

2014

# Human Services Transportation Plan for Region 9



*Ill. Department of Transportation \ Division of  
Public & Intermodal Transportation  
South Central Illinois Regional Planning &  
Development Commission*

*1/1/2014*

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# Introduction and Purpose of the Plan

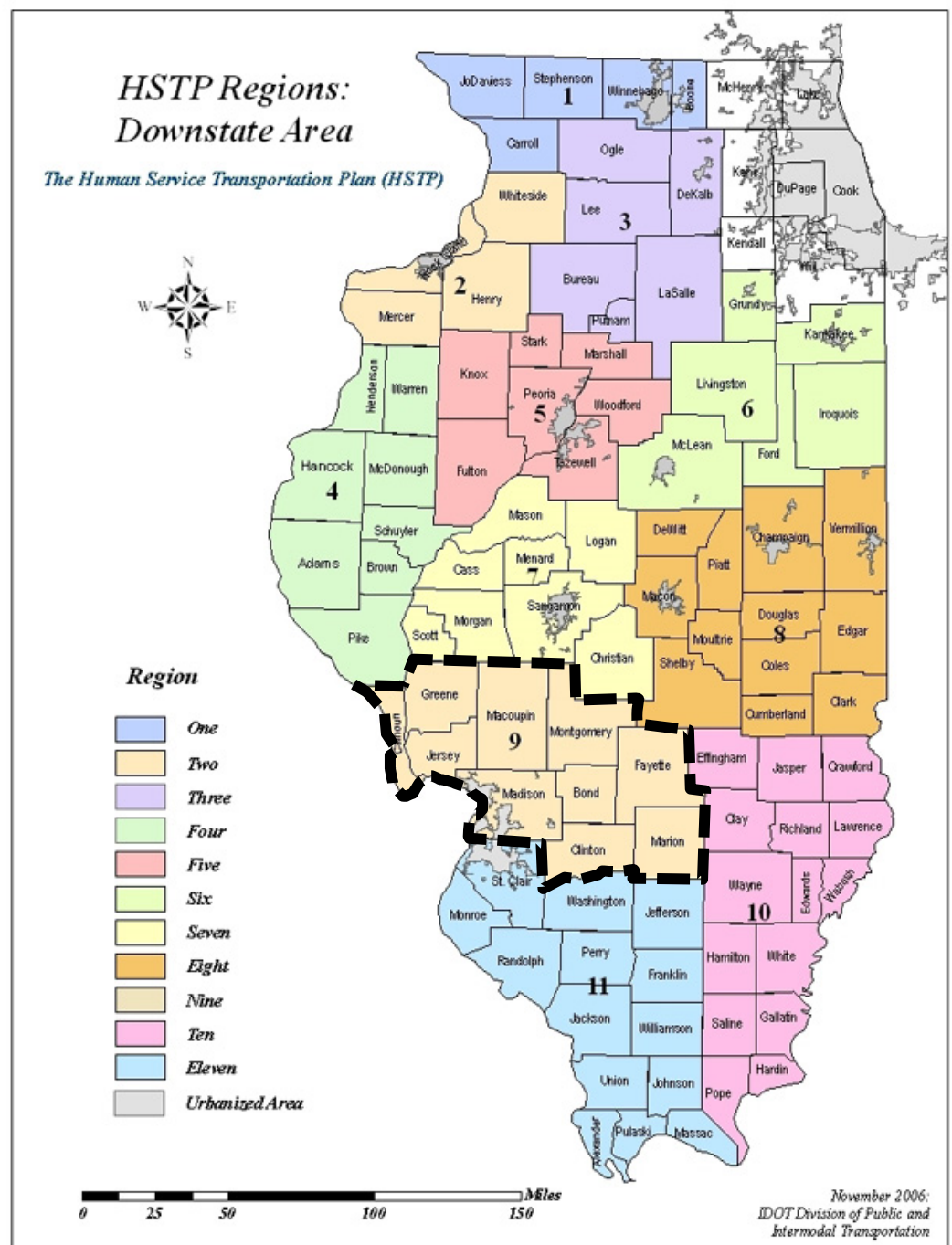
## Mission Statement

To coordinate the human service transportation efforts of public, private, & non-profit providers to eliminate duplication and maximize services across the region.

## Role of the Plan

In 2005 the United States Congress enacted the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). This act provided funding for various transportation projects including highway construction, mass transit, and human services transportation.

Among its provisions, SAFETEA-LU legislation required that all requests for funding through three federal programs; Elderly Individuals and Individuals with Disabilities (Section 5310), Job Access and Reverse Commute (JARC, Section 5316), and New Freedom (Section 5317) be derived from a locally developed Coordinated Public Transit-Human Services Transportation Plan (HSTP). A coordinated plan should maximize the programs' collective coverage by minimizing duplication of services. Further, a coordinated plan should be developed through a process that includes representatives of public, private and non-profit transportation and human services



providers, and the public. A coordinated plan may incorporate activities offered under other programs sponsored by Federal, State, and local agencies to greatly strengthen its impact. The Federal Transit Administration (FTA) also encourages participation in coordinated service delivery as long as the coordinated services will continue to meet the purposes of all programs.

## Regional Description

Region 9 is one of eleven downstate Human Services Transportation Planning Regions established by the State of Illinois through the Department of Public and Intermodal Transportation (DPIT). The region is comprised of 10 counties located along the western half of South Central Illinois stretching from the Mississippi River to the middle of the state. The region contains the counties immediately to the north and east of the Metropolitan St. Louis Region. These counties are: Bond, Calhoun, Clinton, Fayette, Greene, Jersey, Macoupin, Madison, Marion, and Montgomery.

Of the approximately 506,218 residents of Region 9, over half (269,282) live in Madison County, many of whom fall under the direction of the East-West Gateway Council of Governments Coordinated Human Services Transportation Plan for the Metropolitan St. Louis Region. Outside of the urbanized portion of Madison County, Region 9 is rural in character, typified by large regions of agriculture with small communities interspersed. Major Highways such as I-55 and I-70 shape the region, bringing travelers through the region and providing access to the St. Louis Metro Area.

Below is shown the populations of the 9 Counties in Region 9 outside of Madison County. All of these counties are predominantly rural in character. Most of the rural population is clustered around routes into the St. Louis Metropolitan Region. In Clinton County there is a chain of towns both along Illinois Highway 161 and US Highway 50. The same can be said along I-70 which extends northeast from St. Louis towards Indianapolis, and to a lesser degree US Highway 67 which extends north from Alton towards Macomb and the Quad Cities.

## Regional Transportation Committee (RTC) Make-Up

The Regional Transportation Committee is meant to provide input and to oversee and promote the coordination efforts of the Human Services Transportation Coordinators and is required by the legislative act SAFTEA-LU. The committee is further tasked with reviewing and recommending applications for funding for Section 5310. Their role is vital to insure that the planning process is reflective of the needs of local transit operators and the general public. Ideal membership as set forth by the committee bylaws includes 1) A local government elected official or appointed official or appointed representative from each of the 10 counties in the Illinois Region 9 geographic area, 2) Not-for-Profit, Human Services Organizations or other institutions which represent the aging, special needs, disabled, workforce and educational interests of citizens of the Illinois Region 9 geographic area, 3) Public or Private Transit Providers with representatives from throughout the geographic area of Region 9. Bylaws and Committee roles are available in the appendix.

## **Stakeholders**

Introductory letters were sent out to a variety of stakeholders in July of 2007 to announce that a “Kick-Off” meeting would be held early in the fall. Prior to this mailing, a list was compiled of agencies and government entities that were identified as possible stakeholders in human services transportation. A comprehensive list of organizations who have been contacted about participating in the HSTP process who are located in or serve areas of Region 9 and a copy of the introductory letter sent out can be found in the Appendix.

Recipients of these introductory letters have also been sent notices for each of the HSTC meetings held to date. During HSTC meetings attendees are asked to provide contact information for any additional agencies or individuals who might be interested in participating in the HSTC planning process.

## **Meetings**

The first meeting of the HSTP Region 9 Human Services Transportation Committee was held on October 17, 2007 in Litchfield, IL. Attendees to the meeting were given an overview of the HSTP Process. Topics discussed include: Introduction to what coordination is, how the new federal requirements affect transportation providers, and the Role of the regional committees. Attendees were given the opportunity to ask questions and give input as to the ultimate composition of the committee and the HSTP process itself.

Currently, the meetings are held quarterly, open to the public and are hosted in a different county within the Regions. Special meetings may be scheduled on an ‘as needed’ basis.

## **Coordination Efforts**

Coordination of transportation efforts in most rural areas of Illinois, including Sub-state Region 9, has been at best limited, and only on a local scale. The HSTP process represents the first real effort to coordinate transportation services on a regional scale. Prior to the beginning of the HSTP planning process, any coordination was done informally between service providers or agencies who require transportation for their clients.

The Illinois Coordinating Committee on Transportation (ICCT) has developed a coordination process to aid countywide (or multi-county) transportation providers in coordinating existing services. The ICCT Primer is largely aimed at counties wishing to receive Section 5311 federal funding, as it fulfills the requirements necessary to apply for these funds. Currently, Calhoun, Green & Jersey counties is going through the ICCT Primer process to become a 5311 Grant Recipient and begin operating as a tri-county public transportation provider.

