Letter from

MAYORS OF CHAMPAIGN AND URBANA

As the Mayors of the cities of Champaign and Urbana, it is our honor to support the Age-Friendly Champaign-Urbana Action Plan. This document, which represents the collective efforts of a multitude of public agencies, private organizations, and interested citizens, offers a blueprint for making our community a Midwestern beacon for happy and healthy aging.

To the extent that people outside of Champaign-Urbana associate our community with any particular age group, they likely think of young adults first and foremost. As the home of the University of Illinois at Urbana-Champaign, our community is home to over 30,000 undergraduate and graduate students. However, what outsiders may not realize is that Champaign-Urbana is a lively community with active and engaged citizens across all demographics, including our older adults. Indeed, it is this very vibrancy that influences many older adults to remain in our community as they age, or even seek out our community as a place to put down new roots in later stages of life.

In Champaign-Urbana, older adults are mentors, civic leaders, artists, business owners, activists, theatergoers, stewards of public health, workers, volunteers, and more. They support our local businesses, enliven our public spaces, and serve a vital role as part of the civic fabric that leads to our community’s consistent recognition as one of the most livable places in the United States.

However, despite all of the positive aspects of our community, Champaign-Urbana is not without its challenges. Specifically, we know that many older adults in our community struggle with social isolation and exclusion, lack reliable transportation and affordable housing, and find themselves unsure of how to access information about existing social and health resources that already exist. Thus, while Champaign-Urbana is already a great place for those older adults who have a high level of social, financial, and physical independence, we know there is much room for improvement when it comes to helping out our older neighbors across our demographic differences for whom these challenges are an everyday reality.

We take seriously our responsibility to serve this segment of our population.

Deborah Frank Feinen
Mayor, City of Champaign

Diane Wolfe Marlin
Mayor, City of Urbana
BACKGROUND

Champaign and Urbana are twin cities located in east central Illinois with a combined population of about 127,000. The area is home to the University of Illinois at Urbana-Champaign and is well-known for its progressive, micro-urban feel and its excellent neighborhoods, schools, and parks. It features three vibrant commercial areas, with dozens of locally-owned restaurants, nightclubs, shops, and boutiques. Champaign-Urbana appears on many top-ten lists for its tech opportunities, local culture, and forward-looking city policies. It sits within the highly productive agricultural region of Champaign County, which has some of the best soils in the world. Champaign-Urbana is well connected to other cities, with daily flights to Chicago, Dallas, and Charlotte and frequent train and bus service to Chicago.

While both Champaign and Urbana strive to provide a range of services and resources for older residents, through this Age-Friendly Action Plan we propose to dramatically improve the extent and awareness of and access to these services to better benefit older residents throughout the community. We also will promote improved engagement by older adults with issues of interest and relevance to their lives, including protections from ageism and discrimination. Further, Age-Friendly Champaign-Urbana is proactive about supporting the needs of a diverse population of older adults, regardless of race, ethnicity, income, education, and gender and sexual identities.

The Champaign-Urbana area is fortunate to have a variety of interested and diverse organizations and stakeholder groups who have joined forces to launch this Age-Friendly movement, compile this Action Plan, and engage with older persons in the community.
Champaign County (207,946 people)

<table>
<thead>
<tr>
<th>Total Population</th>
<th>207,946</th>
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</thead>
<tbody>
<tr>
<td>Under 5 years</td>
<td>5.6% (11,584)</td>
</tr>
<tr>
<td>5 to 19 years</td>
<td>20.2% (41,995)</td>
</tr>
<tr>
<td>20 to 34 years</td>
<td>16.5% (34,407)</td>
</tr>
<tr>
<td>35 to 54 years</td>
<td>20.8% (43,178)</td>
</tr>
<tr>
<td>55 to 64 years</td>
<td>10.6% (22,016)</td>
</tr>
<tr>
<td>65 years and older</td>
<td>11.6% (24,206)</td>
</tr>
</tbody>
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City of Champaign (85,710 people)

<table>
<thead>
<tr>
<th>Total Population</th>
<th>85,710</th>
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<tbody>
<tr>
<td>Under 5 years</td>
<td>5.5% (4,714)</td>
</tr>
<tr>
<td>5 to 19 years</td>
<td>19% (16,322)</td>
</tr>
<tr>
<td>20 to 34 years</td>
<td>37.8% (32,352)</td>
</tr>
<tr>
<td>35 to 54 years</td>
<td>19.7% (16,854)</td>
</tr>
<tr>
<td>55 to 64 years</td>
<td>9.2% (7,861)</td>
</tr>
<tr>
<td>65 years and older</td>
<td>8.8% (7,607)</td>
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</table>

City of Urbana (42,141 people)

<table>
<thead>
<tr>
<th>Total Population</th>
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</thead>
<tbody>
<tr>
<td>Under 5 years</td>
<td>3.5% (1,476)</td>
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<tr>
<td>5 to 19 years</td>
<td>22.4% (9,465)</td>
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<tr>
<td>20 to 34 years</td>
<td>43.3% (18,243)</td>
</tr>
<tr>
<td>35 to 54 years</td>
<td>15.1% (6,374)</td>
</tr>
<tr>
<td>55 to 64 years</td>
<td>7.1% (2,997)</td>
</tr>
<tr>
<td>65 years and older</td>
<td>8.6% (3,586)</td>
</tr>
</tbody>
</table>

*American Community Survey, U.S. Census Bureau 2012-2017*
## RACE/ETHNICITY

### Champaign County (207,946 people)

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>Total</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>151,258</td>
<td>72.7%</td>
</tr>
<tr>
<td>Black/African American</td>
<td>27,210</td>
<td>13.1%</td>
</tr>
<tr>
<td>Am. Indian/Alaska Native</td>
<td>323</td>
<td>0.1%</td>
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<tr>
<td>Asian</td>
<td>21,481</td>
<td>10.3%</td>
</tr>
<tr>
<td>Hispanic/Latino</td>
<td>11,950</td>
<td>5.7%</td>
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</table>

### Champaign (85,710 people)

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>Total</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>56,350</td>
<td>65.7%</td>
</tr>
<tr>
<td>Black/African American</td>
<td>15,137</td>
<td>17.7%</td>
</tr>
<tr>
<td>Am. Indian/Alaska Native</td>
<td>90</td>
<td>0.2%</td>
</tr>
<tr>
<td>Asian</td>
<td>10,634</td>
<td>12.4%</td>
</tr>
<tr>
<td>Hispanic/Latino</td>
<td>5,489</td>
<td>6.4%</td>
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### Urbana (42,141 people)

