



CHAMPAIGN COUNTY
REGIONAL PLANNING
COMMISSION

Champaign County Rural Transit Advisory Group (RTAG)

Date: Wednesday, February 12, 2020

Time: 3:00 p.m.

Place: John Dimit Conference Room
Brookens Administrative Center
1776 E. Washington St., Urbana

Chair: Nancy Greenwalt

Members: Nathan Montgomery, Aaron Esry, Mary Sleeth, Tawanna Nickens, Lori Larson, Rachel Voss

AGENDA

- I. Call to Order
- II. Roll Call
- III. Audience Participation
- IV. Approval of Agenda
- V. Approval of Minutes from the RTAG meeting of November 13, 2019
- VI. New Business
 - A. Presentation and Approval of C-CARTS FY20 2nd Quarter (October – December) Service & Fiscal Reports
 - B. Update on Rantoul Service & Outreach Efforts
 - C. Presentation on RLS Audit Findings
 - D. Presentation and Approval of the ADA Policy
 - E. Presentation of C-CARTS Survey Results
- VII. Announcements
- VIII. Adjournment

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Date: Wednesday, November 13, 2019
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Place: John Dimit Conference Room
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Chair: Nancy Greenwalt
Members Present: Aaron Esry, Lori Larson, Mary Sleeth, Nathan Montgomery, Rachel Voss
Members Absent: Tawanna Nickens
Staff Present: Kristen Gisondi, Debbie Peterik
Others Present: Evan Alvarez

MEETING MINUTES

Subject to Review and Approval

- I. Call to Order
Ms. Greenwalt called the meeting to order at 3:00 p.m.
- II. Roll Call
The roll was taken by written record and a quorum was declared present.
- III. Audience Participation
None
- IV. Approval of Agenda
Ms. Larson made a motion to approve the agenda. Mr. Montgomery seconded, and the motion carried unanimously.
- V. Approval of Minutes
Mr. Esry made a motion to approve the RTAG minutes from the August 14, 2019 meeting. Ms. Sleeth seconded, and the motion carried unanimously.
- VI. New Business
 - A. Presentation and Approval of C-CARTS FY20 1st Quarter (July-September) Service & Fiscal Reports.
Ms. Gisondi provided the following highlights of the reports:

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- There was an increase of 400 trips this quarter, which accounts for the higher daily average.
- Employment continues to be the main trip type. Ms. Gisondi clarified that only the demand-response trip types are known. Numbers showing type of trip for the deviated-fixed route are not known.
- Social trips are the second most trip type used. Social trips were originally classified as personal trips. This change in coding would account for the higher amount of social trips type. Mr. Alvarez commented that many of the adult care facilities trips had been logged as personal in the past.
- Percent of lift use has increased.
- Percent of senior trips account for a little over half of the demand-response ridership.
- Trip denial numbers tripled this quarter.
- Miles and hours decreased which lead to a higher efficiency in trips per mile and trips per hour.
- C-CARTS ridership is steadily increasing.
- Number of denials have increased due to the time requested not being available, the request is not in the service area, or the request was on the Labor Day holiday. In discussing the reason for denials, the following information was given that may affect the denial number and lead to complaints:
 - A third dispatcher was recently added. If there is a third dispatcher, then more things are being recorded and there are different definitions of what warrants recording.
 - C-CARTS has been extremely understaffed for a while. All drivers are part-time, and since there are fewer drivers than usual, drivers can only be worked so many long days.
 - There was discussion on training and requirements for driving:
 - There are four new drivers that will be finishing up their training and will be required to pass the Department of Transportation physical.
 - The driver training is two weeks.
 - The driver is not required to have a CDL.



