

Human Services Transportation Plan



"INCREASING INTERCONNECTIVITY THROUGH MOBILITY AND ACCESS"

REGION 4

**Adams, Brown, Hancock, Henderson, McDonough, Pike,
Schuyler and Warren Counties**

**Endorsed
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This Plan was produced for the counties of Adams, Brown, Hancock, Henderson, McDonough, Pike, Schuyler and Warren, with assistance from various human service agencies, transportation providers, local elected officials and the general public.

A Component of our Area's Regional Vision

A Program of the Western Illinois Regional Council (WIRC)

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EXECUTIVE SUMMARY

There was a time in history when people of the United States had a variety of options when deciding how to travel from one place to another. People often walked on sidewalks, rode bicycles, hopped a train or waited for a bus to take them to their places of employment, medical appointments or simply to do their day-to-day activities. In the years post World War II, the dependence on the automobile changed our transportation landscape and our lifestyles in the system we know today. As people became more accustomed to traveling in their personal automobiles, the demand for more government support and funding to improve our interstates and roads increased. In addition, our once heavily utilized public transportation systems began to deteriorate with lack of ridership and lack of financial support.

In more recent years, the importance for multi-modal transportation has been at the forefront of many initiatives from rebuilding the economy to protecting our environment. The use of trucks and automobiles as our primary source of transporting goods, services and people has proven to be a very costly facility. As gas prices, cost of insurance and traffic congestion increase, people are aware of the need to go back to alternative means of transportation.

Public transportation in the United States has not ceased to exist in all forms. Many agencies have transportation services embedded in the core functions of their organizations. Many of these agencies are in the health and human services field and their mission is to assist certain populations in their day-to-day needs. This could include providing a ride to the senior center for an elderly person, taking a person with a disability to a medical appointment, or taking a cancer patient to radiation or chemotherapy treatments. There are other organizations that have developed solely to provide transportation and their functions may include transporting people to and from work, assistance with after school sports leagues, as well as human service related transportation. All of these organizations have found a way to provide a service, which was once very prevalent in our country and is just as needed now for a variety of populations as it was back then.

The US Government Accounting Office, in a Report to Congress in June 2003, identified sixty-two federal programs that fund transportation. The Department of Health and Human Services has twenty-three, the Department of Labor has fifteen, the Department of Education has eight, the Department of Transportation has six and a total of ten in other agencies. Approximately ten of these programs fund transportation in Region 4. The Department of Health and Human Services and the Department of Transportation have been working together since the mid-1980's to promote increased coordinated services.

New Federal Transit Administration (FTA) guidelines require all human service related transportation providers to submit locally developed transportation coordination plan in order to be eligible for federal funding. This new requirement has given transportation providers the opportunity to work together for the common goal of providing transportation to the transit dependent.

SECTION 1: INTRODUCTION AND PURPOSE OF THE PLAN

ROLE OF THE PLAN

On February 24, 2004, President Bush signed Executive Order 13330 on Human Services Transportation Coordination that directed multiple federal departments and agencies to work together to ensure that transportation services are seamless, comprehensive and accessible. The goal is to reduce duplication among federally-funded human service transportation services, increase the efficient delivery of such services and expand transportation access for individuals with disabilities, older adults and persons with low-incomes within their own communities.

In conjunction with Executive Order 13330, in August of 2005 Congress passed the Safe, Accountable, Flexible and Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), reauthorizing the surface transportation act TEA 21 (the Transportation Equity Act for the 21st century). SAFETEA-LU guarantees \$244.1 billion in funding for highways, highway safety and public transportation. SAFETEA-LU represents the largest surface transportation investment in our nation's history.

The Intermodal Surface Transportation Efficiency Act of 1991 (ISTEA) and the Transportation Equity Act for the 21st Century (TEA-21) met the nation's changing transportation needs during the term of their legislation. SAFETEA-LU builds on this foundation by supplying funds and building a framework for investments needed to maintain and grow our transportation infrastructure. SAFETEA-LU promotes efficient and effective federal surface transportation programs by focusing on transportation issues of national significance, while giving state and local transportation decision-makers' flexibility for solving transportation problems in their communities.

Per the reauthorization of transportation funding under the federal transportation act of SAFETEA-LU, transit-related projects selected for funding under the following programs:

- Section 5310 Formula Program for Elderly Persons and Persons with Disabilities,
- Section 5316 Job Access and Reverse Commute (JARC), and
- Section 5317 New Freedom Program,

must be "derived from a locally developed, coordinated public transit-human services transportation plan (HSTP)" that must be "developed through a process that includes representatives of public, private and non-profit transportation and human services providers, and participation by members of the public." These federal programs and projects derived for them must be a part of a HSTP that addresses the comprehensive mobility needs of a community.

While the plan is only required in communities seeking funding under one or more of the three specified FTA programs, a HSTP should also incorporate activities offered under other programs sponsored by Federal, State and local agencies to greatly strengthen its impact.

Transportation projects receiving funds through 5316 and 5317 federal programs will be competitively selected at the local level by a Regional Transportation Committee (RTC) and at the state level by a State Oversight Committee (SOC). The SOC will select from projects that are recommended by the RTC for funding consideration.

SAFETEA-LU Requirements: Federal Transit Administration (FTA) Programs

Elderly Individuals and Individuals with Disabilities (Section 5310)

The Section 5310 program was established in 1975 as a discretionary capital assistance program. In cases where public transit was inadequate or inappropriate, the program awarded grants to private non-profit organizations to serve the transportation needs of elderly persons and persons with disabilities. FTA (then the Urban Mass Transportation Administration, UMTA) apportioned the funds among the States by formula for distribution to local agencies, a practice made a statutory requirement by the Intermodal Surface Transportation Efficiency Act (ISTEA). In the early years of the program, many of the sub recipient non-profit agencies used the vehicles primarily for transportation of their own clients. Funding for the Section 16(b)(2) program, as it was then known, ranged between \$20-35 million annually until the passage of ISTEA in 1992, when it increased to the \$50-60 million range.

ISTEA also introduced the eligibility of public agencies under limited circumstances to facilitate and encourage the coordination of human service transportation. Increasingly, FTA guidance has encouraged or required coordination of the program with other federal human service transportation programs.

In lieu of purchasing vehicles, acquisition of service in order to promote use of private sector providers and coordination with other human service agencies and public transit providers was made an eligible expense under ISTEA. Other provisions of ISTEA introduced the ability to transfer flexible funds to the program from certain highway programs and the flexibility to transfer funds from the Section 5310 program to the rural and urban formula programs.

The goal of the Section 5310 program is to improve mobility for elderly individuals and individuals with special needs throughout the country. Toward this goal, FTA provides financial assistance for transportation services planned, designed and carried out to meet the special transportation needs in all areas - urbanized, small urban and rural. The program requires coordination with other federally assisted programs and services in order to make the most efficient use of federal resources.

Federal grant money can be designated to a local sub recipient in the form of a private non-profit organization, if public transportation services are unavailable, insufficient or inappropriate; or a governmental authority that is approved by the State to coordinate services for elderly individuals and individuals with disabilities or certifies that there are no non-profit organizations readily available in the area to provide public transportation services.

Funds for the Section 5310 program are available for capital expenses as defined in Section 5302(a)(1) to support the provision of transportation services to meet the special needs of elderly persons and persons with disabilities.

Job Access and Reverse Commute (JARC) (Section 5316)

The Job Access and Reverse Commute (JARC) program was established to serve welfare recipients and low-income families, helping individuals successfully transition from welfare to work and reach needed employment support services such as childcare and job training activities.

JARC was established as part of the Transportation Equity Act for the 21st Century (TEA-21), passed in 1998, to address the transportation challenges faced by welfare recipients and low-income persons seeking to get and keep jobs.

With the passage of SAFETEA-LU, JARC funding is allocated by a formula to States for areas with populations below 200,000 persons, and to designated recipients for areas with populations of 200,000 persons and above. The formula is based on the number of eligible low-income and welfare recipients in urbanized and rural areas. The formula-based program is intended to provide an equitable funding distribution to States and communities as well as stable and reliable funding in order to implement locally developed, coordinated public transit-human services transportation plans. FTA continues to provide maximum flexibility to communities in designing plans and projects to meet the transportation needs of low-income individuals and welfare recipients.

The goal of the JARC program is to improve access to transportation services to employment and employment related activities for welfare recipients and eligible low-income individuals throughout the country. Toward this goal, FTA provides financial assistance for transportation services planned, designed, and carried out to meet the transportation needs of eligible low-income individuals in all areas - urbanized, small urban, and rural. The program requires coordination of Federal assistance programs and services in order to make the most efficient use of Federal resources.

In non urbanized areas or small urban areas under 200,000 in population, the designated recipient is the State agency designated by the chief executive officer of a State to receive and apportion amounts under JARC that are attributable to the State for small urbanized and non urbanized areas. A sub recipient may be a local government authority, non-profit organization, or operator of public transportation services that receives a grant under JARC indirectly through a recipient. Funds are available for capital, planning, and operating expenses that support the development and maintenance of transportation services designed to transport low-income individuals to and from jobs and activities related to their employment.

The Section 5316 program was established to serve welfare recipients and low-income families, helping individuals successfully transition from welfare to work and reach needed employment support services such as childcare and job training activities. JARC was established as part of the Transportation Equity Act for the 21st Century (TEA-21), passed in 1998, to address the transportation challenges faced by welfare recipients and low-income persons seeking to get and keep jobs.

New Freedom Program (Section 5317)

The New Freedom Program is a new program authorized in SAFETEA-LU to support new public transportation services and public transportation alternatives beyond those required by the Americans with Disabilities Act (ADA) of 1990.

Individuals who are transportation-disadvantaged face different challenges in accessing services depending on whether they live in urban, rural or suburban areas. The geographic dispersion of transportation-disadvantaged populations also creates challenges for human service programs hoping to deliver transportation for their passengers.

The President has included funds for the New Freedom program in the annual budget request to Congress since FFY 2003; however, it was not until the enactment of SAFETEA-LU that Congress authorized funding. Funding was first appropriated for the transportation provision in FFY 2006. The New Freedom program is intended to fill the gaps between human service and public transportation services previously available and to facilitate the integration of individuals with disabilities into the workforce and full participation in the community.

The New Freedom formula grant program aims to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the work force and full participation in society. Lack of adequate transportation is a primary barrier to work for individuals with disabilities. The 2000 Census showed that only 60% of people between the ages of 16 and 64 with disabilities are employed. The New Freedom formula grant program seeks to expand the transportation mobility options available to persons with disabilities beyond the requirements of the ADA.

In non-urbanized areas or small urban areas under 200,000 in population, the designated recipient is the state agency designated by the chief executive officer of a state to receive and apportion amounts under New Freedom that are attributable to the state for small urbanized and non-urbanized areas. A sub recipient may be a local governmental authority, non-profit organization or operator of public transportation services that receives a grant under the New Freedom program indirectly through a recipient.

The New Freedom program provides funding for capital and operating programs and services that go *above and beyond* what is required by the transportation section of the ADA. Programs must also be designed to assist individuals with disabilities with accessing transportation services, including transportation to and from jobs and employment support services.

The charts below provide the annual amounts for JARC and New Freedom funding in Illinois by population category.

<u>New Freedom Program Amounts in SAFETEA-LU</u>					
	FFY 06	FFY 07	FFY 08	FFY 09	Total FFY06 - 09
<u>Large Urbanized Areas</u> (> 200,000 population)	\$ 3,322,952	\$ 3,533,295	\$ 3,756,952	\$ 3,994,768	\$ 14,607,967
<u>Small Urbanized and Rural</u> (<200,000 population)	\$ 814,611	\$ 866,176	\$ 921,005	\$ 979,304	\$ 3,581,096

<u>Job Access Reverse Commute Program (JARC) Amounts in SAFETEA-LU</u>					
	FFY 06	FFY 07	FFY 08	FFY 09	Total FFY06 - 09
<u>Large Urbanized Areas</u> (> 200,000 population)	\$ 4,841,922	\$ 5,148,416	\$ 5,474,310	\$ 5,820,834	\$ 21,285,482
<u>Small Urbanized and Rural</u> (<200,000 population)	\$ 1,256,845	\$ 1,336,403	\$ 1,420,998	\$ 1,510,947	\$ 5,525,193

*Amounts for FFY 07 - FFY 09 are based on an average growth of 6.3% per year for both the JARC and NF program funding.

Required Elements of the HSTP:

Projects competitively selected for funding shall be derived from a HSTP that minimally includes the following elements at a level consistent with available resources:

- An assessment of available services that identifies current transportation providers (public, private, and non-profit);
- An assessment of transportation needs for individuals with disabilities, older adults and people with low incomes;
- Strategies, activities and/or projects to address the identified gaps between current services and needs, as well as opportunities to improve efficiencies in service delivery; and
- Priorities for implementation based on resources, time and feasibility for implementing specific strategies and/or activities identified.

The Region 4 HSTP is designed to outline:

- A tool for human service agencies and transportation providers to identify coordination opportunities;
- A context for continuing and broadening communication between human service agencies and transportation providers;
- A comprehensive listing of transportation priorities.

The Region 4 HSTP has three major components:

Background on special needs transportation coordination in the region and a demographic profile of each county within the region.

A view of **regional mobility today**, analyzing transportation resources, regional origins and destinations, existing transportation services, needs, gaps and what is currently happening to coordinate services.

A **vision of mobility in the future**, examining anticipated demand for service, and laying out strategic goals and objectives for the next five years.

REGIONAL FRAMEWORK

In the fall of 2006, the Illinois Department of Transportation - Division of Public and Intermodal Transportation (IDOT-DPIT) embarked on the initiative to develop the State of Illinois HSTP. One of the requirements of the HSTP is to divide the state into regions. In order to determine the best approach of dividing the state into regions, IDOT-DPIT conducted a series of public outreach meetings. It was determined that the best way to divide the state into regions was to not fragment existing or potential transit systems. Total population per county was also considered when determining regional boundaries.

Through the public process, IDOT-DPIT defined 11 planning regions throughout the state that will be used as a framework for developing the HSTP plans. The completed HSTP plans will be sent to the state for review and will then be implemented into a statewide HSTP.

To implement the HSTP regional plans, IDOT-DPIT and the Illinois Association of Regional Councils (ILARC) formed a partnership under which the state association's member regional planning commissions contracted to house Regional Transportation Planning Coordinators. Once the prospect of hiring Regional Transportation Planning Coordinators was approved, IDOT-DPIT sought to place five full-time and two part-time equivalent Regional Transportation Planning Coordinators, based on ILARC recommendations.

IDOT-DPIT contracted with the Western Illinois Regional Council (WIRC) to carry out planning and programming requirements for Regions 4 and 7. For this plan, the WIRC is the designated rural planning organization responsible for coordinated transportation planning in Region 4, which includes the counties of Adams, Brown, Hancock, Henderson, McDonough, Pike, Schuyler and Warren.

The contract, on behalf of the Illinois counties mentioned above and comprising the geographic area of Region 4, referred to the purpose of creating a HSTP in fulfillment of the provisions of SAFETEA-LU, and for prioritizing and recommending projects for federal transit funds to IDOT-DPIT.

The contract focuses on three main objectives:

SAFETEA-LU requires the establishment of a locally-developed, coordinated public transit human services transportation plan for projects that receive funding through Section 5310 (Elderly and Individuals with Disabilities), Section 5316 (Job Access Reverse Commute) and Section 5317 (New Freedom); and

SAFETEA-LU requires the development of a HSTP to include involvement of a Regional Transportation Committee (RTC) with representation from public, private and nonprofit transportation and human service providers, and participation by the public; and

IDOT has designated the WIRC to assist the RTC in carrying out planning and programming requirements for Region 4 in cooperation with the state. WIRC has entered into a contract with IDOT for transit planning purposes.

HSTP Regions: Downstate Area

The Human Service Transportation Plan (HSTP)



- Region**
- One*
 - Two*
 - Three*
 - Four*
 - Five*
 - Six*
 - Seven*
 - Eight*
 - Nine*
 - Ten*
 - Eleven*
 - Urbanized Area*



November 2006:
IDOT Division of Public and
Intermodal Transportation

REGIONAL TRANSPORTATION COMMITTEE (RTC) MAKE-UP

The HSTP is required to be developed and adopted through a comprehensive participation process that includes representatives from public, private and non-profit transportation and human service organizations, as well as the general public, regional planning agencies and public officials that represent counties within Region 4.

IDOT-DPIT developed a process to establish a Regional Transportation Committee (RTC) to help guide the planning process. All of the regions defined within the Illinois HSTP will use the same guidelines when forming their respective RTC. This uniformity will help bring together plans being conducted throughout the state, while allowing for unique solutions to the similar and not so similar needs and gaps found in various regions across the state.

The WIRC began developing a RTC in August of 2007. Approximately 200 individuals, organizations and stakeholders were contacted by mail and requested to participate in the development of the HSTP. Agencies contacted were those that represent or provide service to individuals who have public or specialized transportation service needs, including older adults, individuals with disabilities and low income individuals, local businesses, county boards, economic development corporations, University of Illinois Extension offices, local schools and universities, public and private transportation providers and the general public. Mailings were followed up by e-mails and phone calls.

The initial list of proposed RTC members began as a total of 60 people. However, the RTC for Region 4 was predetermined to hold a total of 21 members. The issue of having too many people on the RTC was solved by inviting all interested parties to the “kick-off” meeting, where participants were grouped by county and left to decide amongst themselves as to who would be the best representative per county and target population to serve on the RTC. The following table shows the RTC make-up for Region 4:

County	Local Elected Official	Transportation Operator	Human Service Agency	Urban Representative
Henderson	Bob Livingston (1)*		Gloria Short (2)	
Warren	William Reichow (1)	Bob Ray (5)	Al Kulczewski (5)	
Hancock	Stephen Finney (1)		Mary Kay Flesner (3)	
McDonough	Scott Schwerer (1)	Gary Ziegler (5)	Barb Eskildsen (2)	
Adams	Mike McLaughlin (1)		Sandy Schmidt (2)	
Quincy		John Ohnemus (5)		Ken Cantrell (1)
Schuyler	David Schneider (1)		Gary Todaro (1)	
Brown		Jean Jumper (5)	Blanche Shoup (4)	
Pike	Stephanie Sorrells (1)		Bruce Tossick (2)	
Number of Members	7	4	8	1
Total	20			
Total Possible	21			

*The numbers in parentheses refer to target populations and are identified below.

- (1) Represents General Public
- (2) Represents Older Adults 65+
- (3) Represents Individuals with Disabilities
- (4) Represents Person with Low Incomes
- (5) Represents All Populations Identified Above

Membership and Affiliation

Mike McLaughlin	Board Chairman, Adams County
John Ohnemus	Director, Quincy Transit Lines
Sandra Schmidt	Adams County Council for Senior Citizens
Ken Cantrell	Director of Administrative Services for the City of Quincy
Jean Jumper	Managing Director, West Central Mass Transit District
Blanche Shoup	Director, Workforce Investment Board of Western Illinois
Stephen Finney	Board Member, Hancock County
Mary Kay Flesner	Public Relations Liaison, Mental Health Centers Western Illinois
Bob Livingston	Economic Development Coordinator, Henderson County
Gloria Short	Director of Senior Services, Henderson County Health Department
Scott Schwerer	Board Chairman, McDonough County
Gary Ziegler	Director, McDonough County Public Transportation
Barbara Eskildsen	Western Illinois Area Agency on Aging
Stephanie Sorrells	Pike County Economic Development Corporation
Bruce Tossick	Field Representative, West Central Illinois Area Agency on Aging
David Schneider	Schuyler County Engineer
Gary Todaro	Two Rivers Regional Council of Public Officials
William Reichow	Board Chairman, Warren County
Robert Ray	Director of Transportation, Warren Achievement Center
Al Kulczewski	Director, University of Illinois Extension, Henderson/Warren

KEY RTC MILESTONES

First Meeting: October 2, 2007, Macomb City Hall, 232 East Jackson, Macomb, IL 61455

Purpose: To bring a comprehensive group of transportation service providers and consumers together in an attempt to begin the planning process toward creating a HSTP.

Agenda: Introduction of the HSTP
 Discussion of Job Access Reverse Commute (JARC) and New Freedom Programs
 Purpose and Responsibility of the Regional Transportation Committee (RTC)
 Nomination and Selection of RTC Members
 Establish RTC Calendar

Key Findings: It was pointed out that there is a need for a HSTP at the state and regional level. The group also discussed that there should be a connection between members of the RTC and local transportation committees and that the make-up of the committee should focus on the populations affected more than on counties specifically.