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>Total</th>
<th>%</th>
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</thead>
<tbody>
<tr>
<td>White</td>
<td>24,997</td>
<td>59.3%</td>
</tr>
<tr>
<td>Black/African American</td>
<td>7,064</td>
<td>16.8%</td>
</tr>
<tr>
<td>Am. Indian/Alaska Native</td>
<td>122</td>
<td>0.3%</td>
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<tr>
<td>Asian</td>
<td>8,276</td>
<td>19.6%</td>
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<tr>
<td>Hispanic/Latino</td>
<td>2,238</td>
<td>5.3%</td>
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</table>

## OTHER INFORMATION

<table>
<thead>
<tr>
<th>Information</th>
<th>Champaign County</th>
<th>Champaign</th>
<th>Urbana</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median Home Value</td>
<td>$154,800</td>
<td>$156,700</td>
<td>$146,700</td>
</tr>
<tr>
<td>Median Household Income</td>
<td>$49,586</td>
<td>$44,638</td>
<td>$63,223</td>
</tr>
<tr>
<td>Percentage of people over the age of 65 with an income below the federal poverty level</td>
<td>7.70%</td>
<td>8.20%</td>
<td>7.40%</td>
</tr>
<tr>
<td>Bachelor's degree or higher</td>
<td>43.90%</td>
<td>51.10%</td>
<td>54.60%</td>
</tr>
<tr>
<td>Foreign born</td>
<td>11.90%</td>
<td>14%</td>
<td>19.80%</td>
</tr>
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ACTION PLAN SUMMARY

The Age-Friendly Champaign-Urbana Action Plan is the culmination of two years of community engagement, participation, and planning. In March of 2017, Champaign-Urbana joined the World Health Organization (WHO) and AARP Network of Age-Friendly Communities, commencing a five-year planning, implementation, and evaluation cycle. In our first two years, we completed the following steps to create this Action Plan:

**Organized:** Formed a Steering Committee of local leaders who met monthly;

**Collected Data:** Surveyed 500 people aged 50+ about life for older residents in our community;

**Analyzed:** Evaluated survey data and developed a survey report;

**Engaged:** Partnered with local organizations to support events for older people in our community and to communicate survey outcomes; and

**Discussed:** Determined, as a Steering Committee, what challenges we were most excited to take on first.

Our steering committee ultimately will address all eight domains of livability identified by WHO in future iterations of the Action Plan. We are concentrating our initial plan efforts on three focus areas: **Communication, Inclusion, and Transportation.** Improving our community’s performance in these areas is most responsive to the feedback received from our survey respondents. Additionally, as our group is still building our capacity to influence policy among both public and private partner agencies, we recognize that narrowing our focus onto these areas offers the best chance for meaningful progress over the next three years. Therefore, based on our work over the past two years, we are committing to twenty-nine goals over the next three years to make our community more livable for residents of all ages.

FOCUS AREAS

**Communication:** We will work to enhance existing resources for communicating with older adults, their families, and caregivers through the development of a centralized web presence to share resources and events with the community and especially older adults.

**Inclusion:** We are committed to fighting ageism by working with, rather than for, older adults, to acknowledging the value older residents bring to our community, and to focusing on meeting the special needs of diverse populations. We will work to increase the availability of people who can be reached for help when needed, assuring the overall feeling of safety for older adults.

**Transportation:** We will work to identify and address barriers to older adults’ use of public transportation and ride-share services to ensure that individuals of all income levels and abilities are able to reach their desired locations in our community.
THE AGE-FRIENDLY FRAMEWORK

In March 2017, Champaign-Urbana joined the AARP and World Health Organization’s (WHO) Networks of Age-Friendly Communities. It is estimated that 75 million Americans now live in a community that has joined the Age-Friendly network. There are more than 300 communities and three states who have made this public commitment to livable communities. Age-Friendly Champaign-Urbana is committed to ensuring livability and quality of life for residents of all ages. WHO identified eight domains of city life that might influence the health and quality of life of older adults including:

1. Outdoor spaces and buildings
2. Transportation
3. Housing
4. Social participation
5. Respect and social inclusion
6. Civic participation and employment
7. Communication and information
8. Community support and health services
COMMUNICATION

Focus Area

We will work to enhance existing resources for communicating with older adults, their families, and caregivers through the development of a centralized web presence to share resources and events with the community and especially older adults.
We know that more than 90% of the households in Champaign County have a computer in the home and that a vast majority of our survey respondents obtained relevant information about activities and services through the internet on smartphones or home computers. Our research and planning has revealed that there are many online and print resources for older adults in our community. However there is no one centralized online resource for older adults and their families and print guides are often quickly rendered out-of-date. It is our goal to improve the communication about services and events for older adults through a more flexible, nimble, and sustainable online centralized resource. The pages that follow highlight how we will both accomplish the launch of this resource and measure its success.
Year 1 Goal or Outcome

Secure funding to launch a website that connects older adults with community resources and one another (Chambana Seniors)

Current State
Fragmented resources for older adults, only some available online many of which are out of date

Desired State
Coordinated free real time information about community resources and events

How Success Will Be Measured and Evaluated
The site was launched
Year 2 Goal or Outcome

Evaluate success of website and identify next steps to broaden reach

Current State
Qualitative review of community impact is in progress

Desired State
Well known website utilized often by older adults and potential advocates of older adults; financially sustainable through business support

How Success Will Be Measured and Evaluated
Number of subscribers, financial stability, number of sponsors/investors, and page hits
Year 2 Goal or Outcome

Explore the value of a non online supplemental resource and consider expanding scope of online links

Current State
Chambana Seniors site is marketed and operating

Desired State
Continuously updated, expanded, and available free to all who might benefit

How Success Will Be Measured and Evaluated
Online and print resources meeting the needs of older adults in our community
Year 3 Goal or Outcome

Explore potential for a Champaign-Urbana area app that connects older adults with this community and the broader surrounding area

Current State
A free mobile app with access to a broad range of appropriate community sites

Desired State
Free mobile app that facilitates access to community sites

How Success Will Be Measured and Evaluated
Mobile app was launched
Kathleen Holden
Retired University Administrator
Age-Friendly Steering Committee Co-Chair

“To me, Age-Friendly means that as we make our community more welcoming and accommodating for older adults, we improve our community for all ages. Affordable housing and health care, safe and accessible parks, streets, and transportation, and opportunities for continued growth and community engagement are important for all ages.

