



Human Services Transportation Plan Region 8

Champaign, Clark, Coles, Cumberland,
DeWitt, Douglas, Edgar, Macon, Moultrie,
Piatt, Shelby, and Vermilion Counties

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I. INTRODUCTION

The function of this document is to evaluate existing transportation providers, the unmet needs and duplications in human service and public transportation services; and establish transportation related goals for Champaign, Clark, Coles, Cumberland, DeWitt, Douglas, Edgar, Macon, Moultrie, Piatt, Shelby, and Vermilion counties, Illinois. This documentation fulfills planning requirements for the United We Ride initiative and the Federal Transit Administration's (FTA) Safe, Accountable, Flexible, and Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU).

In August of 2005, Congress passed the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), reauthorizing the surface transportation act Transportation Equity Act for the 21st century (TEA 21). As part of this reauthorization, grantees under the Elderly Individuals and Individuals with Disabilities (Section 5310), Job Access and Reverse Commute (JARC) (Section 5316), and New Freedom Initiative (Section 5317) grant programs must meet certain requirements in order to receive funding for Federal Fiscal Year 2007 and beyond.

SAFETEA-LU requires that projects from the programs listed above must be part of a “locally developed coordinated public transit-human services transportation plan.” This plan must be developed through a process that includes representatives of public, private and non-profit transportation services, human services providers and the general public.

This study presents the efforts of outreach that have been conducted to encourage participation from all local stakeholders and general public in the study area, specifically those representing target populations. The purpose is to improve human service and public transportation for older adults, individuals with disabilities, and individuals with low incomes through coordinated transportation.

The following chapters document the demographic conditions, inventory of existing transportation providers, gaps and duplications in service, and unmet needs throughout the twelve county region that have been identified through analysis and input. Chapter VIII of this plan outlines suggested goals, objectives and strategies to address the unmet needs and gaps in service and improve the quality of life for older adults, individuals with disabilities, and individuals with low incomes.

The appendix of this plan documents the outreach efforts to date, including a checklist of stakeholder organizations that were contacted to complete the comprehensive stakeholder survey. The appendix also includes local stakeholder meeting announcements and agendas that were distributed to all local stakeholders, and a list of organizations that attended the local stakeholder meetings.

The Region 8 HSTP has three major components:

- **Background** on each county within the region from a demographic profile.
- A view of **mobility today**, analyzing existing transportation services, regional origins and destinations, needs, gaps, and current coordination.
- A vision of **mobility tomorrow**, laying out goals, objectives and strategies.

The Region 8 HSTP is designed to outline:

- a comprehensive review of existing public transportation and human services coordination
- a context for continuing and broadening communication between human service agencies and transportation providers
- a platform to enhance transportation access for older adults, people with disabilities, and those with low-incomes through identification of unmet needs and strategies to address them
- a tool for human service agencies and transportation providers to identify coordination opportunities
- an educational tool for human service agencies and transportation providers to identify coordination opportunities

II. SAFETEA-LU requirements: Federal Transit Administration (FTA) Programs

A. Elderly Individuals and Individuals with Disabilities (Section 5310)

The Section 5310 program was established in 1975 as a discretionary capital assistance program. In cases where public transit was inadequate or inappropriate, the program awarded grants to private non-profit organizations to serve the transportation needs of elderly individuals¹ and individuals with disabilities². FTA (then the Urban Mass Transportation Administration, UMTA) apportioned the funds among the States by formula for distribution to local agencies, a practice made a statutory requirement by the Intermodal Surface Transportation Efficiency Act (ISTEA). In the early years of the program, many of the subrecipient non-profit agencies used the vehicles primarily for transportation of their own clients. Funding for the Section 16(b) (2) program, as it was then known, ranged between \$20-35 million annually until the passage of ISTEA in 1992, when it increased to the \$50-60 million range.

ISTEA also introduced the eligibility of public agencies under limited circumstances to facilitate and encourage the coordination of human service transportation. Increasingly, FTA guidance has encouraged or required coordination of the program with other Federal human service transportation programs.

In lieu of purchasing vehicles, acquisition of service in order to promote use of private sector providers and coordination with other human service agencies and public transit providers was made an eligible expense under ISTEA. Other provisions of ISTEA introduced the ability to transfer flexible funds to the program from certain highway programs and the flexibility to transfer funds from the Section 5310 program to the rural and urban formula programs.

The goal of the Section 5310 program is to improve mobility for elderly individuals and individuals with disabilities throughout the country. Toward this goal, FTA provides financial assistance for transportation services planned, designed, and carried out to meet the special transportation needs in all areas - urbanized, small urban, and rural. The program requires coordination with other federally assisted programs and services in order to make the most efficient use of Federal resources.

Federal grant money can be designated to a local subrecipient in the form of a private non-profit organization, if public transportation services are unavailable, insufficient, or inappropriate; or a governmental authority that is approved by the State to coordinate services for elderly individuals and individuals with disabilities or certifies that there are no non-profit organizations readily available in the area to provide public transportation services.

¹ Elderly Individual includes, at a minimum, all persons 65 years of age or older. Grantees may use a definition that extends eligibility for service to younger (e.g., 62 and older, 60 and over) persons. FTA C 9070.1F

² Individual with a disability means an individual who, because of illness, injury, age, congenital malfunction, or other incapacity or temporary or permanent disability (including an individual who is a wheelchair user or has semi-ambulatory capability), cannot use effectively, without special facilities, planning, or design, public transportation service or a public transportation facility. 49 U.S.C 5302(a) (5).

Funds for the Section 5310 program are available for capital expenses as defined in Section 5302(a)(1) to support the provision of transportation services to meet the needs of elderly individuals and individuals with disabilities.

Locally, the Regional Transportation Committee (RTC) will be responsible for endorsing applications prior to submission to the Illinois Department of Transportation Division of Public and Intermodal Transportation (IDOT-DPIT). Applicants must be involved with the coordination process and the RTC must evaluate the need of the grant based on the goals for the region laid out in Chapter VIII of this document.

B. Job Access and Reverse Commute (JARC) (Section 5316)

The Job Access and Reverse Commute (JARC) program was established to serve welfare recipients and low income families, helping individuals successfully transition from welfare to work and reach needed employment support services such as childcare and job training activities. JARC was established as part of TEA-21, passed in 1998, to address the transportation challenges faced by welfare recipients and low income persons seeking to get and keep jobs.

With the passage of SAFETEA-LU, JARC funding is allocated by a formula to States for areas with populations below 200,000 persons, and to designated recipients for areas with populations of 200,000 persons and above. The formula is based on the number of eligible low income and welfare recipients in urbanized and rural areas. The formula based program is intended to provide an equitable funding distribution to States and communities as well as stable and reliable funding in order to implement locally developed, coordinated public transit human services transportation plans.

FTA continues to provide maximum flexibility to communities in designing plans and projects to meet the transportation needs of low income individuals and welfare recipients. FTA provides financial assistance for transportation services planned, designed, and carried out to meet the transportation needs of eligible low income individuals in all areas - urbanized, small urban, and rural. The program requires coordination of Federal assistance programs and services in order to make the most efficient use of Federal resources. A subrecipient may be a local government authority, non-profit organization, or operator of public transportation services that receives a grant under JARC indirectly through a recipient.

Locally, the RTC will be responsible for prioritizing projects for funding before submittal to the State Oversight Committee (SOC). Each region will be allowed to submit a limited number of applications set by IDOT-DPIT to the SOC. Applicants must be involved with the coordination process and the RTC must evaluate the need of the grant based on the goals for the region laid out in Chapter VIII of this document.

C. New Freedom Program (Section 5317)

The New Freedom Program is a new program authorized in SAFETEA-LU to support new public transportation services and public transportation alternatives beyond those required by the Americans with Disabilities Act³ (ADA) of 1990.

Former President George W. Bush included funds for the New Freedom program in the annual budget request to Congress since FY 2003; however, it was not until the enactment of SAFETEA-LU in 2005 that funding was authorized by Congress. Funding was first appropriated for the transportation provision in FY 2006. The New Freedom program is intended to fill the gaps between human service and public transportation services previously available and to facilitate the integration of individuals with disabilities into the workforce and full participation in the community.

The New Freedom formula grant program aims to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the workforce and full participation in society. Lack of adequate transportation is a primary barrier to work for individuals with disabilities. The 2000 Census showed that only 60% of people between the ages of 16 and 64 with disabilities are employed. The New Freedom formula grant program seeks to expand the transportation mobility options available to individuals with disabilities beyond the requirements of ADA.

In non-urbanized areas or small urban areas under 200,000 in population, the designated recipient is the State agency designated by the chief executive officer of a State to receive and apportion amounts under New Freedom that are attributable to the State for small urbanized and non-urbanized areas. A subrecipient may be a local governmental authority, non-profit organization, or operator of public transportation services that receives a grant under the New Freedom program indirectly through a recipient.

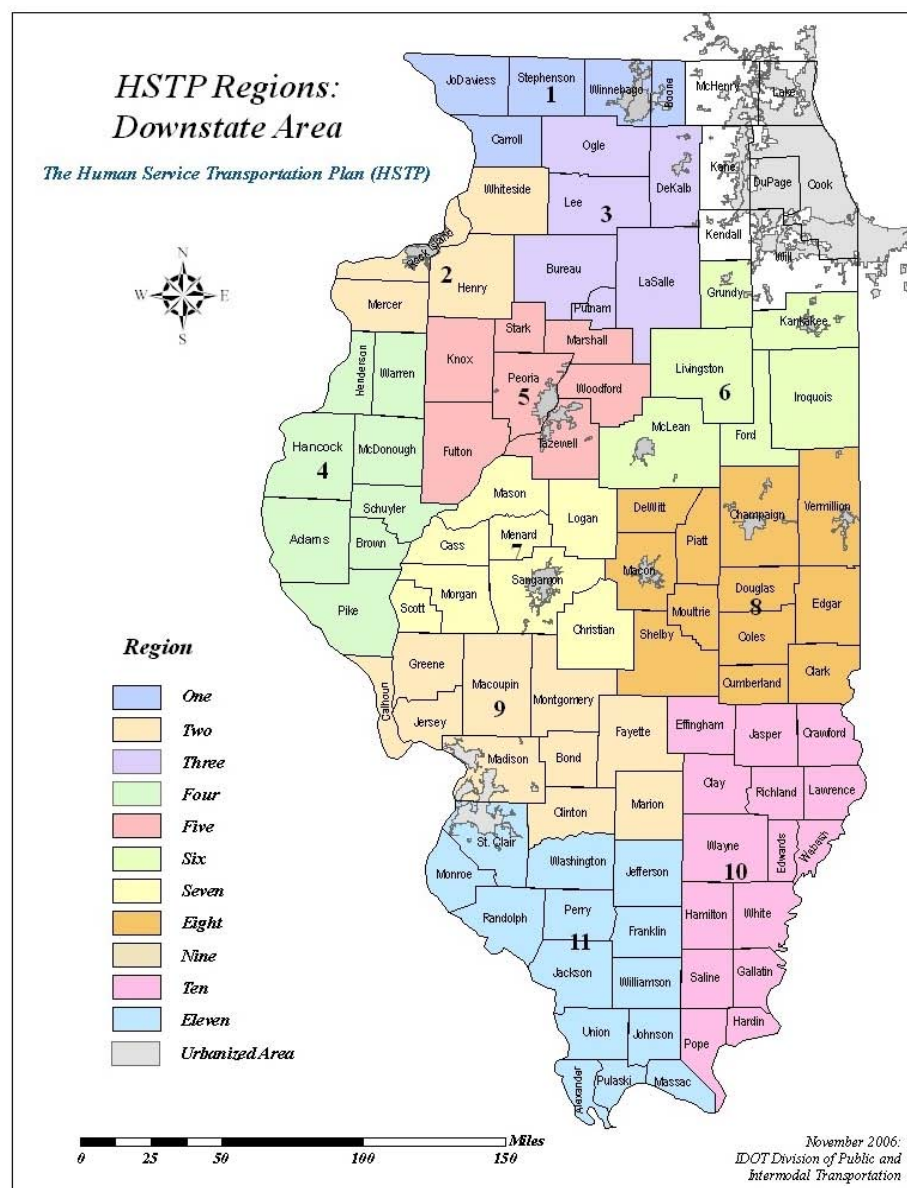
New Freedom program funds are available for capital and operating expenses that support new transportation services beyond those required by the ADA designed to assist individuals with disabilities with accessing transportation services, including transportation to and from jobs and employment support services.

Locally, the RTC will be responsible for prioritizing projects for funding before submittal to the SOC. Each region will be allowed to submit a limited number of applications set by IDOT-DPIT to the SOC. Applicants must be involved with the coordination process and the RTC must evaluate the need of the grant based on the goals for the region laid out in Chapter VIII of this document.

³ American with Disabilities Act (ADA): Public Law 336 of the 101st Congress, enacted July 16, 1990 (42 U.S.C 12101 et seq.). The ADA prohibits discrimination and ensures equal opportunities for persons with disabilities in employment, State, and local government services, public accommodations, commercial facilities, and transportation.

IV. BACKGROUND

A total of 11 Human Services Transportation Plan (HSTP) Regions were developed in the Downstate Area by Illinois Department of Transportation, Division of Public and Intermodal Transportation (IDOT-DPIT) staff and input from transportation providers and human service agencies throughout the state (Map 1). The study area for this plan is HSTP Region 8, which includes Champaign, Clark, Coles, Cumberland, DeWitt, Douglas, Macon, Moultrie, Piatt, Shelby, and Vermilion counties. This document will focus on the non-urbanized areas (population under 50,000) within the region. Additional plans for the three urbanized areas: Champaign – Urbana, Danville, and Decatur will be developed by each of their Metropolitan Planning Organizations (MPO). Efforts will be made to relate the Region 8 Plan with the urbanized area plans.



Map 1

A. Study Area Demographics

A key step in developing and evaluating transit plans is a careful analysis of the mobility needs of various segments of the population and the potential ridership of transit services. As part of the plan development process, an effort was undertaken to identify any concentrations of the targeted population groups, which relate to the specified FTA programs. In brief, these groups are identified as follows:

- Section 5310 - elderly individuals and individuals with disabilities
- Section 5316 - low income individuals
- Section 5317 - individuals with disabilities

Transit demand analysis is the basic determination of demand for public transportation in a given area. There are several factors that affect demand, not all of which can be forecast. However, as demand estimation is an important task in developing any transportation plan, several methods of estimation have been developed in the transit field. The analysis makes intensive use of several demographic data and trends. In consideration of the limited resources available to prepare this plan, a decision was made to utilize readily available census data for the year 2000 as a means to identify any concentrations of the targeted groups. Information was gathered at the Block Group level.

This section provides information on individuals considered by the transportation profession to be dependent upon transit services. In general, these population characteristics preclude most such individuals from driving, and thereby making carpooling and transit as the only other motorized forms of transportation available.

The four types of limitations which preclude persons from driving are: (1) physical limitations, (2) financial limitations, (3) legal limitations, and (4) self-imposed limitations. Physical limitations may include everything from permanent disabilities due to age, blindness, paralysis, or developmental disabilities, to temporary disabilities such as acute illnesses and head injuries. Financial limitations essentially include those persons unable to purchase or rent their own vehicle. Legal limitations refer to such limitations as persons who are too young (generally under age 16). Self-imposed limitations refer to those people who choose not to own or drive a vehicle (some or all of the time) for reasons other than those listed in the first three categories. The census is generally capable of providing information about the first three categories of limitation. The fourth category of limitation is currently recognized as representing a relatively small proportion of transit ridership.

1. Age

The total population of youth (17 years and younger) in Region 8 was 77,273 persons in 2000, representing 24.78 percent of the total population. There were 188,644 Adults (18 to 64 years) accounting for 60.49 percent of the total population. Elderly persons (65 years and older) represent 14.67 percent (45,740) of the total population in Region 8. Tables 1-3 show county populations for youth, adults, and seniors respectively. Map 2 graphically illustrates the number of elderly persons by block group within Region 8.

Table 1: Youth Population (17 years and younger)

County	Total Population	Number Youth	Percent Youth
Champaign (Non-urbanized)	52,516	14,616	27.83%
Clark	17,008	4,225	24.84%
Coles	53,196	10,498	19.73%
Cumberland	11,253	2,995	26.62%
DeWitt	16,798	4,127	24.57%
Douglas	19,922	5,391	27.06%
Edgar	19,704	4,694	23.82%
Macon (Non-urbanized)	43,450	10,863	25.00%
Moultrie	14,287	3,650	25.55%
Piatt	16,365	4,129	25.23%
Shelby	22,893	5,702	24.91%
Vermilion (Non-urbanized)	24,491	6,383	26.06%
Region 8	311,883	77,273	24.78%

Source: U.S. Census 2000

Table 2: Adult Population (18 to 64 years)

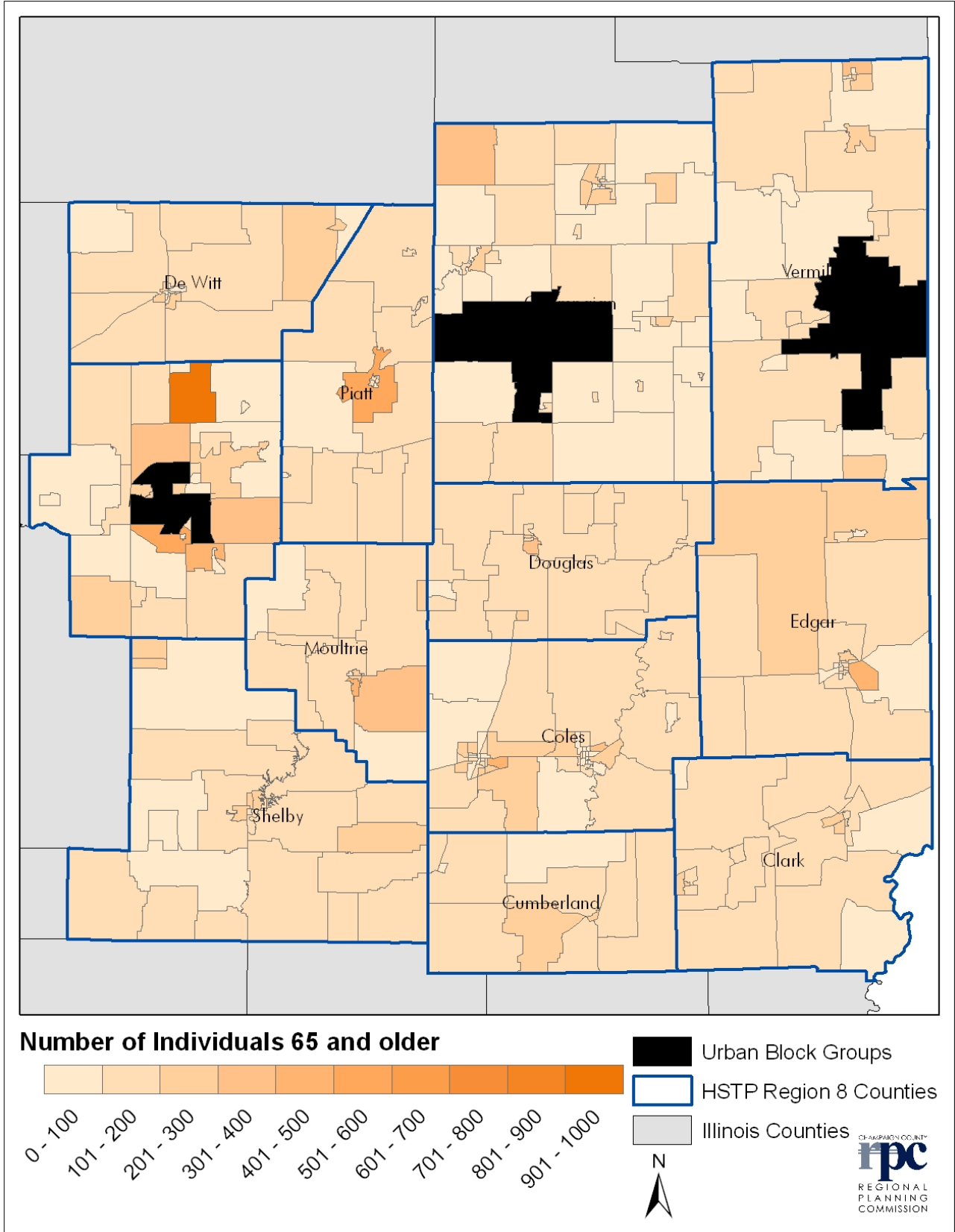
County	Total Population	Number Adults	Percent Adults
Champaign (Non-urbanized)	52,516	32,024	60.98%
Clark	17,008	9,732	57.22%
Coles	53,196	35,314	66.38%
Cumberland	11,253	6,472	57.51%
DeWitt	16,798	9,998	59.52%
Douglas	19,922	11,325	56.85%
Edgar	19,704	11,496	58.34%
Macon (Non-urbanized)	43,450	26,856	61.81%
Moultrie	14,287	8,103	56.72%
Piatt	16,365	9,721	59.40%
Shelby	22,893	13,113	57.28%
Vermilion (Non-urbanized)	24,491	14,490	59.16%
Region 8	311,883	188,644	60.49%

Source: U.S. Census 2000

Table 3: Senior Population (65 years and over)

County	Total Population	Number Seniors	Percent Seniors
Champaign (Non-urbanized)	52,516	5,884	11.20%
Clark	17,008	3,051	17.94%
Coles	53,196	7,085	13.32%
Cumberland	11,253	1,786	15.87%
DeWitt	16,798	2,674	15.92%
Douglas	19,922	3,167	15.90%
Edgar	19,704	3,514	17.83%
Macon (Non-urbanized)	43,450	5,799	13.35%
Moultrie	14,287	2,534	17.74%
Piatt	16,365	2,515	15.37%
Shelby	22,893	4,157	18.16%
Vermilion (Non-urbanized)	24,491	3,674	15.00%
Region 8	311,883	45,740	14.67%

Source: U.S. Census 2000



Map 2

2. Disabled Population

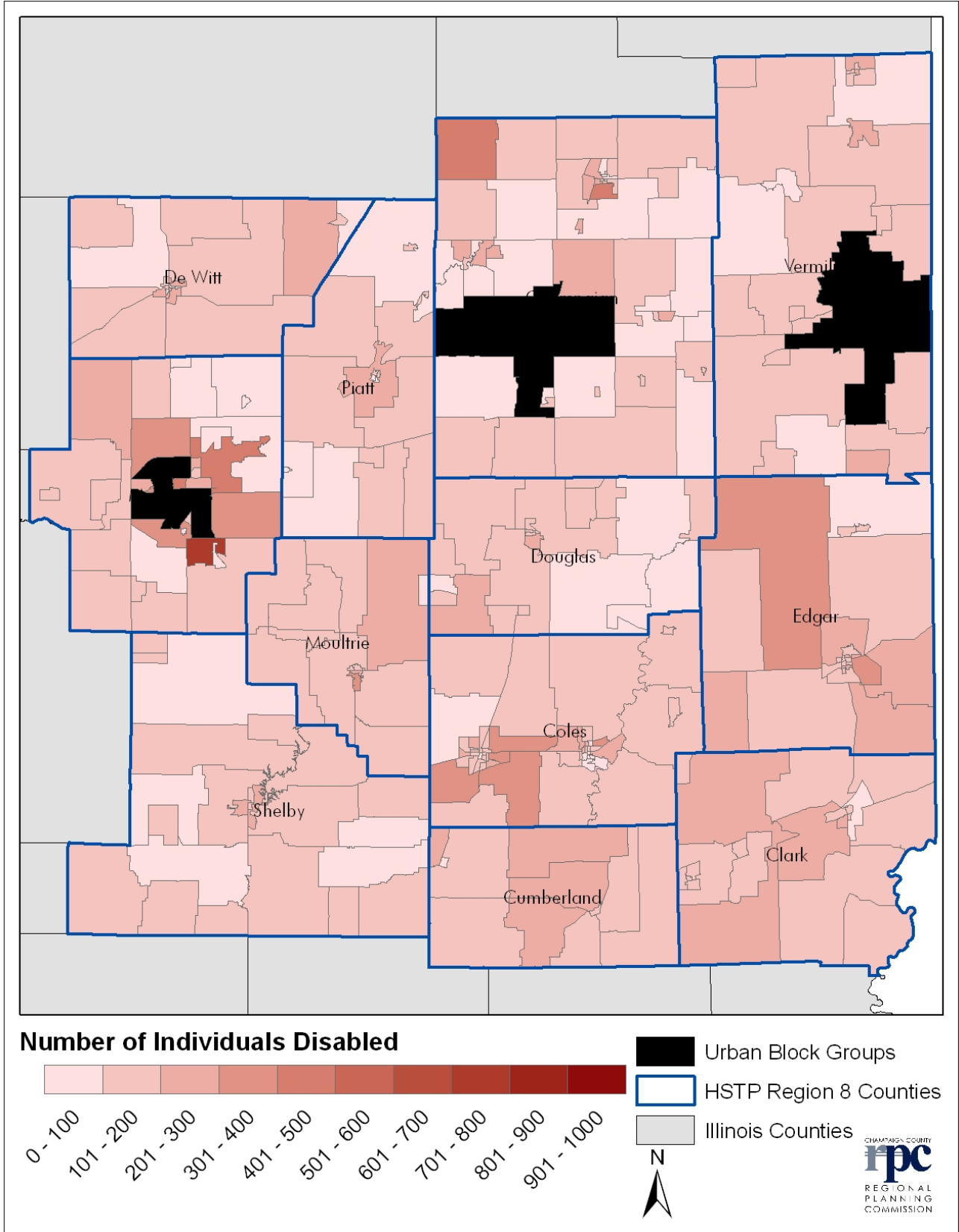
According to the U.S. Census 2000, in Region 8, there are 50,665 people over 5 years old with at least one disability⁴. This represents 16.24 percent of the regional population. Table 4 shows county populations for individuals with disabilities. Map 3 graphically illustrates the number of individuals with a disability by block group within Region 8.

Table 4: Disabled Population

County	Total Population	Number Disabled	Percent Disabled
Champaign (Non-urbanized)	52,516	7,595	14.46%
Clark	17,008	3,341	19.64%
Coles	53,196	8,692	16.34%
Cumberland	11,253	1,915	17.02%
DeWitt	16,798	2,791	16.62%
Douglas	19,922	2,892	14.52%
Edgar	19,704	4,217	21.40%
Macon (Non-urbanized)	43,450	7,103	16.35%
Moultrie	14,287	2,224	15.57%
Piatt	16,365	2,212	13.52%
Shelby	22,893	3,687	16.11%
Vermilion (Non-urbanized)	24,491	3,996	16.32%
Region 8	311,883	50,665	16.24%

Source: U.S. Census 2000

⁴ The U.S. Census 2000 data on disability status was derived from answers to two long-form questions. Individuals were classified as having a disability if any of the following three conditions were true: (1) they were 5 years old and over and had a response of "yes" to a sensory, physical, mental or self-care disability; (2) they were 16 years old and over and had a response of "yes" to going outside the home disability; or (3) they were 16 to 64 years old and had a response of "yes" to employment disability.



Map 3

Almost thirty-eight percent (37.67%) of the area's senior (65 years and over) population has at least one disability. Tables 5-7 show county populations for youth, adults, and seniors with a disability respectively. A much higher proportion of the senior population has a disability than the proportion of the youth, adult, and total populations, for both the region and each county (Figure 1).

