

# 2018 Champaign-Urbana Urbanized Area HSTP Report Card

## About the HSTP Report Card

The 2018 iteration of the Champaign-Urbana Urbanized Area Human Service Transportation Plan was approved by the Champaign-Urbana Urbanized Area Transportation Study (CUUATS) Policy and Technical Committee in June 2018. The HSTP program was originally instated to meet coordination requirements set forth in the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), which guaranteed funding for highways, highway safety, and public transportation.

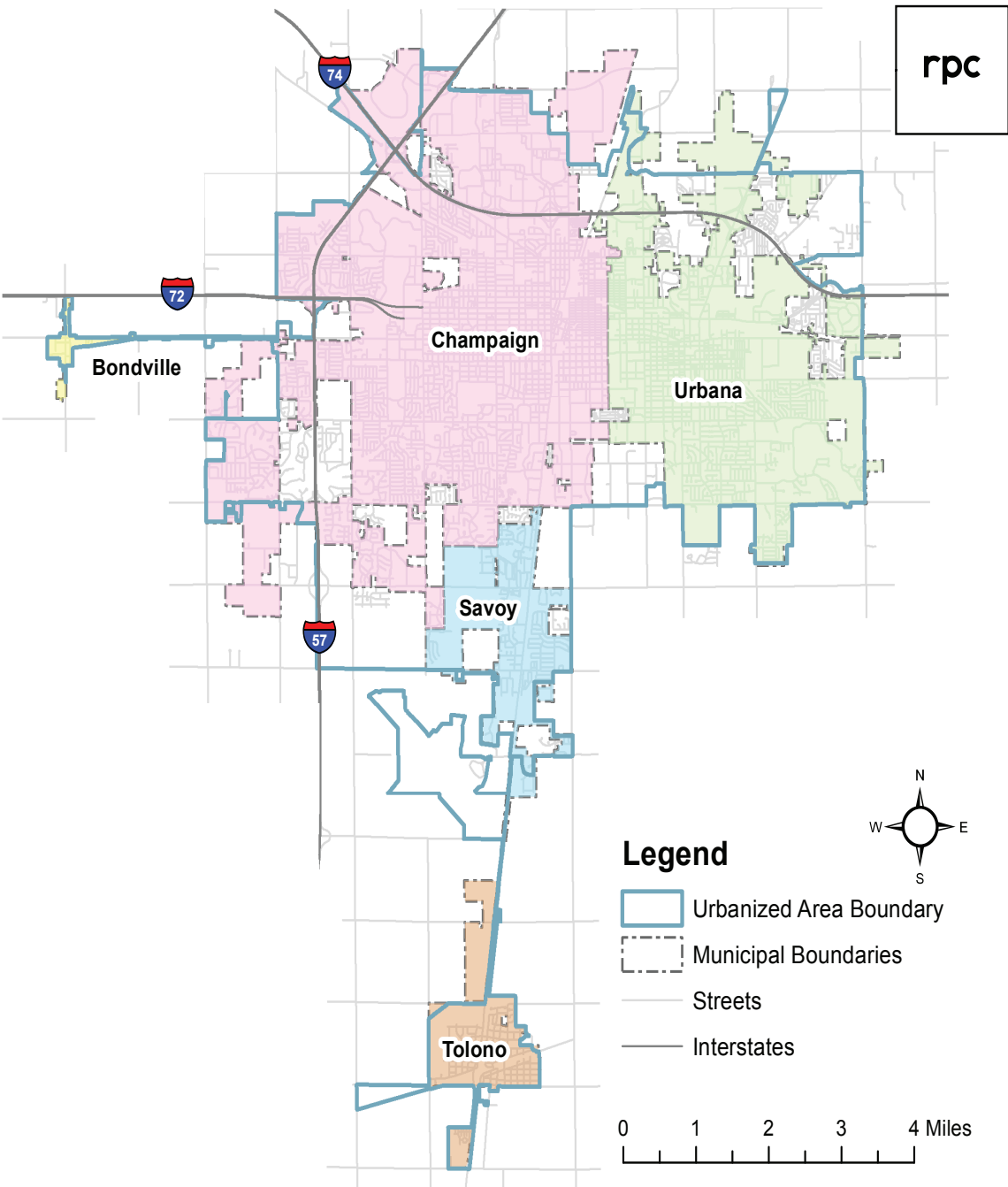
The Human Service Transportation Plan (HSTP) is an initiative to evaluate existing transportation services, identify the transportation needs of individuals with disabilities, older adults, and people with low incomes, and establish goals and strategies for meeting these needs within the Champaign-Urbana Urbanized Area. The data measured in this baseline report card came from HSTP agencies through self-reported data requests. The 2018 Champaign-Urbana Urbanized Area HSTP goals were formulated into performance measures that are already tracked by the agencies, including volunteer driver trips and directory webpage hits, among other metrics.

