SIMPO TRANSIT STUDY

Final Report and Recommendations

SIMPO
SOUTHERN ILLINOIS
Metropolitan Planning Organization

June 2017

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1. Introduction and Executive Summary

This *Final Report and Recommendations* provides the findings of the SIMPO Transit Study. It is based upon the February, 2017 **Existing Conditions Report** for this study. Multiple references to this earlier report are made in these findings. This report reviews and makes recommendations regarding the services and operations of RIDES MTD (RIDES), Jackson County Mass Transit District (JCMTD) and Saluki Express.

Public and community input (**Section 2**) are key elements in these recommendations. This key item of input was that RIDES' point deviation services are not intuitive to the general public. Most people associate "bus service" with specific routes and schedules. People also stated that they look for bus stops and other amenities (such as shelters and benches) to identify bus service. The recommendations that several RIDES services begin operating as route deviation services (see **Section 6**) is responsive to this public input. This service design allows those who presently contact RIDES to arrange for pick up or drop off at specific locations to continue to do so. However, it also puts a "line on the map" to describe bus service in a widely-understood fashion. Other key inputs include that information about existing services needs to be improved (especially to key markets, such as workers), and that coordination among the regions transit providers should be improved. **Section 5** provides recommendations for improvements in these areas.

Section 8 presents future streams for capital and operating costs provided by both RIDES and JCMTD. **Section 7** focuses on Small Transit Intensive Cities (STIC) funding. It gives specific courses of action for the SIMPO region to obtain the additional funding. STIC funding could provide about $375,000 in added annual operating assistance to transit operators; it is possible that the added annual funding could be as much as twice that.

As these recommendations are being finalized, Southern Illinois University (SIU) is in discussions with area transit officials regarding possible partnering arrangements for operation of its campus-oriented transit system, the Saluki Express. Such a partnering also would allow for more efficient use of transit resources. This report recommends specific steps to coordinate Saluki Express service with other transit operators (**Sections 6.5** and **6.6**). This partnering also is necessary to maximize the allocation of STIC funding to the SIMPO region (**Section 7**).

Section 3 is a peer system comparison and analysis of possible latent demand for each system. This analysis shows that RIDES and Saluki Express generally outperform their peer systems. Present ridership levels (using metrics such as rides/capita, rides/bus hour and rides/bus mile) on these systems are indicative of what can be anticipated for future transit service changes. By comparison, JCMTD underperforms its peers. Much of this can be attributed to legacy issues with management, which JCMTD's current staff is addressing. We anticipate that future service initiatives will perform better than existing service, and their ridership performance will be more comparable to JCMTD's peers.

Section 4 is a general review of SIMPO service area characteristics. These characteristics guided design of conceptual route deviation services in **Section 6**. General guidance on Transit Oriented Development and Complete Streets is provided in **Section 9**. These two complementary concepts increase accessibility to transit, increase ridership and maximize return on transit investments. This guidance is provided for SIMPO's use in future highway and transit capital investments.

2. Public and Community Input

The Lochmueller Group sought public input concerning area mass transit through several means, including: an online public survey, four stakeholder meetings, and a public workshop at Southern Illinois University campus. A description of the key findings from each follows.

2.1 Online Survey

People were invited to take the online survey at the public workshop and also while using area transit services. Of the 114 respondents, 96 stated they were existing users of transit services. About nine out of 10 stated they were students who used the Saluki Express. More than 60 percent of respondents desired expanded hours of service on weekday evenings. Expanded Saturday and Sunday service were desired to a lesser extent.

80 respondents replied to a question regarding transfers between systems. More than two-thirds responding said one system meets all their needs. However, one in five characterized coordinating a trip between multiple services as too difficult.

Nine out of 10 respondents said that a transfer center in Carbondale served by all three systems (RIDES, Jackson County MTD (JCMTD) and Saluki Express), would make transferring simpler and likely cause them to use transit more. Of those who did not use transit service, more than half said a predictable, fixed-route service would cause them to turn to transit. More than half responded they would be likely to use transit more often if a transfer center were constructed in Marion.

See **Appendix A** for detailed tabulations of responses to each question.

2.2 Stakeholder Meetings

Four stakeholder meetings focused on ways to improve transit. These meetings obtained input from public officials and education officials, employers, workforce development staff, and medical and social service providers.

Issues discussed at the public official/education officials meeting focused on the possibility of improving services through cooperation among RIDES, JCMTD and the Saluki Express. Kyle Harfst, Director of the Southern Illinois University (SIU) Research Park, said with funding decreasing due to decreased student enrollment and the state budget impasse, SIU was interested in joining forces with the other two transit services in order to benefit from Small Transit Intensive Cities (STIC) funding. As of now, service and riders of the Saluki Express are not included in FTA reporting. According to Cary Minnis of Greater Egypt, this results in an annual loss of up to $1.2 million in funding. Changing that will require a new level of cooperation, beginning with dialogue among the transit providers, he added.

Other perceived needs for improvement discussed were:

- public education of how to use transit,
- addition of bus stop signs and benches,
- construction of a transfer center,
- reaching out to an aging population,
- improving public perception of transit through public relations,

- forming a common brand, and
- partnering with organizations such as the Boys and Girls Club and the schools.

The medical/social services stakeholder meeting focused on the aging population and their increasing needs for public transit. Many seniors are reluctant to forego the independence of their own vehicles and use transit. Senior centers provide transportation to senior citizens living in the community, while RIDES offers unlimited ride passes. Some offices on Aging in the Egyptian area have given up their buses in favor of using RIDES services. Public education about services offered is a huge need, emphasized John Smith of Egyptian Area Agency on Aging. Other needs included:

- trip planners to help seniors,
- a travel training program or buddy system,
- training for healthcare staff about public transit. This employee group suffers from high turnover,
- better coordination in Jackson County among services,
- using and promoting the Regional Transit Informational Center in Energy, and
- overcoming turf and political issues to induce coordination among different transit services.

The employer/business stakeholder meeting focused on the great percentage of new hires who do not own a vehicle. Many citizens are unaware of available public transit services. The need for an informational pamphlet to hand to employees was suggested. For instance, Amanda Creeley of HireLevel, said she was unaware that RIDES could provide rides for employees. There was some discussion of the possibility of HireLevel administering transit benefits with pre-tax dollars.

The need for improved public awareness of the Regional Transit Informational Center in Energy was also cited. Many are unaware that with one call, a mobility specialist will direct the best way to travel among multiple providers. Another call center is planned for Robinson. Other needs discussed included:

- service for daily commuters with structured routes,
- correcting overlap of vehicles,
- universal pass,
- transfer nodes, either retail or publicly provided, and
- more designated bus stops like the one at Walmart.

The telephone conference with Kathy Lively of Man-Tra-Con and Joe Zdankiewicz of SIMPO focused on employee needs for public transportation and suggestions for improvements. Man-Tra-Con supports workforce development in Franklin, Jackson, Jefferson, Perry and Williamson counties. Lack of transportation is a real barrier to employment for many, Lively said.

A need for consistent and reliable information about available services was cited, including the need for accurate telephone information and the need for printed brochures of services offered. She also cited the need to educate riders about multiple flex services offered in the Carbondale area. She said that many are unaware of mass transit in the Marion area, and many believe that RIDES is only for the elderly and not the general public. Joe Zdankiewicz recommends a fixed route service along Route 13 between Marion and Carbondale and between Marion and Mt. Vernon. Other needs included:

- contracting with private employers to provide transit services such as is done with Shawnee Mass Transit District,
- using workforce funds to fund a transit awareness campaign, and
- expanding use of Saluki Express to other than students.

See **Appendix B** for detailed summary of each meeting.

2.3 Public Input Comments

SIMPO Transit Public Workshops were held March 2, 2017, at Southern Illinois University and The Pavilion in Marion. The SIU workshop was a prime location to invite students and others on campus to fill out an online survey asking about public transit use and needs in the area. The results of this survey are discussed in **Section 2.1**. In addition, eight written comment sheets were turned in during the event.

Seven of the eight written comment sheets were provided by riders of the Saluki Express. The eighth said he would ride the Saluki or Jackson County Mass Transit if service started earlier and ran later. Several riders cited the affordability and convenience of the Saluki Express as a real plus. Other positive feedback about the Saluki Express included:

- On time buses,
- current Grant Avenue and East campus routes are critical, and
- it serves all of Carbondale.

Weak points for the Saluki Express included limited hours and long wait times. Other perceived needs included:

- updating ticket readers,
- additional bus for Mall Route,
- bus to reach transfer points, and
- coordination with Amtrak schedule.

Concerning the need for added transit service in the area, comments included the following:

- make it quicker to get to Walmart,
- add Woodruff Meadow Ridge II residences,
- add another bus to the Mall route, and
- longer hours and more frequent buses.

3. Latent Demand Analysis

This report looks at various alternatives to improve transit services in the SIMPO Metropolitan Planning Area (MPA). This section of the report takes a closer look at the existing transit systems to determine if there is sufficient latent demand to support transit growth in the study area. Please refer to **Existing Conditions Report, Section 2** for a more detailed description of the existing transit systems in the study area.

Transit systems operate throughout the nation, in large cities and in small ones. Despite the vast differences in operating locations, a few key variables can predict the performance of transit systems. By

comparing the three transit systems in the SIMPO MPA to other similar systems in the nation, it can be determined if the systems are under-performing, over-performing or are about average. Doing so allows the latent demand to be realized, and adapted to predict ridership for transit improvements. The first step in determining latent demand is selecting peer systems.

3.1 Peer Systems

The Federal Transit Administration (FTA) requires any transit agency receiving federal funding to report transit related data and statistics via NTD (National Transit Database) reports. Every transit system has its own unique characteristics such as service type (fixed-route, route-deviated, etc.), service area, service population and so on which are documented in the NTD reports. The Florida Transit Information System (FTIS) is a state-of-the-art tool which utilizes the data from the reports to calculate a Likeness Score for potential peer systems. This score takes into account the unique characteristics of each transit system and is used to identify likely peer systems. The ranking was further reviewed to ensure relevant characteristics of the study system matched the peer systems. One such example is Saluki Express, where potential peer systems were confined to smaller communities in which the transit system focuses on a university. Transit systems in the Midwest had a preference; however, in some cases transit systems outside of the Midwest were selected due to the limited pool of peer systems. Five peer systems were selected for each of the three transit systems in the study area: Jackson County Mass Transit District (JCMTD), RIDES and Saluki Express.

JCMTD Peer Systems

The five peer systems selected for JCMTD are listed below:

- Hancock Area Rural Transit (IN)
- Hoke Area Transit Service (NC)
- Midland Dial-A-Ride (MI)
- TransPorte (IN)
- Twin Cities Area Transportation Authority (MI)

Hancock Area Rural Transit (HART) is the demand response transit system which serves Hancock County, Indiana. The service area population is about 72,000.

Hoke Area Transit Service (HATS) is the county-wide transportation system which provides demand response services in Hoke County, North Carolina. The service area population is about 50,000.

Midland Dial-A-Ride Transportation (DART) is the public demand response service provided within the city limits of Midland, Michigan. The service area population is about 42,000.

TransPorte is the city-wide transportation system which provides demand response services in La Porte, Indiana. The service area population is about 22,000.

Twin Cities Area Transportation Authority (TCATA) provides demand response service in the City of Benton Harbor, St. Joseph, Benton Township and Royalton Township in Michigan. The service area population is about 27,000.

RIDES Peer Systems

RIDES' five peer systems are listed below:

- Autauga County Commission Transit (AL)
- Goldsboro-Wayne Transportation Authority (NC)
- Harbor Transit Multi-Modal Transportation System (MI)
- Midland Dial-A-Ride (MI)
- Twin Cities Area Transportation Authority (MI)

Autauga County Commission Transit provides demand response service within Autauga County, Alabama as well as a few select locations outside of the county. The service area population is about 35,000.

Goldsboro-Wayne Transportation Authority (GWTA) provides demand response service within the city limits of Goldsboro, North Carolina. The service area population is about 36,000.

Harbor Transit Multi-Modal Transportation System (Harbor Transit) is the demand response transit system which serves the cities of Grand Haven and Ferrysburg, the village of Spring Lake, Grand Haven Township and Spring Lake Township in Michigan. The service area population is about 44,000.

Midland Dial-A-Ride and Twin Cities Area Transportation Authority were described previously.

Saluki Express Peer Systems

The five peer systems selected for Saluki Express are listed below:

- Eau Claire Transit (WI)
- LaCrosse Municipal Transit Utility (WI)
- Southeast Missouri State University (MO)
- Terre Haute Transit Utility (IN)
- Tuscaloosa Transit Authority (AL)

As mentioned previously, all peer systems for Saluki Express are smaller communities in which the transit system focuses on a university. This requirement significantly limited the pool of potential peer systems. Due to this, transit systems in cities generally larger than Carbondale (population of 26,192[1]) were selected.

Eau Claire Transit (ECT) provides 16 fixed routes in Eau Claire, Wisconsin. The major university in the city is the University of Wisconsin – Eau Claire. The service area population is about 75,000.

LaCrosse Municipal Transit Utility (LaCrosse MTU) provides eight fixed routes in its service area which includes La Crosse, French Island and a portion of Onalaska in Wisconsin as well as La Crescent in Minnesota. The major university in the city is the University of Wisconsin – La Crosse. The service area population is about 71,000.

Southeast Missouri State University (SEMO) provides three fixed routes in Cape Girardeau, Missouri. The major university in the city is SEMO. The service area population is about 12,000.

[1] ACS 5-Year Estimates – 2015 (Table B01003)

Terre Haute Transit Utility (THTU) provides 11 fixed routes in Terre Haute, Indiana. The major educational institutions in the city are Indiana State University and Ivy Tech Community College. The service area population is about 60,000.

Tuscaloosa Transit Authority (TTA) provides six fixed routes in Tuscaloosa, Alabama. The major university in the city is University of Alabama. The service area population is about 137,000.

3.2 Predictive Factors & Ridership Comparison

Three key variables were used to compare transit systems to their peers. These variables include: passenger trips per capita, passenger trips per revenue mile and passenger trips per revenue hour. By comparing the study system to its peers, it can be determined whether the system is under-performing, over-performing or average. It also identifies the degree of latent demand to support growth in transit service.

The passenger trips per revenue mile and passenger trips per revenue hour are appropriate to forecast ridership for new or expanded service. These indicators (as opposed to passenger trips per capita) vary according to the levels of service provided.

JCMTD

Table 3-1 below indicates that JCMTD performs significantly below average compared to its peers for all three variables. **Figures 3-1** through **3-3** show the performance of each provider on each indicator. These indicators suggest that service improvements for JCMTD should outperform existing services, when taking into consideration factors discussed in the following paragraph.

There are factors to consider in applying these indicators to predict the demand on new services. Firstly, Saluki Express provides fixed-route service in Carbondale. This contributes to the lower statistics for JCMTD since some of the Saluki Express passengers would ride JCMTD if Saluki Express service was not provided. Additionally, JCMTD underwent a series of recent management changes to address (among other issues) operational recordkeeping and performance reporting. These performance measures for JCMTD are expected to rise as these managerial issues are addressed.

Overall, there appears to be significant latent ridership demand for JCMTD service. Future service changes should result in at least 2.50 passenger trips per revenue vehicle hour.

Table 3-1: JCMTD Peer System Comparison

Transit System	Passenger Trips Per Capita	Passenger Trips Per Revenue Mile	Passenger Trips Per Revenue Hour
JCMTD	0.52	0.12	1.66
Peer System Average	2.21	0.23	2.86
Hancock Area Rural Transit	0.28	0.12	1.36
Hoke Area Transit Service	1.05	0.10	2.18
Midland Dial-A-Ride	2.57	0.25	3.75
TransPorte	1.86	0.34	3.11
Twin Cities Area Transportation Authority	5.27	0.35	3.89

Figure 3-1: JCMTD Peer System Comparison – Passenger Trips Per Capita

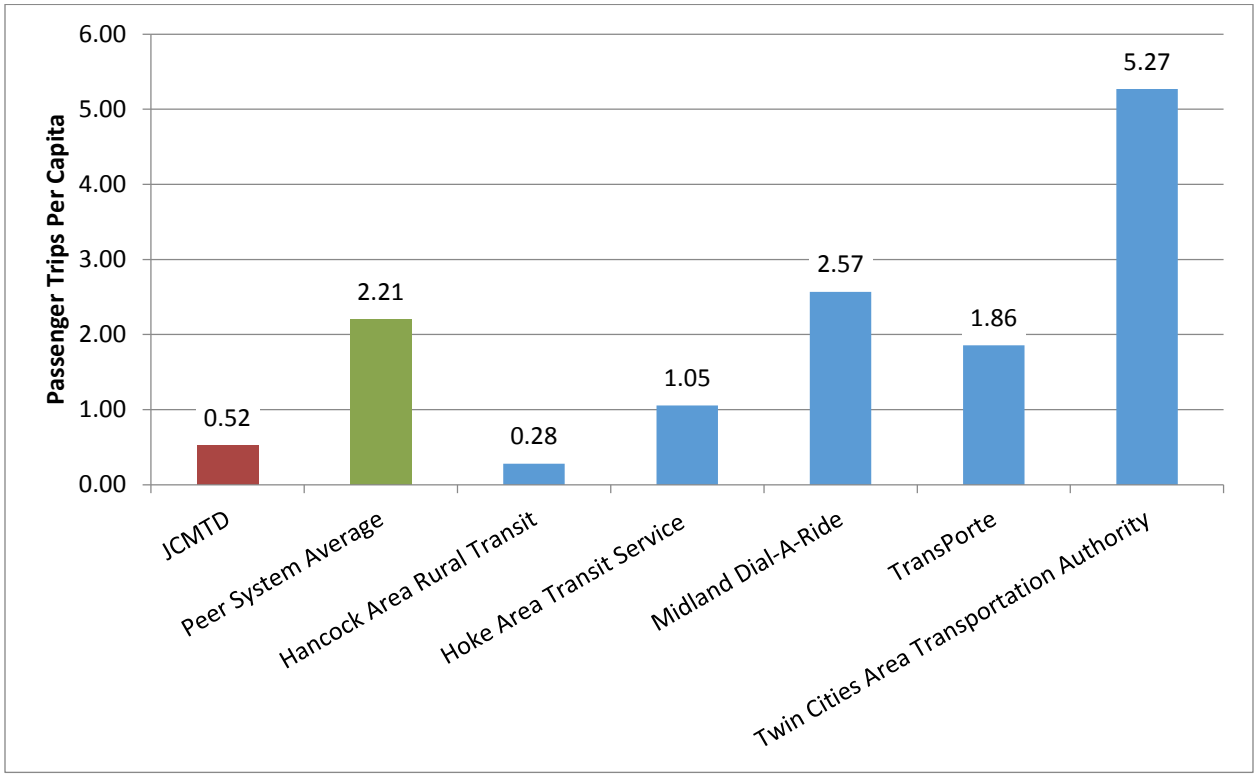


Figure 3-2: JCMTD Peer System Comparison – Passenger Trips Per Revenue Mile

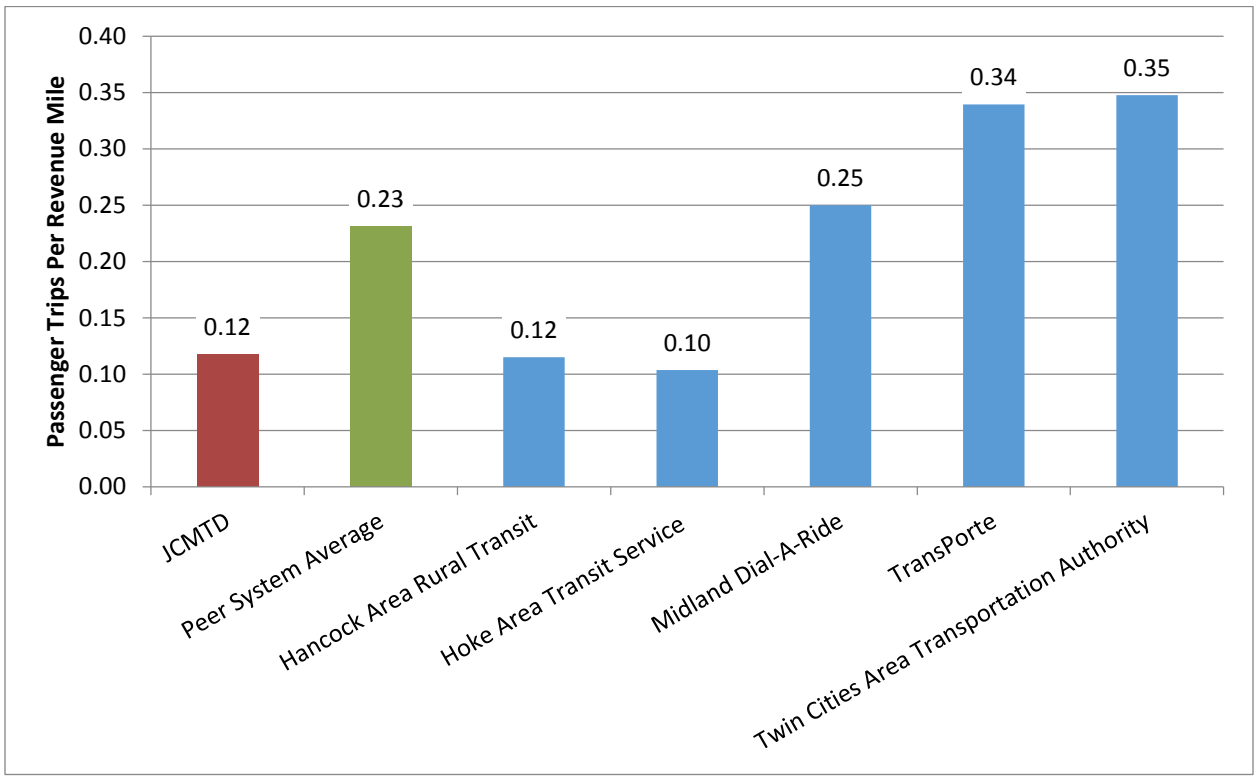
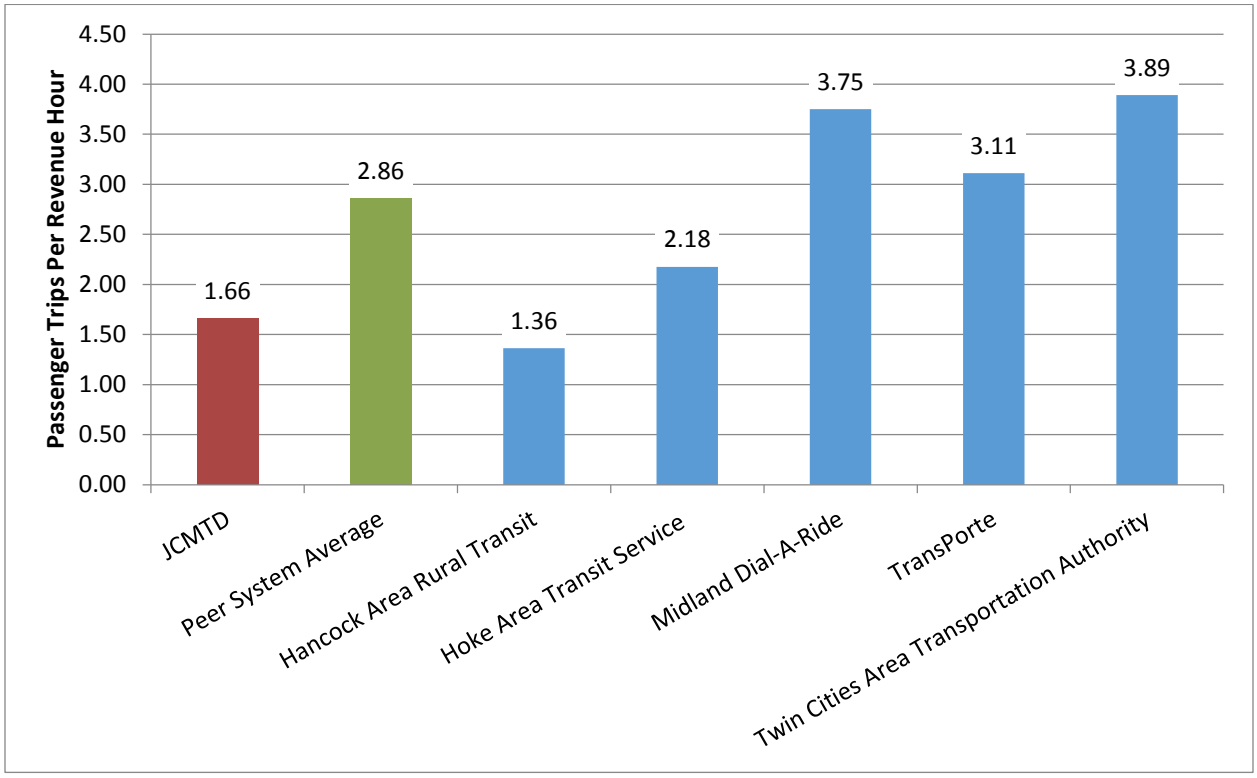


Figure 3-3: JCMTD Peer System Comparison – Passenger Trips Per Revenue Hour



RIDES

Only service and passenger trips within the Carbondale Urbanized Area (UZA) were included. These data for the Carbondale UZA are reported separately by RIDES for its NTD submission.

RIDES performs better than average compared to its peer systems for all three variables, as shown in **Table 3-2**. However, as **Figures 3-4** through **3-6** show, statistics for individual peer systems vary significantly. While RIDES performs better than the average of its peer systems, one or two peers out-perform RIDES for each indicator. This indicates that new service can be expected to perform at least at the levels of existing service. Further, the deviated fixed-route service proposed in **Section 6** is expected to perform better than existing service by attracting more passengers than the existing point deviation transit service.

Overall, there appears to be at least a moderate latent ridership demand for RIDES service. Future service changes should result in at least 4.00 passenger trips per revenue vehicle hour.

Table 3-2: RIDES Peer System Comparison

Transit System	Passenger Trips Per Capita	Passenger Trips Per Revenue Mile	Passenger Trips Per Revenue Hour
RIDES Mass Transit District	3.93	0.27	4.08
Peer System Average	3.18	0.24	3.31
Autauga County Commission Transit	0.47	0.07	0.85
Goldsboro-Wayne Transportation Authority	2.22	0.12	2.02
Harbor Transit	5.38	0.41	6.07
Midland Dial-A-Ride	2.57	0.25	3.75
Twin Cities Area Transportation Authority	5.27	0.35	3.89

Figure 3-4: RIDES Peer System Comparison – Passenger Trips Per Capita

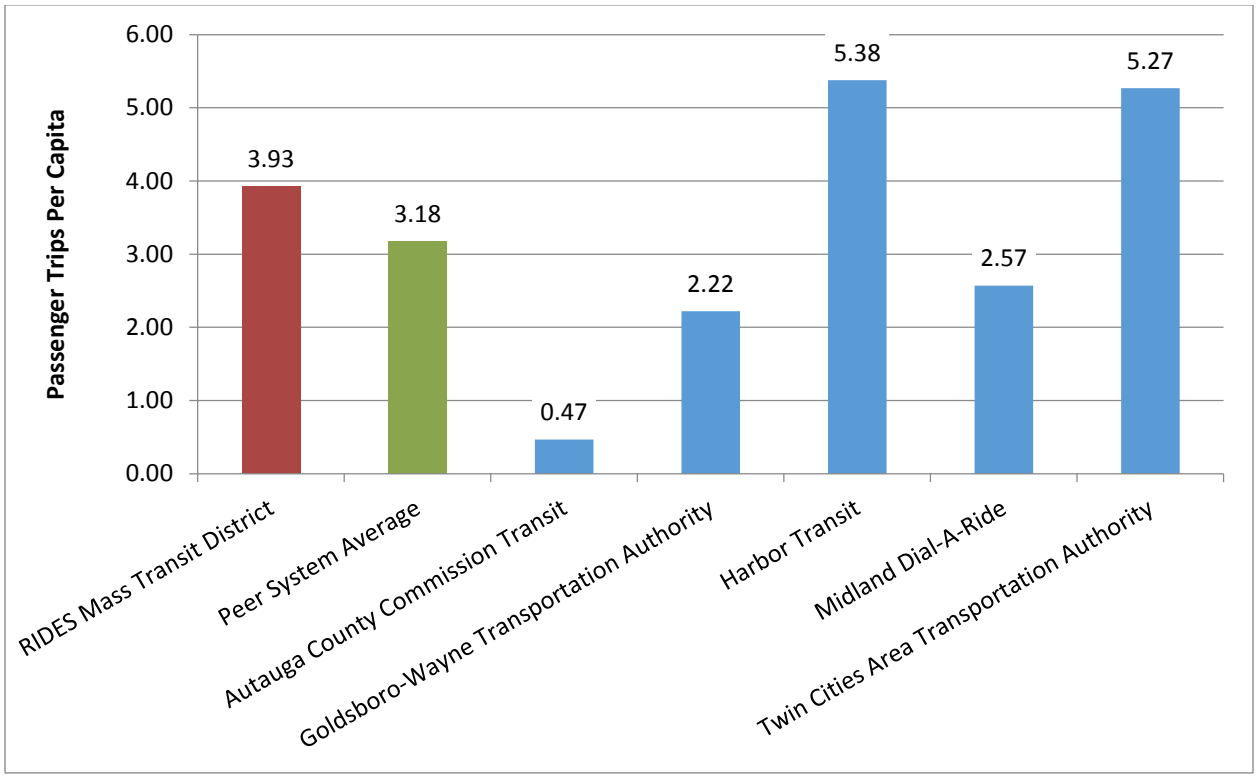


Figure 3-5: RIDES Peer System Comparison – Passenger Trips Per Revenue Mile

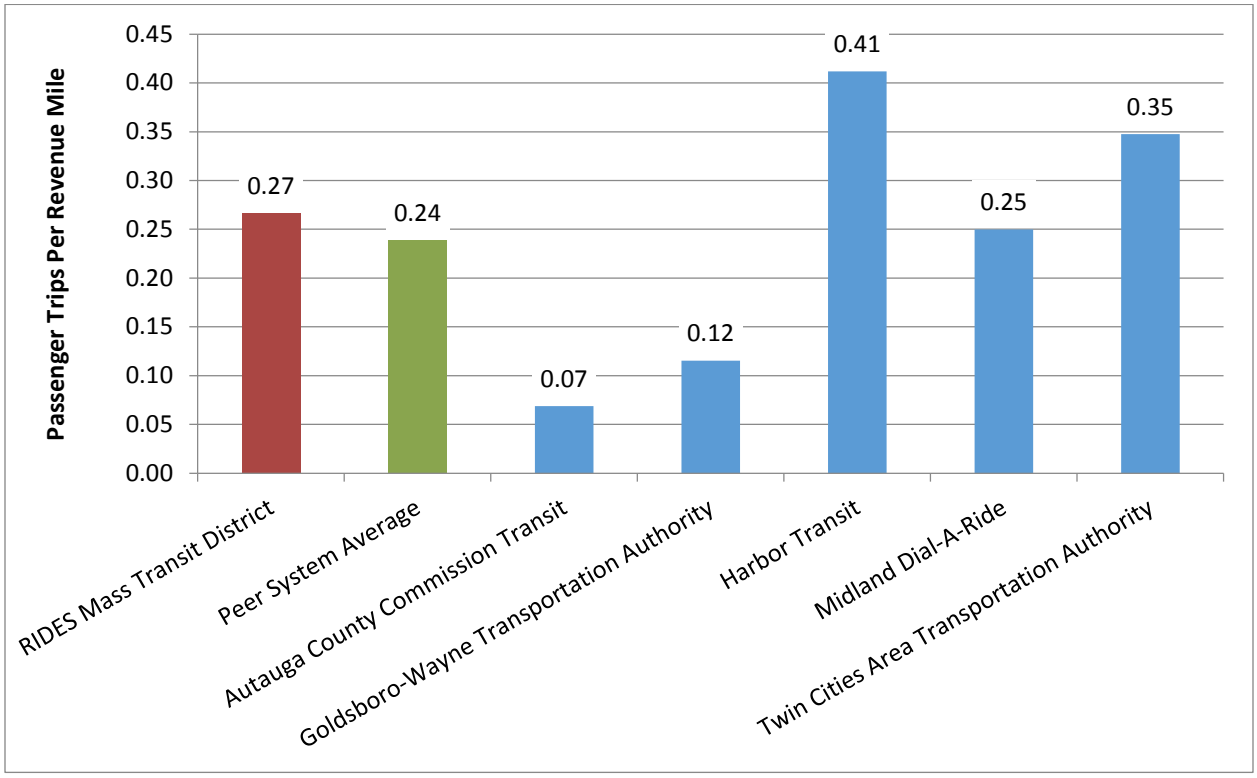
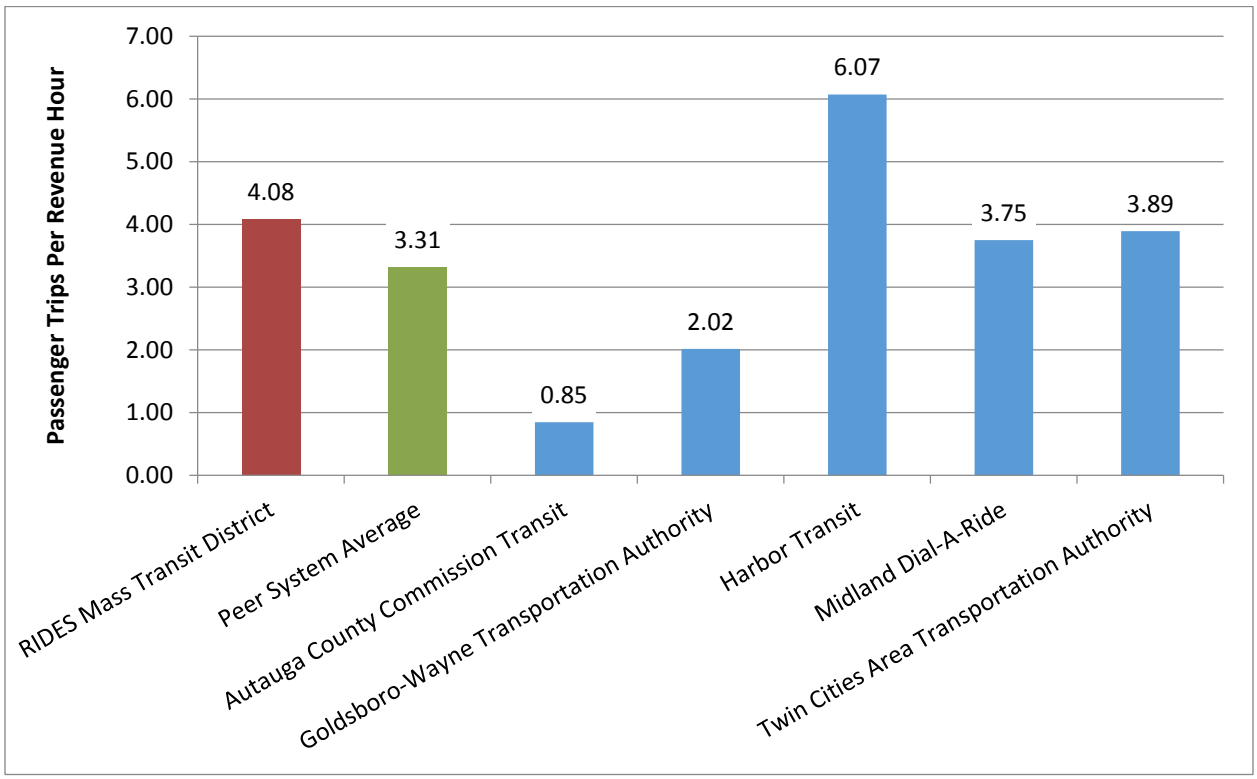


Figure 3-6: RIDES Peer System Comparison – Passenger Trips Per Revenue Hour



Saluki Express

As shown in **Table 3-3**, Saluki Express performs better than average for all three variables compared to its peers. As mentioned earlier, the peer systems were generally in cities which are larger than Carbondale (by a factor of two to three). This was due to the limited number of peer systems with the appropriate characteristics (providing fixed-route service, having a major university within the service area, etc.). **Figures 3-7** through **3-9** show the performance of Saluki Express compared to each peer. It consistently outperforms all other peers, except the Southeast Missouri State University System. This peer system comparison suggests that future service improvements will tend to perform less well than existing services. In addition, any added Saluki Express service would likely extend to areas which have fewer trip generators than existing service.

Overall, there appears to be low to moderate latent ridership demand for Saluki Express service. Future service changes should result in no more than 20 passenger trips per revenue vehicle hour, which is the peer system average.