Other coordination efforts are also being undertaken in Region 9. From July 2006 to June 2007 the Center for Rural Health and Social Service Development at Southern Illinois University received a grant from the Illinois Department of Transportation to study Rural Medical Transportation. This study did gap analysis on medical transportation in 5 of 10 counties in Region 9; Madison, Bond, Fayette, Marion and Clinton. Their work continues today through advocacy and coordination efforts with various transportation providers, medical providers and resources at the state level.

## **Plan Updates**

**Any further updates to this planning document will be determined and generated by the Regional Transportation Committee and input from the Illinois Department of Transportation – Division of Public and Intermodal Transportation.**

# Inventory

## Profile of Service Providers

<i>Bethany Place</i> 821 West A St. Belleville, IL 62220
<b>Provider Type:</b> Client Based Services
<b>Vehicles:</b> Raised Roof or Minivan-1 <b>Total Fleet: 1</b>
<b>Service Area:</b> Madison and St. Clair Counties (Also service in Calhoun, Jersey, Macoupin, Bond, Clinton, Monroe, Washington, Fayette, Marion & Randolph Counties)
<b>Service Level:</b> Door to Door other as requested
<b>Advance Notice Required:</b> none
<b>Basic Fare:</b> None
<b>Service Hours:</b> 8:00am-4:30pm Monday thru Friday
<b>Route Scheduling/Dispatch Method:</b> Written manifests
<b>Communication System:</b> Cell phones for emergency only
<b>Annual Trips:</b> 6,000

<i>Beverly Farm Foundation</i> 6301 Humbert Street Godfrey, IL 62035
<b>Provider Type:</b> Private transportation serving facility clients
<b>Vehicles:</b> Raised Roof or Minivans-15 Light Duty-2 Super Medium-3 Heavy Duty-0 Other-2 light duty lift van, 6 12\15 passenger vans, 4 cars\sedans, 14 maintenance\misc. <b>Total Fleet: 46</b>
<b>Service Area:</b> Godfrey area
<b>Service Level:</b> client assist
<b>Advance Notice Required:</b> Demand responsive to clients
<b>Basic Fare:</b> n\a
<b>Service Hours:</b> 24\7
<b>Route Scheduling/Dispatch Method:</b> Predetermined manifest done on site.
<b>Communication System:</b> Cell Phones & 2 way radios
<b>Annual Trips:</b> Approx. 16,000 in IDOT vehicles

<p><i>Bond County Transit\Bond County Senior Center</i>  <i>1001 E. Harris (mailing)\102 W. Bowman (physical)</i>  <i>Greenville, IL 62246</i></p>
<p><b>Provider Type:</b> Public Transportation Provider</p>
<p><b>Vehicles:</b>          Raised Roof or Minivans-5          Light Duty-3          Medium Duty-4          Super Medium-1  <b>Total Fleet- 13</b></p>
<p><b>Service Area:</b> Bond County</p>
<p><b>Service Level:</b> Curb to Curb</p>
<p><b>Advance Notice Required:</b> Demand Response: 24 hour notice. Same day service requests honored as possible</p>
<p><b>Basic Fare:</b>          One-way trip within BCT Greenville boundaries or within Bond County on normally scheduled days:          Adults: \$1.75          Senior Rider 60+: \$1.10          County wide services-Adults: \$3.50          Children 12 &amp; under (local &amp; county): \$ .75          Special trips are individually priced          30 Day CitiPass (Unlimited rides in the Greenville area): Adults 60+: \$32.00 Age 59 &amp; Under: \$50.00</p>
<p><b>Service Hours:</b> Local: 7:00am to 5:00pm Monday through Friday          County: 8:30am to 3:30pm Monday through Friday</p>
<p><b>Route Scheduling/Dispatch Method:</b> CTS-Daily Manifests-2 way radios</p>
<p><b>Communication System:</b> 2 way radios</p>
<p><b>Annual Trips:</b> 32,500</p>

<p><i>Central Illinois Public Transit</i>  P.O. Box 928, 1805 S. Banker St.  Effingham, IL 62401</p>
<p><b>Provider Type:</b> Public Transportation Provider</p>
<p><b>Vehicles:</b>  Raised Roof or Minivans-6  Light Duty-2  Medium Duty-23  <b>Total Fleet: 31</b></p>
<p><b>Service Area:</b> Montgomery, Fayette, Clay, Douglas, Effingham, Moultrie &amp; Shelby counties</p>
<p><b>Service Level:</b> Demand Response/Door to Door</p>
<p><b>Advance Notice Required:</b> 24 hour notice. Same day service is offered if a driver and vehicle are available.</p>
<p><b>Basic Fare:</b> \$2.00 one way adult  \$1.00 one way child 6-12 *Children under 5 free with paid adult  Monthly Pass-\$25.00 Adult  \$15.00 Disabled  10 Ticket book-\$10.00  Seniors ride free in county</p>
<p><b>Service Hours:</b> 7:00 AM to 5:00 PM Monday-Friday</p>
<p><b>Route Scheduling/Dispatch Method:</b> Scheduling\dispatch software</p>
<p><b>Communication System:</b> Mentor Ranger Units &amp; push to talk phones</p>
<p><b>Annual Trips:</b> 73,759</p>

<p><i>Challenge Unlimited</i>  4 Emmie Kaus Lane  Alton, IL 62002</p>
<p><b>Provider Type:</b> Provide transportation for clients that have developmental disabilities</p>
<p><b>Vehicles:</b>  Medium Duty-7  Super Medium-5  <b>Total Fleet: 12</b></p>
<p><b>Service Area:</b> Madison, St. Clair, Calhoun, Jersey and Clinton Counties</p>
<p><b>Service Level:</b> Curb to Curb</p>
<p><b>Advance Notice Required:</b> Fixed routes for agency clients</p>
<p><b>Basic Fare:</b> none</p>
<p><b>Service Hours:</b> 6am to 9:30am &amp; 1pm to 4:30pm Monday-Friday</p>
<p><b>Route Scheduling/Dispatch Method:</b> Manager schedules &amp; handles manifests</p>
<p><b>Communication System:</b> Radios</p>
<p><b>Annual Trips:</b> 103,776</p>



<p><i>Community Link of Clinton County</i>  1665 North 4<sup>th</sup> P.O. Box 157  Breese, IL 62230</p>
<p><b>Provider Type:</b> Developmentally Disabled Workshop\CILA Homes</p>
<p><b>Vehicles:</b>  Raised Roof or Minivans-13  Light Duty-1  Medium Duty-4  Other- 4  <b>Total Fleet: 22</b></p>
<p><b>Service Area:</b> Madison, Clinton, St. Clair</p>
<p><b>Service Level:</b> Door to door</p>
<p><b>Advanced Notice Required:</b> Demand Response</p>
<p><b>Basic Fare:</b> None</p>
<p><b>Service Hours:</b> As needed</p>
<p><b>Route Scheduling/Dispatch Method:</b> Predetermined manifest done on site</p>
<p><b>Communication System:</b> Cell phones</p>
<p><b>Annual Trips:</b> 19,127</p>

<p><i>Epilepsy Foundation of Greater Southern Illinois</i>  140 Iowa Avenue, Suite A  Belleville, IL 62220</p>
<p><b>Provider Type:</b> Human Service Agency providing transportation to specific client base</p>
<p><b>Vehicles:</b>  Minivans-3  Light Duty-1  <b>Total Fleet: 4</b></p>
<p><b>Service Area:</b> Transportation services provided in Bond, Clinton, Madison, Monroe, Randolph, St. Clair, and Washington Counties</p>
<p><b>Service Level:</b> Door to Door</p>
<p><b>Advance Notice Required:</b> none</p>
<p><b>Basic Fare:</b> Free of charge</p>
<p><b>Service Hours:</b> 24\7</p>
<p><b>Route Scheduling/Dispatch Method:</b> Call in requests, dispatched by phone</p>
<p><b>Communication:</b> Phones</p>
<p><b>Annual Trips:</b> 26,318</p>

<p>FAYCO  1313 Sunset Drive, P.O. Box 277  Vandalia, IL 62471</p>
<p><b>Provider Type:</b>  Client based services\5310 Provider</p>
<p><b>Vehicles:</b>  Raised Roof or Minivans-5 Raised Roof\10 Minivans  Light Duty-1  Medium Duty-12  Super Medium-1  Other-13  <b>Total Fleet: 42</b></p>
<p><b>Service Area:</b> Fayette, Bond &amp; Montgomery &amp; some outlying county areas</p>
<p><b>Service Level:</b> curb to curb</p>
<p><b>Advance Notice Required:</b> Fixed Routes for own clients</p>
<p><b>Basic Fare:</b> N/A: Built into funding</p>
<p><b>Service Hours:</b> 6:30am-6:30pm Monday-Friday Evening &amp; weekends as needed</p>
<p><b>Route Scheduling/Dispatch Method:</b> In house scheduling/Dispatch system</p>
<p><b>Communication System:</b> Radios and Cell Phones</p>
<p><b>Annual Trips:</b> 65,000</p>

