

# Appendix B

## Specialized Transportation Services Inventory for the Bi-State Region

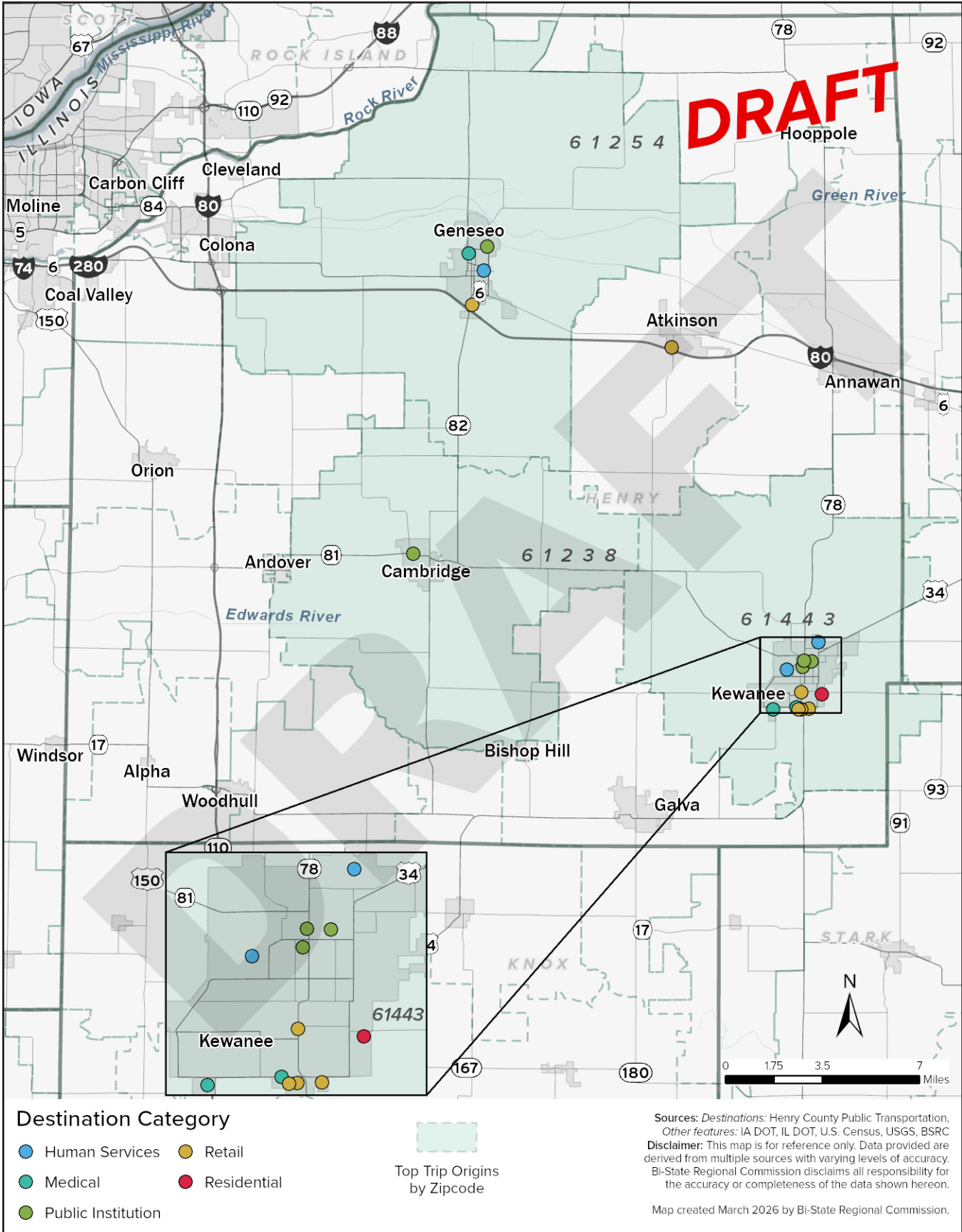
### Introduction

Many seniors, individuals with disabilities, and individuals with low incomes are unable to travel as frequently as they would like because they may not have access to private automobiles or may be unable to use public transportation. As a result, many social service agencies and assisted-living facilities offer transportation to their clients and residents. The development of the Specialized Transportation Services Inventory for the Bi-State Region combines this transportation information into one comprehensive document.

The Specialized Transportation Services Inventory may serve as a method to coordinate specialized transportation services in the Bi-State Region and to determine where there are gaps in the service area. It will also provide a list of

social service agencies and transit systems to contact for transportation services. The inventory includes forms describing various types of agencies that provide transportation to their clients, such as nursing homes, social service agencies, local transit systems, and taxi companies. The document is divided into two major sections for Illinois and Iowa, then by county (Henry, Mercer, Rock Island, and Whiteside Counties in Illinois, and Muscatine and Scott Counties in Iowa). Each service inventory form includes service area, vehicles, principal clients, fees, operating hours, and nature of destination. The document also offers a list of informal sources that individuals may choose to pursue after all other sources have been exhausted. Maps B-1 through B-6 illustrate the most frequent destinations and zip code origins in each county. This data was reported by the rural transit providers.

Map B1 – Henry County Transit



## Henry County, Illinois

**ABILITIES PLUS**  
**1100 NORTH EAST STREET**  
**KEWANEE, IL 61443**  
**(309) 854-7433**  
**CONTACT: KIM WALKER**  
**E-MAIL: [kim@abilitiesplus.org](mailto:kim@abilitiesplus.org)**

<b>Sponsor:</b>	Abilities Plus.
<b>Service Area:</b>	Henry, Stark and Western Bureau Counties
<b>Nature of Service/ Destination:</b>	Paratransit, Demand response, curb to curb service
<b>Vehicles:</b>	Eight ADA-Accessible minivans; 8 medium duty vans.
<b>Principal Clients:</b>	Seniors, disabled individuals, general public
<b>Operating Hours:</b>	7:00 a.m. to 9:00 p.m., Monday through Friday 7:00 a.m. to 5:00 p.m. Saturdays
<b>Priority Call System:</b>	Scheduling required; call ahead for reservations
<b>Fees/Suggested Donation:</b>	3per trip in-town; 4per trip out of town8per trip for extended trips (i.e. to Quad Cities, Peoria or Galesburg)
<b>Program Funding Sources:</b>	Illinois Department of Transportation, Federal Transit Administration Section 5311 and Illinois Downstate Operating Assistance Program (DOAP)
<b>Drivers and Escorts:</b>	Drivers function as drivers only. Passenger assistance is provided to board and depart vehicles.
<b>Service Restrictions:</b>	Must be within service area and scheduled in advance

## Henry County, Illinois

### GENESEO ACTIVE ADULTS (SENIOR CENTER)

**541 EAST NORTH STREET**

**GENESEO, IL 61254**

**(309) 944-3793**

**E-MAIL: [geneseoseniors@gmail.com](mailto:geneseoseniors@gmail.com)**

<b>Sponsor:</b>	Geneseo Active Adults Senior Center / Henry County Senior Services Coordination
<b>Service Area:</b>	Geneseo and surrounding areas in Henry County, Illinois
<b>Nature of Service/ Destination:</b>	Door-to-door or scheduled rides for seniors to medical appointments, grocery shopping, community programs, and senior center activities. Transportation is coordinated through the Henry County Senior Citizens program.
<b>Vehicles:</b>	One 7-passenger van
<b>Principal Clients:</b>	Adults age 60+ residing in Geneseo and surrounding Henry County areas
<b>Operating Hours:</b>	Monday–Friday, approximately 8 am–4 pm). Advance reservation required.
<b>Priority Call System:</b>	Medical and essential trips prioritized. All rides must be scheduled in advance with the senior center or county transportation office.
<b>Fees/Suggested Donation:</b>	\$2–\$5 per ride
<b>Program Funding Sources:</b>	Older Americans Act funds, Illinois Area Agency on Aging, local county support, donations, and other senior services grants.
<b>Drivers and Escorts:</b>	Trained drivers employed or contracted by Henry County Senior Citizens; escorts or caregivers may ride along when required.
<b>Service Restrictions:</b>	Service limited to seniors (age 60+) or program participants; within Henry County service area; dependent on vehicle availability and prior reservations.

## Henry County, Illinois

**ALLURE OF GENESEO**  
**704 SOUTH ILLINOIS**  
**GENESEO, IL 61254**  
**(309) 944-6424**  
**EMAIL: info@allurehcs.com**

<b>Sponsor:</b>	Allure Healthcare Services
<b>Service Area:</b>	Local service to campus residents.
<b>Nature of Service/ Destination:</b>	Transportation for campus residents to offsite medical appointments, grocery trips, social outings, and scheduled community activities.
<b>Vehicles:</b>	One mini van with wheelchair ramp and one shuttle van with wheelchair lift.
<b>Principal Clients:</b>	Residents of Allure of Geneseo, including those in independent living, assisted living, memory care, and skilled nursing programs.
<b>Operating Hours:</b>	Transportation scheduling typically follows facility business hours and resident needs
<b>Priority Call System:</b>	Resident transportation arrangements are coordinated through facility staff.
<b>Fees/Suggested Donation:</b>	Included in resident fees, otherwise charged by cash or insurance
<b>Program Funding Sources:</b>	Resident fees, private pay, Medicare/Medicaid
<b>Drivers and Escorts:</b>	Trained facility staff members.
<b>Service Restrictions:</b>	Service is limited to residents of the Allure campus.

