

2018 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 report card came from HSTP agencies through self-reported data requests. In this report, public transit agencies are also referred to as "5311 agencies," because of the federal funding name. Human service agencies are subsequently referred to as 5310 agencies.

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.

This report card will compare data from the previous 2017 baseline year 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 will be assigned a positive, neutral, or negative rating depending on the data trend.

The HSTP Technical Committee is comprised of administrative staff at 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.

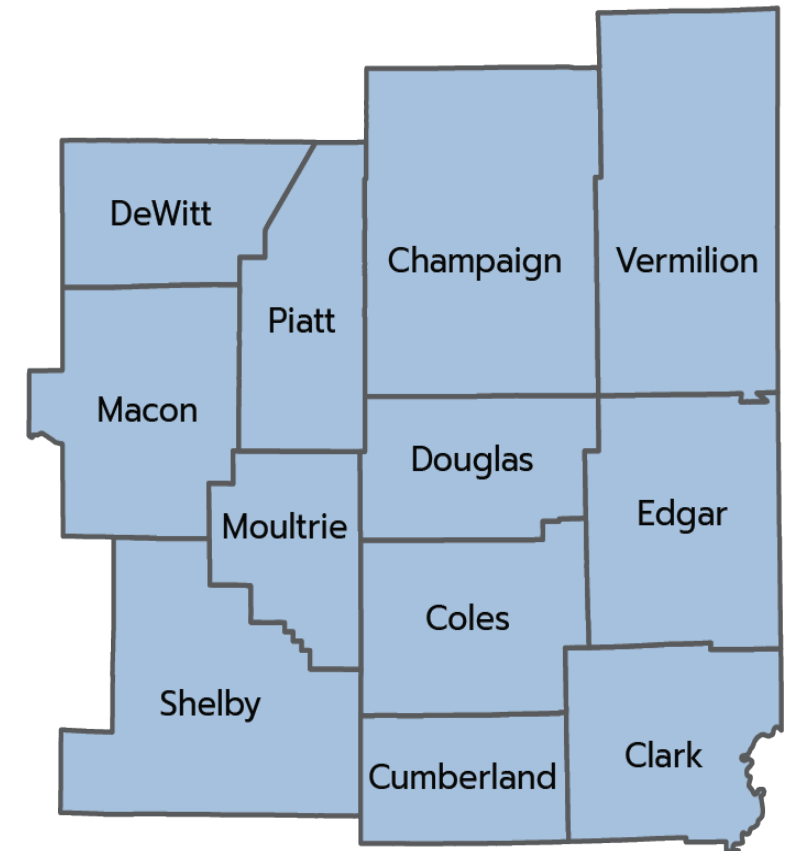
Region 8 HSTP Technical Committee Members

- 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
- Vermillion County

Illinois HSTP Region 8





HSTP Objective

Performance Measures

2018 Rating

Historic Trend

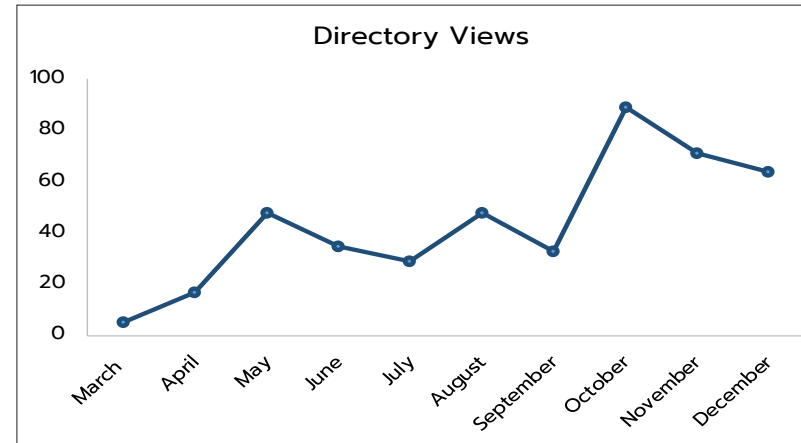
Current Status

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 CCRPC website) on websites and/or printed material.