<p>Foundation for Autism Services-Today &amp; Tomorrow (FASTT)  PO Box 285, 500 East Division St.  Maryville, IL 62062</p>
<p><b>Provider Type:</b> Adult Day Program for adults with autism</p>
<p><b>Vehicles:</b>  2006 Ford E350 van-1  Light Duty-1  <b>Total Fleet: 2</b></p>
<p><b>Service Area:</b> St. Clair Co., Madison Co., and surrounding areas</p>
<p><b>Service Level:</b> door-to-door, through door with aide</p>
<p><b>Advance Notice Required:</b> No</p>
<p><b>Basic Fare:</b> None</p>
<p><b>Service Hours:</b> 9:00 a.m. to 3:00 p.m.</p>
<p><b>Route Scheduling/Dispatch Method:</b> Pre-determine manifest done on site</p>
<p><b>Communication System:</b> cellular phone</p>
<p><b>Annual Trips:</b> 5,520</p>

<i>Illinois Center for Autism</i> 548 S. Ruby Lane Fairview Heights, Il. 62208
<b>Provider Type:</b> Developmentally Disabled agency clients
<b>Vehicles:</b> Medium Duty-2 <b>Total Fleet: 2</b>
<b>Service Area:</b> St. Clair, Madison, Macoupin, Monroe, Bond, Randolph, Jersey, Clinton, & Richland Counties
<b>Service Level:</b> Client based need
<b>Advance Notice Required:</b> n\a
<b>Basic Fare:</b> built into funding
<b>Service Hours:</b> 8:30am-4:00pm Monday-Friday
<b>Route Scheduling/Dispatch Method:</b> fixed routes for client base
<b>Communication System:</b> cell phones
<b>Annual Trips:</b> 7,540

<i>Il. Valley Rehabilitation Center</i> 215 E. Walnut St. Gillespie, Il. 62033
<b>Provider Type:</b> Developmentally Disabled Adult Day Program
<b>Vehicles:</b> Medium Duty- 7 Other- 2 misc.\maintenance vehicles <b>Total Fleet: 9</b>
<b>Service Area:</b> Macoupin & Southern Montgomery Counties
<b>Service Level:</b> door to door
<b>Advance Notice Required:</b> none
<b>Basic Fare:</b> none\client based services
<b>Service Hours:</b> 8:00am-4:00pm Monday-Friday
<b>Route Scheduling/Dispatch Method:</b> Pre-determined routes
<b>Communication System:</b> cell phone
<b>Annual Trips:</b> 20,470

<i>Il. Valley Rehabilitation Center</i> 405 Mounds St. Jerseyville, Il. 62052
<b>Provider Type:</b> Developmentally Disabled Adult Day Program
<b>Vehicles:</b> Medium Duty- 7 Other- 1 extended van & 3 misc.\maintenance vehicles <b>Total Fleet: 11</b>
<b>Service Area:</b> Jersey, Calhoun & Greene counties
<b>Service Level:</b> door to door
<b>Advance Notice Required:</b> none
<b>Basic Fare:</b> none\client based services
<b>Service Hours:</b> 7:30am-4:30pm with routes running 7:30-9am & 2:45-4:30pm Monday-Friday
<b>Route Scheduling/Dispatch Method:</b> Pre-determined routes
<b>Communication System:</b> cell phone
<b>Annual Trips:</b> 3,048

<i>Il. Valley Sr. Citizens</i> P.O. Box 431 Jerseyville, Il. 62052
<b>Provider Type:</b> Sr. Transportation & Meal Delivery
<b>Vehicles:</b> Raised Roof: 2 Medium Duty: 5 Other: 5 <b>Total Fleet: 12</b>
<b>Service Area:</b> Jersey & Greene counties
<b>Service Level:</b> curb to curb & door to door when requested
<b>Advance Notice Required:</b> 24 hrs. advance notice
<b>Basic Fare:</b> \$2.00 for round trips for 60 & over. \$10.00 local round trips for disabled & general public
<b>Service Hours:</b> 8-4:30 in Jerseyville 3 hours per day in Greene County
<b>Route Scheduling/Dispatch Method:</b> Meal delivery is pre-scheduled route. Client trips are scheduled upon call-in request & dispatched as needed
<b>Communication System:</b> cell phone
<b>Annual Trips:</b> 5,816 not counting meal deliveries

<i>Jarvis Township Senior Center 410 Wickliffe Street Troy, IL 62294</i>
<b>Provider Type:</b> Seniors & general public as requested
<b>Vehicles:</b> Medium Duty-1
<b>Total Fleet: 1</b>
<b>Service Area:</b> Jarvis Township, Highway 162-159 boundaries, outside area for medical trips
<b>Service Level:</b> curb to curb & door to door as requested
<b>Advance Notice Required:</b> 24hr notice preferred
<b>Basic Fare:</b> 60+-\$2 local and \$3 outside city limits per stop. For all others-\$4.15 per mile.
<b>Service Hours:</b> 9am-3pm Monday thru Friday
<b>Route Scheduling/Dispatch Method:</b> Scheduling done by hand w\computer generated manifest
<b>Communication System:</b> Cell phone & 2 way radios
<b>Annual Trips:</b> 3,341

<i>Macoupin Center for Developmentally Disabled 700 E. Elm Carlinville, Il. 62626</i>
<b>Provider Type:</b> Developmentally Disabled clients
<b>Vehicles:</b> Medium Duty-2 (1 has no lift)
<b>Total Fleet: 2</b>
<b>Service Area:</b> Macoupin County
<b>Service Level:</b> Door to Door
<b>Advance Notice Required:</b> Pre-determined fixed route
<b>Basic Fare:</b> None
<b>Service Hours:</b> 7:00am-5:00pm
<b>Route Scheduling/Dispatch Method:</b> N\A
<b>Communication System:</b> Cell phone
<b>Annual Trips:</b> 340

*Macoupin County Public Transportation*  
805 N. Board St.  
Carlinville, Il. 62626

**Provider Type:** Public transit provider

**Vehicles:**

Raised Roof or Minivans- 1-Raised Roof 9-Minivans  
Light Duty-2  
Medium Duty-4  
Super Medium-1  
Other- 2 car

**Total Fleet:** 19

**Service Area:** Macoupin County

**Service Level:** Door to door, deviated routes, demand response

**Advance Notice Required:** 24hr notice

**Basic Fare:** \$1.00-\$5.00 round trip

**Service Hours:**

7:00am to 7:00pm Monday through Friday 7:00am to 1:00pm Saturday

**Route Scheduling/Dispatch Method:** call in & demand response, spreadsheet

**Communication System:** Cell Phones

**Annual Trips:** 25,000

Madison County/ACT  
P.O. Box 7500  
Granite City, IL 62040

**Provider Type:** Public Transportation Provider

**Vehicles:** Fixed Route Vehicles-89  
Paratransit Vehicles-29

**Total Fleet-**118

**Service Area:** Madison County with limited service to St. Clair Co. & St. Louis

**Service Level:** Fixed Route/Paratransit

**Advance Notice Required:** 24 hour for paratransit

**Basic Fare:**

Bus Services	Adult Fare	Elderly <sup>1</sup> Disabled <sup>2</sup> Youth under 5	Elderly <sup>3</sup> Disabled <sup>4</sup> Youth under 5-12
<b>MCT Shuttle:</b> 2, 6, 8, 9, 10, 11, 12, 13, 15, 16, 17	\$1.00	FREE	\$.50
<b>MCT Cross County:</b> 1, 4, 7, 14, 19	\$1.50	FREE	\$0.75
<b>MCT Regional:</b> 5, 18	\$2.00	FREE	\$1.00
<b>MCT Express:</b> 1X, 14X, 16X	\$3.00	FREE	\$1.50
<b>MCT Local Pass:</b> 1, 2, 4, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 19	\$40.00	-	\$40.00
<b>MCT System Pass:</b> All MCT fixed-routes	\$60.00	-	\$60.00
<b>MCT Local Transfer:</b> To a second MCT bus	FREE	FREE	FREE
<b>MCT Regional Transfer:</b> To a MetroBus or MetroLink	\$0.75	FREE	\$0.35

1. Seniors (65 & up) with MCT Senior ID

2. Registered ADA Paratransit users

3. Seniors (65 & up) with MCT Half Fare ID or Metro Reduced Fare Permit (Medicare cardholders eligible)

4. Persons with Disabilities with MCT Half Fare ID or Metro Reduced Fare Permit (Medicare cardholders eligible)

**Paratransit**

- Within a single service zone: ADA \$2.00 / Non-ADA \$4.00
- Connecting multiple zones: ADA \$3.00 / Non-ADA \$6.00
- St. Clair County or St. Louis: ADA \$4.00 / Non-ADA \$10.00
- Madison County residents living in the Out of District Zone are charged an additional \$5.00.