Table 5: Disabled Population (5 to 15 years)

County	Total 5-15 years	Number Disabled	Percent Disabled
Champaign (Non-urbanized)	9,184	836	9.10%
Clark	2,666	193	7.24%
Coles	6,396	384	6.00%
Cumberland	1,917	132	6.89%
DeWitt	2,594	181	6.98%
Douglas	3,268	162	4.96%
Edgar	2,694	267	9.01%
Macon (Non-urbanized)	6,941	440	6.34%
Moultrie	2,277	163	7.16%
Piatt	2,614	163	6.24%
Shelby	3,677	153	4.16%
Vermilion (Non-urbanized)	4,168	223	5.35%
Region 8	48,666	3,297	6.77%

Source: U.S. Census 2000

Table 6: Disabled Population (16 to 64 years)

County	Total 16-64 years	Number Disabled	Percent Disabled
Champaign (Non-urbanized)	33,555	4,575	13.63%
Clark	10,280	1,845	17.95%
Coles	36,602	5,439	14.86%
Cumberland	6,835	1,097	16.05%
DeWitt	10,499	1,673	15.93%
Douglas	12,077	1,589	13.16%
Edgar	12,092	2,542	21.02%
Macon (Non-urbanized)	28,132	4,643	16.50%
Moultrie	8,552	1,215	14.21%
Piatt	10,228	1,108	10.83%
Shelby	13,785	1,978	14.35%
Vermilion (Non-urbanized)	15,256	2,432	15.94%
Region 8	197,893	30,136	15.23%

Source: U.S. Census 2000

Table 7: Disabled Population (65 years and over)

County	Total 65 years and over	Number Disabled	Percent Disabled
Champaign (Non-urbanized)	5,884	2,184	37.12%
Clark	3,051	1,303	42.71%
Coles	7,085	2,869	40.49%
Cumberland	1,786	686	38.41%
DeWitt	2,674	937	35.04%
Douglas	3,167	1,141	36.03%
Edgar	3,514	1,408	40.07%
Macon (Non-urbanized)	5,799	2,020	34.83%
Moultrie	2,534	846	33.39%
Piatt	2,515	941	37.42%
Shelby	4,057	1,556	38.35%
Vermilion (Non-urbanized)	3,674	1,341	36.50%
Region 8	45,740	17,232	37.67%

Source: U.S. Census 2000

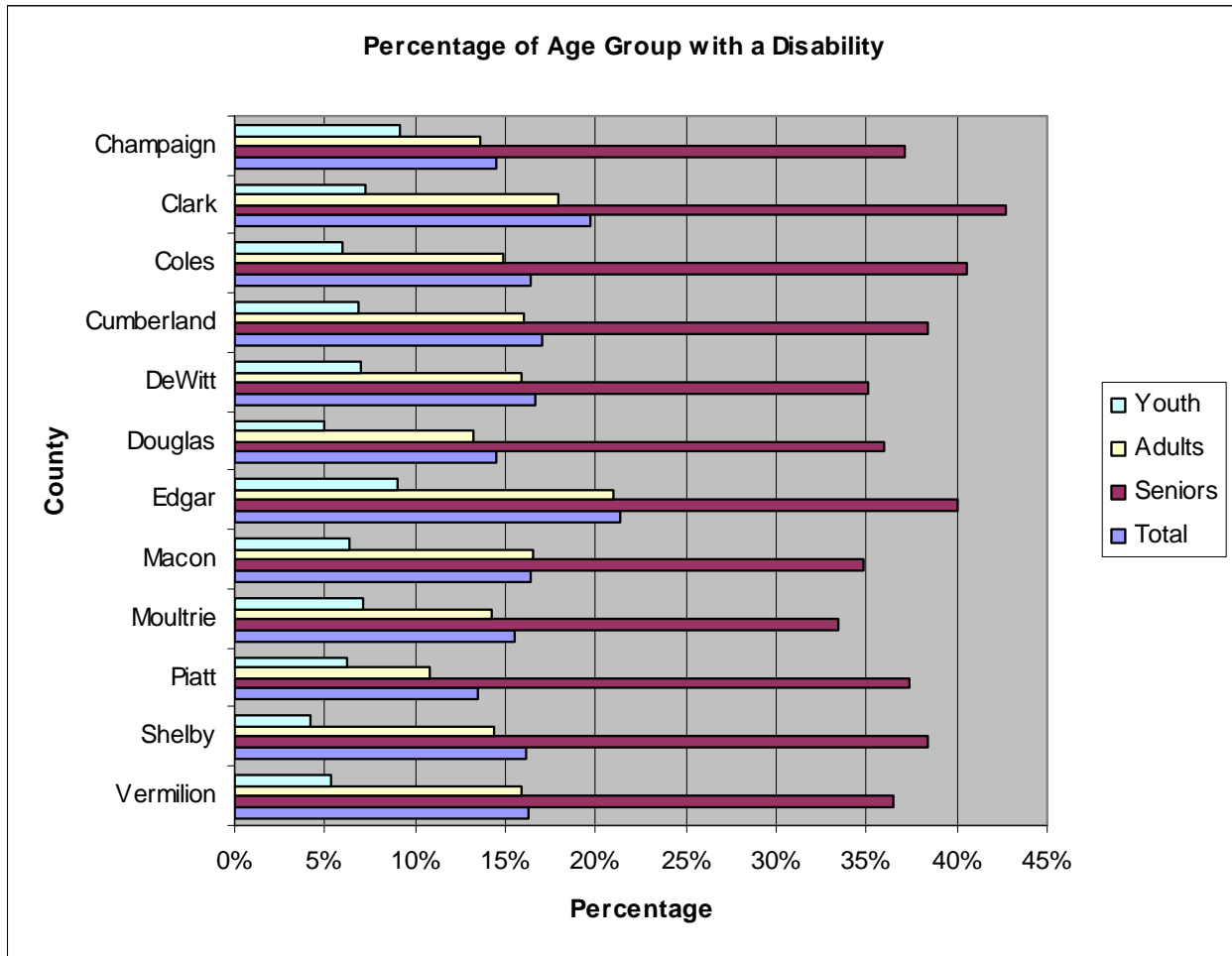


Figure 1

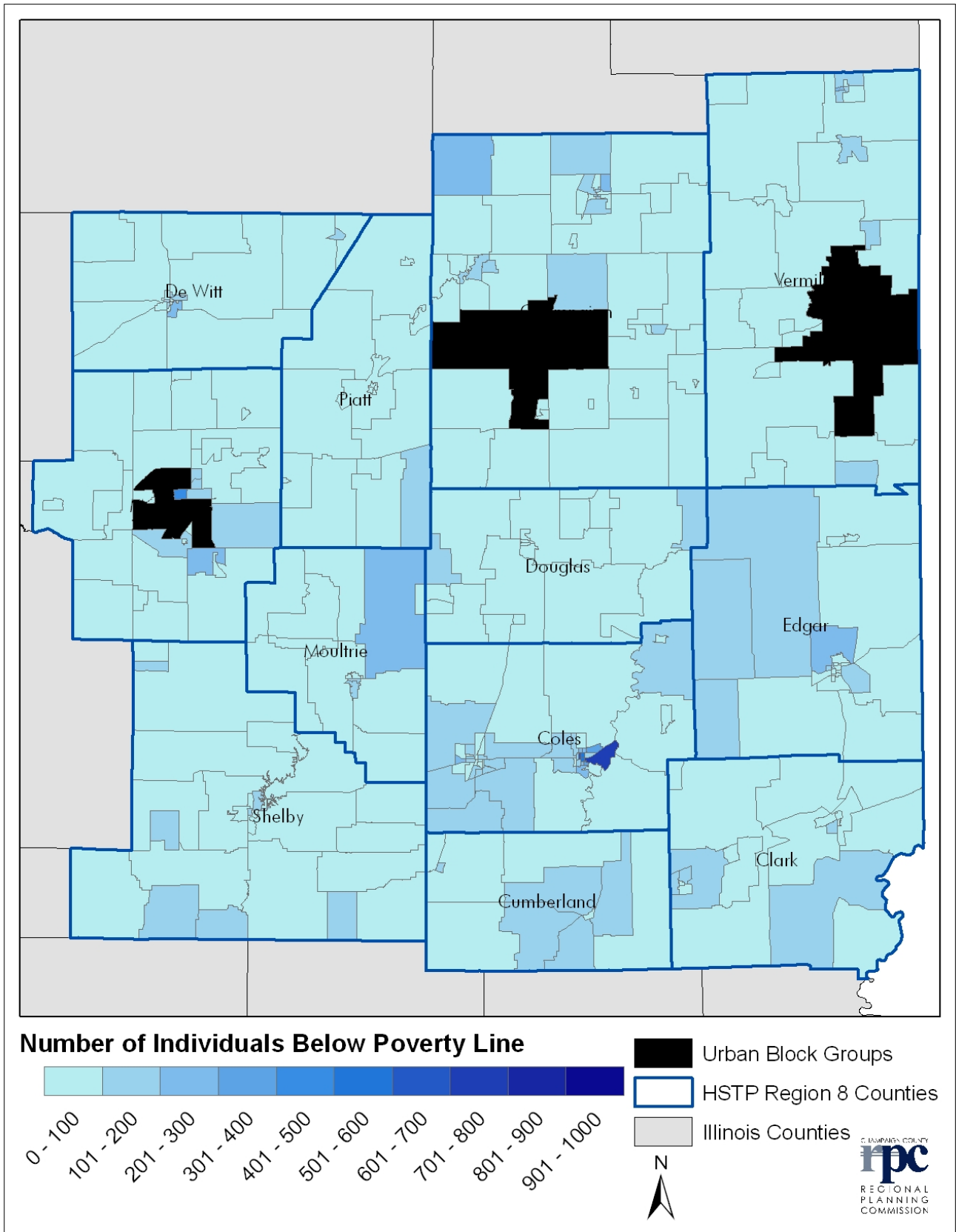
3. Low Income Population

8.89% (27,730) of the population in Region 8 is considered to be living below the poverty level. This is slightly lower than the 10.7% for the state and 12.4% for the nation. Table 8 shows county populations for individuals living below the poverty level. A portion of the 16.0% for Coles County is from the Eastern Illinois University population. Map 4 graphically illustrates the number of individuals below poverty within Region 8.

Table 8: Population Below Poverty Level

County	Total Population	Number Below Poverty Level	Percent Below Poverty Level
Champaign (Non-urbanized)	52,516	3,267	6.22%
Clark	17,008	1,534	9.02%
Coles	53,196	8,514	16.00%
Cumberland	11,253	1,056	9.38%
DeWitt	16,798	1,346	8.01%
Douglas	19,922	1,247	6.26%
Edgar	19,704	1,989	10.09%
Macon (Non-urbanized)	43,450	2,689	6.19%
Moultrie	14,287	1,087	7.61%
Piatt	16,365	799	4.88%
Shelby	22,893	2,053	8.97%
Vermilion (Non-urbanized)	24,491	2,149	8.77%
Region 8	311,883	27,730	8.89%

Source: U.S. Census 2000



Map 4

Just over ten percent (10.20%) of the area's youth population is living below the poverty level. Tables 9-11 show county populations for youth, adults, and seniors living below poverty. A higher proportion of the youth population is living below the poverty level than the proportion of the adult, senior, and total populations below poverty, for both the region and each county, except Coles and Piatt Counties (Figure 2).

Table 9: Youth Below Poverty Level (17 years and younger)

County	Number Youth	Number Below Poverty Level	Percent Below Poverty Level
Champaign (Non-urbanized)	14,616	1,202	8.22%
Clark	4,225	531	12.57%
Coles	10,498	1,232	11.74%
Cumberland	2,995	401	13.39%
DeWitt	4,127	491	11.90%
Douglas	5,391	443	8.22%
Edgar	4,694	664	14.15%
Macon (Non-urbanized)	10,863	878	8.08%
Moultrie	3,650	404	11.07%
Piatt	4,129	207	5.01%
Shelby	5,702	694	12.17%
Vermilion (Non-urbanized)	6,383	732	11.47%
Region 8	77,273	7,879	10.20%

Source: U.S. Census 2000

Table 10: Adults Below Poverty Level (18 to 64 years)

County	Number Adults	Number Below Poverty Level	Percent Below Poverty Level
Champaign (Non-urbanized)	32,024	1,823	5.69%
Clark	9,732	791	8.13%
Coles	35,314	6,673	18.90%
Cumberland	6,472	505	7.80%
DeWitt	9,998	676	6.76%
Douglas	11,325	575	5.08%
Edgar	11,496	1,008	8.77%
Macon (Non-urbanized)	26,856	1,493	5.56%
Moultrie	8,103	518	6.39%
Piatt	9,721	445	4.58%
Shelby	13,113	985	7.51%
Vermilion (Non-urbanized)	14,490	1,106	7.63%
Region 8	188,644	16,598	8.80%

Source: U.S. Census 2000

Table 11: Seniors Below Poverty Level (65 years and over)

County	Number Seniors	Number Below Poverty Level	Percent Below Poverty Level
Champaign (Non-urbanized)	5,884	242	4.11%
Clark	3,051	212	6.95%
Coles	7,085	609	8.60%
Cumberland	1,786	150	8.40%
DeWitt	2,674	179	6.69%
Douglas	3,167	229	7.23%
Edgar	3,514	317	9.02%
Macon (Non-urbanized)	5,799	318	5.48%
Moultrie	2,534	165	6.51%
Piatt	2,515	147	5.84%
Shelby	4,057	374	9.22%
Vermilion (Non-urbanized)	3,674	311	8.46%
Region 8	45,740	3,253	7.11%

Source: U.S. Census 2000

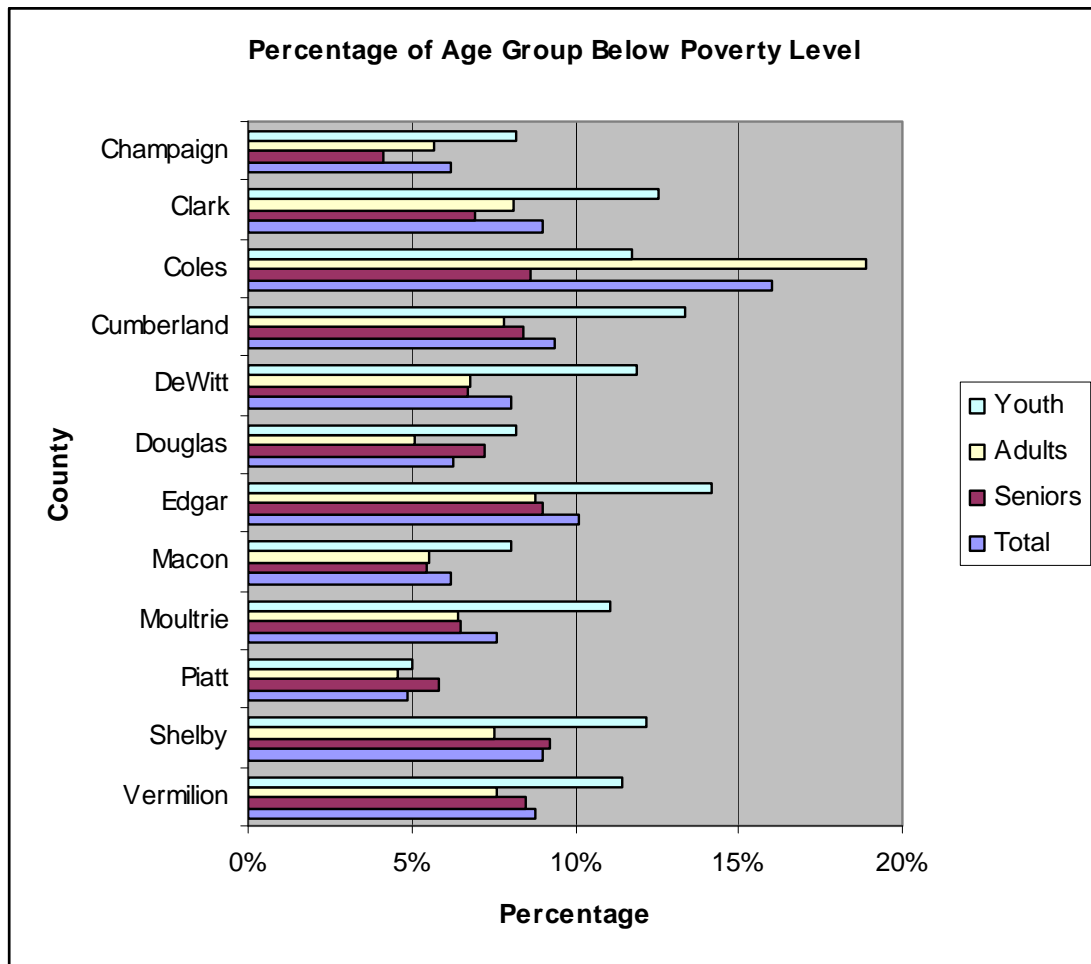


Figure 2

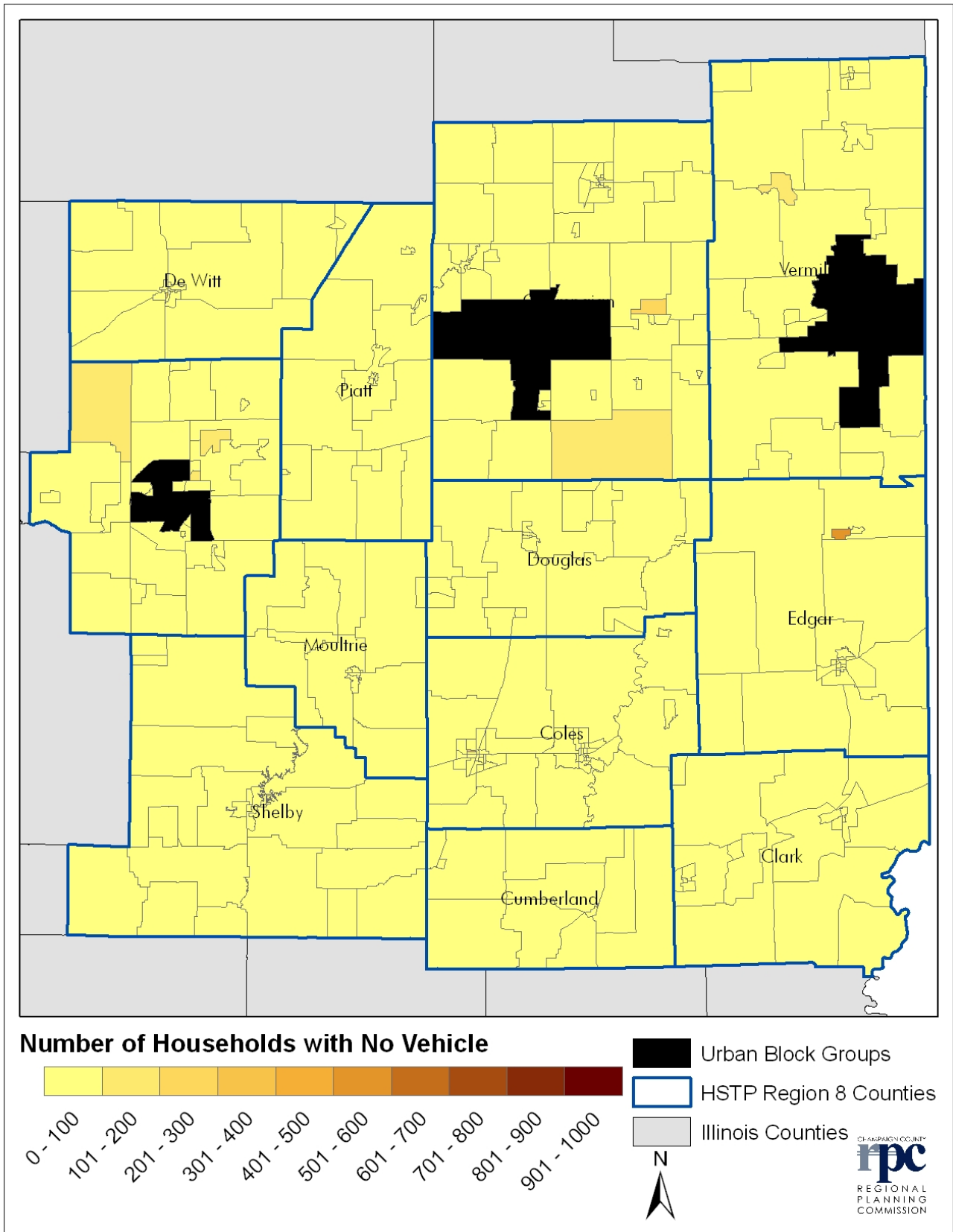
4. Zero-Vehicle Households

The census indicates that 6,963 of Region 8's 122,146 households did not have a vehicle in 2000, representing 5.70% of the region's non-urbanized population. Map 5 graphically illustrates the number of households with zero vehicles within Region 8.

Table 12: Zero Vehicle Households

County	Total Number of Households (HH)	Number of HH with no Vehicle	Percent of HH with no vehicles
Champaign (Non-urbanized)	19,610	960	4.90%
Clark	6,971	365	5.24%
Coles	21,043	1,558	7.40%
Cumberland	4,368	210	4.81%
DeWitt	6,770	362	5.35%
Douglas	7,574	733	9.68%
Edgar	7,874	454	5.77%
Macon (Non-urbanized)	17,487	676	3.87%
Moultrie	5,405	475	8.79%
Piatt	6,475	298	4.60%
Shelby	9,056	343	3.79%
Vermilion (Non-urbanized)	9,513	529	5.56%
Region 8	122,146	6,963	5.70%

Source: U.S. Census 2000



Map 5

V. MOBILITY TODAY

A. Transportation Services

There are a number of human service and public transit agencies in Region 8 that provide transportation services for senior citizens, individuals with disabilities and low income people. The inventory to follow is an attempt to list all of the public transit and human services transportation providers. The list identifies the agency, a brief description of the transportation service, information about who is eligible, and the area served. Services are organized under these categories:

- **Public Transportation** – Agencies whose primary mission is the provision of public transportation and use federal and/or state resources. See Maps 6 & 7.
 - a. Urbanized Areas
 - b. Non-urbanized Areas
- **Human Services Transportation** – Agencies which provide transportation services for clients
- **Student Transportation** – Agencies which provide transportation services to students
- **Private Transportation** – Agencies providing private transportation services

1a. Public Transportation – Urbanized Areas

▪ *Champaign Southwest Mass Transit District*

The Champaign Southwest Mass Transit District (CSWMTD) overlaps with and extends beyond the current CUMTD service area. The CSWMTD is currently providing very limited service for residents in their district. As of 2009, the CSWMTD has not provided fixed transit service and the question of jurisdiction among the two transit districts is being disputed in court.

▪ *Champaign Urbana Mass Transit District*

217-384-8188

www.cumtd.com

Champaign-Urbana Mass Transit District (CUMTD) currently operates 48 total transit routes in the urbanized area, which include routes during the weekday, weeknight and weekend. CUMTD also operates deviated fixed route and demand response services. SafeRides is a night van service serving various parts of the University upon request. CUMTD also operates ADA paratransit service in compliance with the Americans with Disabilities Act. CUMTD uses a fleet of 98 low-floor buses, 4 21-passenger vans, and 5 full size vans for direct service in the urbanized area. The fare for regular service is \$1 or one token per ride. Children 46 inches or less in height ride free when accompanied by a fare paying adult. School tokens can be purchased for youths in high school and younger at a cost of six for \$3. Individuals using school tokens may be required to prove eligibility. School tokens are acceptable at all times. Free transfers are issued for connections with other MTD routes only at the time a fare is paid. Non-transferable annual passes are

good for unlimited riding for any twelve month period and must be purchased at Illinois Terminal. The passes start on the first day of any given month. The cost per year is \$60. Saturday or Sunday all day passes can be purchased from any bus operator for \$2. The DASH Pass is available to senior citizens and riders with disabilities, and allows cardholders unlimited free access to regular MTD bus services. The DASH Pass is valid for up to three years, and must be renewed upon expiration. Persons 65 and older may obtain a DASH Pass by providing proof of age at Illinois Terminal. DASH Passes will be issued directly to all eligible seniors upon verification of age. Medicare Card holders and persons having significant difficulty boarding or alighting from an MTD vehicle may qualify for a DASH Pass as a rider with disability. Applications for DASH Passes must be submitted at Illinois Terminal, and must include a copy of a Medicare Card or certification from an MTD authorized agency. Persons 65 and older, as well as Medicare Card holders who do not wish to obtain a DASH pass, can ride for \$0.50. All University of Illinois students, faculty, and staff have unlimited access to all routes and services at all times, by presenting their valid I-card to the operator.

- ***Danville Mass Transit***
217-431-0653

www.cityofdanville.org

Danville Mass Transit (DMT) provides public transportation to Danville, Georgetown, Tilton, Westville, and adjacent areas, utilizing fourteen routes and thirteen buses. Hours of operation are 5:45 am to 7:40 pm weekdays and 7:50 am to 6:10 pm on Saturday. On weekday evenings from 6:45pm until 9:30pm, a Dial-A-Ride service is operated for several routes making connections with the other routes at the Transfer Zone at 15 and 45 minutes after each hour. Buses stop only at locations designated by DMT bus stop signs, except on 9 Georgetown and 13 Tilton south of I-74, where stops will be made at any intersection where it is safe to do so. Fares for the following routes are as follows: Danville/Tilton - regular \$1, reduced \$0.50; Danville/Westville - regular \$2, reduced \$1; Danville/Georgetown - regular \$3, reduced \$1.50; Georgetown/Westville - regular \$2, reduced \$1; JARC Champaign-Urbana/Danville - regular \$7, reduced \$3.50. A regular 5 ride ticket and a reduced 10 ride ticket are each \$4. A regular unlimited weekly riding pass is \$10, while a reduced unlimited weekly riding pass is \$5. For JARC, 5 regular fare tickets are \$29 and 6 reduced fare tickets are \$17.50. Transfers are \$0.10 for regular fare, and \$0.05 for reduced fare. For persons unable to use regular transit service, curb-to-curb paratransit service is available. Tickets for paratransit rides are mostly 5 for \$8 and are available only at the DMT offices. To obtain paratransit rides, certified riders must call at least 1 day in advance. Some riders are eligible for reduced fare. This includes persons with disabilities, children over 46" tall through middle school, full time high school or full time DACC students, Veterans, and Medicare cardholders. Proper identification is required. In addition to reduced fares some individuals can ride for free. Those eligible for free fares include: Seniors 65 years and older, children 46" tall and under, persons with disabilities who qualify for Circuit Breaker. Proper identification is required.

- ***Decatur Public Transit System***

217-424-2800

217-424-2821 (Operation Uplift)

www.ci.decaturnil.us/transit.htm

The Decatur Public Transit System (DPTS) operates 15 bus routes weekdays from 5:30 am to 6:45 pm and Saturdays from 6:15 am to 6:45 pm. A basic adult fare is \$1, a youth fare is \$0.80, and children under 5 are free. Disabled passengers with a Medicare card or DPTS disability card can ride for \$0.50, while individuals with disabilities in the State's Circuit Breaker program can ride for free. Seniors 65 and older also ride for free. Saturday passes for unlimited rides all day are \$2.00 for adults, \$1.60 for youth, and \$1.00 for individuals with disabilities. 20 ride punch cards are \$18.40 for adults, \$14.70 for youth, and \$9.20 for individuals with disabilities. Monthly passes are \$36.80 for adults, \$29.45 for youth, and \$18.40 for individuals with disabilities. Free bus transfers are issued for connections with other DPTS routes only when a fare is paid. DPTS also operates a Downtown Trolley service weekdays from 7:00 am to 6:15 pm and Saturdays from 8:00 am to 6:15 pm for the same prices as the fixed route bus service. In addition to fixed route bus service, DPTS also provides "Operation Uplift", door-to-door paratransit service for individuals who are unable to use the fixed route bus system due to a disability. Paratransit service is available during the same days and hours of operation as the fixed route bus system, but "Operation Uplift" operates on a demand responsive basis with rides needing to be scheduled the day before. Cash fare for the services is \$2.00, Saturday pass is \$4.00, a 20 ride punch card is \$36.80, and a monthly pass is \$73.60.

1b. Public Transportation – Non-Urbanized Areas

- ***Central Illinois Public Transit***

800-500-7433 (Douglas)

877-728-7721 (Moultrie)

800-285-5288 (Shelby)

www.cetseoc.org

Central Illinois Public Transit (CIPT) is a door-to-door, demand response service that serves Clay, Douglas, Fayette, Montgomery, Moultrie, and Shelby Counties. Service is available Monday through Friday from 8:30 am - 4:30 pm, except on observed holidays. Reservations must be made 24 hours in advance. Standard rates are \$1 for a 10 mile radius, \$2 for an 11-25 mile radius, and \$3 for a 26-50 mile radius in county. A special service rate applies for unscheduled out-of-county transports. CIPT utilizes 16 15-passenger vehicles, 6 10-passenger vehicles, and 5 minivans.

- ***Coles County Council On Aging, Inc. Dial-A-Ride Program***

800-500-5505

www.colescouncilonaging.org

Coles County Council on Aging is a nonprofit social service agency which provides transportation to destinations within Coles County. The Dial-A-Ride program serves the general public throughout the county and is provided along with the county's assisted transportation for seniors 60 and older. Service is demand response utilizing 1 minivan, 3 converted 10-passenger vans, 7 medium-duty buses, and 1 super-duty bus. The service is door-to-door, drivers are permitted to assist passengers with a limited number of packages, and passengers can travel with their own personal care attendants. It is available from 6:00 am to 6:00 pm weekdays and reservations must be made 1 business

day in advance. Fares are \$3 within the same city and \$4 outside of the origin city. Suggested donations of \$0.25 are accepted for passengers over 60 years within the same city. Service is provided outside the county for \$5 to Champaign-Urbana on Monday and Wednesday, Danville on Tuesday, and Effingham on Thursday.

- ***CRIS Rural Transit***

217-443-2999

<http://vermilionseniors.com/index.html>

CRIS is a nonprofit senior center providing transportation services. They provide public transportation in Vermilion County outside of Danville, assisted transportation for seniors 60 and older and Danville Mass Transit's (DMT) ADA service within Danville. Curb-to-curb, demand response service is available weekdays from 6:00 am to 6:00 pm for county public transportation and 8:00 am to 4:00 pm for senior transportation. ADA service for DMT is weekdays and Saturdays from 5:45 am to 7:30 pm. Reservations are required 48 hours in advance except for DMT clients 24 hours notification is required. Fare for public transportation is \$4. Those 60 and older and the disabled pay only \$3. The Hoopeston commuter route is \$3 one-way or \$5 round trip. ADA service is purchased through DMT for \$1.60 per ride. Donations are accepted for senior transportation of \$1 per one-way trip. Services are provided using 16 vans, 3 light duty vehicles, and 1 super medium duty vehicle.

- ***East Central Illinois Mass Transit District (ECIMTD)***

866-384-0503

217-466-6921

www.clarkcountynow.com

ECIMTD provides service to the general public throughout Clark and Edgar Counties, as well as assisted transportation for seniors 60 and older in Edgar County. The service is demand response and uses 3 minivans, 2 light duty buses, and 4 medium duty buses. The curb-to-curb service is provided from 7:00 am to 5:30 pm, with door-to-door service upon request. Reservations must be made 24 hours in advance. The fare for service is \$2 for adults (11 and older), \$1 for children 6-10 years, and free for children 5 and under with an adult. Discount tickets are available in books of 10. The costs of these books are \$10 for adults, \$7.50 for 60 and older, and \$3.75 for children age 6-10. Transit passes are also available. A 30 Day Basic pass will provide unlimited trips within either Clark or Edgar County, at a cost of \$25 and \$15 for those over 60. A 30 Day Gold pass will provide unlimited trips throughout the ECIMTD service area, at a cost of \$50 and \$35 for those over 60. JARC transportation is available from 6:00 am to 6:00 pm. Medical transportation is provided Tuesdays to Terre Haute for \$10 round trip. The assisted transportation for seniors 60 and over is free. Donations are accepted and suggested the same as fare.