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



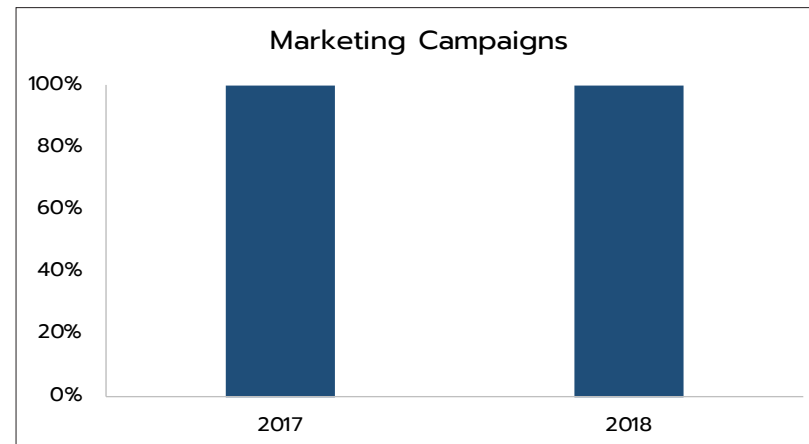
Data: CCRPC

Directory created in March 2018.

Directory usage increased from 5 views in March to 64 in December 2018. The directory was updated in May 2018 and November 2018 and had a total of 439 views.

All 5311 agencies use some form of marketing by 2020.

Number and types of marketing campaigns used



Data: Region 8 HSTP members

Every public transit agency in Region 8 used marketing campaigns to inform the public about their services in 2017 and 2018. Agencies used the radio, newspapers, social media, public events, brochures, and billboards to disseminate information.

Human service agencies do not need to market their transportation services since they only provide transportation to their clients.

HSTP Objective

Performance Measures

2018 Rating

Historic Trend

Current Status

Service Efficiency

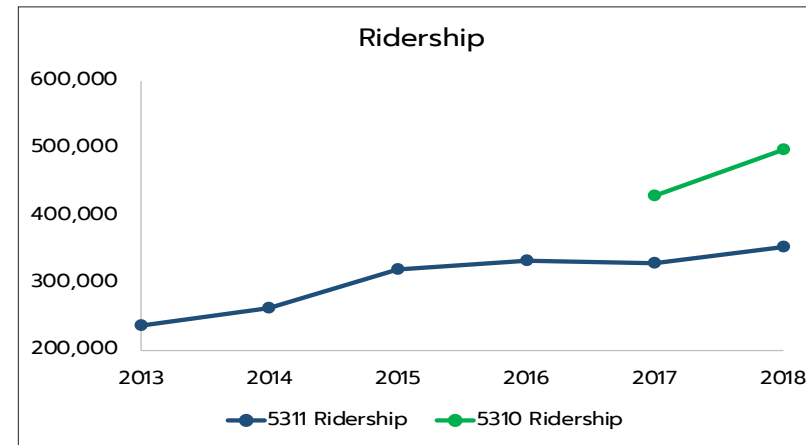
Rural transit ridership to increase annually with Region 8 HSTP agencies.

Ridership

5310 Agencies



5311 Agencies



Data: Rural Mobility Index provided ridership from 2013 to 2016. Region 8 HSTP members provided data to CCRPC in 2017 and 2018.

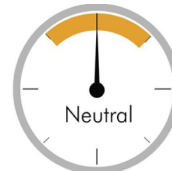
Trips provided by 5310 agencies had not been tracked previous to 2017. Nine reporting 5310 HSTP agencies supplied their clients with 513,129 trips in 2018, a 16 percent increase from 2017.

5311 agencies provided 353,685 trips, a seven percent increase between 2017 and 2018.

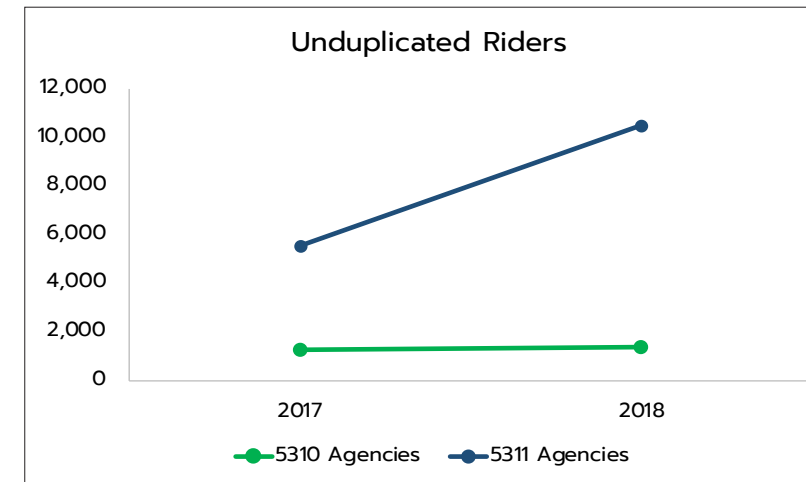
Unduplicated ridership to increase annually with 5310 and 5311 agencies.

