



CHAMPAIGN COUNTY
REGIONAL PLANNING
COMMISSION

Champaign County Rural Transit Advisory Group (RTAG)

Date: Wednesday, May 8, 2019

Time: 3:00 p.m.

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

Chair: Nancy Greenwalt

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

AGENDA

- I. Call to Order
- II. Roll Call
- III. Audience Participation
- IV. Approval of Agenda
- V. Approval of Minutes from the RTAG meeting of February 26, 2019
- VI. New Business
 - A. Approval of C-CARTS FY19 3rd Quarter (January – March) Service & Fiscal Reports
 - B. Update on FY2020 DOAP and 5311 Grant Applications
 - C. Update on Rantoul Service & Outreach Efforts
 - D. Presentation of C-CARTS Survey Results
- VII. Announcements
- VIII. Adjournment

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Champaign County Rural Transit Advisory Group (RTAG)

Date: Tuesday, February 26, 2019
Time: 3:00 p.m.
Place: John Dimit Conference Room
 Brookens Administrative Center
 1776 E. Washington St., Urbana
Members Present: Nancy Greenwalt, Mary Sleeth, Aaron Esry, Tawanna Nickens, Lori Larson, Nathan Montgomery
Members Absent: Kyle Shartzner
Staff Present: Kristen Gisondi, Debbie Peterik
Others Present: Drew Bargmann

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. Gisondi commented that Item D on the agenda would not be discussed at the meeting today.
Mr. Esry made a motion to approve the agenda with Item D: Presentation of C-CARTS Survey Results removed. Ms. Sleeth seconded, and the motion carried unanimously.
- V. Approval of Minutes
Ms. Sleeth made a motion to approve the RTAG Minutes from the November 28, 2018 meeting.
Mr. Montgomery seconded, and the motion carried unanimously.
- VI. New Business
 - A. Approval of C-CARTS FY 19 2nd Quarter (October – December) Service & Fiscal Reports
Ms. Gisondi provided the following highlights of the reports:
 - There was an increase in trips this quarter.

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- Employment has remained the top main trip type.
- There was a slightly higher percentage of lift use.
- Senior trips remained about the same percentage.
- There has been a decrease in trip denials.
- There has been a decrease in miles and an increase in hours which led to a higher efficiency for trips/mile and trips/hour.
- Due to issues with the new ITS software, new riders were not included in FY19 Q2 report. Mr. Bargmann commented that this was due to the change from a spreadsheet to the new system. As the old contacts and all of those already riding were imported into the new system, they were input as a new rider. Future reports will be more accurate.
- There is a difference shown between the Socialization trip category and the Personal trip category on the second quarter service report with regard to the demand-response trip type. In August, it was realized that trips within the Village of Rantoul were classified incorrectly as personal trips for the Peace Meal Program, when those trips should have been categorized as socialization trips since the seniors have a meal and socialize with others. Ms. Nickens asked how a trip is classified as education. Mr. Bargmann commented that an education trip type is anyone that is travelling to college, school to take classes.
- Trips per hour have increased because the Rantoul service ridership has increased.
- There were 255 denied trips this quarter. 251 of the denial requests was time requested was not available and 4 of the requests were weekend requests.
- 53 percent of funds have been expended which compares to last quarter. There are \$468,446 of funds remaining from the grant.

Ms. Larson made a motion to approve the C-CARTS FY19 2nd Quarter (October-December) Service & Fiscal Reports. Mr. Esry seconded, and the motion carried unanimously.

B. Approval of C-CARTS Marketing Plan

Ms. Gisondi provided the following highlights:

- As part of the compliance review that IDOT requires of Champaign County, a marketing plan is required to be in place.
- Ms. Gisondi reviewed the marketing and financial objectives, and the marketing strategies:
 - Marketing Objectives:
 - Increase overall ridership by 10% this year
 - Increase fixed-route ridership by 5% this year



- Attend three public events annually to increase awareness
- Ridership is the biggest indicator for service success and awareness
- Financial Objectives:
 - Maintain services under current grant funds
 - Increase amount of fares collected
 - Increase number of service contracts with other agencies
- Marketing Strategies:
 - Brochures and fliers at:
 - Human service organizations
 - Social service organizations
 - Senior living facilities
 - Other high-traffic areas such as post offices, education facilities, etc.
 - Spanish version of general service brochure available
 - Yard signs
 - Especially along highway to Rantoul industrial complex
 - Reaches those with limited internet, technology
 - Radio
 - Newspapers
- \$5,000 has been allocated in the budget to marketing.
- In completing market research, it was determined that CRIS RMTD is C-CARTS competition because they offer Medicaid. Other competitors are taxis and ride shares like Uber and Lyft, but C-CARTS is cheaper than those competitors.
- Market response will be evaluated by ridership, fares and survey responses for the period January 2019 to December 2019.