Table 3-3: Saluki Express Peer System Comparison

Transit System	Passenger Trips Per Capita	Passenger Trips Per Revenue Mile	Passenger Trips Per Revenue Hour
Saluki Express	20.09	2.00	26.82
Peer System Average	14.09	1.53	19.14
Eau Claire Transit	13.34	1.42	20.89
LaCrosse Municipal Transit Utility	15.88	1.52	21.44
Southeast Missouri State University	32.76	2.72	27.58
Terre Haute Transit Utility	6.33	0.95	10.19
Tuscaloosa Transit Authority	2.16	1.04	15.59

Figure 3-7: Saluki Express Peer System Comparison – Passenger Trips Per Capita

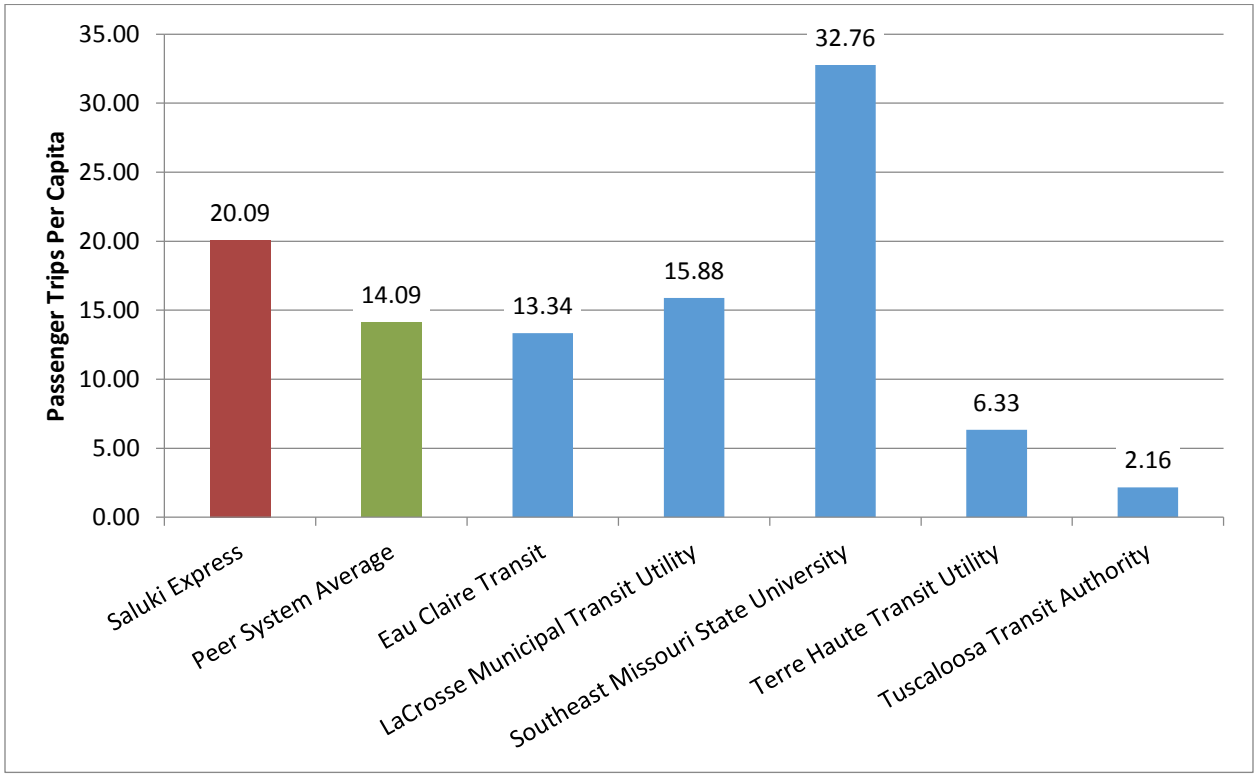


Figure 3-8: Saluki Express Peer System Comparison – Passenger Trips Per Revenue Mile

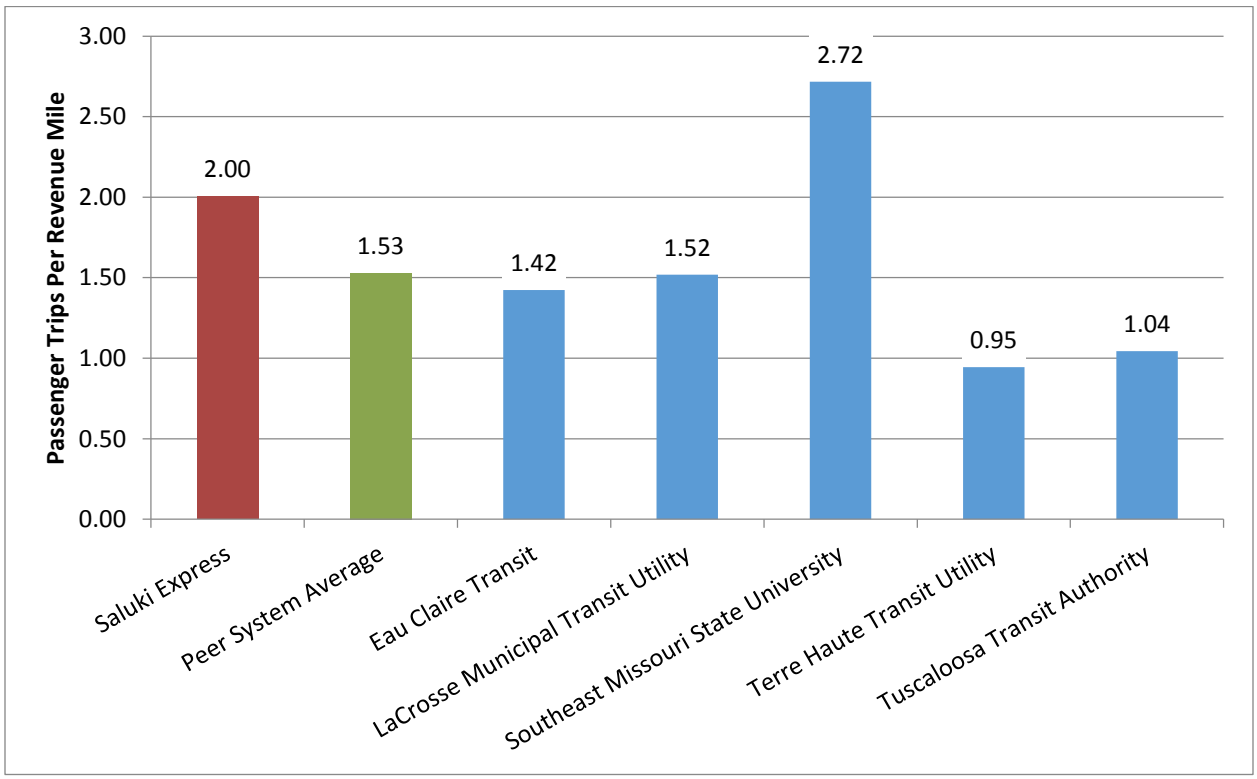
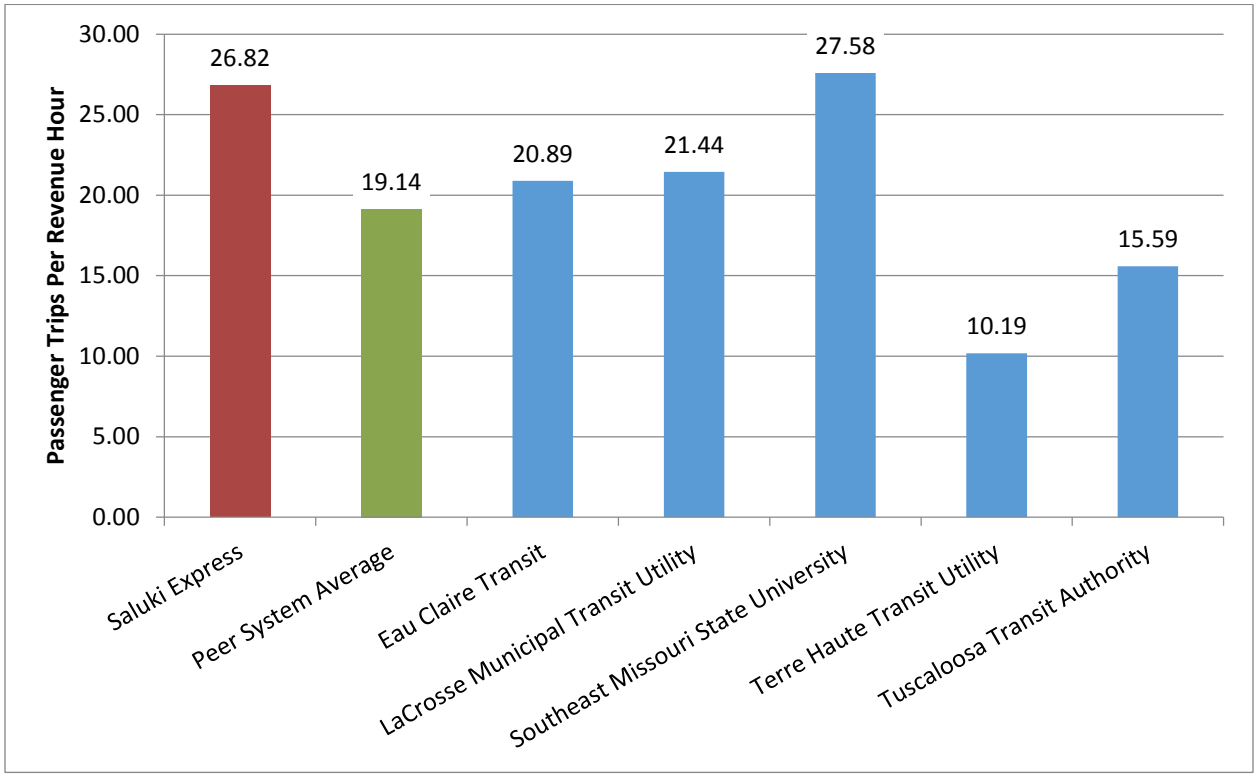


Figure 3-9: Saluki Express Peer System Comparison – Passenger Trips Per Revenue Hour



4. Service Areas

Various factors were taken into consideration when studying the service area. JCMTD, RIDES and Saluki Express identified numerous major trip generators throughout the study area. Please refer to **Existing Conditions Report, Section 5** for a more detailed discussion of the major trip generators. More specifically, **Figures 5-1** to **5-4** along with **Tables 5-5** to **5-8** list the major trip generators by type.

Other key factors that were considered include demographic data such as population and employment. **Existing Conditions Report, Section 8** includes multiple demographic maps such as elderly populations, low income households, minority populations, etc. **Figure 8-3: Employment Density** and **Figure 8-7: Population Density** were of particular importance when studying the service area.

The following maps aggregate population and employment densities by presenting the sum of the two variables since both variables represent areas of interest for transit service. In addition to depicting the aggregated population and employment density, the major trip generators mentioned previously are shown as well. The figures below display the data used to identify key areas of transit need. These data were combined with public and community input (see **Section 2** of this report), to propose transit service options in **Section 6**.

Figure 4-1: SIMPO MPA – Trip Generators and Population/Employment Density

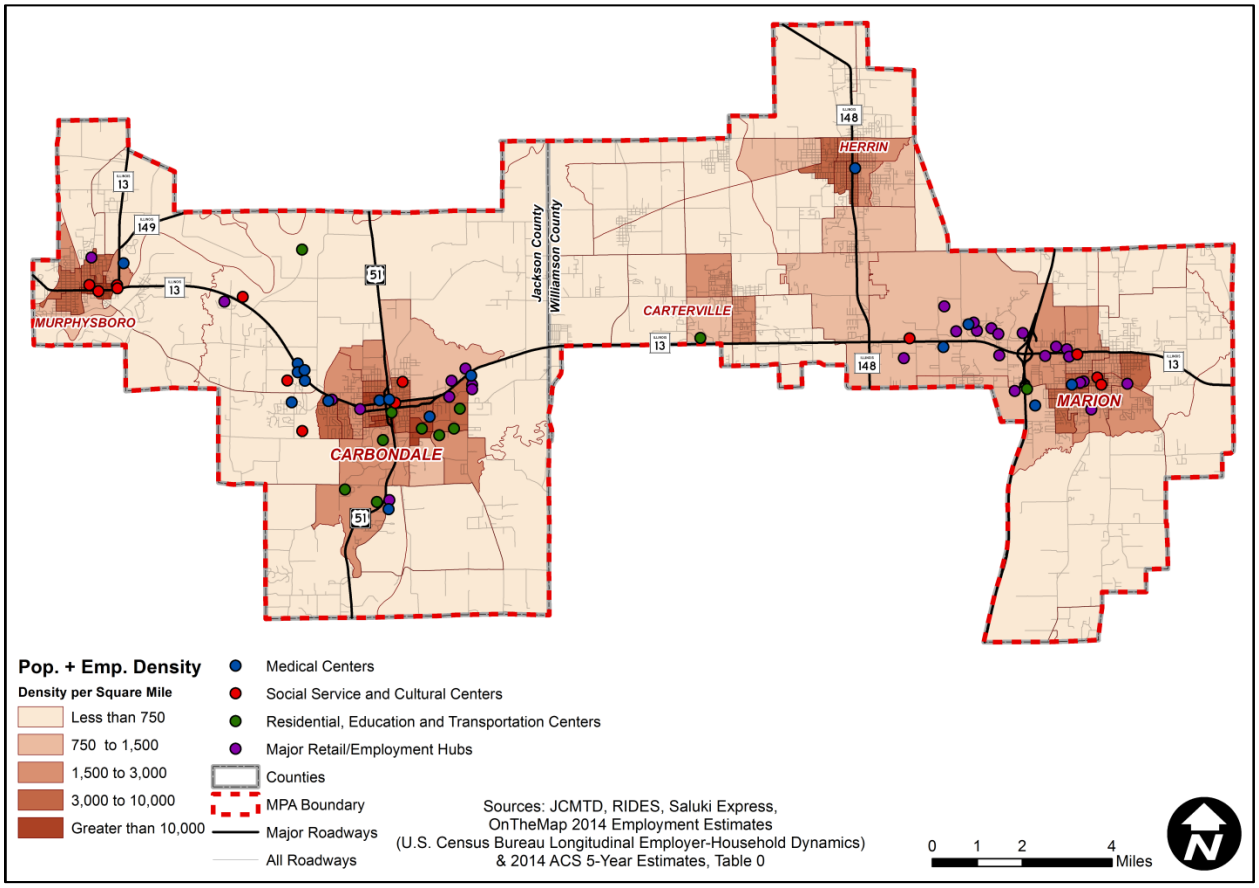
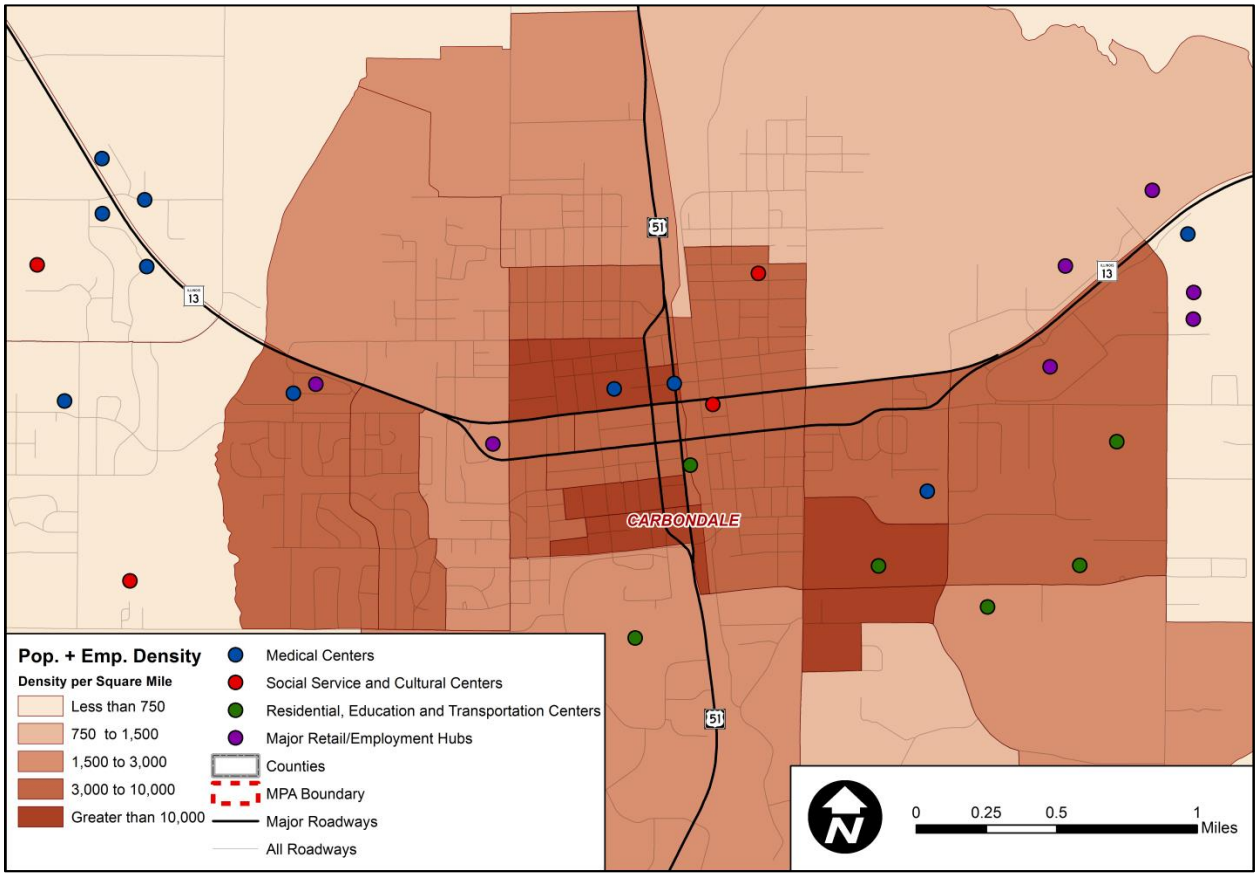


Figure 4-1 shows trip generators (by type) across the entire study area. In addition to the trip generators, this figure shows concentrations of population and employment. The downtown regions of the major cities are a darker color indicating a higher density of population and employment.

Figures 4-2 through **4-4** show these same data for Carbondale, Marion and Herrin, respectively.

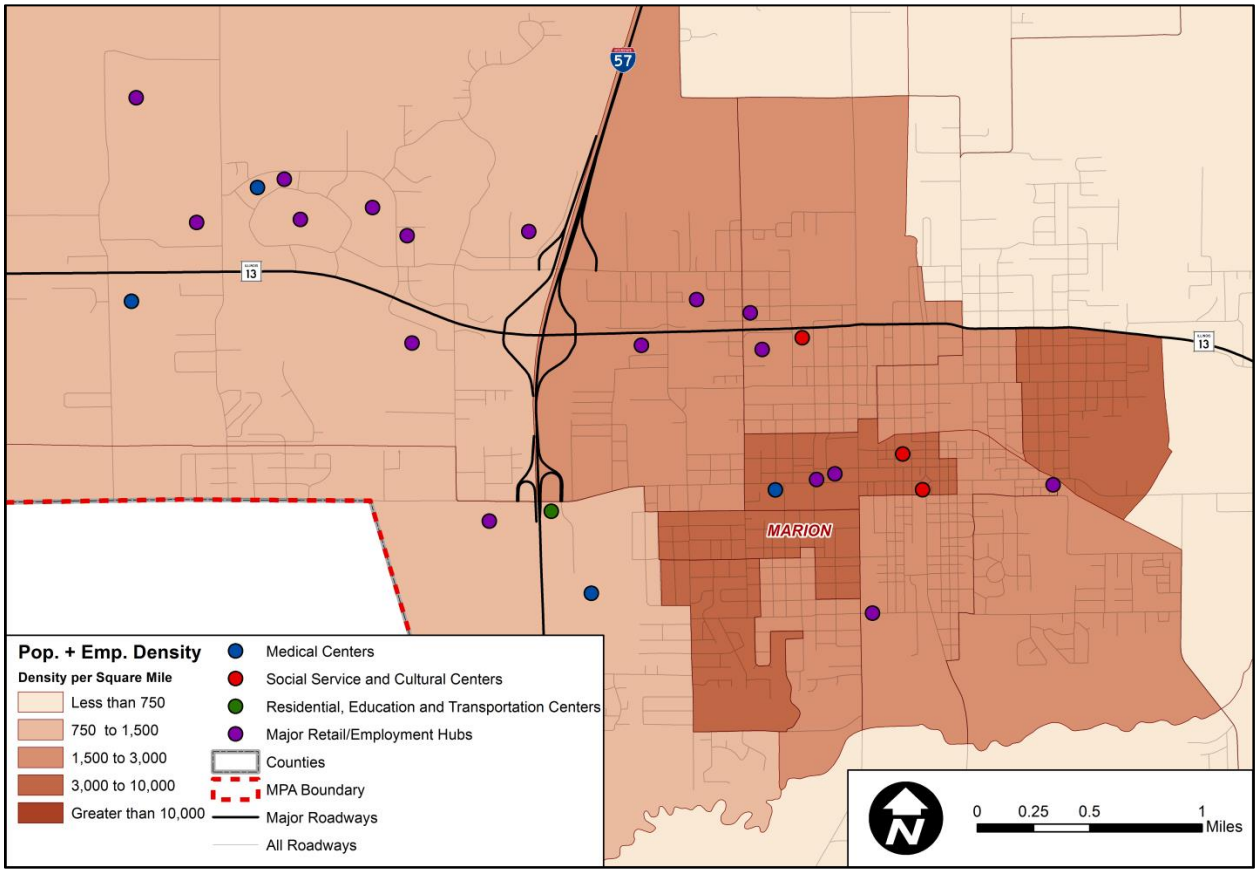
Figures 4-1 through **4-4** are also provided in full-page format in **Appendix C**.

Figure 4-2 Carbondale – Trip Generators and Population/Employment Density



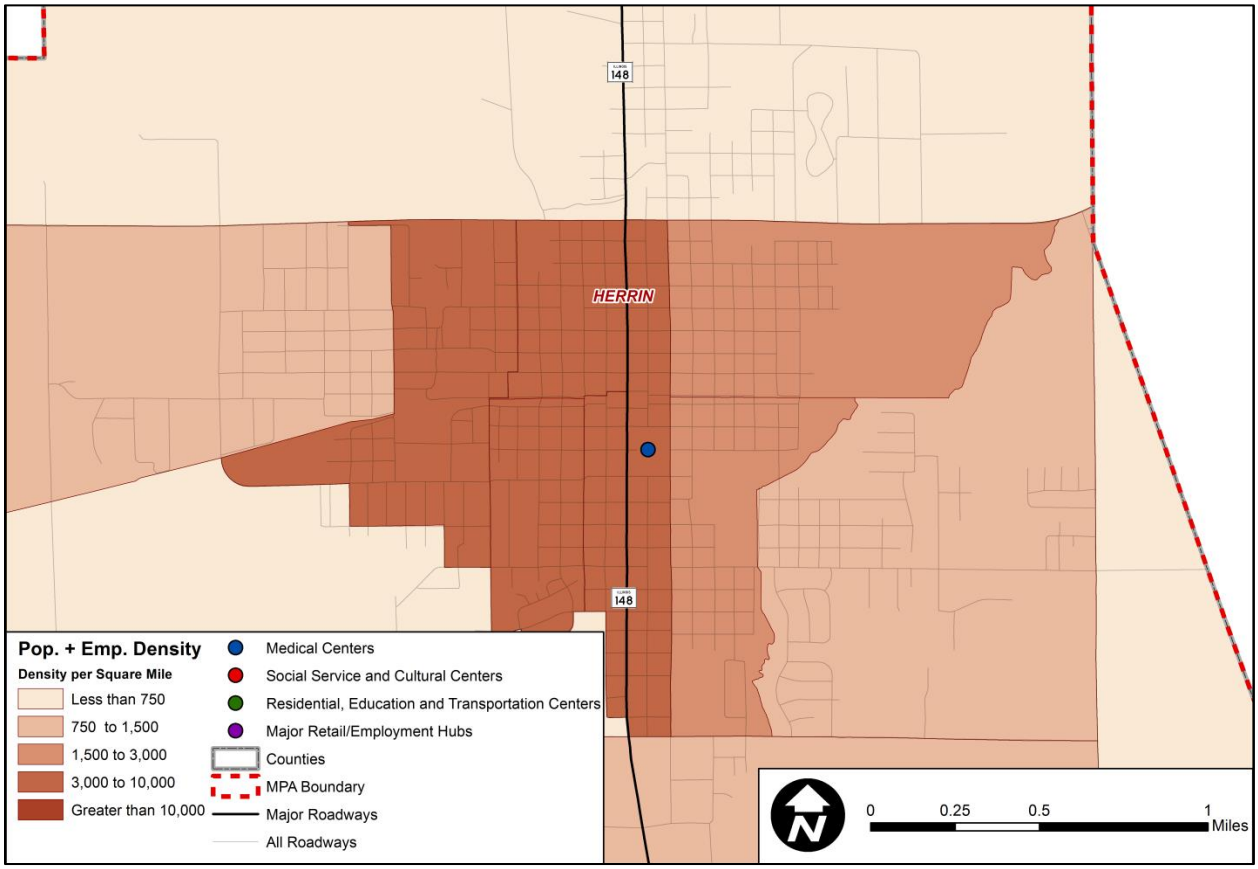
Carbondale has a high concentration of employment and population in the downtown area and at the university. There are also a variety of trip generator types including medical, education, residential and transportation centers as well as employment hubs. Many of the trip generators in Carbondale presently are served by the Saluki Express.

Figure 4-3: Marion – Trip Generators and Population/Employment Density



Marion has a significant number of major retail/employment hubs, generally near SR 13. Currently, the Marion Residential routes provide only point-deviated services to serve the various trip generators, population and employment in Marion.

Figure 4-4: Herrin – Trip Generators and Population/Employment Density



One major trip generator in Herrin (Herrin Hospital) was identified. However, it has significant population/employment density. It has moderately significant potential to support transit service.

The above figures guided recommendations for transit options in **Section 6**. Existing service was reviewed to determine any gap where transit service is required but not being provided adequately. **Table 7-1** of the **Existing Conditions Report** summarizes the various transit services that are currently provided by the three transit operators in the study area. The table is repeated below for ease of reference. Please refer to **Existing Conditions Report, Section 7** for a more detailed discussion of the services provided by the three transit operators.

Table 4-1: Transit Services Summary

Service	JCMTD	RIDES	SE
Demand-Response	Yes	None	None
Point-Deviated	Carbondale Routes (3 buses)	**Marion Residential Routes (3 buses)** and Herrin Residential Routes (2 buses)	None
Route-deviated	None	Contract Routes	None
Fixed-Route	None	None	All 10 Routes
Intercity Routes (within county)	Carbondale to Murphysboro (2 buses)	**Herrin, Marion and Logan Primary Care Route (2 buses)**	None
Intercity Routes (out-of-county)	Upon Request	**Marion to Carbondale**	None
Other Services	START Routes	None	None

Public input was solicited to determine the best options to address unmet transit needs. Based on the public input (discussed in **Section 2** of this report) and existing transit service locations, three RIDES' routes were identified as appropriate potential routes for transit service enhancements. The three routes are highlighted in **Table 4-1** above:

- Marion Residential Routes
- Marion to Herrin Route
- Marion to Carbondale Route

These routes are proposed for upgrading from point-deviated service to route-deviated service. **Section 6** of this report discusses these enhancements in more detail. Saluki Express currently provides fixed-route service in Carbondale. No recommendations are made at this time for similar upgrades of JCMTD's point-deviated Carbondale service.

5. Service Coordination

The study's public outreach effort identified a lack of public knowledge regarding transit services available in the SIMPO area. This section discusses possible solutions to improve public awareness of transit services, as well as make transit easier to use.

5.1 Call center

Several stakeholders and survey respondents noted that a centralized call center that provided travel information for all service providers in the region would provide a valuable service and encourage additional ridership. In fact, a centralized call center has been in place for approximately three years. The current call center is based in Energy, Illinois and was initially implemented with grant funding. Now that the grant money has been exhausted, RIDES funds the call center using its operating budget. All providers are encouraged to participate in staffing the call center. Jackson County Mass Transit District (JCMTD) has staffed the center in the past, but generally the staff are RIDES employees.

When riders call either JCMTD or RIDES to schedule transportation, callers are prompted to respond whether they need a ride today or in the future. Callers needing a ride for that day are transferred to

that system's dispatcher. Requests for future day trips are transferred to the call center. This process is seamless, and callers may not realize their calls are being transferred to the call center.

Mobility Management Specialists at the call center build relationships with all providers in the area, including specialized health care providers and private taxi operators. The Mobility Management Specialists are trained to review all available services in the area and provide the best travel option to the caller.

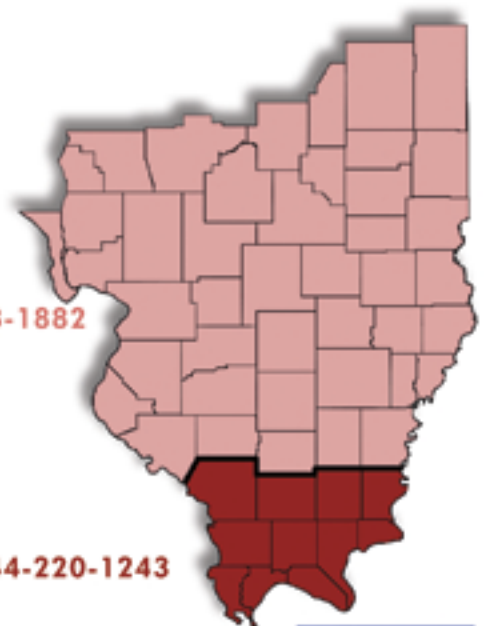
Advertising for the call center consists of the RIDES Plus brochure, which is linked to the RIDES website as well as a Facebook page. Since several stakeholders and survey respondents were unaware of the call center, a more aggressive promotional campaign is recommended. SIMPO and JCMTD should link to the RIDES Plus brochure on their webpages. Printed brochures should be made available to health-care providers, libraries, senior citizen centers, and recreational facilities. The RIDES Plus brochure is included as **Figure 5-1**.

Figure 5-1: RIDES Plus Brochure

contact us

The Rides Plus Call Centers are open 7:00 a.m. to 6:00 p.m. Monday-Saturday

Mobility Management Specialists will assist in arranging transportation for any individual throughout Illinois and our neighboring states. Contact the call center in your area for assistance.



844-718-1882

844-220-1243

LIKE US ON facebook

RMTD Title VI Policy Protection Notice to the Public

Rides Plus hereby gives public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and all related statutes. Title VI and related statuses prohibiting discrimination in Federally-assisted programs require that no person in the United States of America shall on the grounds of race, color, or national origin, sex, age, or disability be excluded from the participation in, be denied the benefits of, or be otherwise subjected to, discrimination under any program or activity receiving Federal financial assistance.

Any person who believes they have been aggrieved by an unlawful discretionary practice regarding RMTD's programs has the right to file a formal complaint. Any such complaint must be in writing and submitted to the RMTD Title VI Coordinator within one hundred eighty (180) days following the date of the alleged occurrence. For more information regarding civil rights complaints, please contact:

Rides Mass Transit District
30 Veterans Drive
Harrisburg, IL 62946
(618) 253-8761

Call the number above for alternate formats or Spanish versions.
Llame al número de teléfono indicado arriba para formatos alternativos o version española.

RIDES MASS TRANSIT DISTRICT
RMTD
Getting you where you need to be!

RIDES PLUS
CALL CENTER

A Division of Rides Mass Transit District

We make scheduling all your transportation needs, including non-emergency medical appointments, easy! Simply call one of our mobility professionals who will personally navigate and coordinate all of your available transportation options. Once you have selected the option that works the best for you, your mobility specialist will schedule your trip! Whether it's a local trip, or if you'll be traveling a greater distance, Rides Plus is here to assist.

Better Access

Rides Plus has established relationships with local transportation providers to offer regional service. This helps ensure you can get where you need to go, when you need to get there. A variety of available transportation modes allows us to serve you whether you need walk-on or wheelchair service.

RIDES PLUS
CALL CENTER

Mission Statement

Rides Plus will continually strive to achieve our vision of providing access to cost effective transportation in order to promote the physical well-being of the community. In doing this, we will deliver operational excellence by setting forth the highest standards in service and reliability within every corner of the company to meet or exceed our commitments to the many customers we serve, including, patients, healthcare providers, and transportation providers.

Providing individuals assistance with scheduling transportation. Anywhere you need to go, including medical appointments or treatments.

Call (844) 220-1243

How It Works

Contact Rides Plus and provide us with the following information regarding the transportation needed:

Name and Address
Phone Number
Birth Date
Date, Time & Location of Appointment
Medical ID Number (If Applicable)

Once we receive your transportation request, a Mobility Management Specialist will:

- Research the available transportation options
- Discuss those options with you
- Schedule the transportation
- Provide you with the details of the scheduled trip

The call center utilizes CTS Trip Master software for automated scheduling and dispatching of service. "Best Practice" for call centers includes the following practices for agents:

1. Provide continuous training for agents.
2. Monitor agents periodically, and provide feedback on their performance.
3. Survey customers of the call center to obtain their satisfaction levels, and share those results with the agents to improve customer service.
4. Institute a system of two-way communication with the agents that provide agents with up-to-date information on any system changes and receives information from the agents on issues that need to be addressed.

For operational best practices, the following are recommended:

1. Monitor on time performance through Automatic Vehicle Location (AVL) equipment. The use of AVL equipment provides real time information to the dispatcher or command center, which improves schedule adherence as well as the production of revised schedules, and provides real time information about bus locations to the customer.
2. Target communication to operators using Mobile Data Terminal (MDT) equipment, (as opposed to a broadcast announcement). MDTs serve as the communication hub between the vehicle and computers at the control center. Except in emergencies, MDTs replace voice radio communications between the dispatcher and operator with short written messages on driving directions, schedule information, detour routings, and other vital information. Operators can communicate using function keys that send pre-determined messages and this greatly facilitates the communication process.
3. Utilize the Request To Talk (RTT) function which allows the agent to assess the situation before communicating with the operator.

5.2 Fare Policies

Service coordination between multiple transit providers works best when fare policies are integrated between providers. The ability to transfer from one transit provider to another is important to discourage duplicative service and ensure efficient operations. If fares are not coordinated between transit providers, the cost of multiple fare payments is a significant impediment to transferring between systems. Even with discounted passes, the cost of transportation without coordinated fares tends to be expensive and inconvenient.

In the case of RIDES and JCMTD, there are differences between their current fare structures that may prevent riders from making trips that involve a transfer. These differences include the definition of rider types. For example, RIDES defines a child as between the ages of 6 and 10, whereas JCMTD extends the child fare to age 15. The price of 10-ride and 30-day passes also differs between the two providers. **Table 5-1** compares RIDES and JCMTD fares.

Table 5-1: Fare Table for RIDES/JCMTD

	Cash	Ten-Ride	30 Day Pass
Adult *			
RIDES	$2.00	$10.00	$25.00
JCMTD	$2.00	$15.00	$25.00
Child ^			
RIDES	$0.75	$3.75	-
JCMTD	$1.00	$5.00	-
Senior/Disabled ~			
RIDES	$2.00	$7.50	$15.00
JCMTD	$1.00	$7.50	-

* RIDES Age 11+ / JCMTD Age 16-59
^ RIDES Age 6-10 / JCMTD Age 6-15
~ RIDES Age 60+ / JCMTD Age 60+
- Fare media not listed

To coordinate their fares, RIDES and JCMTD should consider an inter-operator agreement to permit transfers between their services. Transfers could occur at specific locations with timed transfers or could be broadened to include a region if some type of transfer or proof of payment option were available. RIDES and JCMTD could consider the sale of a joint RIDES/JCMTD pass with a written agreement stipulating the terms of revenue distribution from the pass.

Automated fare technologies are not a practical region-wide initiative within the SIMPO region in the short term. However such technology, especially with the use of smart phones, can bring substantial benefits to transit operators and transit users. The Saluki Express uses automated fare collection technology for its largest market (on-campus students at SIU).

Automated fare technologies should be re-evaluated after the details about coordination of Saluki Express service and SIMPO/RIDES have been determined. As a rule, automated fare technologies most benefit fixed route systems and provide the potential for virtually limitless fare structures. Smart phone apps for fare collection are becoming more common and can eliminate the cost of printing fare media products. Tri-Met in Portland implemented a mobile payment app that uses a smart phone similar to the flashing of paper passes/tickets. Portland eliminated transfer media. Any cash one-way payment provides a 2.5 hour window allowing transfers during that time period. The primary drawback is that smart phone fare payments require a person to have a linked credit card or banking account, which may mean that smart phone payment is not an option for customers who rely on cash.

6. Transit Service Options

The key item of public input received in all venues (see **Section 2**) was that people would be more likely to use transit services if fixed route services were provided. In addition, many cited that the lack of published routes and schedules, as well as the lack of designated bus stops, made existing transit services more difficult to understand.

Both JCMTD and RIDES currently operate point deviation services within the urban areas of Carbondale and Marion, respectively. In addition, RIDES operates a point deviation service connecting Marion and

Carbondale, within the City of Herrin, and connecting the cities of Herrin and Marion. See **Existing Conditions Report**, **Section 7** for details.

To address these clearly articulated public preferences, we are proposing that several of the RIDES services be modified to operate as route deviation services, rather than their existing point deviation structure. The section below describes the differences between the two services types. In particular, it shows how the flexibility to arrange for pick up or drop offs by contacting the RIDES dispatcher will continue under the route deviation arrangement. In addition, a route deviation arrangement provides a designated route, schedule and stops for each route.

Carbondale presently has fixed route service provided by the Saluki Express. Discussions are underway regarding operating the Saluki Express service in a partnership between Southern Illinois University (SIU) and a current federal funding recipient (which could be RIDES, SIMPO or JCMTD). No recommendations are provided to modify JCMTD's point deviation service within Carbondale.

6.1 Route and Point Deviation Services

Route deviation and point deviation services have been widely used in the transit industry for decades. Guidelines for planning these service types are provided in **Transit Cooperative Research Program (TCRP) Report 6, Users' Manual for Assessing Service-Delivery Systems for Rural Passenger Transportation (1995)**. The following descriptions and figures are taken from this TCRP Report (p. 14).

- **Route Deviation Service**. A vehicle travels a basic fixed route, picking up or dropping off passengers anywhere along the route. On request, and, perhaps, with additional charge, the vehicle will deviate a few blocks from the fixed-route to pick up or deliver a passenger. See **Figure 6-1**.
- **Point Deviation Service**. A vehicle stops at specified checkpoints (shopping centers, industrial parks, etc.) at specified times, but travels a flexible route between these points to serve specific customer requests for doorstep pickup or delivery. See **Figure 6-2**.

