

# Human Services Transportation Plan Steering Committee Meeting

## Wednesday, May 25, 2016 – 12:00 PM

TCRPC Conference Room, 456 Fulton Street, Suite 420, Peoria, IL

### Meeting Minutes

#### Welcome & Introductions

Hannah Martin called the meeting to order at 12:06 p.m.

#### Roll Call

<b>RURAL AREA SUBCOMMITTEE</b>				
Name	Organization	Representing	Present	Absent
Shelly Entrekin*	FCRC/FCRT	Fulton	X	
Barb Long*			X	
Doug Manock*	Fulton County Board	Fulton		X
Audra Miles*	Fulton County PCOM		X	X
Susan Lindsey	KCCDD	Knox	X	
Kraig McCluskie	Galesburg Transit	Knox	X	
Diana Bradstatter	Marshall-Stark PCOM	Marshall		X
Travis McGlasson	Marshall County Board	Marshall		X
Mary Patton	AARP	Peoria	X	
Mark Rothert	Peoria County Asst. Admin.	Peoria	X	
Debbie Daykin	Marshall-Stark Transport	Stark	X	
Robert Mueller	Stark County Board	Stark		X
Nancy Proehl	Tazewell County Board	Tazewell		X
Andrew Rinehart	Tazewell County Board	Tazewell		X
Jonathan Gauerke	ADDWC	Woodford		X
Mike Hutchinson	We Care	Woodford	X	
<b>URBAN AREA SUBCOMMITTEE</b>				
Dawn Harper	EPIC	Agency	X	
Jeannine McAllister	Advocates for Access	Agency		X
Josh Moore	CityLink	Provider	X	
Renee Razo	Central Illinois Agency on Aging	Agency		X
Lee Linwood*			X	X
Connie Schiele	Paratransit user	User	X	
Don Rulis	CWTC	Agency	X	
Greg Cassidy	TCRC	Agency	X	

\*Shared seat

#### Also in attendance:

Maggie Martino, TCRPC  
 Hannah Martin, TCRPC  
 Nick Hayward, TCRPC

Chris Mitchell, Volunteer  
Julie Main, City of Galesburg  
Andrew Dwyer, CityLink  
Rachael Cansino, Advocates for Access

## **Approval of the November 4, 2015 Minutes**

Motion by John Gaurke to approve the November 4, 2015 meeting minutes, seconded by Mike Hutchison.

## **Provider and Agency Updates**

### ***CityLink***

Josh Moore informed the group they are working on some improvements to paratransit services including making some policy changes, tweaking routes, and maintaining accessibility of bus shelters, especially in winter with snow and ice. CityLink will also be placing bus shelters at more locations.

Andrew Dwyer updated the group on the coordinated dispatch effort. Coordinated dispatch will allow for riders to call just one number for CityLift or CountyLink service, as well as transport by either vehicle. The implementation of this is currently being held up at the State level. Mr. Dwyer also explained that as a part of this effort, both fares will return to \$6.00 one way. He assured that scheduling staff will be working hard to effectively communicate to riders both the fare and the vehicle (CountyLink or CityLift) for the ride when on the phone.

### ***EP!C***

Dawn Harper praised CityLift and CountyLink for continuing to help transport EP!C riders. Her agency is currently down 2 vehicles.

### ***Tazewell County Resource Center (TCRC)***

Greg Cassidy reported that TCRC has received their 2015 CVP Light Duty vehicle. They are still waiting for a Medium Duty vehicle to be delivered.

### ***AARP***

Mary Patton applauded everyone for handling budgets. The state makes it difficult and everyone has a different fiscal year.

### ***Marshall-Stark Transportation***

Debbie Daykin expressed frustration with IDOT as they have been reorganizing and restructuring their offices and duties. She works with a new program manager now and Dave Spacek is no longer at IDOT. Furthermore, she feels the PCOM (Program Compliance Oversight Monitor) is receiving more direct information from IDOT. Previously such information had been shared with those in charge of running the programs.

There has also been more pressure to extend hours of operation. Mrs. Daykin does not feel there are finances to fund more staff hours and she wouldn't want drivers on the road without someone in the office.

### ***Fulton County Rural Transit (FCRT)***

Barb Long reported she also has a new program manager as an effect of IDOT's restructuring and reorganization. They have applied for the CVP program this year and expect to receive vehicles from prior year's CVP program in the fall.

### ***Peoria County***

Mark Rothert announced they are terminating their contract with a marketing group, CleanZone of Indiana, for lack of performance. They had been in charge of the vinyl wraps on Peoria County buses. Peoria County will also be sending in a CVP application.

### ***KCCDD***

Susan Lindsey confirmed KCCDD will be sending in a CVP application very soon. KCCDD had a successful fundraising auction to help fund bus depot improvements. The design team is currently struggling to better accommodate bus riders as they leave the bus and access the building.