- ***Piattran***

217-762-7821

Piattran is a publicly sponsored transit agency serving Piatt County. Door-to-door demand response service is offered, with a deviated route serving Monticello. Service is available from 6:00 am to 6:00 pm weekdays and reservations should be made 24 hours in advance. Standard rates for one-way trips in Monticello, in Piatt County, and Out of County are \$2, \$5, and \$7 respectively. Rates for persons with disabilities, students, and

persons over 55 in Monticello, Piatt County, and out of county are \$1.75, \$4, and \$6 respectively. Special trips and paratransit have special pricing. Piattran operates 4 minivans, 1 standard 15-passenger van, 1 converted 15-passenger van, 3 light duty buses, and 3 medium duty buses.

- ***RIDES Mass Transit District***

866-389-7536 (Cumberland)

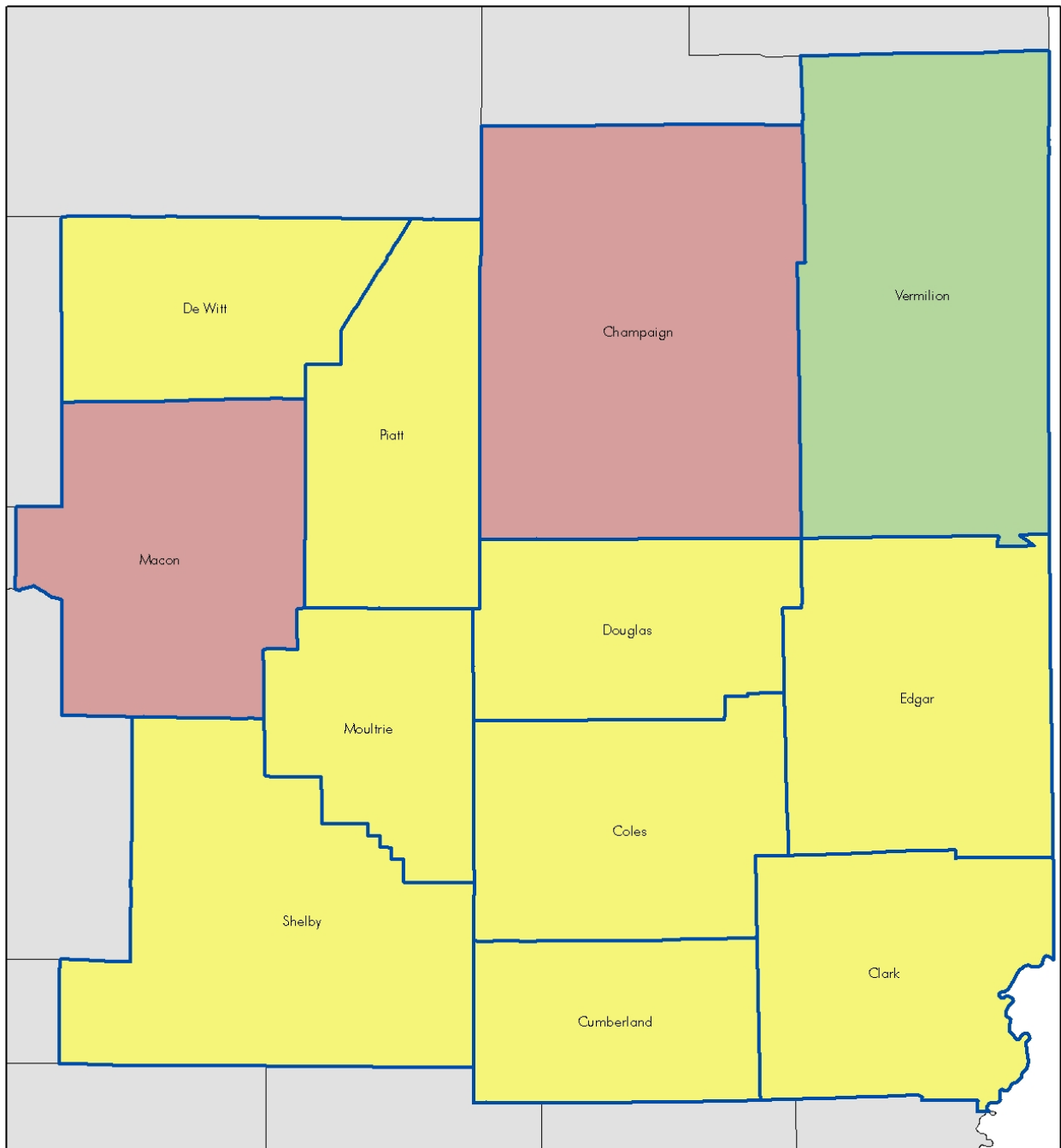
www.ridesmtd.com

Rides Mass Transit District serves 15 Counties in Southeastern Illinois, including Crawford, Cumberland, Edwards, Gallatin, Hamilton, Hardin, Jasper, Lawrence, Pope, Richland, Saline, Wabash, Wayne, White, and Williamson. 24/7 service is provided through a deviated fixed route and demand response. Reservations must be made 24 hours in advance during the hours of 8:00 am to 5:00 pm. The service is door-to-door and door-through-door and drivers are permitted to assist passengers with a limited number of packages. Cash fares for in county route service is \$2 for adults, \$0.75 for children 6-10 years and free for children 0-5 years. Children must be accompanied by an adult. Discounted tickets are also available in books of 10. Books are \$10 for adults, \$7.50 for individuals with disabilities and adults over 60, and \$3.75 for children 6-10 years. Transit passes may also be purchased. A 30 Day Basic Pass for unlimited in county trips is \$25 for adults and \$15 for those over 60 and/or disabled. A 30 Day Gold Pass is good for unlimited trips on any route within the district and costs \$50 for adults and \$35 for those over 60 and/or disabled.

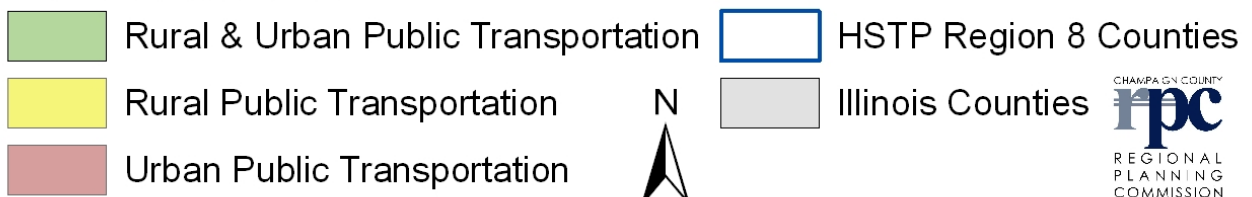
- ***SHOW BUS Public Transportation, NFP***

800-525-2454

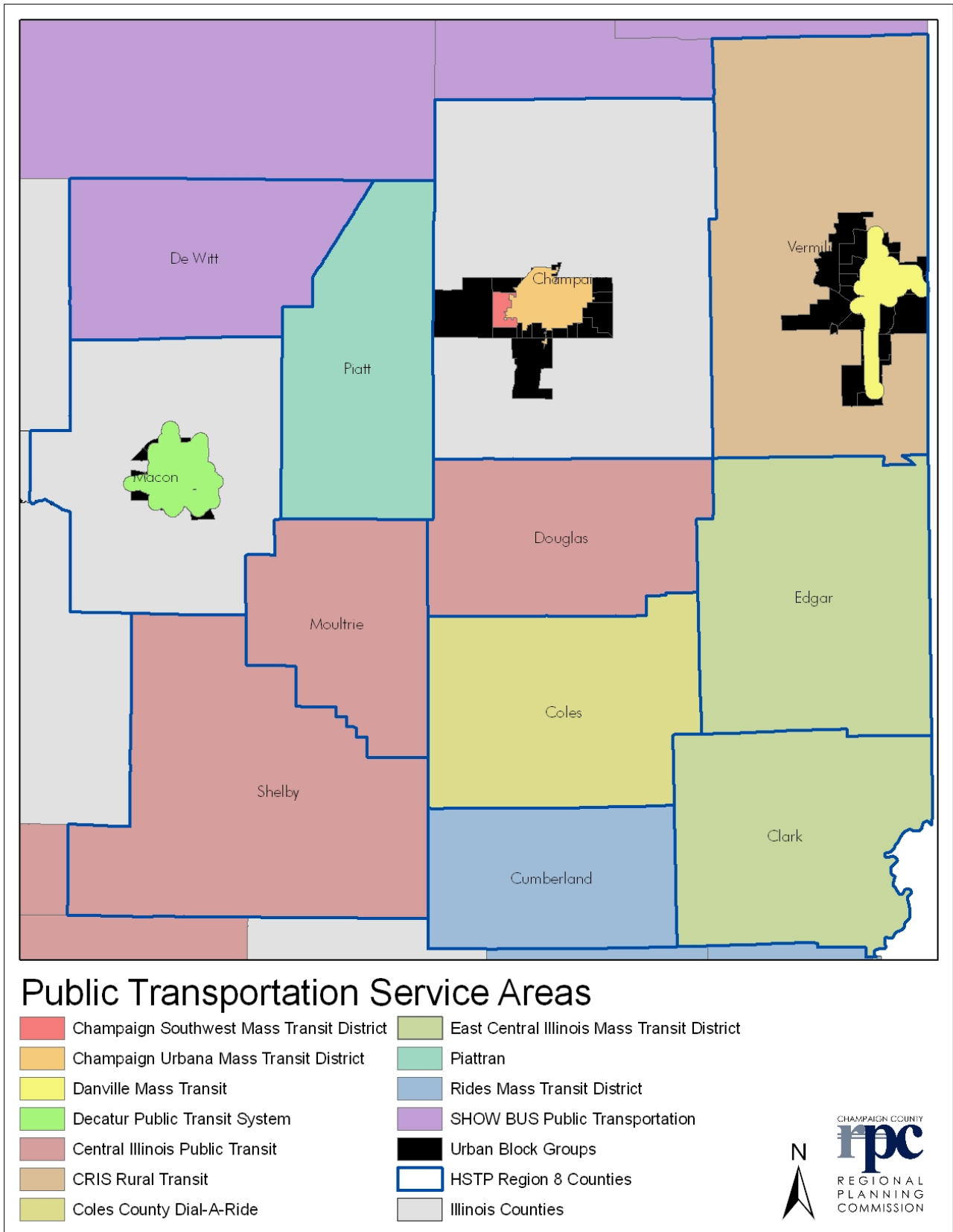
SHOW BUS is a nonprofit transportation agency serving the general public in DeWitt, Ford, Iroquois, Livingston Counties and the rural areas of Kankakee and McLean Counties. The service is demand response and door-to-door. Deviated routes provide service in the Pontiac area and between Kankakee and Momence. While reservations are requested 1 day in advance, real time reservations will be accommodated as possible. Hours of service and fares vary by county. Approximate service hours are 6:30 am to 5:30 pm and fares range from \$2 to \$7 round trip. Limited special medical service is also provided at Medicaid rates. All SHOW BUS fares are on a suggested donation basis for riders 60 and older in all counties, but Kankakee. Service contracts are also available at discounted rates for not for profit social service agencies.



Funded Service



Map 6



Map 7

2. Human Services Transportation

- ***CCAR Industries***
217-349-0127 www.ccarindustries.org
CCAR Industries is a nonprofit social service agency serving the disabled in Coles, Cumberland, and Douglas Counties. They run scheduled bus routes to bring clients between their homes and day programs. Demand response transportation is also provided for client's appointments and is available for residential program at all times. Service is curb-to-curb and personal care attendants are permitted to travel with passengers, which CCAR will provide. Program and appointment transportation is provided from 7:00 am to 5:00 pm on weekdays. 24 hour notice is required to change a scheduled route. There is no fare and donations are not accepted. Their fleet consists of 11 sedans, 12 minivans, 4 converted 15-passenger vans, 6 light duty buses, 2 medium duty buses, and 1 heavy duty bus.
- ***Champaign County Nursing Home***
217-384-3784 www.co.champaign.il.us/ccnh
The Champaign County Nursing Home provides transportation for its residents to medical appointments for \$35 round trip and transportation for their Adult Day Care program for \$8 round trip. Services are provided using 2 minivans and 4 converted 12-passenger vans.
- ***Champaign County Rural Rider***
217-328-3313 www.ccrpc.org
The Champaign County Regional Planning Commission's Social Services Division operates the Rural Rider program. This program provides assisted transportation for seniors 60 and older in rural Champaign County. The curb-to-curb service is scheduled for different areas of the county each day between 8:00 am and 4:30 pm. Reservations must be made 2 days in advance. There is no fare, but donations are accepted.
- ***Charleston Transitional Facility***
217-348-8798 www.ctfillinois.org
The Charleston Transitional Facility is a nonprofit social service agency providing an array of services to clients from Coles, Douglas, and Moultrie Counties in Region 8. Their transportation program operates scheduled service at different levels of service dependent upon the clients need. They have a fleet of 1 sedan, 1 minivan, 11 standard 15-passenger vans, 10 converted 15-passenger vans, 5 light duty buses, and 4 medium duty buses. Service is provided 24 hours a day at no charge, and reservations are not required.
- ***Circle of Friends Adult Day Center***
217-359-7937 www.circleoffriendsadc.net
Circle of Friends Adult Day Center provides transportation for clients weekdays from 7:30 am to 5:30 pm and on Saturday from 9:00 am to 4:00 pm. They use minivans and standard 15-passenger vans to provide this service to several counties. Service is door-to-door and reservations must be made. The fare for service is \$8.00.

- ***Community Service Center of Northern Champaign County***
[217-893-1530](tel:217-893-1530)

The Community Service Center is a nonprofit social service agency that provides transportation in Rantoul. Service is offered for medical and social service appointments from 9:00 am to 3:30 pm using 1 minivan. Service is curb-to-curb and reservations must be made 24 hours in advance. The fare is \$13 round trip, but elderly, disabled, and children 12 years old and younger ride for \$8 round trip.

- ***Decatur-Macon County Opportunities Corporation***
[217-428-4148](tel:217-428-4148)
[217-428-735](tel:217-428-735)

www.dmcoc.org

Decatur-Macon County Opportunities Corporation (DMCOC) is a nonprofit social service agency that provides assisted transportation for seniors 60 and older in Decatur, Forsyth, Harriestown, & Mt. Zion. The door-to-door, demand response service is offered weekdays from 10:00 am to 2:00 pm for medical and shopping trips. Scheduled service is provided to and from meals sites on weekdays and grocery stores on Friday. Reservations are required a minimum of 24 hours in advance. There is no fare, but a donation of \$5 round trip is suggested. Service is provided using 1 light duty vehicle.

- ***Developmental Services Center***
[217-356-9176](tel:217-356-9176)

www.dsc-illinois.org

Developmental Services Center (DSC) is a nonprofit social service agency provides services for its disabled clients in Champaign County. In addition, DSC operates its own transportation program utilizing 3 medium duty and 2 super medium duty vehicles. A scheduled curb-to-curb service is provided weekdays for employment transportation from 7:00 am to 4:30 pm. There is no fare and donations are not accepted.

- ***Easter Seals Central Illinois***
[217-429-1052](tel:217-429-1052)

www.easterseals-ci.org

Easter Seals Central Illinois provides transportation for individuals with disabilities.

- ***Faith in Action of DeWitt County, Inc.***
[217-935-2241](tel:217-935-2241)

Faith in Action of DeWitt County provides transportation through volunteers.

- ***Faith in Action of Edgar County, Inc.***
[217-466-6388](tel:217-466-6388)

www.fiaec.com

Faith in Action of Edgar County, Inc. provides transportation through volunteers. Service is demand response with different levels of passenger assistance based on client needs. Transportation times are scheduled between 8:00 am and 4:00 pm Monday thru Thursday, according to need and volunteer availability. Reservations must be made 24 hours in advance, but the earlier advance notice is given the more likely a volunteer can be located to meet the request. There is no fee for service, but donations are accepted in any amount.

- ***Faith in Action of Macon County.***
217-428-0013 www.cc.dio.org
Faith in Action of Macon County provides transportation through volunteers for anyone 55 and older who enrolls in the program. Service is demand response with reservations needing to be made at least one week in advance. There is no fee for service, but donations to the agency are accepted.
- ***Faith in Action Danville.***
217-431-8489 www.provena.org/usmc/body_usmcfoundation.cfm
Faith in Action provides transportation through volunteers.
- ***Faith in Action South.***
217-267-2752 www.provena.org/usmc/body_usmcfoundation.cfm
Faith in Action South provides transportation through volunteers.
- ***Graywood Foundation***
217-345-3461 www.graywood.org
The Graywood Foundation provides transportation for individuals with disabilities.
- ***Hoopeston Multi-Agency Service Center, Inc.***
217-283-5544
Hoopeston Multi-Agency Service Center, Inc. is a nonprofit social service agency serving Hoopeston and Rossville in Vermillion County. Assisted transportation for seniors 60 and older as well as disabled is provided Monday thru Thursday from 9:00 am to 4:00 pm using 1 van. For out of town trips, reservations made 24 hours in advance are preferred. All fares are suggested amounts: \$1 per stop in town, \$5 to Danville, \$10 to the cities of Champaign & Lafayette.
- ***Human Resources Center of Edgar & Clark Counties***
217-465-4118 www.hrcec.org
The Human Resources Center of Edgar and Clark Counties (HRCECC) is a nonprofit social service agency providing transportation for behavioral health services for clients. They operate scheduled curb-to-curb service weekdays from 8:00 am to 3:00 pm. HRCECC has a fleet of 6 minivans, 1 standard 15-passenger van, and 5 medium duty buses. Reservations must be made 24 hours in advance. There is no fare and donations are not accepted.
- ***Life Center of Cumberland County***
217-849-3965
Life Center of Cumberland County is a nonprofit senior center serving individual with 60 years of age and over and disabled. They operate assisted transportation for seniors 60 and older in Clark and Cumberland Counties. Door-through-door, demand response service is available from 8:00 am to 2:00 pm using 2 light duty buses. There is no charge, but donations are accepted. Suggested donations are \$0.50 in town, \$1.00 in county, and \$5 out of county.

- ***LifeLinks, Inc.***
217-238-5701 www.lifelinksinc.org
 LifeLinks is a nonprofit social service agency providing transportation for behavioral health services for clients. They operate scheduled curb-to-curb service weekdays from 8:00 am to 9:30 am and 3:00 pm to 5:30 pm. Reservations and cancellations must be made the night before. There is no fare and donations are not accepted.
- ***Macon Resources, Inc.***
217-875-1910 <http://maconresources.org>
 Macon Resources, Inc. is a nonprofit social service agency providing transportation for clients. They operate scheduled service throughout the county with 16 minivans, 9 standard 15-passenger vans, 1 light duty bus, and 1 medium duty bus. Passenger assistance is curb-to-curb or door-to-door and Macon Resources provides personal care attendants to travel with passengers that require such service. It is offered from 7:00 am to 4:45 pm weekdays without advance reservations. There is no charged fare and donations are not accepted. They also purchase passes for Decatur Public Transit System.
- ***Mason Point***
217-728-4394 www.masonpoint.org
 Mason Point is a nursing home which provides demand response and scheduled transportation to patients. Door-to-door service is offered from 5:00 am to 5:00 pm weekdays and as needed on weekends. Advance reservations are not required. Fare depends on the program and donations are accepted. Service is provided using 2 sedans, 2 vans, and 1 bus.
- ***Moultrie County Beacon, Inc.***
217-728-7396 www.mcbeacon.org
 Moultrie County Beacon, Inc. is a nonprofit social service agency which provides transportation for their clients. Scheduled and demand response service is offered using 3 minivans, 1 15-passenger van, 1 light duty bus, 1 medium duty bus, 2 super medium duty buses, and 1 other vehicle. The service is curb-to-curb, or door-to-door as needed, and is available 24 hours. They provide personal care attendants as well as assist passengers with a limited number of packages. No reservations are required and there is no fare. Donations are accepted.
- ***Piatt County Senior Citizens Transportation Program***
217-762-7575
 The Piatt County Senior Citizens Transportation Program provides transportation for seniors 55 and older in Piatt and portions of DeWitt Counties. The demand response, door-to-door service is operated by Piattran. Cerro Gordo is served the first and third Mondays of the month, Farmer City on the second and fourth Tuesdays, Monticello on Wednesdays, Bement on Thursdays, and Mansfield & Deland on Fridays. The cost is \$5, \$10 if over 90 miles. Reservations must be made 24 hours in advance.

- ***Piatt County Services for Seniors/Faith in Action of Piatt County***
217-762-9934

Piatt County Services for Seniors is a public social service agency providing assisted transportation to senior 60 and older. Volunteer drivers provide a door-to-door or door-through-door service from 8:00 am to 4:30 pm. Reservations must be made 5 days in advance. There is no fee, but donations are accepted.

- ***PRO Ambulance Medivan***
217-337-2911

www.provena.org/covenant/body.cfm?id=116

PRO Ambulance Medivan is available to anyone weekdays from 6:00 am to 10:00 pm and 8:00 am to 7:00 pm on Saturdays. The cost is \$20 plus \$2.40/mi for a one-way trip. Reservations should be made 1 week in advance for medical transportation in Champaign County. The service utilizes 1 minivan and 3 light duty buses.

- ***Provena Covenant Center for Healthy Aging***
217-337-2022

www.provena.org/covenant

Provena Covenant Center for Healthy Aging provides transportation in Champaign, Rantoul, Savoy, Thomasboro and Urbana. Transportation service is for patients 55 and older. Demand response service is operated by volunteers from 7:00 am to 6:00 pm, dependent on volunteer availability. Service is door-through-door and drivers can assist passengers with an unlimited number of packages. Reservations must be made one week in advance and no fare is collected; only donations are accepted.

- ***Rantoul Recreation Department***
217-893-5707

<http://www.village.rantoul.il.us/recreation/>

The Rantoul Recreation Department provides transportation to seniors within Rantoul. Service is operated weekdays from 9:00 am to 12:30 pm using 1 super medium duty bus.

- ***Senior Resource Center at Family Service***
217-352-5100

www.famservcc.org

Family Service is a nonprofit social service agency serving Champaign County. The Senior Resource Center provides transportation for persons 60 and older for medical, financial, and grocery trips once per week from 8:30 am to 5:00 pm. This service is provided by volunteers and reservations must be made two days in advance. In addition to this service, they also purchase half-price cab rides in conjunction with CUMTD Dash Pass. Cab service is curb-to-curb and volunteers serve door-to-door. There is no charge or donation requested for the trip but an annual donation request is made.

- ***Shelby County Community Services***
217-774-5587

Shelby County Community Services provides transportation for elderly and disabled clients throughout the county. Demand response and schedule services are provided as needed 24 hours a day. No reservations are required and the level of service depends on the client's needs. Service is provided using 2 raised roof vans, 7 light duty vehicles, 5 medium duty vehicles and 1 van. There is no fare and donations are not accepted.

- ***St. Mary's Hospital Adult Day Care - Decatur***
217-464-2983 www.stmarys-hospital.com
 St. Mary's Hospital provides transportation for Adult Day Care clients in Macon County. Door-to-door, scheduled service is provided from 8:30 am to 4:30 pm. Reservations must be made 24 hours in advance. There is no fare and donations are not accepted.
- ***Swann Special Care Center***
217-356-5164 www.swanncare.org
 Swann Special Care Center is a home for children and adults with severe, multiple disabilities in Champaign. Transportation is provided for residents to day training, school, shopping, and medical appointments.
- ***The Pavilion***
217-373-1700 www.pavilionhospital.com
 The Pavilion is a psychiatric/chemical dependency hospital providing an array of supportive services. They provide ambulance and taxi service as well as pre-purchased passes for other modes of transit. Their fleet consists of 1 minivan and 2 standard 15-passenger vans. Service is door-through-door and offered 24 hours a day, seven days a week without reservation.
- ***UCP of East Central Illinois***
217-428-5033 www.decaturnet.org/upc/aboutupc.html
 UCP of East Central Illinois provides transportation for individuals with cerebral palsy.

3. Student Transportation

- ***East Central Illinois Community Action Agency***
217-443-2705 www.comaction.org
 ECICAA is a nonprofit social service agency focused on education and social services for Ford, Iroquois, and Vermilion Counties. ECICAA operates transportation for Head Start on a fixed route schedule established at the beginning of the school year. Service is door-to-door and no fare is charged.
- ***Champaign County Head Start***
217-328-3313 www.ccrpc.org/headstart/index.php
 Champaign County Regional Planning Commission's Head Start Division provides transportation for students and their families on weekdays. Student transportation to Head Start Sites is provided using 18 passenger buses. Transportation for families to appointments is done by Family Advocates & Mentors, and Home Visitors using automobiles.

4. Private Transportation

- ***A-1 Cab Company***
217-446-4222
 A-1 Cab Company, located in Danville, provides taxi service.

- ***A Cab Company***
[217-202-8202](tel:217-202-8202)
A Cab Company provides taxi service in and around Champaign-Urbana. Service is available in the afternoons through bar close and is curb-to-curb. The cost is \$2.25 plus \$1.75/mi. There is a flat rate for special occasions.
- ***AOK Travel Network, Inc.***
[217-422-6078](tel:217-422-6078)
AOK Travel Network, Inc. is a private transportation company providing service to Macon County and the surrounding area. Curb-to-curb service is provided 24 hours a day, seven days a week. AOK provides some of DPTS' Operation Uplift service and is a Medicaid transportation provider.
- ***Atlas Taxi Cab***
[217-419-1333](tel:217-419-1333)
Atlas Taxi Cab, located in Champaign-Urbana, provides taxi service.
- ***Best Price Taxi***
[217-637-8200](tel:217-637-8200)
Best Price Taxi, located in Champaign-Urbana, provides taxi service.
- ***Bowlin Taxi Service***
[217-856-2231](tel:217-856-2231)
Bowlin Taxi Service, located in Mattoon, provides taxi service.
- ***Bubble City Taxi***
[217-446-4222](tel:217-446-4222)
Bubble City Taxi, located in Champaign-Urbana, provides taxi service.
- ***Checker Top Cab***
[217-234-7474](tel:217-234-7474)
Checker Top Cab provides taxi service in Coles County. Service is available 24/7 and is curb-to-curb. The cost in town is \$7.00 and \$6.00 for seniors 55 and older.
- ***Christian Cab Company***
[217-892-5910](tel:217-892-5910)
Christian Cab Company, located in Rantoul, provides taxi service.
- ***Classic Cab***
[217-671-2077](tel:217-671-2077)
Classic Cab, located in Champaign-Urbana, provides taxi service.
- ***Cool Cab***
[217-344-1281](tel:217-344-1281)
Cool Cab, located in Champaign-Urbana, provides taxi service.

- ***D & D Cab Service***
[217-202-4715](tel:217-202-4715)
D & D Cab Service, located in Champaign-Urbana, provides taxi service.
- ***Father Time Taxi***
[217-344-6008](tel:217-344-6008)
Father Time Taxi, located in Urbana, provides taxi service.
- ***Freedom Cab***
[217-344-3444](tel:217-344-3444)
Freedom Cab, located in Urbana, provides taxi service.
- ***Green Taxi***
[217-721-5533](tel:217-721-5533)
Green Taxi, located in Champaign, provides taxi service on a first come, first serve basis. The service is curb-to-curb and the fare is \$2.00 plus 2.25/mi. There is a flat rate for certain locations.
- ***H & H Taxicabs***
[217-348-7074](tel:217-348-7074)
H & H Taxicabs provide taxi service in and around Coles County. Service is available 24/7 and is curb-to-curb. The cost for a local trip is \$8.00.
- ***Illini Taxi***
[217-384-5892](tel:217-384-5892)
Illini Taxi, located in Champaign, provides taxi service.
- ***Luxe Taxi***
[217-328-5100](tel:217-328-5100)
Luxe Taxi, located in Urbana, provides taxi service.
- ***Mr. Taxi***
[217-442-2800](tel:217-442-2800)
Mr. Taxi, located in Danville, provides taxi service 24/7. The level of service is as needed and the fare is ranges from \$4.00-\$10.75 within Danville. Other destinations have a flat rate.
- ***Orange Taxi***
[217-363-1500](tel:217-363-1500)
Orange Taxi, located in Champaign-Urbana, provides taxi service.
- ***Old Timer's Taxi Cab***
[217-202-2775](tel:217-202-2775)
Old Timer's Taxi Cab, located in Champaign-Urbana, provides taxi service.

- ***Precious Cargo/Rantoul UC Express***
[217-419-5872](tel:217-419-5872)

Precious Cargo/Rantoul UC Express is a privately operated transit agency serving Champaign County. Door-to-door service is available from 6:00 am to 12:00 am weekdays and Saturdays, and from 1:30 pm to 7:00 pm on Sunday. Reservations must be made 48 hours in advance. One-way tickets cost \$9, but some discounts might apply for round trips. The service is provided using 1 light duty bus and 1 medium duty bus.

- ***Safeway Taxi***
[217-637-1573](tel:217-637-1573)

Safeway Taxi, located in Urbana, provides taxi service.

- ***The Cab***
[217-215-6288](tel:217-215-6288)

The Cab, located in Rantoul, provides taxi service weekdays 5:00 am – 9:00pm, Saturdays 7:00 am – 5:00 pm and Sundays 8:00 am – 4:00 pm. The level of service is curb-to-curb or as needed. Fare is a flat rate based on location.