## Henry County, Illinois

**HENRY COUNTY RSVP**  
**203 N JEFFERSON ST**  
**MOUNT PLEASANT, IL 52641**  
**(319) 385-3242**  
**CONTACT: LINDSEY FORD**  
**EMAIL: [rsvp@thefellowship.org](mailto:rsvp@thefellowship.org)**

<b>Sponsor:</b>	The Fellowship Cup.
<b>Service Area:</b>	Henry County.
<b>Nature of Service/ Destination:</b>	Volunteer transportation program providing rides for seniors and individuals with disabilities to essential medical appointments only.
<b>Vehicles:</b>	Volunteer drivers use their personal vehicles or an available RSVP automobile.
<b>Principal Clients:</b>	Older adults (age 55 and older) and individuals with disabilities who need assistance with transportation.
<b>Operating Hours:</b>	Trips are scheduled in advance through the RSVP office; requires 48-hour notice.
<b>Priority Call System:</b>	Requests scheduled in advance through the RSVP office; requires 48-hour notice.
<b>Fees/Suggested Donation:</b>	No charge. Donations are welcome to support future programming but are not required.
<b>Program Funding Sources:</b>	Federal AmeriCorps Seniors funding, local agency support, and community contributions.
<b>Drivers and Escorts:</b>	Screened and trained volunteer drivers from the RSVP program.
<b>Service Restrictions:</b>	Advance scheduling required; service is limited by the availability of our volunteer drivers and is restricted to older adults and individuals with disabilities residing within the service area.

## Henry County, Illinois

**HENRY COUNTY SENIOR CITIZENS, INC**  
**200 E SOUTH ST**  
**KEWANEE, IL 61443**  
**(309) 853-8831**  
**EMAIL: [hcsc@hcseniorservices.org](mailto:hcsc@hcseniorservices.org)**

<b>Sponsor:</b>	Henry County Senior Citizens, Inc. / Western Illinois Area Agency on Aging
<b>Service Area:</b>	Henry County
<b>Nature of Service/ Destination:</b>	Scheduled transportation for seniors to medical, grocery, social, and essential appointments
<b>Vehicles:</b>	Two vans.
<b>Principal Clients:</b>	Seniors
<b>Operating Hours:</b>	9:00 to 11:30 a.m. and 1:00 to 3:00 p.m., Monday through Friday.
<b>Priority Call System:</b>	Medical appointments.
<b>Fees/Suggested Donation:</b>	\$1.50 each way
<b>Program Funding Sources:</b>	Western Illinois Area Agency on Aging, local support, donations
<b>Drivers and Escorts:</b>	Trained Staff
<b>Service Restrictions:</b>	Riders must be 60 years of age or older, or accompanying spouse. Agency operates no vehicles with wheelchair lifts.

## Henry County, Illinois

**HOME**  
**14688 IL HWY 82**  
**GENESEO, IL 61254**  
**(309) 944-2147**  
**E-MAIL: [activitydirector@henrycty.com](mailto:activitydirector@henrycty.com)**

<b>Sponsor:</b>	Henry County
<b>Service Area:</b>	Resident transportation for Geneseo and surrounding Henry County.
<b>Nature of Service/ Destination:</b>	Offsite medical appointments, therapy sessions, community activities, and essential errands
<b>Vehicles:</b>	One van: 2 wheelchair passengers; one bus: three wheelchairs and 12 passengers.
<b>Principal Clients:</b>	Residents of Hillcrest Home.
<b>Operating Hours:</b>	Monday–Friday during regular business hours
<b>Priority Call System:</b>	Rides are scheduled based on resident needs. Medical and therapy appointments take priority.
<b>Fees/Suggested Donation:</b>	Included as part of resident care services
<b>Program Funding Sources:</b>	Medicare/Medicaid, resident care payments, county operations budget.
<b>Drivers and Escorts:</b>	Facility staff or contracted drivers, escorts provided by care staff when appropriate.
<b>Service Restrictions:</b>	Hillcrest residents only.

## Henry County, Illinois

144 JUNIOR AVENUE

KEWANEE, IL 61443

(309) 852-4856

CONTACT: MS. TERESA MORGAN

tmorgan@petersenhealthcare.net

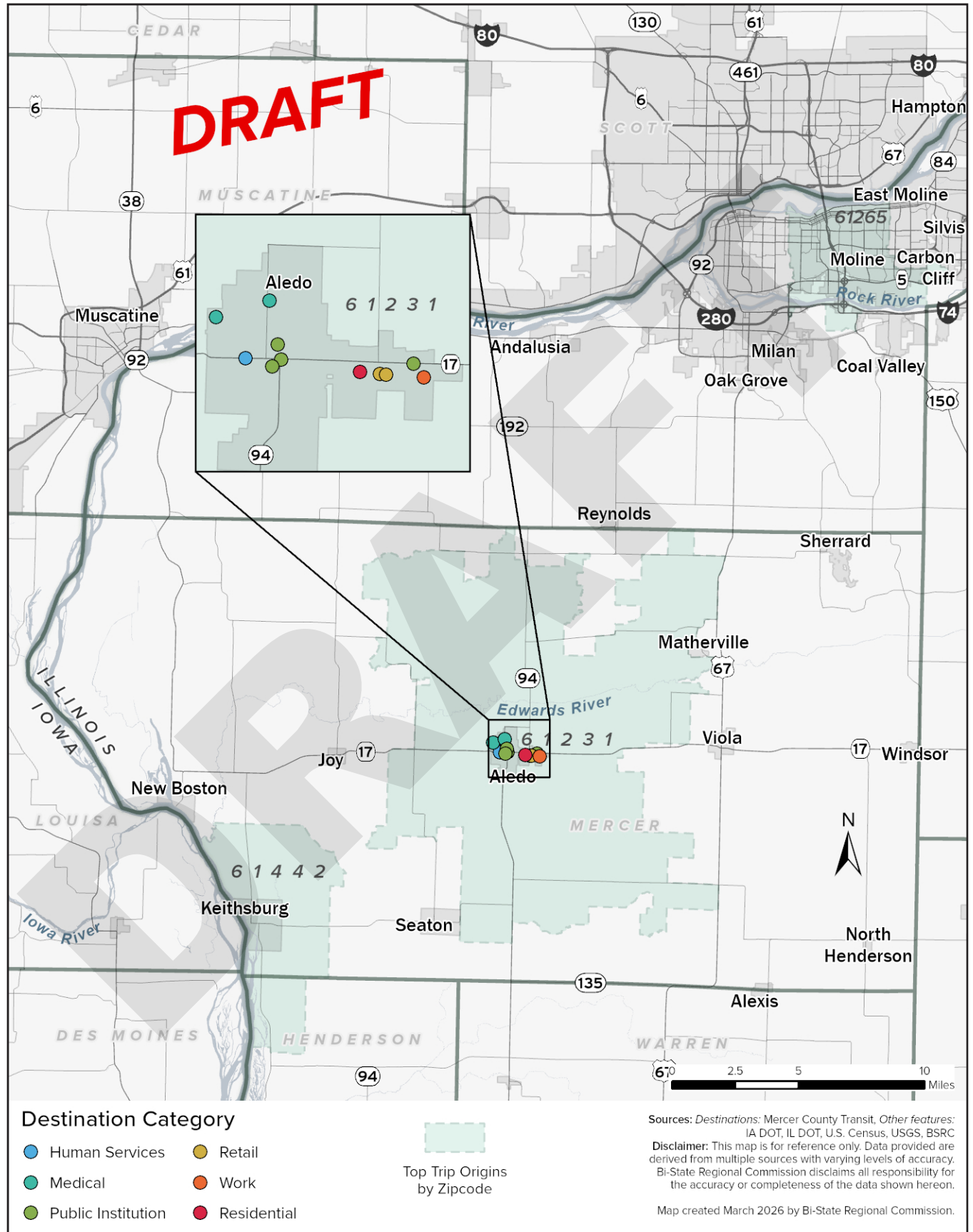
<b>Sponsor:</b>	Kewanee Care Home Senior Care Facility
<b>Service Area:</b>	Kewanee and Henry County areas (resident transport only)
<b>Nature of Service/ Destination:</b>	Medical appointments, recreation, therapy visits, errands
<b>Vehicles:</b>	Two ADA wheelchair vans.
<b>Principal Clients:</b>	Residents.
<b>Operating Hours:</b>	8:00 a.m. to 4:30 p.m., Monday through Friday.
<b>Priority Call System:</b>	Residents. Medical appointments are priority.
<b>Fees/Suggested Donation:</b>	None for residents (unless private paid). Medicare/Medicaid
<b>Program Funding Sources:</b>	Service provided in-house.
<b>Drivers and Escorts:</b>	Staff employees.
<b>Service Restrictions:</b>	Residents of nursing home. Not available to the public.