- Ms. Greenwalt inquired how MTD is handling the legalization of marijuana. Ms. Gisondi commented that since C-CARTS reports to the FTA, they follow federal law and not Illinois law.
- C-CARTS require drug testing at the beginning of the hire and then they check randomly on a monthly basis. Ms. Voss inquired about drivers taking something such as an opioid that a driver may be prescribed. Mr. Alvarez commented that there are restrictions depending on the drug; some drugs that drivers are prescribed are no problem, but there are others that one can't take within eight hours of working.
- Mr. Montgomery inquired what the current capacity is that C-CARTS is working at because of the lack of drivers. Mr. Alvarez indicated times are being blocked off if a driver is out of hours. If a rider calls off or no-shows, that does play with capacity. C-CARTS budgets for 17 operators and this week there are 9.
- The FY20 fiscal report shows the total grant funding is \$809,866. C-CARTS does not expend down the total grant amount. In the first quarter, 82% of the funds are remaining which is the same percentage as last year.

Ms. Sleeth made a motion to approve the C-CARTS FY20 1st Quarter (July-September) Service and Fiscal Reports. Mr. Montgomery seconded, and the motion carried unanimously.

B. Update on Rantoul Service & Outreach Efforts

- For the months of July, August and September, there was a record high in ridership.
- As a comparison from September 2018 to September 2019, the increase in riders in Rantoul was approximately 600.
- The fixed-route ridership has been increasing, which has led to many service efficiencies, saving hours in miles while serving more people.
- For outreach efforts, the plan is to discuss completing a new marketing plan in February. Yard signs were displayed in the community to advertise C-CARTS. Brochures will be put out in the Rantoul community as well as some of the surrounding rural areas. Ms. Voss suggested using Facebook.

C. Update on Vehicles

- An unused minivan will be passed over to another agency that will be able to get more use of the minivan.



- There is one inoperable bus. In July, the bus was in an accident. The cost for repairing the bus is over \$10,000. C-CARTS is in the process of working with the insurance company to resolve the issue to determine if the bus will be considered a total loss or will be repaired. If the bus is determined to be a total loss, the money will be used to purchase a new bus or use it for operating expenses.
- In June, C-CARTS was notified that there would be funding for Bus and Bus Facilities. C-CARTS applied for three replacements of some older buses that were aging and one expansion for the possibility of expanding service to Mahomet or other neighboring towns.
- Two medium duty buses are expected to be delivered in the spring or summer of 2020.

D. Presentation on C-CARTS Annual Survey Questions

Ms. Gisondi discussed the survey questions from last year. The following questions were suggested for this coming year's survey:

1. What is the most important reason you ride C-CARTS (convenience, cost-related, environmental concerns)?
2. Did you know you were able to travel anywhere in Champaign County? (The original question was "Are you able to travel everywhere you want in the community?")

Ms. Gisondi commented that surveys are distributed on the buses, on the website, social media and random selection of riders by phone calls, with phones being the least efficient.

E. Approval of 2020 Meeting Schedule

Meetings will remain at 3:00 p.m. on the second Wednesday of the month after the quarter ends at the Brookens Administrative Center.

Ms. Larson made a motion to approve the 2020 Meeting Schedule. Ms. Sleeth seconded, and the motion carried unanimously.

VII. Announcements

Ms. Greenwalt commented that there is an open house on Tuesday, November 19 from 5:00 p.m. to 7:00 p.m. to celebrate the 50th Anniversary of the Frances Nelson Health Center.

VIII. Adjournment

Ms. Sleeth adjourned the meeting at 3:35 p.m.

Champaign County Rural Transit Advisory Group (RTAG) Second Quarter FY20 Service Report



Grantee: Champaign County

Subcommittee & Oversight: Rural Transit Advisory Group (RTAG) & CCRPC

Operator: Champaign County Area Rural Transit System (C-CARTS) is operated by MTD

This table reflects rural public transit service provided within Champaign County for FY20 second quarter:

Trip Type indicates the purpose of each trip. Note: Trips to return home are classified by the trip's purpose preceding it. For example, if a rider goes to a doctor, then to a grocery store before returning home, the first trip would be medical and the return trip would be shopping.

Trips are one-way rides, counted each time an individual rider enters and exits a vehicle.

Days are the number of business days (normally M-F, except on Federal holidays and closures due to inclement weather) operated during the month.

Daily Average is the total trips divided by total number of operating days.

Denials are counted when a rider requests a trip that cannot be accommodated.

*These numbers do not include ridership of the fixed-route service, as trip type is not accounted for on that route.

