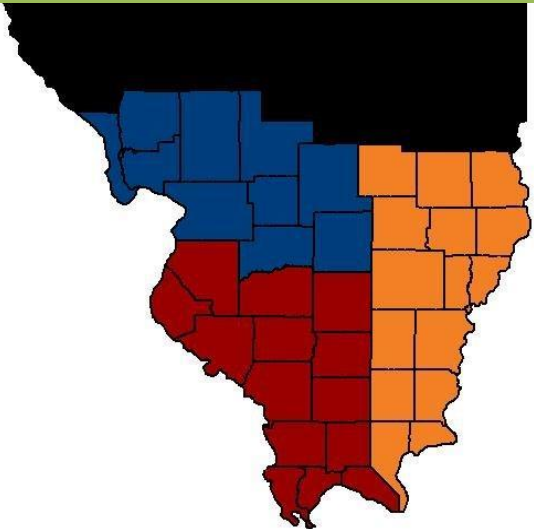


2018

Region 11 Human Services Transportation Plan



II. Department of Transportation\Office of
Intermodal Project Implementation &
South Central Illinois Regional Planning and
Development Commission

2018

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Introduction and Purpose of the Plan

Mission Statement

To coordinate the human service transportation efforts of public, private and non-profit providers in an effort to maximize services for the populations served in HSTP Region 11 and to provide guidance concerning funding and available resources.

Role of the Plan

In 2005 the United States Congress enacted the Safe, Accountable, Flexible and 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.

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\ Office of Intermodal Project Implementation (IDOT\OIPi).

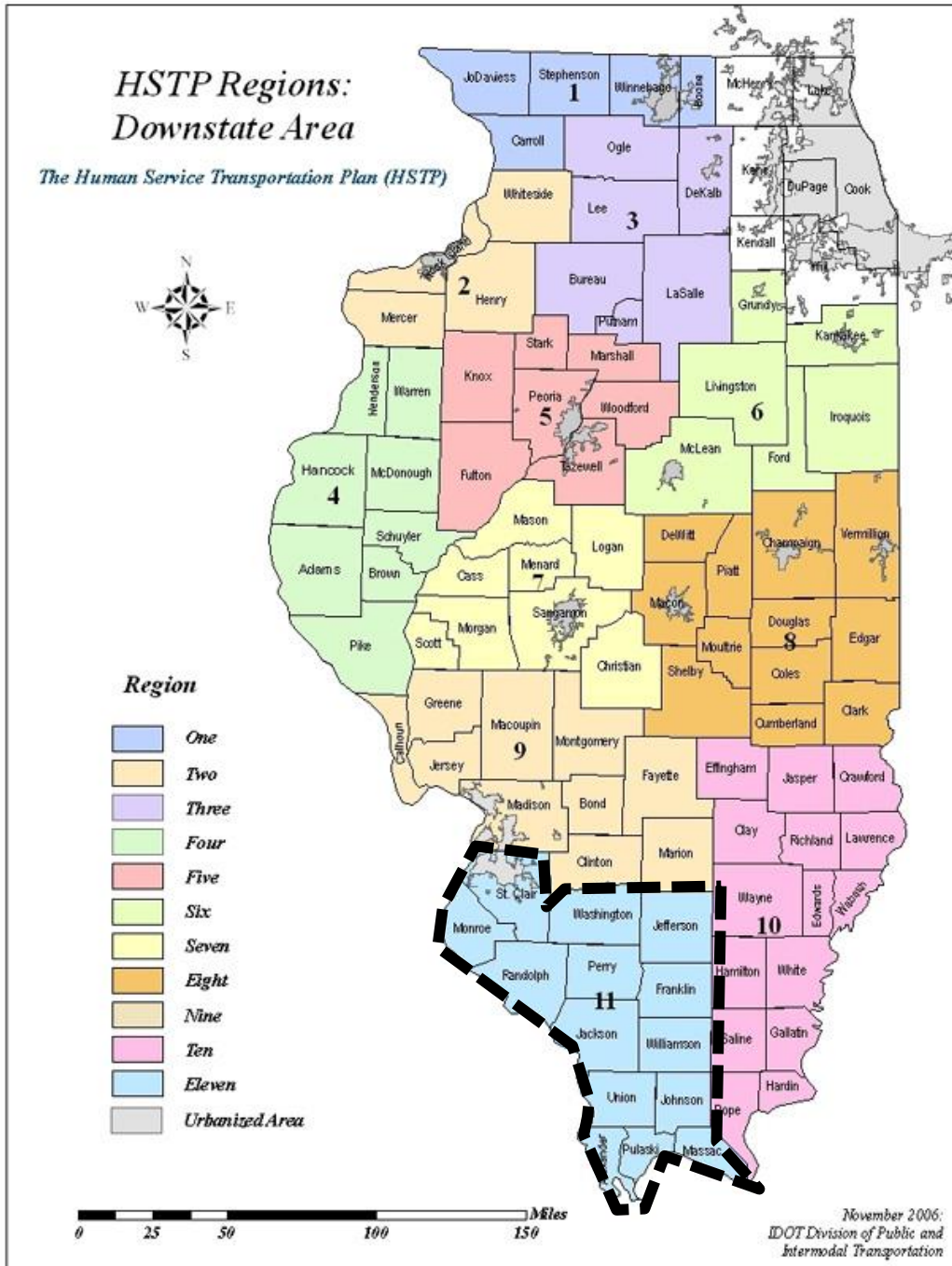
Regional Description

Region 11 is one of eleven downstate Human Services Transportation Planning Regions established by the State of Illinois through the Division of Public & Intermodal Transportation (DPIT), now known as the Office of Intermodal Project Implementation (OIPi). The region is comprised of 14 counties located along the western half of Southern Illinois, stretching from the Mississippi River to the middle of the state. The region contains the counties immediately to the east and south of the Metropolitan St. Louis (or "Metro East") region. These counties are: St. Clair, Washington, Jefferson, Monroe, Randolph, Perry, Franklin, Jackson, Williamson, Union, Johnson, Alexander, Pulaski and Massac. Of the estimated 616,412 residents of Region 11, about 262,415 live in St. Clair County, many of whom fall under the direction of the East-West Gateway Council of Governments metropolitan transportation plan.

In 2010, the U.S. Census designated 36 new Urbanized Areas in the United States including two affecting southern Illinois communities, one is located along the Route 13 corridor and a second

which is centered in Cape Girardeau, Missouri that includes parts of East Cape Girardeau in Illinois and currently has a total population of 37,941.

Region 11 is rural in character except for these urbanized areas, and thus is subject to rural transportation planning.



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, MAP-21 and the FAST Act. The committee is further tasked with reviewing and recommending applications for Section 5310 (Consolidated Vehicle Program\CVP) funding. 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 of 2014 which includes: 1) Interested local government elected officials, appointed officials or appointed representatives of local government from throughout Illinois Region 11 geographic area 2) Not-for-profit, human service organizations representing special needs, aging, disabled, workforce, and education interests. These organizations may or may not provide transportation but have an interest in affordable, accessible transportation for the citizens they represent 3) Public or private transit providers 4) Community members interested in the public transportation services that are available or not available in the county they represent. Bylaws and Committee roles are available.

Stakeholders

In Region 11, as well as other HSTP regions, there is still little involvement by the general public. To date the focus has been on maintaining support for the HSTC process and trying to identify stakeholders to discuss current and continuing issues with transportation. An introductory letter was sent out to a variety of stakeholders in July of 2007. All or most 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 HSTC “Kick off” Meeting was held in Ullin, Illinois at the Shawnee Community College on October 16, 2007. Attendees were given an overview of what “Human Services Transportation” entails, what the role of the HSTP Coordinator is, what the composition and role of the regional committee will be, and an overview of the programs that the HSTC would be responsible for administering.

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

Inventory

Profile of Service Providers

Information in the following list of providers for Region 11 was compiled based on surveys sent to area providers in 2017. Provider information, such as vehicle inventory will be updated annually as new surveys will be disbursed.

