



CHAMPAIGN COUNTY
REGIONAL PLANNING
COMMISSION

Champaign County Rural Transit Advisory Group (RTAG)

Date: Wednesday, February 12, 2020
Time: 3:00 p.m.
Place: John Dimit Conference Room
 Brookens Administrative Center
 1776 E. Washington St., Urbana

Chair: Nancy Greenwalt

Members Present: Mary Sleeth, Nathan Montgomery, Rachel Voss, Tawanna Nickens

Members Absent: Aaron Esry, Lori Larson

Staff Present: Kristen Gisondi, Debbie Peterik

Others Present: Evan Alvarez, Jolene Gensler

MEETING MINUTES

Subject to Review and Approval

- I. Call to Order
Ms. Greenwalt called the meeting to order at 3:00 p.m.
- II. Roll Call
The roll was taken by written record and a quorum was declared present.
- III. Audience Participation
None
- IV. Approval of Agenda
Ms. Sleeth made a motion to approve the agenda. Ms. Nickens seconded, and the motion carried unanimously.
- V. Approval of Minutes
Ms. Sleeth made a motion to approve the RTAG minutes from the November 13, 2019 meeting. Mr. Montgomery seconded, and the motion carried unanimously.
- VI. New Business
 - A. Presentation and Approval of C-CARTS FY20 2nd Quarter (October - December) Service & Fiscal Reports.
Ms. Gisondi provided the following highlights of the reports:

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- There was a decrease in trips, but this is a seasonal trend that occurs from October to December.
- There was a decrease in the daily average as a result of the seasonal trend.
- Employment remains the top trip type with Social type being the second top trip type.
- A decrease is shown in the lift use which could also be attributed to the time of year. Mr. Alvarez confirmed that when the weather is bad, many of the passengers with different mobility challenges are more likely to cancel their trip.
- Senior trips increased by two percent.
- There was a 200-denial request drop from last quarter to this quarter.
- Since there are fewer trips, there are fewer miles and hours. Trips per mile remained the same but trips per hour increased.
- The month of October had the highest increase in ridership overall so far.
- There were 404 denied trips (14 percent of requested trips.) All the denied trips were due to the time not being available.
- For the FY20 Fiscal Report, there was \$185,932 of eligible expenses. The revenue remained about the same from the previous quarter. The remaining funds of 60 percent is consistent with previous quarters.

Mr. Montgomery made a motion to approve the C-CARTS FY20 2nd Quarter (October - December) Service and Fiscal Reports. Ms. Sleeth seconded, and the motion carried unanimously.

B. Update on Rantoul Service & Outreach Efforts

- October had the highest ridership on the Eagle Express service of 1,490 with November being at 1,107 and December at 1,038. The ridership for December 2018 was 859.
- Ms. Greenwalt inquired what “potential for new service contracts” meant. Mr. Alvarez commented that he and Ms. Gisondi had been discussing the possibility of reaching out to some smaller villages, such as Sidney, Pesotum or Sadorus more directly and doing a series of micro-contracts. There are things that C-CARTS can do with the additional revenue, whether it be a budget for additional drivers, or for the minimum wage that will be increasing.
- Ms. Greenwalt inquired about the state funds being adjusted for the minimum wage adjustment. Ms. Gensler (MTD) commented that with the DOPE contract, those budget values can usually be increased by at least 10 percent every year. If they go over 10



percent, they would have to have a special authorization. The way C-CARTS runs, the full budget is never used. There would only be an issue if there were not enough local funds to meet their match. For any service contracts, if we don't need it to make their 35 percent match, we can put it in a savings account that IDOT lets them keep. If C-CARTS does not have enough local funds, they can use funds in the savings account, or for capital expenditures.