Figure 6-1: Route Deviation Service

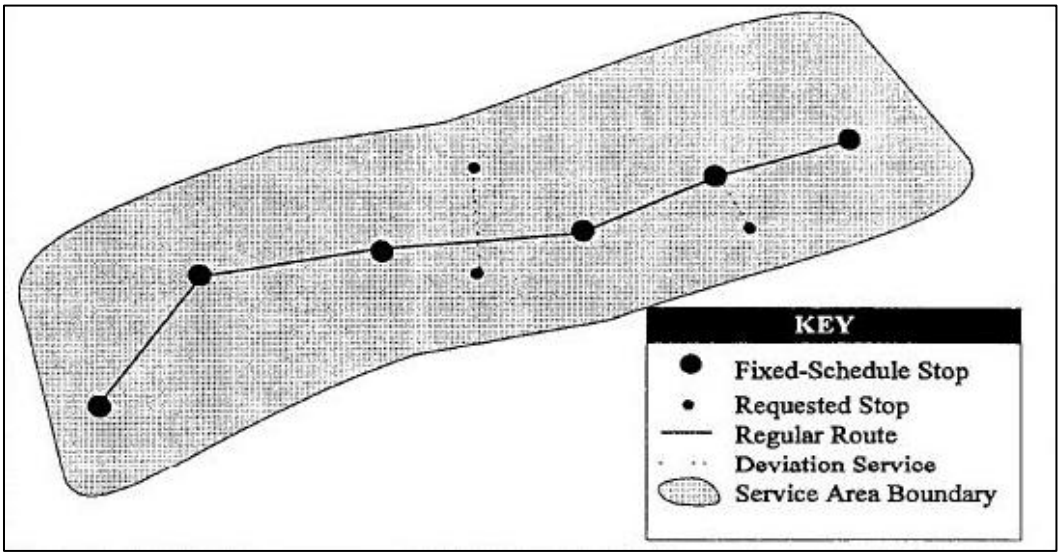
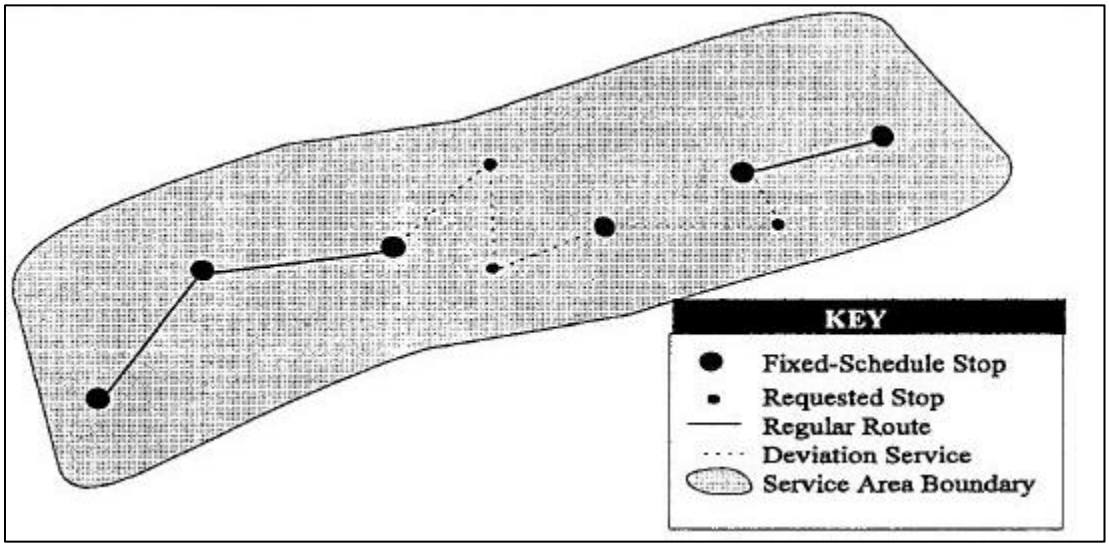


Figure 6-2: Point Deviation Service



We recommend replacing the following existing RIDES point deviation services with route deviation services.

- Marion to Carbondale route.
- Marion to Herrin route.
- Marion city routes.

No change is proposed in the Herrin city point deviation routes.

Existing customers who request pick up or drop off at other locations would continue to be able to do so. However, RIDES will be able to offer formal routes, schedules and designated stops in these three key service areas.

Sections 6.2 through **6.4** show conceptual routings for each of these three route deviation services. RIDES' local knowledge of operating conditions and key markets is necessary to finalize each route (as well as modify it based upon operational experience). SIMPO has a role in capital improvements, such as bus stop signs, benches, and bus passenger shelters. Major stops for each route are shown as light green circles in the figures in these sections. These major stops are listed in the discussion of each conceptual route. We anticipate that RIDES will designate a number of additional stops on each route.

Figures 6-3 through **6-7** in the following sections show these conceptual routings. Full-page versions of each figure are included in **Appendix C**.

All routes show one terminal at the new transit center in Marion, located at Main Street near the I-57 interchange. Financial projections provided by RIDES (see **Table 8-3**) provide for capital funding in FY 2018 to construct this transit center. In the short term, these routes could be implemented using either a terminal at the Marion VA Hospital (located just south of the future transit center site), or at the Kroger store on Route 13 just east of I-57.

6.2 Marion-Carbondale Route

A route deviation service is recommended to connect Marion and Carbondale. The Carbondale terminal will be the SIU Student Center, which is the common terminal for most Saluki Express routes. The Marion terminal will be the new Marion transit center. The route will serve SIU, the Carbondale Amtrak station, the Carbondale Walmart, John A Logan College, Aisen Manufacturing[2], Marion Walmart and other shopping destinations west of I-57 on SR 13, and the Marion Transit Center/VA Hospital.

The point deviation service between Marion and Carbondale presently operates Monday through Saturday, 5 a.m. to 11:30 p.m. (**Existing Conditions Report, Table 7-3**). It is recommended that new route deviation service operate only until about 7 p.m. Monday through Saturday. Later service would continue to be operated in point deviation fashion.

The round trip mileage for this route is approximately 38.5 miles (including the deviation to Aisen industries). A single vehicle assigned to this route could provide service every two hours.

Figure 6-3 shows the conceptual route for the route deviation service connecting Carbondale and Marion. **Figures 6-4** and **6-5** show details of the conceptual route in Carbondale and Marion, respectively.

[2] Aisen service on this route will be at shift change times, only. The Marion-Herrin and Marion City West routes will serve this location on every trip.

Figure 6-3: Marion-Carbondale Conceptual Route

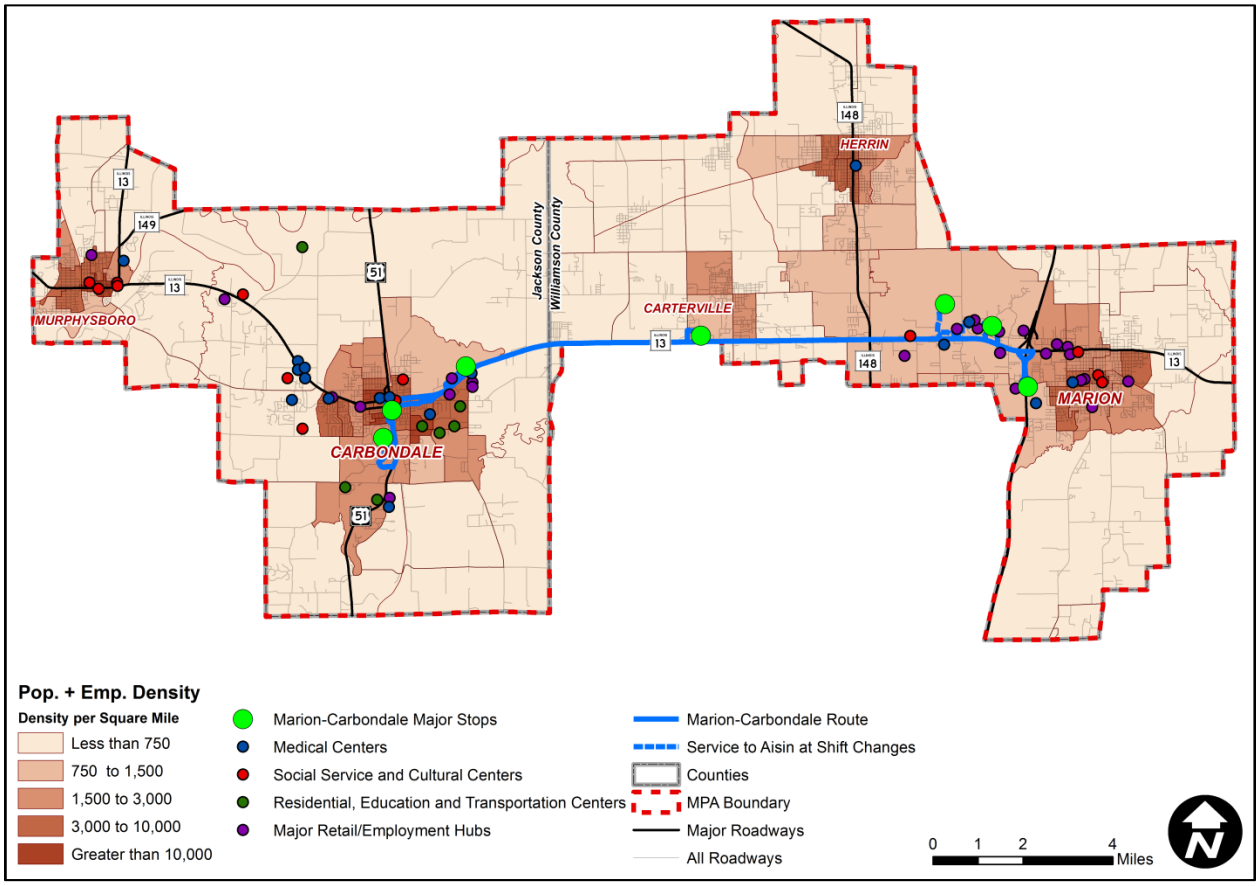


Figure 6-4: Marion-Carbondale Conceptual Route

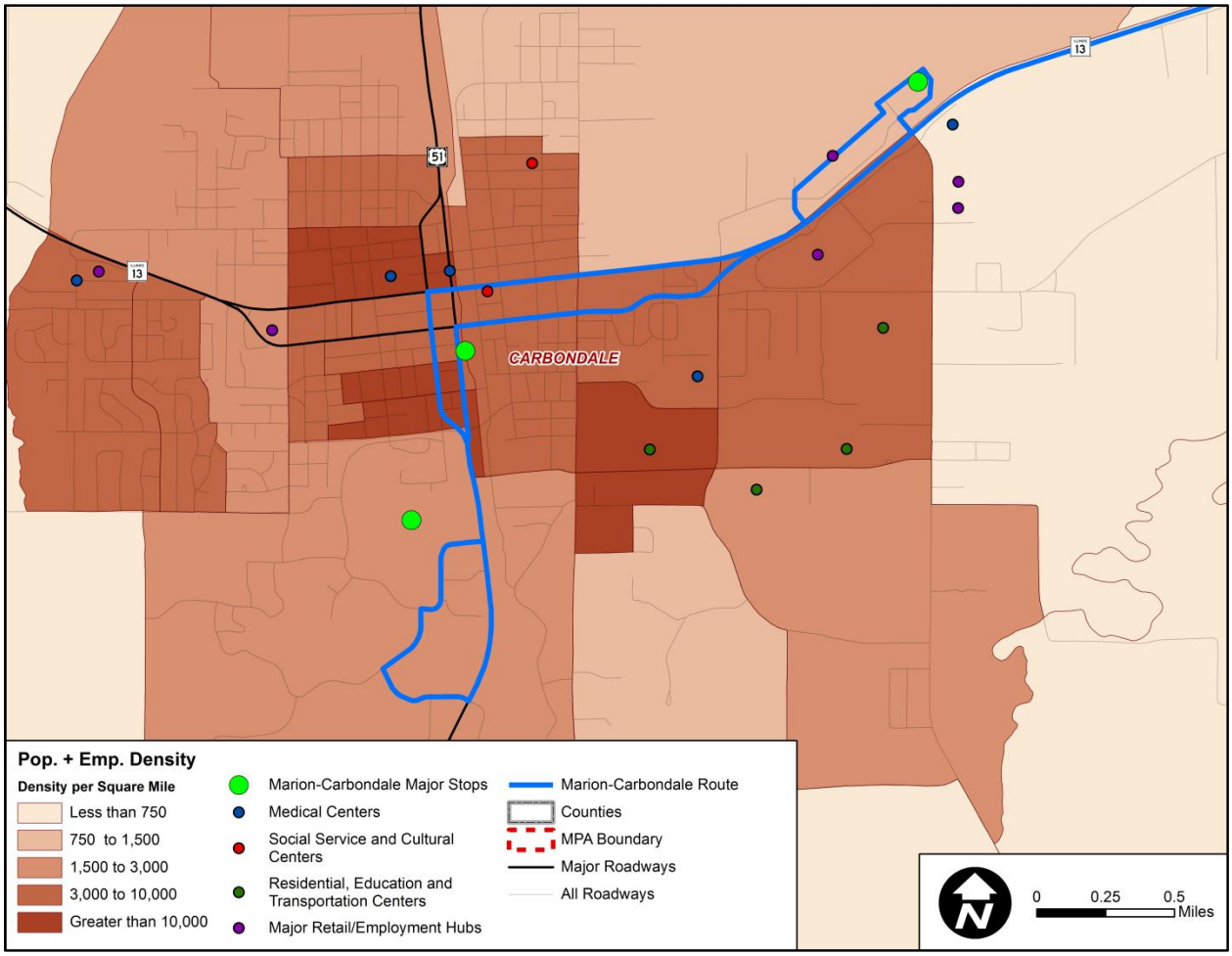
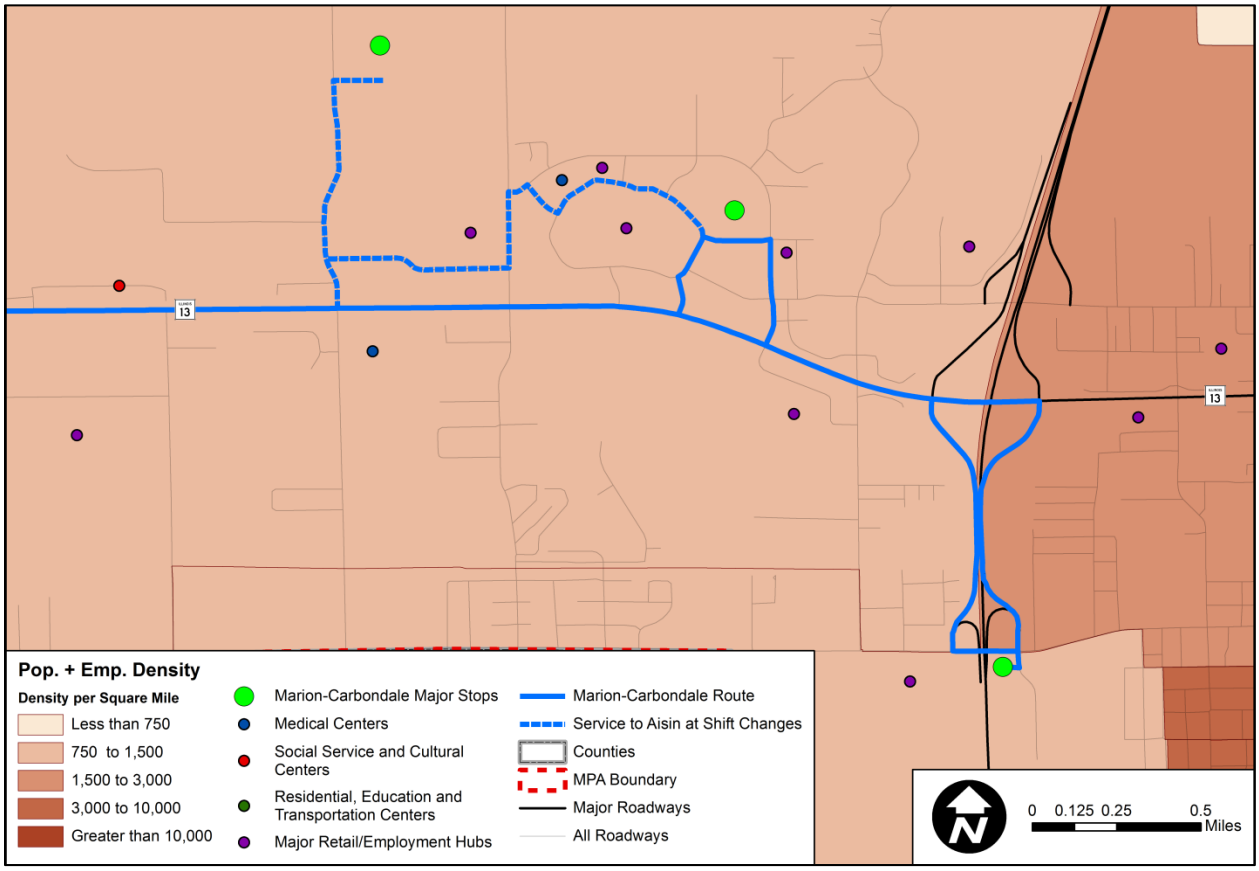


Figure 6-5: Marion-Carbondale Conceptual Route



6.3 Marion-Herrin Route

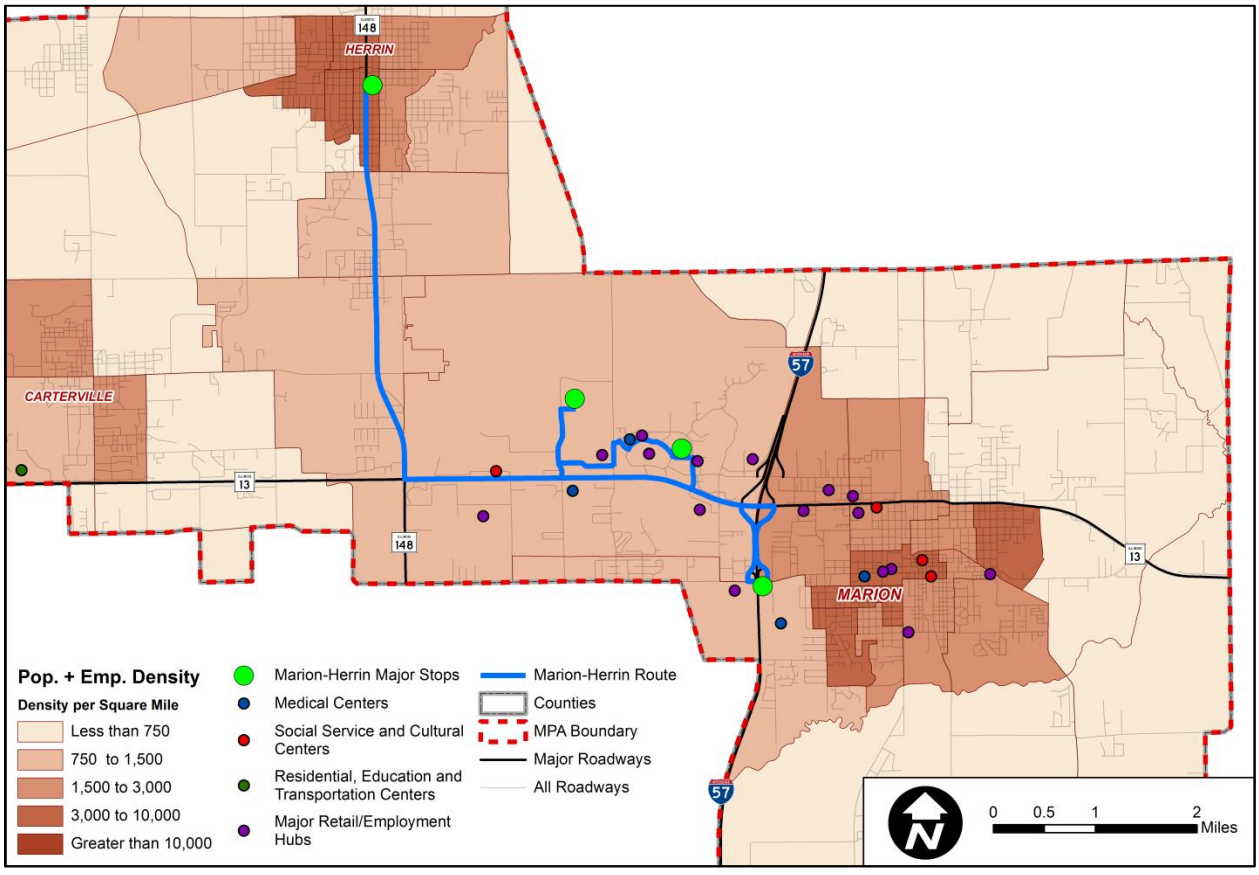
A route deviation service is recommended to connect Marion and Herrin. The Herrin terminal will be in the vicinity of the Herrin Hospital. The Marion terminal will be the new Marion Transit Center. It serves the Herrin Hospital complex, Herrin city offices, Aisen Manufacturing (all trips), Marion Walmart and other shopping destinations west of I-57 on SR 13, and the Marion Transit Center/VA Hospital.

The point deviation service between Marion and Herrin presently operates Monday through Friday, 4:45 a.m. to 5:30 p.m. (**Existing Conditions Report, Table 7-3**). It is recommended that the new route deviation service operate the same hours of service.

The round trip mileage for this route is approximately 19.3 miles. A single vehicle assigned to this route could provide hourly service.

Figure 6-6 shows the conceptual route for the route deviation service connecting Herrin and Marion.

Figure 6-6: Marion-Herrin Conceptual Route



6.4 Marion City Routes

Two route deviation services are recommended within the City of Marion. Both would use the new Marion transit center. The West Route would also serve the Marion Walmart, other shopping areas west of I-57, and Aisen Manufacturing. It would replace the Red Zone point deviation service now

provided (see **Existing Conditions Report, Figure 7-2**). The East Route would also serve downtown Marion, Marion City offices, Williamson County offices, the Marion Cultural and Civic Center, and shopping areas along SR 13 east of I-57 terminating at the Kroger store on SR 13. It would replace the Blue Zone point deviation service now provided (see **Existing Conditions Report, Figure 7-2**).

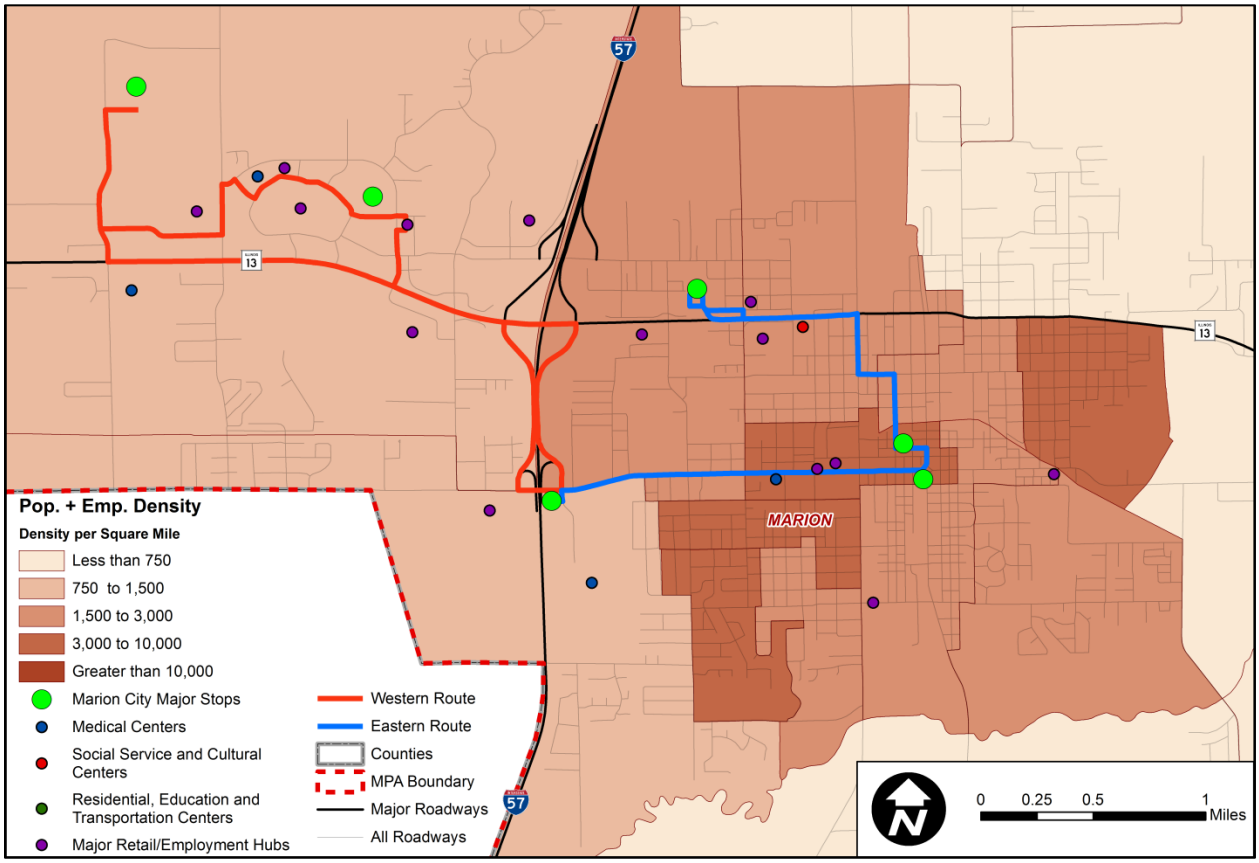
Point Deviation services within Marion and Herrin presently operate roughly 6 a.m. to 6 p.m. Monday through Friday, and 6 a.m. to 5 p.m. on Saturday (**Existing Conditions Report, Table 7-3**). It is recommended that these new route deviation services operate the same hours of service.

The round trip mileage for this route is approximately 8.2 miles for the West Route and 7.1 miles for the East Route. A single vehicle alternating service between these two routes could provide hourly service on each.

Based upon field reviews, the areas served by the West and East routes have greater potential for success as route deviation services. Accordingly, no modification to the existing Marion White Zone point deviation service (which serves the area east of I-57 and north of SR 13) is recommended at this time. If experience with the proposed West and East route deviation services is successful, the White Zone route also should be evaluated for modification to become a route deviation service.

Figure 6-7 shows the conceptual routes for the two route deviation services in Marion.

Figure 6-7: Marion Conceptual Routes



6.5 Modifications of Saluki Express Routes

Currently there are discussions between SIU, RIDES and other parties about arrangements to operate Saluki Express service in partnership with RIDES. Such an arrangement would allow Saluki Express service to contribute to eligibility for funding under the Small Transit Intensive Cities (STIC) funding program. See **Section 7** for details. The RIDES funding forecasts (**Table 8-1**) assume Saluki Express continues to operate at Fall 2016 levels of service.

Under any partnering arrangements, service coordination among RIDES, JCMTD and Saluki Express services will be necessary to make the best use of existing resources. The following principles should guide coordination of services after such arrangements are finalized.

- The service guidelines provided in **Section 6.6** should be applied to Saluki Express service. These initially should focus on modifications to service frequency, as well as days and hours of operation.
- RIDES currently provides complementary door-to-door service to disabled students. It is assumed this continues under any partnering arrangement.
- The Saluki Express Crosstown, Crosstown Weekend and Break routes should be evaluated for possible modification and efficiencies in connection with implementing the RIDES Marion to Carbondale route deviation service. See **Section 6.2**.

6.6 Transit Service Guidelines

Service Guidelines address the design, quality and efficiency of transit service. These Service Guidelines will achieve the following purposes:

1. Ensure that an acceptable level of service quality is provided to customers on all transit services;
2. Provide a consistent and fair basis for evaluating proposed changes to existing transit services and for considering new transit services; and
3. Balance improving the level of transit services with the need to use transit resources efficiently.

The Service Guidelines focus on the service goals outlined in **Table 6-1**. The Guidelines are applicable to both fixed route and demand response services, unless otherwise noted.

Table 6-1: Service Goals

Service Goal	Achievement Method
Simple	Services should be easy for customers to understand, ensuring consistency and ease of use across the system.
Comprehensive	Transit service should be available within a short walking distance for most residents. Transit services should provide convenient access to major destinations in the service area.
Convenient	Transit service should be available from early in the morning until the evening at least five days a week, especially on routes serving major destinations, or in high density neighborhoods. Transfers, if necessary, should be quick and convenient.
Comfortable	While riding on transit vehicles, customers should be provided with adequate space for a comfortable ride and should not have to stand for long periods of time.
Reliable	Services should be designed to ensure on time performance, avoiding being early and minimizing running late.
Efficient	Transit service should be reasonably cost-efficient by providing appropriate levels of service for the level of customer demand. This ensures that the overall transit system can provide the most effective service within the available financial resources.

To achieve these goals, the following specific guidelines are proposed for each service characteristic. These guidelines should be applied evenly across the service area to ensure equitable service provision for all neighborhoods.

Route Coverage

Route coverage refers to the availability of service within the geographic service area. The guideline for route coverage is often related to population density. High density areas will have bus routes spaced closer together than low density regions. A density of four residential units per acre is generally considered the minimum density required for fixed route service. For paratransit service, the Americans with Disability Act (ADA) regulations require the provision of complementary paratransit service within three-fourths mile of existing fixed route bus service.

Various types of transit service may be provided to meet the needs of the riding public. The type of transit service provided is related to ridership levels as well as the ability of customers to utilize the service. Demand response systems are at the low end of the ridership scale. When ridership on a demand response system grows to such an extent that it exceeds capacity and no longer functions efficiently, a transit provider may transition to a Point Deviation or Route Deviation style of service.

Under Point Deviation the vehicle does not follow a fixed route because the path is determined based on the origins and destinations of the passengers. Passengers can use the service by traveling between mandatory time points on the schedule or by advising the bus operator when they board

that they want to access a destination that is not a scheduled time point. Passengers who want to be picked up at a location that is not a scheduled time point may call the transit system and request a pickup.

Route Deviation is much like conventional fixed route service except that the bus may deviate off of the fixed route to serve designated points up to three-fourths mile from the fixed route.[3] The bus then returns to the same location along the fixed route as it left. It is common to implement either Point Deviation or Route Deviation service when transitioning between demand response service and traditional fixed route service.

In the SIMPO region, only the Saluki Express presently operates conventional fixed route service. RIDES operates point deviation service in Marion, Herrin, Carterville and Carbondale. Significant public and stakeholder input during this study has stated a significant interest in "fixed route" service in Williamson County, as well as connecting Williamson and Jackson counties. Three existing RIDES point deviation services are recommended to be replaced by route deviation services (see **Sections 6.2** through **6.4**). This would continue to provide flexibility to those who now are offered door-to-door service, while offering service with a defined route and scheduled times at major stops.

Bus Stop Spacing

On fixed route services optimal bus stop spacing balances the desire to offer a short walking distance to stops with the desire to speed transit service by stopping the bus less often. On local routes, it is recommended that bus stops be spaced one-fourth mile (1,320 feet) apart, unless the locations of major transfer points or major traffic generators require closer stop spacing in specific locations.

Span of Service

Span of Service refers to time periods during which service is provided on each day of the week. Span of service is often adopted as a minimum policy standard for all routes in the system, while individual routes may exceed the minimum based on ridership. For paratransit service, the Americans with Disabilities Act (ADA) regulations require that complementary ADA service is provided during the same hours and days as the fixed route service.

Hours of transit service should serve the majority of residents traveling to school, work and other purposes. The minimum recommended span of service on weekdays is between the hours of 7 a.m. through 5 p.m. Some routes with very low levels of demand during the midday may only provide service during the peak periods. Service during the evening hours and on weekends is provided on routes with a demonstrated need based on ridership.

A determination on whether the Span of Service should be expanded or reduced is based on ridership counts. As a general rule, if the number of riders on the first or last trip of the day is higher than the one or two adjacent trips, then additional service is warranted. Conversely, if the first and last trips have consistently low ridership, then elimination of that trip is usually justified.

Table 6-2 shows 15 riders per vehicle hour as the minimum cut off for fixed route service. If ridership is during a time period below that level, the route should be considered for shortening hours of

[3] This three-quarter mile limit is the maximum recommended deviation. The operator may determine that a smaller maximum deviation is necessary to operate efficiently and/or minimize inconvenience to other riders.

service and/or restructuring. As a point of comparison, the average ridership per vehicle hour on all but one Saluki Express route exceeds this threshold, varying from 17.02 riders/hour to 45.86 riders/hour. See **Existing Conditions Report**, **Table 7-5**.

For transit agencies that do not offer service on the weekend, adding Saturday and/or Sunday service to the span of service requires assignment of office, maintenance and supervisory staff in addition to the bus operators. Provision of fixed route Saturday or Sunday service will also expand provision of complementary ADA paratransit service to those days and hours where fixed route service is expanded. This entails significant financial resources. When making the decision to expand service on Sundays, note that ridership and revenue from Sunday service may be less than 50 percent of Saturday service on the same route. Ridership and revenue on Saturdays typically is slightly less than weekday ridership and revenue.

Service Frequency

The frequency guideline establishes the scheduled interval between scheduled bus arrivals. The interval is determined by ridership levels. More riders per hour on a given route justify more frequent service. Paratransit service requires advance reservations, and therefore the frequency standard does not apply to this type of service.

Service frequency is a function of ridership and vehicle capacity. A common maximum service frequency guideline is 60 minutes for fixed route service. More frequent service should be provided during the peak hours or when ridership is sufficient to warrant more frequent service. **Table 6-2** provides a guideline for the relationship between riders/hour and scheduled service intervals for fixed route service.

Table 6-2: Service Frequency Guideline

Riders per Vehicle Hour	Frequency (in minutes)	Riders per Bus per Vehicle Hour
< 15	No fixed route service	
15 – 40	60	15 - 40
41 – 70	30	21 - 35
71 – 100	20	24 - 33
101 – 140	15	25 - 35
These guidelines are applicable either as averages during the entire AM/PM Peak Period, midday, or evening on a given route. For Saturday or Sunday service, they are applicable for any period of four to six hours with relatively consistent ridership levels.		

Service frequency is also a function of vehicle size. When ridership at peak loading points exceeds vehicle capacity, then one of two steps must be taken. The most cost efficient step is to assign higher capacity vehicles. If that is not an option, the number of buses serving the route must increase, improving frequency. Conversely, as ridership on a route declines, the number of vehicles required on the route, and therefore, the frequency, declines.

Vehicle Load

Vehicle Load refers to the maximum number of passengers scheduled on a bus at the route's busiest location. It is closely related to Service Frequency guidelines. This guideline is often related to the

number of seats available and is expressed as the ratio of passengers to seats. The maximum scheduled vehicle load should not exceed the vehicle manufacturers' recommended capacity for passengers seated and standing. Higher capacity vehicles should be assigned to those routes with the highest passenger demand, and lower capacity vehicles to routes with low demand. The maximum load factor for paratransit service is 1.0, and standees are not permitted.

On Time Performance

Service reliability is essential to retain and attract transit customers. On time performance is one of the best indicators of service reliability. Typically, on time performance is defined as the vehicle arriving within a certain number of minutes of the scheduled time.

Fixed route service is considered on time if the bus arrives not more than one minute early or more than five minutes late at established time points when compared to scheduled arrival times. Demand Response service is considered on time if the vehicle arrives within 30 minutes before or after the scheduled trip time. The On Time Performance Guideline is to provide on time service 90% of the time. Monitoring on time performance occurs on an occasional sampling basis, or in response to specific requests/customer input.

Transit Amenities Distribution

Transit Amenities include passenger shelters, benches and bicycle racks. These amenities are distributed based on passenger volume and activity. Placement of amenities may be influenced by physical space requirements, safety concerns or pedestrian infrastructure.

The Transit Amenities Distribution Guideline for each amenity is as follows:

- Provision of a passenger shelter requires a minimum daily boarding of 30 passengers and adequate space in the right of way.
- Benches are provided at locations with minimum daily boardings of 30 passengers and adequate space in the right of way. Benches may also be provided upon request, and when resources are available, at bus stops serving medical facilities and trip generators patronized primarily by senior citizens.
- The location of bicycle racks is evaluated on a case by case basis.

Public Participation

Public participation is an important component in the provision of service. Public participation ensures that service continues to meet the needs and expectations of its customers. Public participation includes direct, unsolicited feedback from customers, as well as outreach to individuals and groups to elicit comments on proposed adjustments. Certain population groups require special effort to obtain their input. These include low income groups, those with Limited English Proficiency (LEP) and minority populations. An inclusive public involvement plan is required to comply with the Department of Transportation Title VI regulations.[4]

[4] FTA's guidance on Title VI compliance is available at https://www.transit.dot.gov/regulations-and-guidance/fta-circulars/title-vi-requirements-and-guidelines-federal-transit

An ongoing, regular dialogue with residents, businesses and elected officials should be the goal of any public participation process. In addition to on-going communication, more formal and specific outreach efforts are suggested when major changes to service or fares are contemplated. The following circumstances are suggested definitions for major changes in fares, facilities or service.[5]

- Route changes that affect more than 25 percent of any route or service's passengers, route miles or vehicle miles;
- Service changes that require new facilities and/or capital expenditures at a cost that requires city council approval;
- A fare increase of 10 percent or more on any fare type or media.

For major service changes or fare increases as defined above, a public meeting to present the proposed change(s) and obtain public comments is recommended. Schedule the public meeting at a time and place accessible and convenient for the general public to attend. Notify the public of the meeting at least 30 calendar days prior to the meeting through local media. Place notices on transit vehicles and on appropriate webpages. Social media is also a tool to disseminate service change information and seek public input. A formal record of the public involvement should be prepared for consideration prior to making a decision on the final recommendation.