- ***The Taxi Co.***
[217-355-1212](tel:217-355-1212)

The Taxi Co., located in Champaign, provides taxi service.

- ***We Up Public Transportation***
[217-355-0278](tel:217-355-0278)

We Up Public Transportation, located in Champaign-Urbana, provides taxi service.

- ***Yellow Transport, Ltd.***
[217-355-3553](tel:217-355-3553)

Yellow Transport, Ltd. is a private transportation company with 2 sedans, 14 minivans, 4 standard 15-passenger vans, 4 pickups, and 2 box vans. Service is provided 24 hours a day, seven days a week curb-to-curb and door-to-door. Drivers assist passengers with packages and rides cost \$3.50 or \$2.00 per mile. No reservations are required.

B. Transportation Coordination & Duplication

Each county has more than one agency providing transportation. Several agencies coordinate transportation services regularly and/or are willing to assist each other when the need arises. Most relationships are between the public transportation provider within the county and a human service agency.

Champaign County

- Precious Cargo/Rantoul U-C Express provides supplemental transportation for the Community Service Center of Northern Champaign County & Champaign County Rural Rider.

Clark County

- East Central Illinois Mass Transit District coordinates senior transportation trips with Life Center of Cumberland County.

Coles County

- Coles County Dial-A-Ride provides supplemental transportation for CCAR Industries.
- Coles County Dial-A-Ride coordinates transportation to Sarah Bush Lincoln Health Center, Eastern Illinois University, and Lake Land Community College.
- CCAR Industries has assisted in transportation for the Charleston Park District.

Cumberland County

- Rides Mass Transit coordinates with other transportation services in the county.

DeWitt County

- SHOW BUS provides transportation for DeWitt County Human Resource Center's Day Services.

Douglas County

- Central Illinois Public Transit provides transportation for the Douglas County Mental Health Center.

Edgar County

- East Central Illinois Mass Transit District provides supplemental transportation for the Human Resources Center of Edgar and Clark Counties.
- East Central Illinois Mass Transit District and the Human Resources Center of Edgar and Clark Counties have an agreement to utilize each others vehicle as back-ups.

Macon County

- Decatur Public Transit System provides supplemental transportation for Macon Resources.

Moultrie County

- Central Illinois Public Transit assists Mason Point and Moultrie County Beacon transportation needs.

Piatt County

- Piattran houses, maintains, and operates the Piatt County Senior Citizens Transportation Program vehicle.

Shelby County

- Central Illinois Public Transit assists Shelby County Community Services transportation needs.

Vermilion County













- CRIS Rural Transit provides supplemental transportation for Crosspoint Human Services.
- CRIS Rural Transit provides the paratransit service for Danville Mass Transit.

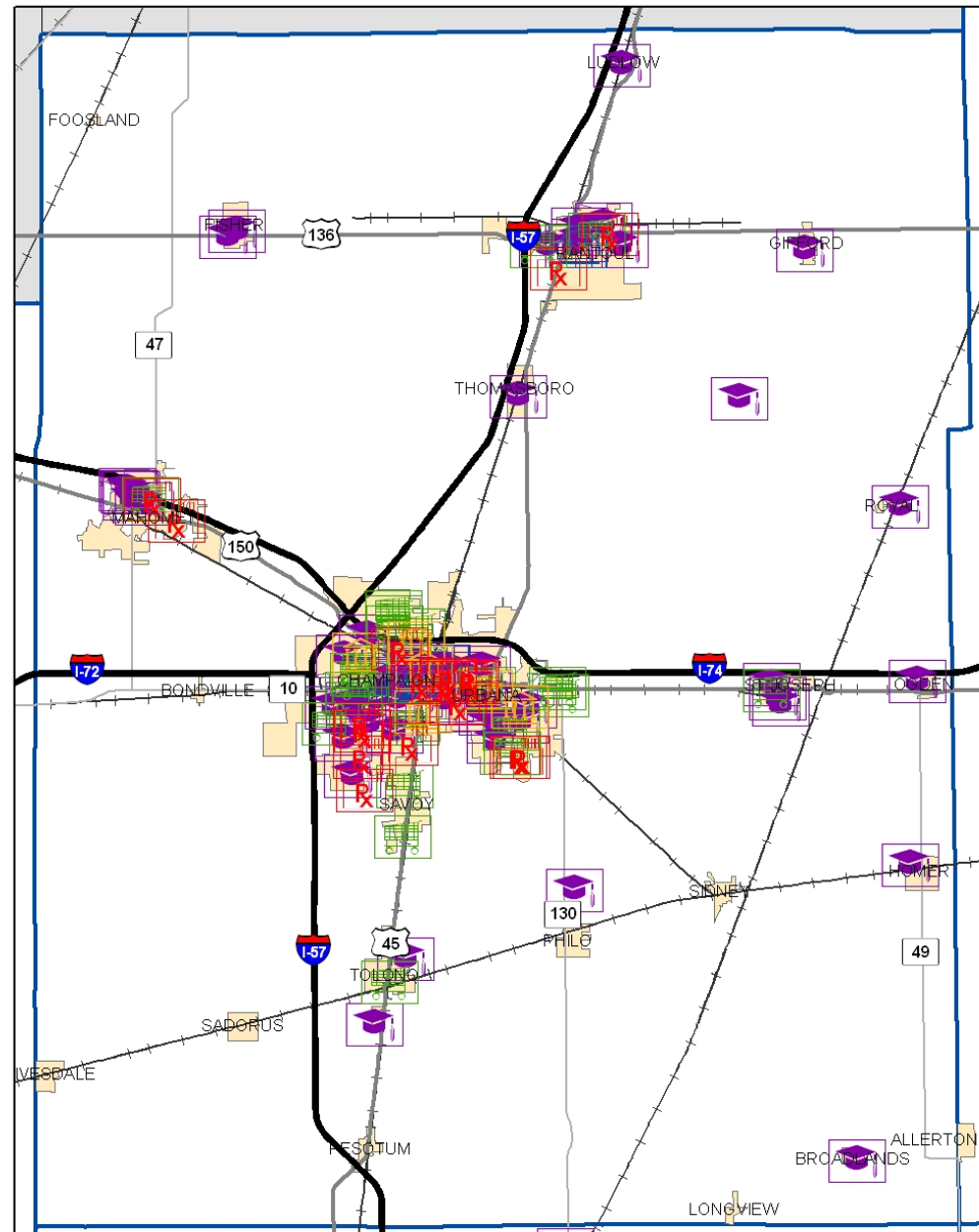
Multi-County coordination is also happening between public providers. Coles County Dial-A-Ride and East Central Illinois Mass Transit District meet in Ashmore (Coles) or Kansas (Edgar) for transfers. CRIS Rural Transit and East Central Illinois Mass Transit District meet at the Edgar/Vermilion border for transfers. East Central Illinois Mass Transit District and Rides Mass Transit District meet at the Clark/Cumberland border for transfers. Piattran and SHOW BUS meet in Farmer City for transfers. Piattran provides transportation from Piatt County to Champaign and Decatur, also providing services to Champaign/Macon County residents along the way.

C. Major Trip Generators

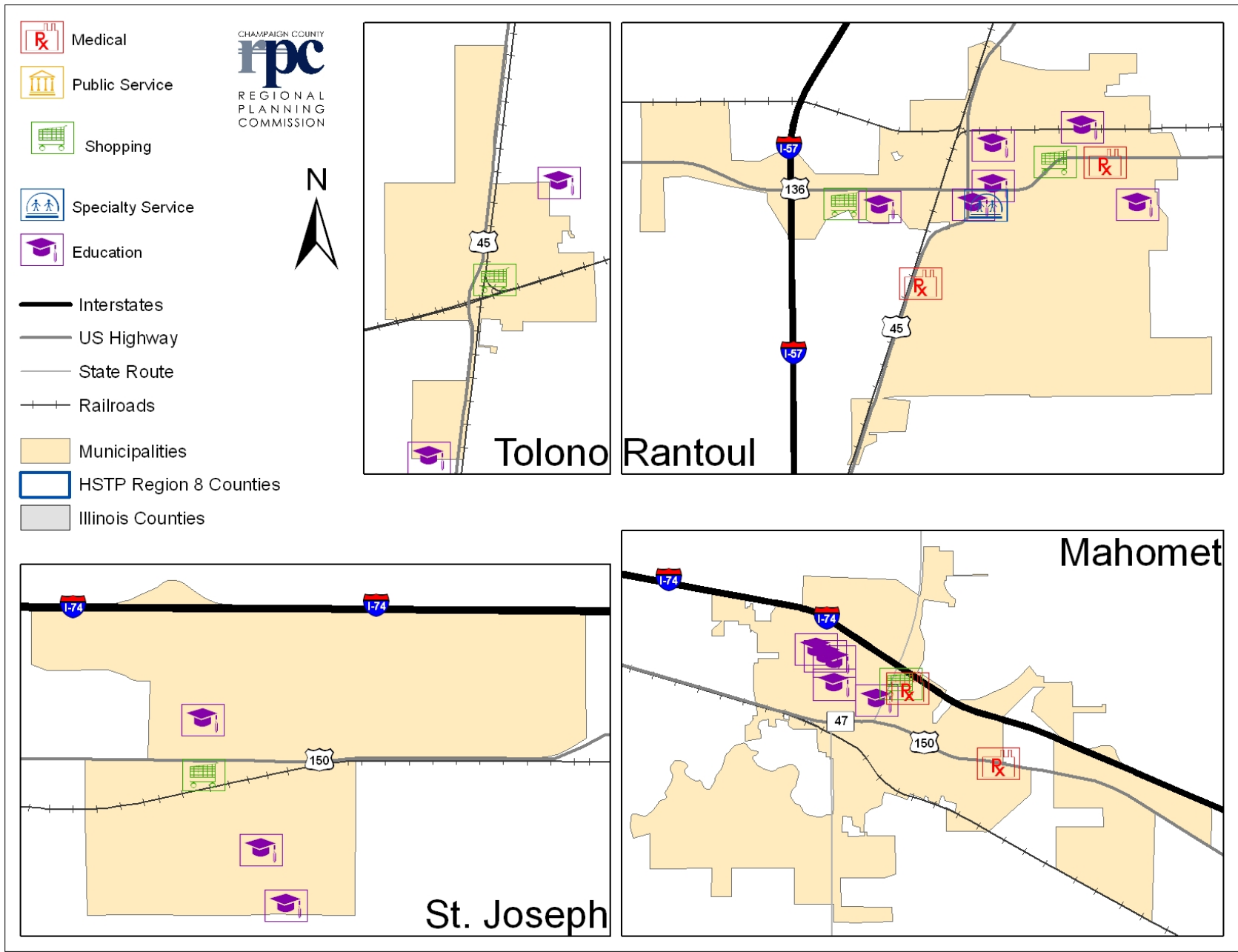
Most trips performed by transportation providers are for medical purposes, followed by social service appointments or programs, shopping, education, and employment. Many of these locations are within the small urbanized areas and are out-of-county trips for many of the transit providers. Maps 8-33 show the location in each county of medical, public service, shopping, specialty service, and educational facilities.

Champaign County

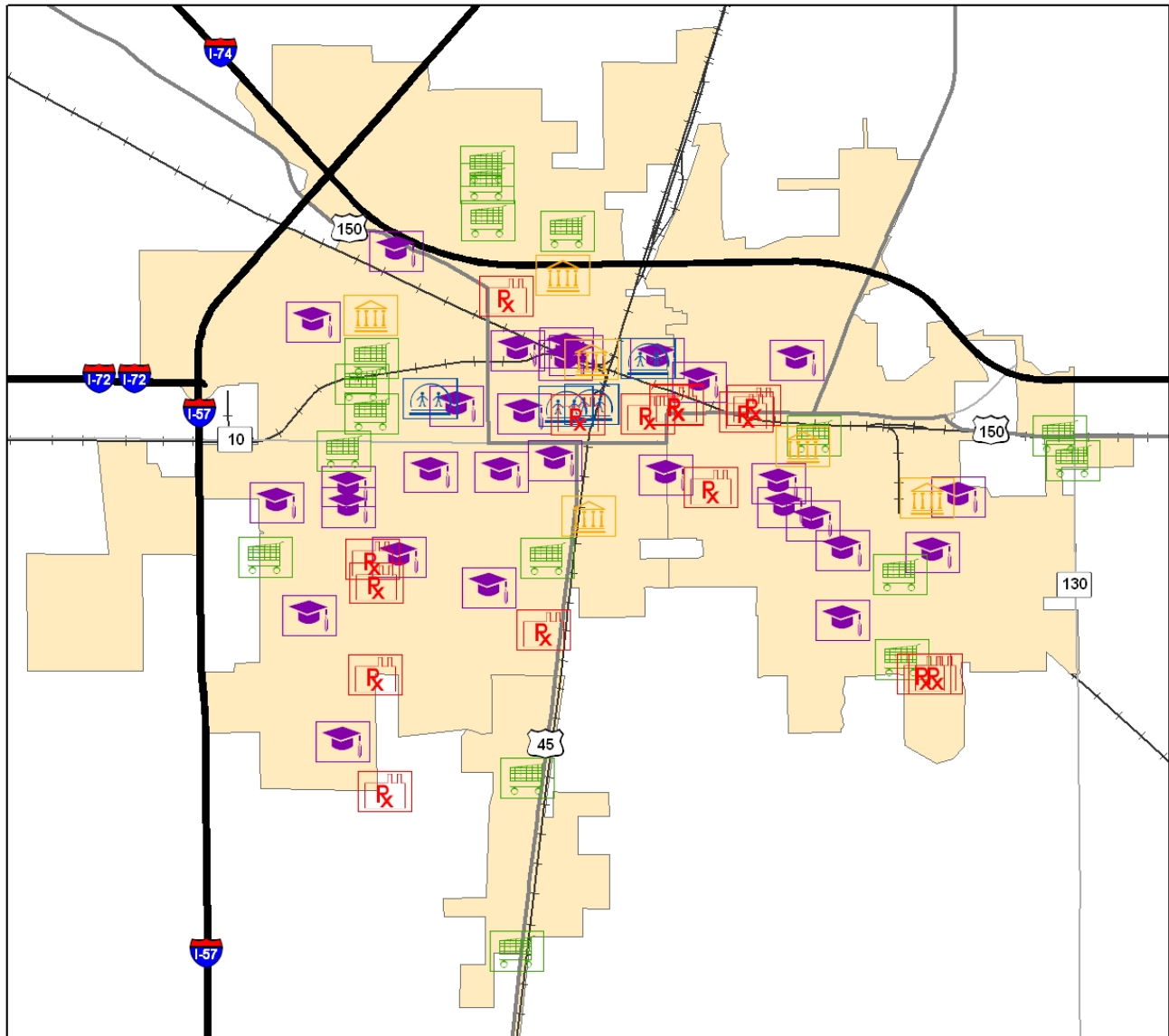
-  Medical
-  Public Service
-  Shopping
-  Specialty Service
-  Education
-  Interstates
-  US Highway
-  State Route
-  Railroads
-  Municipalities
-  HSTP Region 8 Counties
-  Illinois Counties



Map 8



Map 9




Champaign - Urbana - Savoy

 Medical

 Public Service

 Shopping

 Specialty Service


 Education

 Interstates


 US Highway

 State Route

 Railroads

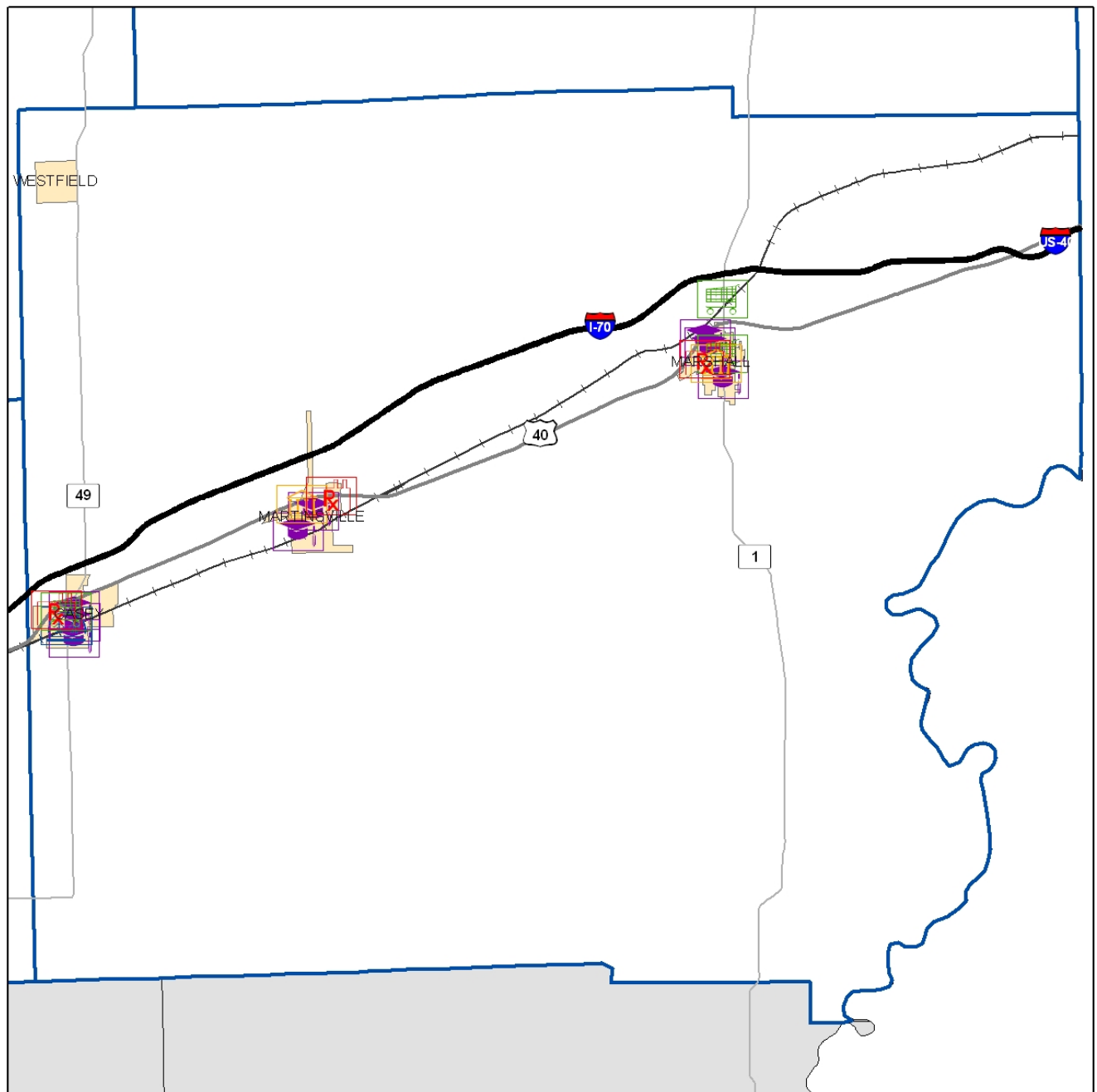
 Municipalities

 HSTP Region 8 Counties

 Illinois Counties



CHAMPAIGN COUNTY
rpc
REGIONAL
PLANNING
COMMISSION



Clark County



Medical



Public Service



Shopping



Specialty Service



Education

Interstates

US Highway

State Route

Railroads

Municipalities













HSTP Region 8 Counties

Illinois Counties



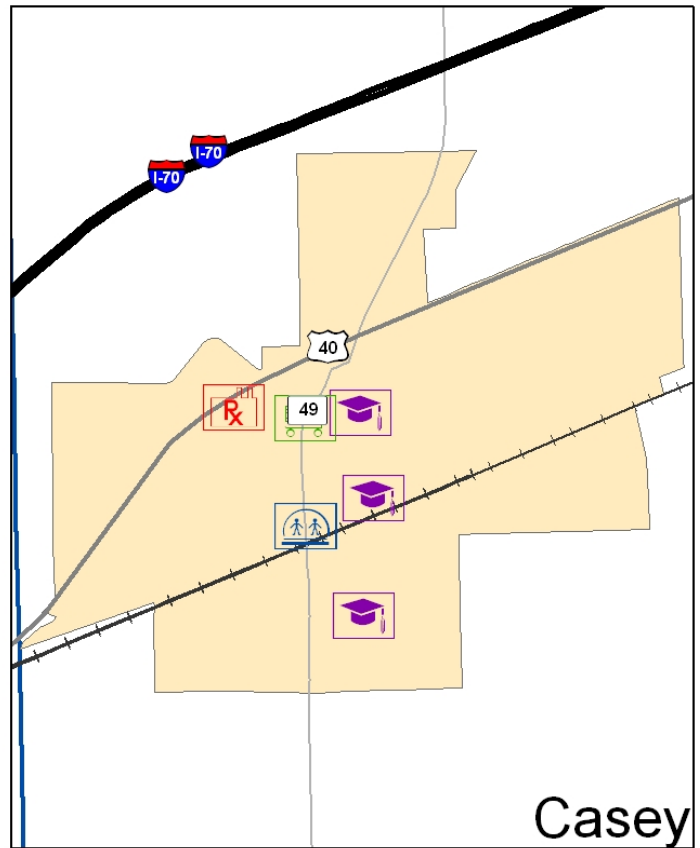
CHAMPAIGN COUNTY
fpc
REGIONAL
PLANNING
COMMISSION

Map 11

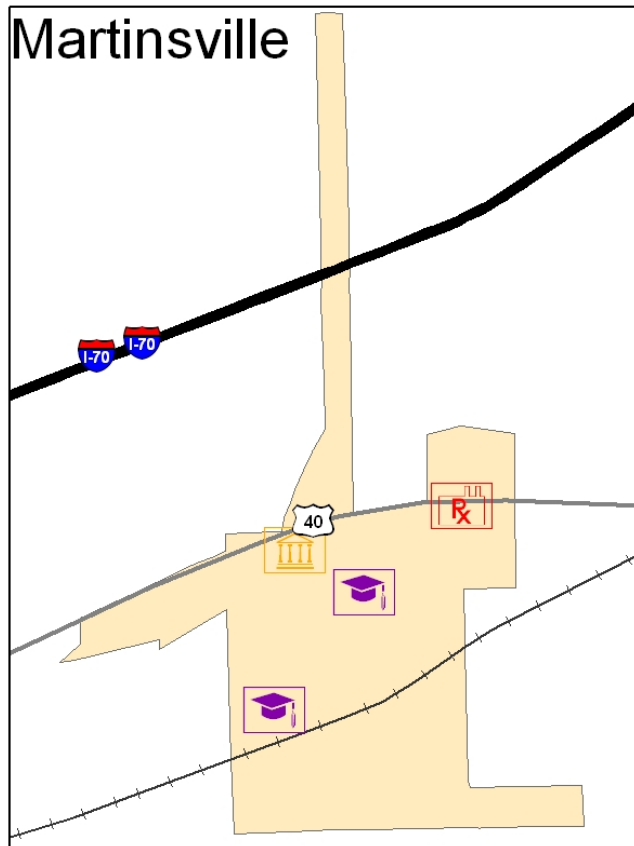
-  Medical
-  Public Service
-  Shopping
-  Specialty Service
-  Education
-  Interstates
-  US Highway
-  State Route
-  Railroads
-  Municipalities
-  HSTP Region 8 Counties
-  Illinois Counties



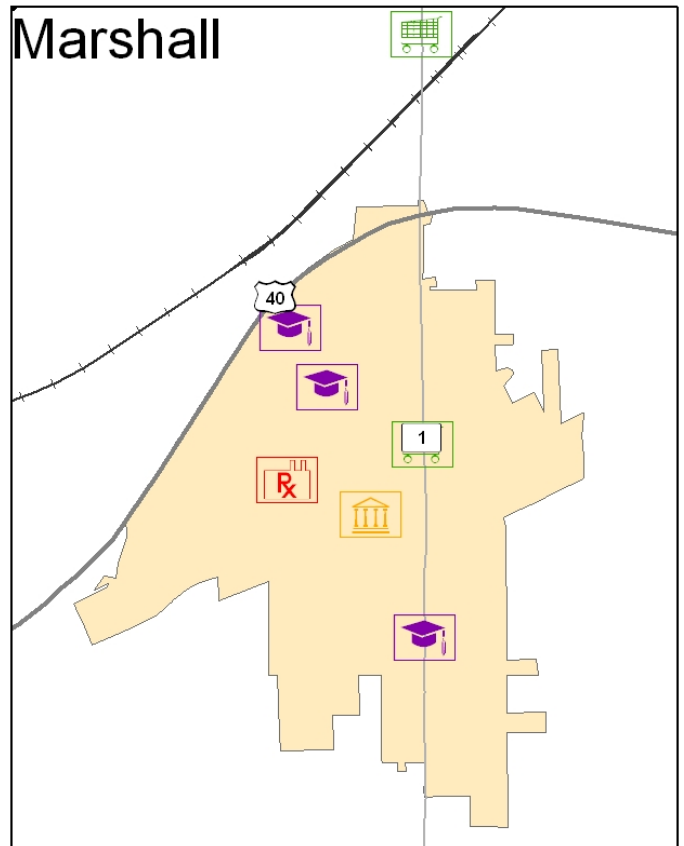
CHAMPAIGN COUNTY
fpc
 REGIONAL
 PLANNING
 COMMISSION