### ***City of Galesburg/Galesburg Transit***

Julie Main reported that they have two fixed-route 2004 buses that need to be replaced. It is a struggle to acquire new buses because unlike larger fixed route transit operations (CityLink for example), Galesburg Transit does not qualify to receive FTA Section 5307 grants which are often the source of capital for these larger buses. Josh Moore answered with the possibility of purchasing some of the CityLink buses that were about to be taken out of commission. There are also two hybrid buses coming in September 2017. Galesburg has also requested four vehicles in this year's CVP application

### ***Connie Schiele, Paratransit User***

Connie Schiele relayed positive changes she has noticed at CityLift such as better communication and helpfulness of drivers as they escort riders to and from a vehicle. She thanks them for the improvements.

### ***Chris Mitchell, Volunteer***

Chris Mitchell agreed with Connie Schiele. CityLink management staff as well as drivers have been making the extra effort.

She also raised awareness of employment struggles: a) employers looking unfavorably on potential employees who claim public transit as their main source of transportation and b) employees being written up for trespassing on business property when waiting for their ride. Another issue she shared with the group involved inspecting medical records with regards to identification. Chris' own medical record said she had a driver's license as form of identification though she has never had a license her whole life. Furthermore, once a form has been fixed at one office, even within the same medical care umbrella (OSF, Methodist, etc), it may still need to be corrected at a different office. The error can cause issues involving eligibility for rides, or social security. Mary Patton agreed this is something that needs to be closely watched.

### **HSTP Coordinator Updates**

Hannah Martin began by reminding those interested in the CVP program to get applications to herself and Mike Healy by next Tuesday, May 31. Ms. Martin also noted that the plan is available on the TCRPC website, now with all the small revisions to agency-specific data. In the

most recent HSTP Coordinator Call, Ed Heflin of RTAC initiated a discussion regarding the possible “resurrection” of the Interagency Coordinating Committee on Transportation (ICCT). Ms. Martin will continue to inform this committee of any further actions toward this effort. Finally, Ms. Martin reminded agencies of the upcoming July 9 RTAC Saturday Training Event. Agencies interested in sending their employees should RSVP by June 24<sup>th</sup>.

At the request of some members of the committee, Ms. Martin also explained the change in practice regarding CVP application endorsement. Unlike previous years where the committee would vote and endorse CVP applications from our region, endorsement will be handled by the HSTP Coordinator, alone. This change comes by the direction of IDOT, citing the new Grant Accountability and Transparency Act. Therefore, Ms. Martin will be reviewing CVP applications and giving agencies a participation score (0-4), and that score (so long as it is not 0) effectively endorses an application.

**HSTP Goals and Objectives Action Discussion**

At the last meeting of the HSTP Committee, it was inquired what would happen to the freshly updated plan now that it had been adopted. Ms. Martino and Ms. Martin have agreed that we should make an effort to implement the plan. That effort began at this meeting by discussing Goal 1: Increase AWARENESS of public and human services transportation for target populations. Ms. Martin had provided a handout of the information below:

<b>Goal 1: Increase AWARENESS of public and human services transportation for target populations and the general public.</b>	
<b>Step</b>	<b>Status</b>
<b>Update and maintain a regional inventory of public transportation services to be posted on the TCRPC website, as well as sent out to transit stakeholders.</b>	A basic inventory has been included in the 2016 Updated HSTP. Coordinator can post this as a separate item on the website.
<b>Encourage public transportation providers and human services agencies to include links to other transportation service providers on their websites and/or in printed materials</b>	No known progress.
<b>Participate in county transportation committees/advisory groups and other relevant transportation committees. Gather information, identify coordination opportunities, and voice concerns and/or suggestions</b>	Coordinator and other HSTP committee members have also attended CityLink ADA Committee meetings, ATCI in the past. TCRPC also facilitates transportation committee meetings for the Peoria-Pekin Urbanized Area attended by Coordinator.
<b>Engage veteran’s stakeholder groups and agencies in the HSTP process</b>	No known progress.
<b>Encourage transit providers to expand and improve upon their marketing efforts</b>	Previous Coordinator has done marketing presentations to group (Nov 2014)

i. Share marketing resources and best practices as they become available.	
ii. Provide technical assistance to agencies who wish to establish a website using the National RTAP website builder.	
iii. Educate agencies on the benefits of marketing.	
<b>Continue to build and maintain an email listserv of human services agencies and other relevant stakeholders</b>	Coordinator maintains mailing list for HSTP stakeholders currently used for HSTP Meeting emails.

The discussion largely focused on further developing online resources and engaging veteran's stakeholder groups in HSTP process. Members of the committee would like to see more links to other transportation services on websites. Some agencies have little web presence and may need assistance in strengthening their online presence. Several committee members also pointed out potential for coordination with veterans's groups. Josh Moore knows the VA runs a van to CityLink's transit center. Mike Hutchison has done some veteran transport. Andrew Dwyer can ask for someone to attend from the VA, also noting that each county has a Veteran's Assistant Commission. The committee will work to reach out and engage stakeholders in veterans' transportation.

**Other**

None.

**Adjournment**

Greg Cassidy made a motion to adjourn the meeting, seconded by Debbie Daykin. The meeting adjourned at 1:05 p.m. The next meeting will be held July 27, 2016 at 12:00 p.m.

–Submitted by Hannah Martin