

2018 Champaign - Urbana Urbanized Area Human Services Transportation Plan (HSTP)



Date Adopted: June 20th, 2018



CHAMPAIGN COUNTY
REGIONAL PLANNING
COMMISSION

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Prepared by staff of:
Champaign Urbana Urbanized Area Transportation Study (CUUATS)
A Program of the Champaign County Regional Planning Commission (CCRPC)



IV | **Transportation Directory can be found at this link: <https://ccrpc.org/data/hstp-region-8-directory/>



**Some maps contained in this document utilized the Champaign County's GIS Consortium.



RESOLUTION TO APPROVE
THE CHAMPAIGN URBANA URBANIZED AREA
HUMAN SERVICES TRANSPORTATION PLAN (HSTP) FOR THE
CHAMPAIGN-URBANA URBANIZED AREA TRANSPORTATION STUDY (CUUATS)

WHEREAS, the Champaign-Urbana Urbanized Area Transportation Study, in cooperation with the Illinois Department of Transportation, has a continuing, comprehensive, and cooperative (3C) planning process for transportation planning in compliance with Federal regulations for the urbanized area;

NOW, THEREFORE, BE IT HEREBY RESOLVED, that the Technical Committee of the Champaign-Urbana Urbanized Area Transportation Study approves the Champaign-Urbana Urbanized Area Human Services Transportation Plan (HSTP) for the Champaign-Urbana Urbanized Area Transportation Study.

Passed and approved this 13th day of June 2018.

ATTEST: 
Dick Helton
Acting Chairperson, CUUATS Technical Committee

Champaign Urbana Urbanized Area Transportation Study
A program of the Champaign County Regional Planning Commission
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Passed and approved this 20th day of June 2018.

ATTEST:

Joan Dykstra
Chair, CUUATS Policy Committee

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Introduction

INTRODUCTION

Purpose and Mission

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 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.

As a requirement of SAFETEA-LU, grantees under Section 5310: Enhanced Mobility of Seniors and Individuals with Disabilities, and Section 5316: Job Access and Reverse Commute (JARC) grant programs were required to be under a “locally developed coordinated public transit human services transportation plan” to be eligible for transportation funding for federal fiscal year 2007 and beyond. Over the years, the HSTP program has been continued by each federal transportation bill as a means of enhancing access and quality through coordination.

Each state receives Federal Transit Administration (FTA) funds for the programs subject to the HSTP coordination process, and each state is required to determine how best to meet the mandate for coordination. The Illinois Department of Transportation – Office of Intermodal Project Implementation (IDOT-OIPI), formerly the Department of Public and Intermodal Transportation (DPIT), established eleven HSTP regions ([Map 1](#)) and a coordinator for each. The Champaign County Regional Planning Commission (CCRPC) is the Metropolitan Planning Organization (MPO) for the Champaign-Urbana Urbanized Area. CCRPC staff is required to develop the Champaign-Urbana Urbanized Area HSTP, and facilitate the same process for HSTP Region 8.

In 2007, the Champaign-Urbana Urbanized Area HSTP development brought together transportation providers, human service agencies, riders, and members of the community to improve efficiency and equity of transportation services within the urbanized area, as well as address existing service barriers. The Champaign-Urbana Urbanized Area Transportation Study (CUUATS) Policy and Technical Committees adopted the first Champaign-Urbana Urbanized Area HSTP on January 23rd, 2008. The first update of this plan was adopted by CUUATS Policy and Technical Committees on December 12th, 2012.

This 2018 iteration of the Champaign-Urbana Urbanized Area HSTP fulfills IDOT-OIPI's request for a coordination progress update, as well as completes the necessary five year update using new, available U.S. Census and American Community Survey (ACS) data. Champaign-Urbana Urbanized Area stakeholders gave input for the identification of unmet needs and creation of long term goals. Performance measurements are proposed within this document to evaluate progress toward goals and objectives within the plan. Data for performance measurements will be collected annually from January through March. A program of projects (POP) and stakeholder vehicle inventory will be included as well.

The CUUATS Policy and Technical Committees are responsible for the approval and adoption of this plan as it relates to the urbanized area and ties in to the Champaign-Urbana Long Range Transportation Plan (LRTP).

The Policy Committee consists of local elected and appointed officials of CUUATS member agencies that have a primary interest in transportation. This committee assumes the decision-making authority for CUUATS and establishes policies that guide and form the transportation planning process. The CUUATS Policy Committee is represented by one member of the following entities:

- Champaign County Board
- Champaign-Urbana Mass Transit District Board
- City of Champaign
- City of Urbana
- IDOT District 5
- University of Illinois
- Village of Savoy

The Technical Committee consists of representatives from the CUUATS member agencies. Its purpose is to provide technical assistance and training in various planning elements that comprise the transportation planning process. The CUUATS Technical Committee is represented by members of the following entities:

- Champaign County
- Champaign County Regional Planning Commission
- Champaign-Urbana Mass Transit District
- City of Champaign
- City of Urbana
- IDOT District 5
- University of Illinois
- Village of Savoy



Map 1: Illinois Human Service Transportation Plan (HSTP) Regions

INTRODUCTION

Major Plan Components

The Champaign-Urbana Urbanized Area HSTP consists of six major components:

- A national and state overview of existing public transportation and human services coordination, legislation and funding;
- Existing conditions and demographics of the urbanized area;
- A view of mobility today, analyzing major trip generators, top employers, and existing transportation services within the urbanized area;
- Public participation in the planning process;
- Coordination, gaps, unmet needs, and duplication; and
- A vision for future mobility, goals and objectives for urbanized area.

Transportation Legislation and Funding

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On July 6th, 2012, SAFETEA-LU was replaced with the authorization of a two-year federal transportation bill named Moving Ahead for Progress in the 21st Century (MAP-21), covering federal fiscal years 2013 and 2014. MAP-21 reaffirmed the statute mandating local coordination of transportation services, and consolidated some of the funding programs affected by these requirements. Job Access and Reverse Commute (JARC), formerly Section 5316, no longer exists as a separate program, but funding for these activities is available under both Urbanized Area Formula Grants (Section 5307) and Formula Grants for Rural Areas (Section 5311); and New Freedom, formerly Section 5317, was absorbed by Section 5310. As a result, Section 5307 and Section 5311 providers were required to participate in the HSTP process. MAP-21 was originally set to expire September 30th, 2014, however five extensions allowed the bill to remain in effect until December 4th, 2015.

FAST Act: Current Funding

The five-year Fixing America's Surface Transportation Act Bill (FAST Act) for federal fiscal years 2016 through 2020 was authorized by President Obama on December 4th, 2015. The FAST Act includes roughly one billion dollars per year in increases across all transit funding streams. The FAST Act also reintroduced a Discretionary Bus and Bus Facilities Program (Section 5339), available to 5307 and 5311 recipients.

Section 5310 Changes and Continued Funding Status

Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) provides funding for private, non-profit agencies with programs beyond traditional public transportation and ADA paratransit service to meet the specific needs of seniors and persons with disabilities. Section 5310 remains largely unaltered by the FAST Act. A minimum of 55% of funds must be allocated for capital projects such as the procurement of ADA accessible buses and vans, vehicle maintenance, purchase of service, computer hardware and software, etc. The other 45% of program funds may be used for other projects, such as those originally targeted by the New Freedom program: travel trainings, sidewalks, improved signage, way-finding technology, etc. The goals of Section 5310 are to maintain a safe fleet of vehicles to service transportation needs of the indicated target populations, to support the continuation and growth of existing services, and foster the growth of new services.

Funding is allocated to state Departments of Transportation (DOTs) for rural and small urban areas (population under 200,000) based on each state's population of the two target groups for this program. For large urbanized areas (population over 200,000), the Governor selects a designated direct recipient. In Illinois, Section 5310 funding is primarily used to finance the Consolidated Vehicle Procurement (CVP) program, providing vehicles at no cost to the grantee; funded by 80% federal funds with a 20% state match. Sub recipients of these funds within Region 8 include local government authorities that operate public transit, rural mass transit districts, and private non-profit organizations.

Although Section 5310 has been largely unaltered by the FAST Act legislation, one notable provision, Section 3006 of the Act, created a discretionary “pilot program for innovative coordinated access and mobility,” which opens up funding for innovations in coordination of transportation for disadvantaged populations, Non-Emergency Medical Transportation (NEMT) services, and coordination technology such as one-call or one-click centers. This provision also calls on the federal interagency Coordinating Council on Access and Mobility (CCAM) to create and update a strategic plan on transportation coordination between federal agencies, including proposed changes to federal laws and regulations that currently hinder transportation coordination at the local level.

Section 5307 Changes and Continued Funding Status

Urbanized vs. Rural Funding Eligibility

Section 5307, Urbanized Area Formula Grants, serves the same purpose as Section 5311, but for areas with 50,000 or more residents and designated as “urbanized areas” by the United States Census Bureau. The three urbanized areas within Region 8 are Champaign-Urbana, Danville, and Decatur; all considered small urbanized areas (under 200,000 population). In these cases, FTA funds are distributed to the Governor, and apportioned to the sub recipient public transportation providers: Champaign-Urbana Mass Transit District (CUMTD), Danville Mass Transit (DMT), and Decatur Public Transit System (DPTS) respectively.

These agencies submit requisitions and coordinate vehicle purchases directly with the FTA; however, all reporting must be submitted to IDOT, and these agencies are subject to compliance reviews conducted or contracted by IDOT. In an effort to facilitate connections between Urbanized and Rural systems, Section 5311(f) Intercity Bus funding is available to rural transit providers, private motor coach, and rail providers for projects that connect rural communities with cities and opportunities to travel to further destinations.

State Funding and Local Match

The State of Illinois provides state funding for all public transportation providers, regardless of population, in the form of Downstate Operating Assistance Program (DOAP) funds. DOAP provides assistance to recipients to assist in the operation and improvement of public transportation services in the urban and rural areas of downstate Illinois. For most operators, DOAP is the primary source of reimbursement for operating and administrative expenses. Rural transit agencies utilize Section 5311 dollars as local match for DOAP. Another form of local match available to public transit operators is called Transportation Development Credit (TDC), formerly known as Toll Revenue Credit (TRC). These credits are distributed by the FTA to states based on actual expenditures made by state toll authorities to build and maintain critical transportation infrastructure.

Other Transportation Funding

In addition to funding mechanisms dedicated specifically to transit, numerous funding sources exist at various federal, state, and local levels through a number of programs and initiatives that may be applied to transportation services.

Elderly Individuals and Individuals with Disabilities (Section 5310) -

Commonly referred to as Consolidated Vehicle Procurement (CVP), funds are used to purchase buses and vans for local programs throughout the state. The goals of the program are to maintain a safe fleet of vehicles to service transportation needs of elderly persons and persons with disabilities and to support the continuation of existing services as well as the growth of existing or new services.

CVP Program - Through the CVP Program, IDOT-OIPI makes grant applications for eligible municipalities, mass transit districts, counties, and private, non-profit organizations for ramp and lift equipped

INTRODUCTION

Paratransit vehicles. The CVP application was developed to allow agencies to submit a single application for vehicles and/or vehicle funding available under the different grant programs.

Social Security Act Title XIX- Medicaid Transportation Funding

The Illinois Department of Healthcare and Family Services (IDHFS) contracts with First Transit, Inc. to provide the Non-Emergency Transportation Services Prior Authorization Program (NETSPAP) and brokerage for Medicaid funded transportation. IDHFS maintains the requirements and regulations for transportation providers to become Medicaid certified, and First Transit is the call center that approves all transportation funded by Medicaid. This funding becomes particularly vital in rural transit due to long-distance trips for specialized medical services, as these span multiple service areas in many cases.

Older Americans Act Title IIIB Older Americans

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- Area Agency on Aging Transportation Funding

The federal Older Americans Act of 1965 (OAA) provides funding for a variety of in-home and community-based services to enhance quality of life, maintain independence, and assist with aging in place. A prime contributor to the success of these goals is transportation. Title I and Title II of the OAA declare the objectives and create the Administration on Aging (AOA), and Title III establishes Grants for State and Community Programs on Aging including transportation. Funding for Title III programs is distributed to states based on population of individuals over the age of 60. It is then up to each state to apportion funding to area agencies on aging. President Obama signed the Older Americans Act Reauthorization into law April 19th, 2016, guaranteeing funding through FFY2019.

The East Central Illinois Area Agency on Aging (ECIAAA) provides these services in Champaign County. Transportation falls under ECIAAA's Access Services, defined as "a network of 12 Coordinated Points of Entry to provide information and assistance; and coordination with six Care Coordination Units and public and private transportation providers."

Service Contracts and Associated Human Service Program Funding

Human service agencies serve vital direct-service roles for their consumers, but are sometimes also compelled to provide transportation services in order to get consumers to and from their agencies. The primary focus of the HSTP is to increase coordination between public transportation providers and human service agencies so consumers have efficient, affordable, and quality access to the services and agencies they need. In addition to the benefits for consumers, service contracts are fiscally advantageous to service providers on both sides. While the human service agency benefits in cost-savings and/or convenience, the public transit operator is able to show increased ridership and use contract revenue as local match to access more Downstate Operating Assistance Program (DOAP) funding. Additional benefits include:

- Pooling resources for a reduction in underutilization;
- Utilization of economies of scale for increased efficiency;
- Elimination of unnecessary competition for scarce resources;
- Better use of deadhead time;
- Attainment of skills or services without long-term commitment;
- Solution to agency limitations;
- Overall reduction in transit system cost per trip; and
- Ability of human service agencies to spend more time on core services.

Human service agencies serve vital direct-service roles for their consumers, and aside from community outing trips, these agencies provide transportation out of necessity to get consumers to and from

services. In an ideal situation, service agencies would spend their time solely providing direct-service, and transportation would be provided by agencies whose specialty is transportation. For many reasons discussed later in the plan, this is not possible to the ideal degree however, steps can be made toward achieving this relationship where possible. While the human service agency benefits in cost-savings and/or convenience, the public transit operator is able to show increased ridership and use contract revenue as local match to draw down DOAP funding. Urbanized-area human service agencies such as the University of Illinois Division of Disability Resources & Educational Services (DRES) and the Developmental Services Center provide some contracted transportation for CUMTD as well.

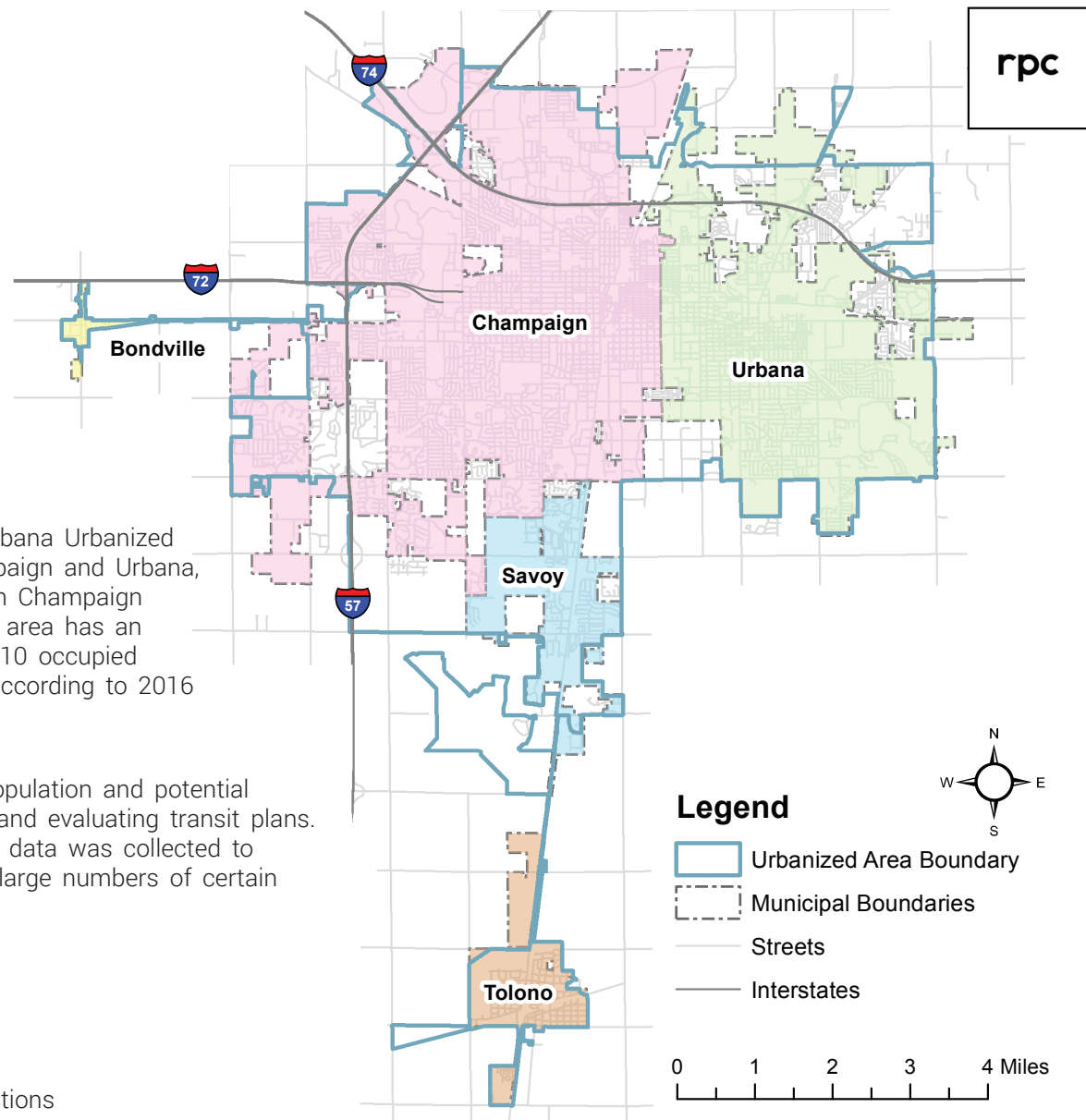
2 Existing Conditions

Study Area Demographics

The study area for this plan is the Champaign-Urbana Urbanized Area (Map 2), which includes the Cities of Champaign and Urbana, and the Villages of Savoy, Tolono and Bondville in Champaign County, Illinois. The Champaign-Urbana urbanized area has an estimated population of 149,468, consists of 58,810 occupied households, and covers nearly 47 square miles, according to 2016 ACS data.

Careful analysis of the mobility needs by each population and potential ridership of transit services, is key in developing and evaluating transit plans. As part of the plan development process, census data was collected to determine where in the urbanized area there are large numbers of certain target groups, including:

- Older adults (60+)
- Persons with disabilities
- Persons and families with low-income
- Zero-vehicle households
- African-American and Hispanic/Latino populations



Map 2: Champaign-Urbana Urbanized Area

Transit-Dependent Populations

Youth: People under the age of 16 do not have driver's licenses to transport themselves. Many young people also do not have the funds for their own transportation because they attend school full-time, limiting their potential work hours. Parents do not always have time to transport a young person when they need to go somewhere because the parents work.

Older adults (60+): Older adults often have difficulties driving themselves due to limited physical capabilities, such as troubles seeing and hearing, stiff joints and muscles, slower reaction times, and dementia, among other challenges. Elderly individuals also face poverty at higher levels. According to a 2016 National Council on Aging study, over 25 million Americans aged 60 year or more are economically insecure, meaning they live at or below 250% of the federal poverty level (\$29,425 per year for a single person). In addition, 21% of married Social Security recipients and 43% of single recipients aged 65+ depend on Social Security for 90% or more of their income. This leaves elderly individuals with almost zero disposable income for transportation.

Population below poverty: Table 3-2 outlines the federal poverty threshold per family unit size. The Office of the Federal Register set the 2018 HHS Poverty Guidelines at an annual income of \$12,486 for one person under the age of 65. A low-income individual is defined as an individual whose family income is at or below 150 percent of the poverty line. Low-income individuals struggle with providing basic needs for themselves and their families, which leaves little to no funds for personal transportation. Public transportation transports low-income individuals to locations that they would otherwise not be able to work.

Population with one or more disabilities: Many individuals with disabilities battle physical handicaps that prevent them from driving themselves. Disabilities can range from impediments of vision, movement, thinking, and hearing, along with other handicaps. Some public transit riders with a disability require a little bit of help or even a personal assistant during their ride.

Zero or one vehicle households: Households with zero or one vehicle depend on public transit to get to farther destinations that they could not otherwise reach on foot or bike.

Citizens who fall under any of the transit-dependent target populations rely on public transportation to continue an independent lifestyle. Additionally, residents may represent more than one of these categories, solidifying their need for public transit. The City of Champaign and City of Urbana in particular face higher rates of poverty and zero-vehicle households due to the University of Illinois Urbana-Champaign student population. The most common types of limitations the preclude people from driving include: physical, financial, legal, and self-imposed.

The most recent demographic data comes from the 2016 American Community Survey administered by the United States Census Bureau, and is available at the block group level for most demographics. This data is discussed in detail below with a focus on the general distribution of transit-dependent populations including youth, seniors, persons with mobility limitations, persons living below the poverty line, and households with zero vehicles available.

Table 3-1 Basic Socio-Economic Data for Urbanized Area Municipalities

Municipalities	Total Population	Youth 0-17	Older Adults 60+	Population Below Poverty*	Population with One or More Disabilities*	Zero Vehicle Households	One Vehicle Households	Total Households
City of Champaign	84,672	13,980	11,106	21,846	5,863	4,607	14,253	33,432
City of Urbana	41,941	5,201	4,933	14,256	2,869	3,152	6,866	15,511
Village of Savoy	8,118	1,645	1,615	1,333	860	312	1,362	3,430
Village of Tolono	3,101	863	547	388	282	36	327	1,155
Village of Bondville	515	87	96	123	82	8	76	212
Urbanized Area Total	149,468	23,983	21,732	39,268	11,515	8,348	25,191	58,810

Source: U.S. Census Bureau, American Community Survey 2012-2016 Estimates

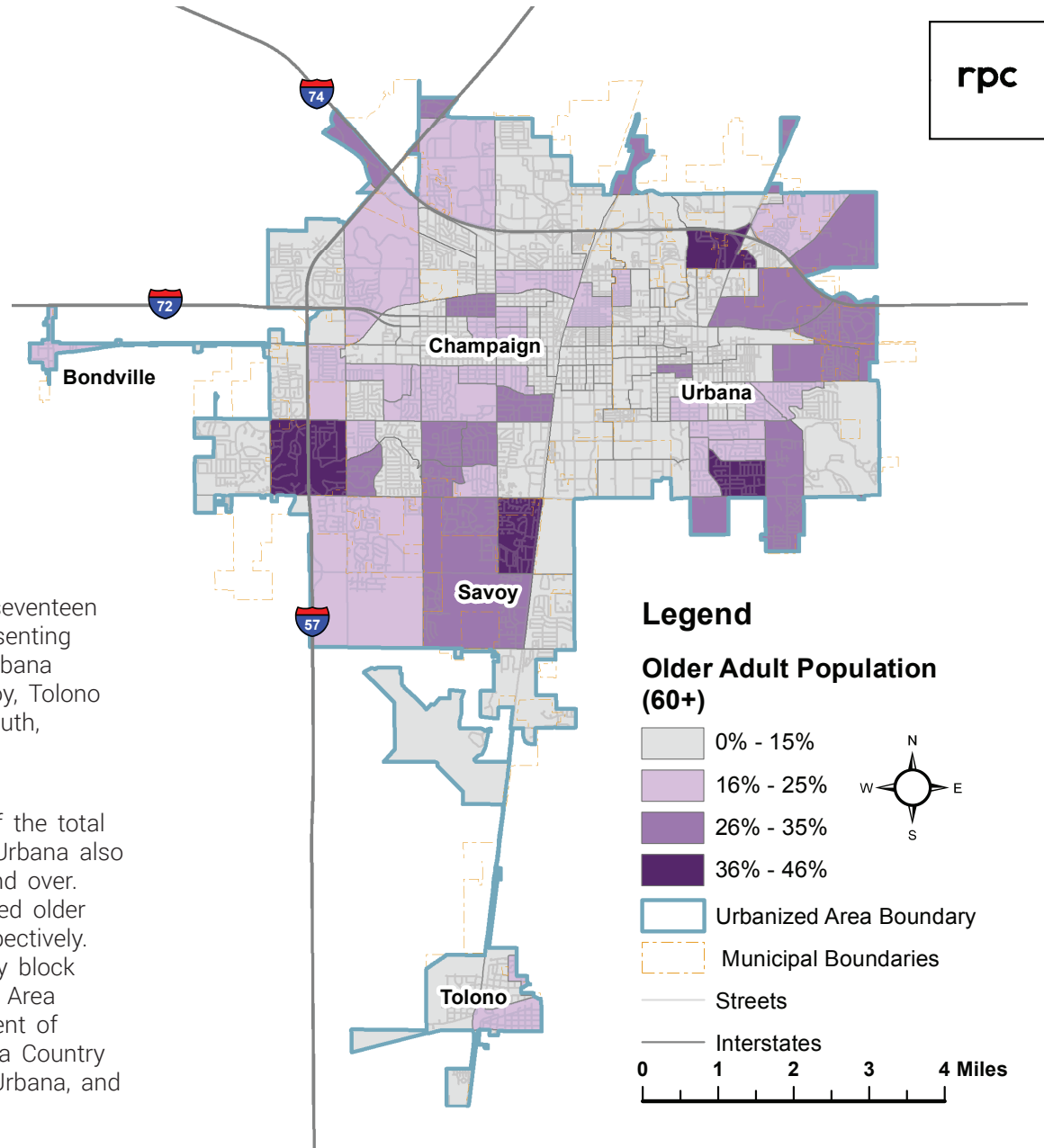
*Proportion from the 2016 ACS sample for this characteristic was applied to the entire 2016 population.

Age

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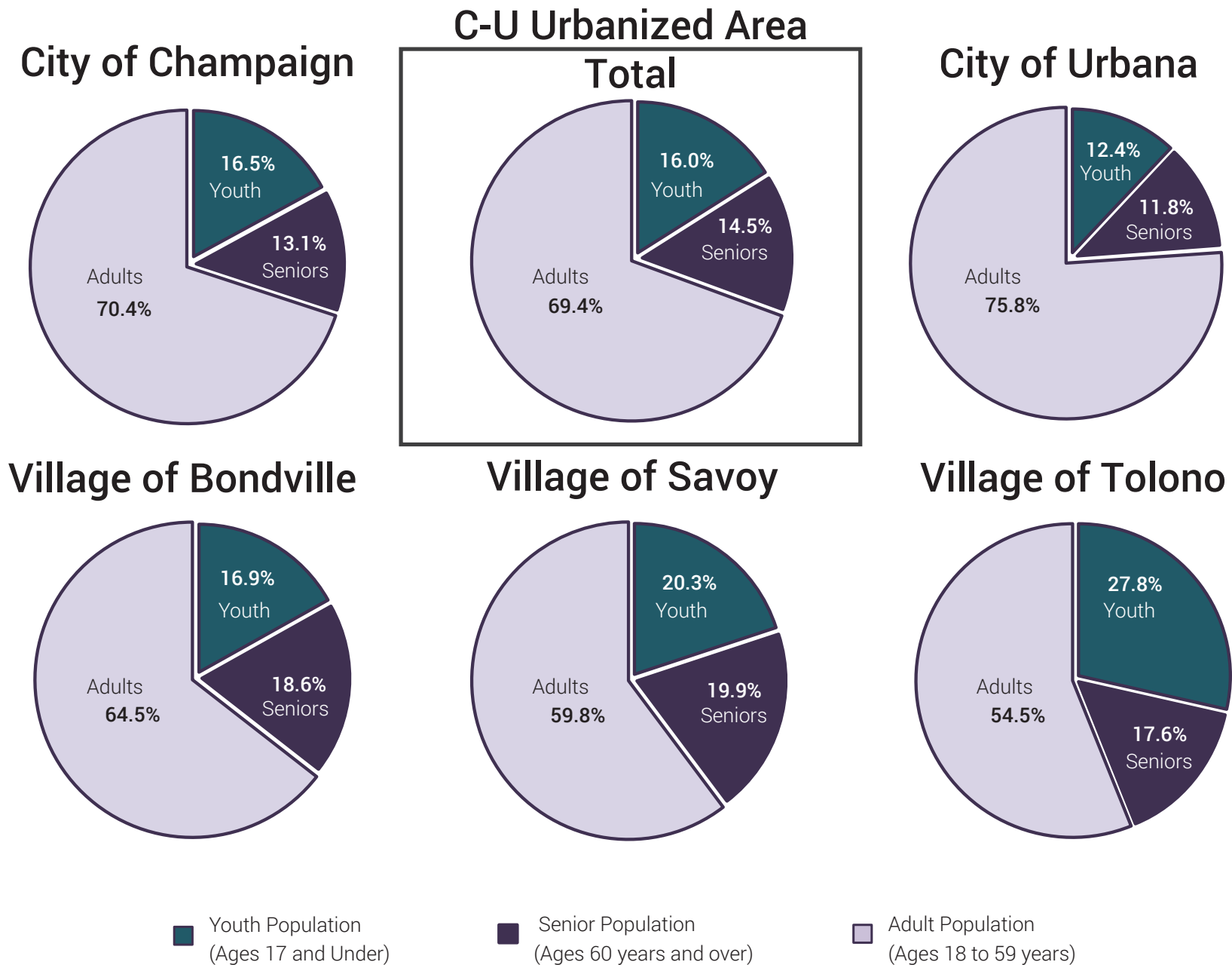
The total 2016 population of youth aged zero to seventeen years in the City of Champaign was 13,980, representing 16.5% of the city's total population. The City of Urbana reported 5,201 youth (12.4%). The Villages of Savoy, Tolono and Bondville reported 20.3%, 27.8% and 16.9% youth, respectively.