Casey

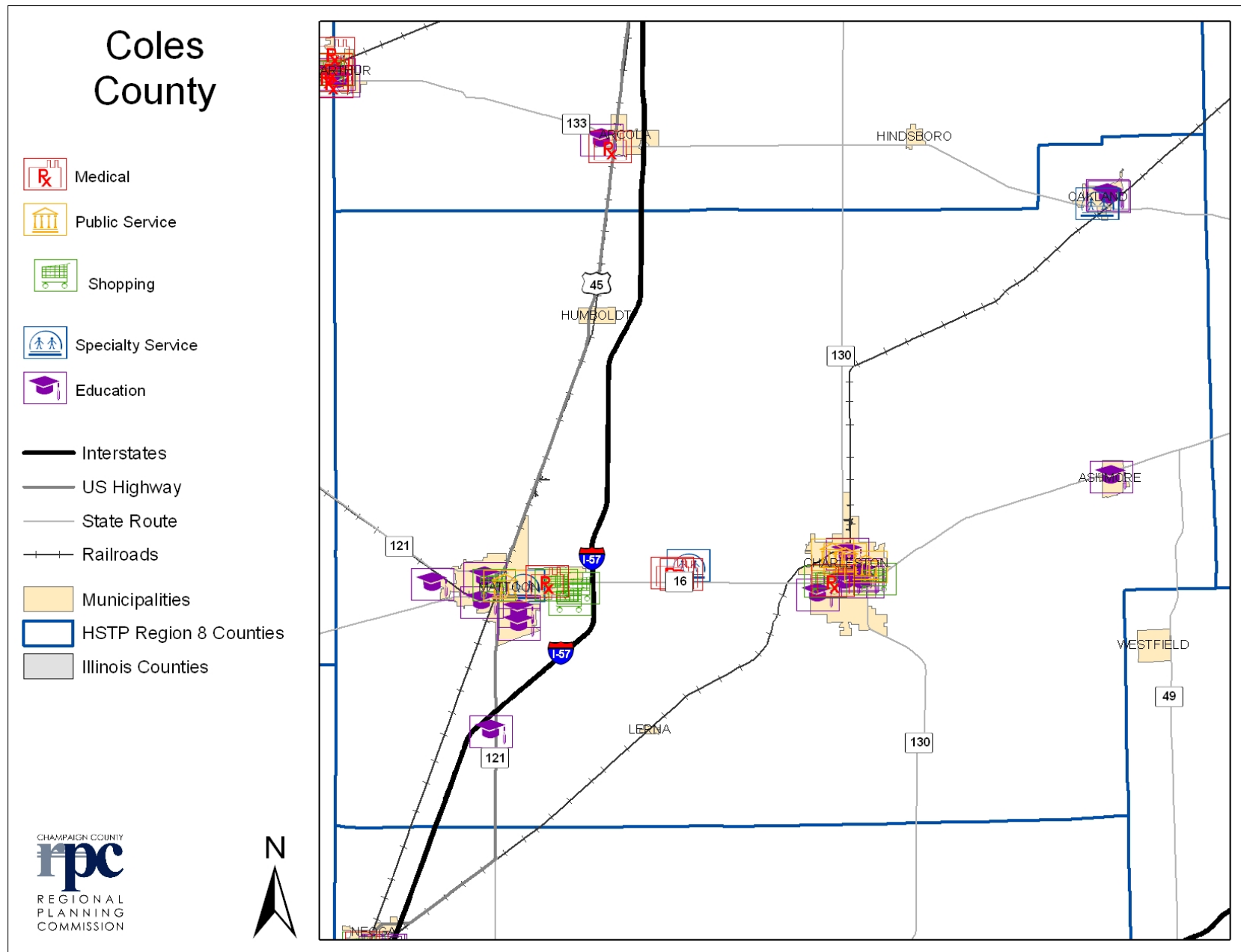


Martinsville

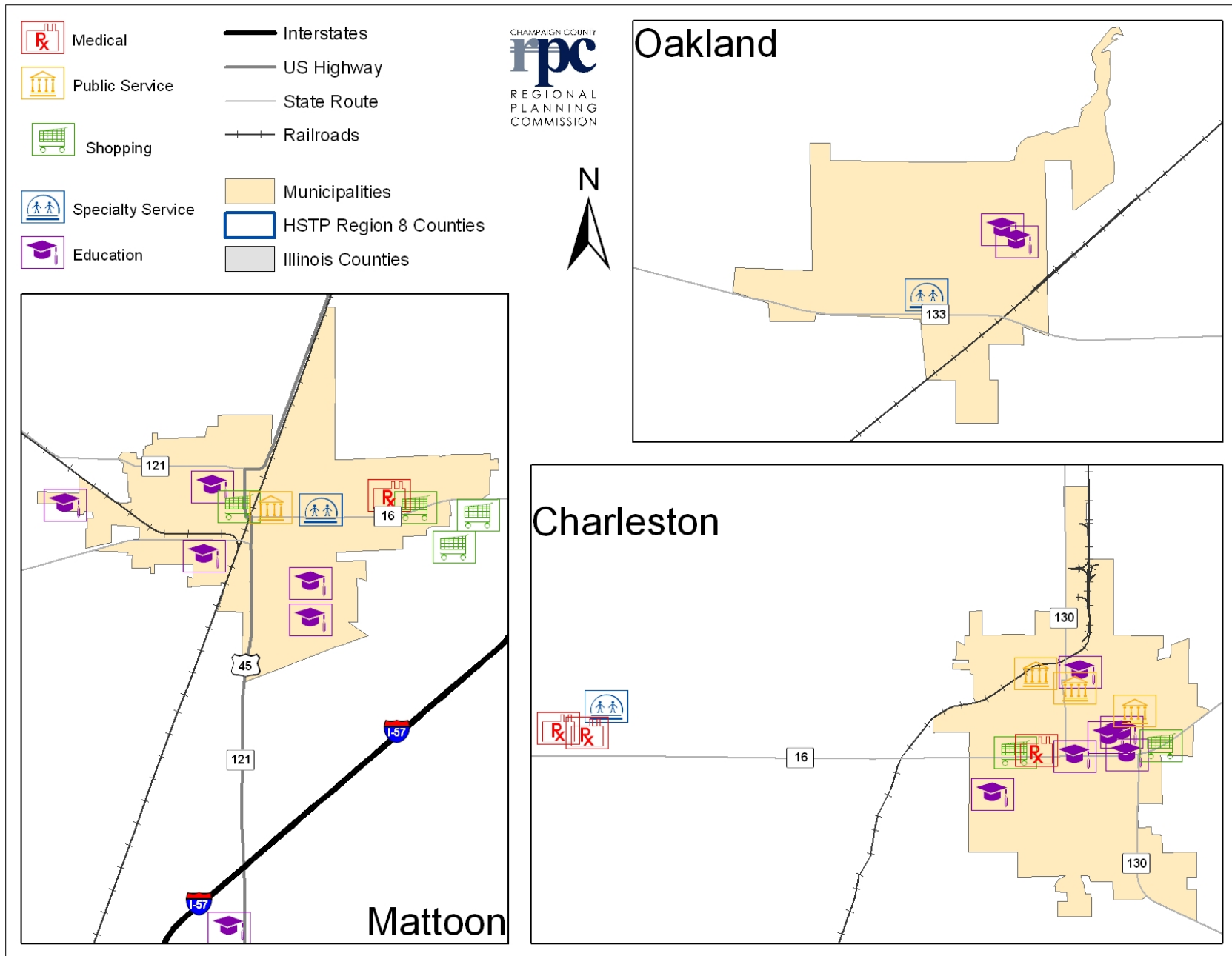


Marshall

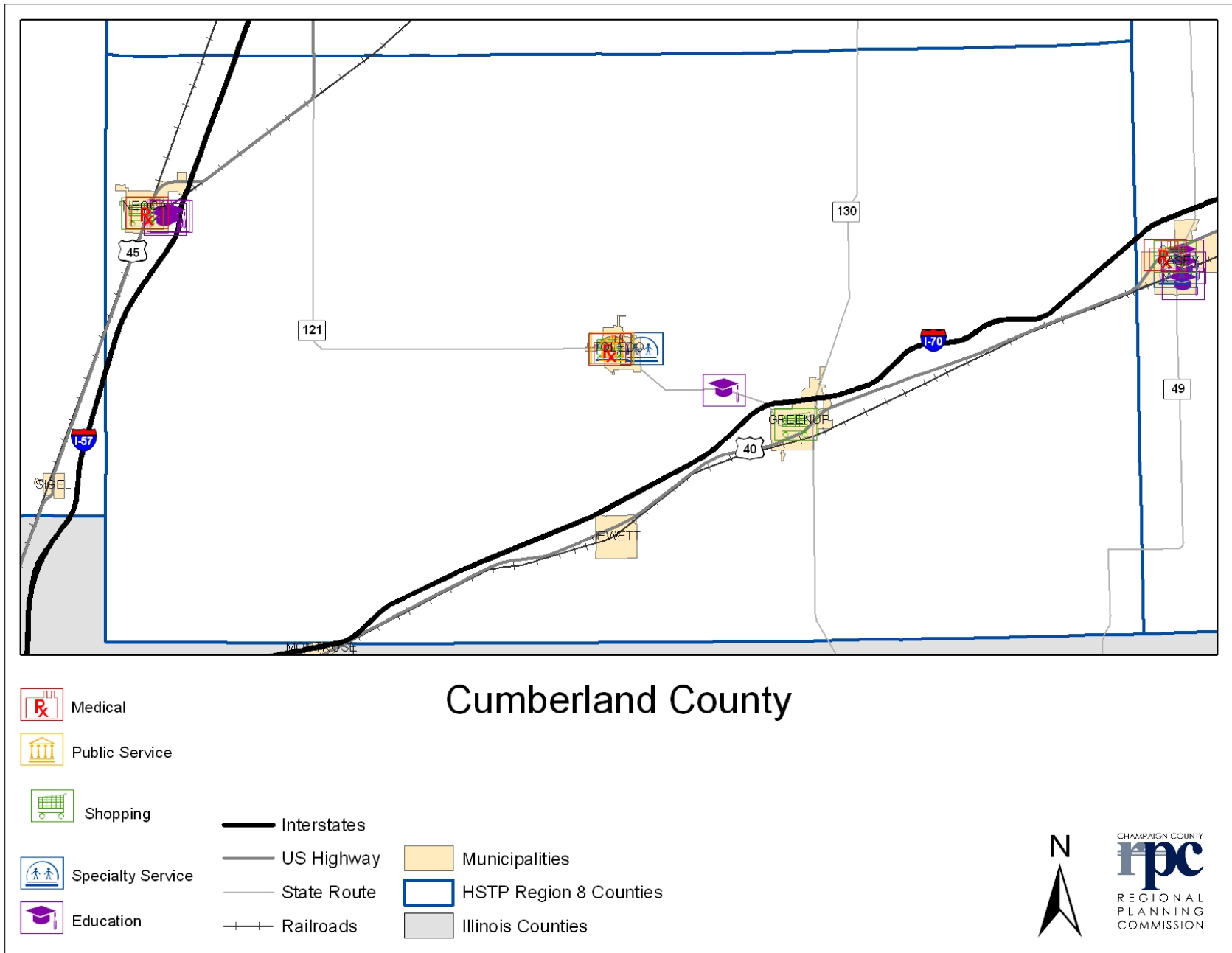
Map 12



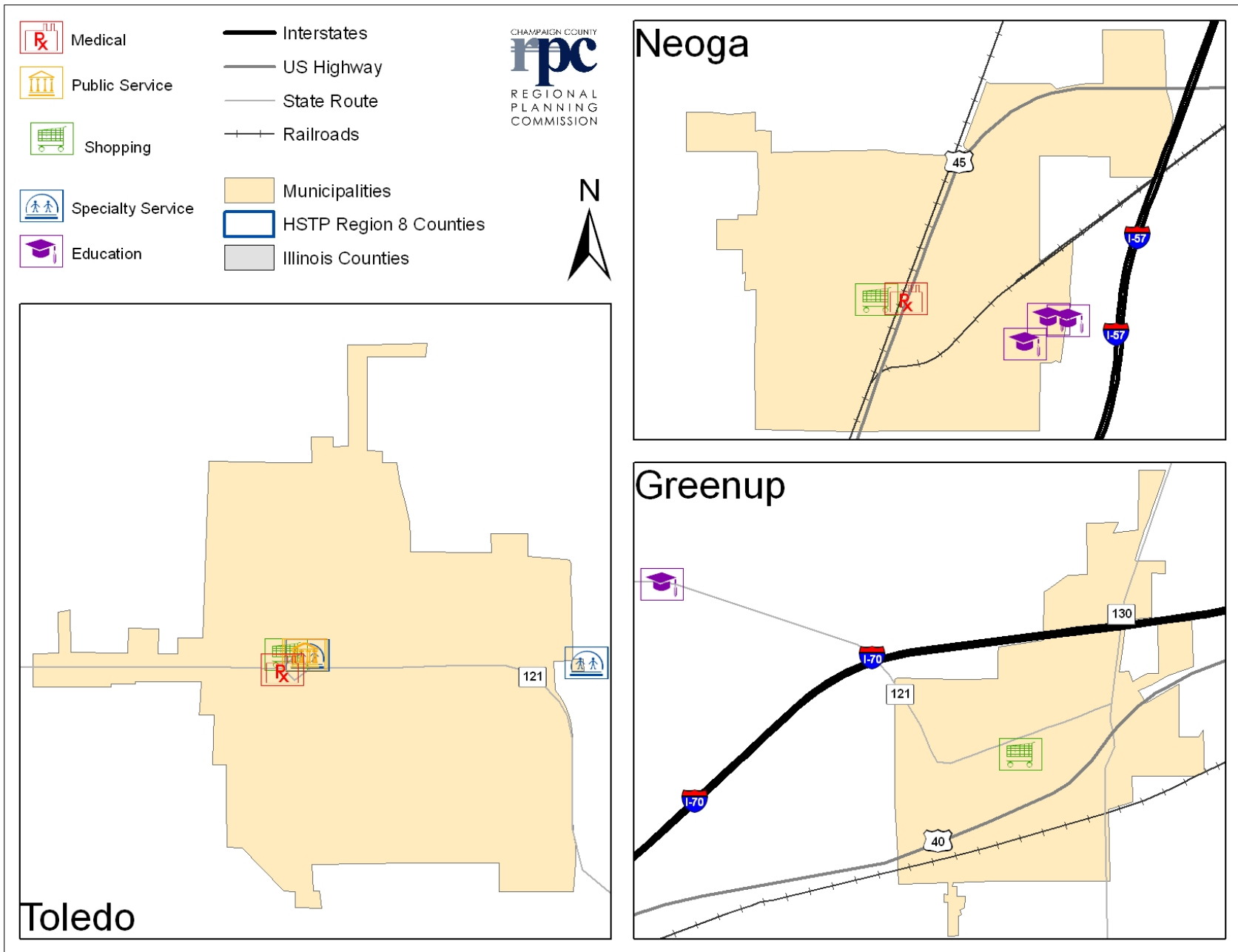
Map 13



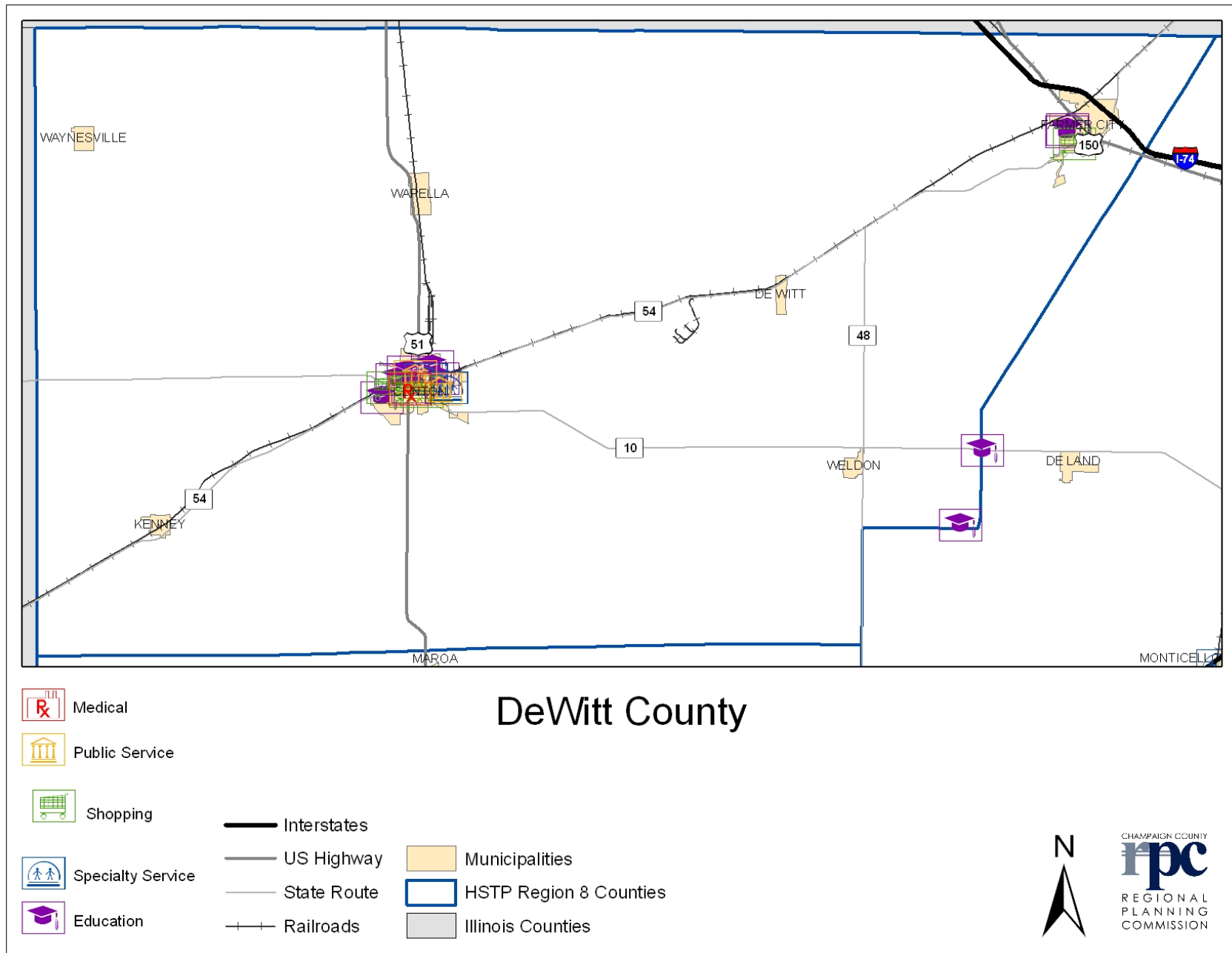
Map 14

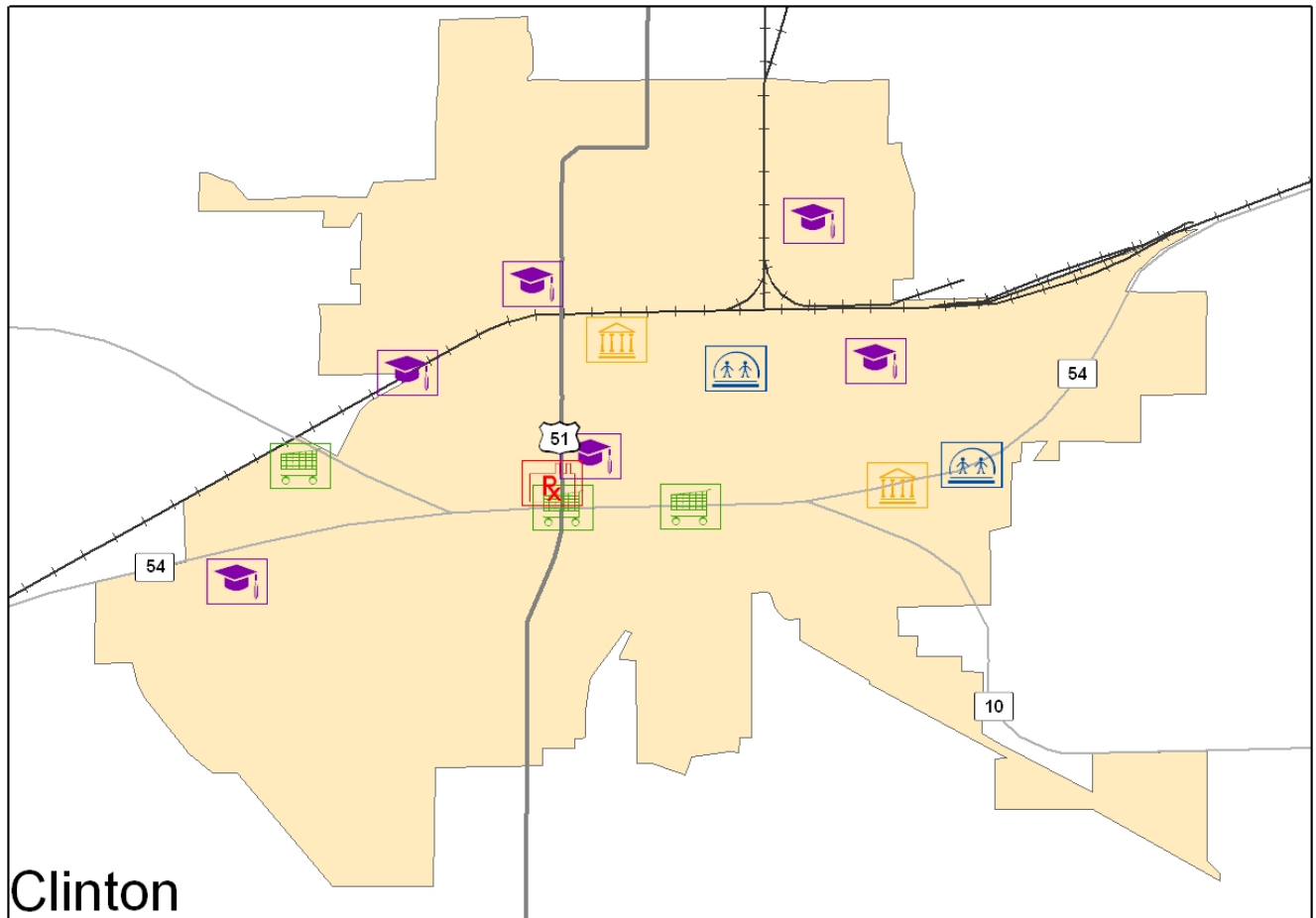


Map 15

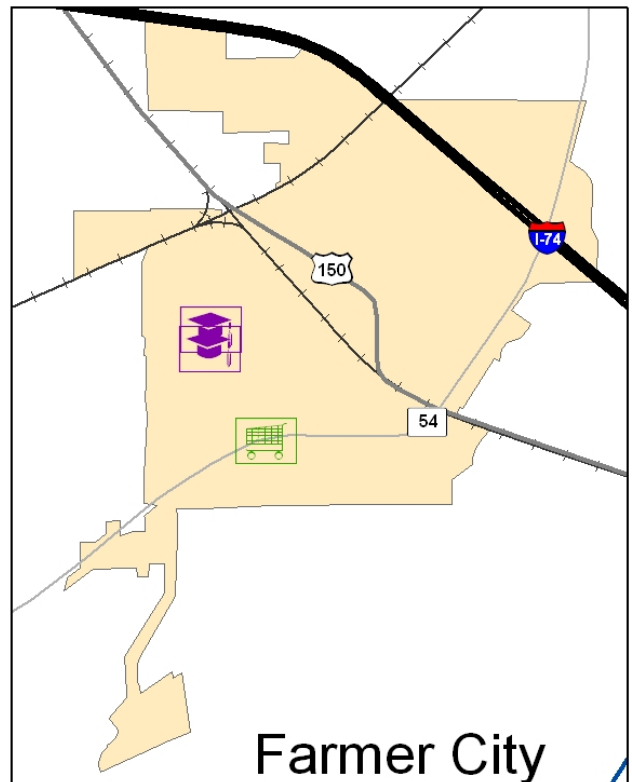
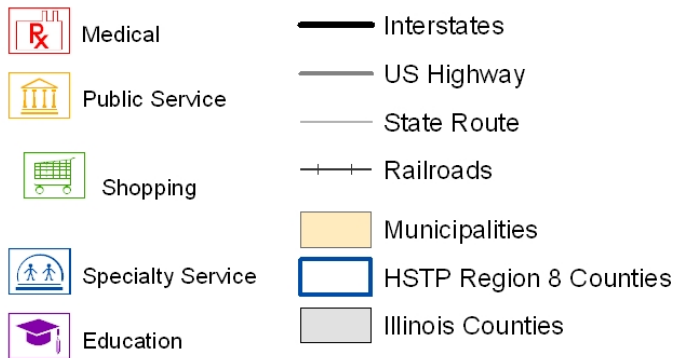


