first year of service, implementation of this will not be possible. Our plan will be modified to demonstrate our intent in year two and beyond.

RE: Personal Care Attendants

Our intent is to treat PCA's as mandated by the ADA.

RE: Transferring in Rock Island, Illinois

Currently a the construction of a new shelter is being examined for downtown Rock Island. It would naturally meet the Accessibility Board's criteria. In the design process, your concerns will be examined. Prior to this shelter's existence the computerized dispatch should help to alleviate unnecessary delays. ;.

RE: Confidentiality of Certification Form

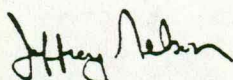
Your concern is so noted, and has been referred to our legal council for opinion.

RE: Boarding, De-boarding, and Final Arrival Assistance

These issues will be addressed in the RFQ as previously referred to.

Your concerns are appreciated as is your time in constructing and sharing them. Metro Link strives to deliver safe and reliable service to our community. We intend to see the immediate transfer of these qualities to the paratransit system.

Sincerely,



Jeffrey Nelson,
General Manager

JN:TLB

cc: Lawrence Lorensen, Chair
Board of Trustees

SECTION VIII
COORDINATION EFFORTS

VIII. COORDINATION EFFORTS

Local officials of the Quad Cities agreed that, because of the unique nature of the Quad Cities, the three transit systems were requested to coordinate with each other for their provisions of paratransit. The transit systems have managed to coordinate a large number of their efforts together and the result has been this coordinated plan for the Quad Cities. The following is a description of those areas where coordination between the three systems either has or will take place.

Eligibility Process

Bettendorf Transit System, Davenport CitiBus, and the Rock Island County Metropolitan Mass Transit District all agreed that, since the Quad Cities area is contiguous, three separate eligibility determination processes would produce a burden on paratransit riders. In addition, the systems realized it would be complicated for ADA eligible passengers in one system to be required to apply for eligibility from the other two providers if they wanted to cross over into those system's service area. The three systems chose to coordinate their efforts in two key areas to help overcome these problems. Those two areas were: eligibility process and eligibility certification.

The three systems agreed to adopt a uniform eligibility process for paratransit. Although each system reviews its own applications, the same form, criteria for approval or denial, and the appeals process used by all three systems is the same. Several local disabled organizations and the Transit Disabled Advisory Committee gave their full support of the efforts by the three systems to coordinate the process.

Eligibility Certification

The three transit systems have agreed to honor each others paratransit certification. This means that once an individual is certified paratransit eligible by one of the Quad Cities systems, they are certified paratransit eligible for the other two. What this agreement means to the paratransit consumer is that they will have the freedom to ride on all three paratransit systems, once they have been certified by one, past the twenty-one (21) day deadline established within the regulations.

Reciprocal Services Agreement

Following is the agreement of reciprocal services between the Bettendorf Transit System, Davenport CitiBus, and the Rock Island County Metropolitan Mass Transit District:

AN AGREEMENT OF RECIPROCAL SERVICES
BETWEEN THE BETTENDORF TRANSIT SYSTEM, DAVENPORT CITIBUS,
AND THE ROCK ISLAND COUNTY METROPOLITAN MASS TRANSIT DISTRICT

This agreement states the service parameters, terms, and conditions under which the three Quad Cities transit providers will ensure that ADA paratransit service is being provided for those service corridors outside of each systems municipal boundaries or legal jurisdiction.

A. DUCK CREEK PLAZA

1. The Bettendorf Transit System shall accept all transfers from Davenport's paratransit system traveling into the City of Bettendorf. Likewise, Davenport CitiBus shall accept all riders from the Bettendorf Transit System's paratransit vehicle traveling into the City of Davenport.
2. Davenport CitiBus shall be responsible for taking those individuals who reside within the corporate boundaries of the City of Davenport, are within three-quarters of a mile of a Bettendorf Transit System fixed route, and whose destination lies within the City of Bettendorf to the transfer point at Duck Creek Plaza. Likewise, the Bettendorf Transit System shall be responsible for taking those individuals who reside within the corporate boundaries of the City of Bettendorf, are within three-quarters of a mile of a Davenport CitiBus fixed route, and whose destination lies within the City of Davenport to the Duck Creek Plaza transfer point.
3. Coordination of the transfers shall be the responsibility of the contracted service providers for the two systems.
4. Paratransit individuals who reside in the City of Bettendorf, are within three-quarters of a mile of a Davenport fixed route, and are requesting paratransit service within the City of Bettendorf shall be the responsibility of Bettendorf Transit.
5. Paratransit individuals who reside in the City of Davenport, are within three-quarters of a mile of a Bettendorf fixed route, and are requesting paratransit service within Davenport shall be the responsibility of Davenport CitiBus.

B. ROCK ISLAND TRANSFER POINT

1. The Rock Island County Metropolitan Mass Transit District (RICMMD) shall accept all transfers from Davenport's paratransit system traveling into RICMMD'S service area. Likewise, Davenport CitiBus shall accept all paratransit transfers from RICMMD traveling into the City of Davenport.

2. Davenport CitiBus shall be responsible for taking those paratransit individuals who reside within the corporate boundaries of the City of Davenport, are within three-quarters of a mile of a RICMMD fixed route, and whose destination lies within RICMMD'S service area into the Rock Island transfer point. Likewise, RICMMD shall be responsible for taking those paratransit individuals who reside within the RICMMD service area, are within three-quarters of a mile of a Davenport CitiBus fixed route, and are whose destination lies within the City of Davenport to the Rock Island transfer point.
3. A listing of RICMMD'S service providers will be available at CitiBus, as well as from the CitiBus contract service provider's office. Passengers will be advised that they must follow the instructions provided by RICMMD to arrange their scheduled trip. The coordination of the transfer shall be the responsibility of Davenport's contract service provider and one of the approved providers of RICMMD'S paratransit service.
4. Paratransit individuals who reside in Illinois, are within three-quarters of a mile of a Davenport fixed route, and are requesting paratransit service within Illinois shall be the responsibility of RICMMD.
5. Paratransit individuals who reside in the City of Davenport, are within three-quarters of a mile of a RICMMD fixed route, and are requesting paratransit service within Davenport shall be the responsibility of Davenport CitiBus.

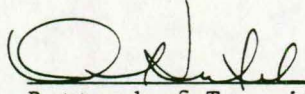
C. MOLINE TRANSFER POINT

1. The Rock Island County Metropolitan Mass Transit District (RICMMD) shall accept all transfers from Bettendorf's paratransit system traveling into RICMMD'S service area. Likewise, Bettendorf shall accept all transfers from RICMMD traveling into the City of Bettendorf.
2. The Bettendorf Transit System shall be responsible for taking those paratransit individuals who reside within the corporate boundaries of the City of Bettendorf, are within three-quarters of a mile of a RICMMD fixed route, and whose destination lies within RICMMD'S service area into the Moline transfer point. Likewise, RICMMD shall be responsible for taking those paratransit individuals who reside within the service corridor of RICMMD, are within three-quarters of a mile of a Bettendorf fixed route, and whose destination lies within the City of Bettendorf into the Moline transfer station.
3. A listing of RICMMD'S service providers will be available at Bettendorf Transit, as well as from Bettendorf's contract service provider's office. Passengers will be advised that they must follow the instructions provided by RICMMD to arrange their scheduled trip. The coordination of the transfer shall be the responsibility of Bettendorf's contract service provider and one of the approved providers of RICMMD'S paratransit service.