## Henry County, Illinois

920 SOUTH CHICAGO STREET  
 GENESEO, IL 61254  
 (309) 944-0460  
 CONTACT: CRAIG MASON  
 EMAIL: cmason@rfmsinc.com

<b>Sponsor:</b>	Liberty Village
<b>Service Area:</b>	Mainly Geneseo, with some special trips to the Quad Cities and surrounding area.
<b>Nature of Service/ Destination:</b>	Resident transportation, medical appointments, recreation.
<b>Vehicles:</b>	One 12-passenger van with lift; 10 standard seats and 2 wheelchair positions
<b>Principal Clients:</b>	Senior residents.
<b>Operating Hours:</b>	Monday-Friday 8:00-4:30, other trips vary.
<b>Priority Call System:</b>	Medical appointments.
<b>Fees/Suggested Donation:</b>	Included in resident services.
<b>Program Funding Sources:</b>	Resident fees and community operations budget.
<b>Drivers and Escorts:</b>	Drivers, in-house.
<b>Service Restrictions:</b>	Residents only. Not a public transportation service.

Map B2 – Mercer County Transit



## Mercer County, Illinois

### WESTERN COMMUNITY PUBLIC TRANSPORTATION

1360 S. MAIN ST  
 MONMOUTH, IL 61231  
 (309) 734-6001

**CONTACT: TRANSPORTATION DIRECTOR**

**EMAIL: [mlewis@warrencountyil.gov](mailto:mlewis@warrencountyil.gov)**

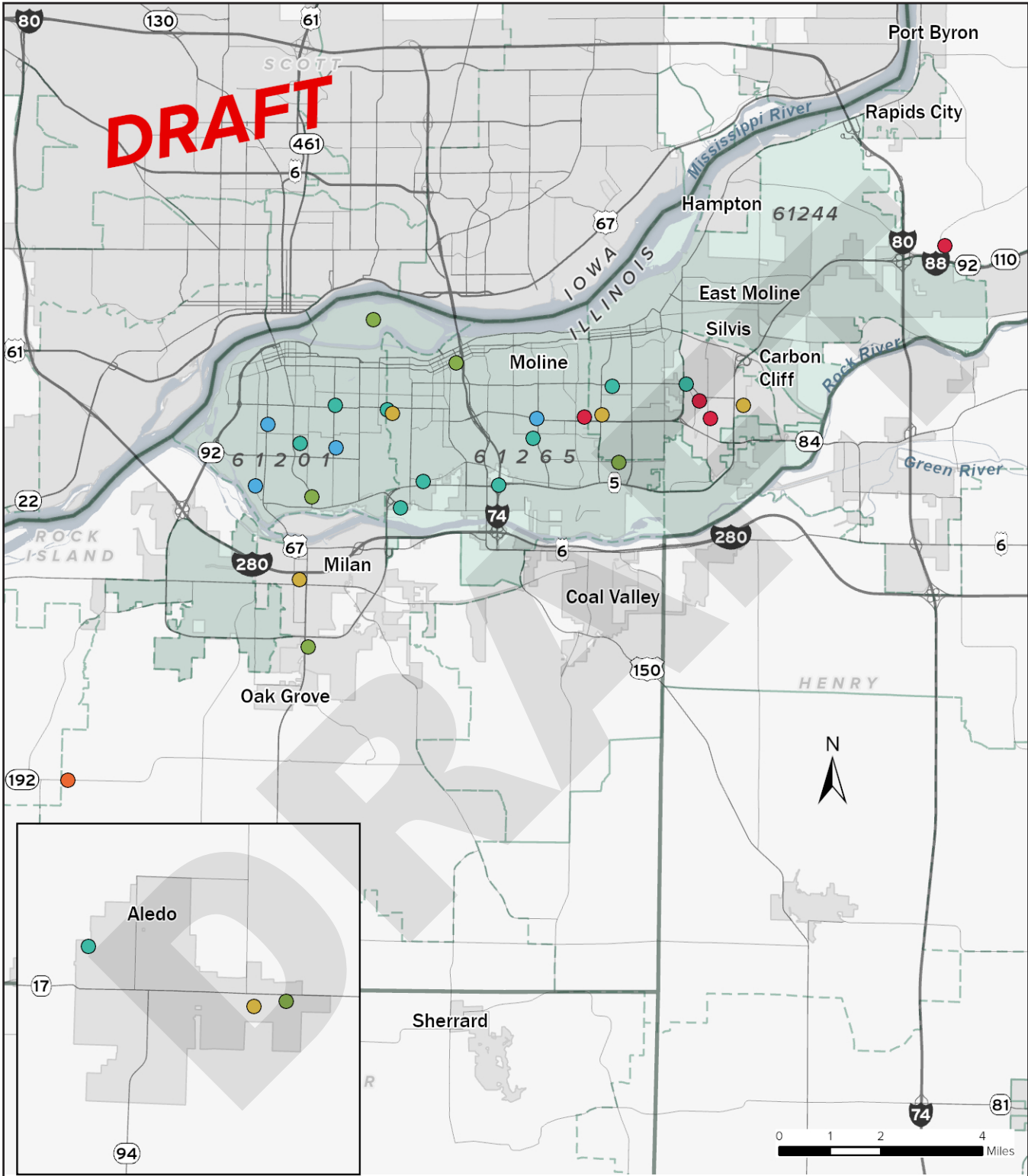
<b>Sponsor:</b>	Warren County, Illinois
<b>Service Area:</b>	Warren County, Mercer County, Henderson County, and surrounding rural communities.
<b>Nature of Service/ Destination:</b>	Demand-response public transportation rides to medical appointments, shopping locations, employment sites, nutrition programs, and other essential services.
<b>Vehicles:</b>	31 Vehicles: ADA-accessible mid-size buses and vans.
<b>Principal Clients:</b>	General public.
<b>Operating Hours:</b>	Monday through Friday, approximately 7:30 a.m. to 4:30 p.m.
<b>Priority Call System:</b>	Advance reservations required; medical trips and scheduled appointments typically receive priority.
<b>Fees/Suggested Donation:</b>	Small fare based on trip distance; reduced fares or suggested donations for seniors.
<b>Program Funding Sources:</b>	Federal Transit Administration rural transit funding (Section 5311), Illinois Department of Transportation support, local county funding, and rider fares.
<b>Drivers and Escorts:</b>	Paid transit drivers employed through the county transportation program.
<b>Service Restrictions:</b>	Trips must be scheduled in advance; service limited and dependent on vehicle and driver availability.

## Mercer County, Illinois

**BROOKSTONE OF ALEDO**  
**405 SE 13<sup>TH</sup> AVENUE**  
**ALEDO, IL 61231**  
**(309) 582-1132**  
**EMAIL: aled.con@meridiansenior.com**

<b>Sponsor:</b>	Brookstone Health Services
<b>Service Area:</b>	Aledo and surrounding Mercer County.
<b>Nature of Service/ Destination:</b>	Transportation for residents. to medical appointments and for social reasons
<b>Vehicles:</b>	One 9-passenger van.
<b>Principal Clients:</b>	Residents of senior living facility
<b>Operating Hours:</b>	Varies from week to week depending on social programming.
<b>Priority Call System:</b>	Senior residents
<b>Fees/Suggested Donation:</b>	None, included in costs of staying at Brookstone.
<b>Program Funding Sources:</b>	Private
<b>Drivers and Escorts:</b>	Drivers and Staff
<b>Service Restrictions:</b>	Residents only, availability depends on when staff are working

Map B3 – Rock Island County Transit



Destination Category

- Human Services
- Medical
- Public Institution
- Retail
- Work
- Residential

Top Trip Origins by Zipcode

Sources: Destinations: RICO Rural Transit, Other features: IA DOT, IL DOT, U.S. Census, USGS, BSRC  
 Disclaimer: This map is for reference only. Data provided are derived from multiple sources with varying levels of accuracy. Bi-State Regional Commission disclaims all responsibility for the accuracy or completeness of the data shown hereon.  
 Map created March 2026 by Bi-State Regional Commission.

## Rock Island County, Illinois

**ALTERNATIVES FOR THE OLDER ADULT**  
**3800 AVENUE OF THE CITIES, SUITE 101**  
**MOLINE, IL 61265**

**(309) 277-0167**

**CONTACT: TELLY PAPANIKOLAOU**

**EMAIL: [alternatives@alternativesforyou.org](mailto:alternatives@alternativesforyou.org)**

<b>Sponsor:</b>	Alternatives is a Non-Profit.
<b>Service Area:</b>	Henry, Mercer, Rock Island, McDonough, Warren, Henderson, Knox, LaSalle, Bureau, Putnam Counties, Illinois.
<b>Nature of Service/ Destination:</b>	Medical appointments, errands.
<b>Vehicles:</b>	Privately owned vehicles that homemakers drive or homemakers' vehicles
<b>Principal Clients:</b>	Seniors age 60 and older with waiver services.
<b>Operating Hours:</b>	8:00 a.m. – 5:00 p.m., Monday – Friday.
<b>Priority Call System:</b>	Handled by the schedule, based on need and resources available.
<b>Fees/Suggested Donation:</b>	Varies. Based on ability to pay.
<b>Program Funding Sources:</b>	State, federal, and grant funds. Illinois Department on Aging, Department of Human Services, United Way.
<b>Drivers and Escorts:</b>	Homemakers. Contracted Drivers.
<b>Service Restrictions:</b>	A need for transportation must be part of a client's care plan through aging waiver services after an initial assessment. No walk-ins, not for public use.