Second Meeting: October 23, 2007, Macomb City Hall, 232 East Jackson, Macomb, IL 61455

Purpose: To gather input from committee members on existing rural transportation needs and to begin developing an inventory of existing transportation services.

Agenda: Develop an Inventory of Existing Transportation Services
Discuss Current Transportation Needs
Share Updated JARC and New Freedom Program Information
Designation of Convener and Co-Convener

Key Findings:

- There is a lack of transportation for persons in Pike County who need to get to work and/or job opportunities in Adams County.
- There is a lack of transportation for persons in Brown County who need to get to and from employment opportunities, particularly to and from DOT Foods in Mt. Sterling (Brown) and the Excel Corporation in Beardstown (Cass).
- There is a definite need for public transportation for employment and job opportunities throughout Warren County. Warren Achievement Center (WAC) is the only transit provider in Warren County, but only provides service to seniors and individuals with disabilities. WAC periodically goes into the neighboring counties of Henderson and Knox to pick up clients for WAC-based work and medical purposes only.
- Henderson County has some transit services provided through the Health Department, but only for seniors aged 60 and over, and only for doctor appointments and/or grocery services. Henderson County would like to see a joint project between WAC and Henderson County for the delivery of transportation services.
- Hancock County is in need of transit services for the general public, primarily for demand/response service for low-income individuals. The Mental Health Centers of Western Illinois operates some buses, while local nursing homes and senior centers have their own buses. Hancock County has an organized transportation study group and would like to do some kind of project to increase availability.
- McDonough County is interested in extending demand/response service into the evening, as well as extending weekend hours. They are looking at JARC and New Freedom programs for available funding to achieve this.
- West Central Mass Transit District (WCMTD) finds it difficult to try and cater to existing needs while having capital and equipment problems, as well as looking to expand while trying to maintain. They are looking into JARC and New Freedom programs for possible solutions.

- Schuyler County needs to expand transportation services for senior citizens. They also need to have transportation available for persons on limited incomes to get to employment opportunities.
- Pike County is in need of a variety of transportation services as there is currently no service available. The need for medical transportation services, particularly dialysis, the need for transportation services for the low income population to and from job opportunities and the need for service availability for senior citizens to get to meal sites and other appointments is greatly needed throughout the county.

Third Meeting: November 20, 2007, Macomb City Hall, 232 East Jackson, Macomb, IL 61455

Purpose: To discuss proposed projects and begin to develop the HSTP for Region 4.

Agenda: Further Discussion of Transportation Needs in Relation to Survey Results
 Discuss Projects
 Discuss Plan Development

Key Findings:

- The City of Quincy is interested in obtaining new scheduling software for their dispatching operation. They will be applying for a New Freedom grant for possible funding for this. In addition, they will be working with the Adams County Council for Senior Citizens as they consider expanding their service area into the county. Also, West Central Illinois Center for Independent Living in Quincy expressed that there is a need for extended night service for individuals with disabilities. The City of Quincy is looking into possibly extending Friday night service to 11 p.m. and/or extending other nights of the week. In addition, the City of Quincy is working with the WCMTD to see how they may coordinate to get persons from Brown County into Adams County.
- WCMTD currently administers a pilot program geared toward providing employment transportation throughout Brown County. WCMTD is looking into applying for a JARC grant for expanding this service, as well as possibly applying for a New Freedom grant for obtaining capitol. WCMTD is also looking into ways of moving persons from Brown into Adams and Schuyler for medical services.
- McDonough County Public Transportation (MCPT) currently fosters a pilot program for non-emergency medical transportation throughout the county. MCPT will be seeking a New Freedom grant for expanding service outside the county, as well as obtaining a new vehicle to achieve this goal.
- Hancock County has been studying transportation growth over the past year. As a result, a New Freedom proposal is being considered to contract with the Mental Health Centers of Western Illinois (MHCWI), Carthage facility, for countywide transportation service, particularly geared toward individuals with disabilities.

- Pike County has a new group working on finding solutions to senior mobility issues. Pike County is also looking into 5311 funds for service, as well as contracting with the MHCWI for service to individuals with disabilities.
- Henderson County Health Department, while working primarily with senior transportation, would like to work with Warren Achievement Center on a coordinated project to expand public transportation services from Warren into Henderson.

During this meeting, survey results were discussed. The key findings from this discussion were the identification of reoccurring themes. Those themes were translated as major needs and concerns and are as follows:

Needs/Concerns

- (1) Employment transportation
- (2) Lack of availability for all target populations, as well as the general public
- (3) Lack of availability for medical appointments
- (4) The need for extending operating hours
- (5) The need for more efficient scheduling practices
- (6) Lack of funding
- (7) Lack of vehicles

Solutions

Expanding service hours and service availability through coordination between current transportation providers and human service agencies.

Fourth Meeting: December 19, 2007, Macomb City Hall, 232 East Jackson, Macomb, IL 61455

Purpose: To hear project presentations, score them and prioritize them into the RPOP, and to establish a general endorsement of the Region 4 HSTP.

Agenda: Discuss Draft HSTP for General Endorsement
 Presentation of Project Proposals
 Scoring and Prioritizing Project Proposals
 Discuss Timeline for Future Meetings

Key Findings:

- The State (IDOT-DPIT) clarified that the City of Quincy is not considered urban
- The City of Quincy is requesting funding for new scheduling software
- The Mental Health Centers of Western Illinois is requesting a new vehicle to expand its transportation services to include the general public throughout Hancock County
- McDonough County Public Transportation is requesting funding to expand its service to include non-emergency medical transportation to areas outside McDonough County
- West Central Mass Transit District is requesting funds to expand its Para transit services, including capital costs for a vehicle and operating costs for escorts

Grid of RTC Goals/Obstacles for August, September, October, November and December 2007

Activities	Intermediate Objectives for the Quarter	Long-term Goal	Time Frame	Goal Accomplished (Yes, No) List highlights and/or obstacles to the planning process
<p>Obtained 5310, 5311 and SOC lists from IDOT.</p> <p>Obtained DHS, WIB, economic development and other stakeholder information from the internet.</p> <p>Made phone calls to clarify county board representatives.</p> <p>Compiled information onto an Excel Spreadsheet.</p>		<p>Read program materials, meet IDOT Plan staff and learn position requirements and expectations.</p> <p>Develop a comprehensive mailing list that reflects the diversity of stakeholders in the region.</p>	3 mo	<p>Yes. Have become familiar with literature, including 5310, 5311, 5316 and 5317 programs, as well as the HSTP planning process.</p> <p>Have attended all relevant trainings.</p> <p>Yes. Have a comprehensive list of over 200 names and addresses.</p>
<p>Began networking with agencies to solicit committee members, site locations, etc.</p> <p>Developed meeting agendas.</p> <p>Created presentation materials.</p>		Organize a stakeholder committee and develop a regular schedule of meetings and begin the meeting process.	2 mo	Yes. The kick-off meeting was held as scheduled; 25 people attended and a core RTC was formed. The second meeting was held mid-Oct. to discuss JARC, New Freedom and HSTP Plan development.
<p>Tally results from the inventory survey.</p> <p>Collected data and incorporate GIS technology.</p>	Develop a spreadsheet format for entering and analyzing data.	Develop timeline for Plan development, initiate data gathering in relation to needs/gaps, and begin formulating the Plan.	3 mo	No. Progress has been made this quarter as 10 surveys have been collected and information is ready to compile into a spreadsheet.
<p>Developed a rough draft of the Plan.</p> <p>One more survey was collected, making the total 11 surveys.</p> <p>Incorporated GIS technology into the Plan.</p>	Created a list of needs and gaps identified from RTC meetings.	Analyzed survey, committee input and maps to determine strategies.	3 mo	Yes. A rough draft has been formulated and project goals have been identified.
<p>Collected and reviewed JARC and New Freedom grant applications.</p> <p>Hold a meeting to vote on project proposals.</p>	Through the RTC, scored and prioritized projects and listed them in the RPOP.	Continuation of RTC meetings for review and endorsement of the HSTP as a final document to be amended as projects and time warrant.	1 mo - scoring; 2 years - reviewing	<p>Yes. Projects have been scored, prioritized and placed within the RPOP of the HSTP for the region.</p> <p>Future meetings have been discussed and are TBA.</p>

OTHER PUBLIC INVOLVEMENT

A public informational workshop was held on Wednesday, May 2, 2007 in Quincy, Illinois. The purpose of the workshop was to gather feedback related to the process being initiated for the development of the HSTP and RTC for Region 4. A total of 18 people were in attendance and a total of 16 open-ended surveys were collected. The workshop was reasonably well attended, however no representatives were present from Warren and Henderson counties, and certain 5311 operators were missing.

Input generated from the workshop was good. The majority of discussion was about the make-up of the RTC. Two scenarios were shared as to the preferred make-up of the RTC. The first scenario suggested that each county would get three representatives, one local elected official (county), one human service representative and one transit operator; whereas the second scenario suggested each county get one representative. The favored scenario for RTC makeup would include three representatives per county, and would also include one member at large, possibly a member from the City of Quincy, to represent the urbanized area. This favored scenario consists of an 18-tripartite member board.

In addition to the above, WIRC staff fostered extensive press coverage. All local media throughout Region 4 were contacted as to the happenings of the RTC and the HSTP. Clips of the kick-off meeting were televised and the Regional Transportation Planning Coordinator was interviewed for several local newspapers and radio stations.

SURVEY INSTRUMENT

In conjunction with public outreach meetings, the public informational workshop and extensive press coverage, a survey was used to gather data. The survey was designed by IDOT-DPIT to obtain relevant coordination information and opinions of stakeholders (refer to Appendix A). The survey was sent to a large number of both current transportation providers and agencies/organizations that have a need for transportation services for their clientele/customers. The survey was also available on the IDOT website for agencies choosing to respond via email. Surveys were administered and collected throughout the months of June through November 2007. A total of 10 surveys from agencies representing all eight counties and one city, the City of Quincy, were returned. During the months of November and December, the WIRC staff met with the RTC to review survey results and prepare projects for funding consideration.

The survey, public outreach meetings and the informational workshop all had a fairly good cross section of transportation service providers, human service agencies, businesses, organizations and other stakeholders. In addition, many of the eight counties in Region 4 were reasonably well represented in all of the activities. Moreover, WIRC staff drew further insights from conversations with the general public.

PLAN UPDATES

The planning horizon is 2007-2011. Periodic updates to the plan are anticipated. It is recommended that the plan be reviewed for updates using the following benchmarks:

- Federal or state policy change that impacts access to services
- Local changes that affect the service
- Periodic review and update, including a required review and update every two years

SECTION II: INVENTORY

PROFILE OF SERVICE PROVIDERS

Existing Transportation Systems in Regions 4

This section of the plan will provide an inventory of what agencies, organizations and businesses are currently providing as transportation to their clientele or consumers within Region 4. A thorough description of the services provided by the four public transit systems is included in this section. Other transportation services that operate within the region will be discussed to a lesser extent, as well as agencies and businesses that provide transportation assistance to their own clientele. The list below should not be thought of as a definitive list of what transportation is provided within the region, as there are sure to be some that have been missed.

Public Transit Providers

At this writing, public transit service is available for three of the eight counties in Region 4:

- Brown (West Central Mass Transit District)
- McDonough (McDonough County Public Transportation)
- Warren (Warren Achievement Center)

Adams County is the only county with funded public transit in a city location only:

- Quincy (Quincy Transit Lines).

Counties currently not served by countywide public transit are:

- Adams
- Hancock
- Henderson
- Pike
- Schuyler

Public Transit Systems

West Central Mass Transit District (WCMTD)

WCMTD provides service to Brown County. The service area has a combined population of over 6,500 residents and covers 305.65 total square miles. WCMTD provides service via one medium-duty, 14-passenger vehicle, plus one minivan engaged in door-to-door demand/response service.

McDonough County Public Transportation (MCPT)

MCPT is operated by the City of Macomb. MCPT contracts with four operators to provide general public transportation. Operators are (1) Barry's Taxi Service, a private-for-profit company, (2) Bridgeway, a private non-profit agency, (3) American Red Cross and (4) Go West, a government entity affiliated with Western Illinois University. Fixed route and demand/response service is provided throughout the City of Macomb with demand/response service available throughout McDonough County. The service area has a population of 32,913 and covers 580 square miles. The service operates 39 total vehicles. The demand response service operates 13 vehicles and the fixed route operates 13 peak hour vehicles on 11 routes.

Warren Achievement Center

Warren County contracts with Warren Achievement Center and Bus Storage & Maintenance for service. Both are private, non-profit agencies. Warren County is about 535 square miles in area and has a population of approximately 19, 181. The Warren Achievement Center operates 17 vehicles providing demand/response and semi-fixed route service.

Quincy Transit Lines

City of Quincy contracts with Quincy Transit Lines, a municipal corporation, to provide general public transportation service. Quincy Transit Line operates 11 buses on 4 fixed routes and provides complementary demand/response service to the elderly and disabled within the city limits of Quincy. The service area population is 40,366 and covers an area of 14.72 square miles.

Section 5310 Elderly and Disabled Program Capital Assistance Programs

Currently Region 4 has 11 organizations that have 5310 Program vehicles. They are as follows:

- Adams County Council for Senior Citizens
- Adams County Mental Health Center
- Lamoine Valley Special Recreation Association (Macomb)
- McDonough County Public Transportation
- Mental Health Centers of Western Illinois
- MOSAIC (Macomb)
- Quincy Transit Lines
- Schuyler County Mental Health Association
- Transitions of Western Illinois
- Warren Achievement Center
- West Central Mass Transit District

Section 5311 Nonurbanized Area Formula Program

The Section 5311 Program is intended to ensure that all Americans, including those who live in nonurbanized areas, have access to transit to meet basic mobility needs. Four public transit systems in Region 4 currently receive 5311 funding. They are as follows:

- West Central Mass Transit District
- McDonough County Public Transportation
- Quincy Transit Lines
- Warren Achievement Center

HISTORY OF COORDINATION

What Is Coordinated Transportation?

Coordinated transportation is when multiple organizations work together to their mutual benefit to gain economies of scale, eliminate duplication and expand service and/or improve quality of service in order to better address transportation needs of individuals that the agencies serve.

Coordination Opportunities:

Coordination of transit services could include anything from simple sharing of training resources to full integration of services. The appropriate level of coordination must be determined on a case-by-case basis. In general, there are four levels of equipment and facilities coordination:

1. Communication: Involves recognizing and understanding problems, and discussing possible solutions between individuals from various agencies who are in a position to influence transportation developments within their jurisdiction.

2. Cooperation: Involves working together in a cooperative way, with individuals or agencies retaining their separate identities. This can be sharing of training resources, vehicle procurement or fuel contracts, or arranging a ride for a client using a different service.

3. Coordination: Involves bringing together independent agencies to act together to provide a smooth interaction of separate transportation systems. Individual provider funds, equipment, facilities, and services are used in concert to enhance delivery and efficiency of services. Agencies retain their individual identities. Examples of coordinating transportation include:

- Identifying barriers to coordination in the regulatory environment and advocating for change.
- Making greater use of technology to match transportation users to transportation providers and trip scheduling.
- Finding ways to group riders on the same vehicle even when they are sponsored by different funding agencies.
- Leveraging purchasing power for vehicles, fuel, maintenance or training.
- Sharing training resources.

Regardless of the type of coordination, it should involve consultation with a broad range of stakeholders, such as transportation providers, human service agencies and people with special transportation needs.

4. Consolidation: Involves joining together or merging agencies for mutual advantage. This is a fully integrated system, and individual agency identity is no longer maintained. Because each community and region is unique, the appropriate level of coordination is what project partners are comfortable with, and what is best for the customer.

Coordination Efforts in Region 4:

A comprehensive approach to meeting mobility needs is happening in the region through the development of this document: the Region 4 HSTP. The challenge in this region however is the low service numbers and the long distances that must be traveled for rides – better referred to as economies of scale. The physical inventory is there and tapping those vehicles and drivers to coordinate services is the challenge. Barriers do make this difficult to accomplish, but not impossible to attain if regulations and rules were loosened providing some flexibility to the systems. However, the facilitation of the process through a Regional Transportation Planning Coordinator does help to increase the probability of formalizing coordination and cooperation.

Before the development of the Region 4 HSTP, there were some formal interagency agreements in place, but for the most part coordination and cooperation was done on an informal basis. Although the HSTP is a new approach to coordination of transportation services on a regional scale, many public transportation operators and human service agencies have been informally working together locally to find solutions to public transportation needs.

It is important to note that not all transportation providers and human service agencies have provided input as to the history of their coordination efforts, however a summary of past and current coordination efforts within Region 4 is provided below.

The majority of public transportation operators in Region 4 work with human service agencies as part of their mission. It is not uncommon for transportation operators to work with their local:

- Health Department
- School District
- Chamber of Commerce
- Area Agency on Aging
- Housing Authority
- Center for Independent Living
- University or Community College
- Community Action Agency
- Salvation Army
- American Red Cross
- YMCA and/or YWCA
- Employment Service Agency
- Senior Citizens Council
- Mental Health Center
- Governmental Units
- Community and Economic Development Office
- Hospital
- U of I Extension Office
- Volunteer Agency

In working with these agencies, transportation operators learn about existing needs within the communities. They are also able to provide a higher level of service to their clientele. Some counties have regular communications about these issues through a collaborative effort. For example, McDonough County has a type Interagency Council that meets on a monthly basis to discuss issues within the human service sector. At these meetings, members of the Interagency Council are encouraged to give a report of progress made as it relates to the matter at hand.

In addition, agency efforts are ongoing to educate the public regarding the difference in the kinds of transportation options available. It is with hopes that through the development of the HSTP, coordination will occur electronically through agency website links so that the general public and those with special needs can more readily access information online.

SECTION III: NEEDS ASSESSMENT

DEMOGRAPHIC ANALYSIS

Region 4 is located within the mid-western section of Illinois, between the Illinois and Mississippi Rivers. It is not part of a metropolitan area. The entire region is considered rural with pockets of urbanized areas. The largest municipality in the region is Quincy with an estimated population of 40,366. The second largest is Macomb with an estimated population of 18,558.

The 2000 US Census Bureau estimated the population of Region 4 to be 179,782. Persons in the 65 years and older category represented 29,180 or 16.23% of the region's population; persons in the low-income population category (individuals whose family income is at or below 150 percent of the poverty line) represented 19,337 or 10.76% of the region's population; and persons with a disability status (over 5 years of age) represented 29,099 or 16.19% of the region's population.

According to the 2000 US Census Bureau, the total number of households for the region is 69,779. Of those households, 4,783 or 6.85% do not have a vehicle. Nearly half of the region's population is considered rural: 84,561 or 47.07%. For all of the counties in Region 4, population trends are expected to plummet at an average of -3.88% over the next few years.

Chart Showing Demographic Data of Target Populations by County and Region

County	Population	Population Aged 65+	Percent of Population Aged 65+	Low-Income Population	Percent Low-Income	Disabled Population	Percent Disabled	Households	No Vehicles	Percent No Vehicles	Rural Population	Percent Rural Population
Adams	68,277	12,025	17.61%	6,558	9.60%	10,560	15.46%	26,860	2,147	7.99%	23,042	33.75%
Brown	6,950	882	12.69%	421	6.06%	858	12.35%	2,108	141	6.69%	2,873	41.34%
Hancock	20,121	2,452	12.19%	1,644	8.17%	3,066	15.24%	8,069	334	4.14%	14,315	71.14%
Henderson	8,213	1,373	16.72%	770	9.38%	1,476	17.97%	3,365	139	4.13%	8,092	98.53%
McDonough	32,913	4,652	14.13%	5,557	16.88%	5,289	16.07%	12,360	907	7.34%	10,397	31.59%
Pike	17,384	3,346	19.25%	2,070	11.91%	3,335	19.18%	6,876	455	6.62%	13,258	76.27%
Schuyler	7,189	1,389	19.32%	713	9.92%	1,217	16.93%	2,975	142	4.77%	3,972	55.25%
Warren	18,735	3,061	16.34%	1,604	8.56%	3,298	17.60%	7,166	518	7.23%	8,612	45.97%
Region 4	179,782	29,180	16.23%	19,337	10.76%	29,099	16.19%	69,779	4,783	6.85%	84,561	47.04%

Compiled by WIRC, Source: 2000 US Census Bureau

The total number of public transportation systems in Region 4 is four, with only two of those offering countywide transportation for the general public: McDonough County Public Transportation for McDonough and West Central Mass Transit District for Brown. Ironically, although nearly half of the region's population is rural, the majority of public transportation is only offered in major city locations such as Quincy, Monmouth and Macomb.