7. STIC Funding Analysis

7.1 Analysis of Potential for STIC Funding in SIMPO Region

One of the goals of the SIMPO Transit Study is to ascertain if the SIMPO urbanized area qualifies for Small Transit Intensive Cities (STIC) Funding. The STIC program was initiated with SAFETEA-LU's passage in 2005. The program was initially funded at one percent of the Section 5307 urbanized area formula grant program. MAP-21 increased the set-aside to 1.5 percent beginning in 2013. The Fixing America's Surface Transportation Act (FAST) continues this funding percentage through 2018. In FY 2019 and 2020, the percentage to support the STIC program increases to two percent of the 5307 urbanized area formula grant program.

The STIC program is a performance-based funding program for small urban transit systems with higher levels of service and/or ridership. STIC funds are distributed to small urbanized areas, defined as those with populations under 200,000. To qualify for the funds, small transit providers must exceed the average performance of mid-sized transit providers, (serving area with populations between 200,000 and 999,999), in one or more of these six performance measures:

- Passenger miles traveled per vehicle revenue mile,
- Passenger miles traveled per vehicle revenue hour,
- Vehicle revenue miles per capita,
- Vehicle revenue hours per capita,
- Passenger miles traveled per capita, and
- Passengers per capita.

[5] FTA's Title IV guidelines specify these as requirements for fixed-route systems operating at least 50 buses and serving areas over 200,000 in population. For SIMPO, these are recommended as best practices, which may be modified to address specific circumstances.

These performance measures are calculated from the National Transit Database (NTD). FTA grant recipients receiving funds from the Urbanized Area Formula (5307) or Rural Formula (5311) programs are required to provide data annually to NTD. Grant recipients provide data on service provided, service consumed, transit employees, safety, funding sources, equipment and facilities. Data provided includes all modes for each operator. For the SIMPO region, this means that data from both fixed route and demand response service is included. Transit providers that operate fewer than 30 vehicles are not required to report on all data categories.

STIC funding levels are based on the most recent NTD data available. There is a time lag between reporting to NTD and availability of STIC funds. Service providers reporting to NTD in Reporting Year 2017 will compete for FY2019 STIC funds. Only service providers that provide data to NTD on the specific categories required to calculate the six performance measures are eligible to compete for STIC funding.

In order for SIMPO to compete for STIC funding, operators within the SIMPO area must complete NTD data reporting on Vehicle Revenue Miles, Vehicle Revenue Hours, Passenger Miles and Unlinked Passenger Trips. Furthermore, this data must be broken down by Urbanized Area (UZA) and non-UZA service areas. Due to the time lag associated with STIC funding, reporting this data to NTD should begin as soon as possible. For the Saluki Express to report to NTD, the area could consider a partnership arrangement between Southern Illinois University (SIU) and at least one of the current funding recipients, (SIMPO, RIDES, or JCMTD), to fund and operate the Saluki Express.

An initial assessment based on FY2016 funding apportionments, NTD data and general assumptions for missing data, indicates that the SIMPO area may qualify for STIC funds under two of the performance measures as shown in **Table 7-1**. The consultant team estimated measures for JCMTD based on data from the **Existing Conditions Report** and 2015 NTD data on vehicle revenue miles and hours. Note that the JCMTD data is for the entire county and not just the urbanized area, which may over- or under-estimate urbanized area performance.

Table 7-1: Table of Estimated FY2017 STIC Apportionment for SIMPO Area

Transit Agency	Passenger Miles per Vehicle Revenue Mile	Passenger Miles per Vehicle Revenue Hr	Vehicle Revenue Mile per Capita	Vehicle Revenue Hour per Capita	Passenger Miles per Capita	Passenger Trips per Capita
Mid-Sized Average	6.3	106.0	11.1	0.7	84.2	12.9
RIDES	4.2	61.8	8.0	0.5	33.6	2.1
JCMTD	1.4	21.9	4.3	0.3	6.1	0.8
Combined	3.2	48.3	**12.3**	**0.8**	39.7	2.9

The average performance of mid-sized transit providers is highlighted in yellow. Small urbanized areas must exceed the mid-sized average to qualify for STIC funding. The table shows that the combined measures of RIDES and JCMTD exceed the average for two factors: Vehicle Revenue Mile per Capita and Vehicle Revenue Hour per Capita, shown in bold type. If the SIMPO area transit providers had qualified for STIC funds in FY2016, they would have received approximately $375,000,

(if estimates for JCMTD performance are correct). For each mid-sized average that SIMPO exceeds, STIC provides approximately $187,500 in funding under current assumptions.[6]

The Federal Transit Administration, (FTA), calculates the performance measures for all urbanized areas reporting to NTD. The performance of individual transit providers varies each year, as does the average performance of mid-sized providers. Thus, appropriations from STIC funding may also vary from year to year. Once FTA has calculated the performance measures for all urbanized areas, it compares the performance of urbanized areas under 200,000 in population to the average performance of mid-sized providers. The results are published in the Federal Register as Table 6 of the Fiscal Year Apportionments, https://www.transit.dot.gov/funding/apportionments.

Because the appropriation of STIC funding is based on performance information that FTA collects through NTD, there is no application process for the STIC funding program. STIC funds are allocated to eligible recipients along with other Section 5307 funds. The current apportionment for FY 2017 (available at the referenced location) shows that the SIMPO region satisfied none of the six STIC criteria, and did not receive a STIC apportionment.

A significant factor in the SIMPO region not receiving any STIC funding currently is that JCMTD is a "reduced reporting" system. This is a reporting category for NTD data which allows smaller systems to not report certain data categories. One of these is passenger miles. Since JCMTD does not report passenger miles, the analysis of STIC criteria for the SIMPO region reflects only data submitted by RIDES. JCMTD will need to report passenger miles within the urbanized area for its data to be considered with RIDES for allocation of STIC funding. See **Section 7.2** for further discussion. SIMPO should coordinate with FTA Region V to identify the data reporting requirements for JCMTD's NTD data to be included with RIDES for STIC funding consideration.

If the Saluki Express services were incorporated under the umbrella of an eligible recipient such as RIDES, JCMTD or SIMPO, then the amount of STIC funding for the area could increase. The Saluki Express experiences relatively high ridership and inclusion of this data in NTD could increase the number of performance measures exceeding the mid-sized average. Without knowing certain data (passenger miles on the Saluki Express in particular), predictions on the three providers' combined performance are only estimates. However, reported ridership on the Saluki Express is promising. With an assumption of increasing ridership by 2018, and assuming an average trip length on Saluki Express of three and one-half miles, two factors in addition to the two shown in **Table 7-1**, could exceed the mid-sized average as shown in **Table 7-2**. The four factors that the SIMPO area may exceed are shown in **bold** type and include Vehicle Revenue Mile per Capita, Vehicle Revenue Hour per Capita, Passenger Miles per Capita and Passenger Trips per Capita.

[6] Note that the amount of STIC funding is fixed, so that the funding available for each factor goes down with each additional factor that exceeds the average. For example, the FY2016 STIC funding totaled $65,543,419. The number of factors from all eligible transit providers exceeding the mid-sized average was 346, resulting in $189,432 for each factor. If the number of factors exceeding the average had been 350, then the amount of funding available for each factor would have been reduced to $187,267.

Table 7-2: Table of Estimated FY2020 STIC Apportionment for SIMPO Area

Transit Agency	Passenger Miles per Vehicle Revenue Mile	Passenger Miles per Vehicle Revenue Hr	Vehicle Revenue Mile per Capita	Vehicle Revenue Hour per Capita	Passenger Miles per Capita	Passenger Trips per Capita
Mid-Sized Average	6.3	106.0	11.1	0.7	84.2	12.9
RIDES	5.5	80.4	8.0	0.5	43.6	2.7
JCMTD	1.8	28.5	4.3	0.3	7.9	1.0
Saluki	8.3	114.2	4.0	0.3	32.8	9.4
Combined	5.2	76.1	**16.3**	**1.1**	**84.4**	**13.1**

Note that FY2020 apportionments will be based on data entered into NTD for the 2018 reporting year. The table above assumes that both JCMTD and Saluki Express are reporting to NTD in all required categories in 2018. The FAST Act reauthorized surface transportation programs through FY2020. It is reasonable to expect that STIC funding will continue under a new authorization bill, but projections beyond FY2020 are premature at this time.

7.2 Recommended Staffing – JCMTD

JCMTD and RIDES use the same dispatching software (CTS Tripmaster). This software is capable of generating all reports needed to provide appropriate NTD data to support allocation of STIC funding for the SIMPO region. The current JCMTD management is addressing legacy issues related to effective management practices at JCMTD. One of the areas where more effective management practices would have a significant return on investment is for JCMTD to add staff with the appropriate technical skills to fully use Tripmaster's reporting capabilities.

When properly used, Tripmaster can provide vehicle miles, vehicle hours, passengers and passenger miles. Further, it can allocate these to JCMTD's urban and non-urban operations. Making better use of Tripmaster's reporting capabilities also may assist in other additional reporting requirements which JCMTD must undertake.

7.3 Additional Data – Saluki Express

As already was noted in **Section 7.1** regarding JCMTD, SIMPO should coordinate with FTA Region V to identify the data reporting requirements for Saluki Express service if it is provided under a partner agency in the region. If RIDES is that partnering agency, its existing NTD data reporting system can reflect the contribution of Saluki Express service.

Saluki Express operations will need to begin reporting passenger-mile data for STIC funding to be possible. FTA has published technical guidance on how passenger-mile data may be determined with appropriate statistical confidence. This guidance is available at https://www.transit.dot.gov/ntd/ntd-sampling-manual. The manual provides several sampling plans, specifying the number of trips which must be surveyed either on a quarterly, monthly or weekly basis. Surveyors take on-off counts on selected trips, which allow an average passenger trip length to be determined. This average trip length can be applied to total boardings (which is known) to calculate passenger miles.

8. Overall Funding Projections

8.1 Overview of Funding Sources

Transit agencies use a variety of sources to support their operating and capital needs. These include funding programs of the federal government, state programs and local support; as well as funding from fares, advertising, and private subsidies. The largest source of funds for most transit agencies are federal funds made available through the Fixing America's Surface Transportation (FAST) Act, signed into law in December 2015.

This section provides information on the various funding resources available to transit providers operating in the SIMPO area. It includes information on federal, state and local funding programs.

Federal Funding Sources

The FAST Act authorizes transit funding programs for five years (FY16-FY20), through September 30, 2020. The Federal Transit Administration (FTA) administers this funding through its grant programs. FTA grants are either formula grants or discretionary grants. Formula grants are allocated to recipients based on a predetermined formula, considering factors such as population, land area, elderly population and other demographic characteristics. Discretionary grants are distributed based on a competitive process. Each FTA financial assistance program is referred to by name and by a number that correlates to the section number of Title 49 of the United States Code. For example, the Urbanized Area Formula Program is Section 5307.

There are four federal funding programs that transit providers in the SIMPO area may utilize:[7]

- Urbanized Area Formula Grants – Section 5307
- Enhanced Mobility of Seniors & Individuals with Disabilities - Section 5310
- Formula Grants for Rural Areas – Section 5311
- Buses and Bus Facilities Grants Program – Section 5339

A summary of each of these programs is presented below. The SIMPO area will likely receive the bulk of its transit funding from the 5307 and 5310 programs. The other programs are included in this discussion as they may be additional funding sources that JCMTD and RIDES may utilize.

Urbanized Area Formula Grants – Section 5307

The Urbanized Area Formula Funding program makes federal resources available to urbanized areas and to governors for transportation-related planning, transit capital, and transit operating assistance. Eligible recipients are public bodies with the legal authority to receive and dispense Federal funds. The Governor or Governor's designee is the designated recipient for urbanized areas with a population of between 50,000 and 200,000.

Eligible activities include planning, engineering, design and evaluation of transit projects and other technical transportation-related studies; capital investments in bus and bus-related activities such as replacement of buses, overhaul of buses, rebuilding of buses, crime prevention and security

[7] Federal Transit Administration, U.S. Department of Transportation. Grant Programs. http://www.transit.dot.gov/grants. Accessed Feb. 14, 2017.

equipment and construction of maintenance and passenger facilities. All preventive maintenance and some Americans with Disabilities Act complementary paratransit service costs are considered capital costs. For urbanized areas with populations less than 200,000, operating assistance is an eligible expense.

The federal share of a project is not to exceed 80 percent of the net project cost for capital expenditures. The federal share may be 90 percent for the cost of vehicle-related equipment attributable to compliance with the Americans with Disabilities Act and the Clean Air Act. The federal share may not exceed 50 percent of the net project cost of operating assistance.

Funds are apportioned based on legislative formulas. For UZAs under 200,000 in population, the formula is based on population and population density. For areas with more than 200,000 in population, the formula is based on a combination of revenue vehicle miles, bus passenger miles and fixed guideway route miles, as well as population and population density.

The Small Transit Intensive Cities (STIC) program previously discussed in **Section 7.1** is a component of the 5307 grant program.

Enhanced Mobility of Seniors & Individuals with Disabilities - Section 5310

This program provides formula funding to states for the purpose of meeting the transportation needs of older adults and people with disabilities. Funds are apportioned based on each state's share of the population for these two groups. The program aims to improve mobility for seniors and individuals with disabilities by removing barriers to transportation service and expanding transportation mobility options.

The FAST Act created a discretionary pilot program within 5310 to assist in financing innovative projects for the transportation disadvantaged that improve the coordination of transportation services and non-emergency medical transportation (NEMT) services; such as the deployment of coordination technology, projects that create or increase access to the community, One-Call/One-Click Centers, etc. For this discretionary program Congress appropriated $3 million in 2017; $3.25 million in 2018; and $3.5 million in 2019. To receive notice regarding the upcoming program, visit: https://www.transit.dot.gov/ccam/about/initiatives.

Eligible recipients for 5310 funding are States and designated recipients. Eligible sub recipients include private nonprofit organizations, states or local government authorities, or operators of public transportation. The Illinois Department of Transportation (IDOT) annually solicits and receives 5310 funding applications for areas having less than 200,000 people. It evaluates these proposals using a performance-driven process, taking into account current services provided in the area, demonstrated demand and/or need for equipment, and the applicant's managerial and asset management ability. In Illinois, the 5310 funds are primarily used for the procurement of ADA-accessible paratransit vehicles to provide specialized transit services to seniors and/or people with disabilities who live in rural areas.

Eligible activities include capital or "traditional" 5310 projects such as buses and vans; wheelchair lifts, ramps, and securement devices; transit-related information technology systems; mobility management programs; and acquisition of transportation services under a contract, lease, or other arrangement. At least 55 percent of program funds must be used on these types of projects. The

remaining 45 percent is for other "nontraditional" projects such as travel training; volunteer driver programs; building accessible paths; improving signage, or way-finding technology; incremental cost of providing same day service or door-to-door service; purchasing vehicles to support new accessible taxi, ride sharing and/or vanpooling programs; and mobility management programs. Included in "nontraditional" projects are those eligible under the former Section 5317 New Freedom program.

The federal share of eligible capital costs may not exceed 80 percent, and for operating assistance the federal share may not exceed 50 percent. All 5310 funds are formula based. The funds are apportioned to each state based on the number of older adults and individuals with disabilities. The funds are allocated 60% to UZAs larger than 200,000 in population, 20% to UZA's with populations of 50,000-200,000, and 20% to rural areas. States can transfer allocations from rural or small UZA's to UZAs larger than 200,000 but may not transfer from large UZAs to small or rural areas.

Formula Grants for Rural Areas – Section 5311

The Formula Grants for Rural Areas program provides capital, planning and operating assistance to states to support public transportation in rural areas with populations of less than 50,000, where many residents often rely on public transit to reach their destinations. The program also provides funding for state and national training and technical assistance through the Rural Transportation Assistance Program. In Illinois 5311 funds are allocated based on the following three criteria:

- Non-urbanized population within the Applicant's area,
- Square miles of land within the Applicant's area, and
- Percentage of transportation disadvantaged people.

The criterion that prioritizes these awards would appear in the annual Notice of Funding Opportunity.

Eligible recipients include states and federally recognized Indian Tribes. Sub recipients may include state or local government authorities, nonprofit organizations, and operators of public transportation or intercity bus service.

Eligible activities include planning, capital, operating, job access and reverse commute projects, and the acquisition of public transportation services.

The federal share is 80 percent for capital projects, 50 percent for operating assistance and 80 percent for Americans with Disabilities Act (ADA) non-fixed route paratransit service. Funds are apportioned to states based on a formula that includes land area, population, revenue vehicle miles and low-income individuals in rural areas.

Each state must spend no less than 15 percent if its annual apportionment for the development and support of intercity bus transportation, unless it can certify, after consultation with intercity bus service providers, that the intercity bus needs of the state are being adequately met.

Buses and Bus Facilities Grants Program – Section 5339

The Grants for Buses and Bus Facilities program makes federal resources available to states and direct recipients to replace, rehabilitate and purchase buses and related equipment, and to construct bus-related facilities including technological changes or innovations to modify low or no emission

vehicles or facilities. Funding is provided through formula allocations and competitive grants. A sub-program, the Low- or No-Emission Vehicle Program, and a related program in Section 5312, Zero Emission Research Opportunity (ZERO)[8], provides competitive grants for bus and bus facility projects that support low and zero-emission vehicles.

Eligible recipients include direct recipients that operate fixed route bus service or that allocate funding to fixed route bus operators; state or local governmental entities; and federally recognized Indian tribes that operate fixed route bus service that are eligible to receive direct grants under 5307 and 5311.

An eligible recipient that receives a grant under the formula or discretionary programs may allocate amounts from the grant to sub recipients that are public agencies or private nonprofit organizations engaged in public transportation. Eligible applicants and recipients under the ZERO program are limited to nonprofit organizations leading a consortium of entities, which must include at least one provider of public transportation.

Eligible activities include capital projects to replace, rehabilitate and purchase buses, vans, and related equipment, and to construct bus-related facilities, including technological changes or innovations to modify low or no emission vehicles or facilities. The federal share of eligible capital costs is 80 percent of the net capital project cost.

The Federal share is up to 80 percent of the net project cost. The formula funds are allocated in two ways. A national distribution, in which each state receives $1.75 million per year, and an apportionment based on the population and service factors used by the 5307 program. In addition, there are two discretionary components of the program, which are competitively awarded. These are a bus/bus facilities program based on asset age and condition, and a low or no emissions bus program.

State Funding Sources

Transit agency funding from the state flows through the Illinois Department of Transportation (IDOT). IDOT provides technical assistance and financial resources to public transportation providers in order to provide mobility options benefiting the local community and ultimately the state as a whole. Certain federal programs previously described are administered by the State and are also discussed in this section. All applicants for state programs that involve federal funds apply through the Grant Accountability and Transparency Act (GATA) process. The purpose of this process is to ensure uniform administrative requirements, cost principles and audit requirements for State and federal pass-through awards to non-federal agencies.

Downstate Operating Assistance Program (DOAP)[9]

The Downstate Public Transportation Act, referred to as the Downstate Operating Assistance Program (DOAP), was established by the Illinois General Assembly to provide operating funds to

[8] Federal Transit Administration, U.S. Department of Transportation. Zero Emission Research Opportunity. https://www.transit.dot.gov/zero-emission-research-opportunity-zero. Accessed February 15, 2017.

[9] Illinois Department of Transportation, Public Transportation Providers, Operating. http://www.idot.illinois.gov/transportation-system/local-transportation-partners/public-transportation-providers/index. Accessed April 7, 2017.

assist in the development and operation of public transportation services outside of the Chicago metropolitan area. Currently, DOAP pays up to 65% of eligible expenses, and each eligible participant receives an annual appropriation from the general assembly. The program is administered by IDOT's Division of Public and Intermodal Transportation (DPIT), which is responsible for reviewing grant applications, executing grant agreements, paying requisitions, monitoring the eligibility of incurred expenses by the participants and ensuring grantee compliance with federal and state program regulations.

Federal Operating Assistance Program (Section 5311)[10]

IDOT is empowered to receive federal 5311 funds and make operating assistance grants to eligible participants for general public transportation service in rural and small urban areas (population <50,000). The program is administered by IDOT's DPIT who is responsible for applying for and receiving the federal funds, reviewing grant applications, executing grant agreements, paying requisitions, monitoring the eligibility of incurred expenses by the participants and ensuring grantee compliance with federal and state program regulations.

Capital Assistance Program[11]

IDOT provides funds to local transit providers for a variety of capital projects including land acquisition, design, facility construction and the purchase of rolling stock, ITS software and hardware and office and maintenance equipment. Funding sources are through an array of federal and state initiatives. The program is administered by DPIT.

Paratransit Vehicles[12]

This program disburses funds from the Federal Section 5310 and Consolidated Vehicle Procurement (CVP) programs. Funds from this program are used to purchase small buses and vans, that are American Disabilities Act (ADA) compliant and lift or ramp equipped, for agencies that serve the transportation needs of the elderly and individuals with disabilities through IDOT's Consolidated Vehicle Procurement Program (CVP). The program is administered by DPIT who is responsible for applying for and receiving the federal funds, reviewing grant applications, executing grant agreements, ensuring grantee compliance with federal and state program regulations, developing vehicle specifications, procurement of the vehicles and paying vendor requisitions.

Illinois Transportation Enhancement Program (ITEP)[13]

ITEP replaces the Transportation Alternatives Program (TAP) implemented with MAP-21. ITEP provides funding for community based projects that expand travel choices and enhance the transportation experience by improving the cultural, historic, aesthetic and environmental aspects of our transportation infrastructure. ITEP is designed to promote and develop alternative transportation

[10] Ibid.
[11] Illinois Department of Transportation, Public Transportation Providers, Capital. http://www.idot.illinois.gov/transportation-system/local-transportation-partners/public-transportation-providers/index Accessed April 7, 2017.
[12] Ibid.
[13] Illinois Department of Transportation, Illinois Transportation Enhancement Program (ITEP). http://www.idot.illinois.gov/transportation-system/local-transportation-partners/county-engineers-and-local-public-agencies/funding-opportunities/ITEP . Accessed April 7, 2017.

options, including bike and pedestrian travel, along with streetscape beautification. ITEP funds are provided by a set-aside of Surface Transportation Block Grant program funding authorized under the FAST Act. The federal funds are awarded competitively by the state, and projects must be related to surface transportation. Any local or state government with taxing authority is eligible to apply. In addition, the FAST Act allows nonprofit entities responsible for the administration of local transportation safety programs to apply. Local matching funds (generally 20 percent) are required. ITEP has a two-year cycle with the next call for project applications to be submitted between October 2, 2017 and December 1, 2017.

Southern Illinois Economic Development Initiative[14]

Established in 2000 by Congress, the Delta Regional Authority (DRA) makes strategic investments of federal appropriations into the physical and human infrastructure of Delta communities. These investments help to improve transportation and basic public infrastructure and to strengthen workforce development and local business environments. The Delta Regional Authority is an eight-state Federal Agency. It partners with the State of Illinois to enhance economic development activities in Illinois' 16 southernmost counties: Alexander, Franklin, Gallatin, Hamilton, Hardin, Jackson, Johnson, Massac, Perry, Pulaski, Randolph, Saline, Union, White and Williamson. Grants, tied to local investments and contributions, work to improve transportation and basic public infrastructure. At least 75% of grants must be invested in economically-distressed counties.

All projects are developed in coordination with the appropriate Local Development District (LDD), which in this area is the Greater Egypt Regional Planning and Development Commission. Grants are annually offered on a competitive basis, and are reviewed by the Department of Commerce. Grants generally range from tens of thousands up to $250,000. Emergency funds are also available for projects that cannot await completion of the “normal” annual award cycle.

Downstate Transit Improvement Fund Program[15]

This program provides state funding to participants of the Downstate Public Transportation Fund (DPTF) for competitive capital grants for projects, purchases or purposes required for the provision of public transportation in the eligible participants' service areas. Eligible capital projects must meet the following criteria:

1. Funds shall be used for the provision of public transportation,
2. Project is identified in IDOT’s annual Capital Needs Assessment,
3. Project is identified in the project region’s comprehensive, long-range or short-range planning documents and
4. Project meets the IDOT Capital Grant Manual’s guidelines.

Eligible recipients of this funding are government organizations. These funds may be used as 100% funding or used as match for other state and federal funding.

[14] Illinois Department of Commerce & Economic Opportunity, Southern Illinois Economic Development Initiative. https://www.illinois.gov/dceo/ServicesGuide/SitePages/ShowOpportunity.aspx?qID=148284 Accessed May 16, 2017.

[15] Transit Downstate Improvement Fund. https://govappsqa.illinois.gov/gata/csfa/Program.aspx?csfa=1284. Accessed April 7, 2017.

Note that this and other state programs may change over time. On March 27, 2015, the State of Illinois enacted legislation that closed gaps in the state budget for FY2015 by sweeping $1.3 billion from various special funds and applying a 2.25 percent reduction in appropriations to line items funded by General Funds. Included in the special fund sweeps were several accounts important to transportation programs, including $250 million from the Road Fund, $70 million from the Downstate Transit Improvement Fund, $50 million from the State Construction Account Fund, $50 million from the Motor Fuel Tax Fund and $10 million from the Grade Crossing Protection Fund.

Local Funding Sources[16]

The following funding sources are possible resources for SIMPO transit providers. The FY2016 NTD report indicates that RIDES local funding sources include fares, advertising and the general fund. JCMTD local funding includes fares, donations and contract revenue.

Fares

All income received directly from passengers (paid either in cash or through pre-paid tickets and passes) are considered fares. It includes donations from those passengers who donate money on the vehicle. It includes the reduced fares paid by passengers in a user-side subsidy arrangement.

General Revenue

The terms “general revenues” and “general funds” refer to revenues combined from any number of local and regional sources, including those described below. General funds serve as a resource to support any and all public purposes. Frequently, general funds are committed to support public transportation on an annual or biennial basis in amounts that can vary from budget cycle to budget cycle depending on local budget priorities. The sometimes uneven flow of general funds to transit on annual or biennial budget cycles is contrasted with the more predictable and reliable flow of revenues from sources such as those listed below.

Sales Taxes

Sales taxes are the most widely used source of dedicated local and regional funding for transit. Generally, sales taxes provide the greatest yield and stability as well as being among the most broadly acceptable sources of funding for public transportation. State funding for public transportation frequently relies on this source: all but five states have state sales taxes with rates ranging from 4 to 7.25 percent. At the local and regional level, additional sales taxes enacted for transit typically range from 0.25 to 1 percent. Some sales taxes are perpetual; others require reenactment or extension through periodic popular votes. Sales taxes typically exempt various combinations of food, clothing and prescription drugs or apply lower rates to selected goods and services. “Use tax” is a term that describes the equivalent of a sales tax that is applied to items that may not typically be covered by sales taxes, including lease or rental transactions and items purchased outside the taxing jurisdiction. “Excise taxes” also represent a type of sales tax, usually applied separately or in combination with sales taxes on specific goods or services. Excise taxes may be charged as a percentage of the price or as a fixed dollar amount per transaction.

[16] Stanley, Robert. “TCRP Report 129 Local and Regional Funding Mechanisms for Public Transportation”. The National Academies of Sciences, Engineering, and Medicine. Washington, DC. 2008

Property Taxes

Property taxes or ad valorem taxes on land and building value are generally the principal source of revenue for local governments and typically are unrestricted in their use. Portions of local property taxes are, however, also widely authorized for use by special districts and authorities, including transit authorities and school districts, and for other specific public functions like police and sanitation. Increases in property taxes are however a controversial issue in many communities. In Indiana most major cities have established a Public Transportation Corporation (PTC) to provide fixed route public transit services. PTCs enact a local property tax as a dedicated source of local funding. Revenues are generated by applying a tax or "mill rate" to the value of the property. So-called "fair market" values frequently are adjusted to determine the "assessed value" used as the basis for the mill rate. A mill is equivalent to 1/1,000 of a dollar.

Contract or Purchase-of-Service Revenues

Transit systems often provide transportation services in addition to their regularly scheduled services for which revenues are received based on agreed-upon levels of service and rates. Municipal government, individual businesses and industries, health and social service agencies, and educational institutions may purchase transit services. The rates charged may be calculated and applied on a per-hour basis, a per-vehicle basis, or per-trip basis. Charter bus regulations issued by the FTA may serve as a constraint on contract or purchase-of-service arrangements.

Advertising

Most transit agencies solicit and accept advertising on their vehicles, facilities (such as stations and shelters), and materials (such as tickets, schedules, and maps). Advertising serves as a source of earned income and provides a means to establish broader community partnerships as well as a means to capture and maintain interest and support for transit and other public services. Print and electronic media are in use, as are "sponsorship" programs that fund particular vehicles, services, or events. The majority of transit agencies contract with private media and advertising companies for management of their programs, but many advertising programs are managed by in-house staff in medium-sized and smaller systems. Revenues from advertising flow directly or indirectly to the operating agencies from single or multiyear advertising contracts and agreements as well as from time-limited and event-based arrangements. Limitations are often placed on advertising content as well as on the types of organizations from which advertising is accepted. Revenue from advertising is typically modest, from less than 1.0 percent to 3.0 percent of operating revenue.

Parking Fees

Parking fees are established to achieve multiple goals. These include revenue generation; traffic management; shifts in mode choice; and balance in accommodating residents', shoppers', and employees' access needs. Revenues typically go to parking and vehicle enforcement, roads, and general funds, but some communities have utilized these fees to support transit service. Transit agencies also receive parking revenues from surface lots and structured parking facilities that they own.

Utility Fees

Utility fees can encompass taxes on a wide range of public services and businesses, including telephone, sewer and water, electricity, gas and garbage utilities. Revenues are typically provided to a jurisdiction's general fund, as well as to public works facilities.

8.2 JCMTD and RIDES Funding Forecasts

The projections for operating funding levels through fiscal year 2019 for RIDES and JCMTD are shown in the tables below. These projections were provided by JCMTD and RIDES management. Federal funding programs are predictable and grow at modest rates for the next two years. Similarly, the state's Downstate Operating Assistance Program, (DOAP), is a predictable funding source for both agencies. For both agencies, the fiscal year begins on July 1 of the previous calendar year. For example, FY 2018 extends from July 1, 2017 to June 30, 2018.

The RIDES operating cost projection shown in **Table 8-1** includes DOAP funds at a 10% increase each year. This percent increase is allowed for providers who meet the maximum allowable funding level (65%) in the previous year. The RIDES projection assumes level fare revenue, and relatively flat revenues from local government. Negotiations are continuing to bring all three transit providers under the NTD reporting umbrella. The funding shown under RIDES Local Sources accommodates those plans. It is assumed that the Saluki Express service will continue at current service levels, subject to a review related to the proposed Service Guidelines and an overall analysis of the service.

Table 8-1: RIDES Projected Operating Costs (thousands)

RIDES Projected Operating Costs (thousands)

	Fiscal Years 2017	2018	2019
Federal Sources - Applied to Operating Costs			
Section 5307 - Urbanized Areas	$ 517	$ 525	$ 533
Section 5311 - Rural Areas	$ 1,656	$ 1,955	$ 1,955
5316, 5317,5310R2W	$ 173	$ 381	
State Sources - Applied to Operating Costs			
Downstate Operating Assistance Program	$ 8,911	$ 9,802	$ 10,783
Local Sources - Applied to Operating Costs			
Fares	$ 372	$ 372	$ 372
Advertising	$ 33	$ 20	$ 20
Local Government	$ 2,341	$ 2,115	$ 2,200
Other		$ 1,260	$ 1,260
TOTAL - Operating Funds	$ 14,003	$ 16,430	$ 17,123

The JCMTD operating cost projection shown in **Table 8-2** also includes an annual 10% increase in DOAP funding. The JCMTD projection assumes a 16 to 22 percent increase in fare revenue, and a six to seven percent increase in revenues from local government.

Table 8-2: JCMTD Projected Operating Costs (thousands)

JCMTD Projected Operating Costs (thousands)

	Fiscal Years 2017	2018	2019
Federal Sources - Applied to Operating Costs			
Section 5307 - Urbanized Areas	$ 310	$ 350	$ 380
Section 5311 - Rural Areas	$ 169	$ 169	$ 169
State Sources - Applied to Operating Costs			
Downstate Operating Assistance Program	$ 567	$ 623	$ 686
Local Sources - Applied to Operating Costs			
Fares	$ 36	$ 44	$ 51
Advertising			
Local Government	$ 151	$ 162	$ 172
Other	$ -	$ -	$ -
TOTAL - Operating Funds	$ 1,233	$ 1,348	$ 1,458

Capital costs are shown in the following two tables for RIDES and JCMTD respectively. JCMTD is projecting capital funds for Paratransit Vehicles through the Section 5310 and Consolidated Vehicle Procurement Programs. RIDES is anticipating capital funds from a variety of sources, all non-federal.

Table 8-3: RIDES Projected Capital Costs (thousands)

RIDES Projected Capital Costs (thousands)

	Fiscal Years 2017	2018	2019
Federal Sources - Applied to Capital Costs			
Section 5307 - Urbanized Areas			
Section 5311 - Rural Areas			
SGR, ARRA, Delta Regional			
State Sources - Applied to Capital Costs			
Capital Assistance Program	$ 182	$ 1,899	
Paratransit Vehicles (Section 5310 and Consolidated Vehicle Procurement Programs)	$ 174	$ 2,377	$ 3,597
Illinois Transportation Enhancement Program			
Downstate Transit Improvement Fund Program		$ 1,554	
Local Sources - Applied to Operating Costs			
Fares			
Advertising			
Local Government	$ 134	$ 50	$ 50
Other			
TOTAL - Capital Funds	$ 490	$ 5,880	$ 3,647

Table 8-4: JCMTD Projected Capital Costs (thousands)

JCMTD Projected Capital Costs (thousands)	Fiscal Years 2017	2018	2019
Federal Sources - Applied to Capital Costs			
Section 5307 - Urbanized Areas	$ -	$ -	$ -
Section 5311 - Rural Areas	$ -	$ -	$ -
State Sources - Applied to Capital Costs			
Capital Assistance Program			
Paratransit Vehicles (Section 5310 and Consolidated Vehicle Procurement Programs)		$ 60	$ 60
Illinois Transportation Enhancement Program			
Downstate Transit Improvement Fund Program			
Local Sources - Applied to Capital Costs			
Fares	$ -	$ -	$ -
Advertising	$ -	$ -	$ -
Local Government	$ -	$ -	$ -
Other	$ -	$ -	$ -
TOTAL - Capital Funds	$ -	$ 60	$ 60

8.3 Proposed Section 5307 Allocation Formula

This section addresses current and potential future methodologies for allocation of Section 5307 funding between RIDES and JCMTD. The process of splitting funding needs to be fair to both parties, and both providers need to operate their services as efficiently as possible so that the funding is used effectively and both providers contribute to the transit health of the urbanized area.

Section V.5 of the Federal Transit Administration (FTA) Circular 9030.1E dated January 16, 2014[17], states that;

> *In UZAs with more than one designated recipient or other recipients, FTA expects local officials, operating through the MPO, and designated recipients to determine the allocation of Section 5307 funds together.*

Historically, SIMPO along with RIDES and JCMTD has developed an allocation based on geographic area and population. This results in the current split of approximately 60 percent to RIDES and 40 percent to JCMTD. This sharing roughly reflects the statutory approach to allocation of Section 5307 funding to urban areas under 200,000 in population. For such areas, Section 5307 funding is allocated based upon population and population density; there are no service-related criteria.

JCMTD serves Jackson County and the City of Carbondale (population 25,902 in 2010 Census). RIDES serves the City of Marion (population 17,193 in 2010 Census), and also provides some service into Jackson County and the City of Carbondale. The current allocation reflects RIDES service to both cities

[17] Federal Transit Administration Circular FTA C 9030.1E. January 16,2014.
https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FINAL_FTA_circular9030.1E.pdf

(although its presence in Carbondale is minor compared to JCMTD's), while acknowledging that JCMTD is the primary provider in the more populated area of the region. In smaller urban areas, coverage (providing a basic level of transit service) is an important consideration. Services in high-volume corridors (which efficiency-related measures would emphasize) are of secondary importance.

FTA has discussed with SIMPO whether a more performance-based allocation may be appropriate for the area. However, this could be damaging to residents who rely on JCMTD, as JCMTD could lose a significant amount of funding due to perceived poor performance. JCMTD has discussed with Lochmueller Group that due to legacy issues, recent performance metrics do not reflect its actual performance. JCMTD is in the process of reviewing its operations and record-keeping processes to improve its record keeping. This issue also was addressed in staffing recommendations regarding JCMTD; see **Section 7.2**.

To continue delivering the same level of service to the urbanized area, Lochmueller Group recommends that SIMPO continue the current allocation of Section 5307 funds between the two providers. The current distribution method conforms to FTA guidelines in that it was determined based on discussions between SIMPO and the two transit providers. Further, it is premature to consider a distribution based on performance until JCMTD has updated its record-keeping processes. If at that time SIMPO, RIDES and JCMTD agree to a revised distribution, the meetings where these decisions are formalized should be appropriately documented for future reference. We believe that this approach will address any of FTA's current concerns about Section 5307 allocation. JCMTD's successful achievement of improving its record-keeping is a first step in that process.

The distribution of future STIC funds, if allocated, can be made on the basis of performance. Since the allocation of STIC funds is based on transit provider performance, the same performance measures used to qualify for STIC funds can be used in the distribution method. There are multiple options for distributing the STIC funds. Two potential approaches to apportioning this future funding are listed below.

