

# 2017 Region 8 Report Card

## About the HSTP Report Card

The Region 8 Human Service Transportation Plan (HSTP) Technical and Policy Committees approved the updated HSTP on December 14th, 2017. The data measured in this baseline report card came from HSTP agencies through self-reported data requests. 5311 agencies refers to public transit organizations, while 5310 refers to non-profit or human service entities.

The 2017 HSTP goals were formulated into performance measures that are already tracked by the agencies, including vehicle miles traveled, trips, and denials, among other metrics. Some sections, such as vehicle hours, have incomplete data since several 5310 agencies do not track this information. Several goals were not accomplished in 2017 due to how late in the year the plan had been approved.

This report card will serve as a baseline for future HSTP data analysis and discusses some of the performance measures that have been consistently tracked. Several metrics have been collected previously through the Rural Mobility Index, a detailed record of Illinois rural transit statistics compiled by the Illinois Institute for Rural Affairs. Data collected before 2017 will be assigned a positive, neutral, or negative rating depending on the data trend. Otherwise, the 2017 statistic will set a standard for future report cards.

The HSTP Technical Committee members come from human service agencies, health organizations, and public transit providers who receive 5310 funding from the Illinois Department of Transportation. The Policy Committee members are county board members who are appointed by their respective county board chair.

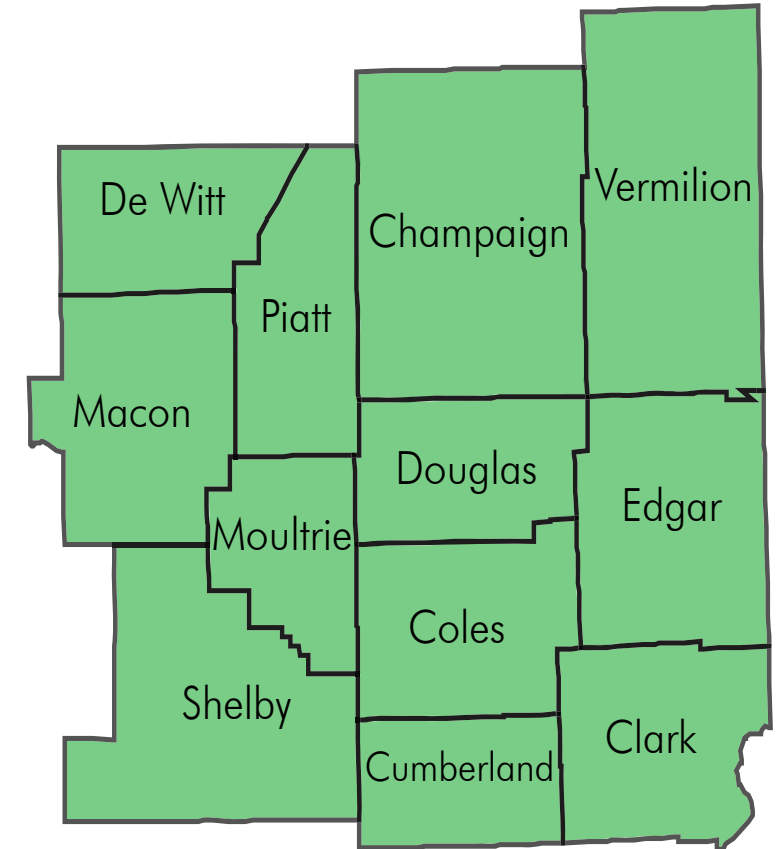
## Region 8 HSTP Technical Committee Members:

- CCAR Industries
- Champaign County Area Rural Transit System
- Central Illinois Public Transit
- CRIS Rural Mass Transit District
- Crosspoint Human Services
- CTF Illinois
- Developmental Services Center
- Dial-A-Ride
- East Central Illinois Area Agency on Aging
- Health Alliance
- Human Resources Center of Edgar & Clark
- LifeLinks Inc.,
- Macon Resources Inc.
- Moultrie County Beacon
- PACE Inc.
- Piattran
- Rides Mass Transit District
- Shelby County Community Services
- SHOW BUS
- Soyland Access to Independent Living (SAIL)

## Region 8 HSTP Policy Committee Members:

- Champaign County
- Coles County
- Cumberland County
- Douglas County
- Macon County
- Moultrie County
- Piatt County
- Shelby County

## Illinois HSTP Region 8





HSTP Objective	Performance Measures	2017 Rating	Historic Trend	Current Status
----------------	----------------------	-------------	----------------	----------------

**Awareness**

Create a directory of Region 8 transportation services and social service resources by 2020. Encourage other agencies to include the Region 8 Directory (accessible PDF or link to ECIHSTP website) on websites and/or printed material.

Directory creation, number of updates, directory webpage views, and number of link shares



NO HISTORIC DATA

Directory created in March 2018.

All 5311 agencies use some form of marketing by 2020.

