## STAKEHOLDER ENGAGEMENT REPORT

Illinois Statewide Public Transportation Plan

AUGUST 2017

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## STAKEHOLDER ENGAGEMENT REPORT

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## I. INTRODUCTION

General pubic engagement for the Illinois Statewide Public Transportation Plan is intended to provide information that cannot easily be obtained by standard data gathering efforts and to gather input on what the public feels are issues and opportunities. The outreach has a dual purpose, i.e. to collect important data as well as to engage public officials, agency representatives, and residents in promoting the Plan.

The public outreach plan features a broad array of tools and approaches for soliciting stakeholder and public input including:

- Providing a project website
- Interviewing HSTP coordinators and transit agency providers
- Soliciting survey feedback
- Hosting public meetings throughout the state
- Interviewing agency stakeholders
- Receiving input and direction from a steering committee consisting of stakeholders

This report provides the results of each outreach effort and discusses how each is relevant to the project.

## **II. HSTP INTERVIEWS**

In April 2015, one-on-one interviews were held with each of the 11 Human Service Transportation Providers (HSTP) Regional Coordinators. The HSTP coordinators are responsible for coordination and oversight of the delivery of public and specialized transportation services within their region. They are the staff preparing the Human Services Transportation Plan for their region which defines existing services and identifies transportation needs, specifically the needs of those persons with disabilities, older adults and persons with limited incomes.

## A. Interview Questions

The interview session followed a standardized list of questions to allow for consistency and comparability of information across the state. However, interviewers deviated from the list of questions to gather unique and individual information from each of the interviewees. Each HSTP Coordinator was asked the following questions:

- 1. What are your job duties as the HSTP Coordinator?
- 2. What agency employs you?
- 3. Are you responsible for or involved in grant writing and funding for transportation? If yes, please explain the scope of your responsibilities in grant writing.
- 4. What is your role in the development and oversight of the Human Services Transportation Plans/Updates?
- 5. What coordinated transportation goals from the current plans have been implemented/are being implemented?
- 6. What are the most significant challenges to implementing the coordinated transportation goals in the study?
- 7. What is your next priority goal for implementation? Why is it a priority?
- 8. How do you identify unmet transportation demand/need?
- 9. Who are the transportation operators in the HSTP region who do not serve the general public?
- 10. What population do these providers serve and what are their ridership numbers?
- 11. (For HSTP regions that have service providers cross boundaries) How do you work with agencies that have operations in other HSTP regions?
- 12. What do you perceive are the areas of gaps in transportation services in your region?
- 13. Are there areas of population and/or employment growth in your region, if so where? (e.g., new industry/employment)
- 14. Do the future demographic trends in your region point to greater use of public transportation (i.e., aging population, lower incomes, less vehicle ownership, etc.)?
- 15. What trends have you seen over the past 25 years in your region with regards to transit usage/demand?
- 16. In your opinion, how does access or lack of access to transit affect the average household's transportation budget in your region?
- 17. How (or where) do coordinated public transit/human services transportation interact with fixed route public transportation providers in your region (if applicable)?

- 18. What is the relationship between health care and social service locations and a customer's ability to use public or human service agency transportation to access them?
  - a. Are connections needed between different health care and social service location centers?
- 19. What impacts do you feel that the new federal health care reforms will have on public /human services transportation in your region?
  - a. In terms of employees of your operating agencies
  - b. In terms of an increase in demand for medical trips due to the greater availability/ affordability of health care for low-income populations.
- 20. Are you involved in the fleet management plan or vehicle replacement schedule?
  - a. If yes, please explain the process for developing it.
  - b. If not, who is responsible for developing said plan in your region?

## **B.** Summary of Comments

Each HSTP Region brings a unique set of challenges, unmet needs, and gaps in services. Some commonalities do exist, however. The most consistently mentioned future trends for which HSTP Coordinators are planning for include an aging population which will put increasing demands on the network of transportation services, particularly for medical appointments and treatments. In addition to medical appointments, demand is increasing for convenient and affordable transportation options for commuters traveling to and from rural and the nearest urbanized area for employment and periodic appointments. In some areas, interstate travel demand is increasing for employment, although in other regions, employment opportunities are decreasing, reducing the potential for general public riders.

For most regions, the leading challenge to coordinating transportation services is the uncertainty of the Illinois State Budget. Agencies cannot predict future funding cuts and working together is not a priority when funding levels are unknown. In some regions there are also challenges to securing a local match for programs; local government entities are not required to participate.

In order to improve services, coordination and vehicle availability is important. Several regions are in the early stages of coordination and are working to overcome the challenges of vehicle or trip sharing. Multimodal and connector/feeder services and programs are being developed to improve regional and even statewide transportation options including modes of rural bus service, human service agencies, urban bus services, and even rail (where available). The timing of vehicle delivery to replace aging vehicles or to expand service is an issue that has been expressed.

HSTP Coordinator interview summaries are located in the Appendix.

## **III. TRANSIT AGENCY INTERVIEWS**

The transit agency interview process was conducted to collect important data as well as to provide the opportunity for two-way dialogue and gather insights. The interviews were held over a four month period between March and June 2015.

A particularly difficult task when studying public transit is to identify where people are coming from and where they are going, especially for the majority of systems in Illinois that do not use electronic fare media. Therefore, much of the focus of the transit agency interviews was on gathering data on existing services, rider origin and destinations, coordination efforts and service gaps and needs.

## A. Interview Questions

The interview session differed based on whether it was an agency providing fixed route services or an agency providing demand response services. Different questions were asked based on the type of services offered.

## **Fixed Route Systems**

## Service area and service specifics:

- Describe service area, routes, service hours.
- Are there regularly scheduled transfers to any other nearby transit services?
- Do you have any local issues on where buses can/cannot be routed?
- When is the last time you restructured service and why?
- Have you established route-specific performance standards for your system? How you determine whether a new route or existing route is "working" or not?

#### Fares:

- How much are your fares?
- Do you offer any discounts/passes to local educational/other institutions?
- Do you anticipate any changes in the fare structure in the future?

#### Passenger amenities:

- Bus stop signage: How are bus stops signed? Do you have flag stops?
- How do you determine where shelters are placed?

#### Technology:

- What ITS technology do you use to track buses? Announce stops, etc.
  - a. Does the public have the ability to know when the next bus is arriving?
- Do you use scheduling software? If not, what type of software/upgrades would make transit and operation planning easier for you?

#### Funding:

• What is your local funding source?

## Riders:

- What is the general profile of your typical rider?
- Are you doing anything to attract "choice riders? What tools do you need to do this better?
- Is there any local policy to encourage organizations with transit-dependent populations or workers to locate near bus lines? (examples)

## Fleet and facilities:

- Do you have a fleet management plan or vehicle replacement schedule?
- What are your fleet, facility, and capital needs projected to five-, ten-, and 20year horizon (if possible)?
- Is your maintenance done in-house?
- What is the location of all facilities?

## Service gaps and needs:

- Locations not served by transit (unmet demand).
- Hours of service needed (unmet demand).
- Plans for expansion? Into exurban areas?

## **Demand Response Systems**

#### Service area and service specifics:

- What is your service area?
- What type of transit service is offered: door to door or curb to curb?
- What are your service hours?
- What is the minimum advance notice for a ride?
- How are return trips scheduled? Are they scheduled with the same advance notice as the pickup, or are they scheduled a) directly with the driver or b) a call to dispatch?
- Are your drivers contracted or are they employees? (if contract, who provides drivers?)
- What and where are your popular destinations? (shopping, health care, government, etc.)
- What are destinations outside your service area that you will take people to?
- Do you have subscription service?
- What is your transfer policy between adjacent transit services and do you have any established locations where people transfer?

- Do you combine trips on your vehicles? If so, which types of trips have the most combined rides?
- Do you assign certain vehicles to certain zones in the county, or do they go everywhere?
- Do any of your trips operate on a fixed schedule that requires no reservations?
- Do you have any demand response trips that operate on a specific schedule?
- What are your peak hours/days of demand?

## Fares:

- Fare policy. How much, and how are fares collected? (include fare media)
- How do you dispatch? What sort of scheduling software do you use?

## Fleet and facilities:

- What are your fleet, facility, and capital needs projected to five-, ten-, and 20year horizon (if possible)?
- What is the location of all facilities? (bus garage, maintenance facility, dispatch)

## Funding:

• What is your local funding source?

## Agency background:

• How long has your agency operated the service? What is the primary mission of the agency, and how does this tie in with public transportation?

## Service gaps and needs:

- What are the locations outside the service area where you will not drop off, but that are often requested as a destination?
- Where/when do you have the most trouble fulfilling service requests? (unmet demand/ service gaps)
- What barriers do you have in serving unmet demand in your service area?
- What type of service would you offer if you had sufficient funds?

## **B.** Summary of Comments

The results of the interview were incorporated into the *Inventory and Technical Report*. Profile sheets for all services were prepared and included in the report. The profile sheets depicted information on service areas, hours of service, population in service area, ridership, locations served, software, vehicles, funding, destinations, and facilities. Information on service gaps and needs will be incorporated into the Plan.

## **IV. STEERING COMMITTEE**

A steering committee, composed of representatives of transit agencies and organizations, was established at the beginning of the Plan process to provide oversight and provide direction. A list of Steering Committee members is included in Appendix A-2. The members represent transit stakeholders from all parts of the State.

The first steering committee meeting was held on June 17, 2015 at IDOT offices in Springfield. A presentation on the purpose of the study, the issues raised by the transit agencies in terms of gaps and needs, demographic data, service gaps, a review of transit funding, and next steps was presented. After the presentation, the steering committee members participated in an interactive workshop. Four workshop stations were set up, and directed by a facilitator:

- Goals and Objectives
- Transit Needs and Gaps
- Funding
- Performance Measures

At the Goals and Objectives workstation, a draft vision and goals and objectives for the Plan were created. The vision, goals, and objectives were reviewed by additional stakeholders and the public. A final version is presented in the *Inventory and Technical Report.* Each Steering Committee member was asked to identify service gaps and needs in the State. The result indicates that there are gaps in service availability (i.e. evenings/ weekends), in intra-county connectivity, and in origin/destination accessibility.

In the Funding workshop, the facilitator asked questions of the participants in four broad areas: funding constraints, funding utilization, local funding, and service contracts/coordination. Some of the constraints related to a concern that there will be a reduction in the downstate operating assistance program (DOAP) funding; that most agencies have dependent riders and not "choice" riders; there is a large unmet need for a stable, predictable and dedicated source of capital funding, particularly for vehicles; and locally dedicated funding sources need to be identified.

At the workshop for the Performance Measures, the topic centered on how the state would like to incorporate performance measures as part of the Plan. Potential measures were presented and additional measures were added by the steering committee members. There was a wide agreement that the use of the performance measures must compare similar things; flow from the goals and objectives; be supported by accurate, consistent data; make sure that per capita measures are part of the set of measures; and represent both the financial side and the "human side" of public transportation.

A full recap of the workshop station input is provided in the Appendix.

## **V. GENERAL PUBLIC ENGAGEMENT**

## A. Project Website

The Statewide Public Transportation Plan project website provides a portal that the public can go to retrieve information about the project. The website is organized into a series of tabs with each tab providing a page with information about the Plan. The home page summarizes the project background and project purpose. The Getting Involved page provides information on public meetings, surveys and feedback as well as links to other related webpages. It also provides a link to a comment form. The Map/Data form provides information on transit providers in the state and information that was presented at public meetings. The Study Reports tab contains links to existing studies and reports related to transportation within Illinois. The final tab, Contact Us, provides contact information for the IDOT project managers, lists the steering committee members, and contains the Comment Form.

## B. Survey

A public survey has been developed as part of the Illinois Statewide Public Transportation Plan to gather additional input. The aim of the survey is to ask respondents how familiar they are with public transportation and whether they use it. If they respond that they use it, they are asked to identify how often they do and describe trip purposes and destinations. The survey also requests background demographic data in order to profile riders and potential riders. The online survey can be accessed through the project website; a few online surveys have been filled out to date. Paper copies were handed out at the public meetings and approximately 20 surveys were returned. Input from the surveys is reflected in the information from each of the public meetings, described in the next section. A copy of the survey is provided in the Appendix.

## C. Public Meetings

Nine public meetings were held throughout the state in September and October 2015. The meetings were held in conjunction with other transportation related meetings, generally IDOT's multi-year transportation plan for a particular district. A total of 216 people attended the meetings. See the sign in sheets in the Appendix.

The meetings were organized as workshops, allowing participants to attend at any time during the two or three hour sessions. At each meeting, the public was invited to view maps showing information for each district (refer to the Appendix):

- Existing Transit Providers
- Fixed Routes
- Scheduled Demand Response Trips to and from the Service Area
- Transit Need Index
- Population Density and Employment Concentration
- Intercity Bus Routes
- Regional Public Transportation Connections

In addition to the boards, a monitor was set up to show a presentation about the project purpose, goals, and next steps. A second monitor provided a link to the project website.

The meeting was designed to be interactive. Meeting participants were asked to identify on a district map, by using different colored pushpins, where they thought there needed to be transit services based on the origins and destinations of potential transit users. This information has been reflected in the meeting summaries below and will be used to identify gaps and needs in the Plan.

## 1. District 1 Meeting

This meeting was held on October 14, 2015 at the Chicago Metropolitan Agency on Planning (CMAP) offices in Chicago from 1:00 to 4:00 PM. 65 people attended. Four surveys were filled out, mostly by attendees from the fringes of the Chicago suburbs (Grundy, and rural Will County). Respondents had all used transit in the past month, with about half using it on a daily (workday) basis. All had also used transit to travel regionally, rather than just locally. Their reasons for using public transit follow:

- Personal vehicle is sometimes unavailable (one respondent)
- Personal choice (all)
- Do not own a vehicle (two)
- Efficiency (one)

The destinations respondents used transit for were: work (all respondents), recreation/ social visits (all), shopping (three), medical appointments (one), and school (one). Respondents would take transit more often if more destinations were accessible; bus stops were more accessible; service ran on weekends, ran for longer hours or ran more frequently; and if gas prices rose. Specific locations cited as hard to access with transit were "church" (because of lack of Sunday service); the cities of Morris, Coal City, Palos Hills, Schaumburg; and the two Chicago airports. Almost all rated the service they received as "good", meaning that most trips they wanted to take could be accommodated by transit.

Meeting attendees cited Wilmington, Morris, Channahon, New Lenox, Lockport, Romeoville, Plainfield, Naperville, and Wheeling as origins for transit riders. Destinations include Joliet and Manhattan (Will County); Oswego (Kendall County); Lisle (DuPage County) and Nordic Park (Cook County). Meeting attendees also expressed frustration that coordination between townships in eastern Will County was proceeding slowly, hampering efforts to get "RideWill," a proposed countywide demand response service, up and running. There is also a need for a senior van service in Northbrook (only have taxi vouchers available now) and for "smart corridors" to be put in place on North Avenue, Roosevelt Road, and Cermak Road, the Elgin-O'Hare expressway (IL Route 390), and Interstate 55. Others suggested that fixed routes should be available between Medinah and Schaumburg; between Elgin and Schaumburg<sup>1</sup>; between Yorkville and Sugar Grove; Yorkville and Aurora; and along Lake-Cook Road to the North Central Metra station at Wheeling or Buffalo Grove.

## 2. District 2 Meeting

This meeting was held on October 29, 2015 at the Rockford Metropolitan Agency on Planning in Rockford from 4:00 to 6:00 PM. 29 people attended. No surveys were completed.

Attendees cited Rockford as an origin for transit riders. Destinations include Freeport (Stephenson County), Beloit (Wisconsin), Oregon (Ogle County) and Belvidere (Boone County); attendees emphasized these locations were unserved by a direct transit link from Rockford.