1. To take into consideration the geographic service boundaries of each provider, begin by assigning a base percentage or "core" funding for each provider. For example, set aside a small percentage of the STIC funds and allocate those funds to RIDES and JCMTD based on geographic service area, similar to the current 5307 split. JCMTD's service is concentrated in Jackson County whereas RIDES provides service throughout the urbanized area. Providing "core" funding accounts for differences in average trip length and passenger miles between the two providers, which can be partially attributed to their geographic boundaries. (RIDES current average trip length is over twice that of JCMTD.) The remainder of STIC funding could then be allocated based on the metrics that qualified SIMPO for STIC funds. Using **Table 7-1** as an example with SIMPO qualifying for STIC based on its performance of two factors, divide the remainder of STIC funds into two fund "pots", one for each factor. Then apply the percentage that each service provider contributed to each factor to the respective fund "pot". In **Table 7-1** RIDES contributed 65 percent of the metric "Vehicle Revenue Mile per Capita" and would receive 65 percent of that pot of money. RIDES would receive 66 percent of the "Vehicle Revenue Hour per Capita" pot.
2. This method is essentially the same as method #1, except that base or "core" funding is not set aside to account for the geographic service boundaries. The STIC funds are divided into a number funding "pots" corresponding to the number of performance measures that

qualified SIMPO for the funds. Each funding "pot" is then allocated based on each provider's contribution to each performance factor.

SIMPO, JCMTD and RIDES must negotiate among themselves and determine the most appropriate allocation method for STIC funds. These negotiations should occur in formal meetings and their results documented for future reference.

9. General Guidance on TOD and Complete Streets

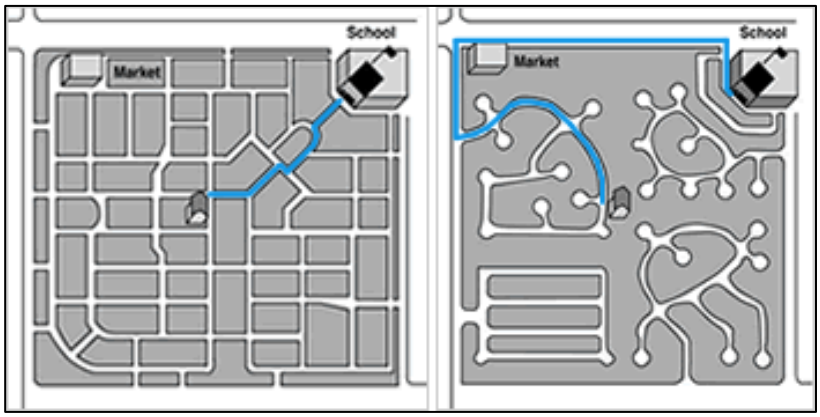
Transit-Oriented Development (TOD) and complete streets are complementary concepts to transit service. They are designed to increase accessibility to transit, maximize transit ridership and the return on transit investments and to reduce reliance on personal vehicles. Efficient and accessible transit becomes significantly more difficult to provide when it is forced to adapt to spread-out, automobile-oriented landscapes with wide roads, separated land uses and poor pedestrian infrastructure. TOD and complete streets re-orient land use policies and the transportation system around the transit investment to help ensure that it will be used to its full potential.

9.1 What is TOD?

TOD is a development pattern that maximizes the amount of residential, business and leisure space within walking distance of public transportation. TOD is usually, but not always, characterized by higher density development within one-quarter to one-half mile from a transit stop. TOD usually also has a mix of land uses, which can be located within close proximity to one another or integrated vertically into mixed-use buildings. This mix of land uses decreases the overall amount of public infrastructure and land needed to support development over comparable developments that are auto-oriented. TOD results in lower parking demands, fewer miles of roadway, water and sewer infrastructure and higher average property values.

TOD neighborhoods are generally characterized by higher levels of walkability because every trip will begin and end on foot. Smaller block sizes, wider sidewalks, streetscaping elements such as shade trees and benches are all typical design elements included in developments within close proximity of transit stops. These features increase the appeal of walking as well as decreasing the necessary average walk distances required to get from origin to destination when compared with typical neighborhood design. See **Figure 9-1**.

Figure 9-1: TOD Neighborhoods



TOD is also a way of addressing the so-called "last mile problem". The last mile problem is used in transportation planning to describe the movement of people from the transit stop to their final destination, whether it be home, work, recreation, etc. Not everyone's home, office or other areas where they spend their time will be located directly adjacent to a transit stop. TOD helps ease this problem by concentrating residences, offices and retail establishments within easy walking distance of transit stops to increase the amount of choices that are available for transit riders. People are more likely to use transit if their home and more importantly, their workplace, desired shopping or leisure area is located close to a transit stop because they will not have to worry about how to get from the transit station to their destination.

There are many benefits for individuals and the community that result from TOD. *Reconnecting America*, a national nonprofit that integrates transportation and community development assembled the following list[18] of benefits that can be anticipated as a result of TOD:

- Reduced household driving and thus lowered regional congestion, air pollution and greenhouse gas emissions,
- Walkable communities that accommodate more healthy and active lifestyles
- Increased transit ridership and fare revenue,
- Potential for added value created through increased and/or sustained property values where transit investments have occurred,
- Improved access to jobs and economic opportunity for low-income people and working families and
- Expanded mobility choices that reduce dependence on the automobile, reduce transportation costs and free up household income for other purposes.

Because of these benefits, municipalities and regions have a vested interest in fostering TOD around their transit investments. There are a number of ways in which municipalities can remove barriers to TOD and even incentivize it. The benefits that cities can provide to TOD can be broken down into the following categories:

- Zoning – Restrictive and single-use zoning districts can prohibit the type of mixed-use neighborhoods that are typically indicative of TOD. By either re-zoning areas within one-quarter or one-half of a mile around a transit stop to mixed-use, or adding a transit overlay district around transit stations, can remove zoning-related barriers to mixed uses. Establishing a form-based code[19] around transit stations is another option to increase the flexibility of what types of land uses can legally be constructed. By providing more options to developers, that land becomes more attractive and valuable.
- Parking – TOD developments, in particular mixed-use developments, will produce less demand for parking than traditional developments. In addition to more people using transit instead of a personal vehicle, mixed-use developments can share parking between the different uses that are at their peak demand at different times, rather than providing enough parking for each peak demand separately. Municipalities can reduce parking requirements

[18] Reconnecting America website. http://reconnectingamerica.org/what-we-do/what-is-tod/. Accessed June 14, 2017.

[19] A form-based code is a land development regulation that fosters predictable built results and a high-quality public realm by using physical form (rather than separation of uses) as the organizing principle for the code.

within a certain distance of transit stops, which lowers the costs to developers and makes those areas more attractive for private investment.

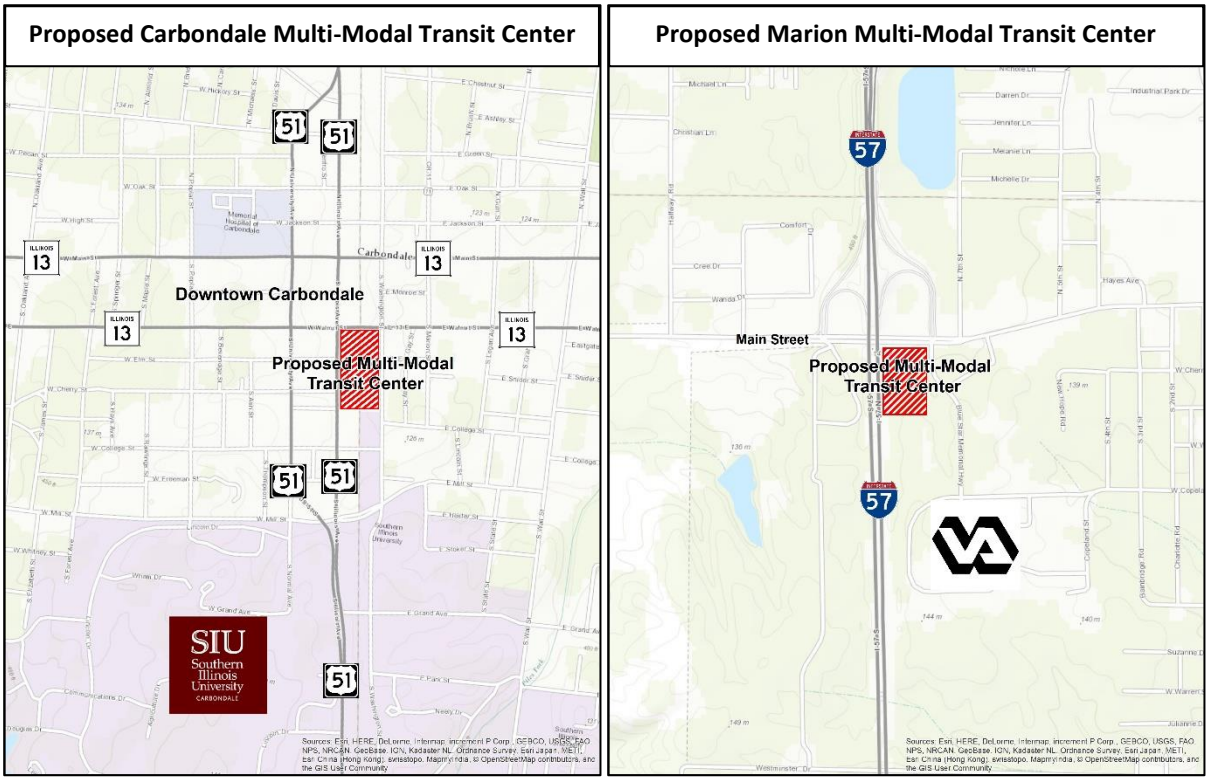
- Permitting – Another way municipalities can make development around transit infrastructure more appealing to private developers is to streamline the approvals and permitting process. Reduced application and permitting fees, limited architectural review and reduced greenspace requirements are common incentives provided to developers.

9.2 TOD in SIMPO

While TOD is typically centered on rail stations in larger urban areas, smaller versions of TOD can be implemented in the SIMPO region. TOD doesn't necessarily need to include multi-story, mixed-use buildings. Compact homes with small blocks and attractive connections to transit stops, or small retail stalls and single-story office buildings can all be appropriate TOD projects as long as they are convenient to transit users.

Logical first locations for TOD policies and incentives would be around the planned multi-modal transit centers in Carbondale and Marion. These locations will have the highest frequency of transit service, are located in areas with other services and employment centers nearby and connect to other regional and statewide transportation options such as Amtrak.

Figure 9-2: Proposed Carbondale and Marion Multi-Modal Transit Centers



The proximity to SIU and downtown Carbondale make the planned Carbondale multi-modal transfer center an ideal location for student- or young professional-oriented developments. The area would be optimal for the City to reduce parking requirements and loosen zoning regulations to encourage development and reduce the costs of private developers.

The planned Marion transfer center's location near the VA Hospital, a major regional employer, provides an incentive for developers to construct projects that would benefit both transit users as well as attract employees or families visiting the VA Hospital. This location would be ideal to include uses that are complimentary to the hospital such as medical offices, dining options and senior housing, which would all serve a dual benefit of increasing transit ridership and serving existing demands in the area.

9.3 What are Complete Streets?

The definition of complete streets can be very broad, and the term is used to define many types of transportation policies and projects. The definition provided by Smart Growth America has become the standard in the United States:

> *"Complete Streets are streets for everyone. They are designed to enable safe access for all users, including pedestrians, bicyclists, motorists, and transit riders of all ages and abilities. Complete Streets make it easy to cross the street, walk to shops, and bicycle to work. They allow buses to run on time and make it safer for people to walk to and from train stations."*[20]

Complete streets policies have become more and more prevalent over the last decade. As of October 2016, 44 municipalities (including Carbondale) in Illinois have adopted complete streets policies. IDOT also has adopted a statewide complete streets policy. Complete streets policies force municipalities and the State to consider all modes of transportation when planning transportation investments, not just automobiles. These policies reverse the decades-long trend of agencies prioritizing automobile speeds and efficiency above all else, many times at the expense of pedestrians, cyclists and transit users.

Complete streets policies encourage multi-modal infrastructure that is lacking on many roadways including:

- Wide, continuous sidewalks,
- Bicycle infrastructure such as bike lanes, shared lane striping and signage or trails,
- Frequently striped or signalized crosswalks,
- Transit amenities such as bus shelters, benches and signage,
- Slow speed limits, and
- Narrow traffic lanes and tight intersections.

While complete streets policies aim to increase the importance of alternative modes of transportation, they do not require that every mode of travel is treated equally on every corridor. Specialized corridors that prioritize pedestrians and bicycles may run parallel to a corridor that prioritizes trucks and cars, which runs parallel to a corridor that prioritizes buses. More importantly, complete streets typically strongly advocate for the development of connected networks for each mode of travel so that people have more choices on how they would like to get from one place to another and are able to do so safely, regardless of what mode they choose.

[20] Smart Growth America website. https://smartgrowthamerica.org/program/national-complete-streets-coalition/what-are-complete-streets/. Accessed June 14, 2017.

9.4 Complete Streets in SIMPO

Implementing complete streets, particularly around the proposed fixed-route transit lines, increases the attractiveness of riding the bus because people are able to easily and safely access the bus stops by foot or by bicycle. SIMPO could take the lead on adopting a complete streets policy for the region, as many other metropolitan planning organizations have done in recent years, where any project receiving federal funding would be required to evaluate the need and desire for alternate mode accommodations. This policy could dictate special accommodations in the vicinity of transit lines and stops to prioritize pedestrian and bicycle access projects.

Figure 9-3: Complete Streets Policies

SIMPO can also provide technical assistance to the municipalities within the MPO to adopt their own complete streets policies. As previously stated, Carbondale already has a complete streets policy which was adopted in 2015; however, SIMPO could assist Marion, Herrin, Murphysboro and Carterville in drafting their own policies which work best for the various contexts and levels of urbanism present in each jurisdiction. *Smart Growth America*, a national smart growth advocacy group, provides best practices for drafting complete streets policies along with an annual list of top complete streets policies[21] that municipalities could use as templates for their own policies. Complete streets policies in the separate jurisdictions could be combined with a TOD policy to encourage mixed-use and accessible developments near transit to maximize usage and fare box recovery.

[21] See https://smartgrowthamerica.org/announcing-best-complete-streets-policies-2016/.

10. Appendices

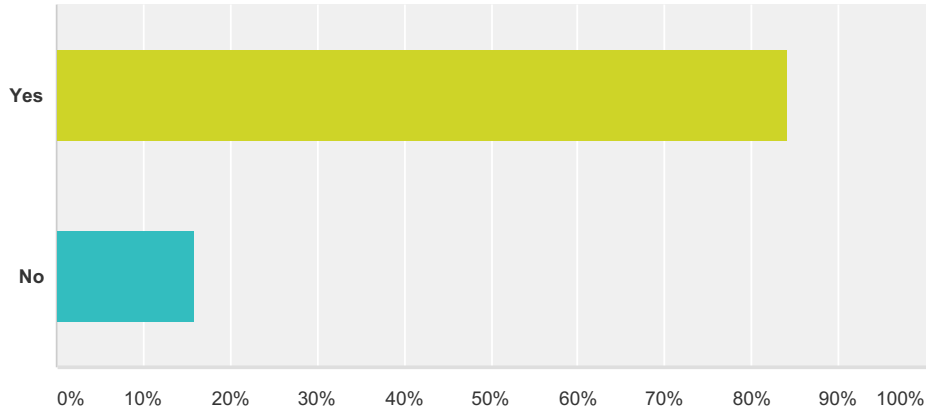
Appendix A – Online Survey Results

SIMPO Online Transit Survey: Question-by-Question Tabulations

The online survey directed respondents to answer some (but not all) of the questions in the survey depending upon their answer to the Question 1, “Do you currently, or have you ever used any of the three transit services in the area (JCMTD, RIDES, Saluki Express)?” There were 99 respondents who answered “Yes” (or did not reply) to Question 1. They were asked to reply to Questions 2 through 20. There were 18 respondents who answered “No” to Question 1. They were asked to reply to Questions 21 through 35.

Q1 Do you currently, or have you ever used any of the three transit services in the area (JCMTD, RIDES, Saluki Express)?

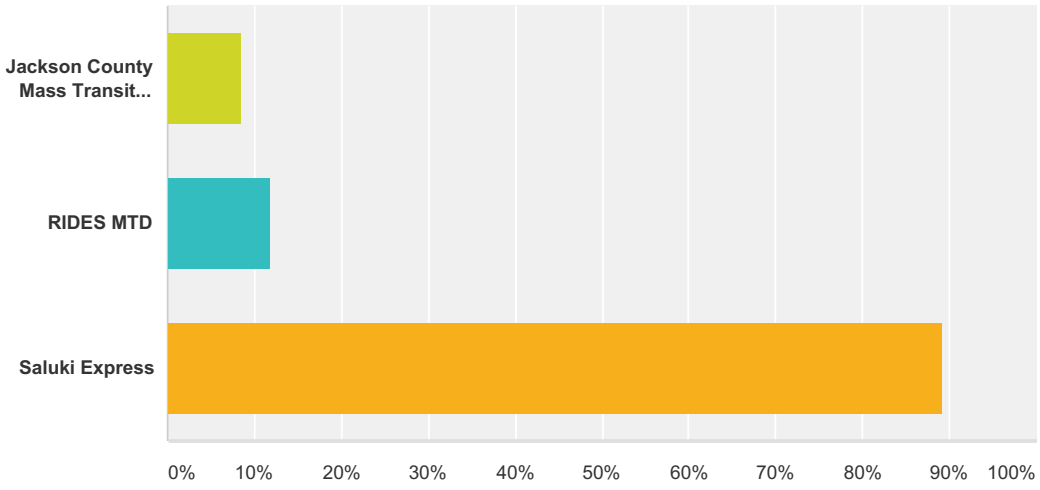
Answered: 114 Skipped: 3



Answer Choices	Responses	
Yes	**84.21%**	96
No	**15.79%**	18
Total		**114**

Q2 Which transit systems do you use?

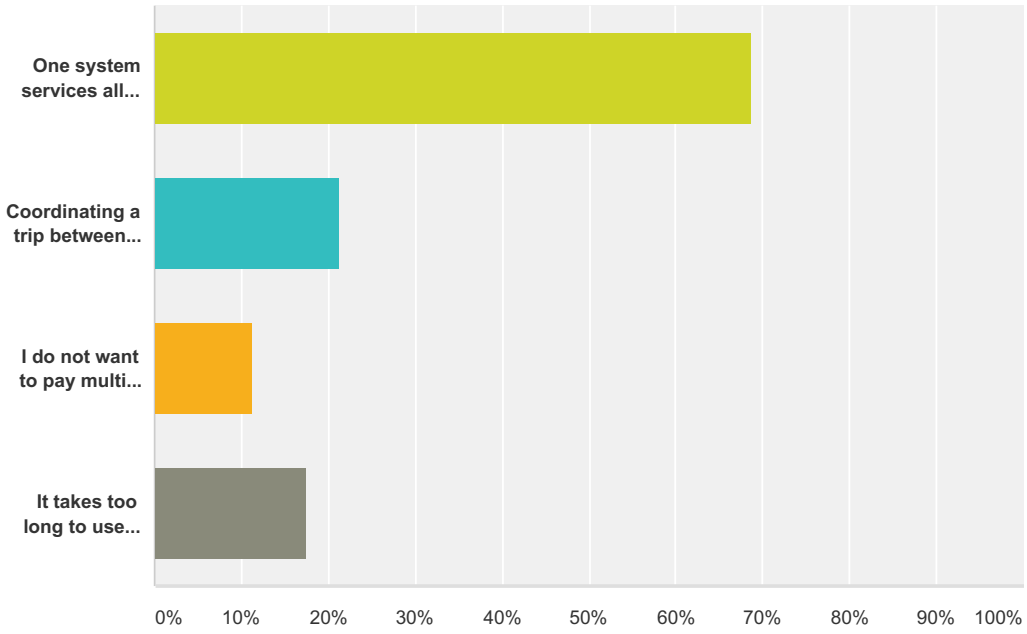
Answered: 93 Skipped: 24



Answer Choices	Responses	
Jackson County Mass Transit District (JCMTD)	**8.60%**	8
RIDES MTD	**11.83%**	11
Saluki Express	**89.25%**	83
Total Respondents: 93		

Q3 If you don't use more than one of the transit systems, why not?

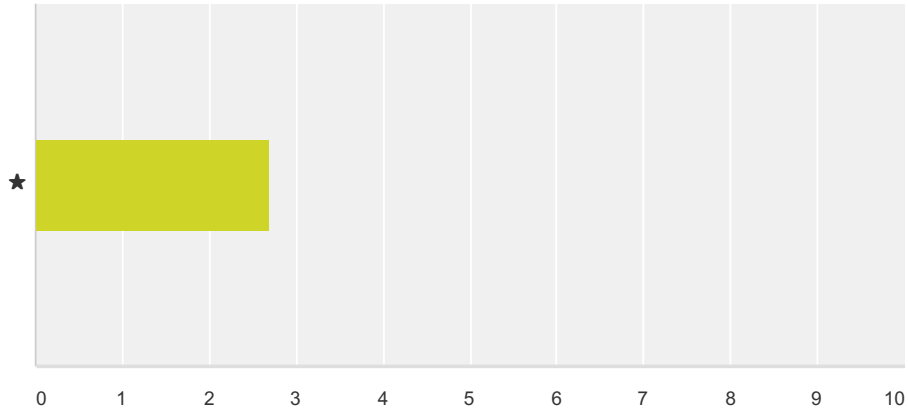
Answered: 80 Skipped: 37



Answer Choices	Responses	
One system services all of my travel needs.	**68.75%**	55
Coordinating a trip between multiple transit providers is too difficult.	**21.25%**	17
I do not want to pay multiple fares.	**11.25%**	9
It takes too long to use multiple systems.	**17.50%**	14
Total Respondents: 80		

Q4 Rate the difficulty of transferring between systems.

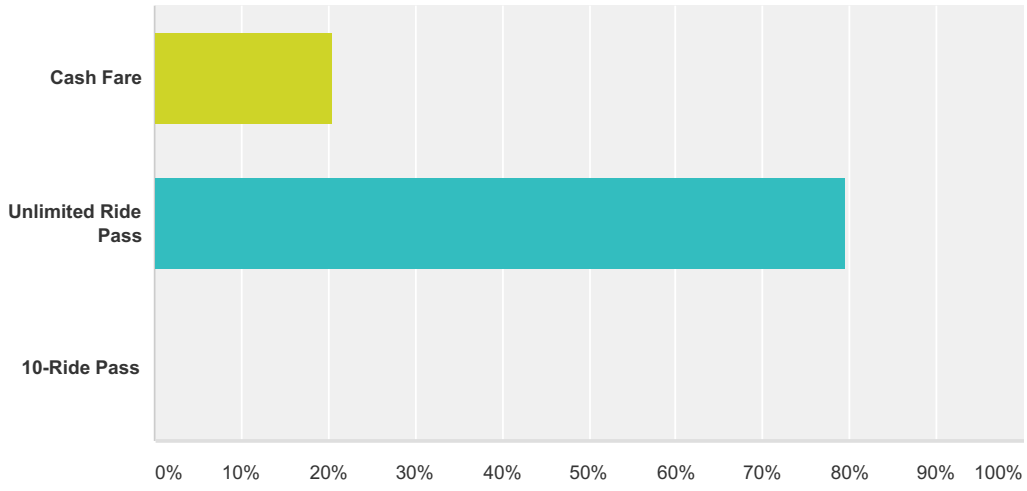
Answered: 91 Skipped: 26



	Not applicable (do not need/wish to transfer between systems)	Not difficult at all	(no label)	Somewhat difficult	(no label)	Too difficult to try	Total	Weighted Average
★	**30.77%** 28	**23.08%** 21	**13.19%** 12	**19.78%** 18	**5.49%** 5	**7.69%** 7	91	2.69

Q5 What type of fare do you use to ride transit?

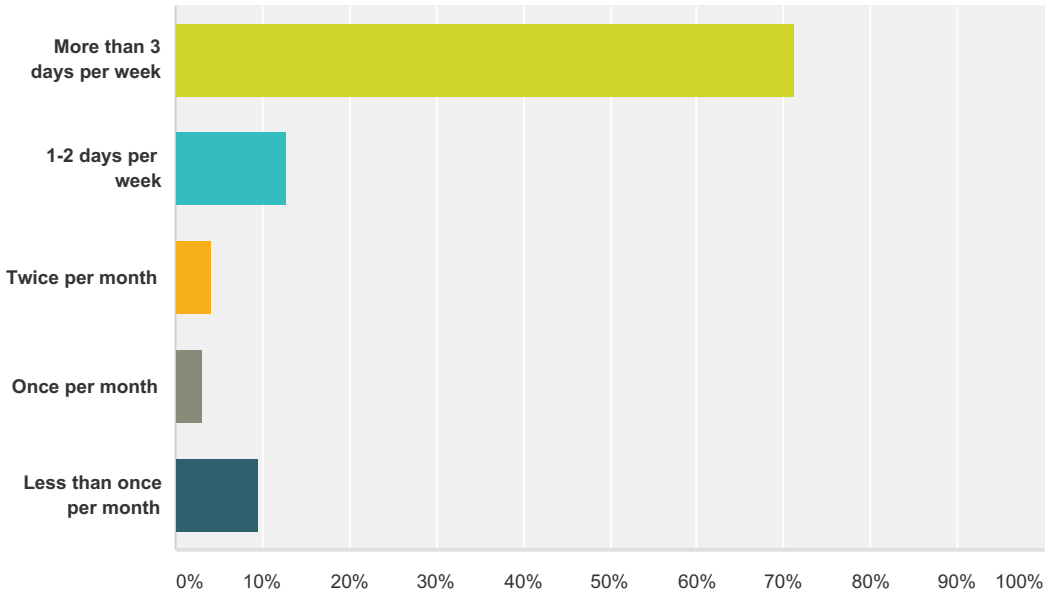
Answered: 93 Skipped: 24



Answer Choices	Responses	
Cash Fare	**20.43%**	19
Unlimited Ride Pass	**79.57%**	74
10-Ride Pass	**0.00%**	0
Total Respondents: 93		

Q6 How frequently do you use transit?

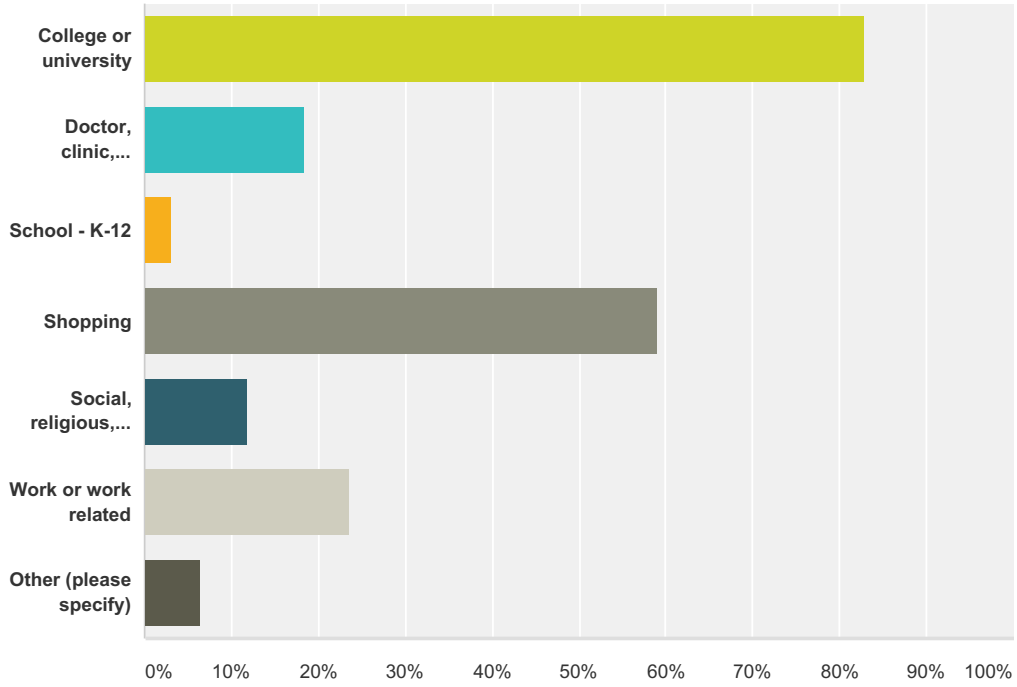
Answered: 94 Skipped: 23



Answer Choices	Responses	
More than 3 days per week	**71.28%**	67
1-2 days per week	**12.77%**	12
Twice per month	**4.26%**	4
Once per month	**3.19%**	3
Less than once per month	**9.57%**	9
Total Respondents: 94		

Q7 What kinds of trips do you make on transit?

Answered: 93 Skipped: 24

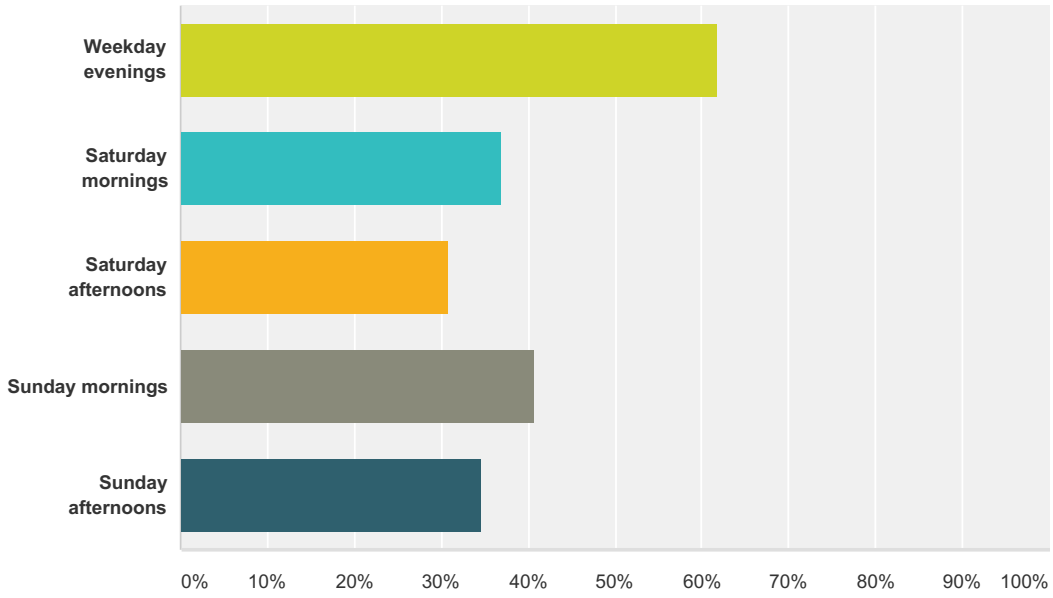


Answer Choices	Responses	
College or university	**82.80%**	77
Doctor, clinic, hospital	**18.28%**	17
School - K-12	**3.23%**	3
Shopping	**59.14%**	55
Social, religious, personal business	**11.83%**	11
Work or work related	**23.66%**	22
Other (please specify)	**6.45%**	6
Total Respondents: 93		

#	Other (please specify)	Date
1	Trips	3/9/2017 5:04 PM
2	Home	3/8/2017 3:06 PM
3	Shopping	3/8/2017 11:09 AM
4	For my kids to go to appointments	3/7/2017 2:37 PM
5	Bars	3/2/2017 12:36 PM
6	Sometimes I don't want to drive	3/2/2017 9:17 AM

Q8 Are there any times of the week that you would like to make transit trips, but cannot?

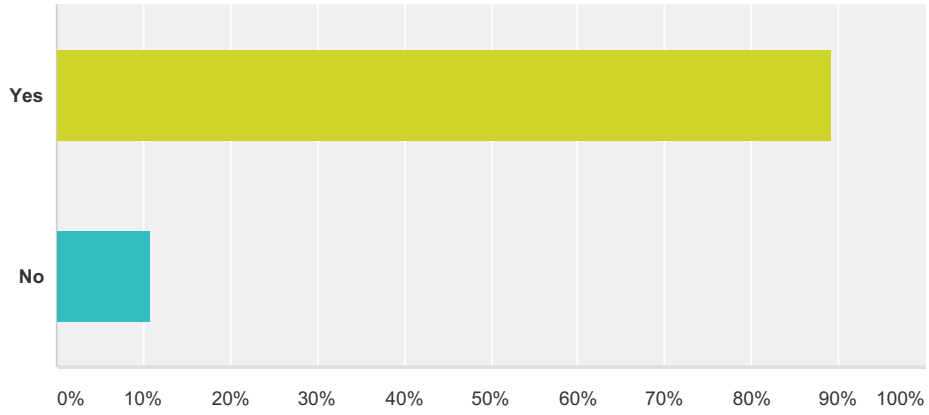
Answered: 81 Skipped: 36



Answer Choices	Responses	
Weekday evenings	**61.73%**	50
Saturday mornings	**37.04%**	30
Saturday afternoons	**30.86%**	25
Sunday mornings	**40.74%**	33
Sunday afternoons	**34.57%**	28
Total Respondents: 81		

Q9 There are plans to build a transfer center in Carbondale that would join all three systems, near the Amtrak Station. Would this make you more likely to use transit for more trips?

Answered: 93 Skipped: 24



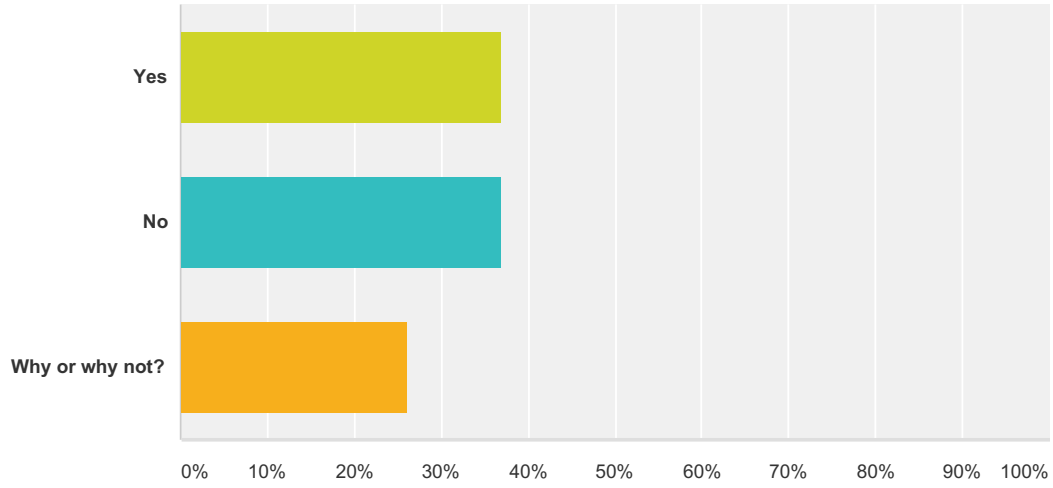
Answer Choices	Responses	
Yes	**89.25%**	83
No	**10.75%**	10
Total		**93**

#	Why or why not?	Date
1	Seems simplified	4/3/2017 11:49 PM
2	Get me places faster and more efficent	3/28/2017 8:49 AM
3	I'm not familiar with the non-saluki express services	3/9/2017 4:21 PM
4	It would make it easier to get to Murohysboro and Marion areas.	3/9/2017 4:16 PM
5	Convenient	3/9/2017 3:40 PM
6	Convenience	3/9/2017 3:03 PM
7	It would be a lot easier to have a meeting destination	3/9/2017 2:54 PM
8	It would be easier	3/9/2017 2:33 PM
9	Seems easier to access	3/9/2017 2:22 PM
10	More convinient	3/8/2017 4:18 PM
11	I just use it for class	3/8/2017 3:52 PM
12	No need	3/8/2017 3:47 PM
13	Train	3/8/2017 3:43 PM
14	Less swiching between buses	3/8/2017 2:23 PM
15	Maybe	3/8/2017 1:55 PM
16	More options and hopefully less waiting time	3/8/2017 11:40 AM

17	Not really a big travel person	3/8/2017 10:48 AM
18	I do not go that way	3/8/2017 10:27 AM
19	Would help me get around more when needed	3/8/2017 9:52 AM
20	The JCMTD does not provide a Transloc app.	3/2/2017 2:22 PM
21	Have a car	3/2/2017 1:00 PM
22	For the ease it would provide in transferring	2/28/2017 10:29 PM

Q10 There are also plans to build a transfer center in Marion, near the VA Hospital. Would this make you more likely to use transit for more trips?

Answered: 92 Skipped: 25



Answer Choices	Responses	
Yes	**36.96%**	34
No	**36.96%**	34
Why or why not?	**26.09%**	24
Total		**92**

#	Why or why not?	Date
1	VA service not applicable	4/3/2017 11:49 PM
2	I don't live in marion	3/9/2017 4:21 PM
3	Again, it would make it easier for us that live in Carbondale to get to Marion and Murphysboro areas. These need to be open and run later though so we have time to get things done.	3/9/2017 4:16 PM
4	Convenient	3/9/2017 3:40 PM
5	No because I don't go by that area	3/9/2017 3:03 PM
6	Good way to get to places	3/9/2017 2:54 PM
7	Out of my way	3/9/2017 2:54 PM
8	U	3/9/2017 2:48 PM
9	I don't need it	3/9/2017 2:33 PM
10	Live cdwle	3/9/2017 1:53 PM
11	Don't live there	3/8/2017 3:43 PM
12	I WANT IT at carbondal	3/8/2017 3:33 PM
13	Makes it easier to move around	3/8/2017 3:04 PM
14	Some classes are in marion	3/8/2017 2:23 PM

15	There are timessage I'd want to get places over there, but not regularly	3/8/2017 2:04 PM
16	Not from area	3/8/2017 1:59 PM
17	Marion is needed	3/8/2017 1:55 PM
18	Near the hospital	3/8/2017 1:37 PM
19	I live in Carbondale	3/8/2017 11:40 AM
20	It would not help me me, but others in that direction	3/8/2017 10:27 AM
21	I don't live near there	3/8/2017 10:22 AM
22	It is too far away from the campus.	3/2/2017 2:22 PM
23	Have a car	3/2/2017 1:00 PM
24	I absolutely support this!	3/2/2017 9:17 AM

Q11 (Optional) Please list any additional improvements that would make you use transit more frequently.

