



CHAMPAIGN COUNTY  
REGIONAL PLANNING  
COMMISSION

## **Champaign County Rural Transit Advisory Group (RTAG)**

**Date:** Wednesday, August 14, 2019

**Time:** 3:00 p.m.

**Place:** 2<sup>nd</sup> Floor Conference Room  
Maintenance Department Building  
Champaign-Urbana Mass Transit District  
803 E University Ave, Urbana, IL 61802

**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 May 8, 2019
- VI. New Business
  - A. Presentation and Approval of C-CARTS FY19 4<sup>th</sup> Quarter (April – June) Service & Fiscal Reports
  - B. Presentation of FY19 Rural Transit Annual Report
  - C. Update on Rantoul Service & Outreach Efforts
  - D. Presentation and Approval of the Champaign County Public Transportation Service Plan
- VII. Announcements
- VIII. Adjournment

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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  
**Members Present:** Nancy Greenwalt, Mary Sleeth, Tawanna Nickens, Lori Larson, Nathan Montgomery  
**Members Absent:** Aaron Esry, Kyle Shartzter  
**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 3:08 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. Sleeth made a motion to approve the agenda. Ms. Larson seconded, and the motion carried unanimously.**
- V. Approval of Minutes  
**Ms. Larson made a motion to approve the RTAG minutes from the February 26, 2019 meeting. Ms. Sleeth seconded, and the motion carried unanimously.**
- VI. New Business
  - A. Approval of C-CARTS FY 19 3<sup>rd</sup> Quarter (January – March) Service & Fiscal Reports.  
Ms. Gisondi provided the following highlights of the reports:
    - The total trips have increased significantly as compared to last quarter as shown by the daily average that increased from 115 to 140.

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- Employment is increasing as the main trip type, due to the Rantoul fixed route.
- Lift Use percentage has increased.
- Senior trip percentage remained the same.
- Denials are at 367 (11% of the requested trips) because the time was not available. In the month of January, 20 denials came from one passenger. Ms. Larson inquired if the percentage is normal. Ms. Gisondi commented that the percentage is a little higher than usual, but sometimes the requests coming from one person could be affecting the percentage increase. Ms. Greenwalt inquired if the passengers are coached on the scheduling process. Mr. Bargmann commented that yes, the passengers are explained the process.
- Miles and hours decreased thereby increasing trips/mile and trips/hour.
- There was \$172,829 eligible expenses for the 3<sup>rd</sup> quarter. \$356,107 grant funds remain which is 48% remaining of the total grant funds for the final quarter.

**Ms. Nickens made a motion to approve the C-CARTS FY19 3<sup>rd</sup> Quarter (January – March) Service and Fiscal Reports. Ms. Sleeth seconded, and the motion carried unanimously.**

B. Update on FY 2020 DOAP and 5311 Grant Applications

Ms. Gisondi provided the following comments:

- DOAP (Down State Operating Assistance Program) is state funding and Section 5311 is federal funding. Applications were submitted in March. Ms. Gisondi presented the budget numbers.
- Compliance Review – there were no findings.
- There are budget variances from FY2019 to FY 2020 which must be pointed out:
  - Dispatcher Salaries and Wages will increase (33%)
  - Fringe Benefits will increase (12%)
  - Advertising/Promotion Media will increase (29%)

C. Update on Rantoul Service & Outreach Efforts

- In March of 2018, ridership was 802. March 2019 was 1,251.
- Google Transit is now live for the Rantoul fixed-route. Ms. Gisondi and Mr. Bargmann demonstrated the process of using Google Transit for C-CARTS.
- Ms. Gisondi discussed the marketing outreach:
  - Brochures and flyers have been printed and locations have been identified for placement of the literature. Materials are also in Spanish.



- Yard signs have been order to place in Rantoul and outlying areas.
- C-CARTS staff will attend a Disability Expo in March and the Rantoul Farmer’s Market in June.

D. Presentation of C-CARTS Survey Results

Following are some of the highlights of the survey responses:

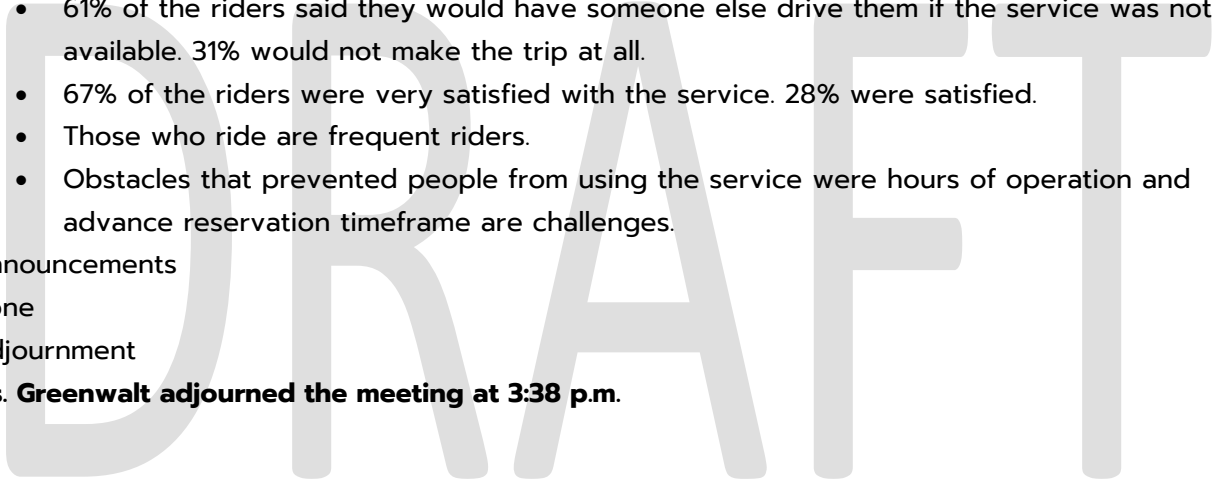
- Surveys were completed during the months of January and February through phone, online and paper.
- 37 consumers responded with paper surveys on the bus being the highest number.
- The main trip type was medical.
- 61% of the riders said they would have someone else drive them if the service was not available. 31% would not make the trip at all.
- 67% of the riders were very satisfied with the service. 28% were satisfied.
- Those who ride are frequent riders.
- Obstacles that prevented people from using the service were hours of operation and advance reservation timeframe are challenges.

VII. Announcements

None

VIII. Adjournment

**Ms. Greenwalt adjourned the meeting at 3:38 p.m.**



# Champaign County Area Rural Public Transportation System (C-CARTS)

## FY2019 Annual Service Report

To Be Presented August 2<sup>nd</sup>, 2019



The annual report below covers the last completed IDOT grant year – Fiscal Year 2019 from July 1<sup>st</sup>, 2018 to June 30<sup>th</sup>, 2019.

**Grantee:** Champaign County

**Subcommittee & Oversight:** Rural Transit Advisory Group (RTAG) & Champaign County Regional Planning Commission (CCRPC)

**Operator:** Champaign Urbana Mass Transit District (MTD)

**Transit Service** – The table below reflects C-CARTS trips per quarter for FY19\*

- **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 afterwards 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. A round-trip would count as two trips.
- **Days** are the number of business days (normally M-F, except on Federal holidays and closures due to inclement weather) operated during the month.
- **Average Trips** is the total trips divided by total number of operating days.
- **Accessible** services include the number of trips requiring ADA **Lift** equipment to be used, and trips provided to older adults **60+** years of age.
- **Denials** are counted when a rider requests a trip that could not be accommodated.

\*These numbers only reflect demand-response service, as these details are not tracked on the deviated-fixed route.

Quarter	Trip Type Breakouts*						Trips	Days	Daily Average	Accessibility*		Denials <i>Trips</i>
	Medical	Personal	Shopping	Social	Employment	Education				Lift	60+	
July – Sept	999	723	357	296	1,050	37	3,462	63	55	325	1,728	305
Oct – Dec	917	292	333	629	1,336	61	3,568	64	56	450	1,756	255
Jan – Mar	823	240	300	635	1,385	14	3,397	61	56	578	1,673	367
April – June	839	247	474	845	1,239	12	3,656	63	58	604	2,009	193
<b>Total</b>	<b>3,578</b>	<b>1,502</b>	<b>1,464</b>	<b>2,405</b>	<b>5,010</b>	<b>124</b>	<b>14,083</b>	<b>251</b>	<b>56</b>	<b>1,957</b>	<b>7,166</b>	<b>1,120</b>
<b>Deviated-Fixed Route Totals (Trip Type Not Tracked)</b>							<b>17,202</b>	<b>251</b>	<b>69</b>	<b>Not Tracked</b>		<b>n/a</b>

**System Capacity** – The table below reflects rural vehicle system services per quarter for FY19:

FY 2019	6-passenger	14-passenger	Miles	Vehicle Hours
July – Sept	1	11	87,791	4,100
Oct – Dec	1	11	86,278	4,109
Jan – March	1	11	84,356	3,831
April - June	1	11	86,399	4,047
<b>Total</b>	<b>1</b>	<b>11</b>	<b>344,824</b>	<b>16,087</b>

## FY2019 Fiscal Report

### FY2019 Quarterly Project Revenue

Quarter	Project Income / Fares	Service Contract Revenue	Total Revenue
Quarter 1	\$10,980	\$27,501	\$38,451
Quarter 2	\$15,832	\$27,631.48	\$43,463.48
Quarter 3	\$18,707.90	\$27,775.02	\$46,482.92
Quarter 4	\$15,706.14	\$27,775.02	\$43,481.16
<b>Total</b>	<b>\$61,226.04</b>	<b>\$110,682.52</b>	<b>\$171,878.56</b>

**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	\$10,322	\$27,501	\$37,823	\$80,850	\$73,021	\$71,130	\$518,832	\$151,980	\$591,853
Quarter 2	\$169,685	\$19,046	\$27,631	\$46,463	\$73,021	\$0	\$77,618	\$441,214	\$302,619	\$441,214
Quarter 3	\$172,829	\$18,708	\$27,775	\$46,483	\$0	\$0	\$112,339	\$328,875	\$414,958	\$328,875
Quarter 4	\$161,824	\$15,706	\$27,775	\$43,481	\$0	\$0	\$105,185	\$223,690	\$520,143	\$223,690

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

### FY19 Total New C-CARTS Riders = 219

Figures in the table below are the number of new registered riders over the last completed fiscal year, based on their provided home address.

Rural Demand Zone Communities		FY19 Start	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter*	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	FY19 New Riders	Total Riders End FY19
DRZ1	Dewey	12	0		0	2	2	14
	Fisher	24	2		0	0	2	26
	Foosland	2	0		0	0	0	2
	Gifford	21	0		0	1	1	23
	Ludlow	28	0		0	0	0	28
	Penfield	14	0		0	0	0	14
	Rantoul	1,720	32		59	76	167	1,887
	Thomasboro	35	1		0	1	2	37
DRZ2	Allerton	2	0		0	0	0	2
	Broadlands	1	0		0	0	0	1
	Homer	21	0		0	0	0	21
	Longview	3	0		0	1	1	5
	Ogden	4	0		0	0	0	4
	Philo	9	0		0	0	0	9
	Royal	0	0		0	0	0	0
	Saint Joseph	55	0		0	2	2	59
	Sidney	12	0		0	2	2	16
DRZ3	Ivesdale	1	0		0	0	0	1
	Pesotum	7	1		1	0	2	9
	Sadorus	3	0		0	0	0	3
	Tolono	56	0		1	0	1	58
DRZ4	Mahomet	114	2		0	3	5	122
	Seymour	6	0		0	0	0	6
	Bondville	1	0		0	0	0	1
MTD District	Champaign	254	5		5	7	17	271
	Savoy	9	0		0	0	0	9
	Urbana	352	2		5	6	13	365
Outside County Riders		42	1		0	1	2	44
Registered Riders		2,818	46	n/a*	71	102	219	3,037

**Notes on Residency of Riders:**

- Residency is based on the zip code of the home address provided by the rider.
- Outside County Registered Riders – These registered riders’ home addresses are outside of the county, but at some point they traveled within Champaign County.

\*Quarter 2 data unavailable due to issues with new ITS software.

# Public Transportation Service Plan (PTSP)



PCOM Name: Kristen Gisondi

PCOM Address: Champaign County Regional Planning Commission  
1776 E Washington Street  
Urbana IL, 61802

PCOM E-Mail: [kgisondi@ccrpc.org](mailto:kgisondi@ccrpc.org)

PCOM Phone Number: (217) 531-8285

Entity or Entities PCOM is Monitoring: Champaign County and the Champaign Urbana Mass Transit  
District (MTD)

Date Submitted:



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## Introduction

Each Grantee is required to complete the following Public Transportation Service Plan (PTSP). The Illinois Department of Transportation (IDOT) will review each Grantee's Plan and will concur once the document is completed to its satisfaction. The Non-Metro Capital/Operating Grant provides Federal and State operating funds through 49 USC §5311 and 30 ILCS 740/2-1 et seq. respectively.

The Public Transportation Service Plan will measure transportation service quality and help the Grantee and IDOT better understand the Grantee's current social, economic, and environmental conditions in with the Grantee or their Operator(s) are working. For multi-county transportation providers, this Plan will also assess each County's service levels. The Program Compliance Oversight Monitor (PCOM) will submit this document once a year for IDOT's concurrence and will modify it until concurrence is received.

Please complete this Plan with your local Operator(s) and review it with them during the drafting and revising (if any) process.

Upon review, IDOT will provide technical assistance to the PCOM to help improve transportation funding programs when federal and/or state money was provided.

## Grantee Information

Grantee Name	Champaign County
Grantee Address	1776 E. Washington Street
Grantee City, State, and Zip Code	Urbana, IL, 61802
Grantee Web Address	www.ccrpc.org

## Service Operations

This section will provide an overview on how the Grantee and/or its Operator(s) are maximizing transit dollars. It will also describe how the Grantee and/or its Operator(s) have maximized openness, transparency, and coordination of service planning, design, marketing, and operations.

How many Operators (including human service agencies providing transportation) does the Grantee have? Please include the Grantee if it directly provides transportation.

1
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Please list all agencies that provide transportation to the public within your Grantee's boundaries or service area, including but not limited to Amtrak, Greyhound and other intercity bus carriers, human service agencies, public transit companies, and taxi companies. Please list your Grantee's transit operators first, followed by a blank row, and then the remaining agencies that provide transportation to the public within your Grantee's boundaries or service area. (Please add more lines to this table if needed.)

<b>Agency Name</b>	<b>Agency Address</b>	<b>Agency Phone Number</b>
<b>Champaign County Area Rural Transit System (C-CARTS) Operated by the Champaign Urbana Mass Transit District (CUMTD)</b>	<b>1101 E. University Avenue Urbana, IL. 61802</b>	<b>(217) 384-8188</b>
<b>A Precious Cargo Carrier</b>	n/a	(217) 419-5872
<b>Air Cab</b>	801 E Oakland Ave, Urbana, IL 61802	(217) 721-7850
<b>AL Cab</b>	Champaign, IL 61820	(217) 607-3435
<b>American Cancer Society - Road to Recovery Program</b>	n/a	(217) 356-9076
<b>Amtrak - Illinois Terminal</b>	45 E University Ave, Champaign, IL 61820	(800) 872-7245
<b>Arrow Taxicab Service</b>	806 S Urbana Ave, Urbana, IL 61801	(217) 318-9009
<b>Atlantic Taxi</b>	Urbana IL, 61802	(217) 408-2735
<b>Atlas Cab (accepts CUMTD Half-Fare)</b>	1319 Frederick St, Champaign, IL 61820	(217) 419-1333
<b>Black Cab &amp; Limo</b>	n/a	(217) 693-2468
<b>Carle Arrow Ambulance</b>	611 W Park St, Urbana, IL 61801	(217) 383-3311
<b>Champaign County Area Rural Transit System (C-CARTS)</b>	803 E University Ave, Urbana, IL 61802	(217) 344-4287
<b>Champaign-Urbana Mass Transit District</b>	1101 E University Ave, Urbana, IL 61802	(217) 384-8188

<b>Champaign-Urbana Mass Transit District Paratransit</b>	1102 E University Ave, Urbana, IL 61802	(217) 384-8188
<b>Champaign-Urbana Special Recreation</b>	1311 W Church St, Champaign, IL 61821	(217) 722-6870
<b>Charleston Transitional Facility</b>	1902 Fox Dr B, Champaign, IL 61820	(217) 348-8798
<b>Circle of Friends Adult Day Center</b>	609 W Washington St, Champaign, IL 61820	(217) 359-7937
<b>City Express Taxi Cab</b>	213 Burr Oak Ct, Champaign, IL 61820	(217) 418-7450
<b>City Transit Taxi</b>	312 S Johnson Ave, Urbana, IL 61801	(217) 480-5470
<b>CRIS Rural Transit</b>	615 E Voorhees St, Danville, IL 61832	(217) 443-2999
<b>Datta Taxi &amp; Charter</b>	302 Kerr Ave, Urbana, IL 61801	(217) 418-4568
<b>Developmental Services Center</b>	1304 W Bradley Ave, Champaign, IL 61821	(217) 356-9176
<b>Disability Resources &amp; Educational Services, UIUC</b>	1207 S Oak St, Champaign, IL 61820	(217) 333-1970
<b>Elite Limos</b>	106 S Country Fair Dr, Champaign, IL 61821	(217) 363-3200
<b>Faith in Action Champaign County</b>	1400 W Park St, Urbana, IL 61801	(217) 337-2778
<b>Family Service of Champaign County Senior Resource Center</b>	405 S. State St., Champaign, IL 61820	(217) 352-5100
<b>Greyhound</b>	45 E University Ave, Champaign, IL 61820	(217) 352-4150
<b>PACE</b>	1317 E Florida Ave, Urbana, IL 61801	(217) 344-5433
<b>Peoria Charter</b>	1910 N Federal Dr, Urbana, IL 61801	(800) 448-0572

<b>PRO Ambulance Medi-van (OSF Healthcare)</b>	1400 W Park St, Urbana, IL 61801	(217) 337-2000
<b>Quality Med Transport</b>	3515 N Cunningham Ave, Urbana, IL 61802	(217) 607-2468
<b>R &amp; H Cab</b>	1306 E Florida Ave, Urbana, Illinois 61801	(217) 721-6095
<b>Rantoul Head Start/Early Head Start (CCRPC)</b>	104 Nightingale Ct, Rantoul, IL 61866	(217) 893-0886
<b>Rantoul Recreation Department</b>	100 W Flessner Ave, Rantoul, IL 61866	(217) 893-5700
<b>Restoration Urban Ministries</b>	1213 Parkland Ct, Champaign, IL 61821	(217) 355-2662
<b>Salvation Army Transportation Assistance</b>	2212 N Market St, Champaign IL 61820	217-373-7832
<b>Starr Limousines</b>	907 N Country Fair Dr, Champaign, IL 61822	(217) 356-9999
<b>Swann Special Care Center</b>	109 Kenwood Rd, Champaign, IL 61821	(217) 365-5164
<b>Urbana Adult Education Center</b>	211 N Race St, Urbana, IL 61801	(217) 384-3530
<b>Yellow Checker Cab (accepts CUMTD Half-Fare)</b>	1204 Hagan St, Champaign, IL 61820	(217) 355-3553

Please provide the following information for each agency listed in the previous table. Please list your Grantee's transit operators first, followed by a blank row, and then the remaining agencies that provide transportation to the public within your Grantee's boundaries or service area. (Please add more lines to this table if needed.)

<b>Agency Name</b>	<b>Service Area</b>	<b>Days of Service and Service Hours</b>
<b>Champaign County Area Rural Transit System (C-CARTS) Operated by the Champaign Urbana Mass Transit District (CUMTD)</b>	Champaign County	Monday-Friday
<b>A Precious Cargo Carrier</b>	Champaign County	Monday - Friday 7:45am – 6:00pm
<b>Air Cab</b>	Champaign County	Everyday 5am-5pm
<b>AL Cab</b>	Champaign County	24/7
<b>American Cancer Society - Road to Recovery Program</b>	Champaign County	As needed
<b>Amtrak - Illinois Terminal</b>	Champaign to other Amtrak station locations	Every day 2:45am-11:00pm
<b>Arrow Taxicab Service</b>	Champaign County and surrounding	24/7
<b>Atlantic Taxi</b>	Champaign County and surrounding	24/7
<b>Atlas Cab (accepts CUMTD Half-Fare)</b>	Champaign County and surrounding	24/7
<b>Black Cab &amp; Limo</b>	Illinois and Indiana	Reservation only

<b>Carle Arrow Ambulance</b>	Champaign County & surrounding	24/7
<b>Champaign County Area Rural Transit System (C-CARTS)</b>	Champaign County	Everyday 6:00am - 6:00pm
<b>Champaign-Urbana Mass Transit District</b>	Champaign, Urbana, Savoy	Every day 6:00am - 5:00am
<b>Champaign-Urbana Mass Transit District Paratransit</b>	Champaign, Urbana, Savoy	Every day 6:00am - 5:00am
<b>Champaign-Urbana Special Recreation</b>	Champaign and Urbana	Per program
<b>Charleston Transitional Facility</b>	Coles, Champaign, Douglas, Cumberland Counties	Program Transportation M-F; Residential 24/7
<b>Circle of Friends Adult Day Center</b>	Champaign	Monday - Friday 7:30am – 5:30pm, Saturday - 9:00am – 4:00pm
<b>City Express Taxi Cab</b>	Champaign County	24/7
<b>City Transit Taxi</b>	Champaign County	24/7
<b>CRIS Rural Transit</b>	Champaign & Vermilion Counties	Vermilion County Monday - Friday 6am - 6pm & Weekends 8am-4pm; Champaign County. M-F 6am - 6pm
<b>Datta Taxi &amp; Charter</b>	Champaign County	24/7
<b>Developmental Services Center</b>	Champaign County	Monday - Friday 7:00am – 4:30pm
<b>Disability Resources &amp; Educational Services, UIUC</b>	UIUC Campus Area	Monday - Friday 8:30 a.m. to 5 p.m.
<b>Elite Limos</b>	Champaign County	Reservation only

<b>Faith in Action Champaign County</b>	Champaign County	Monday - Friday 8:30 AM to 4:00 PM
<b>Family Service of Champaign County Senior Resource Center</b>	Champaign County	Monday - Friday 8:30 am – 5:00 pm
<b>Greyhound</b>	Champaign to all over the country	Everyday 5am-12am
<b>PACE</b>	Champaign County	Monday - Friday 8:00 AM - 5:00 PM; provides information about ADA transportation to general public
<b>Peoria Charter</b>	Offices in Champaign & Peoria	Monday - Friday 8:00 am - 5:00 pm; as reserved
<b>PRO Ambulance Medi- van (OSF Healthcare)</b>	Champaign & Vermillion County	Monday - Friday 6:00 am – 10:00 pm, Saturdays 8:00 am – 7:00 pm
<b>Quality Med Transport</b>	Champaign County, travel radius is 180 miles	24/7 and by appointment
<b>R &amp; H Cab</b>	Champaign County	5am - 10pm
<b>Rantoul Head Start/Early Head Start (CCRPC)</b>	Only Savoy and Rantoul have transportation	Monday - Friday 8:00am - 4:30pm
<b>Rantoul Recreation Department</b>	Rantoul	Monday and Wednesday
<b>Restoration Urban Ministries</b>	Champaign County	Monday - Friday 9:30am-4pm
<b>Salvation Army Transportation Assistance</b>	Champaign County	N/a
<b>Starr Limousines</b>	Champaign County and surrounding	24/7 and by appointment
<b>Swann Special Care</b>	Champaign County	Monday - Friday 7:00 am-10:00 pm



**Center**

**Urbana Adult Education Center**                      Champaign County                      Per class, program; as needed

**Yellow Checker Cab**                      Champaign County including                      24/7  
rural areas

Do any of these agencies listed in the previous table provide transportation to multiple Counties or make connections with agencies from other Counties? If so, please provide the following information:

Agency Name	County or Counties	Route Name, if Any	Operating Hours
<b>CRIS Rural Mass Transit District</b>	Champaign and Vermillion	n/a	Demand Response M-F 6am-6pm; Saturday 8am-4pm
<b>Danville Mass Transit</b>	Champaign and Vermillion	10 Danville-Champaign	M-F 6am-8pm Saturday 8am-6pm

Please identify the **Public Transit Operators** that have fixed route services? Where do these fixed route services go and what days and times do they run? You may add more rows to this table if necessary.