Attendees also requested that a bulletin board (BBS) be set up by IDOT to facilitate information sharing among agencies. The BBS could also be a way for agencies to dispose of surplus equipment.

## 3. District 3 Meeting

This meeting was held on September 28, 2015 at the River Valley Metro Mass Transit District in Bourbonnais from 4:00 to 6:00 PM. 17 people attended. One survey was completed. The respondent had not used transit in the past month, but had used a fixed route in the past year. The respondent chose transit as a personal choice to perform social visits, and stated that River Valley Metro had good service. The respondent wished there was a cheaper fare and that weekend service was available on the route he/she took. He/ she also wished there was a direct transit link between the cities of Kankakee and Chicago.

## 4. District 4 Meeting

This meeting was held on October 13, 2015 at the IDOT District 4 in Peoria from 4:30 to 7:00 PM. 18 people attended. Two surveys were completed. The respondents had not used transit locally in the past month, but had used transit elsewhere in the past year. The respondents chose transit as a personal choice to perform social visits, and diverged on their opinion of CityLink. One respondent felt the service was good, the other thought it was poor. The respondents would take transit more often if there were more transit accessible destinations, gas prices were higher, or more frequent service was available. They wished there was a fixed route between the cities of Chillicothe and Peoria. Attendees cited West Peoria and Moline as origins for transit riders. The destination was Peoria (Peoria County). A scheduled demand response trip between Moline and Peoria was proposed.

<sup>1</sup> This route already exists: Route 554 (Pace)

## 5. District 5 Meeting

This meeting was held on October 7, 2015 at the Illinois Terminal in Champaign from 4:00 to 7:00 PM. 35 people attended. This meeting had the highest attendance of all of the meetings. Five surveys were completed. All of the respondents had experience using transit locally; three respondents had used transit in the last month. Their reasons for using public transit follow:

- Work (one respondent)
- Personal choice (all)
- Personal vehicle is sometimes unavailable (one)

Attendees' destinations were work (four respondents), and recreation/social visits (one). Respondents would take transit more often if more destinations were accessible; service ran on holidays, ran for longer hours or ran more frequently; and if gas prices rose. Specific locations cited as hard to access with transit were outlying areas because of lack of Sunday service, Mahomet, and the University of Illinois Assembly Hall (for night basketball games). Most respondents rated service in Champaign/Urbana to be "excellent"; they can use transit for all of the trips they need to make.

Attendees cited the cities of Bloomington, Urbana, Rantoul and Danville as origins for transit riders. Destinations include Kickapoo State Recreation Area, Westville, Georgetown, and Hoopeston (Vermillion County); Tolono, White Heath, Savoy, and Rantoul (Champaign County); and Normal (McLean County). Fixed routes are proposed between the cities of St. Joseph, Mahomet, Rantoul, Tolono, Tuscola (respectively) and Champaign/Urbana.

## 6. District 6 Meeting

This meeting was held on September 30, 2015 at the Springfield Housing Authority in Springfield from 4:00 to 6:00 PM. Eight people attended. Unlike the other meetings, this was held in conjunction with a public hearing regarding moving bus stops along a Springfield MTD route. One survey was completed. The respondent lived in Jacksonville and worked in Springfield, and would never use transit for any reason.

Other attendees wanted service to the Abraham Lincoln Capital Airport in Springfield, and Sunday service. They cited a universal fare card as something that would remove some barriers to riding Springfield MTD.

## 7. District 7 Meeting

This meeting was held on September 29, 2015 at the Knights of Columbus in Effingham from 4:00 to 6:00 PM. 21 people attended. One survey was completed. The respondent has not used transit in the last year; however he/she has used it elsewhere in the United States in the past. The respondent is pleased with the local transit service on offer in Effingham.

Attendees cited the cities of Flora, Edwardsville, and Belleville as origins for transit riders. Destinations include the cities of Livingston, Highland and New Douglas (Madison County); Waterloo (Monroe County); Hecker and Marissa (St Clair County); and Hord, Iola, Sailor Springs, Greendale, and Camp Travis (Clay County). Attendees were not pleased with the Central Illinois Public Transportation (CIPT) service offered in Clay County, citing the disorganization and lack of effective leadership as problems.

## 8. District 8 Meeting

This meeting was held on October 8, 2015 at the Breese Community Center in Breese from 4:00 to 6:00 PM. 10 people attended. No surveys were completed. Attendees cited the city of Breese as an origin for transit riders, with a destination of Fairview Heights (St Clair County). They proposed a fixed route between these two places.

## 9. District 9 Meeting

This meeting was held on October 22, 2015 at the John A Logan Community College in Carterville from 4:00 to 7:00 PM. 13 people attended. One survey was completed. The respondent has used transit locally (White County) in the last year for school, work, and recreational trips. The respondent rates the local transit service on operated by RIDES in White County as "good".

The respondent would take transit more often if service in White County ran for longer hours or ran on weekends; and if he/she could get a reservation when needed. Specific locations cited as hard to access with transit were employment locations in Carmi from outlying areas. There is also a need for better service between counties and between transit providers.

Attendees cited Carmi, Fairfield, Mount Vernon, and Carbondale as origins and Murfreesboro (Williamson County) as a destination. They recommended establishing a fixed route between Carbondale and Murfreesboro.<sup>2</sup>

<sup>2</sup> JMTD operates the Yellow Route between these two communities

## **D.** Listening Tours

In late April 2015, the Illinois Department of Transportation (IDOT) and Capital Development Board (CDB) launched a statewide listening tour to hear about the infrastructure challenges our residents and businesses face. Thirty-nine meetings were held across the state, with more than 2,730 attendees. An online survey was made available as well, and more than 1,250 responses were received. This dialogue, emphasizing what infrastructure means to quality of life, mobility, and economic growth, was designed to establish priorities and lay the groundwork for a realistic, sustainable plan to bring the state's infrastructure into the 21st century.

A wide spectrum of voices were heard over the course of this listening tour, including those of corporate CEOs, small business owners, school and college officials, local government leaders, agricultural interests, environmentalists, and other citizens. All agreed that infrastructure plays a vital role in their lives and is critical to making Illinois a place where people want to live, work, and do business. The transportation network serves as arteries that connect communities with each other, and those arteries are facing both congestion and deterioration issues. Transportation also impacts the quality of life of our residents and communities by providing options for people to get to all of the places that they want to be. In general, residents, businesses, and local leaders shared these common concerns.

A variety of comments were recorded. Comments that relate to public transportation are as follows:

- Infrastructure concerns are multimodal. In addition to roads and bridges, our transit, paratransit, passenger rail, aeronautics, waterways and ports, intermodal, and bicycle and pedestrian facilities play an important part in helping our residents, workers, and goods get to where they need to go. Transit service and access continues to be a challenge throughout the state.
- While northeastern Illinois has the state's most robust transit network, transit also plays an important role in the lives of many throughout the state. In our downstate communities, **transit and paratransit** are critical in helping residents, students, seniors, and veterans get to jobs, hospital appointments, training programs, and civic and cultural amenities. Many spoke about the critical role paratransit serves to many of our most disadvantaged residents who have few or no other transportation options available to them.
- Amtrak **passenger rail** service also provides a critical pipeline between many parts of the state, especially college towns, while Chicago's status as a regional and national rail hub makes the rest of the country accessible to Illinoisans for business and pleasure travel.
- While transit ridership is growing in many areas of the state, concern was expressed over the proposed FY 2016 budget cuts to transit and passenger rail service. Many shared their frustrations regarding **lack of connectivity** while they would like to bike or take transit to reach their destinations, there are often "last mile challenges" that prevent residents from being able to travel without the use of an automobile.

 Others highlighted the challenge of adequately funding transit – transit is currently supported through the General Revenue Fund, meaning it has to compete against social service programs and education every year. Downstate transit providers expressed concern that they would be left behind while resources are devoted to bigger systems or other budgetary needs.

From late April through late May, IDOT made a survey available on its website for those who wanted to provide their feedback online. The agency received 1,259 responses. Responses related to public transportation are as follows:

- **Reliable and accessible public transit** is important to residents across the state, though many aren't satisfied with the status quo and called on providers to performance, frequency of service, and condition of equipment.
- Access to Transit. This was the second most popular local concern, with over 400 respondents commenting on the topic. Frequently cited challenges included lack of available bus transit to other communities, lack of Chicago Transit Authority (CTA) rail interconnectivity within the City of Chicago, and lack of available and reliable Metra service. Others expressed concerns over the state of Metra's infrastructure. Many downstate respondents spoke to the importance and lack of Amtrak service.
- **High-Speed Rail.** A handful of respondents (nearly 30) cited the desire for high-speed rail. Of these respondents, many expressed dissatisfaction with current Amtrak service as a factor, as well as the need to get to major downstate hubs more quickly.

## **VI. OTHER AGENCY COORDINATION**

There are several government agencies that provide federal grants for the various modes of public transportation. There are also many governmental agencies that are not involved with public transportation per se but either provide funding for use of transportation to access agency sponsored services or serve clients who would benefit from public transit in general. It is important to know the roles and needs of each of the direct and non-direct transportation stakeholders in planning for an effective public transit network for the State of Illinois.

The method to understanding these needs used was internet research, conversations with IDOT Office of Planning and Programming (OPP) staff, and conversation with a former researcher at the University of Illinois Chicago's Urban Transportation Center (UIC UTC).

## A. Federal Transit Administration

The Federal Transit Administration (FTA) serves as funder, compliance office, and technical assistance agent to state and local governments and transportation providers. The FTA awards federal dollars to its recipients for transit planning, operating, and capital projects. FTA funds help support transit projects in the state of Illinois, primarily through the Illinois Department of Transportation (IDOT) as the fiscal agent. FTA funding is provided for all public transportation modes exclusive of intercity passenger rail but includes heavy rail, bus transit, intercity bus, commuter rail, and paratransit. FTA has ten regional offices throughout the United States through which grants are processed. Illinois is served by FTA Region 5, which also serves Indiana, Minnesota, Michigan, Ohio, and Wisconsin. The Region 5 office is located in Chicago.

## B. Federal Highway Administration

The Federal Highway Administration (FHWA) provides federal grant funding for highway projects to state departments of transportation in the same manner that FTA does for transit projects. There are FHWA Division offices in every state, which provide leadership and guidance to State Departments of Transportation in the planning and construction of transportation projects<sup>3</sup>. Illinois's FHWA Division office is located in Springfield.

Some of the grants that FHWA provides include provisions for bicycle and pedestrian projects which can tie in with transit infrastructure at transit stops and air quality improvement through traffic congestion mitigation whose objective also supports transit indirectly by encouraging alternative modes of transportation to the single occupant motor vehicle. Transit is often promoted to road travelers as the most productive mode of transportation over non-motorized modes in reducing congestion and thereby improving air quality.

<sup>3</sup> https://www.fhwa.dot.gov/ildiv/ Accessed 10/28/15

## C. Federal Railroad Administration

The Federal Railroad Administration (FRA) provides federal grant funding for intercity passenger rail projects (ie Amtrak). The FRA has 8 regional offices throughout the United States with Illinois falling under FRA Region 4 (excluding Metro St Louis and area south of I-70 to the Illinois-Indiana border)<sup>4</sup>; the Region 4 office is located in Chicago IL. The FRA Region 4 office also governs Indiana, Michigan, Minnesota, and Wisconsin. Amtrak also has a corporate office located in Chicago, IL.

## D. Illinois Department on Aging

The Illinois Department of Aging (DOA) is an Illinois state agency that provides funding to local governments and nonprofit agencies for services that support seniors' independence and wellbeing in their own communities. Such programs typically include funding senior centers where seniors can go for social activities and group meals among other funded projects. Many senior centers provide transportation to and from their facility and to offsite recreational activities. The IL DOA has divided the state in to thirteen PSAs (Planning and Service Areas). Each PSA serves a given geographic area of the state and can include many senior centers or offices from which DOA services are provided.

The IL DOA also provides a free transit benefit to qualifying seniors and persons with disabilities. The DOA administers the program through an application process. Nonprofit organizations serving seniors that also provide public transportation to their community using FTA/IDOT funding are required to participate in their IDOT designated Human Service Transportation Planning Region (HSTP) meetings to coordinate their transportation services with other public transportation providers in their HSTP region. In the more rural areas of the state providing public transportation across jurisdiction boundaries are challenging for providers in terms of fairly allocating costs for cross boundary trips and territorialism among transportation providers.

## E. Illinois Department of Children & Family Services

The Illinois Department of Children & Family Services (DCFS) provides funding and administration of programs that assist orphaned children and children who are living in an unstable homes and promotes child welfare. The state of Illinois is divided in to seven geographic regions; Northern region, Cook County – North region, Cook County – Central region, Cook County – South region, Cook County – Central, Central region, and Southern region. Each region has multiple field offices.

Public transportation is addressed as a DCFS provided resource in several of its programs with the most visible being part of the discharge/transition plans for foster children aging out of the system and going in to an education or training program. These young adults are provided with disbursement funds upon their departure to pursue their education or training of choice and public transit is noted a line item in the voucher request form. There are several other DCFS programs that directly offer transportation to DCFS eligible recipients or reimburse payments spent on transportation in order to access DCFS services. Based on the services that DCFS offers, it can be assumed that some of the transit destinations DCFS clients may need to access would be vocational schools, jobs, public housing, child care centers, DCFS offices, Illinois Department of Human Services offices, military recruitment sites, and alcohol and substance abuse recovery sites.

<sup>4</sup> https://www.fra.dot.gov/Page/P0239 Accessed 10/28/15

## F. Illinois Department of Human Services

The Illinois Department of Human Services (DHS) serves as the funding pass through agent of federal dollars for programs benefitting disadvantaged populations including low-income, developmentally disabled, and functionally disabled. Some of the services include employment and training for individuals subsiding on TANF (Temporary Assistance for Needy Families) or SNAP (Supplemental Nutrition Assistance Program) disbursements, day programs for the developmentally disabled, and health insurance for uninsured children.

The state is divided in o five numbered DHS service areas. Due to the nature of the services provided by DHS certain public transit destinations that could be useful for these clients might be job training sites, medical offices, day programs for the developmentally disabled, grocery stores, and food banks.

## G. Illinois Department of Veteran Affairs

The Illinois Department of Veterans Affairs (DVA) is a state level resource and advocate for veteran benefits and other needed services. The US Department of Veterans Affairs has initiated a program in recent years called Veterans Transportation Service (VTS). This service provides free transportation to veterans and their family members to medical appointments at VA Medical Centers. The VTS vehicles are purchased by the VA medical center and are operated by VTS employed drivers.

Another transportation service offered to veterans for VA medical care is that of the nonprofit organization, Disabled American Veterans (DAV). DAV raises funds to donate vehicles to VA medical facilities, which then operate the vehicles with volunteer drivers who deliver veterans to their VA medical appointments. Although the DAV volunteer transportation service has been of great benefit to veterans and has been in existence much longer than VTS, one challenge this service poses is that volunteer drivers sometimes don't report for their self-assigned trips thus leaving veterans stranded and missing their medical appointments.

The VA does also offer public transit vouchers, taxi vouchers, and mileage reimbursement to veterans needing transportation to their VA affiliated medical appointments. For the two transportation services described in the paragraphs above, in many if not all cases door to door transportation is not offered with veterans needing to meet the VTS or DAV vehicle at designated collection points. When transportation is already an issue for veterans using these transportation services, it can pose a challenge to them to find transportation to these van pickup points, which is where the vouchers and mileage reimbursement can fill the gap. However, if access to a private vehicle is not an option and if there is no public transportation or taxi service in the vicinity of a veteran's residence, which can be the case particularly in rural areas of the state, then it may be difficult at best to access VA medical services at all.