Ms. Nickens made a motion to approve the Approval of the C-CARTS Marketing Plan. Mr. Montgomery seconded, and the motion carried unanimously.

- C. Update on Rantoul Service & Outreach Efforts
 - Ridership continues to increase. An example given was there were 645 riders in December of 2017 and 859 riders in December of 2018.
 - C-CARTS is considering a Token Transit Program. MTD has already adopted the program. Mr. Bargmann discussed the mobile ticketed option. The consumer has the ability to have



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the pass or ride ticket on their cell phone. Currently, the vehicle operators sell tickets on the bus. At this point, there is no timeline to begin this program per Mr. Bargmann.

D. Presentation of C-CARTS Survey Results

Ms. Gisondi did not present the survey results because staff is still waiting on more surveys.

VII. Announcements

The next meeting is May 8.

Ms. Sleeth brought up a topic for discussion on the persons chosen as an alternate for RTAG members. With reappointments, should the alternate member be reappointed at that time as well?

Ms. Gisondi commented that the by-laws are not clear on this topic, but should be included in the by-laws. Mr. Esry suggested that it should be included in the by-laws as a requirement.

VIII. Adjournment

Ms. Sleeth made a motion to adjourn the meeting. Ms. Larson seconded, and the motion carried unanimously to adjourn the meeting at 3:25 p.m.

DRAFT

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Champaign County Rural Transit Advisory Group (RTAG) Third Quarter FY19 Service Report



Grantee: Champaign County

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

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

This table reflects rural public transit service provided within Champaign County for FY19 third quarter:

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

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

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

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

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

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

Demand-Response Ridership

Month	Medical	Personal	Shopping	Social	Employment	Education	Misc.	Total Trips	Days	Daily Avg.	Lift	60+	Denials
January	291	78	86	176	479	0	0	1,110	21	53	158	525	112
February	271	78	112	227	443	8	0	1,139	19	60	202	574	137
March	261	84	102	232	463	6	0	1,148	21	55	218	574	118
Total	823	280	300	635	1,385	14	0	3,397	61	56	578	1,673	367
Deviated Fixed-Route Ridership (Trip Type Not Tracked)								5,122	61	84	Not Tracked		

System Operations

Month	Vehicles Used		Operation	
	6-Passenger	14-Passenger	Miles Driven	Hours Driven
January	2	6	26,688	1,352
February	2	6	25,070	1,265
March	2	6	25,788	1,214
Total	Average of 8 Vehicles Available		77,546	3,831

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

The table reflects new registered riders in this quarter:

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

FY19 3rd Quarter Champaign County Registered Riders

DRZs	2010 Census	Community	New Riders			Number Served 2011-FY19Q3	% Population Served (2010 Census)
			January	February	March		
DRZ1	22,171	Dewey				12	8.8%
		Fisher				26	
		Foosland*				2	
		Gifford				21	
		Ludlow				28	
		Penfield				14	
		Rantoul	28	17	14	1,811	
		Thomasboro				36	
DRZ2	17,317	Allerton*				2	0.62%
		Broadlands				1	
		Homer				21	
		Longview*				3	
		Ogden				4	
		Philo				9	
		Royal*				0	
		Saint Joseph				55	
		Sidney				12	
DRZ3	12,317	Ivesdale				1	0.57%
		Pesotum	1			9	
		Sadorus*				3	
		Tolono			1	57	
DRZ4	20,327	Mahomet				116	0.61%
		Seymour				6	
		Bondville				1	
CUMTD District	128,949*	Champaign	2	3		264	0.49%
		Savoy				9	
		Urbana	3		2	358	
Outside County Registered Riders		Outside County				43	N/A
New Riders = 71						Total = 2,899	

*Rural population is calculated by summing population figures for block groups outside of the CUMTD district. The CUMTD district is defined as any area within ¾ of a mile of any CUMTD route.

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

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

Third Quarter FY19 Fiscal Report

FY19 3rd Quarter Project Revenue

Month	Project Income / Fares	Service Contract Revenue	Total Revenue
January	\$3,378.96	\$9,258.34	\$12,637.30
February	\$5,200.70	\$9,258.34	\$14,459.04
March	\$10,128.24	\$9,258.34	\$19,386.58
Total	\$18,707.90	\$27,775.02	\$46,482.92

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

Grant Funding

Total FY 2019 Federal Award: \$153,871

Total FY 2019 State Award: \$589,962

Combined Federal and State Grant Awards: \$743,833

Fiscal Year 2019	Total Eligible Expenses	Project Income	Service Contract Revenue	Total Revenue	Expended Federal	Remaining Federal	Expended State	Remaining State	Total Expended Grant Funds	Total Remaining Grant Funds
Quarter 1	\$162,302	\$10,321.91	\$27,501	\$37,823	\$80,850	\$73,021	\$71,130	\$518,562	\$124,479	\$619,084
Quarter 2	\$169,685	\$19,046.40	\$27,501	\$46,678	\$73,021	\$0	\$77,618	\$440,944	\$275,117	\$468,446
Quarter 3	\$172,829	\$18,708	\$27,775.02	\$46,483	\$0	\$0	\$112,339	\$328,605	\$387,456	\$356,107
Quarter 4										