Challenge Unlimited 4 Emmie Kaus Lane Alton, IL 62002
Provider Type: Provide transportation for clients that have developmental disabilities
Vehicles: Medium Duty-4 Super Medium-8 Other-9 Total Fleet: 21
Service Area: Madison, St. Clair, Calhoun, Jersey and Clinton Counties
Service Level: Curb to Curb
Advance Notice Required: Fixed routes for agency clients
Basic Fare: none
Service Hours: 6am to 9:30am & 1pm to 4:30pm Monday-Friday
Route Scheduling/Dispatch Method: Manager schedules & handles manifests
Communication System: Radios
Annual Trips: 105,760

Comprehensive Connections 16338 N. Il. Highway 37 Mt. Vernon, Il. 62864
Provider Type: Client based & Sr. Citizens
Vehicles: Raised Rood or Minivans-2 Light Duty-3 Medium Duty-1 Other-20 Total Fleet: 26
Service Area: Jefferson Co.
Service Level: Door to door
Advance Notice Required: Same day
Basic Fare: Donation
Service Hours: 8am-4pm
Route Scheduling/Dispatch Method:
Communication: Cell phones
Annual Trips: 275,018

<i>Epilepsy Foundation of Greater Southern Illinois</i> <i>3515 N. Belt West</i> <i>Belleville, IL 62226</i>
Provider Type: Human Service Agency providing transportation to specific client base
Vehicles: Minivans-4 Light Duty-1 Total Fleet: 5
Service Area: Transportation services provided in Bond, Clinton, Madison, Monroe, Randolph, St. Clair, and Washington Counties
Service Level: Door to Door
Advance Notice Required: none
Basic Fare: Free of charge
Service Hours: 24\7
Route Scheduling/Dispatch Method: Call in requests, dispatched by phone
Communication: Phones
Annual Trips: 25,457

<i>Five Star Industries</i> <i>1308 Wells Street Road</i> <i>Du Quoin, IL 62832</i>
Provider Type: Day & residential services for Developmentally Disabled clients
Vehicles: Raised Roof or Minivans-6 Light Duty-5 Medium Duty-1 Other-7 non-IDOT vehicles Total Fleet-19
Service Area: Perry County
Service Level: Curb to Curb/Door through Door as needed
Advance Notice Required: none
Basic Fare: None-built in to transportation funding services
Service Hours: 24\7
Route Scheduling/Dispatch Method: Fixed routes-client specific services
Communication System: Cell phone in emergency only
Annual Trips: 57,000

Gold Plate Program of Perry County 721 North Hickory Street, P.O Box 345 Du Quoin, IL. 62881
Provider Type: Senior Citizens
Vehicles: Minivans-1 Light duty-2 Medium Duty-1 Total Fleet: 5
Service Area: Perry County & Northern part of Jackson County
Service Level: Door to Door
Advance Notice Required: 24 hour notice
Basic Fare: Suggested donation only
Service Hours: 7am to 3pm Monday -Friday
Route Scheduling/Dispatch Method:- By hand\computer
Communication System: Cell phones
Annual Trips: 14,500

Human Service Center of Southern Metro East 10257 State Rt. 3 Red Bud, IL 62278
Provider Type: Private, Developmentally Disabled
Vehicles: Raised Roof or Minivans-4 Super Medium- 1 Medium Duty - 10 Light Duty- 2 Other-14 Total Fleet: 31
Service Area: Randolph County primarily\Community Support travels in 100 mile radius
Service Level: Fixed predetermined routes with Curb to Curb service to registered clients who require specific, regular, transportation service. Residential & community support
Advance Notice Required: Predetermined Fixed Routes: Rosters for workshop
Basic Fare: N/A: Built into transportation cost
Service Hours: 7am-4:30pm (Residential programs operate 24\7)
Route Scheduling/Dispatch Method: Predetermined routes decided and scheduled by transportation coordinator.
Communication System: Cell phones
Annual Trips: 33,946

Human Support Services 988 North Illinois Rt. 3 Waterloo, IL. 62298
Provider Type: Developmentally Disabled & Mentally Impaired Clients
Vehicles: Raised Roof or Minivans-11 Medium Duty-5 Heavy Duty-1 Other-4 non-IDOT vehicles Total Fleet: 21
Service Area: Monroe County
Service Level: Fixed/demand responsive
Advance Notice Required: None
Basic Fare: N/A: built into funding
Service Hours: 24\7
Route Scheduling/Dispatch Method: 5 fixed daily routes
Communication System: Nextel push to talk and cell phones as needed
Annual Trips: 36,000

Illinois Center for Autism 548 S. Ruby Lane Fairview Heights, Il. 62208
Provider Type: Developmentally Disabled agency clients
Vehicles: Medium Duty-2 Other-9 Total Fleet: 11
Service Area: St. Clair, Madison, Macoupin, Monroe, Bond, Randolph, Jersey, Clinton, Richland, Jasper & Fayette Counties
Service Level: Client based need
Advance Notice Required: n\a
Basic Fare: built into funding
Service Hours: 8:30am-4:00pm Monday-Friday
Route Scheduling/Dispatch Method: fixed routes for client base
Communication System: cell phones
Annual Trips: 16,695

Jackson County Mass Transit District 602 East College Street Carbondale, IL. 62901
Provider Type: Public Mass Transportation Provider
Vehicles: Raised Roof or Minivans-4 Light Duty-5 Medium Duty-10 Total Fleet:19
Service Area: Jackson County
Service Level: Point-deviated routes, deviated routes, door-to-door
Advance Notice Required: 1 hour within Carbondale, 24 hour outside Carbondale
Basic Fare: General Public (age 16-59): \$2.00 Student (age 16 and over w/ proof of enrollment): \$1.00 Child (age 6-15): \$1.00 Children 5 years of age or younger: FREE (must be with paying adult) Senior (age 60 and older): \$1.00 Personal Attendants: FREE Monthly Pass: \$25.00 unlimited rides
Service Hours: 7:00am to 5:30pm, Monday thru Friday
Route Scheduling/Dispatch Method: ITS System and Radio
Annual Trips: 78,960

Millstadt Township Senior Services 102 S. Jefferson Millstadt, Il. 62260
Provider Type: Senior Citizens 60 +
Vehicles: Light Duty-2 Total Fleet: 2
Service Area: Rural St. Clair County
Service Level: Door to door, Door through door
Advance Notice Required: Demand response, 24 hr notice preferred
Basic Fare: Donation
Service Hours: 8:00am-2:00pm Monday-Friday
Route Scheduling/Dispatch Method: Call in & driver has schedule, day of requests sent thru dispatch
Communication System: Cell phone & 2 way radio
Annual Trips: 4,826

Monroe/Randolph Mass Transit District 820 W. 2nd St. Sparta, IL 62286
Provider Type: Public Mass Transit
Vehicles : Raised Roof or Minivans-11 Light Duty-4 Medium Duty-7 Total Fleet: 22
Service Area: Monroe and Randolph Counties
Service Level: Demand response-curb to curb
Advance Notice Required: 24 hour
Basic Fare: \$6.00 in service area
Service Hours: 5:30am-5:00pm Monday-Friday
Route Scheduling/Dispatch Method: Ecolane
Communication System: Tablets & Cell phones
Annual Trips: 12,000

<p>Rides Mass Transit District 1200 West Poplar Harrisburg, IL. 62946</p>
<p>Provider Type: Public Mass Transit</p>
<p>Vehicles: Raised Roof or Minivans-10 Light Duty-21 Medium Duty-58 Super Medium-35 Heavy Duty-11 Total Fleet: 147</p>
<p>Service Area: Region 8: Cumberland, Clark and Edgar. Region 10: Pope, Hardin, Saline, Gallatin, White, Hamilton, Wayne, Edwards, Wabash, Richland, Lawrence, Crawford, Jasper and Effingham. Region 11: Jackson & Williamson Co.</p>
<p>Service Level: Deviated Fixed Route/Door to Door/Door through Door/Drivers permitted to assist with limited number of packages</p>
<p>Advance Notice Required: 24 hour advance notice suggested</p>
<p>Basic Fare: <u>In-County Existing Route Service:</u> Adult-\$2.00 (ages 11-59), Children ages 6-10-.75cents (must be accompanied by an adult), Children ages 0-5-Free (must be accompanied by an adult) <u>Discount Tickets Book of 10 tickets:</u> Adults-\$10.00 60+ & \or Disabled-\$7.50 Age 6-10-\$3.75 <u>30 Day Transit Passes:</u> Under 60-\$25.00 60+ & \or Disabled-\$15.00</p>
<p>Service Hours: 6am to 6pm on existing routes Inter-City bus routes available Scheduling & Dispatch hours-6am-8pm Monday-Saturday</p>
<p>Route Scheduling/Dispatch Method: CTS software with radio dispatching. Drivers manifest</p>
<p>Communication System: Radio and Cell phone</p>
<p>Annual Trips: Urban: 150,065 Rural: 530,230</p>

Rotary Club of O'Fallon 801 E. State St. O'Fallon, Il. 62269
Provider Type: Primarily Sr's & Disabled
Vehicles : Medium Duty-2 Total Fleet: 2
Service Area: O'Fallon Township, City of O'Fallon, weekly shuttle to Shiloh & Fairview Hts
Service Level: curb to curb
Advance Notice Required: 24 hour
Basic Fare: 62+ & disabled: no charge Age 55-61: .50 cents each way General Public: \$1.00 each way
Service Hours: 8:00am-3:30pm Monday-Friday
Route Scheduling/Dispatch Method: Appointments are scheduled through the O'Fallon Township office. Daily manifests are made & dispatched also thru the Township office
Communication System: 2-way radios
Annual Trips: approximately 3,914