## Rock Island County, Illinois

### ADVANCED MEDICAL TRANSPORT OF CENTRAL ILLINOIS

1207 11<sup>TH</sup> ST W

MILAN, IL 61264

(309) 494-6200

EMAIL: [wsmith@amtci.org](mailto:wsmith@amtci.org)

<b>Sponsor:</b>	Non-Profit.
<b>Service Area:</b>	Central, Eastern, and Western downstate Illinois.
<b>Nature of Service/ Destination:</b>	Emergency ambulance services and scheduled medical transport.
<b>Vehicles:</b>	75 advanced life support ambulances, BLS units, wheelchair vans, and secured cars
<b>Principal Clients:</b>	Patients requiring emergency or medically-monitored non-emergency ground transport, including hospital or healthcare facility transfers.
<b>Operating Hours:</b>	24/7
<b>Priority Call System:</b>	Emergency response is prioritized through dispatch. Scheduled non-emergency transports are coordinated based on clinical need and appointment timing.
<b>Fees/Suggested Donation:</b>	Varies. Based on service type and payment source. Financial assistance available.
<b>Program Funding Sources:</b>	Fees, Medicare/Medicaid, Insurance, support from nonprofit and community partnerships.
<b>Drivers and Escorts:</b>	Licensed paramedics, EMTs, and trained medical staff.
<b>Service Restrictions:</b>	Ambulance services require appropriate medical authorization; not a general public transit service for non-medical trips.

## Rock Island County, Illinois

### CHARTER SENIOR LIVING OF MOLINE

900 43RD AVENUE

MOLINE, IL 61265

(309) 7978181

CONTACT: FACILITY MAIN OFFICE

EMAIL: ed@chartermoline.com

<b>Sponsor:</b>	Charter Senior Living of Moline
<b>Service Area:</b>	Moline and surrounding Rock Island County region
<b>Nature of Service/ Destination:</b>	Charter Senior Living of Moline organizes transportation for residents to off-site medical appointments, pharmacy trips, shopping destinations, and scheduled social outings. Transportation is coordinated with resident care plans and scheduled by facility staff.
<b>Vehicles:</b>	1 ADA Bus, 1 mini van
<b>Principal Clients:</b>	Residents of Charter Senior Living of Moline.
<b>Operating Hours:</b>	Monday through Friday during regular business hours.
<b>Priority Call System:</b>	Requesting a ride is done through facility staff; medical and essential appointment trips are prioritized when scheduling transportation.
<b>Fees/Suggested Donation:</b>	Included as part of the resident services offered by the community. Any additional charges (e.g. for off-schedule or specialized transport) are communicated by facility administration.
<b>Program Funding Sources:</b>	Resident service fees, privacy pay arrangements, and facility operating budget support
<b>Drivers and Escorts:</b>	Facility staff contracted drivers provide transportation services; staff may also escort residents during trips when assistance is needed.
<b>Service Restrictions:</b>	Transportation is only available to current residents of the assisted living community and is not offered to the public

## Rock Island County, Illinois

**THE ARC OF THE QUAD CITIES AREA**  
**4016 NINTH STREET**  
**ROCK ISLAND, IL 61201**  
**(309) 786-6474**  
**CONTACT: Michael Glanz**  
**EMAIL: glanzm@arcqca.org**

<b>Sponsor:</b>	N/A.
<b>Service Area:</b>	IL QCA
<b>Nature of Service/ Destination:</b>	Services for people with disabilities
<b>Vehicles:</b>	50
<b>Principal Clients:</b>	People with intellectual and developmental disabilities
<b>Operating Hours:</b>	8:00 a.m. to 4:30 p.m
<b>Priority Call System:</b>	N/A
<b>Fees/Suggested Donation:</b>	Fee for Service
<b>Program Funding Sources:</b>	IL DHS
<b>Drivers and Escorts:</b>	Direct Support Professionals
<b>Service Restrictions:</b>	For people who receive services from The Arc of the Quad Cities Area.

## Rock Island County, Illinois

**FRIENDSHIP MANOR  
1209 21ST AVENUE  
ROCK ISLAND, IL 61201  
(309) 7869667**

**CONTACT: HEATHER STANCLIFF**

**EMAIL: [heather.stancliff@friendshipmanor.org](mailto:heather.stancliff@friendshipmanor.org)**

<b>Sponsor:</b>	Friendship Manor
<b>Service Area:</b>	N/A.
<b>Nature of Service/ Destination:</b>	Recreation, medical appointments, grocery shopping, etc.
<b>Vehicles:</b>	3 ADA accessible vehicles – one vehicles holds 18 passengers; one vehicle holds 14; one vehicle holds 5.
<b>Principal Clients:</b>	100% seniors/older citizens; 0% general public
<b>Operating Hours:</b>	8:00 – 4:30 p.m., Monday through Friday
<b>Priority Call System:</b>	N/A.
<b>Fees/Suggested Donation:</b>	N/A
<b>Program Funding Sources:</b>	Private
<b>Drivers and Escorts:</b>	Van drivers, activity staff, and nursing aids
<b>Service Restrictions:</b>	Friendship Manor residents only

## Rock Island County, Illinois

**ACTIVE DAY OF MOLINE**  
**4011 AVENUE OF THE CITIES, SUITE 102**  
**MOLINE, IL 61265**  
**(309) 797-0200**  
**CONTACT: BRANDY ANDREWS**  
**EMAIL: bandrews@activeday.com**

<b>Sponsor:</b>	N/A
<b>Service Area:</b>	Rock Island and Henry County, Illinois.
<b>Nature of Service/ Destination:</b>	Transportation for those enrolled in Adult Day Services.
<b>Vehicles:</b>	One car; fourteen 10-passenger vans with hydraulic lifts; 1 mini van.
<b>Principal Clients:</b>	Adults in the community with physical/psychological challenges.
<b>Operating Hours:</b>	7:30 a.m. to 4:30 p.m., Monday through Friday.
<b>Priority Call System:</b>	Based on participant enrollment and attendance.
<b>Fees/Suggested Donation:</b>	\$20 each way for private pay no Iowa Transportation
<b>Program Funding Sources:</b>	IDOA, VA, ORS, private pay.
<b>Drivers and Escorts:</b>	Staff. Drivers trained in working with adults who have mobility and cognitive needs. Escorts can accompany when needed.
<b>Service Restrictions:</b>	Only available to Active Day members, no general public

## Rock Island County, Illinois

**LIGHTHOUSE HOMECARE, LLC**  
**2100 18<sup>th</sup> AVENUE**  
**ROCK ISLAND, IL 61201**  
**(309) 786-9982**  
**CONTACT: MS. BETH MARTINEZ**  
**EMAIL: [beth@lighthousehomecare.com](mailto:beth@lighthousehomecare.com)**

<b>Sponsor:</b>	Lighthouse Homecare, LLC.
<b>Service Area:</b>	Quad Cities region, other areas upon request
<b>Nature of Service/ Destination:</b>	Doctor appointments, Errands, Shopping, Pet Care, etc.
<b>Vehicles:</b>	Client or caregiver vehicle.
<b>Principal Clients:</b>	Elderly and doctor's offices.
<b>Operating Hours:</b>	24/7 for clients.
<b>Priority Call System:</b>	First come, first served.
<b>Fees/Suggested Donation:</b>	\$40 hour (transportation only) plus mileage (\$.60) from time vehicle left office to office return.
<b>Program Funding Sources:</b>	Private pay.
<b>Drivers and Escorts:</b>	CNA and Homemakers.
<b>Service Restrictions:</b>	Do not have vehicles with a lift.