C-CARTS (Champaign County) provides fixed-route services in Rantoul and a connector route from Rantoul to Champaign-Urbana. The fixed-route operates Monday-Friday from 6am to 9am and again at 3pm to 6pm.

Champaign-Urbana Mass Transit District (MTD) serves fixed-routes in the Champaign-Urbana urbanized area only. MTD provides paratransit for riders who required door-to-door services.

MTD's Weekday Daytime and Saturday Daytime service begins at 5 a.m. Weekday Evening and Saturday Evening services run until midnight. When the University of Illinois (Illinois) is in session, five late night routes operate after midnight until approximately 3:00 a.m. There are additional late night trips on Fridays and Saturdays.

MTD's Sunday Daytime service starts just before 8:30 a.m. If Illinois is in session, there is Sunday Evening and Late night service. When Illinois is on break (Fall, Winter, Spring, and Summer), Sunday service ends at 5:00 p.m.

MTD's ADA Paratransit Service is available anytime that regular fixed-route bus service is in operation. Typical hours of operation are Monday through Saturday 5:30 a.m. - 11:00 p.m. and Sunday 8:30 a.m. - 9:00 p.m.

Operations for MTD and C-CARTS are closed New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas Day.

How do people schedule rides with each of the above **Public Transit Operators**? Can people schedule connecting rides from different Public Transit Operators through one Public Transit Operator? If so, which Public Transit Operators offer this service? You may add more rows to this table if necessary.

Passengers may schedule demand-response rides with C-CARTS by calling 217-344-4287. It is recommended that rides be scheduled at least 48 hours in advance, however if a ride can be accommodated on short notice, the operator will provide it.

MTD's ADA Paratransit Service is a curb-to-curb transportation service available to persons with disabilities who are unable to use fixed route bus services. ADA Customer Service accepts reservations from 8:00 a.m - 5:00 p.m Monday through Saturday and from 9:00 a.m. - 5:00 p.m. on Sunday. On Holidays that MTD is not operating, voicemail ADA reservations can be made for future dates.

No service like a one-call one-click center that schedules multiple public transit trips currently exists in the region. The area would benefit from this type of service, if funding were available.

How does each **Public Transit Operator** that operates within the Grantee's boundaries or service area connect with other **Public Transit Operators**? Are there established transfer areas? If so, where are they? Do drivers wait with their riders to make connecting rides? What happens if the connecting ride does not show up? You may add more rows to this table if necessary.

Champaign-Urbana Mass Transit District (MTD), C-CARTS, and Danville Mass Transit District all connect at the Illinois Terminal in Champaign, Ill. Passengers can wait for their connecting ride under an overhang or inside the Terminal building.

In the rare occasion that a connecting ride does not show up, the passenger could find another trip with taxis, rideshare services, or intercity buses that are plentiful in the region.

### Dispatching

Please describe how each of the **Public Transit Operators** dispatches rides. How does each of these Public Transit Operators handle requests for regularly occurring rides? Group rides? Rides in case of an emergency? Please use additional sheets if necessary.

C-CARTS rides are scheduled with at least 2 business days notification, up to 30 days in advance. Passengers are able to schedule regularly occurring rides as scheduling allows, but cannot be scheduled more than 30 days in advance of the requested trip time. Group rides can be scheduled as space is available. Same day (emergency) rides will be accommodated as possible for both C-CARTS and MTD paratransit.

MTD's ADA Paratransit service is by reservation only, and all reservations must be made at least one day prior to service.

Do any of the **Public Transit Operators** use innovative techniques or technologies to dispatch their rides? If so, please identify these Public Transit Operator(s) and describe the techniques or technologies they use?

C-CARTS dispatchers use CAD (computer aided dispatch) system for scheduling and dispatching. The ITS system, purchased from Foxster Solutions with capital funds in September 2018, determines the best routes based on the trips reserved, saving fuel and passengers' time. An automated calling system reminds the passengers via phone call before their trip arrives. Drivers utilize a mounted tablet that shows their route when operating C-CARTS buses. Dispatchers have access to the buses' location with GPS, which allows them to add trips to the driver's itinerary en route, if needed.

MTD's paratransit service uses similar software and techniques.

## Marketing

Does each of the **Public Transit Operators** have brochures and other marketing materials? If not, why not? Please describe whether these Public Transit Operators target the general public and/or specialized markets (senior citizens, people with disabilities, workshop participants, particular communities, etc.). Where are these brochures located? (Please provide the name and address of the facility or facilities where these brochures and other marketing materials are located.) You may add extra rows to this table if necessary.

C-CARTS uses a variety of marketing methods to attract the general public, including: multiple versions of brochures (general service, fixed-route, and reasonable modification), yard signs, newspaper ads, radio ads, a website, social media, flyers, and in-person outreach at community events. C-CARTS staff has attended disability expos, farmer's markets, senior fairs, and university events to promote the service.

Champaign County follows an annual marketing plan that outlines the proposed methods, timeline for implementation, and current/projected funding for marketing tools. The 2019 marketing plan, as well as marketing locations, will be attached with this PTSP.

MTD utilizes similar marketing measures with various community partners.

Does each of the **Public Transit Operators** have accessible brochures and/or other marketing materials for people with disabilities (large print, phone or voice formats, etc.)?

C-CARTS and MTD's websites are ADA-accessible. Brochures can be available in alternate formats upon request. Spanish brochures are available for both C-CARTS and MTD.

**Please affix a copy of the brochures that each Public Transit Operator uses to promote their public transportation services at the end of this document.**

Please identify whether each of the **Public Transit Operators** within the Grantee's boundaries or service area have a website. For those having a website, please provide the website address. You may add extra rows to this table if necessary.

Operator Name	Website? (Yes or No)	Website Address
<b>CUMTD/C-CARTS</b>	Yes	<a href="http://www.c-carts.com">www.c-carts.com</a>
<b>Champaign-Urbana Mass Transit District</b>	Yes	<a href="https://mtd.org/">https://mtd.org/</a>

Do any of the **Public Transit Operators** have any innovative methods for attracting new riders? If so, please describe each of these innovations. You may add extra rows if necessary.

Operator Name	Innovation

**Funding**

Please attach the most recent “non-DOAP Local Match” Assessment Survey submitted to OIPI.

FY18 survey is attached in appendix.

**Inventory of Resources**

Please provide a vehicle and capital inventory for each Public Transit Operator. You may attach Sections I & J from the Section 5311 Application or data from your vehicle management software in the Appendix.

Vehicle Number	VIN Number	Make	Model	Seating Capacity	Mileage
58	2CFRDGCG9CR139812	Dodge	Braun	6	138,852
59	1FDFE4FS0BDB26667	Ford	Eldorado	14	156,885
60	1FDEE4FL9EDA86288	Ford	Eldorado	14	183,143
61	1FDEE4FL0EDA86292	Ford	Eldorado	14	192,691
62	1FDFE4FS5GDC04206	Ford	Eldorado	14	144,842
63	1FDFE4FS8GDC04247	Ford	Eldorado	14	130,883
64	1FDFE4FS6GDC06479	Ford	Eldorado	14	122,513
65	1FDFE4FSXGDC04251	Ford	Eldorado	14	118,155
66	1FDFE4FS1GDC04252	Ford	Eldorado	14	112,537
67	1FDFE4FS8GDC04202	Ford	Eldorado	14	101,918
68	1FDFE4FSXGDC04248	Ford	Eldorado	14	97,399
70	1FDFE4FS2HDC0973	Ford	Eldorado	14	33,684

<b>Non-Vehicle Capital</b>	<b>Quantity</b>	<b>Vendor</b>
<b>Mobile Radios</b>	16	Barbeck
<b>Telephone Equipment</b>	1	Toshiba
<b>Radio Base Station</b>	1	Barbeck
<b>Tablet</b>	10	Samsung

### Complaint Process

Please describe the complaint procedure used for each **Public Transit Operator** operating within the Grantee's boundaries or service area. Please remember to include the following:

1. Where the complaint procedure is written down and posted for riders and employees,
2. Who initially receives the complaints,
3. Who responds to the complaints and determines how to resolve them, and
4. Who ensures the complaints are addressed in a fair and timely manner.
5. Please provide contact information for the person or people who is or are designated to handle Title VI, ADA, and Civil Rights complaints.
6. Were there any Title VI, ADA, and/or Civil Rights complaints received and how were they resolved?

Please attach additional sheets if necessary.

Standard service complaints can be lodged either online or via telephone. The C-CARTS website has a prominent Feedback tab that allows persons to describe their complaint or complement and leave contact information such as a name, email address and phone number. If persons wish to lodge a complaint via phone they can do so by calling 217-344-4287 and asking for the Special Services Manager. The website notifies the complainer that they may also file a complaint directly with the FTA.

A complaint lodged by either method is forwarded to the Special Services Manager of C-CARTS/ CUMTD. The Special Services Manager will then send a response to the complainer acknowledging receipt of their complaint. From there, the Special Services Manager will inform Champaign County's Program Compliance and Oversight Monitor (PCOM) of the complaint. Both the PCOM and the Special Services Manager will assess if the complaint needs to be addressed by the Operator, the county or both parties.

As it relates to Title VI complaints, there is a written Title VI complaint form (see appendix); this form is also available in accessible formats upon request. This written form can be submitted in person to the Special Services Manager at the C-CARTS office at 1101 E University Avenue in Urbana Illinois or via e-mail.

The Title VI complaint procedures are:

- 1) A formal complaint must be filed within 180 days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the Complainant's name, address, and telephone number; name of alleged discriminating official, basis of complaint (race, color, national origin, sex, disability, age), and the date of alleged act(s). Reasonable measures will be undertaken to preserve any information that is confidential. A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.
- 2) In the case where a Complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to Champaign County's Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the Coordinator will assist the Complainant in converting the verbal allegation into writing.
- 3) Champaign County will investigate complaints filed against contractors, consultants, or other sub-recipients. Complaints filed directly against Champaign County shall be forwarded to the IDOT Title VI Coordinator for investigation.
- 4) When a complete complaint is received, the Title VI Coordinator will provide written acknowledgement to the Complainant within five (5) days by registered mail. At the same time, the complaint will be forwarded to the State of Illinois for investigation.
- 5) If a complaint is deemed incomplete, additional information will be requested from the Complainant within 15 business days from receipt of the original complaint. The Complainant will be provided 60 business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.



Please summarize the major complaints each **Public Transit Operator** had, if any, and how they were resolved. Please also add additional pages if needed.

Title VI Complaints:

C-CARTS = N/a

ADA Complaints:

C-CARTS = N/a

Civil Rights Complaints:

C-CARTS = N/a

Other Major Complaints:

C-CARTS = N/a

## Demand Analysis

Used with other parts of this document, this section highlights which transportation needs are being met and which are not. It provides a foundation for measuring the investment of time, money, and human resources required to achieve greater mobility and accessibility.

### Medical and Social Service Agencies

Please list the names and addresses of all hospitals and other primary medical facilities (outpatient facilities, mental health facilities, nursing homes, dialysis centers, etc.) within the Grantee's boundaries or service area. For the medical facilities that do not operate 24 hours a day, please identify their operating hours.

<b>Hospitals and Major Medical Facilities</b>	<b>Address of Hospital or Major Medical Facility</b>	<b>Number of Employees</b>	<b>Operating Hours</b>
<b>OSF Urgo</b>	2718 N Prospect Avenue Champaign IL 61822	774*	Daily 8 a.m. - 8 p.m.
<b>OSF Urgo</b>	2043 S. Neil Street Champaign, Illinois 61820	774*	Daily 8 a.m. - 8 p.m.
<b>OSF Heart of Mary Medical Center</b>	1400 W Park St Urbana IL 61801	774*	24 hours
<b>Carle Foundation Hospital</b>	611 W Park St Urbana IL 61801	6,921**	24 hours
<b>The Pavilion</b>	809 W Church Street Champaign IL 61820	200	24 hours
<b>Christie Clinic</b>	2110 Fox Drive Champaign IL 61820	916***	Monday – Friday 8 a.m. – 5 p.m.
<b>Christie Clinic</b>	101 W University Ave Champaign IL 61820	916***	Monday – Friday 8 a.m. – 5 p.m.
<b>Planned Parenthood – Champaign Health Center</b>	302 E Stoughton St. Champaign, IL 61820	Unavailable	Monday 8am to 5pm Tuesday 9am to 5pm Wednesday 11am to 7pm Thursday 9am to 5 pm Friday 8am to 3:30pm

<b>Carle</b>	1818 E Windsor Ave Urbana IL 61802	6,921**	Daily 8 a.m. – 8 p.m.
<b>Carle</b>	1813 W Kirby Ave Champaign IL 61821	6,921**	Monday – Friday 8 a.m. – 5 p.m.
<b>Carle</b>	1702 S Mattis Ave Champaign IL 61821	6,921**	Monday – Friday 8 a.m. – 5 p.m.
<b>Carle</b>	1701 Curtis Rd Champaign IL 61822	6,921**	Monday – Friday 7 a.m. – 6 p.m.
<b>Carle</b>	3105 Fields South Drive Champaign IL 61822	6,921**	Monday – Friday 6:45 a.m. – 5:30 p.m.
<b>Carle</b>	810 W. Anthony Drive Urbana IL 61802	6,921**	Monday – Friday 7 a.m. - 5 p.m.
<b>Carle</b>	1540 E Grove Ave Rantoul IL 61866	6,921**	Monday – Friday 7 a.m. - 5 p.m.
<b>Christie Clinic</b>	1801 Windsor Rd Urbana IL 61802	916***	Daily 8 a.m. – 8 p.m.
<b>Christie Clinic</b>	1001 Commercial Dr Mahomet IL 61853	916***	Monday – Friday 8 a.m. – 8 p.m.
<b>Christie Clinic</b>	203 W Borman Dr Rantoul IL 61866	916***	Monday – Friday 8 a.m. – 12 p.m. and 1 p.m. to 5 p.m.
<b>Christie Clinic</b>	204 N. Main Street, Suite 203 St. Joseph, IL 61873	916***	MWF 8am – 5pm
<b>Christie Clinic</b>	3101 Fields South Drive Champaign, IL 61822	916***	Monday – Friday 8 a.m. – 12 p.m. and 1 p.m. to 5 p.m.

<b>Davita Dialysis</b>	507 E University Ave Champaign IL 61820	13	Monday – Saturday 6:30 a.m. – 6:30 p.m.
<b>Champaign Urbana Nursing and Rehab</b>	302 Burwash Ave Savoy IL 61874	114	24 hours
<b>Bickford of Champaign</b>	1002 S Staley Rd Champaign Il 61822	42	24 hours
<b>Helia Healthcare of Champaign</b>	1915 S Mattis Ave Champaign IL 61821	80	24 hours
<b>Swann Special Care Center</b>	109 Kenwood Rd Champaign IL 61821	150	24 hours
<b>Clark Lindsey</b>	101 W Windsor Rd Urbana IL 61802	201	24 hours
<b>University Rehabilitation Center of C-U</b>	500 Bartell Rd Urbana IL 61802	215	24 hours
<b>Inman Place</b>	17 E University Ave Champaign IL 61820	15	24 hours
<b>Bridle Brook Senior Living Community</b>	1505 Patton Dr Mahomet IL 61853	70	24 hours
<b>Champaign Terrace</b>	808 N 3 <sup>rd</sup> St St. Joseph IL 61873	14	24 hours
<b>Country Health Care and Rehab</b>	2304 County Rd 3000 N Gifford IL 61847	105	Daily Midnight – 5 p.m. and 8 p.m. – Midnight
<b>Brookstone Estates Senior Living</b>	300 Twin Lakes Drive Rantoul IL 61866	16	24 hours

<b>Eagle's View Supportive Living Memory Care</b>	200 W International Ave Rantoul IL 61866	43	24 hours
<b>Champaign Living Center</b>	309 E Springfield Ave Champaign IL 61820	150	24 hours
<b>Rosecrance</b>	1801 Fox Dr Champaign IL 61820	175	Monday and Wednesday 8 a.m. – 7 p.m. Tuesday and Thursday 8 a.m. – 5 p.m. Friday 8 a.m. – 4 p.m.
<b>Rosecrance</b>	801 N Walnut Street Champaign IL 61820	175	M-F 8am – 5pm
<b>Rosecrance</b>	718 W. Killarney Street Urbana IL 61801	175	M-Th 8am – 8pm Friday 8-noon
<b>Rosecrance</b>	2302 Moreland Boulevard Champaign Illinois 61822	175	Monday through Friday: 8 a.m. – 9 p.m. Saturday and Sunday: 8 a.m. – 2 p.m.
<b>Champaign-Urbana Public Health District</b>	201 W Kenyon Rd, Champaign IL 61820	75-150	Monday: 8:00 a.m. – 4:00 p.m. Tuesday: 9:00 a.m. – 5:00 p.m. Wednesday: 11:00 a.m. – 7:00 p.m. Thursday: 9:00 a.m. – 5:00 p.m. Friday: 8:00 a.m. – 3:30 p.m.
<b>Francis Nelson Medical Center</b>	819 Bloomington Rd Champaign IL 61820	70	Monday - Friday 7:30 a.m. – 5:30 p.m.

Do any of these hospitals or other primary medical facilities have public transit service? If so, who provides this service and when does it operate? Please add additional rows to this table if necessary.

<b>Name of Hospital or Other Major Medical Facility</b>	<b>Public Transit Operator Name</b>	<b>Public Transit Operator's Service Hours and Days of Service</b>
<b>OSF Urgo (Champaign x2)</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>OSF Heart of Mary Medical Center</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Carle Foundation Hospital</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>The Pavilion</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Christie Clinic (Champaign x2)</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Planned Parenthood – Champaign Health Center</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Carle (Urbana)</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Carle (Champaign x4)</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Carle (Urbana)</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm

		6pm
<b>Carle (Rantoul)</b>	C-CARTS	C-CARTS: Monday – Friday 6am to 6pm
<b>Christie Clinic (Urbana)</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Christie Clinic (Mahomet)</b>	C-CARTS	C-CARTS: Monday – Friday 6am to 6pm
<b>Christie Clinic (Rantoul)</b>	C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Christie Clinic (St. Joseph)</b>	C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Davita Dialysis</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Champaign Urbana Nursing and Rehab</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Bickford of Champaign</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Helia Healthcare of Champaign</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Swann Special Care Center</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm

<b>Clark Lindsey</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>University Rehabilitation Center of C-U</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Inman Place</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Bridle Brook Senior Living Community</b>	C-CARTS	C-CARTS: Monday – Friday 6am to 6pm
<b>Champaign Terrace</b>	C-CARTS	C-CARTS: Monday – Friday 6am to 6pm
<b>Country Health Care and Rehab</b>	C-CARTS	C-CARTS: Monday – Friday 6am to 6pm
<b>Brookstone Estates Senior Living</b>	C-CARTS	C-CARTS: Monday – Friday 6am to 6pm
<b>Eagle’s View Supportive Living Memory Care</b>	C-CARTS	C-CARTS: Monday – Friday 6am to 6pm
<b>Champaign Living Center</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Rosecrance (Champaign x3)</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Rosecrance (Urbana)</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm



<b>Champaign-Urbana Public Health District</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Francis Nelson Medical Center</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm

Are there any hospitals and other primary medical facilities that are located near but outside of your Grantee’s boundaries or service area? What are their names and addresses? For medical facilities, please identify what type of facility they are and their operating hours.