Senior Adult Services 409 North Springer Carbondale, IL 62901
Provider Type: Provides transportation for seniors 60 and over
Vehicles: Minivan-3 Other (non-CVP)-3 Total Fleet:6
Service Area: Jackson County
Service Level: Door to Door
Advance Notice Required: 24 hr. advance notice
Basic Fare: 50 cents suggested donation
Service Hours: 7:30am-4pm Monday thru Friday
Route Scheduling/Dispatch Method: by spreadsheet
Communication System: 2 way radio
Annual Trips: 5,777

Senior Services of Southern St. Clair County 815 N. Borders Marissa, Il. 62257
Provider Type: Senior Citizens
Vehicles: Light Duty-2 Total Fleet: 2
Service Area: Southern St. Clair County-Marissa Township
Service Level: curb to curb-minimum assistance
Advance Notice Required: At least the morning of the requested trip
Basic Fare: Donation
Service Hours: 9:00am-1:00pm Monday-Friday
Route Scheduling/Dispatch Method: Call in & driver has schedule, day of requests sent thru dispatch
Communication System: Cell phone
Annual Trips: 1,040

Shawnee Mass Transit District 100 Smart Dr. Vienna, IL 62995
Provider Type: Public Mass Transit
Vehicles: Raise roof or minivans: 14 Light duty: 6 Medium Duty: 23 (additional 3 expected for delivery) Super medium: 24 Other: 1 car and 1 full size van Total Fleet:-68
Service Area: Johnson, Union, Massac, Alexander, Pulaski
Service Level: Demand response, Deviated-Fixed route, curb to curb, door to door, door through door
Advance Notice Required: Demand Responsive: 24 hour advanced notice, 72 hours desired
Basic Fare: All Shuttles within town limits \$1.00 per stop. \$2.00 per stop Tri-City shuttle. \$3.00 each way for existing routes. Up to \$1.25 per mile for premium trips. Monthly passes-\$20, \$30 and \$55 Semester passes - \$250
Service Hours: Sunday through Saturday as needed. Dispatch 6am to 6pm. Administration office 7:30 am to 4:30 pm.
Route Scheduling/Dispatch Method: Automated scheduling (CTS), real time dispatching
Communication System: Mobile data units, radios, cell phone
Annual Trips: 189,833

<p>South Central Transit 1616 E. McCord Street, P.O. Drawer N Centralia, IL 62801</p>
<p>Provider Type: Public Transportation Provider</p>
<p>Vehicles: Raised Roof or Minivans-26 Light Duty-24 Medium Duty-48 Super Medium-51 Total Fleet-149</p>
<p>Service Area: Marion, Washington, Clinton, Jefferson, Franklin, and Perry Counties Service extensions into Clay, Randolph, St. Clair, Jackson and Williamson Counties</p>
<p>Service Level: Curb to Curb/Door to Door/Drivers permitted to assist with limited number of packages, Demand Response, subscription, deviated fixed route, intercity, same day service</p>
<p>Advance Notice Required: 24 hour</p>
<p>Basic Fare: Adults-\$1.50 Seniors-.50 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>Service Hours: 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 Shuttles: 5:00 AM to Midnight 7 days per week *All service hours are Monday-Friday*</p>
<p>Route Scheduling/Dispatch Method: Automated scheduling\dispatching software: Adept by Stratagen Systems</p>
<p>Communication System: mobile data terminals and cell phones</p>
<p>Annual Trips: 540,597</p>

<p>Spero Family Services formerly United Methodist Children's Home 2023 Richview Rd. Mt. Vernon, Il 62864</p>
<p>Provider Type: Youth & Client based</p>
<p>Vehicles: Raised Roof or Minivans-20 (6-5310 vehicles) Light Duty-1 Other-3 Total Fleet: 24</p>
<p>Service Area: Primarily Jefferson and Marion</p>
<p>Service Level: Door to Door</p>
<p>Advance Notice Required: N\A</p>
<p>Basic Fare: N\A</p>
<p>Service Hours: 24\7</p>
<p>Route Scheduling/Dispatch Method: Computer generated</p>
<p>Annual Trips: 9,020</p>

St. Clair Associated Vocational Enterprises, Inc. (SAVE) 3001 Save Rd. Belleville, Il. 62221
Provider Type: Human Service Provider
Vehicles: Medium Duty-8 Super Medium-4 Other-5 Total Fleet:17
Service Area: St. Clair, Monroe counties & parts of Madison (Region 9) county
Service Level: Curb to curb
Advance Notice Required: 0-24 hour
Basic Fare: none
Service Hours: Fixed Route 7:00am-5pm Monday thru Friday Demand Response 6:00am-11:00pm Sunday-Saturday
Route Scheduling/Dispatch Method: All trips scheduled manually by Transportation Coordinator
Communication System: cell phones
Annual Trips: 55,000

St. Clair County Transit District: Alternative Transportation Services 1004 South Lincoln Ave, Suite 1 O'Fallon, IL 62269-2678
Provider Type: Public Paratransit Service
Vehicles: Medium Duty-44 Super Medium-4 Total Fleet:48
Service Area: St. Clair County Taxing District
Service Level: Curb to Curb, door to door as requested
Advance Notice Required: No later than 4:30 pm the day before
Basic Fare: \$4.00 Discounted fare: Book of 10 for \$28.00
Service Hours: 4am to midnight, 7 days a week, 365 days a year Dispatchers: 5am to 8pm Monday through Friday. 4am-7pm Saturdays. 8:30am-4:30pm Sundays
Route Scheduling/Dispatch Method: RouteMatch 6.0
Communication System: Cell phones with walkie-talkie capabilities
Annual Trips: Approximately 90,000

<i>Touchette Regional Hospital</i> <i>5900 Bond Avenue</i> <i>Centreville, IL 62207</i>
Provider Type: Transportation for low income, elderly, and disabled individuals for healthcare needs\nnon-emergency
Vehicles: Minivans-8 (7 Wheelchair accessible)
Total Fleet:8
Service Area: St. Clair & Madison Counties (urban areas)
Service Level: Curb to Curb
Advance Notice Required: 3 working days
Basic Fare: none
Service Hours: 6am-5:00pm Monday-Friday
Route Scheduling/Dispatch Method: CTS software
Communication System: CTS tablets-voice to text
Annual Trips: 23,000

<i>Trinity Services</i> <i>973 N. 6th St.</i> <i>Mascoutah, Il. 62258</i>
Provider Type: Adult Day Program for adults with autism
Vehicles: 2006 Ford E350 van-1 Light Duty-1
Total Fleet: 2
Service Area: St. Clair Co., Madison Co., and surrounding areas
Service Level: door-to-door, through door with aide
Advance Notice Required: No
Basic Fare: None
Service Hours: 9:00 a.m. to 3:00 p.m.
Route Scheduling/Dispatch Method: Pre-determined manifest done on site
Communication System: cellular phone
Annual Trips: 5,520

Union Co. Counseling Services, Inc. 204 South St. \PO Box 548 Anna, Il. 62906
Provider Type: Mental Health Disabled Client-based
Vehicles: Minivans-1 Light Duty-1 Other-4 Total Fleet: 6
Service Area: Union County
Service Level: Door to Door\Fixed routes
Advance Notice Required: Demand Responsive\Same day Service
Basic Fare: 0
Service Hours: 24\7
Route Scheduling/Dispatch Method: Cell phones
Annual Trips: Approximately 5,840

Washington County Senior Services, Inc. P.O. Box 369, 305 N. Nashville St. Okawville, Il. 62271
Provider Type: Seniors & Disabled
Vehicles: Minivans-1 Total Fleet: 1
Service Area: Washington County
Service Level: Door to Door, Door through Door
Advance Notice Required: Demand Responsive. Prior notice required if going out of county
Basic Fare: Suggested Donation
Service Hours: 8:00am-3:00pm Okawville Senior Center 9:00am-1:00pm Nashville Senior Center
Route Scheduling/Dispatch Method: Computerized
Annual Trips: 2,295

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 Coordinator(s) 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 for the highest level of participation. Agencies designated as Inactive will be removed from consideration for funding.

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

Active Participant- An agency that routinely fulfills committee requests for data, information and resources in the development of strategy planning and attends all quarterly HSTP committee meetings.