## Rock Island County, Illinois

**METROLINK**  
**1515 RIVER DRIVE**  
**MOLINE, IL 61265**  
**(309) 7883360**  
**WEBSITE: <http://www.gogreenmetro.com/>**  
**CONTACT: JENNIFER HIRSCH**  
**EMAIL: [jhirsch@qcmetrolink.com](mailto:jhirsch@qcmetrolink.com)**

<b>Sponsor:</b>	N/A.
<b>Service Area:</b>	Rock Island County: Rock Island, Moline, East Moline, Milan, Silvis, Hampton, Carbon Cliff, Colona
<b>Nature of Service/ Destination:</b>	Fixed route, ADA paratransit, and Channel Cat passenger ferry boats
<b>Vehicles:</b>	67 transit coaches; 7 paratransit vehicles; 10 Special Transportation Services (STS) vehicles; and 3 ferry boats
<b>Principal Clients:</b>	General public and eligible ADA clients
<b>Operating Hours:</b>	5:00 a.m. to 10:00 p.m., Monday through Friday. 7:00 a.m. to 6:30 p.m., Saturday. 8:00 a.m. to 5:00 p.m., Sunday. Seasonal ferry boat service
<b>Priority Call System:</b>	N/A.
<b>Fees/Suggested Donation:</b>	\$1.00 fixed-route regular fare (discounts available to seniors, children, disabled, and veterans); \$2.00 paratransit; \$8.00 ferry boat
<b>Program Funding Sources:</b>	FTA (Sections 5307, 5309/5339, 2310, etc.); State of Illinois and local funds.
<b>Drivers and Escorts:</b>	Staff and no escorts.
<b>Service Restrictions:</b>	Must have ADA identification card to ride paratransit service

## Rock Island County, Illinois

RICO Rural Public Transportation

1830 2<sup>nd</sup> Ave

Rock Island, IL 61201

(309) 7936391

CONTACT: MS. MELISSA SHOUSE, Transportation Program Coordinator

EMAIL: mshouse@projectnow.org

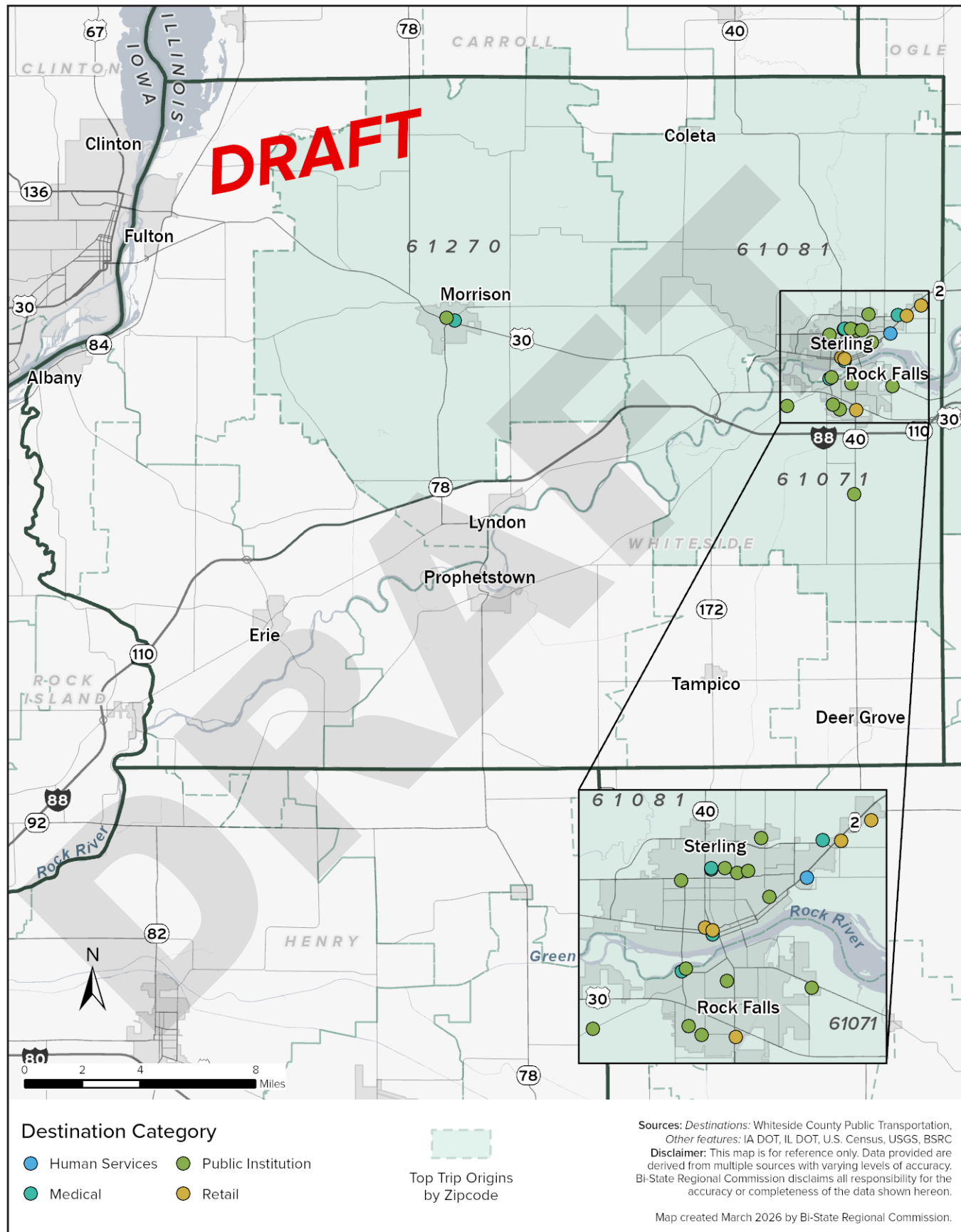
<b>Sponsor:</b>	Project NOW, Inc.
<b>Service Area:</b>	Rural Rock Island County outside the MetroLINK service area.
<b>Nature of Service/ Destination:</b>	Rural public transportation, demand response, and senior transportation.
<b>Vehicles:</b>	3 light duty buses, 10 mini vans.
<b>Principal Clients:</b>	General public; Seniors 60+
<b>Operating Hours:</b>	8:00 a.m. to 4:30 p.m., Monday through Friday.
<b>Priority Call System:</b>	Medical, other, shopping, nutrition, and social.
<b>Fees/Suggested Donation:</b>	Senior Transportation \$1.50 Donation Rural Transportation 0 – 20 miles = \$3.00, 21 – 40 miles = \$5.00. 40+miles = \$7.00.
<b>Program Funding Sources:</b>	Title IIIB; 5311; DOAP
<b>Drivers and Escorts:</b>	Staff.
<b>Service Restrictions:</b>	Unable to provide rides for trips that begin and end within MetroLINK's service area.

## Rock Island County, Illinois

**TRINITY MEDICAL CENTER**  
**8110 14TH STREET WEST**  
**ROCK ISLAND, IL 61201**  
**(309) 7871846**  
**CONTACT: MS CECELIA WALTON**  
**EMAIL: [waltonc@ihs.org](mailto:waltonc@ihs.org)**

<b>Sponsor:</b>	Trinity Medical, Iowa Health System.
<b>Service Area:</b>	Quad City Area.
<b>Nature of Service/ Destination:</b>	Express Medicare, Dr. appointment.
<b>Vehicles:</b>	Four express vans with lifts for wheelchair and ambulatory.
<b>Principal Clients:</b>	Patient residents, nursing home, hospital discharges, Quad City Kidney.
<b>Operating Hours:</b>	7 a.m. to 7 p.m., Monday-Friday.
<b>Priority Call System:</b>	First call basis.
<b>Fees/Suggested Donation:</b>	\$15.00 each way. Will bill IPA (must be pre-approved),
<b>Program Funding Sources:</b>	Private funding - see above fees.
<b>Drivers and Escorts:</b>	Staff.
<b>Service Restrictions:</b>	The only exceptions – must be wheelchair accessible.

Map B4 – Whiteside County Transit



## Whiteside County, Illinois

**CORNERSTONE SPECIAL CARE**

**815 W 23<sup>rd</sup> ST**

**STERLING, IL 61081**

**(815) 626-5820**

**CONTACT: MELISSA FRANCQUE**

**EMAIL: [melissafrancque@cornerstonespecialcare.org](mailto:melissafrancque@cornerstonespecialcare.org)**

<b>Sponsor:</b>	N/A
<b>Service Area:</b>	Sterling/Rock Falls area, Rockford.
<b>Nature of Service/ Destination:</b>	Medical appointments in Rockford, IL, day training for residents, activities, and recreation.
<b>Vehicles:</b>	One mini-van, one 8-passenger van, and one-14 passenger van. All ADA accessible.
<b>Principal Clients:</b>	Individuals with severe or profound developmental disabilities.
<b>Operating Hours:</b>	24/7
<b>Priority Call System:</b>	Scheduled in advance.
<b>Fees/Suggested Donation:</b>	No additional cost to residents.
<b>Program Funding Sources:</b>	N/A
<b>Drivers and Escorts:</b>	Staff: 1 driver and 1 escort per 3-4 residents.
<b>Service Restrictions:</b>	Residents only.

## Whiteside County, Illinois

**SELF-HELP ENTERPRISES**

**2300 W. LEFEVRE ROAD**

**STERLING, IL 61081**

**(815) 626-3115**

**EMAIL: sbushman@self-helpagency.comf**

<b>Sponsor:</b>	
<b>Service Area:</b>	Whiteside County.
<b>Nature of Service/ Destination:</b>	Door-to-door service to and from employment facility, small number of trips to medical appointments and recreation.
<b>Vehicles:</b>	2 small wheelchair accessible vans, 2 mid-size 14-passenger wheelchair accessible vans, 3 heavy duty wheelchair accessible vans, one 22-passenger van (no lift), two 15-passenger vans.
<b>Principal Clients:</b>	Eligible disabled clients only.
<b>Operating Hours:</b>	5:00 a.m. – 6:00 p.m.
<b>Priority Call System:</b>	Scheduled in advance.
<b>Fees/Suggested Donation:</b>	\$2.50 round-trip daily.
<b>Program Funding Sources:</b>	Department of Mental Health, IDOT Section 5310.
<b>Drivers and Escorts:</b>	Drivers only, some escorts for a small number of clients.
<b>Service Restrictions:</b>	Whiteside County only. Not open to the general public.

