



CHAMPAIGN COUNTY
REGIONAL PLANNING
COMMISSION

Champaign County Rural Transit Advisory Group (RTAG)

Date: Wednesday, November 13, 2019
Time: 3:00 p.m.
Place: John Dimit Conference Room
Brookens Administrative Center
1776 E. Washington St., Urbana
Chair: Nancy Greenwalt
Members Present: Aaron Esry, Lori Larson, Mary Sleeth, Nathan Montgomery, Rachel Voss
Members Absent: Tawanna Nickens
Staff Present: Kristen Gisondi, Debbie Peterik
Others Present: Evan Alvarez

MEETING MINUTES

Subject to Review and Approval

I. Call to Order

Ms. Greenwalt called the meeting to order at 3:00 p.m.

II. Roll Call

The roll was taken by written record and a quorum was declared present.

III. Audience Participation

None

IV. Approval of Agenda

Ms. Larson made a motion to approve the agenda. Mr. Montgomery seconded, and the motion carried unanimously.

V. Approval of Minutes

Mr. Esry made a motion to approve the RTAG minutes from the August 14, 2019 meeting. Ms. Sleeth seconded, and the motion carried unanimously.

VI. New Business

A. Presentation and Approval of C-CARTS FY20 1st Quarter (July-September) Service & Fiscal Reports.

Ms. Gisondi provided the following highlights of the reports:



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



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

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

B. Update on Rantoul Service & Outreach Efforts

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

C. Update on Vehicles

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



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

D. Presentation on C-CARTS Annual Survey Questions

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

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

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

E. Approval of 2020 Meeting Schedule

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

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

VII. Announcements

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

VIII. Adjournment

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