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

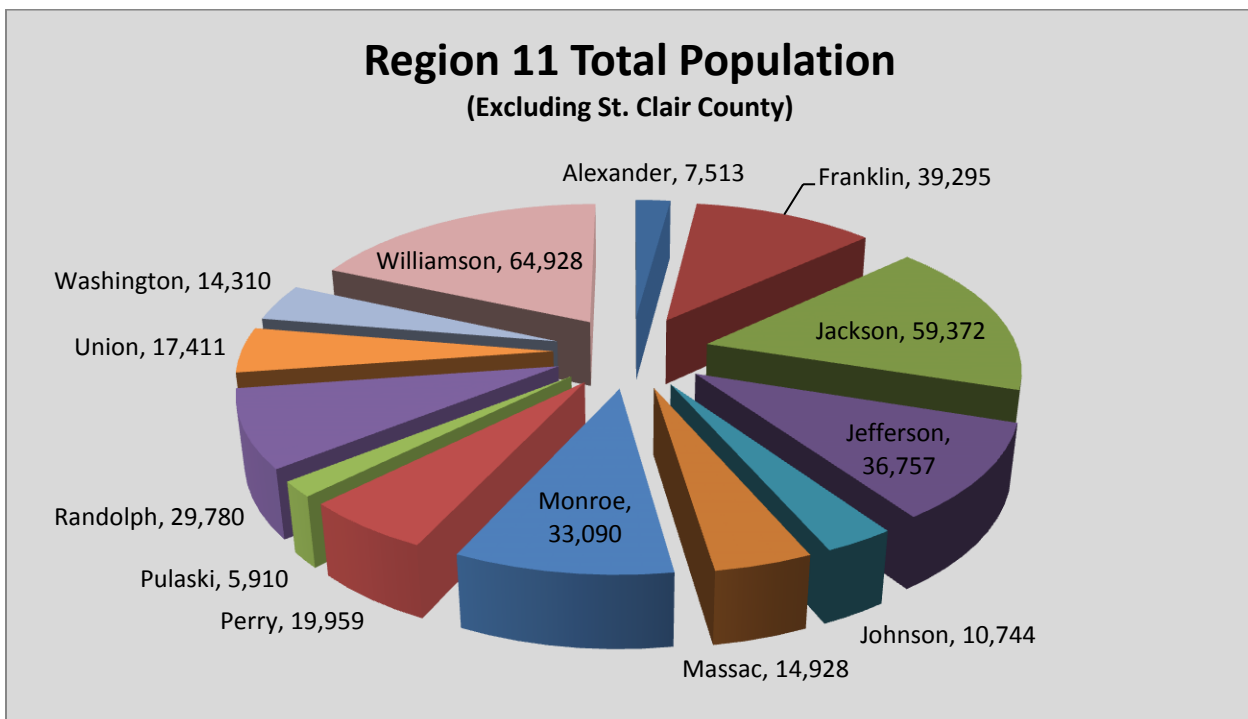
Inactive-An agency that does not currently participate in meetings, planning, or service provision.

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 the trip generators, which attract transportation users, that are found within the region.

Demographic Analysis

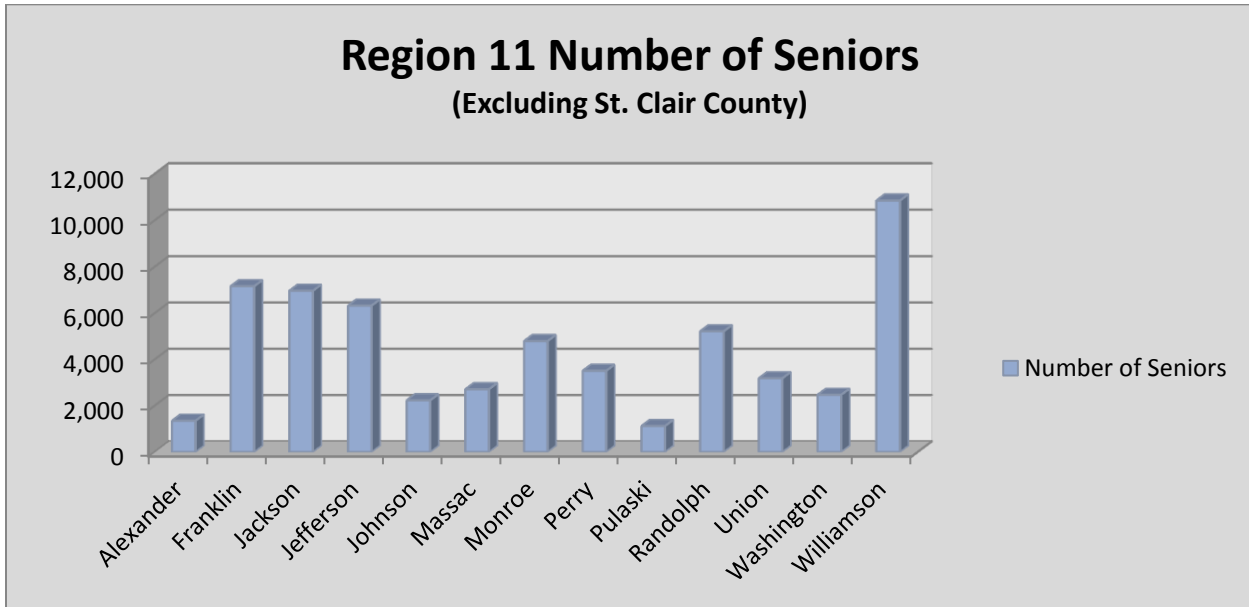
Based on 2015 ACS population data, since 2000 the population of Illinois has grown while data shows Region 11's population has decreased, possibly due to the massive flooding in the southern portion in recent years. Excluding St. Clair County, Monroe County is the only county that has seen growth at 1.004%, likely due to urban expansion from the metro St. Louis area. All other counties in the region show a decline in population.



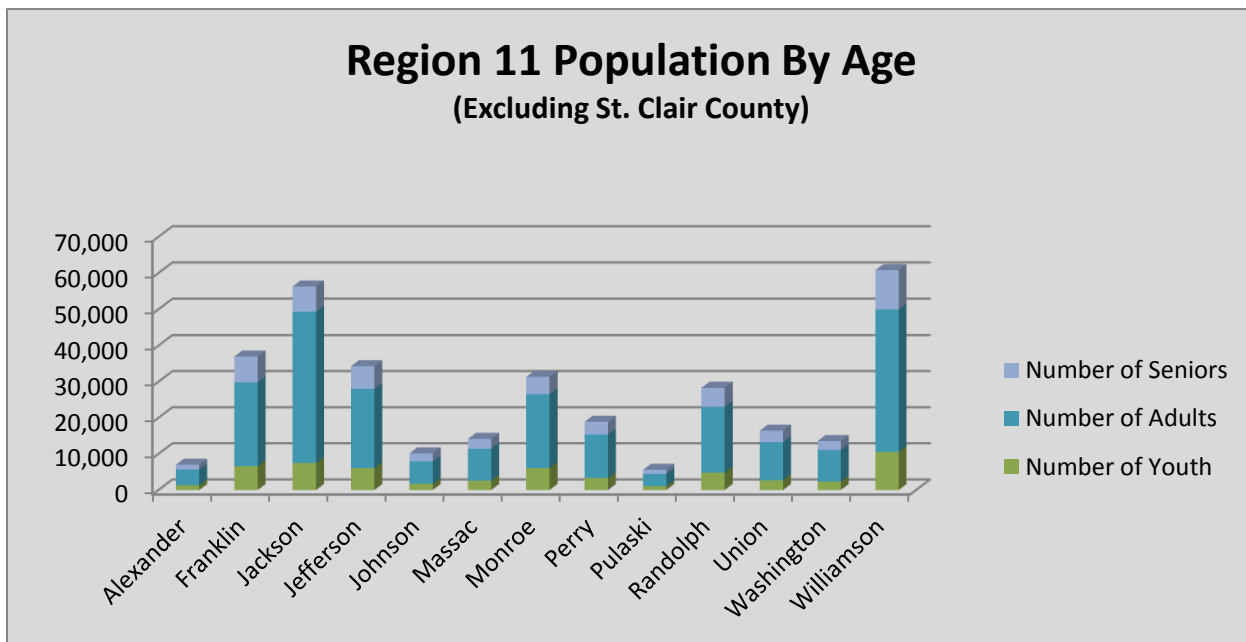
Source: US Census Bureau ACS 2015

Age

Region 11, like many rural areas of the state has an aging population that has an increasing need of transportation for medical appointments, shopping, and service trips. Without public transportation many elderly would not have access to hospitals, doctors, dialysis, counseling, senior centers, or DHS offices in the area (see trip generators).