## Whiteside County, Illinois

**WHITESIDE COUNTY PUBLIC TRANSPORTATION**  
**1207 WEST 9<sup>TH</sup> STREET**  
**STERLING, IL 61081**  
**(815) 626-7707**  
**CONTACT: MS. EMILY HAMMER**  
**OPERATIONS@RIDEWCPT.NET**

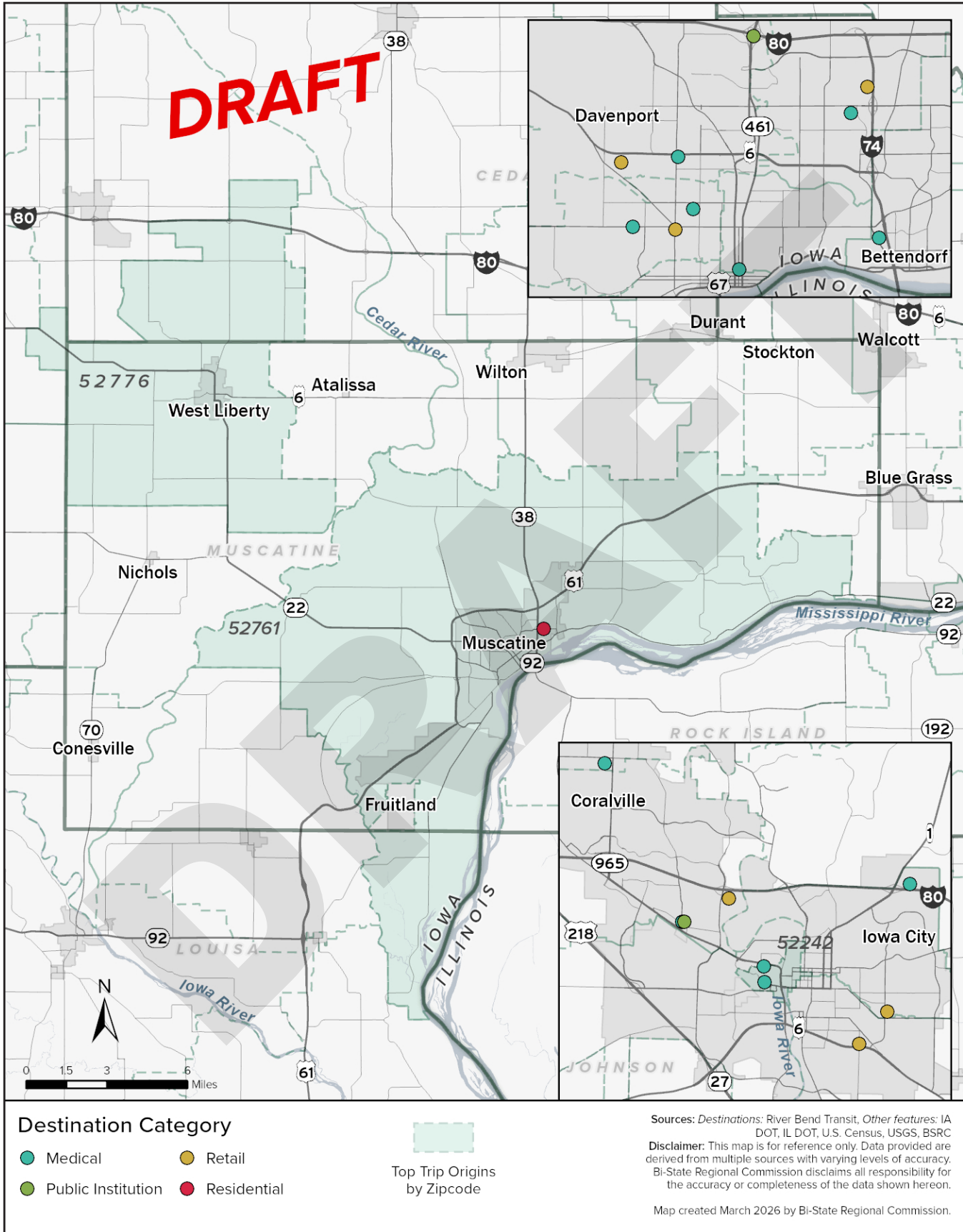
<b>Sponsor:</b>	Whiteside County; Whiteside County Senior Center
<b>Service Area:</b>	Whiteside County.
<b>Nature of Service/ Destination:</b>	Paratransit - Demand response, curb to curb service.
<b>Vehicles:</b>	Three 14-passenger buses, two 10-passenger buses, one 7-passenger mini-van (all ADA accessible).
<b>Principal Clients:</b>	General public and eligible ADA clients.
<b>Operating Hours:</b>	6:00 a.m. – 6:00 p.m. daily (hours vary for contracted services).
<b>Priority Call System:</b>	Clients are asked to schedule trips 24 hours in advance.
<b>Fees/Suggested Donation:</b>	Suggested donation of \$2.00 for one-way local trips for seniors.
<b>Program Funding Sources:</b>	FTA Section 5311, Illinois Department on Aging, local contracts, donations.
<b>Drivers and Escorts:</b>	6 drivers.
<b>Service Restrictions:</b>	None; Primarily restricted to the county-wide service area

## Whiteside County, Illinois

**WINNING WHEELS**  
**701 E. 3<sup>RD</sup> STREET**  
**PROPHETSTOWN, IL 61277**  
**(815) 778-3611**  
**CONTACT: MS. NIKKI LUNDQUIST**

<b>Sponsor:</b>	N/A.
<b>Service Area:</b>	Prophetstown. Will drive to Iowa City, Rockford on an as needed basis.
<b>Nature of Service/ Destination:</b>	Day Treatment Program, Therapeutic Recreation Department, Medical Appointments, and Church (by volunteers only).
<b>Vehicles:</b>	6 vehicles: 1 bus (8 wheelchairs each) for Day Treatment Program, 2 mini buses for Therapeutic Recreation Dept., and 3 vans for medical appointments (all vehicles transport wheelchairs).
<b>Principal Clients:</b>	95% wheelchair bound. Some Public Aid recipients.
<b>Operating Hours:</b>	M-F 6:00 a.m. – 4:00 p.m. (Day Treatment), M-Sat variety of hours (Therapeutic Recreation Dept.), M-F variety of hours (Medical Appointments).
<b>Priority Call System:</b>	1 full-time coordinator responsible for scheduling.
<b>Fees/Suggested Donation:</b>	None
<b>Program Funding Sources:</b>	None
<b>Drivers and Escorts:</b>	2 full-time medical drivers, staff and volunteers for church transportation.
<b>Service Restrictions:</b>	Few ambulatory passenger seats available.