Each county in Illinois has Veterans Assistance Commissions (VAC), funded by county tax levies, whom are charged with assisting resident veterans in applying for VA benefits. In the more populated counties of the state, VACs provide transportation for veterans with their own vehicles. Other VACs may provide public transit or taxi vouchers while rural VACs are not typically able to offer such vouchers to their resident veterans.

In speaking with a former researcher at UIC Urban Transportation Center it appears that although there have been attempts in the past, there is currently little coordination between public transit providers and veterans organizations in providing or increasing the transportation options to Veterans. Potential public transit stops that veterans would likely utilize would be to VA medical centers, VA community based outpatient centers (CBOCs), county VACs, jobs, and veteran's service organizations such as the VFW.

## H. Illinois Department of Commerce & Economic Opportunity

The Illinois Department of Commerce & Economic Opportunity (DCEO) markets the state's workforce to businesses in and out of state, funds infrastructure development to bring jobs and stimulate economic development, and supports housing assistance and home utility bill assistance programs among other services. All of these services can be especially critical in rural areas of the state where there tend not to be as many job opportunities and household incomes are typically lower. DCEO provides federal and state dollars to support these initiatives. DCEO has two offices in the state, which are located in Springfield and Chicago.

DCEO provides competitive grants to local units of government and nonprofits such as economic development corporations (EDC) and community action agencies (CAA). There exists an Illinois Economic Development Association (IEDA) and an Illinois Association of Community Action Agencies (ICAA) which list all of their respective constituent organizations throughout the state. In many cases, economic development programs are offered as a means to make struggling communities and individuals self-sustaining by providing them with tools and resources. These organizations likely serve employers and individuals who would benefit from public transportation serving places of business, subsidized housing communities, and vocational training.

## STAKEHOLDER ENGAGEMENT REPORT

Illinois Statewide Public Transportation Plan

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**APPENDIX** 

## A-1 HSTP Coordinator Interview Summary

## Human Service Transportation Regions and Coordinators

## Overview

This document provides an overview of the Human Service Transportation Plan (HSTP) Regions and Coordinator information. Each of the 11 multi-county regions in Illinois have been assigned to an HSTP Coordinator who provides leadership and local oversight to facilitate the implementation of the goals and strategies identified in HSTP regional plans. There are seven HSTP Coordinators covering eleven regions.

## **Regions 1 and 3**

Shared HSTP Coordinator is based in Ottawa.

- Region 1 Counties: Jo Daviess, Stephenson, Winnebago, and Boone.
- Region 3 Counties: Ogle, Lee, DeKalb, Bureau, Putnam, La Salle, Kendall, and Grundy.

## **Region 2**

HSTP Coordinator is based in Rock Island.

• Region 2 Counties: Carroll, Whiteside, Henry, Rock Island, and Mercer.

## Regions 4 and 7

Shared HSTP Coordinator is based in Macomb.

- Region 4 Counties: Henderson, Warren, Hancock, McDonough, Schuyler, Adams, Brown, and Pike.
- Region 7 Counties: Mason, Cass, Scott, Morgan, Menard, Sangamon, Christian, and Logan.

## **Region 5**

HSTP Coordinator is based in Peoria.

• Region 5 Counties: Knox, Fulton, Stark, Peoria, Marshall, Woodford, and Tazewell.

## **Region 6**

HSTP Coordinators are based in Bloomington.

• Region 6 Counties: McLean, Livingston, Ford, Kankakee, and Iroquois.

## **Region 8**

HSTP Coordinator is based in Urbana.

• Region 8 Counties: De Witt, Macon, Shelby, Piatt, Moultrie, Champaign, Douglas, Coles, Cumberland, Vermilion, Edgar, and Clark.

## Regions 9, 10, and 11

Shared HSTP Coordinator is based in Salem.

- Region 9 Counties: Calhoun, Greene, Jersey, Macoupin, Montgomery, Fayette, Marion, Clinton, Bond, and Madison Counties.
- Region 10 Counties: Effingham, Jasper, Crawford, Clay, Richland, Lawrence, Wayne, Edwards, Wabash, Hamilton, White, Saline, Gallatin, Pope, and Hardin Counties.
- Region 11 Counties: Monroe, St. Clair, Randolph, Washington, Jefferson, Perry, Franklin, Jackson, Williamson, Union, Johnson, Alexander, Pulaski, and Massac Counties.

## **HSTP Regional Coordinator Interview Methodology**

In April 2015, RLS & Associates, Inc. (RLS) interviewed each of the HSTP Regional Coordinators during a face-to-face session. The interview session followed a standardized list of questions to allow for consistency and comparability of information across the state. However, interviewers deviated from the list of questions to gather unique and individual information from each of the interviewees. Interview sessions were kept to a brief schedule to accommodate the coordinator's commitment to attend the IDOT Conference that was also occurring on the days when interviews were conducted.

## **HSTP Regional Coordinator Interview Summaries**

The following paragraphs are arranged to summarize the unique characteristics of each region and the coordinators' unique job duties. In addition to the responsibilities explained in each summary, all of the coordinators share the following basic responsibilities:

- Section 5310 Compliance Reviews;
- Annual Consolidated Vehicle Procurement (CVP) Grant Application Reviews and Scoring;
- Hosting Stakeholder Meetings; and,
- Continually Updating the HSTPs for the Region(s) (and yearly report cards).

Across all regions, coordinated transportation grant writing is left up to the individual local and regional agencies. The coordinators will provide technical assistance if it is needed, but their primary transportation grant-related duties are to review the grant applications and score them based on the new scoring criteria.

## **Regions 1 & 3 HSTP Coordinator Interview**

## **Overview**

Jacob Matsen from the North Central Illinois Council of Governments (NCICG) is the full-time Human Service Transportation Plan (HSTP) Coordinator for Regions 1 and 3. A unique aspect of Jacob's job is his work with the Centers for Independent Living on Disability Awareness Training. This work came from his Region 3 advisory committee. He also creates Geographic Information Systems (GIS) maps and provides a high level of technical assistance to any of the providers in either of his two regions. Another unique

aspect of Jacob's job duties is his on-site visits. He regularly visits the transportation providers in both regions at least once a year to keep open communication flowing. Both Region 1 and Region 3 completed their HSTP update in October 2014.

Some of this Coordinator's other duties include oversight of the Region 3 Advisory Committee which meets three to four times per year on top of the six regularly scheduled meetings.

## Status of Coordinated Transportation Goals and Strategies

The Coordinator is working on mapping dialysis trips provided throughout Region 3. Once presented to the Advisory Board, the Board will provide direction on what the HSTP Coordinator's next steps will be accomplish the goal of improving transportation services for dialysis appointments. The Coordinator is also working on the Disability Awareness/ Sensitivity Training as well as developing new connections to the rail system (Black Hawk) (multimodal approach).

Looking ahead, the Coordinator will be working to update the October 2014 HSTPs for Regions 1 and 3. He will work with his Advisory Board, hold general public meetings, faceto-face stakeholder interviews, surveys, and an on-the-road blitz to gather and/or update the unmet transportation needs/gaps in both regions. Through the process of updating the plans, he intends to encourage more public and human service transportation providers to work together to create more specific/concrete goals that are more quantitative in nature and have a timeline associated (short/mid/long term).

The most significant challenge to coordinated transportation in Regions 1 and 3 is operating under the uncertainty of the Illinois State Budget. Agencies do not know how much funding is going to be cut, so working together is not a priority if funding levels are unknown. Along with the unknown of the Illinois State Budget, a perceived gap in services for Regions 1 and 3 is local match. Planned projects are lacking the local funds to proceed beyond the initial concept development stage. Winnebago County went through the primer process but the project was not completed. The areas outside of Rockford in Winnebago County do not currently have public transportation services.

## Future Trends

Chrysler has a plant in Boone County (Region 1) which is starting to build back up after the recession. Overall, employment transportation in both regions is low. However, it is possible that the new plant will generate demand for employment-related transportation opportunities as well as general transportation demand for individuals and families who move into the area because of new employment.

Also in the future, the HSTP Coordinator believes transportation demand from older adults will increase significantly his two regions. The percentages of the population who are age 65 and over in some of the counties in Regions 1 and 3 are the highest in the State. Currently, students and medical patients are the most frequent transportation users in Region 3; while Region 1 provides more medical trips.

The HSTP Coordinator has noticed a slight increase in Medicaid transportation but it is unclear if the increase is because of the new health care reform or the aging population. Limited coordinated transportation is taking place between health care providers and social service agencies. The amount of coordination is dependent on the agency's policies. Some agencies have good relationships with health care providers while some health care providers only utilize public transit. More connections are needed between health care and social service locations especially for dialysis patients.

## Transportation Providers (Non-General Public)

The following lists include the non-general public transportation providers serving Regions 1 and 3.

- Region 1 Plan 2014:
  - Barbara Olson Center of Hope (serving the disabled population of Boone, Ogle, and Winnebago Counties)
  - <sup>°</sup> Booker Washington Center (serving the public, seniors, teens of Rockford)
  - ° Kreider Services, Inc. (serving the disabled population of Jo Daviess, Lee, Ogle, and Whiteside Counties)
  - Lifescape Community Services, Inc. (serving the seniors of Boone, Lee, Ogle, and Winnebago Counties)
  - <sup>o</sup> Malcolm Eaton Enterprises (serving the disabled population of Stephenson County)
  - MOSAIC Rockford (serving the disabled population of Rockford)
  - ° Provena St. Joseph Center (serving the seniors of Stephenson County)
  - Rock River Training Corporation (serving the public and job seekers of Boone, Stephenson, and Winnebago Counties)
  - ° Rolling Hills Progress (serving the disabled population of Carroll County)
  - Senior Resource Center (serving the seniors of Jo Daviess and Stephenson Counties)
  - Sinnissippi Centers, Inc. (serving the disabled population of Carroll, Lee, Ogle, and Whiteside Counties)

## • Region 3 Plan 2014:

- ° Bureau County Senior Center (serving the seniors of Bureau County)
- Fox Valley Older Adult Services (serving the seniors of north LaSalle, western Kane and Kendall, and southern DeKalb Counties)
- ° Hub City Senior Center (serving the seniors Ogle County),
- Illinois Valley Adult Day Center (serving the seniors of Bureau and LaSalle Counties)
- Illinois Valley Community Hospital (serving the public of LaSalle and Bureau Counties)

- <sup>°</sup> Kreider Services, Inc. (serving the disabled population of Jo Daviess, Lee, Ogle, and Whiteside Counties)
- <sup>°</sup> Lee County Council on Aging (serving the seniors of Lee County)
- ° Mendota Area Senior Services (seniors of LaSalle County)
- <sup>°</sup> Open Door Rehabilitation Services (serving the disabled population of DeKalb, Kendall, and LaSalle Counties)
- ° Oswego Senior Center (serving the seniors of Oswego)
- ° OSF St. Elizabeth's Hospital (serving the public of LaSalle, eastern Bureau, western Grundy, southeast Lee, and southern DeKalb Counties)
- ° Ottawa Friendship House (serving the disabled population of Ottawa)
- <sup>°</sup> Putnam County Achievement Services (serving the seniors of Putnam County)
- Rock River Center, Inc. (serving the senior and disabled populations of Ogle County)
- Senior Services Associates (serving the seniors of Kane, Kendall, and McHenry Counties)
- Sinnissippi Centers, Inc. (serving the disabled population of Carroll, Lee, Ogle, and Whiteside Counties)
- St. Margaret's Hospital (serving the public of Bureau and LaSalle Counties and surrounding areas)
- ° St. Mary's Hospital (serving the public of Streator and surrounding areas)
- Streator Unlimited, Inc. (serving the developmentally disabled population of Streator)
- Village of Progress (serving the disabled population of Ogle County)

## **Region 2 HSTP Coordinator Interview**

## **Overview**

On April 1, 2015, RLS & Associates (RLS) sat down with Ms. Lindsey Whitson from the Bi-State Regional Commission. Ms. Whitson is the HSTP Coordinator for Region 2 in Illinois, which includes Henry, Mercer, and Whiteside Counties. The area also includes Muscatine and Scott Counties in Iowa. The Quad Cities Metropolitan Planning Organization spans both states and includes portions of Rock Island and Scott Counties.

In addition to her basic duties, the Coordinator also hosts quarterly HSTP meetings and assists the Bi-State Regional Commission with the Iowa Transportation Improvement Plan and grant writing for non-transportation related projects.

She is the sole Coordinator involved in updating and writing the HSTP for Region 2. Her duties for the planning process include facilitating public meetings and presentations, gathering HSTP data, and writing the HSTP. Currently, Region 2 is in the process of updating the HSTP with a draft being available in June 2015. Some service providers within Region 2 have service areas that overlap into other HSTP regions. If an agency

provides services that cross boundaries (multiple counties and/or regions), it is that agency's responsibility to attend the appropriate HSTP meetings for each of the regions within which they provide service. Regions 3, 4, and 5 directly border HSTP Region 2.

## Status of Coordinated Transportation Goals and Strategies

Increased geographic coverage and affordability for the transit-dependent consumer are important goals for the coordinator and general public and transportation providers. Providing access to the appropriate medical facilities is also an important goal for Region 2.

The main challenge for achieving these goals is lack of funding. More connections are needed between rural areas and medical facilities, but the systems that could provide these services are finding difficulty in expanding their range of services because it does not fit within the agency budget.

A geographic challenge also exists for Region 2. Many Illinois residents are employed in lowa, but the transportation into Iowa is very limited. Trips are provided using only smaller vehicles to avoid triggering Federal Motor Carrier Safety Administration regulations. More transportation across the state border is needed for employment purposes.

## Future Trends

The coordinator estimated that the population of Region 2 would most likely stay stagnant over the next 10 to 20 years. The Rock Island Metropolitan Area was the only exception; this area is expected to continue growing but not at an alarming pace. Even without significant changes to population, as the current population continues to age, increased need for transportation options is expected, especially to medical appointments. All other goals within the HSTP are expected to stay similar, as they have yet to be achieved and the challenges faced are not showing signs of disappearing.

Another demographic shift seen in the Iowa counties served by the Bi-State Regional Commission is a large increase in the Hispanic population. This could affect Illinois in that this group may begin seeking employment in Illinois as well as Iowa, and the current unmet need for consistent and convenient transportation across state lines will increase.

## **Transportation Providers (General Public)**

The following lists include the public transportation providers serving Region 2.

- Bettendorf Transit System (fixed route, transfers to Rock Island Metro)
- Davenport CitiBus (fixed route, transfers to Rock Island Metro)
- Rock Island County Metropolitan Mass Transit District
- The Loop Riverfront Circulator (fixed route through Bettendorf, Davenport, Moline, and Rock Island)
- Henry County Public Transportation (rural demand response in Henry, Stark, and

western Bureau Counties)

- RIM Rural Transit (rural demand response in Rock Island and Mercer Counties)
- Whiteside County Public Transportation (rural demand response)

## Transportation Providers (Private or Client Specific)

The following lists include the non-general public transportation providers serving Region 2.