**Service Hours:** 4am-2am Monday through Friday, 4am-2am on Saturday, 6am-10pm on Sunday

**Route Scheduling/Dispatch Method:** StrataGen software\ Transched\Dial-A-Ride\Radio Dispatch

**Communication System:** Radio, Mobile Data Terminal, Automatic Vehicle Locator

**Annual Trips:** 2.6 Million

<p><i>Main Street Community Center</i>  1003 North Main Street  Edwardsville, IL 62025</p>
<p><b>Provider Type:</b> Seniors &amp; People w\Disabilities</p>
<p><b>Vehicles:</b>  Light Duty- 1  <b>Total Fleet: 1</b></p>
<p><b>Service Area:</b> Glen Carbon, Edwardsville &amp; Edwardsville Township in Madison Co.</p>
<p><b>Service Level:</b> Door to Door</p>
<p><b>Advance Notice Required:</b> 1 Day</p>
<p><b>Basic Fare:</b> Suggested Donation</p>
<p><b>Service Hours:</b> 8am-4pm Monday-Friday</p>
<p><b>Route Scheduling/Dispatch Method:</b> Phone/Manual generated schedule</p>
<p><b>Communication System:</b> Cell phones</p>
<p><b>Annual Trips:</b> 6,000-7,000</p>

<p><i>Residential Options</i>  4452 Industrial Dr.  Alton, IL 62002</p>
<p><b>Provider Type:</b> Developmentally Disabled</p>
<p><b>Vehicles:</b>  Light Duty-9  Medium Duty-5  <b>Total Fleet: 14</b></p>
<p><b>Service Area:</b> Madison County</p>
<p><b>Service Level:</b> Door thru Door</p>
<p><b>Advance Notice Required:</b> Transportation for clients as needed</p>
<p><b>Basic Fare:</b> none</p>
<p><b>Service Hours:</b> 24\7 on an as needed basis</p>
<p><b>Route Scheduling/Dispatch Method:</b> manifests</p>
<p><b>Communication System:</b> cell phones</p>
<p><b>Annual Trips:</b> 110,556</p>



<p><i>Senior Services Plus</i>  2603 N. Rodgers Ave.  Alton, Il. 62002</p>
<p><b>Provider Type:</b> Elderly</p>
<p><b>Vehicles:</b> Raised Roof or Minivan-2  Light Duty-2  Medium Duty-2  Other-16  <b>Total Fleet: 22</b></p>
<p><b>Service Area:</b> Madison Co.-Alton &amp; Godfrey</p>
<p><b>Service Level:</b> Door to Door</p>
<p><b>Advance Notice Required:</b> 24 hour</p>
<p><b>Basic Fare:</b> Suggested fare-\$2.50                      Full Day-\$5.00</p>
<p><b>Service Hours:</b> 8:30am-3:00pm Monday-Friday</p>
<p><b>Route Scheduling/Dispatch Method:</b> Requests taken by coordinator &amp; dispatched by phone</p>
<p><b>Communication System:</b> phone</p>
<p><b>Annual Trips:</b> 5,232 + Home delivered meals</p>

<p><i>South Central Transit</i>  1616 East McCord Street, P.O. Drawer N  Centralia, IL 62801</p>
<p><b>Provider Type:</b> Public Transportation Provider</p>
<p><b>Vehicles:</b> Raised Roof or Minivans-27  Light duty-38  Medium duty-43  Super Medium-63  <b>Total Fleet: 144</b></p>
<p><b>Service Area:</b> Clinton and Marion Counties in Region 9  Washington, Jefferson, Perry, and Franklin Counties in Region 11  Service extensions into St. Clair, Jackson &amp; Williamson Co.'s</p>
<p><b>Service Level:</b> Curb to Curb/Door to Door/Drives permitted to assist with limited number of packages. Demand response, subscriptions, deviated fixed route, intercity, same day service</p>
<p><b>Advance Notice Required:</b> 24 hrs\ Demand Response in real time, if feasible</p>
<p><b>Basic Fare:</b> Adults-\$1.50 Seniors-.50 cents Child (5-17)-\$1.50 Child (0-4 w\adult)-free  Non-expiring money cards can be purchased in any denomination up to \$50</p>
<p><b>Service Hours:</b> Varies between service areas  Most areas 5:00 AM to 7:00 PM Monday-Friday  Some areas 7:00 AM to 7:00 PM Monday-Friday  *All service hours are Monday-Friday *Shuttle services are 7 days per week 5am-midnight</p>
<p><b>Route Scheduling/Dispatch Method:</b> Automated Scheduling\Dispatching software, Adept by Stratagen Systems</p>
<p><b>Communication System:</b> mobile data terminals and cell phones</p>
<p><b>Annual Trips:</b> 498,000</p>

<i>Village of Glen Carbon Glen Carbon Community\Sr. Center 157 N. Main St. Glen Carbon, Il. 62034</i>
<b>Provider Type:</b> Seniors & Disabled
<b>Vehicles:</b> Medium Duty-1 <b>Total Fleet: 1</b>
<b>Service Area:</b> Madison Co.-Glen Carbon, Edwardsville, & Maryville areas
<b>Service Level:</b> Door to Door
<b>Advance Notice Required:</b> 24 hour
<b>Basic Fare:</b> none
<b>Service Hours:</b> 8:30am-3:00pm Monday-Thursday
<b>Route Scheduling/Dispatch Method:</b> Call in scheduling & dispatched by phone
<b>Communication System:</b> phone
<b>Annual Trips:</b> 5,600

### Levels of Participation

As part of the application endorsement process, agencies applying for various IDOT funds must participate in the Regional Committee meetings, as a coordinating entity, throughout the year. There are various levels of participation that an agency can achieve. This level system will be used by the HSTP Committee & the HSTP Coordinators when evaluating and scoring applications. Each agency applying for funds is to be scored during the evaluation process accordingly with the highest possible score to be awarded the highest level of participation. Agencies designated as Inactive will be removed from consideration for funding.

Leadership Participant- An agency designate that routinely volunteers leadership, data, and resources to coordination planning and service provision and attends all quarterly HSTP Committee meetings.

Active Participant- An agency designate that routinely meets committee requests with data, information and resources in the development of strategic planning and attends all quarterly HSTP Committee meetings.

Participant- An agency designate that regularly attends planning meetings only.

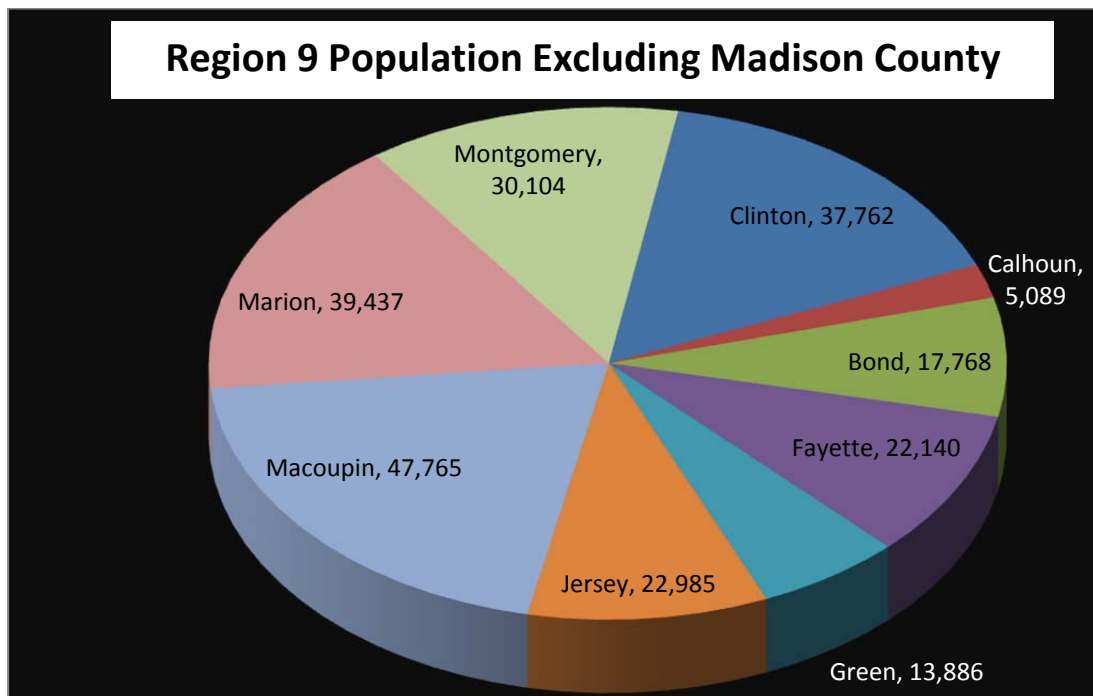
Inactive- An agency designate that does not currently participate in meetings, planning, or service provision.