Source: US Census Bureau ACS 2010-2014



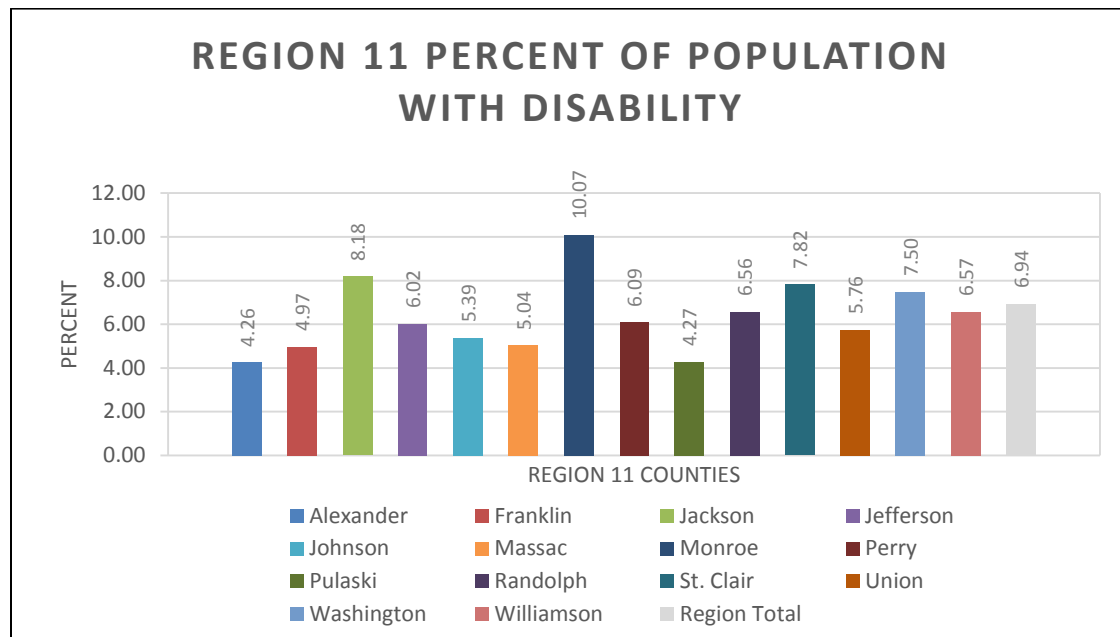
Source: US Census Bureau ACS 2015

County	Total Population	Median Household Income	Percent Below Poverty	Poverty 65+ Years	Percent 65+ Below Poverty
Alexander	7,513	\$25,495.00	36.8%	210	15.5%
Franklin	39,295	\$37,333.00	19.5%	686	9.6%
Jackson	59,372	\$32,681.00	32.3%	556	8.0%
Jefferson	36,757	\$43,173.00	17.2%	685	10.8%
Johnson	10,744	\$41,414.00	15.1%	284	12.7%
Massac	14,928	\$43,092.00	19.0%	356	13.1%
Monroe	33,090	\$69,592.00	5.4%	261	5.4%
Perry	19,959	\$40,532.00	17.1%	244	6.9%
Pulaski	5,910	\$33,946.00	18.5%	180	16.0%
Randolph	29,780	\$48,901.00	12.3%	526	10.1%
St. Clair	262,415	\$50,728.00	17.8%	2,983	8.9%
Union	17,411	\$41,849.00	18.0%	380	11.9%
Washington	14,310	\$52,761.00	12.3%	343	13.9%
Williamson	64,928	\$43,855.00	15.2%	805	7.4%
Region Total	616,412	\$42,239.43	18.3%	8,499	10.7%

Source: US Census Bureau ACS 2015

Disability & Poverty

It appears that the 2015 ACS data shows that the counties with the highest percentage of persons with disabilities are Jackson, Monroe, and St. Clair.

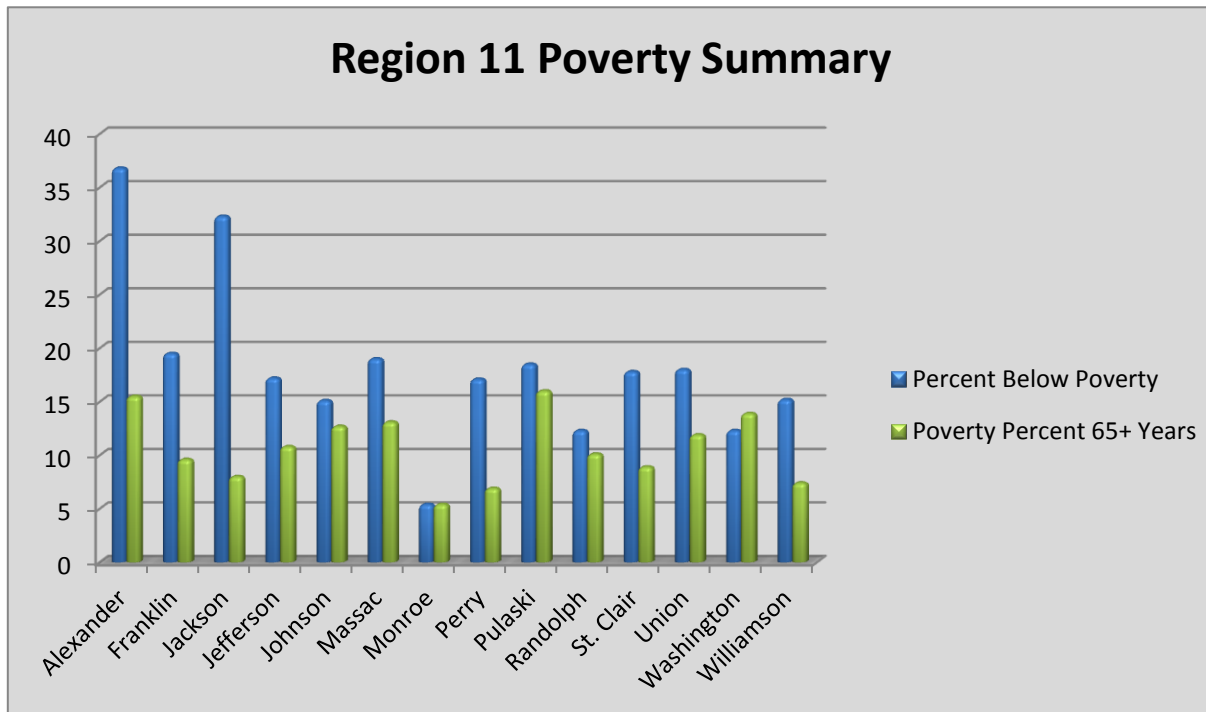


	5 – 17 Years			18 – 64 Years			65+ Years		
	Total Population	Percent Disabled	Number Disabled	Total Population	Percent Disabled	Number Disabled	Total Population	Percent Disabled	Number Disabled
Alexander	1,299	8.6%	112	4,340	21.5%	931	1,351	53.4%	722
Franklin	6,625	8.9%	592	23,203	17.6%	4,081	7,164	45.1%	3,230
Jackson	7,471	6.2%	466	41,870	10.1%	4,224	6,968	36.9%	2,569
Jefferson	6,044	6.8%	410	21,957	14.0%	3,073	6,328	41.4%	2,618
Johnson	1,729	3.5%	61	6,212	14.6%	909	2,234	45.9%	1,025
Massac	2,597	9.8%	254	8,829	16.2%	1,429	2,713	47.2%	1,280
Monroe	6,073	3.8%	233	20,483	7.5%	1,527	4,796	31.8%	1,525
Perry	3,292	4.5%	147	12,104	14.7%	1,784	3,513	38.4%	1,348
Pulaski	1,037	9.9%	103	3,417	21.0%	716	1,123	50.4%	566
Randolph	4,813	5.0%	241	18,279	12.4%	2,259	5,220	39.1%	2,039
St. Clair	48,494	5.3%	2,587	162,523	11.1%	18,015	33,678	38.4%	12,942
Union	2,723	3.3%	91	10,525	16.5%	1,735	3,188	37.5%	1,197
Washington	2,315	3.2%	74	8,796	10.9%	955	2,471	35.6%	880
Williamson	10,561	7.1%	755	39,413	12.9%	5,091	10,856	37.1%	4,031
Totals	105,073	6.14%	6,126	381,951	14.36	46,729	91,603	41.30%	35,972

The charts below and to the right show that Alexander and Pulaski has two of the three highest poverty rates in the region. It is imperative that these counties that suffer from poverty and high disability rates receive affordable public transportation specifically for medical appointments.