- Henry County Senior Citizens, Inc. (serving Geneseo and Kewanee seniors)
- Geneseo Good Samaritan Center (serving residents only)
- Geneseo Senior Center (serving Henry County seniors and those with disabilities)
- Hillcrest Home (serving residents only)
- Kewanee Care Home (serving residents only)
- Liberty Village (serving residents only)
- Heritage Woods (serving residents only)
- Alternatives for the Older Adult (serving Henry, Mercer, and Rock Island County seniors)
- Amber Ridge Assisted Living (serving residents only)
- American Cancer Society (serving Rock Island ambulatory cancer patients)
- ARC of Rock Island County (agency clients only)
- Bethany for Children and Families (serving Henry, Mercer, and Rock Island County family and children services clients)
- Forest Hill Health and Rehab Center (serving residents only)
- Friendship Manor (serving residents only)
- Intouch Day Care Center (serving adult day services clients only)
- Lighthouse Homecare, LLC (serving Quad Cities homecare, doctor's appointment, and pet care trips)
- Lucky Enterprises, Inc. (serving Rock Island, Scott, Muscatine, Henry, Cedar, Whiteside, and Carroll Counties private general public transportation)
- MetroLink (serving ADA paratransit for Metropolitan Rock Island County)
- QC Chauffeurs (serving private general public transportation)
- Rock Island County Health Department (serving Rock Island County children and pregnant women)
- Rock Island County Senior Center (serving Rock Island and Mercer County seniors and those with disabilities)
- Trinity Medical Center (serving Express Medicare service)
- Trinity Visiting Nurse and Homecare Association (serving Henry, Mercer, Rock Island,

*Whiteside, Muscatine, and Scott County clients receiving homemaker services from the agency)* 

- Exceptional Care and Training Center (serving mentally disabled residents only)
- Self-Help Enterprises (serving eligible disabled clients only)
- Tri-County Opportunities Council (serving Whiteside, Lee, Carroll, Ogle, Bureau, LaSalle, Marshall, Putnam, and Stark County income-eligible individuals)
- Whiteside County Senior Center (serving Whiteside seniors or eligible contract clients)
- Winning Wheels (serving rehabilitation clients only)
- Services for Seniors (serving Davenport, Bettendorf, Moline, and Rock Island seniors only)
- Visiting Angels (serving Rock Island, Henry, Mercer, Muscatine, Scott, and Clinton County elderly and disabled only)

## **Regions 4 & 7 HSTP Coordinator Interview**

## <u>Overview</u>

Mr. White from the Western Illinois Regional Council (WIRC) is the HSTP Coordinator for Regions 4 and 7. A unique aspect of his job is his work with the Community Action Commission writing housing rehabilitation specifications. coordinator is also in the initial stages of updating the Region 4 HSTP, which was last published in 2008. The Region 7 HSTP will be updated following the completion of the Region 4 Plan.

## Status of Coordinated Transportation Goals and Strategies

The Coordinator will identify unmet transportation needs by hosting quarterly meetings, conducting agency surveys, and talking to agencies over the phone when they call to discuss their needs. Another way the Coordinator identifies transportation needs is through the CVP grant application process. He identifies trends in unmet needs when reviewing applications.

The Coordinator pointed out a few of the gaps in transportation services in Regions 4 and 7, as follows:

- Adams County (Region 4) is in the primer process to evaluate public transportation feasibility in the county. Currently the rural part of the county does not have public transportation service.
- Christian County (Region 7) has applied for a Section 5311 grant for rural public transportation after going through the primer process.
- Henderson County (Region 4) does not have public transportation has not yet demonstrated an interest in initiating it.
- Other gaps in transportation services include, lack of vehicles, short operating hours, lack of funding, and long distance medical trips (Quad Cities, Iowa City, Peoria, and Danville).

## **Future Trends**

Springfield's population is increasing slightly while the population in the other areas of both regions is declining. Similar to most of Illinois, there appears to be an increasingly important role for public transportation on the horizon as the population of both regions is beginning to age and transportation demand is starting to increase.

## Transportation Providers (Non-General Public)

The following lists include the non-general public transportation providers serving Regions 4 and 7.

#### • Region 7 Plan 2008:

- ° Cass County Council on Aging (serving seniors)
- ° Cass County Mental Health
- ° Iglesia del Nazareno
- ° Senior Citizens of Christian County (serving seniors)
- ° Central Illinois Economic Development Corporation
- <sup>o</sup> Menard County Senior Transport (serving seniors)
- ° Barton W. Stone Home
- ° Pathway Service Unlimited, Inc.
- ° Capital Retirement Village
- ° The Hope School
- ° Senior Services of Central Illinois (serving seniors)
- ° Mental Health Centers of Central Illinois
- Region 4 Plan 2008:
  - <sup>°</sup> Adams County Council for Senior Citizens (serving seniors)
  - ° Adams County Mental Health Center
  - ° Lamoine Valley Special Recreation Association (serving Macomb County)
  - ° Mental Health Centers of Western Illinois
  - ° MOSAIC (serving Macomb County)
  - ° Schuyler County Mental Health Association
  - ° Transitions of Western Illinois

## **Region 5 HSTP Coordinator Interview**

#### **Overview**

Ms. Jill Goforth from the Tri-County Regional Planning Commission is the HSTP Coordinator for Region 5, which includes Stark, Knox, Fulton, Peoria, Tazewell, Woodford, and Marshall Counties.

Coordinating the HSTP is half of Ms. Goforth's role at the Tri-County Regional Planning Commission. In addition to her basic Coordinator duties, she also hosts bi-monthly HSTP meetings. These meetings seek to identify common areas of interest, such as marketing, where agencies can come together and find a solution to common problems or issues and build trust and communication. Currently, Region 5 is in the process of updating their plan with a draft being available in June 2015. Some service providers within Region 5 have service areas crossing into other HSTP regions.

## Status of Coordinated Transportation Goals and Strategies

Increasing the region's overall accessibility in terms of vehicles, sidewalks, and facilities is an important goal to Region 5 stakeholders. Another important goal is increasing access to public transportation. Knox County does not provide public transportation. Even in counties where public transportation is provided, many trip destinations are in the urban area of Peoria and the connections from rural areas to Peoria are lacking and do not meet the needs of the commuters.

The main challenges for achieving the coordinated transportation goals is lack of funding and lack of trust between area transportation providers. Vehicle sharing is encouraged in the region but many providers are afraid of allowing other agencies to use their vehicles or transport their clients. This is a common fear in the initial stages of coordinated transportation which can be overcome by speaking to peer agencies that share vehicles, and developing well defined vehicle sharing agreements that meet the needs of both parties.

Other barriers to achieving transportation goals include capacity issues, and the difficulty of obtaining funding for rural public transit. Knox County is considering implementation of new transportation programs, but the primer process required by IDOT for a new system to receive this funding is lengthy and complex. Navigating the process has proven difficult.

## Future Trends

The area directly north of Peoria has experienced a large amount of growth both in employment opportunities and population in recent years, and the HSTP Coordinator expects the growth trend to continue. Dunlap and Germantown Hills have experienced population growth as well. Other changing demographics in the region include a major increase in the elderly population, a decrease in the population ages 20 to 35, and an increase in the Hispanic population within Peoria. Increased access to medical transportation is expected to be a major focus in the near future. New medical facilities have recently opened in Peoria, but in an area that is currently not served by public transit. A pre-existing problem with medical transportation has been with medical professionals scheduling appointments during times outside of transit providers' operating hours, or without enough notice to avoid capacity constraints. Adding transportation options to the new medical facilities in Peoria and working more with medical providers to schedule appointments with available transportation in mind will be the main facets of achieving this goal.

Another issue which will be addressed in the near future is the expansion of public transportation options to fill the gaps in the network of services in the region. Recently, the defined urban area of Peoria expanded, but the transit system did not expand its service area boundaries. Because rural public transit does not serve the residents within this new expanded urban area, and the Peoria public transit system does not serve this area, individuals living in this area who used to use the rural public service now find themselves with no public transportation options. Knox County also does not have public transportation outside of Galesburg, meaning all of the surrounding rural areas of the county do not have access to public transportation.

## **Transportation Providers (General Public)**

The following lists include the non-general public transportation providers serving Region 5.

- City of East Peoria (fixed route and paratransit services)
- City of Galesburg Handivan Paratransit (paratransit services)
- Galesburg Transit Corporation (fixed route services)
- Greater Peoria Mass Transit District, or CityLink/CityLift (fixed route and paratransit services)
- Fulton County Rural Transit (rural demand response service)
- Pekin Municipal Bus Service (fixed route and paratransit services)
- Peoria County, or CountyLink (rural demand response)
- We Care, Inc. (rural demand response for Tazewell and Woodford Counties)
- Marshall-Stark Transportation (rural demand response for Marshall and Stark Counties)

## Transportation Providers (Private or Client Specific)

The following lists include the non-general public transportation providers serving Region 5.

- Association for the Developmentally Disabled of Woodford County (serving agency clients and contract service only)
- Apostolic Christian Services (serving residents only)
- Center for Prevention of Abuse (serving clients only)
- Central Illinois Agency on Aging, Inc. (serving Fulton, Peoria, Tazewell, Stark, Marshall, and Woodford County seniors only)
- Chillicothe Township (limited transportation to township residents)

- Community Mental Health Center of Fulton and McDonough (serving clients only)
- Fulton-Schuyler Chapter American Red Cross (serving senior medical appointments only)
- Limestone Township (limited transportation to township residents)
- The Peoria Area Blind People's Center (serving clients only)
- VNA Community Services (serving seniors only)
- Heartline and Heart House (serving clients only)
- KCCD (serving developmentally disabled only)
- PARC (serving developmentally disabled only)
- Snyder Village (serving clients and residents only)
- Southside Office of Concern (serving clients only)
- Tazewell County Resource Center (serving clients only)
- Warren Achievement Center (serving senior and disabled service, with general public service based on availability)
- Knox County Nursing Home (serving residents only)

# **Region 6 HSTP Coordinator Interview**

# <u>Overview</u>

Rick Nolan from the McLean County Regional Planning Commission (MCRPC) along with Jennifer Sicks share the HSTP role for Region 6. Both conduct Consolidated Vehicle Procurement (CVP) grant application reviews on a yearly basis, continually update the HSTP for Region 6 (yearly report cards), and conduct 5310 compliance reviews. Mr. Nolan hosts the quarterly HSTP meetings while also helping the MCRPC with some of its other plans (Transportation Improvement Plan, Long Range Transportation Plan, Bloomington-Normal HSTP, etc.). Ms. Sicks is involved with the quarterly HSTP meetings while also hosting county specific transportation meeting on a bi-monthly basis. Currently, Region 6 is in the process of updating the HSTP with a draft being available in June 2015.

# Status of Coordinated Transportation Goals and Strategies

Community outreach and awareness is a goal that MCRPC has worked on with the general public and transportation providers in Region 6. The coordinators are working with their transportation providers to discuss unmet transportation services.

Another primary goal of the current HSTP is to work with the Veterans Administration (VA). MCRPC has found that coordination efforts with the VA can be a significant challenge. There is very limited cooperation between transportation providers and the VA, however, the coordinators will continue to work to find a common ground for coordinated transportation that is mutually beneficial.

Another challenge that Region 6 is facing are volunteer driver programs. MCRPC would like to see a state policy or guideline for insurance requirements for volunteer driver programs. Coordination between volunteer and non-volunteer transportation programs has been minimal in Region 6 as agencies are not certain of the insurance requirements. The final challenge facing Region 6 is the loss of 5317 (New Freedom) and 5316 (JARC) funds. Region 6 has seen a drop in operating funds due to the consolidation of 5317 and 5316 into 5310 and 5307 or 5311, respectively.

Region 6 is developing a plan for coordinated fare payments with a region-wide pass. The pass would allow passengers to switch between transportation providers and not have to worry about multiple fare payment options. The other goal currently being addressed is getting transportation for veterans and medical trips secured, and paid, in a timely manner. These goals were identified based on gaps and needs for transportation services in the area which were discussed at the quarterly and bi-monthly meetings.

One identified gap in transportation services in Region 6 is long distance medical trips (Indianapolis, Chicago, Peoria, Danville (VA Medical Center)). Some people in Region 6 are having trouble securing long distance medical trips for specialized medical appointments. Another key issue and priority for transportation services in Region 6 is the timeliness of vehicle delivery. Transportation providers would like to have a better timeline for delivery of CVP grant vehicles. The lack of a timeline has caused confusion among providers and HSTP coordinators.

# **Future Trends**

The coordinators indicated that the population of Region 6 is expected to decline slightly over the next 10 to 20 years. Even with the slight decline in population, the Coordinators felt that an increase in transportation usage would occur. As a trend in Illinois, the older adult population is increasing in Region 6 and their dependence on public and social service transportation will also increase.

The major employer in the area, Mitsubishi, has had a decline in employment and does not show signs of increasing employment in the near future. The new high speed rail might facilitate new population and economic growth, but only a small area of Region 6 will have the high speed rail pass.

With the new health care regulations, Medicaid and managed care organizations (MCOs) have changed or been created. The transition has caused complications in scheduling. More confusion along with more unknown transportation providers appearing due to the way Medicaid is managed in Illinois. As of the time of interview, the coordinators indicated that the amount of medical transportation trip demand was stable and has not increased or decreased in recent years.

# Transportation Providers (Non-General Public)

The following lists include the non-general public transportation providers serving Region 6.

- Developmental Services Center (serving disabled clients in Champaign and Ford Counties)
- Duane Dean Behavioral Health Center (serving substance abuse clients in Kankakee County)
- Futures Unlimited, Inc. (serving developmental disabled, mental illness, autism, seizure disorders, drug and alcohol abuse disorders, traumatic brain injuries clients in Livingston County)
- Gibson City Area Telecare Services, Inc. (serving seniors and people with disabilities in Champaign and Ford Counties)
- Good Shepherd Manor (serving developmental disabled men in Momence)
- Morris Hospital (serving hospital patients in and around Morris)
- Mosaic in Pontiac (serving clients)
- Veterans' Assistance Commission of Grundy County (serving veterans in Grundy County)
- Volunteer Services of Iroquois County (serving seniors 60 and over in Iroquois County)
- East Central Illinois Community Action Agency (serving head start students in Ford, Iroquois, and Vermilion Counties)
- Illinois Central School Bus (serving school children in Dwight County)

# **Region 8 HSTP Coordinator**

# <u>Overview</u>

Ms. Eileen Sierra-Brown from the Champaign County Regional Planning Commission, which has an intergovernmental agreement with IDOT to manage the HSTP process for Region 8, is the HSTP Coordinator for this region, which includes Champaign, Vermillion, Clark, Coles, Cumberland, DeWitt, Douglas, Edgar, Macon, Moultrie, Piatt and Shelby Counties.

The Champaign County Regional Planning Commission also houses Metropolitan Planning Organizations. The coordinator's role is almost solely to be the HSTP Coordinator, but she also assists as needed with MPO activities such as preparing the RTP, TIP, WTP. She also hosts quarterly HSTP meetings and writes community and discretionary grant applications, such as for Section 5310, 5316, and 5317. The coordinator was also the unofficial PCOM for a period of time, and wrote the Section 5311 and CVP grant applications for providers in the region.

The coordinator is the sole coordinator involved in updating and writing the HSTP for Region 8. Currently Region 8 is in the process of updating the HSTP plan with a draft being available in June 2015.

# **Status of Coordinated Transportation Goals and Strategies**

Major hubs for medical, education, employment, and shopping trips are in Champaign, Macon, and Vermilion Counties but people living in rural areas of other counties find difficulty in accessing these areas with the current transportation structure available to them. Other gaps in services experienced by the region are limited service hours, and lack of on-demand service. Most public transportation entities in the region only run during regular business hours, and many don't provide weekend service. Many agencies also ask for 24-hour advance notice when scheduling a trip, and most of the region experiences very limited taxi service.

More transportation is also needed to St. Louis and Indianapolis for medical trips. Currently, not many of the agencies participating in the HSTP are Medicaid providers, due to the excessive amount of time it takes for these agencies to receive reimbursement for these trips.

Another important goal is increasing uniformity in data collection and compliance among participating agencies. For example, the term "unmet need" and how to track unmet need is interpreted differently by different agencies. To combat this, the coordinator created an Unmet Needs Form which all of the participating agencies complete. The form provides a definition for all agencies to follow. Reviews of systems receiving Section 5310 funds are performed by the coordinator to ensure compliance with Federal and State regulations. The main challenges for achieving coordinated transportation goals are the limitations of funding and service options and lack of appropriate marketing. Section 5310 funds are only used for capital purchases in Illinois even though the federal grant program allows the use of these funds for operating expenses as well. These funds could allow providers to possibly extend their service hours or help solve capacity issues. Any transportation provider receiving federal funds cannot use the funds in the provision of charter service, and the coordinator believes the definition of "charter service" to be limiting when trying to create transportation options. Another issue is that while many agencies provide meaningful transportation to either the public or targeted groups, the public is generally unaware of the services provided to them.