Older adults (age 60+) represent 13.1% (11,106) of the total population in the City of Champaign. The City of Urbana also reported 11.8% (5,201) of its population age 60 and over. The Villages of Savoy, Tolono and Bondville reported older adult populations of 19.9%, 17.6%, and 18.6%, respectively. [Map 3](#) illustrates the distribution of older adults by block group across all the Champaign-Urbana Urbanized Area municipalities. Block groups with the highest percent of seniors correspond to the areas around the Urbana Country Club, Lincolnshire Fields Country Club, southeast Urbana, and north Savoy.



Map 3: Distribution of Seniors (60+) in the Urbanized Area

Figure 1: Youth and Senior Populations by Municipality



Population with Disabilities

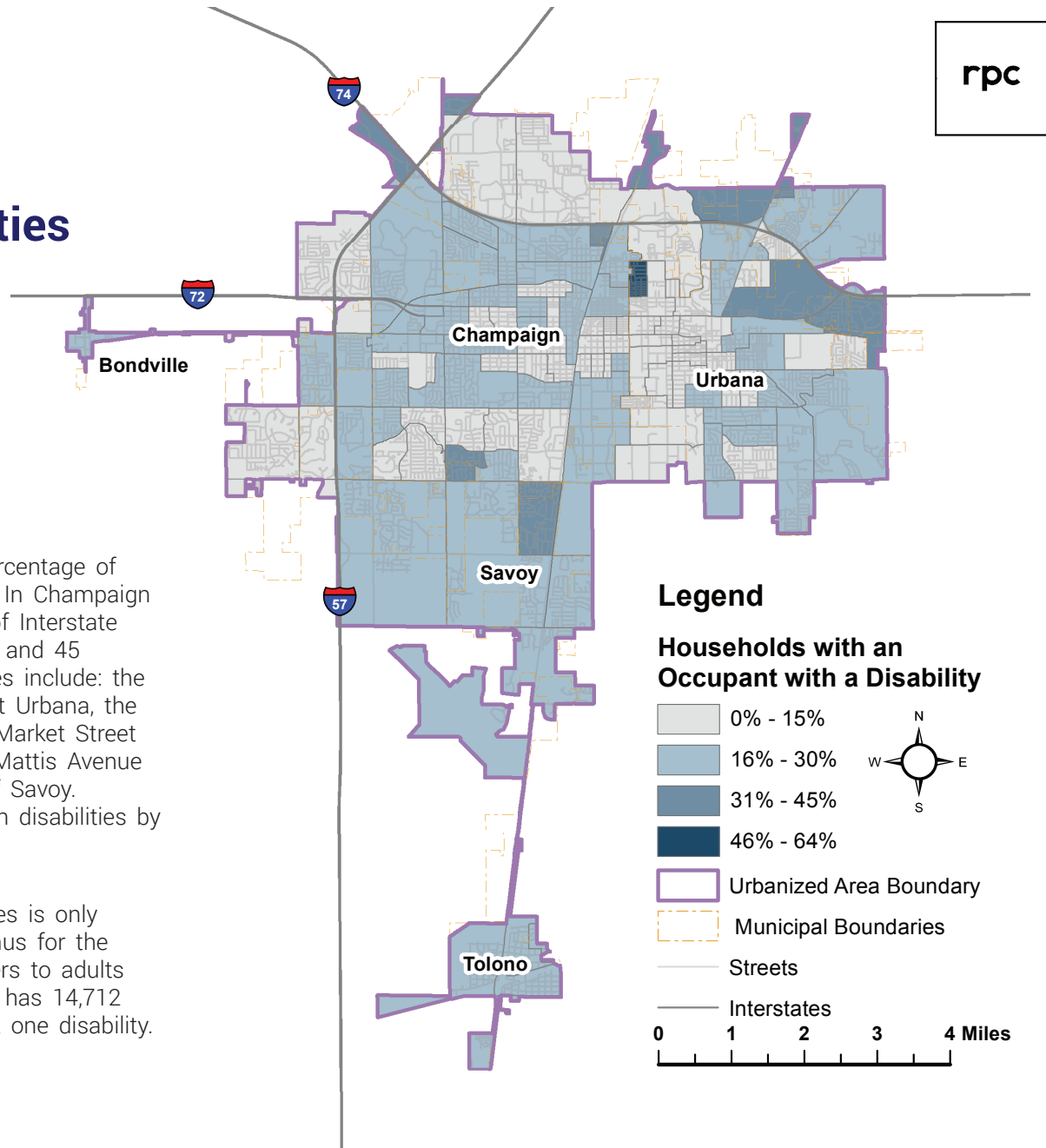
Nearly eight percent of the urbanized area residents have at least one disability. ACS data for individuals with disabilities is not available at the block group level for mapping purposes. [Map 4](#) shows the spatial distribution of households with at least one person with a disability.

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At 64%, the King Park neighborhood block group in northwest Urbana has the highest percentage of households with an occupant with a disability. In Champaign and Urbana, many of the block groups north of Interstate 74 have household disability rates between 31 and 45 percent. Other zones with similar disability rates include: the area between Interstate 74 and US 150 in east Urbana, the Shadowwood mobile home park southeast of Market Street and Interstate 74 in Champaign, northeast of Mattis Avenue and Windsor Road in Champaign, and north of Savoy.

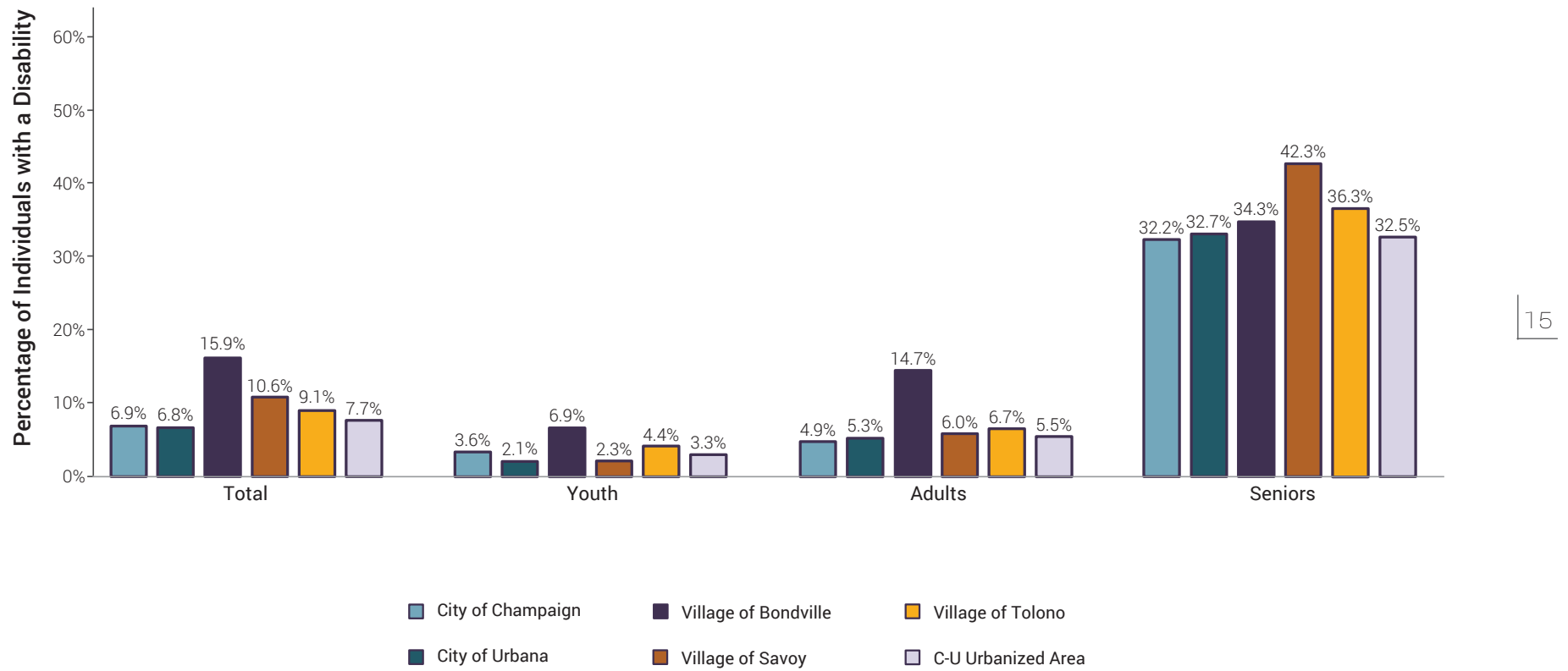
[Figure 2](#) shows the distribution of persons with disabilities by municipality and age.

ACS data at the block group level for disabilities is only available using age ranges 35-64 and 65-74, thus for the disability portion of the plan, "older adults" refers to adults aged 65+ rather than 60+. The urbanized area has 14,712 adults aged 65+, 32.5% of whom have at least one disability.



Map 4: Distribution of Households with Disabilities in the Urbanized Area

Figure 2: Persons with Disabilities Per Age Group by Municipality



Source: U.S. Census Bureau, 2012-2016 5-year ACS, Table B18101

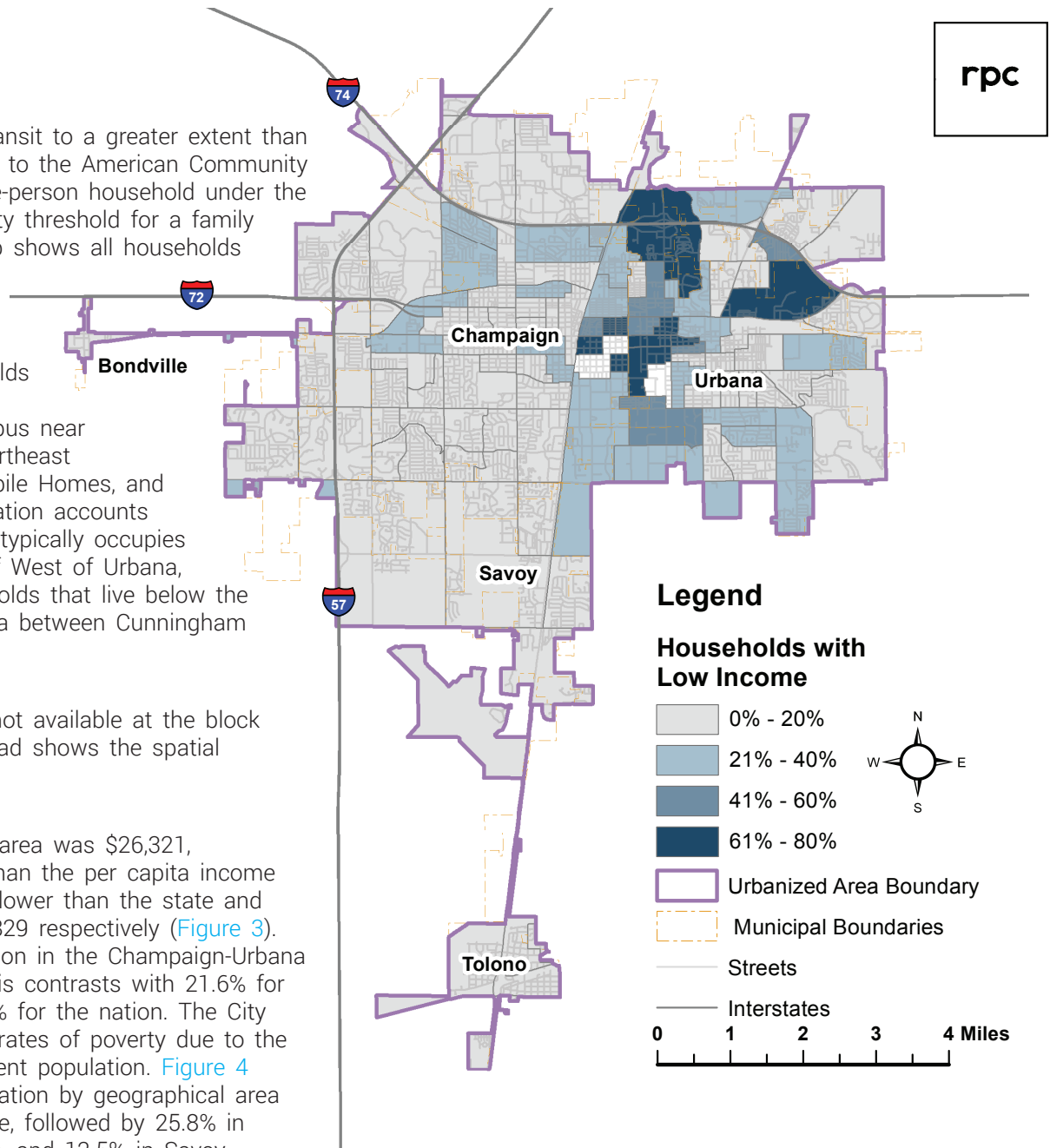
Population with Low Income

Persons with low-income tend to depend on transit to a greater extent than persons with a higher income levels. According to the American Community Survey, the average poverty threshold for a one-person household under the age of 65 was \$12,486, and the average poverty threshold for a family of four persons was \$24,563 in 2016. The map shows all households with income below the poverty threshold based on family size.

The areas with the highest number of households living below the poverty level are North Lincoln Avenue near I-74, the University of Illinois campus near West Urbana and Midtown Champaign, and Northeast Urbana by AMBUCS Park, Carriage Estates Mobile Homes, and Chief Illini Village. The university student population accounts for much of the low-income demographic, and typically occupies regions such as Campustown, Midtown, part of West of Urbana, and North Lincoln Avenue. Non-student households that live below the poverty level tend to reside in Northeast Urbana between Cunningham Avenue and US 150.

Information for individuals with low-income is not available at the block group level for mapping purposes. [Map 5](#) instead shows the spatial distribution of households with low-income.

The 2016 per capita income for the urbanized area was \$26,321, according to the Census. This figure is lower than the per capita income for Champaign County (\$27,373), and is much lower than the state and national averages, which are \$31,502 and \$29,829 respectively ([Figure 3](#)). As evidenced in [Figure 3](#), 26.3% of the population in the Champaign-Urbana Urbanized Area lives below the poverty line. This contrasts with 21.6% for Champaign County, 14.0% for Illinois, and 15.1% for the nation. The City of Champaign and City of Urbana have higher rates of poverty due to the University of Illinois at Urbana-Champaign student population. [Figure 4](#) shows the disaggregated the low-income population by geographical area that 34.0% of Urbana's population is low-income, followed by 25.8% in Champaign, 23.9% in Tolono, 16.4% in Bondville, and 12.5% in Savoy.



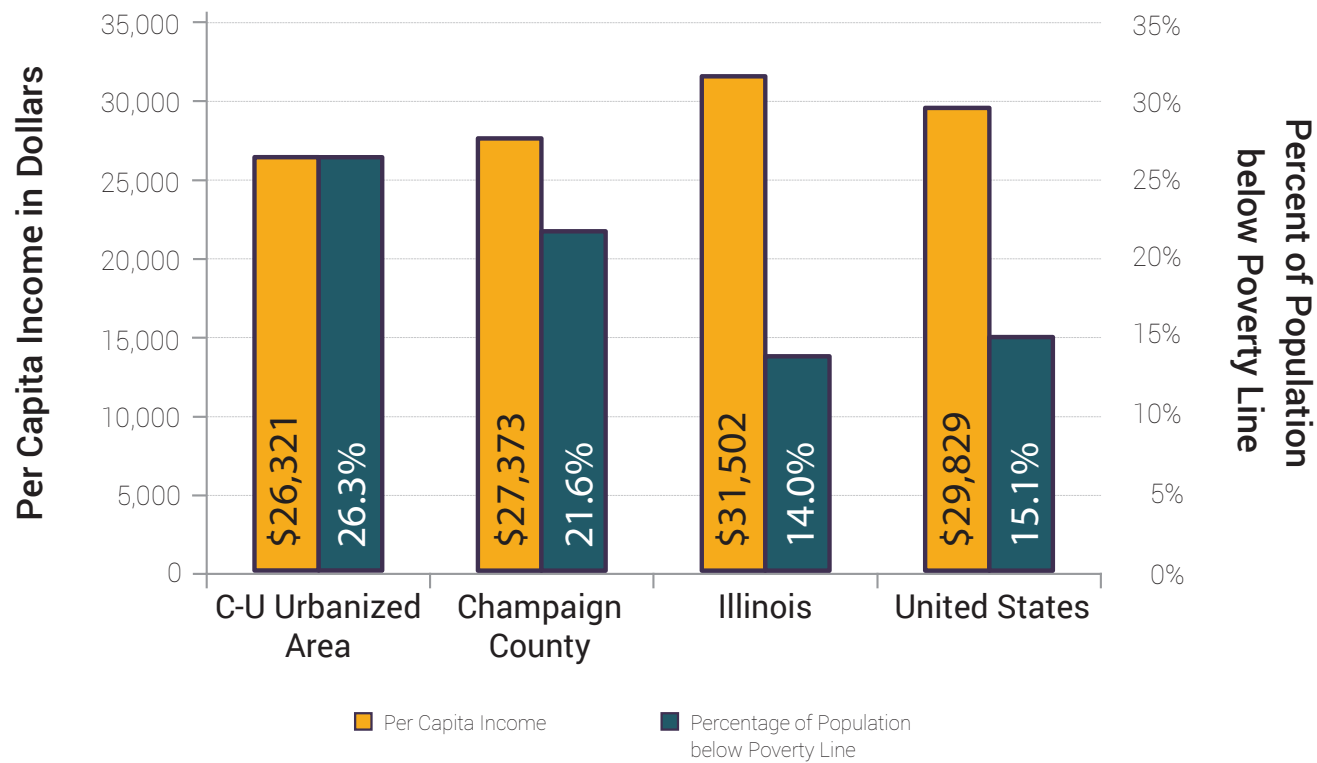
Map 5: Distribution of Low-Income Households in the Urbanized Area

Table 3-2 Federal Poverty Threshold per Family Unit Size

Size of Family Unit	Weighted Average Thresholds	Related Children under 18 Years								
		No Children	One Child	Two Children	Three Children	Four Children	Five Children	Six Children	Seven Children	Eight or More
One Person, under age 65	\$12,486	\$12,486	-	-	-	-	-	-	-	-
One Person, aged 65 and older	\$11,511	\$11,511	-	-	-	-	-	-	-	-
Two People, Householder under age 65	\$16,151	\$16,072	\$16,543	-	-	-	-	-	-	-
Two People, Householder aged 65 and older	\$14,522	\$14,507	\$16,480	-	-	-	-	-	-	-
Three people	\$19,105	\$18,774	\$19,318	\$19,337	-	-	-	-	-	-
Four people	\$24,563	\$24,755	\$25,160	\$24,339	\$24,424	-	-	-	-	-
Five people	\$29,111	\$29,854	\$30,288	\$29,360	\$28,643	\$28,205	-	-	-	-
Six people	\$32,928	\$34,337	\$34,473	\$33,763	\$33,082	\$32,070	\$31,470	-	-	-
Seven people	\$37,458	\$39,509	\$39,756	\$38,905	\$38,313	\$37,208	\$35,920	\$34,507	-	-
Eight people	\$41,781	\$44,188	\$44,578	\$43,776	\$43,072	\$42,075	\$40,809	\$39,491	\$39,156	-
Nine people or more	\$49,721	\$53,155	\$53,413	\$52,702	\$52,106	\$51,127	\$49,779	\$48,561	\$48,259	\$46,400

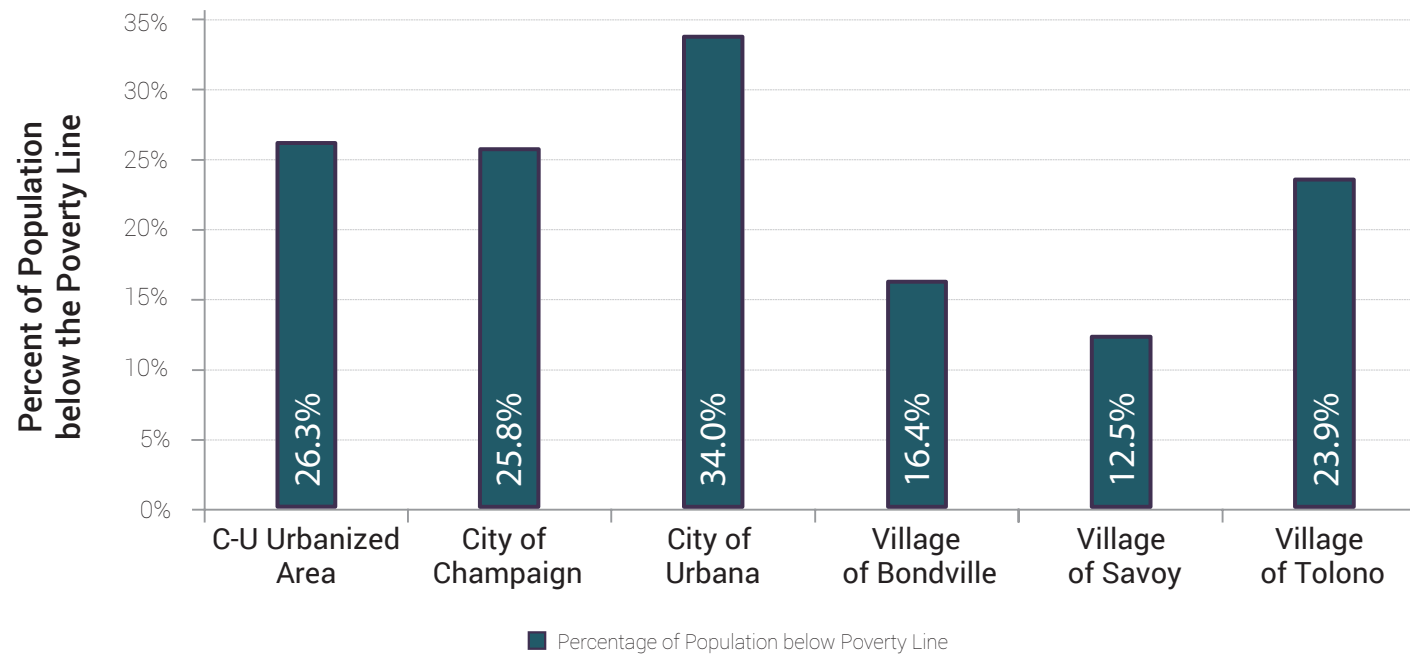
Source: U.S. Census Bureau, 2016 Poverty Threshold

Figure 3: Per Capita Income and Percent Population below Poverty Line by Geographic Area



Source: U.S. Census Bureau, 2012-2016 5-year ACS

Figure 4: Percent Population below Poverty Line by Municipality



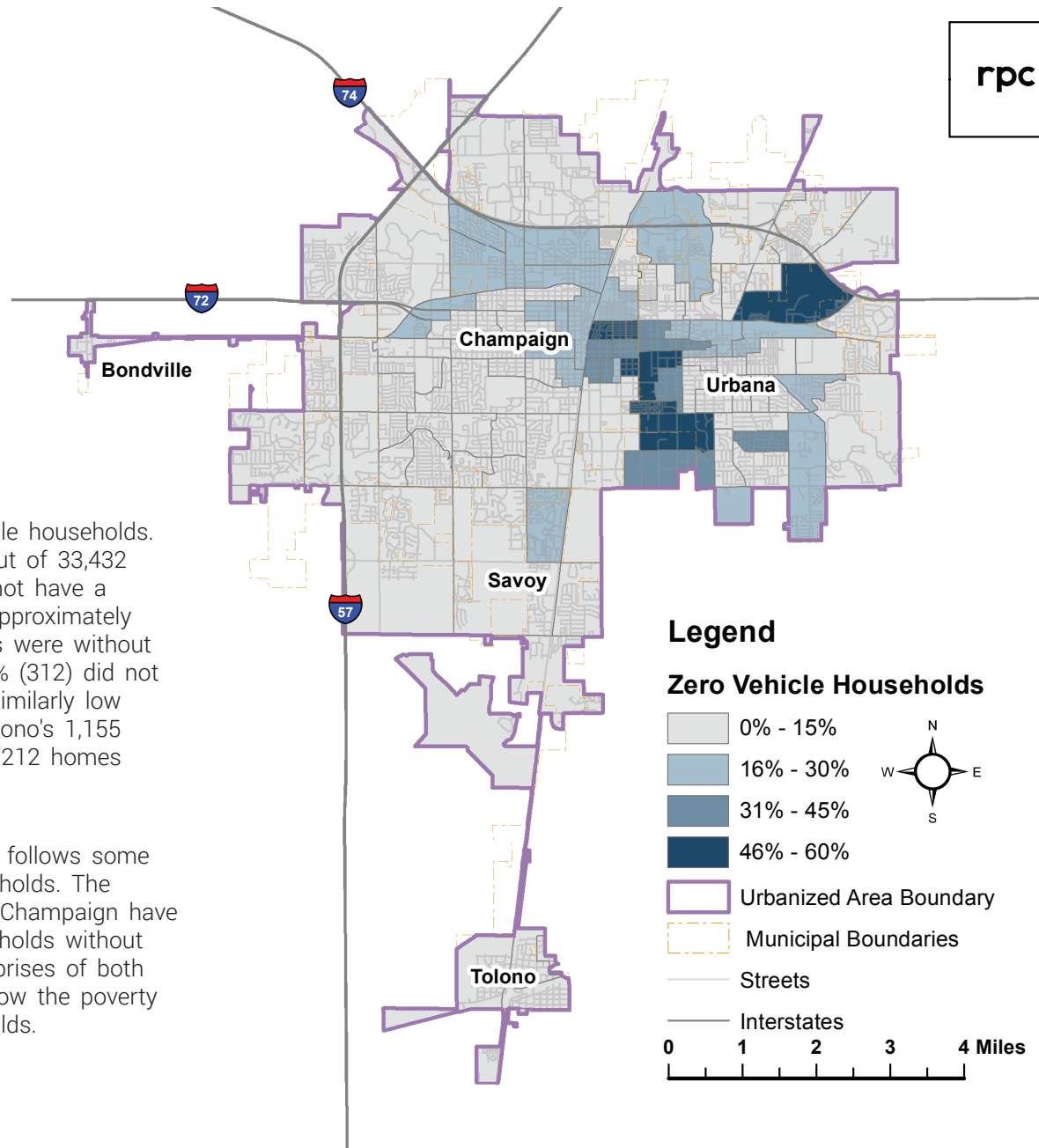
U.S. Census Bureau: 2012-2016 5-year Estimates, Table B17001

Zero Vehicle Households

20

Map 6 shows the distribution of zero-vehicle households. The 2016 ACS data indicates that 4,607 out of 33,432 households in the City of Champaign did not have a vehicle in 2016, representing about 14%. Approximately 20% (3,152) of Urbana's 15,511 households were without vehicles. Of Savoy's 3,430 households, 9.1% (312) did not have a vehicle. Tolono and Bondville had similarly low rates of zero vehicle households; 36 of Tolono's 1,155 households (3.1%) and eight of Bondville's 212 homes (3.8%) did not have a vehicle.

