

REGION 8 HUMAN SERVICE TRANSPORTATION PLAN (HSTP)

TECHNICAL & POLICY COMMITTEE MEETING

Date: Thursday, September 15, 2016

Time: 10:00 a.m.

Place: Lifespan Center, Charleston, IL

TECHNICAL COMMITTEE MEMBERS PRESENT:

Angela Brooks+ (CCAR Industries), Chris Simcox+ (CIPT/CEFS-EOC), Amanda Honn+ (CTF), Kaycie Sanders (DAR/CCCoA), Amy Brown (CRIS Rural MTD), Joe Rasmussen (Crosspoint Human Services, Inc.), Brad Parks (DSC), Amanda Hyde (ECIAAA), Emily Dobson+(Health Alliance), Ken Polky (HRC Edgar & Clark), Lynnette Ashmore (LifeLinks), Alissa Dozier (Macon Resources), Paul Cook (Moultrie County Beacon), Eileen Sierra-Brown (Piattran), Michelle Keller+ (Rides Mass Transit), James Graven +(SCCS), Laura Dick (SHOW BUS), Emily Dobson (SAIL & Independence Pointe)

POLICY COMMITTEE MEMBERS PRESENT:

Michelle Keller+(Clark County), Jackie Chism+(Coles County), Luke Parr (Cumberland), Bill Wagoner+(Douglas County), Gary Minich (Macon County), Roger Glazebrook (Moultrie & Beacon Counties), Eileen Sierra-Brown (Piatt County) and Barbara Bennett (Shelby County)

STAKEHOLDERS PRESENT:

Dee Braden (Coles County Council on Aging), Mike Carlson (DSC)

CCRPC STAFF PRESENT:

Zoe Keller, HSTP Coordinator, and Debbie Peterik, Recording Secretary

*Please note: The (*P) or (*T) symbol above represents a voting technical or policy member agency; the (+) symbol represents a proxy voting representative.*

DRAFT MEETING MINUTES

CALL TO ORDER

The meeting was called to order at 10:00 a.m.

ROLL CALL

Ms. Keller called the roll. A quorum was present for both the Technical and Policy Committees.

APPROVAL OF AGENDA

Technical: Mr. Polky motioned to approve the agenda as presented. Ms. Brown seconded the motion. The motion carried unanimously.

Policy: Mr. Glazebrook motioned to approve the agenda as presented. Mr. Minich seconded the motion. The motion carried unanimously.

APPROVAL OF DRAFT MINUTES FROM THE TECHNICAL & POLICY MEETING OF JUNE 16, 2016

Technical: Ms. Brown motioned to approve the minutes. Ms. Sanders seconded the motion. The motion carried unanimously.

Policy: Mr. Minich motioned to approve the minutes. Mr. Glazebrook seconded the motion. The motion carried unanimously.

NEW BUSINESS:

A. Chair and Vice Chair Elections (Technical only):

Ms. Keller asked Ms. Dobson if she would like to continue to be the Chair. Ms. Dobson indicated that she would like to continue as Chair of the Technical Committee.

Ms. Brown motioned to approve Emily Dobson to continue as Chair of the Technical Committee. Mr. Rasmussen seconded the motion. The motion carried unanimously.

Ms. Brown volunteered to be the Vice-Chair of the Technical Committee.

Ms. Dobson motioned to approve Amy Brown as Vice-Chair of the Technical Committee. Mr. Polky seconded the motion. The motion carried unanimously.

B. 2017 Meeting Schedule:

Ms. Keller asked for volunteers to host the 2017 HSTP meetings. The meetings are tentatively scheduled to be held at the following locations:

March – Soyland Access to Independent Living (SAIL)

June – Arcola Center

September – LifeSpan Center

December – CRIS

C. Annual Certifications:

The Annual Certifications for discussion relate to the 5310 Human Service agencies who own IDOT Vehicles. Ms. Keller suggested that the 5310 agencies review their annual certifications for FY2016 based on the following tips:

- Unduplicated Riders should equal the number of individual clients who use the human service agency's transportation services.
- Total Annual Trips should equal the number of one-way rides provided during the fiscal year.
- The human services agencies may resubmit the annual certificate if changes need to be made.

D. Unmet Needs Tracking:

When the TRIP program was in place, there was a uniform way of tracking the unmet needs for the region. Since the TRIP program is no longer a funded program, a new tracking process for submitting the unmet needs must be created.

The following information was provided by TRIP:

- Date
- Description of need
- Frequency
- Transportation options considered
- Reason for unmet need (cost barrier, outside of service area, outside of hours operation)
- Time and location of destination
- Trip reason (medical, shopping, education, etc.)
- Steps taken to resolve issue
- Ultimate barrier (options exhausted)

Ms. Keller commented that the benefit of tracking unmet needs is that it allows the committee to use their resources and strengthen coordination to determine how to meet unmet needs. Ms. Keller asked that the committee members email or call her with their unmet needs information, as well as offer any suggestions on tracking unmet needs.