Map B5 – Muscatine County Transit



## Muscatine County, Iowa

### MUSCATINE (MUSCABUS) TRANSIT

1459 WASHINGTON

MUSCATINE, IA 52761

(563) 2638152

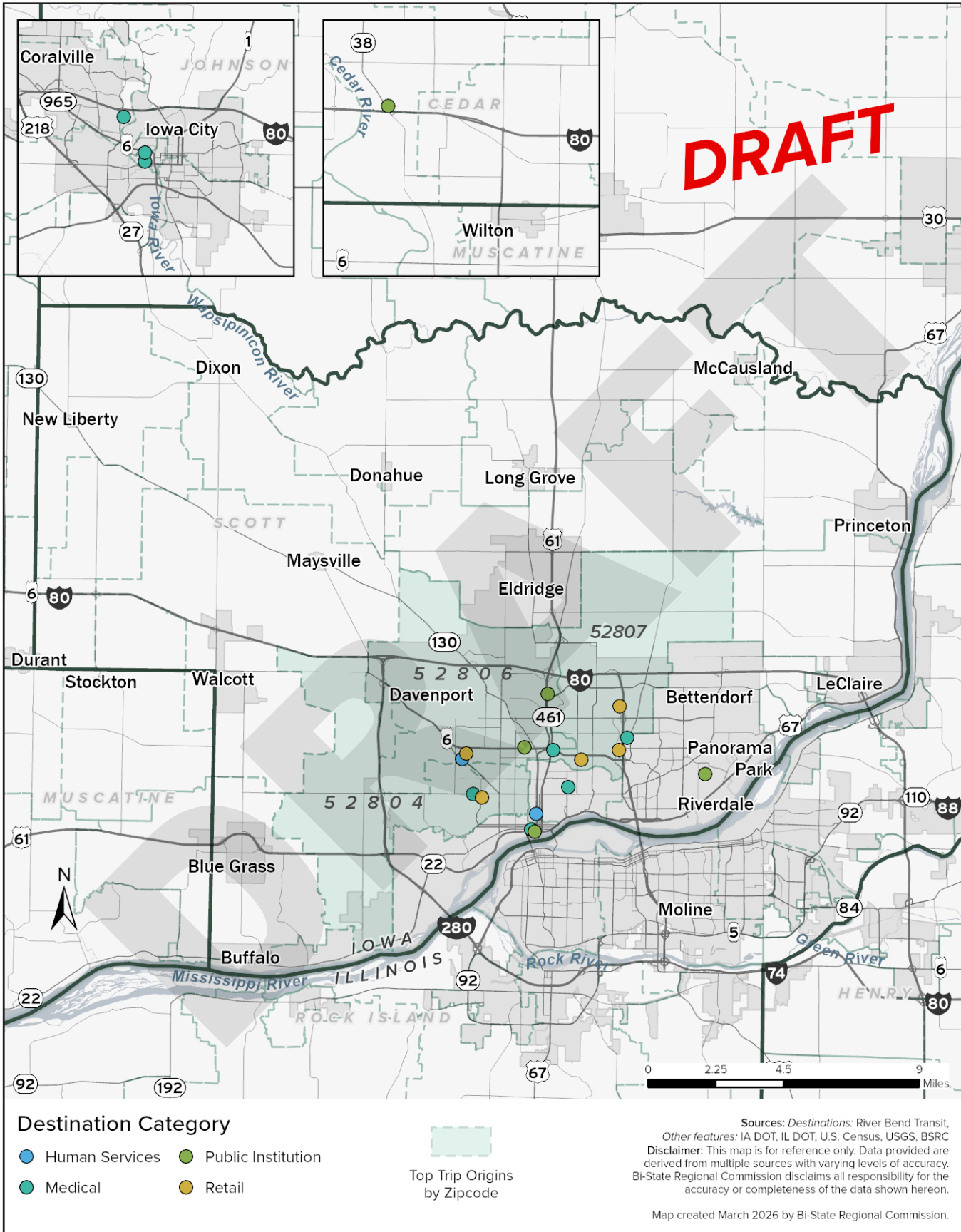
WEBSITE: [www.muscatineiowa.gov](http://www.muscatineiowa.gov)

CONTACT: MS. Amy Fortenbacher

EMAIL: [afortenbacher@muscatineiowa.gov](mailto:afortenbacher@muscatineiowa.gov)

<b>Sponsor:</b>	City of Muscatine/MuscaBus.
<b>Service Area:</b>	City limits of Muscatine.
<b>Nature of Service/ Destination:</b>	Fixed Routes, Paratransit, JARC, & New Freedom
<b>Vehicles:</b>	11 Light Duty Buses, 1 Conversion Van
<b>Principal Clients:</b>	The general population of Muscatine for the fixed routes, JARC, & New Freedom, elderly and disabled for paratransit.
<b>Operating Hours:</b>	Fixed Routes: M-F 6:30am-5:00pm Sat 8:30am-4:00pm Paratransit: M-F 6:30am-5:00pm Sat 8:15am-3:45pm JARC: M-Sat 5:30pm-12:00am(midnight) New Freedom: T,Th 5:30pm-9:30pm
<b>Number of Routes/Ser- vice Frequency:</b>	4 Fixed Routes, running loops every 30 minutes
<b>Fees/Suggested Donation:</b>	\$1.00 – Route per ride \$2.00 – Paratransit, JARC, New Freedom per ride
<b>Program Funding Sourc- es:</b>	FTA, STA, Local Tax Levy.
<b>Priority Call System:</b>	Elderly & Disabled are first on shuttles, we do not deny them a ride. People going to and from work are first on JARC services, space permitting.
<b>Service Restrictions:</b>	Paratransit is for the elderly and disabled.

Map B6 – Scott County Transit



## Scott County, Iowa

**BETTENDORF TRANSIT**  
**4403 DEVILS GLEN ROAD**  
**BETTENDORF, IA 52722**  
**(563) 344-4104**  
**WEBSITE: Bettendorf.org**  
**CONTACT: AUSTIN WHELAN**  
**EMAIL: awhelan@bettendorf.org**

<b>Sponsor:</b>	City of Bettendorf.
<b>Service Area:</b>	IA/IL Quad Cities.
<b>Nature of Service/ Destination:</b>	Fixed Route.
<b>Vehicles:</b>	5
<b>Principal Clients:</b>	General Public.
<b>Operating Hours:</b>	6:00 a.m. to 7:00 p.m., Monday through Friday. 8:30 a.m. to 5:30 p.m., Saturday.
<b>Priority Call System:</b>	None.
<b>Fees/Suggested Donation:</b>	Full Fare: \$1.00 Half Fare/Senior Disabled: \$.50 Children under 5/K-12 Student/College Student/Veterans: Free
<b>Program Funding Sources:</b>	5307, 5310, 5339
<b>Number of Routes/ Service Frequency:</b>	3 Hourly Fixed Routes Monday - Saturday
<b>Service Restrictions:</b>	None.

## Scott County, Iowa

**DAVENPORT CITIBUS**  
**300 WEST RIVER DRIVE**  
**DAVENPORT, IOWA 52801**  
**(563) 888-2289**  
**CONTACT: MR. JEFF WOLF**  
**EMAIL: [jeff.wolf@davenportiowa.com](mailto:jeff.wolf@davenportiowa.com)**

<b>Sponsor:</b>	City of Davenport
<b>Service Area:</b>	IA/IL Quad Cities
<b>Nature of Service/ Destination:</b>	Fixed Route
<b>Vehicles:</b>	21 Vehicles
<b>Principal Clients:</b>	General public
<b>Operating Hours:</b>	Monday - Friday, 6:00 am - 7:00 pm; Saturday - 9:00 am - 7:00 pm Note: individual routes varies
<b>Priority Call System:</b>	None
<b>Fees/Suggested Donation:</b>	<p>Full Fare: \$1                      Reduced Fare: 50¢ (Children aged 5 - 11; Seniors 60+; Medicare cardholder; Persons w/ disabilities; Unemployed; College student w/ no school transit agreement)</p> <p>Children ages 5 and under ride <i>FREE</i> with paying adult</p> <p><b>FREE upon presentation of current school photo ID:</b> Davenport Community School District Students (elementary thru high school); Saint Ambrose University (students, faculty, staff); Palmer College of Chiropractic (students, faculty, staff); Kaplan University (students, faculty, staff)</p> <p><b>Paratransit Service Fares:</b> \$1.75 ADA eligible adult; 85¢ Child 5 – 11 w/ paid adult.                      One Personal Care Attendant Free. \$1.75 for each additional Care Attendant.</p> <p>Passes: CitiPass - \$23 (Davenport CitiBus system only); QC PassPORT - \$30 (all Quad Cities fixed route systems)</p>
<b>Program Funding Sources:</b>	Farebox, advertising fees, local taxes, State and Federal funding sources
<b>Drivers and Escorts:</b>	Staff
<b>Service Restrictions:</b>	None

## Scott County, Iowa

### DAVENPORT GOOD SAMARITAN SOCIETY

700 WAVERLY ROAD

DAVENPORT, IA 52804

(563) 3241651

CONTACT: MR. Tim Moe

EMAIL: [timmoe@good-sam.com](mailto:timmoe@good-sam.com)

<b>Sponsor:</b>	Good Samaritan Society – Davenport
<b>Service Area:</b>	QCA
<b>Nature of Service/ Destination:</b>	Senior service related; Dr. apt., etc.
<b>Vehicles:</b>	15 passenger bus; Full size van with two w/c locks; minivan with one w/c lock.
<b>Principal Clients:</b>	SNF residents and senior housing tenants.
<b>Operating Hours:</b>	Typically 8am-5pm M-F.
<b>Priority Call System:</b>	SNF residents are given priority.
<b>Fees/Suggested Donation:</b>	\$50 round trip—SNF. Complimentary for SL tenants.
<b>Program Funding Sources:</b>	N/A.
<b>Drivers and Escorts:</b>	Staff Drivers.
<b>Service Restrictions:</b>	N/A.

## Scott County, Iowa

**DAVENPORT VA CLINIC  
415 NORTH PERRY ST  
DAVENPORT, IA 52801  
(563) 3285800**

<b>Sponsor:</b>	Veteran's Administration.
<b>Service Area:</b>	Quad Cities.
<b>Nature of Service/ Destination:</b>	Transporting veterans to appointments.
<b>Vehicles:</b>	Personal vehicles of volunteers.
<b>Principal Clients:</b>	Veterans experiencing homelessness or who are at risk of homelessness.
<b>Operating Hours:</b>	M – F: 8:00 a.m. – 4:30 p.m.
<b>Priority Call System:</b>	Appointments to help veterans get back on their feet.
<b>Fees/Suggested Donation:</b>	N/A.
<b>Program Funding Sources:</b>	Veteran's Administration.
<b>Drivers and Escorts:</b>	Volunteers.
<b>Service Restrictions:</b>	Limited to the Quad Cities.