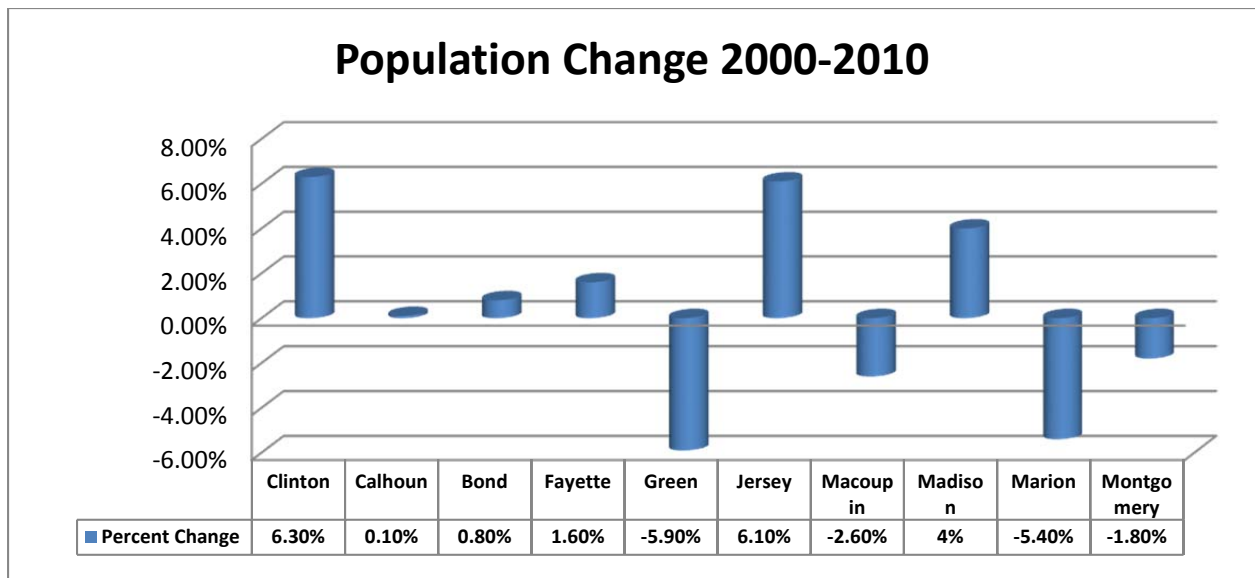
### **Needs Assessment**

The Needs Assessment section addresses the demands for transportation services within the region. This includes an analysis of where populations that typically use transportation services are clustered, and what trip generators, which attract transportation users, are found within the region.

## Demographic Analysis

Human Services Transportation is a broadly defined term that essentially means: Transportation services for those who are “transportation disadvantaged”, or those who are unable to provide transportation for themselves. A well-coordinated transportation system should be able to provide transportation to the general public and be able to identify and serve individuals who wish to use transit options as an alternative mode of transportation. However, in rural areas the driving force for transportation initiatives comes from a need to serve the transportation disadvantaged. The populations that typically drive demand for transportation services are those who have low incomes, are disabled, and/or the elderly. In lieu of this, analysis of Region 9 was accomplished by comparing census data for population, income, age, and disability status to state and national averages.





Source: 2010 U.S. Census Data

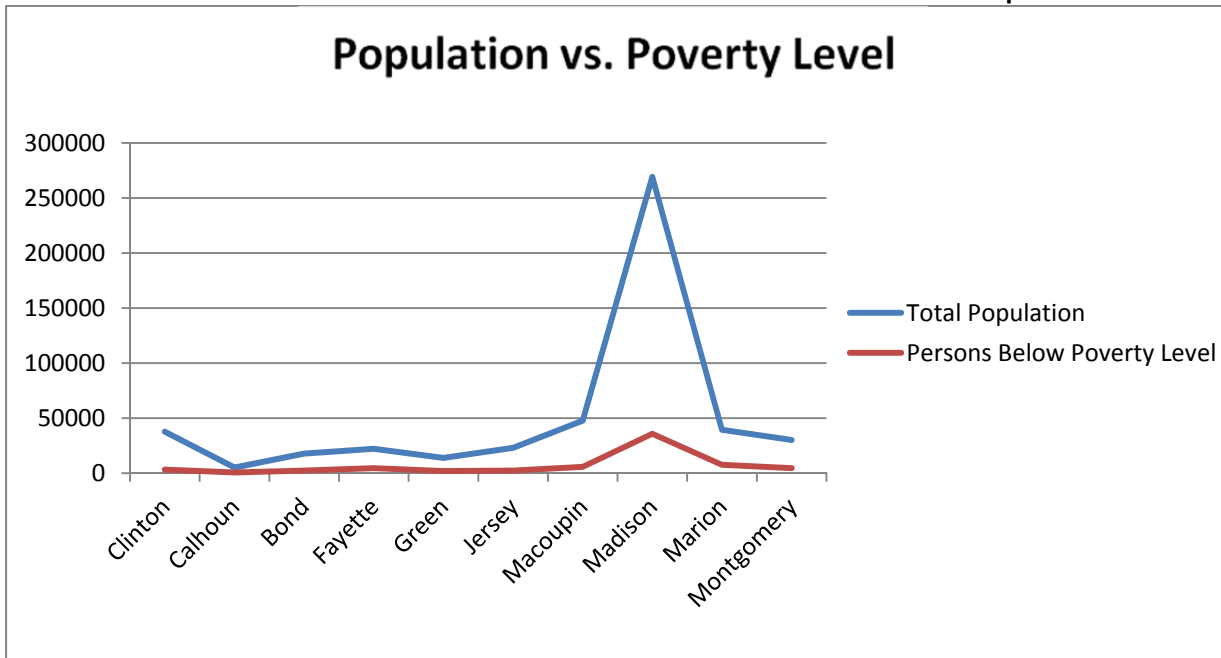
Overall, this data portrays Region 9 to be growing slower (4.74%) than the state (estimated 12.26%) averages. Poverty, disability & elderly population levels are mostly inline with or slightly below state averages.

Clinton County has the largest growth rate in the past 10 years at 6.30%. Four counties; Greene, Macoupin, Marion, and Montgomery, have lost population since 2000.

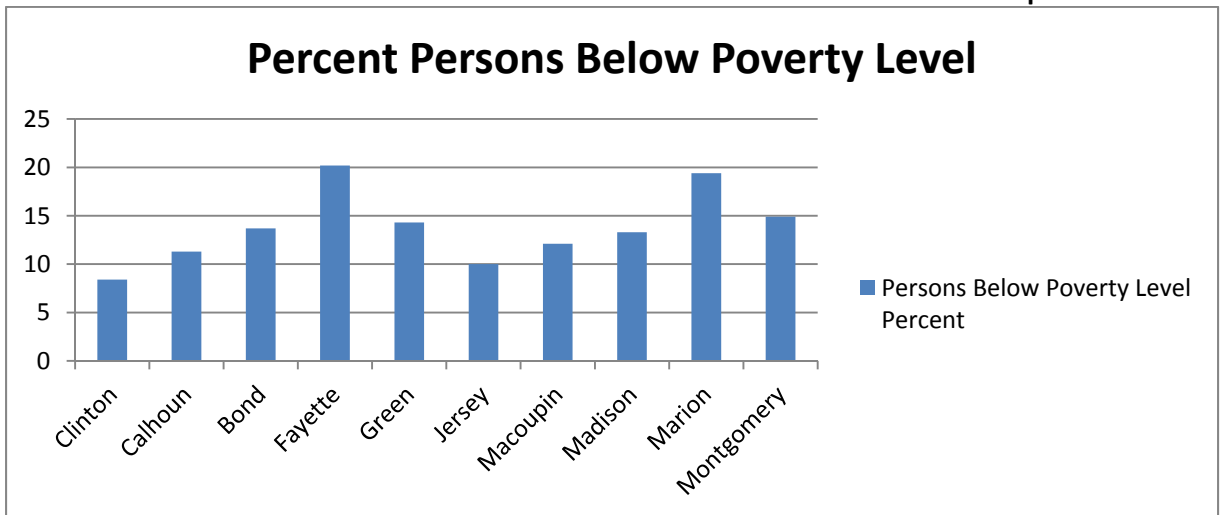
As Illustrated by the graphs below, there are several areas within the region suffering from high poverty levels, mainly rural areas on the eastern and western edges of the region. While Graph 1 shows the variance between population & poverty levels in the counties, Graph 2 shows the percentage of households living below poverty level. While Madison Co. seems to have a higher amount of poverty, when shown by percentage that county is in the average range when compared to other counties. Highest levels of poverty can be found in portions of Fayette, Marion & Montgomery counties.