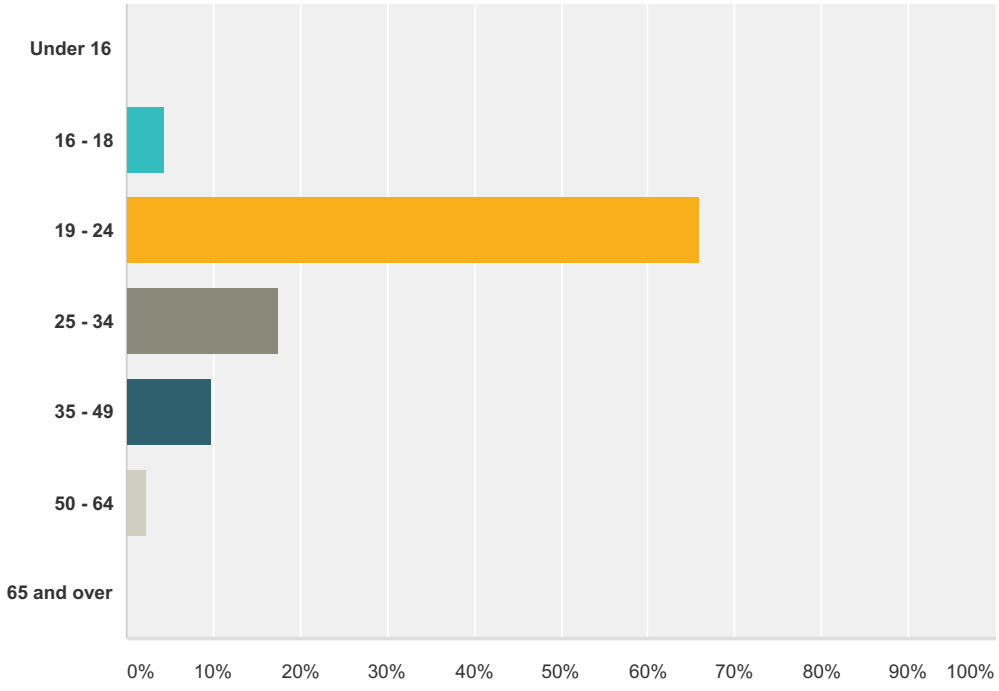
Answered: 31 Skipped: 86

#	Responses	Date
1	For those of us living in Grand Tower, we can not attend the community college in our district because it is located in Ullin. How can one make career choice without being able to attend the in district college or pay out of district tuition.	4/3/2017 11:49 PM
2	evening trips	3/28/2017 8:49 AM
3	The Jackson County Mass Transit District needs to train the people who answer the phone to be more polite. I used their service once and would never use it again because one of their workers - I believe her name was/is Sierra - was extremely rude and nasty to me and almost made me cry because she was so mean when answering the phone. I would never recommend JCMTD to anyone after my experience with their service. As for the Rides Mass Transit District center, I think that they need to have more people on call to answer the phones. I tried to schedule a ride with them but no one answered me. Lastly, I like the Saluki Express but think that it could travel to more places off-campus. I also think that the West and East Campus buses should run later (at least until 10 or 11 p.m.) and I think that the Late Night bus should run to more off-campus locations, including Campus Edge Apartments and Ambassador Housing (which includes Ambassador Hall and Saluki Hall).	3/21/2017 9:36 PM
4	Longer times	3/9/2017 4:38 PM
5	Evenings	3/9/2017 3:52 PM
6	N/a	3/9/2017 3:40 PM
7	If I can rides for every yen minx that would be awesome for travels to different locations of the to home	3/9/2017 3:15 PM
8	Have the east campus, and west campus buses run later than 6.	3/9/2017 2:54 PM
9	I think that the Crosstown should operate later during the week. I also think there should be stops added to the route, especially on the corner of Wall and Grand.	3/9/2017 1:58 PM
10	Explain service	3/9/2017 1:53 PM
11	Include Evergreen Terrace in your routes. Also, provide service late at night.	3/9/2017 10:42 AM
12	(FOR THE SALUKI BUS) There needs to be a stop by the buffalo wild wings, there needs to be stops outside of Carbondale into the towns next to us. there needs to be one by the hiking trails	3/8/2017 4:25 PM
13	Salukis should operate in the evenings	3/8/2017 3:55 PM
14	Night time	3/8/2017 3:43 PM
15	Number of units and stops	3/8/2017 3:24 PM
16	N0	3/8/2017 3:16 PM
17	More availability	3/8/2017 3:04 PM
18	None	3/8/2017 2:36 PM
19	Have buses run more frequently and later on in the night time through Walmart.	3/8/2017 2:29 PM
20	IT GOES TO ALL STUDENT LIVING AREAS EVEN ON THE WEEKEND. ALSO IF THEY COULD RUN LONGER BECAUSE SOME CLASSES ARE IN THE EVENING AND ITS VERY DARK AND DIFFICULT TO WALK HOME IT CAN TAKE AN HOUR.	3/8/2017 2:23 PM
21	Saluki Express should run for longer hours for the students who are still on campus later than 6.	3/8/2017 2:21 PM
22	Buses to run on time	3/8/2017 2:11 PM
23	Grand Avenue needs to go to Walmart then loop around and come back. It also needs to go all night like the mall bus. 6pm is too early.	3/8/2017 1:55 PM
24	Extended time	3/8/2017 11:37 AM
25	None	3/8/2017 10:25 AM

26	Transit maps were difficult at first	3/8/2017 9:59 AM
27	More times	3/8/2017 9:51 AM
28	All is good	3/8/2017 9:29 AM
29	more drivers	3/7/2017 2:37 PM
30	Please add JCMTD and other public transit routes to the transloc app.	3/2/2017 2:22 PM
31	I would like to see a more punctual system. Having yo rely on pulic transportation is time consuming enough, but when they are late it makes it worse.	2/28/2017 10:29 PM

Q12 How old are you?

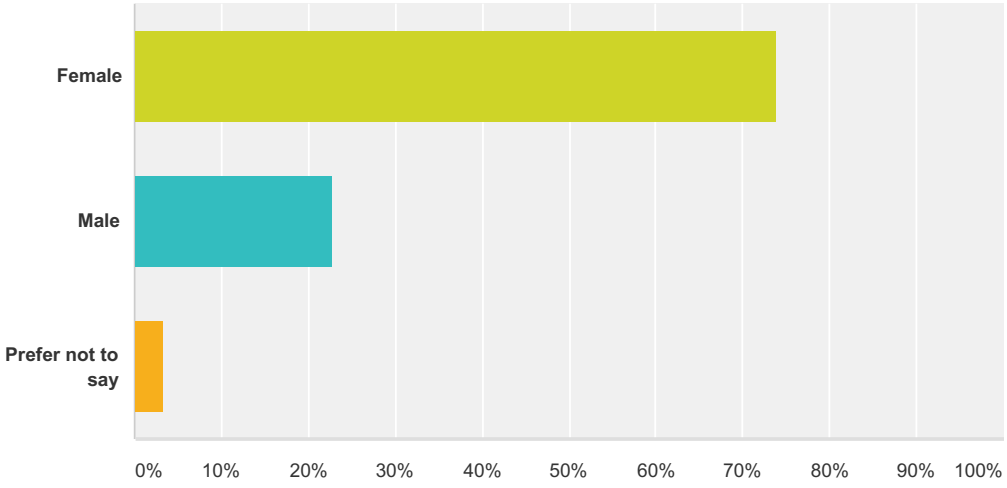
Answered: 91 Skipped: 26



Answer Choices	Responses	
Under 16	**0.00%**	0
16 - 18	**4.40%**	4
19 - 24	**65.93%**	60
25 - 34	**17.58%**	16
35 - 49	**9.89%**	9
50 - 64	**2.20%**	2
65 and over	**0.00%**	0
Total		**91**

Q13 What is your gender?

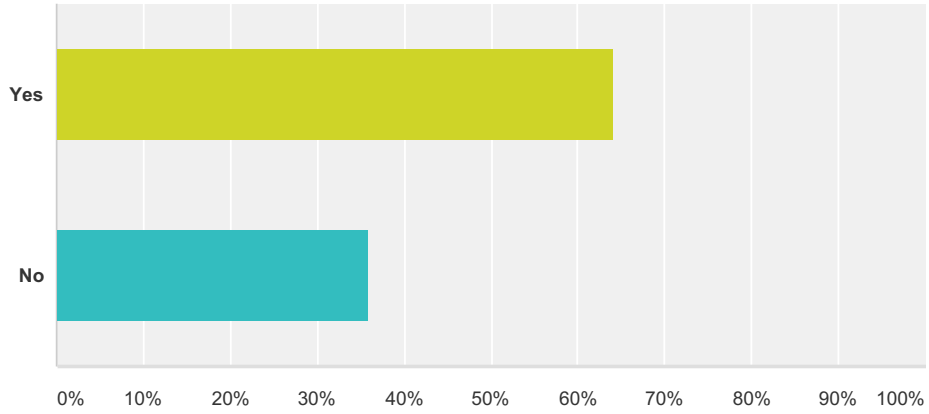
Answered: 92 Skipped: 25



Answer Choices	Responses	
Female	**73.91%**	68
Male	**22.83%**	21
Prefer not to say	**3.26%**	3
Total		**92**

Q14 Do you have a driver's license?

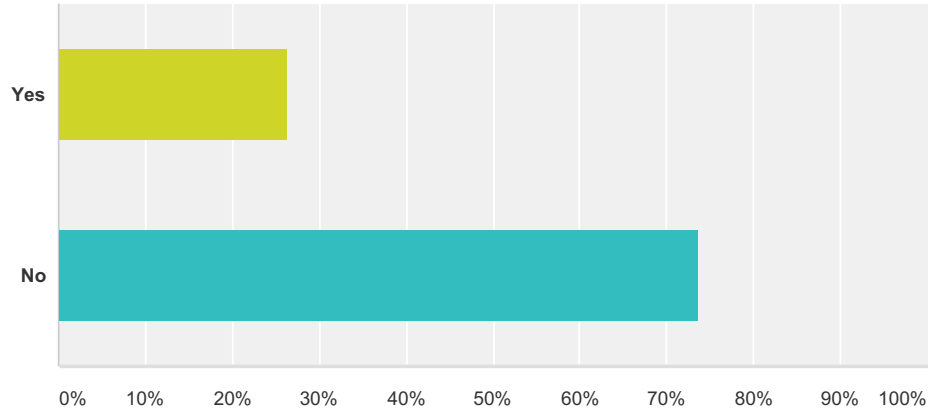
Answered: 89 Skipped: 28



Answer Choices	Responses	
Yes	**64.04%**	57
No	**35.96%**	32
Total		**89**

Q15 Do you have a vehicle, but choose to use transit instead for some trips?

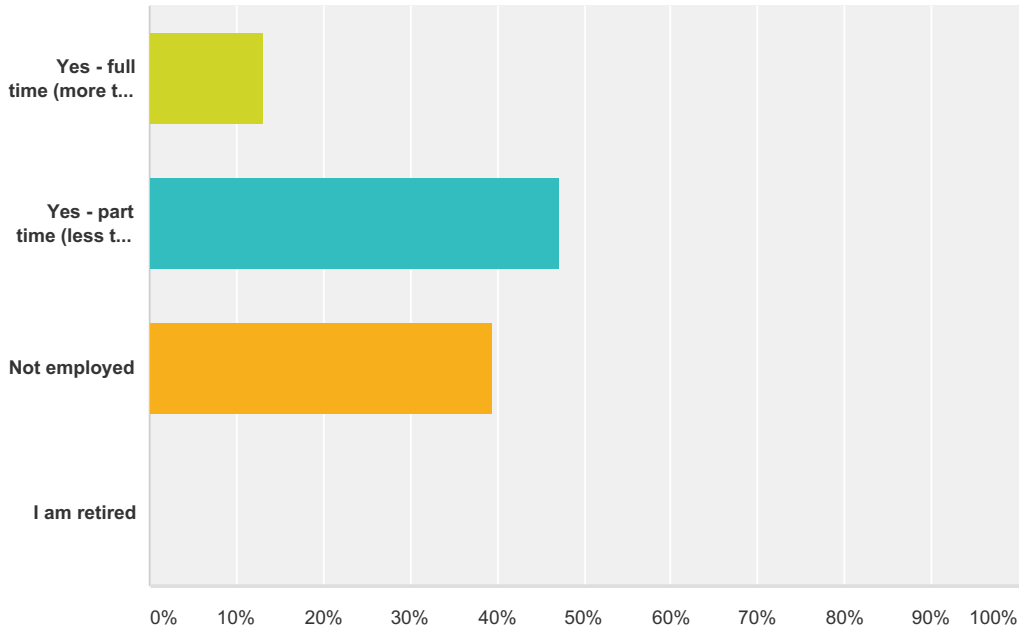
Answered: 91 Skipped: 26



Answer Choices	Responses	
Yes	**26.37%**	24
No	**73.63%**	67
Total		**91**

Q16 Are you employed?

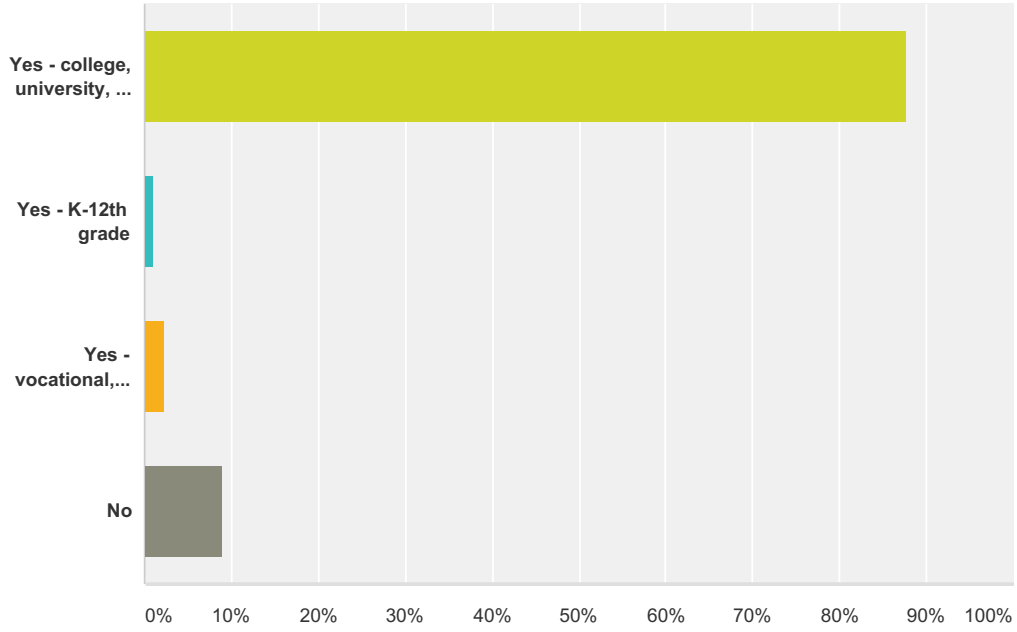
Answered: 91 Skipped: 26



Answer Choices	Responses	
Yes - full time (more than 30 hours per week)	**13.19%**	12
Yes - part time (less than 30 hours per week)	**47.25%**	43
Not employed	**39.56%**	36
I am retired	**0.00%**	0
Total		**91**

Q17 Are you a student?

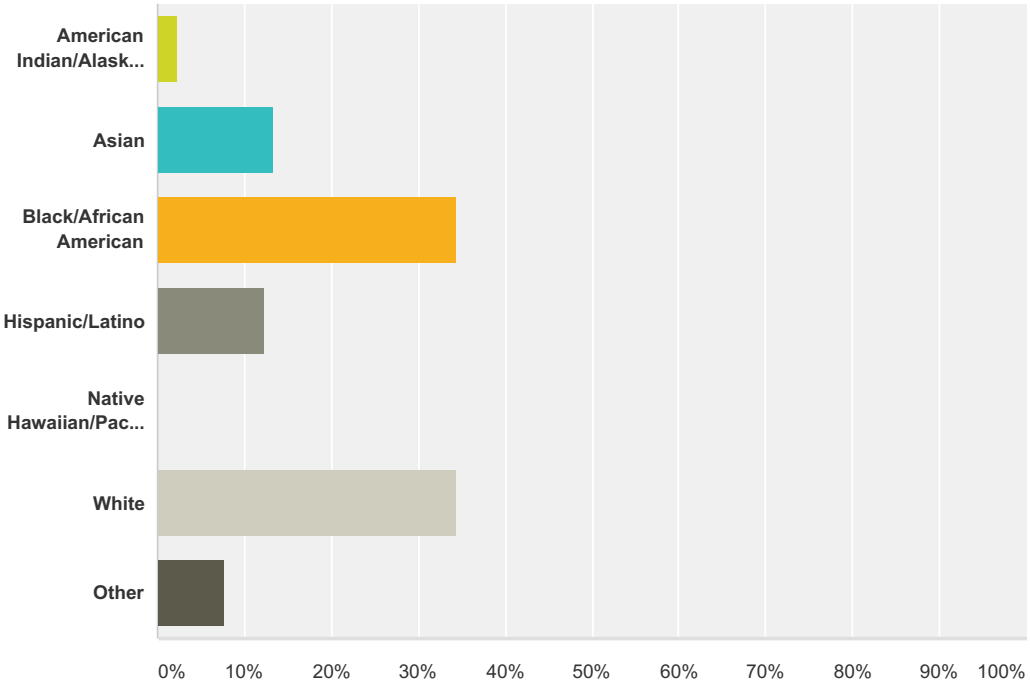
Answered: 90 Skipped: 27



Answer Choices	Responses	
Yes - college, university, or community college	**87.78%**	79
Yes - K-12th grade	**1.11%**	1
Yes - vocational, technical, or trade school	**2.22%**	2
No	**8.89%**	8
Total		**90**

Q18 What is your ethnicity?

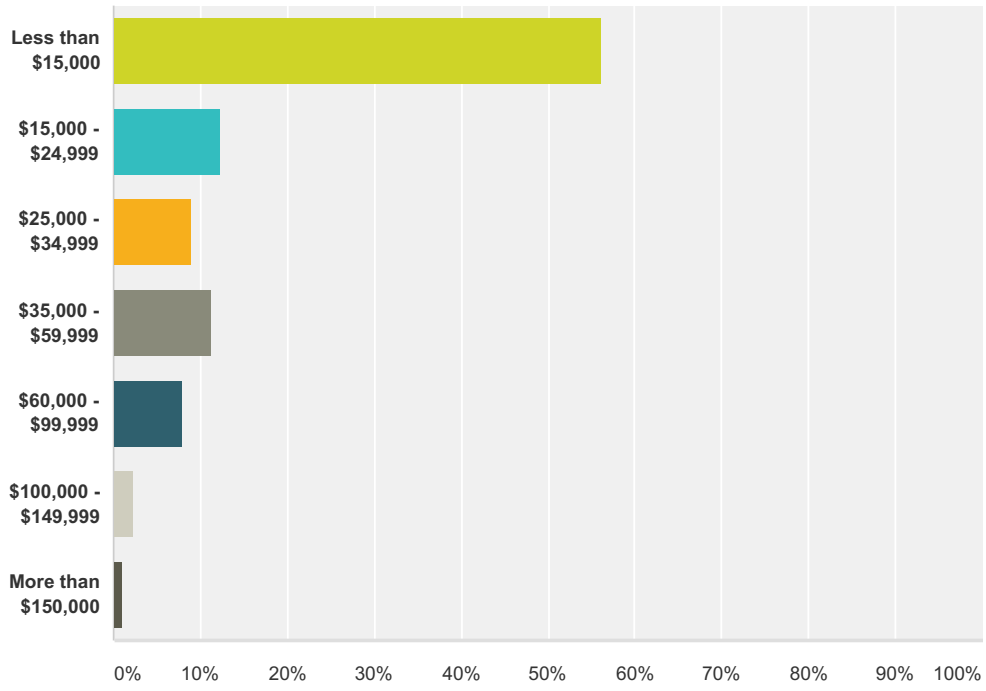
Answered: 90 Skipped: 27



Answer Choices	Responses	
American Indian/Alaskan Native	**2.22%**	2
Asian	**13.33%**	12
Black/African American	**34.44%**	31
Hispanic/Latino	**12.22%**	11
Native Hawaiian/Pacific Islander	**0.00%**	0
White	**34.44%**	31
Other	**7.78%**	7
Total Respondents: 90		

Q19 What is your annual household income?

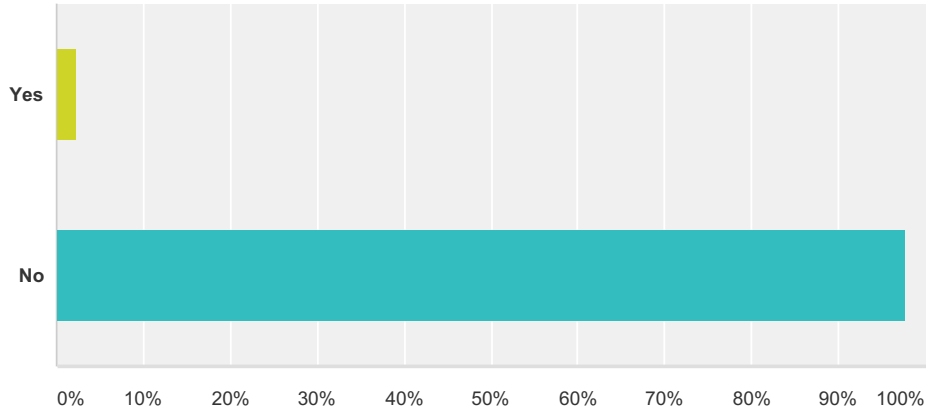
Answered: 89 Skipped: 28



Answer Choices	Responses	
Less than $15,000	**56.18%**	50
$15,000 - $24,999	**12.36%**	11
$25,000 - $34,999	**8.99%**	8
$35,000 - $59,999	**11.24%**	10
$60,000 - $99,999	**7.87%**	7
$100,000 - $149,999	**2.25%**	2
More than $150,000	**1.12%**	1
Total		**89**

Q20 Do you qualify for a handicap parking placard?

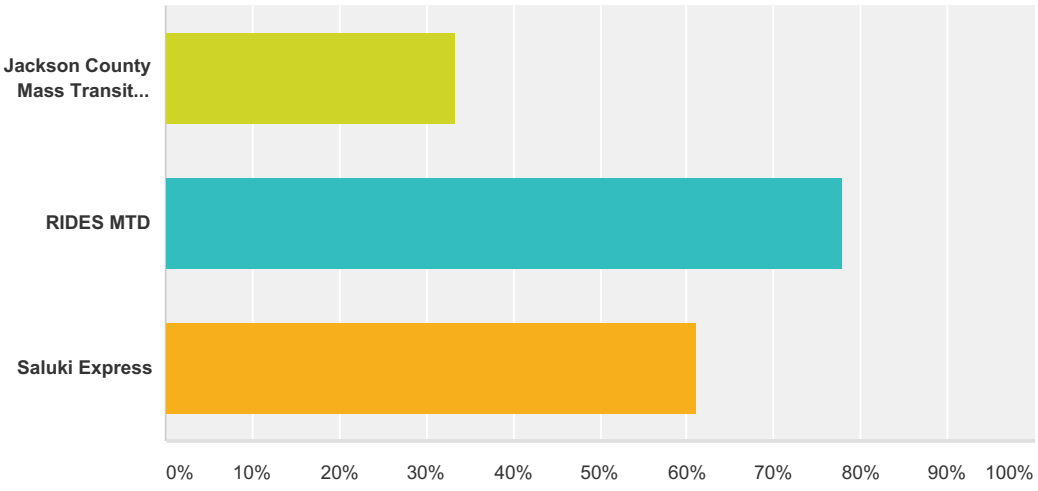
Answered: 91 Skipped: 26



Answer Choices	Responses	
Yes	**2.20%**	2
No	**97.80%**	89
Total		**91**

Q21 Are you familiar with any of the three systems in the area?

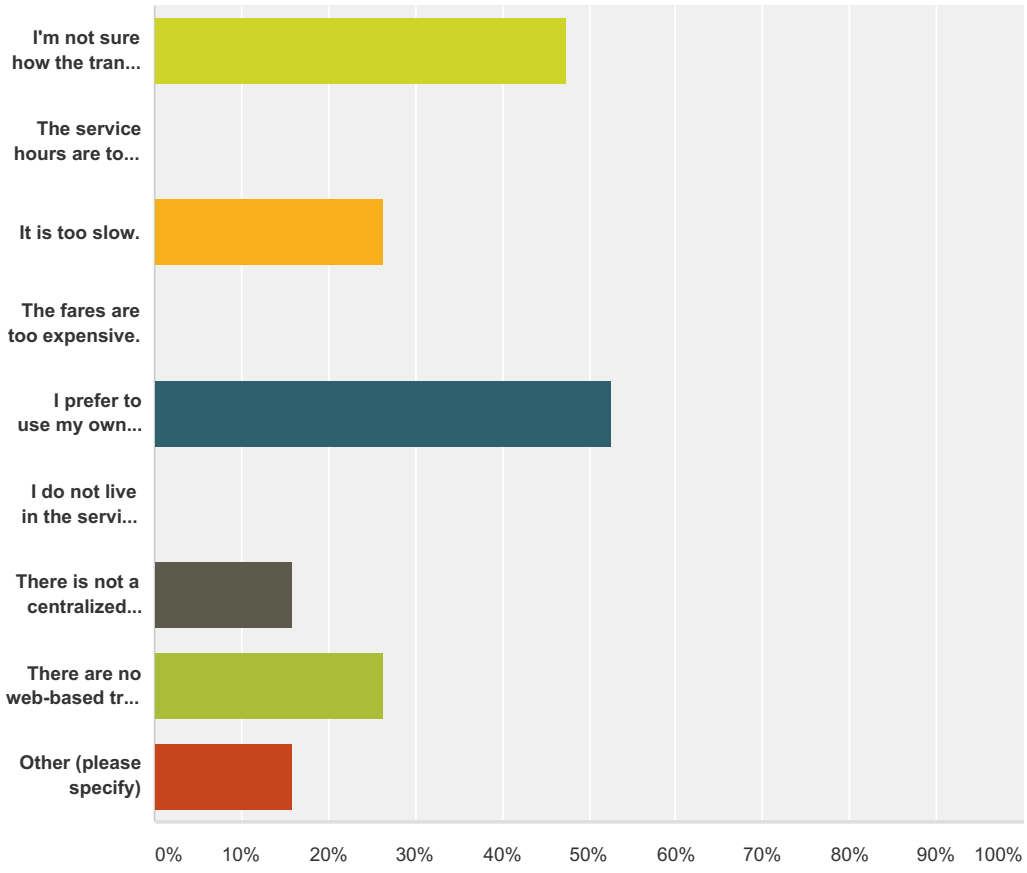
Answered: 18 Skipped: 99



Answer Choices	Responses	
Jackson County Mass Transit District (JCMTD)	**33.33%**	6
RIDES MTD	**77.78%**	14
Saluki Express	**61.11%**	11
Total Respondents: 18		

Q22 Why do you not use transit for daily trips?

Answered: 19 Skipped: 98



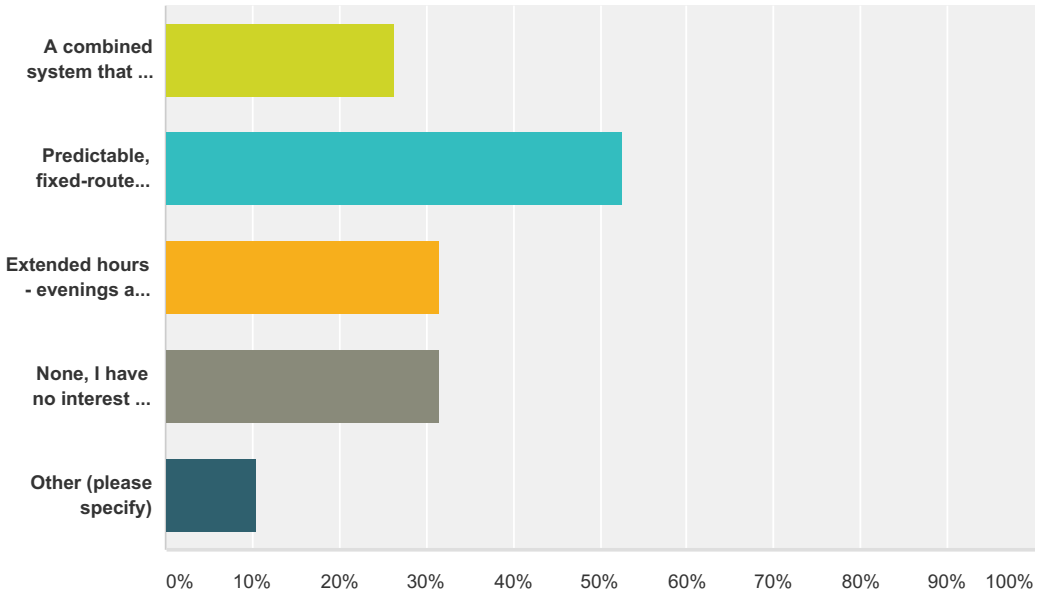
Answer Choices	Responses	
I'm not sure how the transit system works or where it goes.	**47.37%**	9
The service hours are too limited.	**0.00%**	0
It is too slow.	**26.32%**	5
The fares are too expensive.	**0.00%**	0
I prefer to use my own vehicle.	**52.63%**	10
I do not live in the service area of the transit systems.	**0.00%**	0
There is not a centralized location to call about routes and schedules.	**15.79%**	3
There are no web-based trip planning services.	**26.32%**	5
Other (please specify)	**15.79%**	3
Total Respondents: 19		

#	Other (please specify)	Date
1	would like to have a environmentally sustabinable form of public transport	3/16/2017 2:30 PM

2	I	3/12/2017 8:50 AM
3	We can drive for now	3/10/2017 12:09 PM

Q23 What improvements would make you try transit?

Answered: 19 Skipped: 98

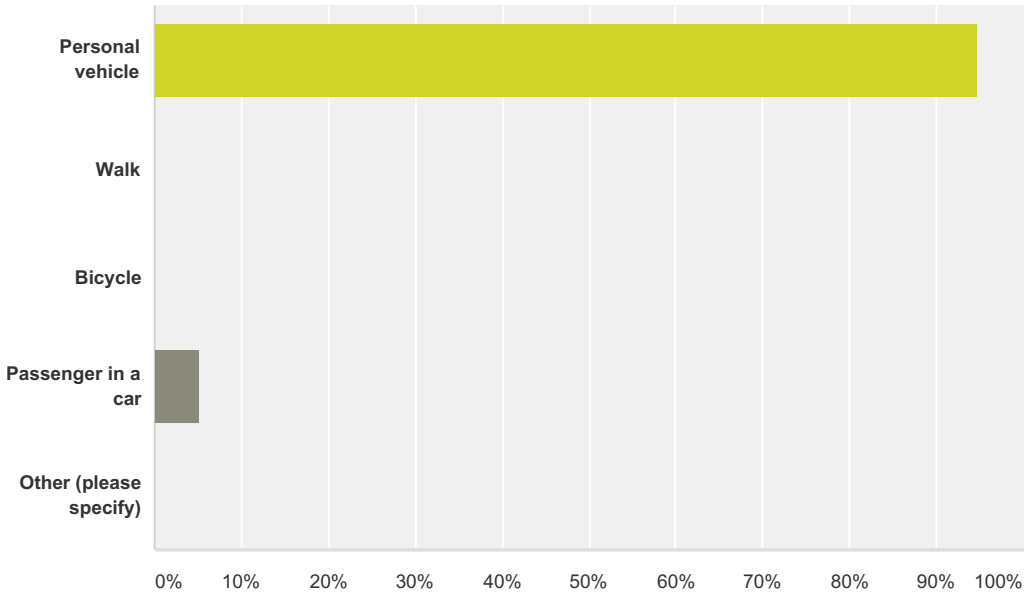


Answer Choices	Responses	
A combined system that has a consistent fare structure and schedule.	**26.32%**	5
Predictable, fixed-route service and times.	**52.63%**	10
Extended hours - evenings and weekends.	**31.58%**	6
None, I have no interest in trying transit.	**31.58%**	6
Other (please specify)	**10.53%**	2
Total Respondents: 19		

#	Other (please specify)	Date
1	I would like to see bus services from Carbondale to local communities such as Makanda, Cobden, Anna, M'boro, Marion. I would like to see a commuter train in service. And the use of a fleet of vehicles that get the best energy effieciency	3/16/2017 2:30 PM
2	I have no need to use the service at this time.	3/9/2017 1:44 PM

Q24 What mode of travel do you use most often?

Answered: 19 Skipped: 98

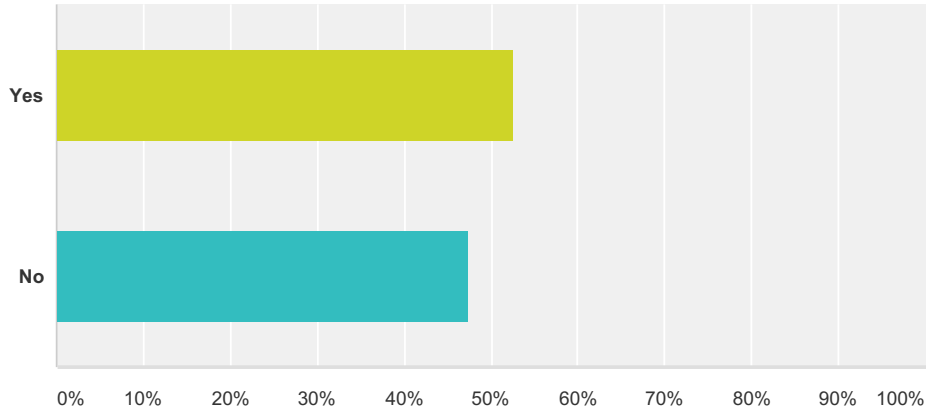


Answer Choices	Responses	
Personal vehicle	**94.74%**	18
Walk	**0.00%**	0
Bicycle	**0.00%**	0
Passenger in a car	**5.26%**	1
Other (please specify)	**0.00%**	0
Total		**19**

#	Other (please specify)	Date
	There are no responses.	

Q25 There are plans to build a transfer center in Carbondale that would join all three systems, near the Amtrak Station. Would this make you more likely to use transit?

Answered: 19 Skipped: 98

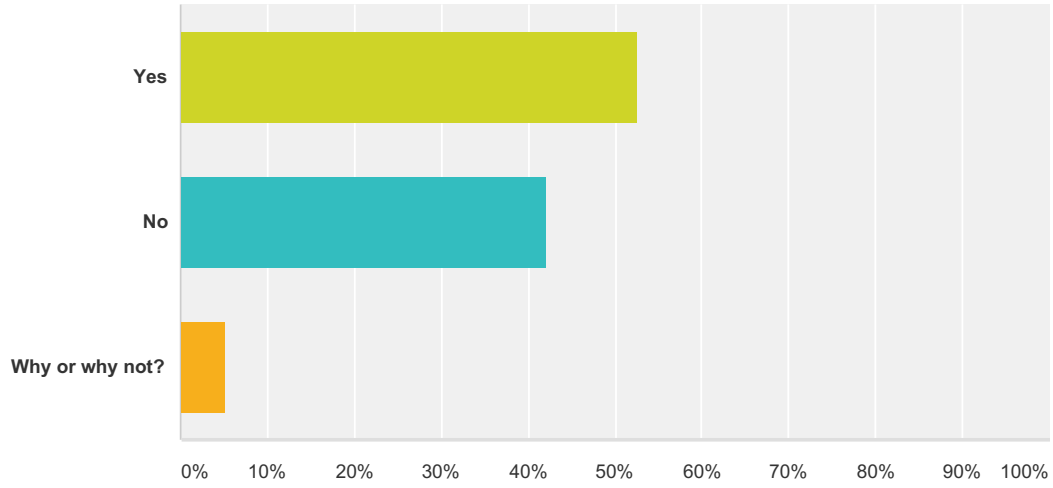


Answer Choices	Responses	
Yes	**52.63%**	10
No	**47.37%**	9
Total		**19**

#	Why or why not?	Date
1	I work very close to amtrak station.	3/16/2017 2:30 PM
2	Same as above	3/9/2017 1:44 PM

Q26 There are also plans to build a transfer center in Marion, near the VA Hospital. Would this make you more likely to use transit for more trips?

Answered: 19 Skipped: 98



Answer Choices	Responses	
Yes	**52.63%**	10
No	**42.11%**	8
Why or why not?	**5.26%**	1
Total		**19**

#	Why or why not?	Date
1	Same	3/9/2017 1:44 PM

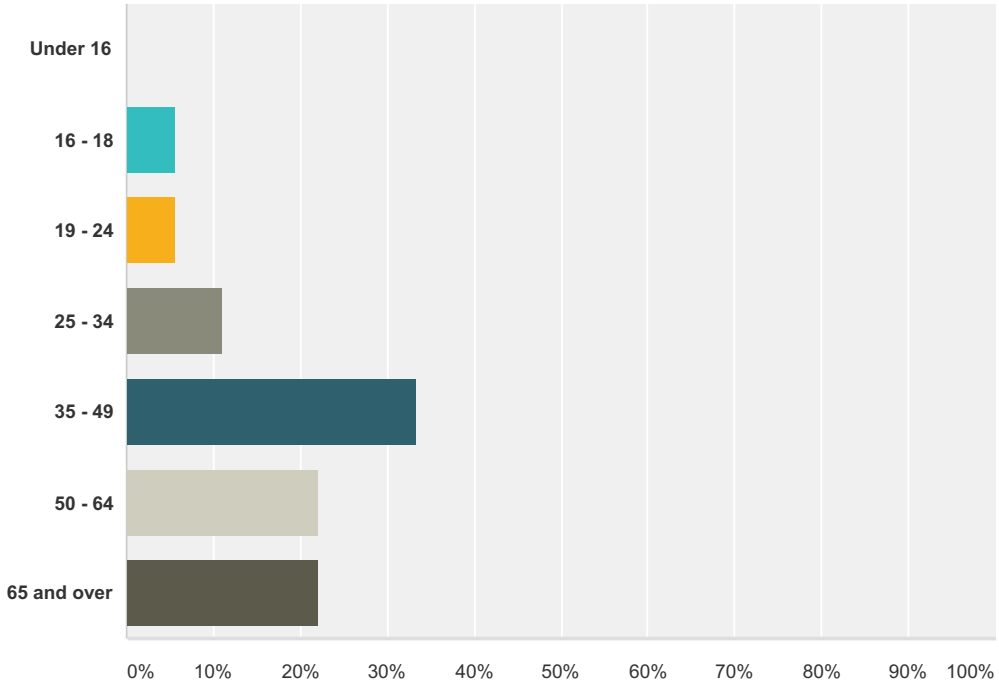
Q27 (Optional) Please list any additional improvements that would make you more likely to use transit.