Unduplicated Riders

5310 Agencies



5311 Agencies



Data: Region 8 HSTP members

5310 agencies served 1,254 unduplicated riders, a three percent decrease from 2017 to 2018. All but one agency out of nine agencies reported data.

5311 agencies served 10,986 a 51 percent increase from 2017. Public transit agencies track unduplicated riders with less consistency to remove barriers to ridership.

An additional agency reported data that was not provided last year. Ridership increased slightly when this agency's data was removed for comparison between 2017 and 2018.

HSTP Objective

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

Performance Measures

Trips per mile*

2018 Rating

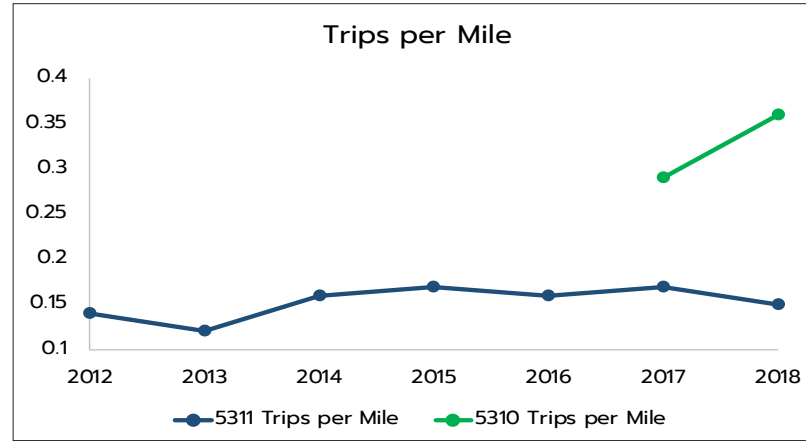
5310 Agencies



5311 Agencies



Historic Trend



Current Status

5310 agencies provided 0.36 trips per mile, a 20 percent increase from 2017 to 2018.

5311 agencies provided 0.15 trips per mile, a 12 percent decrease from 2017 and 2018.

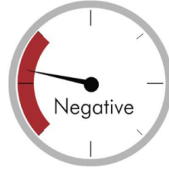
Data: Rural Mobility Index provided ridership and miles from 2012 to 2016. Region 8 HSTP members provided data to CCRPC in 2017 and 2018.

*Note: Trips per mile are an indicator for service efficiency, but this metric does not provide a comprehensive review into a transportation agency's level of service.

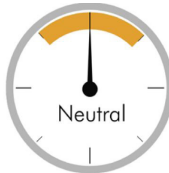
Trips per hour to increase annually with 5310 and 5311 agencies.

Trips per hour**

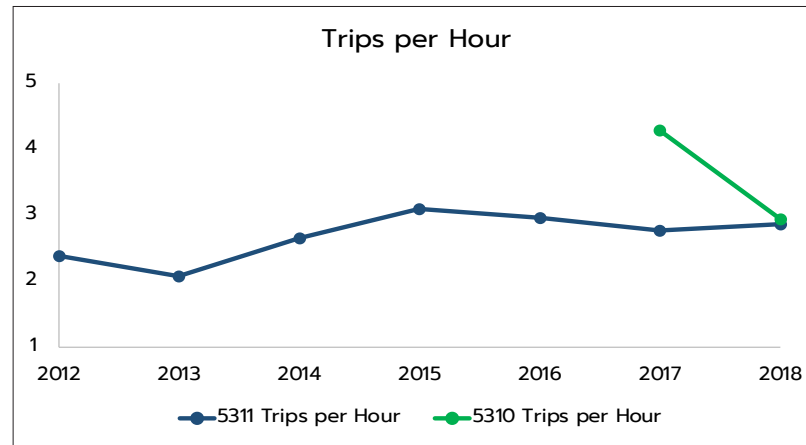
5310 Agencies



5311 Agencies



Historic Trend



5310 agencies provided 2.93 trips per hour, a 32 percent decrease from 2017 to 2018.

