

Human Services Transportation Plan Steering Committee Meeting

Tuesday, June 6, 2017 – 12:00 PM

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

Meeting Minutes

Welcome, Introductions & Roll Call

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

RURAL AREA SUBCOMMITTEE				
Name	Organization	Representing	Present	Absent
Shelly Entrekin*	FCRC/FCRT	Fulton	X	
Barb Long*			X	
Doug Manock*	Fulton County Board	Fulton		X
Audra Miles*	Fulton County PCOM		X	
Susan Lindsey	KCCDD	Knox	X	
Kraig McCluskie	Galesburg Transit	Knox		X
Diana Bradstatter	Marshall-Stark PCOM	Marshall		X
Debbie Daykin	Marshall County Board	Marshall	X	
Mary Patton	AARP	Peoria		X
Mark Rothert	Peoria County PCOM	Peoria		X
Traci Dowell	MSW Projects	Stark	X	
Robert Mueller	Stark County Board	Stark		X
Mary Jo Holford	Tazewell County Board	Tazewell		X
Michael Godar	Tazewell County Board	Tazewell		X
Jonathan Gauerke	ADDWC	Woodford	X	
Mike Hutchinson	We Care	Woodford	X	
URBAN AREA SUBCOMMITTEE				
Dawn Harper	EPIC	Agency		X
Jeannine McAllister	Advocates for Access	CIL		X
Doug Roelfs	CityLink	Provider	X	
Renee Razo	Central Illinois Agency on Aging	Agency	X	
Lee Linwood*				
Connie Schiele	Paratransit user	User		X
Don Rulis	CWTC	Agency	X	
Greg Cassidy	TCRC	Agency		X

*Shared seat

Also in attendance:

Hannah Martin, TCRPC	Julie Main, City of Galesburg	Ty Livingston, City of East Peoria
Michael Bruner, TCRPC	Andrew Dwyer, GPMTD	Robert Culp, Midwest Eng. Assoc.
Ed Heflin, RTAC-IIRA	Amy Phillips, WIAAA	Cindi Dickerson, EPIC
Nancy Anderson, DHS	Julie Briner, MSW Projects	
Debbie Wendel, TCRC	Chris Mitchell, Volunteer	

Approval of the April 4, 2017 Minutes

A motion was made by Debbie Daykin to approve the June 06, 2017 meeting minutes, seconded by John Gauerke, and passed unanimously.

Provider and Agency Updates

RTAC

Ed Heflin brought up the ICCT (Interagency Coordinating Committee on Transportation) and the fact RTAC maintains its clearinghouse. This was a large part of the effort to get 30 FTA Section 5311 grantees started. The ICCT group has not met since 2010, but is starting up again.

KCCDD

Susan Lindsey updated the committee regarding the ballot initiative in Knox County local elections which took place the same day of our last meeting. The 708 Board initiative did pass, but it will be a year from now until they see the benefit of it.

City of Galesburg/Galesburg Transit

Julie Main shared the importance of all recipients of DOAP funds being involved with IPTA. Also, Kraig McCluskie, Galesburg Transit General Manager, was not available to attend the meeting as he is preparing for the IDOT program review with Sol Rivas this week. Ms. Main relayed that Macomb's transit is in the same boat regarding the wait for 29ft buses. Finally, Galesburg is looking for help from IDOT to apply for the No-Lo FTA grant.

Marshall County

Debbie Daykin has been assisting MSW Projects with the 5311 grant application process, especially when it comes to new changes due to the Grant Accountability and Transparency Act (GATA). Marshall County as a whole has struggled with the process due to having multiple departments using the same DUNS number.

Illinois Department of Human Services

Nancy Anderson informed the committee that there is an orientation every Tuesday for her rehabilitative services program. She also highlighted that her organization provides bus passes to persons that are actively engaged in job-seeking.

Chris Mitchell asked if they take referrals of any age. Ms. Anderson said they do.

Fulton County

Barb Long shared that Jeff Waxman and Keith Spencer of IDOT were recently at Fulton County Rural Transit for both a Drug & Alcohol review as well as the Biennial IDOT Program Review.

City of East Peoria

Ty Livingston described the soon-to-be-completed Four Corners Study. As a regional redevelopment corridor, it has a few bus routes that run through it. The city will be looking to address some bus-related challenges and enhance pedestrian infrastructure in the vicinity.