**\*Note that there is currently no public transportation system in place in Calhoun, Greene or Jersey Counties.**

Graph 1



Graph 2

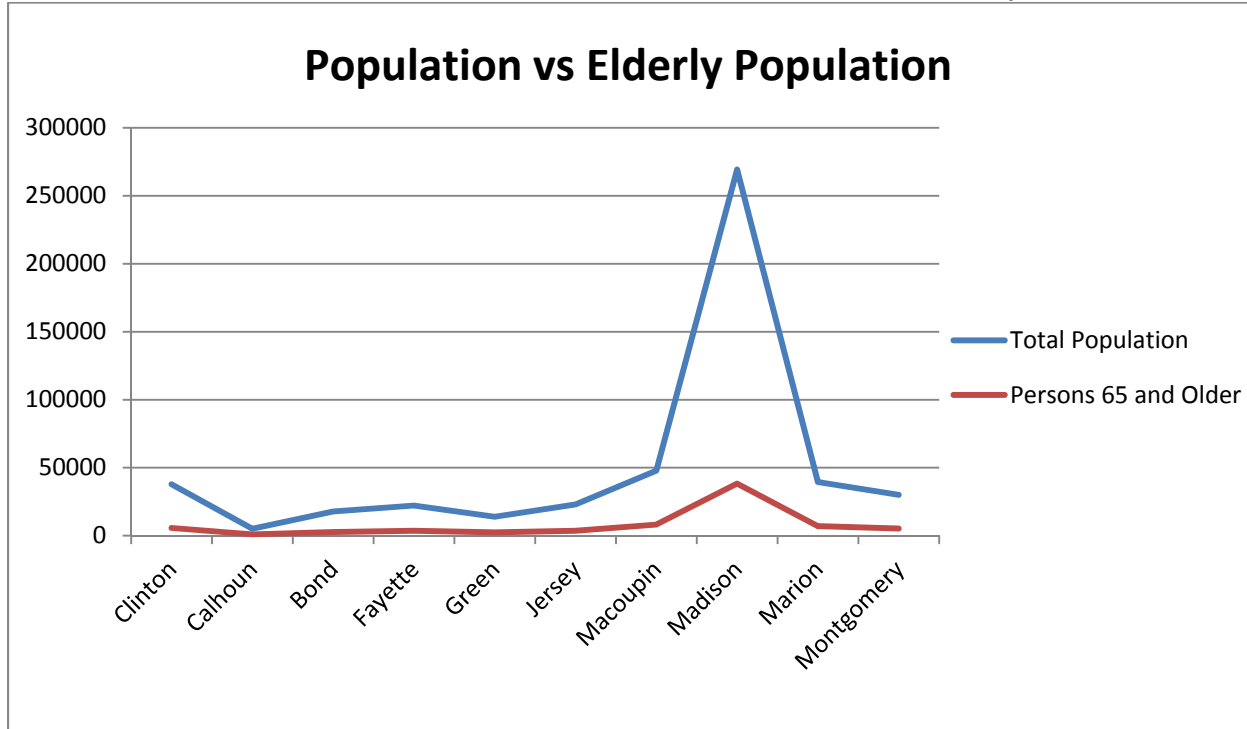


Source: 2010 U.S. Census Data

The graphs below show the numbers & percentages of the population that is elderly by county. Higher concentrations of elderly individuals are scattered throughout the region (Graph 2).

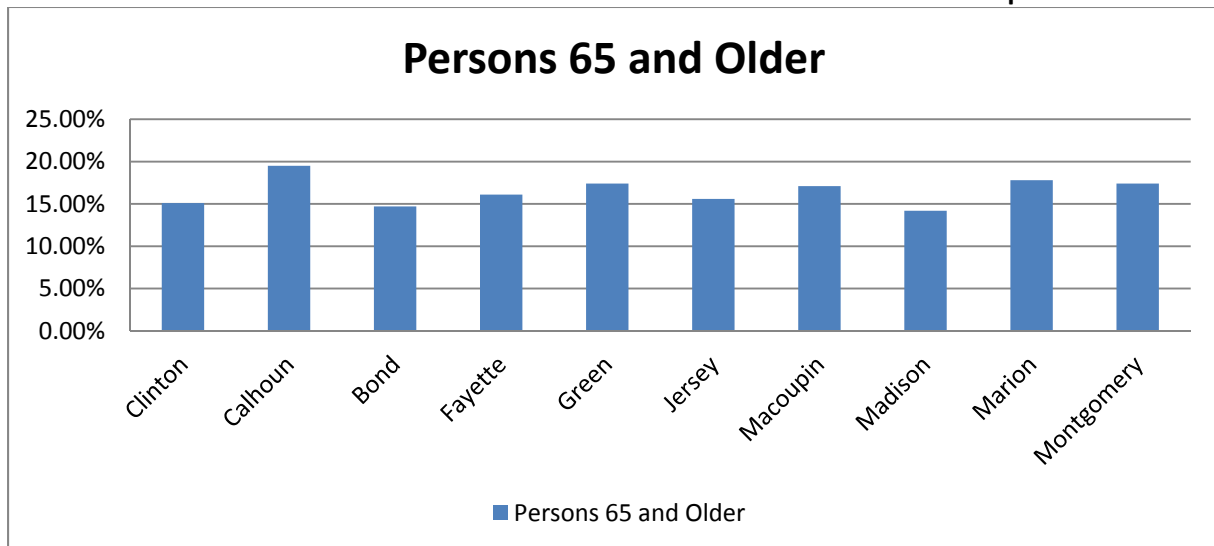
Calhoun County has the oldest population in the region, at 19.5%, followed by Marion County at 17.8%. Montgomery & Greene counties are tied at 17.4%

Graph 1



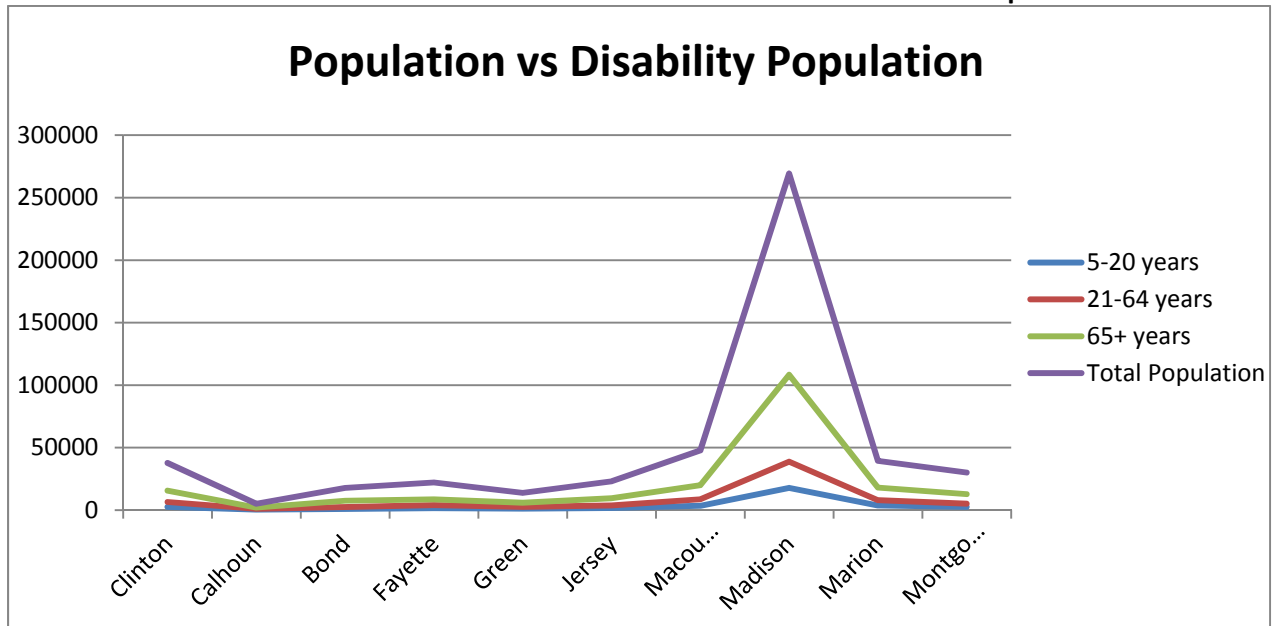
Source: 2010 U.S. Census Data

Graph 2



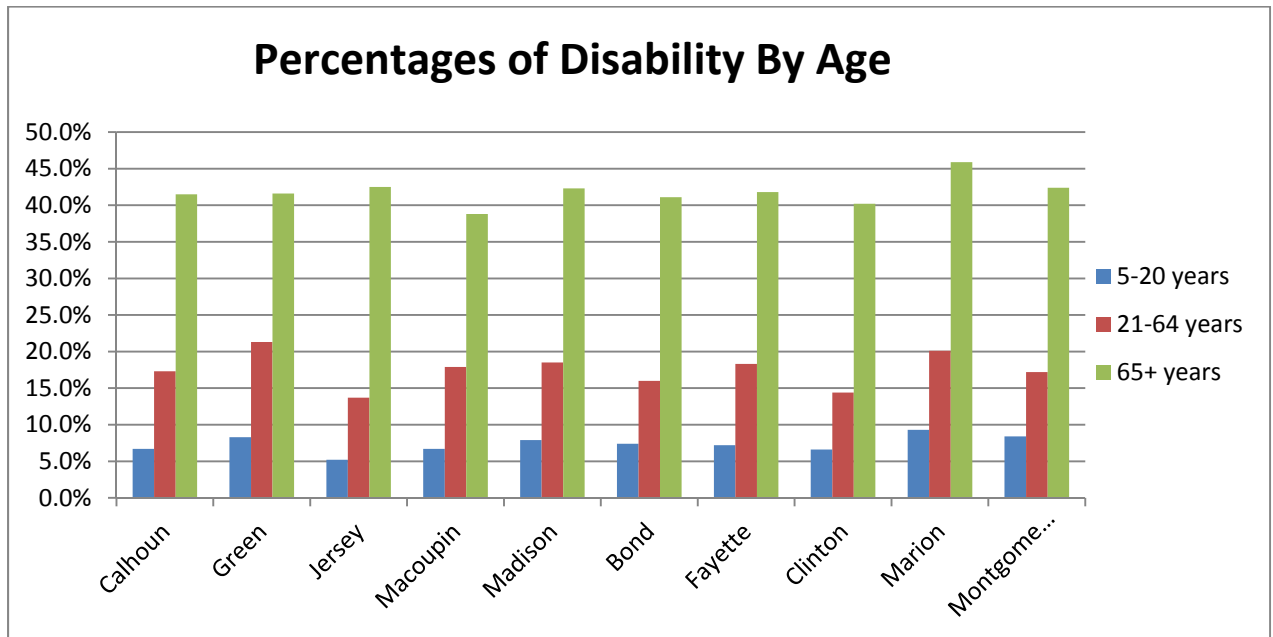
The graphs below show that the elderly disabled population in each county is extremely high in comparison to the other age groups. The 21-64 age range is quite high and may be an indicator as to people with disabilities needs for transportation beyond medical reasons. Education and employment could be the greatest need with social\recreational following closely.