# **Future Trends**

The Champaign-Urbana area experienced a large amount of growth both in employment opportunities and population in recent years, and Ms. Sierra-Brown expects this trend to continue. Kraft, AT & T, and major trucking hubs are major employers located in Champaign County. Tuscola in Douglas County will see a new Cronus fertilizer plant which will bring new employment opportunities, and which could spur small population growth. Danville has experienced a population decrease in recent years, while the rest of the region is expected to remain stagnant.

Increased access to medical transportation is expected to be a major focus in the near future, especially to cities like Indianapolis and St. Louis. More trains will travel to St. Louis and will pass through Region 8, so creating connections to these additional trips will be important. The Coordinator also expects an increase in veterans' transportation options to be at the forefront of future planning activities.

# **Transportation Providers (General Public)**

The following lists include the general public transportation providers serving Region 8.

- Champaign-Urbana Mass Transit District (fixed route and paratransit services for Champaign)
- CRIS Rural Mass Transit District (demand response service)
- East Central Illinois Public Transit (fixed route and paratransit services for Clark and Edgar Counties)
- Dial-A-Ride (fixed route and paratransit services for Cole County)
- Rides Mass Transit District (rural demand response service)
- SHOWBUS Public Transportation (fixed route and paratransit services)
- Central Illinois Public Transit (rural demand response)
- Decatur Public Transit System (fixed route service for the City of Decatur)
- Piatt County Public Transportation (rural demand response)
- Danville Mass Transit District (fixed route service for the City of Danville)

# Transportation Providers (Private or Client Specific)

The following lists include the non-general public transportation providers serving Region 8.

- Champaign County Nursing Home (serving residents only)
- Developmental Services Center (serving clients only)
- Champaign-Urbana Rehabilitation Center (serving clients only)
- Rantoul Recreation Department (serving seniors only)
- Pace Inc. (serving disabled only)
- Carle Hospital (serving patients only)
- Circle of Friends Adult Day Center (serving clients only)
- Community Service Center of Northern Champaign County (serving clients only)
- Disability resources and Educational Services (serving clients only)
- Mental Health Center of Champaign County (serving patients only)
- Swann Special Care Center (serving clients only)
- The Pavilion Behavioral Health System (serving patients only)

- Rantoul UC Express A Precious Cargo Carrier (serving clients only)
- American Cancer Society (serving clients only)
- American Legion Post 88 (serving veterans only)
- CCAR Industries, Inc. (serving disabled only)
- LifeLinks Mental Health (serving patients only)
- Charleston Transitional Facility (serving clients only)
- Coles County Council on Aging (serving seniors only)
- Faith in Action/RSVP (serving seniors only)
- CEFS Economic Opportunity Corporation (serving clients only)
- Faith in Action of Edgar (serving clients only)
- Decatur-Macon County Opportunities Corporation (serving clients only)
- Macon Resources (serving clients only)
- Easter Seals (serving clients only)
- Decatur Mental Health Center (serving patients only)
- CHELP Inc. (serving clients only)
- St. Mary's Hospital Center for Seniors (serving seniors only)
- Veteran's Assistance Commission (serving veterans only)
- Catholic Charities (serving clients only)
- Moultrie County Beacon (serving disabled only)
- Piatt County Senior Citizens Transportation Program (serving seniors only)
- Faith in Action of Piatt (serving seniors only)
- Hoopston Multi-Agency Service Center (serving clients only)
- Crosspoint Human Services (serving clients only)
- Human Resource Center for Edgar and Clark Counties (serving clients only)
- Provena Hospitals (serving patients only)
- Shelby County Community Services (serving clients only)

# **Regions 9, 10, and 11 HSTP Coordinator**

# <u>Overview</u>

Ms. Terri Finn from the South Central Illinois Regional Planning and Development Commission is the HSTP Coordinator for Regions 9, 10, and 11. Her area includes the entire southern portion of Illinois.

- **Region 9** includes Calhoun, Greene, Jersey, Macoupin, Montgomery, Fayette, Marion, Clinton, Bond, and Madison Counties.
- **Region 10** includes Effingham, Jasper, Crawford, Clay, Richland, Lawrence, Wayne, Edwards, Wabash, Hamilton, White, Saline, Gallatin, Pope, and Hardin Counties.

• **Region 11** includes Monroe, St. Clair, Randolph, Washington, Jefferson, Perry, Franklin, Jackson, Williamson, Union, Johnson, Alexander, Pulaski, and Massac Counties.

At the South Central Illinois Regional Planning and Development Commission, Ms. Finn is the mobility manager for all three regions, and this includes coordinating the HSTPs. Beyond the standard coordinator duties, as the mobility manager, she coordinates individual trips with area providers. She also writes the grant proposal for the National Mobility Management Grant and assists in writing Federal coordination grant proposals (Sections 5316 and 5317). Ms. Finn is the coordinator involved in updating and writing the HSTP for all three regions, but she receives assistance and support from a subcommittee. Her HSTP update duties include public meetings and presentations, gathering HSTP data, and writing the HSTP. Currently all regions are in the process of updating the HSTPs with drafts being available in June 2015.

# Status of Coordinated Transportation Goals and Strategies

When reviewing the CVP applications, Ms. Finn asks many questions about services provided and coordinated efforts applied to ensure that those receiving funding are truly coordinating services. Increasing preventive medical treatment transportation is an important goal to all three regions. Another important goal is obtaining scheduling and dispatching software for public transit agencies.

The main challenges for achieving these goals is lack of funding and lack of trust between area transportation providers. The coordinator finds challenges in building communication between providers. Coordination between providers has been slowly improving. Another barrier to success in coordination is that many transportation systems in the regions have strict boundary lines which they are not able to cross. The southeastern part of the state is mostly rural, and more frequent and convenient connections to urban hubs across the state are needed.

# Future Trends

The Metro East region (part of the St. Louis Metropolitan Statistical Area) continues to grow, and is expected to continue on this path. Carbondale in Jackson County has experienced economic and population growth as well in recent years. Many housing developments and medical facilities have recently became available along the Route 13 corridor.

Increased access to medical transportation, and preventive medical transportation especially, is expected to be a major focus in the near future. Employment transportation is also expected to increase. Public providers in these regions have begun working with employers to provide more affordable transportation to work. The use of public transportation for employment has shown slow growth but if efforts are continued, it is expected this growth will continue as well.

# **Transportation Providers (General Public)**

The following lists include the non-general public transportation providers serving Regions 9, 10, and 11.

- Bond County Transit (rural demand response service)
- Central Illinois Public Transit (rural demand response service in Montgomery, Fayette, Clay, Douglas, Effingham, Moultrie, and Shelby Counties)
- *Macoupin County Public Transportation (deviated route and demand response services)*
- Madison County/ACT (fixed route, deviated route, and paratransit services)
- South Central Transit (deviated route, demand response, and intercity services to Clinton, Marion, Washington, Jefferson, Perry, Franklin, St. Clair, Jackson, and Williamson Counties)
- Rides Mass Transit District (deviated route and demand response services to Jasper, Crawford, Richland, Lawrence, Wayne, Edwards, Wabash, Hamilton, White, Saline, Gallatin, Pope, Hardin, and Williamson Counties)
- Jackson County Mass Transit District (rural demand response)
- Monroe/Randolph Mass Transit District (rural demand response)
- Shawnee Mass Transit District (fixed route and rural demand response for Johnson, Union, Massac, Alexander, and Pulaski Counties)
- St. Clair County Transit District (fixed route, rail, and demand response services)

# Transportation Providers (Private or Client Specific)

The following lists include the non-general public transportation providers serving Regions 9, 10, and 11.

- Bethany Place (serving clients only)
- Beverly Farm Foundation (serving clients only)
- Challenge Unlimited (serving clients only)
- Community Link of Clinton County (serving disabled only)
- Epilepsy Foundation of Greater Southern Illinois (serving clients only)
- FAYCO (serving clients only)
- Foundation for Autism Services Today and Tomorrow (serving clients only)
- Illinois Center for Autism (serving developmentally disabled clients only)
- Illinois Valley Rehabilitation Center (serving clients only)
- Illinois Valley Senior Citizens (serving seniors only)
- Jarvis Township Senior Center (serving seniors only)
- Macoupin Center for Developmentally Disabled (serving developmentally disabled only)

- Main Street Community Center (serving senior and disabled only)
- Residential Options (serving clients only)
- Senior Services Plus (serving clients only)
- Village of Glen Carbon (serving senior and disabled only)
- ARC Community Support Systems (serving developmentally disabled only)
- Charleston Transitional Facility (serving developmentally disabled only)
- CILA Corporation (serving developmentally disabled only)
- Clay County Rehabilitation Center (serving developmentally disabled only)
- Senior Services of Effingham County (seniors only)
- Lawrence-Crawford Association for Exceptional Citizens (serving developmentally disabled only)
- Trade Industries (serving clients only)
- Human Service Center for South Metro East (serving developmentally disabled only)
- Five Star Industries, Inc. (serving developmentally disabled only)
- Franklin County Senior Services, Inc. (serving seniors only)
- Gold Plate Program of Perry County (serving seniors only)
- Human Support Services (serving developmentally disabled and mentally impaired only)
- Rotary Club of O'Fallon (serving senior and disabled only)
- Senior Adult Services (serving seniors only)
- Senior Services of Southern St. Clair County (serving seniors only)
- St. Clair Associated Vocational Enterprises, Inc. (serving clients only)
- Touchette Regional Hospital (serving low income, senior, and disabled only)
- Washington County Senior Services, Inc. (serving seniors only)

# Summary

Each HSTP Region brings a unique set of challenges, unmet needs, and gaps in services. Some commonalities do exist, however. The most consistently mentioned future trends for which HSTP Coordinators are planning are listed below:

- Rural transportation providers are preparing for an aging population which will put increasing demands on the network of transportation services, particularly transportation for medical appointments and treatments (both health maintenance and life-sustaining treatments).
- Demand is increasing for convenient and affordable transportation options for commuters traveling to/from rural and the nearest urbanized area for employment and periodic appointments. In some areas, interstate travel demand is increasing for employment.

Commonly mentioned challenges, unmet needs, and gaps in transportation were as follows:

- For most regions, the leading challenge to coordinating transportation services is the uncertainty of the Illinois State Budget. Agencies cannot predict future funding cuts and working together is not a priority when funding levels are unknown.
- In some regions there are challenges to securing local match because agencies are hesitate to make coordination a priority when there is no clearly defined financial incentive.
- Several regions are in the early stages of coordination and working to overcome the challenges of vehicle or trip sharing.

Multimodal and connector/feeder services and programs are being developed to improve regional and even statewide transportation options including modes of rural bus service, human service agencies, urban bus services, and even rail.

# **A-2 Steering Committee Members**

MEMBER	ORGANIZATION
Gena McCullough	Bi-State Regional Commission
Martin Menninger	Chicago Metropolitan Agency for Planning
Rita Morocoima-Black	Champaign Urbana Urbanized Area Transportation Study
Andrew Johnson	Connect Transit
Bill Jung	Rides Mass Transit District
Laura Calderon	Illinois Public Transportation Association
Jessica Hector-Hsu	Regional Transportation Authority
Rick McVinnie	Rockford Mass Transit District
Edward Heflin	Rural Transit Assistance Center
Laura Dick	SHOWBUS Public Transportation
Terri Finn	South Central Illinois Regional Planning & Development Commission

# **A-3 Steering Committee Input**

# June 17, 2015 - Workshop Report Station 1 - Goals and Objectives

The workshop started out by discussing the Statewide Public Transportation Plan Overall Goal:

# *"Increase resident and visitor mobility through greater transportation choices and connectivity."*

<u>Vision Statement</u> From that overall goal, the following Vision Statement was created:

# *"The Vision of the Statewide Public Transportation Plan is the establishment of Illinois as the nation's leading state in mobility, access and connectivity."*

<u>Goals and Objectives</u> The following goals and objectives were identified for the Plan:

# Goal 1: Improve mobility for all Illinoisans

Objectives:

- Provide transit service in all areas where viable levels of demand exist
- Extend service hours to evening and weekends as necessary
- Improve connectivity between service areas
- Improve multimodal connectivity (Amtrak, intercity bus)
- Empower citizens to advocate for transit
- Educate local leaders on the benefits of and demand for public transportation

Goal 2: Increase local funding for public transit

Objectives:

- Identify new public/private funding sources
- Better leverage existing resources
- Prepare an action plan to generate interest in funding public transit
- Educate elected officials on funding solutions for transit
- Market the benefits of funding public transit

**Goal 3:** Increase the use of information technology in providing transit services

Objectives:

- Facilitate the investigation of real-time apps for service providers
- Facilitate joint purchasing and common platforms between agencies
- Encourage the use of scheduling software to improve efficiency
- Identify the need for signal-priority systems for fixed route systems
- Revise federal requirements on funding to allow for technology purchases

**Goal 4:** Promote economic vitality

Objectives:

- Improve access to employment centers
- Improve access to education centers
- Promote and increase the number of contracted transit services with employers and educational centers
- Advise local leaders as to the economic development benefits associated with public transit

**Goal 5:** Maintain, support and improve transit infrastructure, rolling stock, and facilities

Objectives:

- Identify needed capital improvement projects
- Facilitate the development of more intermodal facilities
- Explore and encourage a sustainable source of capital funding

Goal 6: Improve coordination of services

Objectives:

- Facilitate improved coordination of services between adjacent providers
- Use technical and qualitative analyses to identify linkage points and opportunities for service efficiencies
- Coordinate with private transit providers to include them into spectrum of services

Goal 7: Enhance the popular image of public transit

Objectives:

- Identify the benefits of transit including environmental benefits, health benefits, financial benefits
- Work with identified groups to advocate for and promote public transportation
- Develop marketing campaigns to promote the use of transit
- Public guidance on where and how local providers can obtain financial, technical and other forms of resources for marketing assistance
- Offer training for consumers

SERVICE GAP TYPE Gap in Service Res Availability (times/days offered) won	CHIEF CONSTRAINT(S)		
fered)		POTENTIAL SOLUTION(S)	DEINELLI 2 OF CLOSING GAPS
	Resources. Driver and vehicle time is money, and funding is a constant concern. Further, moves to shift-	Increased/earmarked funding for evening/ weekend services, either from government	Meeting large amounts of latent demand
	work are not feasible in rural areas, as many drivers are very far from home over the course of their working day.	sources, service contracts, or premium "at or near cost" user fees	Reinforcing rider habits and perceptions of transit as a convenient, attractive $\vartheta$ indispensable resource
Safi is m	Safety/Security. In many rural areas, night-time service is made problematic due to isolation and environmental	Design solutions on vehicles (LED lift and stairwell lighting, etc.)	Enhanced local economic development
fact	factors. For instance, a lack of streetlights/ambient light makes the alighting process (esp. for ADA passengers)	Reduced 'service types' during weekend	Significant lifestyle benefits for transit-dependent populations as well as caregivers
diffi	difficult and accident-inviting; door-to-door service in remote areas can also require lengthy journeys to and	and off-hour service (e.g., door-to-door service becomes only curb-to-curb)	
fror	from passenger dwellings – in inclement conditions such lengthy driver absences create a number of		
bot	potential problems		
Gap in Intra-county Coc	Coordination. In counties with both rural and urban	Rural areas are where transit-dependent	Service meaningfully expanded for Illinois' most
Connectivity prov (between rural areas rura	providers, few imperatives or incentives exist to induce rural and urban providers to prioritize coordination	populations (seniors, individuals with disabilities, 1 or 0 auto households)	transit-dependent residents.
_	efforts over other pressing tasks	are most rapidly rising to prominence.	Better healthcare outcomes (i.e., more access to
DO	Political economy Urbanized systems are unwilling to	Strategic outreach to make rural residents, organizations and government leaders	preventative medicine)
me	meet demand outside of their levy area, while many rural	aware of this fact is the first step to creating	Increased jobs access
cor	communities do not see public transit as something that	demand for more resources and greater	
ŌM	would justify additional taxpayer costs	coordination between rural and urban systems	Enhanced local economic development
Reg	Regulatory constraints. Strict guidelines exist for		Increased safety as higher-risk drivers are given a
whi	whether particular funds may be used for rural service vs. rural service, et al. Navigating these distinctions presents	IDOT should press FTA for clarification and resolution to the problem of non-	non-driving mobility option
an é	an administrative burden and discourages integrated	integrative uses of funds	Community and lifestyle benefits as longtime
sen	service planning		residents enjoy increased potential to age in place