The distribution of zero-vehicle households follows some trends similar to that of low-income households. The University of Illinois campus and Midtown Champaign have some of the highest percentages of households without a vehicle. The northeast Urbana area comprises of both a high percentage of households living below the poverty level and high rate of zero-vehicle households.



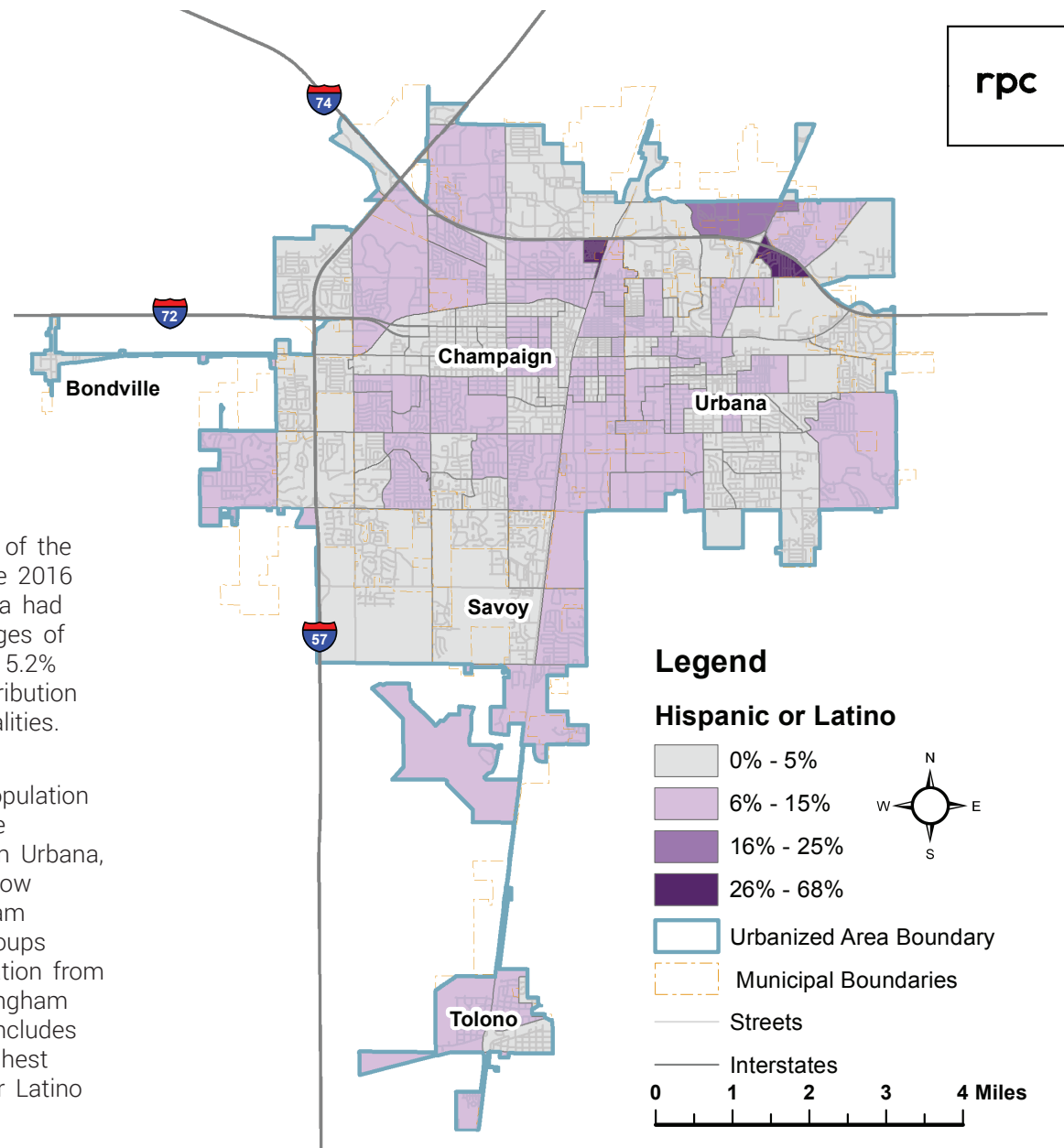
Map 6: Distribution of Zero-Vehicle Households in the Urbanized Area

Minority Communities

Hispanic or Latino Population

Hispanic/Latino residents make up 6.1% (5,172) of the City of Champaign's population, according to the 2016 American Community Survey. The City of Urbana had a Hispanic population of 1,995 (4.8%). The Villages of Savoy, Tolono and Bondville are 6.3%, 6.2% and 5.2% Hispanic, respectively. [Map 7](#) illustrates the distribution of Hispanics by block group across all municipalities.

Areas with a considerable Hispanic or Latino population include the two block groups: in Champaign, the Shadowwood Mobile Home neighborhood, and in Urbana, the Ivanhoe Estates Mobile Home Park and Willow Springs neighborhood, bound by I-74, Cunningham Avenue, and East Perkins Road. These block groups have approximately sixty percent of their population from Hispanic or Latino origin. The area along Cunningham Avenue between I-74 and Airport Road (which includes Northwood Mobile Home Park) has the next highest percentage at nearly sixteen percent Hispanic or Latino population.



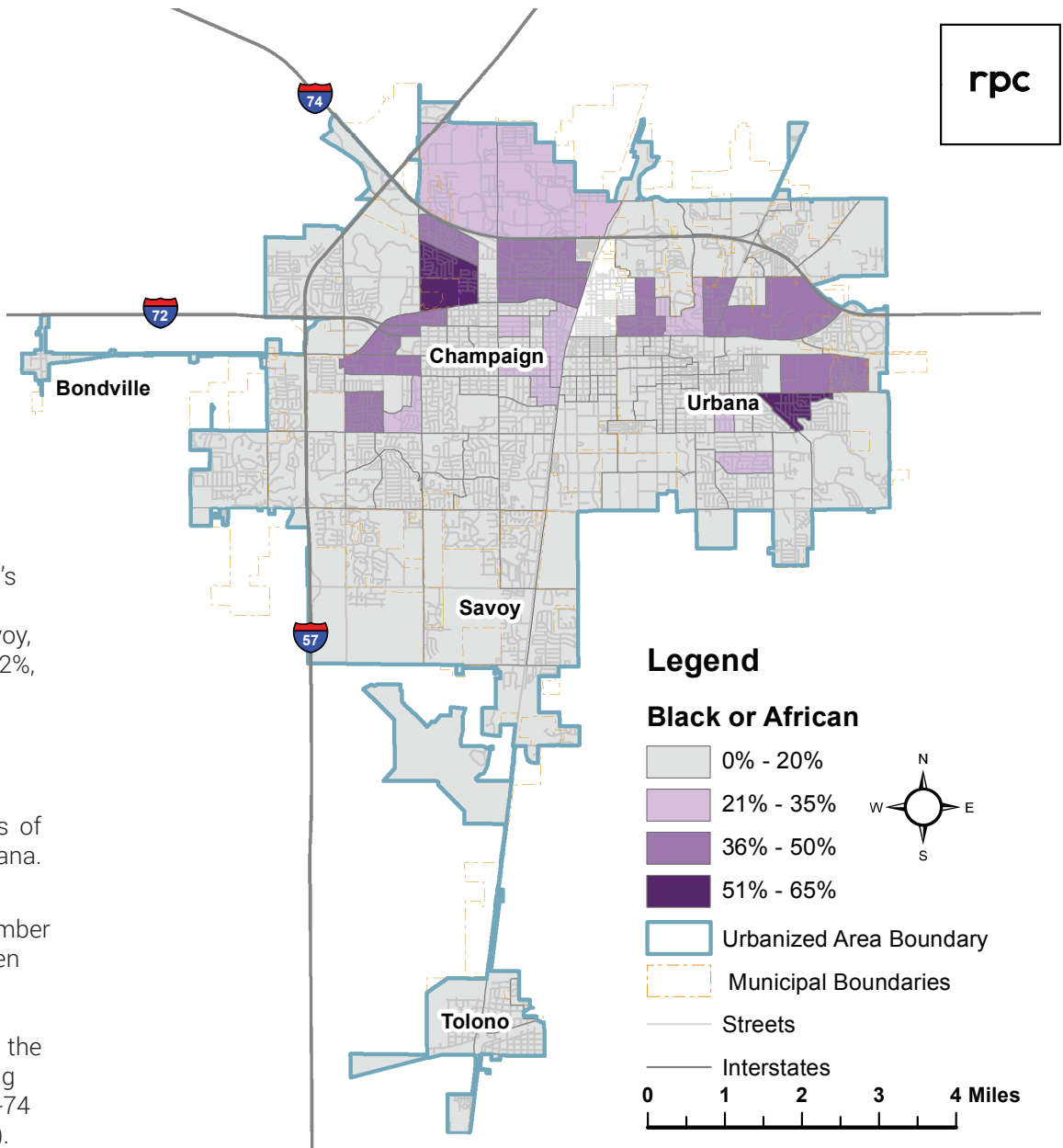
Map 7: Distribution of Hispanic or Latino Residents in the Urbanized Area

Black or African American Population

The City of Champaign has an African American population of 13,614 (16.1%). The City of Urbana's African American population of 7,194, represents 17.2% of its total population. The Villages of Savoy, Tolono and Bondville reported 6.9%, 1.1%, and 1.2%, respectively.

The following areas have the highest number of African American residents: Garden Hills in Champaign; and the Lierman Neighborhood, parts of Country Squire, and parts of Lincolnwood in Urbana.

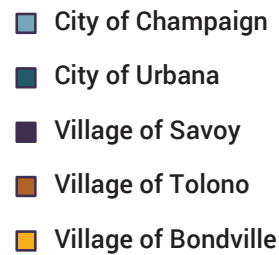
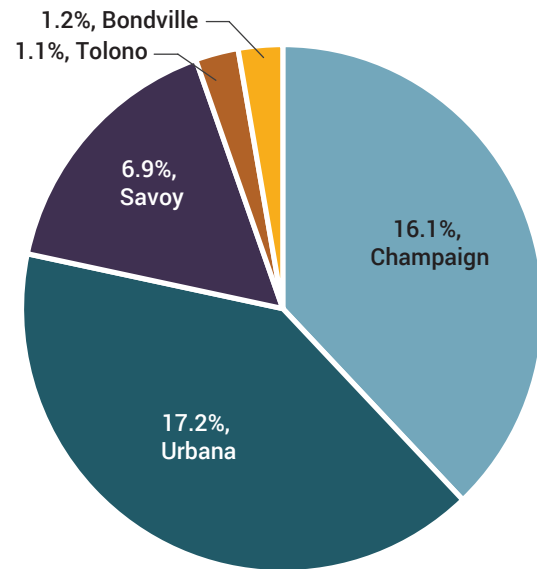
The following areas have the second highest number of African American residents: Bristol Park, Garden Park, Garwood, Holiday Park subdivision near Kenwood School, and the neighborhoods around Kaufman and Spalding Parks in Champaign; and the neighborhoods around Crystal Lake Park and King Park, the mobile home neighborhoods between I-74 and US 150, and Scottswood in Urbana. (Map 8).



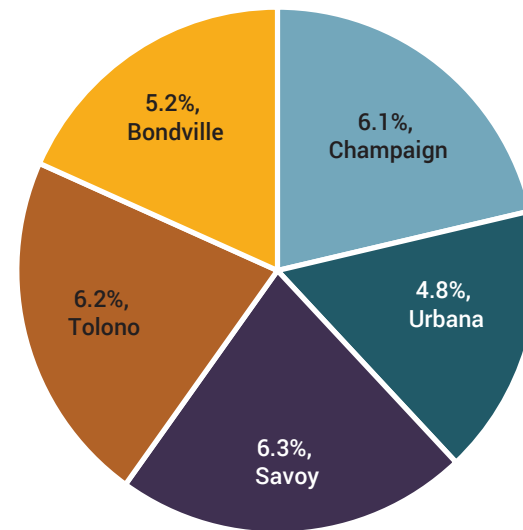
Map 8: Distribution of African American Residents in the Urbanized Area

Figure 5: Champaign-Urbana Urbanized Area Composition of Minority Populations

Minority Population: African American or Black



Minority Population: Hispanic or Latino



Aggregated Demographics

To locate the areas within the urbanized area which have the greatest transit-dependency, z-scores were used to standardize the data from each of the target populations. Z-scores enable the comparison between datasets from varied scales. It is a dimensionless number representing the distance a value is away from the mean, or average, following the formula below:

$$z = (X - \mu) / \sigma$$

where:

z = z-score

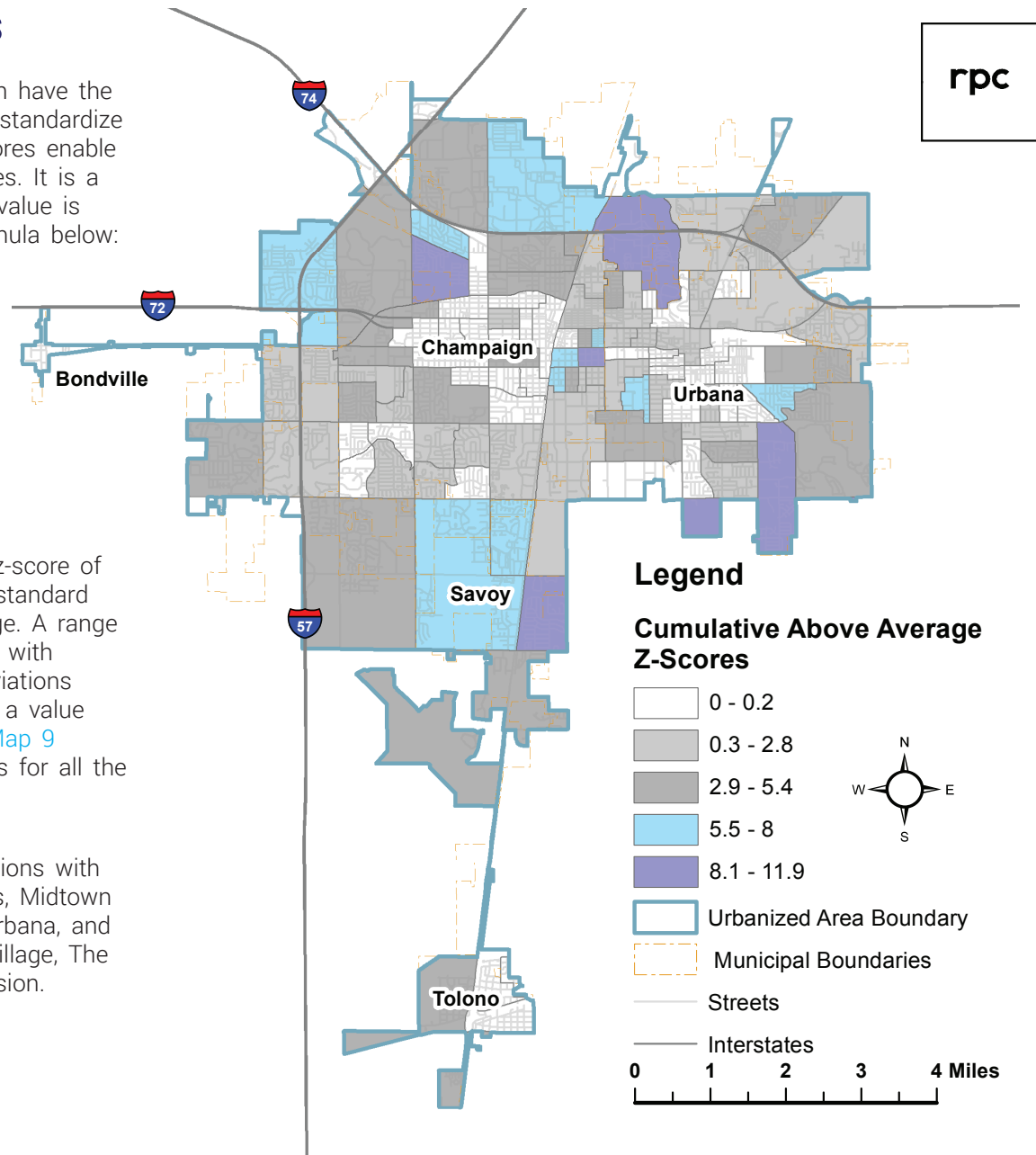
X = original sample value in the dataset

μ = the average

σ = the standard deviation of the dataset

24 Z-scores are closely tied to standard deviations: a z-score of one means the original value is a distance of one standard deviation positive or negative away from the average. A range of z-scores from negative two to two is associated with ninety-five percent of the data, or two standard deviations from the average. Similarly, positive z-scores above a value of two represent the top 2.5 percent of the data. [Map 9](#) visualizes the summation of above average z-scores for all the urbanized area target populations.

Within the Champaign-Urbana Urbanized Area, locations with the greatest transit-dependency include Garden Hills, Midtown Champaign, the North Lincoln Avenue, Southeast Urbana, and the east central Savoy neighborhoods of Winfield Village, The Place at 117 apartments, and Prairie Fields subdivision.



Map 9: Aggregated Positive Z-scores of Target Demographic Populations

3 **Mobility Today**

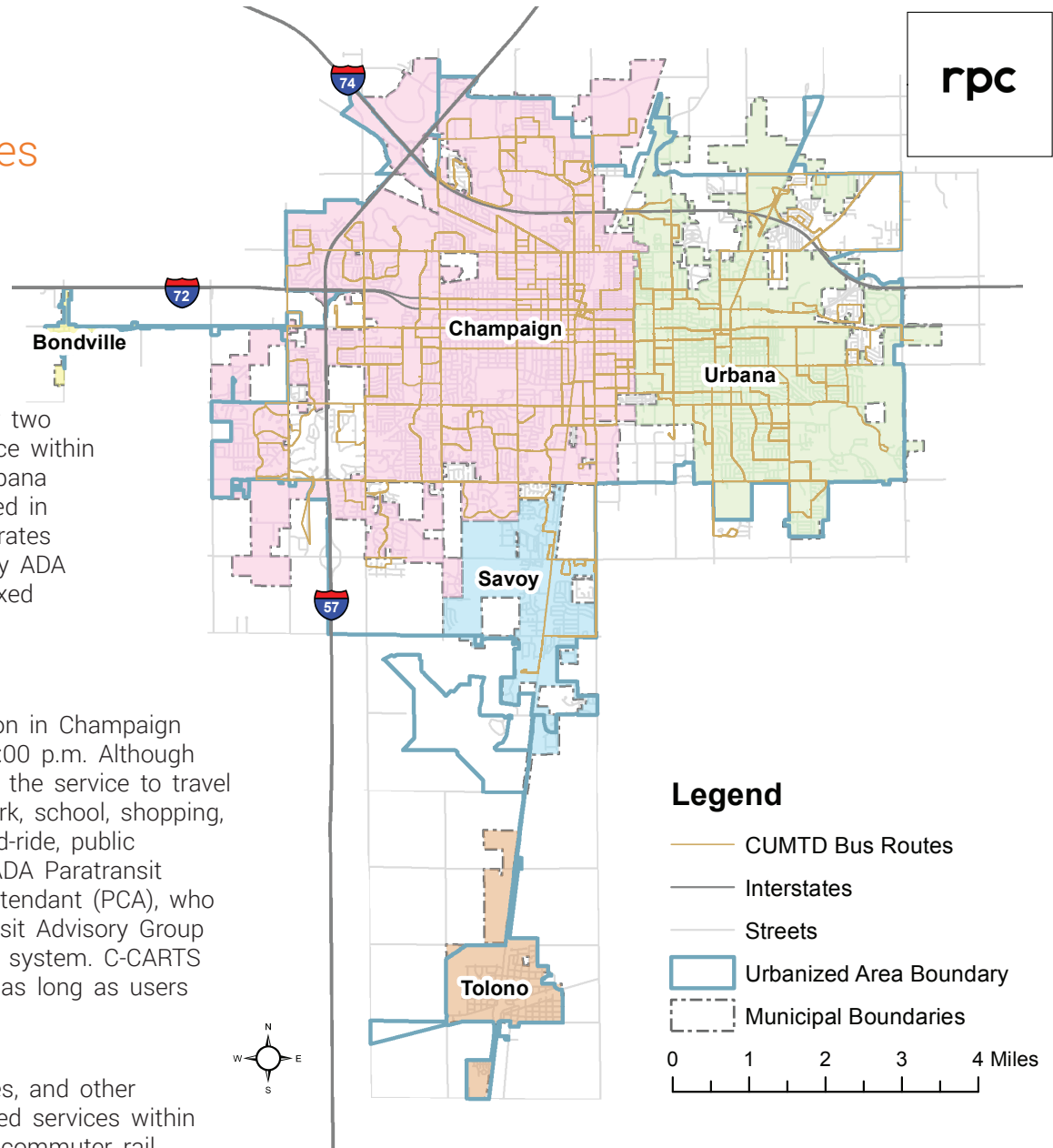
Existing Transportation Services

Public and Private Transportation Services

The Champaign-Urbana Urbanized Area is served by two public transportation providers. Regular transit service within the urbanized area is covered by the Champaign-Urbana Mass Transit District (CUMTD). Total ridership peaked in 2015 with a record high of 13,552,543. CUMTD operates a fixed-route system (Map 10) and a complementary ADA Paratransit service within $\frac{3}{4}$ mile of each existing fixed route.

The Champaign County Area Rural Transit System (C-CARTS) provides general public rural transportation in Champaign County, Monday through Friday from 6:00 a.m. to 6:00 p.m. Although C-CARTS is a rural service, many of its patrons use the service to travel to the urbanized area for medical appointments, work, school, shopping, recreation, and social activities. C-CARTS is a shared-ride, public transportation service. Passengers who qualify for ADA Paratransit service may be accompanied by a Personal Care Attendant (PCA), who rides at no cost. The Champaign County Rural Transit Advisory Group oversees C-CARTS affairs, and CUMTD operates the system. C-CARTS provides fixed-route and demand-response services, as long as users call 48-hours in advance.

Private companies such as taxis, ambulance services, and other organizations including Uber and Lyft offer specialized services within and around the urbanized area. Intercity buses and commuter rail connect the urbanized area to other cities and destinations.

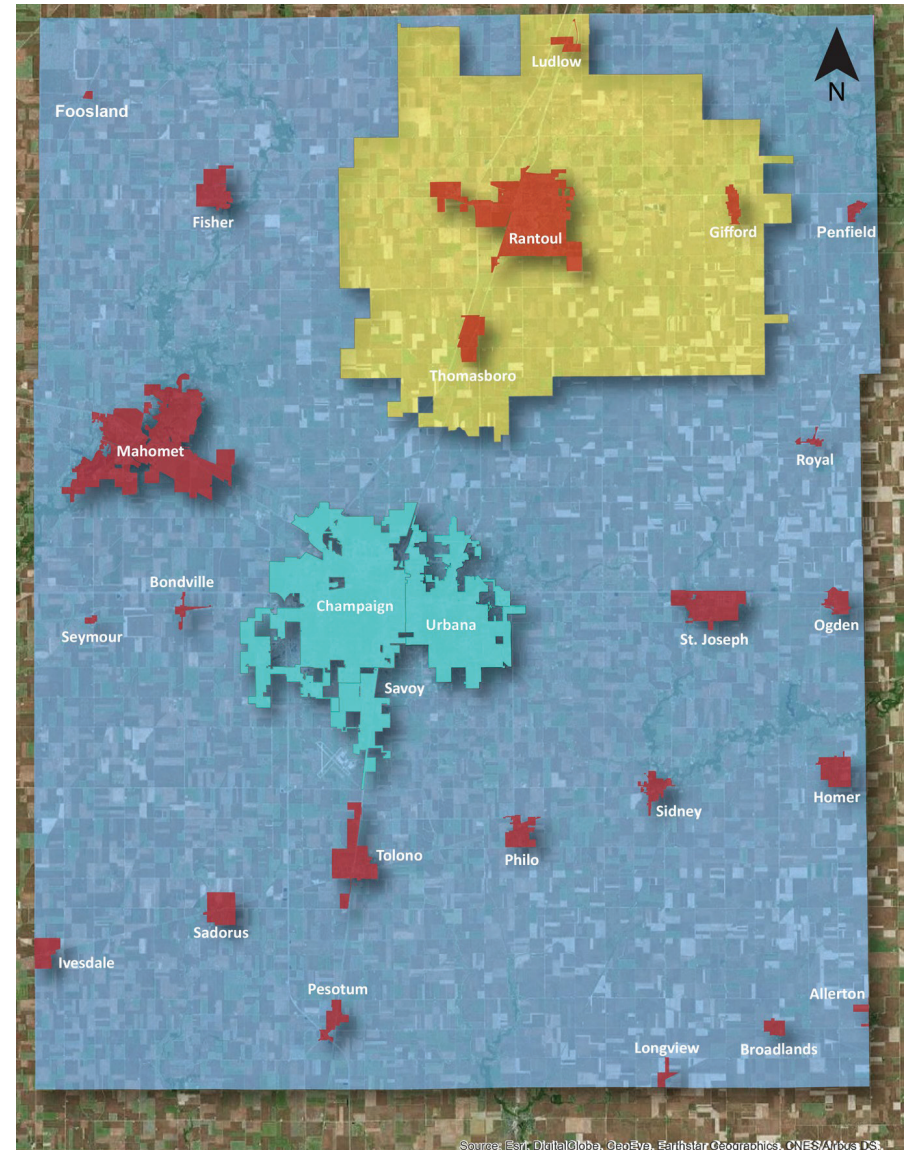


Map 10: CUMTD Fixed-Route Service

Rantoul Service Contract for Eagle Express and Rantoul Connector

In September 2016, Champaign County and the Champaign-Urbana Mass Transit District expanded C-CARTS service into Rantoul, Illinois ([Map 11](#)). C-CARTS is a shared-ride, public transportation service that serves rural Champaign County. The Eagle Express and Rantoul Connector operate between the hours of 6:00am to 6:00 pm on Monday through Friday. Each vehicle complies with ADA standards with a lift and ramp for those who require those services. C-CARTS provides fixed-route and demand-response services, as long as users call 48-hours in advance.

The colors on [Map 11](#) detail the fare rates depending on the section of the county. The blue area outlines Champaign County, while the yellow, teal, and red areas depict village and city boundaries.



Map 11: C-CARTS Service Area

Human Service

Transportation Programs

Human service agencies provide transportation specifically shaped by the needs of their respective consumers, filling in for unmet needs that public and private transportation services are not able to accommodate for a variety of reasons. Human service agencies focus on transportation for seniors and persons with cognitive or physical disabilities.

Other Transportation Providers

Other transportation providers include K-12 student transportation, and shuttle services provided by certain apartment complexes and churches. While provided only to certain populations, these services offer an alternative to public transportation for a variety of trips, reducing congestion of public transit services.

Table 3-1 identifies transportation providers currently providing each type of service described above.