I learned about Age-Friendly at a national conference in the fall of 2014. There are cities around the world working on these initiatives, led by the World Health Organization (WHO). In this country, the American Association of Retired Persons (AARP) has a process to identify the ‘livability’ of communities. I wanted to be a part of making our community better in ways that will benefit all of us. I’m grateful to the mayors, the University of Illinois at Urbana-Champaign, and community leaders for their partnership in this ongoing effort.

Our community is fortunate to have forward thinking citizens and public servants who are willing to work (often without pay) to improve our environment.”
We are committed to fighting ageism by working with, rather than for, older adults, to acknowledging the value older residents bring to our community, and to focusing on meeting the special needs of diverse populations. We will work to increase the availability of people who can be reached for help when needed, assuring the overall feeling of safety for older adults.
Champaign-Urbana prides itself on the diversity of our community. Age Friendly is committed to ensuring that members of all groups and abilities feel welcome and secure in our community. While older people who participated in our survey mostly reported feeling socially included, respected, and safe, there were some notable findings with regard to social inclusion. Most noteworthy, individuals in lower income brackets were more likely to report feeling unsafe, isolated, or having few people to reach out to in times of need, when compared to older adults with higher incomes. Additionally, based on the demographics from our survey, we know we are currently not reaching the entire population of older adults in the community. We will identify who we are not communicating with, where they are located, and how to best communicate with them through strengthening community partnerships by building connections with underrepresented groups in the community. Our outreach will be alert to the diversity of gender, age, race, ethnicity, income, abilities, and sexual identity. The pages that follow detail how we will accomplish this and measure success.
**Year 1 Goal or Outcome**

Develop a list of and build connections and/or partnerships with underrepresented groups in the community.

**Current State**
We are not reaching the entire population of older adults in our community; additionally, many of the services and opportunities for older adults lack coordination.

**Desired State**
An inclusive community where all older adults feel safe, supported, and included.

**How Success Will Be Measured and Evaluated**
The development of a list of relevant groups, relationships with community leaders from these groups, and a plan to sustain interactions.
Year 1 Goal or Outcome

Run a series of focus groups with older adults from groups whose perspectives were not adequately captured in initial survey data, including a focus on the safety needs of older adults in the community, both in their homes and neighborhoods.

Current State
The voices of many older adults in our community were not adequately captured in our last round of survey collection.

Desired State
Multiple opportunities for older adults from diverse backgrounds to be heard with regard to social inclusion and safety issues.

How Success Will Be Measured and Evaluated
The completion of a series of focus groups that adequately capture diverse perspectives.
Year 1 Goal or Outcome
Support the development of positive feature articles on older adults in local media

Current State
Older adults are occasionally highlighted in local media

Desired State
Coordinated efforts and features that highlight community contributions of older community members

How Success Will Be Measured and Evaluated
The increased appearance of positive and useful media features about older adults
Year 1 Goal or Outcome
Explore and support the development of regular Age Friendly social events in locations that reach our diverse population

Current State
Though many Age-Friendly Steering Committee members interact with older adults through their organizations (or are older adults themselves), we want to increase regular interactions between our group and community older adults, and additionally provide increased opportunities for intergenerational social events.

Desired State
Regular intergenerational social interactions, where committee members have the opportunity to engage with local older adults.

How Success Will Be Measured and Evaluated
The development of and diverse attendance at regularly scheduled social events.

Social Participation
Respect & Social Inclusion
Communication & Information
Year 1 Goal or Outcome

Research nationally and regionally available diverse models of senior living outreach (for example, Villages concept, immigrant welcome and outreach, and shared housing)

Current State
Currently models for housing and services for older adults concentrate on standard public or private pay without innovative alternatives to support older adults in a variety of living environments

Desired State
The increased availability of options for older adults who wish to remain in their homes, and a better understanding of the issues faced by diverse groups of older adults

How Success Will Be Measured and Evaluated
Increased knowledge of alternative models for community services and housing for older adults and the initiation of conversations about how to integrate models into our community
Year 2 Goal or Outcome
Seek admission into the Age-Friendly University Network

Current State
From our survey data, we know that a number of older adults believe campus is not an Age-Friendly environment where they feel comfortable or welcome.

Desired State
An inclusive campus environment where people across demographic groups feel welcome to enjoy the University’s educational and cultural offerings.

How Success Will Be Measured and Evaluated
Admittance into Age-Friendly University Network and compliance with their goals.
Year 2 Goal or Outcome

Develop targeted outreach to and communication strategies for underrepresented groups based on focus group data and input from community partners.

Current State
Older adults in our community come from a variety of diverse backgrounds and the voices of all are not currently represented adequately.

Desired State
Outreach strategies and partnerships that are inclusive of all older adults in our community.

How Success Will Be Measured and Evaluated
Clear and sustaining strategies for interacting with our diverse community partners.
**Year 2 Goal or Outcome**

Conduct research on best practices for reaching and better communicating with diverse populations and for eliminating ageism in communications generally. Begin a communication audit of local organizations and their communication.

**Current State**
We know that some materials are not appropriately tailored to older adults and/or promote ageist and other stereotypes.

**Desired State**
Communication that is free from ageist and other stereotypes and appropriate for intended audiences.

**How Success Will Be Measured and Evaluated**
A report that details best practices for communication and the development of materials to disseminate to local organizations.
Year 2 Goal or Outcome

Explore the development of a volunteer infrastructure

Current State
We currently have coordinated opportunities for older adults to volunteer (Retired Senior Volunteer Program), but there is not a coordinated effort to connect with groups who may be interested in volunteering with older adults

Desired State
Increased opportunities for volunteer organizations to support a diverse population of older adults and to provide intergenerational interactions, with the hope that these interactions will help mitigate ageism

How Success Will Be Measured and Evaluated
The development of relationships with volunteer service organizations and a database of organizations from which older adult service providers might draw
**Year 3 Goal or Outcome**

Based on findings from communication audit, communicate best practices for local organizations and businesses to communicate with a diverse population of older adults

**Current State**
We know that some materials are not appropriately tailored to older adults and/or promote ageist and other stereotypes

**Desired State**
Communication that is free from ageist and other stereotypes and appropriate for intended audiences

**How Success Will Be Measured and Evaluated**
Sustained interactions with local businesses and organizations in the forms of training materials or seminars on eliminating ageism from communications
Year 3 Goal or Outcome

Continue to advocate for the safety and inclusion of all older adults in our community based on work started in years 1-2

Current State
We anticipate that all of our goals and strategies from years 1-2 will require sustained efforts, follow-up, and people power to ensure we continue to work towards the safety and inclusion of older adults and combating ageism in our community.

