



Champaign County Rural Transit Advisory Group (RTAG)

Date: Wednesday, November 19, 2025
Time: 3:00 p.m.
Place: Brookens Administrative Center
Members Present: Alicia Beck, Rick Williams, Martha Newton, Aaron Esry
Others Present: Sarah Love (MTD)
Staff Present: Rita Morocoima-Black, Emma Woods, Debbie Peterik

MEETING MINUTES

Subject to Review and Approval

- I. Call to Order
Mr. Williams called the meeting to order at 3:00 p.m.
- II. Roll Call
The roll was taken by sign in sheet. A quorum was declared present.
- III. Audience Participation
None.
- IV. Approval of Agenda
Mr. Esry moved to approve the agenda. Ms. Beck seconded. Upon vote, the motion unanimously carried.
- V. Approval of draft minutes from the August 20, 2025, RTAG meeting.
Mr. Esry made a motion to approve the draft minutes from the August 20, 2025, RTAG meeting. Ms. Newton seconded. Upon vote, the motion unanimously carried.
- VI. New Business
 - A. Presentation and Approval of C-CARTS FY26 1st Quarter (July-September) Service Report
Ms. Woods provided highlights of the report:
 - Personal trips increased.
 - Employment trips increased.
 - Decrease in social and education trips. Ms. Love commented that education trips were due to school not starting up until August, September. Things are more expensive, so people are not shopping or doing social trips as much.



- There were 1,447 senior trips during the last quarter, which is about 51 percent of the total demand response trips. Those trips had a lift-use of 22 percent. This is an increase about 10 percent from the previous quarter. Half of the demand response trips are serving seniors. Without the service, the seniors would not be able to do anything; they would be staying at home.
- System-wide service characteristics includes the demand response and the fixed route trips. There was a 16 percent demand response and 21 percent fixed route increases. Overall 2 percent increase of total trips of 6,712 trips.
- Trip denials decreased by 23 percent. Last quarter denials were also down. Ms. Love discussed the trip denial numbers and the change in the cancellation policy. Instead of being one hour, staff is asking for 24 hours which allows for calling trip denials to see if they still need a ride. Ms. Beck inquired if the denials were due to individuals not qualifying for services. Ms. Love commented that those denials are due to not having availability.
- Ms. Beck inquired if denied customers were ever surveyed to see if they were able to make the trip, how did they get to where they wanted to go and cost. It would be good information for the future to show the economic impact.
- Ms. Beck commented she is interested in that ridership. Parkland College is in the process of doing some workplace literacy and those businesses in Rantoul are high target for them. It is difficult to get in there and talk to people. If Ms. Beck finds a person that is responsive to her, she will connect with Rita and Emma. Ms. Beck may ask for additional outreach opportunity for that ridership to be able to connect them with language acquisition skills. It is a free program, and we offer free to the businesses as well to have it on-site, but it is getting them to do it. If a connection is made with Express than will be a connection to the HR division at the different companies.

Ms. Beck made a motion to approve the C-CARTS FY26 1st Quarter (July-September) Service Report, seconded by Mr. Esry. Upon vote, the motion unanimously carried.

B. 2025 Service Accomplishments

Ms. Love provided an update of C-CARTS Operations:

- Currently working on what it would look like for Medicare trips which would increase ridership which may mean hiring another operator or two and a full-time dispatch position.
- Trainings are being held on backing up and reversing procedures. Also line-training.



- Working on getting some De-Escalation training. Ms. Beck suggested contacting Park College’s Community Education department as they do a lot of different trainings related to the topic. They also do ALICE training and mental health first aid. Cayla Waters is the contact.
- There are 12 vehicles in service. About seven vehicles are used at a time. Ms. Woods commented that staff will be applying for Consolidated Vehicle Procurement (CVP) in March and hoping to apply for at least four vehicles.

Ms. Woods discussed the 2025 Service Accomplishments:

- Sarah Love started as the new service manager at C-CARTS.
- New dispatch and more drivers added to staff.
- Increased use of existing CTS software system. The software is used by the dispatchers to track what requests we have and connecting to the drivers.
- Operation staff meetings are being held with the drivers where they discuss experiences they have and challenges.
- Seven new vehicles were delivered through CVP.
- Staff have been building relationships with other transportation agencies in the region.

C. 2026 Service Goals

- Maintaining service and staff levels.
- Investigating additional funding opportunities:
 - Medicaid sponsored trips. Staff is working on enrolling in the IMPACT program, the first step in becoming a provider on those Medicaid trips.
 - Looking for new service contract opportunities; one with Parkland College, St. Joseph and Mahomet.
 - Review of Rantoul Service contract for 2026 renewal.
 - Apply for the next round of CVP to be released in March 2026.
 - Receipt of the three awarded replacement vehicles from IDOT Rebuild.

D. Review of current RTAG members appointments

Staff is looking for a representative for People with Disabilities and Healthcare. Alicia Beck will be reapplying for two years as her term ends on December 31, 2025.

E. Presentation and Approval of RTAG 2026 calendar



CHAMPAIGN COUNTY
REGIONAL PLANNING
COMMISSION

It was determined that the December 2, 2026 meeting would be switched to November 18, 2026.

Ms. Beck made a motion to amend the calendar of meetings for 2026 so that it reflects a replacement of the December 2, 2026 with November 18, 2026. Ms. Newton seconded. Upon vote, the motion unanimously carried.

VII. Announcements

VIII. Adjournment

Mr. Williams adjourned the meeting at 3:53 p.m.

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