<b>Hospitals and Major Medical Facilities</b>	<b>Address of Hospital or Major Medical Facility</b>	<b>Number of Employees</b>	<b>Operating Hours</b>
<b>Christie Clinic</b>	3545 North Vermillion St Danville IL 61832	43	Monday – Friday 8 a.m. – 5 p.m.
<b>Carle Cancer Center Danville</b>	2300 N Vermillion St Danville IL 61832	81	Monday – Friday 8 a.m. – 5 p.m.
<b>Carle Clinic Danville</b>	311 W Fairchild St Danville IL 61832	114	Monday – Friday 8 a.m. – 8 p.m. Saturday 8 a.m. – 12 p.m.
<b>Presence United Samaritans Medical Center</b>	26 W Newell Rd Danville IL 61834	543	24 hours
<b>VA Illiana Health Care System</b>	1900 E Main St Danville IL 61832	1400	Monday – Friday 8 a.m. – 4 p.m.
<b>Kirby Medical Center</b>	1000 Medical Center Dr Monticello IL 61856	316	24 hours
<b>Christie Clinic</b>	300 N Main Street Tuscola IL 61953	6	Monday – Friday 8 a.m. – 12 p.m. and 1 p.m. – 5 p.m.
<b>Gibson Area Hospital</b>	1120 N Melvin St Gibson City, IL 60936	800+	24 hours
<b>Sarah Bush Lincoln Clinic</b>	1100 Tuscola Blvd Tuscola IL	2,450 (SBLH total for East Central IL)	M-F 7am to 7pm Saturday-Sunday 8am - 3pm

Do any of the **Public Transit Operators** that serve within your Grantee’s boundaries or service area travel to any of these hospitals or primary medical facilities? If so, which of these **Public Transit Operators** provide this service and where do they go? What are their operating times to these hospitals and/or facilities?

<b>Name of Hospital or Other Major Medical Facility</b>	<b>Operator Name</b>	<b>Operator’s Service Hours &amp; Days</b>
<b>Christie Clinic</b>	CRIS Rural Mass Transit District	Monday – Friday 6am to 6pm Saturday 8am to 4pm
	Danville Mass Transit District	Monday – Friday 6am to 8pm Saturday 8am to 6pm
<b>Carle Cancer Center Danville</b>	CRIS Rural Mass Transit District	Monday – Friday 6am to 6pm Saturday 8am to 4pm
	Danville Mass Transit District	Monday – Friday 6am to 8pm Saturday 8am to 6pm
<b>Carle Clinic Danville</b>	CRIS Rural Mass Transit District	Monday – Friday 6am to 6pm Saturday 8am to 4pm
	Danville Mass Transit District	Monday – Friday 6am to 8pm Saturday 8am to 6pm
<b>Presence United Samaritans Medical Center</b>	CRIS Rural Mass Transit District	Monday – Friday 6am to 6pm Saturday 8am to 4pm
	Danville Mass Transit District	Monday – Friday 6am to 8pm Saturday 8am to 6pm
<b>VA Illiana Health Care System</b>	CRIS Rural Mass Transit District	Monday – Friday 6am to 6pm Saturday 8am to 4pm
	Danville Mass Transit District	Monday – Friday 6am to 8pm Saturday 8am to 6pm

Please list the names and addresses of all primary social service agencies in your Grantee's boundaries or service area, the types of services they provide, and their operating hours. Please add more rows if necessary.

<b>Social Service Agency Name</b>	<b>Social Service Agency Address</b>	<b>Type of Service</b>	<b>Operating Hours</b>
<b>Community Service Center</b>	520 Wabash Ave Rantoul IL 61866	Mental health, social and welfare	Monday – Friday 8:30 a.m. -5 p.m.
<b>American Cancer Society</b>	2003 N Dunlap Ave Champaign, IL 61820	Cancer treatment and support	Monday – Friday 9 a.m. – 5 p.m.
<b>American Red Cross Mid Illinois Chapter</b>	404 Ginger Bend Dr Champaign IL 61822	Disaster relief and Health Services	Monday – Friday 8am to 5pm
<b>Big Brothers Big Sisters of Champaign County</b>	136 W Main St, Urbana, IL 61801	Mentoring	Monday – Friday 9 a.m. – 5 p.m.
<b>Crisis Nursery</b>	1309 W Hill St Urbana IL 61801	Child abuse prevention	24 hours
<b>Cunningham's Children's Home</b>	1301 N Cunningham Ave Urbana IL 61802	Social work and housing	24 hours
<b>Developmental Services Center</b>	1304 W Bradley Ave Champaign IL 61821	Support for persons with disabilities	Monday – Friday 8 a.m. – 5 p.m.
<b>Eastern Illinois Foodbank</b>	2405 N Shore Drive Urbana IL 61802	Hunger relief	Monday – Thursday 7 a.m. – 4:30 p.m. Friday 7 a.m. – 12:30 p.m.
<b>Habitat for Humanity</b>	119 E University Ave Champaign IL 61820	Housing and Housewares	Tuesday – Friday 10 a.m. – 6 p.m. Saturday 10 a.m. – 4 p.m.

<b>Salt and Light</b>	1512 W Anthony Dr Champaign IL 61821	Low income services (thrift store and food bank)	Monday – Friday 9 a.m. – 5 p.m.
<b>Salt and Light</b>	1819 Philo Rd, Urbana, IL 61802	Low income services (thrift store and food bank)	Monday – Friday 9 a.m. – 5 p.m.
<b>Stephens Family YMCA</b>	2501 Fields South Dr Champaign IL 61822	Youth development and recreation	Monday – Friday 5 a.m. – 10 p.m.  Saturday 6 a.m. – 6 pm.  Sunday Noon – 6 p.m.
<b>The Salvation Army</b>	2212 N Market St Champaign IL 61822	Low income services (thrift store and homeless shelter)	Monday – Friday 9 a.m. – 5 p.m.  Saturday 9 a.m. – 4 p.m.
<b>United Way of Champaign County</b>	404 W Church St Champaign IL 61820	Education, health and low income services	Monday – Friday 8:30 a.m. – 5 p.m.
<b>Champaign County Regional Planning Commission</b>	1776 Washington Street Urbana IL 61802	Low income services (LIHEAP and Head Start)	Monday – Friday 8 a.m. – 4:30 p.m.
<b>Goodwill</b>	912 W Anthony Dr Champaign IL 61821	Low income services (thrift store)	Monday – Saturday 9 a.m. – 7 p.m.  Sunday Noon – 6 p.m.
<b>Charleston Transitional Facility</b>	1902 Fox Dr B Champaign IL 61820	Support for individuals with disabilities	Monday – Friday 8am to 5pm
<b>Rosecrance</b>	1801 Fox Dr Champaign IL 61820	Mental health and youth services	Monday and Wednesday 8 a.m. – 7 p.m.  Tuesday and

			Thursday 8 a.m. – 5 p.m. Friday 8 a.m. – 4 p.m.
<b>Rosecrance</b>	801 N Walnut Street Champaign IL 61820	Mental health and youth services	M-F 8am – 5pm
<b>Rosecrance</b>	718 W. Killarney Street Urbana IL 61801	Mental health and youth services	M-Th 8am – 8pm Friday 8-noon
<b>Rosecrance</b>	2302 Moreland Boulevard Champaign Illinois 61822	Mental health and youth services	Monday through Friday: 8 a.m. – 9 p.m. Saturday and Sunday: 8 a.m. – 2 p.m.
<b>Multicultural Community Center</b>	1126 Country Club Ln Rantoul, IL 61866	Migrant and youth services	Monday – Friday 5:30am to 5:30pm
<b>Mahomet Area Youth Club</b>	700 W. Main St., Mahomet, IL 61853	After school youth services	Office Hours: Tuesday & Thursday 8:00 am - 1 pm

Do any of the **Public Transit Operators** within your Grantee’s boundaries or service area serve the social service agencies listed above? Which **Public Transit Operator(s)**? What are their service hours and days? Please add more rows if necessary.

<b>Social Service Agency Name</b>	<b>Operator Name</b>	<b>Operator’s Service Hours &amp; Days</b>
<b>Community Service Center</b>	C-CARTS	Monday – Friday 6am to 6pm
<b>American Cancer Society</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>American Red Cross Mid Illinois Chapter</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday

		6am to 6pm
<b>Big Brothers Big Sisters of Champaign County</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Crisis Nursery</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Cunningham’s Children’s Home</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Developmental Services Center</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Eastern Illinois Foodbank</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Habitat for Humanity</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Salt and Light</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Salt and Light</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Stephens Family YMCA</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm

<b>The Salvation Army</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>United Way of Champaign County</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Champaign County Regional Planning Commission</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Goodwill</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Charleston Transitional Facility</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Rosecrance</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Rosecrance</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Rosecrance</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Rosecrance</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Multicultural Community</b>	C-CARTS	C-CARTS: Monday – Friday



<b>Center</b>		6am to 6pm
<b>Mahomet Area Youth Club</b>	C-CARTS	C-CARTS: Monday – Friday 6am to 6pm

Who are the ten (10) largest employers in your Grantee’s boundaries or service area? What are their names and addresses? What type of work do they generally do and approximately how many people do they employ? What are their operating hours?

<b>Employer Name</b>	<b>Employer Address</b>	<b>Type of Work</b>	<b>Number of Employees</b>	<b>Operating Hours</b>
<b>University of Illinois Urbana Champaign</b>	Varies	Education	13,934	24 hours
<b>Carle</b>	Varies	Health Care	6,921	24 hours
<b>Champaign Unit #4 School District</b>	Varies	Education	1,664	Monday – Friday 8 a.m. – 5 p.m.
<b>Kraft Foods Inc</b>	702 N Mattis Ave Champaign IL 61821	Food Manufacturing	1,350	24 hours
<b>Christie Clinic</b>	Varies	Healthcare	916	24 hours
<b>Champaign County (Administration)</b>	Varies	Government	893	Monday – Friday 8 a.m. – 4:30 p.m.
<b>Urbana School District #116</b>	Varies	Education	828	Monday – Friday 8 a.m. – 5 p.m.

<b>FedEx</b>	Varies	Shipping	815	Varies depending on location
<b>OSF Healthcare</b>	1400 W Park St Urbana IL 61801	Health Care	774	24 hours
<b>Parkland College</b>	2400 W Bradley Ave Champaign IL 61821	Education	741	24 hours

Do any of these employers have public transit service? Why or why not? If so, who provides these public transit services and what are their operating hours? If the employer has refused to have public transit service, who was the contact at the employer who refused service and when was this refusal made? What was the basis for this refusal? (Please provide the contact's name, title, company name, company address, and contact number.)

Nine of the ten major employers are located within the urbanized area and the MTD district. These nine employers are serviced year round by MTD fixed route and paratransit service daily between the hours of 6 a.m. and midnight. Carle has multiple locations within Champaign County both urban and rural; however, Carle has one location in the urbanized grey area on Curtis Road that is located outside the MTD district. This Carle location becomes problematic when persons seek rides between this grey area and the urbanized area; i.e. it is not served by MTD and cannot be served by C-CARTS if it is between the urbanized area and grey area.

All major employers in the urbanized area are served by C-CARTS as long as either the origin or the destination of the trip is in the rural area.

### Recreational and Entertainment Centers

Are there any major parks and recreational area within the Grantee’s boundaries or service area e.g. State Parks and recreational areas, public pools, country clubs, sports centers)? If so, where are they located? (Please provide the exact address or nearest intersection.) What are their operating hours, if specified, and what types of recreation do they offer? Please add more rows if necessary.

<b>Name of Park or Recreational Area</b>	<b>Location</b>	<b>Operating Hours, if Specified</b>	<b>Types of Recreation (i.e. Primarily Warm Weather, Primarily Cold Weather, Year Round)</b>
<b>Urbana Park District Indoor Aquatic Center</b>	505 W Stoughton St Urbana IL 61801	Monday – Friday 6 a.m. – 9 p.m. Saturday 12 p.m. – 5 p.m. Sunday 2 p.m. - 7 p.m.	Year Round
<b>University of Illinois Arboretum</b>	2001 S Lincoln Ave Urbana IL 61802	24 hours	Warm Weather
<b>Meadowbrook Park</b>	2808 S Race St Urbana IL 61801	Dawn until Dusk	Warm Weather
<b>Crystal Lake Park</b>	206 W Park St Urbana IL 61801	Dawn until Dusk	Warm Weather
<b>West Side Park</b>	Champaign IL 61820	24 Hours	Warm Weather
<b>Orange and Blue Golf Course</b>	800 Hartwell Dr Savoy IL 61874	Daily 8 a.m. – 5 p.m.	Warm Weather
<b>D&amp;W Lake Camping and RV Park</b>	411 W Hensley Rd Champaign IL 61822	24 hours	Warm Weather
<b>Rantoul Recreation Center</b>	100 W Flessner Ave Rantoul IL 61866	September – May 3 p.m. – 6 p.m. June – August 10 a.m. – 6 p.m.	Year Round

<b>Homer Lake Forest Preserve</b>	2573 S Home Lake Rd Homer IL 61849	September – May Tuesday – Friday 1 p.m. – 5 p.m.  June – August Monday – Friday 10 a.m. – 5 p.m.  Saturday Hours April – October 10 a.m. – 4 p.m.	Warm Weather
<b>Lake of the Woods Forest Preserve</b>	Mahomet IL 61853	Daily 7 a.m. – 5 p.m.	Warm Weather
<b>Lake of the Woods Golf Course</b>	405 N Lake of the Woods Rd Mahomet IL 61853	Monday – Friday 8 a.m. – 4 p.m.	Warm Weather
<b>Urbana Country Club and Golf Course</b>	100 E Country Club Rd, Urbana, IL 61801	Tuesday-Sunday 11am – 8:30pm	Warm weather
<b>Champaign Country Club and Golf Course</b>	1211 S Prospect Ave, Champaign, IL 61820	Tuesday-Sunday 8am-9pm	Warm weather
<b>Dodds Soccer Fields at Parkland College</b>	1501 N Mattis Ave Champaign IL 61822	24 hours	Warm weather
<b>Willow Pond Golf Course</b>	808 Golf Course Road Rantoul, IL 61866	N/a	Warm weather

Do any of the Public Transit Operators within the Grantee's boundaries or service area go to these major parks and recreational areas? Who provides this service and when is it available? Please add more rows if necessary.

Name of Park or Recreational Area	Operator Name	Operator's Service Hours & Days
<b>Urbana Park District Indoor Aquatic Center</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>University of Illinois Arboretum</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Meadowbrook Park</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Crystal Lake Park</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>West Side Park</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Orange and Blue Golf Course</b>	C-CARTS	C-CARTS: Monday – Friday 6am to 6pm
<b>D&amp;W Lake Camping and RV Park</b>	C-CARTS	C-CARTS: Monday – Friday 6am to 6pm
<b>Rantoul Recreation Center</b>	C-CARTS	C-CARTS: Monday – Friday 6am to 6pm
<b>Homer Lake Forest Preserve</b>	C-CARTS	C-CARTS: Monday – Friday 6am to 6pm 10 a.m. – 4 p.m.
<b>Lake of the Woods Forest Preserve</b>	C-CARTS	C-CARTS: Monday – Friday 6am to 6pm

<b>Lake of the Woods Golf Course</b>	C-CARTS	C-CARTS: Monday – Friday 6am to 6pm
<b>Urbana Country Club and Golf Course</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Champaign Country Club and Golf Course</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Dodds Soccer Fields at Parkland College</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Willow Pond Golf Course</b>	C-CARTS	C-CARTS: Monday – Friday 6am to 6pm

Are there any major parks and recreational area outside of but near your Grantee’s boundaries or service area? If so, where are they located? (Please provide the exact address or nearest intersection.) What are their operating hours, if specified, and what types of recreation do they offer?

Name of Park or Recreational Area	Location	Operating Hours, if Specified	Types of Recreation (i.e. Primarily Warm Weather, Primarily Cold Weather, Year Round)
<b>Allerton Park and Retreat Center</b>	515 Old Timber Rd Monticello IL 61856	Daily 8 a.m. – 7 p.m.	Warm Weather
<b>Kickapoo State Recreation Area</b>	10906 Kickapoo Park Rd Oakwood IL 61858	Sunday – Thursday 7 a.m. – 8 p.m. Friday and Saturday 7 a.m. – 9 p.m.	Warm Weather

Do any of the public transit services in the Grantee’s boundaries or service area go to these major parks and recreational areas? Who provides this service and when is it available?

Name of Park or Recreational Area	Operator Name	Operator’s Service Hours & Days

Please list the primary entertainment centers in your Grantee's boundaries or service area with their addresses. What are their operating hours? Please add more rows if necessary.

Entertainment Center's Name	Entertainment Center's Address	Operating Hours
<b>State Farm Center</b>	1800 S 1 <sup>st</sup> Street Champaign IL 61820	Varies
<b>GQT Savoy 16 IMAX</b>	232 Burwash Ave Savoy IL 61874	Daily 10 a.m. – 2 a.m.
<b>AMC Champaign 16</b>	910 Meijer Drive Champaign IL 61822	Daily 10 a.m. – 2 a.m.
<b>Virginia Theater</b>	203 W Park Ave Champaign IL 61820	Varies
<b>Art Theater</b>	126 W Church Street Champaign IL 61820	Daily 11 a.m. – Midnight
<b>Curtis Orchard and Pumpkin Patch</b>	3902 S Duncan Rd Champaign IL 61822	July - December Monday – Saturday 9 a.m. – 5: 30 p.m.  Sundays 11 a.m. – 5 p.m.
<b>Krannert Center for the Performing Arts</b>	500 S Goodwin Ave Urbana IL 61801	Varies



<b>Orpheum Children's Museum</b>	346 N Neil St Champaign IL 61820	Tuesday – Friday 10 a.m. – 4 p.m. Weekends 1 p.m. – 5 p.m.
<b>Museum of the Grand Prairie</b>	900 N Lombard St Mahomet IL 61853	Daily 1 p.m. – 5 p.m.
<b>Rantoul Theater Group</b>	914 Arends Blvd Rantoul, IL 61866	Varies
<b>Spurlock Museum</b>	600 S Gregory St, Urbana IL 61801	Tuesday - Sunday 9am to 5pm
<b>Champaign County History Museum</b>	102 E University Ave, Champaign, IL 61820	Wednesday-Sunday 1-5pm

Do any of the Operators serve these primary entertainment centers? If so, which ones and when are these services provided? Please provide more rows to this table as necessary.

<b>Entertainment Center's Name</b>	<b>Operator Name</b>	<b>Operator's Service Hours &amp; Days</b>
<b>State Farm Center</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>GQT Savoy 16 IMAX</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday

		6am to 6pm
<b>AMC Champaign 16</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Virginia Theater</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Art Theater</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Curtis Orchard and Pumpkin Patch</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Krannert Center for the Performing Arts</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Orpheum Children’s Museum</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Museum of the Grand Prairie</b>	C-CARTS	C-CARTS: Monday – Friday 6am to 6pm
<b>Rantoul Theater Group</b>	C-CARTS	C-CARTS: Monday – Friday 6am to 6pm
<b>Spurlock Museum</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm

<b>Champaign County History Museum</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
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**Personal Business**

What are the names and addresses of primary grocery stores within your Grantee’s boundaries or service area? What are their operating hours? Do any of these stores provide delivery service? Please add rows to this table if necessary.

<b>Grocery Store Name</b>	<b>Grocery Store Address</b>	<b>Operating Hours</b>	<b>Delivery Service (Yes or No)</b>
<b>Walmart Supercenter</b>	845 Broadmeadow Rd Rantoul IL 61866	24 hours	No
<b>County Market</b>	1201 E Grove Ave Rantoul IL 61866	Daily 6 a.m. – 11 p.m.	No
<b>Thomasboro Market</b>	608 N Commercial St Thomasboro IL 61878	Monday – Saturday 8 a.m. – 8 p.m. Sunday 8 a.m. – 6 p.m.	No
<b>Mahomet IGA</b>	202 Eastwood Dr Mahomet IL 61853	Daily 6:30 am – 10 p.m.	No
<b>St. Joe IGA</b>	205 N Main St St. Joseph IL 61873	Daily 6 a.m. – 10 p.m.	No
<b>Walmart Supercenter</b>	505 S Dunlap Ave Savoy IL 61874	24 hours	No
<b>County Market</b>	312 W Kirby Ave Champaign IL 61821	24 hours	No

<b>County Market</b>	2901 West Kirby Ave Champaign IL 61821	24 hours	No
<b>Salt and Light</b>	1819 Philo Road Urbana IL 61802	6am – 8pm	No
<b>Schnuck's</b>	109 N Mattis Ave Champaign IL 61821	Monday – Friday 9 a.m. – 6 p.m. Saturday 9 a.m. – 4 p.m. Sunday 11 a.m. – 4 p.m.	Yes
<b>County Market</b>	331 E Stoughton St Champaign IL 61820	24 hours	No
<b>Walmart Supercenter</b>	100 S High Cross Rd Urbana IL 61802	24 hours	No
<b>ALDI</b>	3102 E University Ave Urbana IL 61802	Monday – Saturday 9 a.m. – 8 p.m. Sunday 9 a.m. – 7 p.m.	Yes
<b>Schnuck's</b>	200 N Vine St Urbana IL 61802	24 Hours	Yes
<b>Meijer</b>	2401 N Prospect Ave Champaign IL 61822	24 hours	No
<b>ALDI</b>	801 Interstate Dr Champaign IL 61822	Monday – Saturday 9 a.m. – 9 p.m. Sunday 9 a.m. – 7 p.m.	Yes

<b>Walmart Supercenter</b>	2610 N Prospect Ave Champaign IL 61822	24 hours	No
<b>Meijer</b>	2500 S Philo Rd Urbana IL 61802	24 hours	Yes
<b>Sam's Club</b>	915 W Marketview Dr Champaign IL 61822	Monday – Friday 10 a.m. – 8:30 p.m.  Saturday 9 a.m. – 8:30 p.m.  Sunday 10 a.m. – 6 p.m.	Yes
<b>ALDI</b>	605 N Dunlap Ave, Savoy, IL 61874	9am to 8pm	Yes
<b>Harvest Market</b>	2029 S Neil St, Champaign, IL 61820	Daily 6am to 11pm	No

Do any of the **Public Transit Operators** serve these primary grocery stores? If so, which ones and when are these services provided? Please provide more rows to this table as necessary.

