



CHAMPAIGN COUNTY  
REGIONAL PLANNING  
COMMISSION

## Human Services Transportation Plan (HSTP)

**Date:** Thursday, December 12, 2019

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

**Place:** John Dimit Conference Room  
1776 E. Washington St., Urbana

**Members Present:** Technical Committee: Chris Mudd (Proxy for CCAR Industries), Evan Alvarez, Beth Beck-Marts, Kaycie Sanders, Amy Brown, Brad Parks, Patrick Harness, John Cline (Proxy for Human Resources Center), Lynette Ashmore, Cory Young, Paul Cook, Jami Trybom, Jeffrey Drake, Ron Frost (Proxy for Shelby County Community Service), Emily Dobson, Gale Kirkpatrick  
Policy Committee: Giraldo Rosales, Kelly Lockhart, Luke Parr, Bill Wagoner (Proxy for Douglas County Board), Roger Glazebrook, Dale Lattz, Tim Ard (Proxy for Vermillion County Board)

**Members Absent:** Technical Committee: Charleston Transitional Facility, Crosspoint Human Services, Inc., Health Alliance, Macon Resources, Inc., PACE, Inc., SHOW BUS  
Policy Committee: Macon County Board, Shelby County Board

**Staff Present:** Kristen Gisondi, Debbie Peterik

**Others Present:** Nathan Nichols, Kyla Ray, Tim Ard, Darlene Kloeppel

### MEETING MINUTES

Subject to Review and Approval

I. Call to Order

Ms. Dobson called the meeting to order at 10:01 a.m.

II. Roll Call

The roll was taken, and a quorum was declared present.

III. Audience Participation

None

IV. Approval of Agenda

**Technical Committee: Ms. Brown made a motion to approve the agenda. Mr. Harness seconded.**

**Upon vote, the motion carried unanimously.**

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**Policy Committee: Mr. Rosales made a motion to approve the agenda. Mr. Glazebrook seconded. Upon vote, the motion carried unanimously.**

V. Approval of Minutes

**Technical Committee: Ms. Trybom made a motion to approve the HSTP Meeting Minutes of September 19, 2019. Mr. Harness seconded. Upon vote, the motion carried unanimously.**

**Policy Committee: Mr. Wagoner made a motion to approve the HSTP Meeting Minutes of September 19, 2019. Mr. Parr seconded. Upon vote, the motion carried unanimously.**

VI. New Business

A. Presentation of Sensitivity Training for Persons with Disabilities by SAIL, Inc. – Emily Dobson

Following are a few highlights of the presentation:

- Most people with disabilities are people with “hidden disabilities.” Some examples of hidden disabilities would be someone that is deaf or hard of hearing, someone that is losing their sight or someone with Alzheimer’s.
- The Centers for Independent Living allow people to make the choice of living in their own homes. There are three Centers for Independent Living in HSTP Region 8. There are 22 centers in the State of Illinois that cover certain regions.
- The lack of transportation is one of the biggest barriers for people who want to work or further their education on a part-time or full-time basis.
- Centers for Independent Living are funded by the State and Federal government.
- At least 51% of the Board of Directors at SAIL, and at least 51% of the staff members must be comprised of people with disabilities.
- At least one out of five people that you meet is a person with a disability (visible or hidden.)
- In the United States today, there are about \$2 million people with disabilities who never leave their home. Of those 2 million people, about 560,000 of them are unable to leave their homes because they have no transportation.
- People with disabilities are much more likely to live in poverty. 26 percent of people with disabilities are extreme low income.
- Ms. Ashmore commented that her organization serves individuals with a mental illness and asked that the transportation providers be cognizant of and sensitive to the disability. Every one of the counties that are served has an organization that serves individuals with a mental illness. If a driver has someone that rides their bus, you can contact the



organization for help with suggestions on interacting with the person. You cannot talk about the person specifically due to confidentiality, but you can ask in general terms if a situation arises.

- Mr. Cook commented that people with disabilities want equal respect.

B. Nomination and Approval of HSTP Policy Chair

The Policy Chair position is nominated every two years. Kelly Lockhart, the current Chair for the Policy committee, is willing to continue as Chair.

**Mr. Rosales made a motion to approve the HSTP Policy Chair. Mr. Lattz seconded. Upon vote, the motion carried unanimously.**

C. Presentation and Approval of 2018 Report Card

Ms. Gisondi commented that the report card is used to measure how the region is doing, where efficiencies are working and what forms of accessibility are being used. Last year, the first baseline report card was developed. The report card included measures and objectives outlined in the plan that was developed in 2017. Since last year was a baseline report card, there were some measures with no ratings and there was not a lot of data collected before the report card. This year, more data is available for comparison. Following are points of discussion in the presentation of the 2018 report card ratings:

Directory:

- A directory was created in March of 2018 which included all transportation options, senior service centers, human service agencies and public transit agencies. The data is collected monthly from Google Analytics. 439 views were tracked. Links to the directory are not tracked by Google Analytics. Ms. Gisondi is able to track either by going to the RPC website or the agencies communicate that a link has been added to the directory. The baseline for 2018 has 11 links. The measure received a positive rating.

Marketing:

- Public transit agencies marketed their services through radio, brochures, newspapers, social media, public meetings and events. Human service agencies do not have a need to market their services because they only transport their clients. The measure received a positive rating.

Ridership:



- Public transit agencies had 353,685 rides (a 7% increase from 2017 and 2018.) The human services agencies had 513,129 rides (a 16% increase.) The measure received a positive rating.

Unduplicated Riders:

- Public transit agencies had a 50% increase in unduplicated riders partially attributed to another agency providing Ms. Gisondi with data she did not have last year, but there was still an increase. The measure received a positive rating. The human service agencies had a 3% decrease in unduplicated ridership, but this was not a big statistical change. The measure received a neutral rating.