The major employers in Region 4 are Blessing Hospital in Adams (Quincy), DOT Foods in Brown (Mount Sterling), Methode Electronics in Hancock (Carthage), the local school district in Henderson, Western Illinois University in Macomb (McDonough), Illini Hospital in Pike (Pittsfield), Schuyler County schools and Farmland Foods in Warren (Monmouth). Other major employment services in the region are retail, manufacturing and agriculture.

The major highways that run through the region are Interstate 72, US Highways 24, 67 and 136. Also, due to the region's abundance of natural resources, ecotourism is increasingly drawing the interest of outside visitors, and may likely become a tool for economic growth in the future.

MAJOR TRIP GENERATORS PROFILES

According to the survey and in conjunction with communications with the Region 4 RTC, the following are the major locations that persons in need of public transportation, mainly older adults, individuals with disabilities and persons with low incomes, go. The following is informational and in no particular order:

Adams

- Quincy Medical Group
- Transitions CRC, Quincy
- Quincy Development Center
- Quincy Mall
- Wal-Mart, Quincy
- Grocery Stores, Quincy
- Senior Center, Quincy
- Blessing Dialysis, Quincy
- Beautician, Quincy
- SIU Family Practice Center, Quincy

Brown

- Jacksonville/Springfield/Quincy/Rushville, Medical Services
- Regional Hospitals, Springfield
- Senior Center, Mt. Sterling
- Pharmacy, Mt. Sterling
- Grocery Store, Mt. Sterling

Hancock

- Senior Centers, Carthage/Hamilton
- Keokuk/Quincy, Medical Services
- Keokuk/Burlington, shopping
- Memorial Hospital, Carthage
- Hancock County Health Department, Carthage
- Midwest Family Clinic, Carthage
- Hamilton/Warsaw Clinic, Warsaw

Henderson

- Courthouse, Oquawka
- Rural Health Department, Oquawka
- Grocery Store, Oquawka
- County Senior Housing, Gladstone
- Henderson County Health Department, Gladstone
- Bank, Stronghurst
- Senior Center, Stronghurst

McDonough

- Western Illinois University, Macomb
- Downtown Macomb
- Bridgeway, Macomb
- MDH Medical Campus, Macomb
- East Jackson Street Shopping Areas
- Spoon River College, Macomb
- Macomb Schools

Pike

- Beautician, Pittsfield
- Pittsfield/Quincy, Medical Services
- Grocery Stores, Pittsfield
- Wal-Mart, Pittsfield
- Illini Community Hospital
- Pharmacy, Pittsfield
- Jacksonville/Springfield, Medical Services

Schuyler

- Grocery Stores in Rushville
- Beautician, Rushville
- Rushville for Dialysis and Therapy
- Rushville/Springfield/Quincy, Medical
- Culbertson Memorial Hospital
- Pharmacy, Rushville/Quincy

INFORMATION GENERATED FROM RTC COMMUNITY ASSESSMENT

As a starting point for identifying and discussing needs, RTC members spoke about known needs throughout their respective county and/or agency. A list of the needs discussed is as follows:

- “There is a transportation problem for persons in Pike County who need to get to work or job opportunities in Adams County. This is a similar problem in Brown County, needing to move persons in and out of the county for employment opportunities.”
- Blanche Shoup
Workforce Investment Office of Western Illinois
- “Warren Achievement Center in Warren County is the only transportation available; thus, there is generally a lack of availability.”
- Al Kulczewski
U of I Extension, Warren County Unit
- “Warren Achievement Center (WAC) provides transportation service for seniors and the disabled throughout Warren County. In addition, WAC goes to Henderson County, but only for picking up consumers for WAC services, and to Knox County for medical only. There is no real public transportation provider and there is a definite need in relation to employment although little data is available to substantiate the need.”
- Robert Ray
Warren Achievement Center
- “Henderson County does have some transit services provided through the Health Department but only for seniors aged 60 and over, and for doctor appointments or grocery service only. There is no fee for the services that they provide, but donations are requested. The Health Department feels like it is meeting the needs of the seniors fairly well, but there are many others who are not served. Henderson County would like to see a joint project between Warren and Henderson counties for the delivery of transportation services.”
- Gloria Short
Henderson County Health Department
- “The Mental Health Centers of Western Illinois does operate some buses and generally the nursing homes and the senior centers in the county have their own buses. Hancock County is in need of transit services for the general public, primarily demand/response, and for low-income individuals. The county has an organized transportation study group and would like to do some kind of project to increase availability.”
- Mary Kay Flesner
Mental Health Centers of Western Illinois

- “There is a need to extend demand/response service into the evening or extend hours on the weekend for McDonough County.”

- Gary Ziegler
McDonough County Public Transportation

- “JARC could be beneficial for persons living in Morgan, Cass and Pike counties who need transportation to employment opportunities. New Freedom could be beneficial for agencies that serve senior citizens wanting to expand hours or transit availability. In addition, trying to cater to existing needs while having capital and equipment problems is very tough indeed. Looking to expand while trying to maintain is an issue.”

- R. Jean Jumper
West Central Mass Transit District

- “Schuyler County needs expansion of transportation services for senior citizens in addition to having transit available for persons on limited incomes to get to employment opportunities.”

- David Schneider
Schuyler County Board

- “Pike County is in need of a variety of transportation services as it is currently limited to non-existent. The need for medical transportation services, particularly to transport persons to dialysis, the need for transit services for the low income to job opportunities and the expansion of any availability for senior citizens to get to meal sites and other appointments is greatly needed.”

- Stephanie Sorrells
Pike County Economic Development Corporation

During RTC meetings, survey results were discussed. The key findings from this discussion were the identification of reoccurring themes. Those themes were translated as major needs and concerns and are as follows:

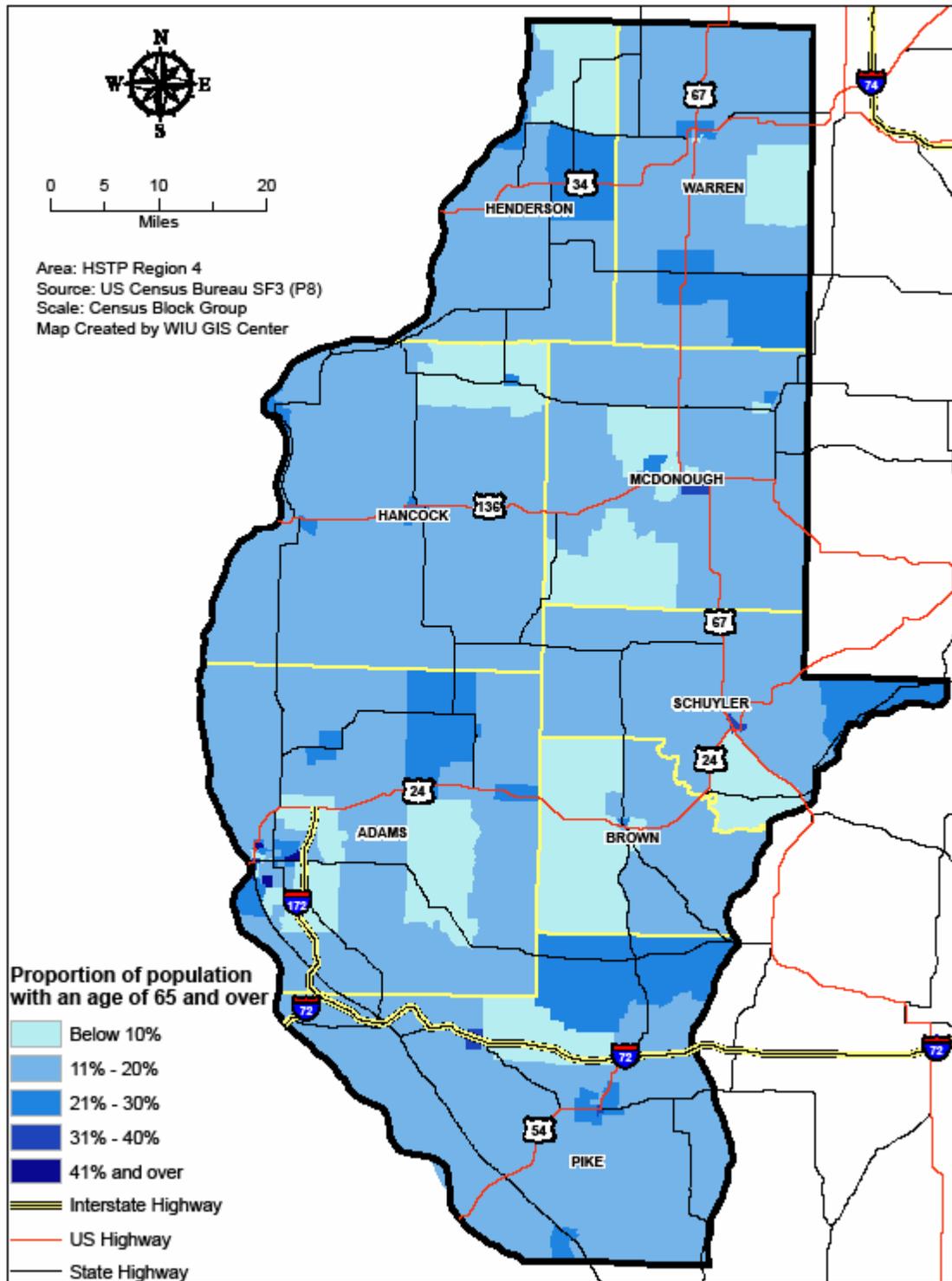
Needs/Concerns

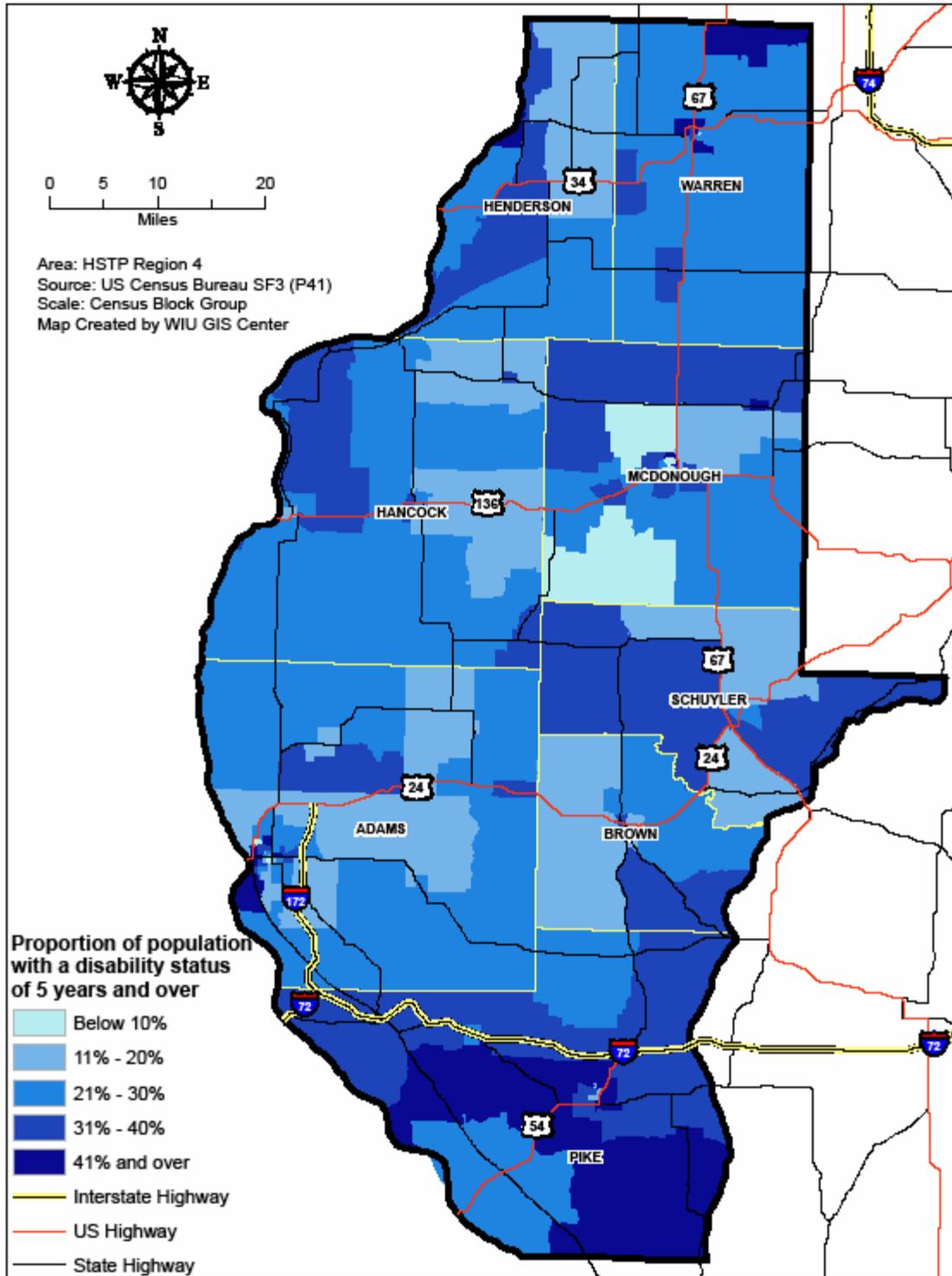
- (1) Employment transportation
- (2) Lack of availability for all target populations, as well as the general public
- (3) Lack of availability for medical appointments
- (4) The need for extending operating hours
- (5) The need for more efficient scheduling practices
- (6) Lack of funding
- (7) Lack of vehicles

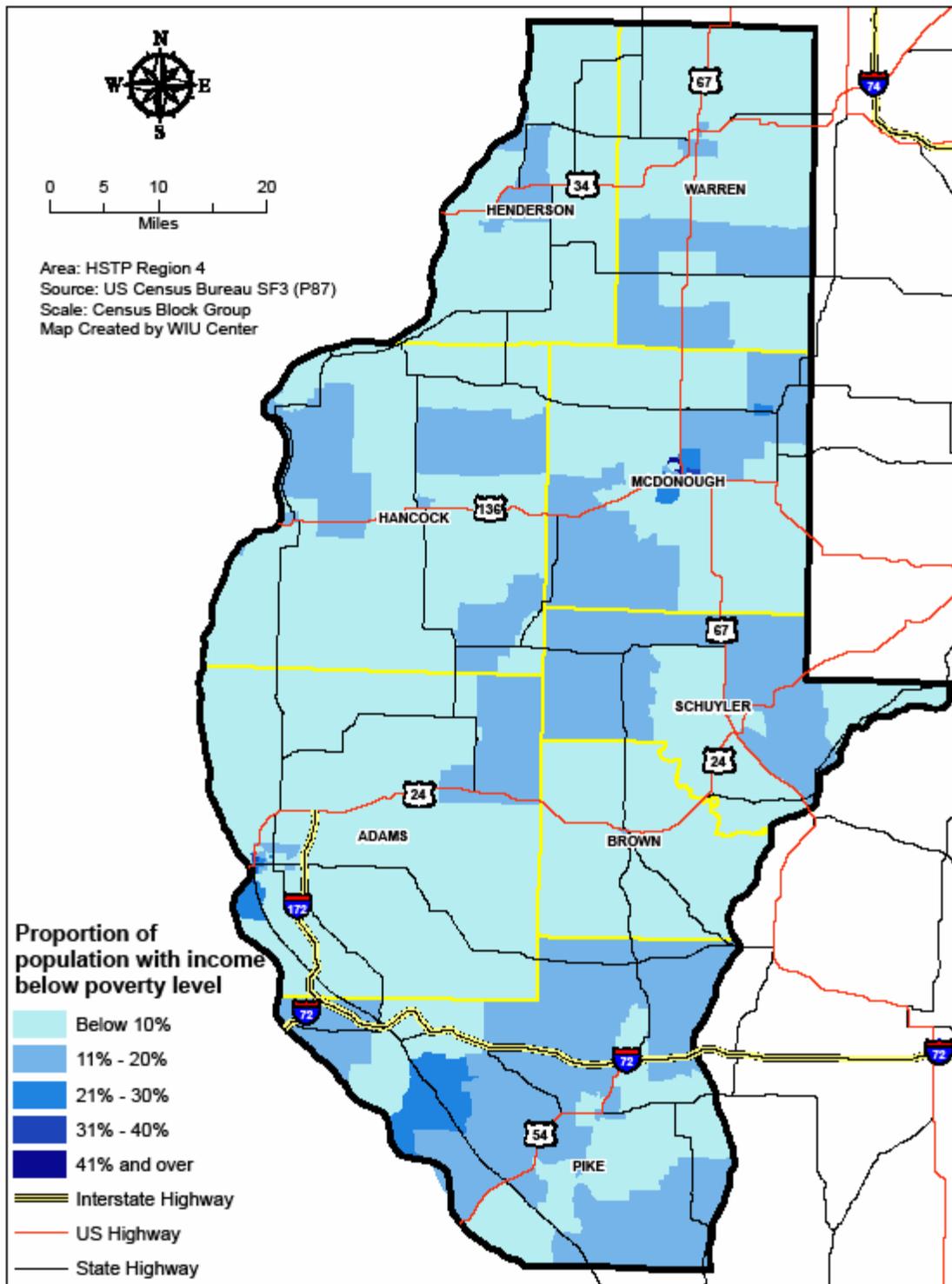
Solutions: Expanding service hours and service availability through coordination between current transportation providers and human service agencies.

GIS MAPS

The following maps represent the target populations (elderly, disabled and low-income) by census block. This information will help to recognize needs as they relate to identifiable gaps in service.







SECTION IV: GAP ANALYSIS

IDENTIFICATION OF GAPS IN SERVICE

Transit services are currently lacking in rural areas. People often live in rural areas or edges of cities due to lower-cost housing options. In many communities, a lack of transportation stands in the way of receiving adequate medical attention for some citizens. These persons are often older, disabled and poor. To provide cost-effective service to the largest population, transit agencies typically provide more frequent service in urban areas. Even within transit service areas, service levels in some areas may not meet travel needs of people. For example, ADA-Para transit service only extends three-quarters of a mile beyond the fixed-route transit system, or demand/response service may require the rider to call days ahead to schedule a ride.

People with special transportation needs that live outside the three-quarters of a mile boundary are unable to obtain service. The senior transportation provider tries to fill these gaps, but cannot provide service to everyone who needs a ride. There are also people who are eligible for ADA Para transit services, but need a higher level of service than the transit agency provides (e.g., door-to-door or door-through-door). Human-service agencies typically provide a higher level of service, but are often designated for a specific target population or specific destination type.

Operation Efficiency, Needs and Gaps: Lack of Funding

Coordination results in efficiencies, which in turn result in a lower cost-per-unit of service. Building infrastructure for coordination requires an upfront investment. Without this investment, communities cannot do work, invest in technology or build community infrastructure to realize efficiencies. Effective coordination builds on existing resources and infrastructure utilizing fixed-route transit system as the backbone and filling in transportation gaps with other community transportation services. Funding is insufficient to meet needs for expanding fixed-route service and equivalent Para transit service.

Many Para transit services are funded locally through FTA Section 5311 Rural Formula funds. This is a mandated service due to required compliance with civil rights laws. Since this is a required service without a separate funding base, it impacts funding for fixed-route service, resulting in the potential for a decrease in fixed-route service to maintain minimum levels of ADA-Para transit service. This discourages expansion of Para transit service beyond the minimum necessary to comply with ADA-laws.