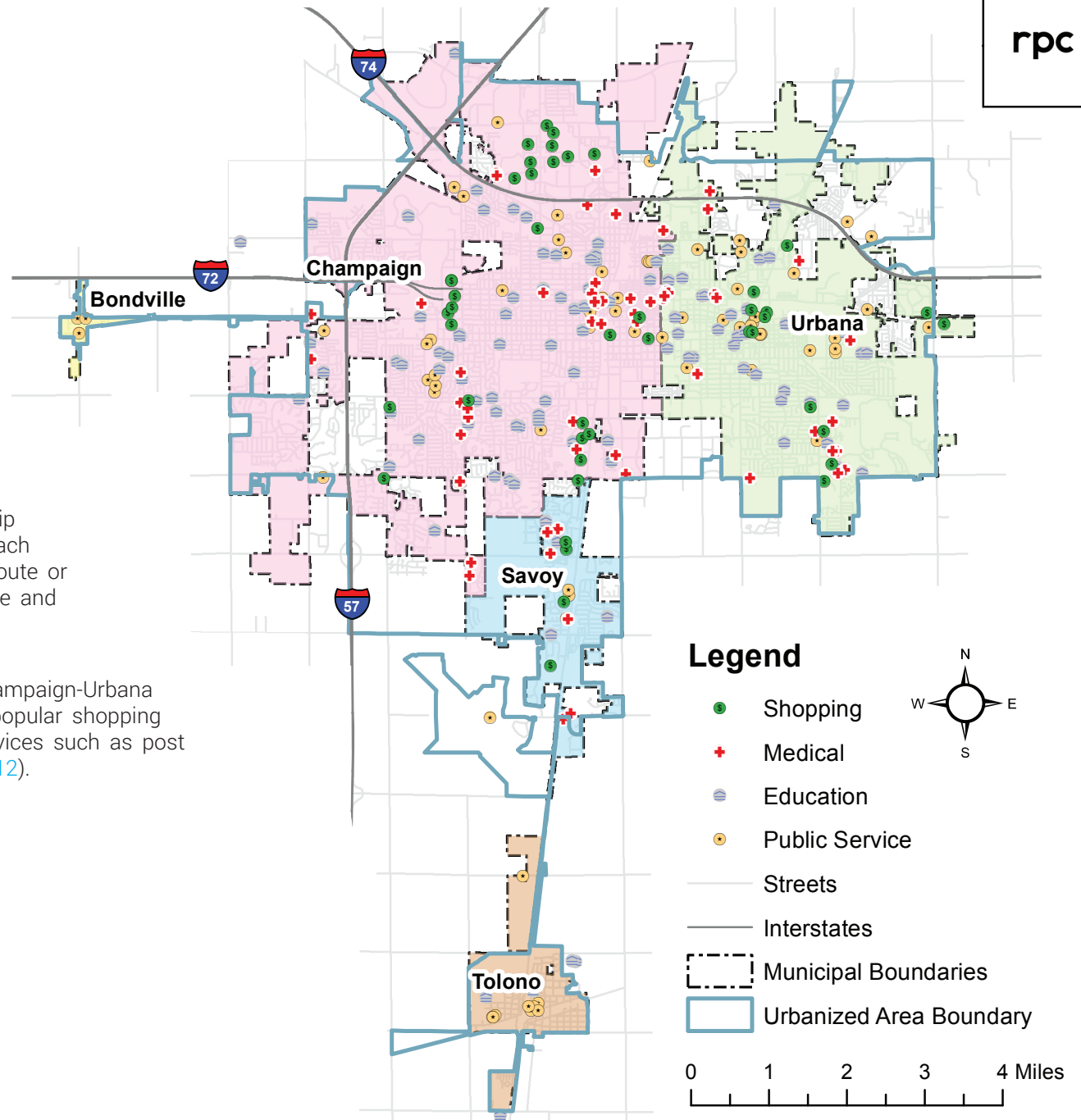
Table 3-1 Champaign-Urbana Urbanized Area Transportation Providers

Type	Services	Organization
General Public	Urban Transit	Champaign-Urbana Mass Transit District (CUMTD)
	Rural Transit	Champaign County Area Rural Transit System (C-CARTS)
Human Services	Medical Vans	Carle Arrow Ambulance
		OSF PRO Ambulance
		A Precious Cargo Carrier
		Quality Med Transport
	Specialized	OSF Healthcare/Faith in Action
		Carle Foundation Hospital
		American Cancer Society
	Persons with Disabilities	CUMTD Paratransit
		Developmental Services Center (DSC)
		Champaign-Urbana Special Recreation (CUSR)
		University of Illinois Disability Resources & Educational Services (DRES)
	Senior	Family Service of Champaign County (volunteer)
		Faith in Action (volunteer)
		Various Senior Living Facilities (See Transportation Directory)
Student	School Districts	First Student (contracts with USD #116, and Unit 7)
		Champaign Unit 4 Yellow Buses
		Head Start (Savoy & Rantoul Only)
	Public Transportation	CUMTD (contracts with Champaign Unit 4, USD #116, & University Student/Faculty Passes)
Private	Inter-City	Amtrak
		Peoria Charter
		Greyhound/Burlington Trailways
	Taxis	See Transportation Directory
	Other	Willard Airport (American Airlines, United Airlines)

Major Trip Generators

Transportation providers create routes based on popular destinations. By mapping major trip generators, transit providers help residents reach likely and potential destinations with a fixed-route or deviated fixed-route services, which saves time and money.

Major public transit trip generators in the Champaign-Urbana urbanized area include educational facilities, popular shopping destinations, medical facilities, and public services such as post offices, libraries, and public aid offices ([Map 12](#)).



Map 12: Major Trip Generators within the Urbanized Area

Table 3-2 Champaign County 2017 Top Employers

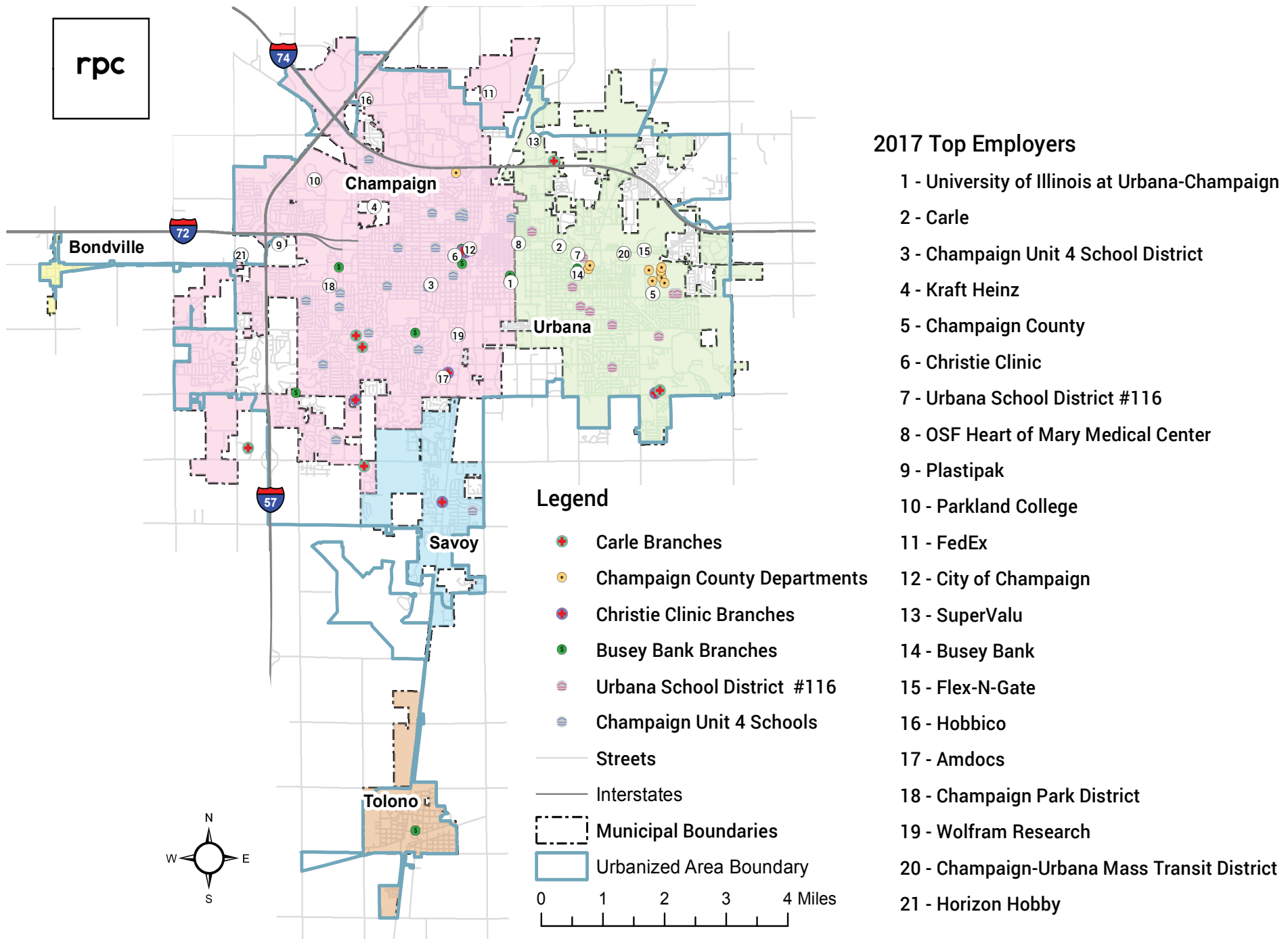
Number of Employees	2017 Top 25 Employers for Champaign County	Main City Location
13,857	University of Illinois at Urbana-Champaign	Urbana-Champaign
6,386	Carle	Urbana
1,624	Champaign Unit 4 School District	Champaign
1,025	Kraft Heinz	Champaign
923	Champaign County	Urbana
911	Christie Clinic	Champaign
830	Urbana School District #116	Urbana
803	OSF Heart of Mary Medical Center	Urbana
780	Plastipak	Champaign
707	Parkland College	Champaign
681	FedEx	Champaign
535	City of Champaign	Champaign
515	SuperValu	Urbana
511	Rantoul Foods	Rantoul
507	Busey	Urbana
440	Vista Outdoor	Rantoul
426	Flex-N-Gate	Urbana
425	JELD-WEN, Inc.	Rantoul
415	Hobbico, Inc.	Champaign
412	Amdocs	Champaign
408	Mahomet-Seymour School District #3	Mahomet
400	Champaign Park District	Champaign
362	Wolfram	Champaign
345	Champaign-Urbana Mass Transit District	Urbana
341	Horizon Hobby	Champaign

Top Employers

All but four of Champaign County's top 25 employers are in the Urbanized Area. These 21 companies and institutions, depicted in [Map 13](#), employ more than 32,000 employees. The University of Illinois is the largest employer (employing 13,857 people), followed by Carle Foundation Hospital (6,386 employees). Other top employers include Champaign Unit #4 School District (1,624), Kraft Foods, Inc. (1,025), Champaign County Government (923 employees), and Christie Clinic (911).

Many of the top employers listed in [Table 3-2](#) have several branch locations throughout the urbanized area. [Map 13](#) placed main and subsidiary branch locations. Healthcare, educational, and governmental fields of employment commonly occupied multiple branch locations.

Source: Champaign County Economic Development Corporation, 2018



Map 13: Top Employers within the Urbanized Area

4

Outreach Efforts

Surveys

Public participation was solicited in many ways during the Champaign-Urbana HSTP planning process, the primary method being a survey for consumers of both private and public transportation within the urbanized area. One version of the survey was sent to agencies that directly provide transportation, and a slight variation of that survey was sent to other agencies, such as assisted living facilities who do not own vehicles, as well as distributed at the Champaign-Urbana Public Health District (CUPHD) and the Low Income Home Energy Assistance Program (LIHEAP) office at CCRPC. A copy of the rider survey is included as [Appendix E](#) and the provider survey is included as [Appendix G](#).

Public input surveys were sent to a total of five agencies in early 2016. A total of 160 rider surveys were completed, the results of which helped shape the recommendations for this plan by assessing unmet needs and improvement opportunities from the perspective of those who use the transportation network in the urbanized area. An analysis of the survey results is attached as [Appendix F](#).

A public meeting was held January 28th, 2016 with stakeholder agencies, at which CCRPC staff presented existing conditions, current transportation services, and survey results. A draft of the HSTP was discussed with the stakeholders and the different agencies had the opportunity to explain the services that they provide, their needs, and what their interest is in transportation services. Finally, possible recommendations were discussed for improving the provision of transportation to/from the urbanized area. To see a list of those who attended and discussions held, visit our website (<http://www.ecihstp.org/>) and click on the meeting “Champaign-Urbana HSTP Urbanized Area April 9, 2018.”

Another public meeting was held April 9, 2018 to discuss the draft document, followed by a 30-day public comment period ending [insert date].

Rider Surveys

The following agencies helped distribute rider surveys: Clark Lindsey Village, Developmental Services Center, Meadowbrook Health Center, Champaign-Urbana Mass Transit District, and Circle of Friends Adult Day Center. The rider survey indicates several trends among Champaign-Urbana urbanized area public transit riders. Medical appointments make up the highest trip need, with employment being the second highest trip purpose. Nearly three-quarters of riders rely on one transportation source and use the public or private transit four to five days a week. Riders face a few obstacles to riding since nearly fifty percent specified the need for a travel companion or other attention to their personal health.

A majority of riders denoted satisfaction or high satisfaction for their respective transit services, and most believe they have the ability to travel everywhere within the community. Respondents desired destinations to other shopping, recreational, health, and food locations, in addition to nearby cities. Close to forty percent of riders would like extended hours of operation and more information on other transportation options. Transit providers who provide deviated fixed-route services often require a 24 to 48-hour reservation window for rides outside of their typical fixed route, which riders listed as a challenge.

Overall, riders rated the affordability and reliability of service as a 4 on a scale of 1 to 5. The ease of finding information, connecting to other agencies, and scheduling rides ranked slightly lower at 3.8 combined. Survey respondents were equally represented in each of the three age groups: 25-45, 46-59, and 60+ years old.

OUTREACH EFFORTS

Provider Surveys

The following agencies participated in the transportation provider survey: Circle of Friends Adult Day Center, City of Champaign Township, Community Elements, Health Alliance, Urbana Adult Education Center, Developmental Services Center, United Way of Champaign County, UIUC Division of Disability Resources & Education, Cunningham Township, CUMTD Paratransit, CUMTD Half-Fare Cab Program, CUMTD Safe Rides, CUMTD Fixed Route, CCRPC Senior Services, Bickford Senior Living, Clark Lindsey Village, and Meadowbrook Health Center. Agencies either directly operate transportation services or purchase those services from other providers.

The provider survey outlined multiple general barriers for their agencies, such as not owning a vehicle, riders needing a travel companion, affordability, lack of door-to-door services, technology, marketing, and vehicle maintenance. One provider also desired less focus on the University of Illinois at Urbana-Champaign students, and more focus on working individuals and families. Several respondents cited a need for new vehicles or wheelchair accessible vehicles, and only half of the respondents charge fares for their services. Providers listed many areas needing improvement, such as media/marketing on available services, using one entity to coordinate all services, better access to transportation outside the Champaign-Urbana area, and more weekend and/or evening routes.

Stakeholders

A list of potential stakeholders was formulated by listing agencies within the Champaign-Urbana Urbanized Area that provide transportation services or have clients who utilize transportation services within the community. Active stakeholders provided data and input that helped create the Champaign-Urbana HSTP Urbanized Area plan. The list below includes only the agencies which actively participated in the planning process.

Active Stakeholders

- Champaign County Head Start (Tim Short)
- Champaign County Nursing Home (Shayonda Carter)
- Champaign-Urbana Special Recreation (Caitlin Hitzeman)
- Champaign-Urbana Mass Transit District (Drew Bargmann, Tracey Pettigrew, and Randy Fouts)
- Circle of Friends Adult Day Center (Kathy Rhoads)
- Developmental Services Center (Mike Carlson and Brad Parks)
- Health Alliance (Patrick Harness)
- OSF Healthcare Heart of Mary Medical Center (Linda Tauber-Olson)
- University of Illinois Urbana-Champaign DRES (My linda Granger)

An agency profile survey was sent to each of the potential stakeholders, to assess current transportation services available in the urbanized area. [Appendix H](#) includes a list of the agencies that completed this survey and an analysis of the results.

5

Unmet Needs, Barriers, and Duplication

Identification of Service Gaps and Goal Implementation

Identifying needs and service gaps is an important part of the goal-setting process for coordinated transportation. The following section is the result of discussions among stakeholders regarding strategies for transportation service in the Champaign-Urbana HSTP Urbanized Area. Service gaps and unmet needs persist despite on-going efforts to improve the quality of community transportation services by transportation and human service providers. Each identified gap represents an area for improvement within the existing transportation system. This section identifies specific needs and challenges addressed by survey respondents.

All the agencies surveyed identified transportation needs within the Champaign-Urbana urbanized area. The general areas of destination needs fall in these categories:

- Medical Facilities/Appointments/Pharmacies
- Grocery Store/Shopping
- Social/Recreation

People living outside of transit service areas typically have more transportation difficulties due to their limited options. The transportation needs of people living inside transit service areas typically are service-related (e.g., same day reservations and eligibility restrictions). In addition to this data and references to national research, the following transportation gaps and needs were also identified based on professional and personal experience. These needs were classified into two categories based on the way that the service is provided: Client Related Needs and Operational Needs.

Client Related Needs

- Accessibility
- Availability
- Frequency & Reliability
- Restrictions

Operational Needs

- Funding
- Insurance
- Payment
- Staff
- Vehicles
- Affordability

Client Related Needs

1. Accessibility

Lack of centralized information

There is no single source for individuals seeking to find transportation options, eligibility requirements, fares, and service hours. PACE Inc. suggests that the overall lack of transportation service advertising should be addressed.

Ease of Use

Once a person figures out how to use the transportation system works for them, transportation becomes less challenging. However, learning how to use the system can be difficult for several reasons.

- The transit systems and the transportation providers such as CUMTD and C-CARTS have different fares and schedules, which can be confusing and difficult for riders.
- Riders eligible for multiple transportation programs must make multiple trip arrangements depending on their transportation need, not with a single provider.
- Riders may need help getting on and off the vehicle, but there is often no one available to help them.

- Paratransit systems generally do not provide same day service, which means riders must always plan trips in advance and cannot be spontaneous about travel.

Un-served or Underserved Areas

People often live in the more rural areas or the edges of cities due to lower cost housing options. To provide cost efficient service, CUMTD typically provides more frequent service in more densely populated areas. Consequently, many people outside these areas go without transit service. Even within transit service areas, however, the service levels in some areas may not meet people's travel needs. For example, the CUMTD Paratransit services boundary typically extends only $\frac{3}{4}$ of a mile beyond the fixed-route transit system, so those people who live inside but at the edge of the urban area may still be outside of the transit service area.

2. Affordability

Cost limitations

Cost of service is an issue for some customers, especially those who need to use these services regularly. Nearly 33% of agencies surveyed charge a fare for service, and 27% accept donations in return for providing transportation service to clients. For Health Alliance, affordability along with availability is among the two biggest enhancements needed to improve provision of human service transportation in the urbanized area.

3. Availability

Scheduling limitations

Demand for transportation services exceeds the supply and capacity of local providers, making it difficult for users to schedule trips. Also, same-day service requests typically cannot be accommodated.

Temporal limitations

Transportation needs typically are spread throughout the day, but timeframes with the most transportation difficulty (although less traveled) are evening hours and weekends. People living outside of the CUMTD transit service area typically have more transportation difficulties due to their limited mobility options. Service hours on most transportation services are limited to weekdays during normal business hours in most cases, with the exception of CUMTD, which serves passengers on many routes from 6:00 am to 5:00 am.

4. Reliability

Service consistency and security

The frequency of transportation depends on the type of transit service, need, target population and destination type. For example, low-income people who are employed need transportation more frequently than people who have other types of transportation needs.

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Also, the transportation service provided needs to be reliable to assure customers they will be picked up and dropped off on time. For instance, Provena Covenant Medical Center (now OSF Heart of Mary) expressed that they desperately need a dependable, reliable small bus or van service for disabled and elderly people. Riders are more likely to use public transit when they can rely on the service to be consistent.

5. Restrictions

Program eligibility and trip purpose restrictions

Many of the existing services are available to subsets of the three target populations (seniors, people with disabilities and low income individuals). Fifty percent of the agencies responding had programs restricted only to clients. For example, independent living establishments such as Developmental Services Center only transport their residents. Other transportation programs such as independent living

UNMET NEEDS, BARRIERS, & DUPLICATION

establishments including Meadowbrook Health Center and Clark-Lindsey Village are limited to taking people to/from medical appointments, or only to specific activities.

Operational Needs

1. Funding

Limited funding

Public transportation funding from the state continues to diminish and be competitive, so providing additional services has become challenging. Lack of funding is the most recurring concern for agencies responding to the survey. Particularly, Champaign County Community Services expressed that all providers are struggling for funding to cover their services.

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2. Insurance

Restrictions on service

Several agencies are willing to coordinate services, but doing so requires a change in insurance and/or an increase in insurance costs. It is believed that providing additional services will require more expensive rates and licenses. Some respondents replied that liability was a concern for coordinating transportation services. For instance, PACE Inc. expressed that they have encountered problems with adequate and appropriate vehicles for people with disabilities when they have needed them. In most of the cases, agencies are concerned with insurance issues.

3. Payment

Slow payment

Champaign County Nursing Home notes that the Department of Veteran Affairs (VA) and Title XX of the Social Security Act are generally several months delayed in paying for their client services. This could put a strain on agencies as they attempt to carry the deficit during payment processing.

4. Staff

Lack of drivers

Many agencies, such as Provena Covenant Medical Center (now OSF Heart of Mary), express difficulty in recruiting enough volunteers to maintain their services. Additionally, coordination between agencies could be more difficult when dealing with volunteers.

Driver training

Not all drivers are aware of laws regarding transporting special populations. Drivers must know the laws as well as the different levels of service and be trained to provide these courses. PACE Inc. stresses importance of having transportation volunteers take disability awareness and anti-discrimination training.

5. Vehicles

Lack of reliable vehicles

Agencies expressed frustration over the maintenance needs of vehicles. Another agency expressed concerns about lack of ambulance services and lack of appropriate vehicles for people with disabilities.

Vehicle Duplication and Redundancy

Various sources of funding restrict transportation service to specific populations for specific purposes. For example, FTA Section 5310 funding must be used to provide transportation for elderly individuals and persons with disabilities. This results in service duplication and redundancy in multiple areas, including:

- Vehicles from different agencies may be traveling in the same corridor at the same time, but offer different services and thus do not pick up additional riders.
- Schools, the public transit system, and the Medicaid agencies operate their own training programs for drivers.
- Schools, the public transit system, and other transportation providers have their own in-house maintenance programs for vehicles.
- Schools, the public transit system, and community providers purchase vehicles and equipment independently.
- Each transportation system has different eligibility requirements. A person who may qualify for more than one type of service may need to apply for several different programs with each having different requirements and processes. For example, some applications accept self-reported disabilities while others require a doctor's verification, and others require an evaluation.

6

Mobility Tomorrow

Goal-Setting Process

The method for finding unmet transportation needs and barriers was a two-step process that included working with stakeholders to discuss challenges and strategies, and generating consumers and transit provider surveys. The Champaign-Urbana Urbanized Area stakeholders either provide transportation directly or coordinate transportation for their clients. By surveying consumers, the goals will match what riders actually want, as opposed to transit providers assuming what their needs are. The responses from both the discussions and surveys aided in building the objectives and strategies for the urbanized area plan.

Performance measures are used to provide perspective, understanding, and context to the current status of transportation in the Champaign-Urbana Urbanized Area and how stakeholders desire to improve services. Emerging issues often lead to new programs and new ways of organizing the business of providing transportation to older adults, people with disabilities and people with limited incomes in the Champaign Urbana urbanized area. Overall, the primary strategy and priority for this plan is to create a Human Services Transportation working group to implement the recommendations provided in the Champaign-Urbana Urbanized Area Human Services Transportation Plan, which is being overseen by the CUUATS Policy and Technical Committees and is being facilitated by the HSTP Coordinator.

Champaign-Urbana HSTP Urbanized Area Goals

1. Improve accessibility, availability & affordability of transportation for people with disabilities, seniors, & low-income individuals within existing budget constraints in the Champaign-Urbana area.

2. Maximize the resources available for affordability of special needs transportation through coordination in planning, service delivery, and reporting.
3. Improve user experience and usability of existing transportation services for all riders in the Champaign-Urbana Urbanized Area.

Consumers mentioned the difficulty of finding information since currently no single online source listing all transit options in the urbanized area exists. Creating a transportation database will be highly beneficial because consumers visit websites frequently to gain information about transit. The plan also includes an objective to seek funding and implement a one-call one-click center, where a rider calls a one phone number to hear all transportation options in a certain region.

The transportation providers face problems pertaining to funding, especially in Illinois, where the political environment has stalled budget passage in the recent past. An objective for this plan involves maximizing available resources by recruiting volunteer drivers and holding locally-produced travel trainings. The one-call one-click center would also reduce costs by consolidating trips and utilizing fewer personnel.

User experience is a meaningful measure to track because consumers will not use the transit service if they do not feel safe or that they benefit from the service. For this reason, increasing routes and operation hours are included in the goals, in addition to creating a travel buddy program for greater rider accessibility.

The following objectives translate into trackable performance measures over time. Data will be collected by the HSTP coordinator, stakeholders, and other entities involved in the plan.

Table 6-1 Implementation for Goal #1

Goal #1	Improve accessibility, availability & affordability of transportation for people with disabilities, seniors, & low-income individuals within existing budget constraints in the Champaign-Urbana area.	
Objective	Accessibility: Utilize diverse online tools and expand accessibility to increase the number of riders by 5% by 2025.	Availability: Increase transportation service's availability particularly for low-income & shift/weekend workers, people with disabilities & seniors by 10% by 2025.
Strategy	Develop a specific Champaign-Urbana directory to provide information on available transportation options in the urban area.	Employer surveys: Survey employers' transportation needs & level of demand for extended service hours or routes.
Performance Measure(s)	Number of directory views	Survey results (to find need)
	Number of transportation providers in the urbanized area with a hyperlink on their website	Number of riders during expanded hours
Parties Responsible	HSTP Coordinator (maintain database)	Transportation operators (help create/distribute)
	Social services and transportation agencies (provide updates/data to Coordinator)	HSTP Coordinator (provide assistance)
Budget Implications	Staff Time, Website Domain	Cost of printing materials, staff time
Staffing Implications	None	Material development, distribution of materials, tracking & filling requests
Obstacles	Notification of changes, especially social service agencies not participating in HSTP	Many providers are working at capacity, and increased ridership is not feasible at this time.
Benefits & Rider Impact	Simplified access to information about multiple providers/options. Increase ridership and access.	Opens job-market to transit-dependent individuals. Consistent ridership. Enhanced rider accessibility and increased ridership.