Grocery Store Name	Operator Name	Operator's Service Hours & Days
Walmart Supercenter	C-CARTS	C-CARTS: Monday – Friday 6am to 6pm
County Market	C-CARTS	C-CARTS: Monday – Friday 6am to 6pm
Thomasboro Market	C-CARTS	C-CARTS: Monday – Friday 6am to 6pm
Mahomet IGA	C-CARTS	C-CARTS: Monday – Friday 6am to 6pm
St. Joe IGA	C-CARTS	C-CARTS: Monday – Friday 6am to 6pm
Walmart Supercenter	C-CARTS	C-CARTS: Monday – Friday 6am to 6pm
County Market	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
County Market	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
Salt and Light	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
Schnuck's	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday

		6am to 6pm
<b>County Market</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Walmart Supercenter</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>ALDI</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Schnuck’s</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Meijer</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>ALDI</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Walmart Supercenter</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Meijer</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Sam’s Club</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday

		6am to 6pm
<b>ALDI</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Harvest Market</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm



What are the names and addresses of primary retailers within the Grantee’s boundaries or service area providing clothing, housewares, etc.? What are their operating hours? Please add more rows to this table as necessary.

<b>Retailer Name</b>	<b>Retailer Address</b>	<b>Operating Hours</b>
<b>Market Place Mall</b>	2000 N Neil St Champaign IL 61820	Monday – Saturday 10 a.m. – 9 p.m. Sunday 11 a.m. – 6 p.m.
<b>Kohl’s</b>	109 Convenience Center Rd Champaign IL 61820	Monday & Saturday 6 a.m. – Midnight Tuesday – Friday and Sunday 7 a.m. – Midnight
<b>Gordman’s</b>	1901 N Market Champaign IL 61822	Monday – Saturday 9 a.m. – 9:30 p.m. Sunday 10 a.m. – 8 p.m.
<b>TJ Maxx</b>	21 E Marketview Dr Champaign IL 61820	Monday – Friday 9 a.m. – 11 p.m. Saturday 8 a.m. – 11 p.m. Sunday 9 a.m. – 10 p.m.
<b>Hobby Lobby</b>	2102 N Neil St Suite 2, Champaign, IL 61820	Monday – Saturday 9am to 8pm
<b>Bed Bath and Beyond</b>	63 E Marketview Dr Champaign IL 61820	Monday – Saturday 9 a.m. – 9 p.m.

		Sunday 10 a.m. – 6 p.m.
<b>Target</b>	2102 N Prospect Ave Champaign IL 61822	Monday – Saturday 8 a.m. – 11 p.m. Sunday 8 a.m. – 10 p.m.
<b>Lowe’s Home Improvement</b>	1904 N Prospect Ave Champaign IL 61822	Monday – Saturday 6:30 a.m. – 10 p.m. Sunday 8 a.m. – 8 p.m.
<b>Ashley Furniture Home Store</b>	602 W Anthony Dr Champaign IL 61822	Monday – Friday 10 a.m. – 8 p.m. Saturday 10 a.m. – 6 p.m. Sunday Noon – 6 p.m.
<b>Menards</b>	620 W Town Center Blvd Champaign IL 61822	Monday – Saturday 6:30 a.m. – 9 p.m. Sunday 8 a.m. – 8 p.m.
<b>Walmart Supercenter</b>	2610 N Prospect Ave Champaign IL 61822	24 hours
<b>Meijer</b>	2401 N Prospect Ave Champaign IL 61822	24 hours
<b>Pinetree Plaza (Best Buy, Ross, Michaels, Shoe Carnival)</b>	2117 N Prospect Ave Champaign IL 61822	Varies by store

<b>Sam's Club</b>	915 W Marketview Dr Champaign IL 61822	Monday – Friday 10 a.m. – 8:30 p.m.  Saturday 9 a.m. – 8:30 p.m.  Sunday 10 a.m. – 6 p.m.
<b>Rural King</b>	913 W Marketview Dr Champaign IL 61822	Daily 7 a.m. – 9 p.m.
<b>Rural King</b>	1700 E Grove Ave Rantoul IL	Daily 7am to 9pm
<b>Blain's Farm and Fleet</b>	2701 N Cunningham Ave Urbana IL 61802	Monday – Friday 8 a.m. – 9 p.m.  Saturday 8 a.m.- 8 p.m.
<b>Walmart Supercenter</b>	505 S Dunlap Ave Savoy IL 61874	24 hours
<b>Walmart Supercenter</b>	100 S High Cross Rd Urbana IL 61802	24 hours
<b>Meijer</b>	2500 S Philo Rd Urbana IL 61802	24 hours
<b>Furniture Row</b>	2711 N Prospect Ave Champaign IL 61822	24 hours
<b>Lincoln Square Mall</b>	201 Lincoln Square Urbana IL 61801	Varies by store
<b>Country Fair Shopping Center</b>	2445 S Mattis Ave Champaign IL 61821	Varies by store

<b>Round Barn Center</b>	1914 Round Barn Rd Champaign IL 61821	Varies by Store
<b>Dollar General</b>	1506 N Cunningham Ave, Urbana, IL 61802	Daily 8 a.m. – 9 p.m.
<b>Maple Grove Plaza</b>	1281 E Grove Ave Rantoul IL 61866	Varies by Store
<b>Walmart Supercenter</b>	845 Broadmeadow Rd Rantoul IL 61866	24 hours
<b>Dollar General</b>	304 E Sangamon Ave Rantoul IL 61866	Daily 8 a.m. – 9 p.m.
<b>Rantoul Plaza Shopping Center</b>	1700 E Grove Ave Rantoul IL 61866	Varies by Store
<b>La-Z Boy Home Furnishings &amp; Decor</b>	402 W Town Center Blvd, Champaign, IL 61822	Monday – Saturday 10am – 8pm Sunday noon – 5pm
<b>Furniture World of Rantoul</b>	112 W Sangamon Ave, Rantoul IL 61866	Monday – Saturday 9:30am to 5pm
<b>Furniture Warehouse</b>	126 E University Ave, Champaign, IL 61820	Monday – Saturday 10am to 5pm
<b>Sav-a-Lot</b>	220 N Broadway Ave, Urbana, IL 61801	Daily 8am – 9pm

Do any of the **Public Transit Operators** serve these primary retailers? If so, which ones and when are these services provided? Please provide more rows to this table as necessary.

<b>Retailer Name</b>	<b>Operator Name</b>	<b>Operator's Service Hours &amp; Days</b>
<b>Market Place Mall</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Kohl's</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Gordman's</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>TJ Maxx</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Hobby Lobby</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Bed Bath and Beyond</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Target</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Lowe's Home Improvement</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm

<b>Ashley Furniture Home Store</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Menards</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Walmart Supercenter</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Meijer</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Pinetree Plaza (Best Buy, Ross, Michaels, Shoe Carnival)</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Sam’s Club</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Rural King</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Rural King</b>	C-CARTS	C-CARTS: Monday – Friday 6am to 6pm
<b>Blain’s Farm and Fleet</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Walmart Supercenter</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday

		6am to 6pm
<b>Walmart Supercenter</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Meijer</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Furniture Row</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Lincoln Square Mall</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Country Fair Shopping Center</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Round Barn Center</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Dollar General</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Maple Grove Plaza</b>	C-CARTS	C-CARTS: Monday – Friday 6am to 6pm
<b>Walmart Supercenter</b>	C-CARTS	C-CARTS: Monday – Friday 6am to 6pm

<b>Dollar General</b>	C-CARTS	C-CARTS: Monday – Friday 6am to 6pm
<b>Rantoul Plaza Shopping Center</b>	C-CARTS	C-CARTS: Monday – Friday 6am to 6pm
<b>La-Z Boy Home Furnishings &amp; Decor</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Furniture World of Rantoul</b>	C-CARTS	C-CARTS: Monday – Friday 6am to 6pm
<b>Furniture Warehouse</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>Sav-a-Lot</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm



### Educational Institutions

What community colleges, colleges, and technical schools are within the Grantee’s boundaries or service area? Please provide the names and addresses of these educational institutions, describe the type of institution it is (community college, college, etc.), and provide its operating hours.

Institution Name	Institution’s Address	Type of Institution	Operating Hours
<b>Parkland College</b>	2400 W Bradley Ave Champaign IL 61821	Community College	24 hours
<b>University of Illinois</b>	1301 W Gregory Drive Urbana IL 61801	State University	24 hours

Do any of the **Public Transit Operators** serve these educational institutions. When are these services provided?

Institution Name	Transit Service	Operating Hours & Days
<b>Parkland College</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm
<b>University of Illinois</b>	MTD and C-CARTS	MTD: Daily, time varies per day/route C-CARTS: Monday – Friday 6am to 6pm

Are there any institutions of higher learning outside of but near the borders of your Grantee's boundaries or service area? If so, where are they located? Please provide the names and addresses of each educational institution, and the type of institution (community college, technical college, college, university, etc.). What are each institution's operating hours?

<b>Institution Name</b>	<b>Institution's Address</b>	<b>Type of Institution</b>	<b>Operating Hours</b>

## Strategy and Initiatives

The Gap Analysis (or study of the difference between the existing services and potential markets) should lay a foundation for developing a strategy and initiatives leading to that strategy's realization. The strategy and initiatives should be ambitious and implementable within the given time ranges.

Short-term initiatives require little or no planning or capital and can be implemented within 1-3 years. These initiatives could include placing marketing brochures at universities, libraries, and social service agencies which do not have them already, increasing vehicle use rates, and/or entering into additional service contracts with several of the County's human services agencies.

Medium-term initiatives may require a planning study or a moderate sum of money before being implemented. These initiatives will likely take over three years to less than five years to implement. They could include upgrading training on new scheduling and dispatching software to increase vehicle use rates, better service coordination between specific agencies, or increasing transit coverage within the County.

Long-term initiatives will likely require a planning study and a larger sum of money before being implemented. Agencies will likely have to find ways to increase revenue and make greater efficiencies to implement these plans. These initiatives could include implementing fixed routes in areas of sustained, high demand; building of transfer centers for better coordination of services among several regional transit agencies, and implementation of regional routes to major employment centers and the proposed Amtrak high speed rail service.

These initiatives will vary among Grantees and their Operators, depending on their existing resources. However, every Grantee and Operator should have initiatives fitting into the Grantee's strategy.

What is the Grantee's strategy for increasing mobility and accessibility within their jurisdiction? Please add more sheets if necessary.

**Increase the number of deviated fixed-routes along high frequency corridors:** Additional deviated fixed routes will increase efficiency and reduce denials by better grouping trips. Rantoul's deviated fixed-route, known as the Eagle Express, produced 50% of all C-CARTS trips in 2018. Passengers prefer the consistency of deviated fixed-routes without needing to schedule ahead of time.

Aside from Rantoul, trip analysis shows high numbers of traffic and public transit trips between Mahomet, Bondville, and the urbanized area. C-CARTS would like to develop deviated fixed routes in those areas when the operational funding becomes available. Proposed deviation radius is 10 miles; this will allow communities such as Fisher, Dewey, Gifford and Thomasboro in the north and Seymour in west Champaign County to be served.

A strategy tied to this initiative is to increase the number of service contracts, thus allowing the County to draw down more operational funds with increased local match.

What are the Grantee's short-term initiatives to help address the gaps identified in the previous section? Please use additional sheets if necessary.

**Expand service hours to 5am to 7pm, Monday – Sunday:** Public outreach for RPC's Rural Mobility Plan completed in January 2014, revealed a concern from employers and employees that cannot use the current rural transit system because the operating hours do not allow them to get to work on time or take them home when their shift is over. Longer hours would offer the promise of greater provision of employment trips, as well as allowing for a greater number of general demand response trips. In 2018, 31 percent of full-time employed Americans worked on weekends either regularly or intermittently, according to the Bureau of Labor Statistics. Rider surveys from January 2019 outlined passengers' desire for weekend transportation for work, recreational activities, and religious services.

**Implement two driver shifts per day for each vehicle:** This step will make it possible for Champaign County to increase the length of its service day as well as eliminate periods of inactivity during the midday. Instead of having drivers work all day with a lengthy break around midday, drivers could work one continuous shift in the morning or afternoon (with the appropriate breaks for meals and rest). This would allow drivers to remain part-time, but have hours that are more consistent. This strategy should be possible to accomplish if additional drivers are hired.

**Increase marketing and outreach:** Champaign County needs to engage in more countywide outreach and awareness efforts to let residents know about the service. Champaign County Rural Transit Advisory Group approved Champaign County's 2019 marketing plan in February, which entails posting brochures, posters, and yard signs throughout rural Champaign County. Champaign County and MTD will conduct rural travel trainings in the community as needed. Staff will attend community events to distribute information and speak with residents about the service at least thrice annually.

What is the mid-range plan to help address the gaps identified in the previous section?

**Decrease advanced ride request to 24 hours:** Service analysis shows many trips have been denied due to not requesting the trip at least 48 hours in advance. Changing the time frame for reserving rides from 48 hours to 24 hours may decrease no shows because it reduces the likelihood of persons forgetting that a trip has been scheduled. Champaign County recently acquired CAD (computer-aided dispatch) which creates some efficiencies and openings in the route schedule. Deviated fixed-route services additionally reduce the number of advance schedule reservations since there would be fewer demand-response trips.

**Extend the discounted fare to low income persons (for routes going between towns):** Low-income persons disproportionately spend more on transportation. Per 2019 Federal Poverty Guidelines, an individual is considered low income if their annual income is less than \$12,490. The C-CARTS fare is currently set at \$5 each way for most regions in the county; if a person is utilizing the service for full-time work related trips the total cost would annualize to \$2,600. This means that a working individual at the 2019 poverty line would spend over 20% of their annual income on transportation alone. It is ideal to reduce the fare for the general public, however providing a discounted fare for low income persons is a good place to start. If the fare were reduced from \$5 to \$2 for the public, the annual cost of C-CARTS service would be approximately \$1,500 cheaper. The average American spends over \$8,000 a year commuting (including vehicle maintenance, fuel, etc.). This means that C-CARTS passengers could potentially save around \$7,000 annually by switching from private vehicle commuting (calculated based on a \$2 fare, 30 mile a day commute, 260 days a year).

What is the long-range plan to help address the gaps identified in the previous section? Please attach additional sheets if necessary.

**Expanding employment transportation service for the rural population:** The Bureau of Labor Statistics Monthly Labor Review for December 2007 (see appendix) focused on the prevalence of flexible work schedules and shift work<sup>1</sup>. This report stated that in 2004, 21% of the American workforce engaged in shift work outside of regular daytime schedules. Twenty-two of the top 25 employers in Champaign County are located in the urbanized area of Champaign and Urbana. Over half of these 22 employers operate on a 24-hour rotational shift schedule. Many low-income working families are employed in the service sector, often in jobs that require working long hours and on night and weekend shifts. In 2011, one quarter of adults in low-income families in the United States were employed in eight occupations, some of which include cashiers, janitors, health aids and foodservice workers. The American Psychiatric Association estimated in 2013 that somewhere between 16% and 20% of the workforce is engaged in nighttime work. Therefore, providing rural transportation service beyond even the suggested expanded time frame of 5AM to 7PM will not meet the needs of majority of these workers.

Providing this type of support will involve working in collaboration with major employers who have a high demand for workers on a 24-hour shift schedule. In 2018, all top ten employers for Champaign County are located within the cities of Champaign and Urbana, and seven of those ten employers operate on a 24-hour shift schedule. The service could utilize Section 5311 funding to provide mileage reimbursements. This service could also utilize volunteer drivers who would also qualify for mileage reimbursements. An important component of mileage reimbursements is to ensure that limits are set for maximum monthly reimbursements and monitoring to ensure that each ride is work-related.

Champaign County and MTD would attempt to develop service contracts with local top employers in the rural area to ensure that their employees, who work outside of traditional weekday times, have transportation to and from work. The service contract revenue would draw down more operational funds to hire additional operators, purchase more fuel, etc.

### Transit 5-Year Forecast

The purpose of the forecast is assist in the evaluation of current and future fiscal conditions to guide policy and programmatic decisions. The forecast should be used as a management tool that presents estimated information based on past, current, and projected conditions. This will help identify future trends that may have an immediate or long-term influence on transit services.

<b>EXPENSE</b>	<b>FY20</b>	<b>FY21</b>	<b>FY22</b>	<b>FY23</b>	<b>FY24</b>	<b>FY25</b>	<b>Total</b>
Total Eligible	\$698,000	\$709,000	\$715,000	\$720,000	\$730,000	\$735,000	\$4,307,000
<b>REVENUE</b>	<b>FY20</b>	<b>FY21</b>	<b>FY22</b>	<b>FY23</b>	<b>FY24</b>	<b>FY25</b>	<b>Total</b>
Farebox	\$60,000	\$63,000	\$66,000	\$68,000	\$70,000	\$72,500	\$399,500
Federal	\$153,871	\$153,871	\$153,871	\$153,871	\$153,871	\$153,871	\$923,226
State	\$655,995	\$690,000	\$735,000	\$775,000	\$815,000	\$840,000	\$4,510,995
Local	\$111,100	\$150,000**	\$160,000	\$170,000	\$183,000	\$197,500	\$971,600
<b>VEHICLE SERVICE</b>	<b>FY20</b>	<b>FY21</b>	<b>FY22</b>	<b>FY23</b>	<b>FY24</b>	<b>FY25</b>	<b>Total</b>
Revenue Miles	415,000*	430,000	440,000	450,000	460,000	470,000	2,665,000
Revenue Hours	18,500*	21,000	23,000	25,500	27,000	29,500	144,500
Revenue Fleet	12	14	14	14	16	16	16
Ridership	30,000	33,000	35,000	37,000	40,000	42,500	217,500

\*Revenue miles/hours will not increase as dramatically due to ITS implementation efficiencies

\*\*additional service contract revenue from Mahomet or Rantoul business, etc.

## Champaign County Public Transportation Service Plan appendix

Appendix A – FY19 Non-DOAP Local Match Survey

Appendix B – C-CARTS Marketing Plan 2019

Appendix C – C-CARTS Brochures (English and Spanish)

Appendix D – Brochure locations

Appendix E – Yardsign locations

Appendix F – Title VI (updated 2018)

Appendix G – Bureau of Labor Statistics study 2004



**Division of Public and Intermodal Transportation  
State Fiscal Year 2019 (7/1/18 - 6/30/19)  
Local Non DOAP Revenue Source and Program Reserves for the Section 5311 Program**

<small>Grantee</small>	Champaign County	<small>Complete by (Name and Phone) Contact Email</small>	Jolene Gensler (Comptroller, CUMTD), (217) 384-8188 <a href="mailto:gensler@cumtd.com">gensler@cumtd.com</a>
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**1. Beginning Carry Forward Balance \$ 64,891.00**

**2. Non DOAP Local Match Sources**

<u>Local Revenue Source (if service contract, list agency name)</u>	<u>Service Contract</u>	<u>Title IIB</u>	<u>Title XX</u>	<u>Medicaid</u>	<u>Rehab</u>	<u>Other</u>	<u>Please indicate the source of 'other'</u>	<u>Total Amount of Funding</u>
Champaign County Nursing Home	\$0	\$0	\$0	\$0	\$0	\$0		\$0
Village of Rantoul	\$110,683	\$0	\$0	\$0	\$0	\$0		\$110,683
	\$0	\$0	\$0	\$0	\$0	\$0		\$0
	\$0	\$0	\$0	\$0	\$0	\$0		\$0
	\$0	\$0	\$0	\$0	\$0	\$0		\$0
	\$0	\$0	\$0	\$0	\$0	\$0		\$0
	\$0	\$0	\$0	\$0	\$0	\$0		\$0
	\$0	\$0	\$0	\$0	\$0	\$0		\$0
	\$0	\$0	\$0	\$0	\$0	\$0		\$0
	\$0	\$0	\$0	\$0	\$0	\$0		\$0
	\$0	\$0	\$0	\$0	\$0	\$0		\$0
	\$0	\$0	\$0	\$0	\$0	\$0		\$0
	\$0	\$0	\$0	\$0	\$0	\$0		\$0

**Total Non-DOAP Local Transit (Local Contracts) Amount Received \$ 110,682.52**

Total Eligible Expenses	\$ 666,639.74
Less Project Income	\$ 63,782.45
Less 5311 Payments	\$ 153,871.00
Less Payments Received	
DOAP	\$ 366,271.98
JARC	\$ -
New Freedom	\$ -

**3. Less expended for Operating (Need) \$ 82,714.31**

**4. Less expended for Capital**

**5. Ending Carry Forward Balance \$ 92,859.21**

<small>PCDM</small>	<i>Kristen Gisoni</i>	<small>PCDM Review by (Name and Phone) PCDM Email</small>	Kristen Gisoni, (217) 531-8285 <a href="mailto:kgisoni@ccrcc.org">kgisoni@ccrcc.org</a>
<small>Grantee's Authorized Representative</small>	<i>Darlene Kloeppel</i>	<small>Authorized Representative (Name and Phone) Authorized Rep. e-mail</small>	Darlene Kloeppel, (217) 384-3776 <a href="mailto:dkloeppel@co.champaign.il.us">dkloeppel@co.champaign.il.us</a>

# Champaign County Area Rural Transit System (C-CARTS) Marketing Plan

## **Introduction**

This marketing plan is designed to provide a blueprint for marketing public transit services in the rural Champaign County area.

The goals of this marketing plan are:

- Identifying marketing methods and materials that reach all residents, including persons with disabilities, low-income individuals, and seniors
- Utilizing identified marketing streams
- Creating a marketing budget that uses current grant funds
- Increasing ridership and fare revenue

## **Market Research and Analysis**

### *Situational Analysis*

Champaign County receives state and federal grant funds to operate a rural transit system in the county. The service began in 2011 with CRIS Rural Mass Transit (Danville, Il.) as the operator. Service hours were expanded in 2013 from Monday-Friday 7:00am to 4:00pm to 6:00am to 6:00pm. In 2014, Champaign-Urbana Mass Transit District (MTD) replaced CRIS as the new operator and C-CARTS started. C-CARTS established a service contract with the Village of Rantoul in November 2016 to increase ridership and provide fixed-route and demand-response services to the area. Fixed-route ridership increased from 382 trips in November 2016 to 1,165 trips in November 2018. Demand response trips increased from 176 to 840 during the same period.