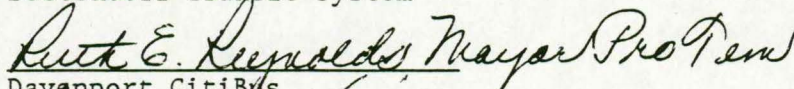
4. Paratransit individuals who reside in Illinois, are within three-quarters of a mile of a Bettendorf fixed route, and are requesting paratransit service within Illinois shall be the responsibility of RICMMTD.
5. Paratransit individuals who reside in the City of Bettendorf, are within three-quarters of a mile of a RICMMTD fixed route, and are requesting paratransit service within Bettendorf shall be the responsibility of the Bettendorf Transit System.

This agreement shall become retroactive with the approval of the Joint Paratransit Plan for the Quad Cities by the City of Davenport, the City of Bettendorf, and the Rock Island County Metropolitan Mass Transit District.

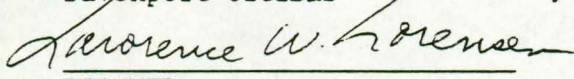
The signature designee shall sign on behalf of the representative transit system and shall commit the transit system to this agreement upon approval of the Joint Paratransit Plan for the Quad Cities by the transit system's governing body.


 Bettendorf Transit System

7/15/92
 Date


 Davenport CitiBus

7/15/92
 Date


 RICMMTD

7/15/92
 Date

SECTION IX

CERTIFICATIONS AND RESOLUTIONS

RESOLUTION NO. 92-02

RESOLUTION APPROVING THE AREA-WIDE
PARATRANSIT PLAN FOR COMPLIANCE WITH
THE AMERICAN'S WITH DISABILITIES ACT
(ADA)

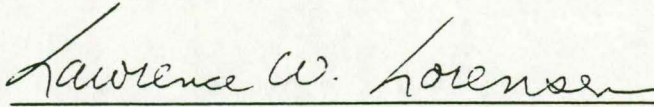
BE IT RESOLVED BY THE Board of Trustees OF THE Rock Island County Metropolitan Mass Transit District, that the Paratransit Plan (attached hereto) for compliance with the American's With Disabilities Act, be approved and adopted, and

BE IT FURTHER RESOLVED THAT the timetable of implementation as listed in the above-named plan be approved and adopted, and

BE IT FURTHER RESOLVED THAT the General Manager be authorized to execute said Plan on behalf of the Rock Island County Metropolitan Mass Transit District

BE IT FURTHER RESOLVED that the General Manager be directed to submit said executed Plan and timetable to the Federal Transit Administration before July 26, 1992, as required.

PASSED, APPROVED AND ADOPTED this 1st day of July, 1992.



Lawrence Lorensen, Chairman

RESOLUTION NO. 275-92

RESOLUTION APPROVING THE AREA-WIDE
PARATRANSIT PLAN FOR COMPLIANCE WITH
THE AMERICAN'S WITH DISABILITIES ACT
(ADA)


BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF BETTENDORF, IOWA, that the Paratransit Plan (attached hereto) for compliance with the American's with Disabilities Act, be approved and adopted, and

BE IT FURTHER RESOLVED THAT the timetable of implementation as listed in the above-named plan be approved and adopted, and

BE IT FURTHER RESOLVED THAT the Mayor and City Clerk be authorized to execute said Plan on behalf of the City of Bettendorf, and

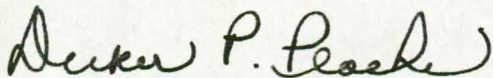
BE IT FURTHER RESOLVED that the Transit Division be directed to submit said executed Plan and timetable to the Federal Transit Administration before July 26, 1992, as required.

PASSED, APPROVED AND ADOPTED this 7th day of July, 1992.



Ann Hutchinson, Mayor

ATTEST:



Decker P. Ploehn
City Clerk

RESOLUTION NO.

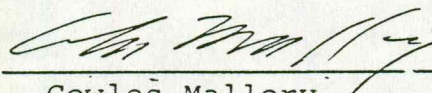
Resolution offered by Alderman Moritz

RESOLVED by the City Council of the City of Davenport.

Resolution approving the ADA complementary paratransit plan.

Attest:

Approved: ,



Cowles Mallory
City Clerk



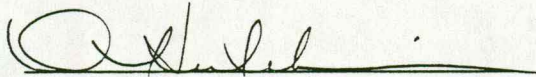
Ruth E. Reynolds
Mayor Pro Tem

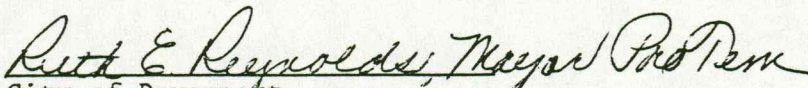
FEDERAL TRANSIT ADMINISTRATION
CERTIFICATION OF COMPLIANCE
WITH SECTION 37.137 PARAGRAPH A
OF FEDERAL REGISTER 49 CFR PART 37
SURVEY OF EXISTING SERVICES

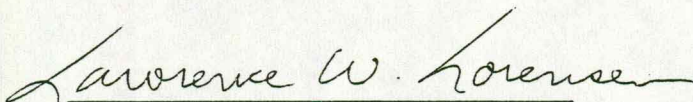
The City of Bettendorf, the City of Davenport, and the Rock Island County Metropolitan Mass Transit District HEREBY CERTIFY THAT:

1. As part of their contract with the Bi-State Regional Commission outlined in the annual Transportation Improvement Program (TIP) for the urbanized area, Bi-State performs an annual survey of all known individual and agency providers of transportation within the Quad City Urbanized Area.
2. This survey of transportation providers includes the entire service area of the Quad Cities.
3. This survey meets the requirements outlined in Federal Register 49 CFR Part 37 Subsection 137 for a Survey of Existing Services for the City of Davenport.

This Certification shall become retroactive from the date the Illinois-Iowa Quad City Joint Americans with Disabilities Paratransit Plan is approved by the City of Bettendorf, the City of Davenport, and the Rock Island County Metropolitan Mass Transit District.


