

Human Services Transportation Plan Steering Committee Meeting

Wednesday, January 25, 2012 – 12:00 PM

TCRPC Offices, 211 Fulton, Suite 207, Peoria, IL

Meeting Minutes

Welcome & Introductions

Maggie Martino called the meeting to order, and Jill Goforth was introduced as the new HSTP coordinator, replacing Ryan Granata.

Roll Call: Present Not Present

Rural Area Subcommittee

- Debbie Daykin**, Marshall-Stark Transportation
- Dean Grimm**, Tazewell County Board
- Terry Hillegonds**, Tazewell County Board
- Tom Howes**, Stark County Board
- Rex Lewis**, Fulton County Rural Transit (shared seat)
- Barb Long**, Fulton County Rural Transit (shared seat)
- Mary Patton**, AARP, Peoria County
- James Thompson**, Woodford County
- Kraig McCluskie**, Galesburg Transit
- Margaret Bent**, VNA Community Services
- John Hamman**, Rural Peoria County Link
(Open, Fulton County)
(Open, Marshall County)
(Open, Marshall County)
(Open, Woodford County)

Urbanized Area Subcommittee

- Sandi Eberle**, PARC
- Ty Livingston**, City of East Peoria
- Renée Razo**, Central Illinois Agency on Aging
- Connie Schiele**, paratransit user
- LuWanna Reed**, Greater Peoria Mass Transit District (shared seat)
- John Williams**, Greater Peoria Mass Transit District (shared seat)
- John Stokowski**, Greater Peoria Mass Transit District (shared seat)
- Joe Alexander**, Greater Peoria Mass Transit District (shared seat)
- Shirley Wells**, Advocates for Access (*Jodi Alwan came in her place*)
(Open seat to replace Mabel Van Dusen)

Others present

Maggie Martino, TCRPC
Jill Goforth, TCRPC
Kyle Smith, TCRPC
Brian Szuda, LaSalle County Transit
John Edmondson, IDOT
Jodi Alwan, Advocates for Access
Susan Lindsay, KCCDD
Joyce R. Hall-Miller, Rural Peoria County

Greg Cassidy, TCRC
Mark Nash, MV Transportation

Approval of October 5, 2011 Minutes

Connie Schiele made a motion to approve the minutes, with a second from Rex Lewis. The motion was unanimously approved with a voice vote.

Provider and Agency Updates

Ms. Martino went around the table and asked for an update from all of the providers and agencies.

- John Hamann from Rural Peoria County stated that they have decided to contract with MV Transportation for the new provider. Rural Peoria County has changed the name of their service to “County Link.” County Link is working towards getting *public* transportation in all of Peoria County. Providing public transportation (not just paratransit) is one of the aspects of their service that IDOT said needed to be improved.
- Brian Szuda of LaSalle County Transit expressed his frustration with funding delays from IDOT. His organization has been approved for funding, but the desired program is still not up and running. He isn’t sure what is causing the delay, but he came to our meeting to learn from us and take in as much information as he can.
- Kraig McCluskie from the City of Galesburg stated that the City is building a new transit center and has acquired two new hybrid buses and a new diesel bus.
- Debbie Daykin from Marshall-Stark Transportation stated that their DOAP money has been approved. With IDOT’s assistance, she hopes to reduce fares. In November, Marshall-Stark received a light-duty van through the 5311 program.
- Barb Long from Fulton County Rural Transit (FCRT) stated that they have just received a fourth vehicle and that they are waiting on DOAP money. Additionally, she stated that their customers are slowly learning that they can call FCRT for things other than medical trips.
- Rex Lewis shared a success story about a man who is now able to get to Peoria with ease because of the FCRT services.
- Joyce from Rural Peoria County stated that Peoria County Link’s ridership has doubled within one year. She attributes the increased ridership to change in fares and publicity.

Reappointment of Committee Seats

The process of reappointment was discussed. Committee members must go to their County Boards and ask to be reappointed at the next board meeting.

The committee discussed the rural area’s open committee seats. Currently, there are four open seats—two for Marshall County, one for Woodford County, and one for Fulton County. Debbie Daykin can’t think of anyone to fill the Marshall County seats. She stated that filling these seats will be difficult, as both the Marshall and Stark County boards are having issues with major turnover. Rex Lewis and Barb Long will ask the Fulton County Board to reappoint someone to replace Nancy Bentley who retired at the end of last year.

Jill Goforth asked the committee members to send her the paperwork once their County Boards reappoint them.

Presentation by John Edmondson, IDOT-DPIT, Refresher on “What is Mobility Management?”