C-CARTS competes with CRIS Rural Mass Transit District for non-emergency medical trips since CRIS accepts Medicaid. Other competitors include various taxi and rideshare companies; however, these companies operate with greater frequency in the Champaign-Urbana urbanized area as opposed to the rural areas in the county. Residents pay much higher prices traveling from the urbanized area into the rural area due to the distance when using taxi and rideshare services. C-CARTS fares are far lower due to the state and federal subsidies.

### *Product/Service Analysis*

C-CARTS provides trips to the general public for any reason. The greatest portion of riders take trips for medical or employment purposes. However, riders also use C-CARTS to grocery shop, socialize, or attend school.

MTD houses the vehicles in their newly renovated maintenance facility in Urbana. MTD staff provides regular maintenance to the vehicles in-house. Larger jobs are contracted to vehicle maintenance businesses such as Jasper Engines & Transmissions.

C-CARTS strengths are:

- Low prices
- Demand-response service
- ADA-accessibility
- Experienced staff

C-CARTS weaknesses are:

- Hours of operation
- Assistance to riders with mobility limitations beyond wheelchairs
- Awareness about the service

#### *Target Market Identification and Description*

C-CARTS' main target markets include the general public, seniors, individuals with low-income, zero-vehicle households, and persons with disabilities who require ADA-compliant vehicles.

Many industrial complex workers are either low-income individuals or do not own a vehicle or both. Village of Rantoul officials have observed employees walking along the highway to get to work instead of using C-CARTS services. Officials believe that these individuals do not know about C-CARTS services and would start using C-CARTS if they knew more about the system.

Several senior living facilities have requested service contracts or specific trip dates for their residents. Transportation is costly for businesses to provide, so senior living companies prefer to use readily available services such as C-CARTS instead. Seniors cited as a problem the inability to make a trip without C-CARTS' services in rider surveys.

Low-income individuals can afford to use C-CARTS since fares range from \$1 in-town trips to \$5 for trips to the Champaign-Urbana urbanized area. Comparable services with private companies cost much higher, especially when rural residents want to travel into the urbanized area and vice versa.

#### **Marketing and Financial Objectives**

C-CARTS marketing objectives are as follows:

1. To increase overall ridership by 10% from January 2019 to December 2019
2. To increase fixed-route ridership by 5% from January 2019 to December 2019
3. To attend three public events a year to increase awareness about availability of public transportation service in Champaign County

C-CARTS financial objectives are as follows:

1. To maintain services under current grant funds
2. To increase amount of rider fares collected
3. To increase number of service contracts with other agencies

#### **Marketing Strategies**

##### *Market Penetration and Development*

To increase ridership, C-CARTS staff will focus on our target consumers. First, we will work to attract seniors. We can achieve this goal by placing informational brochures and flyers at senior living facilities in rural Champaign County.

We will also place brochures and flyers at social service agencies to attract persons with low-incomes. Placing yard signs around Rantoul will be another way to reach individuals with low-

income, since people with no or little disposable income are less likely to have access to the internet, phone or cable.

Finally, we will place brochures and flyers at human service agencies to reach individuals with disabilities who would be able to utilize the service. Personal assistants are allowed to ride CCARTS buses free of charge, which would be appealing to human service agencies whose clients may require assistance riding the bus.

Flyers and brochures will be placed at high traffic locations such as post offices, churches, restaurants, and community buildings in an effort to reach the general public. CCARTS staff will attend three community events annually to reach more residents and make them aware of C-CARTS services. Residents will be guided towards digital materials or physical, paper copies, depending on how the person prefers to receive information. Emphasis will be placed on the fact that anyone can use the transit system.

#### *Product Development*

CCARTS staff uses rider surveys and other feedback to update services and policies. These surveys will continue to be conducted biannually and/or annually.

### **Advertising, Promotion, and Publicity**

#### *Advertising*

To inform residents about services, the following sources will be used in the next year:

1. Facebook announcements
2. Yardsigns
3. Radio ads
4. Newspaper ads
5. Brochures/flyers

#### *Publicity*

Local newspapers and radio/tv hosts will be notified when CCARTS changes the service. For example, CCARTS informed local news sources when the fixed-routes in Rantoul changed in November 2018. The Village of Rantoul's Facebook will be used since most trips occur in the Eagle Express fixed-route and demand-response service. CCARTS does not have social media.

### **Marketing Budget**

The following budget will be used as a guideline for marketing expenditures over the next twelve months.

A portion of Champaign County's state and federal transportation grant budget is set aside for marketing. This marketing plan covers January 2019 to December 2019, but the overall marketing budget may change halfway through the year since the grant fiscal year ends in July.

<u>Marketing Activities</u>	<u>Cost</u>
Newspaper/Social Media Advertisements	\$400
Yard signs	\$550
Printing	\$250
Radio time	\$500
<b>Total expenditures</b>	<b>\$1,700</b>
<b>Total dollars allocated to marketing</b>	<b>\$5,000</b>

### Monitoring and Evaluating Market Response

Market response will be measured by ridership, since the top priority in public transit is serving a higher number of residents. Fare revenue will be measured as well since this metric is tied to ridership. Both metrics will be calculated by C-CARTS staff using CTS TripMaster software. The data collected from January 2019 and December 2019 will indicate whether the marketing plan has been successful. CCARTS staff will additionally use survey data to measure service quality.

### Marketing Plan Timeline

#### *Month one*

- Village of Rantoul posts about services on their Facebook page
- Rider surveys conducted

#### *Month two-five*

- Radio ads
- Yardsigns placed in Rantoul
- CCARTS staff attend community event
- Brochures/flyers placed in senior living, human service, social service and high-traffic buildings

#### *Month six-nine*

- Rider surveys conducted
- CCARTS staff attend community event
- Update materials (if needed)
  - Place new materials at locations

#### *Month ten-twelve*

- Radio ads
- CCARTS staff attend community event
- Review survey and ridership data

Champaign County Rural Transit Advisory Group (RTAG) approval

Nancy Greenwalt  
Name

[Signature]  
Signature

2-27-19  
Date

## Overview

Champaign County Area Rural Transit System (C-CARTS) provides safe, convenient, and reliable general public transportation in rural Champaign County. Service is provided within rural areas or between rural and urbanized areas. C-CARTS provides demand response transportation whereby persons needing a ride call ahead to request a specific pick-up time and location. The level of service provided is curb-to-curb allowing passengers to pick-up and drop-off at the curb closest to their desired location.

### Who is Eligible to Ride?

Any resident of Champaign County wanting to travel to or from a rural destination in the County. C-CARTS is unable to provide transportation between two locations within the cities of Champaign, Urbana, and Savoy.

### What Can We Provide?

C-CARTS is a curb-to-curb, shared ride service. Our operators are able to assist passengers with entering and exiting the vehicle. Further assistance is available to passengers with disabilities upon request.

Passengers with disabilities may be accompanied by a Personal Care Attendant (PCA). PCAs ride at no additional cost.

Service animals are allowed to accompany passengers on all C-CARTS vehicles. Care and supervision of the animal is the responsibility of the passenger. We ask that you inform us when you schedule a trip if a service animal will be with you.

All wheelchairs will be secured during transportation by a C-CARTS operator.

Portable oxygen tanks and respirators are allowed on all C-CARTS vehicles.

## Hours of Operation

Monday - Friday  
6:00 A.M. - 6:00 P.M.

C-CARTS does NOT operate on the following holidays:

- New Year's Day (January 1)
- Memorial Day (Last Monday in May)
- Independence Day (July 4)
- Labor Day (First Monday in September)
- Thanksgiving (Fourth Thursday in November)
- Christmas (December 25)

### Inclement Weather Policy

C-CARTS bases its decision to suspend service to certain areas based on school district closures, available road condition data, and other available weather information. In case of cancellations, C-CARTS will contact the following radio and television stations to disseminate this information:

Radio WCFM FM (92.5), WLRW FM (94.5), WIXY FM (100.3), WGKC FM (105.9), WPGU FM (107.1), WDWS AM (1400)

Television WCIA (usually Channel 3)  
WICD (usually Channel 15)

Additionally, cancellation information will be available at [www.c-carts.com](http://www.c-carts.com).

## C-CARTS

1101 E. University Avenue  
Urbana, IL 61802-2009  
217.344.4BUS (4287)  
[www.c-carts.com](http://www.c-carts.com)



Shared Ride  
Transportation Serving  
the General Public of  
Champaign County



Champaign County Area  
Rural Transit System  
Curb-to-Curb Transportation  
Services for Any Purpose

217.344.4BUS (4287)  
[www.c-carts.com](http://www.c-carts.com)

## How to Ride

### Scheduling a Trip

C-CARTS is a shared-ride service. To schedule or cancel your ride, call 217.344.4287; vehicle operators are not able to assist with scheduling rides.

### Timing

Reservations must be made at least two (2) business days prior to the requested ride. All trips are scheduled on an as-available basis.

When scheduling rides, please have the following information available:

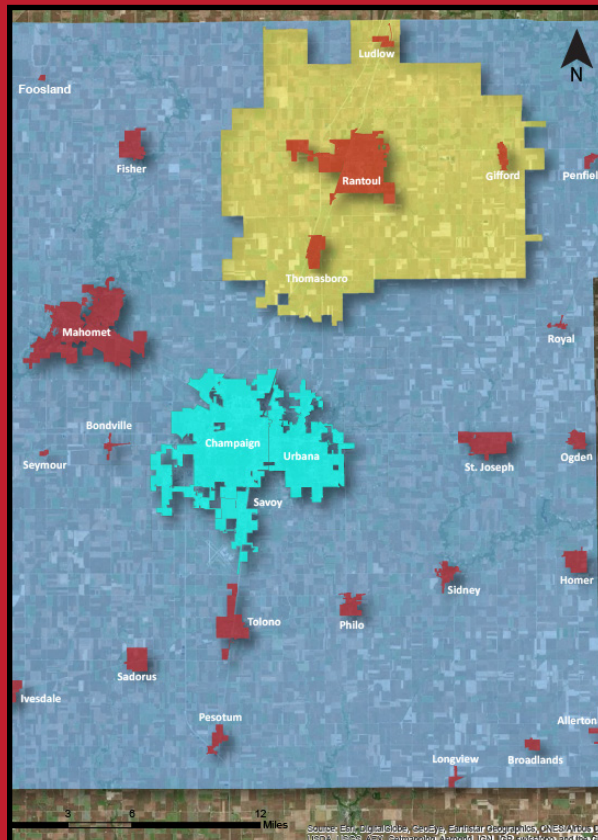
- 1) Name
- 2) Date of Ride
- 3) Pick up address, preferred pick up time, and destination (some locations have designated drop off/pick up areas)
- 4) Same information for return ride
- 5) Whether you use a mobility device
- 6) Whether a personal care attendant (PCA), service animal, or companion will be riding with you

## Rules of Riding

We strive to provide all passengers with a consistent experience. With that goal in mind, we ask passengers to adhere to the following rules of riding:

- Your C-CARTS vehicle may arrive 15 minutes before or after your scheduled time. Please help us stay on schedule by being prepared to board when the vehicle arrives.
- Be courteous and kind to your vehicle operator and other passengers
- All passengers must wear seatbelts unless medical authorization prohibits their use and is on file with C-CARTS.
- Eating and drinking are prohibited on C-CARTS vehicles. Tobacco and nicotine products (including smokeless) are also prohibited.
- Please do not use any electronic device or musical instrument in a manner which may be distracting and/or offensive to others on C-CARTS vehicles.
- Please wear proper attire. If you are not wearing shoes or a shirt, you will not be provided service.
- All carry-on items must be managed by the passenger and/or their PCA. Items must be kept in their personal space. Vehicle operators are unable to assist with items.

## Service Area



## Fares

Origin	Destination	12 and Under*	12 to 60	60 and Over
Yellow	Yellow	\$1.00	\$2.00	\$2.00
Yellow	Blue	\$1.00	\$5.00	\$2.00
Yellow	Teal	\$1.00	\$5.00	\$2.00
Blue	Teal	\$1.00	\$5.00	\$2.00
Blue	Blue	\$1.00	\$5.00	\$2.00

\*Please note that children under 12 must be accompanied by an adult

## Our Fleet

C-CARTS operates a 100% accessible fleet of 14 passenger vehicles. Each of these vehicles is equipped with a wheelchair ramp or lift to accommodate all passengers.

## No Show Policy

To assist in keeping service timely for all of our passengers, C-CARTS vehicles are only able to wait three (3) minutes from the time of arrival at a pick-up location. If a passenger does not show up for their ride during this time, the vehicle must leave to pick up additional passengers and is counted as a no show. Alternatively, if a trip is cancelled less than one (1) hour before the scheduled ride time this is also counted as a no-show.

If a passenger has established a pattern or practice of missing scheduled trips (no show or late cancellation), services can be suspended for a reasonable period of time. Allowances may be made for missed trips out of the passengers control.

The number of no-shows and late cancellations considered a pattern or practice and period of suspension are determined by the frequency that a rider utilizes C-CARTS services.

## Comments, Complaints, or Concerns?

Please call the C-CARTS office at 217.344.4287 with questions, comments, concerns, or complaints about service.

## Visión General

El Sistema de Tránsito Rural del Área del Condado de Champaign (C-CARTS) proporciona transporte público general seguro, conveniente y confiable en el área rural del condado de Champaign. El servicio se proporciona entre las áreas rurales o entre áreas rurales y urbanizadas. C-CARTS ofrece servicio de transporte que responde a la demanda, en el que las personas que necesitan un viaje llaman con anticipación para solicitar que los recojan a una hora específica en determinado sitio. El nivel de servicio proporcionado es de acera a acera, lo que permite a los pasajeros ser recogidos y dejados en la acera más cercana a su ubicación deseada.

### ¿Quién es elegible para viajar?

Cualquier residente del Condado de Champaign que desee viajar hacia o desde un destino rural en el Condado. C-CARTS no puede proporcionar transporte entre dos ubicaciones dentro de las ciudades de Champaign, Urbana y Savoy.

### ¿Qué podemos proporcionar?

C-CARTS es un servicio de viaje compartido de acera a acera. Nuestros operadores pueden ayudar a los pasajeros a entrar y salir del vehículo. Asistencia adicional está disponible para los pasajeros con discapacidades que lo soliciten.

Pasajeros con discapacidades pueden estar acompañados por un Personal Care Attendant (PCA). Los PCA viajan sin costo adicional.

Los animales de servicio pueden acompañar a los pasajeros en todos los vehículos de C-CARTS. El cuidado y la supervisión del animal es responsabilidad del pasajero. Le pedimos que nos informe cuando programe un viaje si un animal de servicio estará con usted.

Todas las sillas de ruedas serán aseguradas durante el transporte por un operador de C-CARTS.

Se permiten tanques de oxígeno portátiles y respiradores en todos los vehículos de C-CARTS.

## Horas de Operación

Lunes - Viernes  
6:00 A.M. - 6:00 P.M.

C-CARTS NO opera en los siguientes días festivos:

- Día de Año Nuevo (1 de enero)
- Día de los Caídos (el último lunes de mayo)
- Día de la Independencia (4 de julio)
- Día del Trabajo (primer lunes de septiembre)
- Acción de gracias (cuarto jueves de noviembre)
- Navidad (25 de diciembre)

### Política de Clima Inclemente

C-CARTS basa su decisión de suspender el servicio a ciertas áreas de acuerdo con los cierres del distrito escolar, los datos disponibles sobre el estado de las carreteras y otra información meteorológica disponible. En caso de cancelaciones, C-CARTS se comunicará con las siguientes estaciones de radio y televisión para difundir esta información:

Radio WCFF FM (92.5), WLRW FM (94.5),  
WIXY FM (100.3), WGKC FM (105.9),  
WPGU FM (107.1), WDWS AM (1400)

Televisión WCIA (usualmente Canal 3)  
WICD (usualmente Canal 15)

Además, la información de cancelación estará disponible en [www.c-carts.com](http://www.c-carts.com).

## C-CARTS

1101 E. University Avenue  
Urbana, IL 61802-2009  
217.344.4BUS (4287)  
[www.c-carts.com](http://www.c-carts.com)



Transporte de viaje compartido al servicio del público en general en el condado de Champaign



**Sistema de Tránsito Rural del Área del Condado de Champaign (C-CARTS)**

*Servicios de transporte de acera a acera para cualquier propósito*

217.344.4BUS (4287)  
[www.c-carts.com](http://www.c-carts.com)



# ¿Cómo Viajar?

## Programando un Viaje

C-CARTS es un servicio de viaje compartido. Para programar o cancelar su viaje, llame al 217.344.4287. Los operadores de vehículos no pueden ayudar con la programación de viajes.

## Reservaciones

Las reservaciones deben hacerse al menos dos (2) días hábiles antes del viaje solicitado. Todos los viajes son programados de acuerdo a su disponibilidad.

Cuando programe viajes, tenga a mano la siguiente información:

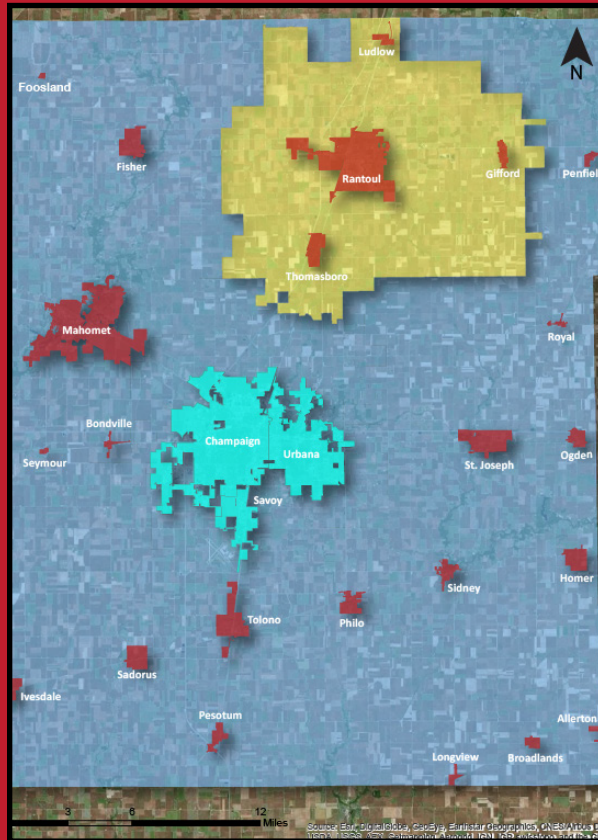
- 1) Nombre
- 2) Fecha del viaje
- 3) Dirección y hora preferida donde va a ser recogido y destino (algunas ubicaciones tienen áreas designadas para dejar/recoger pasajeros)
- 4) La misma información para el viaje de regreso.
- 5) Informar si usa un dispositivo de movilidad
- 6) Informar si un asistente de cuidado personal (PCA), un animal de servicio o un acompañante viajará con usted

## Reglas para Viajar

Nos esforzamos por brindar a todos los pasajeros una experiencia consistente. Con ese objetivo en mente, pedimos a los pasajeros que se adhieran a las siguientes reglas de viaje:

- Su vehículo C-CARTS puede llegar 15 minutos antes o después de su horario programado. Por favor, ayúdenos a mantener el horario programado para estar preparado para abordar cuando llegue el vehículo.
- Sea cortés y amable con el operador de su vehículo y con otros pasajeros.
- Todos los pasajeros deben usar cinturones de seguridad a menos que la autorización médica prohíba su uso y esté archivada con C-CARTS.
- Esta prohibido comer y beber en los vehículos de C-CARTS. Productos de tabaco y nicotina (incluso sin humo) también están prohibidos.
- No puede utilizar ningún dispositivo electrónico o instrumento musical que moleste u ofenda a otros pasajeros viajando en el vehículo de C-CARTS.
- Debe usar ropa adecuada. Si no está usando zapatos o una camisa, no se le proporcionará servicio.
- Todos los artículos de mano deben estar controlados por el pasajero y / o su PCA. Los artículos deben mantenerse en su espacio personal. Los operadores de los vehículos de C-CARTS no pueden ayudar con los artículos.

## Area de Servicio



## Tarifas

Origen	Destino	12 Años o Menos*	12 a 60 Años Mas de 60 Años	
Amarillo	Amarillo	\$1.00	\$2.00	\$2.00
Amarillo	Azul	\$1.00	\$5.00	\$2.00
Amarillo	VerdeAzulado	\$1.00	\$5.00	\$2.00
Azul	VerdeAzulado	\$1.00	\$5.00	\$2.00
Azul	Azul	\$1.00	\$5.00	\$2.00

\*Por favor, note que niños menores de 12 años deben estar acompañados por un adulto

## Vehículos en Operación

C-CARTS opera una flota de 14 vehículos de pasajeros 100% accesibles. Cada uno de estos vehículos está equipado con una rampa o elevador para sillas de ruedas para asistir a todos los pasajeros.

## Política de No Presentarse

Para ayudar a mantener el servicio a tiempo para todos nuestros pasajeros, los vehículos de C-CARTS solo pueden esperar tres (3) minutos desde el momento de su llegada a un lugar de recogida. Si un pasajero no se presenta a su viaje durante este tiempo, el vehículo debe continuar su ruta y recoger pasajeros adicionales y el viaje de la persona que no se presentó se contabiliza como no presentado. Alternativamente, si un viaje se cancela menos de una (1) hora antes del tiempo de viaje programado, esto también se contabiliza como no presentado.

Si un pasajero ha establecido un patrón o la práctica de perder viajes programados (no presentarse o cancelación tardía), el servicio de transporte a este pasajero puede suspenderse por un período de tiempo razonable. Se podrán asignar viajes perdidos cuando la razón por la pérdida del viaje estaba fuera del control del pasajero.

La cantidad de no presentaciones y cancelaciones tardías consideradas como un patrón o práctica y el período de suspensión está determinado por la frecuencia con la que un usuario utiliza los servicios de C-CARTS.