Map 16

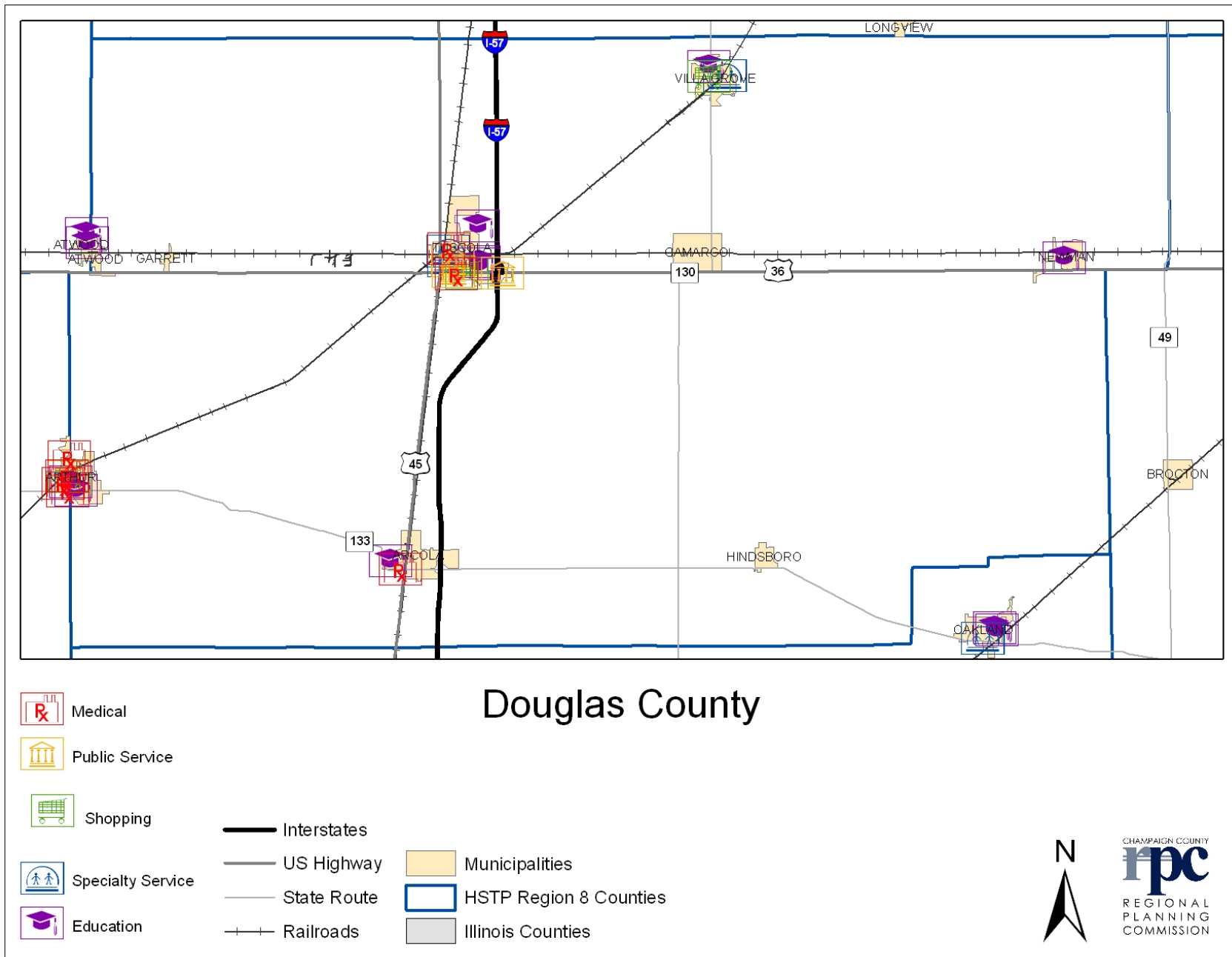




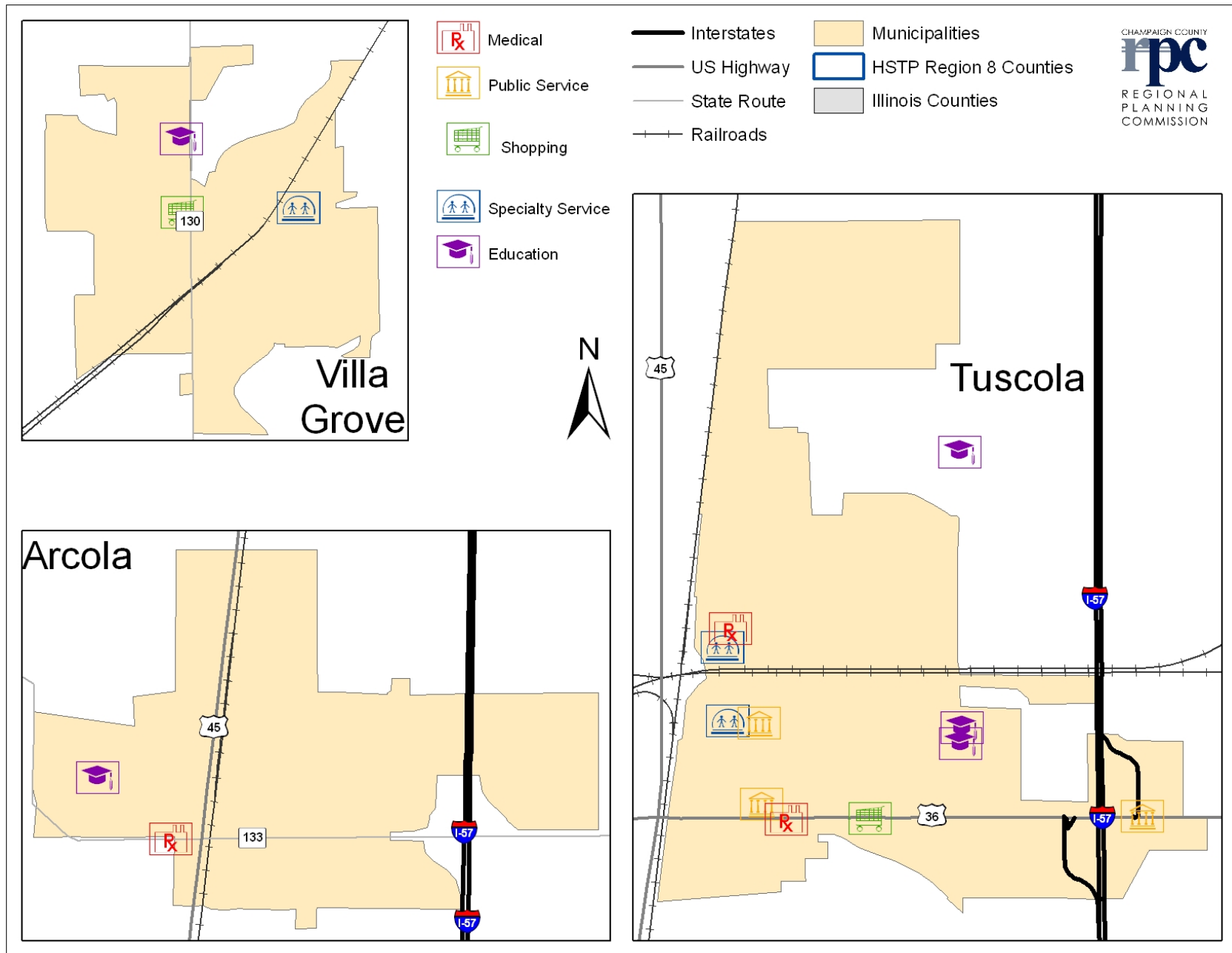
Clinton



Map 18















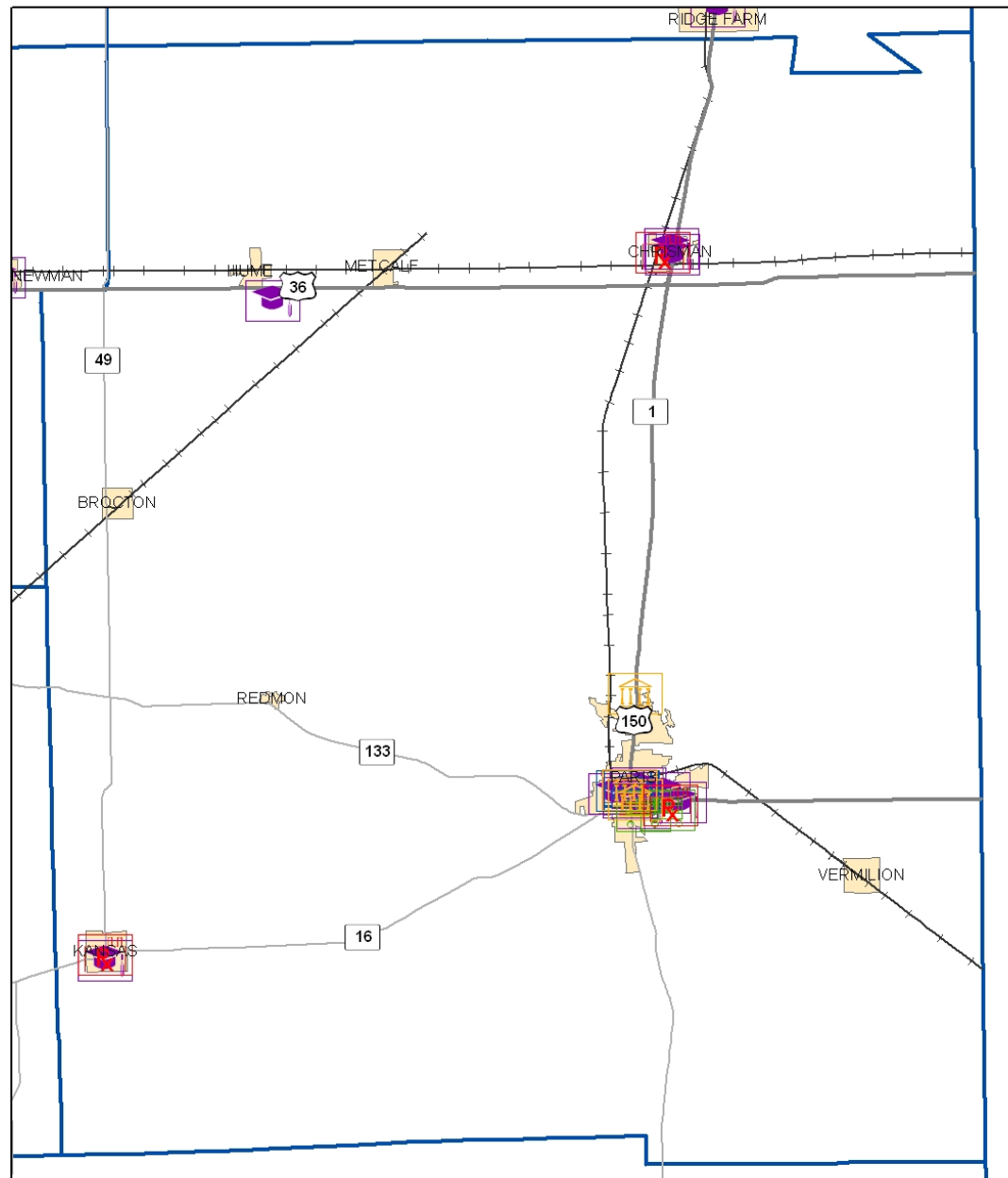
Map 19

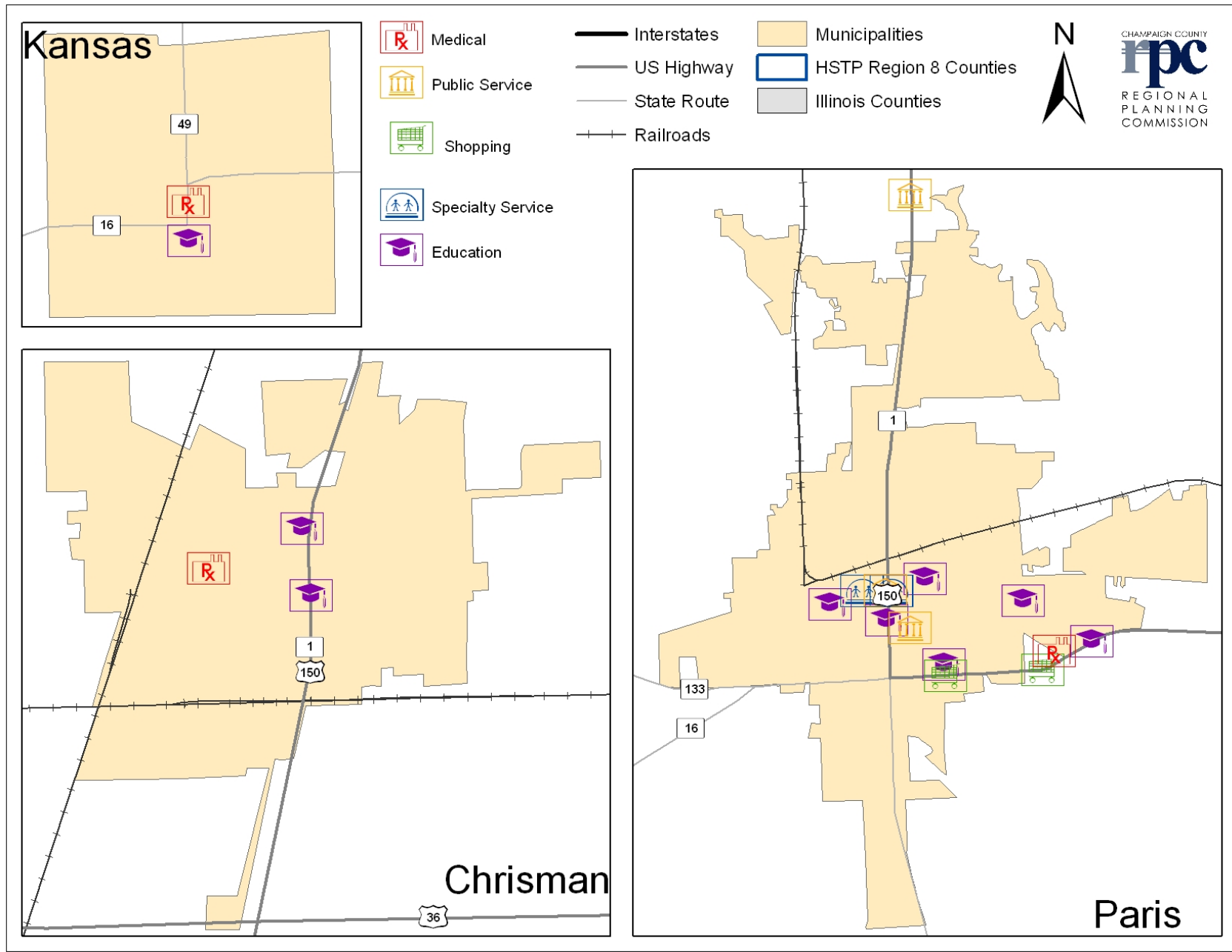


Map 20

Edgar County













-  Medical
-  Public Service
-  Shopping
-  Specialty Service
-  Education
-  Interstates
-  US Highway
-  State Route
-  Railroads
-  Municipalities
-  HSTP Region 8 Counties
-  Illinois Counties

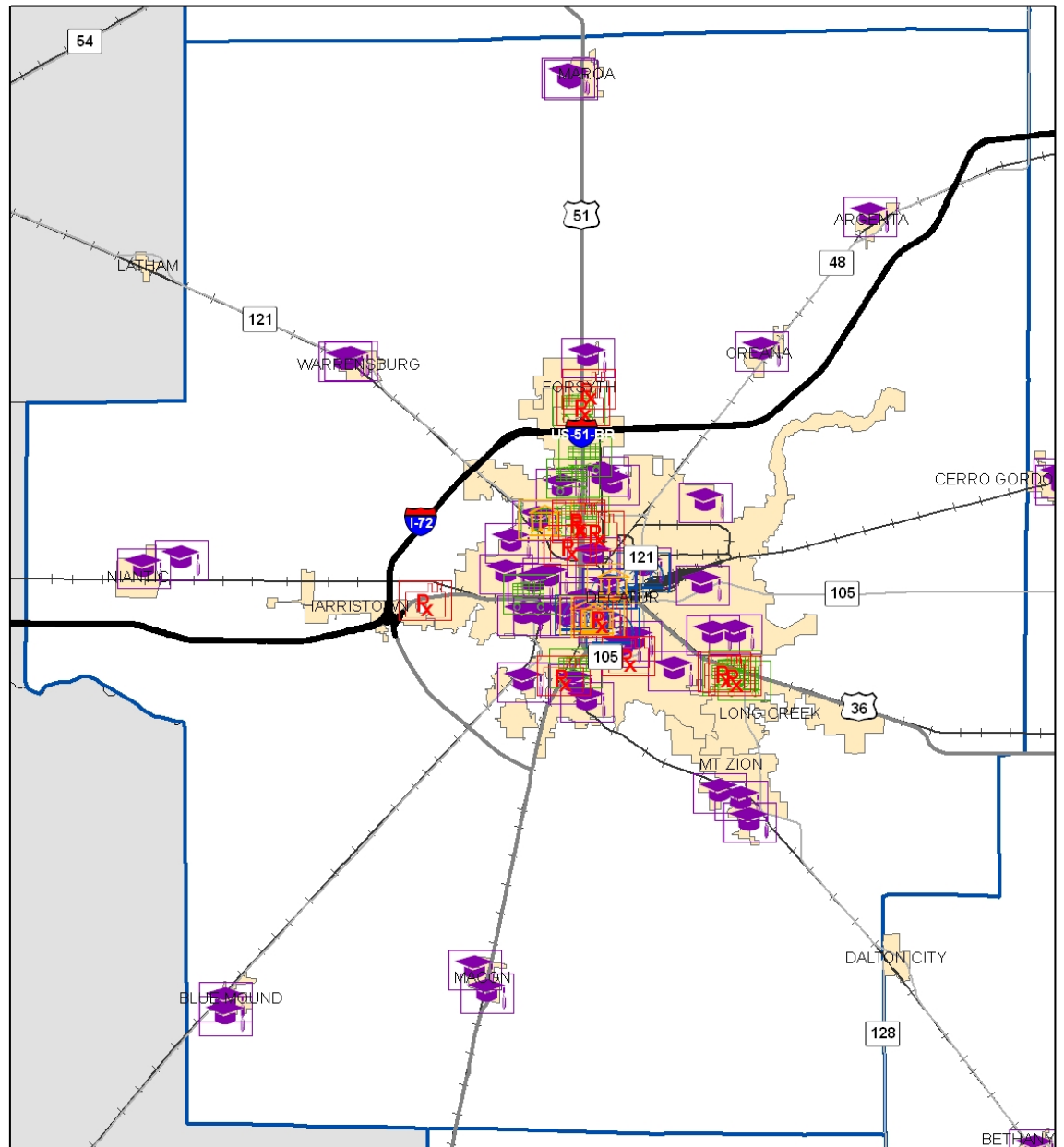




Map 22













Macon County

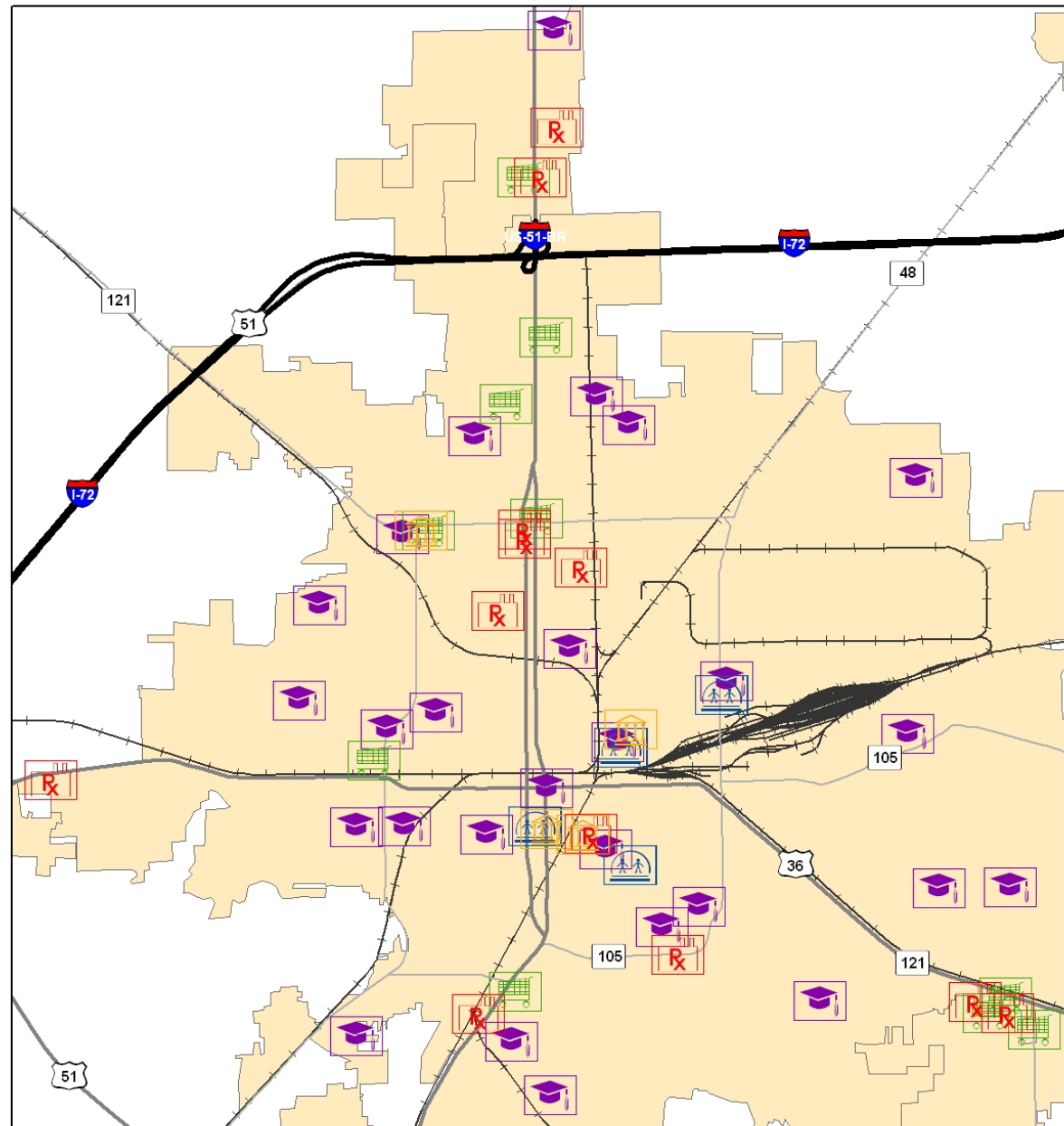
-  Medical
-  Public Service
-  Shopping
-  Specialty Service
-  Education
-  Interstates
-  US Highway
-  State Route
-  Railroads
-  Municipalities
-  HSTP Region 8 Counties
-  Illinois Counties



Map 23













Decatur Forsyth

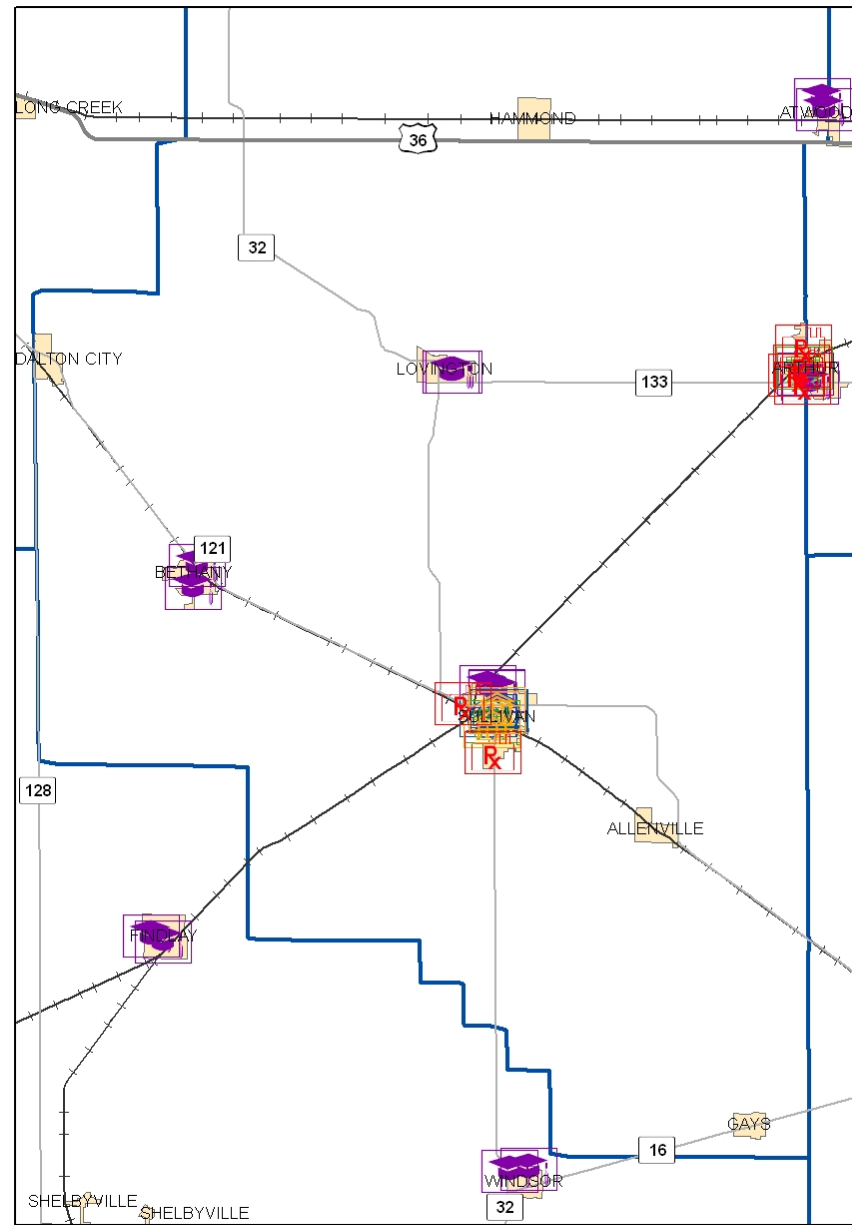
-  Medical
-  Public Service
-  Shopping
-  Specialty Service
-  Education
-  Interstates
-  US Highway
-  State Route
-  Railroads
-  Municipalities
-  HSTP Region 8 Counties
-  Illinois Counties



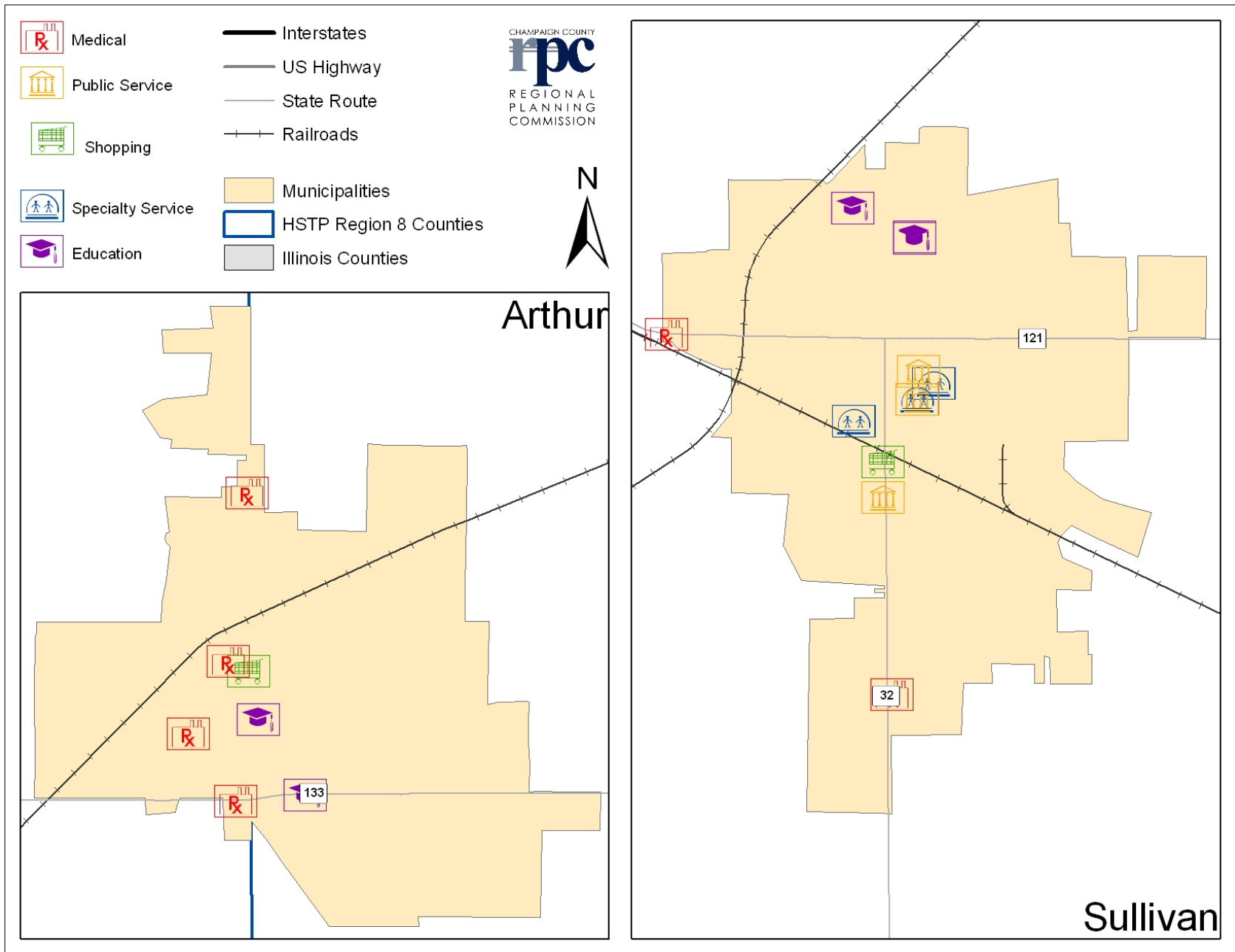
Map 24

Moultrie County

-  Medical
-  Public Service
-  Shopping
-  Specialty Service
-  Education
-  Interstates
-  US Highway
-  State Route
-  Railroads
-  Municipalities
-  HSTP Region 8 Counties
-  Illinois Counties