Table 6-2 Implementation for Goal #2

Goal #2	Maximize the resources available for special needs transportation through coordination in planning, service delivery, & reporting.	
Objective	Increase the number of drivers by 10% & training events provided to the drivers by at least 1 training a year by 2025.	
Strategy	Volunteers: Recruit new volunteer drivers, encourage providers to make referrals of identified drivers to Faith in Action (FIA) or Family Service of Champaign County.	Trainings: Hold regionalized training session (annually or semi-annually, varying levels).
Performance Measure(s)	Number of new volunteer drivers identified	Number of drivers' training sessions provided per year
		Number of staff/providers going to trainings
Parties Responsible	Transportation providers utilizing volunteer drivers	HSTP Coordinator (organize regional training)
		CUMTD/others provide venue space
Budget Implications	Staff Time, Website Domain	Material costs, staff time
Staffing Implications	Staff time for recruiting/training	Staff time for travel and training
Obstacles	Difficulties recruiting qualified & available volunteer drivers	Schedule conflicts & making the trainings meaningful to all human service agencies
Benefits & Rider Impact	Lower per trip costs.	Lower the cost of providing training
	Increases regional capacity.	All drivers in the region will have the same training

Table 6-3 Implementation for Goal #3

Goal #3	Improve user experience and usability of existing transportation services for all riders in the Champaign-Urbana Urban Areas.		
Objective	Increase transportation options for underserved areas in the urbanized area by 15% by 2025.	Limit the increase of transportation costs (for providers) by 20% by 2025.	Create an urbanized area volunteer travel buddy program and/or directory by 2025.
Strategy	Connect rural underserved transit areas by linking services to local transit service routes at connecting points.	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	Research how to establish a personal assistant program for riders with mobility door-through-door needs in homes.
Performance Measure(s)	Number of new rural transit riders using local services	Creation of call center with grant funding	Program established & updates on successes
		Number of rides scheduled using the scheduling center	Number of volunteers
Parties Responsible	CUMTD	CUMTD	CCRPC (research & initiate)
		HSTP Coordinator (apply for grant)	Family Services (administer program) and PACE
Budget Implications	Personnel, operational costs	Personnel costs	Insurance costs
Staffing Implications	Coordination and route upkeep	Staff Time (HSTP Coordinator, CUMTD)	Coordinating schedules between transportation operators & the PA program
Obstacles	Coordinating routes for general public, scheduling processes	Consolidation & agency support, leadership, attention, and commitment	Finding volunteers, coordination, and costs of running PA program
Benefits & Rider Impact	Improves access & mobility for the targeted population to urbanized areas	Maximizes cost-efficiencies by consolidated trip reservations & scheduling staff	Improve access to transportation for those who need extra help
		Cost savings & potential leverage for federal funding	Increases ridership & provides more options

Potential Sources of Funding

Federal

- **Section 5307 Urbanized Area Formula Grants** - for transportation in an incorporated area with a population of 50,000 or more that is designated by the Census
- **Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities** - assists private nonprofit groups in meeting the transportation needs of older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs
- **Community Mental Health Services Block Grant** - dedicated to improving public mental health service systems across the country
- **Community Development Block Grant** - a flexible program that provides communities with resources to address a wide range of unique community development needs
- **Medicaid** - reimburses programs that provide non-emergency medical transportation
- **Rehabilitation Services Administration** - designed to help Americans with significant barriers to employment, including individuals with disabilities, into high quality jobs and careers and help employers hire and retain skilled workers.
- **Supportive Housing Program** - link homeless or at-risk individuals to critical services that address both individual and structural level causes of homelessness
- **Social Services Block Grants** - a capped entitlement program that provides funds to assist states in delivering social services directed toward the needs of children and adults
- **Substance Abuse Prevention & Treatment Block Grant** - part of the program includes transportation for pregnant women, individuals in recovery, and women with dependent children

- **Title V Maternal & Child Health Services Block Grants** - for promoting and improving the health and well-being of the nation's mothers, children, including children with special needs, and their families

State

- **State Councils on Developmental Disabilities, Protections, & Advocacy Systems** - work at the state level to protect individuals with disabilities by empowering them and advocating on their behalf

Local

- **United Way of Champaign County** - competitive, two-year long grant dedicated to creating long-lasting, measurable change in education, health or financial stability

Federal & State

- **Welfare-to-Work Grants** - various programs; provides welfare-to-work grants to states and local communities to help hard-to-employ welfare recipients move into lasting, unsubsidized jobs
- **Work Incentive Grants** - various programs; provides grant funds to consortia and/or partnerships of public and private non-profit entities to ensure programmatic access and streamlined, seamless service delivery for people with disabilities

National Organizations

- **AARP Community Challenge Grants** - funds projects annually that build momentum for local change to improve livability for all residents
- **NADTC Getting Ready to Innovate Grants** - annually funds planning projects that increase the availability and accessibility of community transportation services for people with disabilities and older adults



List of Acronyms

APPENDIX A: List of Acronyms

Acronym	Transit Operator
ACS	American Community Survey
ADA	Americans with Disabilities Act of 1990
AOA	Administration on Aging
CCAM	Coordinating Council on Access and Mobility
CCRPC	Champaign County Regional Planning Commission
CIL	Center for Independent Living
CUMTD	Champaign-Urbana Mass Transit District
CUUATS	Champaign Urbana Urbanized Area Transportation Study
CVP	Consolidated Vehicle Procurement
DOAP	Downstate Operating Assistance Program
DOT	Department of Transportation
DPIT	Department of Public and Intermodal Transportation (IDOT)
DTIF	Downstate Transportation Improvement Fund
ECIAAA	East Central Illinois Area Agency on Aging
ESDA	Emergency Service Disaster Agency
FAST Act	Fixing America's Surface Transportation Act
FTA	Federal Transit Administration
GATA	Grant Accountability and Transparency Act
HSTP	Human Service Transportation Plan
ICCT	Interagency Coordinating Committee on Transportation
IDHFS	Illinois Department of Healthcare and Family Services
IDOT	Illinois Department of Transportation
JARC	Job Access and Reverse Commute
MAP-21	Moving Ahead for Progress in the 21st Century
MPO	Metropolitan Planning Organization
NAICS	North American Industry Classification System
NEMT	Non-Emergency Medical Transportation

Acronym	Transit Operator
NETSPAP	Non-Emergency Transportation Services Prior Authorization Program
OAA	Older Americans Act of 1965
OIPI	Office of Intermodal Project Implementation (IDOT)
OMA	Open Meetings Act
SAFETEA-LU	Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users
Section 5307	Urbanized Area Formula Grants
Section 5310	Enhanced Mobility of Seniors and Individuals with Disabilities
Section 5311	Formula Grants for Rural Areas
SILC	Statewide Independent Living Council
SPIL	State Plan for Independent Living
TCRP	Transit Cooperative Research Program
TDC	Transportation Development Credit
TIP	Transportation Improvement Plan
TRC	Toll Revenue Credit
TRIP	Transit Reservation Information Program
UIUC	University of Illinois at Urbana-Champaign
USDOT	United States Department of Transportation
VMT	Vehicle Miles Traveled



Transportation Directory

Table B-1 Public Provider Transportation Directory

Agency	Phone Number	Website	Service Area	Population Served	Eligibility Requirements	Hours of Operation
"Champaign County Area Rural Transit System (C-CARTS)"	(217) 344-4287	www.c-carts.com	Champaign County	General Public	n/a	6:00am - 6:00pm
Champaign-Urbana Mass Transit District	(217) 384-8188	www.cumtd.com	Champaign, Urbana, Savoy	General Public	n/a	6:00am - 5:00am
Champaign-Urbana Mass Transit District Paratransit	(217) 384-8188	www.cumtd.com	Champaign, Urbana, Savoy	Persons with Disabilities	Application & registration	6:00am - 5:00am
Champaign-Urbana Special Recreation	(217) 722-6870	https://cuspecialrecreation.com/	Champaign and Urbana	Persons with Disabilities	Application & registration	Per program

Public Provider Transportation Directory Continued

Agency (continued)	Route Type	Level of Service	Reservations	Fare	Discount	ADA Accessible?
"Champaign County Area Rural Transit System (C-CARTS)"	Demand-Response, Deviated-Fixed Route	Curb-to-Curb	48-hour advance notice	\$5.00 one-way, \$2.00 if within Rantoul	Children, Individuals with disabilities, seniors	Yes
Champaign-Urbana Mass Transit District	Fixed Route	Curb-to-Curb	n/a	\$1.00, includes one transfer	Children, Individuals with disabilities, seniors (free dash pass)	Yes
Champaign-Urbana Mass Transit District Paratransit	Reservation, 24-hour notice required	Curb-to-Curb	Yes, 24-hr	\$1.00, includes one transfer	Children, Individuals with disabilities, seniors (free dash pass)	Yes
Champaign-Urbana Special Recreation	Demand Response	Curb-to-Curb	1 week prior to the program date	\$10/program		Yes

Table B-2 Agency Provider Transportation Directory

Agency	Phone Number	Website	Service Area	Population Served	Eligibility Requirements	Hours of Operation
A Precious Cargo Carrier	(217) 419-5872	None	Champaign County	General Public	N/a	"Weekdays 7:45am – 6:00pm"
Air Cab	(217) 721-7850	http://myaircab.com/	Champaign County	General Public	N/a	5am-5pm
AL Cab	(217) 607-3435	https://www.facebook.com/AL.CAB.TAXI/	Champaign County	General Public	N/a	24/7
Amtrak - Illinois Train Station	(800) 872-7245	https://www.amtrak.com/stations/chm.html	"Illinois and surrounding states"	General Public	N/a	24/7
Arrow Taxicab Service	(217) 318-9009	http://www.arrowtaxicab.org/	"Champaign County and surrounding"	General Public	N/a	24/7
Atlantic Taxi	(217) 408-2735	http://www.taxiserviceurbana.com/	"Champaign County and surrounding"	General Public	N/a	24/7
Atlas Cab	(217) 419-1333	http://atlas cabco.com/	"Champaign County and surrounding"	General Public	None	24/7
Autumn Fields Savoy	(217) 355-1990	http://autumnfieldssavoy.com/	Champaign County	Older Adults & Individuals with Disabilities	Agency Client	
Black Cab & Limo	(217) 693-2468	http://blackcablimo.wixsite.com/blackcab	Illinois and Indiana	General Public	None	
Bickford Senior Living of Champaign	(217) 403-1900	http://www.enrichinghappiness.com/branch/bickford-of-champaign/home.html	Champaign County	Older Adults & Individuals with Disabilities	Agency Client	
Bishop Platnium Limosines	(217) 898-0593	https://ridewithbp.com/	"Champaign County and surrounding"	General Public	N/a	Reservation only
Brookdale Senior Living	(217) 615-2424	https://www.brookdale.com/en/communities/brookdale-urbana-il.html	Champaign County	Older Adults & Individuals with Disabilities	Agency Client	As needed
Bubble City Taxi	(217) 766-8316		Illinois and Indiana	General Public	None	
Candy Cab	(217) 979-2652	https://www.facebook.com/candycab1/	Champaign County	General Public	None	Monday-Saturday 8pm-3am
Carle Arrow Ambulance	(217) 383-3311	https://carle.org/locations/carle-foundation-hospital/emergency-services/arrow	"Champaign County & surrounding"	General Public	Medical emergency	24/7
Circle of Friends Adult Day Center	(217) 359-7937	www.circleoffriendsadc.net	Champaign	Older Adults & Individuals with Disabilities	Agency Client	"Weekdays 7:30am – 5:30pm, S - 9:00am – 4:00pm"
City Express Taxi Cab	(217) 418-7450	http://city-express-taxi-cab.business.site/	Champaign County	General Public	None	24/7

Agency Provider Transportation Directory Continued

Agency (continued)	Route Type	Level of Service	Reservations	Fare	Discount	ADA Accessible?
A Precious Cargo Carrier	Demand-Response	Door-to-Door	48-hour notice	\$15.00 one-way	Round trips	No
Air Cab	Demand-Response	Door-to-Door	None needed	\$10+		No
AL Cab	Demand-Response	Door-to-Door	None needed	\$10+		No
Amtrak - Illinois Train Station	"Demand-Response/ Fixed Route"	Curb-to-Curb	Ticket purchase	Varies	N/a	Yes, notice required
Arrow Taxicab Service	Demand-Response	Door-to-Door	None needed	\$5 minimum	Senior citizen reduced rate. Less than 12 years old free with paying adult.	No
Atlantic Taxi	Demand-Response	Door-to-Door	None needed	Depends on duration	N/a	No
Atlas Cab	Demand-Response	Door-to-Door	None	Dash cards accepted, discounts available	Some	No
Autumn Fields Savoy	Demand-Response	Door-to-Door		None	N/a	Yes
Black Cab & Limo	Demand-Response	Door-to-Door	None	\$20 minimum	None	No
Bickford Senior Living of Champaign	Demand-Response	Door-to-Door		None	N/a	Yes
Bishop Platnium Limosines	Demand-Response	Door-to-Door	48-hour notice	Per mile/time	None	No
Brookdale Senior Living	Program/Demand-Response	Curb-to-Curb	48-hour notice	None	None	No
Bubble City Taxi	Demand-Response	Door-to-Door	None	Per mile/time	None	No
Candy Cab	Demand-Response	Door-to-Door		Per mile/time		
Carle Arrow Ambulance	Demand-Response	Door-to-Door	None	Billed to insurance	Medicaid	Yes
Circle of Friends Adult Day Center	Program/Demand-Response	Door-to-Door	Required	\$9.75 one-way		Yes
City Express Taxi Cab	Demand-Response	Door-to-Door	None needed	Per mile/time		No

Agency Provider Transportation Directory Continued

Agency	Phone Number	Website	Service Area	Population Served	Eligibility Requirements	Hours of Operation
City Transit Taxi	(217) 480-5470	http://www.champaigntaxi.co/home.html	Champaign County	General Public	None	24/7
Clark Lindsey Village	(217) 344-2144	https://clark-lindsey.com/	Champaign County	Older Adults & Individuals with Disabilities	Agency Client	
D&D Cab Service	(217) 202-4715	None	Champaign County	General Public	N/a	
Datta Taxi & Charter	(217) 418-4568	https://www.facebook.com/dattataxi/	Champaign County	General Public	N/a	
Developmental Services Center	(217) 356-9176	www.dsc-illinois.org	Champaign County	Individuals with Disabilities	Agency Client & Trip Purpose	"Weekdays 7:00am – 4:30pm"
Disability Resources & Educational Services, UIUC	(217) 333-1970	www.disability.illinois.edu	"UIUC Campus District Area"	Individuals with Disabilities	Student, staff, or faculty	8:30 a.m. to 5 p.m., M–F
Eden Supportive Living	(217) 903-5900	http://www.edenslf.com/	Champaign County	Older Adults & Individuals with Disabilities	Agency Client	Per scheduled outing
Elite Limos	(217) 363-3200	http://www.eliteluxurylimos.com/#!/HOME	Champaign County	General Public	N/a	Reservation only
First Transit	(877) 725-0569	http://www.healthcareconsumers.org/files/First_Transit_Champaign_County.pdf	Champaign County	Individuals with medical needs	Medicaid	8am to 5pm M-F
Greyhound	(217) 352-4150	https://www.greyhound.com/en/	"Champaign to anywhere"	General Public	None	5am-12am
Helia Healthcare of Champaign	(217) 352-0516	http://www.heliahealthcare.com/champaign/	Champaign County	Older Adults & Individuals with Disabilities	Agency Client	As needed for admissions, appointments, and activities
Inman Place	(217) 352-7017	http://www.inmanplace.com/	Champaign County	Older Adults & Individuals with Disabilities	Agency Client	Per scheduled outing
LifeLine Pilots	(800) 822-7972	https://lifelinepilots.org/	Midwest	General Public	Medical need far from home	Volunteer time basis
NEMT	(636) 561-5686	http://www.mtm-inc.net/healthcare/nemt/	Champaign County	Individuals with medical needs	Agency Client	As needed
OSF Healthcare	(217) 337-2000	https://www.osfhealthcare.org/	Champaign County	Individuals with medical needs	Agency Client	As needed
PACE	(217) 344-5433	http://pacecil.org/	Champaign County	Individuals with disabilities	None	"Mon - Fri 8:00 AM - 5:00 PM"
Peoria Charter	(800) 448-0572	https://peoriacharter.com/	"Offices in Champaign & Peoria"	General Public	Ticket purchased	"Mon - Fri 8:00 AM - 5:00 PM; as reserved"

Agency Provider Transportation Directory Continued

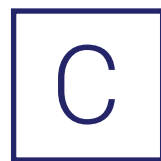
Agency (continued)	Route Type	Level of Service	Reservations	Fare	Discount	ADA Accessible?
City Transit Taxi	Demand-Response	Door-to-Door	None needed	Per mile/time		No
Clark Lindsey Village	Demand-Response	Demand-Response		None	N/a	Yes
D&D Cab Service	Demand-Response	Demand-Response	None needed	Per mile/time	N/a	No
Datta Taxi & Charter	Demand-Response	Door-to-Door	None needed	Per mile/time	N/a	No
Developmental Services Center	Demand-Response & Program	Curb-to-Curb	None	None	N/a	Yes
Disability Resources & Educational Services, UIUC	Demand-Response	Door-through-Door	1 week in advance	Donations accepted	N/a	Yes
Eden Supportive Living	Demand-Response & Program	Door-to-Door	Per outing	None	N/a	Yes
Elite Limos	Demand-Response	Door-to-Door	48-hour notice	Per mile/time	N/a	No
First Transit	Demand-Response	Door-to-Door	2 days in advance	Billed to insurance	Medicaid	Yes, notice required
Greyhound	Fixed Route	Bus stop pick up	None	Depends on duration	N/a	Yes
Helia Healthcare of Champaign	Demand-Response & Program	Door-to-Door	Per outing	None	N/a	Yes
Inman Place	Demand-Response & Program	Door-to-Door	Per outing	None	N/a	Yes
LifeLine Pilots	Demand-Response	Air travel	Yes, advance needs	Free	Free	Yes, notice required
NEMT	Demand-Response	Door-to-Door	N/a	Billed to insurance	Medicaid	Yes
OSF Healthcare	Demand-Response	Door-to-Door	N/a	Billed to insurance	Medicaid	Yes
PACE	None- they help people get access to ADA transportation	Peer counseling, referral, advocacy	N/a	N/a	N/a	Provides information for ADA transit programs
Peoria Charter	Demand-Response & Daily Schedule	Bus stop pick up	Ticket purchased	Varies, around \$30 pp	N/a	Yes, notice required

Agency Provider Transportation Directory Continued

Agency	Phone Number	Website	Service Area	Population Served	Eligibility Requirements	Hours of Operation
Presence Covenant Medical Center Faith in Action	(217) 337-2778	https://www.osfhealthcare.org/heart-of-mary/	Champaign County	Older Adults & Individuals with Medical Needs	Registration	
Pro Ambulance	(217) 337-2000	https://www.osfhealthcare.org/heart-of-mary/about/ems/pro-ambulance/	"Champaign & Vermillion County"	General Public	Medical emergency	24/7
Quality Med Transport	(217) 607-2468	www.qualitymedtransport.com	"Champaign County, travel radius is 180 miles"	General Public	Insurance/ Referral-Based	24/7 and by appointment
R & H Cab	(217) 721-6095	https://www.facebook.com/RandHcab/	Champaign County	General Public	N/a	5am - 10pm
"Senior Resource Center at Family Service of Champaign County"	(217) 352-5100	www.famservcc.org/senior-transportation/	Champaign County	Older Adults	60+, Agency Client, Trip Purpose	
Silver Taxi	(217) 213-7373	None	Champaign County	General Public	N/a	
Starr Limousines	(217) 356-9999	http://www.starrlimos.com/index.html	"Champaign County and surrounding"	General Public	None	24/7 and by appointment
Sunnycrest Manor	(217) 328-6170	http://sunnycrestmanor.com/	Champaign County	Older Adults & Individuals with Disabilities	Agency Client	
Swann Special Care Center	(217) 365-5164	www.swanncare.com	Champaign County	Individuals with Disabilities	Resident or Day Training Participant	
The Pavilion	(217) 373-1700	www.pavilionhospital.com	Champaign County	Individuals with Addiction	Agency Client	
Urbana Adult Education Center	(217) 384-3530	https://urbanaadulthoodeducation.org/	Champaign County	Adults who are enrolled in school	At or below the poverty line	"Per class, program; as needed"
Windsor of Savoy	(217) 351-1437	http://www.windsorofsavoy.com/	Champaign County	Older Adults & Individuals with Disabilities	Agency Client	Per scheduled outing
Yellow Checker Cab	(217) 355-3553	https://www.yellowcheckercabchampaign.com/	Champaign County to anywhere in Illinois	General Public	None	24/7

Agency Provider Transportation Directory Continued

Agency (continued)	Route Type	Level of Service	Reservations	Fare	Discount	ADA Accessible?
Presence Covenant Medical Center Faith in Action						
Pro Ambulance	Demand-Response	Door-to-Door	None	Billed to insurance		
Quality Med Transport	Demand-Response	Door-through-Door	48-hour notice	No cost to rider (billed to insurance)		Yes
R & H Cab	Demand-Response	Door-to-Door	None needed	Per mile/time	N/a	No
"Senior Resource Center at Family Service of Champaign County"	Demand-Response	"Curb-to-Curb, Door-to-Door, Door-through-Door"	48-hour notice	Donations accepted	N/a	
Silver Taxi	Demand-Response	Door-to-Door	None needed	Per mile/time	N/a	No
Starr Limousines	Demand-Response	Door-to-Door	None	Depends on duration	N/a	No
Sunnycrest Manor	Demand-Response	Door-to-Door	Per outing	None	N/a	Yes
Swann Special Care Center	Demand-Response & Program					Yes
The Pavilion	Emergency & Demand-Response	Door-through-Door	None	None	None	
Urbana Adult Education Center	Demand-Response & Program	Curb-to-curb	48-hour notice	None	None	No
Windsor of Savoy	Demand-Response & Program	Door-to-Door	Per outing	None	N/a	Yes
Yellow Checker Cab	Demand-Response	Door-to-Door	None	Per mile	Groups	Yes, notice required



Vehicle Directory

Table C-1 C-CARTS Vehicle Inventory

Fleet Number	Year	Vehicle Make	Vehicle Class	Mileage (01/2018)	VIN	Capacity	ADA?	Contract Number	In Service
C58	2012	Braun Minivan	Medium Duty	138,852	2C4RDGCG9CR139812	14	Yes	1089 CVP	3/1/2012
C59	2014	Ford Starcraft	Medium Duty	126,737	1FDEE4FL9EDA86288	14	Yes	1170 CVP	8/1/2014
C60	2014	Ford Starcraft	Medium Duty	143,616	1FDEE4FL0EDA86292	14	Yes	1170 CVP	8/1/2014
C61	2014	Ford Starcraft	Medium Duty	152,263	1FDEE4FL3EDA86321	14	Yes	1170 CVP	8/1/2014
C62	2016	Ford Starcraft	Medium Duty	101,544	1FD FE4FS5GDC04206	14	Yes	1385 CVP	8/20/2015
C63	2016	Ford Starcraft	Medium Duty	82,696	1FD FE4FS8GDC04247	14	Yes	4490 CVP	11/24/2015
C64	2016	Ford Starcraft	Medium Duty	78,205	1FD FE4FS6GDC06479	14	Yes	4490 CVP	11/20/2015
C65	2016	Ford Starcraft	Medium Duty	77,221	1FD FE4FSXGDC04251	14	Yes	4490 CVP	9/3/2015
C66	2016	Ford Starcraft	Medium Duty	70,401	1FD FE4FS1GDC04252	14	Yes	4490 CVP	9/3/2015
C67	2016	Ford Starcraft	Medium Duty	55,815	1FD FE4FS8GDC04202	14	Yes	4490 CVP	10/21/2015
C68	2016	Ford Starcraft	Medium Duty	56,622	1FD FE4FSXGDC04248	14	Yes	4490 CVP	9/3/2015
C70	2017	Ford Starcraft	Medium Duty		1FD FE4FS2HDC70973	14	Yes		N/a
C71	2018	Super Medium Duty	Super Medium Duty		TBD	14	Yes		
C72	2018	Super Medium Duty	Super Medium Duty		TBD	14	Yes		

*does not match our executed contract, Jeff Waxman explained this is because the vehicles were actually purchased with leftover funds from CAP-13-1021-CVP (see Title Letters from IDOT November 24, 2015)

Table C-2 CCNH Vehicle Inventory

Fleet Number	Year	Vehicle Make	Vehicle Class	Mileage (02/2018)	VIN	Capacity	ADA?	IDOT?	Condition
5	2005	Ford E359 Eldorado Aerolite	Light Duty	100,607	1FDWE35L05HB39047	12	Yes, lift	Yes	Fair (needs repair)
8	2008	Chevorlet Uplander	Minivan	79,950	1GBDV13WE8D211971	7	Yes, ramp	Yes	Good
9	2009	Ford E359 Eldorado Aerolite	Light Duty	81,850	1FDEE35L19DA90658	13	Yes, lift	Yes	Fair
11	2011	Ford E359 Eldorado Aerolite	Light Duty	75,113	1FDEE3FLOBDB30488	13	Yes, lift	Yes	Fair

Table C-3 CUMTD Vehicle Inventory

Fleet Number	Year	Vehicle Make	Vehicle Class	Mileage (02/2018)	VIN	Capacity	ADA?	IDOT?
2344	2014	NFA - New Flyer of America	Medium Bus	270,000	5GZCZ43D13S812715	37	Yes	No
0101	2001	FIL - Flyer Industries Ltd	Articulated Bus	241,316	5FYD2UM031U023182	46	Yes	No
0102	2001	FIL - Flyer Industries Ltd	Articulated Bus	243,284	5FYD2UM051U023183	46	Yes	No
0103	2001	FIL - Flyer Industries Ltd	Articulated Bus	231,972	5FYD2UM071U023184	46	Yes	No
0104	2001	FIL - Flyer Industries Ltd	Articulated Bus	241,917	5FYD2UM091U023185	46	Yes	No
0105	2001	FIL - Flyer Industries Ltd	Articulated Bus	239,479	5FYD2UM001U023186	46	Yes	No
0106	2001	FIL - Flyer Industries Ltd	Articulated Bus	238,171	5FYD2UM021U023187	46	Yes	No
0107	2001	FIL - Flyer Industries Ltd	Articulated Bus	241,177	5FYD2UM041U023188	46	Yes	No
0108	2001	FIL - Flyer Industries Ltd	Articulated Bus	237,763	5FYD2UM061U023189	46	Yes	No
0109	2001	FIL - Flyer Industries Ltd	Articulated Bus	235,877	5FYD2UM021U023190	46	Yes	No
0110	2001	FIL - Flyer Industries Ltd	Articulated Bus	240,224	5FYD2UM041U023191	46	Yes	No
0111	2001	FIL - Flyer Industries Ltd	Articulated Bus	236,074	5FYD2UM061U023192	46	Yes	No
0112	2001	FIL - Flyer Industries Ltd	Articulated Bus	243,231	5FYD2UM081U023193	46	Yes	No
0317	2003	FIL - Flyer Industries Ltd	Large Bus	512,353	5FYD2LP173U025079	38	Yes	No
0319	2003	FIL - Flyer Industries Ltd	Large Bus	520,461	5FYD2LP153U025081	38	Yes	No
0320	2003	FIL - Flyer Industries Ltd	Large Bus	546,652	5FYD2LP173U025082	38	Yes	No
0322	2003	FIL - Flyer Industries Ltd	Large Bus	542,590	5FYD2LP103U025084	38	Yes	No
0325	2003	FIL - Flyer Industries Ltd	Large Bus	545,491	5FYD2LP163U025087	38	Yes	No
0330	2003	FIL - Flyer Industries Ltd	Large Bus	540,525	5FYD2LP1X3U025092	38	Yes	No
0338	2003	FIL - Flyer Industries Ltd	Large Bus	530,539	5FYD2LP153U025100	38	Yes	No
0339	2003	FIL - Flyer Industries Ltd	Large Bus	548,282	5FYD2LP173U025101	38	Yes	No
0340	2003	FIL - Flyer Industries Ltd	Large Bus	525,668	5FYD2LP193U025102	38	Yes	No

Appendix C: Vehicle Directory

Fleet Number	Year	Vehicle Make	Vehicle Class	Mileage (02/2018)	VIN	Capacity	ADA?	IDOT?
0342	2003	FIL - Flyer Industries Ltd	Large Bus	491,956	5FYD2LP103U025635	38	Yes	No
0913	2009	FIL - Flyer Industries Ltd	Articulated Bus	142,365	5FYH5YU009B036060	46	Yes	No
0914	2009	FIL - Flyer Industries Ltd	Articulated Bus	141,040	5FYH5YU029B036061	46	Yes	No
0915	2009	FIL - Flyer Industries Ltd	Articulated Bus	141,895	5FYH5YU049B036062	46	Yes	No
0916	2009	FIL - Flyer Industries Ltd	Articulated Bus	145,510	5FYH5YU069B036063	46	Yes	No
0958	2009	FIL - Flyer Industries Ltd	Medium Bus	341,043	15GGE301091091734	46	Yes	No
0959	2009	GIL - Gillig Corporation	Medium Bus	336,947	15GGE301291091735	28	Yes	No
0960	2009	GIL - Gillig Corporation	Medium Bus	322,353	15GGE301491091736	28	Yes	No
0961	2009	GIL - Gillig Corporation	Medium Bus	329,105	15GGE301691091737	28	Yes	No
0962	2009	GIL - Gillig Corporation	Medium Bus	322,035	15GGE301891091738	28	Yes	No
1162	2011	FIL - Flyer Industries Ltd	Large Bus Hybrid	261,146	5FYH5FU03BB039996	38	Yes	No
1163	2011	FIL - Flyer Industries Ltd	Large Bus Hybrid	259,756	5FYH5FU05BB039997	38	Yes	No
1164	2011	FIL - Flyer Industries Ltd	Large Bus Hybrid	270,404	5FYH5FU07BB039998	38	Yes	No
1165	2011	FIL - Flyer Industries Ltd	Large Bus Hybrid	242,655	5FYH5FU09BB039999	38	Yes	No
1166	2011	FIL - Flyer Industries Ltd	Large Bus Hybrid	251,438	5FYH5FU0XBB040000	38	Yes	No
1167	2011	FIL - Flyer Industries Ltd	Large Bus Hybrid	256,051	5FYH5FU01BB040001	38	Yes	No
1168	2011	FIL - Flyer Industries Ltd	Large Bus Hybrid	245,665	5FYH5FU03BB040002	38	Yes	No
1169	2011	FIL - Flyer Industries Ltd	Large Bus Hybrid	245,637	5FYH5FU05BB040003	38	Yes	No
1170	2011	FIL - Flyer Industries Ltd	Large Bus Hybrid	254,880	5FYH5FU07BB040004	38	Yes	No
1171	2011	FIL - Flyer Industries Ltd	Large Bus Hybrid	254,754	5FYH5FU09BB040005	38	Yes	No
1172	2011	FIL - Flyer Industries Ltd	Large Bus Hybrid	250,029	5FYH5FU00BB040006	38	Yes	No
1173	2011	FIL - Flyer Industries Ltd	Large Bus Hybrid	243,951	5FYH5FU02BB040007	38	Yes	No
1174	2011	FIL - Flyer Industries Ltd	Large Bus Hybrid	243,337	5FYH5FU04BB040008	38	Yes	No
1175	2011	FIL - Flyer Industries Ltd	Large Bus Hybrid	283,433	5FYH5FU04BB038632	38	Yes	No