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

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

37	100%	Grand Total
#1	What city or town do you live in?	
Count	%	Responses
27	73%	Rantoul
3	8%	St. Joseph
2	5%	Mahomet
1	3%	Philo
1	3%	Champaign
1	3%	Pesotum
2	5%	Gifford
#2	What is the purpose of your trip today?	
Count	%	Responses
15	41%	a.Work
17	46%	b.Medical Appointment
3	8%	c.School / Education
6	16%	d.Shopping
1	3%	e.Social / Recreational
1	3%	Blank
#3	How would you make this trip without C-CARTS?	
Count	%	Responses
22	59%	a. Someone else would drive me.
3	8%	b. Walk, bike, or use a mobility device
2	5%	c. Drive myself.
11	30%	d.Would not make the trip.
1	3%	Other: I don't know
#4	What is your overall satisfaction with C-CARTS transportation services?	
Count	%	Responses
25	68%	Very Satisfied
10	27%	Satisfied
1	3%	Unsatisfied
1	3%	Very Unsatisfied
#5	How often do you use C-CARTS?	
Count	%	Responses
4	11%	a.Less than once a month.
4	11%	b.About once a month.
6	16%	c.About once a week.
12	32%	d.2-3 days a week.
9	24%	e.4-5 days a week.
#6	Have the recent route changes improved your travel experience?	
Count	%	Responses
11	30%	Yes
12	32%	No
13	32%	N/a
1	3%	Blank
#7	Are there obstacles preventing you from using C-CARTS more often?	
Count	%	Responses
1	3%	a.Cost of fares.

10	27%	b.System hours of operation.
8	22%	c.Advance reservation timeframe.
0	0%	d.Need someone to ride with me.
1	3%	e.Personal health reasons / disability.
18	49%	f.There are no obstacles.
1	3%	g.Other:
		Does not carry exact change (1)
3	8%	Blank
#8	Would you be interested in a bus stop in a town besides Rantoul?	
8	22%	Yes
15	41%	No
11	30%	N/a
3	8%	Blank
	If yes, in which city/town would you like increased service?	
3		More stops in Rantoul
2		Paxton
2		Champaign/Urbana
1		Danville
#10	Are you age 60 or older?	
Count	%	Responses
16	43%	Yes
16	43%	No
2	5%	Prefer not to answer
3	8%	Blank
#11	Do you have a physical disability?	
Count	%	Responses
17	46%	Yes
17	46%	No
2	5%	Prefer not to answer
1	3%	Blank
#12	How could C-CARTS better meet your needs?	
Count	%	Responses
5	14%	Extend hours of operation
		24 hours
		Run on holidays
		Run later hours
		more hours
2	5%	Weekend Service
		Run on Saturdays
0	0%	Customer Service
6	16%	Availability
		They are doing fine as far as I'm concerned, except for the calling 48 hrs ahead for a ride.
		easier to schedule rides is my biggest problem, I have had to change appts. in the past
		more available rides curb-to-curb

		it's hard to schedule rides because it is booked up a lot. You need another driver to help out.
		scheduling two days in advance is hard to plan
7	19%	Other
		Rural King
		Covered bus stops
		let him make reservations early
		when pick up from doctor appointment we should be able to run in CVS to pick up meds but were not allowed to do that
		bike rack for Rantoul to Champaign travel; weekend routes for when off work can do shopping and errands
		knowing my schedule
		if the driver offers to help why not? When really needed
20	54%	Blank/"Okay As-Is"
		Likes the ticket system
		happy with the service
		no complaints
		all my needs are met since day one thank you
		my needs are met. I appreciate the service and the employees. If they ever decide to run on Saturday for medical [appointments] that would be nice
		DRIVERS AWESOME

#9 Please rate C-CARTS handling of the following issues below.	Count						
Areas Rated	0 - N/A/Blank	1 - Poor	2 - Okay	3 - Fair	4 - Good	5 - Excellent	Average
Timeliness of C-CARTS bus.	2	0	0	3	7	25	4.60
Attitude of the driver.	2	0	0	0	4	31	4.90
Attitude of the dispatcher.	3	0	0	3	6	25	4.60
Ease of finding information about C-CARTS.	2	0	1	4	5	25	4.50
Ability to connect to other transportation options.	8	1	2	6	2	18	4.10
Affordability of the service.	2	0	0	3	7	25	4.60
Ease of scheduling rides.	2	2	0	6	6	21	4.30