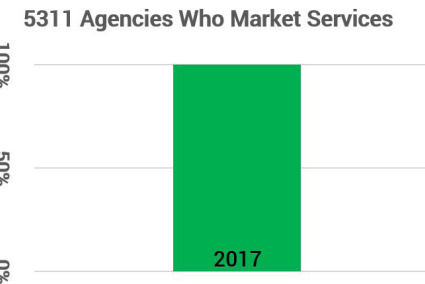
Number and forms of marketing campaigns used



NO HISTORIC DATA

Current status will serve as a baseline.

5310 agencies do not need marketing since they only provide transportation to their clients.



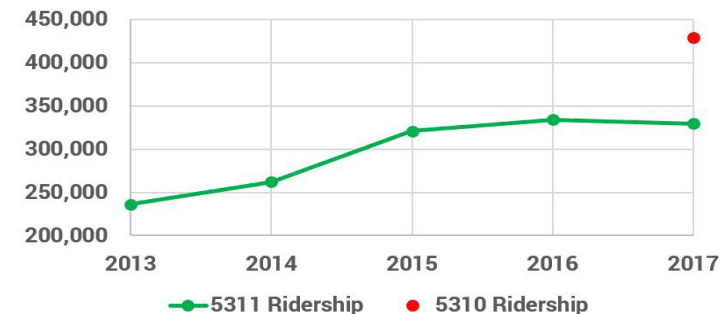
**Service Efficiency**

Rural transit ridership to increase annually with Region 8 HSTP agencies.

Ridership



**Ridership**



Trips provided by 5310 agencies had not been tracked previously. **Nine** reporting 5310 HSTP agencies supplied their clients with **428,701 trips** in 2017.

Ridership among 5311 agencies receives a negative rating since trips **slightly decreased by 2.6 percent** between 2016 and 2017.

Data: Rural Mobility Index provided ridership from 2013 to 2016.

**HSTP Objective**

**Performance Measure**

**2017 Rating**

**Historic Trend**

**Current Status**

Unduplicated ridership to increase annually with 5310 and 5311 agencies.

Unduplicated Riders



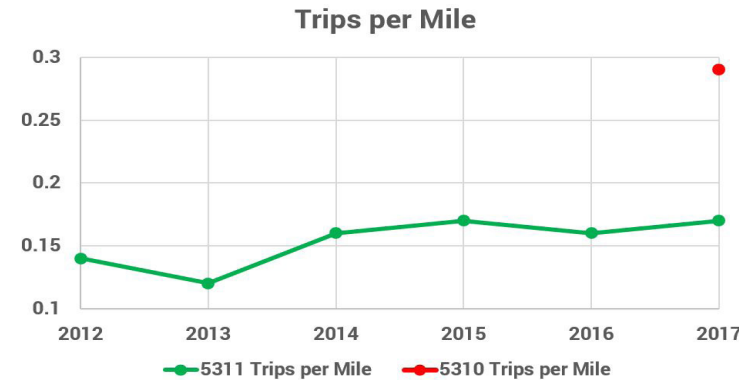
**NO HISTORIC DATA**  
Current status will serve as a baseline.

5310 agencies served **1,289 unduplicated riders** with all but one agency reporting out of nine agencies.

5311 agencies served **5,532 unduplicated riders**. Public transit agencies track unduplicated riders with less consistency with only seven of twelve counties reporting this number.

Trips per mile to increase annually with 5310 and 5311 agencies.

Trips per Mile



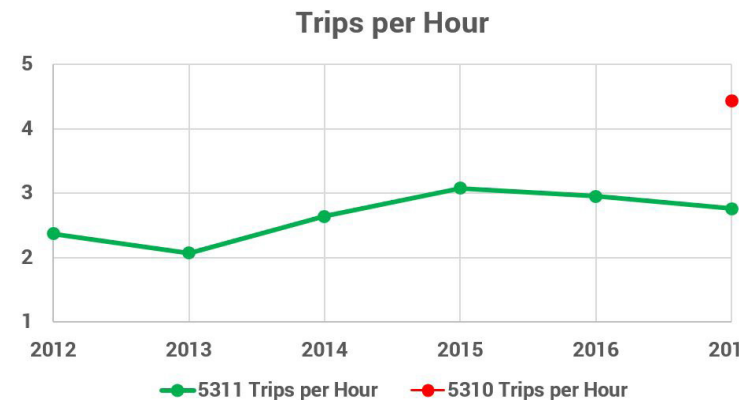
Data: Rural Mobility Index provided ridership and miles from 2012 to 2016.

5311 agencies receive a positive rating since trips per mile **increased by 5.5 percent** between 2016 and 2017.

5310 agencies delivered **0.29 trips per mile** to riders in 2017. Data was not previously tracked for this metric for 5310 providers.

Trips per hour to increase annually with 5310 and 5311 agencies.