Graph 1



Source: 2010 U.S. Census Data

Graph 2



## Trip Generators by County Profile

### Bond

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Greenville Regional Hospital, Greenville	County Court and services, Greenville
Kaskaskia Community College, Greenville	Bond Co. Sr. Center-Greenville
Greenville College, Greenville	Medical facilities in Bond Co.
Health Department, Greenville	
Population Clusters: Greenville, Sorrento, Mulberry Grove, Pocahontas, Pierron, and Keyesport	

### Calhoun

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Health Department, Hardin	County Court and services, Hardin
Population Clusters: Hardin, Brussels, Gilead, Kampsville	

### Clinton

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St. Joseph's Hospitals, Breese	Kaskaskia Community College, Trenton & Shattuc
Health Department, Carlyle	
Medical Facilities throughout the County	Meal Sites, Trenton & Carlyle
Community Link, Breese	County Court and Services, Carlyle
Centralia Correctional Facility	
Population Clusters: Breese, Carlyle, Trenton, Aviston, Beckemeyer, New Baden, Albers, Germantown, and Bartelso	

### Fayette

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Fayette County Hospital, Vandalia	Health Department, Vandalia
Kaskaskia Community College, Vandalia	County Court and services, Vandalia
Medical Facilities throughout the County	
Population Clusters: Ramsey, St. Elmo, Brownstown, Vandalia, St. Peter, Shobonier, and Farina	

### Greene

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T. H. Boyd Memorial Hospital, Carrollton	County Court and services, Carrollton
U of I Extension, Carrollton	
Health Department, Carrollton	
Population Clusters: Roodhouse, Whitehall, Carrollton, Greenfield	

### Jersey

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Principal College, Elsay	County Court and services, Jerseyville
Jersey Community Hospital, Jerseyville	Lewis and Clark CC, Jerseyville
Health Department, Jerseyville	Population Clusters: Jerseyville, Grafton & Elsa



### Macoupin

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Amtrak Station, Carlinville	Carlinville Area Hospital, Carlinville
Community Memorial Hospital, Staunton	Blackburn College, Carlinville
Macoupin Co. Community Ed. Center, Carlinville	Lewis & Clark CC Extension, Carlinville
Health Department, Carlinville	County Court Service, Carlinville
Population Clusters: Virden, Girard, Carlinville, Gillespie, Brighton, Bunker Hill, Staunton, Mt. Olive	

### Madison

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Alton Square Mall	
Amtrak Station, Alton	St. Louis Regional Airport, Bethalto
Alton Memorial Hospital, Alton	Lewis and Clark CC, Godfrey and Edwardsville
St. Anthony's Hospital, Alton	
St. Clare Hospital, Alton	Southwestern Illinois College, Granite City
Anderson Hospital, Maryville	Health Department, Wood River
St. Joseph's Hospital, Highland	Metropolitan Madison County
Gateway Reg. Medical Center, Granite City	County Court and services, Edwardsville
Population Clusters: Metropolitan Areas, Alton, Godfrey, Troy, Highland, Edwardsville, Collinsville, Bethalto, Maryville, Glen Carbon, Granite City, Madison, Pontoon Beach	

### Marion

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Amtrak Station, Centralia	Medical Facilities throughout the County
Salem Township Hospital, Salem	Health Department, Centralia & Salem
St. Mary's\Good Sam. Hospital, Centralia	Kaskaskia Workshop, Centralia
DaVita Dialysis, Centralia	County Court and services, Salem
Kaskaskia Community College, Centralia & Salem	Gilster-Mary Lee, Centralia
Population Clusters: Centralia, Salem, Sandoval, Odin, Selmaville, Kinmundy, Patoka	

### Montgomery

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St. Francis Hospital, Litchfield	Medical Facilities throughout the County
Hillsboro Area Hospital, Hillsboro	County Court and services, Hillsboro
Population Clusters: Farmersville, Raymond, Nokomis, Irving, Hillsboro, Litchfield, and Coffeen	

### St. Louis, MO Trip Generators

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Amtrak Station	Greyhound Bus Terminal
Lambert International Airport	Shopping and Medical Specialties

### Relevant Other Locations Outside of Region 9

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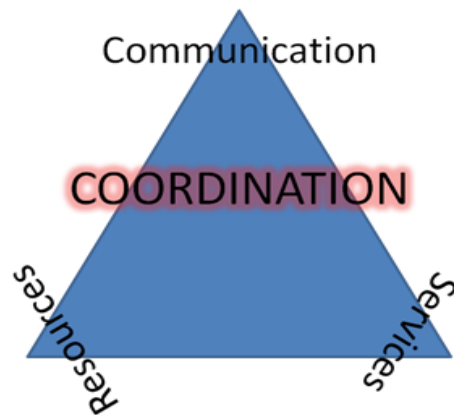
Kaskaskia Community College, Washington County	Southern Illinois University, Carbondale
Southwestern Illinois College, Belleville	Metrolink, St. Clair County
State Capital Services, Springfield	Southern Illinois University, Carbondale
Shopping and Medical Specialties, Fairview Heights, Springfield, Effingham, Vandalia, Marion, Alton, and Hillsboro	
Lake Land College- Mattoon in Coles County and Effingham in Effingham County	

## Identification of Service Gaps and Needs\Goals\Strategies and Implementation

The identification of needs and gaps is paramount to a coordinated transportation plan and a coordinated ever improving system. The following is not an exhaustive list but represents a consensus from discussions held during HSTC meetings, as well as possible strategies for service providers to use in order to fill gaps in service. This list seeks to provide direction for funding and efforts to improve the current transportation system and any agency providing or purchasing transportation for clients should consider this plan and its objectives when making decisions affecting transportation services. Each identified gap represents an area for improvement within the existing transportation system. All organizations which provide transportation are urged use the strategies listed or share, with the Committee, any best practice strategies that will meet the needs presented by the identified gaps. Agencies which plan on requesting grant money to provide transportation, or that may do so in the future, should take into account strategies and methods of coordination which involve communication, service, and possible resources. Requests for Federal funding from Sections 5310, 5316 and 5317 which meet the needs outlined below will receive a more favorable score than projects which do not address an identified gap in service. Each general gap is followed by a goal, strategy for achieving the goal & closing the gap, and a quick description of the problem.

### **Gap 1-Lack of coordination among existing providers**

- Goal - Coordinate transportation among existing 5311 & 5310 providers.
- *Strategies to accomplish this goal include:*
  1. *Provide travel training and coordination with social service agencies to train able riders to use fixed routes, when available. This will enable a more efficient use of paratransit service vehicles.*
  2. *Negotiate fares with social service agencies for passengers who utilize the paratransit service.*
  3. *Periodically review funded vehicles and needs that may be stated in the 5310 CVP application.*
  4. *Better use of 5310 vehicles by social service agencies by reducing silo type transportation and opening transportation service to the general public.*
  5. *Increased lines of communication between public & private providers.*



Although many counties now have countywide public transit, funding issues restrict full service of rural areas. Increased coordination, in various forms, between all transportation providers doesn't necessarily mean following one particular path. It does mean having providers come together and discuss what options might exist to reduce costs, increase the number of trips that can be completed, increase efficiency so that limited dollars can do more, and improve the

quality of life for those who are served by transportation, and those who are currently unable to be served.

Some strategies to consider, a network of volunteers willing to provide training to residents that would increase transportation options and availability to underserved population. The MY TRIP program has materials available for training the trainer and incorporating a regional bank of volunteers that would be available to do one-on-one training with riders.

Service contracts are another way for providers to collaborate with each other to negotiate reasonable fares, establish new or improve current routes and service contracts usually save DHS providers money.

It is hoped that greater participation with the HSTC will lead to a better environment for coordination. It will help to provide service and guidance needed to coordinate or improve current services. And, agencies will use the Committee in order to network and collaborate on possible new demand for routes.

### **Gap 2- Insufficient amount of transit vehicles to meet service needs in rural\ non-urbanized areas**

- Goal: Increase fleet sizes to better increase services & ridership
- *Strategies to accomplish this goal include:*
  1. *Apply for available funding to increase vehicle fleets and identify underserved areas & increase vehicle availability to those areas.*

If agencies wish to access federal transportation dollars or have a need to provide transportation for clients the 5310 CVP (Consolidated Vehicle Procurement) process would be a beneficial resource. Agencies must attend and participate in RTC (Regional Transportation Committee) meetings and give input into the HSTP planning process. During the application & endorsement process a review of a provider's current vehicle status, new requests, and need would be done to determine if effective and efficient services are being provided.

### **Gap 3-Lack of transportation for medical services**

- Goal - Increase transportation for health care purposes
- *Strategies to accomplish this goal include:*
  1. *Increasing the coordination between social service agencies, this will allow transit agencies to provide services to more individuals.*
  2. *Public transit providers will partner with Emergency Medical Services (EMS) to serve those riders needing non-emergency medical transportation.*

The need to increase transportation for medical trips is one of the most widely and often discussed topics in the region and is a most dire need for some transit disadvantaged individuals.