5311 agencies provided 2.85 trips per hour, a three percent increase from 2017 to 2018.

Data: Rural Mobility Index provided ridership and hours from 2012 to 2016. Region 8 HSTP members provided data to CCRPC in 2017 and 2018.

**Note: Trips per hour are an indicator for service efficiency, but this metric does not provide a comprehensive review into a transportation agency's level of service.

HSTP Objective

Trip denials to decrease annually with 5311 agencies.

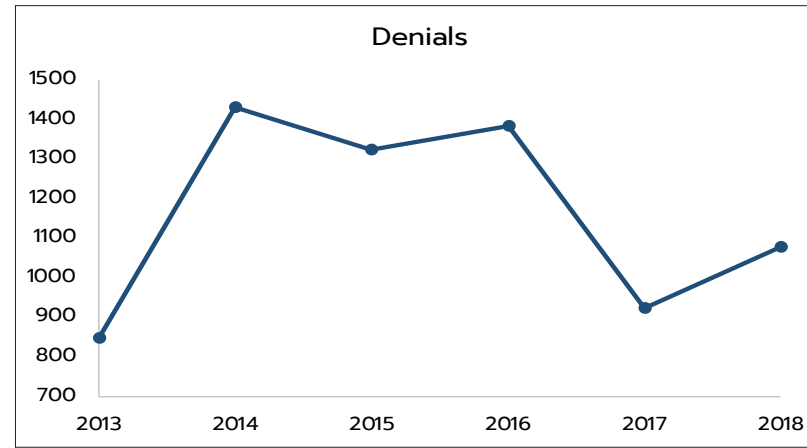
Performance Measures

Trip denials

2018 Rating



Historic Trend



Data: Rural Mobility Index provided denials from 2013 to 2016. Region 8 HSTP members provided data to CCRPC in 2017 and 2018.

Current Status

Only 5311 agencies track denials since 5310 agencies provide trips directly to their clients.

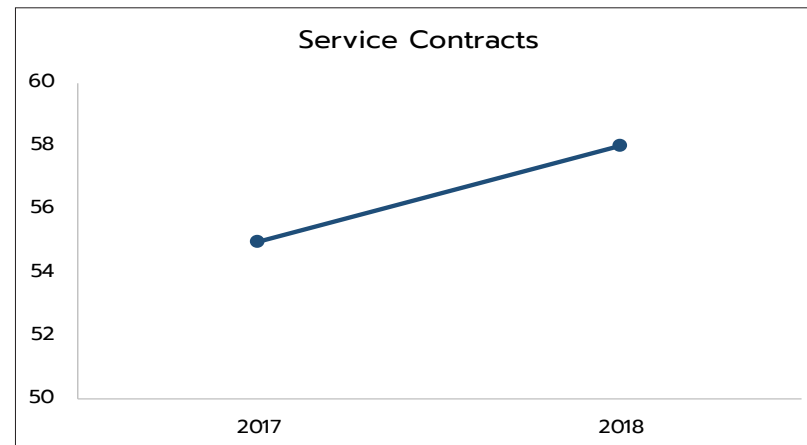
This metric receives a negative rating due to the 14 percent increase in denials between 2017 and 2018. The denials increase can partially be attributed to the MCO-related trip requests that were made outside of agencies' service areas.

Increase the number of service contracts and contract revenue annually in Region 8.

The number of service contracts and contract revenue



Service Contracts



Data: Region 8 HSTP members

The 5311 agencies had 46 service contracts in 2018. Only one agency does not record fares per county, so those counties were excluded.

The 5310 agencies held 12 service contracts and only contracted with public transit agencies.

An increase of three service contracts from 2017 to 2018 led to a positive rating.

HSTP Objective

Increase the number of service contracts, contract and farebox revenue annually in Region 8.