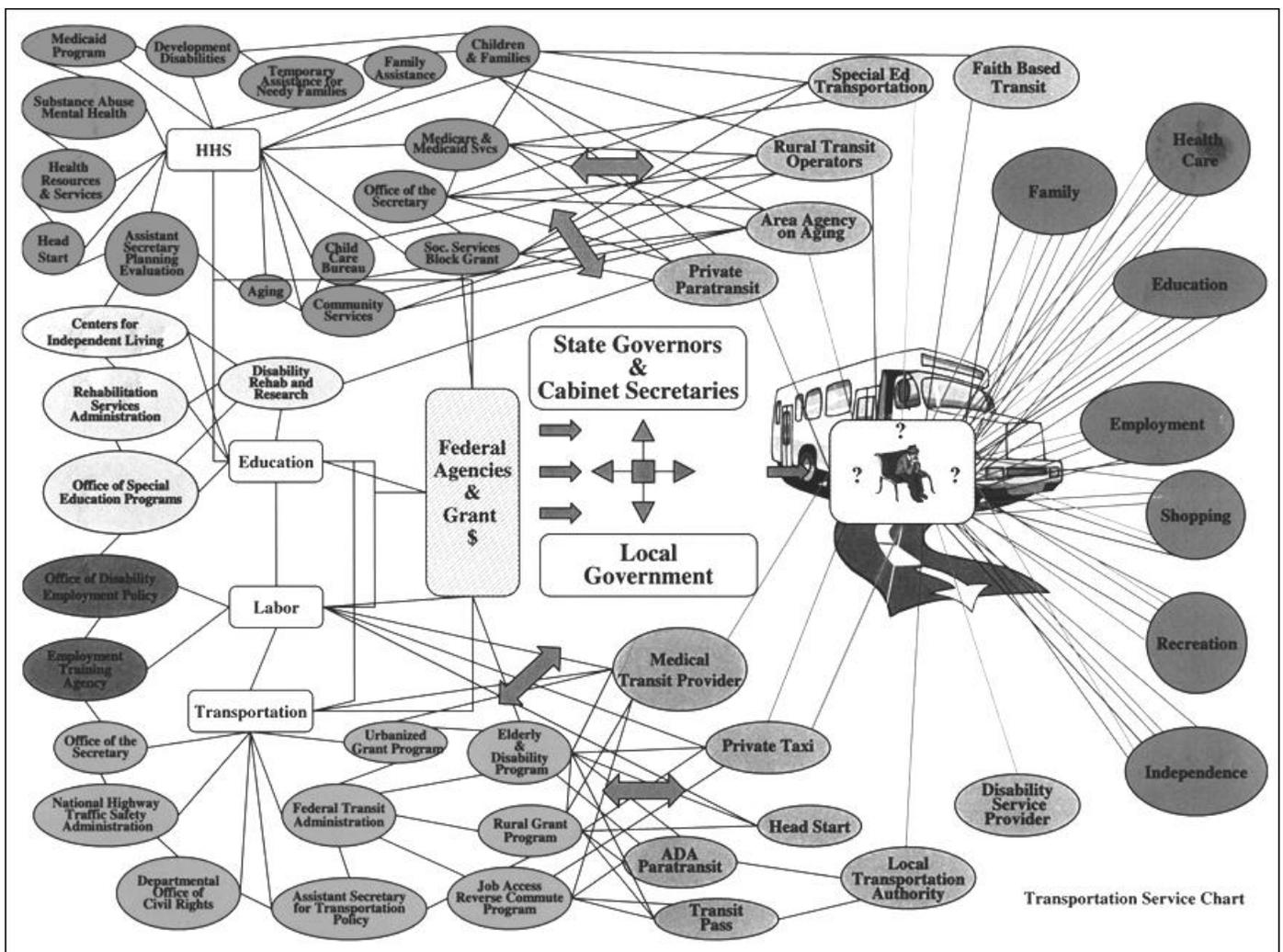
IDENTIFICATION OF SERVICE DUPLICATION

Various sources of funding restrict different transportation services to specific populations for specific purposes. 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 may not pick up additional riders.
- Schools, transit systems and Medi-Cal brokers operate their own training programs for drivers.
- Schools, transit systems and other transportation providers have their own in-house maintenance programs for vehicles.

- Brokers, transit systems, senior programs and other agencies each have their own call center for people to call to arrange for transportation.
- Schools, transit systems and community providers purchase vehicles and equipment individually.
- 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.

The reason for this complexity is that instead of having one agency administer transportation programs for all populations, there are 62 federal programs that fund hundreds of state programs and thousands of local agencies.



Federal Transit Administration Transportation Service Chart
 Source: Federal Transit Administration, 2003

IDENTIFICATION OF AREAS SHOWING SERVICE GAPS

When comparing and analyzing the maps above in conjunction with the demographic data chart, there is overwhelming evidence that certain areas of the region are underserved in terms of public transportation for the target populations.

- According to the GIS Census Block maps, low-income populations live more or less within cities and towns, the elderly population lives more or less in pockets throughout the region and the disabled population is spread over each portion of the counties throughout the region.
- Pike County stands out as one of the top counties where a high percentage of its population is made up of older adults, persons with low-income and individuals with disabilities. They do not have a public transportation system in place, but they do have major roadways, making accessibility to major cities, such as Quincy, Jacksonville or even St. Louis easier than not.
- Schuyler County too stands out as an area with a high percentage of persons with special transportation needs. Although there is a lack of public transportation in the county, they are surrounded by counties who do offer service: Adams, Brown and McDonough, and have major roadways to access those services.
- Henderson County too is evidently underserved. There are a high percentage of elderly and disabled populations within Henderson County. The neighboring county of Warren offers transportation service to persons with disabilities, through Warren Achievement Center. There is a possibility that Henderson County can contract with Warren for service.
- Hancock County too has a high percentage of persons in need along its northwestern edge. The problem with Hancock County is that it is such a big and vast area with only one major roadway running through its core. The possibility of service contracts is strong, as well as taking advantage of any 5311 funds.

SECTION V: STRATEGIES/IMPLEMENTATION

The objective of the HSTP is to provide a framework for improvements to current transportation systems. Strategies addressed in this plan are determined to be the most effective way to provide transportation services to those in need, while increasing efficiency and making the best use of available resources. These efforts cannot be accomplished by any one agency – it will require participation by multiple human-service agencies, transit providers, transit passengers, regional planners and the community at large to accomplish these objectives. The following strategies and recommendations were identified during development of this plan. Note that strategies are short-range and are based on a 1 – 5 year horizon:

Expanding Agency/County Participation with the ICCT

In 2003, the Governor and General Assembly created the Interagency Coordinating Committee on Transportation (ICCT) to help transportation-dependent individuals in Illinois access adequate, consistent, convenient, safe and efficient transportation options. The ICCT Clearinghouse is based at the Rural Transit Assistance Center of the Illinois Institute for Rural Affairs at Western Illinois University, which continues to be a great resource for technical assistance to Illinois communities. The Illinois Rural Transit Assistance Center (RTAC) offers shared training resources and driver training programs. These resources are available to human-service agencies and transit providers that are currently not served or are underserved by existing public transportation. RTAC fulfills its mission through providing training, technical assistance and research, as well as the promotion public and specialized transportation in rural areas.

The ICCT recently released their Transportation Coordination Primer, which provides a step-by-step methodology any community can use to develop a coordinated transportation system. This nationally recognized Primer is an easy to understand, straightforward process that includes the development of a Transportation Planning group, identifying stakeholders, needs and resources, and the creation of a System Model and Action Plan.

To meet new federal coordinating requirements, IDOT is requiring that all new counties interested in applying for Section 5311 funding for fiscal year 2008 and beyond, complete Step One through Step Three of the Five Step Transportation Coordination Primer. All applications for new service funding will be required to submit this information. This includes new counties interested in starting their own public transportation system or new counties that are interested in being annexed by an existing 5311 grantee. Therefore, the RTC recommendation is that all counties that do not have existing public transportation look into participation with the ICCT.

Shared Use of Vehicles

A primary goal in SAFETEA-LU is shared usage of vehicles. In Region 4 this is a difficult issue due to the fact that there are so few vehicles to share. An alternative is to establish community-wide coordinated dispatching systems and vehicle sharing arrangements. This allows for all vehicles in use to accommodate all types of passengers at all times. Often referred to as “ridesharing,” this technique ensures a highly cost-effective application of driver and vehicle resources. When properly applied, it can solve a number of the problems associated with non-coordinated transportation systems, such as overlapping routes, duplication of service, inefficient route design and poorly timed schedules.

Reduce Operating Costs

Cooperative purchasing programs could help reduce operating costs for transit providers. Several transit providers in the State currently purchase fuel at a reduced rate from a county's fleet maintenance facility. This type of cooperative purchasing could include contracts with other vendors for operating supplies such as tires and parts. The RTC recommendation is that transit providers strive to develop joint purchasing programs for items such as fuel, operating supplies and other expenses related to vehicle operations.

Create Transit Friendly Amenities

Studies show that older adults may be more likely to take public transportation if they feel safe walking to a bus stop, and if travel information is easy to obtain. Improvements to facilities and amenities at transfer stations can provide a "user friendly" environment for riders. The RTC recommendation is for transit providers to identify special needs and incorporate these needs into capital improvements and facility upgrades such as benches and bus shelters. Joint use and sponsorship of bus shelters should be considered to increase "user friendly" transit stops throughout the region and reduce costs to individual agencies.

Increase Public Awareness of Transit through Outreach and Marketing Strategies

Informing the community on human services transportation and special transportation needs requires marketing and direct outreach to the community. The RTC recommendation in the short term is that transportation operators and human service agencies implement marketing strategies addressed in the short-range implementation of the HSTP. Possible strategies for increasing public awareness and outreach may include:

- Transportation providers could contact medical offices within the community to discuss how they can work together to meet the community's needs. Public transportation can improve a patient's mobility, thus reducing costly emergency care. Accurate service referral assistance to riders and caseworkers helps riders to choose a transportation mode that best meets their needs. Transportation referrals should be available on websites and by telephone contact.
- Non-emergency medical transportation providers could establish a committee to inform healthcare providers on mobility options in the community.
- The RTC could provide a current list of transit providers to the Department of Motor Vehicles for individuals and/or seniors that may lose their driver's license.
- Transit providers and human-service agencies with Internet websites could include web links to other transportation providers and services. Additionally, it is recommended that transit providers and human-service agencies maintain an updated community resource file for transit referrals.

Develop Volunteer Driver Programs

Volunteers escort clients to their appointments and offer support and encouragement. Often they provide the link to a better life by helping them to access the resources that can help them out of poverty or resolve a medical need. The Retired and Senior Volunteer Program (RSVP) in Hancock County is an example of an established volunteer program in which transportation is a prioritized service. Recent RSVP survey results indicated that people and agencies inquire about help with transport to doctor appointments, therapy and home delivered meals all of the time.

The RSVP Transportation Program responds to the needs of the area's elderly residents for transportation service when family, friends, neighbors and senior vans are unavailable. Volunteers provide this service and use their own vehicles to drive and escort passengers. Passengers may reimburse the volunteer driver for gas and expenses according to their ability to do so. It is recommended that the RTC, in conjunction with WIRC, research resources available to fund volunteer driver programs, and to seek potential agencies to administer a trained volunteer driver program.

Reduce Inter-Jurisdictional Transportation Restrictions

An efficient coordination process must be established and maintained for identifying, reviewing and resolving inter-jurisdictional transportation concerns throughout the Region. Performance measures and goals of the Region 4 HSTP should be adopted into county and local government long-range planning documents and development review policies and standards. It is recommended that the RTC, in conjunction with the WIRC, actively participate in planning processes throughout the region to ensure planning efforts are coordinated.

Recruit New Members to the Regional Transportation Committee (RTC)

It is further recommended to continually recruit new RTC members who are involved in transit-related activities.

FEASIBILITY OF PROJECTS/IDENTIFIED SOURCES OF FUNDING/TIMELINE FOR IMPLEMENTATION

Develop an Action Plan that clearly identifies the actions to be taken; the projects to be implemented and the persons/ agencies responsible for making the specified activities happen.

To Be Inserted At A Later Date

SECTION VI: REGIONAL PROGRAM OF PROJECTS (RPOP)

Projects listed below are in order from highest to lowest score per prioritization process.

New Freedom FFY 06 - 07

Submitted by: Western Illinois Regional Council

APPLICANT	PROJECT TYPE	PROJECT DESCRIPTION	FED SHARE	LOCAL SHARE	TOLL REVENUE CREDITS	TOTAL COST
MCPT	Capital (Rolling Stock) & Operating	See Below**	\$59,555.00	\$38,555.00	\$3,600.00	\$98,110.00
Quincy Transit Lines (QTL)	Mobility Management	See Below**	\$32,000.00	\$8,000.00		\$40,000.00
MHCWI	Capital (Rolling Stock)	See Below**	\$44,000.00	\$11,000.00		\$55,000.00

Total Funding Requested \$135,555.00

Job Access and Reverse Commute FFY 06 - 07

Submitted by: Western Illinois Regional Council

APPLICANT	PROJECT TYPE	PROJECT DESCRIPTION	FED SHARE	LOCAL SHARE	TOLL REVENUE CREDITS	TOTAL COST
WCMTD	Capital (Rolling Stock) & Operating	See Below**	\$149,777.50	\$85,590.00	\$31,187.50	\$235,367.50

Total Funding Requested \$149,777.50

****Project Descriptions**

New Freedom – Mental Health Centers of Western Illinois (MHCWI)

This project is requesting capital funding for rolling stock. MHCWI plans to build upon their existing fleet and expand their target population. This proposal will aid in creating a mass transit system to serve all disabled residents of Hancock County. MHCWI currently operate six buses and vans with wheelchair lifts, which allow accessibility for individuals with disabilities. MHCWI drivers are experienced in service to persons with disabilities and receive continuing education and training regarding cultural diversity, passenger safety and the skills necessary to serve a disabled population. This service would not be merely a continuation of what is in place, but a collaborative effort with the county board, health department, senior centers and chamber of commerce to bring to fruition, a contemporary redesign of what one agency is doing to transport its clientele. As the lead agency, MHCWI would draw on its resources to provide appropriate training to new drivers, oversee the successful operation of the system, and provide

matching funds and to maintain new and existing transportation service throughout Hancock County.

New Freedom – McDonough County Public Transportation (MCPT)

This proposed project involves the establishment and continuation of public non-emergency medical transportation for disabled seniors citizens and other non-senior disabled persons to and from necessary and essential medical appointments outside of the MCPT service area (McDonough County). Due to the rural character of McDonough County, many specialized medical services are not available within the county, but are available in neighboring urban areas such as Peoria, Springfield, Quincy, the Quad Cities and Iowa City. Many transportation disadvantaged disabled persons do not have regular access to such services, and this proposed project will create a new public transportation option to access these non-emergency medical services. ADA requires MCPT to provide Para transit services for qualified disabled persons within ¾ mile of operational fixed routes. This proposed project will extend that service area to include paratransit transportation service for non-emergency medical appointments scheduled in communities within a two-hour drive of Macomb. The project includes the following two components:

1. Capital Rolling Stock: Purchase of a new mini-van during the first year of the program. The mini-van will be used to provide the out of county, non-emergency medical transportation and will be equipped with a ramp and securement system for transporting individuals in wheelchairs.
2. Operating: A portion of the operating cost will be paid with grant funds from the New Freedom program. Operating cost includes the following expenses: driver wages and fringe benefits, fuel, insurance, vehicle maintenance and marketing/advertising.

New Freedom – Quincy Transit Lines (QTL)

The purpose of this project proposal is to secure funds to purchase scheduling software in order for QTL to assume transportation services currently provided by other local services agencies, primarily targeting the low-income, disabled and senior citizen populations. These small agencies have limited resources, rendering them unable to meet vital needs of these citizens in a cost effective and efficient manner. At this time, scheduling is performed manually (pen and paper) by staff, which severely limits access by these citizens for vital needs such as medical/dialysis appointments, shopping needs, social activities and various personal appointments that are typically enjoyed by the average citizen. Lack of efficient transportation places a hardship on these citizens as they attempt to seek other sources, which is often more expensive and often avoided. Experienced staff is available to be trained to operate an automated service, which will also enable QTL to provide service to a greater number of ADA, senior citizens and encompass a larger area with fewer vehicles.

Job Access and Reverse Commute – West Central Mass Transit District (WCMTD)

This project is requesting capital funding for on medium duty Para transit vehicle and operating funds to cover the cost of two part time drivers to operate the service from 5 a.m. to 7 a.m. and 5 p.m. to 8 p.m. seven days a week. This project will expand our existing service to provide employees with reliable transportation to and from work at DOT Foods in Rushville and Beardstown, IL. It would also allow individuals from Mount Sterling, IL and Rushville to travel to and from job opportunities in Beardstown at Cargill Meat Solutions.

POLICY DOCUMENT ADDRESSING GOALS AND OBJECTIVES TO IMPROVE TRANSPORTATION SERVICES

The Region 4 Human Services Transportation Plan and its Regional Transportation Committee was created to identify target populations, assess transportation needs and develop strategies to address those needs. The first round of the planning process was accomplished through monthly meetings and plan development. During this time, committee members shared feedback about their respective counties and the Regional HSTP Coordinator generated a document that reflected key findings. The plan also illustrates GIS maps used to identify gaps in service and demonstrates a list of prioritized projects devised to improve the Region’s public transportation services.

Establishing a State Oversight Committee (SOC)

In order to meet the program requirements outlined in SAFETEA-LU, which include statewide competition for areas of the state with populations less than 200,000, IDOT will establish a State Oversight Committee. The State Oversight Committee will aid in the administering of these programs and agree on policies that related to project evaluation and selection, and project inclusion in the State Transportation Improvement program (S-TIP).

Member Agencies / Organizations of the SOC:

NAME	ORGANIZATION	PHONE	EMAIL
Mr. Ed Heflin	Rural Transit Assistance Center, IIRA	800.252.2362	EL-Heflin@wiu.edu
Mr. Bert Webber	Illinois Dept on Aging	217.785.3364	bert.weber@illinois.gov
Ms. Catalina Soto	Illinois Department of Human Services	312.793.1747	Catalina.soto@illinois.gov
Ms. Mickey Rendok	Illinois Department of Healthcare and Family Services	217.524.7413	Mickey.Rendok@illinois.gov
Ms. Brenda Sherwood	Illinois Department of Commerce and Economic Opportunity	312.814.3631	bsherwood@illinois.gov
Ms. Carolyn Brown Hodge	Office of Lieutenant Governor Pat Quinn	217.557.9469	carolyn.brownhodge@illinois.gov
Ms. Susan Poludniak	Springfield-Sangamon County Regional Planning Commission	217.535.3110	susanlp@co.sangamon.il.us
Ms. Kelly J. Murray	Illinois Association of Rural Councils	217.528-5331	iacbm@msn.com
Ms. Linda W. Podeschi	Illinois Public Transportation Association	217.522.4782	lpodeschi@ipta-net.org
Ms. Dawn Piper	Rural Transit Assistance Center, IIRA	800.252.2362	DC-Piper@wiu.edu
IDOT STAFF			
David Spacek	Illinois Department of Transportation – Public & Intermodal	312.793.2154	David.Spacek@illinois.gov
Natashia Holmes	Illinois Department of Transportation - Public & Intermodal	312.793.3307	Natashia.Holmes@illinois.gov
Laura Calderon	Illinois Department of Transportation - Public & Intermodal	217.524.1761	Laura.Calderon@illinois.gov
Les Nunes	Illinois Department of Transportation - Programming & Planning	217.785.2994	Leslie.Nunes@illinois.gov
Norm Johnson	Illinois Department of Transportation - Programming & Planning	217.782.4725	Norman.Johnson2@illinois.gov

Main Roles and Responsibilities of the SOC:

- Endorsement of the model template to be used in each planning region to aid in HSTP plan development.
- Endorsement of policies and procedures for JARC and New Freedom project selection, evaluation and incorporation into the S-TIP; and endorsement of evaluation criteria for JARC and New Freedom proposed projects (competitive selection).
- Assist in the review, evaluation, and recommendation to DPIT of Section 5316 and Section 5317 projects to be included in the State TIP.

CONCLUSION

Coordination is often touted but often misunderstood, thus lessening its potential benefits. Coordination is a technique for better resource management. It means working together with people from different agencies and backgrounds. It requires shared power: shared responsibility, management, and funding. Much transportation functions, including planning, purchasing, vehicle operations, maintenance and marketing, can be coordinated. Typical goals for coordinated transportation services are reduced unit costs, increased ridership and improved cost effectiveness. Coordination is effective in reducing service duplication and improving resource utilization. Coordinating transportation services has been called “the best way to stretch scarce resources and improve mobility for everyone.”

Coordinating transportation services offers substantial benefits to many communities, but significant investments of time and energy may be required before the desired results are achieved. Coordinating transportation functions is best understood as a political process, which, like many other political processes, may involve changing environments, conflicts regarding power and control over resources, and competing goals or personalities. Effective transportation coordination requires a focus on the entire community (even on multiple communities and levels of government).