City of Bettendorf


City of Davenport


Rock Island County Metropolitan
Mass Transit District



1504 Third Avenue, P.O. Box 3368
Rock Island, Illinois 61204-3368
Phone (309) 793-6300 • FAX (309) 793-6305

RESOLUTION

SUPPORTING AND APPROVING
THE
ILLINOIS-IOWA QUAD CITIES AREA
JOINT PARATRANSIT PLAN

CHAIRMAN
Charles E. Seaman
VICE-CHAIRMAN
Chad James
SECRETARY
Jim Hancock
TREASURER
Mark W. Schwiebert

MUNICIPAL REPRESENTATIVES

City of Davenport
Pat Gibbs, Mayor
Linda J. Bloodsworth, Alderperson
Ruth Reynolds, Alderperson
A. Francis Roederer, Citizen

City of Rock Island
Mark W. Schwiebert, Mayor
Grace Diaz Shirk, Councilwoman

City of Moline
Allen McCaulley, Mayor
Francis Marlier, Alderman

City of Bettendorf
Ann Hutchinson, Mayor

City of East Moline
Chalmer Emmendorfer, Mayor

City of Muscatine
John Keig, Mayor

City of Kewanee
Dewey Colter, Mayor

City of Silvis, Villages of
Sia, Carbon Cliff, Coal Valley,
Cordova, Hampton, Milan,
Port Byron, and Rapids City
Scott H. Newberg, Mayor, Hampton

Cities of Aledo, Galva, Geneseo,
Green Rock, Keithsburg, Villages
of Andover, Annawan, Atkinson,
Cambridge, Colona, Hoopole,
Matherville, New Windsor, Orion,
Sherrard and Woodhull
Charles E. Seaman, Mayor, Colona

Cities of Blue Grass, Buffalo,
Eldridge, LeClaire, Mc Causland,
Princeton, Riverdale, Walcott,
and Wilton
Brian M. Roesler, Mayor, Eldridge

COUNTY REPRESENTATIVES

Henry County
Tom Nicholson, Chairman
Arthur Ash, Member
Mary Ellen Lobaito, Member

Muscatine County
Chad James, Chairperson
Paul Kemper, Member

Rock Island County
Paul E. Mulcahey, Chairman
LeRoy Petersen, Member
Walter Tiller, Member
Elizabeth Sherwin, Citizen

Scott County
Edwin G. Winborn, Chairman
Jim Hancock, Member
Robert Petersen, Member
Celia Rangel, Citizen

DESIGNATED CONSTITUENCIES

Paul L. Eckert, Financial
William T. Green, Business
Allen Haut, Aging
George C. Heninger, Financial
Marty O'Boyle, Labor
Thomas A. Wilson, Social Services
Simon O. Roberts, Minorities
Executive Director
Gary B. Vallem

WHEREAS, the Bi-State Regional Commission has been designated as the Metropolitan Planning Organization (MPO) for the Davenport-Rock Island-Moline Metropolitan Area by the Governors of the States of Illinois and Iowa;

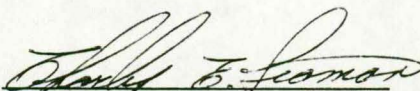
WHEREAS, the Bi-State Regional Commission has established a long range transportation plan for the urbanized area;

WHEREAS, the Bi-State Regional Commission has worked in conjunction with the Bettendorf Transit System, Davenport CitiBus, and the Rock Island County Metropolitan Mass Transit District to develop a coordinated plan for meeting the paratransit requirements of the Americans with Disabilities Act (ADA);

NOW, THEREFORE, BE IT RESOLVED that the Bi-State Regional Commission has reviewed the Illinois-Iowa Quad Cities Area Joint Paratransit Plan and the Plan is in conformance with the established goals and objectives of the long range transportation plan for the Quad Cities.

Adopted this twenty-second day of July, 1992 by the Bi-State Regional Commission.

SIGNED:

by 
Charles E. Seaman, Chair

ATTEST

by 
James Hancock, Secretary

PJW/jlh
807-31



APPENDIX A

INVENTORY OF OTHER TRANSPORTATION PROVIDERS

ALPINE COMMUNITY SUPPORT
2504 TELEGRAPH ROAD
DAVENPORT, IOWA 52804
319-322-4840
CONTACT PERSON, SHERRY SCHLUNDT

AMERICAN CANCER SOCIETY
3727 BLACKHAWK ROAD
ROCK ISLAND, ILLINOIS 61201
309-794-0601
CONTACT PERSONS: LRI-BEV BLASER
RI/M-DARLENE MONTY URI-GLEN WILSON

AMERICAN CANCER SOCIETY
3719 BRIDGE AVENUE, SUITE #7
DAVENPORT, IOWA 52807
319-386-6643
CONTACT PERSONS: OFFICE SECRETARY

ASSOCIATION FOR RETARDED CITIZENS OF ROCK ISLAND COUNTY
4016 - 9TH STREET
ROCK ISLAND, ILLINOIS 61201
309-787-0800
CONTACT PERSON, R. CARLSON

BETHANY HOME, INC.
220 - 11TH AVENUE
MOLINE, ILLINOIS 61265
309-797-7700
CONTACT PERSON, GARY L. BARNETT

BETTENDORF TRANSIT SYSTEM
1609 STATE STREET
BETTENDORF, IOWA 52722
319-344-4085
CONTACT PERSON, MARGARET LAKE

CATHOLIC SOCIAL SERVICE
816 - 20TH STREET
ROCK ISLAND, ILLINOIS 61201
309-788-9581
CONTACT PERSON, MARY ELLEN NONIN, THERAPIST

DAVENPORT CITIBUS
2929 FIFTH AVENUE
ROCK ISLAND, ILLINOIS 61201
309-788-7954
CONTACT PERSON, BOB JENNINGS

DAVENPORT GOOD SAMARITAN CENTER
700 WAVERLY ROAD
DAVENPORT, IOWA 52804
319-324-1651
CONTACT PERSON, THERESA M. EATON

DAVENPORT LUTHERAN HOME
1130 WEST 53RD STREET
DAVENPORT, IOWA 52806
319-391-5342
CONTACT PERSON, FERN WERNING

DIOCESE OF DAVENPORT RESETTLEMENT OFFICE
2706 NORTH GAINES
DAVENPORT, IOWA 52803
319-324-1911
CONTACT PERSON, NORA J. DVORAK

EAST MOLINE GARDEN PLAZA
430 - 30TH AVENUE
EAST MOLINE, ILLINOIS 61244
309-755-3466
CONTACT PERSON, JACQUE BRINKER

FAMILY RESOURCES, INC.
P. O. BOX 190
DAVENPORT, IOWA 52805
319-359-8216
CONTACT PERSON, STEVE SINNER

FAMILY RESOURCES - ANCHORAGE HOUSE
1221 SCOTT STREET
DAVENPORT, IOWA 52803
319-324-8298
CONTACT PERSON, KIM VYVERBERG

FRANCISCAN MENTAL HEALTH CENTER
2701 - 17TH STREET
ROCK ISLAND, ILLINOIS 61201
309-386-9058
CONTACT PERSON, DORIS J. WHITCOMB

FRIENDLY HOUSE
303 TAYLOR STREET
DAVENPORT, IOWA 52802
319-323-1821
CONTACT PERSON, FRANCIS IVORY

FRIENDSHIP MANOR
1209 - 21ST AVENUE
ROCK ISLAND, ILLINOIS 61201
309-786-9667
CONTACT PERSON, FLOSSIE DRUCKMILLER

FRONTIER COMMUNITY SUPPORT
1441 WEST CENTRAL PARK AVENUE
DAVENPORT, IOWA 52803
319-322-5276 OR 322-4840
CONTACT PERSON, VICKI TAYLOR OR SHERRY SCHLUNDT

GREAT RIVER BEND REGIONAL TRANSIT SYSTEM
3719 BRIDGE AVENUE
DAVENPORT, IOWA 52807
1-800-292-8959
CONTACT PERSON, ERMADEL LUDWICK