## ¿Comentarios, quejas o inquietudes?

Llame a la oficina de C-CARTS al 217.344.4287 si tiene preguntas, comentarios, inquietudes o quejas sobre el servicio.

## Posters/Brochures for Champaign County, Illinois

1. Bondville
  - Bondville United Methodist Church, 100 W Chestnut Rd
  - U.S. Post Office, 307 S Market St
2. Champaign
  - Illinois Terminal, 45 E University Ave
3. Dewey
  - U.S. Post Office, 110 2nd St
4. Fisher
  - Ingold's Grocery Store, 101 S. 3<sup>rd</sup> Street
  - River Valley Church of Christ, 17 Owlcreek Lane
  - Community Center, 100 East School Street
5. Foosland
  - U.S. Post Office, 202 2nd Street
6. Gifford
  - St. Paul's Lutheran Church, 108 e Church St. PO Box 100
  - Gifford Community Center, 101 S Main St
  - Pleasant View Senior Center (Rehab Unit), 2304 County Road 3000 North Road
7. Homer
  - Public Library, 500 E. 2<sup>nd</sup> Street
  - Homer Country Market, 103 S. West Street
8. Ivesdale
  - St. Joseph Roman Catholic Church, 191 5<sup>th</sup> St
9. Longview
  - U.S. Post Office, 204 E. Logan Street
10. Ludlow
  - Ludlow United Methodist Church, 304 W Thomas
11. Mahomet
  - Mahomet United Methodist Church, 1302 East South Mahomet Road
  - Public Library, 1702 E Oak St
  - Busey Bank, 312 E. Main Street
  - The Waterford at Bridle Brook, 1505 Patton Dr
  - The Glenwood Assisted Living of Mahomet, 1709 S Division St
12. Ogden
  - Ogden Church of the Nazarene, 206 Market St
  - Public Library, 103 W. Main Street
13. Pesotum
  - St. Mary Church, 1247 County Rd 200 North
14. Philo
  - Public Library, 115 E. Washington
  - Philo Presbyterian Church, 105 East Jefferson Street
  - St Thomas Catholic Church, 310 E Madison St

15. Rantoul

- Mi Pueblo Mexican Store, 122 Garrard St.
- St. Malachy Catholic Church, 311 East Grove Ave.
- Multicultural Community Center, 1126 Country Club Ln
- Public Library, 106 W Flessner Ave
- U.S. Post Office, 401 N Maplewood Dr
- County Market, 1201 E Grove Ave
- Village Hall, 333 S Tanner St
- Community Service Center of Northern Champaign County, 520 E Wabash Ave
- Grove St Laundry, 1010 East Grove Avenue
- Combe Laboratories, 200 Shellhouse Drive
- Rantoul Foods, 205 Turner Dr
- Eagle Wings Industries, 400 Shellhouse Dr
- Jeld-Wen Windows & Doors, 201 Evans Rd
- Manpower, 132 N Garrard Street

16. Royal

- St. John's Lutheran Church, 203 Church St

17. Sadorus

- St. Paul Lutheran Church, PO Box 230101 East Church St.

18. Savoy

- Recreation Center, 402 Graham Drive

19. Seymour

- St. Boniface Catholic Church, 416 County Rd 1100 N

20. Sidney

- Public Library, 217 S David Street
- Sidney Christian Church, 305 E Main St

21. St. Joseph

- Public Library, 201 N. 3<sup>rd</sup> Street
- Living Word Family Church, 1000 Park Ave
- OSF Healthcare Center for Healthy Living

22. Thomasboro

- Thomasboro Grocery, 608 N Commercial St

23. Tolono

- St. Patrick Catholic Church, 212 E. Washington St. P.O. Box K
- Public Library, 111 E. Main Street

24. Urbana

- OSF Heart of Mary Medical Center, 1400 W. Park Street
- Carle Foundation Hospital, 611 W. Park Street

Old Note: Unable to leave anything in Penfield and Broadlands. All buildings closed. Still need to place posters in Champaign. Also, had multiple "No" responses in Rantoul and Savoy.

<b>Rantoul yard sign locations (English, Spanish one side each)</b>	<b>Number</b>
US Highway 136 (W Champaign Ave)	2
E Champaign Ave (outside Rantoul HS)	1
St. Malachy Catholic Church	1
Community Service Center of Northern Champaign County	1
Village Hall	1
Multicultural Center	1
County Market	1
Rural King	1
Head Start	1
Carle Clinic on Grove St.	1
Downtown Rantoul	1
Walmart	1
Entrance to the Industrial Complex	2
Stoplight Veterans Parkway and S Century Blvd	1
Bill Seeber Memorial Soccer Complex	1
Hap Parker Family Aquatic Center	1
Rantoul Public Library	1
Maplewood Sports Complex	1
<b>Total</b>	<b>20</b>

\*placed in Rantoul on May 30<sup>th</sup>, 2019

RESOLUTION NO. 2018-84

RESOLUTION APPROVING THE UPDATED TITLE VI FOR CHAMPAIGN COUNTY RURAL PUBLIC  
TRANSPORTATION

WHEREAS, the COUNTY OF CHAMPAIGN ("County") provides public transportation in rural Champaign County without regard to race, color, sex, and national origin in accordance with Title VI of the Civil Rights Act;

WHEREAS, the County of Champaign desires to establish a plan to ensure that riders of the Champaign County rural public transportation system are protected from civil rights violations; and

WHEREAS, any person who believes she or he has been aggravated by any unlawful discriminatory practice under Title VI may file a complaint with the county of Champaign, Illinois and provided in its Title VI Civil Rights Act Compliance Plan;

NOW, THEREFORE, BE IT RESOLVED that the County Board of Champaign County approve the Title VI for Champaign County Rural Public Transportation.

PRESENTED, ADOPTED, APPROVED and RECORDED this 19<sup>th</sup> day of April, 2018.

COUNTY OF CHAMPAIGN

By: C. Pius Weibel

C. Pius Weibel, Chair

Champaign County Board

Attest:

By: Gordy Hulten

Gordy Hulten

Champaign County Clerk

C-CARTS (Champaign County Area Rural Transit Service)

TITLE VI PLAN

2018

## **I. PURPOSE**

Title VI of the Civil Rights Act of 1964, as amended, applies to U.S. Department of Transportation Federal Transit Administration (FTA) sub-recipients. The purpose of Title VI is to ensure that no person in the United States shall, on the grounds of race, color, creed, or national origin (and including “sex” under FHWA regulations) be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance from the FTA. Later statutes extended the scope of Title VI to include prohibitions against discrimination on the basis of age, sex, and disability.

The program described herein describes Champaign County’s efforts to comply with the Title VI regulations issued by the U.S. Department of Justice and the U.S. Department of Transportation. The objectives of The Champaign County Title VI program are to:

- Ensure that the level and quality of transportation service is provided equitably and without regard to race, color, national origin, income, age, sex, or disability;
- Avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations;
- Ensure the full and fair participation of all affected populations in transportation decision making;
- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations; and
- Ensure that persons with limited English proficiency have meaningful access to programs and activities that are administered by recipients and sub-recipients.

## **II. THE C-CARTS TITLE VI PROGRAM**

Champaign County has established the following program to comply with the Department of Transportation (DOT) Title VI regulations.

### **ANNUAL SUBMISSIONS TO ILLINOIS DEPARTMENT OF TRANSPORTATION (IDOT)**

Champaign County ensures compliance with the requirements of the Illinois Department of Transportation (IDOT) Title VI Program. Champaign County will submit an annual assurance to verify Title VI compliance as part of the standard assurances it submits to IDOT with grant applications. Champaign County shall also collect Title VI Assurances from sub recipients prior to passing through FTA funds. Exhibit I on the following page is Champaign County’s Title VI assurance.

## **TITLE VI ASSURANCE TO FEDERAL TRANSIT ADMINISTRATION**

**Champaign County hereby agrees that, as a condition to receiving any Federal financial assistance from the Department of Transportation it will comply with Title VI of the Civil Rights Act of 1964, and all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation--Effectuation of the Title VI of the Civil Rights Act of 1964 and other pertinent directives, to the end and that in accordance with the Act, Regulations, and other pertinent directives, no person in the United States shall, on the grounds of race, color, or national origin (and including "sex" under FHWA regulations) be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which Champaign County received Federal financial assistance from the Department of Transportation, including the Federal Transit Administration and, Hereby gives assurance that it will promptly take any measures necessary to effectuate this agreement. This assurance is required by subsection 21.7(a) of the Regulations. More specifically and without limiting the above assurances, Champaign County gives the assurances as listed in the "Verification of Level and Quality of Service," with respect to the Federal Transit Administration Grant Program. This assurance is given in consideration of and for the purpose of obtaining any and all Federal grants, loans, contracts, property, discounts or other Federal financial assistance extended after the date hereof to the Recipient by the Department of Transportation under the Federal Transit Administration.**



## TRIENNIAL SUBMISSIONS TO IDOT

Champaign County will report the information contained in this section to IDOT on a triennial basis with the first submission parceled as part of the plan. The following report addresses each of the eight primary Title VI considerations and the associated forms, policies, and activities of its Title VI program.

### 1. Title VI Complaint Procedures

In order to comply with 40 CFR Section 21.9 (b) Champaign County has developed procedures for investigating and tracking Title VI complaints. If you believe that you have been excluded from participation in, denied the benefits of or subjected to discrimination based on race, color, sex, creed, or national origin under Champaign County's rural public transportation program or related benefits, you may file a complaint with the Champaign County Regional Planning Commission (RPC). The procedures for filing a complaint will be made available to members of the general public. The following measures will be taken in dealing with Title VI Complaints:

- 1) A formal complaint must be filed within 180 days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the Complainant's name, address, and telephone number; name of alleged discriminating official, basis of complaint (race, color, national origin, sex, disability, age), and the date of alleged act(s). Reasonable measures will be undertaken to preserve any information that is confidential. A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints. Exhibit II provides Champaign County's Title VI complaint form.
- 2) In the case where a Complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to Champaign County's Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the Coordinator will assist the Complainant in converting the verbal allegation into writing.
- 3) Champaign County will investigate complaints filed against contractors, consultants, or other sub-recipients. Complaints filed directly against Champaign County shall be forwarded to the IDOT Title VI Coordinator for investigation.

- 4) When a complete complaint is received, the Title VI Coordinator will provide written acknowledgement to the Complainant within five (5) days by registered mail. At the same time, the complaint will be forwarded to the State of Illinois for investigation.
- 5) If a complaint is deemed incomplete, additional information will be requested from the Complainant within 15 business days from receipt of the original complaint. The Complainant will be provided 60 business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.
- 6) A complaint may also be filed directly with the Federal Transit Administration by filing a complaint at:

Federal Transit Administration  
Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5<sup>th</sup> Floor-TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590

Telephone: (202) 366-4018

<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>

**CHAMPAIGN COUNTY AREA RURAL TRANSIT SYSTEM TITLE VI**  
**COMPLAINT FORM**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Numbers: (home) \_\_\_\_\_ (work) \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Accessible Format Requirements?

Large Print \_\_\_\_ Audio Tape \_\_\_\_ TDD \_\_\_\_ Other \_\_\_\_\_

*The Federal Transit Administration (FTA) Office of Civil Rights is responsible for civil rights compliance and monitoring, which includes ensuring that providers of public transportation properly abide by Title VI of the Civil Rights Act of 1964, Executive Order 12898, "Federal Actions To Address Environmental Justice in Minority Populations and Low-income Populations," and the Department of Transportation's Guidance to Recipients on Special Language Services to Limited English Proficient (LEP) Beneficiaries.*

*In CHAMPAIGN COUNTY'S complaint investigation process, we analyze the complainant's allegations for possible Title VI and related deficiencies by the transit provider. If deficiencies are identified, they are presented to the transit provider and assistance is offered to correct the inadequacies within a predetermined timeframe. The State of Illinois may also refer the matter to the U.S. Department of Justice for enforcement.*

**Section II**

Are you filing this complaint on your own behalf? Yes \_\_\_\_ No \_\_\_\_ (If you answered 'yes' to this question, go to section III)

If the answer was 'no' please supply the name of the person for whom you are complaining:

\_\_\_\_\_

Please explain why you have filed for a third party.

\_\_\_\_\_  
\_\_\_\_\_

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. Yes \_\_\_\_ No \_\_\_\_

**Section III**

Have you previously filed a Title VI complaint with CHAMPAIGN COUNTY or the FTA? Yes \_\_\_  
No\_\_\_

If yes, what was your FTA Complaint Number? \_\_\_\_\_

*(Note: This information is needed for administration purposes; we will assign the same complaint number to the new complaint.)*

Have you ever filed with any of the following agencies?

Transit Provider \_\_\_\_\_ IDOT \_\_\_\_\_ Department of Justice \_\_\_\_\_ Equal Employment  
Opportunity Commission \_\_\_\_\_ Other \_\_\_\_\_

Have you filed a lawsuit regarding this complaint? Yes\_\_\_ No\_\_\_

If yes, please provide a copy of the complaint form.

*(Note: The above information is helpful for administrative tracking purposes. However, if litigation is pending regarding the same issues, we will defer to the decision of the court.)*

**Section IV**

On separate sheets, please describe your complaint. You should include specific details such as names, dates, times, route number, witnesses, and any other information that would assist us in our investigation of your allegations. Please also provide any other documentation that is relevant to this complaint.

**Section V**

May we release a copy of your complaint to the Illinois Department of Transportation (IDOT)?  
Yes\_\_\_ No\_\_\_

May we release your identity to the IDOT? Yes \_\_\_ No\_\_\_

*(Note: We cannot accept your complaint without a signature)*

Signature\_\_\_\_\_Date\_\_\_\_\_

- 7) Within 15 business days from receipt of a complete complaint, Champaign County will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) days of this decision, the Complainant and Respondent will receive notification of the disposition by registered mail.
  - a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
  - b. If the decision is to be investigated, the notification shall inform the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
- 8) When Champaign County does not have sufficient jurisdiction, the complaint will be referred to IDOT for further investigation.
- 9) If the complaint has investigative merit, an investigator will be assigned. A complete investigation will be conducted, and an investigative report will be submitted within 45 days from the receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations.
- 10) A letter of finding will be issued to the Complainant and Respondent. Where appropriate, these letters will include conciliatory measures. A copy of the investigative report shall be forwarded to IDOT within 60 days from receipt of the complaint. If the investigation is delayed for any reason, the investigator will notify the appropriate authorities, and an extension will be requested.
- 11) If a Title VI violation is found to exist, remedial steps, as appropriate and necessary, will be taken immediately. If no violation is found, or if the Complainant is dissatisfied with Champaign County's resolution of the complaint, he/she has the right to file the complaint with the IDOT Title VI Coordinator directly.

## **2. Title VI Investigations, Complaint, and Lawsuit Record Keeping Procedures**

In order to comply with 49 CFR Section 21.9 (b) Champaign County has prepared and maintains a list of active investigations, lawsuits, or complaints naming Champaign County that allege discrimination on the basis of race, color, or national origin. The list includes:

- The date the investigation, lawsuit, or complaint was filed;

- A summary of the allegation;
- The status of the investigation; and
- Actions taken in response to the investigation, lawsuit, or complaint.

Champaign County has adopted Title VI record keeping procedures for complaints, lawsuits, and investigations. Exhibit III depicts this format. There are currently no active investigations, lawsuits, or complaints that allege discrimination by Champaign County on the basis of race, color, or national origin.

**EXHIBIT III: TITLE VI COMPLAINT RECORD KEEPING**

File Date	Summary of Allegation	Actions Taken in Response	Status of Investigation

**3. Meaningful Access to LEP Persons**

Title VI and its implementing regulations require that FTA sub-recipients take reasonable steps to ensure meaningful access to the benefits, services, information, and other important portions of their program and activities that have Limited English Proficient (LEP) individuals. Circular 4702.1A states that LEP persons are *“persons for whom English is not their primary language and who have a limited ability to speak, understand, read, or write English. It includes people who reported to the U.S. Census that they do not speak English well, or do not speak English at all.”*

Champaign County has assessed the four main factors involved in developing a Language Implementation Plan as described in the Federal Transit Administration guidance entitled “Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers.” These steps are as follows:

- (1) Identifying the number or proportion of LEP persons eligible to be served or likely to be encountered by a program activity, or service of the recipient or grantee. Champaign County

undertook an analysis of the languages spoken in its County and estimated the number of residents with Limited English Proficiency by language group.

**Exhibit IV: English and Non-English Speaking Residents of Champaign County Area**

Champaign County\* 2012-2016 ACS 5 Year Estimates Data Table

	Number	Percentage
<b>Total Population 5 years and Older</b>	<b>194,936</b>	<b>100%</b>
<b>Speak only English</b>	<b>163,010</b>	<b>83.6%</b>
<b>Language other than English</b>	<b>31,926</b>	<b>16.4</b>
<b>Speak Spanish:</b>	<b>8,602</b>	<b>4.4%</b>
Speak English less than "Very Well"	2,881	1.5%
<b>Speak other Indo-European languages:</b>	<b>7,522</b>	<b>3.9%</b>
Speak English less than "Very Well"	1,951	1.0%
<b>Speak Asian and Pacific Island languages:</b>	<b>14,408</b>	<b>7.4%</b>
Speak English less than "Very Well"	6,976	3.6%

**Total Population that does not speak English Very Well: 12,134 or 6.2%**

\*Champaign County data is for the entire county, since language data is not available at block group level data for rural vs. urban cannot be distinguished.

- (2) Determining the frequency with which LEP individuals come in contact with the program. Champaign County has not received a ride request from any individual who had difficulty communicating in English. Champaign County, however, is aware of individuals and agencies within the community that are able to provide translation services on an as needed basis and is committed to using these resources on a case by case basis as the need arises.
  
- (3) Defining the nature and importance of the program, activity, or service provided by the recipient to people’s lives. The system brochures clearly state that Champaign County service is open to all without discrimination based on race, creed, color, national origin, gender, sexual orientation, or disability. Champaign County recognizes and is committed to the importance of access to transportation for all community residents.
  
- (4) Describing the resources available to the recipient and costs. Brochures and other rider literature provide this information.

Champaign County has determined that the most cost effective means of delivering competent and accurate language services is to address the need on a case-by-case basis. As such, Champaign County will have available summaries of all vital documents translated upon request to suit the needs of each individual. In addition, Champaign County will provide interpretive mechanism on its website and electronic media. Any further requirement will be discussed individually on an as requested basis.

#### **4. Inclusive Public Participation**

Champaign County's public participation strategy offers early and continuous opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions. Engagement of the public in service planning and development is an integral part of Champaign County's planning process.

Champaign County's ongoing public participation planning works to ensure:

- Potentially affected community members will have an opportunity to participate in decisions about a proposed activity that will affect their environment and/or health and their ability to participate in life supporting activities.
- The public's contribution will influence Champaign County's decision making.
- The concerns of all person and groups participating in the process will be considered in the decision making process.
- Champaign County will seek and facilitates the involvement of those potentially impacted.
- Champaign County will use a variety of communication mechanisms to ensure that all populations, those residing in minority census tracts and those living in non-minority census tracts, persons with low income, persons with disabilities, older adults and persons with limited English proficiency have an opportunity to participation in service development and changes.

A variety of communication methods will be utilized to seek public input. Methods include:

- Notices on buses
- Newspaper Ads
- Notices on Websites
- Public Meetings
- Distribution of notices to advocacy groups
- Availability of notices in alternate formats such as braille, audio and large print
- Social media (Facebook)



## 5. Beneficiary Notification Protection under Title VI

In order to comply with 49 CFR Section 21.9 (d), sub-recipients shall provide information to the public regarding their Title VI obligations and apprise members of the public of the protections against discrimination afforded to them by Title VI. Champaign County disseminates this information to the public through measures that include posting on the transit system website, and flyers placed at county offices. The notice will be translated into languages other than English consistent with LEP Guidelines. Exhibit IV is Champaign County's Title VI Protection Notice to the Public.

### EXHIBIT V: C-CARTS TITLE VI PROTECTION NOTICE TO THE PUBLIC

Champaign County hereby gives public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and all related statutes. Title VI and related statutes prohibiting discrimination in Federally-assisted programs require that no person in the United States of America shall on the grounds of race, color, or national origin, sex, age, or disability be excluded from the participation in, be denied the benefits of, or be otherwise subjected to, discrimination under any program or activity receiving Federal financial assistance.

Any person who believes they have been aggrieved by an unlawful discretionary practice regarding Champaign County programs has the right to file a formal complaint. Any such complaint must be in writing and submitted to the Champaign County Title VI Coordinator within sixty, (60) days following the date of the alleged occurrence. For more information on Champaign County's civil rights program, and the procedures to file a complaint, contact Becky Krueger at (217) 819-4026 or [bkrueger@ccrpc.org](mailto:bkrueger@ccrpc.org). Additional information can be found at our Champaign County Regional Planning Commission website <https://ccrpc.org/documents/title-vi-complaint-procedure/> or by visiting our administrative office at:

Brookens Administrative Center  
Champaign County Regional Planning Commission  
1776 E Washington Street  
Urbana, IL 61820

## 5. Additional information requests

Champaign County fully understands that IDOT may request additional information to investigate complaints of discrimination or to resolve concerns about possible noncompliance with Title VI. Champaign County will cooperate with IDOT, and all requested information would be provided in a timely manner.

## 6. Submission of Title VI Program

To ensure compliance with 49 CFR Section 21.9 (b), this report will serve as documentation of Champaign County Title VI compliance. Champaign County will prepare and submit updates to this Title VI program to the IDOT on a triennial basis.

## **7. Conducting Analysis of Construction Projects**

Champaign County will integrate an environmental justice analysis into the National Environmental Policy Act (NEPA) document of construction projects. In the event that a construction project requires NEPA documentation, Champaign County will complete IDOT's standard environmental assessment (EA) and will submit the EA as part of each triennial Title VI submission.

## **III. SERVICE EQUITY ANALYSIS**

### **MINORITY, LOW-INCOME, AND LIMITED ENGLISH PROFICIENCY POPULATION CONCENTRATIONS**

Champaign County provides transportation services via deviated-fixed route and demand response. Rider access and travel times vary with each request. Management insures a balance of resources is available to meet specific demand in Champaign County.