MSW Projects

Traci Dowell reported that MSW has completed their 5311 and DOAP grant applications. They did indeed have some bumps along the way, as Ms. Daykin indicated earlier in the meeting.

Greater Peoria Mass Transit District (CityLink, CityLift, CountyLink)

Andrew Dwyer, Director of Mobility, shared that the Dump the Pump event is coming up – June 16th. CityLink will be receiving two more hybrid buses. GPMTD also expects to be receiving 26 replacement paratransit vehicles near the beginning of July. CountyLink and CityLift will be able to get on the same contract in the late fall upon approval of the sole-source extension. Finally, IDOT did their Biennial Program Review of CountyLink and it went well.

WeCare

Mike Hutchison reported both Tazewell and Woodford County will be requesting two vehicles through the CVP program this year.

Central Illinois Agency on Aging

Renee Razo expressed frustration with driver employment. Their recent situation has been a “net-zero” for part-time drivers. They’re always looking and always losing some. She also added that if you’re interested in their golf event, see Ms. Razo after the meeting.

Chris Mitchell

Ms. Mitchell highlighted that across Peoria, there are no meals available the day after Thanksgiving. She also shared that she was very impressed with a CityLift driver recently during a trip involving some potholes causing issues for wheelchairs on the bus.

HSTP Coordinator Updates

All HSTP Coordinators, Ed Helfin, and John Marella met May 30, 2017 in Springfield, IL.

Mobility Management Role for HSTP Coordinators

RTAC and HSTP Coordinators will be producing some kind of flyer to pin-up in certain places where individuals may be seeking a ride. All at the meeting felt this should be a more formalized role for Coordinators. Ideally, Coordinators would like to keep a log of all calls consisting of trip-ends, successes, failures, denials, etc.

Regarding denials in particular, there was much discussion among the coordinators. Some felt their providers might anticipate being “dinged” if they report them. Ms. Martin asked the committee if any of them felt that way and if so, why?

Mr. Dwyer responded that it depends on how you define denials. Ms. Mitchell added that sometimes it's difficult to understand the scheduling routine. Sometimes she's unsure of the procedure. Mr. Dwyer indicated schedulers should be offering other pick-up times within one hour on either side of the requested pick-up time. Mr. Heflin shared that he has witnessed wide disparity in the actions of individual dispatchers across agencies in the state. It can be a matter of dispatchers not being trained enough before taking on their role. Ms. Long thought it would be helpful to have a list of things to ask from IDOT documenting every ride. Mr. Hutchison felt it was difficult to monitor them all. Mr. Heflin shared that sometimes managers admit they hire dispatchers that are grumpy, on purpose! Mr. Hutchison believes that you get what you pay for with personnel. Ms. Mitchell shared her experience during a time CityLift had lost a dispatcher. As a rider, she saw excellent effort from many non-dispatch staff and loss of personnel is one of those human things that just happen. She was also curious if there was opportunity to have some tolerance built into policies dealing with this matter. No clear answer could be given.

Agency and Provider Presentations

Another coordinator present at the meeting in Springfield realized many participants in her region did not know what other committee members and their organizations did. They've now agreed to do one organization presentation at each meeting to remedy this situation. Ms. Martin asked how Region 5 members felt about awareness and knowledge of fellow committee members and the work they do. As a whole, the committee thought they had a good understanding of each other and the roles they play in regional transportation.

5310 CVP Program Reviews

Ms. Martin indicated that she will be calling agencies in the near future and sending letters to schedule dates for program reviews. If there are any days are better or worse, let her know.

Fulton County & Peoria County IDOT Reviews

Ms. Martin thanked both the staff of FCRT and CountyLink for their hospitality as she attended their respective reviews last week.

Presentation of TCRPC Public Participation Plan Strategies

Ms. Martin gave the floor to her fellow TCRPC planner, Michael Bruner. Michael had taken the lead on updating the Public Participation Plan. The federally required document outlines outreach strategies and respective metrics to gather and gauge public input in the planning process. Specifically, this will guide outreach activity for future Long-Range Transportation Plans, Transportation Improvement Plans, and the Unified Work Program.

Other

There were no other items to discuss at this time.

Adjournment

Mike Hutchison made a motion to adjourn the meeting, seconded by Debbie Daykin. The meeting adjourned at 1:02 p.m.

—Submitted by Hannah Martin