Individuals who may not be used to talking to or working with each other will need to develop the increased levels of trust, respect and confidence that will permit them to share responsibilities. A willingness to be open-minded about changing long-standing operating procedures is often needed. Once these conditions are met, a wide range of coordinated transportation benefits is then possible. Mobility strategies begin with an understanding and commitment among local community leaders, elected officials, transportation managers and human service agencies that meet the needs of older adults and persons with special needs are critical. Increased mobility increases independence and improves the quality of life for all citizens.

The first step to coordination is “cooperation.” Cooperation means two or more agencies working together toward a common end. Many transportation providers in the community are already informally cooperating. This Human Services Transportation Plan is the next step in the effort to work together. It is with hopes that this plan will bump up the level of cooperation to mean actively coordinating services throughout the region.

Careful planning can allow a community to meet the regulatory, budgetary and service needs of each participating agency, while improving client and community needs. The investment of time and thought at state, local and regional levels will result in a lower cost of individual trips, and provide more trips to more places. By working together, we can improve the transportation system and delivery of services to our community members.

For any plan to work there must be flexibility to respond to constant change. Successful coordination efforts are those that remain focused and maintain momentum in ever-changing environments. A circumstance can change and require a whole new transportation plan. The Western Illinois Regional Council is committed to being an active partner along with the Regional Transportation Committee, various transit providers and human-service agencies to implement coordination strategies addressed in this plan, at the present and in the future.

RELATED LINKS

- Section 5310 Circular -- http://www.fta.dot.gov/laws/circulars/leg_reg_6622.html
- Section 5316 Circular -- http://www.fta.dot.gov/laws/circulars/leg_reg_6623.html
- Section 5317 Circular -- http://www.fta.dot.gov/laws/circulars/leg_reg_6624.html
- United We Ride -- <http://www.unitedweride.gov/>
- American with Disabilities Act – <http://www.ada.gov/pubs/ada.htm>
- IDOT--Division of Intermodal Transportation -- <http://www.dot.il.gov/dpit/index.html>
- Illinois Institute of Rural Affairs – <http://www.iira.org/outreach/rtac.asp>
- Illinois Public Transportation Association – <http://www.ipta-net.org/>
- Illinois Association of Regional Councils – <http://www.ilregionalcouncils.org/>
- Western Illinois Regional Council – <http://www.wirpc.org/>

APPENDICES

APPENDIX A: SURVEY INSTRUMENT

ORGANIZATION CHARACTERISTICS AND SERVICES PROVIDED

The first set of questions has to do with the general characteristics of your organization and the general nature of the services provided.

1. Identification of Organization:

- a. Organization Name: _____
- b. Address: _____
- c. City/Town: _____ County: _____ State: ____ Zip: _____
- d. Telephone: _____ Fax: _____
- e. Name and Title of Individual Responding to Survey: _____
- f. E-mail of Respondent Contact: _____
- g. Agency Website: _____

2. Please check the box that **best** describes your organization. (*Check only one.*)

- | | |
|---|---|
| <input type="checkbox"/> a. Publicly Sponsored Transit Agency | <input type="checkbox"/> i. University |
| <input type="checkbox"/> b. Social Service Agency – Public | <input type="checkbox"/> j. Faith Based Organization |
| <input type="checkbox"/> c. Social Service Agency – Nonprofit | <input type="checkbox"/> k. YMCA/YWCA |
| <input type="checkbox"/> d. Medical Center/Health Clinic | <input type="checkbox"/> l. Red Cross |
| <input type="checkbox"/> e. Nursing Home | <input type="checkbox"/> m. Private School |
| <input type="checkbox"/> f. Adult Day Care | <input type="checkbox"/> n. Neighborhood Center |
| <input type="checkbox"/> g. Municipal Office on Aging | <input type="checkbox"/> o. Taxi/Wheelchair/Stretcher |
| <input type="checkbox"/> h. Nonprofit Senior Center | <input type="checkbox"/> p. Other: |

3. What are the *primary* and *secondary* functions/services of your organization? (*PLEASE READ—Check box for primary and shade in box for secondary.*)

- | | |
|---|--|
| <input type="checkbox"/> a. Transportation | <input type="checkbox"/> j. Diagnosis/Evaluation |
| <input type="checkbox"/> b. Health Care | <input type="checkbox"/> k. Job Placement |
| <input type="checkbox"/> c. Social Services | <input type="checkbox"/> l. Residential Facilities |
| <input type="checkbox"/> d. Education | <input type="checkbox"/> m. Income Assistance |
| <input type="checkbox"/> e. Counseling | <input type="checkbox"/> n. Screening |
| <input type="checkbox"/> f. Day Treatment | <input type="checkbox"/> o. Information/Referral |
| <input type="checkbox"/> g. Job Training | <input type="checkbox"/> p. Recreation/Social |
| <input type="checkbox"/> h. Employment | <input type="checkbox"/> q. Homemaker/Chore |
| <input type="checkbox"/> i. Rehabilitation Services | <input type="checkbox"/> r. Other: |

4. Who is the legal authority to receive the funds (i.e. who is the grantee)?

- a. Local government department or unit (city or county)
- b. Private nonprofit organization

- c. Mass Transit District
- d. Private, for-profit
- e. Other (Specify):

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

- Countywide only (Specify County or Counties):
- Citywide only (Specify):
- Both city and countywide (Specify):
- Other (Specify):

6. Does your organization impose eligibility requirements on those persons who are provided transportation? (Check one.)

- Yes No

If yes, please define those basic requirements below (e.g., Medicaid only, low-income only, destination purpose, etc).

7a. Is your organization involved in the *direct operation* of transit for the *general public*? (Check one.)

- Yes No

b. Is your organization involved in the *direct operation* of transit for *human service agency clients*? (Check one.)

- Yes No

8a. Does your organization *purchase transportation* on behalf of the *general public* from other service providers? (Check one.)

- Yes No

b. Does your organization *purchase transportation* on behalf of *human service agency clients* from other service providers? (Check one.)

- Yes No

If the answer to either Question 7a. or 7b. is “Yes,” then continue on to Question 9 of the survey. If the answer to both 7a. and 7b. is “No,” but the answer to 8a. or 8b. is “Yes,” Skip to Question 29 and continue the survey. If the answer to all questions in Questions 7 and 8 is “No,” Skip to Question 31 and continue the survey.

TRANSPORTATION SERVICES PROVIDED

Service Providers Only

In this section, explain the various methods by which your organization delivers public transit or human service agency transportation. Exclude meal deliveries or other non-passenger transportation services that may be provided.

9. Which mode of transit service delivery best describes your methods of service delivery? (Check all that apply.)

- a. Fixed route (fixed path, fixed schedule, with designated stops)
- b. Demand response (includes casual appointments and regular clients attending daily program activities)
- c. Route and/or point deviation
- d. Taxi
- e. Other (Specify):

10. In what manner does your organization directly provide, purchase, operate, or arrange transportation? (Check all that apply.)

Mode of Transportation	Services for the General Public	Client Only Services
	<i>(Check All That Apply)</i>	
a) Personal vehicles of agency staff (i.e. caseworker uses an agency vehicle to transport clients)		
b) Agency employees using agency owned fleet vehicles		
c) Pre-purchased tickets, tokens, passes for other modes of Para transit/transit		
d) Reimbursement of mileage or auto expenses paid to clients, families, or friends		
e) Volunteers		
f) Information and referral about other community transportation resources		
g) Operate own transportation program using agency owned vehicles and staff (i.e. driver, dispatcher or transportation designated personnel uses agency vehicle to transport clients)		
h) Other (Describe in space provided below)		

Please describe any other methods in which your organization delivers transportation services not previously checked in Question 10a through 10g.

11. Please provide the following information regarding the vehicle fleet used in the provision of transportation services provided directly by your agency. The vehicle type(s) used include the following:

Vehicle Type					
	Total Number	Total Capacity	Number Owned	Number Leased	No. Owned or Leased: Wheelchair Accessible
a) Sedans					
b) Station wagons					
c) Minivans					
d) Standard 15-passenger vans					
e) Converted 15-passenger vans (e.g., raised roof, wheelchair lift)					
f) Light-duty bus (body-on-chassis type construction seating between 16-24 passengers)					
g) Medium duty bus (body-on-chassis type construction seating over 22 passengers with dual rear wheel axle)					
h) School bus (yellow school bus seating between 25 and 60 students)					
i) Medium or heavy duty transit bus					
j) Other (Describe):					

Note: "Number Owned" and "Number Leased" should add to equal "Total Number."

12. What type of communications device/system is used? (Check all that apply.)

- Cellular phones
- Two-way mobile radios requiring FCC license
- Pagers
- Mobile data terminals
- Other (describe):
- None

13. Define the level of passenger assistance provided for users of your transportation service. (Check all that apply.)

- Curb-to-curb (i.e., drivers will assist passengers in and out of vehicle only).

- Door-to-door (*i.e.*, drivers will assist passengers to the entrance of their origin or destination).
- Door-through-door (*i.e.*, driver will assist passengers to inside destination).
- Drivers are permitted to assist passengers with a limited number of packages.
- Drivers are permitted to assist passengers with an unlimited number of packages.
- We provide personal care attendants or escorts to those passengers who require such services.
- Passengers are permitted to travel with their own personal care attendants or escorts.

14. What are the daily hours and days of operation for your transportation services? Check days and list hours of operation in the space provided.

	Mon	Tues	Wed	Thu	Fri	Sat	Sun
Transportation service begins:	_____	_____	_____	_____	_____	_____	_____
Transportation service ends:	_____	_____	_____	_____	_____	_____	_____

15. How do clients/customers access your transportation services?

- There are no advance reservation requirements.
- Clients/customers must make an advance reservation (*e.g.*, by telephone, facsimile internet, arrangement through a third party, etc).

16. If advance reservations are required, what notice must be provided?

- We use a real-time reservation policy.
- Customers/clients must call for a reservation 24 hours before travel.
- Customers/clients must call for a reservation two days before travel.
- Customers/clients must call for a reservation three days before travel.
- Customers/clients must call for a reservation four days before travel.
- Customers/clients must call for a reservation five days before travel.
- Customers/clients must call for a reservation one week before travel.
- Other (Define):

17. Will you accommodate a same day or late reservation if space is available?

- Yes N

Explain:

RIDERSHIP

The following questions have to do with client/patron caseload and/or client ridership.

- 18. Please provide your organization's annual passenger statistics. If possible, use data for the most recently completed 12-month period for which data is available. Complete questions (a) through (f).**

Unduplicated Persons/ Passenger Trips	Services for the General Public	Client Only Services
a) Total number of persons ¹ provided transportation		
b) Total number of passenger trips ² (most recent fiscal year)		
c) Estimated number of trips ² which the riders use a wheelchair		

In the above table, use the following definitions:

¹ A "person" is an unduplicated count of individuals receiving service (a person riding the vehicle 200 trips per year is counted as one person).

² A "trip" equals one person getting on a vehicle one time. Most riders make two or more trips a day since they get on once to go somewhere and then get on again to return.

Answer the following questions about figures provided in the table above:

- d) Are ridership figures exact?
- e) Are ridership figures estimates?
- f) Time period for counts or estimates:

ANNUAL EXPENDITURES AND REVENUES

The following questions concern your **transportation** funding sources and annual revenues and expenditures.

- 19. Does your organization charge a fare or fee for providing transportation services?**

Yes No

If yes, what is the fare/fee?

- 20. Does the organization provide any discounts for the elderly or persons with disabilities?**

Yes No

If yes, what is the discount?

- 21. Does your organization accept any donations from seniors to offset the cost of providing transportation services?**

Yes No

If yes, what is the suggested donation amount?

22. What are the beginning and ending dates of your organization's fiscal year?

Beginning: _____ Ending: _____

23. What are your transportation operating revenues? (see fact sheets on fares and revenues for further explanation)

Category	Actual, FY 2006
Transportation Operating Revenues – List Individually	
a) Fares Collected from Passengers Through Cash, or Tickets/Tokens Purchased by Passengers (Include Client Fees and/or General Public Fares Here)	
b) Revenues Collected From Cash or Ticket/Tokens Purchased by Third Parties on Behalf of Passengers	
c) Reimbursements for Services Obtained from Third Parties (<i>e.g.</i> , Medicaid Reimbursements)	
d) City Government Appropriations	
e) County Government Appropriate	
f) State Government Appropriation (<i>e.g.</i> , <i>DOAP</i>)	
g) Federal Grants: DOT-FTA	
1) FTA Section 5307	
2) FTA Section 5311	
3) FTA Section 5310	
4) FTA Section 5316 (JARC)	
5) FTA Section 5317 (New Freedom)	
h) Federal Grants: non-DOT	
1) Temporary Assistance for Needy Families (TANF)	
2) Title IIIB-(Older Americans Act)	
3) Medicaid-Title XIX	
4) Social Services Block Grant-Title XX	
5) DOL Welfare to Work	
6) Workforce Investment Act	
7) Community Services Block Grant	
8) Community Development Block Grant	
9) Administration on Developmental Disabilities	
10) Mental Health Programs	
11) Vocational Rehabilitation Programs	
12) Other (List)	
g) Advertising	
h) Contributions (specify)	
i) Donations (specify)	
j) Other, not listed above (Explain)	
Total Transportation Revenues – Total	

Other comments on organization revenues?

24. Did you receive any capital revenues during FY 2006 for transportation (e.g., facilities, vehicles, technology, etc.)?

Category	Actual, FY 2006
Transportation Capital Revenues – List Individually	
a) DOT-FTA	
1) FTA Section 5307	
2) FTA Section 5309	
3) FTA Section 5311	
4) FTA Section 5310	
5) FTA Section 5316 (JARC)	
6) FTA Section 5317 (New Freedom)	
7) FTA Other (list)	
b) Non-DOT (please see previous list under operating and specify)	
8)	
9)	
10)	
b) Taxes	
c) Funds received from:	
1) State	
2) County (list county)	
3) City (list city)	
d) Fundraising	
e) Contributions from Charitable Foundations, etc.	
f) Other, not listed above (Explain)	
Total Transportation Capital Revenues – Total	

Other comments on organization capital revenues?

25. What are your transportation operating and capital expenses?

Category	Actual, FY 2006 (or most recent)
Transportation Operating Expenses – List Individually	
1) Transportation administration (non-operating personnel)	
2) Transportation operations (drivers, mechanics, fuel, etc.)	
3) Transportation maintenance (facilities and equipment) Note: If you have included these expenses under #2, do not include them again.	
Total Operating Expenses	
b) Transportation Capital Expenses	
Total Transportation Operating and Capital Expenses	

Other comments on organization expenses?

26. Does your agency make any payments to or have contracts with third parties to pay for transportation of the general public or for clients of your agency?

29. What do you see as the greatest barriers to mobility in your service area? (Check all that apply).

- Having to plan ahead
- Lack of service
- Lack of vehicles
- Lack of operating dollars
- Hours of operation
- Service boundaries
- Do not prefer to mix populations (i.e. disabled with non-disabled)
- Funding restrictions to provide service
- Turf issues
- Other (please specify below)

30. What elements of the existing transportation network provide the most useful mobility options in your service area? (Check all that apply).

- Accessible vehicles
- Coordination efforts
- Mass Transit District (ability to cross county lines)
- Volunteers/someone who can provide transportation
- Information and referral service
- Toll-free number
- Other (please specify below)

31. What issues, if any, have your coordination efforts encountered? (Check all that apply).

- Billing and payment
- Insurance
- Driver qualifications
- Policies
- Different vehicles
- Other

Please give further detail on the boxes checked above.

32. In your opinion, what do you see is the *greatest obstacle* to coordination and mobility in your service area?

33. In your opinion, what *enhancement is most needed* to improve the coordination of public transit and human service transportation in your service area?

34. In your community, do you know if an organized group has been formed to look at coordination among transit providers, human service agencies and riders of public transit?

Yes No

If yes to Question 36, has your organization actively participated in this group?

Yes No

Please give the name of the group and/or contact information if available.

35. In your opinion, is there sustained support for coordinated transportation planning among elected officials, agency administrators, and other community leaders?

Yes No

If yes, please identify persons and/or contact information, if available.

36. In your opinion, do you and members of the governing board perceive there to be real and tangible benefits to be realized if local organizations worked together to better coordinate the delivery of services?

Yes No

If yes, what are the potential benefits in your opinion?

If there are any other issues, concerns, or information relevant to this issue, please feel free to address them in the spaces below.

Thank you for your cooperation!

APPENDIX B: SURVEY RESULTS

1a-1c. Identification of Organization – Name and Address

Quincy Transit Lines, 2020 Jennifer Road, Quincy, IL 62301

Schuyler County Mental Health Association, PO Box 320, 127 South Liberty Street, Rushville, IL 62681

Henderson County Health Department, PO Box 220, Gladstone, IL 61437

Timber Point Health Care Center, 205 East Spring Street, Camp Point, IL 62320

McDonough County Public Transportation, 223 South Randolph Street, Macomb, IL 61455

Adams County Council for Senior Citizens, 639 York Street, Room 106, Quincy, IL 62301

West Central Illinois Area Agency on Aging, 639 York Street, Quincy, IL 62301

Mental Health Centers of Western Illinois – Carthage Facility, 607 Buchanan Street, Carthage, IL 62321

Warren Achievement Center, 1360 Main Street, Monmouth, IL 61462

West Central Mass Transit District – Brown County, 27 North Central Park Plaza, Jacksonville, IL 62650

1d.1. Telephone Number

Quincy Transit Lines, (217) 228-4550

Schuyler County Mental Health Association, (217) 322-4373

Henderson County Health Department, (309) 627-2812

Timber Point Health Care Center, (217) 593-7734

McDonough County Public Transportation, (309) 837-3941

Adams County Council for Senior Citizens, (217) 228-0557

West Central Illinois Area Agency on Aging, (217) 223-7904

Mental Health Centers of Western Illinois, (217) 357-3176

Warren Achievement Center, (309) 734-6001

West Central Mass Transit District, (217) 245-0900

1d.2. Fax Number

Quincy Transit Lines, (217) 221-2289

Schuyler County Mental Health Association, (217) 322-2138

Henderson County Health Department, (309) 627-2793

Timber Point Health Care Center, (217) 593-6360

McDonough County Public Transportation, (309) 836-3640

Adams County Council for Senior Citizens, (217) 592-3602

West Central Illinois Area Agency on Aging, (217) 222-1220

Mental Health Centers of Western Illinois, (217) 357-6609

Warren Achievement Center, (309) 734-5903

West Central Mass Transit District, (217) 245-2901

1e-1f. Name, Title and E-Mail Address of Survey Respondent

Quincy Transit Lines, John Ohnemus, Director, transit@quincyil.gov

Schuyler County Mental Health Association, Trenton Chockley, HSC Chair, cturtle@casscomm.com

Henderson County Health Department, Gloria Short, Director, Senior Services, mom_2all@hotmail.com

Timber Point Health Care Center, Andrea Muller, Administrator, tphc@adams.net

McDonough County Public Transportation, Gary Ziegler, Director, gary@wirpc.org
Adams County Council for Senior Citizens, Sandra Schmidt, Director, sandys@wciagingnetwork.org
West Central Illinois Area Agency on Aging, Bruce Tossick, Field Representative, btossick@wciagingnetwork.org
Mental Health Centers of Western Illinois, Mary Kay Flesner, Public Relations Liaison, mkflesner@mhcwi.org
Warren Achievement Center, Robert Ray, Director of Transportation, Bob_Ray@warrenachievement.com
West Central Mass Transit District, R. Jean Jumper, Managing Director, managingdirectorwcmttd@verizon.net

1g. Agency Website

Quincy Transit Lines, www.quincyl.gov/Transportation/TransitLines/
Schuyler County Mental Health Association, N/A
Henderson County Health Department, www.hendcohealth.com
Timber Point Health Care Center, N/A
McDonough County Public Transportation, www.wirpc.org
Adams County Council for Senior Citizens, www.wciagingnetwork.org
West Central Illinois Area Agency on Aging, www.wciagingnetwork.org
Mental Health Centers of Western Illinois, www.mhcwi.org
Warren Achievement Center, www.warrenachievement.com
West Central Mass Transit District, N/A

2. Description of Organization

Quincy Transit Lines, publicly sponsored transit agency
Schuyler County Mental Health Association, nonprofit social service agency
Henderson County Health Department, other - nonprofit governmental
Timber Point Health Care Center, nursing home
McDonough County Public Transportation, publicly sponsored transit agency
Adams County Council for Senior Citizens, nonprofit senior center
West Central Illinois Area Agency on Aging, nonprofit social service agency
Mental Health Centers of Western Illinois, nonprofit social service agency
Warren Achievement Center, nonprofit social service agency
West Central Mass Transit District, publicly sponsored transit agency

3a. Primary Functions/Services of Organization

Quincy Transit Lines, transportation
Schuyler County Mental Health Association, counseling
Henderson County Health Department, transportation, health care, homemaker/chore
Timber Point Health Care Center, health care
McDonough County Public Transportation, transportation
Adams County Council for Senior Citizens, transportation
West Central Illinois Area Agency on Aging, transportation, health care, social services, counseling, employment, diagnosis/evaluation, screening, information/referral, recreation/social, homemaker/chore
Mental Health Centers of Western Illinois, counseling, day treatment, residential facilities
Warren Achievement Center, no answer

West Central Mass Transit District, transportation

3b. Secondary Functions/Services of Organization

Quincy Transit Lines, none

Schuyler County Mental Health Association, health care

Henderson County Health Department, information/referral

Timber Point Health Care Center, transportation

McDonough County Public Transportation, none

Adams County Council for Senior Citizens, recreation/social

West Central Illinois Area Agency on Aging, education, day treatment, job training, rehabilitation services, job placement, residential facilities, income assistance

Mental Health Centers of Western Illinois, diagnosis/evaluation, screening

Warren Achievement Center, none

West Central Mass Transit District, none

4. Legal Authority to Receive Funds

Quincy Transit Lines, local government department or unit

Schuyler County Mental Health Association, other - we do not receive federal funds

Henderson County Health Department, local government department or unit

Timber Point Health Care Center, private, for-profit

McDonough County Public Transportation, local government department or unit

Adams County Council for Senior Citizens, other: West Central Illinois Area Agency on Aging

West Central Illinois Area Agency on Aging, private, nonprofit organization

Mental Health Centers of Western Illinois, private nonprofit organization

Warren Achievement Center, local government department or unit

West Central Mass Transit District, mass transit district

5. Geographic Service Area

Quincy Transit Lines, citywide only - operate inside corporate city of Quincy and into collar townships and within ¾ mile either side of fixed routes for Para transit

Schuyler County Mental Health Association, countywide only - Schuyler County

Henderson County Health Department, countywide only - Henderson County

Timber Point Health Care Center, other - our main function is to transport our own residents to/from Quincy for physician visits. We occasionally take community members.

