



Champaign County Rural Transit Advisory Group (RTAG)

Date: Monday, June 11, 2018
Time: 3:00 p.m.
Place: John Dimit Conference Room
Brookens Administrative Center
1776 E. Washington St., Urbana
Members Present: Mary Sleeth, Nancy Greenwalt, Nathan Montgomery, Aaron Esry, Tawanna Nickens
Members Absent: Regina Crider, Caitlin Hitzeman
Staff Present: Kristen Gisondi, Debbie Peterik
Others Present: Drew Bargmann

MEETING MINUTES

Subject to Approval

- I. Call to Order – Ms. Gisondi called the meeting was called to order at 3:00 p.m.
Due to Mr. O'Reilly resigning from the RTAG group, the nomination and approval of a new Chair was completed at the beginning of the meeting. Mr. Montgomery nominated Nancy Greenwalt to fill the position as Chair of RTAG. **Mr. Montgomery motioned to approve the nomination of the new chair. Mr. Esry seconded, and the motion carried unanimously.**
- II. Roll Call – the roll was taken by sign in sheet
- III. Audience Participation
None
- IV. Approval of Agenda – **Mr. Esry motioned to approve the agenda. Mr. Montgomery seconded, and the motion carried unanimously.**
- V. Approval of Minutes – **Ms. Sleeth motioned to approve the RTAG minutes from the February 14, 2018 meeting. Mr. Montgomery seconded, and the motion carried unanimously.**
- VI. New Business
 - A. Nomination and Approval of Chair
The task of nominating and approving the new chair was completed at the beginning of the meeting noted above.
 - B. Approval of RTAG Alternate Members
Mr. Esry motioned to approve Grace Rolnicki and Kyle Shartzter as alternate members for Caitlin Hitzeman. Ms. Sleeth seconded, and the motion carried unanimously.
 - C. Approval of C-CARTS FY18 3rd Quarter (January – March) Service & Fiscal Reports
The following comments were made regarding the reports:
 - Medical and employment trips continue to be the top two types of trips.
 - Mr. Montgomery commented on the lower trip denials. Mr. Bargmann commented that denials fluctuate. The majority of the calls are from people that are requesting a pickup time that is not available; there are not enough vehicles to accommodate that trip. As an example, there was an



individual that was attempting to line up trips for an entire month, but the time slot requested was at a time that C-CARTS could not provide service. In that case, the requests are recorded as 25 or 30 individual cases of a denial.

- Total trips and average trips have increased slightly. C-CARTS is continuing to see growth in the Rantoul Eagle Express ridership. More trips are available on a daily basis by using the same equipment and the same operators, which will help with efficiency as it continues to fill the need in the community.
- Ms. Sleeth asked for confirmation that a consumer can schedule out a month. Mr. Bargmann commented that people are encouraged to schedule doctor appointments earlier in the month so C-CARTS can accommodate their requests.
- Ms. Greenwalt encouraged C-CARTS and MTD to come and talk with the staff at Promise Health to increase medical appointment requests.
- The fiscal report indicated that 51% of grant funds have been expended.

Mr. Montgomery motioned to approve the C-CARTS FY18 3rd Quarter (January – March) Service & Fiscal Reports. Mr. Esry seconded, and the motion carried unanimously.

D. Update on Amendment to State Capital Grant (Grant NO. CAP-14-1060-ILL, Contract No. 4490)

Following are some comments made on the discussion of the amendment to the State Capital Grant:

- C-CARTS staff is currently working with the vendor, CTS Software, on the Trip Master software.
- Last Thursday, there was a training session held for the program. There are four sessions and the company will come on site.
- Mr. Bargmann discussed what the \$94,310 portion of the grant funds were used for: The hardware for the vehicles has been received. Each vehicle will have a tablet on board. There is an app that runs from the company. The tablet will show the operator their pickups and drop-offs, and connect through a data package that collects the mileage, and time-stamp. The big advantage of the new software package is that reports will be available. The current procedure has been to use paper and excel spreadsheets to record data.
- Mr. Montgomery asked if the software would provide tracking of the vehicles. Mr. Bargmann indicated that the dispatchers in the office will have the ability to see where a vehicle is located. A map is also available for the operators should they get lost.
- There is also an interactive voice response system that will be available. Calls will be sent out to the consumers the night before as a reminder of the trip they have scheduled the next day, and also, alert the rider that the driver will be arriving to pick them up momentarily.
- Mr. Montgomery inquired why there are 14 units of mounts and chargers, but only ten tablets for the 14 vehicles. Mr. Bargmann commented that even there are 14 vehicles, not all vehicles are out at the same time due to repairs or being held in case a back-up is needed. On a given day, eight vehicles are out.

E. Update on Revision to Intergovernmental Agreement between Champaign County and CUMTD

- The agreement was updated to reflect the change in allocated cost per hour. Mr. Bargmann clarified that the hourly rate is for vehicle maintenance and vehicle service.

- C-CARTS is reimbursed 65% from the state, and charging 35% to customer.
- Line items in Exhibit B were changed from “March 1, 2017 through June 30, 2018” to “July 1, 2018 through June 30, 2020.”
- Payment for furniture was removed as the furniture has been paid off.
- The monthly rent total has changed from \$2,699.28/month to \$2,001.05/month.

F. Update on Revision to C-CARTS Title VI

- The original title was last updated in July, 2014, and reflected CRIS as the operator instead of MTD.
- Language was added to the Title VI Complaint Procedures: “and including ‘sex’ under FHWA regulations.”
- Citizens can file complaints directly with FTA.
- The ACS 5-Year Estimate table was updated to reflect 2016 data.
- A contact person and information was added.
- The service area map and transit fares were updated.

G. Update on FY2019 DOAP & 5311 Grant Applications

The grant application, which must be approved by the County Board, was submitted in April and included the following information:

- Projected ridership and vehicle miles
- Coordination within the community
- System fares, level of service, and structure
- Any changes for the fiscal year
- Ms. Gisondi presented a table showing the breakdown of what was applied for last year. The total FY2018 Budget was \$896,256 and FY2019 \$913,562.

H. Update on Rantoul Service & Outreach Efforts

The following comments were made:

- Ridership in April of 2017 was 309. April 2018 ridership was 935.
- The staff feels that the word is getting out around the community. There have been inquiry calls on how the C-CARTS service works.
- April was the first month where there were more riders on the deviated fixed route than the door-to-door pickup service.
- The door-to-door service begins at 8:15 a.m. after the deviated fixed route service has ended.
- Ms. Greenwalt commented on a previous discussion at an RTAG meeting where the Village of Rantoul was less interested in the service, and a change in leadership was made. She inquired if the Village of Rantoul is being updated on the ridership numbers. Mr. Bargmann commented that a ridership report is sent to the Village of Rantoul on a month-to-month basis.
- A large ad campaign was held in May. The ad campaign included radio spots that promoted the service, yard signs were installed next to the bus stops, and ads run in the Rantoul Press town newspaper.



- A question arose regarding capacity, Mr. Bargmann commented that C-CARTS is nowhere near capacity.
- The current contract with the Village of Rantoul ends in the last part of October. The staff is working with the village to determine what the next version of the service might look like. Three vehicles will still operate. The community would be broken into three smaller areas. This change is based on feedback received from consumers that the ride time takes too long. This update would make it necessary for riders to be willing to make a transfer to have a shorter ride.

VII. Announcements

None

VIII. Adjournment

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