Desired State
An inclusive community where all older adults feel safe, supported, and included.

How Success Will Be Measured and Evaluated
Survey results indicate progress.

SOCIAL PARTICIPATION
RESPECT & SOCIAL INCLUSION
COMMUNICATION & INFORMATION
Year 3 Goal or Outcome

Work with local groups and organizations to continue to develop a series of intergenerational programs

Current State
As our Steering Committee interacts with more groups and older adults in years 1-2, we anticipate that new ideas, interests and opportunities will arise to develop new programming which is generationally inclusive

 Desired State
A community with an abundance of opportunities for people of all ages to interact regularly

How Success Will Be Measured and Evaluated
The continued attendance and sustaining of regular intergenerational activities and programs
Year 3 Goal or Outcome

Work to diversify Age-Friendly Steering Committee

Current State
We currently have diversity on our Steering Committee with regard to age, gender, race, sexual orientation, and occupation, however we suspect that as we continue to grow our outreach efforts we will develop new partnerships and meet new community leaders who would be valuable additions to our group.

Desired State
A Steering Committee that broadly represents the diverse makeup of our community.

How Success Will Be Measured and Evaluated
The presence of community leaders from diverse groups in Champaign-Urbana on our Steering Committee.

SOCIAL PARTICIPATION

RESPECT & SOCIAL INCLUSION
**Year 3 Goal or Outcome**

Serve as a mentor to, resource for, and partner with other smaller Champaign County villages and towns as they seek to join the Age-Friendly Network of Communities

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**Current State**

While the Champaign-Urbana community comprises more than half the County population, there are close to 80,000 residents in surrounding smaller towns and villages, making us the 10th largest county in the state of Illinois. Currently, only Champaign and Urbana are officially part of the Age-Friendly Network of Communities

**Desired State**

Champaign County is recognized as a county livable for people of all ages

**How Success Will Be Measured and Evaluated**

Additional Champaign County communities apply to join the Network of Age-Friendly Communities and commit to making their cities livable for people of all ages
Ben LeRoy
Associate Planner, City of Champaign
Age-Friendly Steering Committee Co-Chair

“Age-Friendly means a comprehensive approach to ensuring that our built environment, public and private services, and communication are all designed in a manner that remains inclusive of our fellow citizens as they grow older.

The City of Champaign plays an important role in the provision of many public services and the evolution of our built environment, so I’m honored to represent my organization and be the bridge between the talented professionals on the steering committee and my City Council.

I like that Champaign-Urbana is the right size. It’s big enough that we have lots of diversity and neat things going on all over town, but it’s small enough that you can wrap your arms around it without getting overwhelmed. I’d like to think that positions us well to advance our Age-Friendly goals relatively quickly over the coming years.”
We will work to identify and address barriers to older adults’ use of public transportation and ride-share services to ensure that individuals of all income levels and abilities are able to reach their desired locations in our community.
In July 2014, the National Transit Database reported Champaign-Urbana Mass Transit District (CUMTD) ranked #3 for Public Transit Use in Small Cities, and in 2015, almost 40,000 public trips were taken daily in our community. Champaign-Urbana Mass Transit District operates separate urban and rural area systems in Champaign County, in addition to an ADA-accessible, paratransit service that primarily assists individuals with disabilities and older adults. Additionally, according to the AARP Livability Index, both Champaign and Urbana received relatively high transportation scores at 77 and 79, respectively, out of a total score of 100. However, most of our Age-Friendly survey respondents reported traveling either by driving themselves or riding as passengers in private vehicles. Among our survey respondents, taxis and paid transportation services were the least utilized methods of transportation, followed by senior transportation services, and bike riding. Older adults with higher household incomes were more likely to report driving often or always as their methods of transportation when compared with individuals who have lower household incomes (less than $35k household income per year). Our initial plan is to determine the barriers to older adults’ use of public transit and ride-share services and implement plans to counteract these barriers.
Year 1 Goal or Outcome

Ensure that appropriate local agencies will have the current transportation directory on their website

Current State
Directory has been developed; In September 2018, one agency linked to the directory on their web page and the directory had 33 hits

Desired State
By March 2020, 25 targeted agencies will have a link to the directory on their webpage; By March 2020, there will be 150 hits on the directory per month

How Success Will Be Measured and Evaluated
Number of agencies with a directory link on their website; Tracking directory hits through Google Analytics
**Year 1 Goal or Outcome**

Analyze survey data identifying seniors’ barriers to public transportation

**Current State**
Discussions within working group on potential agencies to involve in the analysis

**Desired State**
Developed plan for funding and implementing a response to the identified barriers (for example, develop working group to establish connections with at least two organizations and plan a feasible bus buddy program)

**How Success Will Be Measured and Evaluated**
Two stakeholders and one potential funding option identified
Year 1 Goal or Outcome

Find out why some seniors do not take public transit or use ride-share services

Current State
Survey data for seniors, senior housing facilities, and assisted living facilities

Desired State
Prioritize barriers and issues identified by seniors

How Success Will Be Measured and Evaluated
Number of surveys, from seniors, assisted living homes, and senior centers
Year 1 Goal or Outcome

Apply for at least three grants for a Champaign County One-Call One-Click center

Current State
One grant submitted

Desired State
Secure funding before April 2020

How Success Will Be Measured and Evaluated
Three applications done
Year 1 Goal or Outcome

Identify high-density areas of Dash Pass users (reduced public transit fares for community members 65+)

Current State
Data inquiry to Champaign-Urbana Mass Transit District regarding Dash Pass routes

Desired State
Map of urbanized area with Dash-Pass route data complete

How Success Will Be Measured and Evaluated
Map of urbanized area with Dash-pass data developed
**Year 2 Goal or Outcome**