Trips per Hour:

- Public transit agencies had 3% increase in trips per hour and received a neutral rating. Human service agencies had a decrease of 32% trips per hour and received a negative rating. Half of the human service agencies do not track this measure.

Trips per Mile:

- Public transit agencies had a 12% decrease in trips per mile from 2017 to 2018 and received a negative rating. Human service agencies had a 19% increase in trips per mile and received a positive rating.

Denials:

- The number of denials is only measured for the public transit agencies. There was a decrease of 14% in 2018 and received a negative rating. The most common receive for denying service included time not available, request not in-service area, same day/next day request, no driver and no holiday service.

Accessibility:

- All agencies use some form of accessibility such as braille, alternate languages, large print, remediated websites, talking books and accessible screen readers and received a positive rating.

Interagency Coalitions:

- In 2018, the public transit agencies participated in 19 different coalitions. All public transit agencies are part of the Illinois Public Transit Association. A positive rating was received. About half of the human services agencies are a part of interagency coalition. A neutral rating was received.

Transportation Advisory Groups:



- The public transit agencies have four different counties with transportation advisory committees. None of the human service agencies are a part of transportation related advisory groups. There was no change in 2017 or 2018. A neutral rating was received.

Surveys:

- This measure is the combined total of surveys collected by the public transit and human service agencies. There was an increase of 14% and a positive rating was received.

Rural Transit Assistance Center Trainings:

- There were four trainings in Region 8 in 2018, 83 attendees with an average attendance of 22 people. A positive rating was received.

Farebox Revenue:

- This measure is tracked by the public transit agencies only. There was an 18% increase and a positive rating was received.

Service Contract Revenue:

- There was a 5% increase in the service contract revenue and a positive rating was received.

Service Contracts:

- There was a combined total of 58 service contracts which is a 5% increase, receiving a positive rating.
- Contracts were with public transit agencies, human service agencies, senior centers, social service centers and churches.

Mr. Harness inquired if other regions have a report card. Ms. Gisondi commented that they do not. We use this information as it is a good way to utilize our plan, to see where the efficiencies are, whether we are meeting the goals that we set up in the plan, and it is important to us and IDOT.

Amy Brown commented whether the trips per mile and trips per hour were solid metrics for proving quality service. For example, if the transit agency serves all trip requests, regardless of destinations, then the miles and hours will increase even though trips are being served. Ms. Gisondi commented that she would include a note explaining the indicators do not provide a comprehensive review into a transportation agency's level of service.



**Technical Committee: Mr. Alvarez made a motion to approve the 2018 Report Card with the caveat included. Mr. Cook seconded. Upon vote, the motion carried unanimously.**

**Policy Committee: Mr. Glazebrook made a motion to approve the 2018 Report Card. Mr. Rosales seconded. Upon vote, the motion carried unanimously.**

D. Breakout Subcommittees

1. Vehicle Maintenance – Paul Cook

The group discussed the need for another maintenance center. The maintenance center in Springfield does a good job and prices are reasonable. However, the distance from the agencies and turnaround time is an issue.

The group suggested creating a data base for recording repairs on buses. For instance, if the buses are having similar problems such as an issue with parking brakes, and three or four different buses had the same problem, it might be beneficial to have a simple data collection of all the agencies that can be sent to IDOT to make them aware of issues agencies are having with their buses, i.e. the design or the manufacturer. Perhaps Ms. Gisondi could send this out to all the agencies and reach out to the other regions and then everyone would be aware of what is going on.

2. Community Outreach – Patrick Harness

The group discussed the importance of having a website, which is one of the top three methods of sending out information. Another topic was the way you can track your ride online or in an app like Uber where someone could request a ride. Ms. Brown commented that they have Ecolane, but they have not yet set it up. Ecolane gives the consumer the option of going online and reserving a ride. Mr. Alvarez commented that MTD uses an app, a company called Route Match. Mr. Drake commented that RIDES currently uses CTS software.

3. Service and Training – Emily Dobson

The group discussed what the barriers to training might be. There is difficulty in freeing enough drivers at the same time to do a training. RTAC requires 15 people in order to complete a training, which is a large number of drivers gone at one time. There is also a barrier of length of training. The required RTAC training is about a four-hour process, which is a long amount of time to take the drivers off the road. Medicare training was also discussed. The MCOs require training on HIPPA, fraud, abuse, which is another several



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hours of training. The group also discussed a certain amount of refresher training that is required. Many of the people mentioned that they use a lot of the online resources to complete their refresher training. However, they run into a barrier where they don't always have someone on their staff that has time to work out what webinars are available. Ms. Dobson commented that Dial-A-Ride will be closed the day after Christmas to hold a staff retreat so that they can train all their staff.

#### VII. Committee Announcements

Ms. Dobson commented that there will be a bus driver training program at Richland Community College in Decatur beginning in January.

Ms. Gisondi commented that the Rural Transit Assistance Center have announced that their conference dates will be March 3-4, 2020 in Springfield.

Ms. Darlene Kloeppel, Champaign County Executive, introduced herself and commented that today is Staff Appreciation Day at the Champaign County offices and she wanted to let the committee members know how much she appreciates the work they do for HSTP.

#### VIII. Audience Participation

None

#### IX. Adjournment

**There being no further business, Mr. Harness from the Technical Committee made a motion to adjourn the meeting. Ms. Trybom seconded. Mr. Glazebrook from the Policy made a motion to adjourn the meeting, Mr. Parr seconded. Upon vote, the meeting was adjourned at 12:00 p.m.**

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