HANDICAPPED DEVELOPMENT CENTER
P.O. BOX 2450
DAVENPORT, IOWA 52809
319-391-4834
CONTACT PERSON, MICHAEL McALEER

HELPING CARE, INC.
3811 16TH STREET
MOLINE, ILLINOIS 61265
309-797-4020
CONTACT PERSON, ROXANNE MCKEAG

HOSPICE CARE OF SCOTT COUNTY
1202 WEST 3RD STREET, BOX 4346
DAVENPORT, IOWA 52802
319-326-1740
CONTACT PERSON, CINDY BECKER

ILLINI HOSPITAL
801 HOSPITAL ROAD
SILVIS, ILLINOIS 61282
309-792-4244
CONTACT PERSON, ROGER BEHM

INFORMATION, REFERRAL AND ASSISTANCE
2002 THIRD AVENUE
ROCK ISLAND, ILLINOIS 61201
309-786-5424
CONTACT PERSON, BERNADETTE WOOTEN

INFORMATION, REFERRAL AND ASSISTANCE
2002 THIRD AVENUE
ROCK ISLAND, ILLINOIS 61201
309-786-5424
CONTACT PERSON, BERNADETTE WOOTEN

INTOUCH DAY CENTER FOR OLDER ADULTS
3520 - 53RD STREET
MOLINE, ILLINOIS 61265
309-762-1363
CONTACT PERSON, JEANETTE HALLBERG, DIRECTOR
JANET STANDAERT

IOWA EAST CENTRAL T.R.A.I.N.
2804 EASTERN AVENUE
DAVENPORT, IOWA 52803
319-324-3236
CONTACT PERSON, ARLYS BENZON, CHILDCARE DIRECTOR

JOB TRAINING PROGRAM
304 WEST SECOND STREET
DAVENPORT, IOWA 52801
319-326-0744
CONTACT PERSON, CATHY WIEBEL

KAHL HOME
1101 WEST 9TH STREET
DAVENPORT, IOWA 52804
319-324-1621
CONTACT PERSON, MRS. DONNA JANSEN

LUCKY CAB
520 WEST SECOND STREET
DAVENPORT, IOWA 52801
319-322-5655
CONTACT PERSON, SANDRA SISCO, OWNER

MATERNAL HEALTH CENTER
852 MIDDLE ROAD, #11369
BETTENDORF, IOWA 52722
319-359-7972
CONTACT PERSON, TOM FEDJE

MEAL SERVICE OF SCOTT COUNTY, INC.
1510 EAST RUSHOLME
DAVENPORT, IOWA 52803
319-323-1628
CONTACT PERSON, ZITA VROMAN, EXECUTIVE DIRECTOR

MERCY HOSPITAL
WEST CENTRAL PARK AT MARQUETTE
DAVENPORT, IOWA 52804
319-383-1464
CONTACT PERSONS, JAMES BERG OR BETTIE HACHMANN

METRO CAB COMPANY
P.O. BOX 3621
DAVENPORT, IOWA 52808
319-
CONTACT PERSON, DICK LEPTIEN

METRO LINK
2929 FIFTH AVENUE
ROCK ISLAND, ILLINOIS 61201
309-788-3360
CONTACT PERSON, JEFFREY NELSON

MOLINE NURSING AND REHABILITATION CENTER
833 - 16TH AVENUE
MOLINE, ILLINOIS 61265
309-764-6744
CONTACT PERSON, LYNN ZUCK

PROJECT NOW C.A.A. SENIOR SERVICES
1919 FIFTH AVENUE
ROCK ISLAND, ILLINOIS 61201-3970
309-788-6335
CONTACT PERSON, KEN BALTIMORE

PROJECT RENEWAL, INC.
906 WEST FIFTH STREET
DAVENPORT, IOWA 52802
319-324-0800
CONTACT PERSON, ALAN WEINTRAUT

QUAD CITY ALZHEIMER'S ASSOCIATION
404 UNION ARCADE BUILDING, 111 E. THIRD STREET
DAVENPORT, IOWA 52801
319-324-1022
CONTACT PERSON: DENISE HEINRICHS

ROYAL CAB
320 WARREN STREET
DAVENPORT, IOWA 52808
319-322-1111 OR 319-322-3585
CONTACT PERSON: VELVET BRANKOW

RETIRED SENIOR VOLUNTEER PROGRAM (RSVP)
1417 SIXTH AVENUE
MOLINE, ILLINOIS 61265
(309) 764-6804

RIDGECREST VILLAGE AND CREST HEALTH CENTER
4130 NORTHWEST BOULEVARD
DAVENPORT, IOWA 52806
(319) 391-3430

ROCK ISLAND COUNTY HEALTH CARE CENTER
2122 - 25TH AVENUE
ROCK ISLAND, ILLINOIS 61201
(309) 786-4429
CONTACT PERSON: DAVID JOHANSEN, ADMINISTRATOR

ROYAL NEIGHBOR HOME
4760 ROCKINGHAM ROAD
DAVENPORT, IOWA 52802
319-322-3591
CONTACT PERSON, EVELYN PEALSTROM

ST. LUKE'S HOSPITAL CARE a VAN
1227 EAST RUSHOLME
DAVENPORT, IOWA 52803
319-391-RIDE OR 319-391-7433
CONTACT PERSON, ANITA VAESSEN

SEVENTH JUDICIAL DISTRICT DEPARTMENT OF CORRECTIONAL SERVICES
605 MAIN STREET, BOX 2A
DAVENPORT, IOWA 52803
319-322-7986
CONTACT PERSON, JIM WAYNE

UNITED MEDICAL CENTER
501 TENTH AVENUE
MOLINE, ILLINOIS 61265
309-757-3120
CONTACT PERSON, EDIE SANDERS

UNITED NEIGHBORS, INC.
618 WEST EIGHTH
DAVENPORT, IOWA 52801
319-322-7363
CONTACT PERSON, IDA JOHNSON

UNIVERSITY OF IOWA HOSPITAL AND CLINICS
IOWA CITY, IOWA 52240
319-356-2283
CONTACT PERSON, TIM THATCHER

VERA FRENCH PINE KNOLL RESIDENTIAL PROGRAMS
2504 TELEGRAPH ROAD
DAVENPORT, IOWA 52804
319-322-6247
CONTACT PERSON, DEAN DREXEL, ADMINISTRATOR

VISITING NURSE AND HOMEMAKER ASSOCIATION OF ROCK ISLAND CO.
1803 SEVENTH STREET
MOLINE, ILLINOIS 61265
309-757-0600
CONTACT PERSON, MARY JACKSON/CECILIA KARGL

APPENDIX B

DEMAND ESTIMATION CHART BASED ON 1980 CENSUS INFORMATION AND ADA HANDBOOK

PORTION OF COUNTY CITIES	TOTAL POPULATION	ESTIMATED ADA ELIGIBLE PERSONS CAT. 1 & 3	ESTIMATED ADA ELIGIBLE PERSONS CAT. 2	1980 CENSUS OF TRANSIT DISABILITIES	WEIGHT FACTOR	ESTIMATE OF ADA ELIGIBLE POPULATION CAT. 1 & 3	ESTIMATE OF ADA ELIGIBLE POPULATION CAT. 2
ADAMS							
AVENPORT	103264	1549	1033	0.016	0.5	775	517
ETTENDORF	27381	411	274	0.01	0.3	123	82
ILLINOIS							
EAST MOLINE	20907	314	209	0.02	0.6	188	125
COLLINGSWOOD	46407	696	464	0.019	0.5	348	232
ROCK ISLAND	46828	702	468	0.026	0.7	491	328
WILMINGTON	6371	96	64	0	0	0	0
DECATUR	7130	107	71	0.01	0.3	32	21

