



## Human Services Transportation Plan (HSTP)

**Date:** Thursday, September 21, 2017

**Time:** 10:00 a.m.

**Place:** LifeSpan Center  
11021 E. County Road 800N  
Charleston, IL 61920

**Members Present:** Technical: Larry Fisher, Susan Love, Mike Brown, Kaycie Sanders, Les Woodrum, Brad Parks, Ken Polky, Alissa Dozier, Susan Rauch, Eileen Sierra-Brown, Michelle Keller, James Jankowski, Laura Dick, Emily Dobson, Amy Corbin

Policy: Michelle Keller, Jackie Chism, Floyd Holkenbrink, Bill Wagoner, Roger Glazebrook, Ray Spencer

**Members Absent:** Technical: Drew Bargmann, Amy Brown, Joe Rasmussen, Amanda Hyde, Patrick Harness, Lynette Ashmore, Paul Cook, Jermaine Raymer, Debra King, Tom Colclasure

Policy: Diane Michaels, Harley Bennet, Kelly Lockhart, Luke Parr, Tom Hettinger, Gary Minich, Barbara Bennett

**Staff Present:** Zoe Keller, Debbie Peterik

**Others Present:** None

### DRAFT MEETING MINUTES

Subject to Review and Approval

- I. Call to Order – The meeting was called to order at 10:20 a.m.
- II. Roll Call – Ms. Keller took the roll and a quorum was declared present.
- III. Approval of Agenda –  
**Technical:** Ms. Sierra-Brown approved the agenda as presented. Mr. Brown seconded the motion. The motion carried unanimously. **Policy:** Mr. Spencer approved the agenda as presented. Ms. Chism seconded the motion. The motion carried unanimously.
- IV. Approval of Minutes –  
**Technical:** Mr. Brown motioned to approve the HSTP minutes from the March 16, 2017 meeting. Mr. Parks seconded the motion. The motion carried unanimously. **Policy:** Mr. Glazebrook motioned to approve the HSTP minutes from the March 16, 2017 meeting. Mr. Wagoner seconded the motion. The motion carried unanimously.
- V. New Business –
  - A. Chair and Vice Chair Election (Policy Committee Only)  
Mr. Kelly Lockhart was recommended as the Chair of the Policy Committee and Ms. Barbara Bennett will be asked if she will remain the Vice Chair of the Policy Committee. Ms. Keller will correspond with Mr. Lockhart and Ms. Bennett regarding recommendations. Voting will occur at the next HSTP meeting.
  - B. 2018 Meeting Schedule  
The following 2018 meeting schedule and locations were discussed:  
March 15, 2018 – Piattran  
June 21, 2018 – Arcola Center



September 20, 2018 – LifeSpan

December 13, 2018 – Macon Resources

C. Uniform Survey Questions

The following comments were made regarding the survey:

- This topic was discussed when the group was talking about the performance measures for the group's goals and objectives for the 2017 HSTP plan.
- For HSTP purposes, Ms. Keller will be sending out a basic rider survey in Word form to each agency. The questions on the survey can be incorporated into the surveys some agencies are already completing for their agency.
- Ms. Keller directed the group to the table that indicates the number of surveys that must be completed.
- Mr. Brown inquired if Coles County population was really as much as Champaign County population. Ms. Keller confirmed that for Champaign County population shown is only the rural population.
- Ms. Love commented that she is in the process of finishing their surveys for the next year. Ms. Keller commented that the surveys completed in the past included demographics, trip type, and frequency of use information. Mr. Nichols from CIPT commented that surveys were started last quarter completing 30% of ridership. This quarter 10% of ridership surveys have been completed. CIPT print out a list of their consumers and completed surveys over the phone. The survey is a series of 13 questions.
- Ms. Sierra-Brown commented she had a great response by mailing out a 15 question one-sided survey similar to the survey Ms. Keller previously used. Ms. Sierra-Brown further commented that the positive response might have been due to including on the survey a note that "our funding is dependent on returned surveys".
- Ms. Dick commented that their survey is seven pages long.

D. Restructuring of Breakout Subcommittees

Ms. Keller discussed changing the structure of the HSTP meetings as many topics have already been discussed among the breakout groups. It was suggested that agencies sign up for one of the subcommittee breakouts ahead of time according to their interest. The vehicle maintenance subcommittee has been productive at all of the meetings because vehicle maintenance is a constant issue. One of the goals for the HSTP plan is to have twice-yearly maintenance forums. Ms. Keller felt that this also might be accomplished with the entire group. Ms. Keller further commented that at one of the meetings, it was helpful to break out into provider type. Ms. Chism suggested signing up for the subcommittee group that an agency would be most interested in.