Fleet Number	Year	Vehicle Make	Vehicle Class	Mileage (02/2018)	VIN	Capacity	ADA?	IDOT?
1176	2011	FIL - Flyer Industries Ltd	Large Bus Hybrid	275,856	5FYH5FU06BB038633	38	Yes	No
1177	2011	FIL - Flyer Industries Ltd	Large Bus Hybrid	290,278	5FYH5FU08BB038634	38	Yes	No
1178	2011	FIL - Flyer Industries Ltd	Large Bus Hybrid	283,809	5FYH5FU0XBB038635	38	Yes	No
1179	2011	FIL - Flyer Industries Ltd	Large Bus Hybrid	286,681	5FYH5FU01BB038636	38	Yes	No
1180	2011	FIL - Flyer Industries Ltd	Large Bus Hybrid	286,703	5FYH5FU03BB038637	38	Yes	No
1181	2011	FIL - Flyer Industries Ltd	Large Bus Hybrid	258,571	5FYH5FU05BB038638	38	Yes	No
1182	2011	FIL - Flyer Industries Ltd	Large Bus Hybrid	279,803	5FYH5FU07BB038639	38	Yes	No
1183	2011	FIL - Flyer Industries Ltd	Large Bus Hybrid	279,935	5FYH5FU03BB038640	38	Yes	No
1184	2011	FIL - Flyer Industries Ltd	Large Bus Hybrid	277,992	5FYH5FU05BB038641	38	Yes	No
1185	2011	FIL - Flyer Industries Ltd	Large Bus Hybrid	280,518	5FYH5FU07BB038642	38	Yes	No
1186	2011	FIL - Flyer Industries Ltd	Large Bus Hybrid	288,255	5FYH5FU09BB038643	38	Yes	No
1187	2011	FIL - Flyer Industries Ltd	Large Bus Hybrid	277,033	5FYH5FU00BB038644	38	Yes	No
1188	2011	FIL - Flyer Industries Ltd	Large Bus Hybrid	269,007	5FYH5FU02BB038645	38	Yes	No
1189	2011	FIL - Flyer Industries Ltd	Large Bus Hybrid	277,152	5FYH5FU04BB038646	38	Yes	No
1190	2011	FIL - Flyer Industries Ltd	Large Bus Hybrid	278,116	5FYH5FU06BB038647	38	Yes	No
1191	2011	FIL - Flyer Industries Ltd	Large Bus Hybrid	280,478	5FYH5FU08BB038648	38	Yes	No
1192	2011	FIL - Flyer Industries Ltd	Large Bus Hybrid	273,560	5FYH5FU0XBB038649	38	Yes	No
1193	2011	FIL - Flyer Industries Ltd	Large Bus Hybrid	273,144	5FYH5FU06BB038650	38	Yes	No
1194	2011	FIL - Flyer Industries Ltd	Large Bus Hybrid	275,924	5FYH5FU08BB038651	38	Yes	No
1195	2011	FIL - Flyer Industries Ltd	Large Bus Hybrid	284,644	5FYH5FU0XBB038652	38	Yes	No
1196	2011	FIL - Flyer Industries Ltd	Large Bus Hybrid	288,056	5FYH5FU01BB038653	38	Yes	No
1197	2011	FIL - Flyer Industries Ltd	Large Bus Hybrid	263,181	5FYH5FU03BB038654	38	Yes	No
1346	2012	FIL - Flyer Industries Ltd	Large Bus Hybrid	183,553	5FYH8FU00CB041441	38	Yes	No

Appendix C: Vehicle Directory

Fleet Number	Year	Vehicle Make	Vehicle Class	Mileage (02/2018)	VIN	Capacity	ADA?	IDOT?
1347	2012	FIL - Flyer Industries Ltd	Large Bus Hybrid	188,629	5FYH8FU02CB041442	38	Yes	No
1348	2012	FIL - Flyer Industries Ltd	Large Bus Hybrid	190,786	5FYH8FU04CB041443	38	Yes	No
1349	2012	FIL - Flyer Industries Ltd	Large Bus Hybrid	183,658	5FYH8FU06CB041444	38	Yes	No
1350	2012	FIL - Flyer Industries Ltd	Large Bus Hybrid	184,862	5FYH8FU08CB041445	38	Yes	No
1351	2012	FIL - Flyer Industries Ltd	Large Bus Hybrid	190,217	5FYH8FU0XCB041446	38	Yes	No
1352	2012	FIL - Flyer Industries Ltd	Large Bus Hybrid	187,097	5FYH8FU01CB041447	38	Yes	No
1353	2012	FIL - Flyer Industries Ltd	Large Bus Hybrid	185,582	5FYH8FU03CB041448	38	Yes	No
1354	2012	FIL - Flyer Industries Ltd	Large Bus Hybrid	182,061	5FYH8FU05CB041449	38	Yes	No
1355	2012	FIL - Flyer Industries Ltd	Large Bus Hybrid	192,404	5FYH8FU01CB041450	38	Yes	No
1601	2016	FIL - Flyer Industries Ltd	Large Bus Hybrid	39,522	5FYH8FR00GB049604	38	Yes	No
1602	2016	FIL - Flyer Industries Ltd	Large Bus Hybrid	42,782	5FYH8FR02GB049605	38	Yes	No
1603	2016	FIL - Flyer Industries Ltd	Large Bus Hybrid	47,198	5FYH8FR04GB049606	38	Yes	No
1604	2016	FIL - Flyer Industries Ltd	Large Bus Hybrid	48,226	5FYH8FR06GB049607	38	Yes	No
1605	2016	FIL - Flyer Industries Ltd	Large Bus Hybrid	47,198	5FYH8FR08GB049608	38	Yes	No
1606	2016	FIL - Flyer Industries Ltd	Large Bus Hybrid	56,767	5FYH8FR0XGB049609	38	Yes	No
1607	2016	FIL - Flyer Industries Ltd	Large Bus Hybrid	40,589	5FYH8FR06GB049610	38	Yes	No
1608	2016	FIL - Flyer Industries Ltd	Large Bus Hybrid	52,121	5FYH8FR08GB049611	38	Yes	No
1609	2016	FIL - Flyer Industries Ltd	Large Bus Hybrid	53,680	5FYH8FR0XGB049612	38	Yes	No
1610	2016	FIL - Flyer Industries Ltd	Large Bus Hybrid	51,768	5FYH8FR01GB049613	38	Yes	No
1611	2016	FIL - Flyer Industries Ltd	Large Bus Hybrid	49,826	5FYH8FR03GB049614	38	Yes	No
1612	2016	FIL - Flyer Industries Ltd	Large Bus Hybrid	42,595	5FYH8FR05GB049615	38	Yes	No
1010	2010	FRD - Ford Motor Corporation	Medium Duty	149,686	1FDFE4FL7ADA79161	15	Yes	No
1011	2010	FRD - Ford Motor Corporation	Medium Duty	119,643	1FDFE4FL7ADA79158	15	Yes	No

Fleet Number	Year	Vehicle Make	Vehicle Class	Mileage (02/2018)	VIN	Capacity	ADA?	IDOT?
1012	2010	FRD - Ford Motor Corporation	Medium Duty	153,381	1FDFE4FL9ADA79159	15	Yes	No
1015	2010	FRD - Ford Motor Corporation	Medium Duty	56,449	1FDFE4FL7ADB00736	15	Yes	No
1016	2010	FRD - Ford Motor Corporation	Medium Duty	42,360	1FDFE4FL3ADB00734	15	Yes	No
1017	2010	FRD - Ford Motor Corporation	Medium Duty	25,668	1FDFE4FL5ADB00735	15	Yes	No
1215	2012	FRD - Ford Motor Corporation	Medium Duty	155,131	1FDFE4FS4CDB16001	15	Yes	No
1216	2012	FRD - Ford Motor Corporation	Medium Duty	148,789	1FDFE4FS6CDB16002	15	Yes	No
1217	2012	FRD - Ford Motor Corporation	Medium Duty	148,346	1FDFE4FS8CDB16003	15	Yes	No
1418	2014	FRD - Ford Motor Corporation	Medium Duty	94,554	1FDFE4FS0EDA05965	15	Yes	No
1419	2014	FRD - Ford Motor Corporation	Medium Duty	96,352	1FDFE4FS0EDA05966	15	Yes	No
1420	2014	FRD - Ford Motor Corporation	Medium Duty	99,233	1FDFE4FS0EDA05967	15	Yes	No
1621	2016	FRD - Ford Motor Corporation	Medium Duty	30,021	1FDFE4FS7GDC53648	15	Yes	No
1622	2016	FRD - Ford Motor Corporation	Medium Duty	26,941	1FDFE4FS2GDC53654	15	Yes	No
1713	2017	FIL - Flyer Industries Ltd	Large Bus Hybrid	18,726	5FYH8FR01HB050911	38	Yes	No
1714	2017	FIL - Flyer Industries Ltd	Large Bus Hybrid	21,460	5FYH8FR03HB050912	38	Yes	No
1715	2017	FIL - Flyer Industries Ltd	Large Bus Hybrid	25,255	5FYH8FR05HB050913	38	Yes	No
1716	2017	FIL - Flyer Industries Ltd	Large Bus Hybrid	22,491	5FYH8FR07HB050914	38	Yes	No
1717	2017	FIL - Flyer Industries Ltd	Large Bus Hybrid	25,193	5FYH8FR09HB050915	38	Yes	No
1718	2017	FIL - Flyer Industries Ltd	Large Bus Hybrid	11,021	5FYH8FR00HB050916	38	Yes	No
1719	2017	FIL - Flyer Industries Ltd	Large Bus Hybrid	22,396	5FYH8FR02HB050917	38	Yes	No
1720	2017	FIL - Flyer Industries Ltd	Large Bus Hybrid	23,690	5FYH8FR04HB050918	38	Yes	No
1721	2017	FIL - Flyer Industries Ltd	Large Bus Hybrid	22,430	5FYH8FR06HB050919	38	Yes	No
1722	2017	FIL - Flyer Industries Ltd	Large Bus Hybrid	24,379	5FYH8FR02HB050920	38	Yes	No

Appendix C: Vehicle Directory

Fleet Number	Year	Vehicle Make	Vehicle Class	Mileage (02/2018)	VIN	Capacity	ADA?	IDOT?
1723	2017	FIL - Flyer Industries Ltd	Large Bus Hybrid	23,381	5FYH8FR04HB050921	38	Yes	No
1724	2017	FIL - Flyer Industries Ltd	Large Bus Hybrid	21,014	5FYH8FR06HB050922	38	Yes	No
1725	2017	FIL - Flyer Industries Ltd	Large Bus Hybrid	19,991	5FYH8FR08HB050923	38	Yes	No
1726	2017	FIL - Flyer Industries Ltd	Large Bus Hybrid	22,397	5FYH8FR0XHB050924	38	Yes	No
1727	2017	FIL - Flyer Industries Ltd	Large Bus Hybrid	20,860	5FYH8FR01HB050925	38	Yes	No
1728	2017	FIL - Flyer Industries Ltd	Large Bus Hybrid	23,572	5FYH8FR03HB050926	38	Yes	No
1729	2017	FIL - Flyer Industries Ltd	Large Bus Hybrid	20,655	5FYH8FR05HB050927	38	Yes	No
1730	2017	FIL - Flyer Industries Ltd	Large Bus Hybrid	21,068	5FYH8FR07HB050928	38	Yes	No
1731	2017	FIL - Flyer Industries Ltd	Large Bus Hybrid	1,354	5FYH8FR08HF052356	38	Yes	No
1732	2017	FIL - Flyer Industries Ltd	Large Bus Hybrid	1,934	5FYH8FR0XHF052357	38	Yes	No
1733	2017	FIL - Flyer Industries Ltd	Large Bus Hybrid	683	5FYH8FR01HF052358	38	Yes	No

Table C-4 Circle of Friends Vehicle Inventory

Fleet Number	Year	Vehicle Make	Vehicle Class	Mileage (02/2018)	VIN	Capacity	ADA?	IDOT?	Condition
1	2004	Ford	Carryall Econoline E350	150,252	#1FBNE31L94HA68004	12	No	No	Good

Table C-5 DSC Vehicle Inventory

Year	Vehicle Make	Vehicle Class	Mileage (07/2017)	VIN	ADA?	IDOT Contract Number	IDOT?	Condition
2011	Ford	Medium Duty	195,446	2p4gp2b1vr220936	Yes	665	Yes	Fair
2003	Ford	Light Duty	173,889	1fdwe35lx3hb88057	Yes	291	Yes	Fair
2003	International	Super Medium Duty	234,363	1hvbtafm13h585218	Yes	191	Yes	Out of Service
2003	International	Super Medium Duty	202,440	1hvbtafm83h583689	Yes	115	Yes	Out of Service
1996	Dodge	Light Duty	51434	2b6kb31z6tk184675	Yes		Yes	Out of Service
2003	Ford	Medium Duty	133940	1fdxe45f82hb40527	Yes	101	Yes	Fair
2000	Ford	Medium Duty	55940	1fdxe45f8yhb85225	Yes	668	Yes	Fair
2005	Ford	Medium Duty	138574	1fdxe45p75hb24350	Yes	406	Yes	Fair
1997	Ford	Medium Duty	92349	1fdle40f3vha96592	Yes	2425	Yes	Out of Service
1998	Dodge	Minivan	107234	1b4gp44gw1372630	Yes	2592	Yes	Out of Service
1993	Ford	Light Duty	76021	1ftj34g4phb82370	Yes	2075	Yes	Out of Service
2008	Ford	Medium Duty	168100	1fd4e45s98da41991	Yes	515	Yes	Fair
2008	Ford	Medium Duty	158275	1fd4e45s08da41992	Yes	515	Yes	Fair
2009	Chevy	Super Medium Duty	165517	1gbe5v1979f406177	Yes	697	Yes	Fair
2010	Ford	Medium Duty	176605	1fdfe4fs4adb01463	Yes	871	Yes	Fair
2014	Ford	Light Duty	24760	1fdee3fl9eda26778	Yes	1104	Yes	Good
2014	Dodge	Minivan	15890	2c7wdgcg1er422083	Yes	1317	Yes	Good
2013	Ford	Super Medium Duty	71216	1fdaf5gt8deb78484	Yes	1104	Yes	Fair
2016	Ford	Light Duty	10856	1fdee3fl9gdc31326	Yes	1429	Yes	Good
2016	Ford	Medium Duty	23799	1fdfe4fs1gdc53645	Yes		Yes	Good
2016	Ford	Medium Duty	20493	1fdfe4fs3gdc53646	Yes		Yes	Good

Table C-6 DRES Vehicle Inventory

Fleet Number	Year	Vehicle Make	Vehicle Class	Mileage (02/2018)	VIN	Capacity	ADA?	IDOT?
31690	2015	Chevy 4500	Truck	10,978	1GB6G5BL9F1131977	12 (8 wheelchair/4 able-body)	Yes	No
31691	2015	Chevy 4500	Truck	15,095	1GB6G5BL8F1131601	12 (8 wheelchair/4 able-body)	Yes	No
31692	2015	Chevy 4500	Truck	13,233	1GB6G5BL2F1129133	12 (8 wheelchair/4 able-body)	Yes	No
31693	2015	Chevy 4500	Truck	13,572	1GB6G5BL1F1129589	12 (8 wheelchair/4 able-body)	Yes	No

Table C-7 HeadStart Vehicle Inventory

Fleet Number	Year	Vehicle Make	Vehicle Class	VIN	Capacity	ADA?	IDOT?	In Service
2	2013	Chevrolet	Bus	1GBJG31F821227443	20	No	No	Spare
5	2013	Chevrolet	Bus	1GBJG31F921228939	20	No	No	No
8	2013	Chevrolet	Bus	1GJBG316X81183728	20	No	No	Spare
9	2013	Chevrolet	Bus	1GBJG31F821219536	20	No	No	Spare
11	2013	Chevrolet	Bus	1GB6G2A67A1132452	20	No	No	Yes
12	2013	Chevrolet	Bus	1GBHG31F9Y1105262	20	Yes, ADA lift	No	No
33	2013	Chevrolet	Bus	1GBJG31K291174875	20	No	No	Yes
34	2013	Chevrolet	Bus	1GB6G5BL9D1177869	21	No	No	Yes
35	2013	Chevrolet	Bus	1GB6G5BL4D1178797	22	No	No	Yes
36	2013	Chevrolet	Bus	1GB6G5BL4D1179500	22	No	No	Yes

Table C-8 Rosecrance Vehicle Inventory

Year	Vehicle Make	Vehicle Class	Mileage (02/2018)	VIN	Capacity	ADA?	IDOT?	Condition
2010	Chrysler Town and Country	Minivan	62,512	2A4RR5D17AR451523	6-7	No	No	Good
2012	Dodge Grand Caravan	Minivan	27,455	2C4RDGBG9CR238132	6-7	No	No	Good
2002	Ford F-150	Truck	121,753	1FTRX17L42KE07612	4-5	No	No	Fair
2004	Chevy Cargo Van	Van	191,270	1GCGG25V641191644	2	No	No	Poor/Fair
2004	Chevy Express 3500 Van	Passenger Van	54,471	1GAHG39U141171998	12-15	No	No	Good
2006	Chevy Express 3500 Van	Passenger Van	56,757	1GAHG39U661251090	12-15	No	No	Good
2010	Hyundai Sonata	Passenger car	108,441	5NPET4AC2AH642382	4-5	No	No	Good
2014	Hyundai Elantra	Passenger car	42,155	5NPDH4AE1EH488512	4-5	No	No	Excellent
2008	Chevy Aveo	Passenger Car	73,528	KL1TD56678B249896	4	No	No	Fair
2010	Hyundai Sonata	Passenger car	88,677	5NPET4AC1AH641823	4-5	No	No	Good



Program of Projects (POP)

Program of Projects (POP): Champaign-Urbana Urbanized Area

Fiscal Year: 2018

Date updated: 02/12/2018

Coordinator name: Kristen Gisondi

Agency name: Champaign County Regional Planning Commission

Key
MV = Minivan
LD = Light-Duty
MD = Medium-Duty
SMD = Super-Medium Duty

Cycle Year	Status	Grantee (Operator)	Description	Federal	State	Local Match	Project Total	Region 8 Area(s)	Target Population	Purpose
2018	Awarded (expected mid-2018)	Champaign County (C-CARTS)	2 SMD	TBD	TBD	\$ -	\$200,000	Champaign	General Public	Replacement Vehicles
Total Requested			2 SMD				\$200,000			Replacement Vehicles
2017	Awarded	Champaign County (C-CARTS)	1 MD	TBD	TBD	\$ -	\$ 63,000.00	Champaign	General Public	Replacement Vehicle
Total Requested			1 MD				\$ 63,000.00			1 Replacement & 2 Expansion
2016	Awarded	Champaign County (C-CARTS)	1 MD & 2 SMD	TBD	TBD	\$ -	\$ 253,167.00	Champaign	General Public	Replacement Vehicles
Total Awarded			1 MD, 2 SMD				\$ 253,167.00			3 Replacement & 3 Expansion

Table D-1 POP, 5311 CVP Projects

Cycle Year	Status	Grantee (Operator)	Description	Federal	State	Local Match	Project Total	Region 8 Area(s)	Target Population	Purpose
2017	TBA	CTF Illinois	2 MV, 1 LD, 1 MD	TBD	TBD	\$ -	\$ 202,000.00	Champaign, Coles, Cumberland, Douglas	Persons w/ Disabilities	Replacement Vehicles
2017	TBA	Developmental Services Center	1 MD	TBD	TBD	\$ -	\$ 63,000.00	Champaign, Piatt (+1)	Persons w/ Disabilities	Replacement Vehicle
Total Requested			2 MV, 2 LD, 2 MD				\$ 265,000.00			1 Replacement & 2 Expansion
2016	Awarded	CTF Illinois	1 MV, 1 LD, 1 SMD	TBD	TBD	\$ -	\$ 192,208.00	Champaign, Coles, Cumberland, Douglas	Persons w/ Disabilities	Replacement Vehicles
Total Awarded			1 MV, 1 LD, 1 SMD				\$ 192,208.00			3 Replacement
2015	Awarded	Developmental Services Center	2 MD	\$ 113,510.00	\$ -	\$ -	\$ 113,510.00	Champaign, Piatt (+1)	Persons w/ Disabilities	Replacement Vehicles
Total Awarded			2 MD	\$ 113,510.00			\$ 113,510.00			2 Replacement Vehicles
2015	Denied	CTF Illinois	2 MV	\$ -	\$ -	\$ -	\$ 76,352.00	Champaign, Coles, Cumberland, Douglas	Persons w/ Disabilities	Replacement Vehicles
Total Denied			2 MV				\$ 76,352.00			2 Replacement Vehicles

Table D-2 POP, 5310 CVP Projects



Transportation

Consumer Survey

APPENDIX E: Transportation Consumer Survey



CUUATS

CHAMPAIGN URBANA URBANIZED AREA
TRANSPORTATION STUDY

1776 East Washington Street
Urbana, IL 61802

Phone 217.328.3313
Fax 217.328.2426

www.ccrpc.org

Transportation Consumer Survey

Name of Agency _____

Date _____

The results of this survey will help shape recommendations and alternatives for the 2016 update of the Champaign-Urbana urbanized area Human Services Transportation Plan (HSTP), by assessing unmet needs and service gaps.

1. For which purposes do you use CUMTD's Paratransit services? (Circle all that apply)
 - a. Work
 - b. Medical Appointments
 - c. School / Educational
 - d. Shopping
 - e. Social / Recreational
 - f. Other: _____
2. Do you use any other transportation services within the community? (Circle one)

Yes No

If yes, name of service(s): _____
3. How often do you use CUMTD's Paratransit services?
 - a. Less than once a month.
 - b. About once a month.
 - c. About once a week.
 - d. 2-3 days a week.
 - e. 4-5 days a week.
4. Are there obstacles preventing you from using transportation services more often? (Circle all that apply)
 - a. Cost of fares.
 - b. System hours of operation.
 - c. Advance reservation timeframe.
 - d. Need someone to ride with me.
 - e. Personal health reasons / disability.
 - f. There are no obstacles.
 - g. Other: _____
5. What is your overall satisfaction with CUMTD's Paratransit service?

Very Satisfied | Satisfied | Unsatisfied | Very Unsatisfied
6. Are you able to travel everywhere you would like to within the community?

Yes No

If "no," where else would you like to go? _____
7. How could CUMTD and/or the community better meet your transportation needs? _____
8. What do you see as the greatest barrier to mobility in the community?
 - ☐ Lack of information about transportation options
 - ☐ Lack of information about how to use available services
 - ☐ Advance notice needed to request a ride
 - ☐ Hours of operation
 - ☐ Other (explain): _____
9. What is your age?
 - a. Under 18
 - b. 18 – 24
 - c. 25 – 45
 - d. 46 – 59
 - e. 60+
 - f. Prefer not to answer
10. Do you have a physical disability?

Yes No Prefer not to answer

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APPENDIX E: Transportation Consumer Survey

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

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

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

14. Please rate your overall experience with the transportation issues below, based on all of the transportation services you use, by circling 0-5.

Transit Customer Service Issue	N/A	Poor		Fair		Excellent
The ease of finding public transit system information.	0	1	2	3	4	5
The ability to connect to other transit agencies.	0	1	2	3	4	5
The affordability of the service.	0	1	2	3	4	5
Reliability of the service	0	1	2	3	4	5
The ease of scheduling rides.	0	1	2	3	4	5
From transit customer service issues listed above, what are the most important to you?						



Transportation Consumer

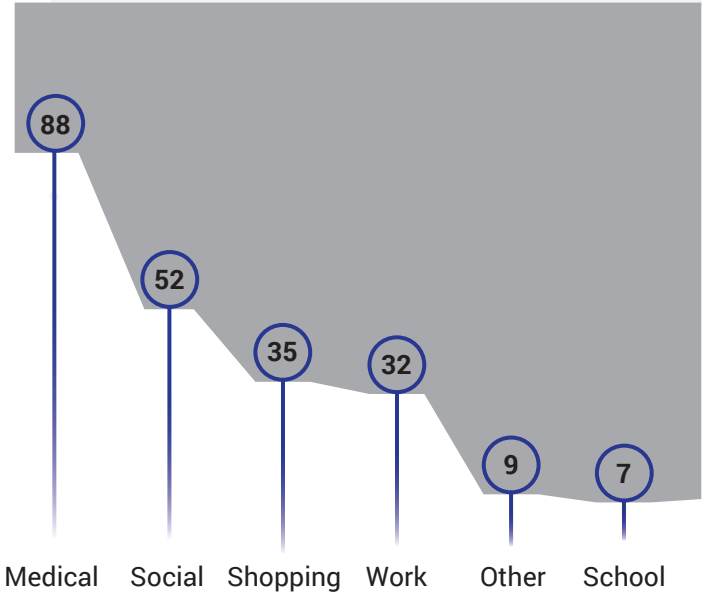
Survey Results

QUESTIONS AND RESULTS

Question 1: For which purposes do you use your agency's transportation services?

Medical appointments constituted nearly forty percent of transportation trips. Following medical appointments, about a quarter of transportation consumers used transportation services for social activities or recreation purposes. Shopping and work trips accounted for about fifteen percent of responses for each category. A small percentage of responses reported using transportation services for school or other purposes.

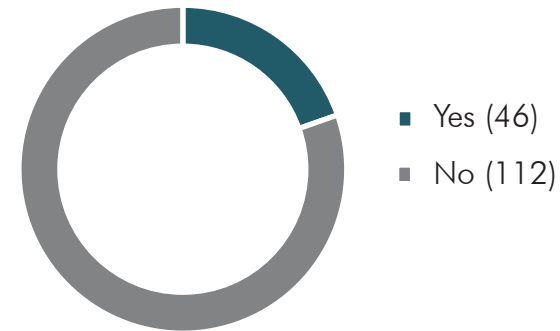
Percent	Number	Purpose
39%	88	Medical Appointments
23%	52	Social / Recreational
16%	35	Shopping
14%	32	Work
4%	9	Other
3%	7	School / Educational



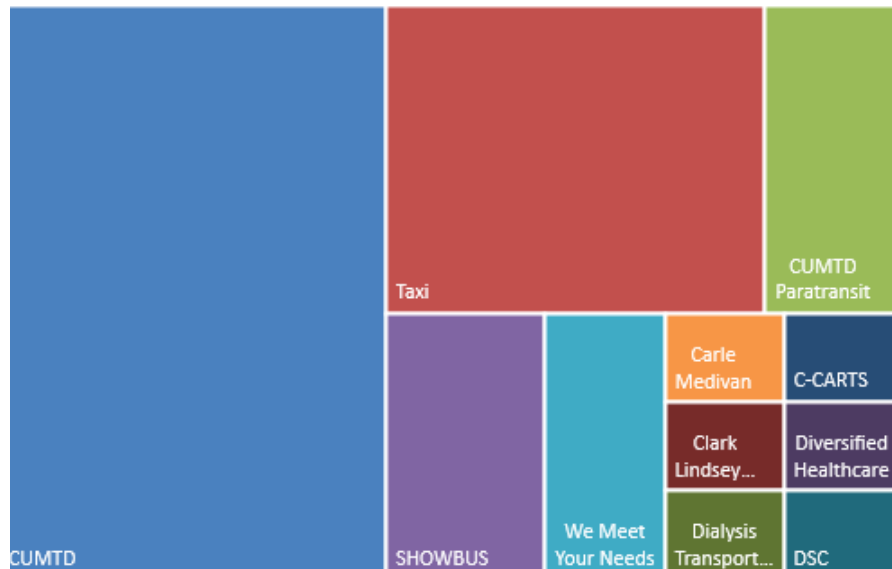
Question 2: Do you use any other transportation services within the community? If yes, name of service(s).

71% of survey respondents use only one transportation service within their communities.

Consumers are largely reliant solely on one source of transit. Seventy-one percent of survey respondents do not use any other transportation services within their respective communities. Of the nearly thirty percent of consumers using additional other transportation services, the top additional transportation services are CUMTD and Taxis, followed to a lesser degree by CUMTD Paratransit, SHOWBUS, and We Meet Your Needs. Other services mentioned include Carle Medivan, C-CARTS, Clark Lindsey Village, Dialysis Transportation, Diversified Healthcare, and DSC.