REVISED DEMAND ESTIMATIONS UTILIZING 1990 CENSUS INFORMATION

PORTION OF COUNTY CITIES	TOTAL POPULATION 1990 CENSUS	FINAL ESTIMATED ADA ELIGIBLE PERSONS CAT. 1 & 3	FINAL ESTIMATED ADA ELIGIBLE PERSONS CAT. 2
ADAMS			
AVENPORT	95333	715	477
ETTENDORF	28132	126	84
ILLINOIS			
EAST MOLINE	20147	181	120
COLLINGSWOOD	43202	332	316
ROCK ISLAND	40552	425	284
WILMINGTON	5831	0	0
DECATUR	6926	32	21

APPENDIX C

TRANSIT DISABILITY CERTIFICATION FORM

The information contained on this form will be used in determining whether the applicant is able or unable to use fixed route transit service. The applicant's physical and mental abilities in relation to boarding and deboarding a bus, riding the bus, and getting to and from a bus stop will be considered when determining the eligibility for paratransit.

Applicant's Name: _____

Address: _____

Distance to Nearest Bus Stop (in blocks): _____

Telephone Number: (____) ____ - _____

Which eligibility category are you applying for (see back for details):

____ Conditional ____ Unconditional

Are you applying for a temporary certification? ____ Yes ____ No

Please answer each of the following questions and use the space available to provide any additional information that is relevant to the question.

YES NO Do you currently ride fixed route transit service?
Comments: _____

YES NO Are you able to travel from your home to the nearest bus stop?
Comments: _____

YES NO Are you able to board, ride, deboard, and transfer on a bus?
Comments: _____

YES NO Are you able to step up and down one 15-inch step and two 10-inch steps?
Comments: _____

YES NO Are you able to locate bus stops and correctly identify your bus?
Comments: _____

YES NO Are you able to board, ride, and deboard a bus with a wheelchair lift without the assistance of another person besides the driver?
Comments: _____

ELIGIBILITY CATEGORIES OF DISABLED DESIGNATION

UNCONDITIONAL - This category applies to those individuals who are seeking status as paratransit eligible for every trip. Individuals seeking this category need to be as specific as possible when stating why they cannot use fixed route service for any trips.

CONDITIONAL - This category applies to those individuals for which an impairment related condition and environmental barriers exist. Conditional eligibility will be determined on a trip-by-trip basis. To determine whether an individual is eligible or not, each day's environmental conditions, trip origin and destination, and how they interact with the individual's disability will all be considered.

TEMPORARY - This category applies to those individuals who are seeking short term status as paratransit eligible. This finding is for six (6) months.

I CERTIFY THAT THE INFORMATION PROVIDED BY ME ON THIS FORM IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE. I ALSO AUTHORIZE THE TRANSIT SYSTEMS OF THE QUAD CITIES TO INVESTIGATE MY CLAIM OF A TRANSPORTATION DISABILITY.

SIGNATURE OF APPLICANT OR LEGAL GUARDIAN

DATE

IF FORM IS BEING FILLED OUT BY SOMEONE OTHER THAN THE APPLICANT, PROVIDE THE INFORMATION REQUESTED BELOW.

NAME

RELATIONSHIP TO APPLICANT

ADDRESS

TELEPHONE NUMBER: (_____) - ____ - ____

(If relationship to applicant is assigned case worker, please list name of agency represented.)

PUBLIC HEARING NOTICE

Notice is hereby given that a Public Hearing will be held before the Board of Trustees, at the Rock Island County Metropolitan Mass Transit District, at 1:30 p.m. on June 17, 1992, in the Conference Room, 2929 5th Avenue, Rock Island, Illinois for the purpose of hearing those persons in favor of or in opposition to the proposed timetable for the implementation of the Paratransit Plan for compliance with the American's With Disabilities Act. The timetable will be available for review at the same address one week in advance of the hearing in accessible format (Braille and audio tape).

Everyone is encouraged to attend this hearing. Written comments will be accepted if received at the time of, or prior to the Public Hearing. All written comments should be addressed to the General Manager, Metro Link, 2929 5th Avenue, Rock Island, Illinois, 61201.

The Public Hearing concerns only specialized transportation service provided by Metro Link. NO CHANGES WILL BE MADE IN THE REGULAR FIXED ROUTE SERVICE.

Dated this 17th day of May, 1992.

Jeffrey Nelson,
General Manager,
Rock Island County Metropolitan Mass Transit District

NOTICE OF PUBLIC HEARING

Notice is hereby given that a Public Hearing will be held before the City Council of the City of Bettendorf, Iowa, at 7:30 PM on July 7, 1992, in the Council Chambers of City Hall, 1609 State Street, Bettendorf, Iowa, for the purpose of hearing those persons in favor of or in opposition to the proposed timetable for the implementation of the Paratransit Plan for compliance with the Americans with Disabilities Act. The timetable is available for review at the Municipal Maintenance Center in accessible format (braille and audio tape).

Everyone is encouraged to attend this hearing, especially those persons who use the specialized transit service (Dial-a-Bus). Written comments will also be accepted if received at the time of or before the Public Hearing. All written comments should be addressed to the Transit Manager, Bettendorf Transit System, 4403 Devil's Glen Road, Bettendorf, Iowa, 52722.

The Public Hearing concerns only specialized transportation service provided by the Bettendorf Transit System. NO CHANGES WILL BE MADE IN THE REGULAR FIXED ROUTE SERVICE.

Dated this 3rd day of June, 1992.

Decker P. Floehn
City Clerk
City of Bettendorf
Iowa

N O T I C E

CITY OF DAVENPORT PARATRANSIT PLAN PUBLIC HEARING

NOTICE IS HEREBY GIVEN that the City Council of the City of Davenport, Iowa will conduct a Public Hearing on Monday, June 29, 1992 at 4:30 p.m. in the Council Chambers, City Hall, 226 W. 4th St., Davenport, Iowa for the purpose of obtaining comments on the proposed plan for paratransit service, as required by the Americans with Disabilities Act (ADA).

Copies of the proposed plan are available by contacting the Davenport Transit office at 2929 5th Ave., Rock Island, Illinois, phone 309/788-7954. The proposed plan may be obtained in accessible format at the Davenport Public Library, 321 Main St., phone 319/326-7832. There is a printed, a Braille version and a tape cassette. Comments may be given at the Public Hearing or in writing. Written comments must be received by 5 p.m., Monday, June 29, 1992. For further information please contact Mr. Tom Munsey, Transit Manager, at 309/788-7954.