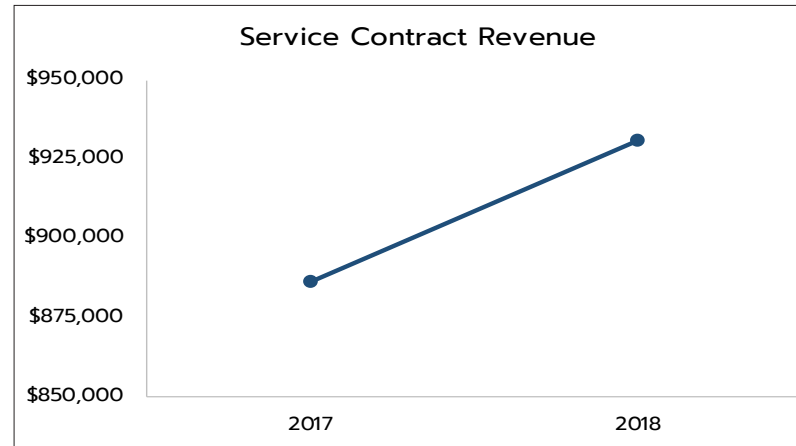
Performance Measures

The number of service contracts and contract and farebox revenue

2018 Rating



Historic Trend



Data: Region 8 HSTP members

Current Status

The 5311 agencies had 46 service contracts in 2018. Only one agency does not record fares per county, so those counties were excluded.

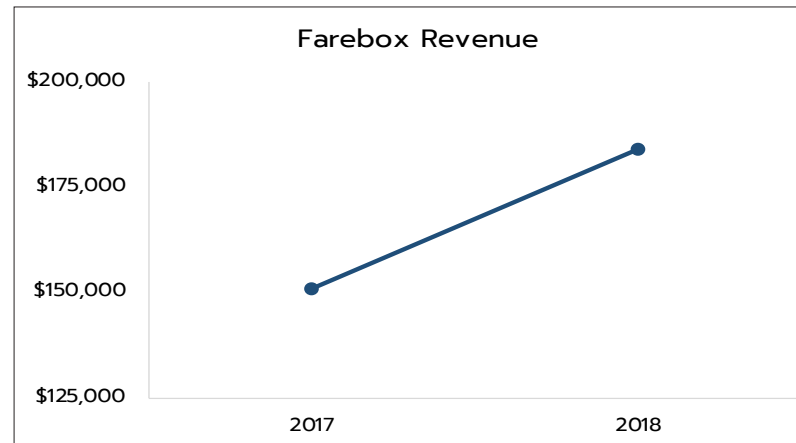
Service contract revenue totaled \$930,889.55, a 5 percent increase from 2017 to 2018.

Increase the number of service contracts, contract and farebox revenue annually in Region 8.

The number of service contracts and contract and farebox revenue



Historic Trend



Data: Region 8 HSTP members

5311 agencies collected 18 percent more farebox revenue from 2017 to 2018. One public transit agency does not track farebox revenue by county, and their data is not included.

5310 agencies do not collect fares from their clients.

HSTP Objective

Performance Measures

2018 Rating

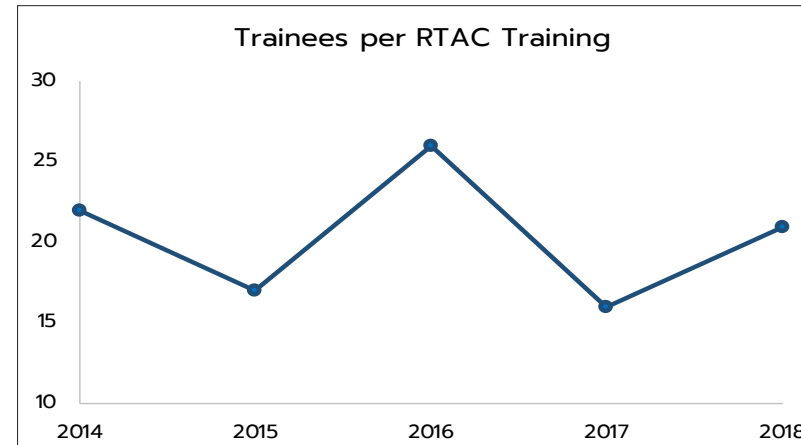
Historic Trend

Current Status

Training & Accessibility

Region 8 agencies host and attend RTAC trainings with increasing frequency.

Number of RTAC trainings and attendees by Region 8 agencies



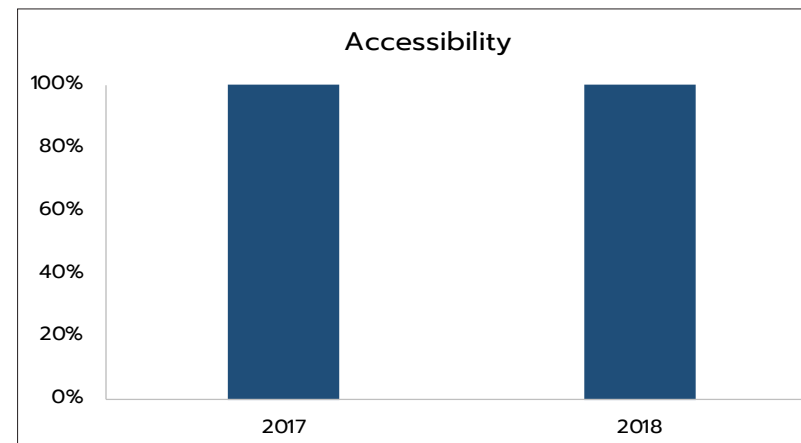
Data: RTAC provided training data from 2014 to 2018.