## Champaign-Urbana Urbanized Area HSTP Working Group Members:

- Champaign County Regional Planning Commission
- Champaign-Urbana Mass Transit District
- Circle of Friends Adult Daycare
- Developmental Services Center
- Family Services
- Health Alliance
- OSF Heart of Mary Medical Center
- University of Illinois Urbana-Champaign Center for Health Aging and Disability




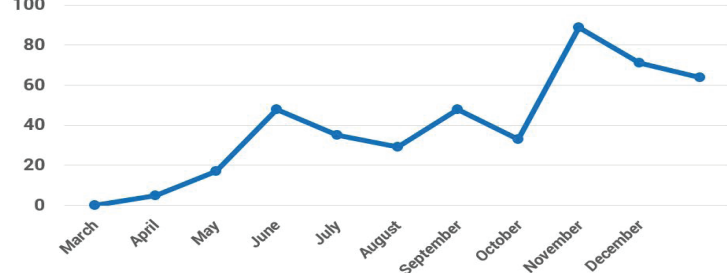


## Champaign-Urbana Urbanized Area

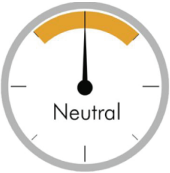
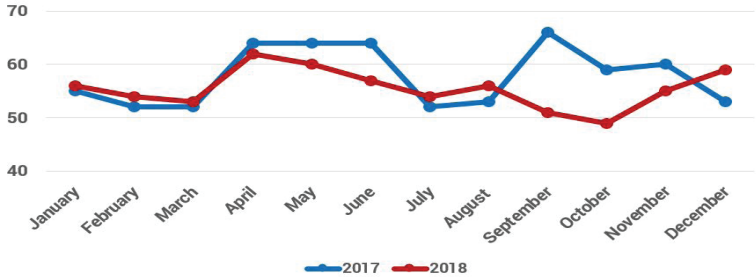
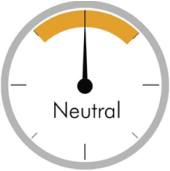
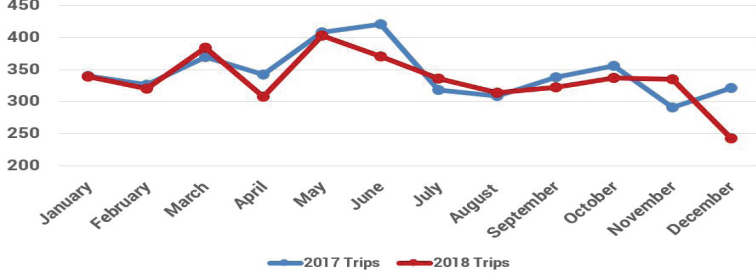






## 2018 Champaign-Urbana Urbanized Area Performance Measures Summary

Approval date:

HSTP Objective	Performance Measures	2018 Rating	Historic Trend	Current Status																						
Accessibility																										
Develop a specific Champaign-Urbana directory to provide information on available transportation options in the urban area.	Number of directory views		<p><b>Directory Views 2018</b></p>  <table><caption>Directory Views 2018 Data</caption><tr><th>Month</th><th>Views</th></tr><tr><td>March</td><td>0</td></tr><tr><td>April</td><td>5</td></tr><tr><td>May</td><td>18</td></tr><tr><td>June</td><td>48</td></tr><tr><td>July</td><td>35</td></tr><tr><td>August</td><td>30</td></tr><tr><td>September</td><td>48</td></tr><tr><td>October</td><td>32</td></tr><tr><td>November</td><td>90</td></tr><tr><td>December</td><td>65</td></tr></table> <p>Data: CCRPC provided directory views for 2018.</p>	Month	Views	March	0	April	5	May	18	June	48	July	35	August	30	September	48	October	32	November	90	December	65	<p>Directory created March 16, 2018.</p> <p>There were 439 directory views from March 16, 2018 to December 31, 2018.</p> <p>Users spent an average of two minutes and 39 seconds on the page.</p>
Month	Views																									
March	0																									
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September	48																									
October	32																									
November	90																									
December	65																									
Develop a specific Champaign-Urbana directory to provide information on available transportation options in the urban area.	Number of transportation and other service providers in the urbanized area with a hyperlink on their website		<p><b>NO HISTORIC DATA</b></p> <p><b>Current status will serve as a baseline.</b></p>	<p>Five Champaign-Urbana providers had a link to the directory on their webpage in 2018: Carle, Champaign-Urbana Mass Transit District, CRIS Rural Mass Transit District, Family Services of Champaign County, Health Alliance, and OSF Heart of Mary Medical Center.</p>																						
Availability																										
Survey employers' transportation needs & level of demand for extended service hours or routes.	Number of riders during expanded hours		<p><b>NO HISTORIC DATA</b></p> <p><b>Current status will serve as a baseline.</b></p>	<p>Surveys were not distributed in 2018.</p>																						