JACKIE RAGSDALE, CMC
DEPUTY CITY CLERK

TO BE PUBLISHED FOLLOWING CITY COUNCIL APPROVAL JUNE 3, 1992

JUN 06 1992

MEMORANDUM

TO: Organizations for the Disabled/Handicapped of
the Quad Cities and Elderly and Disabled Advisory
Committee Members

FROM: Patrick Weidemann, Transit Planner

Date: February 28, 1992

RE: Public Input Meeting for the
Americans with Disabilities Act

The Bettendorf Transit System and Davenport CitiBus have scheduled another public input meeting on **Thursday, March 19th, at 6:00 p.m. in the Davenport City Council Chambers.** The purpose of this meeting is to inform the public about the progress being made on the paratransit plan of compliance with the Americans with Disabilities Act for the Quad Cities, and to invite those persons interested in becoming involved in the process to participate. Transportation will be made available to those individuals interested in attending the meeting. Individuals requiring transportation should call Great River Bend Services, Inc. to schedule a ride to the meeting.

If you are interested in attending the meeting and having your name added to a mailing list to receive all information concerning the development of the paratransit plan, please complete the attached form.

PJW/jlh
4-66

Attachment: Form

JOINT PUBLIC INFORMATION AND EXCHANGE MEETING
CITIBUS TRANSIT SYSTEM/BETTENDORF TRANSIT SYSTEM
JOINT PARATRANSIT PLAN ADA

Present at the meeting:

Tom Munsey, Transit Manager, Citibus/Davenport
Byron Baxter, Director of Transit, Davenport
Margaret Lake, Transit Manager, Bettendorf
Linda Van Hecke, Customer Service Rep., Davenport
Jeff Nelson, Transit Manager, Metro Link, Rock Island
Traci Bray, Assistant Manager, Metro Link, Rock Island
Suzanne Small, Marketing Director, Metro Link, Rock Island
Ermadel Ludwick, Executive Director, Great River Bend, Davenport
Jackie Kallenbrug, Dispatcher, Great River Bend, Davenport
Laurie Eakes, Illinois-Iowa Independent Living Center, Davenport
Mike Hoenig, Illinois-Iowa Independent Living Center, Davenport
Patrick Weidemann, Transit Planner, Bi-State Regional Comm.
Catherine Pratsche-Woods, Bi-State Regional Comm.
Judith Carrara, Center for Aging, Davenport
Lisa Bohland, Center for Aging, Davenport
Sandra Gentry, Center for Aging, Davenport
Mary Vance Smith, Davenport
Esther Long, Davenport
Karen Carsell, Bettendorf
Christine Rawlings, Davenport
Beth Cook, Davenport
Richard Nichol, Davenport
Karen Mattes, Davenport

On December 5, 1991, two (2) joint meetings were held in the Council Chambers of the Davenport City Hall, 226 W. 4th St., Davenport, Iowa. The first meeting was held at 1:30 PM and the second meeting at 6:30 PM.

Of the twenty-three (23) persons present, seven (7) persons were transit users. The other sixteen (16) persons were transit providers or members of local disabled organizations.

Mr. Tom Munsey, the Transit Manager of Citibus, led the discussion concerning the proposed joint Plan.

Items discussed with those present were the Certification and Appeals process required. Mr. Munsey stressed the need to gather as many opinions as possible from as many sources as are available.

Mr. Munsey stressed the fact that funding for the changes required in ADA will not be provided by FTA...that the funding will have to come from local sources.

The message to those present was the great need for communication between the public and the transit providers and that both must be committed to compliance with the requirements of ADA.

PUBLIC MEETING
AMERICAN'S WITH DISABILITIES ACT

DAVENPORT COUNCIL CHAMBERS, CITY HALL
DECEMBER 5, 1991, 1:30 P.M. AND 6:30 P.M.

STAFF PRESENT: BYRON BAXTER, DIRECTOR OF TRANSPORTATION
 TOM MUNSEY, GENERAL MANAGER, DAV. CITIBUS
 LINDA VAN HECKE, CUSTOMER SERVICE REP.

COMMUNITY PRESENT: (SEE ATTACHED LIST)

MR. MUNSEY OPENED THE MEETING EXPLAINING THAT (SEE INSERT)

THE MAJOR POINTS OF THE MEETING:

CERTIFICATION

- SELF CERTIFICATION
- MEDICALLY CERTIFIED
- AGENCY CERTIFIED

- USER FRIENDLY

- GATHER AS MUCH INFORMATION-FROM ALL SOURCES-AS POSSIBLE

- FUNDING-THE DIFFERENT SOURCES

- NEED FOR EDUCATION-FIXED ROUTE AND PARATRANSIT

- COMMUNICATION-BETWEEN PUBLIC AND TRANSIT

- COMMITMENT TO A.D.A.-GET THE JOB DONE

JAN 08 1992

THE AMERICAN'S WITH DISABILITIES ACT is a law passed by Congress on July 26, 1990. It's general purpose is to establish the clear and comprehensive prohibition of discrimination on the basis of disability. For those of you familiar with the Civil Rights Act of 1964, and the Rehabilitation Act of 1973, discrimination on the basis of disability was not addressed. The A.D.A. does this, and can be considered as a Civil Rights issue.

The A.D.A. addresses five major areas, and, four separate governmental entities have written extensive rules directing public and private concerns. These departments and areas are as follows.

DEPARTMENTS

U.S. DEPARTMENT OF TRANSPORTATION
U.S. DEPARTMENT OF JUSTICE
EQUAL EMPLOYMENT OPPORTUNITY COMMISSION
ARCHITECTURAL AND TRANSPORTATION BARRIERS COMPLIANCE BOARD

AREAS A.D.A. COVERS

EMPLOYMENT POLICIES AND PRACTICES
FACILITIES USED BY THE PUBLIC
SERVICES BY STATE AND LOCAL GOVERNMENTS
PUBLIC AND PRIVATE TRANSPORTATION
TELECOMMUNICATIONS

Not only do the U.S. DOT rules effect transit properties including ours; we are effected by many of the other departmental rules as well.

The A.D.A. covers both obvious and perceived disabilities which include mobility and sensory impairments, mental retardation, and other physical and/or mental impairments. Hidden disabilities such as cancer, respiratory illness and epilepsy are included. Disabilities may be permanent, or temporary (such as a broken leg).

Transit properties are expected to comply with the A.D.A. fully, no later than January 26, 1997, with implementation to begin by January 26, 1992. Some of the things CITIBUS will need to do to comply are:

- Purchase wheelchair equipped vehicles.
- Establish eligibility requirements for those who will be able to use specialized (paratransit) service.
- provide comparable paratransit service to those eligible...this is to include:

JAN 08 1992

- Door-to-door service with response time similar to the fixed route system.
- Fares not be doubled the fixed route top rate.
- Travel in areas not to exceed 3/4 mile off of the fixed route.
- Trip purposes will not be limited.
- Public must have available accessible information such as through Braille, audio tapes and TDD phones for the hearing / im-paired.

Buses and vans must have the following equipment:

- Lift or mobility ramp (lift platform sizes and load capacities are specified); lifts must be forward or rearward facing and not side facing; lifts must meet acceleration standards; lifts must have safety interlock systems to prevent vehicle movement). Ramps have many specific requirements as well.

- Mobility aid securements (including tie-downs).
- Slip resistant flooring with color contrast.
- Priority seating arrangements.
- Proper signage and lighting
- Double handrails.
- Public address stop announcement systems.

Please note this list highlights things required and is not comprehensive.

Bus stops, shelters, and terminals are regulated as follows:

- Bus stop dimensions and curb cuts are detailed.
- Shelter dimensions and positioning are detailed.
- Signage at stops and shelters must be placed at specified heights and be of contrasting colors and in Braille.