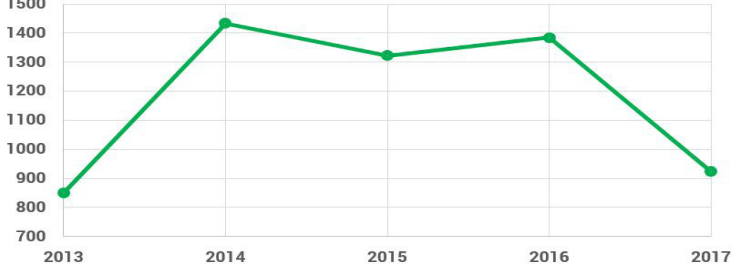
Trips per Hour




Data: Rural Mobility Index provided ridership and hours from 2012 to 2016.

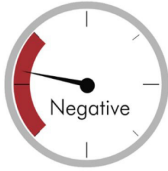
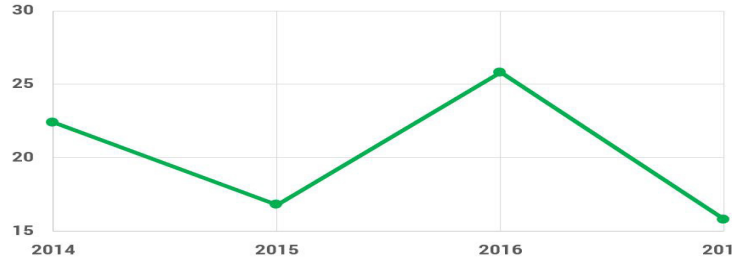
5311 agencies receive a negative rating since trips per hour **decreased by 2.8 percent** between 2016 and 2017.

5310 agencies delivered **4.43 trips per mile** to riders in 2017. Data was not previously tracked for this metric for 5310 providers.




HSTP Objective	Performance Measure	2017 Rating	Historic Trend	Current Status
Trip denials to decrease annually with 5311 agencies.	Trip denials		<p><b>Denials</b></p>  <p>Data: Rural Mobility Index provided denials from 2013 to 2016.</p>	<p>Only 5311 agencies track denials since 5310 agencies provide trips directly to their clients.</p> <p>This data point receives a positive rating due to the <b>43 percent drop in denials</b> between 2016 and 2017.</p>

Increase the number of service contracts and contract revenue annually in Region 8.	The number of service contracts		<p><b>NO HISTORIC DATA</b></p> <p><b>Current status will serve as a baseline.</b></p>	<p>The 5311 agencies had <b>47 service contracts in 2017</b>. Only one agency does not record fares per county, so those counties were excluded. Service contract revenue totaled <b>\$886,282.46</b>.</p> <p>The 5310 agencies held <b>nine service contracts</b> and only contracted with public transit agencies.</p>
---	---------------------------------	---	---	--

## Training & Accessibility

Region 8 agencies host and attend RTAC trainings with increasing frequency.	Number of RTAC trainings and attendees by Region 8 agencies		<p><b>Attendance</b></p>  <p>Data: RTAC provided training data from 2014 to 2017.</p>	<p>The number of RTAC trainings increased, but the number of Region 8 trainees <b>dropped by 24 percent</b> between 2016 and 2017.</p>
---	---	---	--	--

All Region 8 agencies use one or more methods of accessibility for online and physical materials by 2020.	The number of agencies with accessible materials		<p><b>NO HISTORIC DATA</b></p> <p><b>Current status will serve as a baseline.</b></p>	<p>All Region 8 HSTP members use one or more methods for accessibility. No rating assigned due to lack of historic data.</p>
---	--	---	---	--

HSTP Objective	Performance Measure	2017 Rating	Historic Trend	Current Status
<b>Outreach</b>				
Survey public transit riders, major employers, major senior centers, and transportation consumers to determine unmet needs and opportunities for improvement.	The number of major employer, senior center, and rider surveys completed		<b>NO HISTORIC DATA</b> Current status will serve as a baseline.	5311 agencies completed <b>297 general rider surveys</b> in 2017, while 5310 agencies finished <b>322 surveys</b> .  No employer, senior center, and unemployment center surveys were collected in 2017.
Post ECIHSTP Travel Training Video to websites of transit agencies, human service agencies, and other relevant stakeholders.	The number of websites linking to the ECIHSTP travel training videos and the number of views.		<b>NO HISTORIC DATA</b>	No rating will be placed on this metric since no data was collected in 2017.
Hold a maintenance forum semi-annually to discuss best practices, common issues, experiences, and recommendations. Coordinate trainings & training material throughout Region 8 to ensure plentiful opportunities for agencies to meet training requirements.	The number of maintenance forums held, the number of participants at forums, and post-forum evaluations.		<b>NO HISTORIC DATA</b>	No coordinated events or forums were held in 2017.

**Agencies Reporting Data**

**5310 Agencies:** CCAR Industries, Crosspoint Human Services, CTF Illinois, Developmental Services Center, Human Resources Center of Edgar & Clark, LifeLinks Inc., Macon County Resources, Moultrie County Beacon, and Shelby County Community Services.

**5311 Agencies:** Champaign County Area Rural Transit System (C-CARTS), Central Illinois Public Transit, CRIS Rural Mass Transit District, Dial-A-Ride, Piattran, Rides Mass Transit District, and SHOW BUS.