HSTP Objective	Performance Measure	2018 Rating	Historic Trend	Current Status
Volunteers				
Recruit new volunteer drivers and encourage providers to make referrals of identified drivers to Faith in Action (FIA) or Family Service of Champaign County.	Number of volunteer drivers		<p><b>Volunteer Drivers</b></p>  <p>Data: FIA and Family Services provided driver numbers for 2017 and 2018.</p>	<p>Faith in Action and Family Service of Champaign County had an average number of <b>58 volunteer drivers in 2017</b> and <b>56 volunteer drivers in 2018</b>.</p> <p>Both agencies had the greatest number of volunteer drivers in April, May, and June.</p>
Recruit new volunteer drivers and encourage providers to make referrals of identified drivers to Faith in Action (FIA) or Family Service of Champaign County.	Number of trips provided by both volunteer agencies		<p><b>Volunteer Trips</b></p>  <p>Data: FIA and Family Services provided trip numbers for 2017 and 2018.</p>	<p>Faith in Action and Family Service of Champaign County provided a total of <b>4,140 trips in 2017</b> and <b>4,011 trips in 2018</b>.</p> <p>The highest numbers of volunteer trips for both agencies combined occurred in March, May, and June.</p>
Training				
Hold regionalized training session (annually or semi-annually, varying levels).	Number of drivers' training sessions provided each year		<p><b>NO HISTORIC DATA</b></p> <p><b>Current status will serve as a baseline.</b></p>	No regionalized training sessions were held in 2018.
Hold regionalized training session (annually or semi-annually, varying levels).	Number of staff/providers going to trainings		<p><b>NO HISTORIC DATA</b></p> <p><b>Current status will serve as a baseline.</b></p>	No regionalized training sessions were held in 2018.

HSTP Objective	Performance Measure	2018 Rating	Historic Trend	Current Status
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User Experience & Usability

Connect rural, under-served transit areas by linking services to local transit service routes at connecting points

Number of new rural transit riders using local services



### Rantoul Connector Ridership



Month	2017 Trips	2018 Trips
January	215	360
February	245	375
March	275	400
April	270	430
May	330	370
June	370	370
July	305	385
August	365	450
September	365	385
October	395	445
November	390	325
December	325	325
<b>Total</b>	<b>3,864</b>	<b>4,604</b>


2017 Trips
2018 Trips

Data: Champaign-Urbana Mass Transit District provided trip data.



C-CARTS changed the fixed-route Rantoul Connector in November 2018 to include an additional stop location and seven more daily stops overall compared to the 2017 route.

In 2017, the Rantoul Connector route served **3,864 trips**. In 2018, the Rantoul Connector served **4,604 trips**.

<p>Seek grant for one-call one-click center to merge scheduling functions under one entity to be able to provide more flexibility when scheduling a trip.</p>	<p>Creation of call center with grant funding</p>		<p><b>NO HISTORIC DATA</b></p> <p><b>Current status will serve as a baseline.</b></p>	<p>Two grants were submitted for the Champaign County One-Call One-Click Center in 2018.</p>
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<p>Seek grant for one-call one-click center to merge scheduling functions under one entity to be able to provide more flexibility when scheduling a trip.</p>	<p>Number of rides scheduled using the scheduling center</p>		<p><b>NO HISTORIC DATA</b></p> <p><b>Current status will serve as a baseline.</b></p>	<p>Funding for the One-Call One-Click Center has not been secured, so the program has not yet been implemented.</p>
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HSTP Objective	Performance Measure	2018 Rating	Historic Trend	Current Status
<b>Outreach</b>				
Research how to establish a personal assistant program for riders with mobility door-through-door needs in homes.	Program established & updates on successes		<b>NO HISTORIC DATA</b> <b>Current status will serve as a baseline.</b>	The Champaign-Urbana Urbanized Area HSTP Working Group has outlined the scope of a personal assistant program. No funding has been secured.
Research how to establish a personal assistant program for riders with mobility door-through-door needs in homes.	Number of volunteers		<b>NO HISTORIC DATA</b> <b>Current status will serve as a baseline.</b>	The Champaign-Urbana Urbanized Area HSTP Working Group has outlined the scope of a personal assistant program. No funding has been secured.

**Agencies Reporting Data**

Carle, Champaign County Regional Planning Commission (CCRPC), Champaign-Urbana Mass Transit District (MTD), CRIS Rural Mass Transit District, Family Services of Champaign County, Health Alliance, and OSF Heart of Mary Medical Center Faith In Action (FIA)