Any new construction must of course be fully accessible per standards set.

The "JOINT PLAN" which includes Davenport CitiBus, Metro Link, Betendorf Transit System, and Bi-State Regional Commission is writing a plan which describes how our systems will comply with the A.D.A. requirements. The Public Meetings that were held are part of that requirement. Before the plan is submitted to the Urban Mass Transit Administration (umta) for review, we must all hold Public Hearings. The Public Hearing process is more formalized than the Public Meeting format. What we're hoping to generate in the Public Meetings are comments, suggestions and questions concerning the plan we are putting together.

PUBLIC MEETING

DAVENPORT CITY HALL, COUNCIL CHAMBERS
 DECEMBER 5, 1991, 1:30P.M. AND 6:30P.M.

<u>NAME</u>	<u>ADDRESS</u>	<u>PHONE</u>
MARY VANCE-SMITH	301 WASH. ST., DAV.	388-9664
PATRICK WIDEMANN	BI-STATE	
CATHERINE PRATSCHKE-WOODS	GREAT RIVER BEND	793-0088
ESTHER LONG	2027 W. 6TH ST., DAV.	322-4741
JUDITH CARRARA	CENTER FOR AGING, DAV.	386-7477
KAREN CARSELL	803 HORIZON CT., BETT.	355-8815
ERMADDEL LUDWICK	3719 BRIDGE AVE., DAV.	386-7484
JACKIE KALLENBRUG	3719 BRIDGE AVE., DAV.	386-7484
LISA BOHLAND	3402 HICKORY GROVE, DAV.	391-4834
SANDRA GENTRY	3402 HICKORY GROVE, DAV.	391-4834
CHRISTINE RAWLINGS	P.O. BOX 524, DAV.	323-3635
BETH COOK	2816 EASTERN AVE., DAV.	326-7812
LAURIE EAKES	IA. - IL. LIVING CENTER	
MIKE HOENIG	IA. - IL. LIVING CENTER	
RICHARD NICHOL	2624 W. 13TH ST., DAV.	324-0243
KAREN MATTES	2819 MAIN ST., DAV.	326-7765
JEFF NELSON	METRO LINK	788-3360
TRACI BRAY	METRO LINK	788-3360
SUZANNE SMALL	METRO LINK	788-3360



1504 Third Avenue, P.O. Box 3368
 Rock Island, Illinois 61204-3368
 Phone (309) 793-6300 • FAX (309) 793-6305

P R E S S R E L E A S E

CHAIRMAN
Edwin G. Winborn
 VICE-CHAIRMAN
Tom Nicholson
 SECRETARY
John Keig
 TREASURER
Mark W. Schwiebert

MUNICIPAL REPRESENTATIVES

City of Davenport
Thomas Hart, Mayor
Linda J. Bloodsworth, Alderperson
Ruth Reynolds, Alderperson
A. Francis Roederer, Citizen

City of Rock Island
Mark W. Schwiebert, Mayor
Grace Diaz Shirk, Councilwoman

City of Moline
Allen McCaulley, Mayor
Francis Marlier, Alderman

City of Bettendorf
Ann Hutchinson, Mayor
 City of East Moline
Chalmer Emmendorfer, Mayor

City of Muscatine
John Keig, Mayor

City of Kewanee
Dewey Colter, Mayor

City of Silvis, Villages of
 Aledo, Carbon Cliff, Coal Valley,
 Cordova, Hamplon, Hillsdale,
 Milan, Port Byron, and Rapids City
Scott H. Newberg, Mayor, Hamplon

Cities of Aledo, Galva, Geneseo,
 Green Rock, Keithsburg, Villages
 of Andover, Annawan, Atkinson,
 Cambridge, Colona, Hooppole,
 Matherville, New Windsor, Orion,
 and Sherrard
Charles E. Seaman, Mayor, Colona

Cities of Blue Grass, Buffalo,
 Eldridge, LeClaire, Princeton,
 Riverdale, Walcott, and Wilton
Betty Walters, Mayor, Buffalo

COUNTY REPRESENTATIVES

Henry County
Tom Nicholson, Chairman
Arthur Ash, Member
Mary Ellen Lobatto, Member

Muscatine County
L. Chad James, Chairperson
Thomas M. Furlong, Member

Rock Island County
Paul E. Mulcahey, Chairman
LeRoy Petersen, Member
Walter Tiller, Member
Elizabeth Sherwin, Citizen

Scott County
Edwin G. Winborn, Chairman
Bill Fennelly, Member
Jim Hancock, Member
Celia Rangel, Citizen

DESIGNATED CONSTITUENCIES

Paul L. Eckert, Financial
William T. Green, Business
Allen Haut, Aging
George C. Heninger, Financial
Marty O'Boyle, Labor
Genevieve Rafferty, Human Services
Simon O. Roberts, Minorities

Executive Director
Gary B. Vallem

FROM: DAVENPORT CITIBUS
 BETTENDORF TRANSIT
 ROCK ISLAND MASS METROPOLITAN TRANSIT DISTRICT
 BI-STATE REGIONAL COMMISSION

DATE: JANUARY 23, 1992

Bettendorf Transit, Davenport CitiBus, the Rock Island Mass Metropolitan Transit District, and the Bi-State Regional Commission are informing the general public of their compliance with the regulations surrounding the Americans with Disabilities Act (ADA) of 1990. The Act requires that public and private transportation systems by January 26, 1992, begin the process of making their systems accessible to the disabled. The three urban systems are currently working with the Bi-State Regional Commission, the Illinois-Iowa Independent Living Center, and members of the disabled community to produce a plan to meet the requirements of ADA.

One such requirement is the provision of paratransit. ADA states that public and private providers of fixed route transportation shall provide complimentary paratransit for the transit disabled. In addition, ADA specifies that all public providers of fixed route service must produce a plan of implementation of paratransit for their service area. These plans are due to the Federal Transit Administration (FTA, formerly Urban Mass Transportation Administration) on January 26, 1992 for systems submitting a single paratransit plan or on July 26, 1992 for systems submitting a coordinated joint plan between two or more systems operating in a single urbanized area.

The urban systems of the Quad Cities have agreed to submit a coordinated joint plan by the July 26, 1992 deadline. It is important to note that the July 26, 1992 deadline does not imply that paratransit services must begin on July 26. It is the deadline for the submittal of the joint paratransit plan by the urban systems. Full implementation of the plan is not required until January 26, 1997.

Those individuals wishing to be involved in the process should call Illinois/Iowa Independent Living Center (319) 324-1460.

PJW/lam
 1-23-92
 2-95



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metro **LINK**

November 21, 1991

TO: Governmental Officials
Social Service Agencies

FROM: Jeff Nelson, General Manager

RE: Notice of Public Meetings

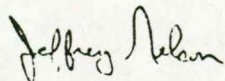
Enclosed you will find a copy of the Notice of Public Meeting concerning a series of information and exchange gatherings addressing Metro Link's involvement with the American's With Disabilities Act.

Currently, Metro Link is in the process of submitting a joint paratransit plan demonstrating projected compliance with the American's With Disabilities Act. Holding these meetings is a part of that compliance, and of Metro Link's commitment to serving the District.