County	Total Population	Median Household Income	Percent Below Poverty
Alexander	7,513	\$25,495.00	36.8%
Franklin	39,295	\$37,333.00	19.5%
Jackson	59,372	\$32,681.00	32.3%
Jefferson	36,757	\$43,173.00	17.2%
Johnson	10,744	\$41,414.00	15.1%
Massac	14,928	\$43,092.00	19.0%
Monroe	33,090	\$69,592.00	5.4%
Perry	19,959	\$40,532.00	17.1%
Pulaski	5,910	\$33,946.00	18.5%
Randolph	29,780	\$48,901.00	12.3%
St. Clair	262,415	\$50,728.00	17.8%
Union	17,411	\$41,849.00	18.0%
Washington	14,310	\$52,761.00	12.3%
Williamson	64,928	\$43,855.00	15.2%
Region Total	616,412	\$42,239.43	18.3%

Source: US Census Bureau ACS 2015



Trip Generators

Alexander

- Shopping and Medical, Cape Girardeau, MO
- County Court and services, Cairo
- Southern Seven Health Dept, Ullin
- Regional Travel via IL State Routes 3 and 146
- Population Clusters include: Tamms & Cairo

Franklin

- Franklin Co. Hospital, Benton
- Franklin-Williamson Bi-Co. Health Dept, Marion
- County Court and services, Benton
- Rend Lake College, Ina
- Regional Travel via IL State Routes 14, 34, 148, 149, 154 and Interstate 57
- Population clusters include: Sesser, Valier, Benton, North City, Christopher, West City, Zeigler, West Frankfurt, and Royalton

Jackson

- St. Joseph Memorial Hospital, Murphysboro
- Amtrak Station, Carbondale
- Memorial Hospital, Carbondale
- Amtrak Station, Carbondale
- Southern Illinois University, Carbondale
- Dialysis Center, Carbondale
- DCI Biologicals, Carbondale
- DHS Offices for Jackson Co.
- Shopping and Medical facilities, Rte. 13 corridor
- County Court and services, Murphysboro
- Jackson County Health Dept, Murphysboro
- Regional Travel via IL State Routes 3, 4, 149, 13 and US Route 51
- Population clusters include: Elkhart, Ava, De Soto, Murphysboro, Carbondale, and Grand Tower

Jefferson

- St. Mary's\Good Samaritan Hospital, Mt. Vernon
- Crossroads Community Hospital, Mt. Vernon
- Rend Lake College, Ina and Mt. Vernon
- County Court and services, Mt. Vernon
- Walgreen's Distribution Center, Mt. Vernon
- Continental Tire Corp., Mt. Vernon
- Regional Travel via IL State Routes 15, 142, 148, Interstates 64 and 57
- Population clusters include: Mt. Vernon and Bluford, Woodlawn & Ina

Johnson

- Regional Travel via IL State Routes 37,146, US Route 45, and Interstate 24
- Southern Seven Health Dept, Ullin
- County Court Services, Vienna
- Population clusters include: Goreville and Vienna

Massac

- Shawnee Comm. College Metro Ext. Center
- Massac Memorial Hospital, Metropolis
- County Court Services, Metropolis
- Regional Travel via IL State Route 145, US Route 45, and Interstate 24
- Shopping and medical, Paducah, KY
- Population clusters include: Metropolis and Brookport

Monroe

- County Court and services, Waterloo
- Regional Travel via State Routes 3, 156, 50, 158 and interstate 255
- Population clusters include: Columbia, Valmeyer, and Waterloo

Perry

- Amtrak Station, Du Quoin
- Marshall Browning Hospital, Du Quoin
- 5 Star Industries, Du Quoin
- Perry Co. Counseling, Du Quoin
- Pinckneyville Community Hospital, Pinckneyville
- Pinckneyville Prison
- Rend Lake College Ext., Pinckneyville
- County Court and services, Pinckneyville
- Regional Travel via IL State Routes 13, 14, 127, 154 and US Route 51
- Population clusters include: Tamora, Pinckneyville, Du Quoin, Cutler and Willisville

Pulaski

- Southern Seven Health Dept, Ullin
- Shawnee Community College, Ullin
- County Court and services, Mound City
- Regional Travel via IL State Routes 3, 37, US Route 51, and Interstate 57
- Population clusters include: Ullin, Mounds, Karmak

Randolph

- Red Bud Regional Hospital, Red Bud
- Southwest Illinois College, Red Bud
- Sparta Community Hospital, Sparta
- Memorial Hospital, Chester

- County Court and services, Chester
- Regional Travel via IL State Routes 3, 4, 155, 150, and 154
- Population clusters include: Chester, Prairie du Rocher, Steeleville, Percy, Coulterville, Sparta, Tilden, Baldwin, and Red Bud

St. Clair

- Touchette Regional Hospital, Centerville
- Southern Il. Healthcare Foundation Clinics, various locations
- Memorial Hospital, Shiloh
- St. Elizabeth's Hospital, Belleville
- Southwest Illinois College, Belleville
- Lindenwood College, Belleville
- McKendree University, Lebanon
- Scott Air Force Base, Belleville
- MetroLink & Metro Bus stations, throughout St. Clair Co.
- County Court and services, Belleville
- Clusters of Shopping and medical services in the Metro East & St. Louis area
- Regional Travel via IL State Routes 3, 4, 13, 15, 158, 157, 159, 161, 177, 203 US Routes 40, 50, Interstates 64, 70 and 255
- Population clusters include: Washington Park, Brooklyn, Caseyville, Cahokia, Centreville, East St. Louis, Fairview Heights, O'Fallon, Dupon, Columbia, Millstadt, Smithton, Belleville, Swansea, Shiloh, Freeburg, New Athens, Lebanon, Scott Air Force Base, Mascoutah, St. Libory, Lenzburg, and Marissa

Washington

- Washington County Hospital, Nashville
- Kaskaskia Community College Extension, Nashville
- Industrial Park, Nashville
- County Court and services, Nashville
- Regional Travel via IL State Routes 15, 127, 160, US Route 51 and Interstate 64
- Population clusters include: Wamac, Hoyleton, Okawville, Nashville, Irvington, and Ashley

Williamson

- Herrin Hospital, Herrin
- Heartland Regional Medical Center, Marion
- John A. Logan College, Carterville
- Shopping and medical clusters in Marion and Herrin
- County Court and services, Marion
- Regional Travel via IL State Routes 13, 37, 148, and Interstate 57
- Population clusters include: Marion, Creal Springs, Pittsburg, Johnston City, Energy, Herrin, Carterville, Crainville, Cambria and Hurst

Union

- Union County Hospital, Anna
- County Court and services, Jonesboro
- Shawnee Comm. College Anna Ext. Center
- Regional Travel via IL State Routes 3, 146, US Route 51, and Interstate 57
- Population clusters include: Cobden, Jonesboro, Anna, and Dongola

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 to 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 for transportation services, or that may plan to 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, 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.

Coordination Gaps

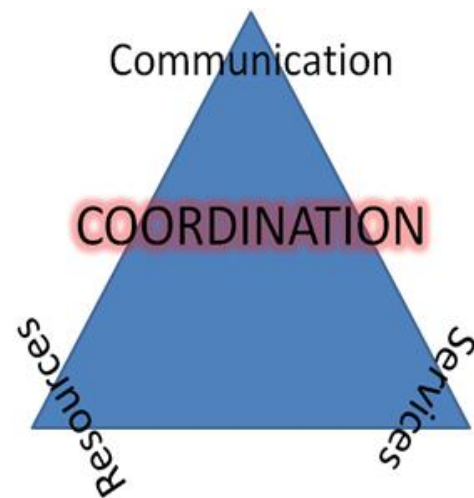
Gap: Lack of coordination among transit and service providers

Goal: Increase coordination through communication, vehicle sharing, service contracts and a common fare structure

Strategy: Utilize the social media sites, increase vehicle sharing, and service providers will become educated on and develop service contracts

****Note:** Vehicle sharing is a process some providers use to get more service from their vehicles.

Vehicle sharing allows a vehicle that is not being used at maximum capacity to provide transportation to riders that traditionally rely on the services of another agency.



There are varying levels of coordination including but not limited to communication, resource sharing, and system consolidation. Many agencies have difficulty with this because it may mean a loss of autonomy, territory, or control. Other barriers to coordination include funding or regulation differences, political or geographic boundaries, or even perceived service constraints. Agencies should always start with communication and seek a coordination solution that fits well with all stakeholders involved. Service contracts are a method of coordination that ensures services are provided within terms that everyone agrees upon without ongoing service duplication. The key element is to increase participation and encourage learning activities at committee meetings to better understand these options.

Increase HSTP Participation	
Action	Agencies who wish to access federal transportation dollars, or who have a need to provide transportation for clients should attend and participate in HSTC meetings and give input into the HSTP planning process.
Roles	<p><i>Transportation Providers:</i> Invite other service providers and human service agencies within service area to meetings.</p> <p><i>Human Services Transportation Committee:</i> 1) Suggest potential gaps in services to the coordinator. 2) Contact individuals or agencies that might be willing to serve on the HSTC.</p> <p><i>HSTP Coordinator:</i> Continue to send invitations to meetings to identified stakeholders, work with existing contacts to identify potential new members.</p>
Timeframe	Ongoing
Priority	High
Cost	Minimal
Funding Sources	Already programmed within coordinator budget
Considerations	Increased participation in the Regional Transportation Committee is a key priority for the region. Gaps in representation need to be addressed. It is hoped that greater participation in the HSTC will lead to a better environment for coordination and ideas for future projects would be brought forward.
Results	Growth & interest in the HSTP Committee has been occurring since the last updates to this Gap, as evidenced in meeting sign in sheets and meeting minutes.