Answered: 2 Skipped: 115

#	Responses	Date
1	Running on time.	3/21/2017 1:02 PM
2	set it up similar to other metro areas with parking and drop off combos	3/3/2017 3:05 PM

Q28 How old are you?

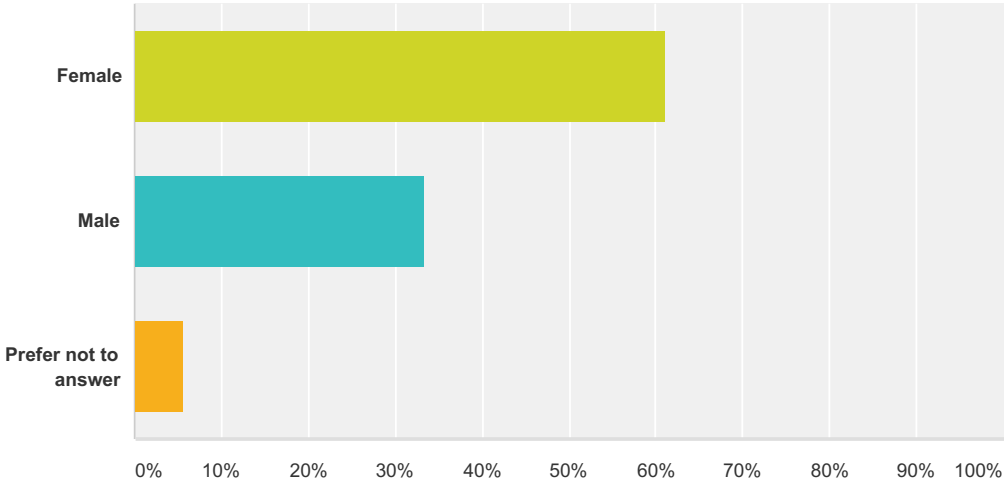
Answered: 18 Skipped: 99



Answer Choices	Responses	
Under 16	**0.00%**	0
16 - 18	**5.56%**	1
19 - 24	**5.56%**	1
25 - 34	**11.11%**	2
35 - 49	**33.33%**	6
50 - 64	**22.22%**	4
65 and over	**22.22%**	4
Total		**18**

Q29 What is your gender?

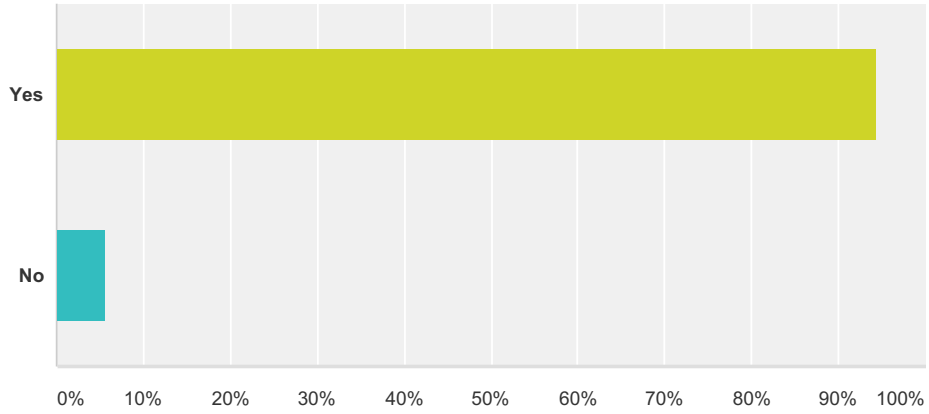
Answered: 18 Skipped: 99



Answer Choices	Responses	
Female	**61.11%**	11
Male	**33.33%**	6
Prefer not to answer	**5.56%**	1
Total		**18**

Q30 Do you have a driver's license?

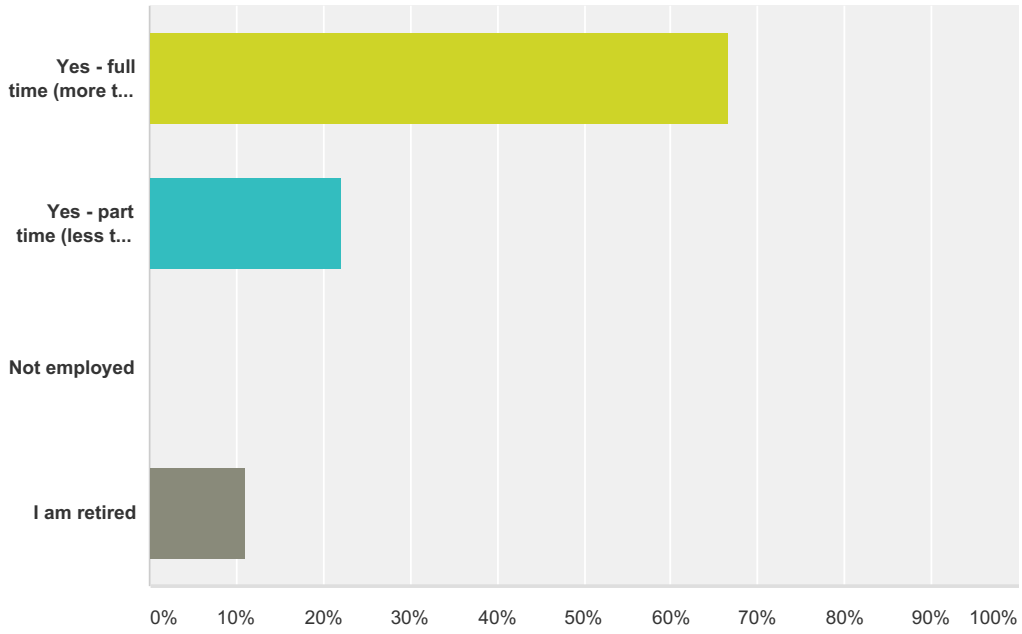
Answered: 18 Skipped: 99



Answer Choices	Responses	
Yes	**94.44%**	17
No	**5.56%**	1
Total		**18**

Q31 Are you employed?

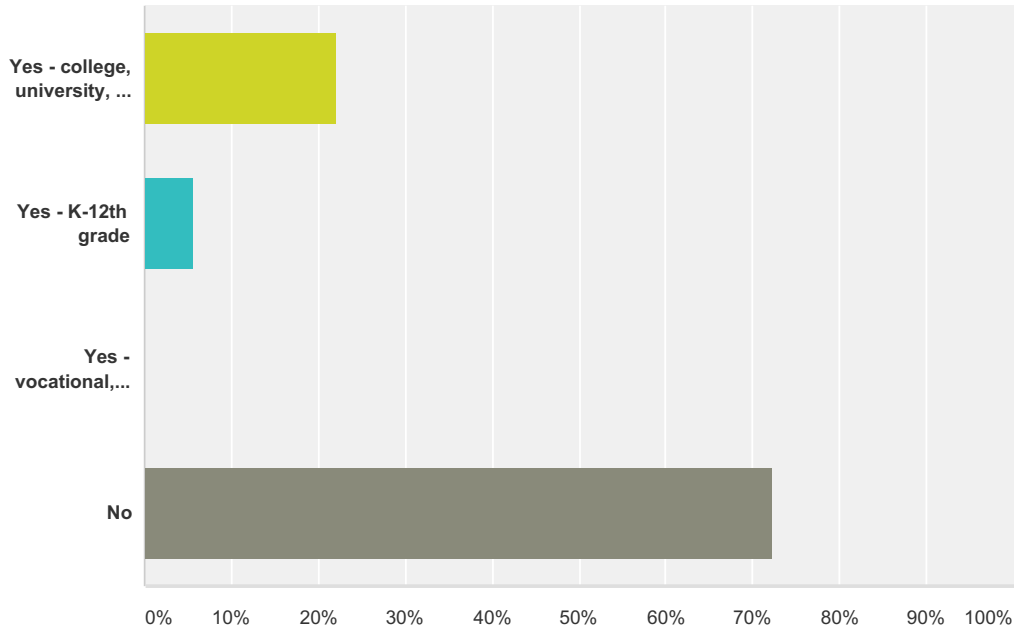
Answered: 18 Skipped: 99



Answer Choices	Responses	
Yes - full time (more than 30 hours per week)	**66.67%**	12
Yes - part time (less than 30 hours per week)	**22.22%**	4
Not employed	**0.00%**	0
I am retired	**11.11%**	2
Total		**18**

Q32 Are you a student?

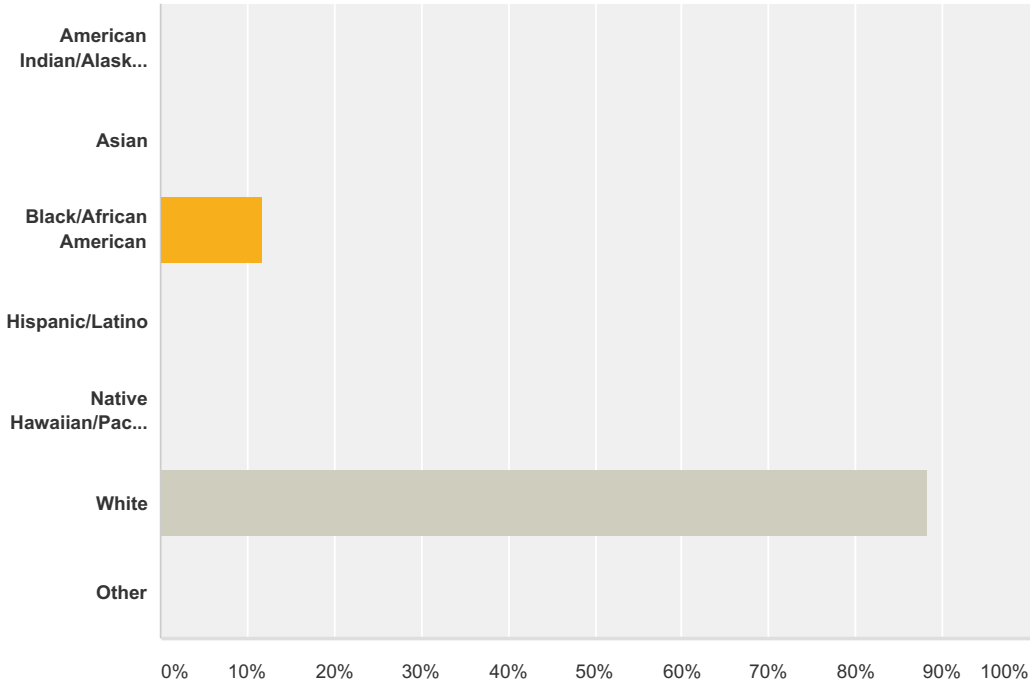
Answered: 18 Skipped: 99



Answer Choices	Responses	
Yes - college, university, or community college	**22.22%**	4
Yes - K-12th grade	**5.56%**	1
Yes - vocational, technical, or trade school	**0.00%**	0
No	**72.22%**	13
Total		**18**

Q33 What is your ethnicity?

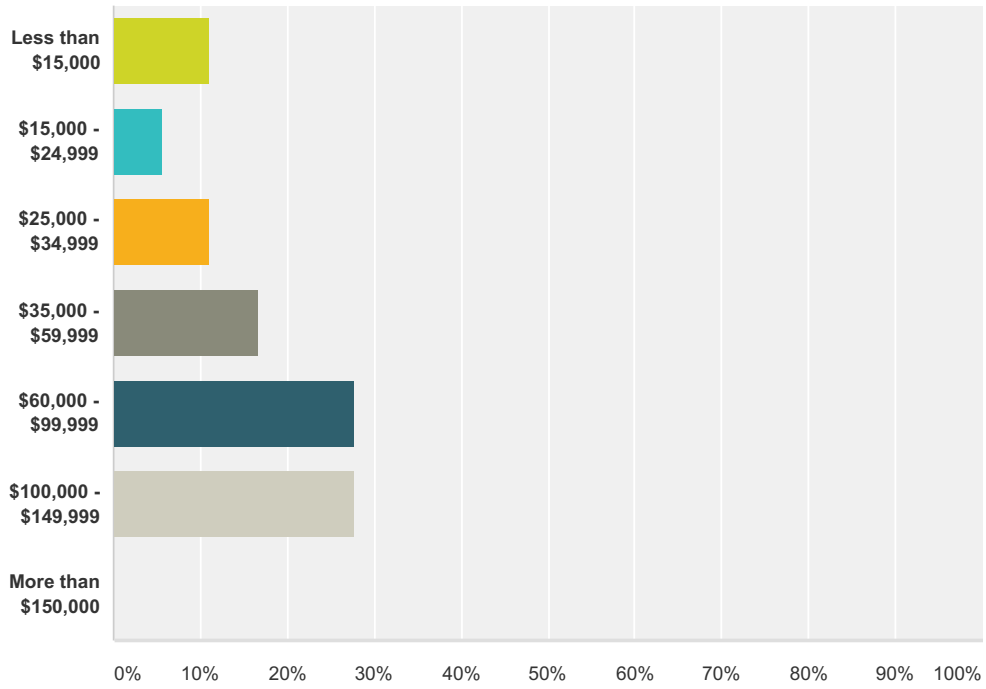
Answered: 17 Skipped: 100



Answer Choices	Responses	
American Indian/Alaskan Native	**0.00%**	0
Asian	**0.00%**	0
Black/African American	**11.76%**	2
Hispanic/Latino	**0.00%**	0
Native Hawaiian/Pacific Islander	**0.00%**	0
White	**88.24%**	15
Other	**0.00%**	0
Total Respondents: 17		

Q34 What is your annual household income?

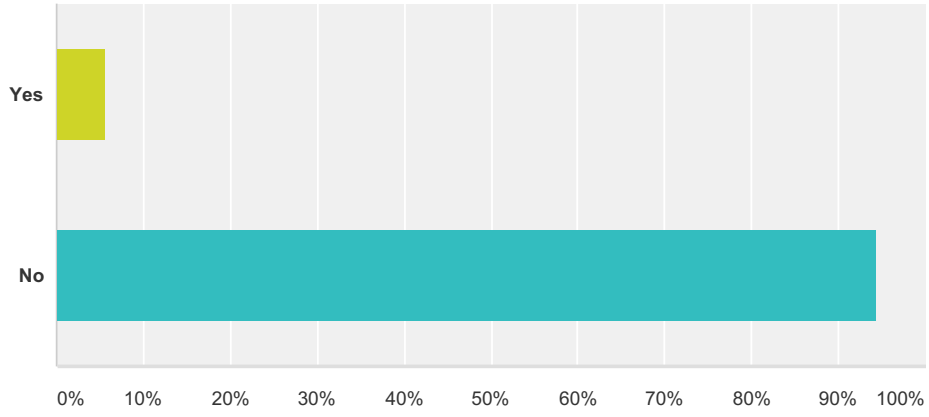
Answered: 18 Skipped: 99



Answer Choices	Responses	
Less than $15,000	11.11%	2
$15,000 - $24,999	5.56%	1
$25,000 - $34,999	11.11%	2
$35,000 - $59,999	16.67%	3
$60,000 - $99,999	27.78%	5
$100,000 - $149,999	27.78%	5
More than $150,000	0.00%	0
Total		**18**

Q35 Do you qualify for a handicap parking placard?

Answered: 18 Skipped: 99



Answer Choices	Responses	
Yes	**5.56%**	1
No	**94.44%**	17
Total		**18**

Appendix B – Stakeholder Meeting Summaries

The following pages include stakeholder meeting summaries from the following meetings:

- Policy Committee/Government Stakeholder Meeting
- Medical/Social Stakeholder Meeting
- Employers/Business Stakeholder Meeting
- Man-Tra-Con Telephone Interview

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Troy, IL 62294
PHONE: 618.667.1400

Policy Committee/Government Stakeholder Meeting for the SIMPO Transit Study

March 1, 2017

Greater Egypt Regional Planning Commission

Marion, Illinois

Attendees:

Bob Butler, Mayor of City of Marion

Julie Peterson, Jackson County Board of Commissioners

Joe Zdankiewicz, Southern Illinois Metropolitan Planning Organization

Cary Minnis, Greater Egypt

Bill Jung, RIDES

Adam Lach, RIDES

Kyle Harfst, Southern Illinois University

Ted Gutierrez, Jackson County Metropolitan Transit District

Michael Grovak, Lochmueller Group

Dustin Riechmann, Lochmueller Group

Michelle Grovak, Lochmueller Group (notetaker)

The Policy Committee/Government Stakeholder Meeting was held at the Greater Egypt Regional Planning Commission in Marion on March 1, 2017. ***Dustin Riechmann*** of Lochmueller Group (LG) introduced the purpose of the meeting, which focused on how transit can be improved, and asking for feedback from public office holders as how their constituents' transportation needs could be better served. In addition to policy committee/government stakeholders, ***Kyle Harfst***, Director of the Southern Illinois University (SIU) Research Park, also attended this session.

Michael Grovak of LG provided background for the study. LG has been meeting with local operating managers and recently provided a baseline report of the region's transit services. ***Grovak*** described study purposes as including how added funding can be brought to area transit services, how existing services can be better coordinated, and how different systems complement each other's services. He mentioned this was one of several public and stakeholder meetings being held to gather input.

Harfst mentioned that the level of service the Saluki Express offers students will be reduced due to decreased enrollment and the state budget impasse. He said the university was interested in benefiting from possible Small Transit Intensive Cities (STIC) funding.

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Bill Jung, of RIDES, said it was important to be realistic about the timing of receiving STIC funding. After NTD data is gathered, actual funding will come two years later. He said it was important for all systems to begin reporting data into the NTD as soon as possible.

Cary Minnis of Greater Egypt said it was important to look at the big picture regarding STIC funding. He said this was the only downstate MPO not receiving STIC funding. Because of the way the systems are set up, the riders of the Saluki Express are uncounted. Changing that could add up to $1.2 million in FTA funding annually. This will require a new level of cooperation in the area. It begins with opening dialogue among the different transit providers with the hope that it results in more revenue.

Riechmann STIC is the big carrot that helped spark interest in doing a transit study, but there's more to the study than just funding considerations. The next steps are to identify latent demand for transit ridership within the region. Then route changes and service changes will be recommended for implementation. These will require further cooperation between operators.

Marion Mayor ***Bill Butler*** mentioned that during World War II there were regular bus routes in the city. Business in the area dwindled, but the demand for transportation has remained. ***Butler*** said the community is dealing with an aging population, a demographic that really needs transportation to destinations such as the grocery store and recreation.

Jung said three hourly flexible routes run in Marion. Issues include the need to train people to use transit, increased funding, plus providing facilities, including bus stop signs, sidewalks, etc.

Saluki Express has stop signs and shelters to help identify transit within the community. ***Butler*** asked about identifying routes, and ***Jung*** answered there are plans for bench placements and a transfer facility; however, the problem is having the state release the funding. ***Grovak*** mentioned that some jurisdictions allow private party advertisers to put up benches, and the advertisers pay for the right to put the bench there.

Julie Peterson, of the Jackson County Board, said bus riders do not have to pay for the cost of a car or maintenance, which balances out any inconvenience. ***Butler*** mentioned he had heard of one lady who paid $9 for a round trip to shop at Kroger's. However, by obtaining a card at a senior center, the ride is free, he was told.

Peterson said the county is very concerned about the number of residents growing too old to drive their automobiles. She said there were some issues with Jackson County Mass Transit District (JCMTD). The County wants to keep it, but cannot get into a negative financial situation. She added that some people are riding ambulances, who simply need a ride somewhere. The ambulance can't turn down service but may not get paid for it if there is no medical necessity.

Minnis asked if community leaders are fully aware of the transit service that operates within their community. ***Butler*** said he believes mass transit is underpublicized, with the general population knowing little about it. ***Jung*** noted that RIDES service began when a human service organization began to provide transportation to its clients.

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Joe Zdankiewicz asked how many customers call RIDES to be picked up. ***Adam Lach*** stated that 75 to 80 percent in Williamson County call for a pick up. The majority who call in for a pickup also can schedule their return trip. ***Butler*** noted that assisted living facilities provide transportation. RIDES supplements these services.

Grovak asked about the public perception of the bus service. ***Ted Gutierrez*** of JCMTD said the public perception of the bus service is that it is for a different class of people with different needs: the poor and elderly. While these are a majority of JCMTD's customers, workers and children also use the service. He said that perception can slowly change by creating a positive attitude in the community along with providing consistent service. "Our main goal is to change all the (inconsistency). Seeing our buses on a more regular basis will help to create more brand awareness," he said. There is still a negative perception to mass transit, but JCMTD is trying to use public relations to change that.

Minnis asked how coordination of services of the three mass transit providers would work in terms of branding. "How would a common brand make a difference?" he asked. ***Gutierrez*** said to have a regional operation, cooperation is key. Also needed is an all-weather facility with route schedules.

Jung said that in some places there is a perception of lack of safety, possibility of getting lost, and not knowing where or when to catch the next bus, all resulting from a lack of information. Information will kill a lot of dragons, he said.

Gutierrez said JCMTD is trying to expand into the community by partnering with Boys and Girls Club. Some youth cannot get to the club without transportation from JCMTD. ***Peterson*** said there are many after-school activities for which children need transportation. Many kids are walking and riding bikes after dark, she said.

Jung said the issue of bus fare goes away when committed to a unified fare system. He said there is a prohibition on running school bus transportation but there might be a way to work around it. ***Grovak*** explained that such routes cannot be exclusively for school students but open to the public with publicized schedules and routes. ***Jung*** said there was a lot of interest in developing routes for dual use.

Gutierrez mentioned JCMTD's hours are inadequate. The latest that it can schedule a customer pick up is 4:30 p.m. By comparison, RIDES offers service until midnight.

Minnis stated that the MPO is a "captive audience" at its monthly meetings. He suggested that RIDES and JCMTD attend in consecutive months to explain their respective services.

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Medical/Social Stakeholder Meeting for the SIMPO Transit Study

March 1, 2017

Greater Egypt Regional Planning Commission

Marion, Illinois

Attendees:

Adam Lach, Rides MTD

Bill Jung, Rides MTD

John M. Smith, Egyptian Area Agency on Aging

Cary Minnis, Greater Egypt

Dustin Riechmann, Lochmueller Group

Michael Grovak, Lochmueller Group

Ted Guterrez, Jackson County MTD

Michelle Grovak, Lochmueller Group (notetaker)

The Medical/Social Stakeholder Meeting was held at the Greater Egypt Regional Planning Commission in Marion March 1, 2017. ***Dustin Riechmann*** of Lochmueller Group (LG) introduced the purpose of the meeting, which focused on how transit can be improved, asking for feedback from service providers as how their clients transportation needs could be better served.

Michael Grovak (LG) provided background concerning the Southern Illinois MPO (SIMPO) transit study. LG has been meeting with local transit system managers. It recently published a baseline evaluation of transit operators in the SIMPO region. This is one of several public meetings and stakeholder meetings being held to gather more input. LG has been tasked by SIMPO to consider how service could be better coordinated, and how that improved coordination could free up federal funding and thereby allow for the increase of services.

Following are comments by meeting attendees.

John Smith, of Egyptian Area Agency on Aging (EAAA), based in Carterville provides (through sub-contracting) transportation to and from senior centers. EAAA provides a variety of services in 13 counties in the far south portion of Illinois. It makes no sense that the Carbondale-Marion area is now considered urban. This change in designation resulted in a loss of funding for rural areas.

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Michael Grovak said the project's baseline report includes a summary of existing service. This summary identified social service agencies and senior living centers in the project area. Smith mentioned there were more sites than were listed on the map provided, including: Murphysboro, Big Muddy and Marion. Grovak asked him to email the complete roster. Smith said the complete roster is available on the public health website.

Grovak asked how transportation relates to constituency which EAAA serves. ***Smith*** used his mother as a case in point. She recently lost her ability to driver her own automobile. She has learned how to use the senior center bus in Marion to go to the senior center once or twice weekly. She also arranges her transportation to sometimes include a trip to the hairdresser. Sometimes she uses taxis as well. An uncle who lives in Carbondale is unaware of any services available to him. There are three senior centers in Carbondale which offer transportation to pick up seniors in the early morning and take home late in day. One day a week they take seniors to Walmart, one day to west side of Carbondale and one day to Murphysboro.

Grovak noted that such programs serve seniors still living in the community on their own or with family, not those in an institutional setting.

Bill Jung of Rides MTD said RIDES has grown in using special funding for unlimited ride senior passes. He said it mirrors the state program on fixed routes providing free rides for seniors and those with disabilities. Some offices on Aging in the Egyptian area have given up their own buses in favor of using RIDES service. He said that less than 10 percent of sponsored senior ride trips follow a specific route; generally they are targeted to go to a senior center. He added that when starting a rural service RIDES tries to incorporate a human service component to provide "repeatable" ridership to ensure success. Williamson County is no different. The goal is to stagger human service-related trips throughout the day, he said.

Grovak referenced free transportation or no fare transportation, and ***Jung*** explained some counties have both, but with different funding sources. In Williamson County, there is unlimited senior transportation at no cost, with costs underwritten with Title XX transportation under the Social Security Act and Title III-3B transportation under the Older Americans Act.

Grovak added that routes focusing on senior centers apply a method of funding and instead of dealing with their own drivers and equipment, are using RIDES. Four or five different funding sources are added to a program providing a base subsidy. For example, service which started to serve a senior center may expand to include developmental workshops.

Smith said public education about the services offered is a huge need. People who have been independent and driven their own car need encouragement and education to use the transportation services offered.

When ***Riechmann*** asked if there would be further senior centers opened in the future, ***Smith*** said it was highly unlikely because costs have exploded, while funding has not. For example, there are no senior facilities in Pope and Hardin counties.

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Grovak added that with seniors someone younger may have to act as their transportation planner, creating another level which information must pass through. ***Smith*** added that for many public transportation is the transportation of last resort. "If a man can't drive, he's not going," some say. It's a cultural barrier with a love for automobiles in this country. ***Jung*** added that to promote use of the service, some senior centers use the buddy system, offer free rides to ease the resistance to it. Smith added that there was less resistance from people with disabilities. A travel training program might help increase ridership.

In reference to scheduling for transportation, that is done by healthcare staff, but is underutilized. ***Ted Gutierrez*** of Jackson County Mass Transit District, said rotating shifts for staff and high turnover makes it difficult to get consistency in helping plan trips for seniors.

People at the call center in Energy are there to get everyone on the same page to help with coordinating services.

Jung said that using federal rural funding in the urban area is not doable. Better coordination in Jackson County would go far to address this issue, he added. He suggested that the MPO make an affirmative effort for providers (such as Shawnee Mass Transit) to identify any routes which they operate. Operators can't assume knowledge of their services is widespread.

Cary Minnis noted that Section 5307 urbanized area funding cannot be used in Murphysboro. We are working with Ted at JCMTD to better coordinate service there. ***Minnis*** added that a significant issue with senior transportation is a lack of information about available services. For example, not all seniors go to senior centers. Many residents of nursing homes are there temporarily. If they begin to use service while they, they often continue to use if after they leave.

Smith stated that every county is different. The Golden Circle in Harrisburg uses general public transit exclusively, while facilities in Jackson, Perry and Franklin counties have their own buses. The trend is moving away from facilities owning vehicles. For example, Franklin County has day care for seniors, which qualifies for added funds and helps fund their vehicles with Title IIIB money.

Ridership on these facility-based services in Jackson County are not reported to FTA and the National Transit Database (NTD). It is like the Saluki Express not in national transit database, can't be counted.

Grovak cited how funding is determined on the federal level. Congress envisioned a coordinated urban transportation system, with FTA in an oversight role. The Saluki Express is a unique departure from that norm. Congress envisioned FTA coordination and oversight in exchange for federal funding. ***Jung*** noted that money and time can bring about added coordination. ***Gutierrez*** added that JCMTD is seeking to build relationships. JCMTD and RIDES are signing intergovernmental agreements to better transport people. Turf and political issues can be hindrances to coordination and cooperation among different transit services.

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Jackson County does have a sheltered workshop which provides transportation for people with developmental disabilities in Murphysboro. They are planning to find an alternative provider for its transportation needs.

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Employers/Business Stakeholder Meeting for the SIMPO Transit Study

March 1, 2017

Greater Egypt Regional Planning Commission

Marion, Illinois

Attendees:

Amanda Creely, HireLevel

Samantha Nelson, HireLevel

Adam Lach, Rides MTD

Tiffany Morgan, Shawnee MTD

Jon Murrie, Shawnee MTD

Cary Minnis, Greater Egypt Regional Planning Commission

Maureen Mann, Shawnee MTD

Dustin Riechmann, Lochmueller Group

Bill Jung, Rides MTD

Michael Grovak, Lochmueller Group

Michelle Grovak, Lochmueller Group (note taker)

The Employers/Business Stakeholder Meeting was held at the Greater Egypt Regional Planning Commission in Marion March 1, 2017. ***Dustin Riechmann*** of Lochmueller Group (LG) introduced the purpose of the meeting, which focused on how transit can be improved, asking for feedback from employers as how their employees transportation needs could be better served.

Michael Grovak (LG) provided background concerning the Southern Illinois MPO (SIMPO) transit study. LG has been meeting with local transit system managers. It recently published a baseline evaluation of transit operators in the SIMPO region. This is one of several public meetings and stakeholder meetings being held to gather more input. LG has been tasked by SIMPO to consider how transit service could be better coordinated, and how that improved coordination could provide added federal funding and thereby allow for the increase of services.

Following are comments by meeting attendees.

Amanda Creeley of HireLevel, which provides staffing to area employers such as AISEN, said transportation is a problem for its workers, especially new hires. She cited a job fair, in which she interviewed 15 to 20 people. Fully 99 percent were qualified, but just one had available

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transportation. All are interested in employment at AISEN. ***Samantha Nelson***, also of HireLevel, said her firm has 13 locations, and may be expanding into Evansville.

Adam Lach, of Rides Mass Transit District, said that riders transferring between different providers can be a challenge. The Regional Transit Informational Center located in Energy has been up and running for about a year and is a call center. Customer can make one call and mobility specialists direct the best way to go among multiple providers. Lach mentioned a wellness grant for another call center to be located in Robinson. Is there public awareness of the call center and what it offers?

Bill Jung, of Rides MTD, said that all destinations along 13 corridor are served by the call center in Energy. Jung emphasized that generally contracts for human service providers form the basis for routes in rural areas, rather than work trips. It's a challenge to create enough connecting service between distant communities. Visibility of services is essential, which is a missing component. Illinois does offer grants for such service; however, getting the funds freed up is "a daily battle for us," he said. He said the next step is to design service to serve daily commuters.

Jung sees the opportunity to build routes that serve repeatable, daily trips. Serving general public travel is the "next level" for RIDES. It will be important to combine contract service with daily repeatable trips.

Maureen Mann of Shawnee Mass Transit District mentioned a past series of meetings on coordination of services among various transit providers. She said there is too much overlap of services. For instance, sometimes RIDES, Shawnee and Jackson County services all are in the same location at the same time. "It shouldn't be happening but it's a huge problem," she said. Some efforts are being made: dispatchers communicate between services and at times trade buses. A universal pass is being considered.

Jung mentioned a need for transfer nodes, which are safe and have protection from elements. Some retail establishments can provide that, but there also sometimes is a love/hate relationship between businesses and riders. A universal pass is a key, in his opinion, to coordination among different providers.

Creely mentioned the people in Cairo are in serious needs of jobs, such as those offered at AISEN. Such employers require workers to be available for all shifts, with mandatory overtime.

Nelson said people just don't know about the bus services that are already offered.

Mann added that people seem to be unaware that Shawnee MTD provides service to Cape Girardeau and Cairo. She added that after a postcard mailing for marketing, ridership increased.

Michael Grovak said it would be easier to get word out now with smart phones. He asked how much of a need was there to do online marketing of coordination and available services.

Mann said pop up ads were tried, but people found them annoying.

Creely said a good deal of people from the half-way house use transit, but these are human services-related trips.

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AISEN, Japanese auto-parts factory, warehouse with 2,400 employees, has four separate buildings in Marion, all running different shifts, which makes use of public transportation more difficult. People can be reassigned to different locations or shifts with little notice. Partly because of transportation issues, turnover there is high. That business not only terminates newer or probationary employees for several instances of even minor tardiness, but then will not *ever* consider rehiring those employees in the future. HireLevel is having to go further and further geographically to find employees because of the company's "three strikes and you are out" policy. She cited two major clients in DuQuoin that also don't rehire people under similar circumstances; some of these former employees now travel long distances to seek work at AISEN. Former workers with both sets of companies travel far out of town to get employment.

An AISEN employee could transition into his or her own private transportation over time if public transportation were available for new hires. They do receive a discount when purchasing Toyota vehicles.

Grovak brought up choice riders, in that Rides has achieved national recognition for providing good service. "What would it take for people who had choices to choose the bus?" he asked.

Cary Minnis of Greater Egypt said there is a stigma to riding the bus. Also, there are no benches or designated bus stops, which is a detriment. People say they don't know how to get back home after they are dropped off, he said.

Mann said some do ride as part of their social life. Creely said the public is unaware that Rides will come and pick them up. She said employers need a pamphlet to educate workers.

Lach said he had seen an uptick on the rides walking from other locations to Walmart because they know that is a designated stop for the bus.

One challenge with educating health service providers about RIDES' services is the high turnover in medical offices so not all employees are trained, said Jung. That is the purpose of the call center. He said people are doing outreach with PR all over the regions, but hadn't reached HireLevel. Creely said HireLevel is the largest employer here, placing 3- to 4,000 employees. She said she never knew about important aspects of RIDES service, and would like to have more information.

HireLevel keeps many employees on their payroll for years, although some are temporary at 90 days.

Bill Jung asked if HireLevel was interested in administering transit benefits, such as the FTA program to purchase transit service (e.g., transit passes) with pre-tax dollars? Employees can purchase transit service with pretax dollars if that program is administered through their company payroll office. That would also help RIDES better track its riders.

He mentioned job access grants that would carry people 50 miles to a job out of the area until they moved out of the area to get closer to their work. This program resulted in about 2,000

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people moving out of the area, while others were moving in. He characterized that as an "odd dynamic."

Minnis said Met-Ra-Con is providing support to remove barriers to employment and offers funds to provide transportation assistance, gas cards, or vouchers to those starting a new job. He added if people are being permanently disqualified by certain employers due to their losing jobs for lack of gas money, that is doing the region a disservice.

Jung said the need to call to schedule a pick up is a barrier to us. When the route is structured, identified and on a scheduled time, everyone would benefit.

Creely said she planned to attach the web address for taking study's on-line survey to employee checks.

The above constitutes our understanding of the meeting. If you believe there are omissions, additions, or corrections, please send your written comments within seven working days to Lochmueller Group.

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Man-Tra-Con Telephone Interview for the SIMPO Transit Study

March 13, 2017

Participants:

Kathy Lively, Man-Tra-Con

Joseph Zdankiewicz, SIMPO

Dustin Riechmann, Lochmueller Group

Michael Grovak, Lochmueller Group

This telephone conference was held in follow up to interviews held with other stakeholders on March 1, 2107. Man-Tra-Con (http://www.mantracon.org) supports workforce development in Franklin, Jackson, Jefferson, Perry and Williamson counties. It offers recruitment services to help local employers connect with qualified job applicants. It also provides career development assistance, skills assessment and job search/placement assistance to area workers. Its *Dislocated Worker Program* assists laid-off workers transitioning to new employment. Work transportation is a barrier to employment for a number of Man-Tra-Con's (MTC's) clients.

Suggested Service Improvements

Kathy Lively is MTC's Chief Executive Officer. She began by citing transportation barriers which some clients have, along with suggestions for improvements. Her initial comments focused on the need for improved service information. These included:

- ***Telephone information.*** She described receiving conflicting information on stop locations and scheduled times when calling into RIDES. This is especially confusing for disabled customers.
- ***Understandability of flex-route service.*** It is much easier to understand fixed routes and schedules than the flex route services operated by Jackson County Mass Transit District (JCMTD) and RIDES.
- ***Multiple operators in Carbondale area.*** She characterized transit in Carbondale as "difficult to navigate." Coordinating service between RIDES and JCMTD is difficult. Other than the University Mall, she knows of no locations in Carbondale where the two systems meet up.
- ***Marketing and Educational Material.*** There should be brochures published showing routes and schedules.

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Transportation and MTC's Mission

Lively described the services which MTC offers, and how public transportation supports those service. It uses transit for its clients to access education and training. She cited John A. Logan Community College as a specific example. There are some adults who require remedial-type education (for example, to attain their GED) at other locations. Logan Community College is one of several educational destinations for clients who use public transportation.

Another program is one in which MTC is for people (especially youth) who are "not quite ready" for a typical job in the workplace. Clients in this program are assigned to work in various locations, with MTC remaining as the "employer of record." Clients build up work experience which trains them to fill typical jobs in the work place. About 40 MTC clients in this program use transit to reach their assigned work locations. These locations are both within and outside of the MPO area.