As you can see, ten meetings are planned on a variety of days at various times, and locations to encourage maximum participation. We invite you to attend.

Should you have questions, feel welcome to contact me.

Sincerely,



Jeffrey Nelson
General Manager

enclosure

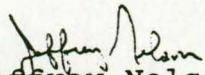
Rock Island County Metropolitan Mass Transit District

2929 5th Avenue, Rock Island, IL 61201 (309) 788-3360

NOTICE OF PUBLIC MEETING

Notice is hereby given that the Rock Island County Metropolitan Mass Transit District (RICMMTD) is holding a series of public information and exchange meetings on the topic of RICMMTD's compliance with the American's With Disabilities Act, and subsequent submission of a joint paratransit plan for compliance to the Urban Mass Transportation Administration on the following dates at the indicated times and locations:

<u>DATE</u>	<u>TIME</u>	<u>LOCATION</u>
Tuesday, November 19, 1991	10:00 a.m.	Moline Township Hall 620 18 St, Moline, IL
Wednesday, November 20, 1991	10:00 a.m.	Blackhawk Township 230 W 4 St, Milan, IL
Wednesday, November 20, 1991	6:00 p.m.	Metro Link 2929 5 Ave, Rock Island
Thursday, November 21, 1991	2:00 p.m.	Silvis Public Library 105 8 St Silvis, IL
Thursday, November 21, 1991	5:30 p.m.	Moline Township Hall 620 18 St, Moline, IL
Friday, November 22, 1991	10:00 a.m.	Milan Village Hall 321 W 2 Ave, Milan, IL
Friday, November 22, 1991	2:00 p.m.	East Moline City Hall 915 16 Av, East Moline
Monday, November 25, 1991	10:00 a.m.	Hampton Township 209 19 St, East Moline
Monday, November 25, 1991	2:00 p.m.	Rock Island Township 2827 7 Ave, Rock Island
Tuesday, November 26, 1991	10:00 a.m.	So Rock Island Township 1019 27 Ave, Rock Island


Jeffrey Nelson
General Manager



Illinois/Iowa Independent Living Center

P.O. Box 6156

Rock Island, IL 61204-6156

(319) 324-1460 V/TTY

Monique K. Anderson
Executive Director

Locations:

736 Federal St.
Davenport, IA 52803

3009 16th Ave.
Rock Island, IL 61201

MEMORANDUM

TO: ADA Transit Advisory Council
FROM: Monique Anderson, Executive Director
DATE: January 2, 1992
RE: Meeting Date

Thank you for volunteering to serve on the ADA Transit Advisory Council for ADA para-transit compliance. The purpose of this advisory council is to offer guidance to Bi-state Regional Commission and the transit providers in the metropolitan area, as they develop the Para-Transit Compliance Plan to submit to the Urban Mass Transportation Administration, by July 26, 1992.

Due to the short time frame available, our agenda will be fairly aggressive. I would like to propose several dates for our first meeting in January:

Thursday, January 9	1:00 p.m.	2:00 p.m.	3:00 p.m.
Friday, January 10		2:00 p.m.	3:00 p.m.
Tuesday, January 14	10:00 a.m.	1:00 p.m.	2:00 p.m.
Wednesday, January 15	10:00 a.m.	1:00 p.m.	

Please contact me by January 8, to confirm the dates and times you would be available.



Illinois/Iowa Independent Living Center

P.O. Box 6156

Rock Island, IL 61204-6156

(319) 324-1460 V/TTY

Monique K. Anderson
Executive Director

Locations:

736 Federal St.
Davenport, IA 52803

3009 16th Ave.
Rock Island, IL 61201

MEMORANDUM

TO: ADA Transit Advisory Council Members
FROM: Monique Anderson
Subject: Meeting Announcement
DATE: January 17, 1992

The next meeting of the Council is Thursday, January 30 at 2:00 p.m. at the Davenport Illinois/Iowa Independent Living Center office, 736 Federal Street.

We will be discussing the eligibility process for para-transit. Patrick Weideman from Bi-State will provide a summary of the proposed eligibility process which the transit providers have discussed to date.

If you know of other persons interested in serving on this council, please contact me as soon as possible.

JAN 21 1992



Illinois/Iowa Independent Living Center

P.O. Box 6156

Rock Island, IL 61204-6156

(319) 324-1460 V/TTY

Monique K. Anderson
Executive Director

Locations:

736 Federal St.
Davenport, IA 52803

3009 16th Ave.
Rock Island, IL 61201

MEMORANDUM

TO: ADA Transit Advisory Committee, Transit Providers
FROM: Monique K. Anderson
DATE: February 5, 1992
RE: Meeting Announcement

The next meeting of the Advisory Committee is scheduled for February 12, 1992 at 3:00 p.m. We will be talking with the transit providers about the suggested changes on the eligibility form and discussing several scenarios for the eligibility process.

Please bring ideas of processes which you think may work in the Quad Cities. It would be helpful if they were written in some type of outline form to facilitate discussion.

Please contact me at 324-1460 if you are unable to attend the meeting.

FEB 07 1992

"Where the emphasis is on ability, not disability."

MEETING ANNOUNCEMENT

Disabled Transit Advisory Committee

The next meeting of the Disabled Transit Advisory Committee will be held on February 28, at 3:00 p.m., in the conference room of the Illinois-Iowa Independent Living Center located at 736 Federal Street in Davenport. The Committee is currently working with Bettendorf City Transit, Davenport CitiBus, and the Rock Island County Mass Metropolitan Transit District in developing an area wide paratransit plan for compliance with the Americans with Disabilities Act (ADA). The Committee is open to anyone who is interested in attending.

If you have any questions regarding this matter, please feel free to contact Patrick Weidemann at:

Bi-State Regional Commission
1504 Third Avenue
P.O. Box 3368
Rock Island, Illinois 61204-3368
(309) 793-6300

PJW/lam
4-59

AMERICANS WITH DISABILITIES ACT

COMPLIANCE PLANNING MEETING

NAME: _____

ADDRESS: _____

Will you be attending the meeting on March 19th? Yes No

Would you be interested in receiving all information concerning meetings
and development of the paratransit plan? Yes No

COMMENTS: _____

Please return this form by March 12, 1992 to:

**Bi-State Regional Commission
Attention: Mr. Patrick Weidemann
P. O. Box 3368
Rock Island, Illinois 61204-3368**

or phone (309) 793-6300

PJW/jlh
2-27-92
4-66

MEETING ANNOUNCEMENT

DISABLED TRANSIT ADVISORY COMMITTEE

The next meeting of the Disabled Transit Advisory Committee will be held Thursday, May 21, 1992, at 3:00 p.m. in the Conference Room of Illinois-Iowa Independent Living Center. The Committee is currently working with Bettendorf City Transit, Davenport CitiBus, and the Rock Island County Metropolitan Mass Transit District in developing an area-wide paratransit plan for compliance with the Americans with Disabilities Act (ADA). The Committee is open to anyone who is interested in attending.

If you have any questions regarding this matter, please feel free to contact Patrick Weidemann at:

Bi-State Regional Commission
1504 Third Avenue
P. O. Box 3368
Rock Island, Illinois 61204-3368
(309) 793-6300

PJW/clc
4/30/92
4-19

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