Ms. Dick commented that there is an ongoing concern on the constantly changing environment of Medicare and Medicaid. Show Bus has hosted a couple of workshops but they have not been very successful. She suggested that the HSTP group hold workshops because such a huge area is covered. Ms. Dobson suggested a workshop on the expansion of managed care, not just to the urbanized areas but also throughout the entire State of Illinois out in the far rural areas. Ms. Keller would be interested in holding a forum for those agencies that the information would be pertinent. Ms. Dobson suggested that the East Central Illinois Area on Aging would be a good resource.



Ms. Keller commented that veteran transport is still a concern, and it might be beneficial to conduct a survey on how veteran assistance can be achieved.

E. Annual HSTP Report Card Online

Ms. Keller provided the following comments on the HSTP report card:

- Goals and Objectives for the 2017 Update were made realistically, based on the data being recorded. The data will be collected by using an excel spreadsheet. Ms. Keller has created a document where she has listed the pieces of data that she needs to collect, what goals and objectives match the ones in the HSTP plan, where an agency might already record this information and when the data is reported.
- 2017 will be the base year for the data since the plan is being updated in 2017.
- In January and February 2018, Ms. Keller will be working on a base report showing where the group stood when the plan was adopted.
- For 2018, there will be an annual report card that provides HSTP progress on each of the objectives, which is a performance measure, to determine where the weaknesses are and where the group is excelling.
- The report card will on the East Central Illinois HSTP web site and will be updated on a yearly basis showing the performance.

F. 2017 Regional 8 HSTP Update Draft

Ms. Keller discussed the following:

- Ms. Keller provided a county-by-county breakout and short summary of the demographic analysis.
- She suggested that the group look at the counties that pertain to their agency.
- The 2017 HSTP update will be sent to the agencies in final draft within the next two weeks.
- Part of the plan includes the county-by-county demographics showing total population, population with disabilities, population living below the poverty line and minority groups.
- Ms. Keller commented that the population data comes from the American Census Bureau. The 2015 American Community Survey (ACS) data is used for the plan.
- Ms. Dobson commented that by looking at the maps, there are some gray areas (little urbanized areas) in most counties that do not have transportation available to them because they are urbanized. Ms. Keller commented technically the 5307 providers (the urbanized area), could use their funding to cover the service area. However, there is not enough pressure on the Federal Transit Authority to issue a policy.
- Ms. Dick shared her frustration that the urban areas have a different set of requirements. The more the urban areas share routes that are high density, they can use more federal funds so there are disincentives for areas with low use. That is not part of the Show Bus mandate; their mandate is to serve every population. There is a reward for providing more ridership.
- Ms. Keller discussed the urbanized areas and the demographic maps provided. She also suggested identifying communities not served as they might benefit from a deviated fixed route.
- Ms. Dick commented that the nursing home group skews the numbers.
- The draft document will be emailed to the agencies. There will be a two to three week period where the agencies can make comments to Ms. Keller. Once those comments are received, the document will be put out for a 30-day public comment period. The document will be on the website and at the libraries in



each of the counties. It is a requirement for the federal and state funding received to have a 30-day public comment period.

VI. Committee Announcements

Ms. Sierra-Brown commented that Piattran is in need of another vehicle. They have discontinued Friday evenings but are considering Saturday service through mid-December.

Ms. Dobson commented that the Statewide Independent Living Council has a transportation committee. One thing the Statewide Independent Living Council has in their 3-year plan is to take and keep tabs on the numbers of rider complaints, issues and compliments about services received in the different counties. The process is to call RTAC at Western Illinois University to provide that information. One of the 3-year goals of the council is to improve and increase services, particularly for people with disabilities. The 3-year goal is 20 comments from people that are receiving service. This includes urbanized people, not just rural. Ms. Dobson commented that 45 comments have been received. Ms. Keller commented that one of the HSTP goals and objectives is to collect the unmet needs and work on them.

Mr. Fisher inquired about receiving 100% federal funds on a contract he received on a mini-van received. Has that changed? Ms. Keller commented that some are 100% federal because the 20% match was met with Transportation Development Credits (TDCs).

Ms. Dick commented that IDOT has gone through FTA reviews, and one of the findings was that a 5311 agency had subcontracted with a 5310 agency, and the 5310 vehicle portion had issues. Because of this, IDOT is ramping up their 5310 reviews. Specifically, they ran into issues with records on vehicle maintenance – not that it wasn't done, but that it wasn't documented correctly.

Dial-A-Ride is hosting a defensive driving training on October 18 at the Dial-A-Ride facility. In addition, all agencies should have received vehicle maintenance workshop letter from RTAC regarding the October 18 workshop.

VII. Audience Participation

None

VIII. Adjournment

There being no further business, Mr. Spencer of the Policy Committee made a motion to adjourn the meeting. Mr. Holkenbrink seconded. Upon vote, the motion carried unanimously.

The meeting was adjourned at 11:54 a.m.