SERVICE GAP TYPE	CHIEF CONSTRAINT(S)	POTENTIAL SOLUTION(S)	BENEFITS OF CLOSING GAPS
Gaps in Inter-county travel	<b>Coordination</b> . Across county lines, and across both rural and urban providers, few imperatives or incentives exist to prioritize coordination efforts over other pressing tasks	Strategic outreach to residents, organizations and government leaders is the first step to creating demand for	Service meaningfully expanded for Illinois' most transit-dependent residents.
	Intra-County Planning Obstacles. In many places, Intra- county service dans result in lack of transit acressibility.	more resources and greater coordination between adjacent systems across the State	Reinforcing rider habits and perceptions of transit as a convenient, attractive & indispensable resource
	to larger-geography transportation infrastructure (e.g., bus terminals, train stations, airports, etc.).	A special, prioritized funding/project category could be created for service expansions that would provide access to	Enhanced economic development in areas across the State
	Lack of Infrastructure. Even assuming ideal levels of inter-agency coordination, a lack of physical and IT infrastructure stands in the way of practical inter-	major points of access to larger-geography transportation modes	Increased safety as higher-risk drivers are given a non-driving mobility option
	service connectivity. Even simple gains in transfer area buildouts, dispatching integration, etc. would make a large difference.	Cataloguing of State-owned land could provide a number of convenient candidate sites for transfer "rest stop" construction	Community and lifestyle benefits as longtime residents enjoy increased potential to age in place
		Additional remarks expressed some concern over liability issues and stressed the values of hospitals, public buildings, and willing commercial locations (e.g. Walmarts, etc.) as additional possible transfer points, especially considering the services and amenities provided by those locations	
Gaps in Origin/ Destination Accessibility	Intra-County Planning Obstacles. In many places, Intra- county service gaps result in lack of transit accessibility to large trip-demand drivers (hospitals, downtowns, social service centers, etc.) Inter-County Planning Obstacles. In many places, Inter- county service gaps result in lack of transit accessibility to essential regional and statewide trip-demand drivers (universities, regionally significant commerce centers, tourist attractions, etc.) Unarticulated Demand. In some cases, latent demand for public transportation access to key destinations exists but is not communicated to or identified by transportation planners.	Address Intra-County Planning Obstacles Address Inter-County Planning Obstacles Increased/earmarked funding for essential destination services, either from government sources, service contracts, or premium user fees Outreach to local and regional inter- agency groups, boards, etc., to periodically survey suggestions for reallocation and/or expansion of service	Service meaningfully expanded for Illinois' most transit-dependent residents. Reinforcing rider habits and perceptions of transit as a convenient, attractive $\beta$ indispensable resource Enhanced economic development in areas across the State, particularly in regionally significant Downtowns and university-centers Increased safety as higher-risk drivers are given a non-driving mobility option Community and lifestyle benefits as longtime residents enjoy increased potential to age in place Significant lifestyle benefits for transit-dependent populations as well as caregivers

# June 17, 2015 - Workshop Report

# Station 3 - Funding

Using the handout as a basis for the conversation, the facilitator asked questions of the participants in four broad areas: (1) funding constraints; (2) funding utilization; (3) local funding; and (4) service contracts/coordination. Additionally, comments were made related to, but not directly associated with these four topics. These comments are summarized under "other" comments.

## **Constraints**

- While DOAP would generally be regarded as "stable" funding, current discussions to significantly reduce DOAP would result in a breaking of trust with the public. Reductions in DOAP = reductions in service, thereby breaking a commitment made by transit agencies to serve the public.
- There has been a tremendous pressure on rural transit systems to grow/expand given that DOAP became available for many downstate rural providers only recently. The "use it or lose it" philosophy, combined with some policy push from IDOT to create core general public (not human service) transportation, meant that many systems expanded to scales that were not supported by existing capital funding.
- Any discussion of funding must recognize the fact that most rural systems do not have "choice" riders; the ridership base is a highly dependent population.
- Some robust discussion about the DOAP program; the importance of this program cannot be understated and it was felt that governmental support for public transportation was a legitimate use public funds. One participant expressed dismay that salary levels at CTA (in comparison to similar positions at other urban transit agencies) hinder efforts to build political support for transit funding.
- Education will be a critical component of any effort to create a dedicated capital funding source.
- Any effort to enhance state or local funding will require a substantial public education campaign.
- Revenue bonds are useful, but not predictable. These funds have not been made available every year.
- It is important to have enough capital funding so that there is a replacement of vehicles on a consistent basis.

# **Funding Utilization**

- The ability to fully leverage apportioned Federal and state revenues appears to vary from transit system to transit system:
  - No issues were cited in one group on the ability to fully utilize available funding
  - Other groups cited this as a specific issue (not being able to fully leverage available funding due to lack of local match)

- There is a huge unmet need for a stable, predictable, and dedicated source of transit capital funding, particularly for vehicles. It is thought that creation of such of a fund was possible, even in the current financial climate, as long as there is a good plan detailing needs.
- It is not thought that Illinois transit systems are too dependent upon federal and state funding. This viewpoint was predicated on the position that any governmentally-sponsored activity (e.g., prisons, universities) are similarly dependent upon such funding.
- One participant suggested that state monies would be better used if, on a priority basis, to match all allocated federal funds; leveraging federal dollars should be a priority.
- Efficiencies should be incorporated into any distribution strategy. Standards for keeping rolling stock in a state of good repair (which ultimately reduces costs) should be considered. The state should limit capital investment to fuel-efficient vehicles.
- One potential allocation methodology that would recognize differences between urban and rural operators would be a ridership-based and needs-based formula.
- Incentives should be built into any formula that encouraged more efficient operations.

A different funding approach may be required for "new starts" (*e.g.*, new rural transit operations). These entities may require seed monies and heavier investments in capital. Perhaps some type of three-year or five-year funding plan before the system is treated on par with other transit systems.

# Local Funding

- The ability of rural counties to contribute financially to local transit systems is limited. If local commitment were to be enhanced in the statewide plan, perhaps some type of sliding scale could be created.
- One urban program notes that with no locally dedicated funding source, they have been unable (in some years) to draw down their full allotment of state funds.

Local governments and mass transit districts should be provided more options for generating funds for transit purposes.

# Service Contracts

- Policy makers must be made aware that while the primer process has facilitated coordination, in the southern sections of the state in particular, there remains a significant separate human services transportation sector that also seeks funding for vehicles through the CVP/Section 5310 program.
- Greater levels of coordination between human services/public transportation, in some cases, is hindered due to the additional requirements (safety/regulatory) imposed on public transit agencies. This often makes purchase of service more expensive than direct service delivery.

## Other

- There are opportunities to establish greater levels of coordination with urbanized areas, but funding requirements (silos) make the process more difficult.
- The statewide plan should segregate urban and rural areas from a policy/fund distribution standpoint.
- It would be beneficial if DOAP was funded from a dedicated source, rather than the current General Revenue Fund (supported by sales taxes). There is too much political pressure to re-direct these types of revenues to other purposes.
- Funding must be made available to support intermodal connectivity.
- While the PowerPoint presentation showed little or declining population growth, a participant felt that some of this loss was attributable to populations shifts from rural farm to small cities.
- Any new funding should be distributed according to a formula so that local transit systems can project anticipated levels of funding.

# June 17, 2015 - Workshop Report

# **Station 4 - Performance Measures**

Using a handout as a basis for the conversation, each session talked about how the State would like to incorporate performance measures as part of the Statewide Public Transportation Plan. It was clearly discussed that agency metrics and state metrics might differ considerably, but the goal would be to find measures that work for the purposes of the state that are able to be reported based on data the agency would have reason to collect for their own purposes – finding that overlap.

All workshop participants were encouraged to take the handout home with them and get any comments they had to the Office of Planning and Programming. The handout has been modified to include the input received at the meeting. Several additional measures were raised by steering committee members, including:

- Service Coverage
- Revenue vs Capital Need
- Mode Share
- Asset Condition
- Sponsored Rides vs Non-sponsored Rides
- Transfers per Trip

Some measure of coordination with neighboring transit services. There was wide agreement that the use of performance measures must:

- Compare similar things ("apples to apples" comparisons)
- Flow from the goals and objectives
- Be supported by accurate, consistent data
- Make sure that per capita measures (expenditures per capita, service hours per capita, trips per capita) are part of the set of measures

Represent not only the financial side of things but also the "human" side of the benefits of transit. Other comments included:

- Data is often tough to collect in rural areas. Perhaps the state could encourage adoption of technology
- Performance measures can be used to help "make the case" for transit at the state level

Transit needs to have standard measures that are regularly reported - other modes do, and by not having them transit is at a disadvantage in the debate.

# A-4 Survey Example

* 1. Where do you live?	
Community	
County	
Zip Code	
2. Are you employed or re	egularly do volunteer work?
O Yes	
◯ No	
3. Where are you employ	ed or volunteer?
Place of Business	
Community	
County	
	our employment or volunteer schedule?
Days	
Evenings/Nights	
Overnight	
It varies	
5. What days are you gen	erally scheduled to work or volunteer?
Weekdays	
O Weekends	
Both	
6. Do you have access to	a vehicle?
◯ Yes	
◯ No	

_	
	7. Do you have a disability that prevents you from driving?
	Yes
	○ No
	8. Have you used transit in the past 12 months?
	◯ Yes
	O No
	9. Where did you last use transit?
	Locally
	Elsewhere in Illinois
	Elsewhere in the United States
	Elsewhere outside the United States
	10. How often did you use transit locally in the past month?
	One day
	Four days (about once a week)
	Eight days (about twice a week)
	15 days (about three times a week)
	20 days (five days a week)
	O More than 20 days
	I haven't used transit locally in the past month
	11. Did you make any trips outside your county using transit in the past month?
	◯ Yes
	○ No
	12. Did you ride a fixed route (did not have to call ahead for a ride) or a demand response route (had to
	call ahead for a ride)?
	Fixed route
	Demand Response route
	Both

13. What is your reason for using public transit? (can choose more than one answer)
Do not own a vehicle
Unreliable personal vehicle
Personal vehicle is sometimes unavailable
Restricted from driving (e.g. DUI, health condition, disability, age)
Personal Choice
Other (please specify)
14. What is your destination when using transit? (can choose more than one answer)
Shopping
Medical Appointments
School
Work
Recreation/Social visits
Other (please specify)
15. What was the last exact location you took transit to? (please include community)
16. How would you rate the service you receive from your local transit provider?
Excellent. I can rely on the transit provider for all of the trips I need to make
Good. I can rely on the transit provider for the most important trips I need to make.
Fair. I can rely on the transit provider for only some of the trips I need to make.
O Poor. I can rarely or never make a trip I need using transit.

17. What would most likely make you use transit more often? (pick up to three)
Didn't have to make a reservation
Could get a reservation when I needed it
Cheaper fare
Safer access to a bus stop
More destinations accessible by transit
More frequent service
Longer hours
Weekend service
Higher gas prices
Nothing would make me ride transit
Other (please specify)
18. Where would you like to go using transit that you can't right now (location and town)?
19. Are you White, Black or African-American, American Indian or Alaskan Native, Asian, Native Hawaiian
or other Pacific islander, or some other race?
White
Black or African-American
American Indian or Alaskan Native
Asian
Native Hawaiian or other Pacific Islander
From multiple races
Some other race (please specify)
20. How many people currently live in your household?

A-5 Public Meeting Sign-In Sheets

Name (Please Print)	Address, City & Zip	A	Representing (Check box and identify)
SCOTT	[GIII Nelson & d		Self Affiliation
HENNTHOS	City: (1000) stack	, IL Zip Coorg?	Name of Business Affiliation or Organization: Welferry Country DOT
M. A. A. M			Self Affiliation
*	City: Clares ) a	, IL Zp boolb	Name of Business Affiliation or Organization:
Samuel Kinight	1321 Rock Run Dr.		Self Business Affiliation
	City:	, IL Zip	
Wibe Healy	100 W. Randolph	60100	Self Business M Affiliation
	City: Chicago	, IL Zip Eoéc j	or Organiz
Fire Rahnsen			Self Business Affiliation
	city: Chicggo	, IL_Zip 606{6	Name of Business Affiliation or Organization:
- Jow			Self Affiliation
Xnebeni	City: Chicago	, IL Zip	Name of Business Affiliation or Organization:

e (riease rrint)	Address, City & Zip	Zip	(Check box and identify)
omas Rickert	HINOIL BUNINGTON Road	ad	Self Affiliation Affiliation
	City: St. Charles	, IL Zip 60193	Name of Business Affiliation or Organization: Kane County
als lader	600 Winctester 20	0	Self Business Affiliation
	City: LIBCATYUNC	, IL Zip boots	Name of Business Affiliation or Organization:
	505 N Lake I hura	902	Self A Business Affiliation
repoldo	City: Churp	, IL Zip ÉOL/I	Name of Business Affiliation or Organization:
1	123 N. WINCKLAN She 900	900	Self Business Affiliation
Yachoor	City: Churry	, IL Zip The Locholo	Name of Business Affiliation or Organization:
	16111 Nelson Kd		Self Affiliation
Mellen	City: Will defacle	, IL Zip 60099	Name of Business Affiliation or Organization:
	400 5 82		Self Z Business Affiliation
NAM A	City: La Grange	, IL Zip Losif	Name of Business Affiliation or Organization:

**Open House Sign In Sheet** 

Name (Please Print)	Address, City & Zip	Representing (Check box and identify)
Tabitha	2415 W. Jefferson St	Self Business Affiliation
DOSMER S	Ľ,	Zip Name of Business Affiliation or Organization:
Inister Andersen	obson Seast	Self Business Affiliation Self
	City: [MICAJO , IL ZIP	Name of Business Affiliation or Organization:
rartin	233 S Wacker 60606	Self Affiliation Affiliation
Menninger	City: , IL Zip	Name of Business Affiliation or Organization:
Thursday I		Self Affiliation Affiliation
Jana Jananal	City: , IL Zip	Name of Business Affiliation or Organization: $\overrightarrow{THUA}$
Tolu Leper	e/21 N. County Fam	Self Affiliation Affiliation
	City: Whether , IL Zip	Name of Business Affiliation or Organization:
)		Self Business C Affiliation
Auch (Rigg	City: , IL Zip	Name of Business Affiliation or Organization:

of Transportation

# **Open House Sign In Sheet**

Name (Please Print)	Address, City & Zip	Representing (Check box and identify)
Holly	2335 Warken Drive Suite 200	Self
Ostolick	City: , IL Zip CNICOLCA POUGAS	Name of Business Affiliation or Organization: $\label{eq:constraint} \mathbb{C} \ \mathbb{M} \ \mathbb{R} \ \mathbb{P}$
Bul Berry 1	411 ble 115 . Soite 1000	Self Business Affiliation
44.1001	City: Churage , IL Zip	Name of Business Affiliation or Organization: ETM , Nory 46 min 4
TIM CRZESIMUCUSUI	1 Baxton Plang	Self
	City: Dearheld , IL Zip Geors	Name of Business Affiliation or Organization:
Ē	DAR	Self Business Affiliation
Feder Y Carlinghaugh	City: , IL Zip	Name of Business Affiliation or Organization:
W. + RARILER	Rubiuson Engineering	Self Business A Affiliation
	City: South Holland , IL Zip South Holland 60473	Name of Business Affiliation or Organization:
a start a	Cusk County	Self Business Affiliation
solnat 11	City: , IL Zip	Name of Business Affiliation or Organization:

Meeting Location:

1 / 2015

Date:

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Milinois Department

# **Open House Sign In Sheet**

Name (Please Print)	Address, City & Zip	Kepresenting (Check box and identify)
Sire W	2225. Diverside Plaza	
rimarco	City: Chicago , IL ZIP	Name of Business Affiliation or Organization:
		Self
	City: , IL Zip	Name of Business Affiliation or Organization:
		Self Business Affiliation
	City: , IL Zip	Name of Business Affiliation or Organization:
		Self Business Affiliation
	City: , IL Zip	Name of Business Affiliation or Organization:
		Self Business Affiliation
	City: , IL Zip	Name of Business Affiliation or Organization:
		Self Affiliation Affiliation
	City: , IL Zip	Name of Business Affiliation or Organization:

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# **Open House Sign In Sheet**

Name (Please Print)	Address, City & Zip	Representing (Check box and identify)
Feer SzrFig	and the second se	Self Affiliation
	City: APLINGTON 145 , IL ZIP	Name of Business Affiliation or Organization:
	1600 E Golf Ry	Self Business Affiliation
Milke Matcock	City: [X3 Plaines) , IL Zip	Name of Business Affiliation or Organization:
11	400 S. Eylest	Self Business Affiliation
Hady Hynes	City: Kaperville, IL Zip COSYO	or Orga
101	Theamwood	Self Business Affiliation
land I alig	City: , IL Zip	Name of Business Affiliation or Organization:
Mark Petrice	414 S. Na-wa-ta Ane	Self Affiliation Affiliation
nasiant a mi	City: Mt. Prospect , IL Zip 60056	Name of Business Affiliation or Organization:
		Self Affiliation
	City: , IL Zip	Name of Business Affiliation or Organization:

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of

# **Open House Sign In Sheet**

Name (Please Print)	Address, City & Zip	Representing (Check box and identify)
Srieve	120 W CENTER COURT	Self Business Affiliation
truepades	City: CLAUMEUZC, , IL ZIP	Name of Business Affiliation or Organization:
John Site	S. WACKER DENE	Self Business A Affiliation
teas	City: CUNCABO , IL Zip	Name of Business Affiliation or Organization: HNTら こんチ.
Rich	1800 SWIN STREET	Self Business Affiliation
BABICA	City: GENEUR , IL ZIP	Name of Business Affiliation or Organization: てバチ のt らどいと UA
Tenner	41 WOLL BU May For R	Self Business Affiliation
Beelier	City: St Charler Dr. 11. Zp	Name of Business Affiliation or Organization:
THOMAS	41 WOIL Bur Ington Road	Self Affiliation
RICKERT	City: St. Charles , IL Zip	Name of Business Affiliation or Organization: KANE Cou NTY
		Self Business Affiliation
	City: , IL Zip	Name of Business Affiliation or Organization:

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# **Open House Sign In Sheet**

IL Zip Nai	Name (Please Print)	Address, City & Zip	Representing (Check box and identify)
Citypertare in zip Na Ske Citypertare in zip Na Ske City: LUSLE in zip Na (30 E. Zandelsh Sel Tuary City: Luste in 2000 Chicopic Drive Sel Control on in 2000 Chicopic Drive Sel City: Sugar Grow in zip Na City: Sugar Grow in zip Na Alwer 2325 Munulle Sel Alwer 2325 Munulle Sel	Cress Scorts	Villy, or Reton	
10 4970 VANSITY PRI Sel Ski City: LISUE IL Zip Na IZO E. Zandalsh Sel IZO E. Zandalsh Sel IZO MUNICIPCUE Drive Sel IOUSDE WANNULLE Sel City: Sugar Grow IL Zip Nat City: Sugar Grow IL Zip Nat Alwehr City: Unflaubrue IL Zip Nat Alwehr City: Unflaubrue IL Zip Nat			n or Organiz
Ski city: LISLE IL Zip Na 130 E. Zandalsh sel 130 E. Zandalsh sel 10 municiped Drive sel 10 municiped Drive sel 10 Som Grow I. IL Zip Nar 10 Som Manulle sel 10 Som Manulle sel	JARROD	YT12-	1.00
TUQUA UP (30 E. Zanfafah Sel TUQUA UP City: Chicopic Nil Zip Na City: Chicopic Drive Sel IO MUNICIPOLE UNNAULLE Sel City: Subper Cno UL IL Zip Nar Lille City: Uniloy Drive Sel Almethe Sit Muldy Drive Sel Almethe City: Uniloubour , IL Zip Nar	CEBULSKI	9	Name of Business Affiliation or Organization:
TUQUE REPORT City: Live A city in Lip Name of Business Affiliation or Organi Peciale City: Sugar Grow IL Zip Business Business Business Business Business City: Sugar Grow IL Zip Name of Business Affiliation or Organiz City: Sugar Grow IL Zip Name of Business Affiliation or Organiz City: Sugar Grow IL Zip Name of Business Affiliation or Organiz City: Sugar Grow IL Zip Name of Business Affiliation or Organiz Atwer A City: Unit of Unit Con Medric Atwer A City: Unit of Unit Con Medric City: Unit of Unit City Set Business Affiliation or Organiz Atwer A City: Unit of Unit Con Medric City: Unit of Unit City Name of Business Affiliation or Organiz	(	(L)	Self Affiliation
IO WUNICIPOL     Drive     Self     Business       City:     Sugen Grove     .IL     Zip       City:     Sugen Grove     .IL     Zip       IOUDE     WMMULE     Self     Business       IOUDE     WMMULE     Self     Business       City:     Self     Business     Meno       City:     UUL     WIL     Name of Business Affiliation or Organi       P     OUL     UUL     WIL       City:     ULL     UUL     When       P     City:      Business Affiliation or Organi       P     OUL     NIL     Name of Business Affiliation or Organi       P     OUL     Nullence     Nullence       P     OUL     Business Affiliation or Organi		chicy; 1	lliation or Organia
City: Sugar Grove, IL Zip Name of Business Affiliation or Organi IOGDD & WMMMLe Self Business Affiliation or Organi City: Name IL Zip Name of Business Affiliation or Organi Name of Business Affiliation or Organi P City: Un I auf Nove , IL Zip Name of Business Affiliation or Organi	The Soon of the	10 municipal Drive	Affiliatio
IDGDD E WMMMLe     Self Business Affliation or Organi       Eity:	Veria :		
City: City:	- 7	allowned & SCODOL	Business Affiliation
Self Duby Orie Self Business City: Un Un Villation or Organi	reun Lille	Mercall	
City: Un ( aubiourc , IL Zip	The A well	Milly Dr	Self Affiliation
	Cher CALE WAL	Unllaubrance .IL	Name of Business Affiliation or Organization:

Page of

of Transportation

# **Open House Sign In Sheet**

Name (Please Print)	Address, City & Zip	<b>Representing</b> (Check box and identify)
Vound Weller	21701 TORRENCE AVE	Self Affiliation Affiliation
	City: SANC VIIIAZA (IL) Zip	Name of Business Affiliation or Organization:
Run to with	1 Plaza Driva	Self Busine
a proval - port	City: Wardin done done done done to	Name of Business Affiliation or Organiz
M. chuel	4470 Vers. 47 Drive	Self Business Affiliation
Vusak	City: Liste , IL Zip	Name of Business Affiliation or Organization:
MILLE.		Self Business Affiliation
ELNAUISH	City: LULTE , LE ZIP	Name of Business Affiliation or Organization:
1211	201 South Bluch	Self Business Affiliation
Mckenne	City: Oak Pavic , IL Zip	Name of Business Affiliation or Organization:
Dan.	120 W. Center	Self Business Affiliation
Jedrzegak	City: Schaumburg, IL Zip Go195	Name of Business Affiliation or Organization: Chastain & Associates
Date: _/_/ 2015 Meeting Location		

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Name (Please Print)	Address, City & Zip	<b>Representing</b> (Check box and identify)
Alan	1900 Hassell Rel	Self Business Affiliation
When she risk,	City: Hothman Estates , IL Zip 60169	Name of Business Affiliation or Organization: Hoffman Ectateo
Lov a	WAYUL	Self Business Affiliation
CAR	City: Until the Marson Park , IL Zip	Name of Business Affiliation or Organization:
NY TALIE PERANNEY	30 S. BAMINGTON Rd	Self Business Affiliation
	City: South BARRINGTON 10010	Name of Business Affiliation or Organization: レルトレスセット の て Secrif Prannuc for
John Lobito	300 Aura Curde	Self Business Affiliation
	City: Mundelein , IL Zip	Name of Business Affiliation or Organization:
(-	44 E. Downer Pl.	
John Jerrard	City: AUNONON, IL ZIP	Name of Business Affiliation or Organization:
Dave Driver		Bus
Nor MAR	City: ZIUN, IL Zip	Name of Business Affiliation or Organization:
Date:/_/ 2015 Meeting Location:	ocation:	

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四年月 Villinge of North transietin Affiliation Affiliation Affiliation Affiliation Affiliation Affiliation **Open House Sign In Sheet** DATRICK ENGINEERING Fallet Name of Business Affiliation or Organization: VILLAG OF HORFURN (Check box and identify) Representing 4. Villace of Winnetles Business Business Business Business Business Business 145 ELW 20 D Self Self Self Self Self Self Zip 60053 60922 yoo , IL ZIP , IL Zip 60(35 , IL Zip Zip Zip 45 2NEV 184155155161 , F L. 1 And Tettevion Varister Dr. Address, City & Zip ILL Old Barring City: Is Ama Ostita 1903 Haml Rod R City: ELWJJO Tolat N 951 1350 Nilow 1 City: Winnetta Liste 4970 LON City: City: City: Meeting Location: Milinois Department N.CK Schilling Name (Please Print) MAX BOSS Schulmm Hank Ruddy Date: / / 2015 ener Hernicht (210) (01/1)es ///lhe

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		1990 III IIRio Senon III Jueel
Name (Please Print)	Address, City & Zip	Representing (Check box and identify)
- 114 /	745 McLuntack Dr.	Self Business Affiliation
VIC FLIDES	City: Bring days , IL Zip	Name of Business Affiliation or Organization:
William Lafter	5575 W Hyme Read	Self Business Affiliation
	City: Resemant , IL Zip 60018	Name of Business Affiliation or Organization: U.I. See of Christopher 8. Burke Engineering Rosemont
Jan Sauer	23 H. ddren Frook Dr.	C
	City: M 7, Can I L Zip	iliation or Organiz
		Self Business Affiliation
Joshua McClusky	City: Chicago , IL Zip 66619	or Organiz
I. I. Earwan IV	Albo Torrer PE	Self Business Affiliation
M ranner MP	City: Sauk VI 1/95e , IL Zip	Name of Business Affiliation or Organization:
10 1	2101 Schaumbian et	Self Business Affiliation
four libre	City: Schaumburg, IL Zip	Name of Business Affiliation or Organization:
Date: _/_/ 2015 Meeting Location:	ocation:	1





Attendance

Attendance Sheet

Project: Type of Meeting: Public Open House Location:

RMAP Design Center - Rockford

Multi-Year Program

Date: Oct 29, 2015

Name

Address & Organization

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Printed 10/29/2015



Attendance Sheet

ype of Meeting:	Public Open House	
ocation:	RMAP Design Center - Rockford	Date: Oct 29, 2015
	Attend	
11 .	Name	Address & Organization Million 313 ~ MANS ST, LOCKFORD, RA 2351 QUIXA Engineering A25 E STATE CITY OF ROCKFOR
VICHAR HA	a	THESE 313 N MAIN ST. LOCAFERD R. R.H.
Pas May	l	27CI D 1500
Koss I'm		2351 (XU, Yg Engineuring
MATTHEW V	ITWER	425 ESTATE LINOA CIFY OF ROCKFO
REHLIS A	PK P22	FTA, 200 MARASS (1116069
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211 ( 0.201	/	Parsons, 10 5. Riversida, Chago.
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Illinois Department of Transportation
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FY 2016-21 Proposed Multi-Modal Transportation Improvement Program Purpose of Meeting:

September 28, 2015

Date:

Public Meeting Attendance Sheet

NAME (DI EASE DOWIT)	BUSINESS REPRESENTING	STREET ADDRESS	CITY OR VILLAGE	TEI EDHONE NO
	DELT 19647			
O / IM NUCENT	NTENU	98 É THIRD	MANTENO	NOR4-685 518
MI LHAL WOLP	U, 1145~ 1-8 Rouchounder 600 MAIN U	C C CIAM 00%	BOURBONNALS	815-937-3570
Davie Typen	TET 74 SAN FINITERIAL	367 S. SHUY Ler	Kanlchicee	715-932-7406
Wilke Van Will	Ered Dir Korrs	189 E COURT SF	MY	815 537 - 2740
Kalph Huntler	Contractential Examp		Boures	
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Printed 9/15/2015				

STAKEHOLDER ENGAGEMENT REPORT

BoBS 2909 (11/01/12)

Statewide Public Transportation Plan STAKEHOLDER ENGAGEMENT REPORT

Milinois Department of Transportation Purpose of Meeting: FY 2016-21 Proposed Multi-Modal Transportation Improvement Program

Date: September 28, 2015

Public Meeting Attendance Sheet

NAME (PLEASE PRINT)	BUSINESS REPRESENTING OR YOURSELF	STREET ADDRESS	CITY OR VILLAGE	TELEPHONE NO.
Greef Olson	RANNER K3 CO. FLANNING FEPT Kan Lalee COUNTY	189 E. Court st.	Kankaher	815-937-5544
Parlave	E. Long of Locularian MAYOR	600 mai NU	Rourbowsci	\$15-236-245H
Lee From t	Dr. (Jout Meriliner	& Deuber Spin	Keelen	SI5- 537-3364
Karen Haave	Farmers Weekly		ןאוון כנואדוי	Karenhagvelennessine
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Printed 9/15/2015

BoBS 2909 (11/01/12)

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Purpose of Meeting: FY 2016-21 Proposed Multi-Modal Transportation Improvement Program

September 28, 2015

Date:

Public Meeting Attendance Sheet

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Transit/Bourbonnais
Mass
Metro
Valley
River
Location:

TELEPHONE NO.											
CITY OR VILLAGE											
STREET ADDRESS											
BUSINESS REPRESENTING OR YOURSELF	SPIP	TROMSYSTEM S	TRENGYSTEMS	I mort District S	1		(	A			
NAME (PLEASE PRINT)	Micale Creokge	GINA TRIMARCO	River Pluers	Pave Broviak	Tom Maeslan	Lau Roukswitz	RYAN LINDENMIER	JULIE WHELGORDLAN			

BoBS 2909 (11/01/12)

Sign-in Sheet Multi-Year Program Outreach Meeting District Headquarters – 6<sup>th</sup> Floor Training Rm.