McDonough County Public Transportation, both city and countywide - Macomb and McDonough County, including all incorporated cities and villages

Adams County Council for Senior Citizens, both city and countywide - Quincy and Adams County

West Central Illinois Area Agency on Aging, countywide only – Pike, Hancock and Schuyler (also serve Adams and Brown, but are focusing on the three counties mentioned above)

Mental Health Centers of Western Illinois, countywide only – Hancock (also serves Brown & Pike Counties)

Warren Achievement Center, countywide only - Warren County

West Central Mass Transit, countywide only – Brown County (also serve Morgan & Scott in Region 7)

6. Eligibility Requirements

Quincy Transit Lines, yes - Para transit passengers need to be ADA eligible

Schuyler County Mental Health Association, no

Henderson County Health Department, yes - must be 60 and over

Timber Point Health Care Center, yes - PA Rec # required for service

McDonough County Public Transportation, no

Adams County Council for Senior Citizens, yes - 60+years, destination within city or county

West Central Illinois Area Agency on Aging, yes - persons age 60 and older, pre-screening requirements

Mental Health Centers of Western Illinois, yes - pre-screening requirements

Warren Achievement Center, no

West Central Mass Transit District, no

7. Involvement in Direct Operation of Transit

Quincy Transit Lines, yes

Schuyler County Mental Health Association, yes

Henderson County Health Department, no - seniors only

Timber Point Health Care Center, no

McDonough County Public Transportation, yes

Adams County Council for Senior Citizens, yes

West Central Illinois Area Agency on Aging, no

Mental Health Centers of Western Illinois, no

Warren Achievement Center, yes

West Central Mass Transit District, yes

8. Purchase of Transportation on Behalf of Clients or Public

Quincy Transit Lines, no

Schuyler County Mental Health Association, no

Henderson County Health Department, no response

Timber Point Health Care Center, no

McDonough County Public Transportation, yes

Adams County Council for Senior Citizens, no

West Central Illinois Area Agency on Aging, no

Mental Health Centers of Western Illinois, no

Warren Achievement Center, no

West Central Mass Transit District, no

9. Mode of Transit Service Delivery

Quincy Transit Lines, fixed route, demand response, route and/or point deviation

Schuyler County Mental Health Association, no response

Henderson County Health Department, no response

Timber Point Health Care Center, demand response

McDonough County Public Transportation, fixed route, demand response

Adams County Council for Senior Citizens, demand response

West Central Illinois Area Agency on Aging, demand response

Mental Health Centers of Western Illinois, N/A

Warren Achievement Center, demand response, route and/or point deviation

West Central Mass Transit District, demand response

10. Manner of Providing, Purchasing, Operating and Arranging Transportation

Quincy Transit Lines, services for general public: Agency employees using agency owned fleet vehicles; pre-purchased tickets, tokens, passes for other modes of Para transit/transit; operate own transportation program using agency owned vehicles and staff

Schuyler County Mental Health Association, no response

Henderson County Health Department, N/A

Timber Point Health Care Center, services for general public and clients: other - We have our own W/C accessible bus. We trip our patients, as well as occasional community members

McDonough County Public Transportation, services for general public: other – MCPT utilizes four providers, three for demand response and one for fixed route service. All demand response rides are scheduled through a centralized dispatching operation

Adams County Council for Senior Citizens, services for general public: Agency employees using agency owned fleet vehicles; operate own transportation program using agency owned vehicles and staff.

West Central Illinois Area Agency on Aging, services for general public: Operate own transportation program using agency owned vehicles and staff; “60 + over”

Mental Health Centers of Western Illinois, N/A

Warren Achievement Center, Client only services: personal vehicles of agency staff; Services for general public: pre-purchased tickets, tokens, passes for other modes of Para transit/transit; Services for general public and clients: agency employees using agency owned fleet vehicles; operate own transportation program using agency owned vehicles and staff

West Central Mass Transit District, services for general public: Operate own transportation program using agency owned vehicles and staff

***Please note from this point of the survey on, West Central Illinois Area Agency on Aging (AAA) specifies its information as to the three service areas they cover: Hancock, Pike and Schuyler.*

11. Vehicle Type, Quantity and Capacity

Quincy Transit Lines, light duty bus: total number 2, total capacity 30, number owned 2; number wheelchair accessible 2; medium duty bus: total number 2, total capacity 22, number owned 2, number wheelchair accessible 2; medium-to-heavy duty transit bus: total number 12, total capacity 441, number owned 12, number wheelchair accessible 12; 2 super-medium duty Para transit units with lifts (due in early 2008 through 5310)

Schuyler County Mental Health Association, no response

Henderson County Health Department, N/A

Timber Point Health Care Center, converted 15-passenger van: total number 1, total capacity 15, number leased 1, number wheelchair accessible 1

McDonough County Public Transportation, minivans: total number 5, total capacity 4, number owned 1, number leased 4, number wheelchair accessible 5; light duty bus: total number 1, total capacity 10, number owned 1; medium duty bus: total number 4, total capacity 17, number owned 4, number wheelchair accessible

4; medium-to-heavy duty transit bus: total number 15, total capacity 36-40, number owned 12, number leased 3, number wheelchair accessible 15

Adams County Council for Senior Citizens, sedans: total number 3, total capacity 4, number owned 3, number wheelchair accessible 0; minivans: total number 1, total capacity 4, number owned 1, number wheelchair accessible 0; other: 11 passenger bus: total number 1, total capacity 11, number owned 1, number wheelchair accessible 1

AAA for Hancock County, station wagons: total number 1, total capacity 6, number owned 1, number wheelchair accessible 0; minivans: total number 2, total capacity 7, number owned 2, number wheelchair accessible 0; standard 15-passenger vans, total number 1, total capacity 15, number wheelchair accessible N/A

AAA for Pike County, minivans: total number 2, total capacity 7, number owned 2, number wheelchair accessible N/A

AAA for Schuyler County, sedans: total number 1, total capacity 5, total owned 1, number wheelchair accessible N/A

Mental Health Centers of Western Illinois, N/A

Warren Achievement Center, minivans: total number 2, total capacity 12, number leased 2, number wheelchair accessible 2; converted 15-passenger vans: total number 2, total capacity 22, number owned 1, number leased 1, number wheelchair accessible 1, light duty bus: total number 1, total capacity 11, number leased 1, number wheelchair accessible 1; medium duty bus: total number 4, total capacity 57, number leased 4, number wheelchair accessible 4; medium-to-heavy duty transit bus: total number 1, total capacity 22, number leased 1, number wheelchair accessible 1

West Central Mass Transit District, minivans: total number 1, total capacity 7, number owned 1; converted 15-passenger vans: total number 1, total capacity 14, number owned 1, number wheelchair accessible 1

12. Type of Communication Devices/Systems Used

Quincy Transit Lines, two-way mobile radios and cellular phones

Schuyler County Mental Health Association, no response

Henderson County Health Department, no response

Timber Point Health Care Center, cellular phones

McDonough County Public Transportation, two-way mobile radios and cellular phones

Adams County Council for Senior Citizens, two-way mobile radios

AAA for Hancock County, none

AAA for Pike County, cellular phones

AAA for Schuyler County, none

Mental Health Centers of Western Illinois, no response

Warren Achievement Center, cellular phones and two-way radios

West Central Mass Transit District, two-way mobile radios

12a. Level of Passenger Assistance Provided for Users of Transportation Service

Quincy Transit Lines, door-to-door; drivers are permitted to assist passengers with a limited number of packages; passengers are permitted to travel with their own personal care attendants or escorts

Schuyler County Mental Health Association, no response

Henderson County Health Department, no response

Timber Point Health Care Center, door-to-door; personal care attendants or escorts are provided for those passengers needing such services; passengers are permitted to travel with their own personal care attendants or escorts

McDonough County Public Transportation, curb-to-curb; door-to-door, door-through-door; drivers are permitted to assist with limited number of packages; passengers are permitted to travel with their own personal care attendants or escorts

Adams County Council for Senior Citizens, door-to-door; drivers are permitted to assist passengers with a limited number of packages; passengers are permitted to travel with their own personal care attendants or escorts

AAA for Hancock County, drivers are permitted to assist passengers with a limited number of packages; passengers are permitted to travel with their own personal care attendants or escorts

AAA for Pike County, door-to-door; drivers are permitted to assist passengers with a limited number of packages; passengers are permitted to travel with their own personal care attendants or escorts

AAA for Schuyler County, door-to-door; drivers are permitted to assist passengers with a limited number of packages; passengers are permitted to travel with their own personal care attendants or escorts

Mental Health Centers of Western Illinois, no response

Warren Achievement Center, door-to-door

West Central Mass Transit District, curb-to-curb; door-to-door; drivers are permitted to assist passengers with a limited number of packages, and passengers are permitted to travel with their own personal care attendants or escorts

13. Hours and Days of Operation

Quincy Transit Lines, Monday - Saturday from 6:00 AM to 7:30 PM and Sunday from 7:00 AM to 6:00 PM

Schuyler County Mental Health Association, no response

Henderson County Health Department, no response

Timber Point Health Care Center, Monday - Friday, hours vary

McDonough County Public Transportation, Monday - Wednesday from 6:00 AM to 12:00 AM, Thursday from 6:00 AM to 2:00 AM, Friday from 6:00 AM to 3:00 AM, Saturday from 1:00 PM to 3:00 AM, and Sunday from 1:00 PM to 6:00 PM. Hours are reduced during the summer months.

Adams County Council for Senior Citizens, Monday - Friday from 8:00 AM to 5:00 PM

AAA for Hancock County, Monday - Friday from 9:00 AM to 3:00 PM (flexible when needed)

AAA for Pike County, Monday - Friday from 8:00 AM to 5:00 PM (flexible when needed)

AAA for Schuyler County, Monday/Wednesday/Friday from 8:00 AM to 3:00 PM, Tuesday from 8:00 AM to 1:30 PM, Friday from 8:00 AM to 2:30 PM, special/medical transportation may differ from above hours

Mental Health Centers of Western Illinois, no response

Warren Achievement Center, Monday - Friday 7:30 AM to 4:30 PM. No hours on Saturday and Sunday.

West Central Mass Transit District, Monday - Friday from 8:00 AM to 5:00 PM, Saturday 8:00 AM to 2:00 PM, no hours on Sunday

14. Method Clients or Customers Use to Access Transportation Services

Quincy Transit Lines, customers must make an advance reservation

Schuyler County Mental Health Association, no response

Henderson County Health Department, no response

Timber Point Health Care Center, customers must make an advance reservation

McDonough County Public Transportation, no advance reservation needed for fixed route service; customers must make an advance reservation for demand response service

Adams Council for Senior Citizens, customers must make an advance reservation

AAA for Hancock County, customers must make an advance reservation

AAA for Pike County, customers must make an advance reservation

AAA for Schuyler County, customers must make an advance reservation

Mental Health Centers of Western Illinois,

Warren Achievement Center, no advanced reservation requirements

West Central Mass Transit District, customers must make an advanced reservation

15. Notice Needed for Advance Reservations

Quincy Transit Lines, 24 hours before travel, but will do same day if space permits

Schuyler County Mental Health Association, no response

Henderson County Health Department, no response

Timber Point Health Care Center, one week before travel

McDonough County Public Transportation, 24 hours before travel

Adams Council for Senior Citizens, 24 hours before travel

AAA for Hancock County, 24 hours before travel

AAA for Pike County, uses a real time reservation policy, 24 hours before travel

AAA for Schuyler County, uses a real time reservation policy, 24 hours before travel (medical transport)

Mental Health Centers of Western Illinois, no response

Warren Achievement Center, uses a real time reservation policy

West Central Mass Transit District, uses a real time reservation policy

16. Will Accommodate Same Day or Late Reservations if Space is Available

Quincy Transit Lines, yes

Schuyler County Mental Health Association, no response

Henderson County Health Department, no response

Timber Point Health Care Center, no

McDonough County Public Transportation, yes

Adams Council for Senior Citizens, yes

AAA for Hancock County, yes

AAA for Pike County, yes

AAA for Schuyler County, yes

Mental Health Centers of Western Illinois, no response

Warren Achievement Center, yes: we prefer 24 hour advanced notice, but will not deny a ride if schedule can accommodate day and time

West Central Mass Transit District, yes

17. Annual Passenger Statistics

Quincy Transit Lines, 418,245 passenger trips from 5-1-06 to 4-30-07

Schuyler County Mental Health Association, no response

Henderson County Health Department, no response

Timber Point Health Care Center, N/A

McDonough County Public Transportation, 1,612,275 trips from 7-1-06 through 6-30-07, with approx. 10,000 wheelchair-rider trips

Adams Council for Senior Citizens, 13,000 trips for 400 persons from October 06 through September 07, with 1,300 wheelchair-rider trips

AAA for Hancock County, 3990 trips for approx. 150 persons from 10/01/06 to 9/30/07

AAA for Pike County, no response

AAA for Schuyler County, 1646 trips for 43 people from 7/06 to 6/07

Mental Health Centers of Western Illinois, no response

Warren Achievement Center, 59,758 trips for 362 persons, with 30,000 wheelchair trips from 7-1-06 to 6-30-07

West Central Mass Transit District, 675 trips for approx. 135 persons, with 9 wheelchair trips from 6-1-07 through 6-30-07

18. Fares or Fee for Providing Transportation

Quincy Transit Lines, yes: 50 cents for adults, 25 cents for seniors and students, and \$1 for Para transit passengers

Schuyler County Mental Health Association, no response

Henderson County Health Department, no response

Timber Point Health Care Center, no

McDonough County Public Transportation, yes: 50 cents for fixed route and \$2 for demand response; seniors and students ride free on fixed route, seniors ride for free on demand response and disabled ride for 1/2 fare on demand response

Adams Council for Senior Citizens, no

AAA for Hancock County, no

AAA for Pike County, yes: suggested donations

AAA for Schuyler County, no

Mental Health Centers of Western Illinois, no response

Warren Achievement Center, yes

West Central Mass Transit District, yes: \$1.50 one-way with advanced reservations and within the city limits, \$2.50 (one-way) outside the city limits and \$5.00 (one-way) outside the county

19. Fare Discounts for Elderly and Persons with Disabilities

Quincy Transit Lines, yes: seniors ride for 1/2 fare

Schuyler County Mental Health Association, no response

Henderson County Health Department, no response

Timber Point Health Care Center, none, no fare charged

McDonough County Public Transportation, yes: seniors ride for free and disabled ride for 1/2 fare on demand response service

Adams County Council for Senior Citizens, none, no fare charged

AAA for Hancock County, no response

AAA for Pike County, no response

AAA for Schuyler County, no response

Mental Health Centers of Western Illinois, no response

Warren Achievement Center, yes: seniors, donation based on ride cards, which works when a customer pays for 27 rides and receives the 28th ride free
West Central Mass Transit District, no

20. Are Donations Accepted to Offset Cost of Providing Transportation Services

Quincy Transit Lines, no

Schuyler County Mental Health Association, no response

Henderson County Health Department, no response

Timber Point Health Care Center, yes: no suggested donation amount

McDonough County Public Transportation, no

Adams County Council for Senior Citizens, yes: \$2.50 each way in the city and \$6.00 each way in the county

AAA for Hancock County, no response

AAA for Pike County, yes

AAA for Schuyler County, no response

Mental Health Centers of Western Illinois, no response

Warren Achievement Center, yes: \$2.25 one-way trip in Monmouth \$2.62 per mile out of town

West Central Mass Transit District, no

21. Beginning and Ending Date of Fiscal Year

Quincy Transit Lines, May 1 to April 30

Schuyler County Mental Health Association, no response

Henderson County Health Department, no response

Timber Point Health Care Center, January 1 to December 31

McDonough County Public Transportation, July 1 to June 30

Adams County Council for Senior Citizens, October 1 to September 30

AAA for Hancock County, no response

AAA for Pike County, October 1 to September 30

AAA for Schuyler County, no response

Mental Health Centers of Western Illinois, no response

Warren Achievement Center, July 1 to June 30

West Central Mass Transit District, July 1 to June 30

22. Transportation Operating Revenues

Quincy Transit Lines, Fares \$94,767; Third Party Reimbursements \$11,124; City Appropriations \$295,889; State Appropriations \$1,092,476; Federal Section 5311 \$507,921; Other \$3,486

Schuyler County Mental Health Association, no response

Henderson County Health Department, no response

Timber Point Health Care Center, no response

McDonough County Public Transportation, Fares \$15,548; County Appropriations \$42,000; State Appropriations \$797,500; Federal Section 5311 \$368,011; Other Federal Grants \$18,000; Vocational Rehabilitation \$31,844; WIU Student Fees \$535,000

Adams County Council for Senior Citizens, Fares \$30,844; Title Three of Older Americans Act \$26,162

AAA for Hancock County, Title III B \$23,538; Other: local cash \$7900, project income \$7900

AAA for Pike County, Title III B \$20,000

AAA for Schuyler County, Title III B \$15,929; Other: local cash \$7338, project income \$1500; Donations: In Kind \$1875

Mental Health Centers of Western Illinois, no response

Warren Achievement Center, Fares \$37,424; Third Party Reimbursements \$140,830; County Appropriation \$86,710; Federal Section 5311 \$204,332; Title Three of Older Americans \$18,266; Advertising \$4,807; Contributions \$48,791

West Central Mass Transit District, Fares \$234; Revenues from Third Parties \$1762.50; we provided no service to Brown County in FY 2006, and began service to Brown County in mid FY07, so the above numbers reflect one month's service in 2007

23. Capital Revenue

Quincy Transit Lines, none listed

Schuyler County Mental Health Association, none listed

Henderson County Health Department, none listed

Timber Point Health Care Center, none listed

McDonough County Public Transportation, none listed

Adams County Council for Senior Citizens, State \$23,889; County \$6,000; City \$11,300; Fundraising \$3,734; Charitable Foundations \$13,905; Other-Donations \$1,450