Community actively uses the transportation directory

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**Current State**

25 targeted agencies have a link to the directory on their webpage; 150 hits on the directory per month

**Desired State**

30 targeted agencies have a link to the directory on their webpage; Continue to get 150 hits on the directory per month

**How Success Will Be Measured and Evaluated**

Number of agencies with a directory link on their website; Tracking directory hits through Google Analytics; Number of travel trainings that include directory
Year 2 Goal or Outcome

Continue development of a feasible Bus Buddy program to train and/or assist seniors to use mass transit using survey data and Dash Pass route maps

Current State
Two stakeholders and one potential funding options identified

Desired State
Solidified partnerships with volunteers/stakeholders; Plan developed; Some funding secured

How Success Will Be Measured and Evaluated
Amount of funding secured
Year 2 Goal or Outcome

Implement Champaign County One-Click One-Call center based on available funding

Current State
Three applications completed

Desired State
Secured, consistent funding for planning and implementation by the end of Year 2

How Success Will Be Measured and Evaluated
Amount of funding secured
**Year 2 Goal or Outcome**

Conduct three travel trainings within the year addressing barriers listed in year one surveys.

**Current State**
Travel training materials developed based on survey data.

**Desired State**
Conduct travel trainings at senior centers, human service agencies, churches, and other relevant organizations.

**How Success Will Be Measured and Evaluated**
Number of travel trainings conducted; Number of attendees; Number of locations travel trainings held.
**Year 3 Goal or Outcome**

Implement the Bus Buddy program to train and/or assist seniors to use mass transit

**Current State**
Applied for at least three funding sources; Partnerships solidified; Local senior centers notified of potential new service

**Desired State**
Bus buddy program implemented by November 2022

**How Success Will Be Measured and Evaluated**
Implementation by November 2022; Number of volunteers; Number of seniors who use the service; Number of trips by type
Year 3 Goal or Outcome

Implement the Champaign County One-Click One-Call center

Current State
Developed employee/ call center scope of duties; Secured, consistent funding for planning and implementation

Desired State
Call center implemented in Champaign-Urbana Mass Transit District by March 2021

How Success Will Be Measured and Evaluated
Number of updates to transportation directory; Number of callers; Type of information requested
Year 3 Goal or Outcome

Conduct three additional travel trainings within the year addressing barriers listed in year one surveys and considering year 2 results

Current State
Travel training materials developed based on survey data

Desired State
Involve university students in travel trainings; Conduct travel trainings at senior centers, human service agencies, churches, and other relevant organizations

How Success Will Be Measured and Evaluated
Number of surveys; Number of travel trainings conducted; Number of attendees; Number of locations travel trainings held; Number of volunteers
CONCLUSION

This Action Plan outlines the process and the plan over the next 3 years. It is important to recognize the commitments of the City of Champaign, the City of Urbana, the Center on Health, Aging, and Disability in the College of Applied Health Sciences at the University of Illinois, the Age-Friendly Champaign-Urbana Steering Committee, and the numerous additional organizations that were involved in the plan. These entities will be working together to implement the recommendations, recognizing that the Action Plan will be improved and modified over the coming years. It is our belief that as we improve conditions in this community for older adults, all ages will benefit from our efforts.

Since submitting our initial application to join the Age-Friendly Network in March 2017, we worked collaboratively to identify and prioritize action items on the basis of community feedback received during our initial survey and well attended community engagement breakfast, where we presented survey results. We also added new steering committee members representing new organizations in response to our growing understanding of the best way to tackle our community's greatest challenges in this arena. Our work over this time period has been iterative, with steering committee members playing a key role in alternately communicating the committee’s progress to their own organizations and advising the committee on how each member’s home organization can best contribute to our collective efforts.

We believe we have outlined achievable goals with tangible metrics of success that will allow us to make substantial progress during the first three year period. Additionally, we developed evaluation measures to ensure our progress and make adjustments as necessary. The breadth of experience brought to the table by the Steering Committee members is considerable and will assist us as we implement the plan.

We look forward to contributing to and learning from our partner communities in the AARP Network of Age-Friendly Communities and the World Health Organization Global Network of Age-Friendly Communities. We are particularly pleased that we have been able to extend the Age-Friendly Community model beyond a single city's boundaries as it is imperative that these contiguous cities work together. We anticipate our longstanding local tradition of civic collaboration will provide a good model for other multijurisdictional communities interested in pursuing Age-Friendly designation.
### APPENDIX A: AGE-FRIENDLY CHAMPAIGN-URBANA SUPPORTERS

Many organizations have supported Age-Friendly Champaign-Urbana in our journey to create this Action Plan. We look forward to continuing to work with these partners and welcoming new partners in the future.

<table>
<thead>
<tr>
<th>Organization</th>
<th>Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alzheimer’s Association of Greater Illinois Chapter: Bloomington/Champaign Office</td>
<td>Health Alliance</td>
</tr>
<tr>
<td>Carle Foundation Hospital</td>
<td>Housing Authority of Champaign County</td>
</tr>
<tr>
<td>Center on Health, Aging, and Disability, College of Applied Health Sciences</td>
<td>Land of Lincoln Legal Assistance Foundation</td>
</tr>
<tr>
<td>Champaign County Chamber of Commerce</td>
<td>Osher Lifelong Learning Institute</td>
</tr>
<tr>
<td>Champaign County Committee on Aging</td>
<td>Parish Nurse Program, Carle</td>
</tr>
<tr>
<td>Champaign County Regional Planning Commission</td>
<td>Parkland College</td>
</tr>
<tr>
<td>Champaign-Urbana Mass Transit District</td>
<td>OSF HealthCare Heart of Mary Medical Center</td>
</tr>
<tr>
<td>Champaign Parks District</td>
<td>Promise Healthcare</td>
</tr>
<tr>
<td>Champaign Urbana Public Health District</td>
<td>Representative Carol Ammons</td>
</tr>
<tr>
<td>City of Champaign</td>
<td>Senator Dick Durbin</td>
</tr>
<tr>
<td>City of Urbana</td>
<td>Senator Scott Bennett</td>
</tr>
<tr>
<td>Clark-Lindsey Village</td>
<td>Senior Task Force of Champaign County</td>
</tr>
<tr>
<td>Community Foundation of East Central Illinois</td>
<td>Stephens Family YMCA</td>
</tr>
<tr>
<td>Congressman Rodney Davis</td>
<td>United Way of Champaign County</td>
</tr>
<tr>
<td>CRIS Healthy Aging Center</td>
<td>University of Illinois Extension</td>
</tr>
<tr>
<td>Faith in Action, OSF Healthcare</td>
<td>Urbana Adult Education</td>
</tr>
<tr>
<td>Family Service of Champaign County</td>
<td>Urbana Parks District</td>
</tr>
<tr>
<td></td>
<td>Village of Savoy</td>
</tr>
</tbody>
</table>