Included on the following pages are a resource distribution table and demographic profile maps that illustrate minority, low income and LEP populations in relation to the Champaign County service area.

### **Champaign County Service Area (See Attachment 1)**

#### **Service Monitoring**

Champaign County's Performance Compliance and Oversight Monitor (PCOM) will monitor service level and service quality to ensure that no person or group of persons shall be discriminated against with regard to the route, scheduling, or quality of transportation service furnished by the Champaign County system, on the basis of race, color, national origin, age, sex or disability. Frequency of service, age and quality of vehicles assigned, quality of facilities, and location of routes shall not be determined on the basis of race, color, national origin, age, sex, or disability.

### **CHAMPAIGN COUNTY ENVIRONMENTAL JUSTICE AND TITLE VI SUMMARY**

Title VI of the Civil Rights Act prohibits discrimination on the basis of race, color, or national origin. IDOT and Champaign County advance Title VI and environmental justice by involving the public in transportation decisions. Effective public involvement programs enable transportation professionals to develop systems, services, and

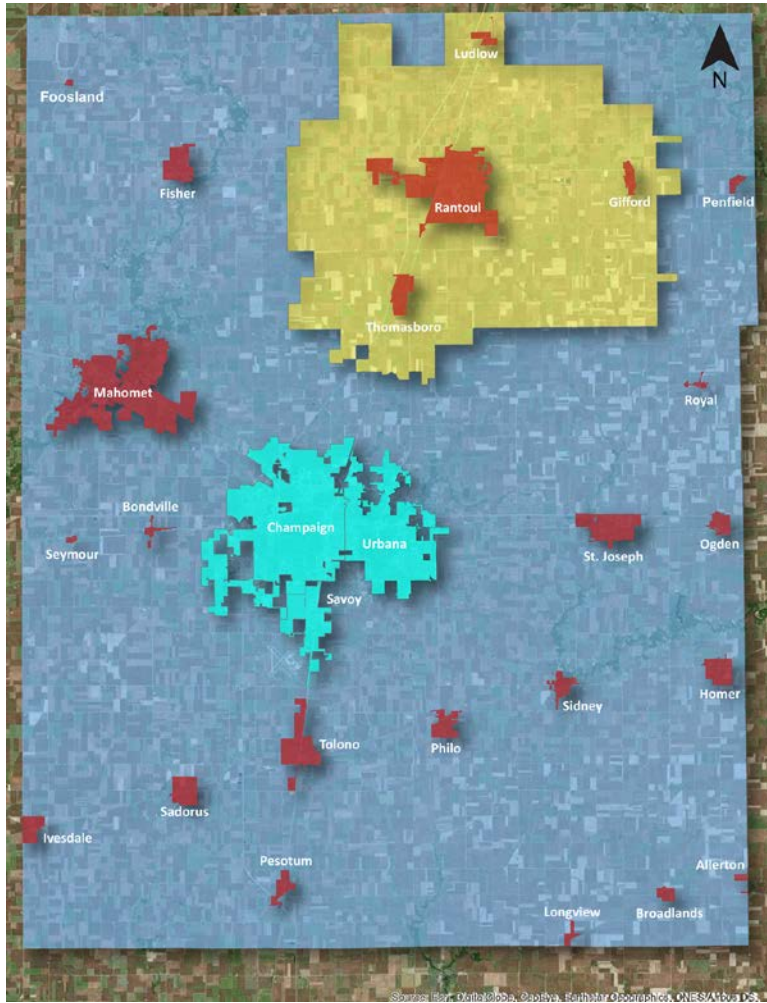
solutions that meet the needs of the public, including minority and low-income communities.

There are three fundamental environmental justice principals. The three principals are:

1. To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations.
2. To ensure the full and fair participation by all potentially affected communities in the transportation decision-making process.
3. To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.

Board Approved: 04-19-2018

## Attachment 1: Champaign County Area Rural Transit System (C-CARTS) Service Area



## Attachment II: C-CARTS Fares

### Fares

Fares vary depending on age, origin, and destination. Find your origin and destination on the Service Area Map below and match it with the corresponding row in the table below. Please note that all children under 12 must be accompanied by an adult.

Origin	Destination	12 and Under	12 to 60	60 and Over
Yellow	Yellow	\$1.00	\$2.00	\$2.00
Yellow	Teal	\$1.00	\$5.00	\$2.00
Yellow	Blue	\$1.00	\$5.00	\$2.00
Blue	Teal	\$1.00	\$5.00	\$2.00
Blue	Blue	\$1.00	\$5.00	\$2.00

# A time to work: recent trends in shift work and flexible schedules

*Numerous U.S. workers have work schedules different from the standard 9 a.m.-to-5 p.m., Monday-through-Friday, work shift; the demands of the industry are the chief determinant of the use of shift work and flexible schedules*

Terence M. McMenamin

**T**he traditional work schedule for an American employee has long been 9 a.m. to 5 p.m., Monday through Friday. However, an examination of data from the Work Schedules and Work at Home survey, a special supplement to the Current Population Survey (CPS) conducted in May 2004, reveals that substantial proportions of workers' schedules do not fit this paradigm. For instance, nearly one-third of wage and salary workers have flexible schedules on their primary jobs, meaning that they can vary their beginning and ending hours; about one-fifth work a shift other than a regular daytime shift on their primary job; and a slightly smaller proportion works on Saturday, Sunday, or both. The use of alternate shifts and flexible work schedules is often determined by the demands of the industry, rather than by workers' preferences. However, schedule considerations and flexibility are influential factors in the career-planning and labor market decisions of many workers.

The Work Schedules and Work at Home survey obtained information on individuals' work schedules or shifts and on whether they did any job-related work

at home. The data presented in this article pertain to work schedules and alternate shifts. Because of the high prevalence of both shift work and flexitime among part-time workers, the article analyzes total employment, including that of both full- and part-time workers in most cases. (Where appropriate, data are analyzed separately for part-time workers; for further information about the survey, see the appendix.)

## Flexible work schedules

In May 2004, 36.4 million wage and salary workers, or about 30 percent of all such workers, were able to vary their work hours to some degree. This percentage was somewhat lower than that (30.7 percent) in May 2001, but about the same as in May 1997. Such flexibility provides workers with increased control over their time, enhancing their ability to balance competing demands at work and at home. In a competitive labor market, companies can choose to offer their workers the freedom afforded by flexible schedules in order to improve both morale and loyalty to the company.<sup>1</sup> The proportion of

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workers able to vary their work hours rose from 1985 to 1997, but has remained fairly steady thereafter. The following tabulation shows the percentage of wage and salary workers with flexible schedules, by sex and the presence of their own children, for selected years over the past two decades:

	1985	1991	1997	2001	2004
Total, 16 years and older.....	13.6	16.0	29.9	30.7	29.6
Men.....	13.9	15.9	30.0	30.8	29.3
With own children					
under 18 years .....	13.1	15.6	30.7	31.8	29.8
Women.....	13.2	16.0	29.7	30.6	29.9
With own children					
under 18 years.....	13.3	16.3	30.8	30.7	30.2

Since 1985, the proportions of employed men and women able to vary their work hours have been about equal.<sup>2</sup> The same is true of both mothers and fathers who work. Within each of these groups, the proportion of workers able to vary the times they started and ended work more than doubled between 1985 and 1997, after which it has remained at about that level.

The nature of the industry is one of the main determinants of the prevalence of flexible schedules. For example, in 2004, fewer workers (24.8 percent) had flexible schedules in the manufacturing industry, in which set work schedules are frequently necessary, than in financial activities or in professional and business services, in which nearly 40 percent of workers were able to vary their schedules.<sup>3</sup> (See table 1.)

Despite the fact that flexible schedules have remained relatively steady overall, several industries exhibited recent declines in the proportion of workers on such schedules. Among such industries were retail trade; finance and insurance; educational services; arts, entertainment, and recreation; and accommodation. (See table 2.) This movement away from flexible schedules occurred despite employment growth in those industries.

Due to the nature of the work required for each particular job, the prevalence of flexible schedules varies by occupation. For example, elementary and high school teachers are less likely to be able to vary their work hours than others, because they have to be available when their students are in class. Hence, it is not surprising to see that only 16.6 percent of workers in education, training, and library occupations can vary their schedule. Management occupations, in which 46.7 percent of the workers could vary their work hours, is an example from the opposite end of the spectrum. (See table 1.) Work schedules required

in management occupations usually are not as rigid as those required in teaching occupations, so employers can allow management workers to vary their schedules.

Within some broad occupational categories, men were more likely than women to have access to flexible schedules. In professional and related occupations, for example, 41.8 percent of men were able to vary their schedule, compared with 26.2 percent of women. Much of this difference arises because many more women in that occupational group were employed in the education and health care fields, where flexible work schedules were less prevalent. (See table 1.) Within service occupations, however, 27.8 percent of women could vary their work hours, compared with 22.9 percent of men. In that occupational group, a large proportion of women worked in food preparation and serving related occupations and in personal care and service occupations. In both of these occupations, many workers were able to follow a flexible schedule. By contrast, men made up the majority of workers in building and grounds cleaning and maintenance occupations, as well as in protective support occupations, both of which had low proportions of workers with flexible schedules.

The proportion of white and Asian workers in occupations in which they can vary their schedules continued to exceed that of other groups. In May 2004, about 30 percent of employed whites and Asians could vary their work hours. The proportion was closer to 21 percent among black workers and those of Hispanic ethnicity. The following tabulation shows the percentage of wage and salary workers with flexible schedules, by race and Hispanic or Latino ethnicity (data on Asians were not tabulated prior to 2001):

	1985	1991	1997	2001	2004
White.....	14.0	16.4	31.0	31.8	30.9
Black or African-					
American.....	9.9	12.8	21.7	22.8	21.2
Asian.....	—	—	—	32.2	29.0
Hispanic or Latino					
ethnicity.....	10.4	12.0	20.9	20.7	20.7

Many older workers have flexible schedules. Among workers 65 years and older in May 2004, about 37.2 percent of wage and salary workers were able to vary their work schedules on their main job. (See table 3.) Among younger workers, the rate ranged between 28 percent and 31 percent. The percentage of employed women who were able to vary their schedules exceeded that of men from ages 16 through 44; above age 45, a greater proportion of employed men in all age groups could vary their

**Table 1. Flexible schedules of wage and salary workers, by occupation and industry, May 2004**

[Numbers in thousands]

Occupation and industry	All workers			Men			Women		
	Total	With flexible schedules		Total	With flexible schedules		Total	With flexible schedules	
		Number	Percent		Number	Percent		Number	Percent
<b>Occupation</b>									
Management, professional, and related.....	41,906	15,799	37.7	19,302	8,570	44.4	22,604	7,229	32.0
Management, business, and financial operations.....	15,605	7,195	46.1	8,309	3,978	47.9	7,297	3,217	44.1
Management.....	10,654	4,981	46.7	6,200	3,004	48.5	4,454	1,976	44.4
Business and financial operations.....	4,951	2,214	44.7	2,108	973	46.2	2,843	1,241	43.7
Professional and related.....	26,300	8,604	32.7	10,993	4,592	41.8	15,307	4,012	26.2
Computer and mathematical.....	2,799	1,480	52.9	2,078	1,124	54.1	721	356	49.5
Architecture and engineering.....	2,571	1,144	44.5	2,216	967	43.6	355	177	49.8
Life, physical, and social science.....	1,160	577	49.7	702	324	46.2	458	253	55.2
Community and social services...	2,162	1,042	48.2	862	480	55.6	1,301	563	43.3
Legal.....	1,251	568	45.4	577	338	58.6	674	230	34.1
Education, training, and library....	8,354	1,387	16.6	2,182	530	24.3	6,172	857	13.9
Arts, design, entertainment, sports, and media.....	1,988	833	41.9	1,117	485	43.4	871	348	40.0
Health care practitioner and technical.....	6,015	1,573	26.1	1,259	345	27.4	4,756	1,228	25.8
Service.....	20,787	5,335	25.7	9,036	2,069	22.9	11,751	3,266	27.8
Health care support.....	2,778	603	21.7	279	57	20.6	2,499	545	21.8
Protective service.....	2,527	505	20.0	2,001	380	19.0	526	125	23.8
Food preparation and serving related.....	7,447	2,114	28.4	3,304	947	28.7	4,144	1,166	28.1
Building and grounds cleaning and maintenance.....	4,620	988	21.4	2,674	480	17.9	1,946	508	26.1
Personal care and service.....	3,415	1,125	33.0	779	204	26.2	2,636	921	34.9
Sales and office.....	31,946	10,439	32.7	11,440	3,856	33.7	20,506	6,583	32.1
Sales and related.....	13,304	5,131	38.6	6,769	2,761	40.8	6,535	2,370	36.3
Office and administrative support....	18,642	5,308	28.5	4,671	1,095	23.4	13,971	4,212	30.1
Natural resources, construction, and maintenance.....	11,551	2,219	19.2	11,024	2,092	19.0	527	128	24.2
Farming, fishing, and forestry.....	875	224	25.6	673	165	24.6	202	59	29.1
Construction and extraction.....	6,179	1,101	17.8	6,077	1,065	17.5	102	37	35.8
Installation, maintenance, and repair.....	4,497	894	19.9	4,275	861	20.2	223	32	14.4
Production, transportation, and material moving.....	16,977	2,657	15.7	13,047	2,126	16.3	3,929	531	13.5
Production.....	8,880	1,226	13.8	6,235	883	14.2	2,645	343	13.0
Transportation and material moving..	8,097	1,432	17.7	6,812	1,243	18.3	1,285	188	14.6
<b>Industry</b>									
Agriculture and related.....	1,096	334	30.5	827	238	28.8	269	96	35.5
Nonagricultural.....	122,071	36,115	29.6	63,022	18,475	29.3	59,049	17,641	29.9

See footnote at end of table.

**Table 1. Continued—Flexible schedules of wage and salary workers, by occupation and industry, May 2004**

[Numbers in thousands]

Occupation and industry	All workers			Men			Women		
	Total	With flexible schedules		Total	With flexible schedules		Total	With flexible schedules	
		Number	Percent		Number	Percent		Number	Percent
Mining.....	464	113	24.4	429	93	21.8	35	19	54.9
Construction.....	7,636	1,683	22.0	6,848	1,361	19.9	789	321	40.8
Manufacturing.....	15,957	3,961	24.8	11,081	2,768	25.0	4,876	1,193	24.5
Durable goods manufacturing.....	9,729	2,562	26.3	7,166	1,898	26.5	2,563	664	25.9
Nondurable goods manufacturing.....	6,228	1,399	22.5	3,915	870	22.2	2,313	529	22.9
Wholesale and retail trade.....	18,546	5,850	31.5	10,349	3,111	30.1	8,197	2,739	33.4
Wholesale trade.....	4,071	1,377	33.8	2,821	968	34.3	1,250	409	32.7
Retail trade.....	14,475	4,473	30.9	7,529	2,143	28.5	6,946	2,331	33.6
Transportation and utilities.....	6,296	1,517	24.1	4,789	1,151	24.0	1,507	365	24.2
Transportation and warehousing..	5,176	1,272	24.6	3,921	975	24.9	1,255	297	23.6
Utilities.....	1,121	245	21.9	869	176	20.3	252	69	27.2
Information <sup>1</sup> .....	3,267	1,185	36.3	1,921	709	36.9	1,346	476	35.4
Publishing, except Internet.....	810	342	42.2	462	205	44.4	349	137	39.2
Motion picture and sound recording.....	324	115	35.5	223	83	37.5	102	32	31.3
Broadcasting, except Internet.....	578	143	24.7	349	90	25.8	228	53	23.2
Telecommunications.....	1,217	437	35.9	738	256	34.8	479	181	37.7
Financial activities.....	8,561	3,387	39.6	3,536	1,555	44.0	5,025	1,832	36.4
Finance and insurance.....	6,206	2,398	38.6	2,300	1,066	46.3	3,906	1,333	34.1
Real estate and rental and leasing.....	2,355	988	42.0	1,236	490	39.6	1,119	499	44.6
Professional and business services.....	10,916	4,284	39.2	6,059	2,374	39.2	4,857	1,909	39.3
Professional and technical services.....	6,478	3,152	48.7	3,415	1,759	51.5	3,064	1,393	45.5
Management, administrative, and waste services.....	4,438	1,132	25.5	2,645	616	23.3	1,793	516	28.8
Education and health services.....	27,686	6,606	23.9	6,698	1,771	26.4	20,988	4,836	23.0
Educational services.....	12,295	2,311	18.8	3,701	889	24.0	8,594	1,422	16.5
Health care and social assistance..	15,391	4,295	27.9	2,997	882	29.4	12,394	3,414	27.5
Leisure and hospitality.....	11,159	3,395	30.4	5,461	1,629	29.8	5,697	1,766	31.0
Arts, entertainment, and recreation.....	2,218	654	29.5	1,203	333	27.7	1,015	321	31.6
Accommodation and food services.....	8,940	2,741	30.7	4,258	1,296	30.4	4,682	1,445	30.9
Accommodation.....	1,451	346	23.8	633	171	27.0	818	175	21.3
Food services and drinking places.....	7,490	2,395	32.0	3,625	1,125	31.0	3,864	1,271	32.9
Other services.....	5,663	2,418	42.7	2,601	1,023	39.3	3,062	1,395	45.5
Other services, except private households.....	4,926	2,093	42.5	2,567	1,011	39.4	2,360	1,082	45.9
Other services, private households.....	736	325	44.1	35	13	36.4	702	313	44.5
Public administration.....	5,918	1,717	29.0	3,248	929	28.6	2,670	788	29.5

<sup>1</sup> Includes other industries not shown separately.

SOURCE: Current Population Survey, supplement, May 2004.



**Table 2. Flexible schedules of wage and salary workers, by industry, May 2001–04**

[Percent distribution]

Industry	Workers with flexible work schedules		Change, May 2001–May 2004
	2001	2004	
Agriculture and related.....	30.7	30.5	-.2
Nonagricultural.....	30.7	29.6	-1.1
Mining.....	22.9	24.4	1.5
Construction.....	23.2	22.0	-1.2
Manufacturing.....	24.1	24.8	.7
Durable goods manufacturing.....	25.3	26.3	1.0
Nondurable goods manufacturing.....	22.2	22.5	.3
Wholesale and retail trade.....	34.2	31.5	-2.7
Wholesale trade.....	35.3	33.8	-1.5
Retail trade.....	33.9	30.9	-3.0
Transportation and utilities.....	25.2	24.1	-1.1
Transportation and warehousing.....	24.5	24.6	.1
Utilities.....	28.2	21.9	-6.3
Information <sup>1</sup> .....	36.7	36.3	-.4
Publishing, except Internet.....	36.7	42.2	5.5
Motion picture and sound recording industries.....	41.0	35.5	-5.5
Broadcasting, except Internet.....	31.2	24.7	-6.5
Telecommunications.....	37.4	35.9	-1.5
Financial activities.....	42.5	39.6	-2.9
Finance and insurance.....	42.1	38.6	-3.5
Real estate and rental and leasing.....	43.6	42.0	-1.6
Professional and business services.....	41.4	39.2	-2.2
Professional and technical services.....	50.5	48.7	-1.8
Management, administrative, and waste services.....	28.1	25.5	-2.6
Education and health services.....	24.3	23.9	-.4
Educational services.....	20.5	18.8	-1.7
Health care and social assistance.....	27.5	27.9	.4
Leisure and hospitality.....	32.0	30.4	-1.6
Arts, entertainment, and recreation.....	37.7	29.5	-8.2
Accommodation and food services.....	30.5	30.7	.2
Accommodation.....	28.8	23.8	-5.0
Food services and drinking places.....	30.8	32.0	1.2
Other services.....	41.5	42.7	1.2
Other services, except private households.....	41.6	42.5	.9
Other services, private households.....	41.1	44.2	3.1
Public administration.....	32.5	29.0	-3.5

<sup>1</sup> Includes other industries not shown separately.

SOURCE: Current Population Survey, supplement, May 2004.

work schedules.

Persons with less than a high school diploma were the least likely (17.5 percent) to work in occupations in which they were able to vary their work schedules, while college

graduates were most likely (39.1 percent). Among workers with less than a college degree, women were more likely than men to have a flexible work schedule. In contrast, among workers with college degrees, men were more likely

**Table 3. Flexible schedules of wage and salary workers, by selected characteristics, May 2004**

[Numbers in thousands]

Characteristic	Total wage and salary workers			Men			Women		
	Total	With flexible schedules		Total	With flexible schedules		Total	With flexible schedules	
		Number	Percent		Number	Percent		Number	Percent
<b>Age</b>									
Total, 16 years and older.....	123,167	36,449	29.6	63,849	18,713	29.3	59,318	17,736	29.9
16 to 24 years.....	18,702	5,457	29.2	9,567	2,567	26.8	9,135	2,890	31.6
16 to 19 years.....	5,579	1,748	31.3	2,720	816	30.0	2,859	931	32.6
20 to 24 years.....	13,122	3,709	28.3	6,847	1,751	25.6	6,276	1,959	31.2
20 years and older.....	117,588	34,701	29.5	61,129	17,896	29.3	56,459	16,805	29.8
25 to 54 years.....	86,940	25,599	29.4	45,569	13,291	29.2	41,371	12,309	29.8
25 to 34 years.....	28,310	8,420	29.7	15,416	4,452	28.9	12,894	3,969	30.8
35 to 44 years.....	30,599	9,307	30.4	16,123	4,841	30.0	14,476	4,466	30.9
45 to 54 years.....	28,031	7,872	28.1	14,031	3,998	28.5	14,001	3,874	27.7
55 years and older.....	17,525	5,393	30.8	8,713	2,855	32.8	8,812	2,538	28.8
55 to 64 years.....	14,096	4,117	29.2	7,050	2,160	30.6	7,045	1,957	27.8
65 years and older.....	3,430	1,276	37.2	1,663	695	41.8	1,767	581	32.9
<b>Race and Hispanic origin</b>									
White.....	100,112	30,916	30.9	52,293	16,012	30.6	47,819	14,904	31.2
Black or African-American.....	14,881	3,159	21.2	7,280	1,410	19.4	7,602	1,749	23.0
Asian.....	4,975	1,444	29.0	2,614	861	32.9	2,360	583	24.7
Hispanic or Latino.....	16,725	3,464	20.7	9,430	1,704	18.1	7,295	1,760	24.1
<b>Presence and age of children</b>									
Without own children under 18 years...	78,625	23,097	29.4	41,330	12,007	29.1	37,295	11,090	29.7
With own children under 18 years....	44,542	13,352	30.0	22,519	6,706	29.8	22,023	6,646	30.2
With own children under 6 years...	19,117	5,961	31.2	10,646	3,224	30.3	8,531	2,737	32.1
With own children 6 to 17 years....	25,366	7,391	29.1	11,874	3,482	29.3	13,492	3,909	29.0
<b>Educational Attainment</b>									
Less than a high school diploma.....	10,207	1,785	17.5	6,211	940	15.1	3,997	845	21.1
High school graduate, no college....	31,396	7,175	22.9	16,560	3,398	20.5	14,836	3,777	25.5
Less than a bachelor's degree.....	28,940	8,770	30.3	13,792	4,079	29.6	15,148	4,691	31.0
College graduate.....	33,922	13,262	39.1	17,719	7,729	43.6	16,203	5,533	34.1

NOTE: Data relate to the sole or principal jobs of full-time wage and salary workers and exclude all self-employed persons, regardless of whether or not their businesses were incorporated. Data reflect revised population controls used in the Current Population Survey ef-

fective with the January 2003 estimates.