AAA for Hancock County, none listed

AAA for Pike County, none listed

AAA for Schuyler County, none listed

Mental Health Centers of Western Illinois, none listed

Warren Achievement Center, Other-United Way Endowment \$1,521

West Central Mass Transit District, none received

24. Transportation Operating and Capital Expenses

Quincy Transit Lines, Administration \$231,513; Operations \$1,786,710; Capital \$0

Schuyler County Mental Health Association, no response

Henderson County Health Department, no response

Timber Point Health Care Center, no response

McDonough County Public Transportation, Administration \$104,350; Operations \$1,637,968; Capital \$0

Adams County Council for Senior Citizens, Administration \$55,000; Operations \$76,692; Capital \$0

AAA for Hancock County, Operating \$44,591 (FY 06) and \$31,702 (10 mo in FY 07); Capital \$0

AAA for Pike County, no response

AAA for Schuyler County, operating \$16,609 (FY 06) and \$15,499 (10 mo in FY 07)

Mental Health Centers of Western Illinois, no response

Warren Achievement Center, Administration \$114,471; Operations \$463,771; Capital \$1,577

West Central Mass Transit District, Administration \$2,625; Operations \$6,500 (estimated expenses for one month)

25. Third Party Contracts for Transportation Services

Quincy Transit Lines, no

Schuyler County Mental Health Association, no response
Henderson County Health Department, no response
Timber Point Health Care Center, no response
McDonough County Public Transportation, yes
Adams County Council for Senior Citizens, no
AAA for Hancock County, no
AAA for Pike County, no
AAA for Schuyler County, no
Mental Health Centers of Western Illinois, no response
Warren Achievement Center, no
West Central Mass Transit District, no

25 & 26 Payments Made for Third Party Contracts (Only Applicable for MCPT)

McDonough County Public Transportation, Trips Purchased -- Go West Transit: 1,568,990 one-way; Bridgeway: 26,565 one-way; McDonough County Red Cross: 15,313 one-way; Barry's Taxi: 1,407 one-way
Amount Paid -- Go West Transit: \$1,045,249; Bridgeway: \$206,145; McDonough County Red Cross: \$219,658
Barry's Taxi: \$17,575

27. Top Five Trip Generators

Quincy Transit Lines, no response
Schuyler County Mental Health Association, no response
Henderson County Health Department, no response
Timber Point Health Care Center, no response
McDonough County Public Transportation, WIU (AM peak: 5,000; mid day: 10,000; PM peak: 5,000; evening: 1,000; Saturday: 500; Sunday: 500; weekly ridership: 22,000); Downtown Macomb (AM peak: 50; mid day: 50; PM peak: 50; Saturday: 5,000; weekly ridership: 5,150); Bridgeway (AM peak: 100, mid day: 100, PM peak: 100; weekly ridership: 300); East Jackson (AM peak: 100; mid day: 100; PM peak: 100; evening: 100; Saturday: 200; Sunday: 100; weekly ridership: 700); Medical Campus (AM peak: 50; mid day: 50; PM peak: 50; weekly ridership: 150)
Adams County Council for Senior Citizens, no response
AAA for Hancock County, Senior Centers in Carthage and Hamilton; Doctor Offices in Keokuk and Quincy; Shopping in Keokuk, Carthage and Burlington; Beautician in Carthage
AAA for Pike County, Beautician in Pittsfield; Doctor Offices in Pittsfield and Quincy; Grocery Stores in Pittsfield; Wal-Mart in Pittsfield; Pharmacy in Pittsfield; Doctor Offices in Jacksonville and Springfield
AAA for Schuyler County, Grocery Store in Rushville; Beautician in Rushville; Dialysis in Rushville; Therapy in Rushville; Doctor Offices in Rushville and Springfield
Mental Health Centers of Western Illinois, no response
Warren Achievement Center, no response
West Central Mass Transit District, Hospital/Medical/Dialysis (weekly ridership: 10-15+); Senior Center in Mt. Sterling (weekly ridership: 25+)

28. Greatest Barriers to Mobility in Service Area

Quincy Transit Lines, no response

Schuyler County Mental Health Association, no response
Henderson County Health Department, no response
Timber Point Health Care Center, lack of vehicles
McDonough County Public Transportation, having to plan ahead and service boundaries
Adams County Council for Senior Citizens, no response
AAA for Hancock County, no response
AAA for Pike County, lack of vehicles and operating dollars
AAA for Schuyler County, no response
Mental Health Centers of Western Illinois, no response
Warren Achievement Center, no response
West Central Mass Transit District, having to plan ahead, lack of vehicles, lack of operating funds, funding restrictions to provide service

29. What Elements of the Existing Transportation Network Provide Most Useful Mobility Options in Service Area

Quincy Transit Lines, no response
Schuyler County Mental Health Association, no response
Henderson County Health Department, no response
Timber Point Health Care Center, no response
McDonough County Public Transportation, accessible vehicles, coordination efforts
Adams County Council for Senior Citizens, no response
AAA for Hancock County, no response
AAA for Pike County, information and referral
AAA for Schuyler County, no response
Mental Health Centers of Western Illinois, no response
Warren Achievement Center, no response
West Central Mass Transit District, accessible vehicles, coordination efforts, mass transit district, information and referral

30. Issues Encountered Through Coordination Efforts

Quincy Transit Lines, "We are in the process of working with two other agencies to coordinate or consolidate our activities. One agency will not divulge what they are spending for transportation services, so it is difficult to determine what our costs would be to provide services to them."
Schuyler County Mental Health Association, none
Henderson County Health Department, "Different vehicles. We are very fortunate that we received funding to buy two used vehicles. Before that all of our vehicles had over 100,000 miles and we were concerned how long they would last."
Timber Point Health Care Center, no response
McDonough County Public Transportation, none
Adams County Council for Senior Citizens, no response
AAA for Hancock County, no response
AAA for Pike County, no response
AAA for Schuyler County, no response
Mental Health Centers of Western Illinois, no response

Warren Achievement Center-- "Warren Achievement Center, Inc. is the only public transportation provider for Warren County."

West Central Mass Transit District, Other: "There has been no public transportation in the county until now, so the biggest issue is communication/marketing. The agencies have been very good about sharing info and calling on us to date."

31. What Enhancement is Most Needed to Improve Coordination in Service Area

Quincy Transit Lines, lack of scheduling software and the capital to acquire it

Schuyler County Mental Health Association, no response

Henderson County Health Department, gas prices -- we are they only public transportation in the county

Timber Point Health Care Center, the rural area

McDonough County Public Transportation, people have a difficult time accepting change

Adams County Council for Senior Citizens, no response

AAA for Hancock County, no response

AAA for Pike County, no response

AAA for Schuyler County, no response

Mental Health Centers of Western Illinois, getting information distributed and scheduling problems for routes for pick up and drop off

Warren Achievement Center, no response

West Central Mass Transit District, the need for additional buses and money for insurance, fuel and operations staff

32. Organized Group Formed to Look at Coordination, Name and Whether Involved

Quincy Transit Lines, yes known and yes involved with Quincy Transit Lines

Schuyler County Mental Health Association, no

Henderson County Health Department, no

Timber Point Health Care Center, no known and no involved.

McDonough County Public Transportation, no

Adams County Council for Senior Citizens, yes known and yes involved

AAA for Hancock County, no response

AAA for Pike County, no response

AAA for Schuyler County, no response

Mental Health Centers of Western Illinois, yes known and yes involved with Hancock County Transportation Committee, Brown County Action Team

Warren Achievement Center, no

West Central Mass Transit District, yes known and yes involved with Brown County Action - Transportation Task Force

33. Sustained Support for Transportation Planning from Elected Officials, Agency Administrators and Community Leaders, and Contact Information

Quincy Transit Lines, yes: Mike McLaughlin, Adams County Board Chairperson; Quincy Mayor John Springs

Schuyler County Mental Health Association, no

Henderson County Health Department, no response

Timber Point Health Care Center, no response
McDonough County Public Transportation, yes: Mick Wisslead, Mayor, City of Macomb, PO Box 377, Macomb; Gary Ziegler, 223 South Randolph, Macomb
Adams County Council for Senior Citizens, yes
AAA for Hancock County, no response
AAA for Pike County, no response
AAA for Schuyler County, no response
Mental Health Centers of Western Illinois, yes in Hancock, yes in Brown, not sure in Pike
Warren Achievement Center, yes, the only coordinated transportation planning at this time is for emergency evacuations due to power outages and other unforeseen circumstances
West Central Mass Transit District, yes, Marguerite Schneider, Brown County Commissioner, 217-773-3739

34. Are There Tangible Benefits from Coordination of Delivery of Services

Quincy Transit Lines, yes: better utilization of resources
Schuyler County Mental Health Association, no
Henderson County Health Department, no response
Timber Point Health Care Center, no response
McDonough County Public Transportation, yes, coordinated systems are more cost effective and efficient
Adams County Council for Senior Citizens, yes
AAA for Hancock County, no response
AAA for Pike County, no response
AAA for Schuyler County, no response
Mental Health Centers of Western Illinois, yes
Warren Achievement Center, yes, increased ridership and revenue
West Central Mass Transit District, yes, the coordination provides equal access to transportation for each and every individual in our area, regardless of age ability, and economic status

35. Other Issues

Quincy Transit Lines, no response
Schuyler County Mental Health Association, We utilize our raised roof van to provide transportation for clients who are involved in the day program at Bridgeway in Macomb, IL. This keeps the van busy during two specific times in the day. We have, on occasion, used the vehicle to assist in taking wheel chair bound persons to appointments (ex: doctor's office). We are limited in utilizing the van to the period between our two regularly scheduled trips.
Henderson County Health Department, no response
Timber Point Health Care Center, no response
McDonough County Public Transportation, no response
Adams County Council for Senior Citizens, no response
AAA for Hancock County, no response
AAA for Pike County, no response
AAA for Schuyler County, no response
Mental Health Centers of Western Illinois, no response
Warren Achievement Center, no response
West Central Mass Transit District, no response

APPENDIX C: RTC MEETING MINUTES

RTC Region 4 Kick-Off Meeting, October 2, 2007

ATTENDEES:

Robert Livingston	Henderson County Economic Development Corporation
Gary Ziegler	McDonough County Public Transportation
John Ohnemus	Quincy Transit Lines
Gary Todaro	Two Rivers Regional Council of Public Officials
Mike McLaughlin	Adams County Board Chairman
Denise Orris	Workforce Investment Board
Gloria Short	Henderson County Health Department
Sandra Schmidt	Adams County Council for Senior Citizens
Bruce Tossick	West Central Illinois Area Agency on Aging
Michael Lewis	Warren Achievement Center
William Reichow	Warren County Board Chairman
Robert Ray	Warren Achievement Center
Blanche Shoup	Workforce Investment Board
Jeanne Cross	Interested Citizen
Stephanie Sorrells	Pike County
Ray Davenport	Pike County Board Chairman
Mary Kay Flesner	Mental Health Centers of Western Illinois
Barbara Eskildsen	Western Illinois Area Agency on Aging
David Schneider	Schuyler County
Richard Utter	Schuyler County
Stephen Finney	Hancock County Board
Nancy Rutledge	McDonough County Red Cross
Jean Jumper	West Central Mass Transit District
Al Kulczewski	University of Illinois Extension, Warren County Unit
Scott Schwerer	McDonough County Board Chairman

STAFF PRESENT: Suzan Nash, Executive Director Western Illinois Regional Council
Sarah Campbell, HSTP Coordinator, Western Illinois Regional Council

Call to Order

Ms. Nash called the meeting to order at 5:00 PM. at the Macomb City Hall Community Meeting Room.

Welcome and Introductions

Attendees signed in. Ms. Nash introduced herself and Miss Campbell. Ms. Nash gave a brief welcome to all and instructed everyone to go around the room and introduce him or herself.

New Business

Introduction of the Human Services Transportation Plan (HSTP)

Ms. Nash gave background information on the HSTP, as well as Western Illinois Regional Council's (WIRC) role in the Plan. Ms. Nash pointed out how Miss Campbell was hired to facilitate the HSTP planning process. Ms. Nash then turned the meeting over to Miss Campbell. Miss Campbell provided an overview of the HSTP, detailing the goals of the plan and the aspects involved.

Discussion of Job Access Reverse Commute (JARC) and New Freedom Programs

Miss Campbell explained what the JARC and New Freedom programs were and provided examples of rural projects. She then described the application process that agencies must follow when submitting project applications. Emphasis was placed on the time sensitive scheduling for application submittal.

Two questions were asked at this time concerning application deadlines: what is the application cycle and what are the funding maximums for each program including any match requirements? Miss Campbell responded that she would be attending an application workshop on October 18 and 19 in which these details will be addressed. She also referred the group to the IDOT website for further specific information.

Purpose and Responsibility of the Regional Transportation Committee (RTC)

Miss Campbell described the purpose of the RTC in the HSTP process. She then stated the responsibilities of the members serving on the RTC. Miss Campbell presented the mandated model for the make-up of the RTC. Sarah also mentioned the State Oversight Committee and its role in the process. A question was raised as to who is serving on this Committee. Miss Campbell did not have the specific names but provided the broad categories of representation.

Nomination and Selection of RTC Members

At this time, Ms. Nash asked everyone to get into groups by county. Each group individually discussed who would be the best representative to serve on the RTC for their respective county by sector. Ms. Nash and Miss Campbell went around to each group to get their consensus on who will serve on the RTC.

Designation of Convener, Co-Convener and Secretary

Staff and attendees chose to wait until the next RTC meeting to select officers.

Establish RTC Calendar

The location, time and frequency of future meetings were discussed. Macomb was proposed as a location for the rest of the year and the group approved this. Afternoon meetings were suggested for all members, but no specific time was set. Miss Campbell will determine the frequency of future meetings, as she is more aware of the planning process and project timeline. No specific dates were set for the meetings. Once the JARC and New Freedom pre-application meeting is held on October 18 and 19, a RTC meeting date and time will likely be established.

Adjournment

With there being no further business to discuss, Ms. Nash adjourned the meeting at 6:04 PM.

RTC Region 4 Second Meeting, October 23, 2007

ATTENDEES:

Gary Ziegler	McDonough County Public Transportation
Al Kulczewski	University of Illinois Extension, Warren County
Robert Ray	Warren Achievement Center
Jean Jumper	West Central Mass Transit District
David Schneider	Schuyler County
Stephanie Sorrells	Pike County
Mary Kay Flesner	Mental Health Centers of Western Illinois
Gloria Short	Henderson County Health Department
Scott Schwerer	McDonough County Board
Stephen Finney	Hancock County Board
Blanche Shoup	Western Illinois Workforce Board

STAFF PRESENT: Suzan Nash, Executive Director, Western Illinois Regional Council
Sarah Campbell, HSTP Coordinator, Western Illinois Regional Council

Call to Order

Ms. Nash called the meeting to order at 2:05 PM at the Macomb City Hall Community Meeting Room. Ms. Nash introduced herself, gave a brief welcome to all and instructed everyone to sign in. Ms. Nash then turned the meeting over to Miss Campbell.

Review of Meeting Notes

Miss Campbell asked if anyone had anything to add or comment on regarding the meeting notes from the previous meeting (October 2, 2007). All approved the format and content of the notes.

Old Business

Selection of Convener and Co-Convener

Miss Campbell asked if anyone would like to volunteer to be the Convener. Al Kulczewski volunteered to be the convener and Gloria Short volunteered to be the Co-Convener. At this point, Convener Kulczewski requested that everyone go around the room and introduce him or herself.

Questions from October 2, 2007

A handout of questions and answers from the Pre-Application Class/HSTP Plan Development Training at IDOT on October 18 & 19 was distributed and discussed. Miss Campbell briefly discussed each question as pertinent responses to the questions asked by RTC members in both Regions 4 and 7. Regarding question 2 under Region 7 on the handout, Miss Campbell commented that the eligible "planning activities" would be announced at a later date. A question was raised as to whether any project applications have been submitted to date and the answer was no. Ms. Shoup questioned the viability of multi-year contracts? Mr. Ziegler responded that capital projects might only need to be one year of funding while operating projects are more likely to be multi-year.

New Business

New Information

A handout noting highlights drawn from the Pre-Application Class/HSTP Plan Development Training was distributed. Timelines of importance were discussed. Applications are due by December 5th and the RTC will be reviewing and prioritizing the applications between December 5th through December 28th. The top ranked projects and approved HSTP are to be sent to IDOT by January 4th. Comments were made about the prioritization of projects and that the HSTP will be tailored to include the prioritized projects since that will occur prior to the HSTP final development. Ms. Nash made the point that the deadline for this round of projects and plan development will not allow for thorough research for the plan, but that it will create a base from which a more thorough and tailored planning process will take place in the second year. Ms. Campbell mentioned that IDOT, through RLS Consultants, would develop a prototype for plugging regional information into, which will aid and expedite in the development of this first Plan.

Existing Transportation Services

A list of existing transportation systems compiled by the American Public Transportation Association was distributed and mentioned briefly. The RTC was asked to look over the material and add and/or delete information as it applies. This handout will be the start of the initial Inventory of Services per the Plan's Report Format.

Identification of Transportation Needs

Maps showing percentages of target populations per county were shared as a starting point for identifying and discussing needs. At this time, Convener Kulczewski requested going around the room and for the RTC members to speak about known needs throughout their respective county and/or agency. A list of the needs discussed is as follows:

Blanche Shoup stated that there is a transportation problem for persons in Pike County who need to get to work or job opportunities in Adams County. This is a similar problem in Brown County, needing to move persons in and out of the county for employment opportunities.

Al Kulczewski stated that Warren Achievement Center in Warren County is the only transportation available; thus, there is generally a lack of availability.

Robert Ray from Warren Achievement Center (WAC) stated that they provide transportation service for seniors and the disabled throughout Warren County. In addition, WAC goes to Henderson County, but only for picking up consumers for WAC services and to Knox County for medical only. There is no real public transportation provider and there is a definite need in relation to employment although little data is available to substantiate the need.

Gloria Short from the Henderson County Health Department said that the county does have some transit services provided through the Health Department but only for seniors aged 60 and over for doctor appointments or groceries. There is no fee for the services that they provide, but donations are requested. The Health Department feels like it is meeting the needs of the seniors well but there are many others who are underserved. Henderson County would like to see a joint project between Warren and Henderson counties for the delivery of transportation services. At

this point, Bob mentioned that WAC might consider evening and weekend hours in addition to providing transportation into Henderson County.

Mary Kay Flesner and Stephen Finney spoke on behalf of Hancock County services. Ms Flesner stated that the Mental Health Center does operate some buses and generally the nursing homes and the senior centers in the county have their own buses. The county is in need of transit services for the general public, primarily demand/response, and for low-income individuals. The county has an organized transportation study group and would like to do some kind of project to increase availability. Gary Ziegler mentioned the availability of Section 5311 funding for Hancock and other underserved counties. He said that eligible counties must submit a funding request and resolution to IDOT by November 1, 2007.

Gary Ziegler, with concurrence from Scott Schwerer, spoke on behalf of McDonough County and McDonough County Public Transportation (MCPT). He discussed the current services provided by MCPT including the fixed route in Macomb, demand/response throughout the county and the central dispatch center. He indicated that MCPT might be interested in projects either through JARC and New Freedom either to extend demand/response into the evening or extend hours on the weekend. Mr. Ziegler stated he is not sure whether MCPT has a project at this time as it must be something new for eligibility and MCPT is already doing quite a lot.

Jean Jumper speaking on behalf of West Central Mass Transit stated that JARC could be beneficial for persons living in Morgan, Cass and Pike counties who need transportation to employment opportunities. New Freedom could be beneficial for agencies that serve senior citizens wanting to expand hours or transit availability. Ms. Jumper stated that trying to cater to existing needs while having capital and equipment problems is very tough indeed. Looking to expand while trying to maintain is an issue.

Suzan Nash mentioned that David Schneider from Schuyler County stated that the county needs expansion of transportation services for senior citizens in addition to having transit available for persons on limited incomes to get to employment opportunities.

Stephanie Sorrells stated that Pike County is in need of a variety of transportation services as it is currently limited to non-existent. Ms. Sorrells stated the need for medical transportation services and in particular to transport persons to dialysis, the need for transit services for the low income to job opportunities, and the expansion of any availability for senior citizens to get to meal sites and other appointments.

Convener Kulczewski thanked everyone for their input at this point and indicated that he felt this to be very beneficial as a starting point for possible projects, having this open dialogue concerning the needs.