Coordination Services	
Action	May include but not limited to the following; Sharing vehicles, agreeing to pick up excess demand from other providers during off-peak hours, utilizing service contracts to provide transportation services beyond the normal services, develop a ride sharing program where providers will agree to complete trips from other providers which are along the same route as existing service, establishing a common fare structure for riders that are in a ride share program, allowing multiple agencies to coordinate transportation and share the expenses associated with intelligent transportation systems (ITS).
Roles	<p><i>Transportation Providers:</i> Participation at all levels & facilitate coordination</p> <p><i>Human Services Transportation Committee:</i> Identifying where coordination efforts could be implemented and encourage the efforts</p> <p><i>HSTP Coordinators:</i> Support providers and be a resource</p>
Timeframe	Ongoing
Priority	High
Cost	Variable based on project
Funding Sources	5310
Considerations	Coordination doesn't necessarily mean following one particular path. It does mean having providers come together and discuss what options might exist to reduce costs, work together to 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 un-served or underserved.
Results	It is evident by the CVP requests of the past few years that more vehicle\service contract coordination is occurring. Most requests from service agencies are for smaller &\or fewer vehicles due to the fact that public providers are arranging routes to meet the transportation needs of clients.

Development of Service Contracts between Public and Private Partners	
Action	For niche providers to be able to show cost savings on contracts
Roles	<i>Transportation Providers:</i> To develop routes that are feasible for both transportation partners <i>Human Services Transportation Committee:</i> Provide information on possible service contacting by community involvement and networking. <i>HSTP Coordinators:</i> Potential link between transportation providers and human service agencies to educate on cost savings of service and potential of contracts, as well as mediate coordination efforts.
Timeframe	Ongoing
Priority	Medium
Cost	Depending on existing levels of services, additional capital and operational funds may be needed.
Funding Sources	Development of service contracts will build local-match dollars for transportation providers.
Considerations	For niche providers to take into account that transportation service contracts usually save DHS providers money
Results	Linkages have been made between service agencies that have a need to change the way transportation is provided to clients with the transit provider(s) that may be able to assist. While service contracts may not always be the answer, mobility management, communication and coordination is occurring and alleviating cost burdens.

Develop Partnerships to Share Vehicles	
Action	Develop possibilities and avenues for vehicle sharing
Roles	<i>Transportation Providers:</i> Look into vehicle insurance pools <i>Human Services Transportation Committee:</i> Establish ideas and possibilities for billing, insurance, and liability solutions <i>HSTP Coordinators:</i> Source of information
Timeframe	Ongoing
Priority	Low
Cost	Cost of running vehicles
Funding Sources	Section 5310
Considerations	By sharing vehicles and overhead costs, new routes could possibly be established with shared cost lowering risk for both transportation providers. Transit providers have indicated that most service providers are open to the idea given that liability and insurance issues would have to be resolved.
Results	At this time no avenues for vehicle sharing have occurred

Cost Gap

Gap: Lack of funding to provide low cost service to unserved, underserved and served areas while keeping costs low for both riders and providers

Goal: Keep fares affordable while maintaining provider solvency

Strategy: Continue to apply for funding opportunities while decreasing expenses through coordination efforts with neighboring providers

Low income populations and other groups may not have the resources to find adequate transportation services. There are many categories of low-income groups including fixed income, single parent families, unemployed and others. By keeping fares affordable these groups, which are often not covered by funding programs, including Medicaid, may be able to better manage their transportation needs. Some providers indicated that existing funding levels were not adequate, and that as a result they have had to decline requests for service because of lack of available resources. While nearly all of Region 11 is covered by one or more transit provider, that doesn't necessarily mean that these providers are able to meet all demands. While more money for transportation would be ideal, all providers must plan to become more efficient in order to reduce costs per trip.

Education Gaps

Gap: Lack of knowledge, by the general public, of available transportation services

Goal: Raise awareness of transit services and increase ridership

Strategy: Increase outreach through better use of media outlets, increase shuttle service, construct new & utilize already established transfer stations

While public transportation has been around for many years, many people in rural communities are still of the mindset that the buses they see traveling daily on their streets are for senior citizens, people with disabilities, etc. They are not aware of the affordable service that is available to them. Through public education, more people would be made aware of the benefits from using public transportation while increasing service dollars to the transit provider.

Gap: Lack of knowledge of available assistance to specialty groups or riders with disabilities

Goal: Increase awareness of complimentary ADA services

Strategy: Brochures, flyers on buses, mailings to residents, use of media advertising, interagency meetings, speaking engagements, and health resource fair information booths could all be used to raise awareness.

With the increase of fixed & deviated fixed routes, people needing complimentary paratransit service are unaware that this is available to qualified people with disabilities. Specialty groups or people with varying degrees of disabilities may need or require a personal assistant to travel with them. Some may only need a slight amount of help boarding, riding or disembarking a transit vehicle. Transit providers have an obligation, under the Americans with Disabilities Act, to accommodate riders while providing safe travel for all. Complimentary services should be made known to these groups and provided in a rider handbook.

Gap: Lack of information provided to human service agencies on ability to provide public transportation

Goal: Increase transportation responsibilities of 5310 CVP recipients

Strategy: *Continued discussion of transportation service responsibilities at HSTP meetings. The HSTP Coordinator will work with human service agencies on how to provide services that could benefit the agency and the communities they serve.*

All recipients of 5310 Consolidated Vehicle Procurement program funds have received vehicles to provide transportation services. Human service agencies have been awarded vehicles due to the fact that some clients of their respective agency may have difficulty riding with the general public. IDOT\OIPi has stated that these agencies can provide transportation to the general public and charge a fare that would reasonably cover the costs of such trips. This can be viewed as a good coordination effort and a way to raise money for the agency.

Geographic Gaps

Gap: *Lack of general public transportation services in rural St. Clair County*

Goal: *Acquire adequate funding for expansion service in the rural area*

Strategy: *Advocate for funding*

St. Clair County currently has fixed route service in urbanized areas, considered part of the St. Louis Metropolitan area, provided by the public provider, St. Clair County Transit District (SCCTD) and paratransit services for eligible citizens provided by the non-profit Alternative Transportation System (ATS). This Gap affects the sparsely populated rural area of the county which does not have access to either the fixed route or a demand response system. There is a need for greater coordination of all the providers within St. Clair County and the presence of a 5311 or DOAP provider to serve populations outside of the urbanized St. Louis Metropolitan area. The breakdown for rural and urban is not available, but roughly 39,000 people (approx. 1/3 of those employed) from St. Clair county commute to Madison County or across the Mississippi River into St. Louis. It is also likely that high numbers of individuals living in rural St. Clair County commute into the urbanized portions of the county.

Service Provision Gaps

Gap: *Lack of employment related shuttles*

Goal: *Identify need and increase shuttles that accommodate employment of all shifts*

Strategy: *Identify high volume employment hubs, communicate with local employers to assess transportation needs of employees or potential employees, use information of any new employers as a planning tool*

In Region 11 there is specific data that encourages the need for shuttles. For example, Monroe County census data shows that 14,392 residents of the county are employed, with only 7,535 jobs in the county. While 5,367 Monroe County residents work within Monroe County, over 8,200 residents work outside the county. In Randolph County, nearly 2,300 residents commute to the St. Louis region each day.

Develop Job Access Transportation	
Action	Transportation providers are encouraged to find projects which could potentially utilize shuttle service
Roles	<i>Transportation Providers:</i> Research community, possible new projects/contracts. <i>Human Services Transportation Committee:</i> Provide information of local communities employment opportunities and possible transportation needs <i>HSTP Coordinators:</i> Provide knowledge and assistance with the process
Timeframe	Ongoing
Priority	High
Cost	Depends on projects
Funding Sources	5311
Considerations	Section 5311 funds may be used for funding new job access programs in rural areas. Funding increases would probably be needed to expand existing services to cover evening or weekend hours, allowing for job access by those who work nontraditional hours.
Results	There has been a dramatic increase in shuttle service and hours of operation in the past 3 years. Nearly all counties have shuttle service to larger employment hubs and have also increased shuttles within city limits to accommodate employees of varying shifts.

Efficiency Gaps

Gap: *Lack of affordable technology that may increase efficiency for human service 5310 transport providers*

Goal: *Increase level of efficiency through implementing Intelligent Transportation Systems (ITS)*

Strategy: *Seek funding to implement ITS, possible multi-agency grant applications to increase funding opportunities, and coordinated compatible software systems to be used as one system if desired.*

Often one of the first questions asked during the formation of a new public transit system is if the funding is going to continue. Such concerns are not unfounded. Government grants and agency funding do face challenges in light of record deficits in both state and federal budgets. However, the need for transportation is recognized and funding sources have been, mostly, stable. There is still a need to increase the efficiency of currently operated systems in order to ensure the continuation of these services into the future. Coordination and sharing of services is the first leg of creating greater efficiency. New efforts including Intelligent Transportation Systems (ITS) have been shown to increase efficiency in several ways as well as increase opportunities for coordination.