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APPENDIX B: AGE-FRIENDLY CHAMPAIGN-URBANA STEERING COMMITTEE

Current Members

Drew Bargmann, Special Services Manager, Champaign-Urbana Mass Transit District

Tim Bartlett, Executive Director, Urbana Park District

Wendy Bartlo, Proposal Development and Community Outreach Specialist, Center on Health, Aging, and Disability, University of Illinois at Urbana-Champaign

Amy Brown, CEO, CRIS Healthy Aging

Linda Coleman, Past-Chair, Board of Directors, Osher Lifelong Learning Institute

Joe DeLuce, Executive Director, Champaign Park District

Joan Dixon, CEO and President, Community Foundation of East Central Illinois

Dennis Donaldson, Treasurer, Village of Savoy

Kristen Gisondi, Human Services Transportation Coordinator, Champaign County Regional Planning Commission

Sue Grey, President and CEO, United Way of Champaign County

Patrick Harness, Community Activist

Dawn Henry, Director of Rehabilitation, Carle Foundation Hospital

Kathleen Holden, Retired Administrator, University of Illinois at Urbana-Champaign

Anna Lane, MTW Coordinator, Housing Authority of Champaign County

Ben LeRoy, Associate Planner, City of Champaign

Rosanna McLain, Director, Senior Resource Center, Family Service

Julie Pryde, Public Health Administrator, Champaign-Urbana Public Health District

Debra Reardanz, President and CEO, Clark-Lindsey Village

Linda Tauber-Olson, Regional Director Volunteers & Faith in Action, OSF HealthCare Heart of Mary Medical Center

Jeff Woods, Associate Dean for Research and Director, Center on Health, Aging, and Disability, University of Illinois at Urbana-Champaign

Past Members

Traci Nally, VP Human Resources, News-Gazette Media

Lorrie Pearson, Planning Manager, City of Urbana

Matt Rejc, Community Development Coordinator, City of Urbana

Libby Tyler, Retired Community Development Director and City Planner, City of Urbana

Preston L. Williams Jr., Retired Superintendent, Urbana School District
## APPENDIX C: FOCUS AREA TABLES

### FOCUS AREA: COMMUNICATION

<table>
<thead>
<tr>
<th>YEAR</th>
<th>Tangible Goal(s) or Outcomes to Be Achieved This Year</th>
<th>Current State</th>
<th>Desired State</th>
<th>How Success Will Be Measured &amp; Evaluated</th>
<th>Domains of Age-Friendly</th>
</tr>
</thead>
<tbody>
<tr>
<td>YEAR 1</td>
<td>Secure funding to launch a website that connects older adults with community resources and one another (Chambana Seniors)</td>
<td>Fragmented resources for older adults, only some available online many of which are out of date</td>
<td>Coordinated free real time information about community resources and events</td>
<td>The site was launched</td>
<td>Social Participation, Respect and Social Inclusion, Civic Participation and Employment, Communication and Information</td>
</tr>
<tr>
<td>YEAR 2</td>
<td>Evaluate success of website and identify next steps to broaden reach</td>
<td>Qualitative review of community impact is in progress</td>
<td>Well known website utilized often by older adults and potential advocates of older adults; financially sustainable through business support</td>
<td>Number of subscribers, financial stability, number of sponsors/investors, and page hits</td>
<td>Social Participation, Respect and Social Inclusion, Civic Participation and Employment, Communication and Information</td>
</tr>
<tr>
<td>YEAR 3</td>
<td>Explore potential for a Champaign-Urbana area app that connects older adults with this community and the broader surrounding area</td>
<td>A free mobile app with access to a broad range of appropriate community sites</td>
<td>Free mobile app that facilitates access to community sites</td>
<td>Mobile app was launched</td>
<td>Social Participation, Respect and Social Inclusion, Civic Participation and Employment, Communication and Information</td>
</tr>
</tbody>
</table>
## TANGIBLE GOAL(S) OR OUTCOMES TO BE ACHIEVED THIS YEAR

<table>
<thead>
<tr>
<th>YEAR</th>
<th>Develop a list of and build connections and/or partnerships with underrepresented groups in the community</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>We are not reaching the entire population of older adults in our community; additionally, many of the services and opportunities for older adults lack coordination</td>
</tr>
<tr>
<td></td>
<td>An inclusive community where all older adults feel safe, supported, and included</td>
</tr>
<tr>
<td></td>
<td>The development of a list of relevant groups, relationships with community leaders from these groups, and a plan to sustain interactions</td>
</tr>
<tr>
<td></td>
<td>• Social Participation • Respect and Social Inclusion • Communication and Information</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>YEAR</th>
<th>Run a series of focus groups with older adults from groups whose perspectives were not adequately captured in initial survey data, including a focus on the safety needs of older adults in the community, both in their homes and neighborhoods</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The voices of many older adults in our community were not adequately captured in our last round of survey collection</td>
</tr>
<tr>
<td></td>
<td>Multiple opportunities for older adults from diverse backgrounds to be heard with regard to social inclusion and safety issues</td>
</tr>
<tr>
<td></td>
<td>The completion of a series of focus groups that adequately capture diverse perspectives</td>
</tr>
<tr>
<td></td>
<td>• Social Participation • Respect and Social Inclusion • Communication and Information</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>YEAR</th>
<th>Support the development of positive feature articles on older adults in local media</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Older adults are occasionally highlighted in local media</td>
</tr>
<tr>
<td></td>
<td>Coordinated efforts and features that highlight community contributions of older community members</td>
</tr>
<tr>
<td></td>
<td>The increased appearance of positive and useful media features about older adults</td>
</tr>
<tr>
<td></td>
<td>• Social Participation • Respect and Social Inclusion • Communication and Information</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>YEAR</th>
<th>Explore and support the development of regular Age Friendly social events in locations that reach our diverse population</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Though many Age-Friendly Steering Committee members interact with older adults through their organizations (or are older adults themselves), we want to increase regular interactions between our group and community older adults, and additionally provide increased opportunities for intergenerational social events</td>
</tr>
<tr>
<td></td>
<td>Regular intergenerational social interactions, where committee members have the opportunity to engage with local older adults</td>
</tr>
<tr>
<td></td>
<td>The development of and diverse attendance at regularly scheduled social events</td>
</tr>
<tr>
<td></td>
<td>• Social Participation • Respect and Social Inclusion • Communication and Information</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>YEAR</th>
<th>Research nationally and regionally available diverse models of senior living outreach (for example, Villages concept, immigrant welcome and outreach, and shared housing)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Currently models for housing and services for older adults concentrate on standard public or private pay without innovative alternatives to support older adults in a variety of living environments</td>
</tr>
<tr>
<td></td>
<td>The increased availability of options for older adults who wish to remain in their homes, and a better understanding of the issues faced by diverse groups of older adults</td>
</tr>
<tr>
<td></td>
<td>Increased knowledge of alternative models for community services and housing for older adults and the initiation of conversations about how to integrate models into our community</td>
</tr>
<tr>
<td></td>
<td>• Social Participation • Respect and Social Inclusion • Communication and Information • Community and Health Services</td>
</tr>
</tbody>
</table>