Call for Projects: JARC and New Freedom

Miss Campbell, having previously discussed some key aspects of JARC and New Freedom and having provided some examples of eligible activities under those programs, agreed with Convener Kulczewski regarding the discussion as a positive starting point. She indicated that this is the time for everyone to continue their dialogue, consider potential projects and remember that this process is intended to lead to more services through coordination.

The question was raised regarding how the State Oversight Committee will prioritize projects. Miss Campbell stated that the details of this are on the last page of the applications. It is anticipated that the applications will be emailed out to everyone on or about October 26th and that there will be an Applicant Application Review Meeting on November 14th at the IDOT Building in Springfield. Ms. Sorrells suggested doing an email shared group so that important information can get to everyone in a timely manner.

Schedule next RTC Meeting

The Committee decided to schedule the next RTC for Tuesday, November 20th at 2:00 pm at the Macomb City Hall Community Meeting Room.

Adjournment

With there being no other business to discuss, Mr. Kulcewski adjourned the meeting at 3:30 PM.

RTC Region 4 Third Meeting, November 20, 2007

ATTENDEES:

Gary Ziegler	McDonough County Public Transportation
Al Kulczewski	U of I Extension, Warren County
Jean Jumper	West Central Mass Transit District
Barb Eskildsen	Western Illinois Area Agency on Aging
John Ohnemus	Quincy Transit Lines
Stephanie Sorrells	Pike County
Mary Kay Flesner	Mental Health Centers of Western Illinois
Gloria Short	Henderson County Health Department
Scott Schwerer	McDonough County Board
Gary Todaro	Two Rivers Regional Council
Lorraine Crawford	Western Illinois Workforce Board (for Blanche Shoup)

STAFF PRESENT: Suzan Nash, Executive Director, Western Illinois Regional Council
Sarah Campbell, HSTP Coordinator, Western Illinois Regional Council

Call to Order

RTC Committee Convener Al Kulczewski called the meeting to order at 2:05 PM at the Macomb City Hall Community Meeting Room. Everyone introduced him or herself and stated their respective representation on the Committee.

Old Business

Review of Meeting Notes

Convener Kulczewski asked if there were any changes to the minutes from the October 23rd meeting. Hearing none, he commended Sarah for her excellent detail in preparing the notes of the meetings. As these are informational, the notes did not need to be formally approved.

Further Discussion of Transportation Needs

Suzan Nash stated that at this time, the discussion would focus on the needs and concerns of the region, any potential projects being considered for submission and information for Sarah to include in the plan in relation to projects. Coordination is a central piece of this whole discussion and application process. Suzan referred to the handout in the packet that was a compilation of the roundtable discussion at the last meeting where each member expressed their opinion on voids and the needs within the region and their respective areas. She also referred the members to the handout, which was a tabulation of the HSTP survey responses. She asked the members to look this information over and then discuss. At this time, she summed up the expressed needs/concerns as follows: the need for transportation to employment; the lack of transportation availability for seniors, the general public and for the low income population; lack of availability due to operating hours; and the lack of availability of transportation for medical and non-emergency medical related transportation. Other concerns expressed included scheduling, the lack of funding and the lack of vehicles. She asked the Committee whether this was an adequate summary of the needs and concerns. Generally, the Committee agreed with this summary.

Knowing that coordination is a key element of this whole HSTP process, Nash stated that some possible solutions to the above stated needs and concerns would be coordination of services between those currently providing transportation services to those underserved areas through expansion of existing operating hours and service availability. This is a key element of this whole process, to look at ways to expand services to those areas and populations not currently being served.

New Business

Project Discussion

At this time, Convener Kulczewski asked everyone at the table to discuss any projects that they are aware of being considered for submission in this round of the JARC and New Freedom application process. Gary Ziegler stated that any projects that are being submitted need to be included within the regional HSTP plan in order to be considered for funding by the State Oversight Committee and IDOT. That point having been made, the round-the-table discussion began as to what is being considered for submission.

Barbara Eskildsen, WIAAA, indicated that she is not aware of any applications in her area of coverage being considered.

Lorraine Crawford (for Blanche Shoup), representing WIB and Brown County, indicated that she is not aware of any projects being considered.

John Ohnemus, Quincy Transit Lines (QTL), stated that an application is being prepared by QTL for scheduling equipment and software as it is expanding services. This will also result in the need for an expansion of service hours. He is also aware that West Central Illinois Center for Independent Living may be looking at a coordination proposal. QTL currently serves Quincy and is looking at an expansion of service into Adams County and for persons with disabilities.

Jean Jumper, West Central Mass Transit (WCMTD), is considering a project under JARC that would be a pilot with DOT Foods and possibly Excel Corporation. WCMT is also considering a New Freedom application for equipment.

Gary Todaro, Two Rivers Regional Council, indicated that transportation in Pike County is nearly non-existent and it would be great if QTL could expand beyond Adams County into Brown and Pike.

Mary Kay Flesner, Mental Health Centers of Western Illinois, indicated that Hancock County has been studying transportation growth over the past year. As a result, a New Freedom proposal is being considered to contract with the Mental Health Center in Carthage for public transportation services, utilizing existing equipment to expand into underserved areas of the counties with the target population being individuals with disabilities.

Stephanie Sorrells, Pike County, stated that the county is currently looking into the recently announced Section 5311 funding available to certain counties in the state and is considering a New Freedom grant project for persons with disabilities and working with another county to coordinate service expansion. She is not sure that anything will be ready for submission this time around.

Gary Ziegler, McDonough County Public Transportation, stated that MCPT would be submitting a New Freedom application for non-emergency medical transportation and in particular, for a new mini-van to continue and expand this service started as a pilot in October.

Gloria Short, Henderson County Health Department, while working primarily with senior citizens, they do not plan to submit a project at this time. If Warren County does consider expansion of its services in the future, they would like to work with them on a coordinated project. It isn't known at this time whether Warren County is considering a project for submission.

Gary Ziegler reiterated that it is important for all of the counties to follow through on those available Section 5311 funds.

Nash stated that it is her understanding that each region has the potential to submit two prioritized projects each for its rural and urban areas, if the region contains an urban area. For Region 4, it was discussed that Quincy is the only urban area.

John Ohnemus asked if there is a dollar cap on the amount that can be requested. It was answered that there is a limit on dollar availability but not on the requested amount. At the various meetings, a general rule of thumb for a request was between \$20,000 and \$80,000 and applicants must be aware of the cash match requirement. The match requirement on operating is 50% and for capital is 20%. A brief discussion on toll revenue credits ensued.

Plan Development Discussion

Sarah referred the Committee to the Power Point handout and she discussed its key points, summarizing the required elements and sections. She focused on the goals and priorities area

stating that the HSTP is designed to look at gaps, be a tool to broaden coordination opportunities and communication, assess the needs of persons who are elderly, disabled and with limited income, develop strategies to more efficiently utilize available transportation resources and develop a comprehensive listing of transportation priorities.

As Sarah continued, Gary Ziegler mentioned that it was discussed at one of the IDOT meetings that providers are allowed to transport their persons across state lines but providers are not allowed to transport other persons back.

Sarah next focused on Section V of the HSTP that looks at strategies and implementation, stating that these are ideas that she came up with and all are on the table for review and discussion. Some mentioned were: shared use of vehicles, reducing operating costs, improved coordination, making seamless connections, increasing revenue resources and developing a volunteer driver program. Gary Ziegler stated that the problem with utilizing volunteer drivers is that they have to meet all of the compliance requirements of paid drivers including the training and drug and alcohol testing. John Ohnemus suggested adding to the list 'increasing the coordination of available inter-jurisdictional rides'. There was a brief discussion on the amount of training required for drivers.

Sarah completed her presentation of the handout. She went on to mention that she would have a rough draft available for the Committee to review at its next meeting, as she will need the Committee's endorsement for submission. Nash then asked the Committee to review the Power Point plan related handout and make suggestions on any revisions or additions.

Other Business

Nash indicated that proposals are due to Sarah by December 5th. It was decided that one original and two copies of the proposals are to be sent by 4:30 pm. It is Sarah's plan to copy and two-day express mail any proposals received to the RTC and have them in the mail by December 6th. This should give the RTC adequate time to review prior to any scheduled meeting. At the review meeting, time must be allotted for a brief presentation by any applicants on their proposed project. The application review sheet was discussed briefly and this will be used as the evaluation tool. Applications sent out should be reviewed and scored in pencil, pending final presentations and tally onto a master copy.

Gary questioned whether those submitting proposals should be allowed to evaluate other proposals aside from their own? Suzan indicated that she would verify this with Dave Spacek, IDOT's Division of Public and Intermodal Transportation Bureau Chief, as to the proper procedure.

A question was raised as to total program dollars available. For New Freedom, there is \$752,586 available for urban downstate and \$846,473 for rural downstate. For JARC, there is \$1.3 million for urban downstate and \$1.28 million for rural downstate.

Discussion next centered on the plan, particularly when and how it would be conveyed to the RTC. It was decided that it would be emailed a couple of days prior to the scheduled meeting

and hard copied to the RTC only if time permits. It was made clear that it will be in very rough draft format as time is constraining the preparation of this document.

Suzan mentioned at this time that the HSTP staff would be doing more correspondence through email. As appropriate, hard copies will be sent. However, meeting notices, minutes and other information, when pertinent, will be sent via email.

With discussion completed, the meeting was set for 1:00 pm on Wednesday, December 19th at the Macomb City Hall Community Meeting Room. In the event of inclement weather, a second date of Thursday, December 20th at the same time and location was agreed upon.

Adjournment

With there being no other business to discuss, Al adjourned the meeting at 3:29 PM.

Fourth Meeting To Be Inserted at Later Date

APPENDIX D: ELIGIBLE ACTIVITIES UNDER JARC AND NEW FREEDOM

Job Access Reverse Commute (JARC) Program -- Eligible Activities

In the conference report accompanying SAFETEA-LU, the conferees stated an expectation that FTA would “continue its practice of providing maximum flexibility to job access projects that are designed to meet the needs of individuals who are not effectively served by public transportation, consistent with the use of funds described in the *Federal Register*, Volume 67 (April 8, 2002)” (H.R. Report 109–203, at Section 3018 (July 28, 2005)). Therefore, eligible projects may include, but are not limited to capital, planning and operating assistance to support activities such as:

- a) Late-night and weekend service;
- b) Guaranteed ride home service;
- c) Shuttle service;
- d) Expanding fixed-route public transit routes;
- e) Demand-responsive van service;
- f) Ridesharing and carpooling activities;
- g) Transit-related aspects of bicycling (such as adding bicycle racks to vehicles to support individuals that bicycle a portion of their commute or providing bicycle storage at transit stations);
- h) Local car loan programs that assist individuals in purchasing and maintaining vehicles for shared rides;
- i) Promotion, through marketing efforts, of the:
 - (1) Use of transit by workers with non-traditional work schedules;
 - (2) Use of transit voucher programs by appropriate agencies for welfare recipients and other low-income individuals;
 - (3) Development of employer-provided transportation such as shuttles, ridesharing, carpooling; or
 - (4) Use of transit pass programs and benefits under Section 132 of the Internal Revenue Code of 1986;
- j) Supporting the administration and expenses related to voucher programs. This activity is intended to supplement existing transportation services by expanding the number of providers available or the number of passengers receiving transportation services. Vouchers can be used as an administrative mechanism for payment to providers of alternative transportation services. The JARC program can provide vouchers to low-

income individuals to purchase rides, including (1) mileage reimbursement as part of a volunteer driver program, (2) a taxi trip, or (3) trips provided by a human service agency. Providers of transportation can then submit the voucher to the JARC project administering agency for payment based on pre-determined rates or contractual arrangements. Transit passes for use on fixed route or Americans with Disabilities Act of 1990 (ADA) complementary Para transit service are not eligible. Vouchers are an operational expense which requires a 50/50 (Federal/local) match;

- k) Acquiring Geographic Information System (GIS) tools;
- l) Implementing Intelligent Transportation Systems (ITS), including customer trip information technology;
- m) Integrating automated regional public transit and human service transportation information, scheduling and dispatch functions;
- n) Deploying vehicle position-monitoring systems;
- o) Subsidizing the costs associated with adding reverse commute bus, train, carpool van routes or service from urbanized areas and nonurbanized areas to suburban work places;
- p) Subsidizing the purchase or lease by a non-profit organization or public agency of a van or bus dedicated to shuttling employees from their residences to a suburban workplace;
- q) Otherwise facilitating the provision of public transportation services to suburban employment opportunities;
- r) Supporting new mobility management and coordination programs among public transportation providers and other human service agencies providing transportation. Mobility management is an eligible capital cost. Mobility management techniques may enhance transportation access for populations beyond those served by one agency or organization within a community. For example, a non-profit agency could receive JARC funding to support the administrative costs of sharing services it provides to its own clientele with other low-income individuals and coordinate usage of vehicles with other non-profits, but not the operating costs of the service. Mobility management is intended to build coordination among existing public transportation providers and other transportation service providers with the result of expanding the availability of service. Mobility management activities may include:
 - (1) The promotion, enhancement, and facilitation of access to transportation services, including the integration and coordination of services for individuals with disabilities, older adults, and low-income individuals;
 - (2) Support for short term management activities to plan and implement coordinated services;
 - (3) The support of State and local coordination policy bodies and councils;

- (4) The operation of transportation brokerages to coordinate providers, funding agencies and customers;
 - (5) The provision of coordination services, including employer-oriented Transportation Management Organizations' and Human Service Organizations' customer-oriented travel navigator systems and neighborhood travel coordination activities such as coordinating individualized travel training and trip planning activities for customers;
 - (6) The development and operation of one-stop transportation traveler call centers to coordinate transportation information on all travel modes and to manage eligibility requirements and arrangements for customers among supporting programs; and
- s) Operational planning for the acquisition of intelligent transportation technologies to help plan and operate coordinated systems inclusive of Geographic Information Systems (GIS) mapping, Global Positioning System technology, coordinated vehicle scheduling, dispatching and monitoring technologies as well as technologies to track costs and billing in a coordinated system and single smart customer payment systems (acquisition of technology is also eligible as a stand alone capital expense).

New Freedom Program – Eligible Activities

The list of eligible activities is intended to be illustrative, not exhaustive. Recipients are encouraged to develop innovative solutions to meet the needs of individuals with disabilities in their communities.

New Public Transportation Services Beyond the ADA The following activities are examples of eligible projects meeting the definition of new public transportation:

- a) Enhancing Para transit beyond minimum requirements of the ADA. ADA complementary Para transit services can be eligible under New Freedom in several ways as long as the services provided meet the definition of “new:”
 - (1) Expansion of Para transit service parameters beyond the three-fourths mile required by the ADA;
 - (2) Expansion of current hours of operation for ADA Para transit services that are beyond those provided on the fixed-route services;
 - (3) The incremental cost of providing same day service;
 - (4) The incremental cost of making door-to-door service available to all eligible ADA Para transit riders, but not as a reasonable modification for individual riders in an otherwise curb-to-curb system;
 - (5) Enhancement of the level of service by providing escorts or assisting riders through the door of their destination;

- (6) Acquisition of vehicles and equipment designed to accommodate mobility aids that exceed the dimensions and weight ratings established for common wheelchairs under the ADA and labor costs of aides to help drivers assist passengers with over-sized wheelchairs. This would permit the acquisition of lifts with a larger capacity, as well as modifications to lifts with a 600 lb design load, and the acquisition of heavier-duty vehicles for Para transit and/or demand-response service; and
 - (7) Installation of additional securement locations in public buses beyond what is required by the ADA.
- b) Feeder services. New “feeder” service (transit service that provides access) to commuter rail, commuter bus, intercity rail, and intercity bus stations, for which complementary Para transit service is not required under the ADA.
 - c) Making accessibility improvements to transit and intermodal stations not designated as key stations. Improvements for accessibility at existing transportation facilities that are not designated as key stations established under 49 CFR 37.47, 37.51, or 37.53, and that are not required under 49 CFR 37.43 as part of an alteration or renovation to an existing station, so long as the projects are clearly intended to remove barriers that would otherwise have remained. New Freedom funds are eligible to be used for new accessibility enhancements that remove barriers to individuals with disabilities so they may access greater portions of public transportation systems, such as fixed-route bus service, commuter rail, light rail and rapid rail. This may include:
 - (1) Building an accessible path to a bus stop that is currently inaccessible, including curb cuts, sidewalks, accessible pedestrian signals or other accessible features;
 - (2) Adding an elevator or ramps, detectable warnings, or other accessibility improvements to a non-key station that are not otherwise required under the ADA;
 - (3) Improving signage, or way finding technology; or
 - (4) Implementation of other technology improvements that enhance accessibility for people with disabilities including Intelligent Transportation Systems (ITS).
 - d) Travel training. New training programs for individual users on awareness, knowledge, and skills of public and alternative transportation options available in their communities. This includes travel instruction and travel training services.

New Public Transportation Alternatives Beyond the ADA The following activities are examples of projects that are eligible as new public transportation alternatives beyond the ADA under the New Freedom Program:

- a) Purchasing vehicles to support new accessible taxi, ride sharing, and/or vanpooling programs. New Freedom funds can be used to purchase and operate accessible vehicles

for use in taxi, ridesharing and/or van pool programs provided that the vehicle has the capacity to accommodate a passenger who uses a “common wheelchair” as defined under 49 CFR 37.3, at a minimum, while remaining in his/her personal mobility device inside the vehicle, and meeting the same requirements for lifts, ramps and securement systems specified in 49 CFR part 38, subpart B.

- b) Supporting the administration and expenses related to new voucher programs for transportation services offered by human service providers. This activity is intended to support and supplement existing transportation services by expanding the number of providers available or the number of passengers receiving transportation services. Only new voucher programs or expansion of existing programs are eligible under the New Freedom Program. Vouchers can be used as an administrative mechanism for payment of alternative transportation services to supplement available public transportation. The New Freedom Program can provide vouchers to individuals with disabilities to purchase rides, including: (a) mileage reimbursement as part of a volunteer driver program; (b) a taxi trip; or (c) trips provided by a human service agency. Providers of transportation can then submit the voucher for reimbursement to the recipient for payment based on pre-determined rates or contractual arrangements. Transit passes for use on existing fixed route or ADA complementary Para transit services are not eligible. Vouchers are an operational expense, which requires a 50/50 (Federal/local) match.
- c) Supporting new volunteer driver and aide programs. New volunteer driver programs are eligible and include support for costs associated with the administration, management of driver recruitment, safety, background checks, scheduling, coordination with passengers, and other related support functions, mileage reimbursement, and insurance associated with volunteer driver programs. The costs of new enhancements to increase capacity of existing volunteer driver programs are also eligible. FTA notes that any volunteer program supported by New Freedom must meet the requirements of both “new” and “beyond the ADA.” FTA encourages communities to offer consideration for utilizing all available funding resources as an integrated part of the design and delivery of any volunteer driver/aide program.
- d) Supporting new mobility management and coordination programs among public transportation providers and other human service agencies providing transportation. Mobility management is an eligible capital cost. Mobility management techniques may enhance transportation access for populations beyond those served by one agency or organization within a community. For example, a non-profit agency could receive New Freedom funding to support the administrative costs of sharing services it provides to its own clientele with other individuals with disabilities and coordinate usage of vehicles with other non-profits, but not the operating costs of the service. Mobility management is intended to build coordination among existing public transportation providers and other transportation service providers with the result of expanding the availability of service. Mobility management activities may include:

- (1) The promotion, enhancement, and facilitation of access to transportation services, including the integration and coordination of services for individuals with disabilities, older adults, and low-income individuals;
- (2) Support for short term management activities to plan and implement coordinated services;
- (3) The support of State and local coordination policy bodies and councils;
- (4) The operation of transportation brokerages to coordinate providers, funding agencies and customers;
- (5) The provision of coordination services, including employer-oriented Transportation Management Organizations' and Human Service Organizations' customer-oriented travel navigator systems and neighborhood travel coordination activities such as coordinating individualized travel training and trip planning activities for customers;
- (6) The development and operation of one-stop transportation traveler call centers to coordinate transportation information on all travel modes and to manage eligibility requirements and arrangements for customers among supporting programs; and
- (7) Operational planning for the acquisition of intelligent transportation technologies to help plan and operate coordinated systems inclusive of Geographic Information Systems (GIS) mapping, Global Positioning System Technology, coordinated vehicle scheduling, dispatching and monitoring technologies as well as technologies to track costs and billing in a coordinated system and single smart customer payment systems (acquisition of technology is also eligible as a stand alone capital expense).