Percent	Number	Response
71%	112	No
29%	46	Yes



Percent of Services Named	Number	Name of Service
43%	21	CUMTD
22%	11	Taxi
8%	4	CUMTD Paratransit
8%	4	SHOWBUS
6%	3	We Meet Your Needs
2%	1	Carle Medivan
2%	1	C-CARTS
2%	1	Clark Lindsey Village
2%	1	Dialysis Transportation
2%	1	Diversified Healthcare
2%	1	DSC

APPENDIX F : Transportation Consumer Survey Results

Question 3: How often do you use your agency's transportation services?

Consumers who use transportation services use it either very regularly or only occasionally.

The largest number of consumer survey respondents reported that they use transportation services less than once a month. The next largest number of responses reported using transportation services four to five days a week. Generally, consumers who rely on transportation use it either very regularly or only occasionally. The most moderate frequency of transportation use received the lowest number of responses. No category of use frequency received a disproportional higher response rate over the other frequency of use categories.

39, Less than once a month

33, 4-5 days a week

30, About once a month

22, About once a week

16, 2-3 days a week

Percent	Number	Frequency
28%	39	Less than once a month.
24%	33	4-5 days a week.
21%	30	About once a month.
16%	22	About once a week.
11%	16	2-3 days a week.

Question 4: Are there obstacles preventing you from using transportation services more often?

Approximately half of survey respondents reported barriers that limit the frequency with which they use transportation services. Personal health reasons and/or a disability was the top concern, followed closely by both the system hours of operation and the need to have a companion rider. Forty-nine percent of respondents did not have any obstacles to using transportation services more often.



Personal health reasons and/or disability was the top obstacles to consumers using transportation services more frequently.

Percent	Number	Obstacle
49%	84	There are no obstacles.
17%	29	Personal health reasons / disability.
11%	18	System hours of operation.
9%	16	Need someone to ride with me.
6%	10	Advance reservation timeframe.
6%	10	Other
2%	4	Cost of fares.

Question 5: What is your overall satisfaction with your agency's transportation service?

Ninety-seven percent of responses were positive about overall satisfaction with transportation service.

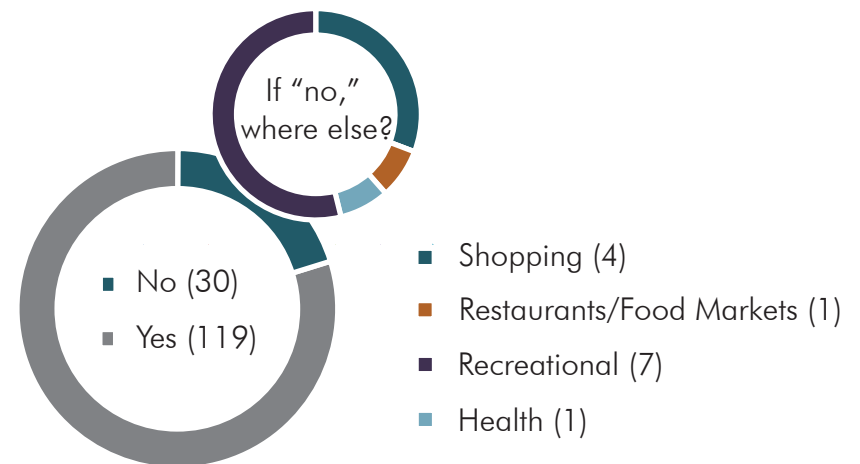
The overwhelming majority of transportation consumers surveyed are satisfied with their transportation experience. Of the one hundred thirty-seven responses, ninety seven percent answered positively with either satisfied or very satisfied. Only three percent of the responses were negative. More survey respondents left this question blank than those that answered with either unsatisfied or very unsatisfied combined.



Percent	Number	Overall Satisfaction
52%	71	Very Satisfied
45%	61	Satisfied
2%	3	Unsatisfied
1%	2	Very Unsatisfied

Question 6: Are you able to travel everywhere you would like to within the community? If "no," where else would you like to go?

Approximately eighty percent of transportation service customers had no complaints about the travel locations available. The twenty percent of survey participants unable to travel everywhere they would like to within their community expressed interests to travel to a variety of locations. These locations, in order of level of interest, included recreational locations, shopping venues, restaurants and other food markets, and health or medical destinations.



Percent	Number	Able to Travel Everywhere within Community?
80%	119	Yes
20%	30	No

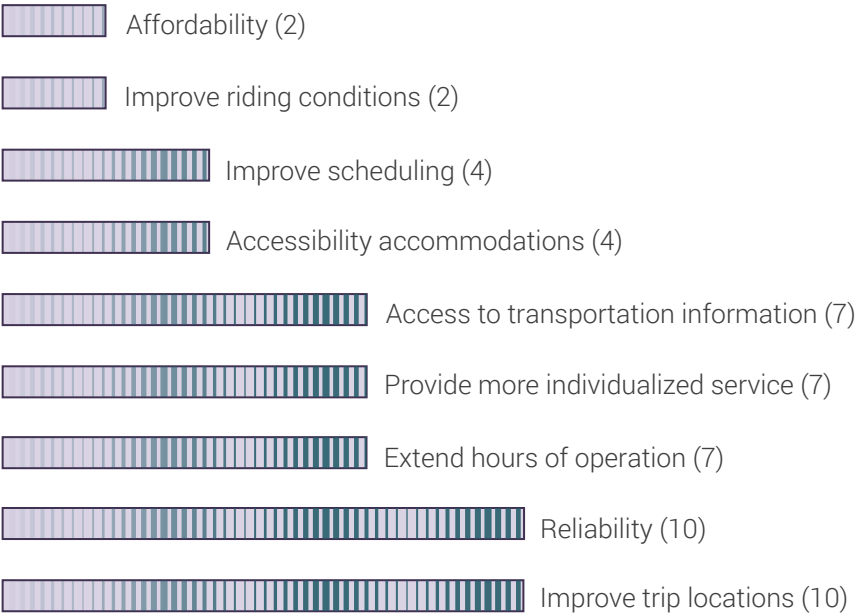
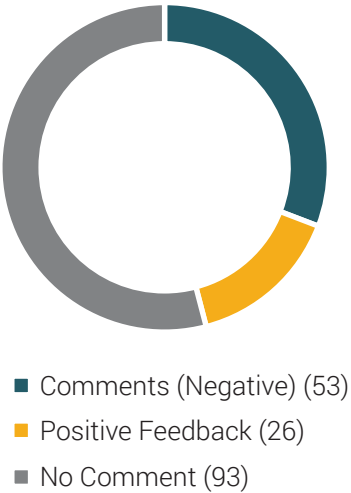
Percent	Number	If no, where else would you like to go?
54%	7	Recreational
31%	4	Shopping
8%	1	Food
8%	1	Health
0%	0	Nearby Cities or Towns

APPENDIX F : Transportation Consumer Survey Results

Question 7: How could your agency and/or the community better meet your transportation needs?

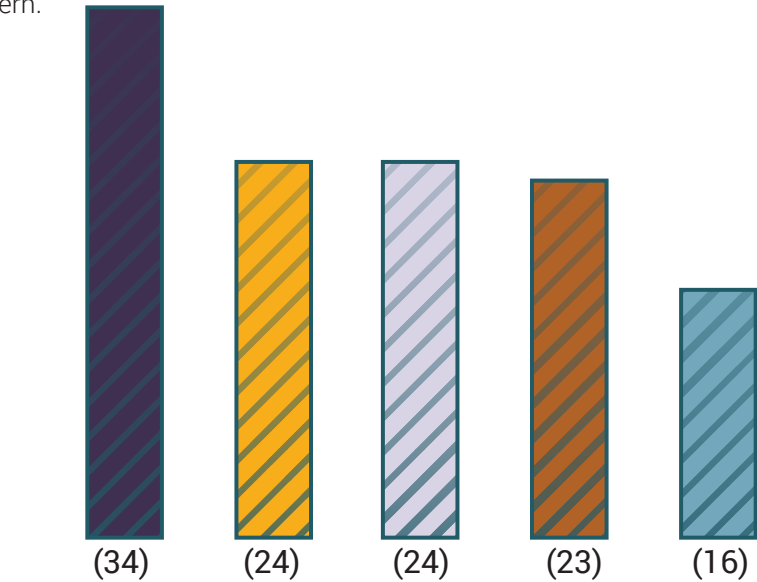
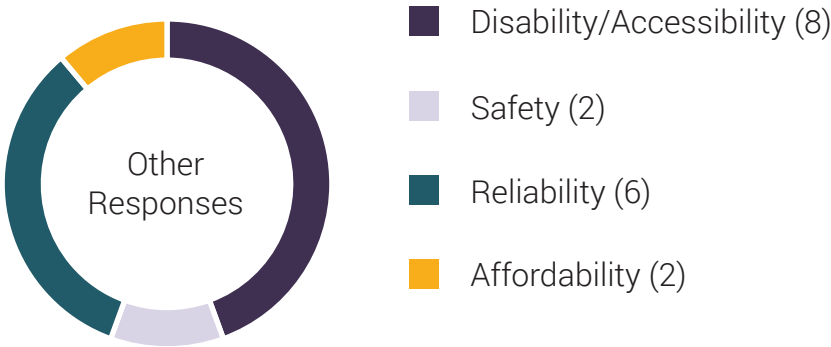
The top improvement areas listed by transportation consumers were to provide more destination options and to improve the punctuality or availability of service. Transportation consumers commented on hour long pick up windows, among other complaints. Other concerns were hours of operation, access to information about transportation services, and the need for more individualized services, like taxis. Fifty-four percent of the surveys received did not provide a response to question seven. Of the comments received, one-third of the responses consisted of positive feedback of the transportation services received.

Percent	Number	Transportation Need
33%	26	Satisfied, positive feedback
13%	10	Improve trip location options
13%	10	Increase availability, decrease wait times & delays
9%	7	Extend the hours of operations
9%	7	Provide more individualized service options
9%	7	Access to transportation information
5%	4	Accessibility accommodations
5%	4	Scheduling concerns
3%	2	Poor riding conditions
3%	2	Affordability

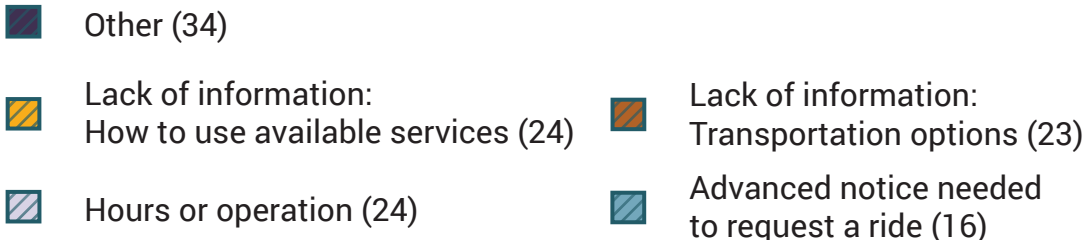


Question 8: What do you see as the greatest barrier to mobility in the community?

When asked about the greatest barrier to mobility, a large number of consumers responded with responses outside of the prompted options. Just under half of the other responses were positive. Within the critical responses, disability or accessibility concerns were the main concern. Reliability of the services followed with six responses, including responses noting service availability and wait times. The following three barriers ranked similarly with about twenty percent of the votes each: lack of information about how to use available services, hours of operation, and lack of information about transportation options. Advanced notice needed to request a ride was the barrier of the least concern.



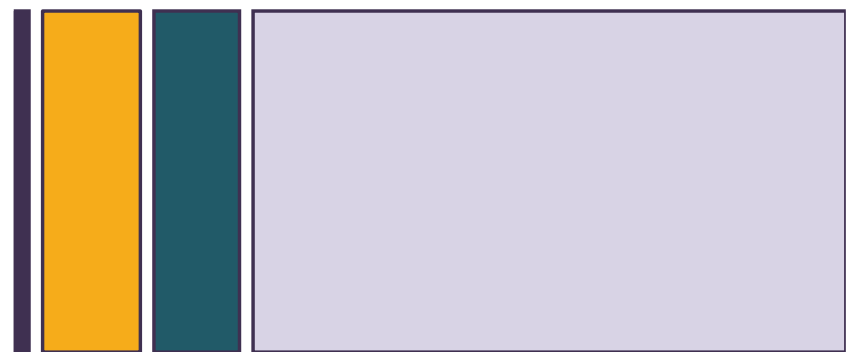
Percent of Responses	Number	Greatest Barrier
28%	34	Other: 18 critical comments and 16 satisfied comments
20%	24	Lack of information about how to use available services
20%	24	Hours of operation
19%	23	Lack of information about transportation options
13%	16	Advance notice needed to request a ride



APPENDIX F : Transportation Consumer Survey Results

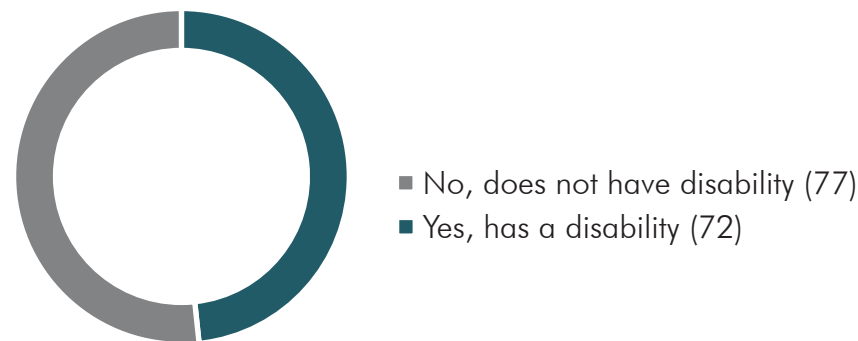
Question 9: What is your age?

The survey age distribution varied disproportionately. The main transportation consumer user group was older adults over sixty years. About three-fourths of the surveys received were from older adults over sixty There were no youth under eighteen represented in the survey and only three responses from young adults eighteen to twenty-four. Adults between twenty-five and forty-five and between forty-six and fifty-nine had a moderate ridership of about twelve percent.



■ Under 18 (0) ■ 18-24 (3) ■ 25-45 (20)
■ 46-59 (17) ■ 60+ (120)

Percent	Number	Age
0%	0	Under 18
2%	3	18 - 24
13%	20	25 - 45
11%	17	46 - 59
75%	120	60+
0%	0	Prefer not to answer.



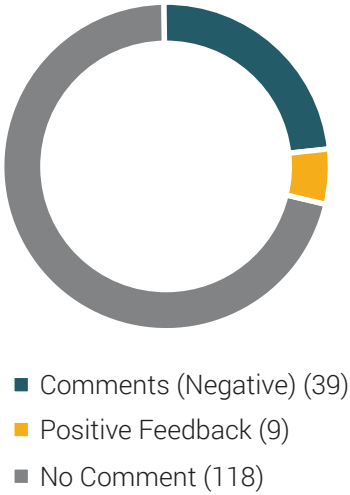
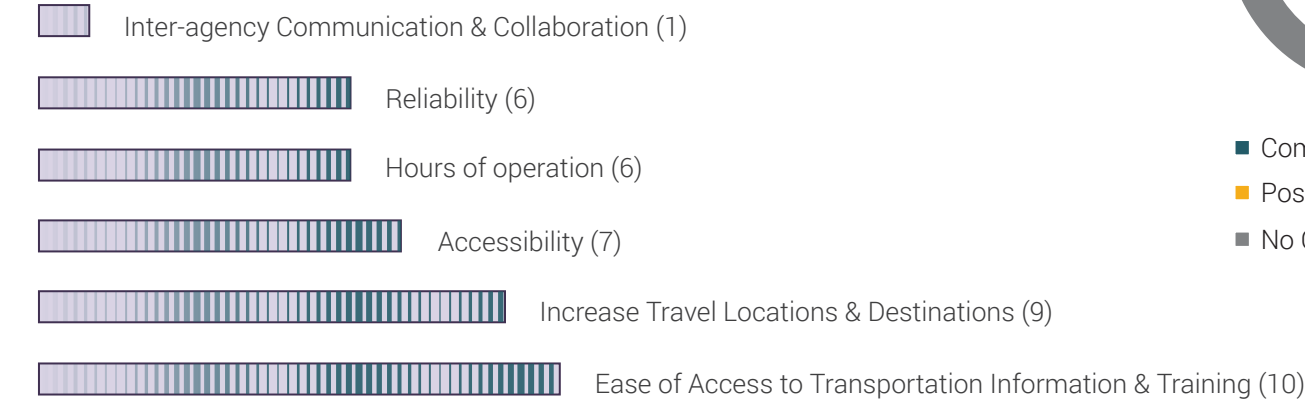
Question 10: Do you have a physical disability?

A large percentage of transportation consumers within the urbanized area have a physical disability. Based on the census data for the overall urbanized area, about five percent of the adult population from the ages of eighteen to sixty-four has a disability, and thirty-three percent of the older adult population over sixty-four years has a disability. Nearly half of the survey respondents responded they have a physical disability. Census data includes any disability (intellectual, social, or physical), but the transportation consumer survey only inquired about a physical ability. Therefore, the number of people with disabilities depending on transportation services is likely greater than forty-eight percent of the ridership.

Percent	Number	Riders with a Physical Disability
52%	77	No
48%	72	Yes
0%	0	Prefer not to answer.

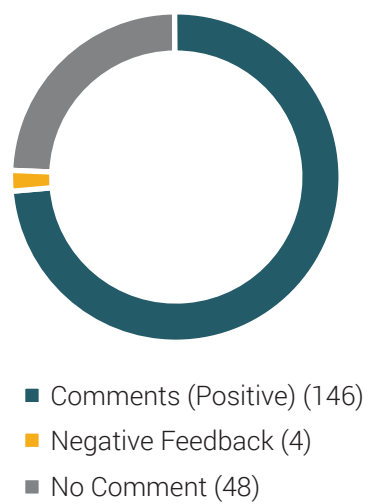
Question 11: How do you think that transportation coordination could be better in the community?

Transportation consumers identified concerns within five primary categories. Of these five categories, about half of the responses indicated the top two concerns: the need for transportation information and travel training to be readily available (ten responses) and the request for more travel location options (nine responses). The other half of responses described concerns related to the accessibility of services provided, limited hours of operation, and the lack of timely service or service availability. These included provisions such as: more vehicles for wheelchairs, detailed assistance with the schedules, evening and weekend service, and shorter pickup wait times.

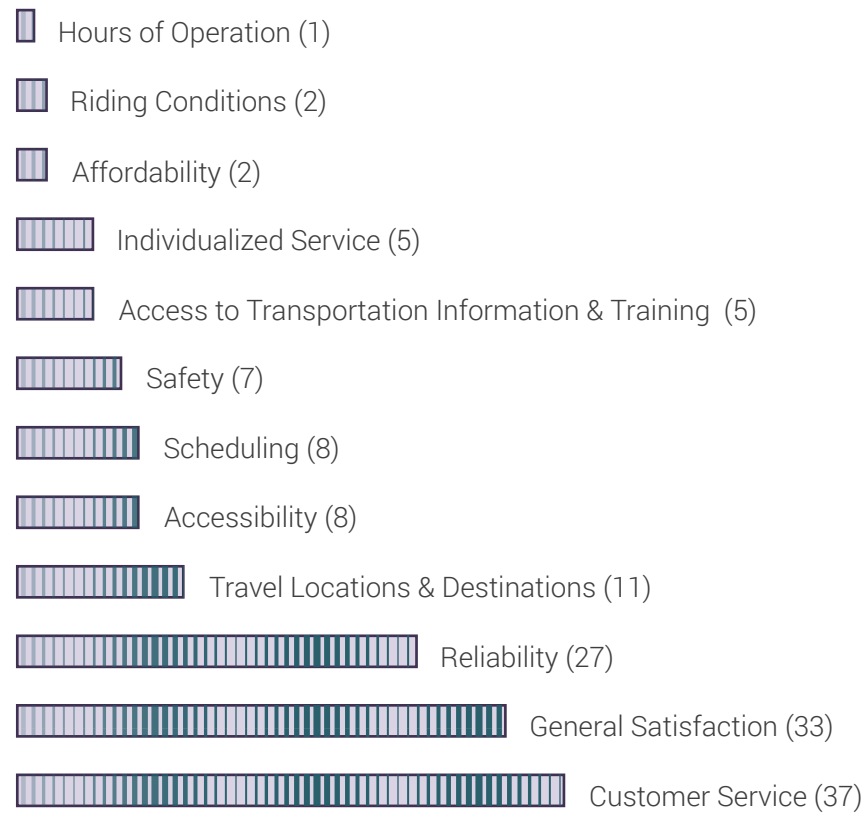


Question 12: What are a few things that your agency and/or the community does well when it comes to transportation?

Within the open-ended questions, consumer surveys responded nearly three times higher for question twelve than for questions eleven and thirteen. This suggests that transportation consumers perceive an overall more positive outlook about the services they have received. Positive customer service comments received the highest number of responses. Over eighty percent of customer service comments referred to positive experiences with the drivers. General satisfaction or praise followed with thirty-three responses. Reliability also ranked highly with twenty-seven responses. Reliability included general comments about reliability, availability of services, and punctuality of services. Travel location options, accessibility, scheduling, safety, access to transportation information and training, and individualized transportation services all received moderate numbers of responses.

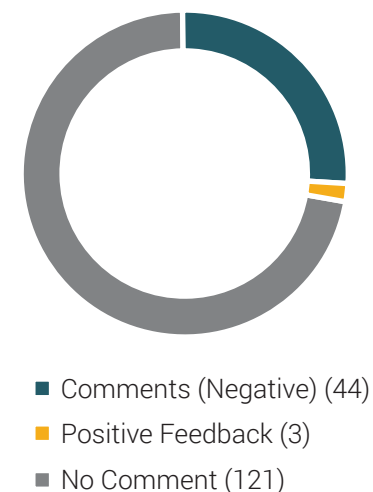
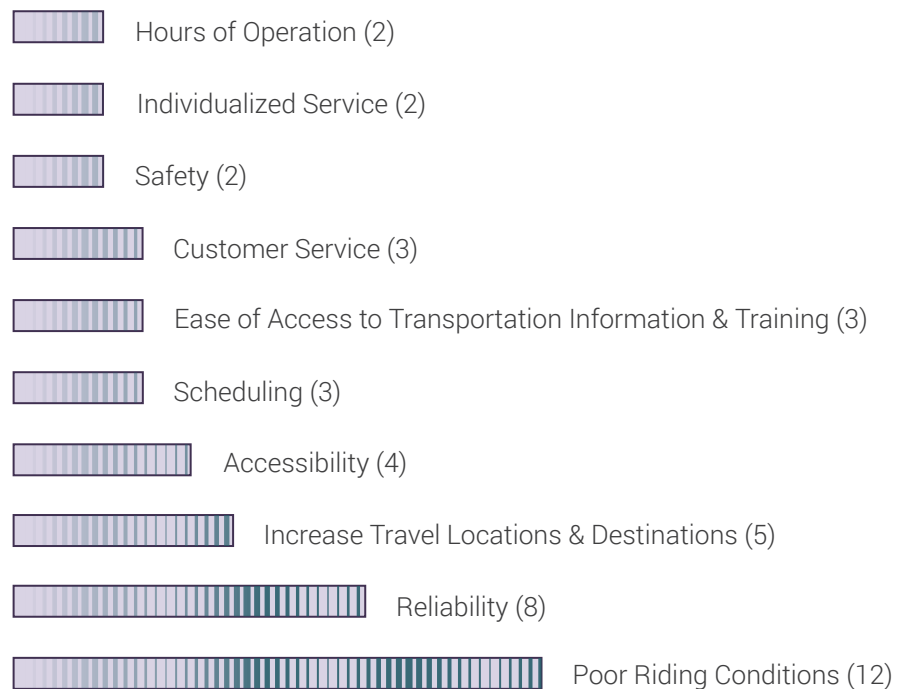


Hours of operation, affordability, and riding conditions received the least number of positive comments, which aligns with the higher number of responses these categories received in the questions regarding issues needing improvement.



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

Transportation consumers reported poor riding conditions as the main transportation experience issue. Inappropriate passenger behavior defined poor riding conditions over other poor riding conditions, such as limited personal space, by a ratio of two to one. With half the responses, consumers ranked punctuality of service as the second more important issue. Increasing travel route locations and improving accessibility of services closely followed punctuality as some of the most important transportation issues.

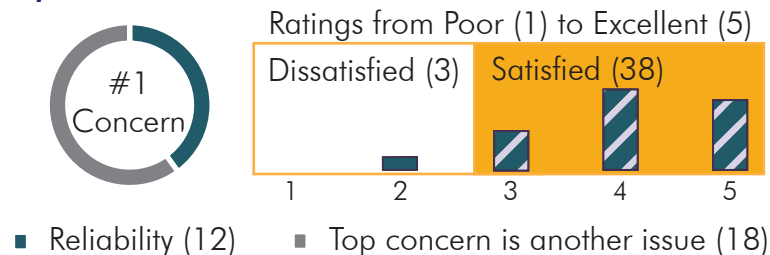


APPENDIX F : Transportation Consumer Survey Results

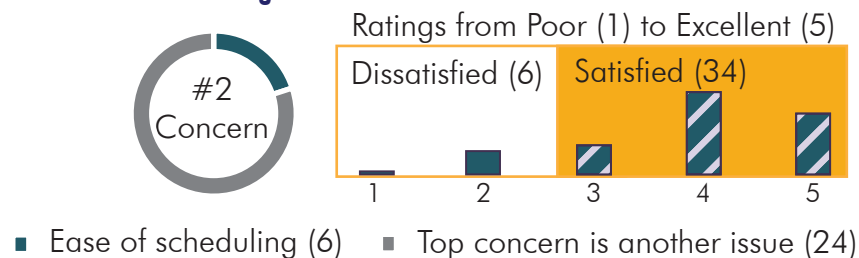
Question 14 (a): Please rate your overall experience with the issues below, based on all of the transportation services you use, by circling 0-5? (b): From transit customer services listed above, what are the most important to you?

Overall, about ninety to ninety-five percent of transportation consumers were satisfied with each public transportation characteristic listed. The ease of scheduling rides received the lowest satisfaction ratings, with about eighty-five percent of transportation consumers satisfied. The reliability of the service was the top concern of consumers. The ability to connect to other transit agencies was of the least concern, to the extent there were zero top importance rankings for that concern. The ease of scheduling rides was the number two ranked concern, and it also received the most number of dissatisfied ratings. For each category, there were a majority of satisfied responses.

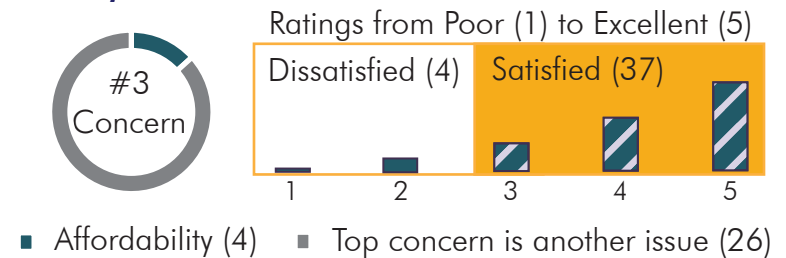
Reliability of the service.



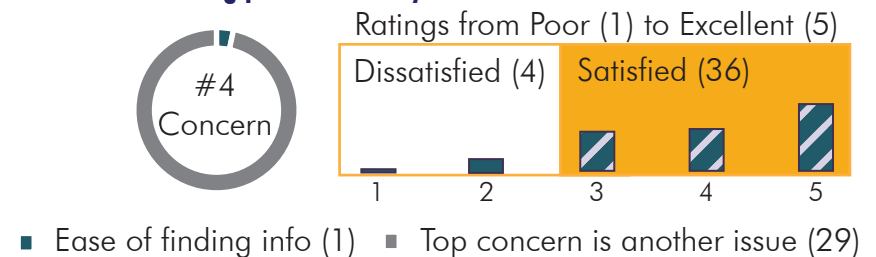
The ease of scheduling rides.



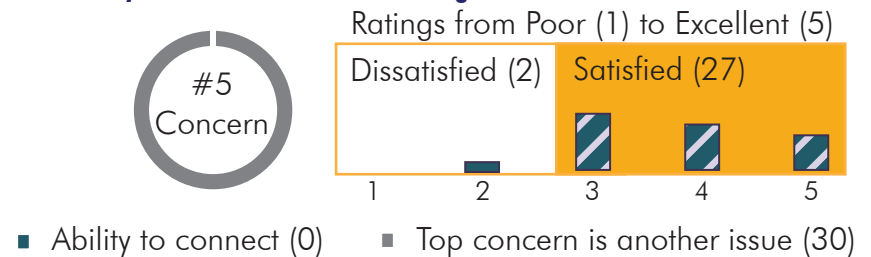
The affordability of the service.