## Scott County, Iowa

**DAV QUAD CITIES**  
**1112 W KIMBERLY RD**  
**DAVENPORT, IA 52806**  
**(563) 3863002**

**EMAIL: quadcitiesdav53@yahoo.com**

<b>Sponsor:</b>	Disabled American Veterans.
<b>Service Area:</b>	Quad Cities region, including Rock Island and Moline in Illinois along with Davenport and Bettendorf in Iowa.
<b>Nature of Service/ Destination:</b>	Volunteer-driven transportation to and from VA medical appointments and other VA-authorized care.
<b>Vehicles:</b>	Volunteer driver's vehicle.
<b>Principal Clients:</b>	Honorably discharged veterans who need transportation to VA medical facilities and treatment appointments in the Quad Cities area.
<b>Operating Hours:</b>	Coordinated by appointment, rides are scheduled in advance.
<b>Priority Call System:</b>	Medical appointments are prioritized; next priority for essential errands and social trips; scheduling by reservation.
<b>Fees/Suggested Donation:</b>	Free for eligible veterans. Donations are voluntary and appreciated.
<b>Program Funding Sources:</b>	DAV, local resources, volunteer support, community donations, and fundraising efforts.
<b>Drivers and Escorts:</b>	Volunteer drivers.
<b>Service Restrictions:</b>	Only available to veterans with approved VA appointments, not public transit and requires advanced scheduling.

## Scott County, Iowa

**FAMILY RESOURCES, INC**  
**2800 EASTERN AVENUE**  
**DAVENPORT, IA 52803**  
**(563) 3266431**  
**CONTACT: MR. JIM OTTESEN**  
**EMAIL: info@famres.org**

<b>Sponsor:</b>	N/A
<b>Service Area:</b>	Greater Quad City Area
<b>Nature of Service/ Destination:</b>	Private
<b>Vehicles:</b>	12 vans; 2 trucks
<b>Principal Clients:</b>	Adjudicated Juveniles. Domestic violence shelter residents
<b>Operating Hours:</b>	24 hours, 7 days per week
<b>Priority Call System:</b>	N/A
<b>Fees/Suggested Donation:</b>	N/A
<b>Program Funding Sources:</b>	Various
<b>Drivers and Escorts:</b>	Staff
<b>Service Restrictions:</b>	Family Resources employees and clients only

## Scott County, Iowa

FRIENDLY HOUSE  
1221 MYRTLE  
DAVENPORT, IA 52804  
(563) 3231821

CONTACT: TERRY HENDERSHOTT  
EMAIL: [thendershott@friendlyhouseiowa.org](mailto:thendershott@friendlyhouseiowa.org)

<b>Sponsor:</b>	N/A.
<b>Service Area:</b>	Scott County.
<b>Nature of Service/ Destination:</b>	Social Services.
<b>Vehicles:</b>	One 15-passenger bus; two 15-passenger vans; one 6-passenger mini-van.
<b>Principal Clients:</b>	Transportation of youth and senior citizens.
<b>Operating Hours:</b>	8:30 a.m. to 5:00 p.m., Monday through Friday.
<b>Priority Call System:</b>	N/A.
<b>Fees/Suggested Donation:</b>	N/A.
<b>Program Funding Sources:</b>	United Way, government grants, program fees, donations.
<b>Drivers and Escorts:</b>	Employees or volunteers.
<b>Service Restrictions:</b>	The vans are not handicap accessible. Transportation is only provided for our own participants.

## Scott County, Iowa

**HANDICAPPED DEVELOPMENT CENTER**  
**P.O. BOX 2450**  
**3402 HICKORY GROVE ROAD**  
**DAVENPORT, IA 52806**  
**(563) 3914834**  
**WEBSITE: handicappeddevelopment.org.**  
**CONTACT: MS. NANCY S. MARTEL**  
**EMAIL: nsm@hdcmail.org**

<b>Sponsor:</b>	Handicapped Development Center.
<b>Service Area:</b>	Scott County, Iowa, with some trips to University Hospitals.
<b>Nature of Service/ Destination:</b>	Medical/therapy appointments, job sites and community activities.
<b>Vehicles:</b>	Eleven vans, several are handicap accessible.
<b>Principal Clients:</b>	Persons with disabilities receiving residential and rehabilitative/habilitative services from the Center.
<b>Operating Hours:</b>	On an as needed basis 24 hours per day, 7 days per week.
<b>Priority Call System:</b>	Used in Center's services, first come basis with the exception of medical appointments which are priority.
<b>Fees/Suggested Donation:</b>	N/A.
<b>Program Funding Sources:</b>	Purchase of services (Medicaid, Scott County).
<b>Drivers and Escorts:</b>	Handicapped Development Center staff, RBT.
<b>Service Restrictions:</b>	Used in Handicapped Development Center programs.

## Scott County, Iowa

**KAHL HOME FOR THE AGED & INFIRM**  
**6701 JERSEY RIDGE ROAD**  
**DAVENPORT, IA 52804**  
**(563) 3241621**

<b>Sponsor:</b>	Catholic Service Board.
<b>Service Area:</b>	Davenport, Iowa.
<b>Nature of Service/ Destination:</b>	Activity destination. Medical use only if cannot get outside service provider.
<b>Vehicles:</b>	One 10-passenger van with wheelchair lift.
<b>Principal Clients:</b>	Kahl Home residents.
<b>Operating Hours:</b>	As needed for activities/medical appointments.
<b>Priority Call System:</b>	For activities/medical appointments for Kahl Home residents only.
<b>Fees/Suggested Donation:</b>	Fees may apply if medical.
<b>Program Funding Sources:</b>	Catholic Service Board.
<b>Drivers and Escorts:</b>	Staff and volunteers.
<b>Service Restrictions:</b>	Van is used for activities/medical appointments for Kahl Home residents only.

## Scott County, Iowa

**RIVER BEND TRANSIT  
7440 VINE STREET COURT  
DAVENPORT, IA 52806  
(563) 445-4468**

**CONTACT: SHERLI CHILDERS, EXECUTIVE DIRECTOR / CEO  
EMAIL: [slchilders@riverbendtransit.org](mailto:slchilders@riverbendtransit.org)**

<b>Sponsor:</b>	N/A
<b>Service Area:</b>	Scott, Clinton, Muscatine, and Cedar Counties.
<b>Nature of Service/ Destination:</b>	Public transit.
<b>Vehicles:</b>	72 Revenue Vehicles.
<b>Principal Clients:</b>	Senior Citizens / People with Disabilities.
<b>Operating Hours:</b>	5:30 a.m. to Midnight: Monday – Saturday.
<b>Priority Call System:</b>	Appointments.
<b>Fees/Suggested Donation:</b>	Varies by county- see <a href="http://www.riverbendtransit.org">www.riverbendtransit.org</a> for specifics
<b>Program Funding Sources:</b>	A2C / MTM, Bettendorf ADA /Saturday Fixed, Davenport ADA/Evening JARC/SSS/ Industrial, Molina, Total Care, Wellpoint, Cedar Co, Clinton Co, Muscatine Co, Scott Co, Empowering Abilities, DCSD, Skyline, Scott Co Same Day.
<b>Service Restrictions:</b>	84+ PT/FT Drivers [40FTE].
<b>Sustainability Practices (Current or in the near future):</b>	None.

## Scott County, Iowa

SEVENTH JUDICIAL DISTRICT  
 DEPARTMENT OF CORRECTIONAL SERVICES  
 605 MAIN STREET, BOX 2A  
 DAVENPORT, IA 61604  
 (563) 345-0179,  
 CONTACT: JOSHUA STANGER  
 EMAIL: joshua.stanger@iowa.gov

<b>Sponsor:</b>	State of Iowa.
<b>Service Area:</b>	Seventh Judicial District. (Scott, Clinton, Muscatine, Jackson, Cedar Counties)
<b>Nature of Service/ Destination:</b>	Community Based Corrections. Transport Residents
<b>Vehicles:</b>	Four 7-passenger vans.
<b>Principal Clients:</b>	Residential program clients who are under supervision or custody.
<b>Operating Hours:</b>	8:30 a.m. – 11:30 p.m., 7 days per week.
<b>Priority Call System:</b>	Newer residents have priority.
<b>Fees/Suggested Donation:</b>	\$3/ ride.
<b>Program Funding Sources:</b>	State of Iowa and Federal.
<b>Drivers and Escorts:</b>	Staff.
<b>Service Restrictions:</b>	Must be convicted criminal offender ordered to residential program by court, parole board or Federal Bureau of Prisons.

## Informal Sources

**Volunteer Drivers:** The Illinois-Iowa Center for Independent Living has a list of volunteer drivers who individuals may contact for transportation. However, volunteers should be used only after all other resources have been exhausted. The Independent Living Center's phone number is (309) 793-0090. Their web address is [www.iicil.com](http://www.iicil.com)

**Churches:** Your church may provide limited transportation to members of the congregation. The church office may have additional information on this service, if available.

DRAFT

DRAFT