C. Presentation on RLS Audit Findings

Ms. Gisondi made the following comments:

- C-CARTS had a review with a federal RLS & Associates auditor that is separate from IDOT. C-CARTS and other transportation providers have a three-year cycle of audits. The first year, a desk review is completed. Ms. Gisondi submits financial and service information. In addition, other documents such as Title VI are reviewed. The next year an IDOT employee will come on-site and complete a review. The last on-site review was completed in March of 2019. This year a more in-depth audit was completed by Federal.
- Ms. Gisondi discussed the following findings of the audit:
Overall, there were no serious findings. Most of the findings were advisory. There are best practices C-CARTS can follow but not something that absolutely has to be changed. Following are advisory changes that were discussed during the audit:

➤ Website changes

- Specify the deviation. Since the Rantoul route is a deviated fixed route, it was suggested that C-CARTS make a specification on how far the driver would go, which is usually three quarters of a mile on the website, brochures and other documentation.
- Specify the Rantoul Connector as a commuter route, meaning it does not deviate, it only goes to certain point areas in Champaign-Urbana and does not change.
- Have a greater outline on the website and brochures of the eligibility process for age and disability.
- Have a reasonable modification form online. Right now, the modification form is available on the buses and at Illinois Terminal. A reasonable modification is a small change that deviates from what C-CARTS would normally do but does not compromise the integrity of the service. Ms. Gisondi commented that the FTA



has a circular that shows 17 different rules that specify what you can and can not qualify as a reasonable modification.

- ADA Policy
 - Consolidate all information into one document.
- Financial Handling
 - Ensure the identification of two individuals reconciling cash fares from deviated fixed route service and the documentation process.
 - Develop written cash handling procedures to address fare receipts collected by demand response drivers.
- Safe Harbor
 - C-CARTS documents can be translated to Spanish. It was pointed out that if a population is over 1,000 residents in an area, that is the safe harbor threshold. Champaign County has identified French and Chinese populations in addition to the Spanish population. It was suggested that the most vital documents be translated.
 - The notice and the complaint form are in the actual Title VI document, but not on the website. Mr. Alvarez commented that there are some Department of Justice protections in the event of a Title VI complaint.
- Safety and Security plan
 - MTD's plan expired in 2019.
 - It is anticipated that the plan will be updated in early 2020.

D. Presentation and Approval of the ADA Policy

The only change that was made to the ADA Policy was IDOT requested that C-CARTS make a specification on their wheelchair limits. The minimum wheelchair lift is 600 lbs. If you can handle more than the minimum, you are required to include that in the ADA Policy. C-CARTS lifts can handle 800 lbs. Other parts of the policy include the following:

- Consolidate all policies into one document
- Follows current federal law
- Sets minimum wheelchair lift limit at 600 lbs.
- Specifies wheelchair requirements
- Dictates the refusals of service
- Directs complaints to MTD Special services Manager Evan Alvarez



- Outlines complaint procedure

Ms. Voss inquired if the ADA Complaint form was on the website. Ms. Gisondi commented that the form is available on the vehicles and the website.

Ms. Nickens made a motion to approve the ADA Policy. Ms. Sleeth seconded, and the motion carried unanimously.

E. Presentation of C-CARTS Survey Results

Ms. Gisondi made the following comments:

- Large print and half sheet surveys were dispersed on buses.
- A digital google form survey that was put on social media. The Village of Rantoul also put the survey on their Facebook page.
- 42 responded. The majority that responded were Rantoul residents. There were other riders that responded from Danville, Fisher, Champaign, St. Joseph, Gifford and Mahomet.
- Medical and work type trip were the higher number of types.
- When asked if they would be able to make the trip without C-CARTS, the majority of the riders said they would not be able to make the trip.
- Overall satisfaction with the service was good. Most were very satisfied.
- The most obstacle which presented riders to use the service was the hours of operation.
- The highest usage of the service was 2 – 3 days a week.
- Most riders found out about the service through a friend or family member.
- Most people would like more bus stops outside of Rantoul – more stops in Champaign-Urbana, Mahomet, Gifford and Thomasboro.
- 55% of those surveyed did not have a disability and 67% were over the age of 60.
- Some things riders would like to see:
 - Weekend service
 - Longer hours of operation
 - More bus stops
 - Book more rides
 - Text notifications

Mr. Montgomery asked for confirmation that the service contract revenue is all from the Rantoul route. Mr. Alvarez commented that all the revenue is from the fixed-route service.



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Ms. Greenwalt asked about the service report and the reasoning that the medical trip type was not one of the top two trip types. Mr. Alvarez commented that it is not always known if a trip is for a medical reason or not, and due to privacy, the question cannot be asked of the rider.

VII. Announcements

Mr. Alvarez commented that C-CARTS now has 14 drivers.

VIII. Adjournment

Mr. Montgomery made a motion to adjourn the meeting. Ms. Sleeth seconded, and the meeting was adjourned at 3:43 p.m.

DRAFT

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