Investment in Communication Technology	
Action	Service providers should be encouraged to review their own need for increased technology, and also to consult other area providers to determine if a joint project might be warranted.
Roles	<i>Transportation Providers:</i> Identify needs; work with other providers to ensure that systems are compatible. <i>Human Services Transportation Committee:</i> Communicate service needs to committee members <i>HSTP Coordinators:</i> Act as a resource
Timeframe	Depends on individual need and ability to access funds.
Priority	Moderate
Cost	Depends on individual provider
Funding Sources	Funds could come from Section 5311, DOAP, or other funding streams.
Considerations	Inefficiencies in transportation are a major barrier to increased services. Labor costs associated with scheduling trips takes away dollars that could be invested in rolling stock or drivers. Improved communication systems between vehicles and dispatching centers, along with communication between providers would enable the more efficient operation of existing services. Agencies wishing to invest in ITS systems or other new technologies should be aware of what systems other agencies use, and should study the possibility of either sharing the costs associated with these systems or ensure that the systems are compatible so that future coordination is possible.

Gap: Documented unnecessary dead head miles and identified duplication in services

Goal: Decrease dead head miles and duplication in services if any arise in the future

Strategy: Coordinate long distance trips with neighboring providers and develop transfer stations

In efforts to reduce dead head miles it is imperative to coordinate long distance rides with neighboring transportation providers. One way this can be accomplished is by implementing transfer stations to reduce the trip length. Efforts with DHS and IDOT must be a priority to achieve this goal specifically for medical transportation (see below). Also, service contracts for one provider to meet billing requirements from DHS would create a solution for some deadhead miles.

Medical Transportation Gaps

Gap: Lack of transportation options for non-emergency transportation

Goal: Increase non-emergency transportation trips and educate the public of potential options

Strategy: *Education and coordination with ambulance companies, hospitals, dialysis centers, and medical providers to increase rides for patients and reduce re-hospitalizations*

The need to increase transportation for medical trips is one of the most widely and often discussed topics at this region's HSTC meetings and is a most dire need for some transit disadvantaged individuals. As one of the largest urban centers in the United States, St. Louis has specialized health care centers and transportation facilities that cannot be found in Southern Illinois. One approach to this matter would be advocacy for legislative changes in Medicaid rules to pay transit providers.

Gap: *Lack of routes to urbanized areas and along major corridors where medical facilities are located*

Goal: *Increase and coordinate routes to metro St. Louis and along major commercial corridors*

Strategy: *Expand service to these areas by increased funding options and coordination with medical facilities*

The demand for transportation into St. Louis extends beyond counties that border the St. Louis Metro Area. Many transportation providers also have discussed the need for transportation into St. Louis from other parts of the region. Providers in the southern and eastern counties of the region have indicated that there is demand (and in many cases, such as medical appointments, a genuine need) for transportation into the St. Louis region. There are high costs associated with completing these trips, and many feel that at the present time it is a misallocation of resources. Also, corridors are home to many hotels, restaurants, services, large retailers, specialty shops, medical centers, government facilities and entertainment options. Transportation to and from these commercial centers would greatly impact the economic growth of the region as well as quality of life for the residents.

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.

The most obvious examples of duplicated services are where two agencies are serving the same clients along similar lines. Within Region 11 there are no blatant instances of service duplication, no agencies are in direct competition with one another. Duplication of services can also mean instances where publically funded vehicles are operating in the same area and there is an opportunity to combine trips. This can include instances where multiple providers are traveling outside their primary service area along a similar route or where public and private providers are operating along similar lines.

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 transportation to ensure that maximum use of both their own budgets, and public transportation dollars in general.

3. Instances where providers bring clients from different geographic areas to similar destinations or travel along similar routes: In some instances, agencies might receive vehicles or funding to serve clients in separate geographic areas, but because of demand certain trips might overlap with service provided by other providers. *Examples within Region 11:*

- 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.
- Most providers in Region 11 also have a demand for transportation into the Carbondale/Marion area.
- Some demand also exists for trips into Paducah, KY and Cape Girardeau, MO

Tabular Analysis of Region 11

Below is a graphical analysis of each provider's territories. The dark grey squares are the provider's regular territories and the blue square indicate counties the providers are traveling to, but are not a part of their regular routes.

Table of Transportation Providers by County in Region 11	Alexander	Franklin	Jackson	Jefferson	Johnson	Massac	Monroe	Perry	Pulaski	Randolph	St. Clair	Union	Washington	Williamson	Notes
Shawnee MTD	■				■	■			■			■			Public transit provider
South Central Transit		■	■	■				■		■	■		■	■	Public transit provider with service ext.'s in St. Clair, Jackson, & Williamson (11) Marion & Clinton (9) Clay (10)
St. Clair Co. Transit											■				Public Transit Provider
Jackson County MTD			■												Public Transit Provider
Rides Mass Transit District			■											■	Public Transit Provider with ext. service in Region 10
Monroe/Randolph MTD							■			■					Public transit provider
Challenge Unlimited											■				Ext service in Calhoun, Clinton, Madison, Jersey Co.'s in Region 9
Comprehensive Connections				■											Sr. & disabled client transport
Epilepsy Foundation of Greater Southern Il.							■			■	■		■		Medical transport to clients. Ext service in Bond, Clinton & Madison (Region 9)
Five Star Industries, Inc.								■							Disabled client transport
Gold Plate Sr. Program			■					■							Sr. transportation in Perry & north Jackson Co.'s
Human Service Center										■					Disabled client transport
Human Support Services							■								Disabled client transport
Il Center for Autism							■			■	■				Disabled client transport. Ext service Bond, Clinton, Fayette, Jersey, Macoupin & Madison (9), Jasper & Richland (10)
Millstadt Township Sr. Services										■					Sr. transport w\limited public within Co.
Rotary Club of O'Fallon										■					Public transport for residents in O'Fallon city & township w\weekly shuttles to Shiloh & Fairview Hts.
SAVE, Inc.								■		■	■				Client transport in St. Clair Co. & parts of Monroe Co. w\ext. in Madison Co.(9)
Senior Adult Services			■												Senior transportation
Senior Services of Southern St. Clair Co.										■	■				Sr. transport limited to Marissa Township in Southern St. Clair Co.
Spero Family Services				■											Client transport. Ext. services in Marion Co. (9) and throughout the state
Touchette Regional Hospital										■					Medical transport\patient based services. Limited Madison Co. (9) service
Trinity Services										■					Client transport. Ext services in Madison Co. (9) and surrounding areas
Union Co. Counseling												■			Client based medical transport
Washington Co. Senior Services													■		Sr. transport in county
Total Public	1	1	3	1	1	1	1	1	1	1	3	1	1	2	Includes Rotary of O'Fallon
Total Disabled/Adult Services	0	0	0	2	0	0	3	1	0	2	4	0	0	0	
Total Healthcare	0	0	0	0	0	0	1	0	0	1	2	0	1	0	
Total Elderly	0	0	1	1	0	0	0	1	0	0	2	1	1	0	
Total Providers	1	1	4	4	1	1	5	3	1	4	11	2	3	2	

Program of Projects

The Regional Program of Projects is a list of 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 Procurement Program (CVP), the Illinois Department of Transportation - Division of Public & Intermodal Transportation (IDOT-OIPI) 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 IDOT-OIPI 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). In the rural areas of Illinois, IDOT\OIPI has developed 11 regions each staffed with an HSTP Regional Coordinator. In the urban downstate areas the Metropolitan Planning Organization (MPO) is the HSTP agency, and in the Northeastern IL region (six counties) the contact is the Regional Transportation Authority (RTA). All Section 5310 applicants should be actively involved in the development of these plans participate in coordination efforts with the region and state to be considered for funding by IDOT\OIPI.

In order to meet the federal coordination requirements identified above, all Section 5310 applicants will now submit their application to IDOT\OIPI and cc: to the local HSTP office for initial review. All applicants will be given a coordination score by the HSTP Coordinator. This score will be the deciding factor as to whether the application moves forward in the IDOT\OIPI scoring process. This score will be based on active participation 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.

When final review of the application is complete, IDOT-DPIT will make its recommendation to the Governor. Following this approval, vehicles will be ordered and grant contracts forwarded to the applicants for signature. When both copies are returned, the agreement will be executed and dated at IDOT\OIPI. Only then can IDOT\OIPI deliver vehicles. IDOT\OIPI, on behalf of the grantees, develops the vehicle specifications, purchases the vehicles, and assures that the procurement conforms to all state and federal requirements. This constitutes the Consolidated Vehicle Procurement process.

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 Intermodal Surface Transportation Efficiency Act (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 for 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.