Map 25



Map 26

Piatt County



Medical



Public Service



Shopping



Specialty Service



Education

Interstates

US Highway

State Route

Railroads



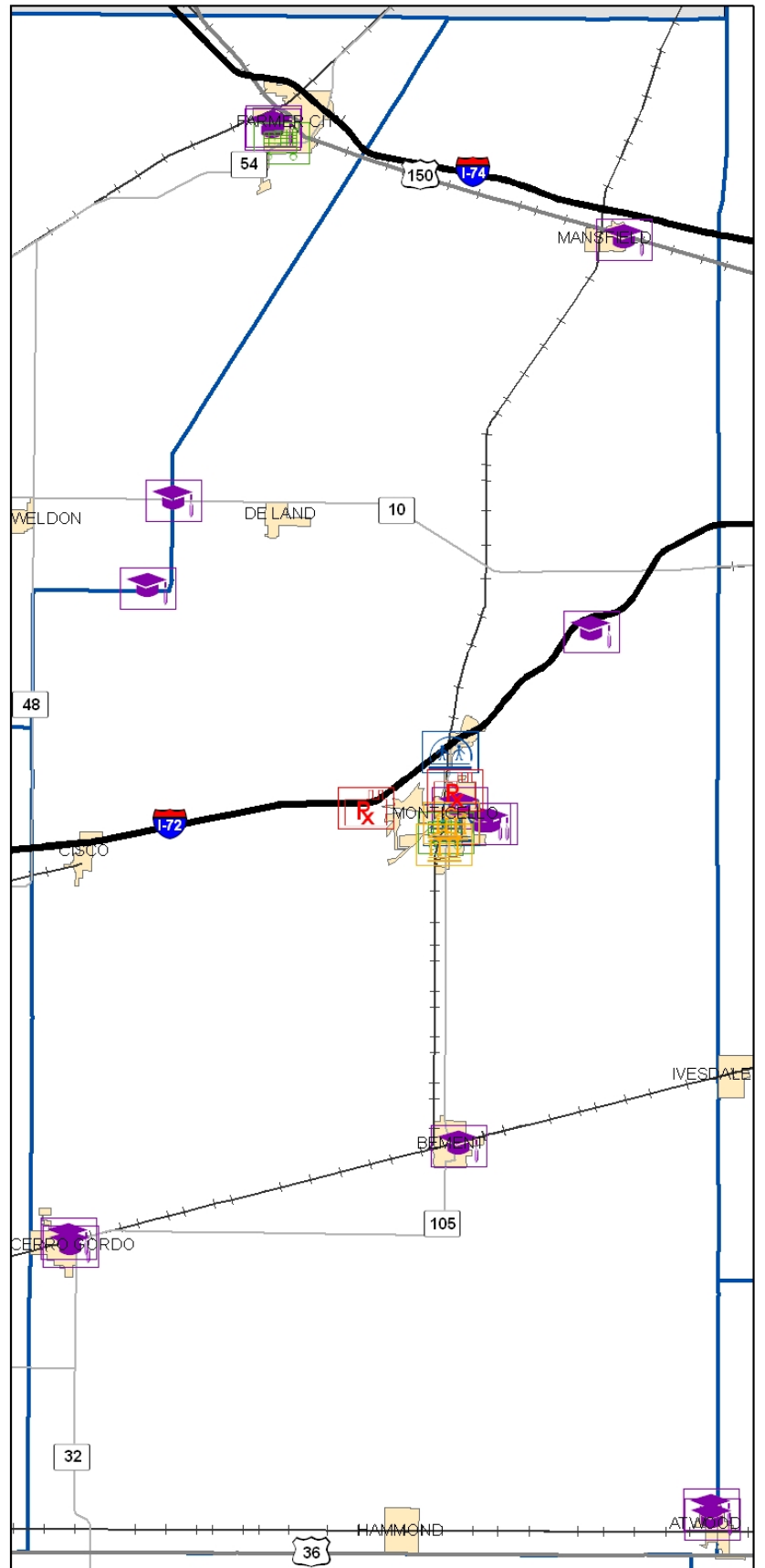
Municipalities



HSTP Region 8 Counties



Illinois Counties



Monticello



Medical



Public Service



Shopping



Specialty Service



Education

Interstates

US Highway

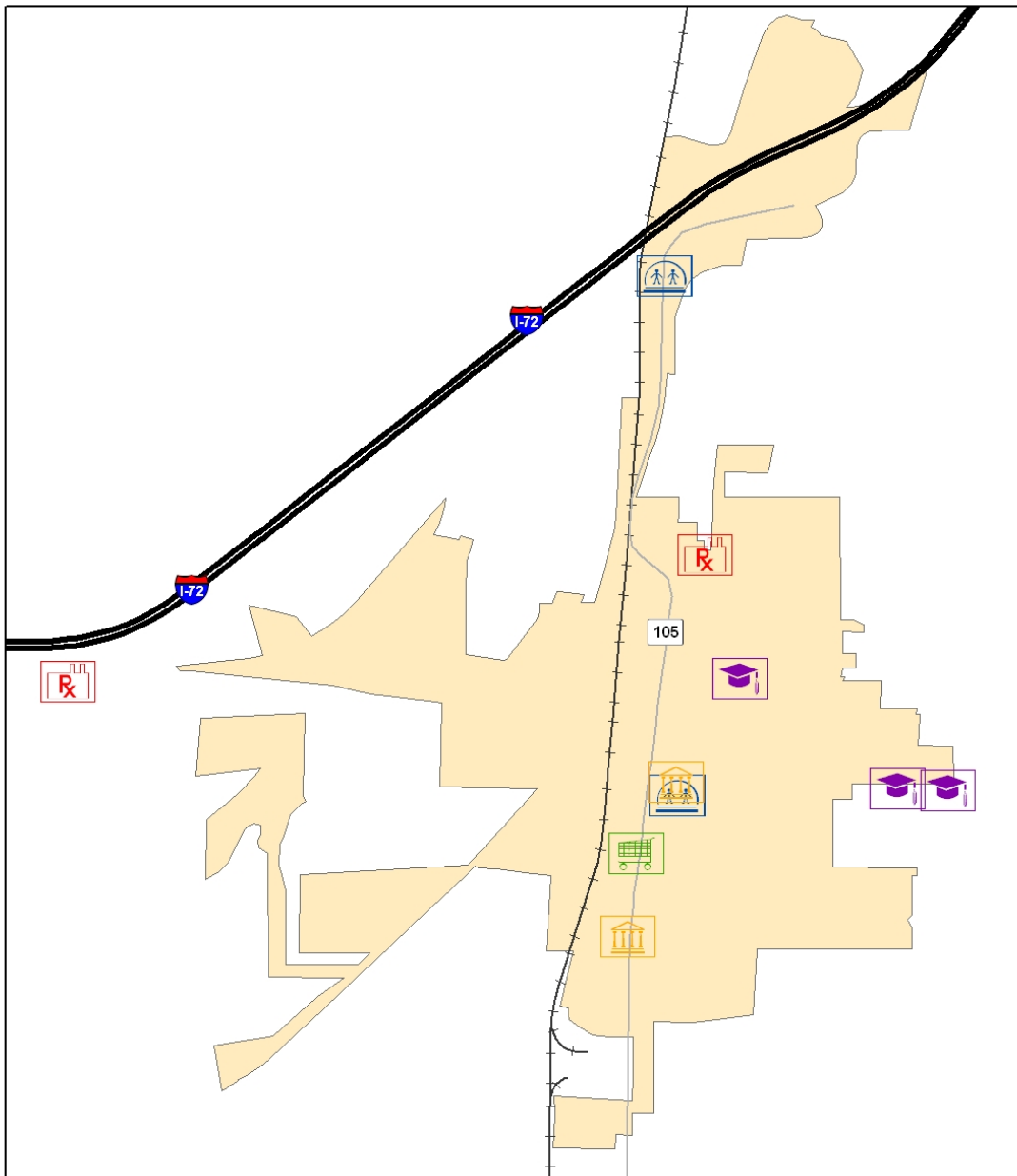
State Route

Railroads

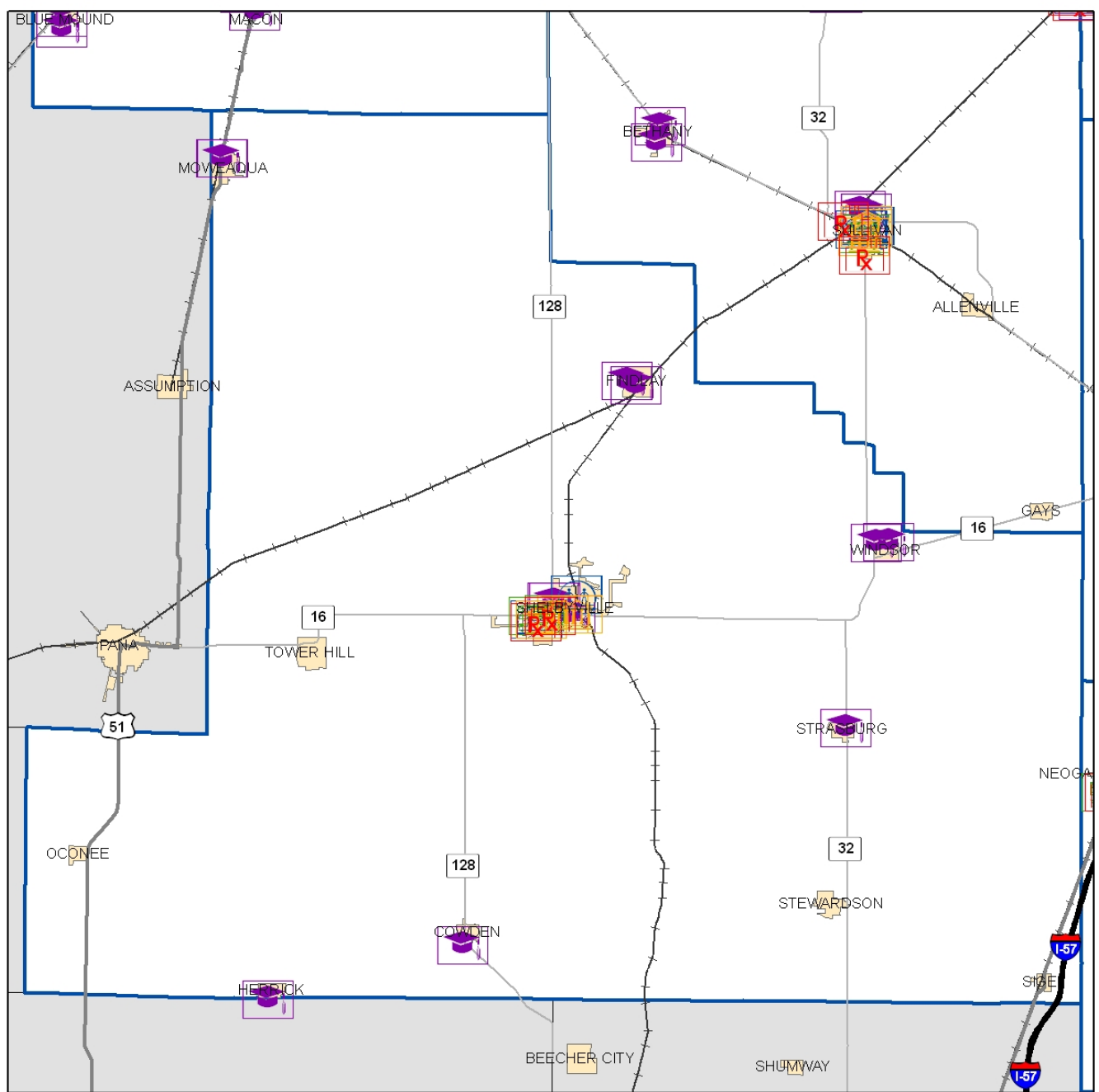
Municipalities

HSTP Region 8 Counties

Illinois Counties



Map 28



Shelby County



Medical



Public Service



Shopping



Specialty Service



Education

Interstates

US Highway

State Route

Railroads

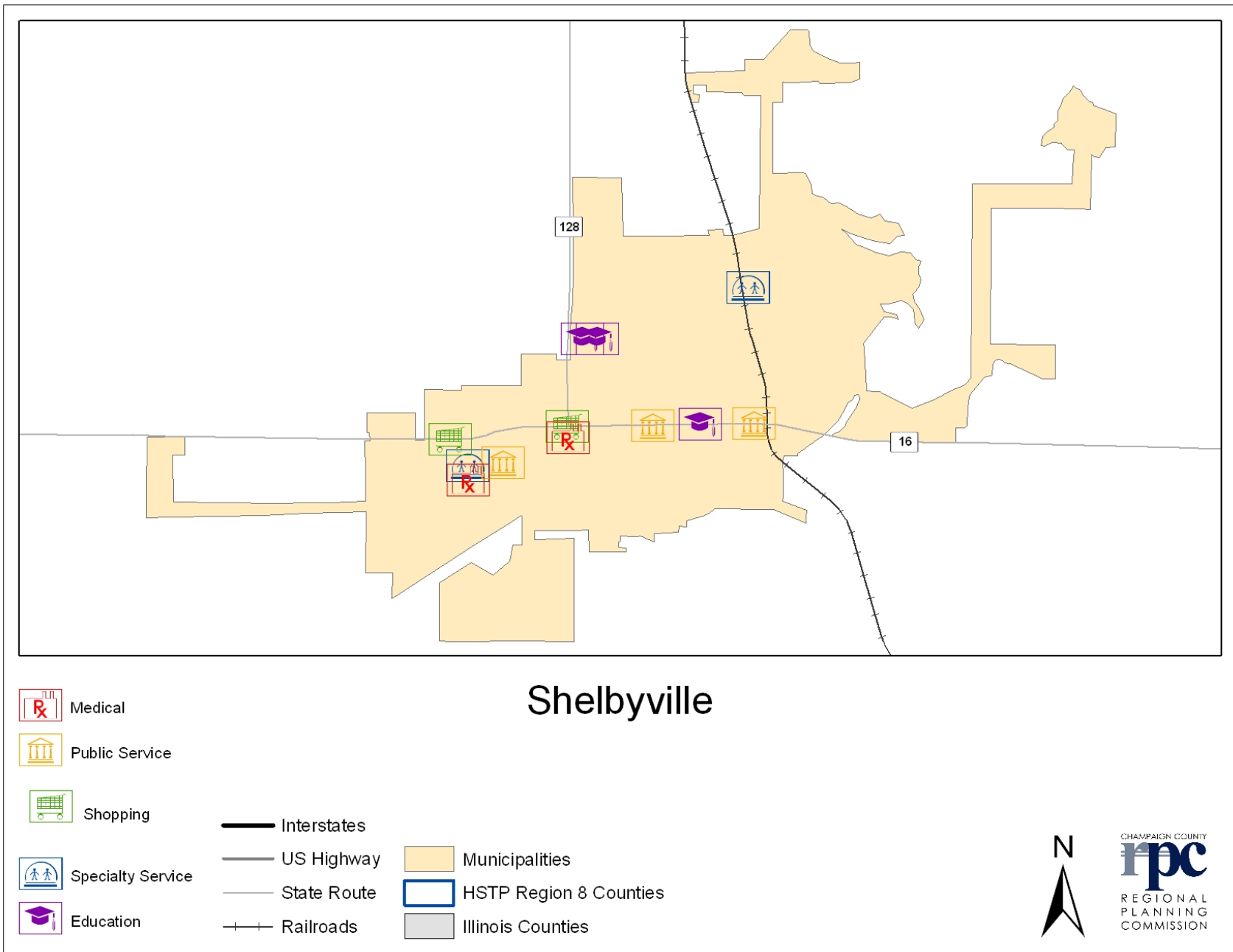
Municipalities

HSTP Region 8 Counties













Illinois Counties

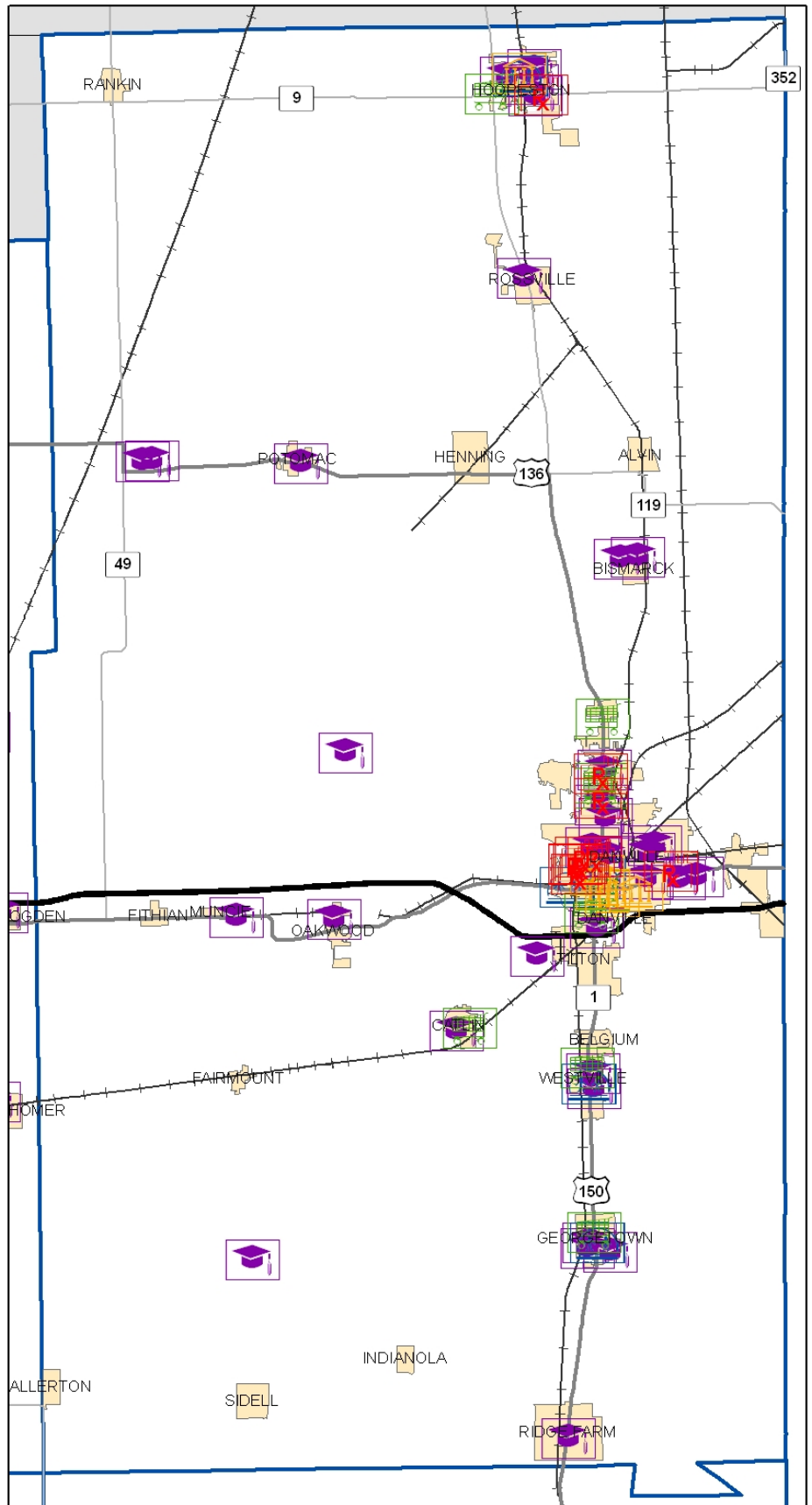


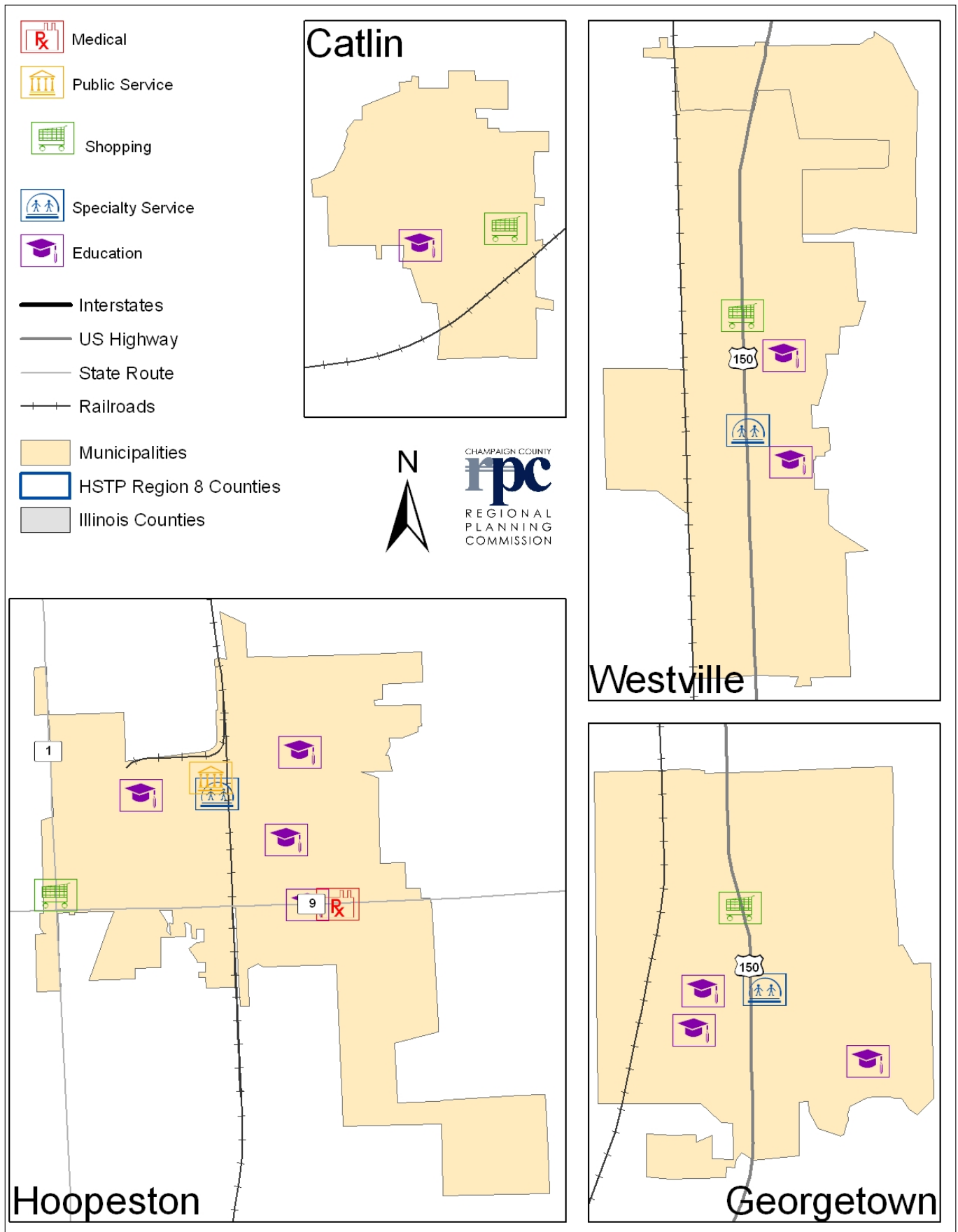
CHAMPAIGN COUNTY
rpc
REGIONAL
PLANNING
COMMISSION



Vermilion County













-  Medical
-  Public Service
-  Shopping
-  Specialty Service
-  Education
-  Interstates
-  US Highway
-  State Route
-  Railroads
-  Municipalities
-  HSTP Region 8 Counties
-  Illinois Counties

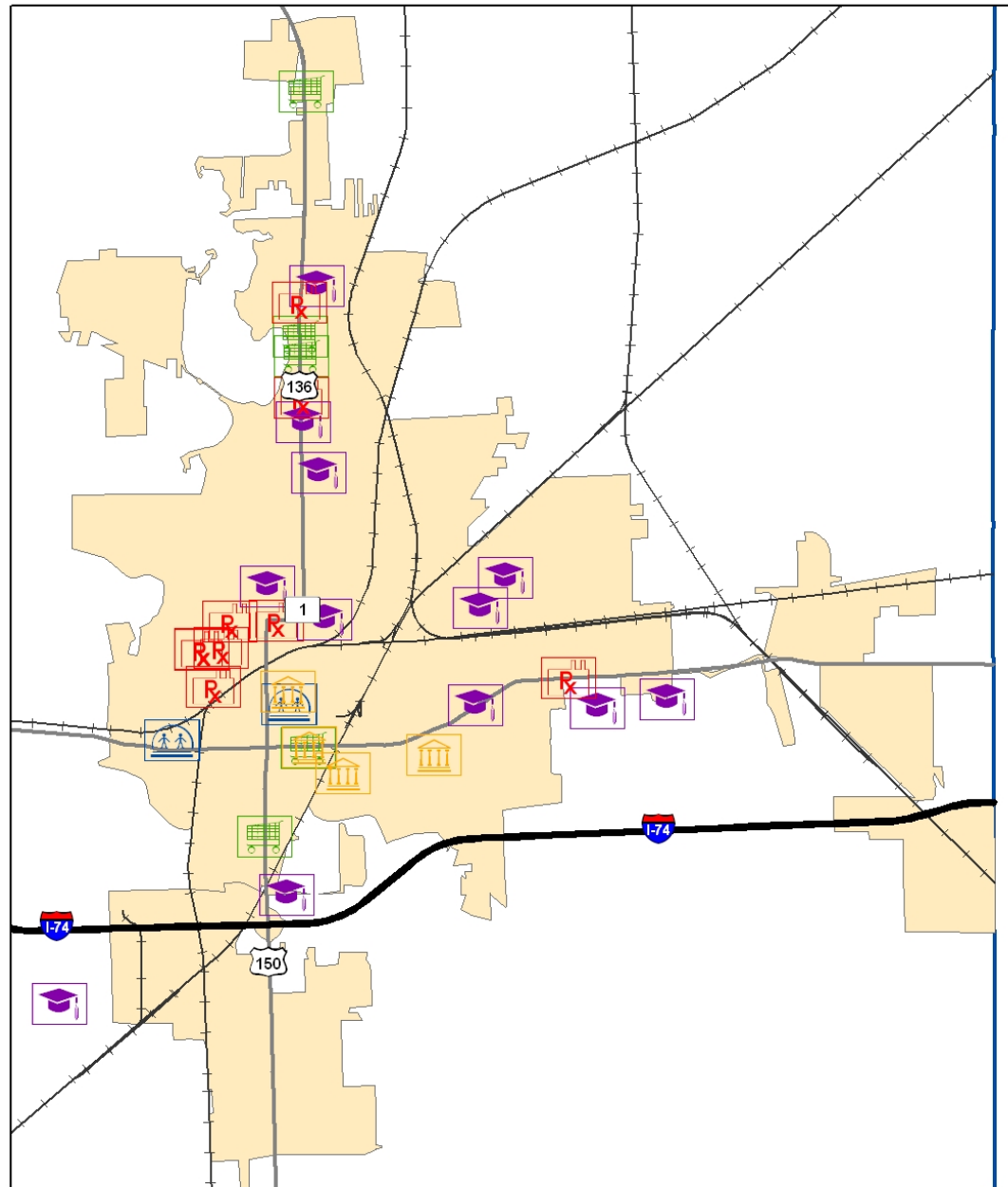




Map 32

Danville

-  Medical
-  Public Service
-  Shopping
-  Specialty Service
-  Education
-  Interstates
-  US Highway
-  State Route
-  Railroads
-  Municipalities
-  HSTP Region 8 Counties
-  Illinois Counties



VI. OUTREACH EFFORTS

A. Stakeholders

A list of potential stakeholders was developed based on information provided to HSTP Regional Coordinators by IDOT-DPIT. The mailing list included agencies within Region 8 which currently provide any type of transportation service or may have clients needing transportation services. Also included were agencies such as child care centers, mental health facilities, hospitals, nursing homes and assisted living facilities agencies.

B. Surveys

On July 12, 2007, a letter with a link to the state "Inventory of Services" survey was sent to all stakeholders. Agencies were asked to complete and return the survey to the Champaign County Regional Planning Commission (CCRPC) by August 17, 2007. A second request letter with a copy of the survey was sent out to transportation providers on September 6, 2007 asking that surveys be completed and returned by September 14, 2007. Additional follow-up e-mails and phone calls were made.

A total of 48 organizations responded to the survey. Of them 52.1% are nonprofit social service agencies. 10.4% each are faith based organizations and public social service agencies. 6.3% are nonprofit senior centers. Adult day care, nursing homes, and other agencies each represent 4.2%. Child care centers, municipal offices on aging, private transportation companies and publicly sponsored transit each make up 2.1%. Only 44 organizations identified who is their legal authority to receive funds. Of the 44, 72.7% are private nonprofit organizations. Local government departments represent 25% and corporations represent 2.3%.

Many of the organizations provide more than one function or service. Social services and transportation are provided by 23 and 22 agencies, respectively. 14 provide information and referral and 13 provide other services. Nine offer counseling and seven provide nutrition or assist with employment. Job training, residential facilities and services are provided by six and five offer education and health care services. Income assistance is provided by four, while day treatment, job placement, recreation/social opportunities, and screening are provided by three agencies. Two offer homemaker/chore services and one offers diagnosis/evaluation.

Of the organizations responding, 64.8% serve countywide, not including urbanized areas. Those serving city and countywide also cover the small urbanized areas within the region with 25% doing so. 4.2% each serve statewide and specific municipalities. 2.1% have other service areas.

Eligibility requirements are imposed by 33 organizations, with some agencies having more than one. 13 only provide services to their clients and 11 limit service based on trip purpose. Ten have age requirements, eight serve only individuals with disabilities, and five have other requirements. Only one organization limits the number of rides.

Of the 48 respondents, 31 organizations indicated they are in direct operation of transportation. 21 serve the public and 12 serve clients, while some serve both. 12 organizations purchase transportation services. Of them, ten purchase for the public and two purchase for clients.

The responses of 23 organizations show transportation is provided to clients by 18, to the public by six, and to both by six. Looking at client services, 16 use agency owned vehicles by staff and 11 use personal vehicles of staff to provide transportation. There are 14 that indicated they operate their own transportation program. Ten provide information and referral about transportation resources and eight purchase tickets, tokens, or passes for their transportation. Volunteers are used by six and three reimburse for client transportation. Now looking at services for the general public, seven each operate their own transportation program and offer information and referral about transportation resources. Four use agency owned vehicles by staff, while two each use volunteers or reimbursement. Only one utilizes another mode of transportation.

Demand response service is offered by 18 organizations, while three each have route and/or point deviation and other modes of service. Only one offers taxi service. 29 organizations shared fleet information. This included the number of vehicles they have, the type of vehicles they utilize, the capacity of vehicles, the vehicles' accessibility, and if the vehicles are owned or leased. 31 organizations provided information on their ways of communication. 53.3% use only cell phones for communication. A combination of cell phones & two-way radios are used by 20%, while a combination of cell phones and land line phones are used by 3.3%. 16.7% use only two-way mobile radios and 6.7% use no communication device.

Passenger assistance information was provided by 32 organizations, with some indicating more than one level of service and/or passenger assistance. 18 each offer curb-to-curb and/or door-to-door services and Door-through-door service is offered by seven. Ten assist passengers with a limited number of packages, while seven will assist passengers with an unlimited number of packages. Personal care attendants are allowed to travel with the customer by 14, and another seven will provide personal care attendants.

Service hour information was provided by 33 organizations. Information was gathered from 31 organizations on reservations. 58.1% require advance reservations, while 35.5% do not and 6.5% have alternative ways of getting a ride. For the organizations requiring reservations, nine request 24 hours in advance, while two require one day notice. Four each prefer two day notice or use real-time reservations. One requires five days notice and another asks for one week notice. Six use other forms of reservations. 18 will accommodate a same day or late reservation if space is available.

Of 33 organizations responding, 57.6% do not charge a fare or fee for their transportation services, while 42.2% do. 15 indicated if they provide discounts for elderly or individuals with disabilities and 73.3% do not and 26.7% do. Out of 30 respondents, 56.7% accept donations from seniors, while 43.3% do not. 33 organizations provided information on their ridership.

The beginning and ending dates of their fiscal years were provided by 34 organizations. 21 organizations indicated where their operating revenues come from. 11 each use fares collected from passengers and County Government Appropriations, while donations are used by 10. Contributions, FTA Section 5311, and Social Service Block Grant – Title XX are each sources for four. Three each use Older Americans Act – Title IIIB and fares collected from by third parties. Reimbursements obtained from third parties, City Government Appropriations, service contracts, mental health programs, and Medicaid – Title XIX each fund two. Only one each indicated vocational rehabilitation programs, FTA Section 5310, State Government Appropriations, and advertising. Ten indicated other sources of revenue. Of the 13 organizations receiving capital funding, 31.6% of revenues are from counties. FTA Section 5310 accounts for 15.8%, while the State accounts for 10.5%. FTA Section 5316, Older Americans Act – Title IIIB, Social Services Block Grant – Title XX, and Community Services Block Grant each account for 5.3% of capital revenues. 22 organizations provided information on their operating & capital expenses.

Of the 27 respondents, 74.1% do not purchase transportation from third parties and 25.9% do purchase transportation. 7 organizations provided information on their third party contracts. 22 organizations provided information on their trip generators.

Barriers to mobility were indicated by 25 organizations. Many selected more than one barrier. Funding was indicated by 14 and lack of vehicles and operating dollars were each selected by eight. Hours of operation were indicated by seven, while liability issues and lack of service were selected by five. Not enough equipment and advanced planning were indicated by four. Incompatible clients, reluctance and other barriers each were selected by three. Federal and state regulations were each indicated twice, while service boundaries and turf issues were each selected once. 27 organizations selected elements most useful to mobility in their area, many of which selected more than one element. Accessible vehicles were chosen by 18 and nine indicated mass transit district. Eight selected volunteers and coordination efforts. Information and referral and other elements were selected by five. A toll-free number was indicated once.

Of 26 respondents, several of them selected more than one coordination issue. Ten each indicated funding/payment, vehicle issues, and drivers. Insurance was chosen by seven, while policies and other issues were selected by six and two respectively. 41 respondents indicated obstacles to coordination and mobility, some selecting more than one. Funding was indicated by 12. Service restrictions and having staff/volunteers were pointed out by five and four respectively. Three indicated access to service and lack of vehicles and two stated lack of resources. One each selected fragmented efforts, the geographic area, hours of operation, insurance, lack of service, non-emergency medical transportation, peak ridership, public interest, politics, and willingness.

A total of 35 organizations responded on the most needed enhancement to improve coordination. Some indicated more than one needed enhancement. Nine believe more availability, while eight thought funding is the most needed. Coordination of services was indicated by four. Advertisement of services, access to service and reliability were each pointed out by three. Two each thought communication and training were the most needed.

Affordability, leadership, and a single contact for transportation resources were each mentioned once.

Of the 40 respondents, 56.1% are aware of an organized group formed to look at transit coordination, 34.1% stated there is not a group and 9.8% are unaware. Of the 23 aware of an organized group, 78.3% have participated, while 21.7% have not. 39 organizations responded on support for coordinated transportation planning. 51.3% believe there is support, while 35.9% believe there is none and 12.8% indicated there is some. Of 43 respondents, 72.1% believe there are benefits to coordination, while 27.9% believe there are not.

C. Regional Transportation Committee

The Regional Transportation Committee (RTC) is split into two committees: Policy Committee and Technical Committee. The Policy Committee is made-up of county board representatives from each of the twelve counties in Region 8. The Technical Committee includes transportation providers and human service agencies representing the elderly, persons with disabilities, individuals with low incomes, and medical services. A listing of members, their organization, their organization affiliation, and the population segment they represent can be seen in Table 13.

Table 13: Regional Transportation Committee

Name	Organization	Representing							
		Organization Affiliation				Population Segment Represented			
		Local Government	Transit Operator	Human Service Agency	Other	Elderly	Low Income	Persons with Disabilities	General Public
Ralph Langenheim	Champaign County Board	X							X
Harley Bennet	Clark County Board	X							X
John Hurst	Coles County Board	X							X
Richard Russell	Cumberland County Board	X							X
Steve Lobb	DeWitt County Board	X							X
Marlene Lincoln	Douglas County Board	X							X
Kevin Trogdon	Edgar County Board	X							X
Tony Van Natta	Macon County	X							X
Gail Wolfe	Moultrie County Board	X							X
Sharon Martin	Piatt County Board	X							X
Paul Brooks	Shelby County Board	X							X
Jerry Prideaux	Vermilion County Board	X							X
Lisa Olsen	Piatt County Transportation		X						X
Laura Dick	SHOW BUS		X						X
Bill Jung	Rides Mass Transit District		X						X
Susan Starwalt	Coles County Council on Aging		X	X		X			X
Kami Miller	Edgar County Transportation		X	X		X			X
Amy Marchant	CRIS Senior Services		X	X		X			X
Kristie Warfel	CEFS Economic Opportunity Corporation		X	X			X		X
Deb Kuhn	Embarras River Basin Agency, Inc.			X			X		
Sara Wilham	East Central Illinois Area Agency on Aging			X		X			
Corinthia Croy	Life Center of Cumberland County			X		X			
Kenneth Polky	Human Resources Center of Edgar & Clark Counties			X				X	
Larry Fisher	CCAR Industries			X				X	
Mike Brown	Charleston Transitional Facility			X				X	
Emily Dobson	Soyland Access to Independent Living			X				X	
Dick Gloede	Shelby County Community Services, Inc			X				X	
Debra Hunter	Moultrie County Beacon, Inc			X				X	
Susan Lochbaum	Piatt County Mental Health Center			X				X	
Jerry Andrews	Macon County Health Department			X					
Patrick Harness	Health Alliance				X				
Rita Black	Champaign County Regional Planning Commission				X				X
Doug McDermand	Coles County Regional Planning & Development Commission				X				X
Mark Smith	Decatur Urbanized Transportation Study				X				X
Adam Aull	Danville Transportation Study				X				X

D. Meetings

Initial Meetings

The first public meeting of the HSTP was held August 30, 2007 at the Illinois Terminal in Champaign. Everyone who was sent the original letter requesting to complete the Inventory of Services was invited to attend the meeting. In addition, public meeting notices were published in the region newspapers to invite any other agency/service providers that were not part of the original mailing list. At this meeting, CCRPC staff including the HSTP Regional Coordinator provided an overview of CCRPC's role in the HSTP process and gave background information on the HSTP, including the goals and aspects involved in the HSTP. Additionally, the application process for the Job Access and Reverse Commute (JARC) and New Freedom Programs were explained. Finally, the Regional Transportation Committee (RTC) for Region 8 was created.