Clients also have a variety of counseling appointments. Overall, clients need to use multiple public services. It is challenging to map all the destinations to which they need to travel. The public transportation options in the region are difficult for the general public to understand; this is more the case for MTC's clients.

As mentioned earlier, MTC serves clients in Jefferson, Perry, Franklin, Jackson and Williamson counties. The Route 13 corridor is a nexus for many of its clients' travel needs. AISEN's plant in Mt. Vernon has no interest in accommodating transit use by its employees. In addition, AISEN's rigid attendance/tardy policies for probationary employees make it difficult for them to use RIDES service, given RIDES perceived unreliability.

Dustin Riechmann posed a follow up question about adult education. ***Lively*** responded that clients have a variety of locations in which adult education is offered. These destinations can change. Important destinations include the Logan Community College, Herrin, and MTC locations (***Lively*** cited their Marion location and West Frankfort satellite facility).

Continental Tire – Mt. Vernon

Continental Tire in Mt. Vernon is a major opportunity for MTC clients. Accessing it by public transportation from the SIMPO area is challenging, although South Central Transit (which operated in counties north of the SIMPO area) has bus service operating to the door of the Continental Tire factory.

There are many MTC clients traveling from the Marion area to Mt. Vernon to access employment at Continental Tire. Many high-paying jobs are available there; many new, high-paying jobs have been created there in the last decade. Continental offers employees the opportunity for upward mobility in the long term.

Those who live in Marion are reluctant to move to Mt. Vernon to be closer to their employment. The reputation of the Mt. Vernon schools was cited as a potential issue.

Visible Transit Presence

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Many are unaware of the existence of mass transit in the Marion area. Transit lacks a visible presence. People see the RIDES vehicles operating, but don't really understand the service is part of their community. For example, the lack of fixed bus stops (with passengers waiting at those bus stops) leaves many people thinking that service is not available to the general public. ***Lively*** also suggested that some sort of tag line on the buses (such as "Anyone can ride") would help to get the word out that RIDES is general public transportation.

Joe Zdankiewicz offered his viewpoint that we need fixed route service along Route 13 between Marion and Carbondale. Fixed route service between Marion and Mt. Vernon (with as few as two potential stops along with way) is another need.

Other Comments

Metrans is a transportation navigator started by the local rural health center. It schedules rural trips for health appointments. It is a 501(c)3 organization.

Zdankiewicz also noted that Shawnee Mass Transit District (operating in counties to the south of the SIMPO area) contracts with some employers to provide service. We want this project to consider recommending similar arrangements in the SIMPO area. It also will provide a blueprint for addressing other issues cited, such as the provision of some fixed-route service.

Lively asked about using workforce funds to fund a transit awareness campaign. It would look at both short-term and longer-term "big" solutions. ***Zdankiewicz*** noted that there are some constraints were expressed on this approach by IDOT staff in the past, who since have moved on to other positions. It may be time to reconsider this approach.

It also was noted that the role of the Saluki Express in the transportation system has been under publicized. It has the potential to serve many transportation needs in addition to those of SIU students.

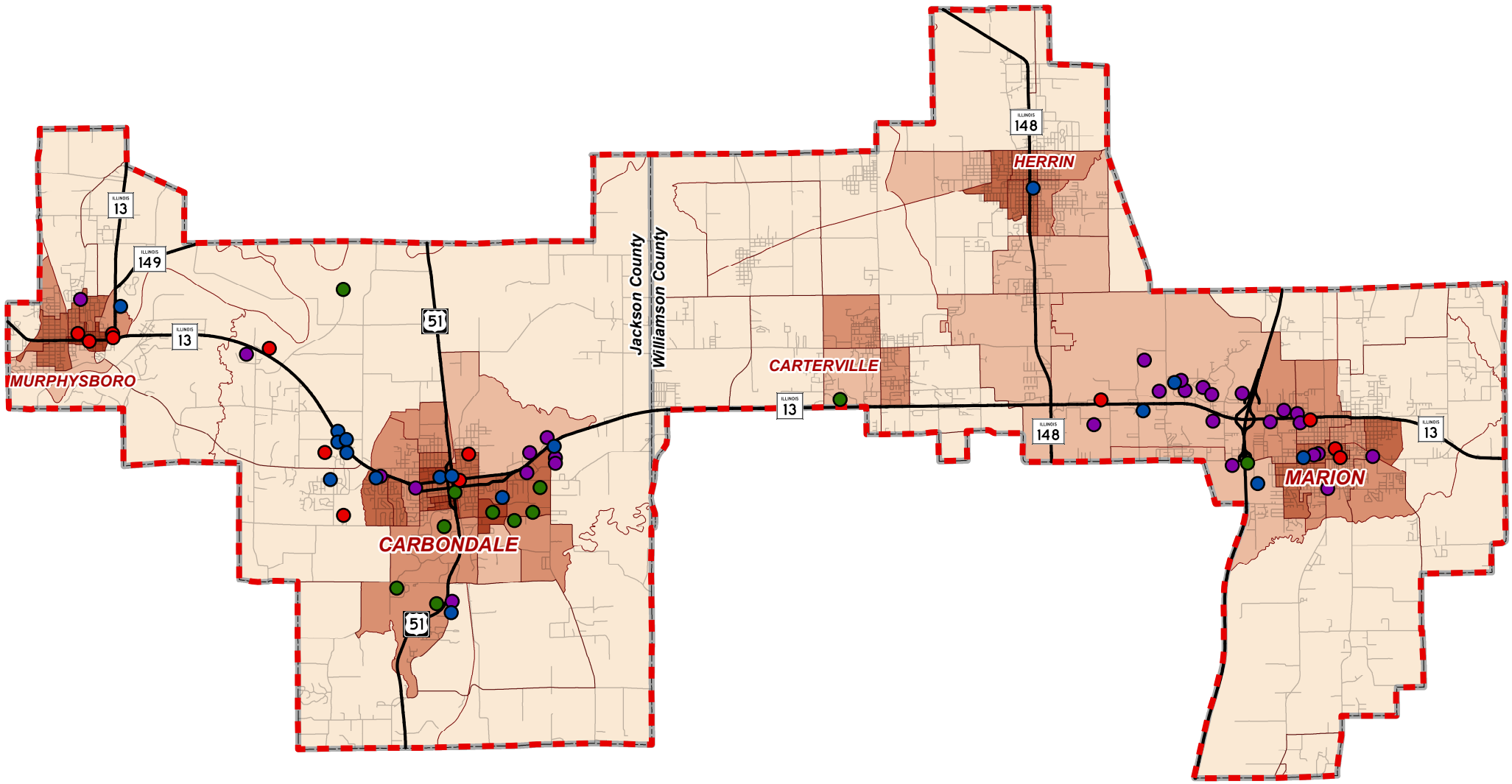
The above constitutes our understanding of the meeting. If you believe there are omissions, additions, or corrections, please send your written comments within seven working days to Lochmueller Group.

Appendix C – Selected Full Size Maps

The following pages present full sized maps that were included throughout the report.

Figure 4-1: SIMPO MPA

Trip Generators and Pop./Emp. Density



Pop. + Emp. Density

Density per Square Mile

- Less than 750
- 750 to 1,500
- 1,500 to 3,000
- 3,000 to 10,000
- Greater than 10,000

- Medical Centers
- Social Service and Cultural Centers
- Residential, Education and Transportation Centers
- Major Retail/Employment Hubs
- Counties
- MPA Boundary
- Major Roadways
- All Roadways

Sources: JCMTD, RIDES, Saluki Express,
OnTheMap 2014 Employment Estimates
(U.S. Census Bureau Longitudinal Employer-Household Dynamics)
& 2014 ACS 5-Year Estimates, Table 0

0 1 2 4 Miles

N

Figure 4-2: Carbondale

Trip Generators and Pop./Emp. Density

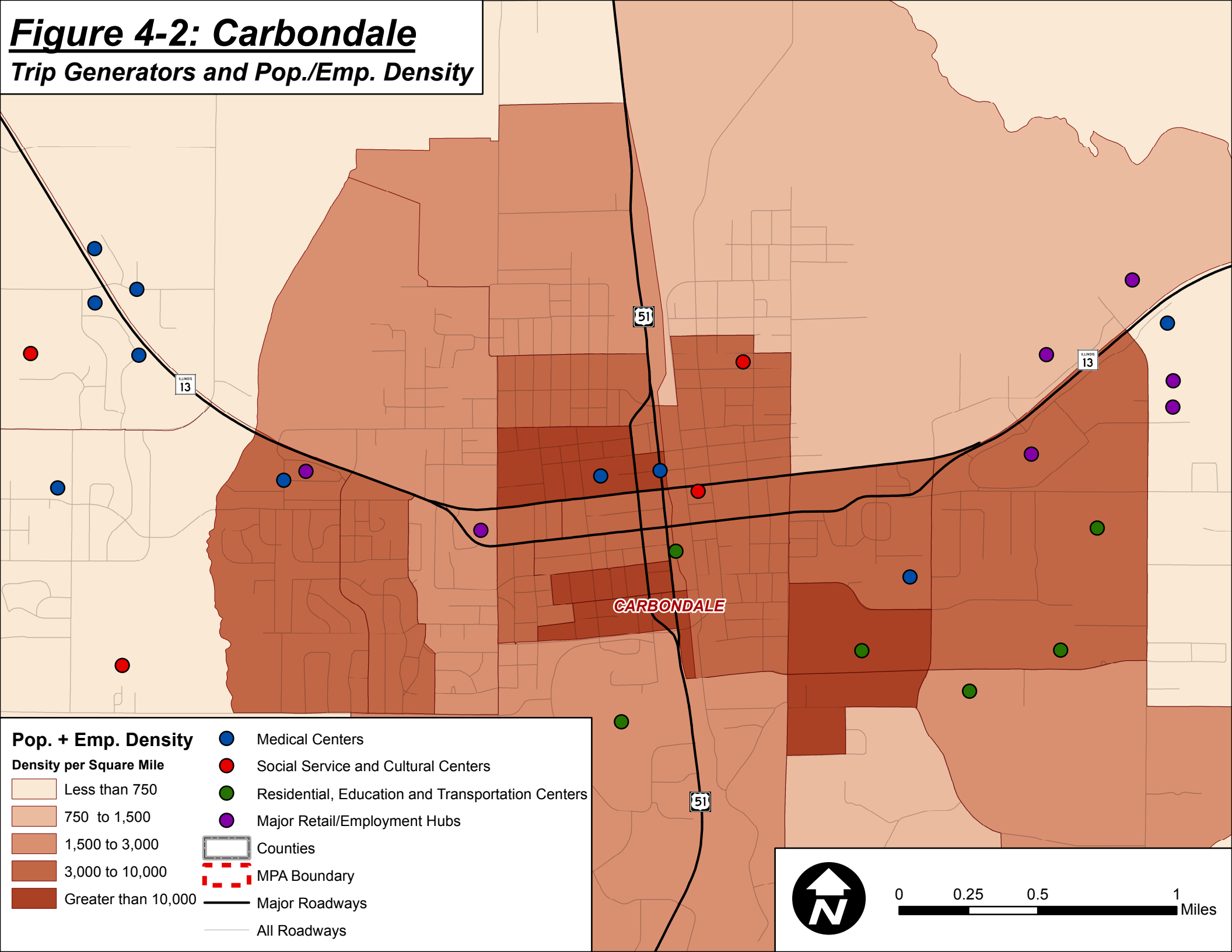


Figure 4-3: Marion

Trip Generators and Pop./Emp. Density

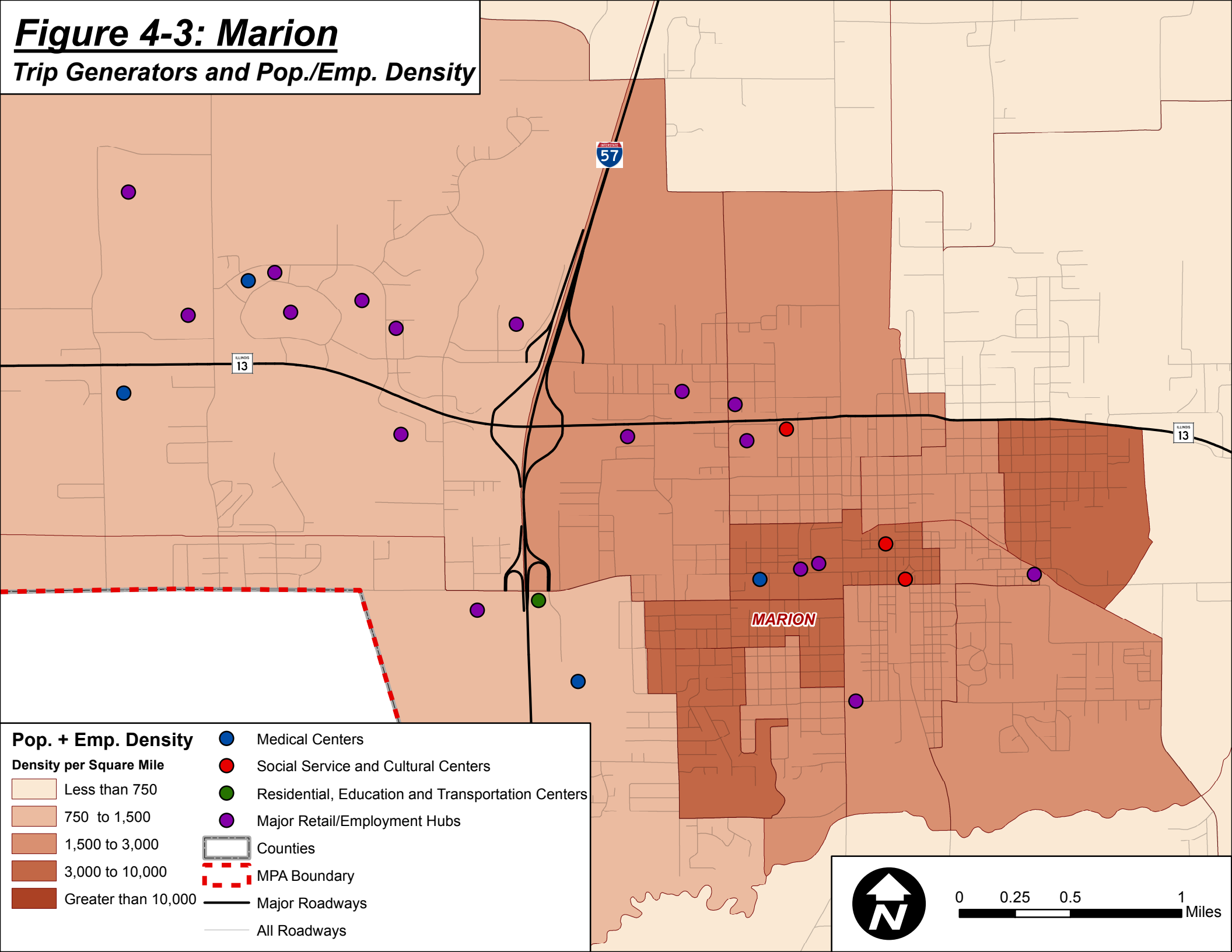


Figure 4-4: Herrin

Trip Generators and Pop./Emp. Density

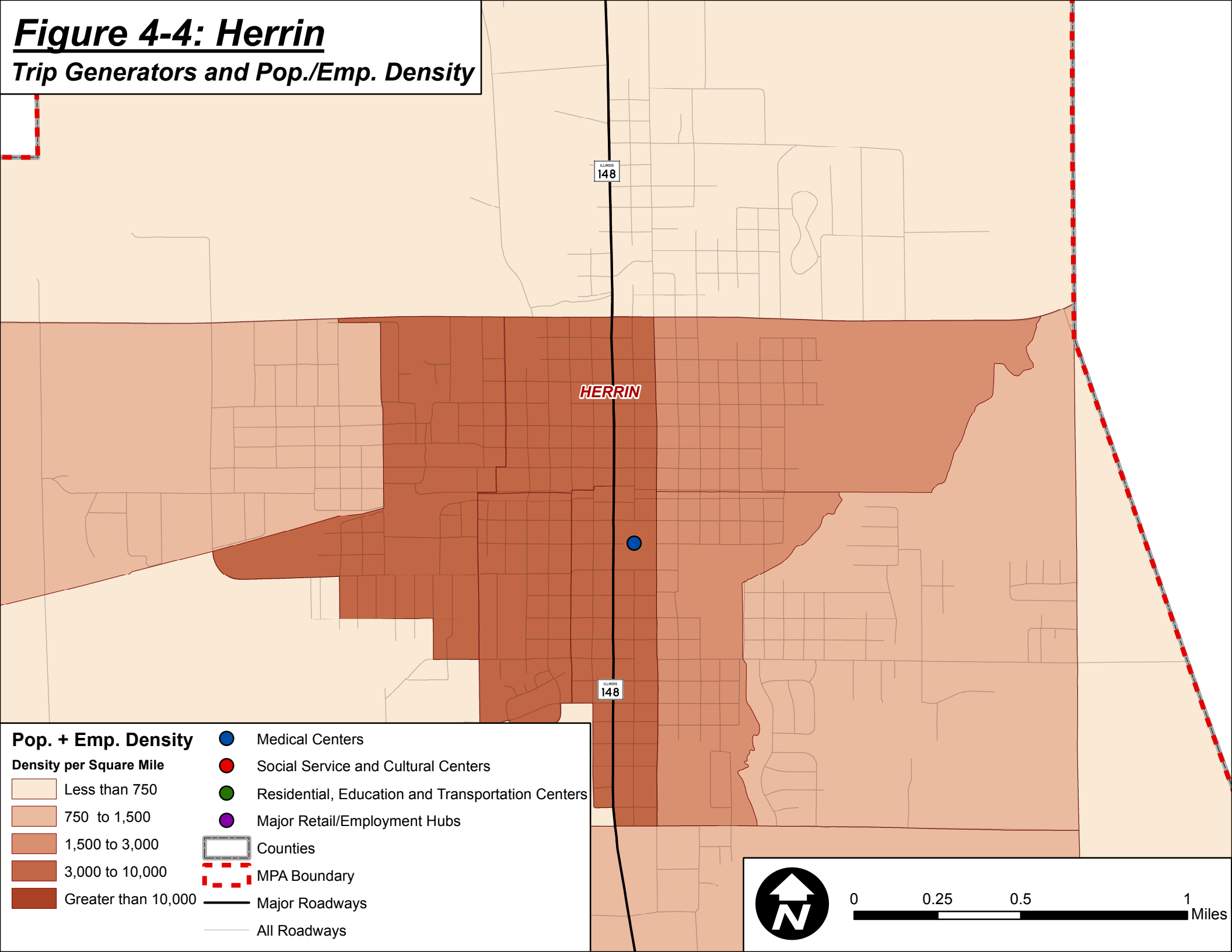
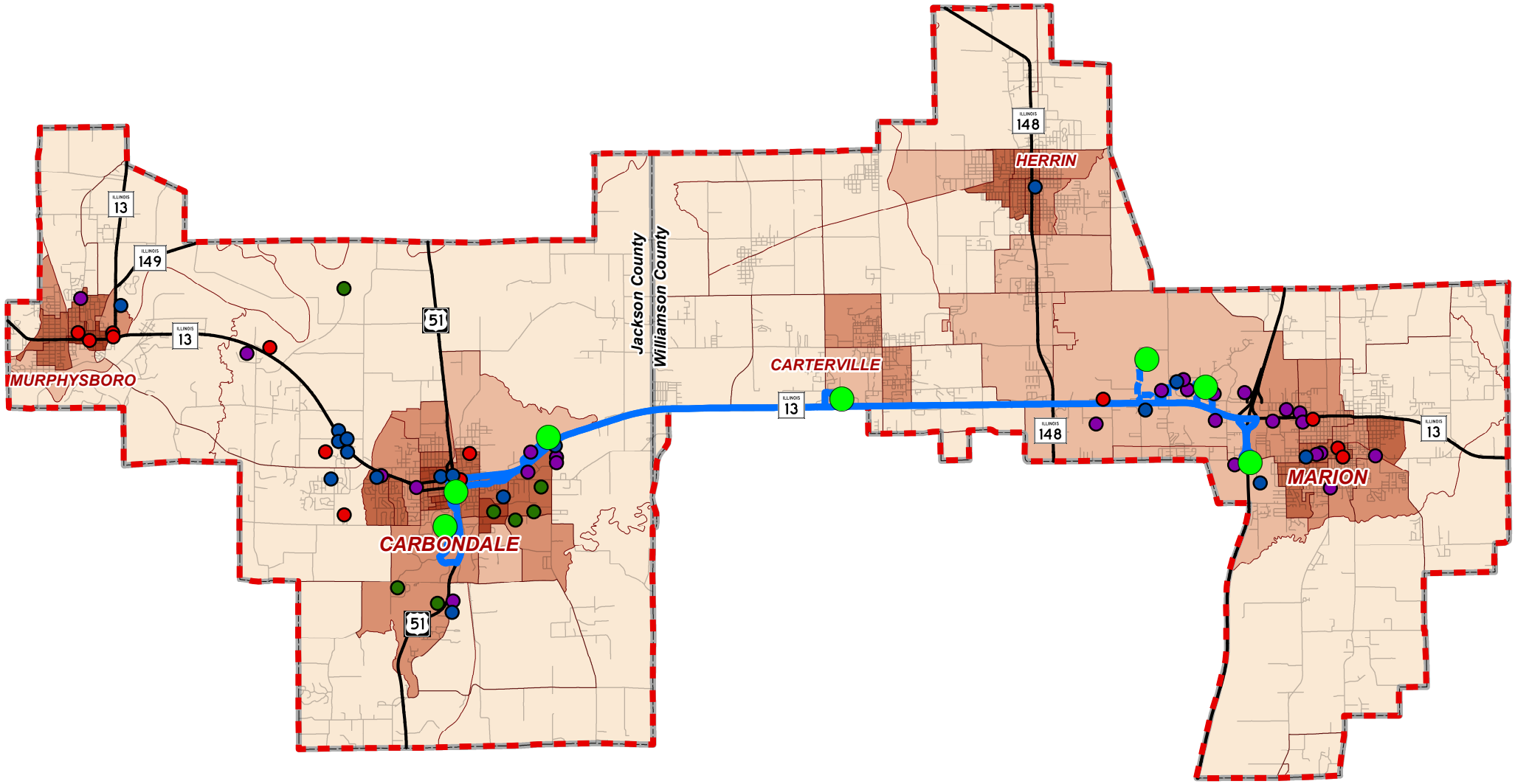


Figure 6-3: Marion-Carbondale

Conceptual Route



Pop. + Emp. Density

Density per Square Mile

- Less than 750
- 750 to 1,500
- 1,500 to 3,000
- 3,000 to 10,000
- Greater than 10,000

- Marion-Carbondale Major Stops
- Medical Centers
- Social Service and Cultural Centers
- Residential, Education and Transportation Centers
- Major Retail/Employment Hubs

- Marion-Carbondale Route
- Service to Aisin at Shift Changes
- Counties
- MPA Boundary
- Major Roadways
- All Roadways

0 1 2 4 Miles

N

Figure 6-4: Marion-Carbondale Route

Carbondale Zoom-In

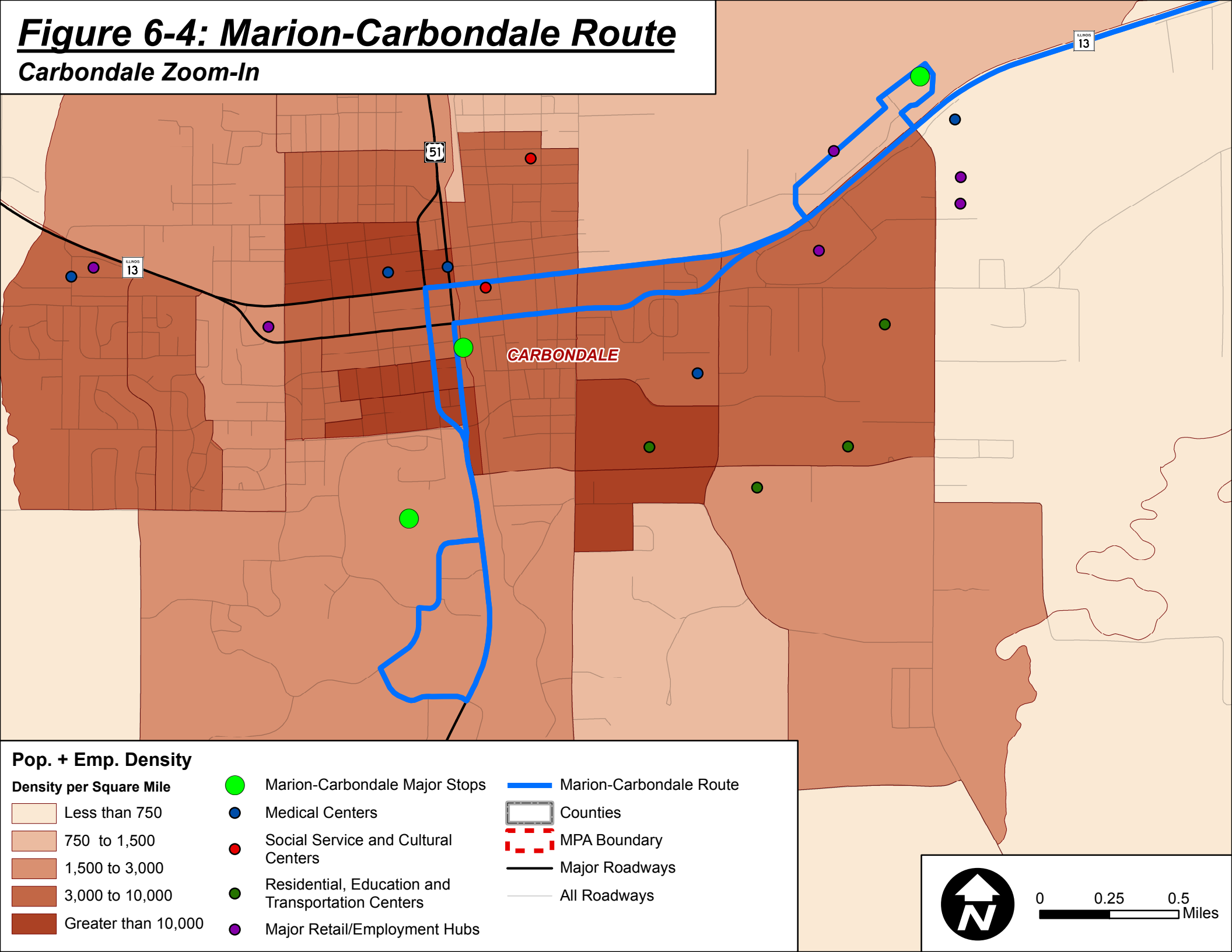


Figure 6-5: Marion-Carbondale Route

Marion Zoom-In

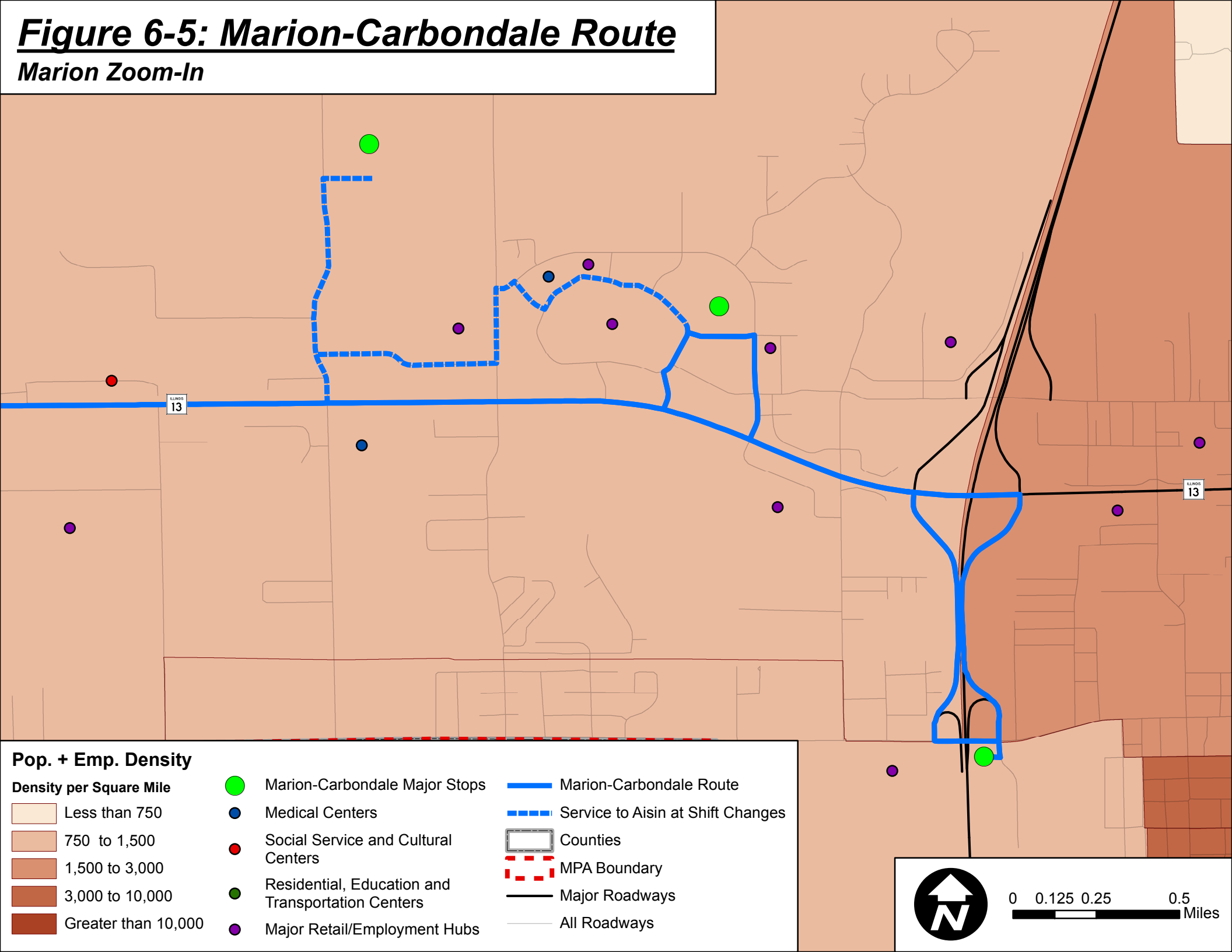


Figure 6-6: Marion-Herrin

Conceptual Route

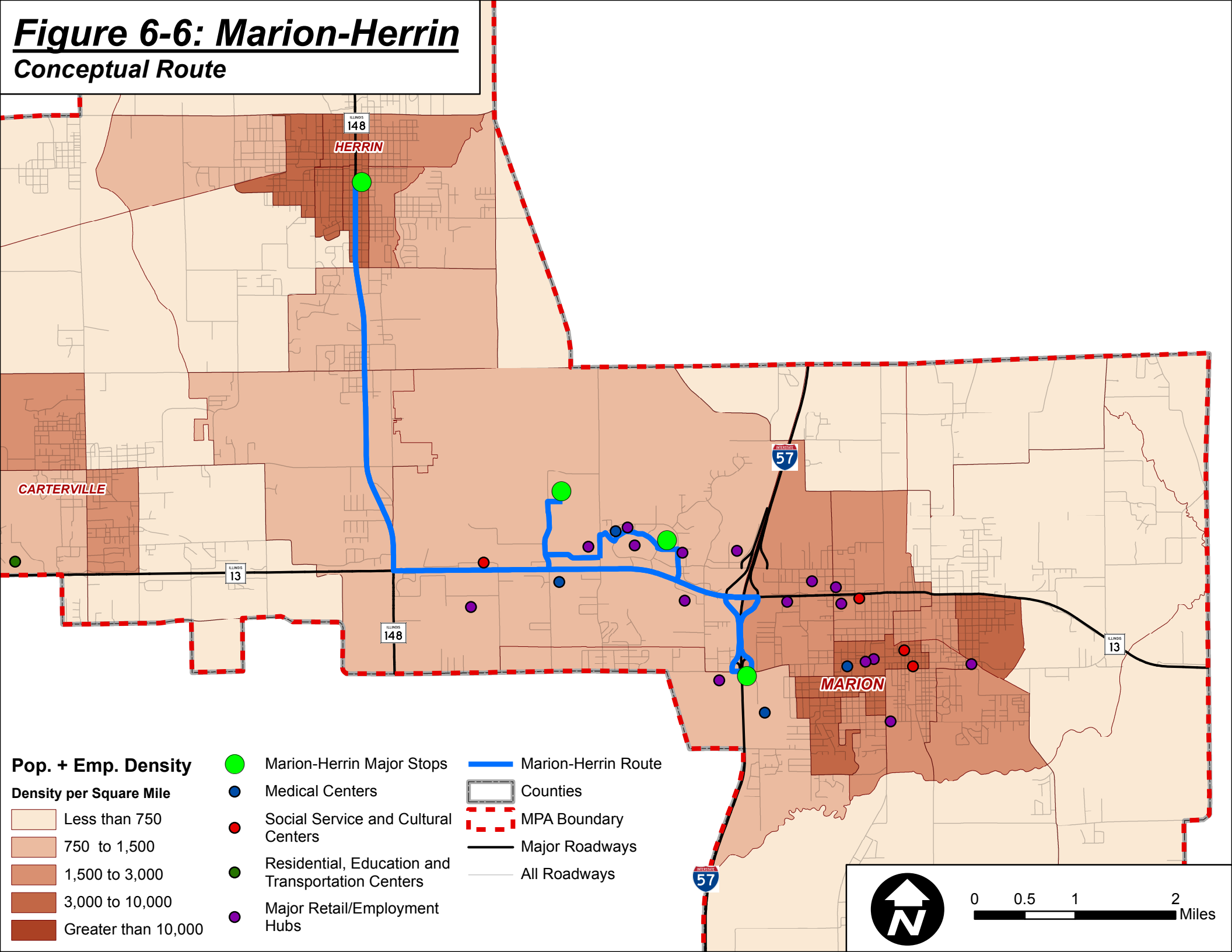
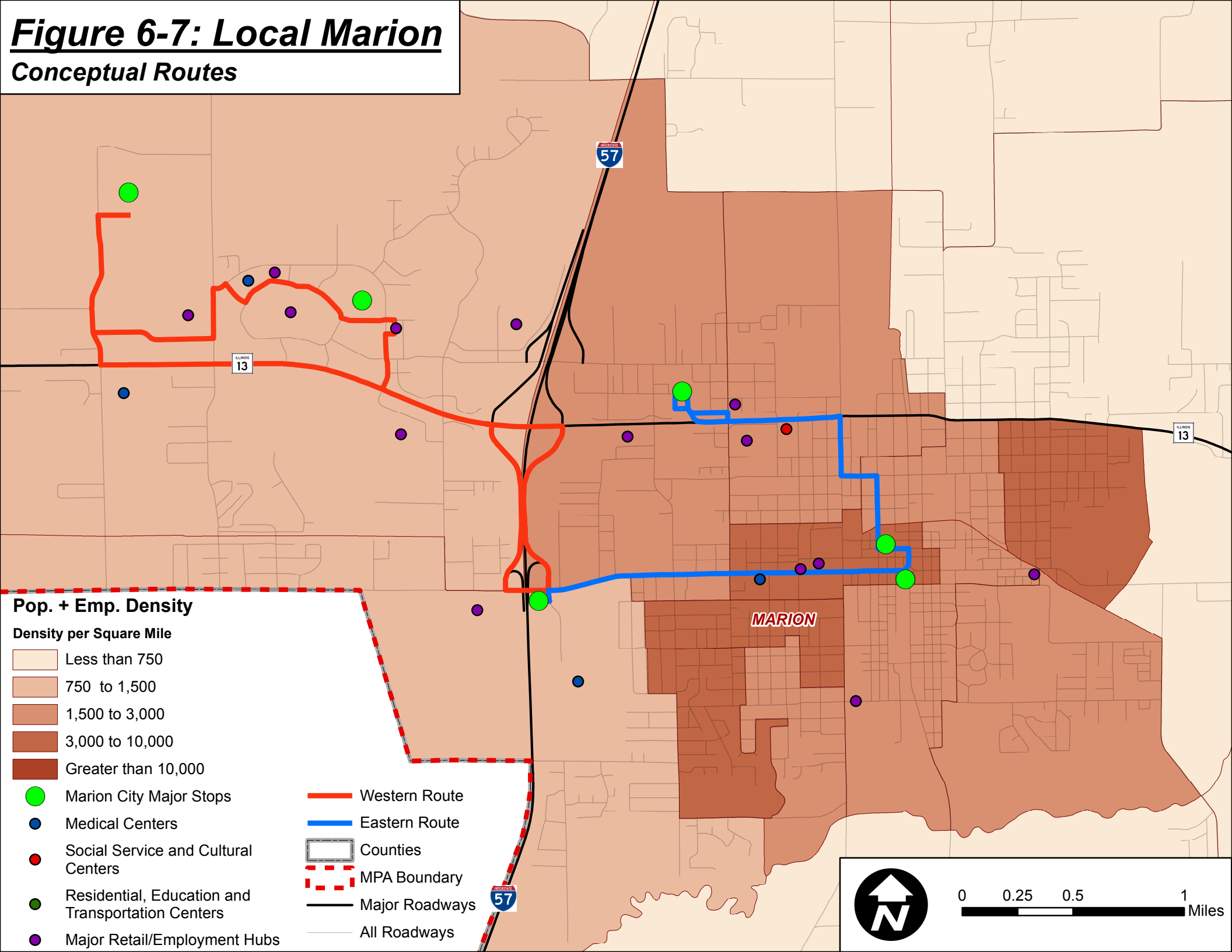


Figure 6-7: Local Marion

Conceptual Routes



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