Demand-Response Ridership

Month	Medical	Personal	Shopping	Social	Employment	Education	Misc.	Total Trips	Days	Daily Avg.	Lift	60+	Denials
October	245	83	121	341	351	2	0	1,143	22	61	265	678	114
November	176	39	101	239	240	0	0	895	20	59	198	509	130
December	177	41	94	277	363	0	0	952	21	56	224	526	160
Total	598	163	316	857	954	2	0	2,990	63	47	687	1,713	404
Deviated Fixed-Route Ridership (Trip Type Not Tracked)								4,868	63	77	Not Tracked		

System Operations

Month	Vehicles Used		Operation	
	6-Passenger	14-Passenger	Miles	Hours
October	1	11	25,727	1,031
November	1	11	20,978	1,100
December	1	11	24,906	1,118
Total	12		71,611	3,249

**Note service numbers contained within the report can be reconciled as needed, which is common in rural transit systems.

The table reflects new registered riders in this quarter:

Rural Demand Response Zone (DRZs): Eligible transit service areas of Champaign County divided into quadrants.

FY20 2nd Quarter Champaign County Registered Riders

DRZs	2010 Census	Community	New Riders			Number Served 2011-FY20Q2	% Population Served (2010 Census)
			October	November	December		
DRZ1	22,171	Dewey				14	9.5%
		Fisher	1			28	
		Foosland*				2	
		Gifford				23	
		Ludlow				30	
		Penfield				14	
		Rantoul	19	5	14	1,961	
		Thomasboro				37	
DRZ2	17,317	Allerton*				2	0.65%
		Broadlands				1	
		Homer				21	
		Longview*				5	
		Ogden				4	
		Philo				9	
		Royal*				0	
		Saint Joseph				59	
Sidney				16			
DRZ3	12,317	Ivesdale				1	0.59%
		Pesotum				9	
		Sadorus*				4	
		Tolono				59	
DRZ4	20,327	Mahomet				122	0.61%
		Seymour				6	
		Bondville				1	
CUMTD District	128,949*	Champaign	1		1	279	0.51%
		Savoy				9	
		Urbana	2	2	1	373	
Outside County Registered Riders		Outside County				44	N/A
New Riders = 66						Total = 3,153	

*Rural population is calculated by summing population figures for block groups outside of the CUMTD district. The CUMTD district is defined as any area within ¼ of a mile of any CUMTD route.

**General note: Riders on the fixed-route service are not necessarily registered with C-CARTS, therefore actual number of individual riders is not limited to those counted above.

****Note service numbers contained within the report can be reconciled as needed, which is common in rural transit systems.**

Second Quarter FY20 Fiscal Report

FY20 2nd Quarter Project Revenue

Month	Project Income / Fares	Service Contract Revenue	Total Revenue
October	\$4,978.90	\$9,258.34	\$14,237.34
November	\$5,103.25	\$9,350	\$14,453.25
December	\$4,496.41	\$9,350	\$13,846.41
Total	\$14,578.56	\$27,958.34	\$42,537

Fare Structure: 5311 trips that begin or end in the rural general public service area are \$5 each way. Riders age 60+ are eligible for a \$2 one-way fare. Personal Care Assistants ride for free, and children age 12 and under ride for \$1 each way. Trips that begin and end in Rantoul are \$2 each way, regardless of passenger's age.

Grant Funding

Total FY 2020 Federal Award: \$153,871

Total FY 2020 State Award: \$655,955

Combined Federal and State Grant Awards: \$809,826

Fiscal Year 2019	Total Eligible Expenses	Project Income	Service Contract Revenue	Total Revenue	Expended Federal	Remaining Federal	Expended State	Remaining State	Total Expended Grant Funds	Total Remaining Grant Funds
Quarter 1	\$165,851	\$17,083	\$27,775	\$44,858	\$79,738	\$74,133	\$69,031	\$586,924	\$148,769	\$661,057
Quarter 2	\$185,932	\$13,846	\$27,958.34	\$42,537	\$74,133	\$0	\$97,220	\$489,704	\$320,122	\$335,833
Quarter 3										
Quarter 4										

*Note: Numbers in this table are rounded to the nearest dollar.

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