A second meeting was held October 25, 2007 at CCAR Industries in Charleston. At this meeting, logistics such as officer selection, operating procedures, timelines, and meeting dates were reviewed. Socioeconomic background data and survey results for Region 8 were presented and JARC and New Freedom funding programs were also discussed.

Regular Meetings

Meetings of the Regional Transportation Committee (RTC) are held the last Thursday of every other month (with exception of holidays). The Policy and Technical Committees meet jointly at these meeting, unless otherwise indicated.

December 20, 2007 – Arcola Center, Arcola, IL

- Draft HSTP Document Review – Needs, Recommendations, & Priorities
- Draft HSTP Document Approval
- JARC Application Endorsement – CRIS Senior Services & Edgar County

March 26, 2008 – Arcola Center, Arcola, IL

- HSTP Document Review – Goal & Objective Development

April 24, 2008 – Tuscola National Bank, Tuscola, IL

- Final HSTP Document Approval
- Upcoming CVP Application Endorsement

June 26, 2008 – Tuscola National Bank, Tuscola, IL

- CVP Application Endorsement - CCAR Industries, Charleston Transitional Facility, Human Resources Center of Edgar and Clark Counties, Moultrie County Beacon, Provena Hospitals, Shelby County Community Services, Coles County, East Central Illinois Mass Transit District, Piatt County, and Vermilion County
- 2008-2009 Meeting Schedule
- 2008-2009 Committee Officer Elections

August 28, 2008 – Tuscola National Bank, Tuscola, IL

- Goal Subcommittees Developed

- Subcommittees – Barrier Identification

October 30, 2008 – Tuscola National Bank, Tuscola, IL

- HSTP Document Revision – Detailing Objectives & Strategies and Service Provider Information

December 18, 2008 – Tuscola National Bank, Tuscola, IL

- Subcommittees – Ideas & Issues
- Upcoming CVP Application Endorsement

February 26, 2009 – Coles Council on Aging LifeSpan Center, Charleston, IL

- Subcommittees – Objectives & Strategies Review

April 30, 2009 – Tuscola National Bank, Tuscola, IL

- Subcommittees – Progress Updates for Policy Members
- Revised HSTP Document Approval

July 7, 2009 – Tuscola National Bank, Tuscola, IL

- CVP Application Endorsement – CCAR Industries, Charleston Transitional Facility, Crosspoint Human Services, Developmental Services Center, Human Resources Center of Edgar & Clark Counties, LifeLinks, Macon Resources, Moultrie County Beacon, Provena Hospitals, Shelby County Community Services, East Central Illinois Mass Transit District, Shelby County, Vermilion County
- 2009-2010 Meeting Schedule

August 27, 2009 – First United Methodist Church, Sullivan, IL

- RTC Make-up Review
- 2009-2010 Committee Officer Elections
- Subcommittees – Improvements for Goal Achievement

October 29, 2009 – Human Resources Center of Edgar & Clark Counties, Paris, IL

- Subcommittees – Goal Achievement Steps
- Potential JARC & New Freedom Project Identification

December 17, 2009 – Macon Resources, Decatur, IL

- Subcommittees – Goal Achievement Information Collection
- Potential JARC & New Freedom Project Identification

February 25, 2010 – CRIS Senior Services, Danville, IL

- JARC & New Freedom Application Endorsement

Additional Meetings

Additional meetings of the RTC will be scheduled as necessary.

VII. NEEDS, GAPS, AND DUPLICATION

Service needs and gaps persist despite on-going efforts to improve the quality of community transportation services by transportation and human service providers. This section identifies needs addressed by survey respondents, RTC members, and meeting attendees.

Accessible Vehicles

Lack of accessible vehicles to provide transportation to individuals with disabilities. In addition, some assistance equipment does not fit within the parameters defined in ADA regulations for buses.

Affordable Service

Paying for transportation services can be especially difficult for low income individuals who use transportation services regularly and/or live in isolated rural areas.

Assistance

Some passengers require assistance when using transportation services. This includes getting on and off of the bus, while on the bus, and at their destination.

Awareness of Service Options

People are not aware of available transportation options or how to access the appropriate service.

Communication between Agencies

Limited communication between human service agencies and transportation providers.

Convenient Scheduling

Reservations usually need to be made at least a day in advance, making it difficult for clients and providers to travel on short notice.

Agencies usually take their own reservations without coordinating with other agency schedules.

Coordinated Services

Many of the existing transportation services are restricted due to insurance policies that limit the individual's provided trips or the destination of the trips.

Drivers & Driver Training

Lack of drivers, limiting the amount of service an agency can provide.

Agencies hold separate driver trainings, resulting in different levels of service.

Education on Service Use

Some individuals do not know how to ride transit; therefore, potential customers are unsure about using transportation services available.

Extended Service

Service hours for most transportation services are limited to weekdays during normal business hours. This does not effectively support employment schedules and makes it difficult for

individuals seeking local connections to regional transportation infrastructure. This also creates gaps for travelers during weekends.

Funding

Transportation funding is limited, but is needed to provide additional and adequate service.

Inter-Regional Transportation

Limitations on transportation service areas imposes challenges for travelers crossing municipal, township, county and/or state boundaries to access regional services, especially medical centers.

Medicaid Providers

Lack of Medicaid transportation providers, due to lengthy delay in reimbursement putting strain on the agencies' finances and ability to continue providing service.

Public Transportation

Absence of public transportation in some counties within the region.

Reduced Operating Costs

High cost of provision of transportation services in rural areas.

Vehicle Maintenance

Vehicle maintenance takes away time transportation could be provided.

VIII. MOBILITY TOMORROW

A. Goals, Objectives, Strategies

The purpose of formulating goals and objectives is to determine what direction planning efforts should take, independent of timeframe and individual projects. A goal is defined as an end state that will be brought about by implementing the Human Services Transportation Plan. Objectives are sub-goals that organize the implementation of the plan into measurable and manageable parts. Strategies are activities to meet objectives and achieve goals. Each strategy indicates a timeframe, frequency, responsible parties, ridership implications, and performance measures. Timeframes are indicated as Near-Term (1 year), Mid-Term (2-3 years), Long-Term (4-5 years), and frequency is indicated as Continuous, Annual, or Biennial.

Goal 1: Established regional connections between transportation providers, human service agencies, government officials, and the general public.

- Objective 1.1: Evaluation and implementation of fundamental coordination practices should occur for the purpose of continuing and increasing coordination among agencies.
 - Strategy 1.1.1: Educate agencies about the benefits and characteristics of a coordinated transportation system to build trust and address perceived program restrictions.
 - * Timeframe: Near-Term
 - * Frequency: Continuous
 - * Responsible Parties: Transportation Providers, Human Service Agencies, Government Officials, General Public
 - * Ridership Implications: Potential increase in ridership as agencies and the public become better informed.
 - * Performance Measures: Increased participation in coordination activities; number of coordinated services.
 - Strategy 1.1.2: Develop and participate in county transportation committees (CTC) or other formalized collaborations that address transportation to evaluate opportunities to coordinate the delivery of transportation services and related activities.
 - * Timeframe: Near-Term
 - * Frequency: Continuous
 - * Responsible Parties: Transportation Providers, Human Service Agencies, Government Officials, General Public
 - * Ridership Implications: Potential increase in ridership as agencies and the public coordinate.
 - * Performance Measures: Number of organization meetings held in area discussing transportation; level of coordination in activities and services; annual outcome.
 - Strategy 1.1.3: Explore opportunities for joint purchasing of common goods and consumables.
 - * Timeframe: Mid-Term

- * Frequency: Annual
 - * Responsible Parties: Transportation Providers
 - * Ridership Implications: None
 - * Performance Measures: Reduced costs from joint purchasing.
- Objective 1.2: Increase efficiency and effectiveness of existing service by evaluating service, developing contracts, and sharing vehicles. Agencies should contract with public transportation providers as much as possible and share vehicles among all providers in the region.
 - Strategy 1.2.1: Agencies and employers should evaluate service needs and develop contracts for such services. The service contracts should specify the coordination that will occur, such as services to be provided, vehicles shared, maintenance provided and overall expectations.
 - * Timeframe: Near-Term
 - * Frequency: Annual
 - * Responsible Parties: Transportation Providers, Human Service Agencies, Government Officials, General Public
 - * Ridership Implications: Increased ridership through coordinated efforts at a reduced cost.
 - * Performance Measures: Discussions held to address agency contracts; number of service contracts developed.
 - Strategy 1.2.2: Share vehicles as schedules permit to save on the capital cost of vehicles, insurance, maintenance, etc.
 - * Timeframe: Near-Term
 - * Frequency: Annual
 - * Responsible Parties: Transportation Providers
 - * Ridership Implications: Potential increase in ridership with access to additional vehicles.
 - * Performance Measures: Number of vehicles shared; capital costs saved.
- Objective 1.3: Transportation providers, in cooperation with IDOT, RTAC, and the RTC, should work to initiate a statewide insurance pool for the purpose of addressing the problem of escalating and unavailable vehicle insurance.
 - Strategy 1.3.1: Examine case studies of other states that have initiated insurance pools and their success.
 - * Timeframe: Mid-Term
 - * Frequency: Annual
 - * Responsible Parties: Transportation Providers
 - * Ridership Implications: Should lead to more service with additional riders.
 - * Performance Measures: Case studies evaluated; efforts made toward insurance pool.
 - Strategy 1.3.2: Work with other transportation providers across the state toward the development of a statewide insurance pool that can be used by the state's public transportation providers to procure affordable vehicle insurance.
 - * Timeframe: Long-Term

- * Frequency: Continuous
- * Responsible Parties: Transportation Providers
- * Ridership Implications: Should lead to more service with additional riders.
- * Performance Measures: Insurance pool realized.

Goal 2: Increased awareness and ridership of transportation services.

- Objective 2.1: Create an information and referral system for use by agencies and the public to facilitate the use of transportation services.
 - Strategy 2.1.1: Develop a regional directory for information and referral purposes for anyone in the region who needs transportation.
 - * Timeframe: Near-Term
 - * Frequency: Annual
 - * Responsible Parties: Transportation Providers, Human Service Agencies, Government Officials, General Public
 - * Ridership Implications: Potential increase in ridership due to improved access.
 - * Performance Measures: Number of rides scheduled from directory information.
 - Strategy 2.1.2: Designate an entity within the region to develop a central call number (toll-free) to house the dispatching/scheduling and information referral system.
 - * Timeframe: Mid-Term
 - * Frequency: Continuous
 - * Responsible Parties: Transportation Providers, Human Service Agencies, Government Officials, General Public
 - * Ridership Implications: Possible increase in ridership resulting from one agency managing the transportation needs and coordinating resources.
 - * Performance Measures: Toll-free number installed and implemented; decrease in the number of trip denials; increase in the number of trips per hour; increase in out-of-county trips provided.
- Objective 2.2: Utilize tools to better educate and inform the public of the availability of transportation services.
 - Strategy 2.2.1: Market and educate the public and human service agencies on transportation services, utilizing the media, brochures, local civic group meetings, etc.
 - * Timeframe: Near-Term
 - * Frequency: Continuous
 - * Responsible Parties: Transportation Providers, Human Service Agencies, Government Officials, General Public
 - * Ridership Implications: Ridership should increase as efforts are initiated.
 - * Performance Measures: Marketing and educational efforts made; materials distributed; volume of ridership increase.

- Strategy 2.2.2: Develop a website and listserv that is Bobby compliant that could be utilized by transit users to find out information regarding available services and schedules. It could also have a password protected section available only to providers to share information, schedules, and transport each other's consumers for regional and out-of-county trips.
 - * Timeframe: Mid-Term
 - * Frequency: Continuous
 - * Responsible Parties: Transportation Providers, Human Service Agencies, Government Officials, General Public
 - * Ridership Implications: Potential increase in ridership due to improved access.
 - * Performance Measures: Compliant website developed; number of visitors to website; increase in ridership.

Goal 3: Expanded and improved transportation services.

- Objective 3.1: Public transportation should be available in every county. Existing service should be extended, especially for employment.
 - Strategy 3.1.1: Encourage unserved counties to begin the ICCT Primer Process and for agencies and the public to participate.
 - * Timeframe: Near-Term
 - * Frequency: Continuous
 - * Responsible Parties: Transportation Providers, Human Service Agencies, Government Officials, General Public
 - * Ridership Implications: Should lead to more service with additional riders.
 - * Performance Measures: Number of counties and agencies participating in ICCT Primer Process; meeting held; service initiated.
 - Strategy 3.1.2: Evaluate the feasibility of extending demand response services to evenings and weekends, specifically for employment transportation.
 - * Timeframe: Mid-Term
 - * Frequency: Annual
 - * Responsible Parties: Transportation Providers
 - * Ridership Implications: Should lead to more service with additional riders.
 - * Performance Measures: Transportation needs determined and evaluated; service design determined; number of evening and weekend riders.
 - Strategy 3.1.3: Apply for Job Access and Reverse Commute funds to support the provision of employment transportation.
 - * Timeframe: Near-Term
 - * Frequency: Biennial
 - * Responsible Parties: Transportation Providers
 - * Ridership Implications: Should lead to more service with additional riders.

- * Performance Measures: JARC application(s) prepared and submitted to IDOT.
- Objective 3.2: Provide additional transportation services through the preparation and submittal of coordinated applications for Section 5310 capital assistance to IDOT for vehicles to be used jointly by area transportation providers. Service agreements for operation must be developed.
 - Strategy 3.2.1: Complete and submit the Section 5310 applications to IDOT by the announced deadline.
 - * Timeframe: Near-Term
 - * Frequency: Annual
 - * Responsible Parties: Transportation Providers
 - * Ridership Implications: Possible ridership increase due to increased fleet available to provide service.
 - * Performance Measures: Section 5310 application(s) submitted to IDOT.
 - Strategy 3.2.2: Complete service agreements for the sharing and coordinated use of vehicles obtained under the Section 5310 program.
 - * Timeframe: Near-Term
 - * Frequency: Annual
 - * Responsible Parties: Transportation Providers
 - * Ridership Implications: Possible ridership increase due to enhanced use of vehicles.
 - * Performance Measures: Service agreements completed.
 - Strategy 3.2.3: Encourage regular maintenance and use of Regional Maintenance Centers and explore options for maintenance contracts with other providers.
 - * Timeframe: Near-Term
 - * Frequency: Continuous
 - * Responsible Parties: Transportation Providers
 - * Ridership Implications: None
 - * Performance Measures: Service records, usage levels of RMCs.
- Objective 3.3: Increase funding for transportation.
 - Strategy 3.3.1: Support legislation that adequately funds coordinated transportation.
 - * Timeframe: Near-Term
 - * Frequency: Continuous
 - * Responsible Parties: Transportation Providers, Human Service Agencies, Government Officials, General Public
 - * Ridership Implications: None
 - * Performance Measures: Changes in funding.
 - Strategy 3.3.2: Identify and promote use of additional funding sources.
 - * Timeframe: Near-Term
 - * Frequency: Continuous
 - * Responsible Parties: Transportation Providers, Human Service Agencies, Government Officials, General Public

- * Ridership Implications: None
- * Performance Measures: Sources of funding.
- o Strategy 3.3.3: Educate potential financial partners and funding options and/or company sponsored routes.
 - * Timeframe: Near-Term
 - * Frequency: Continuous
 - * Responsible Parties: Transportation Providers
 - * Ridership Implications: Potentially more services and additional riders.
 - * Performance Measures: Number of private funders; number of riders.

Goal 4: Increased level of transportation services.

- Objective 4.1: Coordinate group training sessions to provide a universal standard of service and assistance throughout the region.
 - o Strategy 4.1.1: Encourage use of resources provided by the Rural Transit Assistance Center.
 - * Timeframe: Near-Term
 - * Frequency: Annual
 - * Responsible Parties: Transportation Providers
 - * Ridership Implications: None
 - * Performance Measures: Resources used.
 - o Strategy 4.1.2: Educate dispatchers and drivers on proper response to various needs and develop necessary policies and procedures.
 - * Timeframe: Near-Term
 - * Frequency: Annual
 - * Responsible Parties: Transportation Providers
 - * Ridership Implications: Potentially more service and additional riders.
 - * Performance Measures: Number of trainings.
- Objective 4.2: Develop programs to enhance mobility options for new riders, especially elderly and individuals with disabilities.
 - o Strategy 4.2.1: Apply for New Freedom funds to provide enhanced transportation services for individuals with disabilities.
 - * Timeframe: Near-Term
 - * Frequency: Biennial
 - * Responsible Parties: Transportation Providers
 - * Ridership Implications: Increased ridership following project implementation.
 - * Performance Measures: NF application(s) prepared and submitted to IDOT.
 - o Strategy 4.2.2: Provide training programs on how to use transportation systems and offer buddy programs and/or develop personalized service plans for new riders.
 - * Timeframe: Near-Term
 - * Frequency: Annual

- * Responsible Parties: Human Service Agencies with assistance from Transportation Providers
 - * Ridership Implications: Potential increase in ridership due to familiarity with services.
 - * Performance Measures: Number of riders utilizing program.
- Strategy 4.2.3: Enhance coordination partners' service by providing passenger assistants/aides to assist elderly and individuals with disabilities with boarding and disembarking vehicles.
 - * Timeframe: Mid-Term
 - * Frequency: Continuous
 - * Responsible Parties: Transportation Providers
 - * Ridership Implications: Potential increase in ridership of elderly and individuals with disabilities.
 - * Performance Measures: Passenger feedback; number of riders utilizing assistants/aides.
- Objective 4.3: Provide service to all individuals regardless of their mobility barriers.
 - Strategy 4.3.1: Advocate for availability of vehicles that exceed the requirements set by ADA, to accommodate special transportation needs.
 - * Timeframe: Near-Term
 - * Frequency: Continuous
 - * Responsible Parties: Transportation Providers, Human Service Agencies, Government Officials, General Public
 - * Ridership Implications: Potential increase in ridership due to improved vehicle accessibility for individuals with disabilities.
 - * Performance Measures: Number of vehicles available beyond ADA requirements.
- Objective 4.4: Recruit and retain paid and volunteer drivers.
 - Strategy 4.4.1: Work closely with organization boards to identify potential drivers.
 - * Timeframe: Near-Term
 - * Frequency: Continuous
 - * Responsible Parties: Transportation Providers
 - * Ridership Implications: Potentially more drivers available to provide service.
 - * Performance Measures: Drivers hired; volunteers available.
 - Strategy 4.4.2: Develop customer appreciation systems to recognize good drivers.
 - * Timeframe: Near-Term
 - * Frequency: Annual
 - * Responsible Parties: Transportation Providers
 - * Ridership Implications: None
 - * Performance Measures: Driver satisfaction levels.
 - Strategy 4.4.3: Gather information regarding driver-rider relations and identify management support ideas to develop a regional standard.

- * Timeframe: Near-Term
- * Frequency: Continuous
- * Responsible Parties: Transportation Providers
- * Ridership Implications: None
- * Performance Measures: Number of driver-rider problems recorded.

B. Priorities

The tables that follow show the prioritization of strategies identified in the goals and objectives. These prioritizations are outlined by suggested timeframe and frequency. Within each table the strategies are separated by goal, then objective. This section can be used as a quick reference of where the region is in the implementation of coordinated transportation and will be used by the subcommittees to evaluate the progress made.

Table 14: Near-Term and Continuous Strategies

Strategy	Timeframe	Frequency	Responsible Parties	Ridership Implications	Performance Measures
Strategy 1.1.1: Educate agencies about the benefits and characteristics of a coordinated transportation system to build trust and address perceived program restrictions.	Near-Term	Continuous	Transportation Providers, Human Service Agencies, Government Officials, General Public	Potential increase in ridership as agencies and the public become better informed.	Increased participation in coordination activities; number of coordinated services.
Strategy 1.1.2: Develop and participate in county transportation committees (CTC) or other formalized collaborations that address transportation to evaluate opportunities to coordinate the delivery of transportation services and related activities.	Near-Term	Continuous	Transportation Providers, Human Service Agencies, Government Officials, General Public	Potential increase in ridership as agencies and the public coordinate.	Number of organization meetings held; level of coordination in activities and services, annual outcome.
Strategy 1.2.2: Share vehicles as schedules permit to save on the capital cost of vehicles, insurance, maintenance, etc.	Near-Term	Continuous	Transportation Providers	Potential increase in ridership with access to additional vehicles.	Number of vehicles shared; capital costs saved.
Strategy 2.2.1: Market and educate the public and human service agencies on transportation services, utilizing the media, brochures, local civic group meetings, etc.	Near-Term	Continuous	Transportation Providers, Human Service Agencies, Government Officials, General Public	Ridership should increase as efforts are initiated.	Marketing and educational efforts made; materials distributed; volume of ridership increase.
Strategy 3.1.1: Encourage unserved counties to begin the ICCT Primer Process and for agencies and the public to participate.	Near-Term	Continuous	Transportation Providers, Human Service Agencies, Government Officials, General Public	Should lead to more service with additional riders.	Number of counties and agencies participating in ICCT Primer Process; meeting held; service initiated.
Strategy 3.2.4: Encourage regular maintenance and use of Regional Maintenance Centers and explore options for maintenance contracts with other providers.	Near-Term	Continuous	Transportation Providers	None	Usage levels of RMCs.
Strategy 3.3.1: Support legislation that adequately funds coordinated transportation.	Near-Term	Continuous	Transportation Providers, Human Service Agencies, Government Officials, General Public	None	Changes in funding.
Strategy 3.3.2: Identify and promote use of additional funding sources.	Near-Term	Continuous	Transportation Providers, Human Service Agencies, Government Officials, General Public	None	Sources of funding.
Strategy 3.3.3: Educate potential financial partners and funding options and/or company sponsored routes.	Near-Term	Continuous	Transportation Providers	Potentially more services and additional riders.	Number of private funders; number of riders.
Strategy 4.3.1: Advocate for accessibility to vehicles that exceed the requirements set by ADA, to accommodate special transportation needs.	Near-Term	Continuous	Transportation Providers, Human Service Agencies, Government Officials, General Public	Potential increase in ridership due to improved vehicle accessibility for individuals with disabilities.	Number of vehicles available beyond ADA requirements.
Strategy 4.4.1: Work closely with organization boards to identify potential drivers.	Near-Term	Continuous	Transportation Providers	Potentially more drivers available to provide service.	Drivers hired; volunteers available.
Strategy 4.4.3: Gather information regarding driver-rider relations and identify management support ideas to develop a regional standard.	Near-Term	Continuous	Transportation Providers	None	Number of driver-rider problems recorded

Table 15: Near-term and Annual Strategies

Strategy	Timeframe	Frequency	Responsible Parties	Ridership Implications	Performance Measures
Strategy 1.2.1: Agencies and employers should evaluate service needs and develop contracts for such services. The service contracts should specify the coordination that will occur, such as services to be provided, vehicles shared, maintenance provided and overall expectations.	Near-Term	Annual	Transportation Providers, Human Service Agencies, Government Officials, General Public	Increased ridership through coordinated efforts at a reduced cost.	Discussions held to address agency contracts; number of service contracts developed.
Strategy 2.1.1: Develop a regional directory for information and referral purposes for anyone in the region who needs transportation.	Near-Term	Annual	Transportation Providers, Human Service Agencies, Government Officials, General Public	Potential increase in ridership due to improved access.	Number of rides scheduled from directory information.
Strategy 3.2.2: Complete and submit the Section 5310 applications to IDOT by the announced deadline.	Near-Term	Annual	Transportation Providers	Possible ridership increase due to increased fleet available to provide service.	Section 5310 application(s) submitted to IDOT.
Strategy 3.2.3: Complete service agreements for the sharing and coordinated use of vehicles obtained under the Section 5310 program.	Near-Term	Annual	Transportation Providers	Possible ridership increase due to enhanced use of vehicles.	Service agreements completed.
Strategy 4.1.1: Encourage use of resources provided by the Rural Transit Assistance Center.	Near-Term	Annual	Transportation Providers	None	Resources used.
Strategy 4.1.2: Educate dispatchers and drivers on proper response to various needs and develop necessary policies and procedures.	Near-Term	Annual	Transportation Providers	Potentially more service and additional riders.	Number of trainings.
Strategy 4.2.2: Provide training programs on how to use transportation systems and offer buddy programs and/or develop personalized service plans for new riders.	Near-Term	Annual	Human Service Agencies with assistance from Transportation Providers	Potential increase in ridership due to familiarity with services.	Number of riders utilizing program.
Strategy 4.2.2: Develop customer appreciation systems to recognize good drivers.	Near-Term	Annual	Transportation Providers	None	Driver satisfaction levels.

Table 16: Near-term and Biennial Strategies

Strategy	Timeframe	Frequency	Responsible Parties	Ridership Implications	Performance Measures
Strategy 3.1.3: Apply for Job Access and Reverse Commute funds to support the provision of employment transportation.	Near-Term	Biennial	Transportation Providers	Should lead to more service with additional riders.	JARC application(s) prepared and submitted to IDOT.
Strategy 4.2.1: Apply for New Freedom funds to provide enhanced transportation services for individuals with disabilities.	Near-Term	Biennial	Transportation Providers	Increased ridership following project implementation.	NF application(s) prepared and submitted to IDOT.

Table 17: Mid-Term and Continuous Strategies

Strategy	Timeframe	Frequency	Responsible Parties	Ridership Implications	Performance Measures
Strategy 2.1.2: Designate an entity within the region to develop a central call number (toll-free) to house the dispatching/scheduling and information referral system.	Mid-Term	Continuous	Transportation Providers, Human Service Agencies, Government Officials, General Public	Possible increase in ridership resulting from one agency managing the transportation needs and coordinating resources.	Toll-free number installed and implemented; decrease in the number of trip denials; increase in the number of trips per hour; increase in out-of-county trips provided.
Strategy 2.2.2: Develop a website and listserv that is Bobby compliant that could be utilized by transit users to find out information regarding available services and schedules. It could also have a password protected section available only to providers to share information, schedules, and transport each other's consumers for regional and out-of-county trips.	Mid-Term	Continuous	Transportation Providers, Human Service Agencies, Government Officials, General Public	Potential increase in ridership due to improved access.	Compliant website developed; number of visitors to website; increase in ridership.
Strategy 4.2.3: Enhance coordination partners' service by providing passenger assistants/aides to assist elderly and individuals with disabilities with boarding and disembarking vehicles.	Mid-Term	Continuous	Transportation Providers	Potential increase in ridership of elderly and individuals with disabilities.	Passenger feedback; number of riders utilizing assistants/aides.

Table 18: Mid-Term and Annual Strategies

Strategy	Timeframe	Frequency	Responsible Parties	Ridership Implications	Performance Measures
Strategy 1.1.3: Explore opportunities for joint purchasing of common goods and consumables.	Mid-Term	Annual	Transportation Providers	None	Reduced costs from joint purchasing.
Strategy 1.3.1: Examine case studies of other states that have initiated insurance pools and their success.	Mid-Term	Annual	Transportation Providers	Should lead to more service with additional riders.	Case studies evaluated; efforts made toward insurance pool.
Strategy 3.1.2: Evaluate the feasibility of extending demand response services to evenings and weekends, specifically for transportation employment.	Mid-Term	Annual	Transportation Providers	Should lead to more service with additional riders.	Transportation needs determined and evaluated; service design determined; number of evening and weekend riders.
Strategy 1.3.2: Work with other transportation providers across the state toward the development of a statewide insurance pool that can be used by the state's public transportation providers to procure affordable vehicle insurance.	Long-Term	Continuous	Transportation Providers	Should lead to more service with additional riders.	Insurance pool realized.

Table 19: Long-Term and Continuous Strategies

Strategy	Timeframe	Frequency	Responsible Parties	Ridership Implications	Performance Measures
Strategy 1.3.2: Work with other transportation providers across the state toward the development of a statewide insurance pool that can be used by the state's public transportation providers to procure affordable vehicle insurance.	Long-Term	Continuous	Transportation Providers	Should lead to more service with additional riders.	Insurance pool realized.

C. Key Milestones & Progress

At each meeting, subcommittees will assign tasks to be completed prior to the next meeting based on the suggested timeframes. Updates will be provided at each meeting on progress towards completing strategies to meet objectives and achieve goals.

D. Plan Updates

Future updates of this planning document will be determined by the Regional Transportation Committee and input from the Illinois Department of Transportation – Division of Public and Intermodal Transportation.

E. Regional Program of Projects