SOURCE: Current Population Survey, supplement, May 2004.

than women to be able to vary their work schedules.

The option to work a flexible schedule was more common among part-time workers (38.6 percent) than among those who normally worked full time (27.5 percent). (See table 4.) As a result, part-time workers constituted a disproportionate share of workers with flexible schedules: while about 19 percent of all wage and salary workers usu-

ally worked part time, nearly one-quarter of all workers with flexible schedules worked part time.

### Shift work

In May 2004, more than 80 percent of wage and salary workers usually worked a daytime schedule, one between

**Table 4. Prevalence of a flexible schedule on wage and salary workers' primary job, by sex and usual full- or part-time status on primary job, May 2004**

[Numbers in thousands]

Work status	Total wage and salary workers	With flexible schedule		Without flexible schedule	Not reporting flexible schedule
		Number	Percent of total		
Total.....	123,167	36,449	29.6	85,218	1,500
Usual full time.....	99,778	27,411	27.5	71,113	1,255
Men.....	56,412	15,853	28.1	39,839	721
Women.....	43,366	11,558	26.7	31,274	534
Usual part time.....	23,102	8,919	38.6	13,939	244
Men.....	7,262	2,785	38.3	4,383	95
Women.....	15,840	6,134	38.7	9,557	149

SOURCE: Current Population Survey, supplement, May 2004.

the hours of 6 a.m. and 6 p.m. However, more than 21 million wage and salary workers, or 17.7 percent, usually worked alternate shifts that fell at least partially outside the daytime shift range. The most common alternate shift, the evening shift, with usual hours between 2 p.m. and midnight, accounted for 6.8 percent of all wage and salary workers. Other alternate shifts included employer-arranged irregular schedules (3.8 percent), which allow employers to vary the time of the shift to meet the needs of the business; night shifts (3.1 percent), with hours between 9 p.m. and 8 a.m.; and rotating shifts (2.7 percent) with hours that change periodically. (See table 5.)

People who work alternate shifts do so to accommodate school attendance, to provide childcare, or for other reasons. Others choose to work alternate shifts because the employer offers higher earnings in the form of a shift premium.<sup>4</sup> More than half of full-time workers who worked an alternate shift in May 2004 reported doing so because it was in the “nature of the job.”<sup>5</sup> (See table 6.) Others, however, may have selected alternate shift work for “personal preference,” to have “better arrangements for family or childcare,” or because they “could not get any other job.” The reasons given by part-time workers for working an alternate shift differed somewhat from those cited by full-time workers. Primary among the reasons reported by part-time workers was “allows time for school” (40.2 percent). Other reasons commonly cited included “nature of the job” (33.5 percent), “better arrangements for family or childcare” (9.0 percent), and “could not get any other job” (6.1 percent). Both full- and part-time workers infrequently cited better pay as a reason for usually working an alternate shift (6.8 percent and 1.5 percent, respectively).

Employers normally make use of alternate shifts when they are required for efficiency or when the type of work being done can accommodate or requires work

performed outside of the 6 a.m.-to-6 p.m. range.<sup>6</sup> For this reason, certain industries make extensive use of alternate shifts while others do so sparingly. For example, establishments such as restaurants and bars are known to do much of their business after 6 p.m. Thus, it is no surprise that, within the leisure and hospitality industry, 52.7 percent of workers in food services and drinking places usually work alternate schedules. (See table 7 on page 12.) Other industry groups with large portions of employees who work alternate shifts include arts, entertainment, and recreation (33.0 percent), mining (31.5 percent), and transportation and warehousing (31.5 percent). Industries in which few employees work alternate shifts include construction (2.8 percent), finance and insurance (3.8 percent), professional and technical services (3.8 percent), and educational services (5.0 percent).

As with industries, the incidence of alternate shifts within different occupational groups is related to the type of work performed in those occupations. Workers in service occupations are those most likely to be alternate shift workers. Many service occupations, such as protective service and food preparation and serving occupations, are in businesses or industries that operate around the clock. Half of the workers in these occupational groups usually work an alternate shift. In contrast, the management, professional, and related occupations group includes jobs that, despite their high level of flexibility, are typically performed within the confines of normal business hours. For instance, only 1.8 percent of workers in legal occupations and 3.6 percent of those in business and financial operations occupations work alternate schedules as a usual part of their jobs. (See table 7.)

Between May 2001 and May 2004, the proportion of persons working alternate shifts changed little. Men continued to be more likely than women to usually work an alternate shift (19.1 percent and 16.1 percent, respective-

**Table 5. Shift usually worked on primary job by wage and salary workers, by selected characteristics, May 2004**

[Percent distribution]

Characteristic	Total wage and salary workers (thousands)	Alternate-shift workers (percent of total wage and salary workers)								
		All alternate-shift workers	Full time (percent of total full-time workers)	Part time (percent of total part-time workers)	Evening shift	Night shift	Rotating shift	Split shift	Employer-arranged irregular schedules	Other shifts
<b>Age and sex</b>										
Total, 16 years and older.....	123,167	17.7	14.8	29.6	6.8	3.1	2.7	0.6	3.8	0.7
16 to 24 years.....	18,702	35.2	23.9	49.3	18.0	3.3	4.7	.8	7.5	.7
16 to 19 years.....	5,579	51.9	34.5	57.9	30.9	2.5	6.4	.8	10.5	.8
20 to 24 years.....	13,122	28.1	22.3	40.6	12.6	3.6	4.0	.8	6.3	.7
20 years and older.....	117,588	16.0	14.6	23.5	5.6	3.1	2.5	.5	3.5	.7
25 years and older.....	104,465	14.5	13.8	18.7	4.8	3.1	2.3	.5	3.2	.7
25 to 54 years.....	86,940	14.9	14.0	20.7	4.9	3.2	2.4	.5	3.1	.7
25 to 34 years.....	28,310	16.6	15.2	25.7	6.0	3.4	2.6	.5	3.3	.7
35 to 44 years.....	30,599	14.8	14.1	19.3	4.8	3.2	2.4	.5	3.3	.7
45 to 54 years.....	28,031	13.3	12.8	16.5	3.9	3.1	2.3	.5	2.8	.6
55 years and older.....	17,525	12.8	12.2	14.2	4.1	2.4	1.7	.6	3.4	.7
55 to 64 years.....	14,096	13.0	12.5	15.1	4.0	2.6	1.9	.5	3.3	.6
65 years and older.....	3,430	12.2	10.3	13.3	4.6	1.4	.8	.8	3.8	.8
Men.....	63,849	19.1	16.7	37.5	6.9	3.5	3.0	.6	4.2	.9
Women.....	59,318	16.1	12.4	26.0	6.6	2.6	2.3	.5	3.5	.5
<b>Race and ethnicity</b>										
White.....	100,112	16.7	13.7	28.7	6.2	2.9	2.5	.5	3.9	.7
Black or African-American	14,881	23.2	20.8	36.4	9.8	4.4	4.1	.4	3.6	.7
Asian.....	4,975	17.9	15.7	28.7	7.5	3.8	1.8	1.0	3.0	.8
Hispanic or Latino.....	16,725	18.1	16.0	29.5	7.6	3.5	2.5	.6	2.9	.8
<b>Educational attainment</b>										
Less than a high school diploma.....	10,207	18.6	17.8	22.5	7.8	4.1	2.2	1.0	2.9	.6
High school graduate, no college.....	31,396	17.1	16.8	19.0	6.0	3.5	2.8	.6	3.5	.7
Less than a bachelor's degree.....	28,940	16.7	15.9	20.7	5.2	4.0	2.8	.5	3.3	.8

SOURCE: Current Population Survey, supplement, May 2004.

ly; see table 5), and black workers were more likely than workers in any of the other racial or ethnic groups surveyed to work an alternate shift, in 2004 (23.2 percent). Among those other groups, 16.7 percent of whites, 17.9 percent of Asians, and 18.1 percent of Hispanics worked alternate shifts.

Part-time workers were twice as likely to work alter-

nate shifts as those who usually work full time. (See table 5.) Although it is the nature of the industry, not the education of the worker, that determines whether a given job requires alternate shift work, workers with higher educational attainment are more likely to find work in industries in which shift work is less common. The reason is that alternate shifts are much more common in industries, such

**Table 6. Shift usually worked on principal job by wage and salary workers, by reason for working shift, May 2004**

[Numbers in thousands]

Reason for working shift	Shift workers			Shift worked					
	Total	Usual full time	Usual part time	Evening shift	Night shift	Rotating shift	Split shift	Employer-arranged irregular schedule	Other shifts
Total shift workers.....	21,762	14,805	6,844	8,353	3,811	3,296	679	4,719	850
Better arrangements for family or childcare.....	1,827	1,211	613	888	626	74	44	162	34
Better pay.....	1,125	1,007	104	397	365	166	32	119	45
Allows time for school.....	3,236	477	2,753	2,110	204	332	40	516	34
Could not get any other job.....	1,624	1,200	416	892	307	202	25	168	30
Local transportation or pollution control program.....	26	26	—	6	2	5	—	11	2
Nature of the job.....	10,445	8,089	2,294	2,586	1,247	2,242	470	3,346	553
Personal preference.....	2,122	1,700	409	976	732	110	40	191	74
Some other reason.....	1,029	802	220	388	251	124	25	177	65
Not reporting reasons.....	328	292	34	110	77	42	2	28	13

NOTE: Data relate to the sole or principal jobs of wage and salary workers and exclude all self-employed persons, regardless of whether or not their businesses were incorporated. Dash represents zero.

SOURCE: Current Population Survey, supplement, May 2004.

as manufacturing, in which relatively large proportions of workers do not have college degrees. In fact, even part-time workers with a college degree were less likely to work an alternate shift than full-time workers with lower levels of educational attainment.

### Days usually worked

For most workers, the standard workweek is limited to weekdays. However, some workers have schedules that usually include work on the weekends. Table 8 (on page 13) shows that, although the majority of employed wage and salary workers (66.3 percent) usually worked only on weekdays in 2004, 15.8 percent of workers usually worked during at least 1 weekend day. Men were more likely than women to work on a weekend day, while women were more likely to have schedules in which the days worked varied. Working fathers were about as likely to work on a weekend day as were employed men without children, but were less likely to report that their workdays varied. Working mothers were less likely to work a weekend day or weekly schedules that varied than were employed women without children.

Among the racial and ethnic groups surveyed, Hispanic or Latino workers were the most likely to work during the weekend, while white workers were the least likely. Black workers were the most likely to have a schedule in which the days worked varied. More than two-thirds of full-time workers, but less than half of part-time workers, usually worked weekdays only. Nearly one-third of part-time workers worked weekly schedules with varying days, more than twice the rate among full-time workers.

THE TIMING OF WORK IS CONTINUALLY EVOLVING. Despite a recent decline in the percentage of people who say that they can vary their hours of work, the proportion of workers with this option is more than double that of 20 years ago. Over the same period, the proportion of workers with alternate shifts has remained fairly steady. Flexible schedules and shift work can provide benefits to both workers and employers. Because of these potential benefits, regular examinations of various aspects associated with the flexibility of work schedules help to provide a more complete understanding of employment patterns in industries and occupations and among demographic groups. □

**Table 7. Shift usually worked by wage and salary workers, by occupation and industry, May 2004**

[Numbers in thousands]

Occupation and industry	Total wage and salary workers	Alternate-shift workers	Percent of wage and salary workers
<b>Occupation</b>			
Management, professional, and related.....	41,906	3,650	8.7
Management, business, and financial operations.....	15,605	883	5.7
Management.....	10,654	702	6.6
Business and financial operations.....	4,951	180	3.6
Professional and related.....	26,300	2,768	10.5
Computer and mathematical.....	2,799	121	4.3
Architecture and engineering.....	2,571	102	4.0
Life, physical, and social science.....	1,160	92	7.9
Community and social services.....	2,162	298	13.8
Legal.....	1,251	23	1.8
Education, training, and library.....	8,354	338	4.0
Arts, design, entertainment, sports, and media.....	1,988	348	17.5
Health care practitioner and technical.....	6,015	1,446	24.0
Service.....	20,787	7,511	36.1
Health care support.....	2,778	774	27.9
Protective service.....	2,527	1,273	50.4
Food preparation and serving related.....	7,447	3,680	49.4
Building and grounds cleaning and maintenance.....	4,620	840	18.2
Personal care and service.....	3,415	944	27.6
Sales and office.....	31,946	5,239	16.4
Sales and related.....	13,304	3,094	23.3
Office and administrative support.....	18,642	2,145	11.5
Natural resources, construction, and maintenance.....	11,551	879	7.6
Farming, fishing, and forestry.....	875	90	10.3
Construction and extraction.....	6,179	267	4.3
Installation, maintenance, and repair.....	4,497	522	11.6
Production, transportation, and material moving.....	16,977	4,483	26.4
Production.....	8,880	2,133	24.0
Transportation and material moving.....	8,097	2,351	29.0
<b>Industry</b>			
Agriculture and related.....	1,096	104	9.5
Nonagricultural.....	122,071	21,658	17.7
Mining.....	464	146	31.5
Construction.....	7,636	214	2.8
Manufacturing.....	15,957	2,829	17.7
Durable goods manufacturing.....	9,729	1,377	14.2
Nondurable goods manufacturing.....	6,228	1,452	23.3
See footnote at end of table.			

**Table 7. Continued—Shift usually worked by wage and salary workers, by occupation and industry, May 2004**

[Numbers in thousands]

Occupation and industry	Total wage and salary workers	Alternate-shift workers	Percent of wage and salary workers
Wholesale and retail trade.....	18,546	4,074	22.0
Wholesale trade.....	4,071	340	8.4
Retail trade.....	14,475	3,734	25.8
Transportation and utilities.....	6,296	1,748	27.8
Transportation and warehousing.....	5,176	1,629	31.5
Utilities.....	1,121	119	10.6
Information <sup>1</sup> .....	3,267	491	15.0
Publishing, except Internet.....	810	108	13.3
Motion picture and sound recording industries.....	324	125	38.6
Broadcasting, except Internet.....	578	87	15.1
Telecommunications.....	1,217	124	10.2
Financial activities.....	8,561	598	7.0
Finance and insurance.....	6,206	236	3.8
Real estate and rental and leasing.....	2,355	362	15.4
Professional and business services.....	10,916	1,028	9.4
Professional and technical services.....	6,478	248	3.8
Management, administrative, and waste services.....	4,438	780	17.6
Education and health services.....	27,686	3,542	12.8
Educational services.....	12,295	617	5.0
Health care and social assistance.....	15,391	2,926	19.0
Leisure and hospitality.....	11,159	5,107	45.8
Arts, entertainment, and recreation.....	2,218	732	33.0
Accommodation and food services.....	8,940	4,376	48.9
Accommodation.....	1,451	431	29.7
Food services and drinking places.....	7,490	3,945	52.7
Other services.....	5,663	739	13.0
Other services, except private households.....	4,926	622	12.6
Other services, private households.....	736	117	15.9
Public administration.....	5,918	1,143	19.3

<sup>1</sup> Includes other industries not shown separately.

SOURCE: Current Population Survey, supplement, May 2004.

**Table 8. Days usually worked by wage and salary workers, by selected characteristics, May 2004**

[Percent distribution]

Characteristic	Total (thousands)	Usually work weekdays only	Usually work on both Saturday and Sunday <sup>1</sup>	Usually work on Saturday <sup>1</sup>	Usually work on Sunday <sup>1</sup>	Days vary
Total, 16 years and older.....	123,167	66.3	5.4	8.1	2.3	16.8
White.....	100,112	67.3	5.1	8.2	2.2	16.3
Black or African-American.....	14,881	61.6	5.7	7.6	2.5	20.3
Asian.....	4,975	64.8	6.9	8.1	2.9	15.6
Hispanic or Latino ethnicity.....	16,725	63.9	6.8	9.9	2.3	15.4

See footnote at end of table.

**Table 8.** Continued—Days usually worked by wage and salary workers, by selected characteristics, May 2004

[Percent distribution]

Characteristic	Total	Usually work weekdays only	Usually work on both Saturday and Sunday <sup>1</sup>	Usually work on Saturday <sup>1</sup>	Usually work on Sunday <sup>1</sup>	Days vary
Men.....	63,849	65.3	5.7	9.8	2.5	15.5
Without own children under 18.....	41,330	62.6	6.2	9.7	2.6	17.6
With own children under 18.....	22,519	70.2	4.8	10.1	2.4	11.7
Women.....	59,318	67.4	5.0	6.3	2.0	18.1
Without own children under 18.....	37,295	65.2	5.6	6.5	2.0	19.5
With own children under 18.....	22,023	71.0	4.0	6.0	2.1	15.8
Usual full time.....	99,778	71.4	4.7	7.9	2.1	13.0
Usual part time.....	23,102	44.7	8.1	9.3	3.1	32.9

<sup>1</sup> These groups include workers who worked only on one or both weekend days, as well as workers who reported working on the weekend in addition to working during the week.

## Notes

<sup>1</sup> Max Messmer, "Building employee job satisfaction," *Employment Relations Today*, summer 2005, pp. 53–59; retrieved July 25, 2007, from ABI/INFORM Research database, Document ID 872589231.

<sup>2</sup> Data on flexible work schedules were first collected in May 1980, but those data are not comparable to the data in this article, due to a difference in coverage. The 1980 survey included self-employed workers (most of whom, by definition, can vary their work hours) and excluded farmworkers. Starting in 1985, the survey did not ask the incorporated self-employed the question about flexible work schedules, but did ask it of farmworkers. Starting in 1997, the unincorporated self-employed also were excluded.

<sup>3</sup> A breakdown, by industry, of workers on flexible schedules is limited to the 2001 and 2004 supplementary CPS data, due to the 2003 conversion from the 1987 Standard Industrial Classification (SIC) basis to the 2002 North American Industry Classification System (NAICS). The conversion to NAICS involved

major definitional changes to many of the SIC-based series, and after the conversion, SIC-based series no longer were produced or published. Historical time series from 2000 forward were reconstructed as part of the NAICS conversion process.

<sup>4</sup> Joseph Lanfranchi, Henry Ohlsson, and Ali Skalli, "Compensating Wage Differentials and Shift Work Preferences: Evidence from France," *Economics Letters*, February 2002, pp. 393–98; on the Internet at [www.handels.gu.se/epc/data/html/html/PDF/gunwpe0055.pdf](http://www.handels.gu.se/epc/data/html/html/PDF/gunwpe0055.pdf) (visited July 25, 2007).

<sup>5</sup> Those who worked an alternate shift were asked to choose their main reason for working such a shift from a list. (See appendix.)

<sup>6</sup> Joram Mayshar and Yoram Halevy, "Shiftwork," *Journal of Labor Economics: Vol. 15, No. 1, Part 2: Essays in Honor of Yoram Ben-Porath*, January 1997, pp. s198–s222; on the Internet at [www.jstor.org/view/0734306x/di009557/00p00252/0](http://www.jstor.org/view/0734306x/di009557/00p00252/0).



## APPENDIX: Data collection

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The data presented in this article and other information on work schedules and shifts were obtained from a supplement to the May 2004 Current Population Survey (CPS), a monthly sample survey of about 60,000 households conducted by the U.S. Census Bureau for the Bureau of Labor Statistics (BLS), principally to gather information on employment and unemployment. Respondents to the May 2004 supplement answered questions about work schedules or shifts and whether they did any job-related work at home. Since 1973, surveys concerning shift work have been conducted periodically by the Census Bureau for the BLS. Periodic surveys concerning flexible work schedules have been conducted since 1980.

Following are some sample questions from the May 2004 CPS work schedule supplement:

Do you have flexible work hours that allow you to vary or make changes in the time you begin and end work?

1. Yes
2. No

On your main job in your business do you USUALLY work a daytime schedule or some other schedule?

- A daytime schedule
- Some other schedule

Which of the following best describes the hours you USUALLY work at this main job in your business?

1. An EVENING shift: anytime between 2 p.m. and midnight

2. A NIGHT shift: anytime between 9 p.m. to 8 a.m.
3. A ROTATING shift: one that changes periodically from days to evenings or night
4. A SPLIT shift: one consisting of two distinct periods each day
5. An irregular schedule
6. Some other shift

What is the MAIN reason why you work this type of shift?

1. Better arrangements for family or childcare
2. Better pay
3. Allows time for school
4. Could not get any other job
5. Local transportation or pollution control program
6. Nature of the job
7. Personal preference
8. Some other reason

Which days of the week do you USUALLY work?

1. Sunday
2. Monday
3. Tuesday
4. Wednesday
5. Thursday
6. Friday
7. Saturday
8. Monday through Friday
9. It varies.