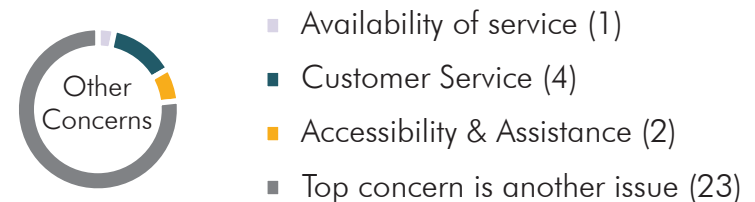
The ease of finding public transit system information.



The ability to connect to other transit agencies.



Responses indicating a top concern not in the list provided



Transit Customer Service Issue	Not Applicable	Rating of 1	Rating of 2	Rating of 3	Rating of 4	Rating of 5	Percent Satisfied	Average Rating
The ease of finding public transit system information.	119	1	1	3	8	15	90%	3.9
The ability to connect to other transit agencies.	118	13	0	2	11	9	93%	3.7
The affordability of the service.	118	1	1	3	6	13	90%	4.1
Reliability of the service.	117	2	0	3	8	16	93%	4.0
The ease of scheduling rides.	117	3	1	5	6	16	85%	3.8

The total average rating for all transit customer services issues was 3.92 out of 5.

Transit Customer Service Issue - Top Importance	Percent	Number
The ease of finding public transit system information.	3%	1
The ability to connect to other transit agencies.	0%	0
The affordability of the service.	13%	4
Reliability of the service.	40%	12
The ease of scheduling rides.	20%	6
Other wrote-in responses: availability, customer service, and accessibility.	23%	7



Transportation

Provider Survey

APPENDIX G: Transportation Provider Survey



CUUATS

CHAMPAIGN URBANA URBANIZED AREA
TRANSPORTATION STUDY

1776 East Washington Street
Urbana, IL 61802

Phone 217.328.3313
Fax 217.328.2426

www.ccrpc.org

Please complete the attached survey as completely as possible. Write N/A after any question that does not apply to your services or clients. If you have any questions please feel free to contact

Zoe Keller, CCRPC/CUUATS, HSTP Coordinator at (217) 531-8285 or zkeller@ccrpc.org

A. ORGANIZATION AND SERVICES PROVIDED

1. Organization

Name: _____

Address: _____

Telephone: _____ Fax: _____

Name and of person(s) answering questions in the survey: _____

Title: _____ E-Mail Address: _____

Agency website address: _____

2. Please list the major functions/services of your organization (transportation, health care, social services, job training/placement, employment, residential facilities, etc.)

3. What is the geographic service area covered by the organization? If you have a map of the service area, please attach a copy to this survey.

- ☐ Countywide
☐ Only specific Municipalities (Specify): _____
☐ Other (Specify): _____

4. Does your organization directly operate transportation services and/or purchase transportation on behalf of clients or the general public from other service providers (for example: travel vouchers, tokens, passes, or reimbursements)? (Circle one)

Direct operation Purchase from other providers Both Neither

If the answer to question 4 is "Neither," please jump to question 13.

APPENDIX G: Transportation Provider Survey

B. TRANSPORTATION SERVICES

5. Mark the trip purposes your organization is authorized to provide to clients or members of the general public. (Check all that apply).

Trip Purpose	Organization is authorized to provide this trip	% of trips
Medical (single/periodic trips to doctor, clinic, etc.)		
Health maintenance (dialysis, other frequent/regular trips)		
Nutrition (trips to a congregate meal site)		
Social (visit to friends/relatives)		
Recreation (cultural, public, athletic events, etc.)		
Education/training (trips to schools, adult ed., etc.)		
Employment (trips to work, interviews, etc.)		
Shopping		
Social Services (counseling, etc.)		
Residential (supporting activities of group residences)		
Other (Specify)		
Total Percent (must equal 100)		

6. In what manner does your organization directly provide, purchase, or arrange transportation for clients or the general public (that may include seniors, or persons with disabilities, or persons with low-income)? (Check all that apply)

Mode of Transportation	Services for General Public	Client Only Services
Personal vehicles of agency staff		
Agency owned vehicles used by agency staff		
Pre-purchased tickets, tokens, passes for other modes of paratransit/transit		
Reimbursement paid to clients, families or friends		
Information and referral about other community transportation resources		

Please describe any other methods in which your organization delivers transportation services not previously checked in Question 6.

7. Please provide the following information regarding your agency's vehicle fleet, used in the provision of transportation services. The vehicle type(s) used include the following:

Vehicle Type	Total	# Owned	# Leased
Sedans			
Minivans			
Light duty bus (12 passengers)			
Medium duty bus (14 passenger)			
Super medium duty bus (26 passenger)			
Other (Describe)			
How many vehicles are ADA accessible (have a lift/ramp)?			

APPENDIX G: Transportation Provider Survey

8. Describe any vehicle needs of your agency (vehicle replacement, expansion of service, etc.).

9. Does your organization charge a fare or fee for providing transportation services? (Circle one).

Yes

No

If yes, what is the fare structure? _____

10. If your agency purchases client transportation services from third parties, please complete the following table. If the third party or parties are private individuals, do not list individuals names; sum all such entries in one line labeled "private individuals."

Transportation Payments Made to Third Parties for the Purchase of Transportation Services			
Name of Third Party	Total number of trips purchased	Basis of payment (e.g., per mile, per trip, etc.)	Total amount paid fiscal year 2015

11. By source, what percentage of your transportation budget comes from:

a. Federal funds _____ %

b. State funds _____ %

c. Local funds _____ %

12. Please list all of the funding sources that provide money for your transportation program (see funding attachment for examples of funding sources if needed).

Federal _____

State _____

Local _____

C. LOCAL COORDINATION EFFORTS

13. What do you see as the greatest barrier to coordination and mobility in your service area?

APPENDIX G: Transportation Provider Survey

14. What strengths do you see in coordination efforts of public and human service transportation in your service area?

15. In your assessment, what enhancements are most needed to improve the coordination of public and human service transportation in your service area?

16. If there are any other issues, concerns, or information relevant to this topic, please feel free to address them in the space provided below.

17. Based on your experience, what are the barriers to coordination of transportation services? (Check all that apply).

- | | |
|--|---|
| <input type="checkbox"/> Federal Regulations | <input type="checkbox"/> Not enough equipment |
| <input type="checkbox"/> State Regulations | <input type="checkbox"/> Incompatible Clients |
| <input type="checkbox"/> Liability Issues | <input type="checkbox"/> Funding |
| <input type="checkbox"/> Satisfied with existing transportation program, do not see need to coordinate | |
| <input type="checkbox"/> Reluctance of area transportation providers to coordinate | |
| <input type="checkbox"/> Other (Explain) _____ | |

18. Are your agency's transportation services coordinated with other transportation providers in your area?

Coordinated Service Type	With which organizations/agencies do you coordinate?
Central dispatching	
Referral of clients	
Provide service for persons with disabilities	
Joint driver training	
Emergency back-up	
Provide transportation services for another agency	
Other (please explain):	

*Thank you for your cooperation. Please return your completed survey to Zoe Keller, zkeller@ccrpc.org, or 1776 East Washington Street, Urbana, IL 61802.
Note: Surveys are due December 11, 2015.*



Transportation Provider

Survey Results

QUESTIONS AND RESULTS

Question 1: Please provide the organization name, address, telephone, fax, survey contact, title, email address, and agency website address.

Agency	Address	Phone	Fax	Survey Respondent	Email Address	Agency Website Address
Circle of Friends Adult Day Center	609 W. Washington Street, Champaign, IL 61820	359-2937	359-3884	Kathy Rhoads, President	center@circleoffriendsadc.net	www.circleoffriendsadc.net
City of Champaign Township	603 S. Randolph Street, Champaign, IL 61820	403-6120	403-6125	Dawn Hoffman, Caseworker	dawn.hoffman@co.champaign.il.us	www.cctownship.com
Community Elements (now Rosecrance)	1801 Fox Drive, Champaign, IL 61820	398-8080	298-8568	Juli Kartel, Chief Clinical Officer	jkartel@communityelements.org	www.communityelements.org
Health Alliance	301 S. Vine Street, Urbana, IL 61801	337-3486	337-3425	Patrick Harness, Community Liaison	patrick.harness@healthalliance.org	www.healthalliance.org
Urbana Adult Education Center	211 N. Race Street, Urbana, IL 61801	384-3530	394-5484	Samuel Byndom, Director	sbyndom@usd116.org	http://urbanaadulthoodeducation.org/
Developmental Services Center	1304 W. Bradley Avenue, Champaign, IL 61821	356-9176 x241	356-9851	Mike Carlson, Transportation Coordinator	mcarlson@dsc-illinois.org	www.dsc-illinois.org
United Way of Champaign County	404 W. Church Street, Champaign, IL 61820	352-5151	352-6494	Beverley Baker, Director/Community Impact	beverley@uwayhelps.org	www.uwayhelps.org
UIUC Division of Disability Resources & Education	1207 S. Oak Street, Champaign, IL 61820	244-4140	244-0014	My linda Granger, Access and Transportation Coordinator	mylindag@illinois.edu	www.disability.illinois.edu
Cunningham Township	205 W. Green Street, Urbana, IL 61801	384-4144	367-7063	Michelle Mayol, Township Supervisor	michelle.township@gmail.com	n/a
CUMTD Paratransit	1101 E. University Avenue, Urbana, IL 61802	384-8188	384-8215	Drew Bargmann, Special Services Manager	dbargmann@cumtd.com	www.cumtd.com

Agency	Address	Phone	Fax	Survey Respondent	Email Address	Agency Website Address
CUMTD Half-Fare Cab Program	1101 E. University Avenue, Urbana, IL 61802	384-8188	384-8215	Drew Bargmann, Special Services Manager	dbargmann@cumtd.com	www.cumtd.com
CUMTD Safe Rides	1101 E. University Avenue, Urbana, IL 61802	384-8188	384-8215	Tracey Pettigrew, Operations Director	tpettigrew@cumtd.com	www.cumtd.com
CUMTD Fixed Route	1101 E. University Avenue, Urbana, IL 61802	384-8188	384-8215	Jay Rank, Planner	jrank@cumtd.com	www.cumtd.com
CCRPC Senior Services	1776 E. Washington Street, Urbana, IL 61802	328-3313	328-2426	Wayne Duke, Case Manager	wduke@ccrpc.org	www.ccrpc.org
Bickford Senior Living	1002 S. Staley Road, Champaign, IL 61822	403-1900	403-1919	Tim Clark, Director	tim.clark@enrichinghappiness.com	bickfordseniorliving.org
Clark-Lindsey Village	101 W. Windsor Road, Urbana, IL 61802	344-2144	239-5186	Diana Perez, Director of Residential Services	dperez@clark-lindsey.com	www.clark-lindsey.com
Meadowbrook Health Center	101 W. Windsor Road, Urbana, IL 61802	344-2144	239-5186	Michele Heil, Director of Quality Improvement	mheil@clark-lindsey.com	www.clark-lindsey.com

APPENDIX H: Transportation Provider Survey Results

Questions 2, 3, and 4:

(2) Please list the major functions/services of your organization (transportation, health care, social services, job train/placement, employment, residential facilities, etc)

(3) What is the geographic service area covered by the organization? If you have a map of the service area, please attach a copy to this survey.

(4) Does your organization directly operate transportation services and/or purchase transportation on behalf of clients or the general public from other service providers (for example: travel vouchers, tokens, passes, or reimbursements)? (circle one)

Agency	Major Functions/Services	Service Area	Direction Operations/Purchase of Transportation
Circle of Friends Adult Day Center	Adult Day Service	County-wide	Both
City of Champaign Township	Social service for mentally or physically disabled	Champaign city limits	Neither
Community Elements (now Rosecrance)	Mental health & substance use services	County-wide	Purchase from other providers
Health Alliance	Health insurance	County-wide (plus other counties)	Neither
Urbana Adult Education Center	Educational Services	County-wide	Purchase from other providers
Developmental Services Center	Transportation, health care, social services, job training/placement, employment, residential facilities)	County-wide	Both
United Way of Champaign County	Fundraising	County-wide	Neither
UIUC Division of Disability Resources & Education	Transportation for students, staff, and faculty with disabilities	UIUC campus district area	Direct operation

Agency	Major Functions/Services	Service Area	Direction Operations/Purchase of Transportation
Cunningham Township	Welfare	Urbana city limits	Purchase from other providers
CUMTD Paratransit	Transportation	CUMTD District boundaries	Direct operation
CUMTD Half-Fare Cab Program	Transportation	CUMTD District boundaries	Purchase from other providers
CUMTD Safe Rides	Transportation	Champaign, Urbana, Savoy	Direct operation
CUMTD Fixed Route	Transportation	CUMTD District boundaries	Direct operation
CCRPC Senior Services	Transportation, health care, social services, job training/placement, employment, residential facilities)	County-wide (plus Ford, Iroquois, Vermilion)	Purchase from other providers
Bickford Senior Living	Health care, senior housing	County-wide	Direct operation
Clark-Lindsey Village	Residential Facilities	County-wide	Direct operation
Meadowbrook Health Center	Healthcare, rehab, sheltered care	County-wide	Direct operation

APPENDIX H: Transportation Provider Survey Results

Question 5: Mark the trip purposes your organization is authorized to provide to clients or members of the general public (check all that apply).

Trip Purpose	Number of Organizations Authorized to provide this trip	Percent of trips
Medical	9	70% of Bickford Senior Living trips, 70% of Clark-Lindsey Village trips, 80% of Meadowbrook Health Center
Recreation	9	5% to 10% of trips from each reporting agency. 10% of DSC trips, 10% of Bickford Senior Living trips
Residential	8	Ranging from 5% to 10% of trips. 10% of DSC and Clark-Lindsey Village trips.
Shopping	8	Ranging from 5% to 10% of trips from most of the reporting agencies. 10% of Clark-Lindsey Village trips.
Employment	7	70% of DSC trips, 10% of UIUC Disability Resources trips
Health maintenance	7	2% to 5% of trips from Bickford Senior Living, Clark-Lindsey Village, and Meadowbrook Health Center
Social Services	7	Ranging from 2% to 5% of trips. 5% of UIUC Disability Resources and Bickford Senior Living trips.
Education/training	6	70% of UIUC Disability Resources trips, 5% of Bickford Senior Living trips
Social	6	1% of Meadowbrook Health Center trip, not reported as a significant percentage of trips from any other agency
Nutrition	5	Not reported as a significant percentage of trips from any agency


Agency	Predominant Trip Focus	Percent of trips
Bickford Senior Living	Medical	70%
Clark-Lindsey Village	Medical	70%
Developmental Services Center	Employment	70%
Meadowbrook Health Center	Medical	80%
UIUC Disability Resources	Education/Training	70%


Question 6: In what manner does your organization directly provide, purchase, or arrange transportation for clients or the general public (that may include seniors, persons with disabilities, or persons with low income)? (Check all that apply)


Services for General Public

Personal vehicles of agency staff (0)

Agency-owned vehicles used by agency staff  (3)

Pre-purchased tickets, tokens, passes for other modes of paratransit/transit  (2)

Reimbursement paid to clients, families, or friends  (1)

Information and referral about other community transportation services  (2)

Client Only Services

Personal vehicles of agency staff  (3)

Agency-owned vehicles used by agency staff  (6)

Pre-purchased tickets, tokens, passes for other modes of paratransit/transit  (4)

Reimbursement paid to clients, families, or friends (0)

Information and referral about other community transportation services  (6)

Mode of Transportation	Services for General Public	Percent Services for General Public	Client Only Services	Percent Client Only Services	Services for both Clients & General Public	Percent for both Client & General Public Services
Personal vehicles of agency staff	0	0%	6	23%	0	0%
Agency-owned vehicles used by agency staff	3	23%	0	46%	0	0%
Pre-purchased tickets, tokens, passes for other modes of paratransit/transit	2	15%	4	31%	1	8%
Reimbursement paid to clients, families or friends	1	8%	6	0%	0	0%
Information and referral about other community transportation resources	2	15%	3	46%	0	0%

APPENDIX H: Transportation Provider Survey Results

Question 7: Please provide the following information regarding your agency's vehicle fleet, used in the provision of transportation services. The vehicle type(s) used include the following:

Circle of Friends

Vehicle Type	Total	# Owned	# Leased
Minivan	1	0	1
Light Duty Bus	1	1	0
Accessible?	0 vehicles out of a total of 2 vehicles		

CUMTD Safe Rides

Vehicle Type	Total	# Owned	# Leased
Minivans	3	3	0
Minivans	14	14	0
Accessible?	17 vehicles out of a total of 17 vehicles		

Clark-Lindsey Village

Vehicle Type	Total	# Owned	# Leased
Sedan	1	1	0
Light Duty Bus	1	1	0
Medium Duty Bus	1	1	0
Accessible?	1 vehicle out of a total of 3 vehicles		

Cunningham Township

Vehicle Type	Total	# Owned	# Leased
Sedan	1	1	0
Accessible?	0 vehicles out of a total of 1 vehicles		

Community Elements

Vehicle Type	Total	# Owned	# Leased
Sedan	3	3	0
Minivans	3	3	0
Accessible?	0 vehicles out of a total of 6 vehicles		

Developmental Services Center

Vehicle Type	Total	# Owned	# Leased
Sedan	2	2	0
Minivans	6	6	0
Light Duty Bus	2	2	0
Medium Duty Bus	6	6	0
Super Medium Duty	1	1	0
Accessible?	11 vehicles out of a total of 17 vehicles		

CUMTD Paratransit

Vehicle Type	Total	# Owned	# Leased
Medium Duty Bus	14	14	0
Accessible?	14 vehicles out of a total of 14 vehicles		

UIUC Disability Resources

Vehicle Type	Total	# Owned	# Leased
Minivans	4	4	0
Accessible?	4 vehicles out of a total of 4 vehicles		

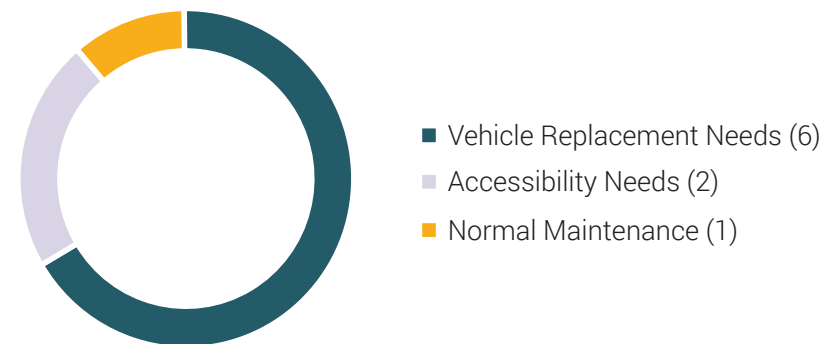
Meadowbrook Health Center

Vehicle Type	Total	# Owned	# Leased
Sedan	1	1	0
Light Duty Bus	1	1	0
Medium Duty Bus	1	1	0
Accessible?	1 vehicle out of a total of 3 vehicles		

APPENDIX H: Transportation Provider Survey Results

Question 8: Describe any vehicle needs of your agency (vehicle replacement, expansion of service, etc.).

Six out of seventeen agencies, or thirty-five percent, reported vehicle replacement needs.



Agency	Vehicle Needs Response
Circle of Friends Adult Day Center	"Will need new vehicle in a few years, would love wheelchair accessible vehicle"
City of Champaign Township	BLANK
Community Elements (now Rosecrance)	"Many of our small cars are needing replaced - very old"
Health Alliance	BLANK
Urbana Adult Education Center	BLANK
Developmental Services Center	"Needing replacement for two of our medium duty buses"
United Way of Champaign County	BLANK
UIUC Division of Disability Resources & Education	BLANK
Cunningham Township	"Normal maintenance"
CUMTD Paratransit	"Currently, we are only looking at replacing vehicles as they reach the end of their useful life."
CUMTD Half-Fare Cab Program	BLANK
CUMTD Safe Rides	"The minivans are at their replacement age"
CUMTD Fixed Route	BLANK
CCRPC Senior Services	BLANK
Bickford Senior Living	BLANK
Clark-Lindsey Village	BLANK
Meadowbrook Health Center	"We are in need of replacing our ADA van. The lift and other mechanical issues have arisen."

**Question 9: Does your organization charge a fare or fee for providing transportation services? (Circle one).
If yes, what is the fare structure?**



- No, does not charge a fare fee (6)
- Yes, charges a fare fee (5)

Agency	Fare Structure
Circle of Friends Adult Day Center	\$9.75 one way
City of Champaign Township	BLANK
Community Elements (now Rosecrance)	No
Health Alliance	BLANK
Urbana Adult Education Center	BLANK
Developmental Services Center	No
United Way of Champaign County	BLANK
UIUC Division of Disability Resources & Education	No
Cunningham Township	No
CUMTD Paratransit	Yes -- PARAttransit service - \$2
CUMTD Half-Fare Cab Program	No
CUMTD Safe Rides	No, contract w/ UIUC
CUMTD Fixed Route	\$1 one way
CCRPC Senior Services	No
Bickford Senior Living	Yes -- \$20 per hour
Clark-Lindsey Village	No
Meadowbrook Health Center	Only for personal trips to visit family.

APPENDIX H: Transportation Provider Survey Results

Question 10: If your agency purchases client transportation services from third parties, please complete the following table. If the third party or parties are private individuals, do not list individual names; sum all such entries in one line labeled "private individuals."

CCRPC Senior Services

Name of Third Party	Total number of trips purchased	Basis of payment	Total amount paid Fiscal Year 2015
CUMTD	2,600	BLANK	BLANK

Community Elements

Name of Third Party	Total number of trips purchased	Basis of payment	Total amount paid Fiscal Year 2015
"Can't provide this detail, but we purchase bus tokens for many of our clients, and use cab service on occasion."			

Developmental Services Center

Name of Third Party	Total number of trips purchased	Basis of payment	Total amount paid Fiscal Year 2015
SHOWBUS	20,280	"1,485" (?)	\$17,820
Piattran	2,600	Not sure	Not sure

Meadowbrook Health Center

Name of Third Party	Total number of trips purchased	Basis of payment	Total amount paid Fiscal Year 2015
Quality Taxi	50	Per trip	\$1,000
Carle Medivan	10	Per trip	BLANK
Precious Cargo	50	Per trip	BLANK

Question 11 & 12:

(11) By source, what percentage of your transportation budget comes from: (a) federal funds, (b) state funds, (c) local funds?

(12) Please list all of the funding sources that provide money for your transportation program (see funding attachment for examples of funding sources if needed).

Agency	Federal Funding	State Funding	Local Funding	Sources
Circle of Friends	1%	22%	No Response	Veteran's Admin, Dept. on Aging, DHS
Clark-Lindsey Village	0%	0%	0%	No Response/Blank
CUMTD Paratransit	0.39%	41%	58%	5307 program, DOAP, capital grants, property tax revenue, fares, advertising, building rental
CUMTD Safe Rides	0.39%	41%	58%	5307 program, DOAP, property tax revenue, fares, advertising
Cunningham Township	0%	0%	100%	Property Taxes
DSC	80%	20%	0%	No Response/Blank
Meadowbrook Health Center	0%	0%	0%	No Response/Blank
UIUC Disability Resources	0%	100%	0%	No Response/Blank
Urbana Adult Education	0%	0%	100%	No Response/Blank

APPENDIX H: Transportation Provider Survey Results

Question 13: What do you see as the greatest barrier to coordination and mobility in your service area?

Bickford Senior Living

- One barrier is that our **organization does not own a vehicle**.
- The other is the **mobility and mental ability** of our residents. A lift is needed and often a companion.

CCRPC Senior Services

- There is very little **affordable transportation** options for low-income individuals in the county. Most services with no fees depend on volunteers through service organizations.

Circle of Friends

- **No door-to-door transportation** services.
- Problems with cul-de-sac issues when big van can't turn around.

Clark-Lindsey Village

- Resident reminders; **clients remembering their appointments** to schedule properly.

Community Elements

- Clients with managed care health plans that are required to provide transportation to their members has helped some, but often clients have to arrive well in advance of their appointments due to **limited availability of transporter**.
- **Evening bus service** to one of our facilities is limited, and **not having a shelter at our bus stop** for clients makes it hard on them in poor weather conditions.

CUMTD Fixed Route

- We offer fixed route public transit. **Funding** for more desired service or **lack of communication** for needs would come to mind. We try to serve our community as well as we can, but don't have service everywhere all of the time.

CUMTD Paratransit

- **Technological system compatibility**.
- **Funding**.

CUMTD Safe Rides

- I think it is **technology**. There are technologies that provide a more efficient service, but we have to get them in.

Developmental Services Center

- **Maintenance** on vehicles.

Health Alliance

- **Not enough publicity** about the availability of services to the public (clients).

Meadowbrook Health Center

- **Availability** on short notice.

Urbana Adult Education

- **Budget**.

United Way of Champaign County

- **Less focus on the U of I** campus. Making routes, stops, transportation time-frame more accessible for working individuals and families.

Question 14: What strengths do you see in coordination efforts of public and human service transportation in your service area?

CCRPC Senior Services

- I really don't see any coordination.

Circle of Friends

- **CUMTD, ADA van** very helpful.
- **C-CARTS**, helpful in rural areas.

Community Elements

- I am not aware of a "coordinated effort" with our agency.
We call for taxis or try to help clients with bus schedules.
We are more of a consumer of transportation services than involved in any coordination efforts.

CUMTD Fixed Route

- Coordination efforts could maximize efficiency or increase options for our residents.

CUMTD Paratransit

- In most cases, there is a want to coordinate, but any network needs to have benefits to each party involved.

CUMTD Safe Rides

- What we do is pretty simple compared to a lot of human service fields. However, based off law we do have some limitations
- **Communication** has been pretty good for the most part.

Developmental Services Center

- Working well!

Health Alliance

- I think there have been great strides made in **improving the infrastructure and networks** for public transportation.

United Way of Chamapign County

- **Communication.**

APPENDIX H: Transportation Provider Survey Results

Question 15: In your assessment, what enhancements are most needed to improve the coordination of public and human service transportation in your service area?

CCRPC Senior Services

- I think **having one entity coordinating** all these services would be worthwhile.
- **Media** about available services would also help.

Circle of Friends

- No door-to-door transportation services.
- Problems with cul-de-sac issues when big van can't turn around.

Community Elements

- Better **access to transportation for people outside the C-U area**.

CUMTD Paratransit

- **Centralized location** for service (physical or electronic).

CUMTD Safe Rides

- I think for what we can provide and some state and federal limits that we have, we do pretty good working together.

Cunningham Township

- **Discounted rates** or a sliding fee scale.

Developmental Services Center

- Continue getting **support from IDOT** to assure that the vehicles are here for us.

Health Alliance

- **More availability**. The boomers will create a service need that transportation is not prepared to handle.

United Way of Chamapign County

- More **accessible evening and weekend routes**.

Question 16: If there are any aother issues, concerns, or information relevant to this topic, please feel free to address them in the space provided below.









Community Elements

- I believe many of our people find reading and **understanding the bus route system** difficult.

Health Alliance

- Dialysis, cardiac rehab phase 2, post surgical visits, wellness visits, quality of life trips -- all important to varying degrees and utilization will skyrocket in the coming years.

Question 17: Based on your experience, what are the barriers to coordination of transportation services?
(Check all that apply)

Barriers	Number of Responses	
Funding	7	
Not enough equipment	5	
Liability issues	4	
State regulations	2	
Satisfied with existing transportation program, do not see need to coordinate	2	
Federal regulations	1	
Incompatible clients	1	
Reluctance of area transportation providers to coordinate	1	

Question 18: Are your agency's transportation services coordinated with other transportation providers in your area?

Barriers	DSC	CUMTD Fixed Route	Clark-Lindsey Village	Meadowbrook Health Center
Central Dispatching	Some	MET-CAD	No Response	No Response
Referral of clients	No Response	No Response	No Response	No Response
Provide service for persons with disabilities	Yes	DSC, UIUC ADA	No Response	No Response
Joint driver training	IDOT	CUMTD trains C-CARTS operators	No Response	No Response
Emergency back-up	No Response	CUMTD maintenance facilities are designated as an emergency triage center	CUMTD	Quality Taxi & Precious Cargo
Provide transportation services for another agency	No Response	CUMTD is the operator of C-CARTS services	No Response	No Response