E. Breakout Sessions – 5310, 5311, and County Representatives:

5310 Report:

- The group identified an unmet need as being able to coordinate service to riders outside the service area so that they can get to the agency they want to go to.
- The group felt that a topic for future meetings should be repair and maintenance. The group feels that more information is needed on localized facilities; where they are located, the times they are open, and what regional centers are in the area.
- The group commented that an annual update of the current IDOT expectations would be beneficial because changes are made and expectations change regularly.
- Now that some agencies have managed care organizations, the agencies don't call for transit anymore. What is the process for both riders and providers, and what would be the best method to ensure providers were getting paid for the rides that they provide?
- Technology will impact transportation in the future. One idea the group discussed was that Uber could help fill gaps in service requests in some areas where public transit currently operates.
- The group identified some safety equipment they thought would be beneficial to add to the vehicles procured through the State of Illinois such as back-up cameras and blind spot indicators.
- Vehicle quality was discussed in detail.
- The group felt it would be good to have a detailed discussion on coordination. Providers feel that they are losing points because they are not able to coordinate transportation requests due to people with behaviors and seizures, because they are not trained to assist them. It would be helpful to find out how they can coordinate with 5311 providers.
- The State of Illinois budget continues to impact service.

5311 Report:

- The group felt that an unmet need was that they are overextending to meet the number of service needs with the lack of cash flow.
- Certain developmental centers are closing.
- The group had a concern about social service agency requests; what is more important to provide demand response or try to obtain the service contract.
- The group discussed the out of county trip coordination issue.
- The group had a discussion about offering credit card payments as an option. One operator suggested that using a phone that has a reader attached to it to take the credit card. The credit card company only charges 1.5% if you can slide the card; otherwise if you enter the information manually, the charge is approximately 4%.
- Some solutions to the problems the group came up with was to coordinate trips with other providers, cash advances for cash flow, and creating a fundraising project such as a Haunted House at one of the facilities.
- Dial-A-Ride has had requests to Springfield. It has been discussed making a Decatur route. Piattran commented that they are going to Springfield more and offered to coordinate rides to Springfield. Service is currently provided on an as needed basis for rides that are Medicaid related or a service contract trip. Piattran discussed the process that they have set up for customers to have an account so they can be billed on a monthly basis if they don't have the money to ride at the time.
- Charter trips are often requested.
- Some ideas to discuss in meetings were long distant trips, create a website to see who offers services out of the county, who provides out of town trips, where they go, the hours of service, linking Facebook pages to websites, and creating a formal group to look at new vehicles and specs of the new vehicles.
- Coordinating training for CPR and First Aid was requested.
- Active Shooter training was also requested. The group felt that there was a lack of information on what to do if a person had a weapon on the bus.
- Create a universal handbook with information from IDOT on emergency procedures.

County Representatives:

- The consensus among those attending the September meeting was that oversight appears to have been delegated to one or two board members, including those who were asked to represent their boards at Region 8 meetings. In most counties, interest among board members was probably higher when rural transportation plans were just beginning to be discussed and implemented several years ago. But once systems developed and seemed to be working as designed attention diverted to other areas and more pressing problems.
- None of the counties represented have adopted any tax obligation to support rural transit plans, which may contribute to the general lack of attention. Otherwise, an attitude of “if it ain’t broke, don’t fix it” prevails.
- A standardized system of reporting to county boards probably needs to be developed as, at present, none seems to exist.
- Macon County has a Rural Transportation Advisory Committee that met monthly until recently, but only two members of the board attend, although minutes are available to all board members. It is primarily composed of representatives of service agencies and rural transit service provider, Show Bus. Decatur Public Transit System, which provides similar services for the urban community, also attends these meetings at times. Other counties have coordination between service agencies and the service provider, such as Central Illinois Public Transit.
- All counties should probably establish some kind of oversight committee to discuss problems, solutions and to monitor the success of the program in those counties. While some counties share PCOMs, each county should probably have a designated board member to receive PCOM reports.
- While most of the members of the Region 8 Policy Committee came to the job with little or no knowledge of transportation problems or the vernacular shared by service agencies, providers and transportation bureaucrats, we agreed that we serve a useful role for alerting our boards to potential or developing problems and should continue to function as a committee.

F. Breakout Summaries (Whole Group):

- The 5310 group discussed the fact that coordination should be discussed in great detail.
- Vehicle quality was also a concern with the 5310 group.

COMMITTEE ANNOUNCEMENTS

Piattran is now offering every Saturday service.

AUDIENCE PARTICIPATION

None.

ADJOURNMENT

There being no further business, Ms. Sanders of the Technical Committee made a motion to adjourn the meeting. Ms. Sierra-Brown seconded.

Mr. Glazebrook of the Policy Committee made a motion to adjourn the meeting. Mr. Minich seconded. Upon vote, the motion unanimously carried.

The meeting was adjourned at 11:35 p.m.