John Edmondson from IDOT gave the committee a refresher on Mobility Management. He began by stating that at the beginning of the HSTP program, we took a programmatic approach. We developed a

coordinated service plan, did an inventory of services, completed a needs analysis and performed outreach. We are now moving towards a customer-centric approach. This will be the implementation stage, where services will be improved and expanded and, in some cases, added.

Mr. Edmondson explained that a universal policy and procedure manual will be created that will emphasize customer service and one-on-one interaction with drivers and dispatchers. Additionally, Mr. Edmondson stated that Ms. Goforth will act as a broker for customers needing to use multiple transportation services to reach a particular destination. She will work with providers in each county to ensure that customers are getting where they need to go. In order to be successful at this, she will become knowledgeable on the policies and procedures of each provider in Region 5.

Barb Long asked if there will be more funding for these types of services. She has had instances where certain places had no rural transit, making it impossible to get the customer to where he/she needed to go. John replied that the point of the ICCT Primer Process is to have 100% rural transportation in Illinois. Though this may be a long process, it is in the Long Range Transportation Plan for Illinois to have 100 % transportation coverage throughout the state.

Debbie Daykin asked about passenger registration. John Edmondson stated that it is critical to know the name of each passenger and where the passenger needs to be picked up. For fixed-route service, it is important to know the bus/van schedule. Jim Thompson added that if one records passenger information, one will be put at a lower-tier for homeland security. Connie Schiele mentioned that from a transit-user's perspective, registration is very helpful. Ms. Shiele also asked if passenger information will be stored in a central database. Mr. Edmondson replied that it is not kept in a central database but that Jill will have access to the information and will be able to use it.

Debbie Daykin asked if the policies and procedures Mr. Edmondson spoke of earlier would be state-wide or region-wide. John Edmondson replied that IDOT wants to make it state-wide.

John Edmondson stated that Jill will begin to develop funding sources and budgets and new or expanded services per the HSTP plan. Jill will not become a central dispatch for the region. She will only work with customers when their request is outside of a particular agency's operating procedures. She will however, establish good, solid relationships with all of the providers and their dispatchers, and will acquire a detailed understanding of how each provider runs their service. She will inventory all providers and will create a very detailed document of available resources. John Edmondson said that he understands that all customer requests may not be able to be accommodated.

John Edmondson emphasized that mobility management is just an *enhancement* of the services that are already being provided, and that an overall goal is to boost the economic situation of this region and of the state as a whole.

Debbie Daykin asked, "What if no one ever calls needing rides to other cities and counties?" John Edmondson replied that if this happens, then our public outreach and transit education is flawed.

Barb Long asked how to deal with vastly different fares from region to region. John Edmondson stated that IDOT has not figured out a way to deal with this issue yet.

Mary Patton asked if churches are ever contacted for public outreach. John Edmondson replied that they are contacted.

Committee Discussion on Potential JARC/New Freedom Projects

Maggie Martino stated that the JARC and New Freedom applications would be available on the TCRPC website. Jill Goforth stated that the applications will also be sent out by email and that some should have already received the application from John Edmondson.

Maggie stated that the applications would be due to Jill by February 25th and that they would need to be endorsed and voted on by the HSTP committee by March 28th.

John Edmondson stated that the number one thing to consider when voting on applications is whether or not the project identifies a need mentioned in the coordinated plan. Additionally, the committee should approach this process in a fair, balanced and unbiased manner. Committee members should stay away from endorsing projects that are duplicating services or that are being submitted by agencies/providers that aren't participating/attending the HSTP meetings.

Mr. Edmondson went on to say that operating grants cannot exceed two years. This is a newly enforced rule. Every two years, you must reapply for operating funds.

Mr. Edmondson stated that if you are not a 5311 provider, you must get a letter of support from a local transportation provider if you want to apply for grant money. Last year a lot of letters of support were missing from applications. Additionally, the board resolution and opinion of counsel can be turned in after you submit your application, but it has to be turned in before IDOT executes a contract.

Mr. Edmonson stated that Jill will provide a summary of each proposed project at the March meeting. The committee will then identify if the project is feasible, if it will be beneficial to the community as a whole, and if the agency and project is eligible to apply.

Maggie Martino asked if any agencies had thought about potential projects to apply for. John Hamann mentioned a possible project that would provide transportation service for Mossville-Caterpillar employees. He also wants to establish a route to ICC for students and staff. No other potential project was discussed.

Other

The committee established the next meeting date for March 21st at noon at the TCRPC offices.

Maggie Martino notified the committee that a plan accomplishment sheet will be sent via email to each of the committee members. She asked that this be turned back into Jill either electronically or by mail as soon as possible.

John Edmondson mentioned that there will be an optional application review session in Springfield on February 8th. There is more information on this in the Call for Projects that was sent out via email.

Adjourn

Debbie Daykin made a motion to adjourn at 1:18 pm.

—Submitted by Jill Goforth