Coordinated services could include performing gather-type trips for passengers traveling to a common medical\health care destination. For example, common drop off locations would be established for multiple passengers that would allow one bus to pick up those passengers and travel to the common destination. (i.e.; St. Louis)

It is also imperative that the transportation service providers work closely with the medical field (hospitals, medical offices, and ambulance) to increase access to non-emergency medical needs for the residents. Also, in some regions providers are obtaining stretcher vehicles which are a benefit to the ambulance services, transit providers & persons needing emergency assistance.

#### **Gap 4-Lack of county-through-county & countywide services**

- Goal - Coordinate transportation throughout counties
- *Strategies to accomplish this goal include:*
  1. *Coordinate between counties and develop transfer locations to minimize the number of vehicles used to complete trips*
  2. *Better coordination efforts and vehicle use by human service agencies, that have 5310 CVP vehicles, to fulfill their obligation to serve the general public's transportation needs*
  3. *Begin to collect data and resources for potential transfer stations and collaboration with neighboring transit providers to encourage ride sharing on long distance trips*

Providers and human services agencies have frequently discussed the high demand for transportation into the St. Louis Metro, Effingham and Springfield areas. All providers have indicated that they travel to these areas on a frequent basis. This could be done more effectively & maximize transportation budgets by establishing common areas or transfer stations that riders could easily get to (by paratransit, if needed) and be transported either to their destination or to another transfer station. A system using a website that would map each providers trips, other internet based tools, networking sites, or ITS would need to be implemented thus creating a source of communication and linkages to efficiently run county-through-county services.

#### **Gap 5-Need for extended service hours**

- Goal - *Temporal gaps in service (provide transportation during evening and weekend hours)*
- *Strategies to accomplish this goal include:*
  1. *Develop a study in those areas to determine the level service that may be provided based on population density*
  2. *Determine what area does not provide weekend/evening services*

Extended service hours have long been a discussion in Region 9. At this time, some transit agencies provide extended hours trips for purposes such as employment. Some human service agencies have transportation available 24\7 for client based needs. Coordination efforts could combine the two services but it must be determined if communities have a true need for extended services. One way to get this information would be for all providers to work together, possibly thru the HSTP Committee, to develop a survey that would be distributed to current riders & potential riders in each county. This would provide a prospective of what the need truly is. The Provider Inventory section of the HSTP Plan would show the hours of service,

service area and other helpful information of each provider that could assist in getting the coordination process started in the communities that are determined to have need.

### Identification of Duplication in Services

Along with identifying gaps in service, a coordinated transportation plan should take into account where services may be duplicated. Coordination is about maximizing the use of resources.

Duplicated services can fall into the following three categories

1. Instances where providers are competing to serve the same population: The most blatant type of service duplication, where publically funded vehicles are operating in competition with one another for clients.
2. Instances where multiple providers are serving different populations in the same geographic area: Simply because two providers operate in the same area doesn't necessarily mean that there is a duplicated service, but it does mean that providers should be mindful of potential opportunities to combine trips. In order to be considered for funding providers should show that they are willing to share rides where possible, and providers should continuously evaluate their agencies transportation to ensure maximum use of their own budgets and public transportation dollars, in general.
3. Instances where providers are bringing clients from different geographic areas to similarly funded areas to serve clients in separate geographic areas, but because of demand certain trips might overlap with other service provider trips.
  - Providers and Human services agencies have frequently brought up the high demand for transportation into the St. Louis Metro Area, and all providers surveyed have indicated that they either travel to St. Louis or have demand for trips to St. Louis metro area.
  - Some providers have also indicated demand for trips into Effingham and Springfield.
  - I-70 between Effingham and St. Louis sees traffic from multiple providers, both public and client only services. I-70 cuts through several public transit district lines in Region 9.

Duplication within Region 9:

<b>Table of Transportation Providers by County in Region 9</b>	Bond	Calhoun	Clinton	Fayette	Greene	Jersey	Macoupin	Madison	Marion	Montgomery	Notes:
Bethany Place											Client based services. Also serves St. Clair, Monroe, Washington & Randolph counties
Beverly Farm											Disabled client based services in the Godfrey area
Bond County											Public Transit for Bond County.
Central Illinois Public Transit											Public Transit Provider, Also serves Clay, Shelby, Douglas, and Moultrie
Challenge Unlimited, Inc.											Adult Day services and workshop also providing service in St. Clair Co.
Community Link											Disabled Workshop, Day Services & CILA homes in Clinton County and surrounding areas.
Epilepsy Foundation											Client based medical transportation also serving Monroe, Randolph, St. Clair & Washington Co.'s
FASTT											Adult Day Program also serving St. Clair Co. & surrounding areas
FAYCO											Disabled Workshop and Day Services also providing service in outlying County areas
Illinois Center for Autism											Adult Day services, mostly in and around Madison/St. Clair Counties.
Il. Valley Sr. Citizens											Senior transportation & Home Delivered Meals
Il. Valley Rehab. Center-Gillespie											Adult Day Program client based service
Il. Valley Rehab. Center-Jerseyville											Adult Day Program client based service
Jarvis Township Senior Center											Senior transportation for residents of Jarvis Township (Troy, Illinois)
Macoupin Center for the Developmentally Disabled											Client based services
Macoupin Co. Public Transportation											Public Transit Provider
Main Street Community & Senior Center											Senior & disabled transportation in Glen Carbon, Edwardsville & Maryville
Madison County Transit/ACT											Public Provider & also providing limited services to St. Clair Co. & St. Louis
Residential Options, Inc.											Disabled client based transportation
Senior Services Plus											Senior transportation within the Alton & Godfrey areas
South Central Transit											Public Provider. In Region 11- Washington, Jefferson, Perry and Franklin Counties Extension services in St. Clair, Jackson & Williamson Co.'s

<i>Village of Glen Carbon</i>											<i>Senior &amp; Disabled paratransit services in Glen Carbon, Edwardsville &amp; Maryville (Madison Co.)</i>
<i>Total Public</i>	1	0	1	1	0	0	1	1	1	1	
<i>Total Disabled/Adult Day Services</i>	3	3	4	2	1	4	4	9	1	2	
<i>Total Healthcare</i>	1	0	1	0	0	0	0	1	0	0	
<i>Total Elderly</i>	0	0	0	0	1	1	0	4	0	0	
<i>Total Providers</i>	5	3	6	3	2	5	5	13	2	3	

## Program of Projects

The Regional Program of Projects is a list of funding sources for projects which embrace the policies and strategies laid out in this document and have been recommended for funding by the Regional Human Services Transportation Committee.

**5310 Consolidated Vehicle Procurement Program (CVP)** –Through the Consolidated Vehicle Program Procurement Program (CVP), the Illinois Department of Transportation - Division of Public & Intermodal Transportation (IDOT-DPIT) makes grants to municipalities, mass transit districts, counties, and private non-profit organizations for ramp and lift equipped paratransit vehicles. Funding for these grants comes from varied sources, including the Federal Transit Administrations (FTA) Section 5309, 5310, 5311, 5316, and 5317 programs, as well as state resources. Previously, agencies eligible for different grants were required to submit numerous applications. The consolidated vehicle procurement application was developed to make it easier for agencies to apply for funds and for the IDOT-DPIT to review projects in applications.

As part of the Federal government’s human services coordination initiative, all Section 5310 recipients must certify that projects are derived from a locally developed, coordinated public transit human services transportation plan (HSTP). All Section 5310 applicants should be actively involved in the development of these plans, and each Section 5310 application will need to be endorsed by their respective HSTP local transportation planning committee in order to be considered for funding by IDOT-DPIT.

In order to meet the federal coordination requirements identified above, all Section 5310 applicants will now submit their application to IDOT\DPIT and cc: to the local HSTP office for initial review. All applicants will present their application request to the HSTP Committee, at either a regularly scheduled quarterly meeting or a specially scheduled meeting, for Committee to decide whether the application should be endorsed and sent on to IDOT\DPIT for further review. While the applications will not be formally scored by the HSTP Coordinator, that will continue to be done by IDOT-DPIT, the role of the HSTP offices will be to ensure that the agency submitting the application has been an active participant in the local service coordination process and that the funding request of the applicant meets the service needs and goals as identified in the locally derived HSTP Plan.

**Inter-City Bus**-Section 5311 of the Federal Transit Act, as amended, authorizes the Secretary of Transportation to apportion funds to the Governor of each state for public transportation projects in non-urbanized areas. The goals of the Section 5311 Programs are: to enhance the access of people in non-urbanized areas to healthcare, shopping, education, employment, public services and recreation; to assist in the maintenance, development, improvement, and use of public transportation systems in rural and small urban areas; and to encourage and facilitate the most efficient use of all Federal funds used to provide passenger transportation in non-urbanized areas through the coordination of programs and services.

Under Section 5311 (i) which was authorized by the ISTEA, states are required to spend a portion of their Section 5311 apportionment to carry out a program for the development and support of intercity bus transportation. The federal objectives of the funding intercity bus service under Section 5311 are: support the connection between non-urbanized areas and the larger regional or national system of intercity bus service; meet the intercity travel needs of residents in non-urbanized areas; and support the infrastructure of the intercity bus network through planning and marketing assistance and capital investment in facilities.