The number of RTAC trainings conducted in Region 8 decreased by one, but the number of Region 8 trainees increased by 13 percent.

The data reflected in the graph compares the number of training attendees with the number of RTAC trainings hosted by Region 8 agencies.

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



Data: Region 8 HSTP members

All Region 8 HSTP members use one or more accessibility methods for their informational materials in 2017 and 2018.

HSTP Objective

Performance Measures

2018 Rating

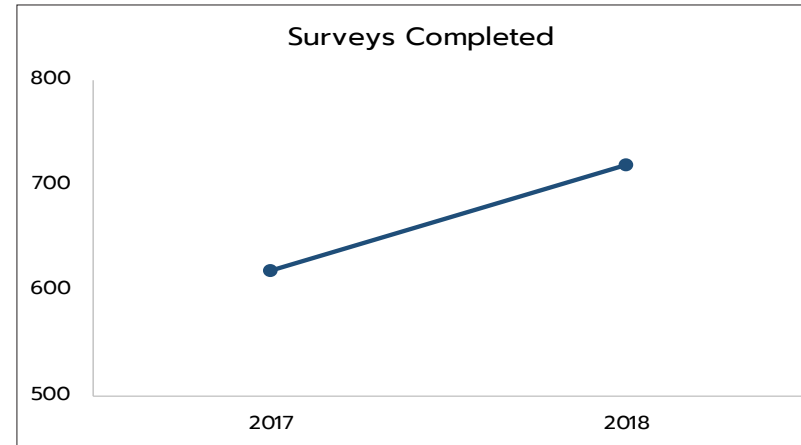
Historic Trend

Current Status

Outreach

Survey public transit riders, major employers, major senior centers, and transportation consumers to determine unmet needs and opportunities for improvement.

The number of major employers, senior centers, and rider surveys completed

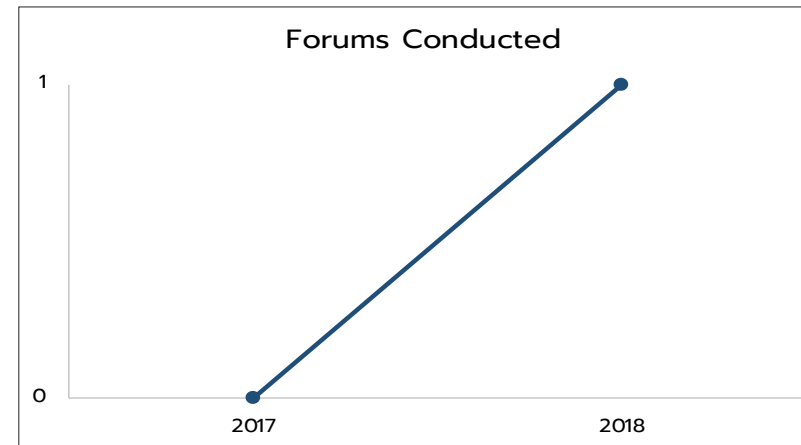


Region 8 agencies completed 720 rider surveys, a 14 percent increase from 2017 to 2018.

Data: Region 8 HSTP members

Hold a maintenance or driver training forum semi-annually to discuss best practices, common issues, experiences, and recommendations.

The number of maintenance forums held, the number of participants at forums, and post-forum evaluations.



A vehicle maintenance forum was held on December 13, 2018 in Decatur at the Region 8 HSTP meeting. Sangamon Mass Transit District conducted the maintenance forum with information on preventative maintenance and reoccurring issues with service vehicles.

No coordinated events or forums were held in 2017.

Data: CCRPC

Agencies Reporting Data

Human Service (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.

Public Transit (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.

Other Agencies: Champaign County Regional Planning Commission (CCRPC), Rural Transit Assistance Center (RTAC)