(Continued)
# FOCUS AREA: INCLUSION, CONTINUED

<table>
<thead>
<tr>
<th>YEAR</th>
<th>GOAL(S)</th>
<th>CURRENT STATE</th>
<th>DESIRED STATE</th>
<th>HOW SUCCESS IS MEASURED</th>
<th>DOMAINS</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Seek admission into the Age-Friendly University Network</td>
<td>From our survey data, we know that a number of older adults believe campus is not an Age-Friendly environment where they feel comfortable or welcome</td>
<td>An inclusive campus environment where people across demographic groups feel welcome to enjoy the University’s educational and cultural offerings</td>
<td>Admittance into Age-Friendly University Network and compliance with their goals</td>
<td>• Social Participation  • Respect and Social Inclusion  • Communication and Information</td>
</tr>
<tr>
<td></td>
<td>Develop targeted outreach to and communication strategies for underrepresented groups based on focus group data and input from community partners</td>
<td>Older adults in our community come from a variety of diverse backgrounds and the voices of all are not currently represented adequately</td>
<td>Outreach strategies and partnerships that are inclusive of all older adults in our community</td>
<td>Clear and sustaining strategies for interacting with our community partners</td>
<td>• Social Participation  • Respect and Social Inclusion  • Communication and Information</td>
</tr>
<tr>
<td></td>
<td>Conduct research on best practices for reaching and better communicating with diverse populations and for eliminating ageism in communications generally. Begin a communication audit of local organizations and their communication</td>
<td>We know that some materials are not appropriately tailored to older adults and/or promote ageist and other stereotypes</td>
<td>Communication that is free from ageist and other stereotypes and appropriate for intended audiences</td>
<td>A report that details best practices for communication and the development of materials to disseminate to local organizations</td>
<td>• Social Participation  • Respect and Social Inclusion  • Communication and Information</td>
</tr>
<tr>
<td></td>
<td>Explore the development of a volunteer infrastructure</td>
<td>We currently have coordinated opportunities for older adults to volunteer (Retired Senior Volunteer Program), but there is not a coordinated effort to connect with groups who may be interested in volunteering with older adults</td>
<td>Increased opportunities for volunteer organizations to support a diverse population of older adults and to provide intergenerational interactions, with the hope that these interactions will help mitigate ageism</td>
<td>The development of relationships with volunteer service organizations and a database of organizations from which older adult service providers might draw</td>
<td>• Social Participation  • Respect and Social Inclusion  • Communication and Information  • Community and Health Services</td>
</tr>
<tr>
<td>3</td>
<td>Based on findings from communication audit, communicate best practices for local organizations and businesses to communicate with a diverse population of older adults</td>
<td>We know that some materials are not appropriately tailored to older adults and/or promote ageist and other stereotypes</td>
<td>Communication that is free from ageist and other stereotypes and appropriate for intended audiences</td>
<td>Sustained interactions with local businesses and organizations in the forms of training materials or seminars on eliminating ageism from communications</td>
<td>• Social Participation  • Respect and Social Inclusion  • Communication and Information</td>
</tr>
<tr>
<td></td>
<td>Continue to advocate for the safety and inclusion of all older adults in our community based on work started in years 1-2</td>
<td>We anticipate that all of our goals and strategies from years 1-2 will require sustained efforts, follow-up, and people power to ensure we continue to work towards the safety and inclusion of older adults and combating ageism in our community</td>
<td>An inclusive community where all older adults feel safe, supported, and included</td>
<td>Survey results indicate progress</td>
<td>• Social Participation  • Respect and Social Inclusion  • Communication and Information</td>
</tr>
</tbody>
</table>
### Focus Area: Inclusion, Continued

<table>
<thead>
<tr>
<th>Year 3, CONT.</th>
<th>Goal(s)</th>
<th>Current State</th>
<th>Desired State</th>
<th>How Success is Measured</th>
<th>Domains</th>
</tr>
</thead>
</table>
| **Work with local groups and organizations to continue to develop a series of intergenerational programs** | As our Steering Committee interacts with more groups and older adults in years 1-2, we anticipate that new ideas, interests and opportunities will arise to develop new programming which is generationally inclusive | A community with an abundance of opportunities for people of all ages to interact regularly | The continued attendance and sustaining of regular intergenerational activities and programs | • Social Participation  
• Respect and Social Inclusion  
• Communication and Information |
| **Work to diversify Age-Friendly Steering Committee** | We currently have diversity on our Steering Committee with regard to age, gender, race, sexual orientation, and occupation, however we suspect that as we continue to grow our outreach efforts we will develop new partnerships and meet new community leaders who would be valuable additions to our group | A Steering Committee that broadly represents the diverse makeup of our community | The presence of community leaders from diverse groups in Champaign-Urbana on our Steering Committee | • Social Participation  
• Respect and Social Inclusion |
| **Serve as a mentor to, resource for, and partner with other smaller Champaign County villages and towns as they seek to join the Age-Friendly Network of Communities** | While the Champaign-Urbana community comprises more than half the County population, there are close to 80,000 residents in surrounding smaller towns and villages, making us the 10th largest county in the state of Illinois. Currently, only Champaign and Urbana are officially part of the Age-Friendly Network of Communities | Champaign County is recognized as a county livable for people of all ages | Additional Champaign County communities apply to join the Network of Age-Friendly Communities and commit to making their cities livable for people of all ages | • Transportation  
• Social Participation  
• Communication and Information  
• Health and Community Services  
• Respect and Social Inclusion  
• Civic Participation  
• Outdoor Spaces and Buildings  
• Housing |
### FOCUS AREA: TRANSPORTATION