Please Print Tuesday, October 13, 2015

1       Tessen Pitament       Land Control and alternative       Strand       Strand         2       Mile Linst       15914 W. Bringland       27446625       27446625         3       David Smuserud       325 upwill Cross Dr. Roma EL 61614       27446625         4       Dotto, Clead       325 upwill Cross Dr. Roma EL 61614       27446625         5       Dotto, Clead       325 upwill Cross Dr. Roma EL 61614       27752         6       Dotto, Clead       325 upwill Cross Dr. Second S7. Cutiliterte Liss       329731123         6       Dotto, Clead       100       Mile List       217557       3697371123         7       Ken J. Courter       Mile west Eventede Rusza, South 400 Chicage EL 6205       312-920-5192       1145         7       Ken J. Courter       Mile west Eventede Rusza, South 400 Chicage EL 2275       3697-5972       1145         7       Ken J. Courter       South 400 Chicage EL 6205       312-920-5192       11464         7       Mile List       Mile west Eventedee Russe       127       11464         10       Mile List       South 400 Chicage EL 2025       309-517-2123         11       Aller Line A. Rower       South 400 Chicage EL 2025       201-873-2124         11       Mile Line A. Rower       South 400 Chi		Name	Address	Phone No.
Mile Kust 15914 N. Brighton Lillicith I. David Snessud 325 w Knowl Crest Dr. Roma I. 6/6/4 David Snessud 325 w Knowl Crest Dr. Roma I. 6/6/4 Dobb Clead Corsards 105. Riverside Roza, Suite 400 Chicago IL 60606 Maghicle Jorsans 105. Riverside Roza, Suite 400 Chicago IL 60606 Marken Courter Keal Courter Michael Inntan) 72 and 14 Ste 300 Marcomb 8/1052 Michael Inntan) 72 and 14 Ste 300 Marcomb 8/1052 Michael Inntan) 72 A Meric SI. Rebrie II. Maday wurkin 1504 34 Nrc. 1004 361 Child Children IL Colum	-	TEAR litanon	Eax 168 WATTICH []	471-3019
David Snussrud 325 Wavel Crest Dr. Peona IL 6/6/4 Deckes CeEau 325 Wran Crest Dr. Reona IL 6/6/4 Deckes CeEau 32. Kivevside Raza, Switz 400 Chicago IL 60606 Maglicler Jarsons 105. Rivevside Raza, Switz 400 Chicago IL 60606 Maglicler Jarsons 10 w 10 wess T ENCINETUR 410. John Pover Corridor 67 Inc. 137 WAvth, Tackrawiller Linn Presc Corridor 67 Inc. 137 Wavth, Tackrawiller Him Presc Strand file NY Fear 1 24 She 200 Marcomb erres Michael Tamatan FEA. 1 24 Redi SI. Pedris In. Madan wunkin 1504 94 NU. 1004 0510. 10 1911	<sup>c</sup> i	Mile Kist	15914 N. Brughand, Chillicithet	274-6625
Decke, CEEN 498 V. SECOND ST. CALLUCTETE LISTS Date Maglicele Jarsons 10.S. Riverside Plaza, Suite 400 Chicago IL 60606 Harri Sture ID UP Ken Outter John Pover Ann FICEN MEDICA SILD V FEAR 1 A She 300 Mucando Girgs Muchael Laman Silo V FEAR 1 A She 300 Mucando Girgs Muchael Laman 310 N FEAR 1 A She 300 Mucando Girgs Muchael Laman 310 N FEAR 1 A She 300 Mucando Girgs Muchael Laman 1504 340 Muc Lecheland rolu	ຕ່	$\sim$	325 W Knoll CMST DY. Reora IL 61614	563-271-0236
Bob Maglicle Parsaus 105. Riverside Raza, Suite 400 Chicago IL 60606 Ken O ucter John Power John Power John Power Mill Pite ECE MAERIE 510 N TEAN OF The JAM North Jackinnille 711. Muchael Thurrow Mach Kythart John Power Mach Kythart John Pite ECE MAERIE 510 N TEAN OF ALE SCO Macendo Stress Muchael Thurrow Mach Kythart John John I Sou 380 MC Leiter Clu Maday Muchael 100 380 MC Leiter Clu Maday Muchael 100 380 MC Leiter Clu Maday Muchael 100 100 100 Leiter 100 Cluster 100 Cluster Machael Thurrow Machael Thurrow	4	S	908 N. SECOND ST. CHILLICATE LISZS	309-397-1723
Karau J Stierp 1000 Ken Courter Miowest Excinentiate Ishn Pover Corridor Go Tinc. 187 W. Mortan Jackronuillettli Kim Pierce Menco BIO N Tearl At Ste 300 Marcomb Citess Michael Tunnan 324 Newi SI. Pedriath IL C1417 Mark Athurt 1804 9rd NVC. Correstand roll	ς.	laglicla	10 S. Riverside Plaza, Swite 400 Chicago IL 60606	312-930-5192
Ken Outrer Miouest Encineervale John Power Corridor 67 Inc. 157 Warth Jackrennilletll. Kim FIERCE MADLO 510 N Fran-1 At Ste 300 Macaulo Grass Michael Innam 324 Mein 51. Pedria Th. Madran workm 1504 389 Mc. each of a Allowed in 10 01405 Madran workm 1504 389 Mc. each of a Allowed in 10 01405 Madran workm 1504 389 Mc. each of a clu	ю́	J. S.H.	V DUD	217 557 4145
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Kin PIERCE (MEDLO) Michael Thmen) Macay wunkan	α	Tohn Power	Corridor 67 Inc. 13J W. Morton Jackson Wille #11.	217-473-2821
Michael Tuman Mail Bithart Undrang wunkan	ര്	CE		487h-LES-LOE
Mail Bithart Unnorang wunkan	10.	Michael Tuman	(HE 232 E. Jacken Jr Macuuh 16 1415	733-2558 -
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15.       16.       16.       17.         17.       17.       18.       19.         18.       19.       19.       19.         20.       20.       10.       10.	14.			
16.         17.         18.         19.         20.	15.			
17.       18.       19.       20.	16.			
18. 19. 20.	17.			
19. 20.	18.			
20.	19.			
	20.			

Sign-in Sheet District Headquarters – 6<sup>th</sup> Floor Training Rm.

Multi-Year Program Outreach Meeting

Please Print Thursday, September 27, 2012

Name	Address	Phone No.
41. Strue Tark	Journal Stee	
42.		
43.		

Statewide Public Transportation Plan STAKEHOLDER ENGAGEMENT REPORT Э

) Illinois Department of Transportation 2

# CURRENT MULTI-YEAR PROGRAM (FY 2016-2021) AND PROPOSED MULTI-YEAR PROGRAM "PLANNING TOMORROW'S TRANSPORTATION"

NAME	BUSINESS	CTDEET ADDECC		
(FLEASE FMINI)	OR YOURSELF	SIREEL ADDRESS		
Michelle Goverley	scott Beenett.	45 E. University, Ste, 206 Champergn	206 Champaign	365-5352
Annie F Adams		1004 Swabash	URBANA	
Tyle Crowns	Congressments			
Chrs Priper	1			
BONNIE KEMRRE	VARSITY STERPING 7.0. POR 3055	7.0. Box 3055	CHAMPERN	
Jest Ergstrom	City of Urban you suive SI	the sive sh	4. Sam	
Jayne DeLuce	Visit Champaign Churly 108S. Neil	Inly 108S. Neil	Champaig 1	351,4133
BILL Gray	CITT OF UNDAVIA	706 S, GLONT	$\sum_{i=1}^{n}$	384-2377

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Illinois Department of Transportation

# CURRENT MULTI-YEAR PROGRAM (FY 2016-2021) AND PROPOSED MULTI-YEAR PROGRAM "PLANNING TOMORROW'S TRANSPORTATION"

OCTOBER 7, 2015 - CHAMPAIGN, IL

NAME (PLEASE PRINT)	BUSINESS REPRESENTING OR YOURSELF	STREET ADDRESS	CITY OR VILLAGE	TELEPHONE NO.
DAVE CLARK	CITY OF CHMMPAIGN	TOR EDGERMON	CHAMPPOLEN	217 - YO3 - 4700
STAN HANSEN	CRAWFORD, MURPHY & TILLY	2756 W. WASHINGTON	SPRINGFIELD, IL 217-787-8050	0508-182-112
Seet Rennet	St.t. Sent	45 2 Univerly # 200 Chinping-	chp. 5-	252-525-612
BJHACKIEW	VIIIAZ Studen 40153rd	Hol 53rd	Gt Jusqu	hhel son ne
Charles Hantz	Congressme Winders	Dryceina Kintus DIN Vantion Siter Parville		X1 446-0664
Chris Stelowic	City of Changer 7028 Anone Dr	702 Etydow Dr	٤	017-403-4700
Lon Dixon	C rankord, murphy	2750 W. Walhingh	SpAQ, IL	217 7878050
Jason Frenchs	Fameworth Group	2211 W- Bradley Are	Champays Il	ତା7 - 3 <b>5</b> 9-74 <i>୦</i> ଝ
Jane Sullivan	MTTB MARINA	1101 EUNIVERSITY	(hampaign- Urbanna 11	38187-85 FIG
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Illinois Department of Transportation

# CURRENT MULTI-YEAR PROGRAM (FY 2016-2021) AND PROPOSED MULTI-YEAR PROGRAM "PLANNING TOMORROW'S TRANSPORTATION"

OCTOBER 7, 2015 – CHAMPAIGN, IL

	OCIODER V.			
NAME (PLEASE PRINT)	BUSINESS REPRESENTING OR YOURSELF	STREET ADDRESS	CITY OR VILLAGE	TELEPHONE NO.
Fay Renk	U/U WATTO	1/01 to University	Urhane	217.384.896
Terry Herhold	CUMTD	4 min Jioll	Vibra	RRIE-JARE LIZ
Mike Healy	IDOT - DATT 100 W. Rendeligh	100 Le. Dandelay	Chi cage, R	5812505218
RANDY FOUTS	CUMTD	1101 E. UNIV.	URBANA, IL	5818-284-8188
Lish Beith	Danville Mass	COUNTILE Mass 101 M. Jackson Danville	Danville	217-431-0653
Tracey & Horie	ATM	1101 East University	Ulbere	217-384-5188
T-L-CALPULZI	INOT-URPAN			
Logan Cronk	Vern ilion Advantuge	15 walnut 5T.	Danville	Serg-Mh-LIt
Cob Jenning S	Village of Octoward 106 S Scott St.	106 S Scott St. 70 Surst	Octoood	217-354-425S

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# CURRENT MULTI-YEAR PROGRAM (FY 2016-2021) AND PROPOSED MULTI-YEAR PROGRAM "PLANNING TOMORROW'S TRANSPORTATION"

## OCTOBER 7, 2015 - CHAMPAIGN, IL

NAME (PLEASE PRINT)	BUSINESS REPRESENTING OR YOURSELF	STREET ADDRESS	CITY OR VILLAGE	TELEPHONE NO.
BARRY SHUP	1007			217 4148 557 4148
Kmera Sward	CULMTS	101E WINNERSHY AND ULTBAND	UL bana	217-384-8188
Bob lan	VIALASE OF OWNOOD	1065.5257	04/4480	35-4085
Jeff Othe	Nor Myself	707 W Elm	Urhang	847 922 Sayl
J'm M Gura	Chanipargu Bro	2006 Copper trac Rol	chantrise	2176497641
GENE BROW ~	Noz mac	11 Usrow Cirue	Normal	309 454-9579
Warne ablich	No mal.	lr	, c	309-454-9756
Euly Hed il	Fully man	1800 S. Oul	Cheneage	1618-02-672
Rita Moracimer-Black		1776 E Weishington SF. Urbana	n Urbana	217-328-3313



#### PLEASE SIGN IN

Name	Address	Contact (email/phone)
Janicessmit	4401E-Jeffelson Mil	670-1911-0R-381-34160
JIM DIYON	THOME WOOD OT	JOIXON 2600 & GMAIL. C.
Sarah Durbin.	SILC	sdubin@silcofillinois.org
ton Howel	1210 I Washing	toy -
Shown Rease	SMTD	
Mike Lopez	Village Jerope President	2
10	2901-bonand ST	
	Sg fed 76 62704	
Linda Wheeland	y , ,	
James A. Fenton	SMTD operator	
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9/30/2015

## Illinois Department of Transportation

**Effingham Knights of Columbus Hall Public Information / Input Meeting** Multi-Year Program

September 29, 2015

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#### (PLEASE PRINT)

Illinois Department of Transportation

#### <u>Public Information / Input Meeting</u> <u>Multi-Year Program</u> Effingham Knights of Columbus Hall

September 29, 2015

### (PLEASE PRINT)

NAME	ADDRESS	REPRESENTING
13. N. 5 P. 6 Jack ave.	12382. K. 11 Ett	
14. Nart Bolander	5 ad F Minger 54	city of Newton
15. Robert Hantland	2201 North Witterborg St. Suites	Guil Design Inc
HE. YLRRI JINN	1205.Delmar, Jalen 62881	HSTP SCIEPDC.
17. Nathan Nohren	too what Letterson the Suite A 122401	Farnsworth Group, Inc.
18. Alf anell	1713 GRd 25th 22 North 2	Self
19Brddher Jennings	16 319 BUIGNING PLES	CPATLE Hand
200 har hed Senne P	16053 E. 1495AU. Teutroolic	Tentopolis Unit 50 School
21. DAVID & Worman	9808 Whitetailett Finglan	FAURTHE OAT WISA
22.		
23.		
24.		

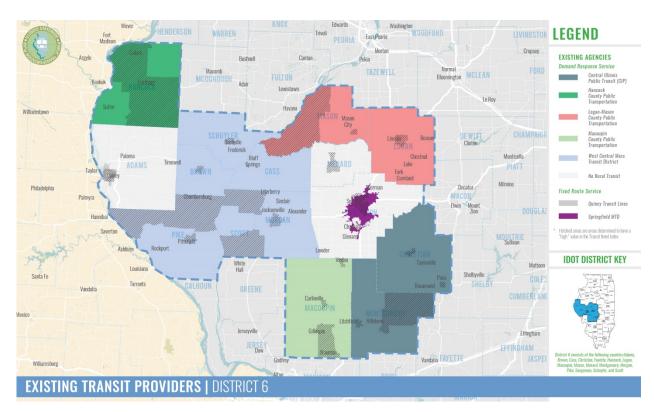
October 8, 2015 – FY 2017-2022 MYP Open House – Breese, IL

of Transportation

ATTENDANCE SHEET Multi-Year Program Public Outreach Meeting October 22, 2015 4 PM - 7 PM

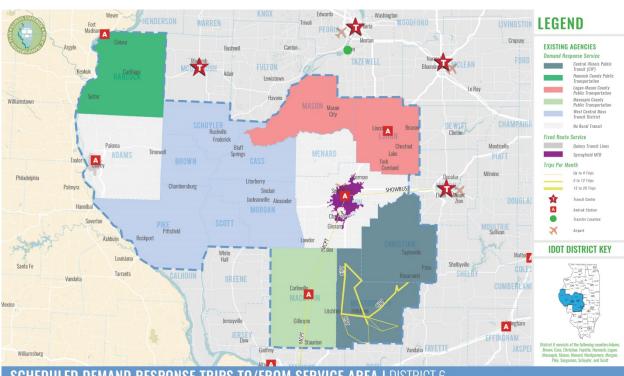
John A. Logan College Carterville, IL Rooms F118/F119

John A. Logan College Carterville, IL Rooms F118/F119	PHONE #	\$ 618-973-8581 618 922-3014														
ATTENDANCE SHEET Multi-Vear Program Public Outreach Meeting October 22, 2015 4 PM - 7 PM	ADDRESS (PLEASE INCLUDE CITY, STATE & ZIP CODE)	1803# Kussell marion 1 1629 5431 WARDS Mucha, Makin, IL														
	21 Liffony MOCCO	22 the loves here tern	24 25	26	27	28	30	31	32	34	35	36	38	39	40	



#### **A-6 Sample Maps Presented at Public Meetings**





SCHEDULED DEMAND RESPONSE TRIPS TO/FROM SERVICE AREA | DISTRICT 6

