Champaign-Urbana Urbanized Area HSTP and Age-Friendly Transportation Subcommittee

Working Group Meeting

Kristen Gisondi, HSTP Coordinator
Champaign County Regional Planning Commission
October 2nd, 2019
Urbanized Area Goals

- **Now to April 2020 Initiatives**
  - Develop and send out surveys
    - Senior living centers
    - Human/social service agencies
    - Major employers
    - Transportation providers
    - Passengers/clients
  - Update the transportation directory biannually
    - Solicit agencies to post and use transportation directory
    - Track page views

- Travel trainings
- Consolidated regional driver trainings
- Apply for One-Call One-Click center funding
- Solidify passenger assistance program scope
  - Apply for funding as available
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Goal Progress

- Future implementations
  - Encourage more usage by community
  - Links to directory (cannot collect this data)
- Average time spent on the page
  - 2 minutes 46 seconds
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Bus Buddy Program Scope

• **Program goal**
  • To create a sustainable volunteer bus buddy program for Champaign-Urbana urbanized area residents

• **Program mission**
  • To increase mobility and public transit ridership among residents who struggle to understand the transit system or ride alone

• **Target population**
  • Seniors
  • People with disabilities
  • General public
Bus Buddy Program Scope

Partners

• **RPC**
  • To oversee operations, collect/analyze data, organize volunteer page, create trainings

• **Age-Friendly Steering Committee**
  • Promote need for volunteers and program

• **UIUC CHAD**
  • Encourage students to volunteer and help with travel trainings

• **UIUC Students**
  • Volunteer and promote cause

• **MTD**
  • Provide bus buddy free-ride cards if not student
  • Provide buses for travel training
  • Inform drivers, community of program, etc.

• **CRIS Healthy Aging**
  • Assistance as needed

• **Who else?**
Bus Buddy Program Scope

• Ideally tie into One-Call One-Click Center
• Volunteer website maintained by call center employees and RPC
• Estimated cost depends on scope, level of partner buy-in, etc.

• Program description
  • A volunteer website would make trip scheduling easier for volunteers and clients.
  • Many free platforms exist
  • Go-to source for scheduling rides by assisted living facilities, hospitals, educational organizations, etc.
  • Anyone may volunteer
    • Background check and waiver
Bus Buddy Program Scope

Liability

- Today, no state recognizes absolute immunity for charities or their agents.
- Responsibility lies with responsible organization

• Illinois upheld signed waiver for Salvation Army case in 2012
  - Illinois courts will not enforce a waiver if it is poorly drafted, and does not contain “clear, explicit and unequivocal language referencing the type of activity, circumstances or situation that it encompasses”
Bus Buddy Program Scope

• **Key Questions:**
  • Liability issues for volunteers?
    • Cost of liability insurance for program
  • How much training for volunteers?
  • Central volunteer location?
  • Service area – rural, urban, or both
  • Should bus buddies have a ride-free card (after training and volunteering certain hours)?
  • Level of buy-in from partners
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Surveys

• Surveys were conducted before the 2018 urbanized area plan was developed
  • Transportation providers and passengers

• Next round to coincide with HSTP surveys in early 2020

• Locations
  • Dash Pass user-heavy areas
  • Social service centers
  • Senior living
  • Human service agencies

• Separate surveys for:
  • Transportation providers
  • Passengers
  • Potential riders (senior living centers, social services, etc.)

• Offer information on public transit and travel training while distributing
• Digital and physical surveys
Transportation Consumer Survey

Date:

The results of this survey will help shape recommendations and alternatives for the agencies of the Region 8 Human Services Transportation Plan (HSTP), by assessing unmet needs and service gaps.

1. For which purposes do you use public transportation? (Circle all that apply)
   a. Work
   b. Medical Appointments
   c. School / Educational
   d. Shopping
   e. Social / Recreational
   f. Other:

2. How/where did you receive this survey?

3. How often do you use public transportation services?
   a. Less than once a month
   b. Once a month
   c. About once a week
   d. 2-3 days a week
   e. 4-5 days a week

4. Are there obstacles preventing you from using transportation services more often? (Circle all that apply)
   a. Cost of fares
   b. System hours of operation
   c. Advance reservation timeframe
   d. Need someone to ride with me
   e. Personal health reasons / disability
   f. There are no obstacles
   g. Other:

5. What is your overall satisfaction with the public transportation services in the community?
   Very Satisfied | Satisfied | Unsatisfied | Very Unsatisfied
   Yes | No | Prefer not to answer

6. Are you able to travel everywhere you would like to within the community?
   Yes | No
   If "no," where else would you like to go?

7. How could the community better meet your transportation needs?

8. What do you see as the greatest barrier to mobility in the community?
   - Lack of information about transportation options
   - Lack of information about how to use the available services
   - Advance notice needed to request a ride
   - Hours of operation
   - Other (explain):

9. What is your age?
   a. Under 18
   b. 18 - 24
   c. 25 - 45
   d. 46 - 59
   e. 60+
   f. Prefer not to answer

10. Do you have a physical disability?
    Yes | No | Prefer not to answer

11. How do you think that transportation coordination could be better in the community?

12. What are a few things that the community does well when it comes to transportation?

13. Are there any other issues or concerns you would like to share about your transportation experience?

14. Please rate your overall experience with the transportation issues below, by circling 0-5.

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<th>Transit Customer Service issue</th>
<th>N/A</th>
<th>Poor</th>
<th>Fair</th>
<th>Excellent</th>
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<tr>
<td>The ease of finding public transit system information</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<tr>
<td>The ability to connect to other transit agencies</td>
<td>0</td>
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<td>The affordability of the service</td>
<td>0</td>
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<td>Reliability of the service</td>
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<td>The ease of scheduling rides</td>
<td>0</td>
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From transit customer service issues listed above, what are the most important to you?
Surveys

- **Transportation provider survey**
  - Where transportation is provided
  - Directly operated within agency?
  - Trip purposes allowed
    - Greatest trip purpose needs
  - Funding sources

- Barriers to service and service coordination
- Strengths of transportation system
- Coordination with other agencies, if applicable
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**Year 1**  
(April 1, 2019 to March 31, 2020)
Goal Progress

• One-Call One-Click center scope
  • Call center for Champaign County and surrounding counties
  • Anyone may call
  • Call center employees will guide callers with transportation service information, travel training materials, Dash Pass and Medicaid registration information, etc.

• Two applications
  • NADTC – May 2018
  • US DOT – November 2018

• Suggestions for other funding?
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Dash Pass

Source: MTD
Local Coordination Issues

- New or reoccurring unmet transportation needs with your organization
  - Cause of denials
  - Cause of reduced mobility
2020 Meeting Schedule

• First Wednesday of the month
  • Unless otherwise indicated
• Brookens Administrative Center
• What time works best?

• *January 8th
• April 1st
• *July 8th
• October 7th
Next meeting: January 8\textsuperscript{th}

Any questions or comments?
Announcements?