<table>
<thead>
<tr>
<th>TANGIBLE GOAL(S) OR OUTCOMES TO BE ACHIEVED THIS YEAR</th>
<th>CURRENT STATE</th>
<th>DESIRED STATE</th>
<th>HOW SUCCESS WILL BE MEASURED &amp; EVALUATED</th>
<th>DOMAINS OF AGE-FRIENDLY</th>
</tr>
</thead>
</table>
| **YEAR 1** Ensure that appropriate local agencies will have the current transportation directory on their website | Directory has been developed in September 2018, one agency linked to the directory on their webpage and the directory had 33 hits | By March 2020, 25 targeted agencies will have a link to the directory on their website; By March 2020, there will be 150 hits on the directory per month | Number of agencies with a directory link on their website; Tracking directory hits through Google Analytics | • Transportation  
• Social Participation  
• Communication and Information  
• Health and Community Services  
• Civic Participation |
| Analyze survey data identifying seniors’ barriers to public transportation | Discussions within working group on potential agencies to involve in the analysis | Developed plan for funding and implementing a response to the identified barriers (for example, develop working group to establish connections with at least two organizations and plan a feasible bus buddy program) | Two stakeholders and one potential funding option identified | • Transportation  
• Social Participation  
• Communication and Information  
• Health and Community Services  
• Civic Participation |
| Find out why some seniors do not take public transit or use ride-share services | Survey data for seniors, senior housing facilities, and assisted living facilities | Prioritize barriers and issues identified by seniors | Number of surveys, from seniors, assisted living homes, and senior centers | • Transportation  
• Social Participation  
• Communication and Information  
• Health and Community Services  
• Civic Participation |
| Apply for at least three grants for a Champaign County One-Call One-Click center | One grant submitted | Secure funding before April 2020 | Three applications done | • Transportation  
• Social Participation  
• Communication and Information  
• Health and Community Services  
• Civic Participation |
| Identify high-density areas of Dash Pass users (reduced public transit fares for community members 65+) | Data inquiry to Champaign-Urbana Mass Transit District regarding Dash Pass routes | Map of urbanized area with Dash-Pass route data complete | Map of urbanized area with Dash-pass data developed | • Transportation  
• Social Participation  
• Communication and Information  
• Health and Community Services  
• Civic Participation |
| **YEAR 2** Community actively uses the transportation directory | 25 targeted agencies have a link to the directory on their webpage; 150 hits on the directory per month | 30 targeted agencies have a link to the directory on their webpage; Continue to get 150 hits on the directory per month Regional Planning Commission updates directory at least once every six months | Number of agencies with a directory link on their website; Tracking directory hits through Google Analytics; Number of travel trainings that include directory | • Transportation  
• Social Participation  
• Communication and Information  
• Health and Community Services  
• Civic Participation |
| Continue development of a feasible Bus Buddy program to train and/or assist seniors to use mass transit using survey data and Dash Pass route maps | Two stakeholders and one potential funding options identified | Solidified partnerships with volunteers/stakeholders; Plan developed Some funding secured | Amount of funding secured | • Transportation  
• Social Participation  
• Communication and Information  
• Health and Community Services  
• Civic Participation |

(CONTINUED)
<table>
<thead>
<tr>
<th>YEAR 2, CONT.</th>
<th>GOAL(S)</th>
<th>CURRENT STATE</th>
<th>DESIRED STATE</th>
<th>HOW SUCCESS IS MEASURED</th>
<th>DOMAINS</th>
</tr>
</thead>
</table>
| Implement Champaign County One-Click One-Call center based on available funding | Three applications completed | Secured, consistent funding for planning and implementation by the end of Year 2 | Amount of funding secured | •Transportation  
•Communication and Information  
•Health and Community Services  
•Civic Participation |
| Conduct three travel trainings within the year addressing barriers listed in year one surveys | Travel training materials developed based on survey data | Conduct travel trainings at senior centers, human service agencies, churches, and other relevant organizations | Number of travel trainings conducted; Number of attendees; Number of locations travel trainings held | •Transportation  
•Social Participation  
•Communication and Information  
•Health and Community Services  
•Civic Participation |

<table>
<thead>
<tr>
<th>YEAR 3</th>
<th>GOAL(S)</th>
<th>CURRENT STATE</th>
<th>DESIRED STATE</th>
<th>HOW SUCCESS IS MEASURED</th>
<th>DOMAINS</th>
</tr>
</thead>
</table>
| Implement the Bus Buddy program to train and/or assist seniors to use mass transit | Applied for at least three funding sources; Partnerships solidified; Local senior centers notified of potential new service | Bus buddy program implemented by November 2022 | Implementation by November 2022; Number of volunteers; Number of seniors who use the service; Number of trips by type | •Transportation  
•Social Participation  
•Communication and Information  
•Health and Community Services  
•Civic Participation |
| Implement the Champaign County One-Click One-Call center | Developed employee/call center scope of duties; Secured, consistent funding for planning and implementation | Call center implemented in Champaign-Urbana Mass Transit District by March 2021 | Number of updates to transportation directory; Number of callers; Type of information requested | •Transportation  
•Social Participation  
•Communication and Information  
•Health and Community Services  
•Civic Participation |
| Conduct three additional travel trainings within the year addressing barriers listed in year one surveys and considering year 2 results | Travel training materials developed based on survey data | Involve university students in travel trainings; Conduct travel trainings at senior centers, human service agencies, churches, and other relevant organizations | Number of surveys; Number of travel trainings conducted; Number of attendees; Number of locations travel trainings held; Number of volunteers | •Transportation  
•Social Participation  
•Communication and Information  
•Health and Community Services  
•Civic Participation |